

INFORMATION PACK for

Training
Software
that speaks
for **IT**self










FIRST STEPS **XP**

Including

QUICK START



Contents

	Latest News – Speech and High Contrast Versions plus Foreign Language Modules	
➤	Latest News	3
➤	Speech	4
➤	High Contrast versions	5
➤	Multi-Language Versions	6
	Press release, review and current clients	
➤	Press Release	7
➤	Review	8
➤	A Selection of Clients	9
	An Introduction to First Steps^{XP} and Quick Start	
➤	Products and versions	11 – 12
➤	Features	13 -16
➤	Assessment and Motivation	17 – 18
➤	Hard Copy	20
➤	Tutor Assessment of the Learners	21 - 22
	The Curriculum of First Steps^{XP} and Quick Start	
➤	A list of the contents	24 - 27
➤	Screens and details of the topics	28 - 36
	Client Customisation	
➤	Ways the product can be uniquely branded	38
➤	Samples of the customisations	39 - 44
	First Steps^{XP} and Quick Start Worksheets	
➤	The Worksheets	46
➤	Randomised Worksheets	47
	Contact Details	
➤	Contact Details for 220 Soft Ltd.	48

Latest News

220 Soft have launched new, enhanced versions of Quick Start and First Steps^{XP}. There are **THREE** major additions:

- **Speech is included** with all versions. There are two modes of operation:

1. Auto Speech
2. Learner controlled speech

All text, including menus, glossary, tests and help screens will be read to the learner, making this a unique training program ideal for learners with reading or viewing difficulties.

- **High Contrast Versions**, ideal for visually impaired learners are supplied. Four styles are available using different, high-contrasting colours and font sizes.
- **Progress Reporting** is now available to Learners themselves as well as tutors (in addition to certificate printing)

Upgrades will be supplied **FREE** to all existing clients.

Multiple Language capabilities are built into the software. During 2004, 220 Soft will be releasing several foreign language modules allowing **FOUR** modes of operation:

English text/English speech Foreign text/Foreign speech
English text/Foreign Speech Foreign text/English speech

Any paragraph can be spoken in English, no matter which language combination is chosen.

The first language – Urdu – will be supplied **FREE** with the software and also dispatched to all existing clients.

More details of language modules are on Page 6.

Speech

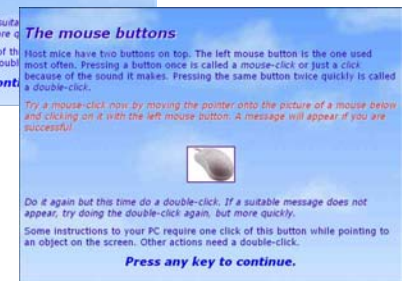
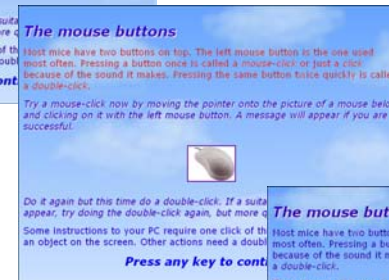
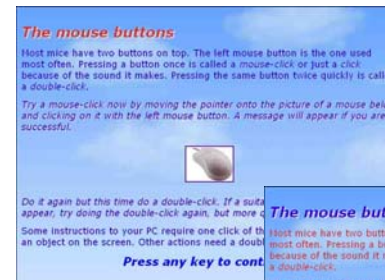
The two modes of operation

Auto Speech

Auto speech is the default (as it is assumed the learner may not know how to click the mouse to control it himself). Everything is read automatically for the learner. Clicking a paragraph puts the current page under learner control.

Learner controlled speech

Clicking a paragraph or menu item causes it to be read. This feature can be turned on from the program customise menu or is automatically entered for a single page if the learner clicks on a paragraph to hear it read again.



*Each paragraph
Is read (Auto
Speech) or can
be read by
clicking on it (Learner Controlled).
The speech pauses to wait for the
interactive challenges to be
performed.*

High Contrast Versions

Ideal for visually impaired learners

Four new versions of *First Steps^{XP}* and *Quick Start* are available with a high contrast between the colours used for text and backgrounds.

These are simply selected the first time a learner uses the product. The selected preference will remain the preference for that learner every time he or she re-enters their name.

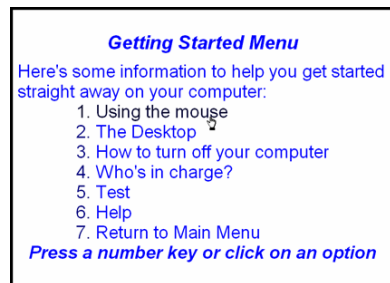
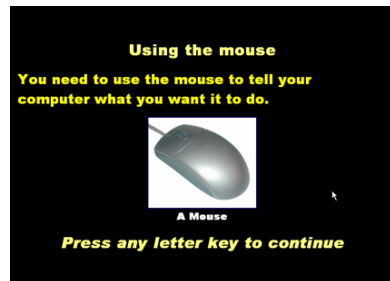
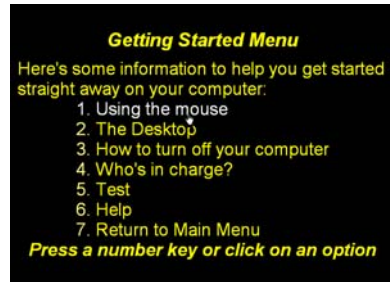
The standard versions of *First Steps^{XP}* and *Quick Start* have blue scrolling clouds on the background and an overall blue appearance to give a relaxed and enjoyable learning environment.

While the text of this version is larger than many other training products, four even clearer versions have been developed to suit a variety of preferences and visual requirements.

The first has a black background and predominantly yellow font with white highlights. The font is Arial as it is clearer to read than serif or fancy fonts.

The second uses the same colours as above, but a bold font. This means the font has to be slightly smaller to fit the screen.

The final two versions use the same fonts and sizes as above but the colours have been changed to be predominantly blue on white with black highlights.



Samples from the High Contrast Versions

Foreign Language Modules

The content can be viewed or read in many languages

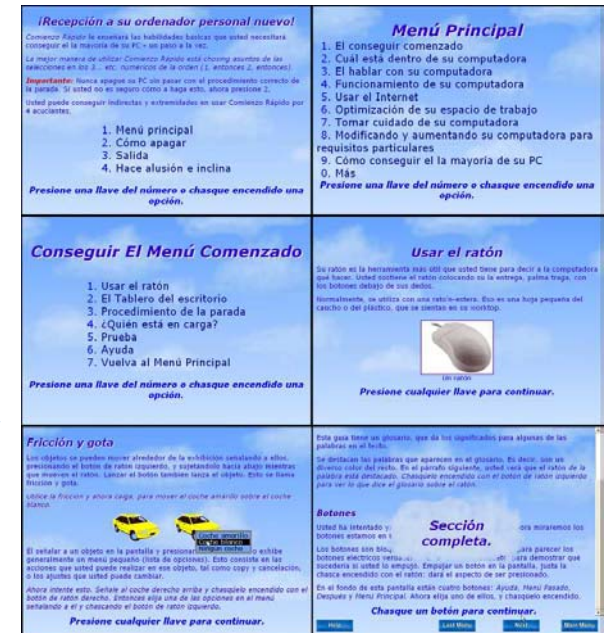
Foreign language modules of *First Steps^{XP}* and *Quick Start* will be available during 2004. The first, Urdu, is expected in August and will be supplied free to all new and existing clients.

