

2. The Internet – Internet

online	en ligne	post	post, message
networking	réseautage	banner	bannière
key	touche		
comment	commentaire		
username	identifiant, nom d'utilisateur	update (vb)	mettre à jour
font	police de caractères	upload (vb)	mettre en ligne
at	arobase	download (vb)	télécharger
slash	barre oblique	sign in (vb)	se connecter
underscore	tiret bas	enter (vb)	entrer
hyphen	trait d'union	chat (vb)	bavarder
internet service provider (ISP)	fournisseur d'accès Internet	tweet (vb)	tweeter

Exercice 5 Les mots à connaître : *The Internet*

► Corrigé p. 303

Complétez les phrases avec tous les mots de l'encadré en les conjuguant ou en les mettant au pluriel si nécessaire.

- The applicant's e-mail address is jane cowry gleem dot com (jane_cowry@gleem.com).
- Your password must contain a mix of numbers and capital* and lowercase* letters, but not punctuation marks such as the or , with the exception of the underscore.
- Perhaps your Internet is down* because you have a problem with your
- The new website advertisement is very eye-catching*.
- Have you read the latest on my blog? It's about how to images from the Internet.
- If you wish to apply for the vacancy*, please fill in the application and your resume in pdf format.
- The latest trend* is for politicians to about everything, so they can stay in the public eye.
- I'm having difficulty with my enter Is there a way to clean it?
- I haven't met the journalist in person yet, but we a lot online.
- is very useful in finding business contacts.
- A satisfied customer left a very positive on our company site last week.
- If you want to , you have to your and password first.
- It's high time* for you to the software on your computer.
- Which is easier to read on screen?

*Mots & expressions	capital : majuscule lowercase : minuscule down : en panne eye-catching : qui attire l'œil vacancy : poste vacant trend : tendance high time : grand temps
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Exercice 6 Les familles de mots

► Corrigé p. 303

Complétez chaque phrase avec le mot qui convient.

- Have you read what the consultant about how to build your network?
 (A) posted
 (B) poster
 (C) post
 (D) posting
- You can't order these shoes without in first. What is your username?
 (A) to sign
 (B) signing
 (C) sign
 (D) signs
- I wanted to chat with you last night, but you were
 (A) online
 (B) outline
 (C) inline
 (D) offline

- 4 Rodrigo had to a code to validate his online purchase.
 (A) key
 (B) keys
 (C) keyed
 (D) key in
- 5 I need to read the report you sent me, but it is taking a long time.
 (A) load
 (B) upload
 (C) downloading
 (D) download
- 6 Many customers have been on our newest product.
 (A) commentator
 (B) commenting
 (C) comment
 (D) commentary
- 7 We have just come up with a revolutionary which will help people with color-blindness recognize colors.
 (A) police
 (B) policy
 (C) fount
 (D) font
- 8 to the site is blocked due to suspicious activity in your account.
 (A) Entries
 (B) Entrance
 (C) Entering
 (D) Enter
- 9 Having a large of business contacts is essential in my line of work.
 (A) net
 (B) network
 (C) networking
 (D) netting
- 10 Has our software been recently?
 (A) update
 (B) up-to-date
 (C) updated
 (D) updating

Exercice 7 La ponctuation

► Corrigé p. 303

Reliez les signes de ponctuation à leur signification.

- | | | | |
|---|---|---|-------------------------|
| @ | • | • | dot |
| - | • | • | capital m / uppercase m |
| / | • | • | hyphen |
| _ | • | • | underscore |
| . | • | • | at |
| M | • | • | lowercase m |
| m | • | • | slash |

Exercice 8 Les expressions courantes

► Corrigé p. 303

Reliez un mot de chaque colonne pour former une expression courante, puis complétez les phrases avec les expressions obtenues.

