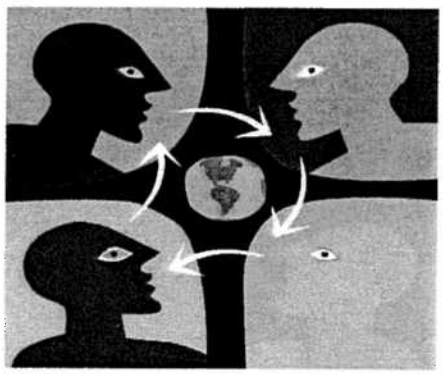
ENGLISH
Language and Communication

TKT07/OHJ07
2008 - 2009



Compiled by
Maija Varala

DISCUSSION GROUPS

Leading a discussion group

Read an article in English. In your discussion group, report on your reading. Tell 1) where you found the article, 2) who wrote it, 3) what the main points were, and 4) your own opinions/evaluation on the article. This should take about 5 minutes at the most. You should also prepare questions to make your group talk. This is not your solo presentation, but your most important task is to make sure everybody in your group participates in the discussion. The group discussion lasts about 15 minutes.

Participating in a discussion group

Your responsibility as a member of a discussion group is to offer your views and opinions, take your turn and listen to others actively. Practise the polite phrases that allow you to interrupt, agree or disagree with what has been said. You will also take turns in summarising what was discussed to the rest of the class.

Links to potential sites:

- http://news.bbc.co.uk/
- http://www.guardian.co.uk/
- http://www.scientificamerican.com/
- http://www.msnbc.msn.com/id/3032542/site/newsweek/
- http://www.time.com/time/
- http://www.cnn.com/
- http://www.hs.fi/ also in English

EXPRESSING OPINIONS

To introduce on opinion (for or against)

I think ...
I believe ...
I don't think/believe ...
I feel ...
I'm sure that ...
In my opinion ...
My point of view is that ...
It seems to me that ...
I would say that ...

Active listening

I see.
Aha.
Oh.
Really?
That's interesting.
I didn't know that.

To agree with an opinion

Yes, that's right/true.
I think so, too.
Exactly.
I think you're right.
I completely agree with that.
You are absolutely right.
I partially agree with that. However, don't forget that ...
Well, I agree with you on the whole, but ...
You have a point there, but ...
I can see your point of view, but ...

To disagree with an opinion

You must be joking.
(I'm afraid) I don't agree (with that).
I don't believe it.
I can't share your view.
I can't accept your point of view.
Do you really think so?
Well, personally I think that ...
I wouldn't say that.

Inviting opinions

What do you think (about it)?
What's your opinion?
Do you share my view on this?
How do you see it?

INTERRUPTING

- Could I jump in here?
- Sorry to interrupt but...
- Yes, but...
- Excuse me, can I just say...

AND STOPPING INTERRUPTIONS

- If I could just finish?
- If you'd let me finish...
- Just a minute...
- Listen...

Here are some more phrases to use during your presentation.

When you begin:

- OK, Can I have your attention, everyone?
- Let's start, shall we?
- All right, everyone!

Greeting and welcoming:

- Good morning, everyone and welcome to…
- Hello, ladies and gentlemen, nice to see you all here.
- On behalf of my company, I'd like to welcome you all here today.
- My name is … and I'm here to present / I'm here to tell you something about…

Explaining the structure of your presentation:

- First, I'm going to tell you something about…
- To start with, I will say a few words about..
- Firstly, I will…
- Secondly, there will be..
- Next, I would like to say something on…
- And finally, I will finish my presentation by…

Ending one point:

- OK, so much for...
- That's all I wanted to say about…
- That's all I have to say about…

And starting another:

- Now I'd like to talk about…
- Next, I'd like say a few words about…
- And now I will move on to my next point…
- And now I'd like to draw your attention to…
- Next, I'd like to concentrate on…

Finally, ending your presentation:

- So, to sum up, …
- Well, that's all I wanted to say…
- I'd like to finish by…
- Let me end by saying…

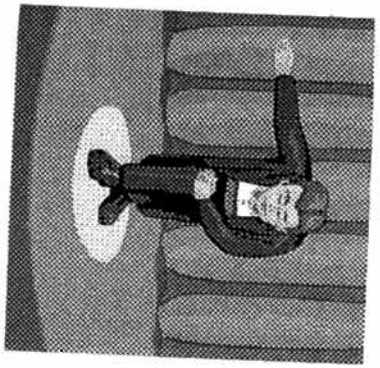
Thanking the audience and inviting questions:

- Thank you for your attention.
- It's been a pleasure to…
- I hope you have enjoyed…
- And now, if you have any questions, I will do my best to answer them.
- I'm sure you have questions, so please ask, and I'll try to answer.

ORAL PRESENTATIONS

Remember

- to choose an interesting topic
- to be enthusiastic
- to use language suitable for listening, not reading
- not to use source material as such
- to give a short vocabulary, if necessary
- not to read from a text
- key words on a transparency or note cards
- to speak loud enough, with a clear voice
- to use lively intonation
- to check the pronunciation
- eye contact
- body language
- to bring something to show or use visual aids
- to think about the audience when preparing and giving the presentation



Stop the boring PowerPoint presentations!

Jeanette Henderson

When first introduced nearly two decades ago, PowerPoint and similar slide-show programs were considered a godsend for those giving highly technical presentations on complicated subjects. Previously, presenters had to labor for weeks, even months, partnered with highly skilled, expensive audio-visual departments, to get overhead projections and slides just right. With PowerPoint, the job was reduced to simple point and click word and image-processing programs nearly anyone with a desktop computer can use, no AV department necessary.

The task is now so easy it has come to be expected in practically every business, technical, and even general-information presentation. Presenters are often maligned, considered lazy or unprepared if they show up without an extensive PowerPoint presentation. To appear prepared, some presenters resort to putting their outline on PowerPoint, then proceed to do nothing more than read their outline out loud, or write a bunch of nonsense just to take up space. How many of us have been tortured with that kind of tedious, lackluster, and disconnected presentation?

What used to be a tool for presenters is too often a crutch, or even worse, the slideshow becomes the presentation itself. Remind yourself that slides don't connect with audiences, only a presenter can do that. No one was ever inspired by a slideshow without the presenter being inspiring as well.

First the facts. To be effective, you must maintain authority at all times to win the audience to your side. They must trust that you, a real person, know what you're talking about. You cannot relinquish that authority to anyone or anything without a clear reason, or you risk losing control of the situation.

Imagine authority as a beach ball. As long as you have the ball in your hands, you are the authority, that's where people are looking and listening. When you want the audience to pay attention to someone or something else, you must physically turn to that person or thing, and in essence, toss the imaginary beach ball to them. By telegraphing to the audience what you want them to do (indicating your leadership), they will look where you want them to look.

When presenting a slide in a PowerPoint presentation, look at the screen while the audience silently reads it. Then take the beach ball back by turning from the screen back to your audience and reestablishing eye contact with them. Now you have the authority again, and have clearly demonstrated that PowerPoint is just a tool.

None of this happens in typical PowerPoint presentations as most people do them today. First, presenters tend to darken rooms so the audience can see the screen better, which makes the screen the focal point the entire time. Worse, people have a hard time reading and listening at the same time, which means they have to choose between reading something that is the brightest thing in the room, or listening to a voice coming out of the dark. Since our visual sense invariably takes precedence over all else, we keep our eyes glued to the screen, barely hearing a word the presenter is saying.

Even when you hand authority over to your PowerPoint correctly, there are a few more things to consider:

1. Keep slides to a minimum. Use one only when the point is easier to explain with a picture instead of words.
2. Put a blank slide in between slides to let the audience know when to focus on you.
3. Dim the lights as little as possible (or have someone control the lights accordingly), so that the audience can see you.
4. For the rest of your presentation, try to use descriptive words that let your audience use their imaginations rather than relying on slides.

Years ago in a conversation with a coworker, I told her how much I had enjoyed the movie *Raiders of the Lost Ark*. She said she hated it. I pressed her to explain. She said it was because the filmmaker tried to show her too much, and that his images were never as good as her own imagination. "In the old days," she said, "when a character peered into a dark hole and said, 'Oh, no, not snakes, I hate snakes,' I imagined so many snakes in that pit it made my hair stand on end. In the movie, they didn't even come close to what I had imagined." She was disappointed because she felt the movie shortchanged her imagination.

Our imagination is one of our greatest assets, and these days, it's getting way too little exercise. So next time you have to do a presentation, resist the urge (and criticism of the lesser-informed) to put every word or image on the screen. Instead of wasting time designing an overabundance of convoluted and unnecessary slides, concentrate on using descriptive words, and let the audience's imagination do the rest of the work for you **MD**

Jeanette Henderson is the coauthor of the book There's No Such Thing as Public Speaking. She is a cofounder of Podium Master (www.podiummaster.com), a nationally recognized presentation consulting firm.

More PowerPoint hints

To read more hints on creatin interesting PowerPoint preser tations visit *forums.machinede sign.com* and scroll down t Vicki Reitz's blog. Click on th link called "Create better Pov erPoints" for more ideas.

Hints for Nervous Speakers

1. Know exactly what your listeners expect from you. Ask the person who requested the presentation or a prospective audience member.

2. If possible, familiarize yourself in advance with the room set-up.

3. Rehearse your presentation at least twice. The first time, focus on familiarizing yourself with your material and checking your timing. The second time, record yourself for playback, or present to a friend/colleague, and time the presentation. Ask for feedback.

4. Eat before you present. Speaking with an empty stomach exacerbates anxiety.

5. Avoid excessive caffeine, which also exacerbates anxiety.

6. Before the presentation, chat with audience members.

7. During the presentation, talk directly to individuals for several seconds; choose individuals throughout the room.

8. Use your gestures to enhance communication, not distract from it. Be aware of nervous mannerisms you have (e.g., playing with a pen, stroking your beard, smooth back your hair) and practice suppressing them.

9. Speak slowly and distinctly in a low register. A rapid rate at a high pitch indicates nervousness.

10. Prepare good notes and practice using them appropriately for an extemporaneous presentation.

Most importantly, remember to focus on what your audience needs, not on yourself and what you know.

Cite as: Jane Dunphy, course materials for 21F.225/21F.226 Advanced Workshop in Writing for Science and Engineering (ELS), Spring 2007. MIT OpenCourseWare (http://ocw.mit.edu/), Massachusetts Institute of Technology. Downloaded on [DD Month YYYY].

Lahti University of Applied Sciences
Degree Programme in Information Technology

CURRICULUM AND TIMETABLE

I Study the table describing the studies in your degree programme and find the English terms corresponding to these Finnish ones:

kaikille pakolliset yhteiset perusopinnot Basic studies
tietotekniikan yhteiset ammattiopinnot Common Prof studies
syventävät ammattiopinnot In-depth professional studies
valinnaiset ammattiopinnot optional professional studies
vapaasti valittavat opinnot elective studies
harjoittelu Practical training
opinnäytetyö Thesis

II What are the Finnish names for these courses:

Utility programs Työvälineohjelmat
Maintenance of PC networks Microverkot
Embedded systems programming Sulautetut
Digital transfer technology
Programmable devices
Local and routing networks

Electronic circuit design
Basics of object-oriented programming
Applied electronics
Application development workshop
Signal processing
Data security

III Answer the questions.

1 Describe the structure of your studies. What different types of studies are there? What is their emphasis at different stages of the programme (i.e. different years)?

2 Do you think the balance between basic studies and professional studies is good? What about their timing?

3 How much choice is there? Have you already done any choices? Do you know what you will choose in the future? In your opinion, should students be able to choose more freely what to study?

4 Would you like to change the curriculum in some way (remove/ add/change something)? If so, how and why?

5 Describe your current timetable: how long are the days, what courses are there, etc. Are you happy with your timetable? Which course requires the most of your time and effort?

Degree Programme in Information Technology

Lines: SOFTWARE ENGINEERING, COMPUTER ELECTRONICS AND TELECOMMUNICATIONS TECHNOLOGY

Studies		Year 1	2	3	4	Σ
BASIC STUDIES 73 CR						**73**
Common basic studies						**14**
01PSUO	Finnish language and communication	4				
01PRUO	Swedish language			3		
01PENG	English language and communication		3			
01PJYT	Entrepreneurship studies				4	
Basic studies of the degree programme						**59**
0701AG105	Algebra, geometry and trigonometry	5				
0701VM103	Vectors and matrixes	3				
0701D1103	Differential and integral calculus I	3				
0701D2103	Differential and integral calculus II		3			
0701TM103	Mathematical statistics		3			
0701DM103	Discrete mathematics			3		
0701MS103	Transformations and series		3			
0701FP205	Foundation course in physics	5				
0701SM204	Electricity and magnetism	4				
0701AO203	Wave motion		3			
0701MS203	Modern and applied physics		3			
0701FL203	Physics lab		3			
0701TK304	Chemistry for information technology	4				
0736TO003	Utility programs	3				
0736JU003	Publishing	3				
0736AP005	Basics of professional studies	5				
0700TE003	English for information technology		3			
PROFESSIONAL STUDIES 107 CR						**107**
COMMON PROF. STUDIES IN INFORMATION TECHNOLOGY						**41**
Electronics						**9**
0736SD103	Electric measuring technology and documentation	3				
0736PT103	Electronic circuit design	3				
0736EL103	Electronics		3			
Computer electronics						**8**
0736DT105	Digital and computer technology	5				
0736MP103	Microprocessors		3			
Telecommunications technology						**10**
0736TP305	Basics of telecommunications technology	5				
0736MY305	Maintenance of PC networks		5			
Software engineering						**10**
0736OP405	Basics of programming	5				
0736OO405	Basics of object-oriented programming		5			
Production economics						**4**
0736MJ504	Marketing and management				4	

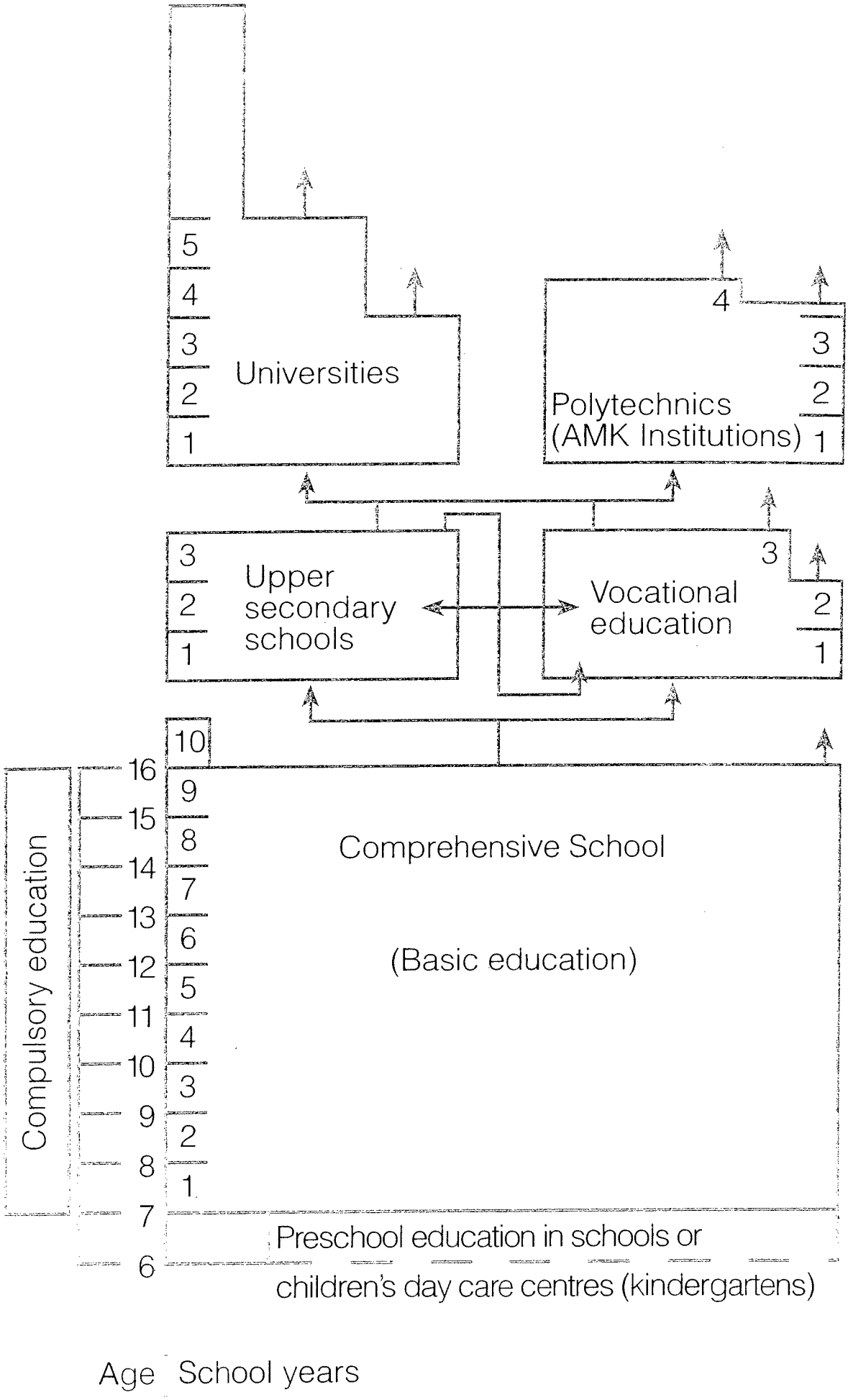
IN-DEPTH PROFESSIONAL STUDIES (line-specific)						**36**
In-depth professional studies in software engineering						
0732TP003	Basics of databases		3			
0732OM005	Object-oriented programming methods		5			
0732TA003	Data structures and algorithms			3		
0732SO003	Embedded systems programming			3		
0732KJ003	Operating systems			3		
0732O1003	Software production I			3		
0732O2003	Software production II				3	
0732T1003	Software engineering workshop I			3		
0732T2005	Software engineering workshop II				5	
0732TP005	Research project in software engineering			5		
In-depth professional studies in computer electronics						
0733S1005	Signal processors I		5			
0733SJ003	Embedded systems		3			
0732SO003	Programming embedded systems			3		
0732KJ003	Operating systems			3		
0733SE003	Applied electronics			3		
0733E1003	Electronic equipment design I			3		
0733E2003	Electronic equipment design II				3	
0733T1003	Computer electronics workshop I			3		
0733T2005	Computer electronics workshop II				5	
0733TP005	Research project in computer electronics			5		
In-depth professional studies in telecommunications technology						
0732TP003	Basics of databases		3			
0734TJ005	Telecommunication systems		5			
0734TS005	Data transfer technology			5		
0734DT004	Digital transfer technology			4		
0734LS003	Wireless transfer technology			3		
0734DS003	Data transfer				3	
0734T1003	Telecommunications workshop I			3		
0734T2005	Telecommunications workshop II				5	
0734TP005	Research project in telecommunications technology			5		
OPTIONAL PROFESSIONAL STUDIES (chosen from two modules)						**30**
Application development (15 cr)						
0732KL104	User interfaces			4		
0732WJ103	Windows systems			3		
0732UJ103	Unix systems			3		
0732HJ104	Distributed systems			4		
0732TK105	Application development workshop			5		
Production of Internet services (15 cr)						
0732W1203	WWW programming I			3		
0732W2203	WWW programming II			3		
0732WM203	WWW multimedia			3		
0732TK206	Internet workshop			6		
Advanced module in software production (15 cr)						
0732OA303	Software architectures			3		
0732OY303	Maintenance of software products			3		
0732XP303	Basics of XML			3		
0732OT303	Software testing			3		
0732TK303	Software production workshop			3		
Embedded systems (15 cr)						

