

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."

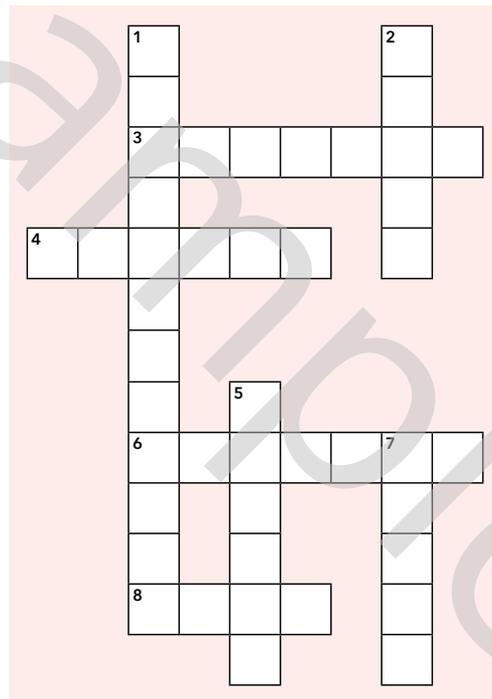
**B** Complete the crossword puzzle.

**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.

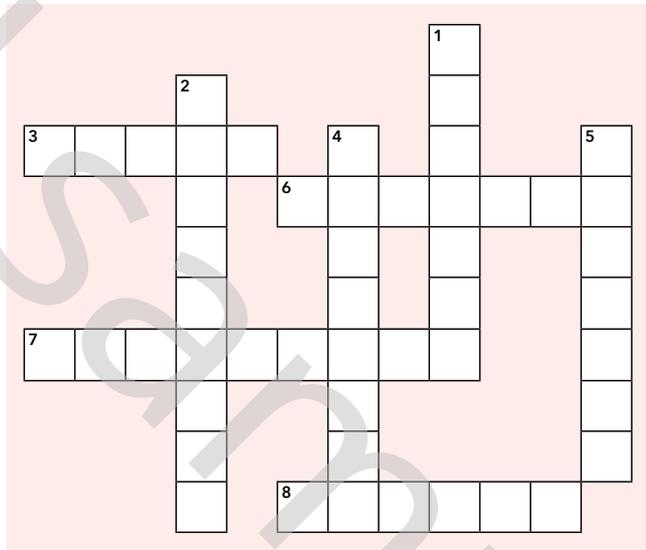
**B** Complete the crossword puzzle.

### 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 \_\_\_\_\_  
 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  
 of a wonderful high-tech future is a lie. These people often \_\_\_\_\_  
 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  
 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  
 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  
 don't memorize maps or \_\_\_\_\_ phone numbers anymore,  
 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  
 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  
 good enough for me!

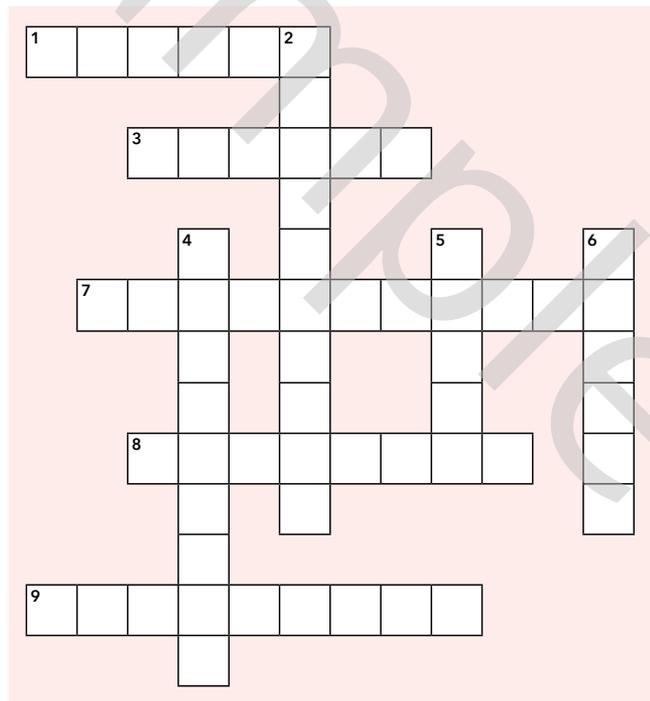
**B** Complete the crossword puzzle.

### 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 \_\_\_\_\_<sup>1.</sup> I bought it, and I'm glad I did.

There are a lot of good smart watches on the market these days, but \_\_\_\_\_<sup>2.</sup> 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, \_\_\_\_\_<sup>3.</sup> In addition, the TrackerX has a payment function, which I love. There's no need to bring your wallet \_\_\_\_\_<sup>4.</sup>

Although it has great features, \_\_\_\_\_<sup>5.</sup> Battery life is one. For example, the watch has to be recharged every day if you use the GPS. \_\_\_\_\_<sup>6.</sup> 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 \_\_\_\_\_<sup>7.</sup> smart watch consumers may prefer some of the sleeker, more glamorous looking watches, \_\_\_\_\_<sup>8.</sup>

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, \_\_\_\_\_<sup>9.</sup>

- 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)