



Internet research

Software, hardware, firmware, freeware, shareware, adware, spyware, malware, blogware ... Use the *define*: function of your search engine to find definitions of these words (e.g. *define*: malware). How many more -ware words can you find?

Listening

7 1:29-1:36 Listen to eight messages on George's voicemail. Match speakers 1-8 with the problem they are experiencing a-h.

- a) they can't install something
- b) some computers need upgrading
- c) they need to download a program
- d) the whole system went down
- e) they have to enter data quickly
- f) their computer keeps crashing
- g) a connection hasn't been set up
- h) they deleted some files

8 1:29-1:36 Listen again and complete George's notes with the words from the box.

an update back in informed know ring loop touch

- 1 give Ebony Brooks a _____ about backup
- 2 give Maurice _____ on appointments application
- 3 get in _____ with Martha re. laptops
- 4 get _____ to Lincoln Thigpen - presentation slides
- 5 keep Camilla Ramsey in the _____ on solutions to database problems
- 6 let Maurice _____ about Marketing's Internet connection
- 7 keep Marvin _____ about sound card driver
- 8 fill Cara Bickerson _____ on voice recognition software

Paraphrasing

9 Replace the expressions in bold with the expressions for giving information in Exercise 8.

- 1 Can I **give you an answer** later this morning? I'm in a meeting at the moment.
- 2 I'd appreciate it if you could **include me in the group of people you inform**.
- 3 We don't have a firm date for the meeting yet. We'll **tell you** as soon as we do.
- 4 While I'm away in the Far East, I'd like you to **give me regular progress reports** by email.
- 5 Before the meeting starts, can you just **give me some details** on what was said last time?
- 6 I just can't manage to **contact her** - I've tried everything: phone, fax, email, snail mail, even pigeon!
- 7 When you get back from your holiday, I'll **report** on what's been happening.
- 8 Could you **contact me by telephone**, please? My email server's down at the moment.

Discussion

10 With a partner, prioritize the tasks on George's to-do list for tomorrow.

- CEO wants Web meeting available in all departments asap - need half a day
- Sound card drivers for Marvin (President's nephew!) - simple - half an hour?
- Cara re. voice recognition - needs maybe an hour over lunch?
- CEO's assistant wants WiFi but she only works at her desk! - one hour or so
- Information from database vendors - a couple of hours, but probably no budget this year
- Abstract of presentation for New York conference - deadline is tomorrow - one hour
- 15 new laptops needed - HP's special offer ends tomorrow - an hour or two?
- Appointments application - two or three hours' work, but software update due in three weeks
- Ebony Brooks re. backup software - should take 30 minutes, but she's a slow learner
- Marketing's Internet connection is down again - at least an hour and a half