2

IT systems

- · give hardware specifications
- · give instructions for using a GUI
- · describe different multimedia types
- explain OS installation

System specifications

Speaking

1 Work in small groups. What is the difference between peripherals and internal hardware? Name as many of each as you can. Can you install any?

Vocabulary

2 Are these items internal components (I), peripherals (P) or storage (S)? For some items, there may be more than one possible answer.

1 external drive ___ 7 mouse ___ 2 hard disk drive ___ 8 memory ___ 3 headphones ___ 9 monitor ___ 4 optical drive ___ 10 power supply unit ___ 5 keyboard ___ 11 printer ___ 12 screen ___

Listening

graphics card = video card

CPU = processor

Listen to a technician describing the motherboard to a new trainee. Match these words to A–G in the photo below.

1 audio socket ___ 4 Ethernet connector ___ 7 USB port ___ 2 CPU socket ___ 5 graphics card socket ___

DIMM slot ___ 6 SATA socket __



Language

For decimal values, we say 'point' for the decimal point and pronounce the next numbers individually. We don't always mention the 0 to the left of the decimal point for values less than 1. To express large and small numbers, we often use prefixes. For example, kilo- means '1,000'. The main stress is on the first syllable of the prefix. It's 0.54 millimetres long. ('nought point five four' or 'point five four', NOT 'nought point fifty-four') a 3.6-kilobyte file

12

4 Match the prefixes in the box to these numbers.

	dual- giga- quad- tera-	kilo-	mega-	micro-	milli- nano-
1	1,000,000,000,000	3	1,000,000		7 1,000,000
		4	1,000		8 4
2	1,000,000,000	5	0.000000001		9 2
		6	0.000001		

Pronunciation 5 Listen and underline the stressed syllables in these words. Then practise saying the words with a partner.

1 a dual-core processor 5 18 nanometres 2 a quad-speed Blu-ray drive 6 a 26-kilobyte file 3 a 3.5-millimetre socket 7 2.4 megahertz 4 a micrometre 8 4 terabytes

Listening 6 Listen to an IT manager and assistant talking about a problem with a delivery of new computers. Correct this delivery slip to show what was ordered.

Order for: Wood Publishing

 $5 \times \text{Expression} 5710 \text{ laptop computers with the following specifications:}$

- Entel 2.73 GHz dual-core CPU
- 1 × 390 GB SDD
- 8 GB dual-channel DDR3 1666 MHz RAM
- Ladeon 3850 1 GB graphics card
- · No optical drive
- 15.6-inch WLED 1920 × 1080 screen
- 4 × USB ports
- · No operating system installed
- 1 year next business day on-site service

10 × Domination 8720 desktop computers

- · Entel 3.4 GHz quad-core CPU
- 1 × Eastern Digital 2 TB 7200 rpm SATA HDD
- · 16 GB 2000 MHz memory
- · Ladeon 7950 2 GB graphics card
- 6 × Blu-ray combo optical drive (Blu-ray, DVD+/-RW & CD)
- · 4 × USB ports
- 802.11n WLAN wi-fi mini card
- · No operating system installed
- · 1 year next business day on-site service

Speaking 7 Work in pairs. Roleplay the conversation the IT manager in 6 will have with the supplier, Dingle Digital.

Hi, we ordered some new computers from you but the order is wrong. We ordered laptops with ... but they came with ...

- Work in pairs. Write some specifications for a computer. Then ask and answer questions about your partner's computer. Think about these things:
 - · processor speed
- · hard drive size

· memory

- · screen resolution
- A: How fast is the processor?
- B: It's 2.84 megahertz.
- 9 Work in pairs. Suggest specifications for computers for these people. Then compare your answers with another pair.
 - 1 computers for administration staff
 - 2 a computer for a designer
 - 3 a server for a small business
 - 4 a computer for a sales person

I don't think admin staff need a fast processor. They only need it for word processing and email. What about a two-gigahertz processor?

GUI operations

Speaking

GUI = graphical user interface

1 Work in pairs. Look at the screenshot in 2. What different things can you do to a window?

You can resize it.

