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Discovering Computers 2010

Living in a Digital World

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MULTIPLE CHOICE

1. ____ are two of the more widely accessed Internet services.
   a. The World Wide Web and e-mail   c. Mailing lists and chat rooms
   b. FTP and message boards   d. Instant messaging and newsgroups

   ANS: A   PTS: 1   REF: 74

2. The ____ is a worldwide collection of networks that links millions of businesses, government agencies, educational institutions, and individuals.
   a. Internet   c. Web
   b. Telnet   d. NSFNet

   ANS: A   PTS: 1   REF: 74

3. The Internet has its roots in a networking project started by the Pentagon's ____, an agency of the U.S. Department of Defense.
   a. NSFnet   c. MPEG
   b. ARPA   d. LISTSERV

   ANS: B   PTS: 1   REF: 75

4. The Internet has its roots in ____, a network that became functional in 1969, linking scientific and academic researchers across the United States.
   a. ARPANET   c. LISTSERV
   b. NSFnet   d. MPEG

   ANS: A   PTS: 1   REF: 75

5. ____ oversees research and sets standards and guidelines for many areas of the Internet.
   a. ARPANET   c. LISTSERV
   b. NSFnet   d. World Wide Web Consortium (W3C)

   ANS: D   PTS: 1   REF: 76

6. Fixed wireless Internet connections ____.
   a. use an antenna to communicate with a tower
   b. are high-speed
   c. use radio signals
   d. all of the above

   ANS: D   PTS: 1   REF: 76

7. Although it is an inexpensive way for users to connect to the Internet, ____ is slow-speed technology.
   a. a cable modem   c. a dial-up connection
   b. DSL   d. ISDN

   ANS: C   PTS: 1   REF: 76

8. Until 1995, NSFnet handled the bulk of communications activity, or ____, on the Internet.
   a. volume   c. traffic
   b. modulation   d. access

ANS: C   PTS: 1   REF: 76

9. ____ takes place when the modem in a computer uses a standard telephone line to connect to the Internet.
   a. DSL   c. FTTP
   b. Convergence   d. Dial-up access

   ANS: D   PTS: 1   REF: 76

10. A cable ____ allows access to high-speed Internet services through the cable television network.
    a. transceiver   c. receiver
    b. modem   d. dialer

    ANS: B   PTS: 1   REF: 76

11. ____ high-speed Internet connections use an antenna on a house or business to communicate with a tower location via radio signals.
    a. Satellite   c. Fixed wireless
    b. FTTP   d. DSL

    ANS: C   PTS: 1   REF: 76

12. A satellite ____ communicates with a satellite dish to provide high-speed Internet connections via satellite.
    a. transceiver   c. receiver
    b. modem   d. dialer

    ANS: B   PTS: 1   REF: 76

13. Which of the following is NOT true of a Wi-Fi network?
    a. Many home users set them up.
    b. A Wi-Fi's Internet service can be dial-up access.
    c. Wi-Fi networks send signals to a communications device that is connected to a high-speed Internet service.
    d. A Wi-Fi's Internet service can be DSL or cable.

    ANS: B   PTS: 1   REF: 76

14. A satellite Internet service ____.
    a. uses regular copper telephone lines
    b. is a high-speed Internet connection
    c. accesses the Internet through the cable television network
    d. uses radio signals to communicate with a tower

    ANS: B   PTS: 1   REF: 76

15. ____ oversees research and sets standards and guidelines for many areas of the Internet.
    a. The NSF   c. The W3C
    b. ARPA   d. DARPA

    ANS: C   PTS: 1   REF: 76

16. ____ is a technology that provides high-speed Internet connection using regular copper telephone lines.
    a. DSL   c. CMOS
    b. ISP   d. OSP

ANS: A   PTS: 1   REF: 76

17. A(n) ____ provider is a business that provides individuals and companies access to the Internet for free or for a fee.
    a. service   c. host
    b. access   d. e-mail

    ANS: B   PTS: 1   REF: 77

18. The components of a domain name are separated by ____.
    a. spaces   c. commas
    b. apostrophes   d. periods

    ANS: D   PTS: 1   REF: 79

19. The ____ consists of a worldwide collection of electronic documents.
    a. Telnet   c. Internet
    b. Web   d. both B and C

    ANS: B   PTS: 1   REF: 80

20. Each electronic document on the Web is called a Web ____, which can contain text, graphics, audio (sound), and video.
    a. page   c. reader
    b. net   d. host

    ANS: A   PTS: 1   REF: 80

21. A Web ____ is a collection of related Web pages and associated items, such as documents and pictures, stored on a Web server.
    a. site   c. host
    b. reader   d. app

    ANS: A   PTS: 1   REF: 81

22. A(n) ____ is application software that allows users to access and view Web pages.
    a. reader   c. host
    b. browser   d. server

    ANS: B   PTS: 1   REF: 81

23. Internet-enabled mobile devices such as smart phones use a special type of browser, called a(n) ____, which is designed for their small screens and limited computing power.
    a. FTP   c. e-viewer
    b. microbrowser   d. webapp

    ANS: B   PTS: 1   REF: 82

24. As shown in the accompanying figure, a(n) _____ is a program that finds Web sites and Web pages.
    a. microbrowser
    b. location utility
    c. web finder
    d. search engine

    ANS: D   PTS: 1   REF: 85

25. To find a Web page, the user of a resource like that in the accompanying figure, would simply enter a word or phrase, called _____, in the search engine's text box.
    a. keywords
    b. icons
    c. hits
    d. any of the above

    ANS: A   PTS: 1   REF: 85

26. A search engine, such as that shown in the accompanying figure, displays a list of _____, or Web page names, that contain the search text.
    a. keywords
    b. icons
    c. hits
    d. pulls

    ANS: C   PTS: 1   REF: 86

27. Many search engines like those in the accompanying figure use a program, called a(n) _____, to build and maintain lists of words found on Web sites.
    a. portal
    b. FTP
    c. spider
    d. FTTP

    ANS: C   PTS: 1   REF: 88

28. A(n) ____ is a Web site that offers a variety of Internet services from a single, convenient location.
    a. portal   c. extraction
    b. keyframe   d. powerpoint

    ANS: A   PTS: 1   REF: 89

29. The term ____ refers to any application that combines text with graphics, animation, audio, video, and/or virtual reality.
    a. portal   c. multimedia
    b. Web app   d. Java applet

    ANS: C   PTS: 1   REF: 92

30. A(n) ____ is a digital representation of nontext information such as a drawing, chart, or photograph.
    a. applet   c. keyframe
    b. pic   d. graphic

    ANS: D   PTS: 1   REF: 93

31. On a Web page, a(n) ____ is a small version of a larger graphic.
    a. keyframe   c. applet
    b. thumbnail   d. extraction

    ANS: B   PTS: 1   REF: 94

32. ____ includes music, speech, or any other sound.
    a. Audio   c. Video
    b. Vodcasting   d. Digeo

    ANS: A   PTS: 1   REF: 94

33. Podcasters register their podcasts with ____.
    a. NSFnet   c. W3C
    b. ARPA   d. content aggregators

    ANS: D   PTS: 1   REF: 94

34. The ____ format reduces an audio file to about one-tenth of its original size, while preserving much of the original quality of the sound.
    a. MP3   c. GIF
    b. PNG   d. VMEG

    ANS: A   PTS: 1   REF: 94

35. ____ is the process of transferring data in a continuous and even flow, which allows users to access and use a file while it is transmitting.
    a. Casting   c. Surfing
    b. Streaming   d. Flowing

    ANS: B   PTS: 1   REF: 94

36. To listen to an audio file on a computer, a user needs special software called a(n) ____.
    a. reader   c. player
    b. broadcaster   d. browser

    ANS: C   PTS: 1   REF: 94

37. A(n) _____ is recorded audio, usually an MP3 file, stored on a Web site that can be downloaded to a computer or a portable digital audio player such as an iPod.
    a. podcast   c. vodcast
    b. TCP   d. POP

