

## Solutions to Chapter 3 Checkpoint Questions

### Page 59

1. What does speech-recognition software allow?

*Answer:* Speech-recognition software allows the user to record spoken words in a document, and can also be used to enter computer commands.

2. What is the difference between downloading and uploading?

*Answer:* Downloading is the process of saving files from a Web site or file transfer protocol (FTP) site. Uploading is the reverse, saving files to a Web or FTP site.

3. What is the difference between shareware, freeware, and for-purchase software?

*Answer:* Shareware is software that can be installed and used, then purchased if you decide to continue using it. Freeware is fully functional software that can be used forever without purchasing it. For-purchase software is software you must buy to use, although you can often download a timed or limited-use demo.

### Page 62

1. What is Web 2.0?

*Answer:* Web 2.0 is a term associated with technology that allows users to collaborate and interact with each other on the World Wide Web.

2. How is a remote meeting conducted using instant messaging or texting?

*Answer:* Participants conduct a conversation by keying and sending responses, rather than talking or using video.

3. What is the difference between a podcast and a Web seminar?

*Answer:* A podcast is a series of digital media files, released at regular intervals, that contain information related to a specific topic. Web seminars are similar to teleconferencing, but with the added element of a video display. One computer display is shared over the Internet and the others attending the meeting can view the action onscreen.

### Page 63

1. List four barriers to communication in a remote meeting.

*Answer:* Lack of attention, lack of eye contact and body language, transmission delays, and technology glitches.

2. How can the lack of eye contact and body language in a remote meeting be overcome?

*Answer:* It is important to have very clear verbal communication in remote meetings because the nonverbal language may not be evident.

## **Page 64**

1. What is a blog?

*Answer:* A blog is a Web site maintained by an individual who posts topics or opinions

2. How does a social networking site differ from a professional networking site?

*Answer:* Social networking sites are Web sites that allow users to share information for the purpose of building relationships within their individual networks. Professional networking sites are similar to social networking sites in their setup and operation. However, they are used for professionals seeking to expand their career networks.

## **Page 65**

1. How can the barriers to communication be overcome on a blog?

*Answer:* Barriers to communication can be overcome on a blog by setting up a blog with a review process for posts by users.

2. How can the barriers to communication be overcome on a social networking site?

*Answer:* Barriers to communication on a social networking site can be overcome by only posting information that is related to the business.

## **Page 66**

1. List three things that can be done with a smartphone.

*Answer:* (any three) Check e-mail, surf the Web, take pictures, talk on the phone.

2. What is voice mail?

*Answer:* Voice mail records voice messages when somebody is not available to answer the telephone, much like a modern version of the answering machine.

3. Give two examples of how pagers may still be in use today.

*Answer:* Hospitals, where cell phones may interfere with the operation of some medical equipment, and restaurants, to notify waitstaff when orders are ready to serve.

## **Page 67**

1. How does a wireless personal area network differ from a wireless local area network?

*Answer:* A wireless personal area network (WPAN) connects devices in a given, relatively small workspace. A wireless local area network (WLAN) connects devices in a

defined area, which is larger than the area covered by a WPAN, using radio technology.

2. How does a wireless local area network differ from a wireless wide area network?

*Answer:* A wireless local area network (WLAN) connects devices in a defined area using radio technology. A wireless wide area network (WWAN) uses cellular telephone technology to connect devices throughout a geographic area.

## **Page 69**

1. What is malware?

*Answer:* Malware is a program intended to damage, destroy, or steal the data on a computer system.

2. What is identity theft?

*Answer:* Identity theft is a form of fraud that occurs when somebody takes your personal information and pretends to be you in order to make credit card purchases, withdraw funds from your accounts, or obtain other benefits to which you are entitled.