0733MJ103	Microprocessor systems				3	
0733LO105	Hardware-related programming				5	
0733MU103	Converters				3	
0733AT103	Sensors and actuators				3	
0733TK104	Embedded systems workshop				4	
Advanced module in digital design (15 cr)						
0733OP205	Programmable devices				5	
0733PS203	Printed circuit board design				3	
0733EE204	EMC issues in electronics				4	
0733DJ203	Continuation course in digital electronics				3	
0733TE203	Power electronics				3	
0733AJ205	Automation systems				5	
0733TK205	Digital design workshop				5	
Signal processing (15 cr)						
0733DS305	Digital signal processing				5	
0733SP303	Signal processors II				3	
0733SM304	Mathematical methods in signal processing				4	
0733SA303	Audio applications of signal processing				3	
0733TK303	Signal processing workshop				3	
Data networks and protocols (15 cr)						
0734L1105	Local and routing networks I				5	
0734L2105	Local and routing networks II				5	
0734TT103	Data security				3	
0734VH105	Network management				5	
0734TE103	Special work on data networks				3	
0734TK105	Data network workshop				5	
Wireless transfer technology (15 cr)						
0734RT203	Radio technology				3	
0734RA203	Radio links and antennas				3	
0734RJ203	Radio systems				3	
0734LV203	Wireless networks and data security				3	
0734TK203	Wireless transfer technology workshop				3	
PRACTICAL TRAINING 30 CR			**12**	**12**	**6**	**30**
THESIS 15 CR					**15**	**15**
ELECTIVE STUDIES 15 CR					**15**	**15**
TOTAL 240 CR		**240**				

TELLING OF YOUR STUDIES - translate

1. Opiskelen Lahden ammattikorkeakoulussa xxx laitoksella.
2. Minulla on jo xxx ammatillinen perustutkinto. /Olen ylioppilas/olen päässyt ylioppilaaksi/suorittanut lukion.
3. Koulutusohjelmani on xxxx ja aioin valita suuntautumisvaihtoehdokseni xxx.
4. Tutkintoni on x-vuotinen ja se koostuu xxx opintoviikosta. Siihen kuuluu myös harjoittelujakso/ja jossakin yrityksessä.
5. Ensin opiskelemme ammattikorkeakoulun yhteisiä aineita kuten kieliä, matematiikkaa ja filosofiaa ja ammatillisia perusopintoja.
6. Toisena vuonna meillä on enemmän ammattiopintoja, projektitöitä ja erikoistumis/suuntautumisopintoja.
7. Osa opinnoista on pakollisia, mutta sitten on myös vaihtoehtoisia ja vapaasti valittavia kursseja.
8. Aion sisällyttää vapaasti valittaviin kurssin jostakin toisesta laitoksesta. Erikoisesti minua kiinnostaa xxx , jota opetetaan xxx-laitoksella.
9. Viimeisenä vuonna tehdään päättötyö yleensä yhteistyössä jonkin alan yrityksen kanssa.
10. Koulutusjohtajamme on xxx ja yliopettajani on xxxx.
11. Rahoitan opiskeluni osittain lainalla. Opintoraha ja asuntotuki eivät riitä, joten minun täytyy tehdä iltaisin ja viikonloppuisin töitä.
12. Toivon valmistuvani xxx:ksi vuonna 200x

EDUCATION IN FINLAND



Kirjoita joko A tai B.
Salkkuun tulee sekä opettajalle jätetty versio (jossa opettajan kommentit) että korjattu (puhtaaksikirjoitettu) tuotos.

A) VAIHTO-OPISKELIJAKSI HAKU: KIRJE JA ANSIOLUETTELO

Olet kiinnostunut suorittamaan osan opinnoistasi ulkomailla. Kirjoita ulkomaalaiseen oman alasi oppilaitokseen asiatyylinen kirje ja ansioluettelo, joissa

- esittelet itsesi (vain tässä tilanteessa olennainen tieto)
- kerrot nykyisistä opinnoistasi (oppilaitos, ala, opintojen vaihe)
- kerrot aiemmista opinnoistasi (kirjeessä vain kaikkein olennaisin, ansioluettelossa tarkemmin)
- sanot olevasi kiinnostunut opiskelemaan heidän oppilaitoksessaan esim. yhden lukuvuoden ajan
- kerrot, miksi haluaisit opiskella heillä
- kerrot, miksi olet sovelias opiskelemaan heillä (kielitaito jne.)
- kysyt, mitä sopivia kursseja heillä olisi (rajaa alaa)
- kysyt asumisesta
- kysyt lukukausien alku- ja loppumisajankohdista
- loppuun, mitä toimia toivot heiltä

Voit kirjoittaa muutakin, mutta älä tee kirjeestä yli yhden sivun pituista. Yritä antaa itsestäsi hyvä vaikutelma ja ole kohtelias. Katso asetteluun ja tyyliin apua mallikirjeestä. Näissä rajoissa yritä pyrkiä yksilöllisyyteenkin (vaikka sillä on riskinsä). Tee ansioluettelo mieluiten kronologisen mallin mukaisesti.

Voit valita/keksiä oppilaitoksen itse tai käyttää tätä:

Glasgow Caledonian University
70 Cowcaddens Road
Glasgow
United Kingdom
G4 0BA

Lydia George (International Officer)

B) TYÖPAIKAN HAKU: KIRJE JA ANSIOLUETTELO

Etsi sinua kiinnostava työpaikkailmoitus (Huom: myös ilmoitus salkkuun). Vastaa ilmoitukseen. Voit kuvitella, että olet jo valmistunut LAMK:sta tai kirjoittaa nykytilanteen pohjalta. Kirjoita asiatyylinen hakukirje ja ansioluettelo, joissa

- kerrot, mistä sait tietää työpaikasta
- esittelet itsesi (vain tässä tilanteessa olennainen tieto)

- kerrot nykyisistä opinnoistasi (oppilaitos, ala, opintojen vaihe) tai tutkinnostasi (jos kirjoitat "tulevaisuudessa")
- kerrot aiemmista opinnoistasi (kirjeessä vain kaikkein olennaisin, ansioluettelossa tarkemmin)
- kerrot työkokemuksestasi ja muusta pätevyydestä (kirjeessä tässä tilanteessa olennainen, yksityiskohtaisemmin ansioluettelossa)
- kerrot, miksi haluaisit työskennellä juuri heillä
- kerrot, miksi olet sovelias työskentelemään heillä

Voit kirjoittaa muutakin, mutta älä tee kirjeestä yli yhden sivun pituista. Yritä antaa itsestäsi hyvä vaikutelma ja ole kohtelias. Katso asetteluun ja tyyliin apua mallikirjeestä. Näissä rajoissa yritä pyrkiä yksilöllisyyteenkin (vaikka sillä on riskinsä). Tee ansioluettelo mieluiten kronologisen mallin mukaisesti.

OHJEITA PUOLIVIRALLISEN KIRJEEN KIRJOITTAMISEEN

Asettelu
Noudata skandinaavista standardiasettelua (osoitetiedot, päiväys, tervehdykset, maininta liitteistä jne.), katso malli.

Päiväys
Kirjoita kuukausi kirjaimin (brittienglannissa ja amerikanenglannissa päivä ja kuukausi tulevat eri järjestykseen, mikä johtaa väärinkäsityksiin). Kuukauden voi lyhentää.

5 February 2006
February 5, 2006
5 Feb 2006
Feb 5, 2006

Alku- ja lopputervehdys
Jos tiedät vastaanottajan nimen:

Dear Mr/Ms/Miss/Mrs Bauer – Yours sincerely/ Sincerely yours

Jos et tiedä nimeä vaan osoitat kirjeen esim. yritykselle tai koululle:

Dear Sirs – Yours faithfully
Gentlemen – Yours truly (Am.)

Kirjeen tyyppi ja otsikko (ei mallikirjeessämme)
Lukijan työtä helpottaa, mikäli kerrot, minkä tyyppinen kirje on kyseessä. Kirjoita tyyppi isoilla kirjaimilla aivan ylös noin puoleen väliin sisennettynä. Lisäksi voit ilmoittaa tarkemman aiheen antamalla kirjeelle otsikon. Kirjoita se isoin alkukirjaimin ennen alkutervehdystä. Esimerkkejä:

tyyppi:	ORDER	otsikko:	DIGITAL CAMERA
	ENQUIRY		SUMMER JOBS
	JOB APPLICATION		WEB DESIGNER

Kappalejako
Jaa kirje sisällön mukaan kappaleisiin (yksi teema per kappale). Lyhyet kappaleet edesauttavat luettavuutta.

Kielestä
Kirjeen tulee olla selkeä, lyhyt ja kohtelias. Toisaalta kohteliaisuus vaatii joskus pidempää ilmaisua kuin arkikieli. Kiinnitä huomiota seuraaviin asioihin

- viralliseen kieleen ei kuulu lyhennetyt verbimuodot: ei *I'm* vaan *I am*
- kohteliaisuutta saa esim. käyttämällä konditionaalisia apuverbejä: *I would like to know ...*
- pyynnöt kannattaa esittää nöyrästi: *Please let me know ..., I wonder if you could..., Would it be possible...*
- saattaa olla parempi muotoilla kysymys epäsuorana kuin suorana:
  suora kysymys: *Do you give courses on product design?*
  epäsuora kysymys: *I would like to know if you give courses on product design.*
- jos sisältöön sopii, lopussa voi esittää toiveen käyttämällä sanontaa *look forward to:*
  I am looking forward to hearing from you.
  I look forward to your early reply.

Liitteet
Sivun alalaitaan (katso malli) tulee maininta liitteistä: Enc (sanasta enclosure, yksi liite) tai Encs (useita liitteitä). Lisäksi luetellaan, mitä liitteet ovat (copies of certificates, CV jne.).

Koivutie 6 F 10
33710 TAMPERE
tel: +358 3 11111

22 April xxxx

Robert Clarke
High Tech Recruitments Ltd.
15 St Philips Street
London WC2B 2EX

Dear Mr. Clarke

I am writing in response to your advertisement in Kauppa ja Teknilkka of 20 April offering to find placements for engineering students in your clients' companies.

I will soon be graduating from XXX Polytechnic with a Bachelor's degree in Mechanical Engineering. My final year project was on an ISO 9001 quality system for production in a pump factory.

I hope to find work as a production engineer. I specialised in this field at xxxxxx Polytechnic and during my work placement at a local pump factory, Hydrotek Oy, I was involved in production. It was there that I really became aware of the demanding and varied work carried out by production engineers.

I am used to working in teams - there were a lot of team-work projects at the Polytechnic and I worked in a production cell for some time at Hydrotek, where I gained experience in cooperating with other workers. I was in charge of a production line at the same factory one summer, which gave me some experience in managing a work force. My activities in the boy scouts and the Students' Association have also contributed to my leadership skills.

I feel that I am a good communicator as I get on with all sorts of people fairly well. The company I worked for as a trainee is a multinational employing a large number of foreign nationals. My English is fairly good and has stood up to the test of managing foreign operatives in the factory and dealing with foreign project engineers and customers.

I have always wanted to work abroad, mainly to gain international experience and widen my outlook on life, but also to improve my language skills.

I enclose my CV, together with copies of relevant certificates and testimonials. I would be pleased to discuss my CV with you. If you have some vacancies which might suit me, I will be pleased to come to England for any interviews you may be able to arrange.

Yours sincerely

Jani Kuusisto

Jani Kuusisto

Encs: CV and copies of certificates and testimonials

CURRICULUM VITAE

Name	Jani Kuusisto
Address	Koivutie 6 F 10 33710 Tampere
Email	XXXXXXXX
Telephone and Fax	+358 3 11111
Date and place of birth	Tampere, 22 August 1976
Nationality	Finnish
Marital Status:	Single
EDUCATION	
1996 – 2000	XXXXXX Polytechnic, BEng (mech.eng.) Final Year Project on ISO 9001 quality system for the production line in Hydrotek Oy
1993 – 1996	XXXXXXX Vocational School, Production mechanic
WORK EXPERIENCE	
Spring term 2000	Hydrotek Oy, Work placement
Summer 1999 (3 months)	Hydrotek Oy, Member of production cell responsible for machining and finishing a variety of components Hydrotek Oy, Foreman of pump production line in charge of 20 operatives
Weekend work 1999 – present	Home Electronics Oy (domestic appliances retailer), Salesman and delivery man
Summers 1997 and 1998	Hydrotek Oy, Assembly work, assembling pumps
LANGUAGES	Finnish – Mother tongue Swedish – Fair English – Good German – Elementary
NATIONAL SERVICE	Corporal in the Armoured Brigade, Finnish Defence Forces, Parola
EXTRACURRICULAR ACTIVITIES	Chairman of Students' Association Boy Scout leader
INTERESTS	Orienteering, floorball Travel - have travelled by interrail all round Europe
REFERENCE	Pekka Niemi, PhD Head of Mechanical Engineering xxxxx Polytechnic (Address and tel. no.)

FROM: ENGLISH BOOSTER FOR ENGINEERING STUDENTS (WSOY, MUSTONEN, RÄYTELÄN)

KEY OF SYMBOLS

A	article (väärä artikkeli, a - an - the)
F	form (väärä muoto, esim. yksikkö-monikko, aikamuoto)
M	missing (esim. puuttuu artikkeli tai prepositio)
O	order (sanajärjestys esim.ei noudata SPOTPA-sääntöä)
P	punctuation (puuttuva tai väärä välimerkki)
S	style (tyyli, esim. liian rentoa)
Sp	spelling (kirjoitusvirhe)
W	word (huono sanavalinta)

10 GET READY

(WORKING ENGLISH ; WSOY)

Would you manage in the following situations? Write down a suitable phrase.

1 Someone introduces you to someone with the words "I'd like to introduce you to a colleague of mine, Jan Peters." How would you respond?

2 Someone says, "How do you do?" What would you answer?

3 You help an English friend with her luggage. She says, "Thanks a lot." How would you respond?

4 Someone says something you can't understand. You would like him or her to say it again. What do you say?

5 Someone has just passed his/her driving test. What would you say?

6 Someone has just failed an examination. How would you react?

7 You want to get to the door in a crowded room. What would you say?

8 The phone rings. What would you say to your guests before answering it?

9 Someone asks you if you would mind opening the window. What would you say?

10 What would you say as you hand something to someone?

11 What would you say if you had to introduce a colleague to a guest?

12 What words would you use when meeting a customer/business associate? You have only t him or her once or twice before.

13 Send your regards to a) a close friend and b) a business associate.

14 What would you say to someone who asks if it's all right to smoke and it isn't

15 How would you ask someone if you could look at a confidential report?

16 How would you propose a toast to a visitor to your company?

17 What would you say if you arrived late at a meeting?

18 How would you congratulate a business associate on a) being promoted b) getting married and c) his/her birthday?

19 What would you say to a colleague whose close relative has just died?

20 How would you invite a new business associate of the opposite sex to dinne in a restaurant?

21 How would you turn down such an invitation yourself?

22 How would you accept the invitation?

Sequence 1 **Face to face**

Profiles

Read this information about the people you will see:

Martina Nyman works for Meridian International, and is the leader of a team who are developing a new product for purifying drinking water and removing chemicals and organisms. She is visiting the UK to talk to Michael West at Cambridge Consultants Ltd (CCL), a firm of consultants who have been asked to provide technical assistance in designing and developing the product.