By the end of 2004, several languages will be available including Urdu, Punjabi, Bengali, and a selection of Eastern European languages.

Various demonstrations are available (Spanish and Russian text, Urdu speech). Note these demos were created for testing purposes only (using a web translation service) and only intended to show the product in action. They do not reflect the authenticity of the actual foreign modules.

Some of the screens displayed in the "Spanish" version are shown here. Foreign language modules are available as a demos – for details contact John on 0161 474 8234.

The multi-language version will allow the user to select text in any of the available languages and speech in the same or one of the other languages. English speech is also available when foreign speech is selected (right-click the mouse).





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Review

Taken from <http://search.ngfl.gov.uk/senit/senit.archive.0307/msg00007.html>. Note that this review contains original pricing structure. For updates contact John on 0161 474 8234.

SENIT New progs for basic ICT skills

- *Subject:* SENIT New progs for basic ICT skills
- *From:* "Judith Stansfield" <stass@xxxxxxxxxxxxxx>
- *Date:* Tue, 8 Jul 2003 11:46:36 +0100

Press Release

15 September 2003

First StepsXP and Quick Start help people to become computer literate

220Soft announce the launch of two revolutionary training products. Illustrating a completely new concept in educating the community to use their computers, First StepsXP and Quick Start guides novices into the world of computing while remaining a useful complete reference source once the user has mastered the skills.

First StepsXP and Quick Start are designed by teachers to lead new computer users into an understanding of their system. Even more experienced learners will benefit from the wealth of information contained in the packages and Student versions are also supplied for those people with learning difficulties and younger pupils. With their practical content and comprehensive glossaries, First StepsXP and Quick Start build strong foundations for learners to start further courses such as ECDL and CLAIT.

First StepsXP is designed to introduce the XP operating system, while Quick Start covers the earlier versions from Windows 95 onwards. All versions run on all the operation systems for complete flexibility in the training rooms.

The programs start by showing users how to use the mouse, including clicking and drag and drop. They will soon understand that the mouse controls the pointer and be able to use a mouse with a degree of eye and hand co-ordination. The keyboard is also introduced ensuring that pupils will be able to recognise the keys and the functions of keys like Shift.

"Nothing has been taken for granted in the design of this package," says Chris Price, project leader for Quick Start. "The problem with other beginners' packages is that you need to click on something to learn to use the mouse. In Quick Start the keyboard is used until the user has mastered the basics of mouse control. We even avoid the Enter key, as it is not clearly marked on some keyboards.

"The software starts in full screen mode, but later on the windows environment with maximise and minimise etc. is introduced. Users can customise many features of the package, including having it always in a window, to suit their preferences."

For more information contact 220 Soft: Telephone 0161 474 8234.

- ends -

Enquiries

John Snowden, 220 Soft Ltd
Telephone: 0161 474 8234

Through some community work I am involved with I have been made aware of a new product that could be useful in school - especially if your ICT facilities are used for community learning.

It comes in 2 versions - First Steps XP for XP systems and Quick Start for older operating systems.

It starts as a very basic intro to getting going on computers and introduces the language and basic IT skills that will take a complete (and scared) beginner from turning the machine on, closing it down to finding out how to use a mouse, menus etc, organising the desktop, accessing the internet and upgrading the computer. There is a helpful glossary available and certificates can be printed out for each unit.

There is a natural progression, but it is possible to skip a unit or do them in a different order. Real speech support is available for all the on-screen text and a large print version for those with visual differences. In the autumn there will be a dual language version, so that English screen text is backed with Urdu (or another language) or vice versa - this will be a very motivating way of combining the development of ICT and language skills, either in ESOL or MFL contexts.

The front end can be designed to reflect the school or community ownership and a several learning centres and charities are using it now.

The site licence for any number of users and to include updates is now £1250+VAT, but will be £1500 +VAT in the Autumn when the speech and language facilities are included.

There is also a home version for 4-users (£9.99) which will be really useful for parents of SEN children with their own equipment, who want to acquire the basic IT skills so they can support the child.

