Chapter 25 - Communication Services

Guided Reading – Pages Mod3-22 - 25

1. Electronic Communication Categories

|  |  |
| --- | --- |
| Type | Description/Example |
| Electronic Mail |  |
| Instant Messaging |  |
| Text Messaging |  |
| Voice over IP |  |
| Online conferencing |  |
| Chat rooms |  |
| Social Networking sites |  |
| Blog postings/comments |  |
| Message boards/ newsgroups |  |

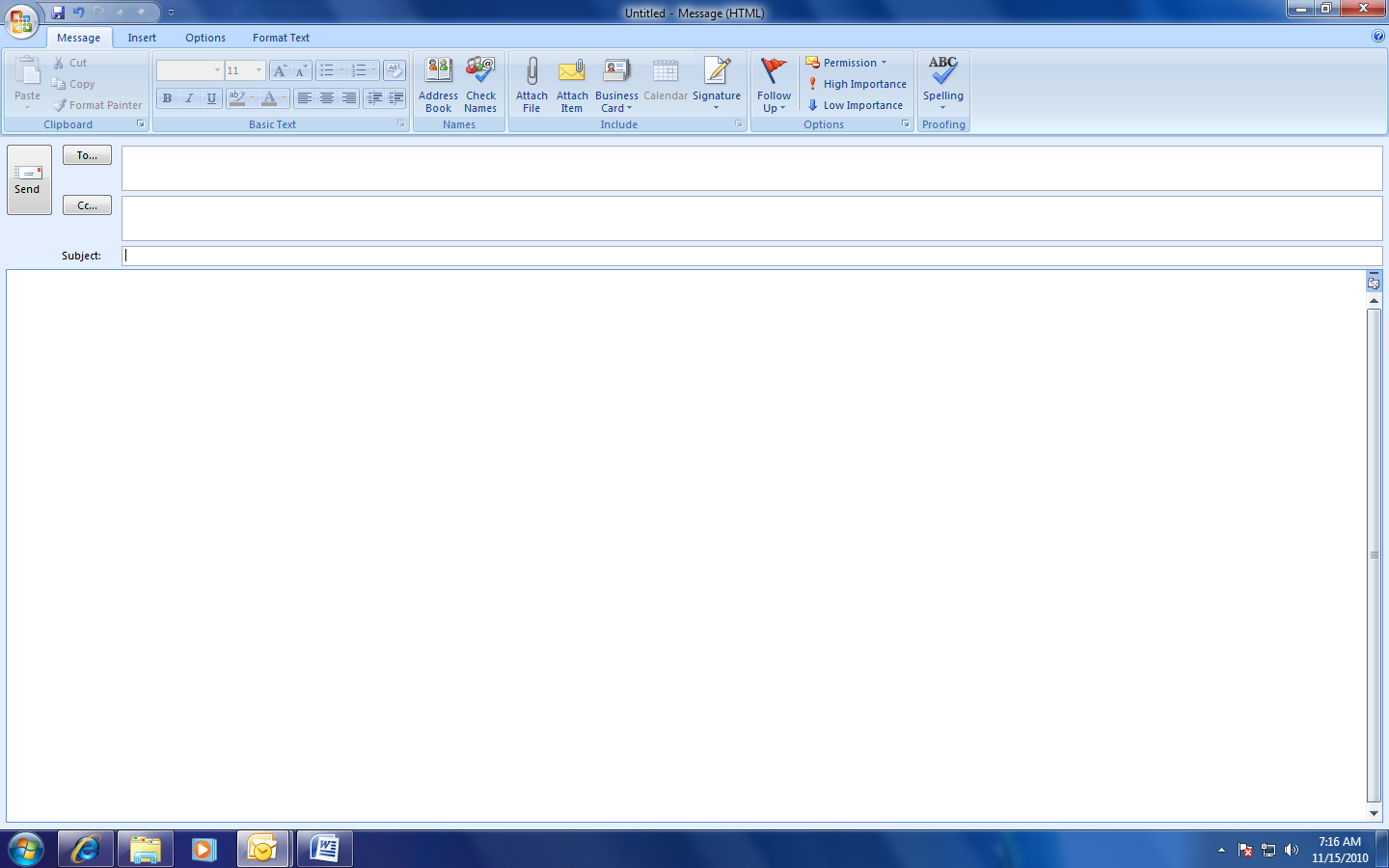
1. How are people identified uniquely when using the Internet?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Electronic communication is the technology that enables computers to communicate with each other and other devices. What forms of data are transmitted from one device to another?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Electronic communication requires the following components (parts):
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. An e-mail address consists of three parts:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. For the following email address, label the parts.