Michael West is a project manager with CCL, a leading design and development company. He has been in touch with Ms Nyman on the phone and by letter, but has not yet met her in person. Terms and conditions for the project involving CCL and Meridian have not yet been finalized.

Document A

Read this letter from Mr West to Ms Nyman. Then summarize its contents to a partner.

Arthur D Little Cambridge Consultants

Ms Martina Nyman
Product Development Manager
Meridian International
Van Baerlestraat 76
Postbus 74150
1070 AK Amsterdam
Holland

17 March 199-

Dear Ms Nyman,

Thank you for your fax of 14 March. I look forward to welcoming you here on Tuesday 25 March as you suggest. I have cleared my diary for the whole day, but could you please let me know what time I can expect you here?

During your visit we will be able to discuss some of the ways in which we at CCL can provide your team with support and advice, and I can answer any questions you may have about the services we offer to our clients. There will also be time for us to meet other members of our staff who might be involved in your project, and for you to investigate some of the facilities that our laboratories offer.

If there is anything else you would like me to do in the meantime, please let me know. I understand from your fax that you will be travelling on to London after your visit to Cambridge and that you do not wish me to book any accommodation for you.

Looking forward to meeting you,
Yours sincerely,

Michael West

Michael P. West
Project leader

to purify	puhdistaa
to remove	poistaa
to provide	antaa, tarjota
terms and conditions	ehdot
to finalize	viimeistellä, päättää
a diary	kalenteri
to investigate	tutkia
facilities	laitteet; palvelut
in the meantime	sillä välin
to book	varata
accommodation	majoitus

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A

The SpeakAbilities Spot #4 -- The Art of Small Talk

By Jill Bremer, AICI

Conversational skills are very important in business and in life. Those who are at ease conversationally have the ability to "connect" with others which builds rapport and, eventually, relationships. Developing your skills at small talk can be an important step in your professional development and can actually help you get ahead.

Initiating small talk requires an opening line. Not the kind of "line" you might hear in a bar or nightclub, but one that sounds sincere and lets the other person know you're interested in talking with them. Don't open up with a complaint, make sure what you say has a positive spin. A genuine compliment about the other person can be an excellent opener. A comment about a current event can also break the ice, as well as a remark about the event you're at right now.

The real art in small talk comes in how you keep the conversation flowing. Good conversationalists don't monopolize the conversation, they orchestrate it. So ask a question of the other person and really listen to their response. Then elaborate on what they said with comments from your own personal experience and ask another question. Be sure your questions are open-ended and not the type which can be answered with a simple "yes" or "no". No one wants to feel like they're being grilled by a reporter, but your goal should always be this: Be more interested, than interesting.

A

rapport	hyvät välit
initiate	aloittaa
complaint	valitus
spin	näkökulma, asenne
genuine	aito
compliment	kohteliaisuus
current	ajankohtainen
remark	huomautus
orchestrate	organisoida
elaborate	mennä yksityiskohtiin

B

The SpeakAbilities Spot #4 -- The Art of Small Talk

20

By Jill Bremer, AICI

Here are some subjects to avoid: your health, your sex life, gossip, off-color stories. The best topics for conversations are sports, books, theater, movies, food, museums and travel. Good conversationalists are people who keep up with the news and are actively involved in life. They read, have hobbies, take classes, try new restaurants and travel. If you've ever found yourself in a conversation where you didn't have anything interesting to say, it's time to get off the couch and try something new!

The final step in small talk is the ending. A subtle way to signal that you're ready to end the conversation is to break eye contact and look off in another direction. A transition word like "Well.." can also communicate that it's time to stop. If you've truly enjoyed talking with the other person, tell them so. "I've really enjoyed talking with you. I hope we have the chance to talk again soon." Leave a positive final impression with a smile and strong handshake.

Small talk may seem insignificant, but you can gather a lot of helpful information when you talk casually with someone. Start a "mental rolodex" and store the important tidbits you learn about others. When you see them again at a social gathering or in the elevator at work, you can inquire about their children or their trip to Europe and make another positive impression. Intelligence, ambition and expertise will only get you so far. Charm may be the one quality that gets you the job and promotion

B

avoid	välttää
off-color	uskallettu
couch	sohva
subtle	hienovarainen
transition	siirtymä
insignificant	merkityksetön
gather	kerätä
casually	ohimennen
tidbit	mielenkiintoinen seikk
ambition	kunnianhimo
promotion	ylennys

2 Ice Breakers

Is this your first trip to _____ ?	
When did you arrive in _____ ?	
Is this your first time in _____ ?	
So how do you like our _____ weather?	
So, how was the trip?	
How was the traffic from the airport?	
How was your flight?	
Would you like some coffee or tea?	
Can I get you something to drink?	
Have you seen much of the city yet?	
Did you have any trouble finding your way here?	
Are you tired from your trip?	
How's everything in _____ ?	
How's the weather back in _____ ?	

1. Not yet. I just arrived a few hours ago.
2. Yes, it is. I'm looking forward to seeing the sights while I'm here.
3. No trouble at all. I just gave your address to the taxi driver.
4. Well, not too bad. But I'm sorry I'm late.
5. Pretty awful! It was bumper-to-bumper all the way.
6. Sure. I'll have some coffee, thanks. Cream, no sugar.
7. Well, it was pretty cold/hot/nice when I left.
8. The flight was quite pleasant, actually. I met an old friend on the plane.
9. I arrived this morning.
10. We're pretty busy these days, but everything's going well.
11. No, thanks. I'm fine.
12. Well, it's quite hot/cold/rainy/snowy, isn't it!
13. It's great! Just like home!
14. It was fine.
15. Not at all. I slept on the plane.
16. Actually, I've been here once before.
17. Not bad. The roads were quite clear, actually.

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Published by Heinemann English Language Teaching. This sheet may be photocopied and used within the class.

PHOTOCOPIABLE

Hard To Digest, But Good For You

Russia has Siberia. The United States have Alaska. Europe has Finland.

When you first arrive, Finland looks like a normal, pretty, expensive little country. Well, the light and the colours are different, at least in summer. In winter there isn't really any light.

But something else is different here too. It takes you a little while to really notice what – it's the people.

They don't look you in your eyes. They never greet strangers. They hate small talk. They never interrupt you; it's as if they're not listening. Say something nice about their clothes and they'll tell you how cheap those rags really were. Smile at a passer-by and they'll think you're a religious fanatic, on drugs, gay, about to sell them an oriental carpet – or all of the above.

You don't believe me? See for yourself: go to a department store and spend some time in the elevator. Smile, look right into people's faces and start chatting away. You'll see their heart rate rise and sweat appear on their brows.

Then again – they just might invite you to their summer cottage for a sauna, which really means getting naked and royally drunk with them and their friends. With Finns it's sometimes hard to tell whether they hate you or love you.

The secret is simple. The Finnish concept of politeness works differently than in most other countries. In most cultures it's considered polite to communicate. In Finland it's polite to leave people alone.

Why bother others with a little joke on a Monday morning? They're having a rough time already, just like you.

Why ask your friend how his kids are? If there's something wrong with them, he'll tell you, he's your friend.

Why sit next to someone on an almost empty tram and start talking when everyone could travel in peace and quiet?

Why surprise someone by ringing their doorbell when you can call a couple of days ahead and warn them of your intended visit?

If you come from a country with a hundred million inhabitants you probably talk ten times more than the average Finn. Go easy or you'll wear them out in no time. You'll also probably stand much too close to people. Give them about 70 centimetres and they'll feel safe. By the way, have you ever noticed that most Finns can speak while breathing in?

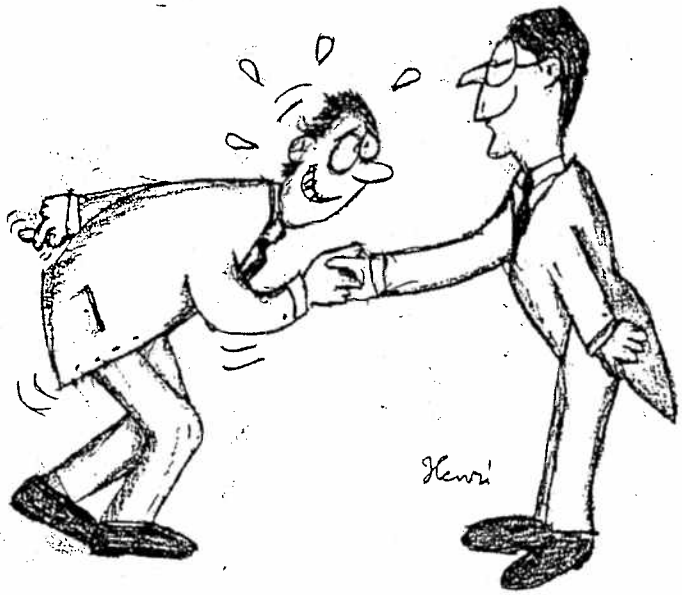
There is so much wisdom in the Finnish way of life: "Life is uncertain so eat your dessert first."

They live in a hostile climate, surrounded by nothing but enemies and hardships, stricken with a language almost no other creature will ever learn... But still, they love their country. And they love to hate it. But you be careful – don't say "Yes" when they ask you "Isn't it awful here?" You're supposed to fall in love with Finland.

Chances are you will. I know I did. You know, the Finns really are... they are... let's say, they are a bit different than your common or garden variety of people. They're wholesome, if you know what I mean, a bit like their dark bread, the one with the hole in the middle. They're hard to digest, but very good for you.

And they're eternally grateful when somebody talks about them. So let's do just that....

FROM: FROM FINLAND WITH LOVE
(ROHAN SCHATZ; JOHNNY KNIGA
KUSTANNUS)



FROM: ENGLISH CUSTOM-DESIGNED FOR ENGINEERING STUDENTS (MUSTONEN & RAUTELIN)

With Finnish companies going more and more international, it is becoming very common for employees to be sent abroad for shorter or longer periods of time. Working abroad usually means wider responsibilities and more authority and independence. The experience can be rewarding but also stressful.

If you intend to work abroad, find out about the country, its people and history, religion, culture, customs, traditions, and business practices before you leave. There is no excuse for being unprepared. The following qualities will help you get the most from your stay abroad:

* Curiosity, freedom of prejudice
* Flexibility, patience
* Sense of humour, especially the ability to laugh at yourself
* Ability to tolerate ambiguity
* Ability to communicate
* Acceptance of different cultural demands

VARIETY IS THE SPICE OF LIFE

Culture is locked into all of us. It affects the way we think about the world, even the way we feel about the weather. It affects how we dress, what and how we eat, how we greet each other, and how we show affection. Most of the time we are unaware that much of our behaviour is acquired.

bridge a gap	ylittää kuilu
authority	(arvo)valta
rewarding	palkitseva
practice	käytäntö
unprepared	ei valmis
curiosity	uteliaisuus
prejudice	ennakkoluulo
flexibility	joustavuus
patience	kärsivällisyys
sense of humour	huumorintaju
tolerate	sietää
ambiguity	moniselitteisyys, epäselvyys
acceptance	hyväksyminen
variety	moninaisuus
spice	mauste
affect	vaikuttaa
affection	kiintymys
unaware	tietämätön
acquired	hankittu (ei synnynnäinen)

Wherever we go we must respect the host. People from [illegible] tions can behave in ways which are perfectly acceptable at home, but inappropriate in a foreign culture. Just to illustrate this, let us imagine that a Finnish engineer hoping to export goods to Saudi Arabia visits a Saudi business partner to convince him to expedite permits. The Saudi partner offers coffee which is politely refused (the Finn had been drinking coffee all morning). The Finn sits down and crosses his legs, exposing the soles of his shoes, passes the documents to the Saudi partner with his left hand, inquires about the Saudi´s wife, and emphasizes the urgency of getting the permits in question. In a few minutes the Finn unwittingly offended the Saudi partner five times.The Saudi might forgive his Finnish guest for being ignorant of local customs, but the forgiven Finn is in a weakened position for business negotiations and deals.

How do you think that the Finn offended the Saudi?

BUSINESS CARD

Abroad the ultimate passport is the business card - proof that you really exist. To a foreigner your name is foreign and thus easier to absorb in writing. Never present the card with your left hand when in Southeast Asia and the Middle East.

In Japan, present it with both hands and make sure that the type is facing the recipient and is right-side-up.

THE SPECIAL TOUCH

Greetings vary between the firm handshake in French Canada to the light quick handshake in France and Belgium. In the United States it is customary to give a firm handshake and pump the hand according to the degree of warmth felt between the two parties. In Algeria and other Arab nations, people of the same sex sometimes greet each other with an embrace. In Russia greetings often include hugging and kisses. In Muslim cultures any physical contact with a veiled woman should be avoided. Men don´t shake hands with women in India as a mark of respect to their privacy. In Iran, shaking hands with children is considered a means of showing respect and honoring the parents. Instead of a handshake, Oriental cultures commonly employ the bow.

IT´S ALL A MATTER OF TASTE

Mealtime is no time for a thanks-but-no-thanks response. No matter how tough the food may be, there is only one rule - swallow. You are accepting your host, the country and the company when you accept what is on your plate. Your host is most probably offering you what he considers his country´s best dishes such as frog legs and snails in France and sheep´s eyes in Saudi. In Japan a live fish is sometimes brought to the table.

host	isäntä	offend	loukata	degree	aste
intention	aikomus	ignorant	tietämätön	party	osapuoli
acceptable	hyväksyttävä	deal	sopimus	embrace	syleily
inappropriate	sopimaton	ultimate	paras, ylivertainen	hug	halata
illustrate	kuvata, valaista	passport	passi	veiled	hunnutettu
goods	tavarat	absorb	omaksua	privacy	yksityisyys
convince	vakuuttaa	present	ojentaa	means	tapa
expedite	kiirehtiä	type	teksti	Oriental	itämainen
permit	lupa	face	olla jhnkn päin	employ	käyttää
refuse	kieltäytyä, torjua	recipient	vastaanottaja	bow	kumarrus
expose	paljastaa	greeting	tervehdys	response	vastaus
sole	kengänpohja	vary	vaihdella	swallow	niellä
inquire	tiedustella	customary	tavanmukainen	accept	hyväksyä
emphasize	korostaa	pump	pumpata, ravistaa	plate	lautanen
urgency	kiireelliisyys			dish	ruokalaji
unwittingly	tietämättään			frog	sammakko
				snail	etana

WAYS OF THE WORLD

What you say when you are not talking business can be just as important as when you are. In Britain, as soon as the day is done it is no use continuing shoptalk. In Japan there is no distinction between the business day and the business night nor does it matter where you happen to be. You can even talk business in bars, nightclubs, geisha houses, and private clubs.

At the beginning of the first meeting you do not talk business in Japan. Instead after exchanging business cards, be prepared for tea, a lot of tea. Try to keep in mind that the Japanese never say no in public. It is a basic precept of Japanese culture that face must be maintained no matter how bad the situation is. This does not mean that the Japanese make quick friends. Giving and receiving gifts is normal practice. But do not forget that receiving gifts can lead to awkward situations.

In Japan, team work and group harmony are paramount. Promoting one in a group can be a source of embarrassment to the others. "The nail that sticks up is hammered down".

The age-old obsession with keeping face is still alive and well in China. China´s economic goals are the same as those of the rest of the world but they go about it in their own traditional way. Chinese people are sensitive to status and title. Protocol plays an important role in their everyday life such as who goes through the door first. Be patient because they are painfully cautious in business matters.

In France, be prepared for argument, criticism, and controversial discussions. The French get right down to business but they are slow to make decisions and tend to dwell on minute details. Meals must be treated with due respect. Unlike the French, Britons prefer less controversial chitchat.

The Germans are formal and punctual and so are the Swiss. In Spain, the only time you must take punctuality seriously is when attending a bullfight.

In India, it is the manager´s responsibility to make decisions so don´t try to involve a subordinate. When attending meetings, punctuality is advisable.

In Latin America, it is important that the person is "simpatico". Business deals are made on the basis of a person´s character - less on the basis of price or product. Emotions are close to the surface. Punctuality is not a virtue. At any meeting, social interaction must precede business.

the day is done	päivän työt on tehty
shoptalk	puhuminen työasioista
distinction	erotus
exchange	vaihtaa (keskenään)
precept	ohjenuora
maintain face	säilyttää kasvot
awkward	hankala, tukala
paramount	tärkein
promote	ylentää
source	lähde, aihe
embarrassment	kiusaantuneisuus
age-old	ikivanha
obsession	pakkomielle
goal	päämäärä
go about sth	ruhtyä jhnkn
sensitive to	herkkä tajuamaan jtkn
painfully	tuskallisen
cautious	varovainen
argument	kiistely
controversial	kiistanalainen
dwell on sth	viipyä jsskn
minute	pienen pieni
due	asiaankuuluva
unlike	toisin kuin
chitchat	jutustelu
punctual	täsmällinen
punctuality	täsmällisyys
attend	olla mukana
bullfight	härkätaistelu
involve	vetää mukaan
subordinate	alainen
advisable	suositeltava
on the basis of	jnkn perusteella
virtue	hyve
interaction	vuorovaikutus
precede	edeltää

ACTIONS SPEAK LOUDER THAN WORDS

International executives have often emphasized the importance of understanding messages of non-verbal communication. Many promising international business relationships fail because of cultural misunderstandings caused by inappropriate non-verbal cues.