    ANS: A   PTS: 1   REF: 94

38. _____ is the use of computers to simulate a real or imagined environment that appears as three-dimensional (3-D) space.
    a. IrDA   c. VR
    b. POP   d. TCP

    ANS: C   PTS: 1   REF: 96

39. The _____ defines a popular video compression standard.
    a. Moving Pictures Experts Group (MPEG)
    b. Advanced Research Projects Agency (ARPA)
    c. National Science Foundation (NSF)
    d. Digital Subscriber Line (DSL)

    ANS: A   PTS: 1   REF: 96

40. _____ consists of full-motion images that are played back at various speeds.
    a. Audio   c. Video
    b. Vodcasting   d. Digeo

    ANS: C   PTS: 1   REF: 96

41. A(n) _____ is a program that extends the capability of a browser.
    a. player   c. rebrowser
    b. plug-in   d. publisher

    ANS: B   PTS: 1   REF: 97

42. Web _____ is the development and maintenance of Web pages.
    a. distribution   c. convergence
    b. publishing   d. e-commerce

    ANS: B   PTS: 1   REF: 97

43. _____ is a business transaction that occurs over an electronic network such as the Internet.
    a. E-convergence   c. E-marketing
    b. E-browsing   d. E-commerce

    ANS: D   PTS: 1   REF: 98

44. A customer (consumer) visits an online business through an electronic _____, which contains product descriptions, graphics, and a shopping cart.
    a. pushcart   c. grocery
    b. storefront   d. bank

    ANS: B   PTS: 1   REF: 99

45. A(n) _____ allows the customer visiting an electronic storefront to collect purchases.
    a. index   c. wagon

b.   grocery list   d.   shopping cart

ANS: D   PTS: 1   REF: 99

46. ____ occurs when one consumer sells directly to another consumer, such as in an online auction.
     a.   Consumer-to-business (C2B) e-commerce
     b.   Business-to-consumer (B2C) e-commerce
     c.   Consumer-to-consumer (C2C) e-commerce
     d.   Business-to-business (B2B) e-commerce

ANS: C   PTS: 1   REF: 100

47. Most e-commerce actually takes place between businesses, which is called ____.
     a.   consumer-to-business (C2B) e-commerce
     b.   business-to-consumer (B2C) e-commerce
     c.   consumer-to-consumer (C2C) e-commerce
     d.   business-to-business (B2B) e-commerce

ANS: D   PTS: 1   REF: 100

48. ____ is the transmission of messages and files via a computer network.
     a.   E-mail   c.   FTP
     b.   DSL   d.   C2C

ANS: A   PTS: 1   REF: 101

49. Today, ____ is a primary communications method for both personal and business use.
     a.   e-commerce   c.   chat room
     b.   FTP   d.   e-mail

ANS: D   PTS: 1   REF: 101

50. A(n) ____ program is used to create, send, receive, forward, store, print, and delete e-mail messages.
     a.   FTP   c.   transmission
     b.   e-mail   d.   communication

ANS: B   PTS: 1   REF: 101

51. An e-mail ____ is a combination of user name and domain name that identifies a user so he or she can receive Internet e-mail.
     a.   link   c.   reference
     b.   address   d.   user clause

ANS: B   PTS: 1   REF: 102

52. A(n) ____ is a unique combination of characters, such as letters of the alphabet and/or numbers, that identifies a specific user.
     a.   password   c.   user name
     b.   e-mail reference   d.   user clause

ANS: C   PTS: 1   REF: 102

53. Most e-mail programs allow users to create a(n) ____, which contains a list of names and e-mail addresses.
     a.   TCP   c.   address book
     b.   glossary   d.   table of contents

ANS: C   PTS: 1   REF: 102

54. ____ is a communications technology used by some outgoing mail servers.
     a. SMTP (simple mail transfer protocol)   c. POP (post office protocol)
     b. ARPA (advanced rural postal addresses)   d. HTML (hypertext mail link)

     ANS: A   PTS: 1   REF: 103

55. ____ is the latest version of a communications technology used by some incoming mail servers.
     a. FTP   c. GIF
     b. TCP   d. POP3

     ANS: D   PTS: 1   REF: 103

56. A(n) ____ is a group of e-mail names and addresses given a single name.
     a. chat list   c. mailing list
     b. actor list   d. client list

     ANS: C   PTS: 1   REF: 103

57. ____ is a real-time Internet communications service that notifies users when one or more people are
     online and then allows them to exchange messages or files or join a private chat room.
     a. Wikispace   c. Chattalk
     b. IM   d. Communispace

     ANS: B   PTS: 1   REF: 104

58. ____ means that the people who are conversing on a computer are online at the same time.
     a. Automatic   c. Real time
     b. Real-world   d. Mainline

     ANS: C   PTS: 1   REF: 104

59. For ____ to work, both parties must be online at the same time, and the receiver of a message must be
     willing to accept messages.
     a. e-mail   c. instant messaging
     b. FTP   d. all of the above

     ANS: C   PTS: 1   REF: 104

60. A(n) ____ is a real-time typed conversation that takes place on a computer.
     a. chat   c. confab
     b. telnet   d. quick talk

     ANS: A   PTS: 1   REF: 105

61. A chat ____ is a location on an Internet server that permits users to chat with each other.
     a. base   c. home
     b. room   d. space

     ANS: B   PTS: 1   REF: 105

62. To start a chat session, a user connects to a chat server through a program called a chat ____.
     a. servlet   c. matrix
     b. applet   d. client

     ANS: D   PTS: 1   REF: 105

63. VoIP ____.
    a. uses a slow speed dial-up connection
    b. uses the public switched telephone network
    c. also is called Internet telephony
    d. all of the above

    ANS: C   PTS: 1   REF: 106

64. ____ enables users to speak to other users over the Internet.
    a. IrDA   c. TCP/IP
    b. VoIP   d. Telnet

    ANS: B   PTS: 1   REF: 106

65. ____ is the process of transferring documents, graphics, and other objects from a computer to a server on the Internet.
    a. Uploading   c. Downloading
    b. Streaming   d. Flowing

    ANS: A   PTS: 1   REF: 107

66. A computer that stores and distributes newsgroup messages is called a ____.
    a. news client   c. news server
    b. newsreader   d. newsmonger

    ANS: C   PTS: 1   REF: 107

67. In a newsgroup, a ____ consists of the original article and all subsequent related replies.
    a. magnet   c. flame
    b. link   d. thread

    ANS: D   PTS: 1   REF: 107

68. A newsreader enables users to access a newsgroup to read previously entered messages, called ____.
    a. stories   c. series
    b. features   d. articles

    ANS: D   PTS: 1   REF: 107

69. In a newsgroup, a ____ consists of the original article and all subsequent related replies.
    a. message cluster   c. cloud
    b. link   d. thread

    ANS: D   PTS: 1   REF: 107

70. A popular Web-based type of discussion group that does not require a newsreader is a(n) ____.
    a. online index   c. browser
    b. Telnet reader   d. message board

    ANS: D   PTS: 1   REF: 107

71. FTP sites can be ____, whereby anyone can transfer some, if not all, available files.
    a. identified   c. named
    b. anonymous   d. signed

    ANS: B   PTS: 1   REF: 107

72. ____ is an Internet standard that permits file uploading and downloading with other computers on the Internet.
   a. Telnet
   b. FTP
   c. IM
   d. Webcasting

   ANS: B   PTS: 1   REF: 107

73. A ____ is a computer that allows users to upload and/or download files using the FTP protocol.
   a. server
   b. network
   c. client
   d. base unit

   ANS: A   PTS: 1   REF: 107

74. A(n) ____ is an online area in which users have written discussions about a particular subject.
   a. newsgroup
   b. blueprint
   c. real area
   d. talk space

   ANS: A   PTS: 1   REF: 107

75. A(n) ____ consists of an original newsgroup article and all subsequent related replies.
   a. link
   b. index
   c. aggregate
   d. thread

   ANS: D   PTS: 1   REF: 107

76. A ____ is a message that reveals a solution to a game or ending to a movie or program.
   a. spoiler
   b. disruptor
   c. flame
   d. chat

