

LESSON 1 VOCABULARY

A Complete the sentences with information from the box.

battery died error message login failed spyware
 disconnected hard drive crashed screen frozen virus

- Oh, no! My computer won't start and it's making a weird noise. I think my _____.
- The computer seems to be _____ from the internet. Is the Wi Fi working?
- My laptop _____. Is there somewhere I can plug it in?
- It says that my _____. I guess this password isn't right.
- Can you move the cursor? Or is your _____?
- The company just discovered that some _____ on our computers has been stealing information for three days.
- Do not open any email attachments from strangers. They might be sending you a _____.
- I keep getting an _____ that says, "File not found."

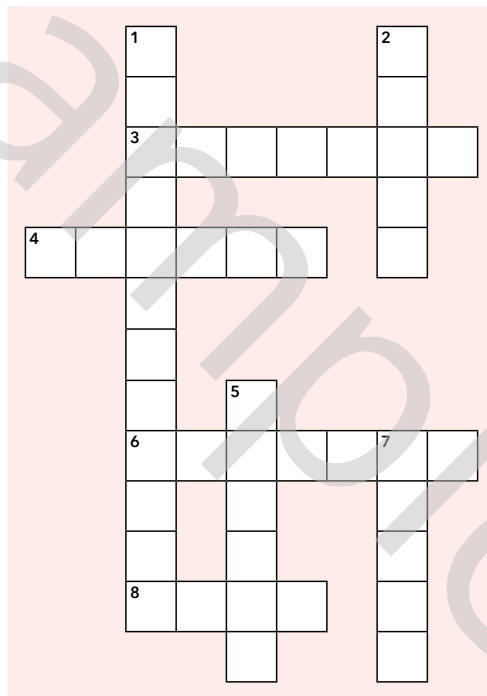
B Complete the crossword puzzle.

ACROSS

- They used ___ to steal our usernames and passwords.
- I can't do anything on my computer because the screen is ___.
- My hard drive ___. I'm afraid I need a new computer.
- Sorry I couldn't take notes. My laptop battery ___.

DOWN

- I can't go online because I've been ___ from the internet.
- There's a new ___ that is damaging people's computers.
- The login ___ because I spelled my username wrong.
- I'm trying to log in, but I keep getting this strange ___ message.



LESSON 1 GRAMMAR

A Complete the sentences. Use the pronouns and the past perfect continuous form of the verbs in parentheses.

1. What had you been doing when you discovered the problem?
(you / do)
2. _____ for only a few minutes before I lost my internet connection.
(I / work)
3. I was surprised by the error message on my screen because _____ anything out of the ordinary when it popped up.
(I / not / do)
4. What _____ when your hard drive crashed?
(you / download)
5. _____ various passwords when your log-in failed?
(you / try)
6. _____ the video for long when I got disconnected from the internet.
(I / not / watch)
7. What problem _____ when they decided to call you for help?
(they / have)
8. _____ any problems with your computer before your hard drive crashed?
(you / experience)
9. I was on a flight to Chicago, and _____ a film on my laptop when my battery died.
(I / enjoy)

B Complete the sentences. Use the past perfect or past perfect continuous form of the verbs in parentheses.

1. I had been working on that report for an hour when my hard drive crashed, and unfortunately, _____ the file.
(work) I hadn't saved
(not / save)
2. I _____ my phone for an hour when I realized that nothing was happening. Apparently, the charger _____ all during that time.
(charge) _____
(not / work)
3. I _____ my laptop all day when my hard drive crashed. Luckily, when that happened, I _____ backing up all my important files.
(use) _____
(finish)
4. What _____ before your hard drive crashed?
(you / do) _____ downloading that big file I sent you yet?
(you / start)
5. When the error message popped up, it was one that _____ before. But _____ delays all day long.
(I / not / see) _____
(other issues / cause)

LESSON 2 VOCABULARY

A Underline the correct words to complete the sentences.

1. Would you like to **reset** / **reboot** / **reconnect** your password?
2. If you want, you can **replace** / **recharge** / **restore** all your settings to their original state.
3. When you have a problem, you should always try **uninstalling** / **rebooting** / **recharging** your computer first.
4. I'm afraid that we can't fix your keyboard. You're going to have to **reset** / **reconnect** / **replace** it with a new one.
5. We are **reconnecting** / **installing** / **resetting** new software on all of the computers.
6. If you need to **reset** / **reboot** / **recharge** your battery, you can use my cord.
7. We're not really happy with this software. We're going to **reset** / **replace** / **uninstall** it and try a different program.
8. I'm trying to **reboot** / **reconnect** / **recharge** my computer to the network, but it's not working.