"V" SIGN

When you hold your palm away from you, this sign means victory almost everywhere. In Anglo-Saxon countries the same gesture the palm towards the body is extremely crude. Elsewhere it generally means two of something as in "Two more beers, please".

CIRCLE SIGN

The classic American "Okay" sign with thumb and forefinger forming a circle, with the other fingers pointing upwards, gives a Brazilian the same message as the notorious third-finger sign conveys here. This gesture is also considered impolite in Greece and Russia. To a Japanese it means "money".

THUMBS UP

In Australia this is a rude gesture. In most other places it simply means "Okay" or "Good luck".

FINGERS CROSSED

In Europe it most commonly indicates "protection" or "Good luck". In Paraguay this gesture could offend some people.

HEAD TAP

In Argentina and Peru this gesture gives the message "I´m thinking" or "Think". Elsewhere it can mean "He´s crazy".

HEAD NOD

In Bulgaria and Greece it signifies "No" but In most countries "Yes".

NOSE TAP

In Britain it indicates secrecy or confidentiality, in Italy a friendly warning.

executive	johtaja
non-verbal	ei-sanallinen
relationship	suhde
fail	epäonnistua
misunderstanding	väärinkäsitys
inappropriate	sopimaton
cue	vihje
sign	merkki
palm	kämmen
gesture	ele
crude	karkea
thumb	peukalo
forefinger	etusormi
notorious	pahamaineinen
convey	välittää, ilmaista
rude	tyly, epäkohtelias
protection	suojelu
offend	loukata
tap	näpäytys, kopautus
nod	nyökkäys
indicate	merkitä
secrecy	salaperäisyys
confidentiality	luottamuksellisuus

Bridging the gap - True or False?

1. When you go to work abroad, the only thing you need is an open mind.
2. In Saudi Arabia they don't want to see the soles of your shoes.
3. A good topic for small talk in Saudi Arabia is wives and families.
4. In Japan you should present your business card with your right hand.
5. In India you should shake hands with the wife first.
6. In Iran it is customary to shake hands with the children.
7. Oriental cultures often bow instead of shaking hands.
8. It is polite to eat.
9. In Japan life is all business from the very beginning of the first meeting till the end of your visit.
10. The Japanese find it difficult to say "no".
11. The Japanese don't make very good teams.
12. Who you are and what you do is important in China.
13. Small talk in France is different from small talk in Britain.
14. Punctuality is not typically Spanish.
15. Democratic management is a keyword in India.
16. In Latin America they like to know you first as a person.
17. The V-sign is used in Britain to order for example two beers.
18. The circle sign is not a good sign in Brazil.
19. Thumbs up is not always a good sign, either.
20. Head nod in Greece means "no".

Telephone Call

Operator: Yellow lines Ltd, Good morning. How can I help you.

KB: Good morning. This is Kathy Barnes from FinnPly. Could I speak to Henry James, please.

O: Just a moment, I'll put you through.

HJ: Henry James.

KB: This is Kathy Barnes from FinnPly. Good morning.

HJ: Good morning Ms Barnes. How are you?

KB: Fine thank you. Have you got a minute?

HJ: Certainly. What can I do for you?

KB: I'm calling about our project meeting on Friday. Could we postpone it till next week?

HJ: I can't see why not.

KB: Oh good, I'm glad. You see, I'm hosting a group of Chinese visitors on Friday. A colleague has fallen ill, and I am the replacement.

HJ: I'm sure you'll be a great hostess, Ms Barnes. How about our meeting then? Would next Wednesday be good for you?

KB: Yes. Perfect. That's settled then. I'll be in your office at ten o'clock, if that's okay.

HJ: Ten o'clock on Wednesday the 22. I look forward to seeing you then.

KB: Me, too. It was nice talking to you.

HJ: You, too, Ms Barnes. Thank you for calling. Good bye.

KB: Bye bye.

FROM : ENGLISH BOOSTER FOR ENGINEERING STUDENTS (MUSTONEN, RAUTELIN ; WSOY) 29

TASK 2 **Act out the following telephone calls.**

Student A **Conversation 1**

A: Jones & Smith Ltd, hyvää huomenta.

B: Good morning. I'd like to speak with Mr. Jones, please.

A: Hän puhuu juuri toista puhelua. Odotatteko?

B: No, thank you. I'll call him later.

A: Voisinko toimittaa hänelle viestin tai pyytää häntä soittamaan teille?

B: Well yes, that would be fine. My name is Keith McKinney and my number is 771 7789435

A: 771 7789 435, ja voisitteko luetella nimenne kirjaimittain?

B: Of course, it's K E I T H M C K I N N E Y. Did you get it?

A: Kyllä varmaan. K E I T H M C K I N N E Y.

B: That's right. I'll be in my office all day. Thank you very much for your help.

Conversation 2

A: Goodalls Co. Inc. Miten voin auttaa?

B: May I speak with Ms Jane Wilkins please?

A: Valitettavasti hän on lounaalla juuri nyt. Haluaisitteko puhua osastosihteerin kanssa?

B: No thank you. Perhaps you could connect me to Peter Viney.

A: Peter Viney puhelimessa.

B: Hello Peter. This is Jacques Dupont speaking. I was trying to contact Janet about our order but she is at lunch. Could you tell me if our order has left your factory yet? We need the components urgently.

A: Odota hetkinen. Minulla on tiedot tässä, ja näyttää kyllä siltä, että se lähti tehtaalta tiistaina. Sen pitäisi saapua ihan pian.

B: That's what I hoped to hear. Thank you for your help.

A: Ei kestä. Hyvää päivän jatkoa. Hei!

B: You too. Bye.

Conversation 3

A: Windham Spare Parts Ltd. Hyvää päivää.

B: I just spoke to you and you tried to connect me to your sales department but I'm afraid I was cut off. Could you try again?

A: Tottakai. Hetkinen... Haloo, kaikki kolme linjaa näyttävät olevan varattuja juuri nyt. Jäättekö odottamaan?

B: No thank you. I have a meeting starting in a few minutes. I'll try again tomorrow.

A: Selvä. Kuulemiin.

B: Goodbye.

Student B **Conversation 1**

A: *Jones & Smith Ltd. Good morning.*

B: Huomenta. Haluaisin puhua herra Jonesille.

A: *He is speaking just now. Will you hold?*

B: Kiitos ei. Soitan hänelle myöhemmin.

A: *Could I take a message for him or ask him to call you back?*

B: Kyllä, sopii oikein hyvin. Nimeni on Keith McKinney ja numeroni on 771 7789 435.

A: *771 7789 435 and could you spell your name for me please?*

B: Totta kai, se on K E I T H M C K I N N E Y. Saitteko sen ylös?

A: *Yes, I think so. K E I T H M C K I N N E Y.*

B: Ihan oikein. Olen toimistossani koko päivän. Kiitos paljon avusta.

Conversation 2

A: *Goodalls Co. Inc. Can I help you?*

B: Saanko Jane Wilkinsiä puhelimeen?

A: *I'm afraid she is at lunch at the moment. Would you like to speak to the department secretary?*

B: Ei kiitos. Ehkäpä voisitte yhdistää minut Peter Vineylle.

A: *Peter Viney speaking.*

B: Hei Peter. Täällä Jacques Dupont. Yritin tavoittaa Janetin tilauksemme johdosta, mutta hän on lounaalla. Voisitko kertoa minulle, onko tilauksemme jo lähtenyt tehtaalta? Tarvitsemme osia pikaisesti.

A: *Hold on a moment. I've got the details here. Yes, it seems it left the factory on Tuesday. It should arrive very soon.*

B: Sitä toivoinkin. Kiitos avusta.

A: *You're welcome. Have a nice day. Bye.*

B: Samoin. Kuulemiin.

Conversation 3

A: *Windham Spare Parts Ltd. Good afternoon.*

B: Puhuin teille hetki sitten, ja te yrititte yhdistää minut myyntiosastolle, mutta valitettavasti puhelu katkesi. Voitteko yrittää uudelleen?

A: *Certainly. Hold the line please.*
Hello, it seems all three lines are busy/engaged just now. Will you hold?

B: Ei kiitos. Minulla on kokous ihan pian alkamassa. Yritän uudelleen huomenna.

A: *All right. Goodbye.*

B: Kuulemiin.

A

PAIR WORK : Read the guidelines below and explain them to your pair. Your pair will explain you the missing guidelines. Make notes as you listen.

*Guideline 6. **Use an informative subject line.***

It is wise to make the subject line informative, preferably than just making it short. Instead of 'Meeting' use 'Meeting on Oct 20, Software Project'. As a student you could send a message with a subject line 'CV, Marko Tala, SO3' indicating the document, name and group. This is certainly more informative for the recipient than receiving about 30 messages with a subject line 'CV'! You therefore show your consideration for your reader by helping the person classify his or her overloaded mailbox.

Guideline 7.

*Guideline 8. **Make it informative.***

The most important points the reader should find out from your email are: What, When, Where, by Whom and Why. It is important to realize that the recipient may not have been thinking about this specific question for weeks and has trouble remembering the details. So be considerate enough to remind the recipient of the earlier arrangements of the question.

When you are thinking of how to compose your message, apply the same guidelines as for business letters: direct approach to positive messages, indirect to negative ones.

preferably mieluummin
recipient vastaanottaja
classify luokitella
additional information lisätiedot
irrespective of huolimatta jostakin
tempt houkutella
single yksittäinen
haphazard sekalainen
blind sokea
salutation tervehdys
casual arkinen, arkipäivän
smiley hymiö
frowning mököttävä
wink silmänisku

Guideline 9.

*Guideline 10. **Use friendly salutations and closings.***

Due to the informality, formal salutations are not used. When you contact a person for the first time, you can address them simply as *Dear Ms Hanes* or *Marsha Hanes*. Later on you can write *Dear Marsha*, *Marsha*. Salutations such as *Hi*, *Hello* are kept for casual, but not business messages.

In the closing, *Sincerely yours* is too formal for an email. You can use instead *Regards*, *Best regards* or simply *Thank you* or *Later*.

Guideline 11.

32

B

PAIR WORK : Read the guidelines below and explain them to your pair. Your pair will explain you the missing guidelines. Make notes as you listen.

Guideline 6.

Guideline 7. ***Make it short.***

If your message is longer than one screen, it is better to send additional information as an attachment. Notice, though, that not all people are using the same word-processing program as you. Most computer users can open .rtf (Rich Text Format), irrespective of the word-processing program used. Sometimes you may be tempted to put all of your unfinished business in one single email for the sake of getting it over with. This is not a good idea. Emails are more difficult to read than documents on paper, and important information easily gets lost, if not referred to on the subject line. It is, therefore, better to limit your message to one idea or problem area.

Guideline 8.

Guideline 9. ***Proof-read and sign.***

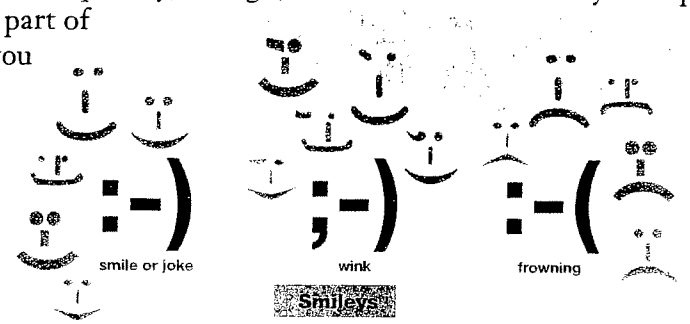
As emails are simple to produce and fast to send, the checking stage can be in danger. Remember that your email is your company's business card as well as any business letter. Haphazard writing can imply that your other work is as bad as your spelling. It is easy to be blind to your own errors; it is nothing to be ashamed of. It just means that your important messages should be checked by a peer or a fellow student.

Fill in the signature file in your email program; people are getting a lot of mail. A friendly message may not receive a response, if the person for some reason cannot match the name with the issue.

Guideline 10.

Guideline 11. ***When replying to an email, send back only the relevant parts of the previous message.***

In the busy work pace, some people adopt the custom of replying and sending back the original message. There may sometimes be a good reason for that. Frequently, though, it is more reader-friendly to copy back only the part of the message you plan to reply to, to avoid unnecessary reading.

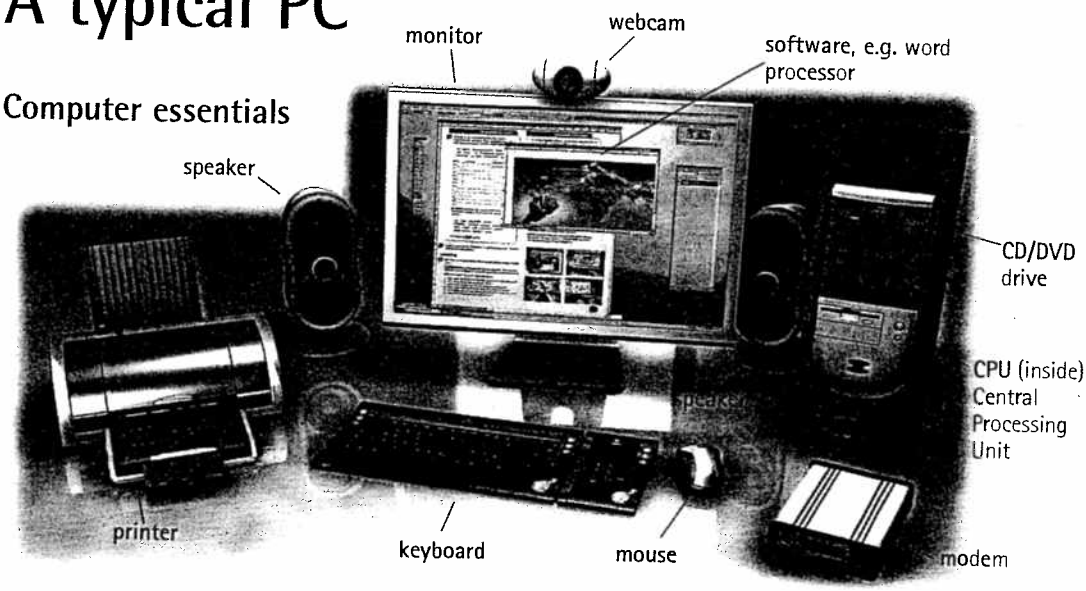


preferably mieluummin
recipient vastaanottaja
classify luokitella
additional information lisätiedot
irrespective of huolimatta jostakin
tempt houkutella
single yksittäinen

haphazard sekalainen
blind sokea
salutation tervehdys
casual arkinen, arkipäivän
smiley hymiö
frowning mököttävä
wink silmänisku

2 A typical PC

A Computer essentials

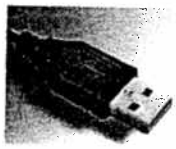


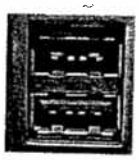
B Parts of a computer

A computer is an electronic machine that accepts, processes, stores and outputs information. A typical computer consists of two parts: hardware and software.
Hardware is any electronic or mechanical part of the computer system that you can see or touch.
Software is a set of instructions, called a program, which tells a computer what to do.
There are three basic hardware sections.

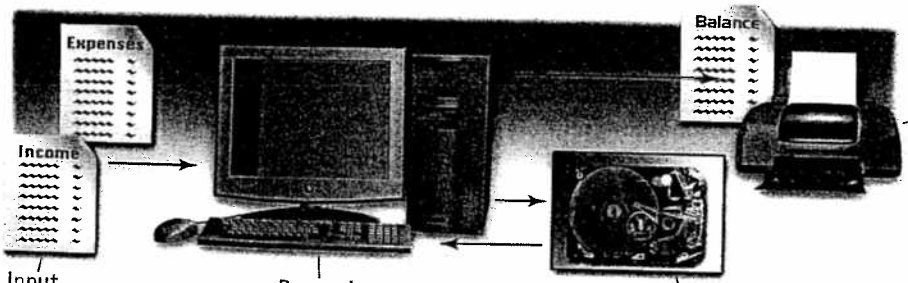
1 The **CPU** is the heart of the computer, a microprocessor chip which processes data and coordinates the activities of all the other units.
2 The **main memory** holds the instructions and data which are being processed by the CPU. It has two main sections: **RAM** (random access memory) and **ROM** (read only memory).
3 **Peripherals** are the physical units attached to the computer. They include:
Input devices, which let us enter data and commands (e.g. the keyboard and the mouse).
Output devices, which let us extract the results (e.g. the monitor and the printer).
Storage devices, which are used to store information permanently (e.g. hard disks and DVD-RW drives).
Disk drives are used to read and write data on disks.