[Sam.smith@aol.com](mailto:Sam.smith@aol.com)

1. The Internet Domain Name Systems include the following codes:
   1. .com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. .edu \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. .gov \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. .mil \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. .org \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Think (or guess) of a website that ends in each of the codes above and write it on the lines provided.
   1. .com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. .edu \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. .gov \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. .mil \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. .org \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. List the four main parts of an email.
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. There are several e-mail options when responding to a message. Which would you use for each of the following situations? (Circle the best response)
   1. You receive a copy of a scholarship award and you want to send that to your parents’ emails.
      1. Reply to sender
      2. Reply all
      3. Forward
      4. Copy
   2. You are sending an e-mail to a student about not passing a course and need to copy it to his/her counselor.
      1. Reply to sender
      2. Reply all
      3. Forward
      4. Copy
5. A message about DECA was sent to all the members. You are the vice-president and need to send more information about the original message sent.
   * 1. Reply to sender
     2. Reply all
     3. Forward
     4. Copy
6. You have received a message from your teacher and you need to respond back to her.
   * 1. Reply to sender
     2. Reply all
     3. Forward
     4. Copy
7. Regular mail is sometimes referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. What is Windows Mail? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Using the screen on the next page, fill in the information for the following scenario.
   1. You need to send your teacher an email to discuss how you raise your grade in her class. Your goal is to get at least a B. Your teacher’s email is: [deedee.olmstead@jefferson.kyschools.us](mailto:deedee.olmstead@jefferson.kyschools.us). Fill in an appropriate subject and write a message (you cannot copy word-for-word from the scenario). You need to copy your counselor as well.



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Part 2 – Pages 26 – 33

1. Mail management is handled through the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. Your inbox can be organized by creating mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for various topics, special projects and mail from individuals.
3. When a message first arrives in your mailbox it is displayed in \_\_\_\_\_\_\_\_ type. Once the message is read, it is no longer bold.
4. To create a new folder in the Mail pane, click \_\_\_\_\_\_\_\_\_\_\_\_ on the menu bar and point to \_\_\_\_\_\_\_\_\_\_, and then click \_\_\_\_\_\_\_\_\_\_\_\_\_.
5. To delete a folder, \_\_\_\_\_\_\_\_\_\_\_\_-click the folder name and then click \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
6. Mail can be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or copied from one folder to another by clicking one folder by copying and pasting or by drop and drag.
7. Can mail be saved after it has been read? Yes or no (circle one)
8. Can mail be deleted at any time before and/or after it has been read? Yes or no (circle one)
9. To search for a message, click \_\_\_\_\_\_\_\_\_\_\_\_\_\_ on the menu bar, point to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and then select \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the process of backing you your e-mail messages.
11. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ runs every 14 days and saves the backup with a \_\_\_\_\_\_\_\_ extension.
12. Outlook can \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with other devises such as a desktop computer or a cell phone so you can get your emails where ever you are.

**Receiving E-Mails**

1. When you open Outlook, it sends a request to your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to check if you have any messages waiting.

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ pane displays message headers for any new messages.
2. The message header will tell you:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**E-Mail Features**

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ stores names, e-mail addresses, phone numbers, and other contact information. You can add, \_\_\_\_\_\_\_\_\_\_\_\_\_\_, or delete an e-mail address.
2. If you send messages to the same group of people such as a department, your friends, or family, you can set up a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ which is also called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Sending E-Mail**

1. Cc means \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
2. Bcc means \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Saving a Message**

1. Spam is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ e-mail often called \_\_\_\_\_\_\_\_\_\_\_ mail.

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Part 3 – Pages 34 – 41

Directions: Read Pages Mod3-34 through 42 to find the answers in this section of your guided reading.

**Formatting a Message**

1. When you type a message you can change the font \_\_\_\_\_\_\_\_\_, font \_\_\_\_\_\_\_\_\_, and text color of an e-mail. You can also add \_\_\_\_\_\_\_\_\_\_\_, italics and underline.

**Attaching a File to an E-Mail Message**

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are documents, images, figures, and other file that you can attach to your e-mail message.
2. The icon for attachment is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Managing Attachments**

1. You can read an attachment the following ways:
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. To save an attachment, you can \_\_\_\_\_\_\_\_\_\_\_-click the attachment you want to save in the open or previewed message.

**Message Icons**

1. On the following screen find an e-mail message that has:
   1. A sealed envelope which means the mail has not been \_\_\_\_\_\_\_\_\_\_.
   2. An exclamation point which means the mail is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
   3. A \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ which means there is an attachment.
   4. A \_\_\_\_\_\_\_\_\_\_\_\_ which is a reminder to follow up.

**Mail Configuration Options**

1. Automatic controls in Outlook include:
   1. Automatic “out of the office” response which lets people who sent you e-mails know that you are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to reply to messages yourself.
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: which redirects your mail to another e-mail address.
3. Redirect to your mobile phone: This option can be set through the \_\_\_\_\_\_\_\_\_\_\_ command on the Tool menu.
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Prevents messages from certain addresses from being placed in your Inbox.
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Accepts all e-mails from the sender names included in the list.
6. A \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ consists of text and/or pictures that you create and automatically add to the end of any outgoing message.