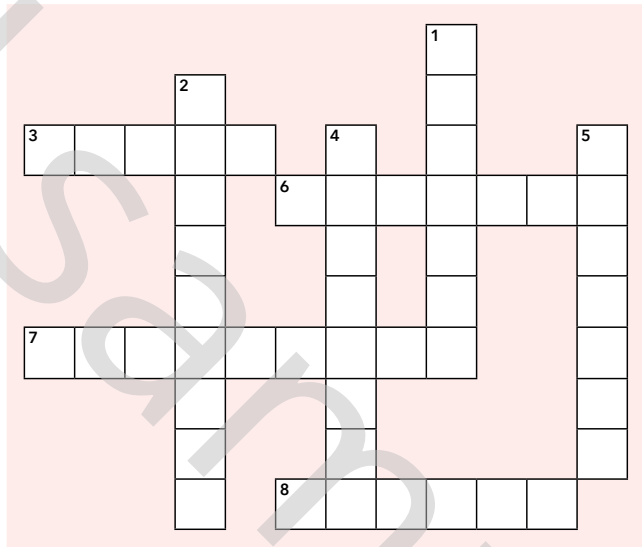
B Complete the crossword puzzle.

ACROSS

3. When you change your password, you ___ it.
6. To return a control setting to its original state is to ___ it.
7. When you remove a program from a computer, you ___ it.
8. When you start a computer again after it has stopped working, you ___ it.

DOWN

1. When you ___ software, you add it to a computer.
2. When you re-create a link between a computer and an internet network, you ___ it.
4. To put a new supply of electricity into a battery is to ___ it.
5. When you ___ something, you get something new in the place of something old.



LESSON 2 GRAMMAR

A Complete the rewritten sentence. Use *need* + gerund or *need* + passive infinitive.

- Some files need deleting, to free up space.
Some files need to be deleted to free up space.
- My tablet is so old that it needs to be replaced.
My tablet is so old that _____.
- The phone charger needs plugging in.
The phone charger _____.
- My subscription for antivirus software needs renewing.
My subscription for antivirus software _____.
- The computer needs to be rebooted.
The computer _____.
- Your passwords need to be changed regularly.
Your passwords _____ regularly.
- The programs need uninstalling.
The programs _____.
- Maybe the battery needs to be replaced.
Maybe the battery _____.

B Complete the conversations. Use *need* + gerund or *need* + passive infinitive with the verbs in parentheses.

- A: Have you changed your passwords lately?
B: No, not in a long time, so they need to be reset.
(reset)
- A: OK, I've downloaded the program.
B: Now it _____.
(install)
- A: My phone is acting funny.
B: Maybe it _____.
(restart)
- A: The employees aren't familiar with this software.
B: I know. They'll _____ on it.
(train)
- A: My screen has frozen.
B: I bet the computer just _____.
(reboot)
- A: I'm not going to replace my phone until I have to.
B: Good idea. Wait until it really _____.
(replace)
- A: Have you downloaded the programs?
B: Yes, but they _____.
(install)
- A: Where's the power cord?
B: It's right here. It just _____.
(plug in)

LESSON 3 VOCABULARY

A Complete the paragraph with words from the box.

convenience	digital assistant	media	critical thinking	entertain
remote	depict	exaggerate	retain	

Lately, I've seen a lot of complaints in the news _____
 1. about how technology isn't as good as we think it is. People say that tech companies
 _____ how much their products benefit us and that their vision
 2. of a wonderful high-tech future is a lie. These people often _____
 3. a future where lazy humans are fully dependent on their devices. But I disagree. I think
 technology is great! I am so used to the _____ of doing
 4. everything on the phone that I can't imagine living without it. And when I'm at home,
 I just have to give the command and my _____ turns on
 5. the lights, adjusts the temperature, or finds a song for me. I don't even need to push a
 button on the _____. Everyone keeps complaining that we
 6. don't memorize maps or _____ phone numbers anymore,
 7. but who cares? I can still use my brain for more important things. I'm perfectly capable
 of _____ and understanding complex ideas. It's true
 8. that a lot of new technology doesn't have any real purpose—it is simply designed to
 _____ us—but it makes life more fun and more convenient. That's
 9. good enough for me!

