Fundamentals of Business Communication © 2012

Chapter 3: Using Technology to Communicate

Tools:
- Printer
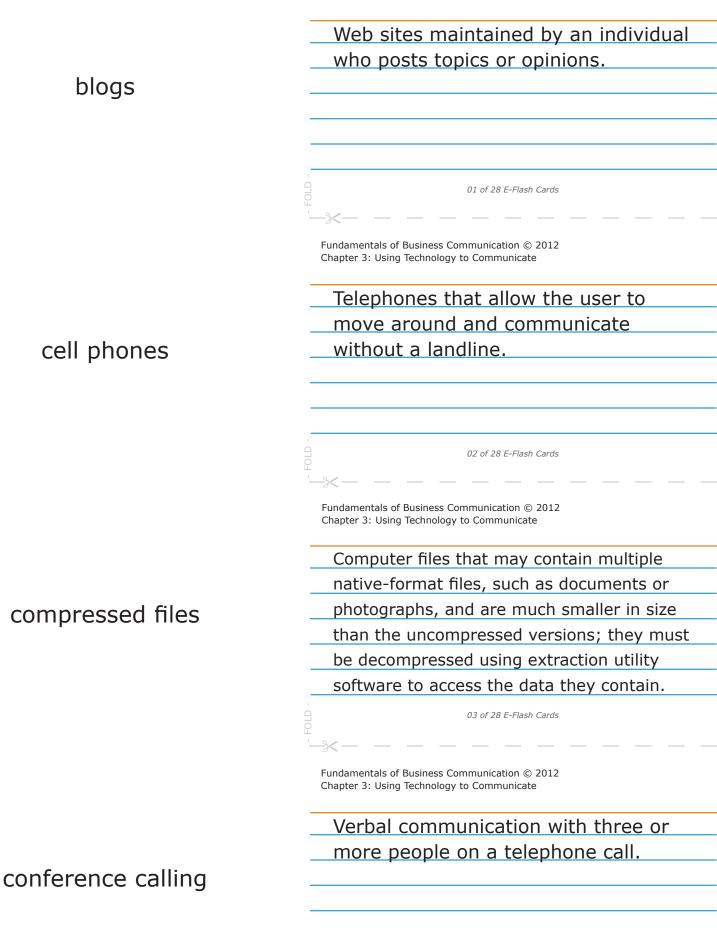- 8.5" x 11" paper
- Scissors

Directions:
1. Print
2. Fold paper in half vertically
3. Cut along dashed lines

blogs

Web sites maintained by an individual who posts topics or opinions.

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cell phones

Telephones that allow the user to move around and communicate without a landline.

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compressed files

Computer files that may contain multiple native-format files, such as documents or photographs, and are much smaller in size than the uncompressed versions; they must be decompressed using extraction utility software to access the data they contain.

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conference calling

Verbal communication with three or more people on a telephone call.

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downloading

The process of saving files from a Web site or file transfer protocol (FTP) site.

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for-purchase software

Software you must buy to use, although you can often download a timed or limited-use demo.

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freeware

Fully functional software that can be used forever without purchasing it.

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identity theft

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.

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instant messaging (IM)

Participants conduct a conversation by keying and sending responses, rather than talking or using video; the conversation usually takes place in real time, but the messages can be stored and retrieved at a later time.

- FOLD -

malware

A program intended to damage, destroy, or steal the data on a computer system.

- FOLD -

online meetings

A remote meeting conducted through desktop sharing and mark up tools; each participant can make suggestions and changes to presentations stored on the leader's computer.

- FOLD -

pagers

Electronic-communication devices that let the user know there is a message waiting.

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podcast

A series of digital media files, released at regular intervals, that contain information related to a specific topic; the files may be audio or video and can be retrieved by users at their convenience.

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professional networking sites

Similar to social networking sites, they are used by professionals seeking to expand their career networks.

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self-extracting compressed files

Compressed computer files that can be decompressed by simply double-clicking on the file.

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shareware

Software that can be installed and used, then purchased if you decide to continue using it.

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smartphones

Advanced computerized devices that can be used to check e-mail, surf the Web, take pictures, and talk on the phone.

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social bookmarking

A method of saving bookmarks to a public Web site so others may have access to them.

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social media

An Internet-based tool that allows users to share information within a group.

- FOLD -

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social networking sites

Web sites that allow users to share information for the purpose of building relationships within their individual networks.

- FOLD -

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teleconferencing

Verbal communication with three or more people on a telephone call.

✂ — FOLD —

text messaging

Participants conduct a conversation by keying and sending responses via cell phone, rather than talking or using video; the conversation usually takes place in real time, but the messages can be stored and retrieved at a later time.

✂ — FOLD —

texting

See *text messaging*.

✂ — FOLD —

uploading

Saving files to a Web or FTP site.

voice mail

Available with any landline or cell phone, it allows callers to leave voice messages that the phone's owner can access at a later time.

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Web 2.0

Technology that allows users to collaborate and interact with each other on the World Wide Web.

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Web seminars

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; a Web seminar may consist of video, text, and voice communication.

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wireless technology

Used to connect devices without the use of lines, cables, or other type of physical connection.

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