At the back of a computer there are **ports** into which we can plug external devices (e.g. a scanner, a modem, etc.). They allow communication between the computer and the devices.


USB connector


USB ports

C Functions of a PC: input, processing, output, storage



Input
We enter data with a keyboard, a webcam, etc.

Processing
The data is manipulated according to program instructions.

Storage
We keep data and programs in memory systems where they are available for processing.

Output
We can see the result on the screen or in printed form.

From: Professional English in use ICT (Esteras, Fabré; Cabridge University Press)

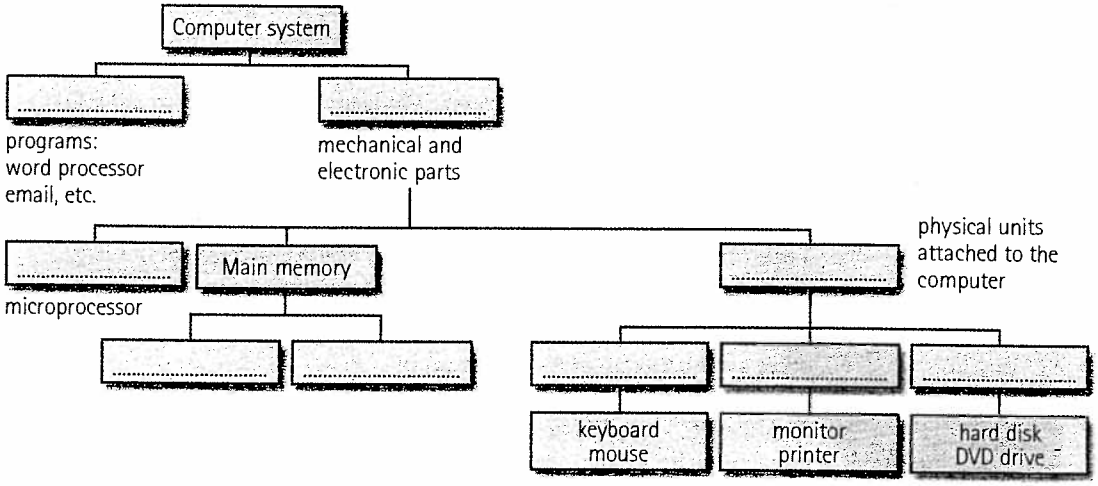
2.1 Look at A opposite. Read these quotations and say which computer essential they refer to.

1 'Accelerate your digital lifestyle by choosing a Pentium at 4.3 GHz.'
2 'Right-click to display a context-sensitive menu.'
3 'You will see vivid, detailed images on a 17" display.'
4 'This will produce high-quality output, with sharp text and impressive graphics.'
5 'Use it when you want to let the grandparents watch the new baby sleeping.'
6 'Press any key to continue.'

2.2 Match the terms with their definitions.

1 CD/DVD drive	a any socket into which a peripheral device may be connected
2 speaker	b device used to produce voice output and play back music
3 modem	c mechanism that reads and/or writes to optical discs
4 port	d device that converts data so that it can travel over the Internet

2.3 Look at B opposite and label this diagram with the correct terms.



2.4 Complete the diagram and sentences below with words from C opposite.

Functions of a computer

1 Computer ..... is the visible or audible result of data processing – information that can be read, printed or heard by the user.
2 The CPU will process data as instructed by the programs you're running. ..... includes functions like calculating, sorting, editing, drawing and searching.
3 DVDs are expected to replace CDs as ..... devices.
4 As a scanner, the Sigma-100 can be used to ..... photographs as well as documents into the computer.

You and computers

Access the *Professional English in Use ICT* website at www.cambridge.org/elt/ict.
Then do the activity Computer history.

A TYPICAL PC vocabulary

essentials	olennaiset, tärkeät ainekset
accept	ottaa vastaan
process	käsitellä, jalostaa
store	varastoida, säilyttää, tallentaa
output	tulostaa, tuottaa, lähettää; tulostus, tuloste, tulostustiedot
hardware	laitteisto
software	ohjelmisto
instructions	ohjeet
section	osa, osa-alue
CPU	central processing unit
	prosessori, keskusyksikkö
chip	siru, piisiru
coordinate	koordinoida, yhdistää
main memory	keskusmuisti
RAM	random access memory
	työmuisti, suorasaantimuisti
ROM	read only memory
	lukumuisti
peripherals	oheislaitteet, oheislaitteisto
attach	kiinnittää, liittää, kytkeä
input device	syöttölaite
enter	syöttää, tallentaa
command	käsky
e.g.	for example
	esimerkiksi
keyboard	näppäimistö
output device	tulostuslaite
extract	poimia (tietoja jstkn)
storage	tallentaminen, säilyttäminen, muisti
storage device	muistilaite, muistiyksikkö, tukimuisti
permanently	pysyvästi
hard disk	kiintolevy, kovalevy
DVD	digital versatile disk
	DVD-levy
RW	rewritable
	uudelleenkirjoittava, uudelleentallentava
drive	(levy)asema, yksikkö
port	portti; portata
plug	kytkeä
external	ulkoinen
allow	sallia, mahdollistaa
USB	uneversal serial bus
webcam	nettikamera
manipulate	käsitellä
available	saatavilla
quotation	lainaus
accelerate	kiihdyttää, nopeuttaa
display	näyttää; näyttö, monitori
context-sensitive	yhteysherkkä
vivid	elävä, värikäs
impressive	vaikuttava
CD	compact disk
	CD-levy
socket	pistorasia, pistoke, kanta
convert	muuttaa, muuntaa
label	nimetä
present	esittää
transform	muuttaa
visible	näkyvä
audible	kuuluva
instruct	antaa ohjeita
calculate	laskea, suorittaa laskutoimitus
sort	lajitella
search	etsiä, hakea
replace	korvata

3 Types of computer systems

A From mainframes to wearable computers

A **mainframe** is the most powerful type of computer. It can process and store large amounts of data. It supports multiple users at the same time and can support more simultaneous processes than a PC. The central system is a large server connected to hundreds of terminals over a network. Mainframes are used for large-scale computing purposes in banks, big companies and universities.

A **desktop PC** has its own processing unit (or CPU), monitor and keyboard. It is used as a personal computer in the home or as a workstation for group work. Typical examples are the IBM PC and the Apple Macintosh. It's designed to be placed on your desk. Some models have a vertical case called a tower.

A **laptop** (also called a **notebook PC**) is a lightweight computer that you can transport easily. It can work as fast as a desktop PC, with similar processors, memory capacity, and disk drives, but it is portable and has a smaller screen. Modern notebooks have a **TFT** (Thin Film Transistor) **screen** that produces very sharp images.

Instead of a mouse, they have a **touchpad** built into the keyboard – a sensitive pad that you can touch to move the pointer on the screen.

They offer a lot of connectivity options: **USB** (Universal Serial Bus) ports for connecting peripherals, slots for memory cards, etc.

They come with **battery** packs, which let you use the computer when there are no electrical outlets available.

A **tablet PC** looks like a book, with an LCD screen on which you can write using a special digital pen. You can fold and rotate the screen 180 degrees. Your handwriting can be recognized and converted into editable text. You can also type at the detached keyboard or use voice recognition. It's mobile and versatile.

A personal digital **assistant** or **PDA** is a tiny computer which can be held in one hand. The term PDA refers to a wide variety of hand-held devices, palmtops and pocket PCs.

For input, you type at a small keyboard or use a stylus – a special pen used with a **touch screen** to select items, draw pictures, etc. Some models incorporate **handwriting recognition**, which enables a PDA to recognize characters written by hand. Some PDAs recognize spoken words by using **voice recognition** software.

They can be used as mobile phones or as personal organizers for storing notes, reminders and addresses. They also let you access the Internet via **wireless** technology, without cables.

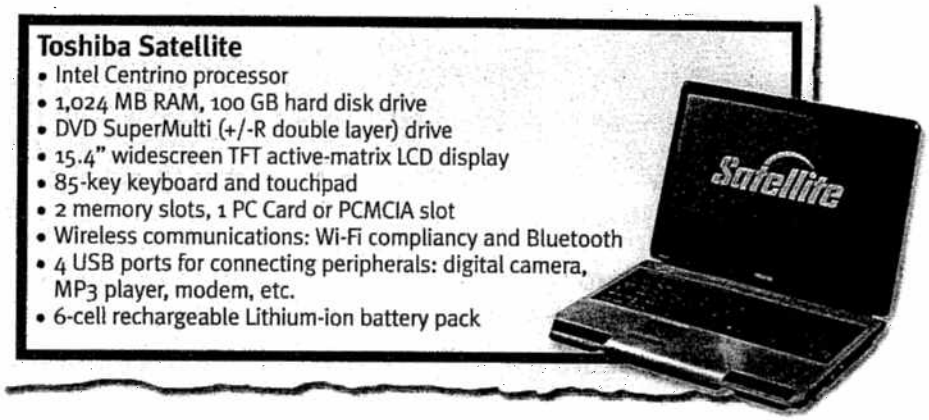
A **wearable computer** runs on batteries and is worn on the user's body, e.g. on a belt, backpack or vest; it is designed for mobile or hands-free operation. Some devices are equipped with a wireless modem, a small keyboard and a screen; others are voice-activated and can access email or voice mail.

3.1 Look at A opposite. Which type of computer do these descriptions refer to?

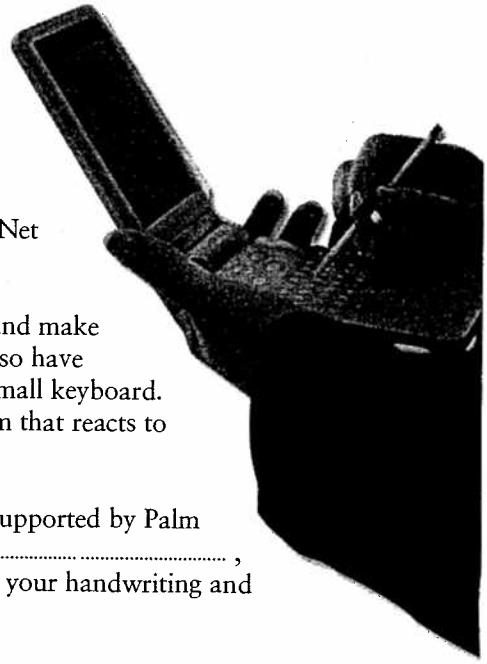
1 a hand-held computer which can be used as a telephone, a web explorer and a personal organizer
2 a typical computer found in many businesses and popular for home use
3 a large computer used for intensive data processing and often linked to many terminals
4 a small computer that fits into items of clothing
5 a portable computer that can be closed up like a briefcase, but it can be as powerful as a desktop PC
6 a full-function PC, though it only weighs 1.2 kg – you can go to a meeting and write your notes on it, like a paper notepad; its screen mode can be changed from portrait to landscape

3.2 Look at the computer advertisement and find this information.

1 What type of computer is advertised?
2 What kind of screen does it have?
3 Which pointing device replaces the mouse?
4 What type of ports does it have for connecting cameras and music players?
5 What sort of power supply does it use?



3.3 Read this interview with Adam Hawkins, an IT manager, and complete it with words from the PDA section opposite.



Interviewer: What are the basic features of a PDA?
Adam: Well, a typical PDA is a (1) ..... device that runs on batteries and combines computing, phone and Net capabilities.
Interviewer: And how do you enter information?
Adam: For input, you use a (2) ..... or pen to write and make selections on a (3) .... ; they also have buttons for launching programs. Some models have a small keyboard. They may have a (4) .... system that reacts to the user's voice.
Interviewer: Do they need special software?
Adam: Yes, most of them run on *Windows Mobile*. Palmtops supported by Palm Inc. use *Palm OS*. Pen-based systems include (5) .... , so you write on the screen and the computer recognizes your handwriting and inserts the appropriate letters.
Interviewer: What sort of things can you do with a PDA?
Adam: You can store personal information, take notes, draw diagrams and make calculations. Many PDAs can access the Net via (6) ..... technology.

You and computers

1 Write down two benefits and two limitations of PDAs.
2 Explain in a paragraph how laptops can be beneficial to business people.
3 Write three examples of how tablet PCs can be used in the classroom.

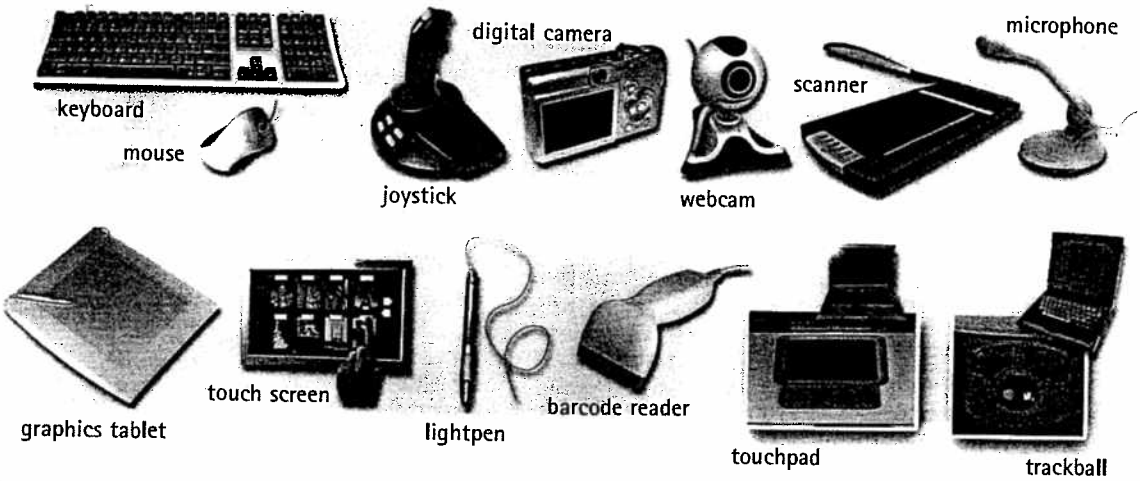
TYPES OF COMPUTER SYSTEMS vocabulary

mainframe	keskustietokone
wearable computer	puettava tietokone
multiple	moninkertainen, moni
simultaneous	samanaikainen
large-scale	laajamittainen
workstation	työasema
vertical	pystysuora
case	kotelo, kuori
laptop	sylimikro
lightweight	kevyt
portable	kannettava
touchpad	kosketuslevy
connectivity	liittyvyys, liitettävyys
slot	rako, aukko
battery pack	akkuyksikkö
outlet	ulostulo, pistorasia
tablet	levy, laatta; koordinaatinlukija
LCD screen	nestekidenäyttö
fold	taittaa
rotate	kiertää, pyörittää
recognize	tunnistaa
convert	muuntaa
mobile	liikuteltava
versatile	monipuolinen
PDA	personal digital assistant
hand-held	kädessä pidettävä
palmtop	kämmentietokone
stylus	piirrin
touch screen	kosketusnäyttö
incorporate	sisältää
recognition	tunnistus
enable	mahdollistaa
character	merkki
reminder	muistutus
wireless	langaton
backpack	reppu
vest	liivi(t)
be equipped with	olla varustettu jllkn
voice-activated	ääniherätteinen
voice mail	puheposti, ääniposti, vastaajapalvelu
explorer	tutkija
intensive	intensiivinen, voimaperäinen
item of clothing	vaatekappale
full-function	kaikki toiminnot sisältävä
portrait	tässä: pystysuunta
landscape	tässä: vaakasuunta
advertisement	mainos
advertise	mainostaa
pointing device	osoitinlaite
replace	korvata
power supply	virtalähde
compliancy	mukautuvuus
rechargeable	ladattava
feature	ominaisuus, piirre
capability	kyky, suorituskyky
enter	syöttää
selection	valinta
launch	tässä: käynnistää
insert	sijoittaa (väliin)
calculation	laskutoimitus

4 Input devices: type, click and talk!

A Interacting with your computer

Input devices are the pieces of hardware which allow us to enter information into the computer.



B The keyboard

A standard PC keyboard has various groups of keys.

- **Alphanumeric keys** – these represent letters and numbers, arranged as on a typewriter.
- A **numeric keypad** appears to the right of the main keyboard and contains numeric and editing keys; the Num Lock key is used to switch from numbers to editing functions.
- **Function keys** appear at the top of the keyboard and can be programmed to do special jobs.
- Cursor keys include 'arrow keys' which move the insertion point, and keys such as Home, End, Page Up, and Page Down, which let you move around documents.
- **Dedicated keys** are used to issue commands or produce alternative characters. For example:
  Ctrl changes the functions of other keys (e.g. Ctrl + X cuts the selected text).
  Caps Lock sets the keyboard in 'CAPITALS' mode; it only affects letters.
  Enter (or Return) is pressed to select options from a menu or to start a new paragraph.
  Backspace deletes the character to the left of your current position.

C The mouse

A mouse is a hand-held device that lets you move a pointer (or cursor) and select items on the screen. It has one or more buttons to communicate with the PC. A scroll wheel lets you move through your documents or web pages The pointer looks like an I-bar, an arrow or a pointing hand.

An optical mouse has an optical sensor instead of a ball underneath.

A cordless (wireless) mouse has no cable; it sends data via infrared signals or radio waves.