   ANS: A   PTS: 1   REF: 108

77. ____ is the code of acceptable behaviors users should follow while on the Internet; that is, it is the conduct expected of individuals while online.
   a. Netiquette
   b. Web politesse
   c. Internet behavior
   d. Web civility

   ANS: A   PTS: 1   REF: 108

78. ____ is an unsolicited e-mail message or newsgroup article sent to many recipients or newsgroups at once.
   a. An emoticon
   b. Spam
   c. A flame
   d. FAQ

   ANS: B   PTS: 1   REF: 108

79. Use ____, such as :) or :(, to express emotion in an e-mail message or newsgroup article.
   a. spam
   b. FAQs
   c. emoticons
   d. flames

   ANS: C   PTS: 1   REF: 108

80. According to netiquette, Internet users should assume ____.
   a. all material is accurate
   b. all material is up-to-date
   c. the use of all capital letters is the equivalent of shouting

d.   all of the above

ANS: C   PTS: 1   REF: 108

MODIFIED TRUE/FALSE

1. Links on a Web page allow users to obtain information in a <u>linear</u> way. _____

    ANS: F, nonlinear

    PTS: 1   REF: 83

2. To remind you visually that you have clicked a link, a text link often changes <u>size</u> after it is clicked. _____

    ANS: F, color

    PTS: 1   REF: 84
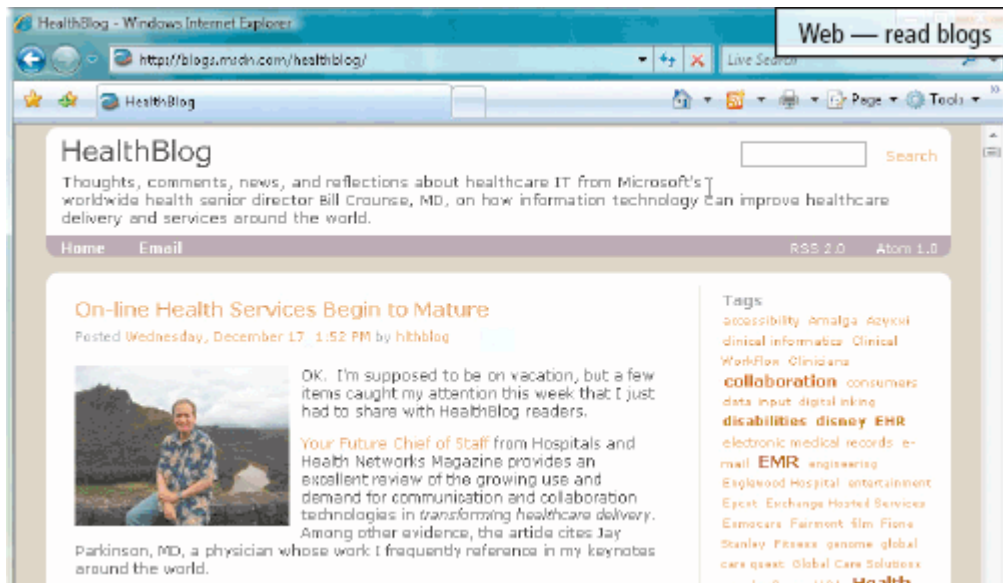
3. The difference between a wiki and a site like the one in the accompanying figure is that users cannot modify original posts on a <u>wiki</u>. _____

    ANS: F, blog

    PTS: 1   REF: 90

4. A(n) <u>entertainment</u> Web site contains content that describes a cause, opinion, or idea. _____

    ANS: F, advocacy

    PTS: 1   REF: 91

5. The more compressed the graphics file, the smaller the image and the <u>higher</u> the quality. _____

ANS: F, lower

PTS: 1   REF: 93

6. Smaller file sizes result in faster downloading of Web pages because <u>small</u> files transmit more quickly than large files. _____

ANS: T   PTS: 1   REF: 93

7. The goal with <u>TIFF</u> graphics is to reach a balance between image quality and file size. _____

ANS: F, JPEG

PTS: 1   REF: 93

8. The <u>JPEG</u> format works best for images that have only a few distinct colors. _____

ANS: F, GIF

PTS: 1   REF: 93

9. A user name <u>can</u> be the same as other user names in the same domain. _____

ANS: F, cannot

PTS: 1   REF: 102

10. For <u>IM</u> to work, both parties must be online at the same time. _____

ANS: T   PTS: 1   REF: 104

MULTIPLE RESPONSE

Modified Multiple Choice

1. In 1986, the National Science Foundation (NSF) connected its huge network of five supercomputer centers, called NSFnet, to ____.
    a. the Web   c. the IPnet
    b. ARPANET   d. DNS

    ANS: B   PTS: 1   REF: 75

2. The mission of ____ is to contribute to the growth of the Web.
    a. the W3C   c. the NSF
    b. ARPA   d. ICANN

    ANS: A   PTS: 1   REF: 76

3. On the Internet, a user's computer is a client that can access ____ on a variety of servers.
    a. hardware   c. data
    b. information   d. services

ANS: B, C, D   PTS: 1   REF: 78

4. A Web address can include ____.
   a. the path to a location on a Web page
   b. protocol
   c. the path to a specific Web page
   d. domain name

   ANS: A, B, C, D   PTS: 1   REF: 82

5. A news Web site contains newsworthy material including stories and articles relating to ____.
   a. current events
   b. money
   c. the weather
   d. sports

   ANS: A, B, C, D   PTS: 1   REF: 89

6. Many United States government agencies have informational Web sites providing ____.
   a. advocacy
   b. the congressional budget
   c. census data
   d. tax codes

   ANS: B, C, D   PTS: 1   REF: 89

7. The ____ format has smaller files sizes, never require special viewer software, and thus are used on the Web frequently.
   a. BMP
   b. GIF
   c. TIFF
   d. PNG

   ANS: B, D   PTS: 1   REF: 93

8. E-mail messages can include a(n) ____ as an attachment.
   a. browser
   b. audio clip
   c. graphic
   d. video clip

   ANS: B, C, D   PTS: 1   REF: 102

9. An FTP site is a collection of files including ____ that reside on an FTP server.
   a. text
   b. program files
   c. video clips
   d. graphics

   ANS: A, B, C, D   PTS: 1   REF: 107

10. According to netiquette, in ____ users should avoid sending flames, which are abusive or insulting messages, and not participate in flame wars, which are exchanges of flames.
    a. Telnet sessions
    b. e-mail
    c. chat rooms
    d. newsgroups

    ANS: B, C, D   PTS: 1   REF: 108

TRUE/FALSE

1. One of the major reasons business, home, and other users purchase computers is for Internet access.

   ANS: T   PTS: 1   REF: 74

2. No single person, company, institution, or government agency controls or owns the Internet.

   ANS: T   PTS: 1   REF: 76

3. A satellite Internet service provides Internet connections using regular copper telephone lines.

    ANS: F   PTS: 1   REF: 76

4. Dial-up access is no longer used for connecting to the Internet.

    ANS: F   PTS: 1   REF: 76

5. Fixed wireless is a baseband Internet connection.

    ANS: F   PTS: 1   REF: 76

6. Hot spots are businesses that provide individuals and companies access to the Internet free or for a fee, usually a fixed monthly amount.

    ANS: F   PTS: 1   REF: 77

7. AOL differs from many OSPs in that it provides gateway functionality to the Internet, meaning it regulates the Internet services to which members have access.

    ANS: T   PTS: 1   REF: 78

8. Despite their larger size, national ISPs usually offer fewer services and have a smaller technical support staff than regional ISPs.

    ANS: F   PTS: 1   REF: 78

9. The fees for using an OSP sometimes are slightly higher than fees for an ISP.

    ANS: T   PTS: 1   REF: 78

10. Like an IP address, the components of a domain name are separated by commas.

    ANS: F   PTS: 1   REF: 79

11. In general, the first portion of each IP address identifies the specific computer and the last portion identifies the network.