- | | | | |
|---------------|---|---|------------------|
| social | • | • | shopping |
| post (vb) | • | • | an app |
| online | • | • | networking sites |
| download (vb) | • | • | about |
| tweet (vb) | • | • | a comment |

- 1 Using at work is often forbidden.
- 2 Do you like to politics?
- 3 Before you, check you have enough memory available.
- 4 Trini follows a lot of blogs and often on them.
- 5 The problem with is that you cannot try the clothing on.

Exercice 5 Les mots à connaître : *The Internet*

▶ Énoncé p. 142

- The applicant's e-mail address is jane underscore cowry at gleem dot com.
- Your password must contain a mix of numbers and capital and lowercase letters, but not punctuation marks such as the slash or hyphen, (...).
- Perhaps your Internet is down because you have a problem with your ISP.
- The new website banner advertisement is very eye-catching.
- Have you read the latest post on my blog? It's about how to download images from the Internet.
- If you wish to apply for the vacancy, please fill in the online application and upload your resume in pdf format.
- The latest trend is for politicians to tweet about everything, so they can stay in the public eye.
- I'm having difficulty with my enter key. Is there a way to clean it?
- I haven't met the journalist in person yet, but we chat a lot online.
- Networking is very useful in finding business contacts.
- A satisfied customer left a very positive comment on our company site last week.
- If you want to sign in, you have to enter your username and password first.
- It's high time for you to update the software on your computer.
- Which font is easier to read on screen?

Exercice 6 Les familles de mots

▶ Énoncé p. 142

- Have you read what the consultant (A) posted about how to build your network?
Avez-vous lu ce que le consultant a posté sur la façon de construire son réseau ?
- You can't order these shoes without (B) signing in first. What is your username? *Tip!* Après une préposition, la forme en *-ing* s'impose.
Vous ne pouvez pas commander ces chaussures sans vous connecter d'abord. Quel est votre identifiant ?
- I wanted to chat with you last night, but you were (D) offline.
Je voulais chatter avec toi hier soir, mais tu n'étais pas connecté.
- Rodrigo had to (D) key in a code to validate his online purchase.
Rodrigo a dû saisir un code pour valider son achat en ligne.
- I need to read the report you sent me, but (C) downloading it is taking a long time.
Il faut que je lise le rapport que vous m'avez envoyé, mais il est très long à télécharger.
- Many customers have been (B) commenting on our newest product.
Beaucoup de clients ont fait des commentaires sur notre nouveau produit.
- We have just come up with a revolutionary (D) font which will help people with color-blindness recognize colors.
Nous venons de créer une police de caractères révolutionnaire qui aidera ceux qui souffrent de daltonisme à reconnaître les couleurs.
- (B) Entrance to the site is blocked due to suspicious activity in your account.
L'accès au site est bloqué à cause d'une activité suspecte sur votre compte.
- Having a large (B) network of business contacts is essential in my line of work.
Dans mon métier, il est essentiel d'avoir un grand réseau de contacts professionnels.
- Has our software been (C) updated recently? *Tip!* C'est une forme passive : *have + been* + participe passé
Est-ce que notre logiciel a été mis à jour récemment ?

Tip! Quand le verbe agit en tant que sujet de la proposition, il est à la forme en *-ing*.

Tip! On ne met pas de préposition après le verbe *enter* : *You may not enter the site.*

Exercice 7 La ponctuation

▶ Énoncé p. 143

@ = at - = hyphen / = slash _ = underscore
 . = dot M = capital m / uppercase m m = lowercase m

Exercice 8 Les expressions courantes

▶ Énoncé p. 143

social networking sites download an app
 post a comment tweet about
 online shopping

- Using social networking sites at work is often forbidden.
- Do you like to tweet about politics?
- Before you download an app, check you have enough memory available.
- Trini follows a lot of blogs and often posts comments on them.
- The problem with online shopping is that you cannot try the clothing on.