For further details contact John Snowden at john@220soft.co.uk

Cheers

Judith

PS I have no commercial interest in these products

~~~~~  
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NASEN ICT Group  
BDACC Reviews and Literature Editor  
NAACE SEN Reference Point  
<http://web.onyxnet.co.uk/Stass-onyxnet.co.uk>

# A Selection of Clients

The ever-growing list of Councils and other organisations using First Steps<sup>XP</sup> to train the community and/or staff include the following.

For a more up-to date list look at: [www.220soft.co.uk/clients](http://www.220soft.co.uk/clients).

|                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                        |                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <p><b>People's Networks</b></p> <ul style="list-style-type: none"> <li>➤ Newcastle City Council</li> <li>➤ Gateshead City Council</li> <li>➤ Wolverhampton City Council</li> <li>➤ Bradford City Council</li> <li>➤ Gloucester County Council</li> </ul>                                                                                                                                                                   | <p><b>new deal</b></p>                                 | <p><b>CLC</b><br/>City Learning Centre<br/>Middleton</p>                                             |
| <p><b>Colleges</b></p> <ul style="list-style-type: none"> <li>➤ Bradford College</li> <li>➤ Castle Point and Rochford Adult Community College</li> <li>➤ Keighley College</li> <li>➤ Selby College</li> <li>➤ Northumberland College</li> </ul>                                                                                                                                                                            | <p><b>Leeds City Council</b></p>                       | <p><b>Leeds City Council</b></p>                                                                     |
| <p><b>City Learning Centres</b></p> <ul style="list-style-type: none"> <li>➤ Kirkby CLC</li> <li>➤ Knowsley CLC</li> <li>➤ Whiston &amp; Prescot CLC</li> <li>➤ Rochdale CLC</li> </ul>                                                                                                                                                                                                                                    | <p><b>oldham together</b><br/>The outback's bright</p> | <p><b>oldham together</b><br/>The outback's bright</p>                                               |
| <p><b>Others</b></p> <ul style="list-style-type: none"> <li>➤ 7 Leeds Family Learning Centres</li> <li>➤ Quantica Training</li> <li>➤ Age Concern Leeds</li> <li>➤ Age Concern Liverpool</li> <li>➤ Northumberland Training Agency</li> <li>➤ Sunderland City Council - Youth Development Training</li> <li>➤ Impetus4 Ambition</li> <li>➤ James Kimber Training</li> <li>➤ Northumberland Council - Deal Us In</li> </ul> | <p><b>Knowsley City Learning Centres</b></p>           | <p><b>BLACKBURN with DARWEN</b><br/>BOROUGH COUNCIL</p> <p><b>PLECKGATE CITY LEARNING CENTRE</b></p> |
| <p><b>AGELive</b></p>                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>ST HELENS CHAMBER</b></p>                        | <p><b>Wolverhampton City Council</b></p>                                                             |

# AN INTRODUCTION to

Training Software that speaks for ITself



# FIRST STEPS<sup>XP</sup>

Including

# QUICK START



## Two Products: To suit all needs

**First Steps<sup>XP</sup> on your computer** is designed to introduce learners to the latest operating system.



**Quick Start** is a guide to the previous operating systems.



**NOTE: Both products work on any computer from Windows 95 upwards, giving complete flexibility.**

For example, training establishments with older machines can use **First Steps<sup>XP</sup>** to train learners to use their new XP home or work computer. Also, establishments with XP systems themselves can still use **Quick Start** to teach the fundamentals of the old operating system.

## Two Versions: To suit all ages and abilities

**First Steps<sup>XP</sup>** and **Quick Start** have large, clear text and are broken down into very small, palatable pieces. It is aimed at less able and younger people. The large fonts and speech add to the learning experience and also make the products ideal for visually impaired learners.



**First Steps<sup>XP</sup>** and **Quick Start** Advanced versions have a more mature look, for educated adults who are new to computing. It also covers topics in more depth.

All are fully customisable by clients and users. For example:

| Client                     | User                     |
|----------------------------|--------------------------|
| Branded Intro/Exit Screens | Auto-Speech on/off       |
| Branded Certificates       | Speech On/Off            |
| Branded Worksheets         | In window or full-screen |
| Hyperlinks                 | Prompts on/off           |

There are many other custom features detailed later in this pack.

# The Ethos:

## *Nothing is taken for granted*

Until the mouse is mastered, it is not needed. Only keys that can be found easily are used.

“Type your name and press 1” is an example – New users will not know where to find “Enter” (but it is accepted if it is pressed).



As the learner progresses, control is moved to the mouse with buttons (not present on earlier screens), scrollbars and the other usual Windows controls.

# Early Warning:

## *Learn to Shut Down*

The first three times any user runs the program, a message warning about how to turn it off is given.

This is to ensure new users don't just turn off their computer as they would a TV or video recorder.

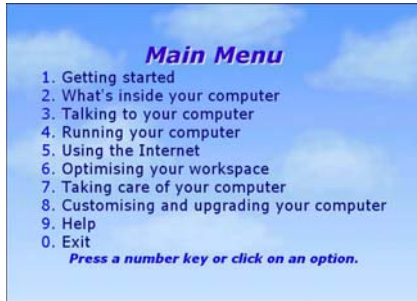


*The intro screen that is shown the first three times a user runs the standard version of First Steps<sup>XP</sup>.*

*The intro screen that is shown the first three times a user runs the advanced version of First Steps<sup>XP</sup>.*



# Friendly Interface: Move round by clear menus

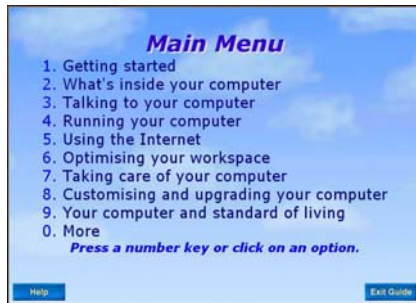


Until the mouse exercises are done, all navigation is by numbers.

Moving forward is by "Press any letter key". Learners are not expected to use the mouse until the concept is explained and practised.

Once the mouse is mastered, buttons appear for the learner to click.

On the Main Menu, "Help" and "Exit" move onto buttons making room for two extra menu items including the choice of "More", to display options including "Print Certificate".

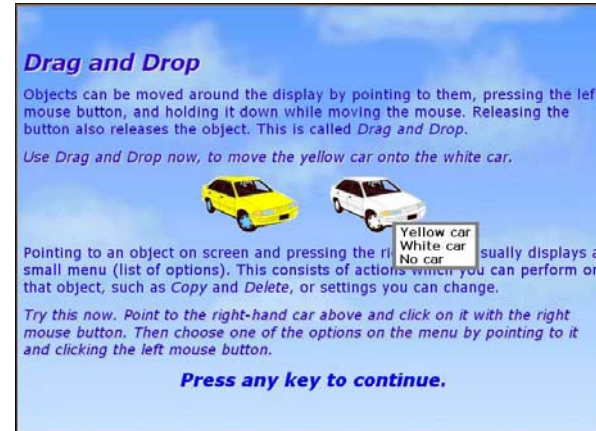


Topics covered are shown in a different colour so learners know where you're up to.

Tutors can also monitor progress remotely from their computer (see later in the pack).



# Interactive Exercises: Learn by experience

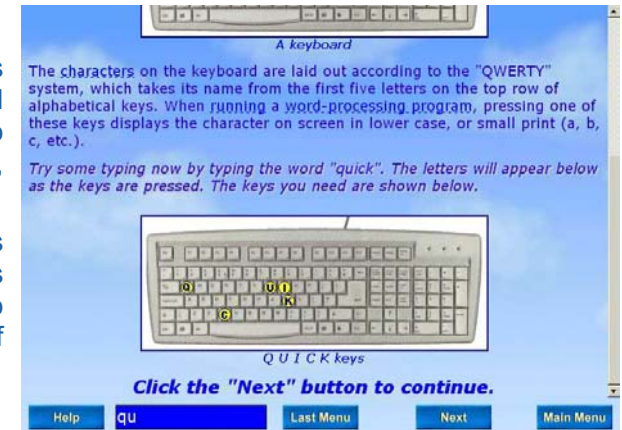


Interactive exercises help users to master the mouse – clicking, drag and drop, scrollbars etc.

The learner cannot progress until each skill is mastered.

The keyboard is progressively covered from simple presses to combinations of alt, control and shift.