    ANS: F   PTS: 1   REF: 79

12. Every domain name contains a master domain, which identifies the type of organization associated with the domain.

    ANS: F   PTS: 1   REF: 80

13. A TCP server is an Internet server that usually is associated with an Internet access provider.

    ANS: F   PTS: 1   REF: 80

14. To help minimize errors, most current browsers and Web sites do not require the http:// and www portions of a Web address.

    ANS: T   PTS: 1   REF: 82

15. When a Web address is entered, a user sends, or pushes, information to a Web server.

    ANS: F   PTS: 1   REF: 83

16. Some Web servers can pull content from a user's computer at regular intervals or whenever updates are made to the site.

    ANS: F   PTS: 1   REF: 83

17. Most current Web browsers support tabbed browsing, where the top of the browser displays a tab for each Web page you open.

    ANS: T   PTS: 1   REF: 84

18. Text links may be underlined and/or displayed in a color different from other text on the Web page.

    ANS: T   PTS: 1   REF: 84

19. The two most commonly used search tools are subject directories and keywords.

    ANS: F   PTS: 1   REF: 85
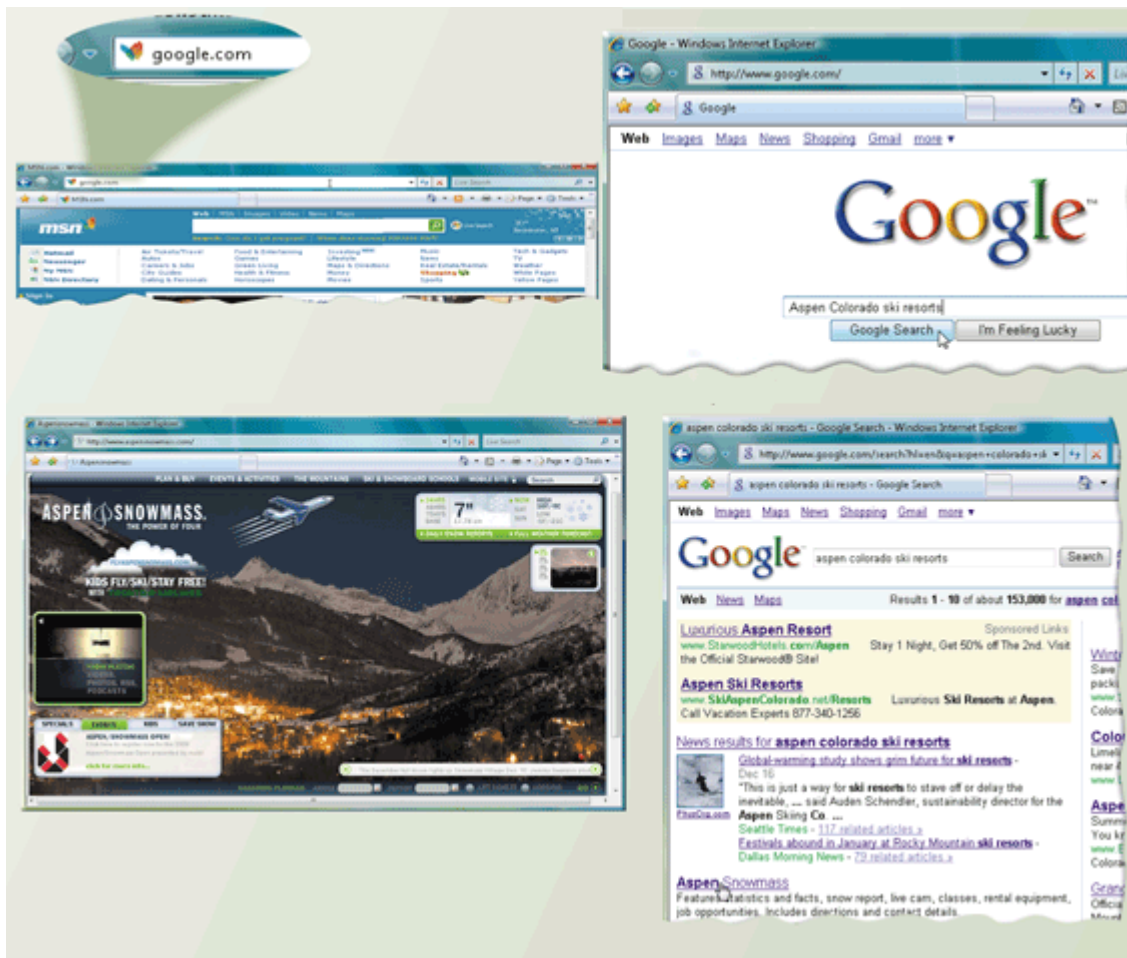
20. Thousands of resources like the one illustrated in the accompanying figure are available.

ANS: T   PTS: 1   REF: 85

21. Each hit in the list returned by a resource like that in the accompanying figure has a link that, when clicked, displays the associated Web site or Web page.

ANS: T   PTS: 1   REF: 87

22. One technique to improve Web searches as shown in the accompanying figure is to use general nouns and put the less specific terms first in the search text.

ANS: F   PTS: 1   REF: 88

23. The asterisk search engine operator allows the substitution of characters in place of the asterisk.

ANS: T   PTS: 1   REF: 87
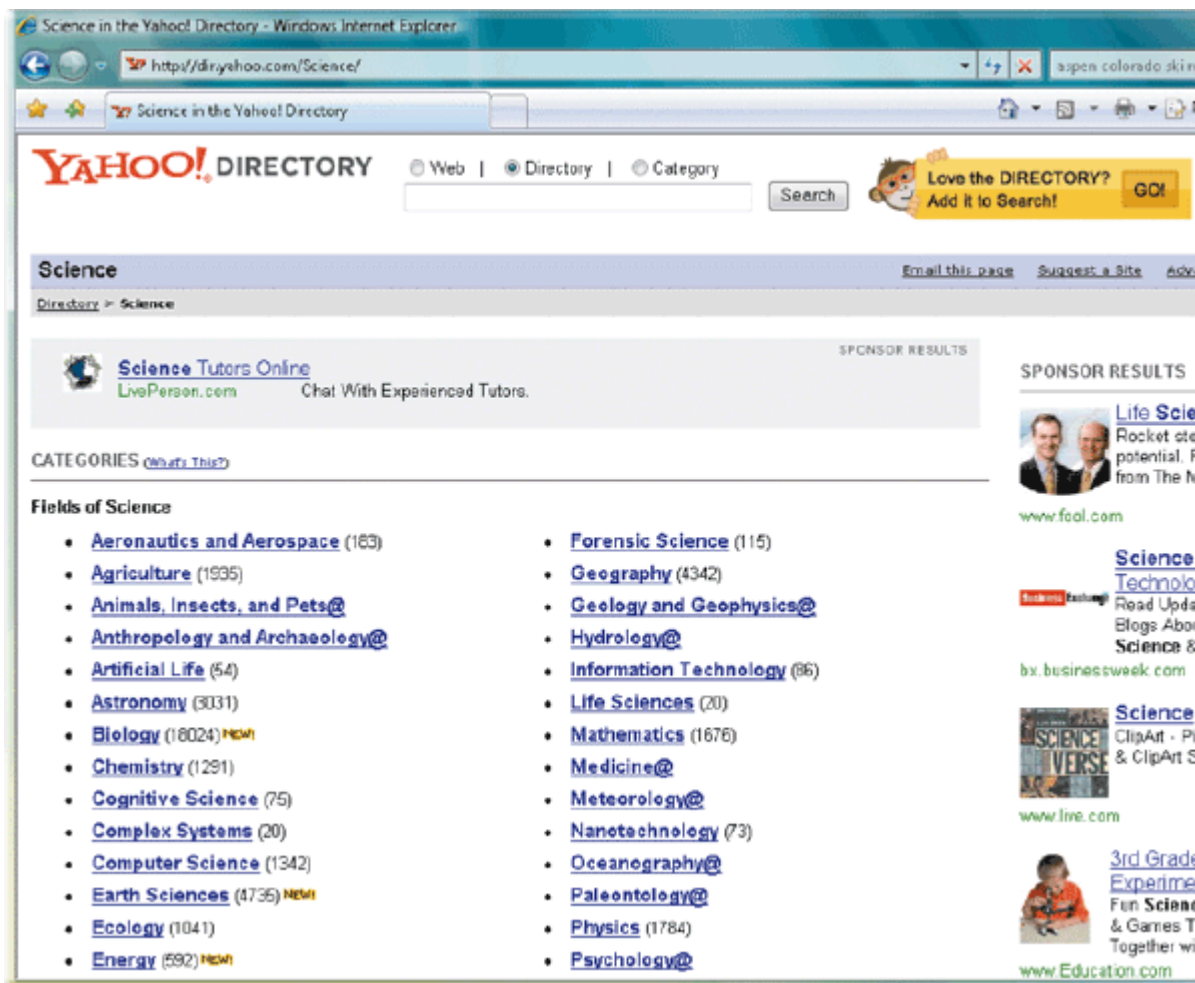
24. The major disadvantage with a Web site like the one in the accompanying figure is that users have difficulty deciding which categories to choose as they work through the menus of links presented.