Mouse actions:

- to **click**, press and release the left button.
- to **double-click**, press and release the left button twice.
- to **drag**, hold down the button, move the pointer to a new place and then release the button.
- to **right-click**, press and release the right button; this action displays a list of commands.

D Voice input

Today you can also interact with your computer by voice with a voice-recognition system that converts voice into text, so you can dictate text directly onto your word processor or email program. You can also control your PC with voice commands; this means you can launch programs, open, save or print files. Some systems let you search the Web or chat using your voice instead of the keyboard.

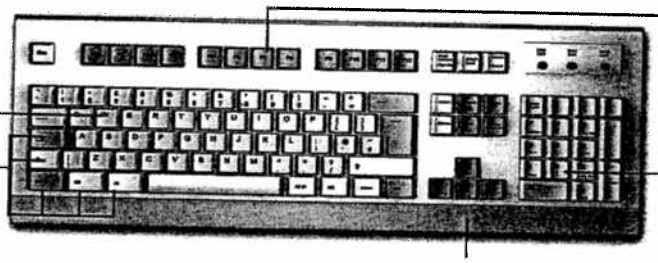
4.1 Look at A opposite. Which input device would you use for these tasks?

1 to play computer games
2 to copy images from paper into a computer
3 to read price labels in a shop
4 to select text and click on links on web pages
5 to enter drawings and sketches into a computer
6 to input voice commands and dictate text
7 to draw pictures or select menu options directly on the screen
8 to take and store pictures and then download them to a computer

4.2 Complete each sentence by choosing from the following devices: *touch screen, trackball, touchpad, webcam.*

1 A ..... is a stationary device that works like a mouse turned upside down. You roll the ball with your hand to move the pointer on the screen.
2 Interactive ..... are used in museums, information centres and Internet kiosks. You use your finger to point directly to objects on the screen.
3 A ..... is used to send live video images via the Internet.
4 A ..... is found on notebook PCs. You use it by pressing the sensitive pad with a finger.

4.3 Label the groups of keys with terms from B opposite. Then identify the keys described below.



6 It produces upper-case letters, but it does not affect numbers and symbols.
7 It removes the character to the left of the cursor or any selected text.
8 It works in combination with other keys, e.g. you press this key and C to copy the selected text.
9 It is used to confirm commands; in a word processor, it creates a new paragraph.

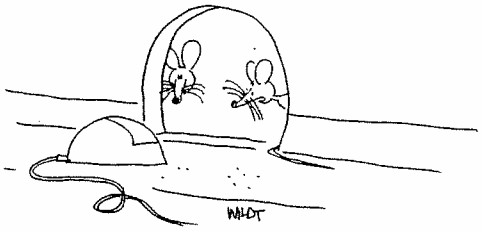
4.4 Look at C opposite. Complete these sentences with the correct 'mouse action'.

1 To start a program or open a document you ..... on its icon – that is, you rapidly press and release the mouse button twice.
2 If you want to select a menu option, you just ..... on the left button.
3 If you want to find the commands for a particular text, image, etc., you have to ..... on it.
4 If you want to move an object, press the button and ..... the object to the desired location.

You and computers

1 Read D opposite and make a list of the things you can do with a voice-recognition system.

2 What do you think of this idea? *Some day, we'll be talking to our PC naturally, like a friend.* Write down your opinions.

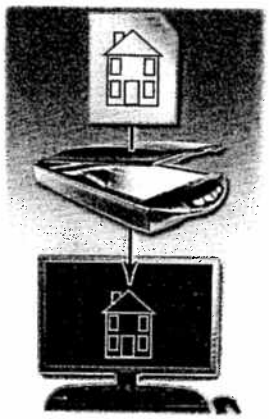


"That must be the new neighbor. I hear he's a real computer geek."

5 Input devices: the eyes of your PC

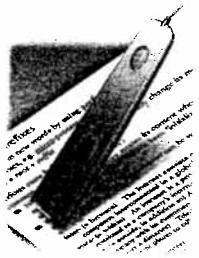
A Scanners

Input devices such as scanners and cameras allow you to capture and copy images into a computer.



A **scanner** is a **peripheral** that reads images and converts them into electronic codes which can be understood by a computer. There are different types.

- A **flatbed** is built like a photocopier and is for use on a desktop; it can capture text, colour images and even small 3D objects.
- A **film scanner** is used to scan film negatives or 35 mm **slides** – pictures on photographic **film**, mounted in a frame.
- A **hand-held scanner** is small and T-shaped, ideal to capture small pictures and logos.
- A **pen scanner** looks like a pen; you can scan text, figures, barcodes and handwritten numbers.



A pen scanner

Barcode scanners read barcodes on the products sold in shops and send the price to the computer in the cash register. **Barcodes** consist of a series of black and white stripes used to give products a unique identification number.

The **resolution** of a scanner is measured in **dpi** or dots per inch. For example, a 1,200 dpi scanner gives clearer, more detailed images than a 300 dpi scanner.

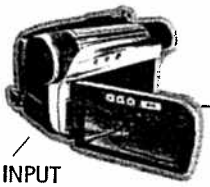
Most scanners come with **Optical Character Recognition** software. OCR allows you to scan pages of text and save them into your word processor; they can then be edited.

Barcode and reader

B Digital cameras

A **digital camera** doesn't use **film**. Photos are stored as **digital** data (bits made up of 1s and 0s), usually on a tiny storage device known as **a flash memory** card. You can connect the camera or memory card to a PC and then alter the images using a program like Adobe Photoshop, or you can view the images on a TV set. Many printers have a special socket so that you can print images directly from a memory card or camera.

C Digital video cameras and webcams

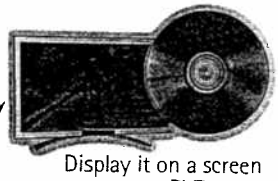


TRANSFER

INPUT
A **digital video (DV) camera** records moving images and converts them into digital data that can be processed by a PC.

PROCESSING
You can manipulate video images with **video editing software**. You can cut, paste, add effects, etc.

OUTPUT
You can store or export the result.



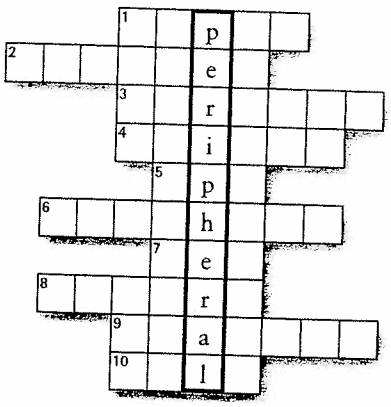
Display it on a screen or create a DVD.

Email or put your movie on the Web.

Webcams (short for Web cameras) let you send and receive live video pictures through the Internet. They're primarily used for **video conferences** – video calls – but they can be used to record photos and video onto your hard disk.

The resolution of webcams is expressed in **megapixels** (million pixels). Webcams connect to the PC via a USB (universal serial bus) or FireWire port; they display video at 24 to 30 frames (pictures) per second. Some include a **headset** with a microphone and earpiece.

5.1 Solve the clues and complete the puzzle with words from A and B opposite.

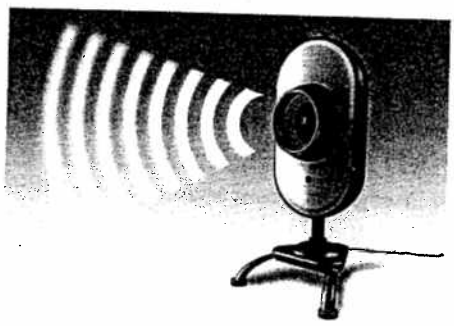


1 Scanners and cameras are ..... devices used to transfer images into a format that can be understood by computers.
2 A ..... lets you copy photos and printed documents into your PC.
3 It has become one of life's most familiar sounds – the beep of the supermarket till whenever a ..... is scanned.
4 If you need to scan 35mm ..... you should go for a dedicated 35mm film scanner which concentrates all its dots into a tiny area.
5 This scanner has a resolution of 300 x 600 ..... .
6 A ..... scanner is small enough to hold in your hand.
7 A ..... scanner is used to capture lines of text, barcodes and numbers.
8 Most digital cameras use flash ..... cards to store photos.
9 ..... scanners have a flat surface and take at least A4-sized documents.
10 To scan photographic negatives or slides you will need a ..... scanner.

5.2 Decide if these sentences are *True* or *False*. If they are false, correct them.

1 The details detected by a scanner are not determined by its resolution.
2 A barcode scanner is a computer peripheral for reading barcode labels printed on products.
3 Scanners cannot handle optical character recognition.
4 A digital camera uses a light sensitive film instead of a memory card for storing the images.
5 A digital video (DV) camera is used to take still photographs.
6 Video editing software allows you to manipulate video clips on the computer.

5.3 Complete this advertisement with words from the webcam section of C opposite.



Having (1) .... with friends and family has never been easier or more enjoyable. You get the highest-quality audio and video, no matter which chatting solution you use. With the WebCam Live! Ultra, its CCD image sensor with 640 x 480 (VGA) resolution produces rich, vibrant colours. Combined with its (2) ..... 2.0 Hi-Speed connection, the result is top-quality, full-motion video at 30 (3) ..... per second for all your web conversations, even in dimly-lit rooms.
The WebCam Live! Ultra lets you do more. Let your voice be heard clearer than ever before with the included (4) ....., unlike the built-in microphones in most other (5) ..... . Take still pictures at up to 1.3 (6) ..... resolution (interpolated), and enjoy the many great features that accompany the bundled award-winning WebCam Center software, such as motion detection, remote security monitoring, timelapse video capture and much more.

You and computers

1 Write one reason for using a scanner at home or at work.
2 Do you have a digital camera? Describe its basic features and the things you do with it.

Input devices: the eyes of your PC, vocabulary

capture vangita, tallentaa
peripheral oheislaite
convert muuntaa
flatbed tasokuvanlukija
slide diakuva
mount asentaa
ideal ihanteellinen
barcode viivakoodi
cash register kassakone
stripe viiva, juova
unique ainutlaatuinen, yksilöity
identification tunnistaminen, tunniste
resolution erotuskyky, resoluutio
dots per inch pistettä tuumalle
character recognition merkinluku
tiny pienen pieni
flash memory flash-muisti
alter muuttaa
socket pistoke, kanta
transfer siirtää
effect tässä: tehoste
export tässä: siirtää tietoa toiseen sovellukseen
primarily ensisijaisesti
video conference videoneuvottelu
port portti
headset kuulokemikrofoni, kuulokkeet
earpiece kuuloke
format formaatti, muoto
beep piippaus, äänimerkki
till kassakone
concentrate keskittää
detect havaita, löytää
still stillkuva
enjoyable nautinnollinen
vibrant eloisa, (väreistä) voimakas
dimly-lit hämärästi valaistu
built-in sisäänrakennettu
interpolate interpoloida, laskea väliarvoja
feature piirre, ominaisuus
accompany tulla/seurata mukana
bundle tässä liittää kylkiäiseksi
award-winning palkittu
motion detection liikkeen ilmaisu
remote kauko-
security turvallisuus
monitoring valvonta, tarkkailu
timelapse nopeutus
timelapse capture jaksottainen kuvausmenetelmä

Input devices: type, click and talk! vocabulary

graphics tablet piirtolevy, -pöytä
touch screen kosketusnäyttö
barcode viivakoodi
touchpad kosketuslevy
trackball ohjauspallo
alphanumeric aakkosnumeerinen
appear esiintyä, olla (olemassa)
edit muokata, editoida
switch siirtyä, vaihtaa
insertion sijoittaminen, lisäys
dedicated jllkn omistettu, tiettyyn käyttöön varattu
issue a command antaa käsky
backspace peruutusnäppäin
scroll wheel vierityspyörä
pointer osoitin, kursori
I-bar I-palkki
optical sensor optinen anturi
cordless langaton
wireless langaton
via kautta, välityksellä
release vapauttaa
voice recognition äänen tunnistus
convert muuntaa
dictate sanella
launch aloittaa, käynnistää
price label hintalappu
sketch luonnos
stationary paikallaan oleva
sensitive herkkä
upper-case iso kirjain
confirm vahvistaa
rapidly nopeasti

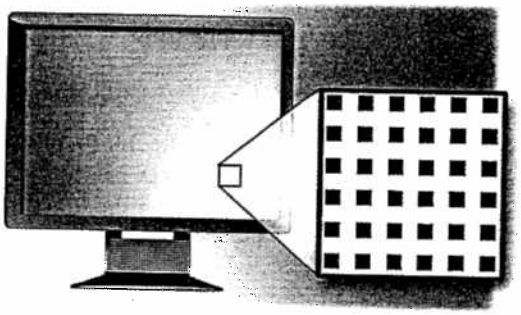
7 Output devices: display screens

A CRTs and LCDs

The screen of a computer is often known as the **monitor**, or VDU (visual display unit). Inside the computer, there is a video card which processes images and sends signals to the monitor.

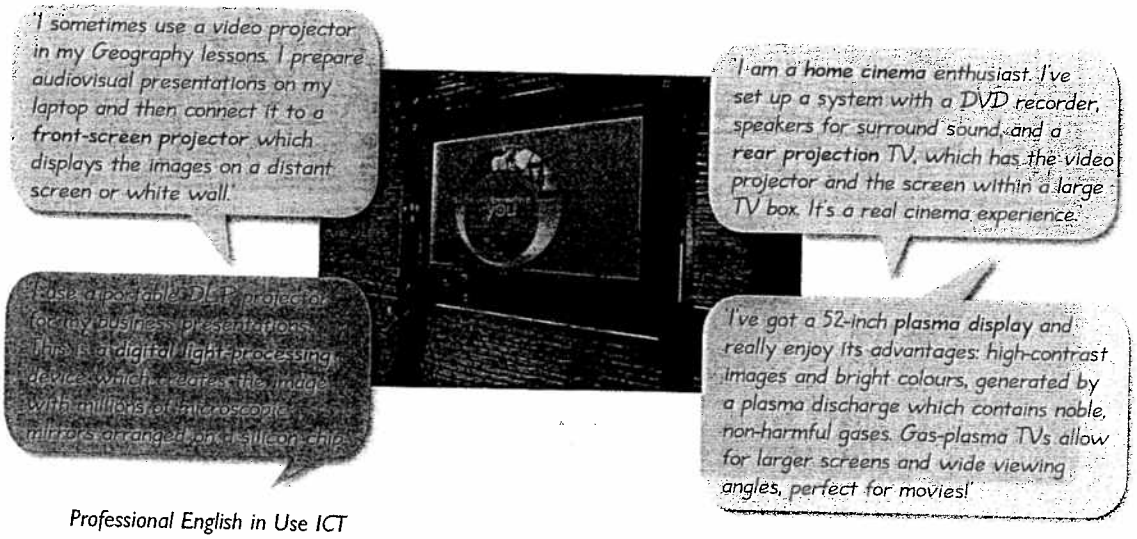
When choosing a monitor, you have to take into account a few basics.

- Type of display – the choice is between a CRT or an LCD screen.
  The Cathode Ray Tube of a monitor is similar to a traditional TV set. It has three electron guns (one for each **primary colour**: red, green and blue) that strike the inside of the screen, which is coated with substances called phosphors, which glow and create colours. CRTs are cheap, but they are heavy, can flicker and emit radiation.
  A **Liquid Crystal Display** is made from flat plates with a liquid crystal solution between them. The crystals block the light in different quantities to create the image. **Active-matrix** LCDs use TFT (thin film transistor) technology, in which each pixel has its own transistor switch. They offer better quality and take up less space, so they are replacing CRTs.
- **Screen size** – the viewing area is measured **diagonally**; in other words, a 17" screen measures 17 inches from the top left corner to the bottom right.
- **Resolution** – the clarity of the image depends on the number of pixels (short for picture elements) contained on a display, horizontally and vertically. A typical resolution is 1,024 x 768. The sharpness of images is affected by dot pitch, the distance between the pixels on the screen, so a dot pitch of 0.28 mm or less will produce a sharp image.
- **Brightness** – the luminance of images is measured in cd/m^2 (candela per square metre).
- **Colour depth** – the number of colours a monitor can display. For example, a VGA monitor produces 256 colours, enough for home use; a SuperVGA can produce up to 16.7 million colours, so is ideal for photographic work and video games.
- **Refresh rate** – the number of times that the image is drawn each second. If a monitor has a refresh rate of 75 Hertz (Hz), it means that the screen is scanned 75 times per second. If this rate is low, you will notice a flicker, which can cause eye fatigue.



A colour pixel is a combination of red, green and blue subpixels

B Big screens: plasma and projection TVs



7.1 Read A opposite and then correct these false statements.

1 The images shown on a monitor are not generated by the video card.
2 All visible colours can be made from mixing the three primary colours of red, yellow and blue.
3 Typical CRT-based displays occupy less space than LCD displays.
4 Active-matrix LCDs do not use a technology called thin film transistor or TFT.
5 The size of the screen is measured horizontally.

7.2 Match each term with the correct definition.

1 phosphors	a the frequency at which a monitor renews its image, measured in Hz
2 LCD screen	b a flat-panel display which works by emitting light through a special liquid
3 pixel	c the space between a display's pixels
4 dot pitch	d the smallest element in a displayed image
5 refresh rate	e materials that emit light and produce colours when they are activated by an electron beam

7.3 Complete the technical specifications of this monitor with words from A opposite.

Quick specs

The new Paintview XT-85 combines a television and a computer (1) ..... in one display.