Once Control is introduced, learners are told how to produce a printout of the course.

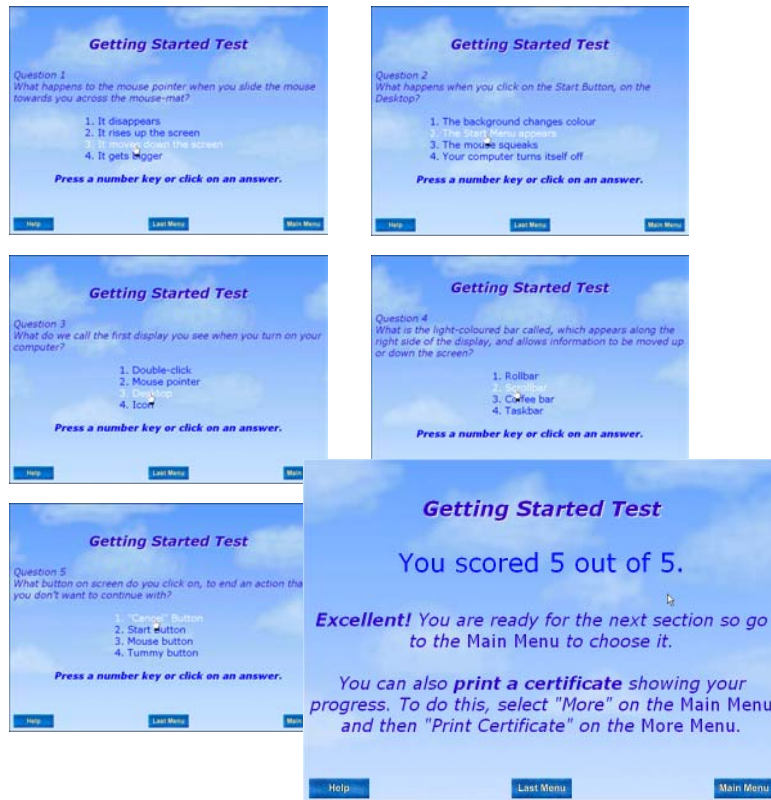


# Assessment:

## Take the Test on each topic

Each of the nine sections has a test that is different each time the learner takes it. The answers are also randomised. These two randomisation processes ensure learners have to know and understand the topics rather than learn patterns of answers.

Success in the test means the topic will be entered on the certificate and the learner progresses to the next lesson. The tutor can also view and print all the learners test results from any computer on the network.



# Motivation:

## Print certificates of achievements

Certificates of achievement can be printed at any stage of the training.

These provide a constant record of progress for any learner. As soon as a learner is in a position to print a certificate, a note on the display explains how this is done.

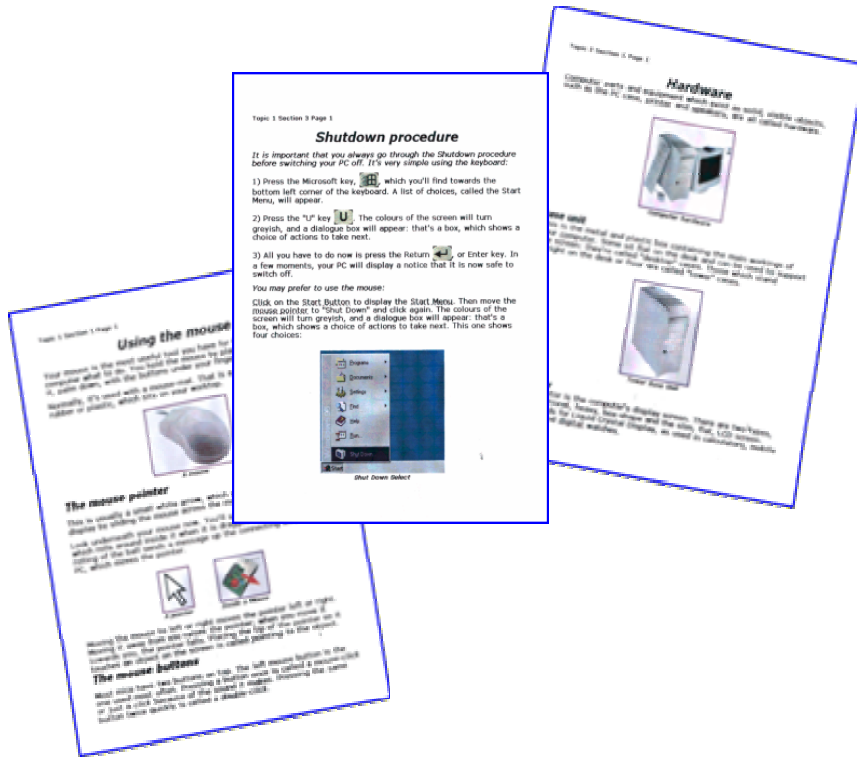


# Hard Copy:

## Print out any section to study

Any sections of the lessons can be printed. Once the learner has mastered use of the Control key, an explanation of how to do this is given.

These can be built up into a useful reference guide containing over 50,000 words.



The glossary can also be printed.

# Help:

## Available at any time

Clicking on the on-screen help button or pressing F1 at any time displays useful information about the current screen.

In earlier stages of the course, pressing a number key for help is encouraged to ensure the learner gets full benefit from the lessons.



# On-Screen Assessment

*Allows tutors to monitor learner's progress and test results*

The Assessment Module interrogates the databases that store where the learners are up to in the packages and their test results. The full details of progress can be displayed on screen and/or printed out.

| First Steps Name   | Section 1 Part Test (4) (5) | Section 2 Part Test (3) (5) | Section 3 Part Test (5) (5) | Section 4 Part Test (6) (5) | Section 5 Part Test (6) (5) | Section 6 Part Test (6) (5) | Section 7 Part Test (6) (5) | Section 8 Part Test (3) (5) |
|--------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 30 Gordon Goodacre | 1 5                         | - 5                         | 1 3                         | 1 2                         | - 2                         | - 3                         | 1 2                         | - 5                         |
| 31 Richard Hallam  | - 5                         | - 2                         | - 2                         | - 2                         | - 3                         | - 2                         | - 5                         | - 3                         |
| 32 Simon Hancock   | <b>A</b> 1                  | <b>A</b> 4                  | <b>A</b> 2                  | <b>A</b> 1                  | <b>A</b> 2                  | <b>A</b> 2                  | <b>A</b> 2                  | <b>A</b> 5                  |
| 33 Simon Hanson    | - 1                         | 1 2                         | - 2                         | - 5                         | - 2                         | 1 2                         | - 2                         | - 3                         |
| 34 Ken Hargreaves  | 2 2                         | - 3                         | 1 5                         | - 2                         | - -                         | - 3                         | 1 3                         | - 3                         |
| 35 Mike Hayes      | - 1                         | - 5                         | 1 -                         | - -                         | - 4                         | - 3                         | 1 4                         | - 2                         |
| 36 Helen Hewitt    | 1 1                         | - 3                         | - 2                         | 1 3                         | 2 3                         | - 4                         | - 4                         | - 2                         |
| 37 Robin Hogarth   | 1 5                         | - 3                         | - 2                         | - 4                         | - 4                         | - 4                         | - 2                         | - 5                         |
| 38 Derek Hughes    | - 3                         | 1 1                         | - 4                         | - 1                         | - 2                         | - 4                         | - 3                         | 1 -                         |
| 39 Jim Hunt        | - 5                         | - 4                         | - 1                         | 1 3                         | - 3                         | - 3                         | 1 -                         | - -                         |
| 40 Andy Jones      | - 2                         | - 2                         | - 2                         | 1 1                         | 1 3                         | - 2                         | - -                         | - 2                         |
| 41 Darryl Kay      | 2 -                         | - 5                         | - 4                         | - 5                         | 1 5                         | - 2                         | - 4                         | - -                         |
| 42 Martin Keen     | 1 2                         | 1 3                         | - 2                         | 1 1                         | - 2                         | - 3                         | - -                         | 1 1                         |
| 43 Doug Kiley      | - 3                         | - 3                         | - 5                         | - 2                         | 1 3                         | - 5                         | 1 5                         | - 4                         |
| 44 Mike Liller     | 1 4                         | - 4                         | - 2                         | - 1                         | 1 5                         | - 5                         | - 5                         | - 1                         |
| 45 Paul MacFarlane | <b>A</b> 4                  | <b>A</b> 5                  | - -                         | - -                         | - -                         | - -                         | - -                         | - -                         |
| 46 Chris Pauls     | - 5                         | - 1                         | - 3                         | - -                         | - -                         | 1 4                         | - 4                         | - 2                         |
| 47 Ian Rawlinson   | <b>A</b> 5                  | <b>A</b> 2                  | <b>A</b> 3                  | <b>A</b> 1                  | <b>A</b> 5                  | <b>A</b> 4                  | <b>A</b> 1                  | - -                         |
| 48 Mike Smith      | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  | <b>A</b> 5                  |