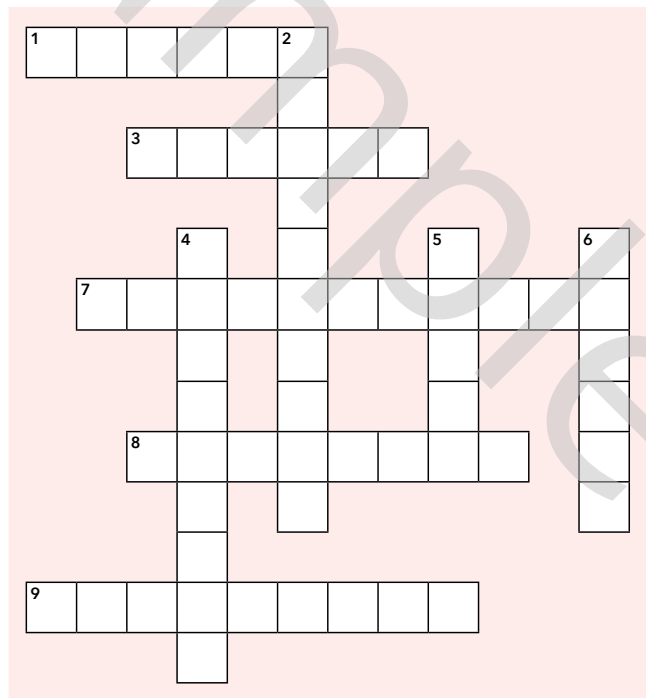
B Complete the crossword puzzle.

ACROSS

- The device you can use to turn on or turn off something like a TV is a ___ control.
- to keep information in your memory
- the quality of being good because it makes things easier
- The ability to make careful judgments is called ___ thinking.
- A device that can follow voice commands to control networked items in your home is a digital ___.

DOWN

- to make something seem bigger, better, or worse than it really is
- to do something that interests people
- organizations that provide news and information
- to show or represent something



LESSON 3 GRAMMAR

Read each question. Complete the response with an infinitive as subject complement. Use the verb in parentheses.

- A: Do they have a plan?
B: Yes. Their plan is to develop a self-driving car.
(develop)
- A: Did he have a goal?
B: Yes. _____ the company.
(expand)
- A: Did they have a purpose?
B: Of course. _____ the world a safer place.
(make)
- A: Do you have a dream?
B: Yes, I do. _____ public education.
(revolutionize)
- A: Do you have any advice for us?
B: Yes. _____ doing what you're doing.
(keep on)
- A: Did he have any advice for us?
B: Yes. _____ more programmers.
(hire)
- A: Do they have a mission?
B: Yes. _____ lives.
(save)
- A: What was his intention?
B: _____ the team to think differently.
(get)
- A: What was the plan?
B: _____ the news on Friday.
(announce)



LESSON 4 READING

A Read the Reading Skill. Then read the article. Circle the correct answers.

1. Which idea is contrasted with the suggestion that you should protect your phone with a passcode?
 - a. changing your passwords regularly
 - b. keeping your phone with you
 - c. using a fingerprint scanner

READING SKILL Identify contrasts

Writers often use specific words and phrases to signal contrasts. They use words such as *but*, *however*, *although*, *on the one hand*, and *on the other hand*.

2. Using free antivirus software is compared to which of the following?
 - a. downloading paid software
 - b. getting help from a technical support center
 - c. studying the built-in features of your phone

Five Ways to Keep Your Smartphone Safe

These days we use our smartphones more than ever. As a result, our devices store many years' worth of data. It can be difficult, or even impossible, to restore this information if it gets lost or stolen. Cybersecurity is a big problem. By some estimates more than 30% of people have experienced cybersecurity problems, and approximately 30,000 websites are hacked every day. According to researchers, these security breaches are getting worse. The following list of tips will help you protect your smartphone and improve your privacy and security.

1. Using a passcode is one of the best ways to protect your device. Passcodes are short, usually only four to six characters, and therefore only take a second to input when you want to use your phone. For best security, your passcode needs to be changed regularly. However, if your phone has a fingerprint scanner, you should use that feature instead.

2. Installing antivirus software or a security app is another great way to keep your data safe. Many free apps are available which can help to protect your phone from spyware and other attacks. However, you should also study the built-in security features of your device. Cybersecurity is just as important to smartphone manufacturers as it is to users. For this reason, most phones have a variety of settings that you can take advantage of.

3. It's very important to change your passwords regularly and to choose strong passwords. A password with only lowercase letters can take as little as 10 minutes to hack. By including one uppercase letter and a symbol, this time goes up to 18 days. More complex passwords are even safer.

4. Make sure that the apps you download are trustworthy. You should only install apps from the official app store on your phone. If you aren't sure whether or not an app is safe, don't risk it. Harmful apps can cause your phone to crash, or can lead to viruses and other problems. It is also a good idea to update your apps regularly. The newest versions of apps are usually the most secure.