Type of display	Flat panel LCD
(2)	19 inches
(3) Display	1,280 x 1,024 pixels
Dot pitch	0.294 mm
(4)	16.7 million colours
Contrast ratio	1,000:1
(5)	450 cd/m2
Built-in TV tuner	Yes
Audio	Two 3-watt speakers and a 5-watt subwoofer; headphone jack

The Picture-in-Picture function allows you to watch more than one program at the same time and lets you adjust the size of each window.

7.4 Complete these sentences with words from B opposite.

1 If you intend to set up a ...., consider getting a very big screen, a DVD recorder and a good set of speakers.
2 A .....-..... ..... takes digital images and displays them on a screen or wall.
3 The company announced plans to expand its ....-..... (DLP) cinema technology, which has thrilled test audiences with its dazzling colours and pin-sharp images.
4 In a .... TV, a large box contains both the projector and the screen built in.
5 The gas mixture in a .... is not dangerous.

You and computers

Describe the 'home cinema' of your dreams. Use these notes to help you.

- Type of display: CRT television, LCD screen, plasma TV or video projector
- Screen size
- Resolution (image quality)
- Video source: TV, VCR or DVD recorder
- Sound capabilities

6 Output devices: printers

A Technical details

A **printer** is a device that prints your texts or graphics on paper.

The output on paper or acetate sheets is called **printout** or hard copy.

A program in your computer, called the **printer driver**, converts data into a form that your printer can understand.

A **print spooler** stores files to be printed when the printer is ready. It lets you change the order of documents in the queue and cancel specific print jobs.

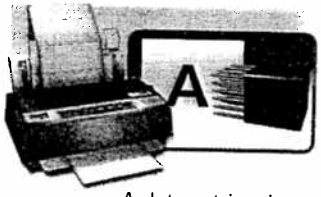
The output quality, or **resolution**, is measured in **dpi** or dots per inch.

The speed of your printer is measured in **pages per minute (ppm)**.

In a network, users can share a printer connected to a **print server**, a computer that stores the files waiting to be printed.

B Types of printers

A **dot-matrix printer** uses a group, or matrix, of **pins** to create precise dots. A print head containing tiny pins strikes an inked ribbon to make letters and graphics. This **impact printing** technology allows shops, for example, to print multi-part forms such as receipts and invoices, so it's useful when self-copying paper is needed. It has two important disadvantages: noise and a relatively low resolution (from 72 to 180 dpi).

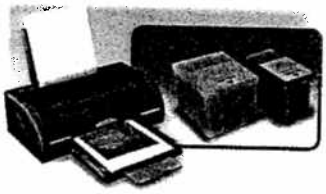


A dot-matrix printer

An **ink-jet** (also called bubble-jet) **printer** generates an image by spraying tiny, precise drops of **ink** onto the paper. The resolution ranges from 300 to 1,200 dpi, suitable for small quantities or home use.

A standard **ink-jet** has a three-colour **cartridge**, plus a black cartridge. Professional ink-jets have five-colour cartridges, plus black; some can print in wide format, ranging from 60 cm up to 5 metres (e.g. for printing advertising graphics).

Some ink-jet based printers can perform more than one task. They are called **multi-function printers** because they can work as a scanner, a fax and a photocopier as well as a printer. Some units accept memory cards and print photos directly from a camera.



An ink-jet printer and ink cartridges

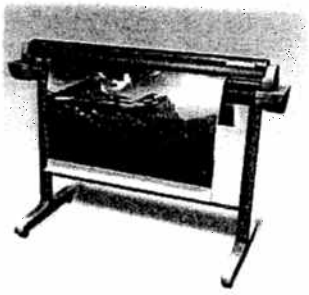
A **laser printer** uses a laser beam to fix the ink to the paper. A laser works like a photocopier; a powder called **toner** is attracted to paper by an electrostatic charge and then fused on by a hot roller.

Laser printers are fast and produce a high resolution of 1,200 to 2,400 dpi, so they are ideal for businesses and for proofing professional graphics work.

Lasers use a **page description language** or PDL which describes how to print the text and draw the images on the page. The best-known languages are Adobe PostScript and HP Printer Control Language.

A professional **imagesetter** is a typesetting printer that generates very high-resolution output (over 3,540 dpi) on paper or microfilm. It's used for high-quality publications.

A **plotter** is a special type of printer which uses ink and fine pens held in a carriage to draw detailed designs on paper. It's used in computer-aided design, maps, 3-D technical illustrations, etc.



A plotter

6.1 Complete these sentences with words from A opposite.

1 The differences in ..... are noticeable: the more dots per inch, the clearer the image.
2 A print resolution of between 600 ..... and 2,400 ..... ensured that even text as small as 2 pt was legible.
3 Passengers with an electronic ticket will need a ..... of ticket confirmation or a boarding pass to be admitted to secured gate areas.
4 The key advance of recent years is printing speed: the latest generation of ink-jets prints black-and-white text at 15 .... (.....).
5 With appropriate software, you can view the images on a computer, manipulate them, or send them to a ..... and produce excellent quality colour copies.
6 A .... is a dedicated computer that connects a printer to a network. It enables users to share printing resources.
7 A .... is a utility that organizes and arranges any documents waiting to be printed.
8 In computers, a .... is a program installed to control a particular type of printer.

6.2 Choose the most appropriate type of printer for these situations from the descriptions in B opposite.

1 a home user who wants to print text documents and family photographs
2 business people who need to print in large quantities at high quality in an office
3 engineers who want to make detailed line drawings
4 professional typesetters in desktop publishing (e.g. to publish catalogues and magazines)
5 a company that wants to print carbon copies of bills and receipts

6.3 Find terms in B opposite which correspond to these definitions.

1 a container that holds the ink in an ink-jet printer
2 powdered ink used in laser printers
3 small needles that press on the inked ribbon to make the characters on paper
4 printer technology that produces text and pictures by hammering pins against a ribbon and the paper
5 a language that tells a printer how to print a document
6 a peripheral which combines a printer, a fax machine and photocopying and scanning capability into one device

Dangerous laser printers

You and computers

Describe the characteristics of the printer that you have or would like to have at home or at work.

Give details about: type of printer, speed, resolution, ink cartridges, price and customer support.

OUTPUT DEVICES: PRINTERS vocabulary

acetate asetaatti
sheet arkki
printout tuloste, printti
driver ajuri
convert muuntaa
print spooler tulostuspuskuri
queue jono
cancel peruuttaa
specific tietty, (tarkoin) määrätty
resolution erotuskyky, resoluutio
dots per inch pistettä tuumalle
network verkko
print server tulostuspalvelin
dot-matrix printer matriisikirjoitin
matrix matriisi
pin neula
dot piste
inked muste-
ribbon nauha
impact printing kosketukseen perustuva kirjoittaminen
multi-part moniosainen
form lomake
receipt kuitti
invoice lasku
disadvantage haitta
relatively suhteellisen
ink-jet printer mustesuihkukirjoitin
generate tuottaa, synnyttää
range vaihdella
cartridge partuuna, kasetti
format koko, ulkoasu, formaatti
perform suorittaa
multi-function monitoimi-
photocopier valokopiokone
beam säde
fix kiinnittää
powder jauhe
toner (tulostimissa t. kopiokoneissa käytetty) muste
attract vetää puoleensa
charge varaus
fuse sulattaa, polttaa
roller (väri)tela
ideal ihanteellinen
proof vedostaa, ottaa vedos
page description language sivunkuvauskieli

imagesetter tulostin (A device used to output fully paginated text and graphic images at a high resolution into photographic film, paper or plates. Earlier imagesetters were called typesetters.)

typesetting ladonta

publication julkaisu

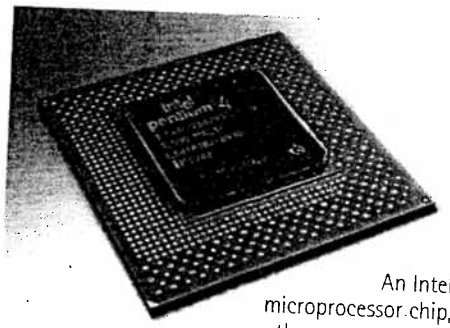
plotter piirturi
carriage tela, vaunu
computer-aided tietokoneavusteinen
illustration kuva, kuvitus

OUTPUT DEVICES: DISPLAY SCREENS vocabulary

VDU, visual display unit näyttöpääte
process käsitellä
take into account ottaa huomioon
CRT, cathode ray tube katodisädeputki, kuvaputki
coat päällystää
substance aine
glow hehkua
flicker välkkyä, välkehtiä
emit lähettää, päästää, säteillä
radiation säteily
LCD, liquid crystal display nestekide-näyttö
plate levy, laatta
solution liuos
TFT, thin film transistor
switch kytkin
replace korvata
viewing katsominen, katselu
diagonally diagonaalisesti
measure olla mitoiltaan
resolution erotuskyky, resoluutio
clarity selkeys
horizontally vaakasuoraan
vertically pystysuoraan
sharpness terävyys
affect vaikuttaa
dot pitch pisteväli
luminance luminanssi, valotiheys, pintakirkkaus
VGA, Video Graphics Array
refresh rate virkistystaajuus
fatigue väsyminen
projection TV projektiotelevisio
enthusiast intoilija, harrastaja
rear projection taustaprojektio
discharge purkaus

8 Processing

A The processor



An Intel microprocessor chip, the nerve centre of many PCs

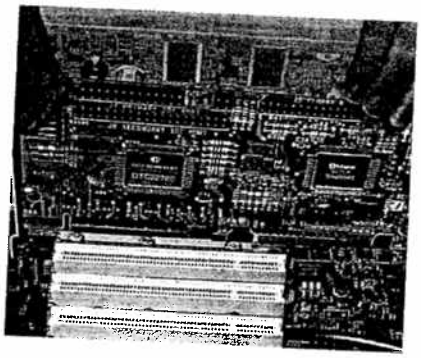
The processor, also called the CPU or central processing unit, is the brain of your computer. In PCs, it is built into a single chip – a small piece of silicon with a complex electrical circuit, called an integrated circuit – that executes instructions and coordinates the activities of all the other units.

Three typical parts are:

- the control **unit**, which examines instructions from memory and executes them;
- the **arithmetic and logic unit** (ALU), which performs arithmetic and logical operations;
- the registers, high-speed units of memory used to store and control data.

The speed of a processor is measured in **gigahertz** (GHz). Thus, a CPU running at 4 GHz can make about four thousand million calculations a second. An internal clock sends out signals at fixed intervals to measure and synchronize the flow of data.

The main circuit board is known as the **motherboard**. This contains the CPU, the memory chips, expansion slots and controllers for peripherals, connected by internal **buses**, or paths, that carry electronic signals. For example, the front side bus carries all data that passes from the CPU to other devices.



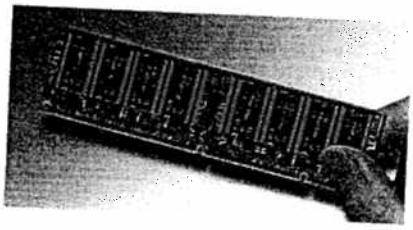
Fitting an expansion card

Expansion slots allow you to install **expansion cards** which provide extra functions, e.g. a video card or a modem. Laptops have PC cards, the size of a credit card, which add features like sound, memory and network capabilities.

B RAM and ROM

When you run a program, the CPU looks for it on the hard disk and transfers a copy into the RAM. RAM (**random access memory**) is temporary or volatile, that is, it holds data while your PC is working on it, but loses this data when the power is switched off.

However, ROM (**read only memory**) is permanent and contains instructions needed by the CPU; the BIOS (basic input/output system) uses ROM to control communication with peripherals, e.g. disk drives.



A RAM module

The amount of RAM determines the number of programs you can run simultaneously and how fast they operate. It can be expanded by adding extra RAM chips.

C Units of memory

The electronic circuits in computers detect the difference between two states: ON (the current passes through) or OFF (the current doesn't); they represent these states as 1 or 0. Each 1 or 0 is called a **binary digit** or **bit**.

Bits are grouped into eight-digit codes that typically represent characters (letters, numbers and symbols). Eight bits together are called a **byte**. For example, 01000001 is used for the character A. Computers use a standard code called ASCII for the binary representation of characters.

One bit

01000001

Example of a byte

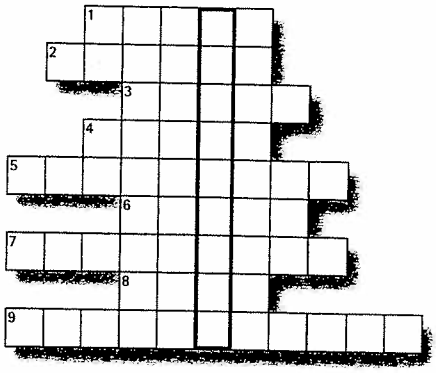
In order to avoid complex calculations of bytes, we use bigger units. A **kilobyte** (KB) is 1,024 bytes; a **megabyte** (MB) is 1,024 kilobytes; a **gigabyte** (GB) is 1,024 megabytes; a **terabyte** (TB) is 1,024 gigabytes. We use these units to describe the RAM memory, the operating capacity of disks and the size of a program or document.

8.1 Look at A and B opposite. Then match the sentence beginnings (1–6) with the correct endings (a–f).

1 The CPU processes data and
2 The control unit is the part of the CPU that
3 The arithmetic and logic unit is able to make
4 The registers are high-speed storage
5 Data contained in RAM is lost when
6 ROM memory can only be read:

a areas within the CPU.
b you can't make changes to it.
c controls the way instructions are executed.
d the computer is turned off.
e coordinates the other parts of the computer.
f calculations: add, subtract, multiply and divide.

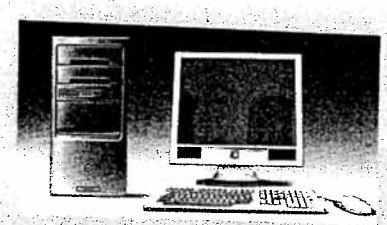
8.2 Solve the clues and complete the puzzle with words from the opposite page.



1 Intel ..... are used in many computers.
2 Each 0 or 1 is called a bit, short for ..... digit.
3 Special cards can be inserted into expansion ..... .
4 A ..... controls the timing within the PC by sending signals to synchronize its circuits and operations.
5 The processor speed is measured in ..... .
6 ..... carry signals between different parts of a PC.
7 ..... cards improve the computer's performance.
8 The ..... uses ROM to control the input/output of data.
9 The main printed circuit board is called the ..... .

Down: The brain of a computer

8.3 Read this product description and answer the questions below.



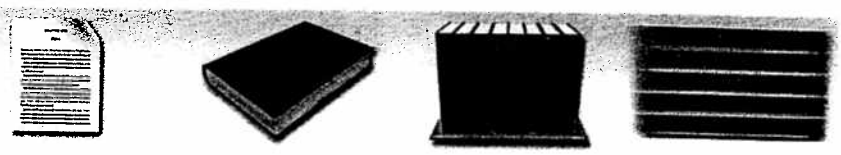
Processor and memory:
- Intel Core 2 Duo processor at 2.4 GHz
- 533 MHz Front Side Bus
- 1,024 MB of RAM; can be expanded up to 4 GB

200 GB Hard disk
Double Layer DVD +/-R/RW drive
Microsoft Windows

1 How fast is the CPU?
2 Which term is used to describe the CPU data bus?
3 How much RAM does the computer have?
4 Can you add extra RAM chips? How many?

8.4 Look at C opposite. Fill in the blanks with the correct unit of memory.

English



1 One ..... represents one character.

2 One ..... represents 1,024 characters (about a small page of text).

3 One ..... represents about one million characters (about the text of a small book).

4 One ..... represents about 1,000,000,000 characters (about 1,000 books).

5 One ..... represents about 1,000,000,000,000 characters (about one million books in a big library).

You and computers

Access the *Professional English in Use ICT* website at www.cambridge.org/elt/ict.
Then do the activity Acronyms and abbreviations.

PROCESSING vocabulary

chip (mikro)siru
silicon pii
circuit piiri
integrated circuit integroitu piiri, mikropiiri
execute suorittaa, panna toimeen
instruction määräys, käsky, ohje
coordinate koordinoida, yhdistää, sovittaa yhteen
arithmetic and logic unit aritmeettislooginen yksikkö
perform suorittaa
thus siten
calculation laskutoimitus
internal sisäinen
at fixed intervals määrätyin välein
flow kulku
motherboard emolevy
expansion slot laajennuskortin paikka
peripherals oheislaitteet
bus väylä
path polku
feature ominaisuus
capability kyky
transfer siirtää
temporary väliaikainen
volatile memory haihtuva muisti, katkeava muisti, haavoittuva muisti
(= käyttöjännitteen katketessa sisältönsä menettävä muisti)
permanent pysyvä
determine määrätä
simultaneously samanaikaisesti
expand laajentaa
detect havaita, erottaa
state tila
digit numero, numeromerkki
representation esitys, esitysmuoto
avoid välttää
add lisätä
subtract vähentää
multiply kertoa
divide jakaa
insert liittää, kytkeä, sijoittaa (väliin)
performance suorituskyky

Fill in with suitable verbs in the list. Change the form, if necessary.
access, alter, attach, convert, co-ordinate, display, drag, enter, extract, generate, incorporate, insert, plug, process, range, recognize, release, select, share

1 A computer is a machine that ..... information.

2 One task of the CPU is to ..... the operations of the other units of the system.

3 The units which have been ..... to the computer are called peripherals.

4 You can ..... data into the computer through input devices.

5 You can ..... the results of data processing by using output devices.

6 Modems are ..... into ports at the back of computers.

7 Tablet PCs can ..... your handwriting and ..... it into editable text.

8 There are technologies that allow you to ..... the Internet wirelessly.

9 A stylus is a special pen used e.g. to ..... items on a touch screen.

10 In the future there will be an increasing number of computers which ..... voice recognition software.

11 With the arrow keys you can move the point where you want to ..... something.

12 When you want to ..... in item from one place to another, you hold down the button, move the pointer to a new place and then ..... the button.