Exercice 9 Les mots à connaître : *Correspondence*

▶ Énoncé p. 144

- If you receive mail for a previous tenant, write "Return to sender" in red and put it in the mailbox. You don't have to pay postage for this service.
- Is there a weight limit for a standard letter?
- You'll find the information you need in a password-protected file in the HR folder.
- The mail carrier must get a signature from the recipient for a registered letter.



4. Calling the helpdesk – Appeler le service d'assistance

emergency	urgence	switch on (vb)	allumer
engaged	occupé	switch off (vb)	éteindre
helpdesk	service d'assistance	reboot (vb)	redémarrer
IT (Information Technology)	informatique	scan (vb)	scanner
administrator	administrateur	upgrade (vb)	actualiser, optimiser
bug	bogue	reach (vb)	joindre
assistance	assistance	put through (vb)	passer (au téléphone)
call center	centre d'appels	be cut off (vb)	être coupé
database	base de données	call back (vb)	rappeler
outsourcing	externalisation		
antivirus software	logiciel antivirus		

Exercice 13 Les mots à connaître : *Calling the helpdesk*

► Corrigé p. 305

Complétez les phrases avec tous les mots de l'encadré en les conjuguant ou en les mettant au pluriel si nécessaire.

- Hello, could you me to the After Sales Service please? (1 expression)
- We need an specialist to work out* what is wrong with our website.
- There was a in our system and I couldn't e-mail you before now.
- helpdesks to an overseas* can be a way for a company to save money.
- The first time Fran tried calling the helpdesk, the line was The second time, she managed to* a customer service agent, but the call was after only a minute.
- If you require in setting up* your new PC, call 555 899 099.
- We need full details to complete our customer
- Do you think this will protect our system completely?
- You will need to your computer to finish removing the virus.
- I'll have to call the again, as I cannot remember my password.
- In the event of an, leave a message and we will immediately.
- I am so happy our company decided to our equipment.
- If nothing is working, maybe you should your computer for malware.
- I my computer as soon as I get to work and I it before leaving.
- Mr. Brownleigh was unable to update the software because he didn't have rights on his work laptop.

*Mots & expressions	work out : trouver, comprendre overseas : à l'étranger manage to : réussir à set up : installer
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Exercice 14 Les familles de mots

► Corrigé p. 305

Complétez chaque phrase avec le mot qui convient.

- Why did they decide to our IT department?
 - sourcing
 - outsource
 - outsourcing
 - resource
- is the most interesting part of my job.
 - Data
 - Database
 - Databank
 - Data-gathering
- The of the situation requires prompt action.
 - urgent
 - urgency
 - emergency
 - urgently

- 4 our hardware has made the software obsolete.
- (A) Updating
 - (B) Upcycling
 - (C) Upgrading
 - (D) Uploading
- 5 Have you tried it off and on again?
- (A) switch
 - (B) switched
 - (C) switches
 - (D) switching
- 6 All lines are currently engaged, please later.
- (A) call out
 - (B) call up
 - (C) call on
 - (D) call back
- 7 Who this website?
- (A) administers
 - (B) administrator
 - (C) administration
 - (D) administrative
- 8 I tried to to the helpdesk but I couldn't.
- (A) join
 - (B) get through
 - (C) cut off
 - (D) reach
- 9 Our antivirus software will now your computer to see if there are any viruses.
- (A) scan
 - (B) scanner
 - (C) scanning
 - (D) scanned
- 10 I'd be happy to you.
- (A) assist
 - (B) assistant
 - (C) assisting
 - (D) assistance

Exercice 15 Les verbes à particules

► Corrigé p. 305

Utilisez les prépositions pour compléter les verbes à particules dans les phrases suivantes.

up – down – on – off – in

- 1 Have you tried turning it off and again?
- 2 We always shut the machinery before a weekend.
- 3 If you don't back your data you could lose it all one day.
- 4 I think I forgot to turn the equipment before leaving last night.
- 5 There are no sockets in this office, so you can't plug your charger.

Exercice 16 Les abréviations

► Corrigé p. 305

Mettez les lettres dans l'ordre pour trouver les mots à l'origine des abréviations.

