

**Lesson 26 – Communication Services
Assignments**

True/False

1. With Internet access, you can send e-mail to any computer in the world
2. An e-mail message header tells you the page number of the message.
3. Each user of the Internet must have a unique e-mail address.
4. The Cc feature is used only on old-fashioned typewriters, not in e-mail software.
5. The Reading pane of the Outlook window displays the text of the selected message.

Multiple choice

1. In contemporary electronic communication, software applications installed on the local PC are also called _____.
 - a. Attachments
 - b. User names
 - c. User agents
 - d. packets
2. An e-mail address consists of three parts: the user name, the @ symbol, and the user's _____.
 - a. Domain name
 - b. Protocol
 - c. Channel
 - d. Contact group
3. _____ is the process of backing up your e-mail messages.
 - a. Attaching
 - b. Archiving
 - c. Forwarding
 - d. blocking
4. A(n) _____ icon in the message header indicates that the message has an attached file.
 - a. Envelope
 - b. Paper clip
 - c. Exclamation point
 - d. folder
5. The Outlook _____ stores names, e-mail addresses, phone numbers, and other contact information.
 - a. Contact group
 - b. Inbox folder
 - c. Address book
 - d. Junk E-mail folder

Fill In the Blank

1. If you are sending or copying an e-mail to more than one person, each-mail address should be separated by a(n) _____.
2. _____ is unsolicited e-mail, essentially electronic junk mail.
3. You should include a(n) _____ for an e-mail message that is brief, yet descriptive enough to tell the recipient what the message is about.
4. You can use an Outlook _____ to send the same message to a group.
5. The user name in the e-mail address dedwards@gmail.com is _____.

26-1

1. Research the differences and similarities between the IMAP and POP e-mail protocols.
2. Decide if you feel one appears to be better than the other.
3. Develop a slide presentation that explains the differences, similarities, and your position on which is better.

26-2

1. Investigate the features and functions of online chat rooms. Are chat rooms social media?
2. Prepare to defend your position in a minimum 1 paragraph report.

26-3

1. Visit the Wikipedia page that provides a list of emoticons.
2. List five that have been introduced as graphics.
3. Identify one that is new to you.
4. Identify the differences between Western, Eastern, and Unicode emoticons.

Teamwork

1. Working with a partner, list different social media sites.
2. Next to each site, write a short description of how it can be used in a professional way by a company and its employees, citing real-world examples for description.

Job Skills

- In the Job Skills exercise for Lesson 25, you research netiquette in general. (netiquette refers to conventions to follow when using networks including network services such as e-mail, blogs, and forums.)
- Use the Internet to research the current rules of e-mail netiquette in particular, and then list at least five rules in word-processing document.
- These rules should be different from the ones submitted in Lesson 25.
- Submit the document to your instructor.