| 49 John Snowden    | <b>A</b> 2                  | - -                         | - -                         | - -                         | - -                         | - -                         | - -                         | - -                         |

The number of topics covered by the students is shown - a bold A indicates all the section is complete.

The learner's details for each of the sections are given in the rows, which are sorted alphabetically.  
The maximum number of topics covered in each section is shown (there are 3 topics in Section 8 and 5 test questions).

# Printed Assessment

*Allows tutors to monitor learner's progress and test results*

The printout contains exactly the same information:

The names are always printed alphabetically by surname

Each printed report contains the date so an ongoing record can be kept.

Scores of 4 or 5 in the test are shown in bold. Students can print certificates showing these "passed" sections.

# THE CURRICULUM of

Training  
Software  
that speaks  
for **IT**self



## **FIRST STEPS** XP

*Including*

## **QUICK START**



## First Steps<sup>XP</sup> Advanced: Contents

*The following four pages outline the contents of First Steps<sup>XP</sup> and Quick Start Advanced. The content of the standard versions is basically the same, but the language used is simplified. The section "Optimising your workspace" has been left out of the standard versions as it is not relevant to the intended audience. Following the list of contents are examples from the various sections.*

The program starts with an introduction and small menu that is shown on the first 3 occasions the program is run only. It explains how to use the program and how to switch it off – a very important concept for new users. The items on the small introductory menu are:

1. Main Menu
2. How to switch off
3. Exit
4. Help

The topics on the Main Menu are:

1. Getting started
2. What's inside your computer?
3. Talking to your computer
4. Running your computer
5. Using the Internet
6. Optimising your workspace
7. Taking care of your computer
8. Customising and upgrading your computer
9. How to get the most from your PC

*Note that item 9 does not show until buttons have been taught, so that items 9 and 0 are Help and Exit. These move onto buttons after that section has been covered. Also, once a topic is covered, its reference on the Menu changes colour.*

Each selection on the Main Menu takes you to a sub-menu.

**The following pages show the contents of each sub-menu:**

The contents have been signposted to the **OCR Level 1 Certificate for IT Users (New CLAIT) qualification**. The core unit is well covered and some others are touched on. **The numbers following the topics indicate the OCR reference.**

### Getting Started

1. Using the mouse ..... *Units 1.1a,b, 1.2a*
2. The Desktop..... *Unit 12.8*
3. Shutdown procedure..... *Units 1.1f, 12.8*
4. Who's in charge?
5. Test
6. Help
7. Return to Main Menu

### What's Inside Your Computer

1. Hardware ..... *Units 12.1, 12.2, 12.3*
2. Data storage ..... *Unit 12.2*
3. Software..... *Units 12.5, 12.6, 12.7*
4. Test

### Talking To Your Computer

1. Mouse ..... *Unit 12.2*
2. Keyboard..... *Units 1.3a,b,c, Unit 12.2*
3. Cursor control ..... *Units 1.3a,b,c,d*
4. Mouse alternatives..... *Unit 12.2*
5. Audiovisual input..... *Unit 12.2*
6. Test

### Running Your Computer

1. Working with the Desktop ..... *Units 1.1c, 1.2b, 1.5, 12.1, 12.8, 12.9, 12.10, 13.1, 13.2*
2. Window controls..... *Units 12.8, 13.2*
3. Creating shortcuts..... *Unit 12.8*
4. Managing folders and files ..... *Units 1.1, 1.2b,c, 1.5, 13.3*
5. Getting Help..... *Unit 12.8*
6. More commands and techniques.. *Unit 12.8*
7. Test

### Using the Internet

1. What is the Internet?
2. Making the connection..... *Units 3.1, 12.4*
3. Finding things on the Internet ..... *Units 3.1, 3.3, 14.6, 14.7*
4. Communicating on the Internet..... *Unit 1.1a,b*
5. Electronic commerce
6. Security and filtering ..... *Units 14.10, 14.11*
7. Constructing your own Web page
8. Test

### Optimising your workspace

1. Workstation ..... *Unit 1.1*
2. Lighting ..... *Unit 1.1*
3. Working position ..... *Unit 1.1*
4. Display ..... *Unit 1.1*
5. Other equipment and wiring ..... *Unit 1.1*
6. Information materials
7. Test

### Taking care of your computer

1. Keeping your computer safe ..... *Unit 14.7*
2. Hardware maintenance ..... *Unit 14.7*
3. Looking after your hard disk ..... *Unit 14.7*
4. Computer viruses and antivirus ..... *Unit 14.7*
5. Backing up your files ..... *Unit 14.7*
6. Test

### Customising and upgrading your computer

1. Customising your Desktop ..... *Unit 1.1c*
2. Control settings
3. Customising programs
4. Enhancing the Operating System .... *Unit 12.9*
5. Installing new software..... *Unit 1.1d*
6. Adding and upgrading hardware
7. Test

## How to get the most from your PC

1. Recreation..... *Unit 14.9*
2. Education and career ..... *Unit 14.9*
3. Help with paperwork ..... *Unit 14.9*
4. Running a business ..... *Unit 14.9*
5. Test

**There is also another sub-menu accessed from the main menu (once buttons are explained) or by pressing Ctrl+V**

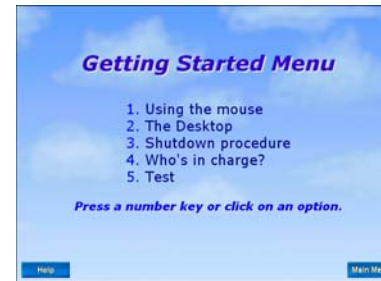
1. Glossary (*glossary words can also accessed by clicking highlighted words in the text*).
2. Print glossary
3. Print certificate
4. Customise program
5. Additional information

**The following may be customised:**

1. Turn sound effects on/off
2. Turn speech on/off
3. Turn auto-speech on/off
4. Display in full screen/window
5. Turn "do earlier sections first" prompts on/off
6. Hide buttons until "using mouse" completed/Always show buttons
7. Clear current scores and progress record

**The following pages of this section show some examples of the screens within the various sections:**

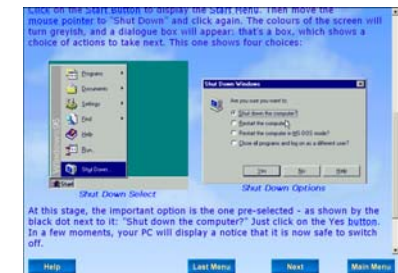
# Topic 1: Getting Started



**Getting Started** will lead any one new to the world of computing – even with no knowledge of how to use a mouse – through a series of interactive exercises to become competent in the basic skills.

Learners will discover how to control the mouse and confidently navigate around the Windows environment.

Along with terminology etc. they will learn sufficient to embark confidently on other courses such as ECDL etc.



# Topic 2: What's Inside Your Computer?

**What's Inside Your Computer Menu**

Let's keep this section simple! The aim is not to turn you into a computer expert, but only to make you familiar with a few important words that you will encounter in Quick Start, or at some time while learning to use your PC.


1. Hardware
2. Data storage
3. Software
4. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

**Central Processing Unit (CPU)**

This is the "heart" of your PC, located on the motherboard. It is like an incredibly fast and powerful calculator, controlling everything that the computer does.



CPU

**Pentium**

The latest generation of Personal Computers. Pentium 4 is more powerful than Pentium III, which had more power than Pentium II, etc. Previous generations of PCs, now obsolete, were called 286, 386 and 486. The word "Pentium" has to do with an ancient word meaning "five", and is used instead of the number 586.