- IT → MOFINNRATIO GLHTYECNOO
- AI → AACRTIFILI NTELIILEGENC
- ISP → TTERNNIE EERSVIC IVOPRRDE
- CD → CAMPCOT SKID
- GPS → BOALLG NNSIITOOPG TSSEMY

Exercice 13 Les mots à connaître : *Calling the helpdesk*

▶ Énoncé p. 146

- 1 Hello, could you **put me through** to the After Sales Service please?
- 2 We need an **IT** specialist to work out what is wrong with our website.
- 3 There was a **bug** in our system and I couldn't e-mail you before now.
- 4 **Outsourcing** helpdesks to an overseas **call center** can be a way for a company to save money.
- 5 The first time Fran tried calling the helpdesk, the line was **engaged**. The second time, she managed to **reach** a customer service agent, but the call was **cut off** after only a minute.
- 6 If you require **assistance** in setting up your new PC, call 555 899 099.
- 7 We need full details to complete our customer **database**.
- 8 Do you think this **antivirus software** will protect our system completely?
- 9 You will need to **reboot** your computer to finish removing the virus.
- 10 I'll have to call the **helpdesk** again, as I cannot remember my password.
- 11 In the event of an **emergency**, leave a message and we will **call back** immediately.
- 12 I am so happy our company decided to **upgrade** our equipment.
- 13 If nothing is working, maybe you should **scan** your computer for malware.
- 14 I **switch on** my computer as soon as I get to work and I **switch it off** before leaving.
- 15 Mr. Brownleigh was unable to update the software because he didn't have **administrator** rights on his work laptop.

Exercice 14 Les familles de mots

▶ Énoncé p. 146

- 1 Why did they decide to **(B) outsource** our IT department?
Pourquoi a-t-on décidé d'externaliser notre service informatique ?
- 2 **(D) Data-gathering** is the most interesting part of my job.
La collecte de données est la partie la plus intéressante de mon travail.
- 3 The **(B) urgency** of the situation requires prompt action.
L'urgence de la situation exige une action rapide.
- 4 **(C) Upgrading** our hardware has made the software obsolete.
L'actualisation de notre matériel informatique a rendu le logiciel obsolète.
- 5 Have you tried **(D) switching** it off and on again?
Avez-vous essayé d'éteindre et de rallumer ?
- 6 All lines are currently engaged, please **(D) call back** later.
Toutes les lignes sont actuellement occupées, veuillez rappeler plus tard.
- 7 Who **(A) administers** this website?
Qui est l'administrateur de ce site Web ?
- 8 I tried to **(B) get through** to the helpdesk but I couldn't.
J'ai essayé de joindre l'assistance mais je n'ai pas réussi.
- 9 Our antivirus software will now **(A) scan** your computer to see if there are any viruses.
Notre logiciel antivirus va maintenant scanner votre ordinateur pour voir s'il est infecté.
- 10 I'd be happy to **(A) assist** you.
Je serais ravi de vous aider.

Tip! Try + verbe en **-ing** a le sens de «voir si ça marche».*Tip!* Il faut un verbe à la 3^e personne du singulier si **who** débute la phrase.*Tip!* **Reach** et **get through** sont synonymes, mais la préposition **to** impose le choix de **get through to**.*Tip!* Il faut la base verbale après **will**.**Exercice 15** Les verbes à particules

▶ Énoncé p. 147

- 1 Have you tried turning it off and **on** again?
- 2 We always shut the machinery **down** before a weekend.
- 3 If you don't back your data **up** you could lose it all one day.
- 4 I think I forgot to turn the equipment **off** before leaving last night.
- 5 There are no sockets in this office, so you can't plug **in** your charger.

Exercice 16 Les abréviations

▶ Énoncé p. 147

- IT **Information Technology**
 AI **Artificial Intelligence**
 ISP **Internet Service Provider**
 CD **Compact Disk**
 GPS **Global Positioning System**