ANS: T   PTS: 1   REF: 88

25. JPEG is a format that expands graphics to increase their file size, which means the file takes up less storage space.

ANS: F   PTS: 1   REF: 93

26. Simple audio applications on the Web consist of individual audio files available for downloading to a computer.

ANS: T   PTS: 1   REF: 94

27. It is legal to download copyrighted music regardless of whether the song's copyright holder has granted permission for users to download and play the song.

ANS: F   PTS: 1   REF: 94

28. Podcasting is a popular method of distributing video.

ANS: F   PTS: 1   REF: 94

29. In the past, e-commerce transactions were conducted primarily using mobile computers and devices.

ANS: F   PTS: 1   REF: 98

30. Some people use the term m-commerce (mobile commerce) to identify e-commerce that takes place using mobile devices.

ANS: T   PTS: 1   REF: 98

31. Businesses seldom provide goods or services to other businesses, so little e-commerce takes place between businesses.

ANS: F   PTS: 1   REF: 100

32. Gmail and Windows Live Hotmail are two popular free e-mail Web applications.

ANS: T   PTS: 1   REF: 101

33. When a user sends an e-mail message, an outgoing mail server that is operated by the user's Internet access provider determines how to route the message through the Internet and then sends the message.

ANS: T   PTS: 1   REF: 103

34. As a user receives an e-mail message, an incoming mail server — operated by the user's Internet access provider — sends the messages directly to the user's computer.

ANS: F   PTS: 1   REF: 103

35. Computers cannot get a virus through e-mail.

ANS: F   PTS: 1   REF: 103

36. To add an e-mail name and address to a mailing list, a user unsubscribes from it.

ANS: F   PTS: 1   REF: 103

37. To use IM, a user may have to install instant messenger software on the computer or device he or she plans to use.

ANS: T   PTS: 1   REF: 105

38. In a chat room, others connected to the same chat room server see what a user has typed.

ANS: T   PTS: 1   REF: 105

39. Today's browsers seldom include a chat client.

ANS: F   PTS: 1   REF: 105

40. To start a chat session, you connect to a chat server through a program called instant messenger.

ANS: F   PTS: 1   REF: 105

41. Some operating systems include an instant messenger.

ANS: T   PTS: 1   REF: 105

42. Calls to other parties with the same Internet telephone service often are free.

ANS: T   PTS: 1   REF: 106

43. Large files on FTP sites often are uncompressed (unzipped) to reduce storage space and download time.

ANS: F   PTS: 1   REF: 107

44. Newsgroup members can add articles of their own.

ANS: T   PTS: 1   REF: 107

45. Newsgroup members frequently add articles as a reply to another article — either to answer a question or to comment on material in the original article.

ANS: T   PTS: 1   REF: 107

46. Some Web sites that sponsors newsgroups have a built-in newsreader.

ANS: T   PTS: 1   REF: 107

47. A popular Web-based type of discussion group that does not require a newsreader is a message board.

ANS: T   PTS: 1   REF: 107

48. A computer that stores and distributes newsgroup messages is called a newsreader.

ANS: F   PTS: 1   REF: 107

49. Many Web sites use newsgroups instead of message boards because they are easier to use.

ANS: F   PTS: 1   REF: 107

50. According to netiquette, Internet users should assume all material is accurate and up-to-date.

ANS: F   PTS: 1   REF: 108

COMPLETION
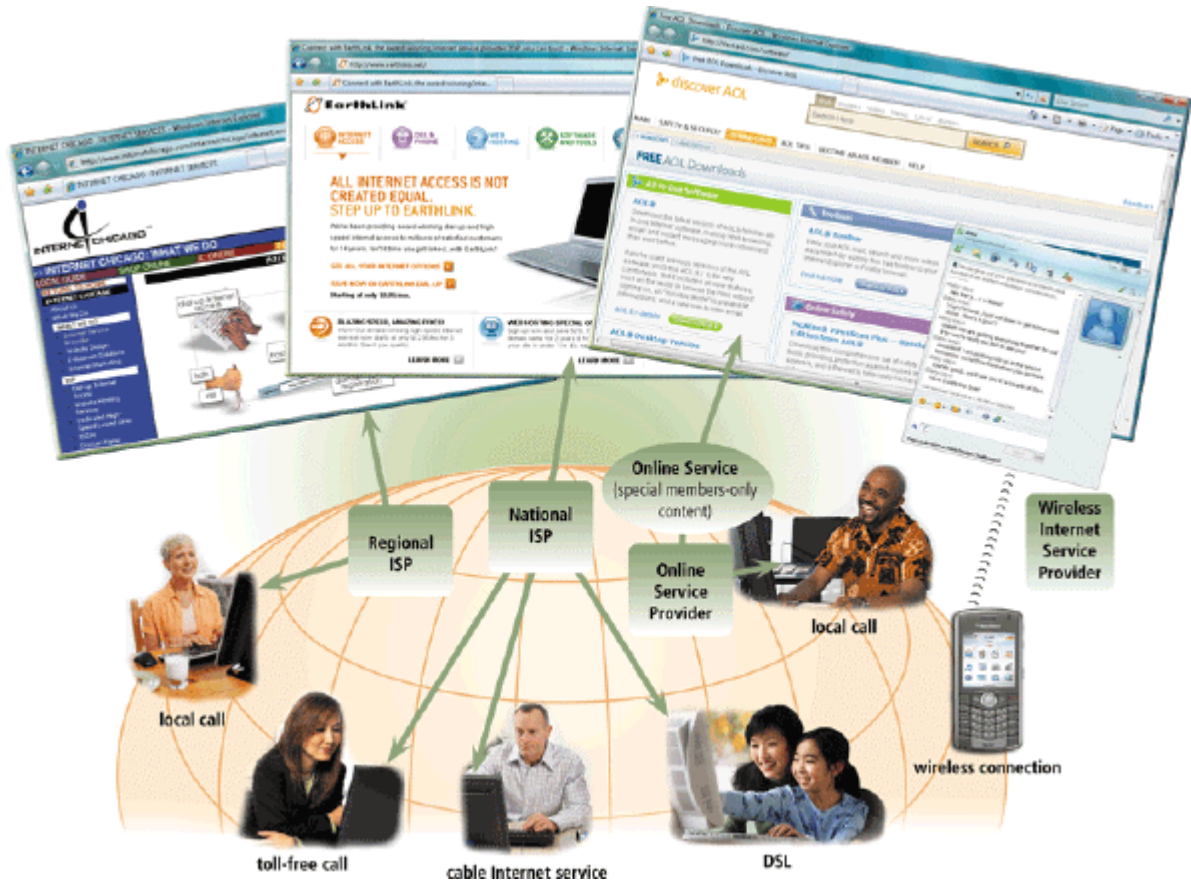
1. In the accompanying figure, which shows common ways to access the Internet, a(n) _____ usually provides Internet access to a specific geographic area.

ANS: regional ISP

PTS: 1   REF: 78

2. In the accompanying figure, which shows common ways to access the Internet, a(n) _____ is a larger business, such as AT&T and EarthLink, that provides Internet access in cities and towns nationwide.

