

Contents

BSBWOR204A Use business technology	i
Files Used in this Workbook.....	vii
How to use the exercise files.....	vii
How to Download Exercise Files.....	viii
Office Equipment	1
Photocopiers.....	1
Shredders	1
Binding Machines.....	1
Laminators	1
Cutters	1
Computers	2
Hardware	2
Software.....	2
The Computer System	2
Computer Platforms	3
Mac.....	3
PC.....	3
Types of Computers.....	3
Personal Computer.....	3
All-in-One (AIO)	3
Notebook/Laptop.....	4
Smartphones	4
Tablets	4
Networks.....	4
Understanding Data	5
Peripheral Devices.....	5
Input Devices.....	6
Keyboard	6
Mouse.....	7
Scanner	8
Cameras	8
Output Devices	9
Monitors	9
Printers	9
Storage Devices	10
Hard Drive (Internal).....	10
External Hard Drive.....	10
USB Memory Stick.....	10
Backup Tapes.....	10
Optical Drives.....	10
Obsolete Storage Devices.....	11
Modems	12
Wireless Routers.....	12
Bluetooth Devices	12
Network Interface Card	12
WiFi	12
Computer Ports.....	13
Connecting Cables to Ports.....	14
Turn on the Computer.....	16
The Operating System – Windows 8.1	16
Lock Screen.....	17
Sign in Screen	17
Options when Starting Up	18

The Start Screen.....	18
Tiles	18
Charms	19
Sign in Name	19
Restart.....	20
Shut Down	20
Searching from the Start Screen	21
Windows Desktop	22
Displaying the Desktop	22
Desktop Components.....	22
Starting Applications	23
Parts of a Window.....	24
Working with the Minimise Button	25
Working with the Maximise Button	25
Resizing a Window Using the Mouse Pointer.....	26
Moving a Window.....	26
Close Button	26
Notepad	27
Working with Multiple Desktop Apps	28
Switching from Window to Window	29
Viewing the Desktop	30
Pinning a Program to the Taskbar.....	30
Creating and Saving a Document.....	31
Saving to a USB Memory Stick	31
Connecting a New Printer	32
Printer drivers.....	32
Using the Add Printer Wizard	32
Viewing and Cancelling a Print Job	34
Changing your Default Printer.....	36
Printing a Document.....	36
Disconnecting a USB Memory Stick.....	37
Shutting Down from the Desktop.....	37
Windows Help and Support.....	38
Search for a Topic.....	39
File Management	40
Folders, Files and Storage	40
File Explorer.....	41
Start File Explorer	41
File Explorer Ribbon.....	41
Navigation Pane.....	42
Looking at Folders and Files	43
Files	44
File Extensions.....	44
Displaying/Hiding File Extensions	44
Viewing Files and Folders	45
Selecting Files.....	46
Creating New Folders	46
Copying Files	47
Moving Files.....	48
Renaming Files and Folders	48
Deleting Files and Folders.....	49
Recycle Bin.....	51
Restoring Items from the Recycle Bin	51
Searching.....	51
Search Tools.....	52

Application Software	53
Operating System and Application Interaction.....	53
Software Suites.....	54
Organisational Requirements when Creating Files.....	54
Microsoft Office 2013.....	55
Quick Access Toolbar	55
The File Tab.....	55
The Ribbon	55
Dialog Box Launcher.....	56
Word Processing	57
Starting Word.....	57
Opening a File in Word	58
Protected View.....	59
Type a Letter.....	62
Saving a Document.....	63
Help	65
Spreadsheet Software	67
Opening a File in Excel	68
Rows, Columns and Cells	68
Editing a Spreadsheet.....	69
Creating a New Spreadsheet	70
Databases	72
Opening a Database in Access	72
Viewing a Form	74
Viewing a Query.....	75
Viewing a Report.....	75
Entering Data into a Form	75
Creating a Query.....	76
Create a New Report	78
Presentation Software.....	80
Opening a Presentation in PowerPoint.....	80
View Buttons.....	81
Thumbnails	81
New Presentation.....	83
Using Meaningful File Names	87
Web Browser Software	88
Internet Exercises using Internet Explorer 11.....	88
Favourites Centre	91
Cleaning your Computer	92
System Unit	92
LCD Monitor.....	92
Keyboard	92
Mouse	92
Scanner	92
Printer	92
Printer Consumables	93
Replacing Paper	93
Replacing Ink or Toner.....	93
Hardware Servicing.....	94
Care of Storage Devices	94
CD and DVDs	94
Tapes and Tape Drives.....	94
USB Drives	94
Equipment Problems.....	95
Simple Computer Hardware Faults	95
Fault Reporting	95

Backup.....	97
Backup versus Copy	97
Storage Media.....	97
Backup Schedules	97
Backup Software	98
AutoRecover	99
Protecting Data	99
Malware	99
Antivirus Software	101
Unauthorised Access	101
Data Storage.....	102
System Maintenance	103
Disk Cleanup.....	103
Optimise Drives.....	104
Assessment.....	107
Glossary	120
Index	123
Business Services Training Package Supplement.....	125
BSBWOR204 Use business technology.....	126