All these generations of computers are known as IBM PCs or IBM-compatible

Help Last Menu Next Main Menu

# Topic 3: Talking to Your Computer

**Talking To Your Computer Menu**

Any piece of equipment which allows you to enter data or instructions into your computer is called an input device. Your PC is an interactive machine: it responds to what you tell it to do. It will usually show you what to do next or present you with a number of options.

1. Mouse
2. Keyboard
3. Cursor control
4. Mouse alternatives
5. Audiovisual input
6. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

**A keyboard**

The characters on the keyboard are laid out according to the "QWERTY" system, which takes its name from the first five letters on the top row of alphabetical keys. When running a word-processing program, pressing one of these keys displays the character on screen in lower case, or small print (a, b, c, etc.).

Try some typing now by typing the word "quick". The letters will appear below as the keys are pressed. The keys you need are shown below.



Q U I C K keys

Click the "Next" button to continue.

Help Quick Last Menu Next Main Menu

**File**

Simply any body of information stored under a single heading in a computer's memory or on a disk. For example, a letter written on your PC can be stored as a text file.

**Kilobyte (Kb)**

A way of measuring quantities of data, especially the size of files: the amount of disk space or memory they take up. 1,024 Kilobytes = one Megabyte.

**Folder**

A folder is a way of grouping some files together under one heading and keeping them separate from others, just as a cardboard folder can be used to hold documents related to each other. Computer folders can be opened or closed just like cardboard ones. When opened, they display on screen what files they contain.

**Program**

A program is a special type of file containing a set of instructions to the computer to perform a certain task. These instructions are expressed in a language the computer can understand, called machine code. If you want to play a game on your PC, for example, you first have to tell the PC to run the

Help Last Menu Next Main Menu

**What's Inside Your Computer?**  
Describes the important components and explains the necessary technical words that computer users' meet.

actions, but the rest of the text will be shifted back or forwards to fit in the changes. Using the Delete key (to the right of the Return key) deletes characters coming after the cursor, whereas the key above the Return key (with a left arrow) deletes characters coming before the cursor.

To make the cursor jump to a different position on the page, just click with your mouse on the spot where you want it to go. Alternatively, use the four cursor keys which can be found in a group at the bottom right of the keyboard, labelled with arrows pointing up, down, left and right.



Cursor and Delete keys

Edit the text in the box below so that the first line reads "Quick" and the second line reads "Start!"

Click the "Next" button to continue.

Help Quick Start! Last Menu Next Main Menu

**Talking to Your Computer** shows how to use the keyboard for entering and editing text and describes other input devices that are available.

Learners will be able to confidently converse about their equipment and know the meaning of words used in areas like adverts and instruction manuals.

**Gigabyte (Gb)**

A method of measuring large quantities of data, especially the storage capacity of a hard disk. Examples: 20 Gigabyte, 40 Gb. The more Gigabytes, the greater the capacity of the disk.

**Memory**

The PC's internal memory is where it stores information that it needs to use while operating. As soon as your computer is turned off, the data is lost from memory. When you switch it on again, it begins by copying data stored on the hard disk back into the memory: that's why you hear a "chattering" noise from the disk at first.

Internal memory is called "RAM", for "Random Access Memory", because the PC can find any data it wants at any time from any part of memory.



RAM

Help Last Menu Next Main Menu

Learners will master the keyboard and discover other ways to input data.

**A Joystick**

**Touchpad**

Touchpads or graphics tablets: there are many variations on this device, but the principle of it is a touch-sensitive surface, across which you move a finger or stylus to operate the mouse pointer, or draw on the screen.



A touchpad

Click the "Next" button to continue.

Help Last Menu Next Main Menu

# Topic 4: Running Your Computer

# Topic 5: Using the Internet

**Running Your Computer Menu**

This section is about the day-to-day operation of your PC.


1. Working with the Desktop
2. Window controls
3. Creating shortcuts
4. Managing folders and files
5. Getting Help
6. More commands and techniques
7. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

**Using menus**

If you know the name of the file, select "Search" (or "Find") on the Start Menu, then "Files or folders..." on the menu that appears. Type in the name and click on "Search Now" (or "Find Now").



Select Find Find Files

Another way you can find a particular document is to select "Documents" from the Start Menu. This is the equivalent of the "My Documents" icon mentioned above. Point to the arrow beside the title: a list of documents in the folder will appear.

Help Last Menu Next Main Menu

**Creating shortcuts**

To go as quickly as possible to your folders, workfiles, and the programs you use most often, you need to have icons representing those files or folders on the Desktop. These icons are called shortcuts.

To create a shortcut, first find the file or folder using "Search" (or "Find") on the Start Menu, or by running Windows Explorer. Then position the mouse pointer on its name and press the right mouse button. A small menu will appear next to the pointer. Click on "Create Shortcut", and a shortcut icon will be created. This looks like the original icon, except for a little arrow symbol added to mean "shortcut", and the title reads "Shortcut to..." (original name).



Help Last Menu Next Main Menu

*Running Your Computer* guides learners around the Windows environment giving useful tips on controlling Windows and file handling.

On completion of this topic, learners will be at a level where they can competently use software and manage files.

**Managing folders and files**

Sometimes, you may want to reorganise your files to make them easier to use, by moving them into new folders, or from one folder to another, or by clearing out old ones you don't need which are just cluttering up a folder. This can be done on the Desktop, or by running Windows Explorer. To manage files on the Desktop, you must be able to open their folders directly through shortcuts: to find out how to create a shortcut, see Part 3.

**Create a folder**

**On the Desktop:**

With the mouse pointer on the background, press the right mouse button, then select "New" and click on "Folder". A new folder - not a shortcut - will appear on the Desktop, and you can rename it immediately by typing the desired name and pressing Return.