ANS: national ISP

PTS: 1   REF: 78

3. In the accompanying figure, which shows common ways to access the Internet, a(n) _____ has many members-only features, such as special content and services, in addition to providing Internet access.

ANS:
online service provider
OSP

PTS: 1   REF: 78

4. In the accompanying figure, which shows common ways to access the Internet, a(n) _____ is a company that provides access to users with Internet-enabled mobile devices.

ANS:
wireless Internet service provider
WISP

PTS: 1   REF: 78

5. The major carriers of network traffic on the Internet are known collectively as the _____.

ANS: Internet backbone

PTS: 1   REF: 78

6. Of Boingo Wireless, Verizon Wireless, Spring Broadband Direct, and Wi-Fi Mobile, all are wireless Internet service providers EXCEPT _____.

ANS: Wi-Fi Mobile

PTS: 1   REF: 78

7. A(n) _____ address is a number that uniquely identifies each computer or device connected to the Internet.

ANS:
IP
Internet Protocol

PTS: 1   REF: 79

8. A(n) _____ name is the text version of an IP address.

ANS: domain

PTS: 1   REF: 79

9. In an IP address, the number in each group is between 0 and _____.

ANS: 255

PTS: 1   REF: 79

10. When a user specifies a domain name, a(n) _____ translates the domain name to its associated IP address so data can route to the correct computer.

ANS: DNS server

PTS: 1   REF: 80

11. The group that assigns and controls top-level domains is the _____.

ANS:
Internet Corporation for Assigned Names and Numbers
ICANN

PTS: 1   REF: 80

12. The _____ is the method that the Internet uses to store domain names and their corresponding IP addresses.

ANS:
DNS
domain name system

PTS: 1   REF: 80

13. Visitors to a(n) _____Web page all see the same content.

ANS: static

PTS: 1   REF: 81

14. Of Firefox, PowerPoint, Opera, and Internet Explorer, all are widely used Web browsers for personal computers *except* _____.

ANS: PowerPoint

PTS: 1   REF: 81

15. Visitors to a(n) _____ Web page can customize some or all of the content, such as stock quotes, weather, or ticket availability.

ANS: dynamic

PTS: 1   REF: 81

16. To view Web pages, you need a computer that is connected to the Internet and that has a(n) _____.

ANS:
browser
Web browser

PTS: 1   REF: 81

17. _____ is the process of a computer receiving information, such as a Web page, from a server on the Internet.

ANS: Downloading

PTS: 1   REF: 82

18. In a Web address, the _____ is a set of rules that defines how pages transfer on the Internet.

ANS:
http
Hypertext Transfer Protocol

PTS: 1   REF: 82

19. A more common usage of the term, _____ page, refers to the first page that a Web site displays.

ANS: home

PTS: 1   REF: 82

20. A Web page has a unique address, called a(n) _____.

ANS:
URL
uniform resource locator

PTS: 1   REF: 82

21. A(n) _____ is a built-in connection to another related Web page or part of a Web page.

ANS:
hyperlink
link

PTS: 1   REF: 82

22. Some people use the phrase, _____ the Web, to refer to the activity of using links to explore the Web.

ANS: surfing

PTS: 1   REF: 83

23. When viewing a Web page, pointing to, or positioning the pointer on, a(n) _____ on the screen typically changes the shape of the pointer to a small hand with a pointing index finger.

ANS:
link
hyperlink

PTS: 1   REF: 83

24. To activate a link on a Web page, a user clicks it, that is, points to the link and then presses the _____ button.

ANS: left mouse

PTS: 1   REF: 84

25. On the Web, a(n) _____ directory classifies Web pages in an organized set of categories, such as sports or shopping, and related subcategories.

ANS: subject

PTS: 1   REF: 85

26. _____ are particularly helpful in locating pages about certain topics, require that you enter search text, and allow you to use operators to refine a search.

ANS: Search engines

PTS: 1   REF: 85

27. Many portals have a(n) _____, which is a Web site that joins a specific group of people with similar interests or relationships.

ANS: online community

PTS: 1   REF: 89

28. A(n) _____ portal is a portal specifically designed for Internet-enabled mobile devices.

ANS: wireless

PTS: 1   REF: 89

29. A(n) _____ Web site contains content that promotes or sells products or services.

ANS: business/marketing

PTS: 1   REF: 89
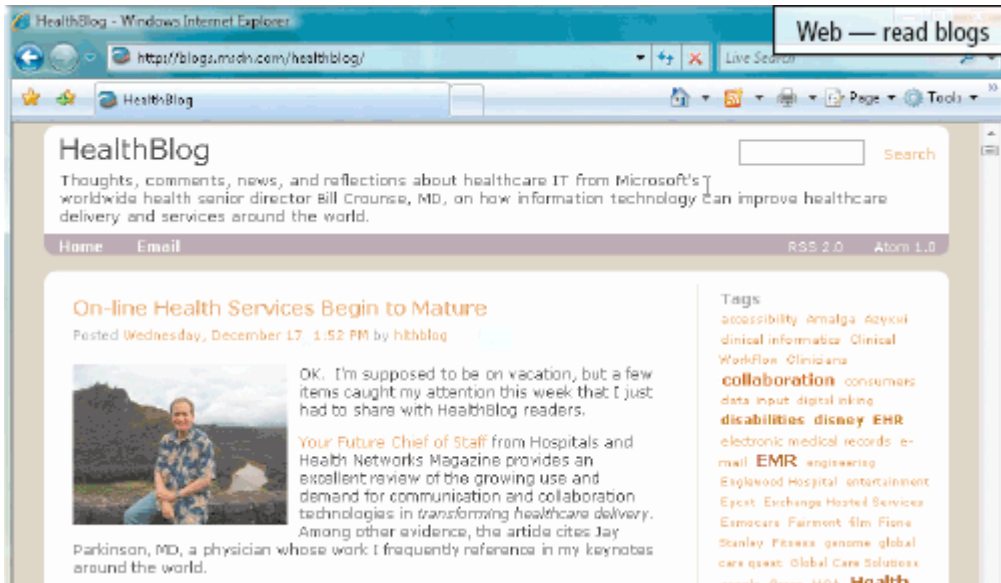
30. The term _____ refers to the worldwide collection of Web sites like the one in the accompanying figure.

    ANS: blogosphere

    PTS: 1   REF: 90

31. Like the one in the accompanying figure, a(n) _____ Web site uses a diary or journal format, and is an informal site consisting of time-stamped articles.

    ANS: blog

    PTS: 1   REF: 90

32. Like the one in the accompanying figure, a(n) _____ is an informal Web site consisting of time-stamped articles in a diary or journal format, usually listed in reverse chronological order.

    ANS: blog

    PTS: 1   REF: 90

33. A(n) _____ is usually open to modification by the general public.

    ANS: wiki

    PTS: 1   REF: 90

34. A(n) _____ is a collaborative Web site that allows users to add to, modify, or delete the Web site content via their Web browser.

    ANS: wiki

    PTS: 1   REF: 90

35. A(n) _____ Web site offers exciting, challenging avenues for formal and informal teaching and learning.

ANS: educational

PTS: 1   REF: 91

36. _____ is a specification sometimes used by content aggregators to distribute content.

ANS: RSS 2.0

PTS: 1   REF: 92

37. A content _____ is a business that gathers and organizes Web content and then distributes, or feeds, the content to subscribers for free or a fee.

ANS: aggregator

PTS: 1   REF: 92

38. Of the graphics formats that exist on the Web, the two more common are _____ and JPEG formats because of their smaller file sizes.

ANS:
GIF
Graphics Interchange Format

PTS: 1   REF: 93

39. Many Web pages use _____, which is the appearance of motion created by displaying a series of still images in sequence.

ANS: animation

PTS: 1   REF: 94

40. _____ audio enables users to listen to music as it downloads to their computers.