Vocabulary

2 Match these words to A-L in the screenshot below.

- scroll bar ___ 5 title bar ____ 9 left-hand pane ___ 2 10 tab __ menu ___ icon ___ 3 'Minimise' button ___ 7 folder ____ 11 check box ___ 'Maximise' button ____ 8 filename. 12 radio button ____
- В E G - a z ★ Computer New OS on Sam (C:) Program Files ▶ GIGABVTE ▶ SMART6 ▶ QBoot ▼ 49 Search QBoot Filey Edit View Tools Help Include in library * Share with * Burn New folder # · D 0 Stock photos Type **■** Videos BM.dll 18/12/2009 247 PM 3.687 KB - Homegroup OCK64.dll ystem Properties D A QuickBoot.exe Computer QuickBootDII.dll Mew OS on Sam (C:) ver.dat SRecycle.Bin YccDrv.dll Allow Remote Assistance connections to this computer ₩ ~LD Config.Msi What happens when I enable Remote Assistance? Bocuments and Settings Advanced... inetpub intel **MSOCache** ■ PerfLogs Click an option, and then specify who can connect, if needed. Program Files Adobe Don't allow connections to this computer 👪 Backup & file manag Allow connections from computers running any version of Remote Desktop (less secure) Biz stuff Bonjour Allow connections only from computers running Remote Desktop with Network Level Authentication (more secu ■ Centra Common Files Select Users... J DIFX B DVD Maker A GIGABYTE Cancel ONOFFCharge MART6 **№** QBoot 1 recovery 6 items

3 Work in pairs. Match actions 1-7 to their results a-g.

- 1 Double click on the title bar
- 2 Click on a menu
- 3 Right-click on an icon
- 4 Slide the scrollbar down
- 5 Click the 'Minimise' button
- 6 Drag the title bar
- 7 Select the icon

- a) to open a new menu.
- b) and the window fills the screen.
- c) if you want to move the window.
- d) to hide the window.
- e) to scroll the window down.
- f) to open it.
- g) and its background changes colour.

Listening 4 Listen to a help desk technician talking to an IT user. What information is the technician looking for?

5 Listen again. Number the instructions in the order you hear them.

Choose 'Properties' from the menu.

Just select 'Manage'.

Select 'Install date'.

Can you scroll up to the top?

Language

We often use imperatives to give instructions. We use 'softeners' such as <i>could you</i> , <i>can you</i> and <i>just</i> to make the instructions sound more polite.	Drag the window to the left. Could you just double click on the bottom icon?	
We use sequencers (e.g. <i>first</i> , <i>then</i> , <i>next</i> , <i>after that</i> , <i>finally</i>) to show the order of the steps.	First, just click on the 'Start' button. Then select 'Shut down' in the bottom right corner.	

6 Look at the instructions in 5. Underline the imperatives. What softeners does the speaker use?

Speaking

7 Work in pairs. Take turns being an IT help desk technician and an IT user. Use these prompts to explain to your partner how to follow the steps for each action.

'Start' button → 'Control Panel' → 'System and Security' heading → under 'System': 'View amount of RAM and processor speed'

- A: First, could you click on the 'Start' button?
- B: Sure
- A: Then select 'Control Panel'. A box will appear.
- B: OK.
- A: Click where it says 'System and Security', then 'View amount of RAM and processor speed', under 'System'.
- B: Got it! Thanks very much.
- 1 'Start' button → Mozilla Firefox → double click/title bar
- 2 right-click on 'c:' drive → 'Properties' → 'Sharing' tab → 'Advanced Sharing' → 'Share this folder' check box → 'OK' → 'Close'
- 3 press 'Start' key and 'E' key to open Windows Explorer → 'Uninstall or change a program' at top → find 'Anki' → right-click → select 'Uninstall'
- 4 find clock on bottom right of screen → right-click it → 'Adjust date/time' in pop-up menu → 'Change time zone' button → '(UTC+09.00) Osaka, Sapporo, Tokyo' in drop-down menu → 'OK' → 'OK'
- 5 'Start' button → 'Control Panel' → 'Appearance and Personalization' heading → 'Display' heading → 'Magnifier tool' link
- 8 Work in pairs. Take turns to explain these actions. Look at the prompts in 7 or use your own ideas.

how to close a program

First, go to the 'File' menu. Then click 'Exit'. Or click the 'x' in the top right-hand corner of the window.

- 1 how to open a program
- 3 how to change a program's settings
- 2 how to save a file
- 4 how to delete a file

Writing 9 Write an email explaining the steps for one of the actions in 7.



Multimedia hardware

Speaking

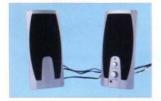
- Work in pairs or small groups. Answer these questions.
 - What do you use computers for? List as many uses as you can.
 - 2 Which items on your list from question 1 use the items in the box?
 - Which other computer tasks use the items in the box?

audio graphics images video

Vocabulary

Label the photos with the multimedia equipment in the box.

headphones microphone projector speakers video camera virtual reality goggles webcam









2

3







5

6

Speaking

Work in pairs. Who might use each of the items in 2? What might they use them for?

Reading

Read this email quickly. What does Kamal want to do?



