**B1.** use the words given to complete the gaps:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| bounce | navigation | address book | folder | attach | features | cursor | trash folder | icon | inbox |

1. Smartphones come with many [ ] that are already built-in.
2. GPS is a [ ] system to find your way around a place.
3. You can create a new [ ] and put all your files in it.
4. To send documents or photos, you must [ ] them to an e-mail.
5. I’ve got a big problem with my e-mail, my messages [ ] back, they never get delivered.
6. An [ ] is a general storage place for all the mail you receive.
7. When you don’t want some mail, you should send it in the [ ].
8. You can use the [ ] to select items.
9. An [ ] can represent a file, program or folder.
10. The [ ] is the place where contact info is listed.

**B2.** choose the correct alternative; mark it using red letters:

1. The baobab trees are found ***by*** / ***in*** Madagascar.

2. Romeo and Juliet was written ***from*** / ***by*** Shakespeare.

3. The room will be decorated ***with*** / ***by*** a lot of balloons.

4. This brand of coffee ***produce*** / ***is*** ***produced*** in Brazil.

5. I ***installed*** / ***was*** ***installed*** this programme last week.

6. We’ve had problems ***with*** / ***for*** e-mail security but we’re working on them.

7. Right-click ***to*** / ***on*** the desktop and a dropdown menu will appear.

8. Please, forward this e-mail ( ***for / to*** ) all the employees in the company.

**B3.** Match and make phrases:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | domain | A | all | **1.** |
| 2 | spam | B | features | **2.** |
| 3 | trash | C | mail | **3.** |
| 4 | reply | D | menu | **4.** |
| 5 | drop down | E | system | **5.** |
| 6 | built-in | F | name | **6.** |
| 7 | navigation | G | folder | **7.** |

*Reading Comprehension*

* Read the texts and answer the questions; mark your answers:

**A**.

Are you overwhelmed by your inbox? You are not alone. Most people consider junk mail an annoyance. And keeping your e-mail address secret from spammers seems impossible. But don’t despair. We have some tips to make e-mails easy.

Use the folders provided by your e-mail client:

* Move unwanted messages to the trash folder.
* Make sure to check your drafts folder often. If a message is stored here, you haven’t sent it yet.
* Messages you sent are in the sent folder. Look there to review a message you wrote.
* Webmail providers also allow you to customise folders.

Update your address book. This helps separate spam from important mail.

1. What is the purpose of the article?
2. To explain the importance of webmail
3. To explain how to organise e-mails
4. Which of the following is NOT a tip in the article?
5. Open webmail and e-mail client addresses.
6. Move junk mail to the trash folder
7. Look in the sent folder for messages you wrote
8. Where will an e-mail be if it is written, but not delivered?
9. The inbox
10. The sent folder
11. The drafts folder
12. The trash folder
13. A drafts folder is a place for storing sent messages. True / False
14. Webmail is a web-based system for handling messages. True / False

**B**.

Common E-mail Problems

Problem: My e-mail will not send.

Solution: Configure the program correctly. Check to make sure there are no typos in the SMTP server field.

Check to see if the attachment is too large. If it exceeds the maximum size, the e-mail will not send.

Problem: I cannot receive an e-mail.

Solution: Configure the program correctly. Check to make sure there are no typos in the POP 3 server field.

Problem: The e-mail program has timed out.

Solution: Check to make sure your Internet connection is working properly.

1. Name two ( 2 ) e-mail problems:

b.

1. Which of the following is NOT listed as a solution?
2. Restart the e-mail program
3. Configure the program properly
4. Make sure the attachment is not too large.
5. Why might an e-mail server time out?
6. The program is not configured properly
7. The Internet connection is not working
8. The spam filter is on.
9. E-mail programs use the POP 3 server to send e-mails. True / False
10. The attachment to an e-mail must always be large. True / False