Exercise 1

Match the columns to form phrases. Drag the numbers.

1	dial		your PIN number
2	contact		someone
3	press		an outgoing message
4	set		to silent
5	record		this button
6	enter		the phone number

Exercise 2 Complete the minidialogues

dial the number • contact someone • press this button • set to silent • record an outgoing message • enter your PIN number

1. **A:** Did you _____ I gave you?
   B: Yes, but there was no answer.
2. **A:** My voicemail isn't working.
   B: I'll _____ in the IT department, and they'll help you.
3. **A:** Are you going to _____ ?
   B: Certainly. I want people to know they've reached the correct number.
4. **A:** I want to check my phone messages.
   B: OK. First of all, you have to _____ .
5. **A:** How do I transfer a call?
   B: _____ next to the red light.
6. **A:** I called you earlier, but you didn't answer.
   B: Oh, sorry. I _____ my phone _____ because I didn't want to be disturbed.

Exercise 3 Change the words in bold to the correct sentences

delete | save | volume | press | location | fast forward | loudspeaker | receiver

1. To hear the end of a message, you should **location** it.
2. He picked up the **loudspeaker** and said, "Hello".
3. I turned up the **receiver** on my phone because I couldn't hear it ring.
4. Don't **press** that message. It's very important.
5. You can listen to your voicemail from any **fast forward**.
6. Which button do I have to **save** to replay the message?
7. Thanks for calling. Mark is here with me, so I've put you on **volume** so that he can hear you too.
8. I'll **delete** that message. I might need it later.

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Exercise 4 Write the word

1. Millie wears a _ because she has to type and talk on the phone at the same time.

h

2. Please don't put me on _. I don't want everyone to hear me.

l

3. I couldn't hear some of the message. I'll _ it and listen again.

r

4. Let's _ everything you learned. It's very important that you understand.

r

5. Is it possible to _ messages that I deleted?

r

6. I want to _ my outgoing message to hear how I sound.

r

7. I'll call you later. Your number is in my _ on my phone.

c

8. I don't like my outgoing message. I'm going to _ it.

r -

Exercise 5 Drag the word to the correct picture

paragraph | icon | upper-case letters | lower-case letters | italics | underline



ABCDE

AbCdE

AbCdE



abcde

Exercise 6 Match

Match the sentences to the responses. Pay attention to the words in bold. Drag the numbers.

1	I want people to pay attention to the dates.		Then you should **log out**.
2	Where's the link to the report?		**Double-click** on the icon.
3	How do I open this program?		Maybe you should use a different **font**.
4	This invitation is hard to read.		It should be at the top of the **homepage**.
5	I've finished working on the computer.		You should **underline** them.

Exercise 7

Match the words to their definitions. Pay attention to the words in bold. Drag the numbers.

1	**username**		a secret code
2	**bold**		the area in an image behind the main objects
3	**password**		thick letters that stand out
4	**background**		your identification
5	**cell**		a small box or square in a spreadsheet

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Exercise 8 Complete with the correct word

copy | strikethrough | desktop | comment | log in | paste | post

1. Before you start working on the computer, you have to _____.
2. If you want to use the same sentence in a different place, you can _____ the sentence and then _____ it.
3. I've finished the report for the intranet, so I'll _____ it in the morning for everyone to read.
4. If there's a word in the document with _____, that means you should delete it.
5. I keep all my important files on my _____.
6. Someone wrote a very nice _____ about the article I posted on the intranet.

Exercise 9

Choose T (true) or F (false) for sentences below. Pay attention to the words in bold.

1. A **flow chart** is a type of diagram. T F
2. A **heading** comes at the end of a paragraph. T F
3. You often use **bullets** when you make a list. T F
4. You **underline** the first word of every paragraph. T F
5. A **row** is horizontal and a **column** is vertical. T F
6. You should type with dark letters on a dark **background**. T F
7. When you **cut** something, it disappears from the text. T F

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Exrcise 10 Choose the correct answer

1. My _ is davidw.
   - ○ username
   - ○ icon

2. You should read this _ on the intranet. It's really interesting.
   - ○ flow chart
   - ○ comment

3. We've changed the design of the _ on our website. It's much more attractive.
   - ○ desktop
   - ○ homepage

4. Oh, no! I've forgotten my _ again!
   - ○ paragraph
   - ○ password

5. When you type the name of a book, you should use _ .
   - ○ italics
   - ○ font

Exercise 11

Complete the sentences with the words that you did not choose in Exercise 10. Drag the answers.

paragraph | desktop | flow chart | icon | font

1. The [ ] is the first thing you see on your computer when you log in.
2. When you double click on this [ ], you go directly to the e-mail program.
3. I like the lower-case letters in this [ ].
4. There's a step missing in the [ ]. I think you should include another box here.
5. The information in this [ ] isn't very clear.

Exercise 12

Match the columns to form sentences. Drag the numbers.

1	How do I check	[ ]	to the end of the paragraph.
2	First enter	[ ]	my incoming messages?
3	Press 1	[ ]	your PIN.
4	I would move this sentence	[ ]	bold the instructions.
5	I think you should	[ ]	to listen to your messages.
6	Is the font	[ ]	big enough?

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