Help Last Menu Next Main Menu

**Using the Internet Menu**

The Internet is a whole new marvellous world to explore. As with any unfamiliar territory, it helps to know your way around. That's what this section is about.

1. What is the Internet?
2. Making the connection
3. Finding things on the Internet
4. Communicating on the Internet
5. Electronic commerce
6. Security and filtering
7. Constructing your own Web page
8. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

telecommunications. To be part of it, a computer must have the hardware necessary to communicate with other computers along a phone line. This involves converting information from your PC into signals that can travel down the line, and signals arriving in the opposite direction into data the PC can understand. The equipment that does this job is called a modem, router, or transceiver, but software is also needed to control the connection.



Individual computer users subscribe to an ISP (Internet Service Provider), such as AOL (America On Line), Freeserve and CompuServe. Some cost nothing to join, others charge a monthly fee. When you subscribe, the ISP will provide you with free connection software. ISPs are equipped with high-powered computers known as servers. All

Help Last Menu Next Main Menu

**Making the connection**

Most computers are sold "Internet-ready": that is, they can be plugged into the phone system and linked to the Internet immediately. They may also have the software needed to subscribe to a particular ISP, but you may wish to choose one for yourself.



Internal And External Modems

If so, finding a suitable ISP is made as easy as possible by the ISPs themselves: they advertise on TV, in newspapers and magazines. If you need guidance on which to join, computing magazines occasionally have article comparing the choices available. Once you've decided, simply phone the company: it will send you a free CD-ROM with the Internet connection software.

Installing the program is also made as easy as possible. When you insert the CD-ROM in the drive, the installation should start itself, and guide you through the nuances of setting your PC ready for Internet connection. All complete

Help Last Menu Next Main Menu

*Using the Internet* describes the web, shows how to connect to it and then use it safely for a whole variety of applications.

The amazing world of electronic communications and discovery will be accessible to learners completing this topic.



When you go on-line, your ISP will probably direct you immediately to its own Website, which may have its own Internet search engine. There are others, but they're not difficult to find: just enter "search engines" into the search engine.

Help Last Menu Next Main Menu

## Topic 6: Optimising your Workspace

## Topic 7: Taking Care of Your Computer

**Optimising your workspace**

Let's now take a moment to look at your environment. The better you set it up, the easier it will be to operate your PC and the longer you'll be able to spend on it without discomfort. An unsuitable setup can cause aches, strains and accidents to yourself and others, faults and possible damage to your PC.

1. Workstation
2. Lighting
3. Working position
4. Display
5. Other equipment and wiring
6. Information materials
7. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

**Lighting**

There should be enough light to see the keyboard and work surface, but not shining directly in your eyes or reflecting brightly from the screen, as this could cause eye strain. Large windows which let soft daylight fill the room, or a low-wattage desk-lamp directed down onto your work area at night, are two examples of suitable lighting.

Click the "Next" button to continue.

Help Last Menu Next Main Menu

**Taking care of your computer**

1. Keeping your computer safe
2. Hardware maintenance
3. Looking after your hard disk
4. Computer viruses and antivirus
5. Backing up your files
6. Test

Press a number key or click on an option.

Help Last Menu Next Main Menu

containing your software, in a safe place separate from your PC, so they are unlikely to be stolen or damaged at the same time.

Another solution is to have a removable hard disk caddy installed. This is a box into which your hard disk is fitted, which slots into the front of the base unit and makes an electrical connection inside. The caddy can be unplugged when not in use and put away in a safe place. Do not fit the device yourself if you're not sure what you're doing; ask your dealer to install it for you. A PC is worth much less without its hard drive, so it should be less attractive to a thief.



Removable Drive

Click the "Next" button to continue.

Help Last Menu Next Main Menu

**Working position**

Your seat should allow you to sit with both feet flat on the floor, and give good support to your back. When you sit at your desk, the level of the work surface should be just above the height of your elbows. You should be able to reach the keyboard and mouse without strain, and any peripherals which you use regularly should be within easy reach.

Click the "Next" button to continue.

Help Last Menu Next Main Menu

*Optimising your workspace* shows how you should set-up your equipment for the most comfortable and safe use.

**Disk Defragmenter**

Located in the same menu as Scandisk, Defragmenter is another utility designed to keep your hard disk in good condition, and should be run regularly also. Your PC occasionally needs to store information from memory temporarily on the hard disk, which can involve rearranging the contents: this is a normal operation. Although the drive runs okay in this condition, it has to work harder to locate information, so gradually becomes less efficient.



Defragmenter

Defragmenter restores blocks of data which belong together, to the same physical area of the disk, making them easier to find. The program also checks the drive for errors before beginning the process.

Click the "Next" button to continue.

Help Last Menu Next Main Menu

*Taking Care of Your Computer* details how you should take care of your equipment – both hardware and software.

The advice will allow learners to spend more time at their computer without discomfort.

**Display**

Your computer monitor should be located more or less facing you, so you don't have to strain your neck to see it. It should be just below eye level, and at a comfortable distance to be viewed clearly with spectacles or contact lenses if worn. If you find the glare of the screen uncomfortable, you can adjust the brightness of the display using the screen controls, or fit it with an anti-glare filter.



Monitor Position


Click the "Next" button to continue.

Help Last Menu Next Main Menu

Learners will discover the importance of backing up work, defragging drives and looking after equipment in many other ways.

**Zip drive**

This is an external unit which saves your files on high-capacity removable disks.