13 With software like Adobe Photoshop you can ..... the images taken with a digital camera.

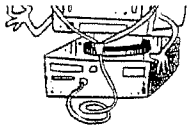
14 Networks make it possible for the users to ..... peripherals, such as printers and scanners.

15 Ink-jet printers ..... images by spraying drops of ink onto the paper.

16 The resolution of laser printers ..... from 1,200 to 2,400 dpi.

17 VGA monitors can ..... 256 colours.

Setting up a new computer : cautions



~~Listen to the tape and~~ label the drawings on the next page with the correct numbers from the text below. Note: there are 17 points in the text, but only 16 drawings.

Cautions

Do's

1. Install the equipment on a flat, stable surface.
2. Ensure that this equipment is connected to a grounded mains power outlet near the equipment.
3. Connect detachable power cords first to the unit, and only then to the mains outlets.
4. Operate the equipment from the power source indicated on the marking label. If you are not sure of the power source available, contact your supplier for advice.
5. Ensure, if an extension lead is used with the equipment, that the total ampere rating of the equipment plugged into the extension cable does not exceed the extension cable ampere rating.
6. Make sure that the total of all equipment plugged into the socket outlet does not exceed the fuse rating.
7. Unplug the equipment from the outlets before cleaning. Use a damp cloth. Never use liquid or aerosol cleaners.

Don'ts

8. DO NOT push objects of any kind into the equipment through ventilation slots as this may result in a risk of fire or electric shock.
9. DO NOT use the equipment near water.

DO NOT continue to operate the equipment under the following conditions:

10. If the power cable or plug is damaged or frayed.
11. If the equipment has been dropped or the casing has been damaged.
12. If liquid has been spilled into the equipment.
13. If the equipment has been exposed to rain or water.
14. DO NOT obstruct any of the ventilation slots. Obstruction of such slots can cause overheating and may shorten the life of the equipment.
15. DO NOT place the equipment near or over a radiator or in an enclosed cabinet unless proper ventilation is provided.
16. DO NOT remove the cover unless the operating instructions tell you specifically to do so. Even then, switch off first and withdraw the mains plug from the power outlet before you start.

Service information:

CAUTION!

17. DO NOT replace the battery for the CMOS RAM memory yourself. If the battery needs to be replaced, contact your local service representative. **Danger of explosion** if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

FROM: FILES AND FOLDERS (CANTALAINEN, SHAW, WSOY)

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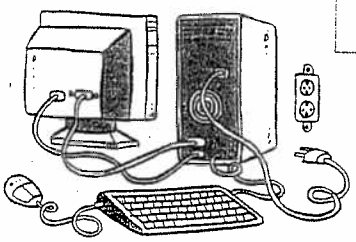
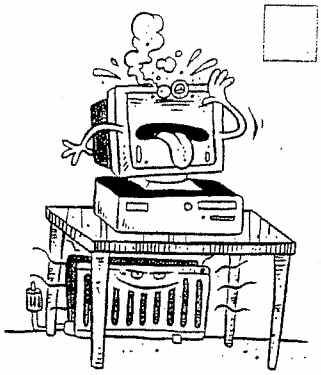
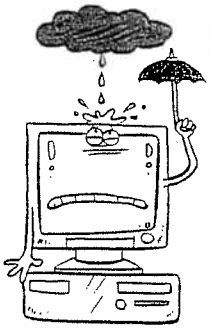
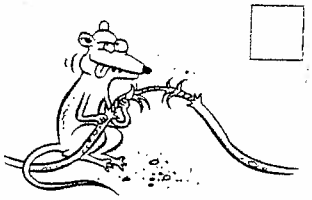
flat	tasainen	rating	teho, tehon määritys	spill	läikyttää		
stable	vakaa	cable	johto	exposed to	alttiina jllkn		
ensure	varmistaa	exceed	ylittää	obstruct	tukkia		
grounded	maadoitettu	socket	pistorasia	obstruction	tukkiminen		
mains power outlet	sähköpistorasia	fuse	sulake	shorten	lyhentää		
detachable	irrotettava	unplug	irrottaa, kytkeä irti	radiator	lämpöpatteri		
cord	johto	damp	kostea	enclosed	umpinainen		
label	nimilappu	ventilation slot	tuuletusaukko	cabinet	kaappi		
source	lähde	result in	johtaa jhnkn	proper	kunnollinen		
supplier	(tavaran) toimittaja	electric shock	sähköisku	provided	tarjolla		
extension lead	tasausjohto	frayed	kulunut, hankautunut	remove	poistaa		
		casing	kotelo	specifically	nimenomaisesti		

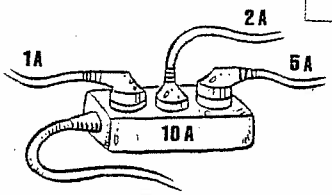
withdraw	vetää pois						
caution	varoitus						
replace	korvata, vaihtaa uuteen						
representative	edustaja						
explosion	räjähdys						
incorrectly	väärin						
equivalent	vastaava						
dispose of	hävittää, hankkiutua eroon						

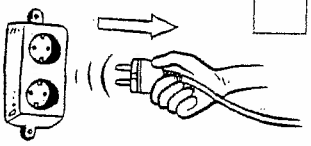


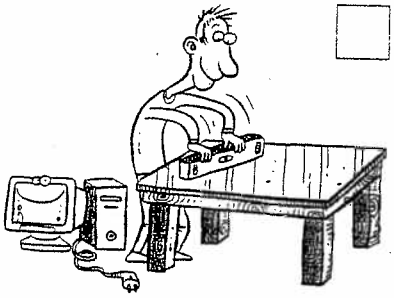


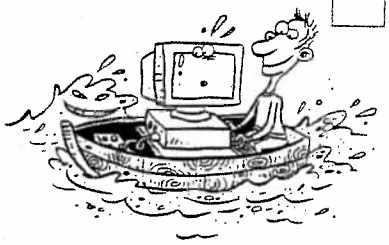


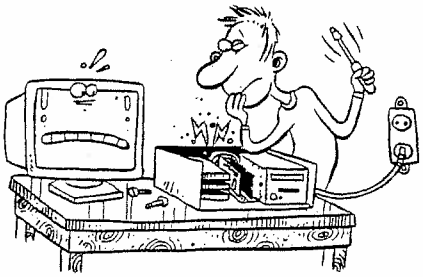


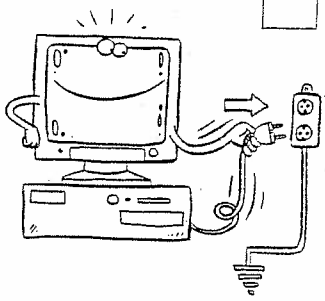


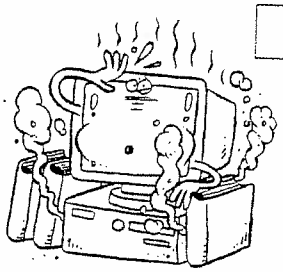


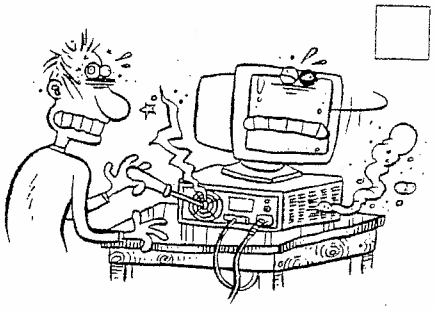












FROM: FILES AND FOLDERS (WSOY)

TASK 1

You will hear the following questions and their answers. Write the answers as shown in the example. You can abbreviate the units.

Example:

1 How fast was the engine running?

It was running at 2000 revolutions per minute.

The answer: **2000/2000 rpm, 2000 rev/min** or **2000 revolutions per minute**

2 What is the number of the component?

_____

3 What should the tyre pressure be?

_____

4 What is the volume of the tank?

_____

5 What is the temperature of the water today?

_____

6 What is the melting point of tungsten?

_____

7 What are the dimensions of the case?

_____

8 What was the maximum weight the lift could take?

_____

9 What is the area of the building plot?

_____

10 What is the maximum speed of the car?

_____

11 What is the maximum torque?

_____

12 What is the total fan pressure?

_____

13 What was the flow rate of the air?

_____

14 What frequency band does it operate in?

_____

15 What type of Ethernet connection can it work with?

_____

16 What type of memory card does it have?

_____

17 How much paper did the machine produce in one year?

_____

18 What is the pressure of the air when it comes from the turbocharger?

_____

19 What material was used for the tank?

_____

20 What voltage does the motor operate on?

_____

FROM: OXFORD ENGLISH FOR IT (001)

UNIT 17

Computing Support

Date of Call _____

Time Commenced _____

Help Desk Technician's Name _____

Reported By _____

Address

_____

Under Warranty _____

Make _____

Model _____

Service Tag No. _____

Processor _____

RAM Size _____

Operating System _____

Network Type _____

Problem Description _____

Diagnosis _____

Cleared by Phone _____

Job Number _____

Requires Visit _____

Comments

Computing Support

5 Study these steps to take before you phone for technical support. Rewrite each one using the clue given.

1 Reboot your PC to see if the problem recurs. (should)
2 Use your PC's on-board diagnostic and repair tools. (recommend)
3 Record the details of the problem so you can describe it accurately. (good idea)
4 Note your system's model name and serial number. (advise)
5 Keep a record of hardware and software you've installed along with any changes you've made to settings. (strongly recommend)
6 If you think hardware may be at fault, figure out how to open the case. (should)
7 Visit the vendor's website and check the FAQs. (best thing)
8 Avoid phoning in peak times. (never)
9 Have your system up and running and be near it when you call. (good idea)
10 When you reach a technician, tell him or her if you may have caused the problem. (advise)

6 Diagnose these faults and provide advice on each problem.

1 My laser printer produces very faint copies.
2 When I print, three or four sheets come through the printer at the same time.
3 My spreadsheet does not seem to add up correctly.
4 Everything I type appears in capitals.
5 My PC is switched on but the monitor screen is blank.
6 I tried to print a document but nothing came out of the printer.
7 My monitor picture is too narrow.
8 My monitor screen flickers.
9 My mouse responds erratically.
10 The time display on my computer is one hour slow.
11 When I print out a page, the first two lines are missing.
12 My computer sometimes stops and reboots itself. The lights dim at the same time.

Tulkitse englanniksi.

OHJEITA TIETOKONEEN HANKKIJALLE

1 Oikeanlainen kokoonpano löytyy, kun pohtii omia tarpeita ja selvittää perusasioita ennen ostoksille lähtöä.

2 Osaava myyjä auttaa tietämätöntä ostajaa, tarkistaa paketin kokonaisuuden ja kertoo tarvittaessa muutosehdotuksensa.

3 Pahimmilta yhteensopivuusongelmilta pitäisi näin välttyä.

4 Marketeissa ei ole tarjolla räätälöityjä paketteja, ainoastaan joitain merkkimikroja.

5 Integroitu näytönohjain ei sovellu pelikäyttöön, vaikka hyötykäytössä varsin toimiva ratkaisu onkin.

6 Hitaimpienkin nykyisin myytävien suorittimien kellotaajuudet alkavat olla gigahertsin paremmalla puolella.

7 Huomiota kannattaa kiinnittää enemmän muistin määrään ja näytönohjaimen malliin.

8 Tietokoneen perusta on keskusyksikön sisällä majaileva emolevy.

9 Lisäkorttipaikkoja olisi suositeltavaa löytyä ainakin kolme jos vähänkin epäilee tarvitsevansa tulevaisuudessa laajennuksia.

10 Cd-rom-asema on korvautunut suurelta osin kirjoittavalla cd-rw-asemalla.

11 Perinteisen kuvaputkinäytön parhaita puolia on soveltuvuus erilaisille kuvatarkkuuksille.

12 Litteät nestekidenäytöt ovat parantuneet huimasti viime vuosina.

13 Langattomuus on sekä hiirissä että näppäimistöissä yleistynyt nopeasti.

14 Optista hiirtä ei tarvitse säännöllisesti avata ja puhdistaa.

15 Tulostimien tarkkuudet ovat jatkuvasti kasvaneet ja samalla hinnat ovat pudonneet.

16 Laajakaistaliittymät vaativat päätelaitteen, joka kytketään tietokoneeseen verkkokortin avulla.

JOHN C. DVORAK

Why Wikipedia Just Gets Better

I was right about Wikipedia. And I was wrong. Some years back, when the wiki model first emerged as a method of developing and distributing diverse information among Internet users for collaboration, I immediately looked for its flaws. I did this because the concept was utopian. I thought, let me get this straight: People are going to contribute to an open, online encyclopedia—just because they can?

In fact, that is exactly what happened, and Wikipedia quickly achieved critical mass. When I initially evaluated it, I thought the wiki concept would rapidly devolve into a mess. I was convinced that online vandalism would eventually invade and ruin it. Yet the complete opposite has occurred. Why?

Wikipedia is plagued with online vandalism and people with agendas or grudges. It is well known that certain companies and organizations dog their own articles to keep criticism at bay. RSS feeds make it simple for users to keep track of changes and instantly suppress unwelcome information. Though volunteers' vigilance has minimized blatant puffery planted by companies, the constant tug between opposing views has turned many Wikipedia entries into very bland posts.

Bland posts tend to be factual, but they're devoid of dimension. Highly critical posts about sketchy corporate practices are not well represented in Wikipedia (although they do exist where the targeted company isn't paying attention). The smart companies are all over it.

A lot of critics think the whole wiki idea is stupid. I am not one of them. As I said, I admit to some skepticism at first, but my own use of Wikipedia for background research has changed that. Recently, I was on a podcast with a reporter who taught a journalism school class. He put forth two odd edicts: "Never use Wikipedia," and "Never use Google as a spell-checker." I do both. I cannot understand why you would not use Google as a spell-checker, since the misspelled word usually shows up in the hit list with variations you can then check on Webster's. And Wikipedia can bring a writer up to speed on any topic more quickly than any other research method.

You don't think I'm here as a Wikipedia booster without some deeper commentary, do you? There has to be something wrong with it, since the idea is utopian, and utopian ideas are bound to fail in the long term.

What the reporter might have been suggesting is the risk of using Wikipedia as a source from which to quote or excerpt detailed information. Wikipedia does contain many niggling errors, and you need to confirm all details with other sources—not, one would hope, with a site that uses Wikipedia for its database.

Wikipedia keeps getting higher and higher scores for accuracy. The English version, for example, is often compared with commercial encyclopedias—and is often more accurate. Recently, I received a press release about the German version of Wikipedia saying this:

"The German-language version of Wikipedia is better than Brockhaus, Germany's commercial encyclopedia, according to an analysis commissioned by Stern magazine. The popular German publication hired WIND research institute to compare 50 articles from Wikipedia and the Brockhaus online encyclopedia based on their 15-volume edition. On a scale where 1 is the best and 6 is the worst, Wikipedia's average rating was 1.7, while Brockhaus's average rating was 2.7. The study assessed articles based on accuracy, completeness, up-to-date information, and ease of reading. In 43 out of the 50 articles, Wikipedia was judged the winner. Currently, the German-language version of Wikipedia is the second biggest, after English, with 673,000 [articles]."

Granted that studying 50 articles out of 673,000 is a crapshoot, these results are still interesting. And I do not see any of the encyclopedia publishers doing such a hot job of proving any of these overall assertions wrong.

So what's the fly in the ointment? You don't think I'm here as a Wikipedia booster without some deeper commentary, do you? There has to be something wrong with this picture, since the idea is utopian, and utopian ideas are bound to fail in the long term. That is the key phrase here: long term. Vandalism can be pushed back only by a community that is diligent and active. Remember, Wikipedia's writers are all volunteers. Volunteer work such as this goes in cycles. People lose interest over time.

We are at a moment in Internet history where a lot of idealism exists. But for how long? Forever? Could Wikipedia collapse under its own weight? Are we at the peak of some golden age of information access that we'll never see again?

I wonder about this as I see public-interest initiatives and public databases disappear and commercial sites emerge. What happens if you have to pay for Wikipedia? Where do the volunteers go? How delicate is this mechanism in the long run?

My advice: Enjoy it while you can.

DVORAK LIVE ON THE WEB *John's Internet TV show airs every Wednesday at 3:30 EST on CrankyGeeks.com. You can download back episodes whenever you like.*