Hi Kamal,

It should be quite easy to connect your laptop to a projector. First, check that both the laptop and the projector are off. Then connect the projector cable to the laptop: just plug it into the video socket. Most laptops have one, usually at the back or side. After that, insert the projector's power cable into a power socket and turn on the computer and the projector. Next, the computer has to find out the projector's resolution: press the 'Function' key ('Fn') on the laptop and, at the same time, press the key with a picture of a screen on it. The 'Fn' key is usually on the bottom left, near the 'Shift' key, and the key with the screen picture on it is usually on the top row of keys, on the left.

Don't forget to switch off the equipment and unplug the projector from the computer when you've finished.

Best wishes.

Natasha

Vocabulary Match words 1–8 from the email in 4 to words a–h with a similar meaning.

- 1 cable
- 2 plug (into)
- 3 insert
- 4 power socket
- 5 turn on
- 6 press
- 7 unplug
- 8 switch off

d) connector

a) push

- e) turn off f) electricity socket
- g) switch on

b) put (into)

c) connect

h) disconnect

Complete these prepositional verbs.

- 1 connect _____
- 3 unplug ____

2 plug _

4 disconnect ____

Language

Sentences with two objects

Some sentences have two objects. We often use a preposition between the two objects (verb + object of verb + preposition + object of preposition).

I unplugged the cable from the computer. Insert the plug into the socket.

Read the email in 4 again and complete these instructions. Use two objects where appropriate.

Switch off the computer and the projector.

- 1 Plug _____ . 4 Push _____ . 2 Plug ____ . 5 When finished.
 - 5 When finished, turn ___
- 3 Switch _____
- 6 Disconnect

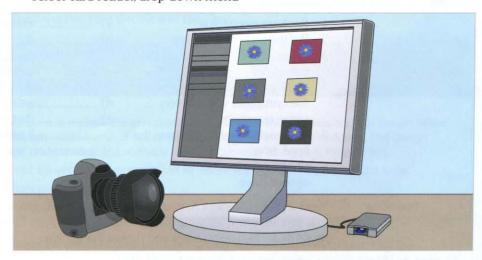
Writing

- 8 Work in pairs. Read the email in 4 again and mark the features below. What other forms of greetings and signing off can you think of?
 - the greeting
- a paragraph
- · signing off
- Write an email explaining how to transfer photographs from a digital camera to a computer. Give instructions for the steps below. Include the features from 8 in your email.
 - card reader → computer

select destination folder

open software

- 'OK' button
- select card reader/drop down menu



Operating systems

		- F			
Reading	1	correct order. During the process, the complex the end of the process. In the BIOS, set the first boom At the end of the process, time, date, network type and First, put the installation Drawhile you press the 'F2' kell This time, the computer was Before you start, back up to the process.	in reinstalling an operating system in the imputer will restart by itself several times. So, you can partition the hard drives. Out drive to DVD. Then reboot again. The operating system will ask for the product key, and details for user accounts. VD into the optical drive. Then reboot the computer ey. The BIOS will now start. Will boot from the DVD and installation will begin. Everything. So, it will ask you to agree to the licence terms.		
Language Expressing reason a We can use these for		s to express reason and purpose: Why should I update my OS?			
• for + noun phras • so that + clause • to-infinitive • because + claus Speaking		 Back up everything Put the DVD in the drive Press 'F2' while rebooting computer During the installation prothe computer will ask you some questions You might want to partition hard drive Change the boot drive to to optical drive 	a) enter the BIOS. b) that the computer restarts from the operating system DVD. c) use the different partitions for different purposes. d) safety. e) that the process can start. on the f) it needs to know some information, such as where you are.		

Ask and answer questions using 1-6 in 3 as prompts. Give different reasons from

those in 3. Then swap roles and repeat the activity.

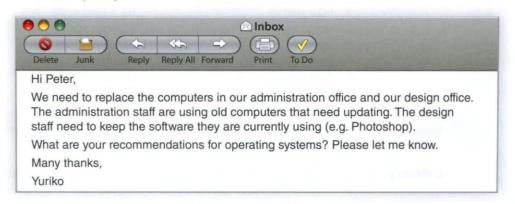
Business matters

1 Work in small groups. What do you know about open source software? How is it different from proprietary software? Think about cost, who writes it and how much people use it.

Reading 2 Read this web article and check your answers in 1.



- Listening
- 3 Listen to a spokesperson for a major operating system company giving a speech: 'Why open source is a bad idea'. What reasons does the speaker give to use proprietary software? Make a list.
- Speaking
- 4 Use the article in 2 to make a list of reasons to use open source software. Then work in pairs. Give reasons for your answers and discuss any differences.
- Work in small groups. You are technicians in an advertising company. You look after operating systems and software. Look at this email from your manager and decide whether to use an open source OS, a proprietary OS or some of each. Then explain your decision to the class.



- Writing
- 6 Write an email to your manager giving your recommendations. Use the Language box on page 18 and the information about writing emails on page 17.