1 monitor

2 keyboard

3 scanner

4 mouse

5 printer

6 microphone

MAY ISSUE - page 14

Peripherals

Device:	Description:	Cost:
S57 Keyboard	This **input device** is available in three languages. It has a **USB** connection.	$75
Standard Mouse	Our **mouse** has a wireless connection, two buttons and a **scroll wheel**.	$64
Ep320 Scanner	This **scanner** reads documents up to 216mm by 297mm.	$179
PR-15 Microphone	Our **microphone** collects crystal clear sound.	$56
LCD **Monitor**	Our LCD (Liquid Crystal Display) monitors offer crisp images, and take up little space.	$167
Prinpro 2000 **Printer**	The Prinpro2000 produces color pictures and documents quickly.	$99
SoftTouch Touch Screen	The **touch screen** allows input without a keyboard and is programmable for many uses.	$280

Get ready!

① Before you read the passage, talk about these questions.

1 How do computers receive information from users?

2 What devices can you attach to computers?

Reading

② Read the advertisement from a computer parts catalogue. Then, mark the following answers as true (T) or false (F).

1 __ The keyboard has a wireless connection.

2 __ The LCD monitor does not require a lot of room.

3 __ The touch screen comes with a keyboard.

Vocabulary

③ Match the words (1-5) with the definitions (A-E).

1 __ keyboard   4 __ microphone

2 __ mouse   5 __ monitor

3 __ scanner

A a device that reads images and sends them to a computer

B a device that displays images

C a device that enters information into a computer

D a device that gathers sounds

E a device that is used to control a pointer or cursor

④ **Check (✓) the sentence that is true.**

1 __ A A keyboard reads documents.
__ B A USB cable connects computers and devices.
2 __ A A peripheral is the main part of a computer.
__ B A printer creates documents and pictures.
3 __ A An input device enters information.
__ B A microphone creates sounds.
4 __ A A monitor inputs sound.
__ B A touch screen does not need a mouse.
5 __ A A scanner displays pictures and words.
__ B A peripheral is a device that is added to a computer.

⑤ 🎧 **Listen and read the advertisement from a computer catalog again. What is a USB used for?**

Listening

⑥ 🎧 **Listen to a telephone conversation between an employee and a business owner. Check each item that the employee suggests.**

1 ☐ Monitor   4 ☐ Mouse
2 ☐ Touch Screen 5 ☐ Printer
3 ☐ Keyboard   6 ☐ Scanner

⑦ 🎧 **Listen again and complete the conversation.**

A: Computers International, can I help you?
B: Yes. My firm's computer system needs an **1** _____ .
A: What type of business is it?
B: A restaurant. Here's the problem. Customer's orders take too long to **2** _____ .
A: Then, I suggest our new **3** _____ _____ . You just move the data on the screen with your fingertip.
B: That sounds good. I want to create menus, too. Do you have **4** _____ for that?
A: Well, I recommend a new **5** _____ . The new ones print as well as a professional service.
B: Great. Let's talk about prices.

Speaking

⑧ **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

My computer system needs an upgrade.
What type of business is it?
I suggest our ...

Student A: You are an employee helping a business owner who needs an equipment upgrade. Ask Student B:
● what he or she wants
● his or her type of business
● types of peripherals needed

Student B: You are a business owner. Ask the employee for help with a computer upgrade.

Writing

⑨ **Using the conversation from Task 8, fill in your feedback on the form.**

COMPUTERS INTERNATIONAL

Customer feedback form

1 Was our employee helpful?
Y / N

2 Did our employee make suggestions?
Y / N

3 What products were you interested in?
_____
_____

4 What peripherals did our employee recommend?
_____
_____

Unit 1

Employee (W): Excuse me, Mr. Hopkins? I have a question about the restructuring.
Hopkins (M): Please, come in. What's your question?
Employee: Well, I'm now in the Quality Assurance section.
Hopkins: Yes. You have a great understanding of hardware.
Employee: Thanks, but I have more experience with Information Security.
Hopkins: I see. You want a transfer, then?
Employee: Exactly, I feel that I'm more valuable there.
Hopkins: Let me think about it.

Unit 2

IT Professional (M): Here's your new office. Jon works in here, too.
New Employee (W): So, everyone has their own desktop computers. Do we have laptops?
IT Professional: Yes. That's your computer there. Laptops are in the IT department.
New Employee: Okay, but I also need a workstation.
IT Professional: Right, you work on some powerful programs. Those are next door.
New Employee: Do I sign up to use them? I mean, how do I get access to one?
IT Professional: Just log on to the server. All computers connect to it. Then, click "reserve workstation".
New Employee: Thanks!

Unit 3

Ivan (M): Technology support, Ivan speaking. How can I help?
Natalie (W): I have an old hard drive and I need help taking it out.
Ivan: Okay. Unplug the connection to the power supply first. Then, disconnect the motherboard cable.
Natalie: Which one is the power supply?
Ivan: It's the smaller black box in the corner.
Natalie: I'm unplugging both. What's next?
Ivan: Next, take out those two small screws. They fasten the hard drive to the case.
Natalie: I see, and then it slides out. Thanks!

Unit 4

Steve (M): Computers International, can I help you?
Beth (W): Yes. My firm's computer system needs an upgrade.
Steve: What type of business is it?
Beth: A restaurant. Here's the problem. Customer's orders take too long to enter.
Steve: Then, I suggest our new touch screens. You just move data on the screen with your fingertip.
Beth: That sounds good. I want to create menus, too. Do you have peripherals for that?
Steve: Well, I recommend a new printer. The new ones print as well as a professional service.
Beth: Great. Let's talk about prices.

Unit 5

IT Professional (M): Hi. Can I help you find something?
Customer (W): Oh, please. I need a router.
IT Professional: Well, there are a few types. What kind of network do you have?
Customer: I don't have one yet, but it's for the computers in my home.
IT Professional: Do you want a LAN or a WLAN? Some routers don't support both types.
Customer: What's the difference?
IT Professional: A WLAN connects computers wirelessly. A LAN connects computers with CAT-5 cables.
Customer: My computers are far apart. I'd need a WLAN.

Unit 6

Support Technician (W): Hello, CCC Solutions. What do you need help with today?
Customer (M): Well, it's my desktop icons. I add a shortcut one day, and it's gone the next.
Support Technician: Oh, no problem. Just save them to the desktop.
Customer: Okay. How do I do that?
Support Technician: First, add the shortcuts. Then, move the pointer to the options menu and click 'save icons and folders'.
Customer: Options? I'm sorry, where is that?
Support Technician: See the "CCC" icon in the corner? Right-click that.
Customer: Got it. Thanks!