ANS: Streaming

PTS: 1   REF: 94

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

a. Internet2
b. WISP
c. Wi-Fi
d. FTTP
e. DSL
f. IP address
g. OSP

k. thread
l. VoIP
m. spoiler
n. mailing list
o. operator
p. subscribe
q. domain name

h.	ISP	r.	FTP
i.	W3C	s.	animation
j.	access provider	t.	search engines

1. Can be short-lived or continue for some time, depending on the nature of the topic and the interest of the newsgroup participants.
2. A message that reveals a solution to a game or the ending to a movie or program.
3. Uses the Internet instead of the public switched telephone network to connect a calling party to one or more called parties.
4. Person in a chat room with the responsibility for monitoring the conversation and disconnecting anyone who becomes disruptive.
5. When a message is sent to one of these, every person on the list receives a copy of the message in his or her mailbox.
6. If a user likes the discussion in a particular newsgroup, he or she can do this, which means its location is saved in the user's newsreader for easy future access.
7. Many operating systems include these capabilities.
8. Your Internet service provider supplies this, for an e-mail address.
9. Used to make Web pages more visually interesting or draw attention to important information or links.
10. Particularly helpful in locating Web pages about certain topics or in locating specific pages for which a user does not know the exact Web address.
11. A not-for-profit research and development project that connects more than 200 universities and 115 companies via a high-speed private network.
12. Kind of network that uses radio signals to provide high-speed Internet connections to compatible devices.
13. Type of broadband Internet service that uses fiber-optic cable to provide high-speed Internet access to home and business users
14. Type of broadband connection that provides high-speed Internet connections using regular copper telephone lines
15. Oversees research and sets standards and guidelines for many areas of the Internet.
16. A business that provides individuals and organizations access to the Internet free or for a fee.
17. A company that provides wireless Internet access to desktop and notebook computers, for example.
18. A regional or national access provider
19. Provides members-only features such as instant messaging in addition to Internet access
20. A number that uniquely identifies each computer or device connected to the Internet.

1.	ANS: K	PTS: 1	REF: 107
2.	ANS: M	PTS: 1	REF: 108
3.	ANS: L	PTS: 1	REF: 106
4.	ANS: O	PTS: 1	REF: 105
5.	ANS: N	PTS: 1	REF: 103
6.	ANS: P	PTS: 1	REF: 103
7.	ANS: R	PTS: 1	REF: 107
8.	ANS: Q	PTS: 1	REF: 102
9.	ANS: S	PTS: 1	REF: 94
10.	ANS: T	PTS: 1	REF: 85
11.	ANS: A	PTS: 1	REF: 76
12.	ANS: C	PTS: 1	REF: 76
13.	ANS: D	PTS: 1	REF: 76
14.	ANS: E	PTS: 1	REF: 76
15.	ANS: I	PTS: 1	REF: 76
16.	ANS: J	PTS: 1	REF: 77

17. ANS: B   PTS: 1   REF: 78
18. ANS: H   PTS: 1   REF: 78
19. ANS: G   PTS: 1   REF: 78
20. ANS: F   PTS: 1   REF: 79

CASE

Critical Thinking Questions

Case 1
You are taking an economics class, as part of which you are studying the various types of e-commerce.

1. As part of your research, you've learned that vending machines in Japan allow shoppers to hold their cell phones in front of the machine in order to make a purchase using the smart phone. Which of the following types of commerce does this exemplify?

a. C2C	b. m-commerce
c. B2B	d. C2B

ANS:
b.

PTS: 1   REF: 98   TOP: Critical Thinking

2. A major search engine is preparing to provide Web-based purchasing, tracking, and transaction downloading capabilities to corporations. What kind of commerce is this an example of?

a. B2B	b. m-commerce
c. B2C	d. C2C

ANS:
a.

PTS: 1   REF: 100   TOP: Critical Thinking

Critical Thinking Questions

Case 2
You've just moved to a new community and are investigating options in terms of online service providers where you are now living.

3. Which of the following is NOT true?

a. A regional ISP usually provides Internet access to a specific geographic area.	b. Due to their larger size, national ISPs usually offer more services and have a larger technical support staff than regional ISPs.
c. The access provider for high-speed access charges between $13 to $120 per month.	d. Examples of regional ISPs are AT&T and EarthLink.

ANS:
d.

PTS: 1   REF: 77-78   TOP: Critical Thinking

4. You have decided you would like an access provider than offers a number of members-only features in addition to just e-mail access. However, you are not interested in gateway functionality, as you do not want to have your access to Internet services regulated. Which of the following is your best option?

| a. AOL | b. EarthLink |
| c. MSN | d. Both A and C |

ANS:
c.

PTS: 1   REF: 78   TOP: Critical Thinking

ESSAY

1. Discuss what a broadband connection is, and how it differs from a dial-up connection, and review the types of broadband connections.

ANS:
Many home and small business users are opting for high-speed broadband Internet connections through cable Internet service, DSL, FTTP, fixed wireless, Wi-Fi, cellular radio networks, or satellite Internet service. With broadband Internet service, your computer or mobile device usually is connected to the Internet the entire time it is powered on.

• Cable Internet service provides high-speed Internet access through the cable television network via a cable modem.

• DSL (digital subscriber line) is a technology that provides high-speed Internet connections using regular telephone lines.

• Fiber to the Premises (FTTP) uses fiber-optic cable to provide high-speed Internet access to home and business users.

• Fixed wireless high-speed Internet connections use a dish-shaped antenna on your house or business to communicate with a tower location via radio signals.

• A cellular radio network offers high-speed Internet connections to devices with built-in compatible technology or computers with wireless modems.

• A Wi-Fi (wireless fidelity) network uses radio signals to provide Internet connections to wireless computers and devices.

• A satellite Internet service provides high-speed Internet connections via satellite to a satellite dish that communicates with a satellite modem.

Instead of using broadband Internet service, however, some home users connect to the Internet via dial-up access, which is a slower-speed technology. Dial-up access takes places when the modem in your computer connects to the Internet via a standard telephone line that transmits data and information using an analog (continuous wave pattern) signal. Users may opt for dial-up access because of its lower price or because broadband access is not available in their area.

PTS: 1   REF: 76   TOP: Critical Thinking

2. Explain in detail what the Web is, and include all relevant key terms in your explanation

   ANS:
   Although many people use the terms World Wide Web and Internet interchangeably, the World Wide Web actually is a service of the Internet. While the Internet was developed in the late 1960s, the World Wide Web emerged in the early 1990s. Since then, it has grown phenomenally to become one of the more widely used Internet services. The World Wide Web (WWW), or Web, consists of a worldwide collection of electronic documents. Each electronic document on the Web is called a Web page, which can contain text, graphics, audio, and video. Additionally, Web pages usually have built-in connections to other documents. Some Web pages are static (fixed); others are dynamic (changing). Visitors to a static Web page all see the same content. With a dynamic Web page, by contrast, visitors can customize some or all of the viewed content such as desired stock quotes, weather for a region, or ticket availability for flights. A Web site is a collection of related Web pages and associated items, such as documents and pictures, stored on a Web server. A Web server is a computer that delivers requested Web pages to your computer. The same Web server can store multiple Web sites. Some industry experts use the term Web 2.0 to refer to Web sites that allow users to modify Web site content, provide a means for users to share personal information, and have application software built into the site for visitors to use.

   PTS: 1   REF: 80-81   TOP: Critical Thinking

3. Define at least seven of the different types of Web sites, giving examples wherever possible and defining all relevant terms.