5. Be careful about the Wi Fi networks you connect to. If a Wi Fi network is not protected by a password, you shouldn't log on. It is also a good idea to turn off your Wi Fi and Bluetooth connections when you aren't using them. This will reduce the number of ways that hackers can access your information.

Safeguarding your data and personal information is very important. By following these tips, you can save yourself worry now and in the future. Protect your phone today.



B Read the article again. Then circle *True*, *False*, or *It doesn't say*.

1. Most smartphone users have experienced cybersecurity problems.
True / False / It doesn't say.
2. Cybersecurity threats will become even more serious in the future.
True / False / It doesn't say.
3. Smartphone manufacturers want to help you protect your data.
True / False / It doesn't say.
4. Passwords with just one uppercase letter can take 30 minutes to break.
True / False / It doesn't say.
5. Most viruses are the result of connecting to unsafe Wi Fi networks.
True / False / It doesn't say.
6. In general, it is safer to use Bluetooth than Wi Fi.
True / False / It doesn't say.

LESSON 5 WRITING

- A** Read the product review. Use the information from the box to complete the sentences. Use correct capitalization.

another con is the appearance
especially if they don't need all the TrackerX functions
from bike riding to swimming
the TrackerX has the most functions for the best price
there are still some ways the TrackerX could be better
this is the smart watch for you
when the new TrackerX Series 3 came out
when you're out for a run

REVIEW: The TrackerX Series 3 Smart Watch

I've been a fitness enthusiast for most of my adult life, so it seems odd that I don't own the latest smart watch, right? I had been thinking about finally replacing my old one just _____^{1.} I bought it, and I'm glad I did.

There are a lot of good smart watches on the market these days, but _____^{2.} What I really like about it are the fitness functions. The training function is especially attractive because it gives you input on a variety of different kinds of exercise. For example, it tracks almost every type of workout, _____^{3.} In addition, the TrackerX has a payment function, which I love. There's no need to bring your wallet

_____^{4.} Although it has great features, _____^{5.} Battery life is one. For example, the watch has to be recharged every day if you use the GPS.

_____^{6.} It looks a bit clunky, and it only comes in three colors—gray, white, and black. This might not bother a lot of people, but fashion-conscious

_____^{7.} smart watch consumers may prefer some of the sleeker, more glamorous looking watches,

_____^{8.} On the whole, the TrackerX Series 3 is a really good buy for the money. The pros definitely outweigh the cons. If you want a lot of great functions, and you don't mind the color choices,

- B** Read the Writing Skill. Then write the best subhead for each paragraph. Choose from the subheads in the box.

Best features
Should you buy it?
What needs to be improved
Where should you buy it
Why you should buy it

WRITING SKILL Write relevant subheads

Use subheads to divide and define sections of a piece of writing. You can use subheads between the paragraphs, chapters, or main sections of text. They show what a particular section is about.

1. Paragraph 2 (lines 4-10) _____
2. Paragraph 3 (lines 11-16) _____
3. Paragraph 4 (lines 17-19) _____

UNIT 5 SELF-QUIZ

1 VOCABULARY

Complete the sentences. Circle the correct answers.

1. My ____ again! I keep forgetting my passwords.
a. log-in failed b. battery died c. screen frozen d. hard drive crashed
2. Have we been ____? I can't open any websites.
a. a virus b. spyware c. an error message d. disconnected from the internet
3. The IT department ____ the latest antivirus software on our computers every few months.
a. resets b. installs c. restores d. reconnects
4. My dad needs to ____ his phone. The screen is cracked and he has to charge it every two hours.
a. reboot b. replace c. uninstall d. recharge
5. When Fiona wants a break from studying, she watches short videos online to ____ herself.
a. depict b. media c. entertain d. exaggerate
6. It is important that ____ is taught in schools and colleges, so that students start questioning and thinking for themselves.
a. remote b. convenience c. critical thinking d. digital assistance

2 GRAMMAR

A Complete the conversation. Use the past perfect continuous form of the verbs in parentheses. Use correct capitalization.

A: _____ on the report when the power went out?
1. (David / work)

B: Maria _____ Lucy's birthday cake when the stove stopped working.
2. (baking)

B Complete the sentences. Use the gerund or passive infinitive form of the verbs in parentheses.

1. The vegetables need _____ before you chop them.
(wash)

2. The walls need _____ before we can move into the apartment.
(paint)

B Complete the sentences. Use the infinitive form of the words in parentheses.

1. My dream is _____ my own house in the mountains one day.
(build)

2. His intention was _____ students to the topic of climate change.
(introduce)