   ANS:
   Thirteen types of Web sites are portal, news, informational, business/marketing, educational, entertainment, advocacy, blog, wiki, online social network, content aggregator, and personal. Many Web sites fall in more than one of these categories.
   PORTAL A portal is a Web site that offers a variety of Internet services from a single, convenient location. Most portals offer the following free services: search engine and/or subject directory; news; sports and weather; Web publishing; reference tools such as yellow pages, stock quotes, and maps; shopping; and e-mail and other forms of online communications. Many portals have online communities. An online community is a Web site that joins a specific group of people with similar interests or relationships. These communities may offer online photo albums, chat rooms, and other services to facilitate communications among members. Popular portals include AltaVista, AOL, Excite, GO.com, LookSmart, Lycos, MSN, NBCi, Netscape, and Yahoo!. A wireless portal is a portal designed for Internet-enabled mobile devices.
   NEWS A news Web site contains newsworthy material including stories and articles relating to current events, life, money, sports, and the weather. Many magazines and newspapers sponsor Web sites that provide summaries of printed articles, as well as articles not included in the printed versions. Newspapers and television and radio stations are some of the media that maintain news Web sites.
   INFORMATIONAL An informational Web site contains factual information. Many United States government agencies have informational Web sites providing information such as census data, tax codes, and the congressional budget. Other organizations provide information such as public transportation schedules and published research findings.
   BUSINESS/MARKETING A business/marketing Web site contains content that promotes or sells products or services. Nearly every business has a business/marketing Web site. Allstate Insurance Company, Dell Inc., General Motors Corporation, Kraft Foods Inc., and Walt Disney Company all have business/marketing Web sites. Many of these companies also allow you to purchase their products or services online.

EDUCATIONAL An educational Web site offers exciting, challenging avenues for formal and informal teaching and learning. On the Web, you can learn how airplanes fly or how to cook a meal. For a more structured learning experience, companies provide online training to employees; and colleges offer online classes and degrees. Instructors often use the Web to enhance classroom teaching by publishing course materials, grades, and other pertinent class information.

ENTERTAINMENT An entertainment Web site offers an interactive and engaging environment. Popular entertainment Web sites offer music, videos, sports, games, ongoing Web episodes, sweepstakes, chats, and more. Sophisticated entertainment Web sites often partner with other technologies. For example, you can cast your vote about a topic on a television show.

ADVOCACY An advocacy Web site contains content that describes a cause, opinion, or idea. These Web sites usually present views of a particular group or association. Sponsors of advocacy Web sites include the Democratic National Committee, the Republican National Committee, the Society for the Prevention of Cruelty to Animals, and the Society to Protect Human Rights.

BLOG A blog, short for Weblog, is an informal Web site consisting of time-stamped articles in a diary or journal format, usually listed in reverse chronological order. A blog that contains video clips is called a video blog, or vlog. The term blogosphere refers to the worldwide collection of blogs, and the vlogosphere refers to all vlogs worldwide. Blogs reflect the interests, opinions, and personalities of the author, called the blogger or vlogger (for vlog author), and sometimes site visitors. Blogs have become an important means of worldwide communication. Businesses create blogs to communicate with employees, customers, and vendors. Teachers create blogs to collaborate with other teachers and students. Home users create blogs to share aspects of their personal life with family, friends, and others.

WEB APPLICATION A Web application, or Web app, is a Web site that allows users to interact with software through a Web browser or any computer or device that is connected to the Internet. Some Web applications provide free access to their software. Others offer part of their software free and charge for access to more comprehensive features or when a particular action is requested. Examples of Web applications include Google Docs, TurboTax Online, and Windows Live Hotmail.

WIKI A wiki is a collaborative Web site that allows users to create, add to, modify, or delete the Web site content via their Web browser. Most wikis are open to modification by the general. public. Wikis usually collect recent edits on a Web page so someone can review them for accuracy. The difference between a wiki and a blog is that users cannot modify original posts made by the blogger. A popular wiki is Wikipedia, a free Web encyclopedia.

ONLINE SOCIAL NETWORKS An online social network, also called a social networking Web site, is a Web site that encourages members in its online community to share their interests, ideas, stories, photos, music, and videos with other registered users. Most include chat rooms, newsgroups, and other communications services. Popular social networking Web sites include Facebook, Friendster, and MySpace, which alone has more than 12 million visitors each day. A media sharing Web site is a specific type of online social network that enables members to share media such as photos, music, and videos. Flickr, Fotki, and Webshots are popular photo sharing communities; Google Video and YouTube are popular video sharing communities.

CONTENT AGGREGATOR A content aggregator is a business that gathers and organizes Web content and then distributes, or feeds, the content to subscribers for free or a fee. Examples of distributed content include news, music, video, and pictures. Subscribers select content in which they are interested. Whenever this content changes, it is downloaded automatically (pushed) to the subscriber's computer or mobile device.

RSS 2.0, which stands for Really Simple Syndication, is a specification that content aggregators use to distribute content to subscribers. Atom is another specification sometimes used by content aggregators to distribute content.

PERSONAL A private individual or family not usually associated with any organization may maintain a personal Web site or just a single Web page. People publish personal Web pages for a variety of reasons. Some are job hunting. Others simply want to share life experiences with the world.

PTS: 1   REF: 88-92   TOP: Critical Thinking

4. Outline the guidelines for evaluating a Web site.

   ANS:
   Do not assume that information presented on the Web is correct or accurate. Any person, company, or organization can publish a Web page on the Internet. No one oversees the content of these Web pages. The guidelines for assessing the value of a Web site or Web page before relying on its content are:

   Affiliation: A reputable institution should support the Web site without bias in the information.
   Audience: The Web site should be written at an appropriate level.
   Authority: The Web site should list the author and the appropriate credentials.
   Content: The Web site should be well organized and the links should work.
   Currency: The information on the Web page should be current.
   Design: The pages at the Web site should download quickly and be visually pleasing and easy to navigate.
   Objectivity: The Web site should contain little advertising and be free from preconceptions.

   PTS: 1   REF: 92   TOP: Critical Thinking

5. Explain what a chat room is and what IM is.

   ANS:
   Chat Rooms
   A chat is a real-time typed conversation that takes place on a computer. Real time means that you and the people with whom you are conversing are online at the same time. A chat room is a location on an Internet server that permits users to chat with each other. Anyone in the chat room can participate in the conversation, which usually is specific to a particular topic.
   As you type on your keyboard, a line of characters and symbols is displayed on the computer screen. Others connected to the same chat room server also see what you have typed. Some chat rooms support voice chats and video chats, in which people hear or see each other as they chat.
   To start a chat session, you connect to a chat server through a program called a chat client. Today's browsers usually include a chat client. If yours does not, you can download a chat client from the Web. Some Web sites allow users to conduct chats without a chat client.
   Once you have installed a chat client, you can create or join a conversation on the chat server to which you are connected. The chat room should indicate the discussion topic. The person who creates a chat room acts as the operator and has responsibility for monitoring the conversation and disconnecting anyone who becomes disruptive. Operator status can be shared or transferred to someone else.
   Instant Messaging
   Instant messaging (IM) is a real-time Internet communications service that notifies you when one or more people are online and then allows you to exchange messages or files or join a private chat room with them. Some IM services support voice and video conversations. Many IM services also can alert you to information such as calendar appointments, stock quotes, weather, or sports scores. They also allow you to send pictures or other documents to a recipient. For IM to work, both parties must be online at the same time. Also, the receiver of a message must be willing to accept message. To use IM, you may have to install instant messenger software on the computer or device you plan to use. Some operating systems, such as Windows Vista, include an instant messenger. Popular IM software includes AIM (AOL Instant Messenger), Google Talk, MySpace IM, Windows Live Messenger, and Yahoo! Messenger. Few IM programs follow IM standards.

   PTS: 1   REF: 104-105   TOP: Critical Thinking

6. Discuss FTP, including all relevant terms in your explanation.

   ANS:

FTP (File Transfer Protocol) is an Internet standard that permits file uploading and downloading (transferring) with other computers on the Internet. Uploading is the opposite of downloading; that is, uploading is the process of transferring documents, graphics, and other objects from your computer to a server on the Internet. Web page authors, for example, often use FTP to upload their Web pages to a Web server. Many operating systems include FTP capabilities. If yours does not, you can download FTP programs from the Web, usually for a small fee. An FTP server is a computer that allows users to upload and/or download files using FTP. An FTP site is a collection of files including text, graphics, audio clips, video clips, and program files that reside on an FTP server. Many FTP sites have anonymous FTP, whereby anyone can transfer some, if not all, available files. Some FTP sites restrict file transfers to those who have authorized accounts (user names and passwords) on the FTP server. Large files on FTP sites often are compressed to reduce storage space and download time. Before you can use a compressed (zipped) file, you must uncompress (unzip) it.

PTS: 1   REF: 107   TOP: Critical Thinking