Zip Drive

Help Last Menu Next Main Menu

# Topic 8: Customising and Upgrading Your Computer

# Topic 9: How to get the most from your PC

**Customising and upgrading your computer**

When you're familiar with the basic technique of operating your PC, you may wish to customise it or adjust the way it responds to instructions or presents information. You may also want to enhance your system with new and powerful hardware and software. Here are some of your options:

1. Customising your Desktop
2. Control settings
3. Customising programs
4. Enhancing the Operating System
5. Installing new software
6. Adding and upgrading hardware
7. Test

Press a number key or click on an option.

Help Last Menu Main Menu

**Customising your Desktop**

We've seen how shortcuts can provide faster access to files and programs (see Section 4, Part 3). Here is a summary: workfiles, such as text documents, can be moved out of folders onto the Desktop where they can be opened directly, using simple Drag and Drop. The same applies to entire folders of data files, but not to programs: dragging a program icon to the Desktop creates a shortcut. This is a sort of remote-control icon: double-clicking on it starts the program in its original folder.

You can create a shortcut to any file or folder, using the command on the right mouse button menu. You can cover the whole Desktop background with shortcuts and arrange them in any order you wish with Drag and Drop.



Help Last Menu Next Main Menu

**The View Menu**

In folder windows, this menu allows you to rearrange the folder contents and change the way they are displayed: as icons, or as a list of printed details. In programs, it enables the user to customise the window according to which functions they use most often. For instance, it may include the option of displaying a Toolbar or Button Bar; these are rows or columns of buttons which perform certain functions just by clicking on them.



Help Last Menu Next Main Menu

**Customising and Upgrading Your Computer** gives learners an insight into the many ways their equipment can be personalised and improved.

Learners discover how easy it is to give their computer a personal feel and add new peripherals to the system.

of the Operating System. Windows has a large collection of drivers to suit all sorts of hardware, but not all. If it can't find a driver of its own, it will ask for one supplied by the manufacturer on floppy disk or CD-ROM.

There are three main types of data cable connection between PCs and peripherals: serial, parallel and USB (Universal Serial Bus). Part of the specification of external equipment is which type of connector they have. Each type plugs into a data socket of the same type at the back of the base unit, called a 'port'.



USB, Parallel and Serial Connectors

If the connector is USB, you can plug it into your PC without switching it off. If it is serial or parallel: first ensure you've switched your PC off, then connect up the equipment as shown in the instruction manual supplied with it. Make sure the data cable joints are tight, and the power lead plugged in. Now switch on the computer and new hardware. However, if you can't find the correct port to plug the cable into, or have any doubts about doing it yourself, contact your dealer for help.

Help Last Menu Next Main Menu

**How to get the most from your PC**

What can your PC do for you now? What benefits could it have on your future? Here are a few ideas:

1. Recreation
2. Education and career
3. Help with paperwork
4. Running a business
5. Test

Press a number key or click on an option.

Help Last Menu Main Menu

**Recreation**

**Games**

There is a huge range of games for the PC, from the simple ones such as "Solitaire" that are supplied with Windows, to the latest 3D interactive adventures which you see in computer stores. For some of them, you may need a "joypad", which is a combination of joystick and firing-buttons or, for motor-racing games, a simulated steering-wheel and foot-pedals. Certain devices may require a special connection to your PC: check with your supplier for information.

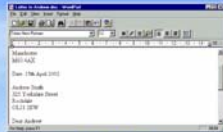


Game demo's (demonstrations) are a regular feature of the free CD-ROMs on the cover of computing magazines. They are shortened versions of new games which also feature on the full version. Complete your PC setup.

Help Last Menu Next Main Menu

**Correspondence**

You may be the kind of person who still enjoys writing letters by hand, but if your handwriting is not pretty, then you will welcome the opportunity to use a word-processing program on your PC. WordPad is a simple example which you can start from the Accessories Menu, but there are many more to choose from.



Writing a letter

Communicating by letter consists of typing it on a computer, printing it, putting it in an envelope, addressing it and writing for it to reach. This correspondence can be done on a computer.

Help Last Menu Next Main Menu

**How to get the most from your PC** explains how you can use your computer effectively for work or leisure.

This topic supplies students with ideas for uses of their PC so, with the knowledge gained from *First Steps<sup>XP</sup>* or *Quick Start*, they can make the most of the technology available.

**Accounts**

Any business needs to keep accounts, and there is no shortage of clever software with many years of development behind it, to assist you in this task. Accounting software combines financial data from your bank account, and your customer and supplier databases, to work out your business income and expenditure at the end of each year, finally producing a statement of profit or loss.



Accounts

Business software is always designed to allow for the expansion of the company, and the high storage capacity of your hard disk means that the size of your customer database is almost unlimited. Also, if you look on more staff, you would find a wide choice of programs available to work out their pay and taxes.

Help Last Menu Next Main Menu

# THE CUSTOMISING

*for clients of*

Training  
Software  
that speaks  
for **IT**self



## **FIRST STEPS** XP

*Including*









## **QUICK START**



# Client Customisation:

*A unique branded product*

*First Steps<sup>XP</sup> and Quick Start can both be branded for clients in many ways including:*

-  *Branded introductory logo page (animations etc. are possible)*
-  *Corporate logo can be inserted on scrolling backgrounds*
-  *Corporate logo, contacts etc. can be on the certificate*
-  *The number of users allowed can be limited as required*
-  *Installed, CD or Network versions (or combinations) can be supplied*
-  *The fonts can be changed (size, face and colour)*
-  *The background can be completely changed to suit corporate image*
-  *Hyperlinks can be added anywhere to take learners to other areas.*

# Client Customisation:


*A unique branded product*

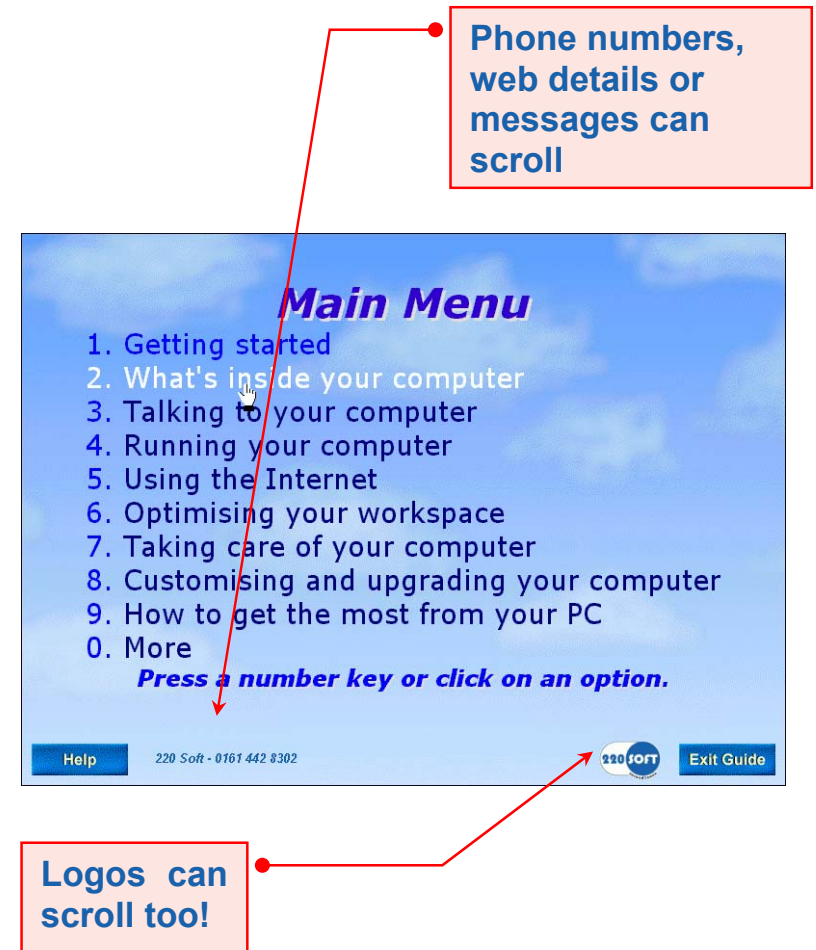
 **Branded introductory logo page (animations etc. are possible)**



# Client Customisation:

*A unique branded product*

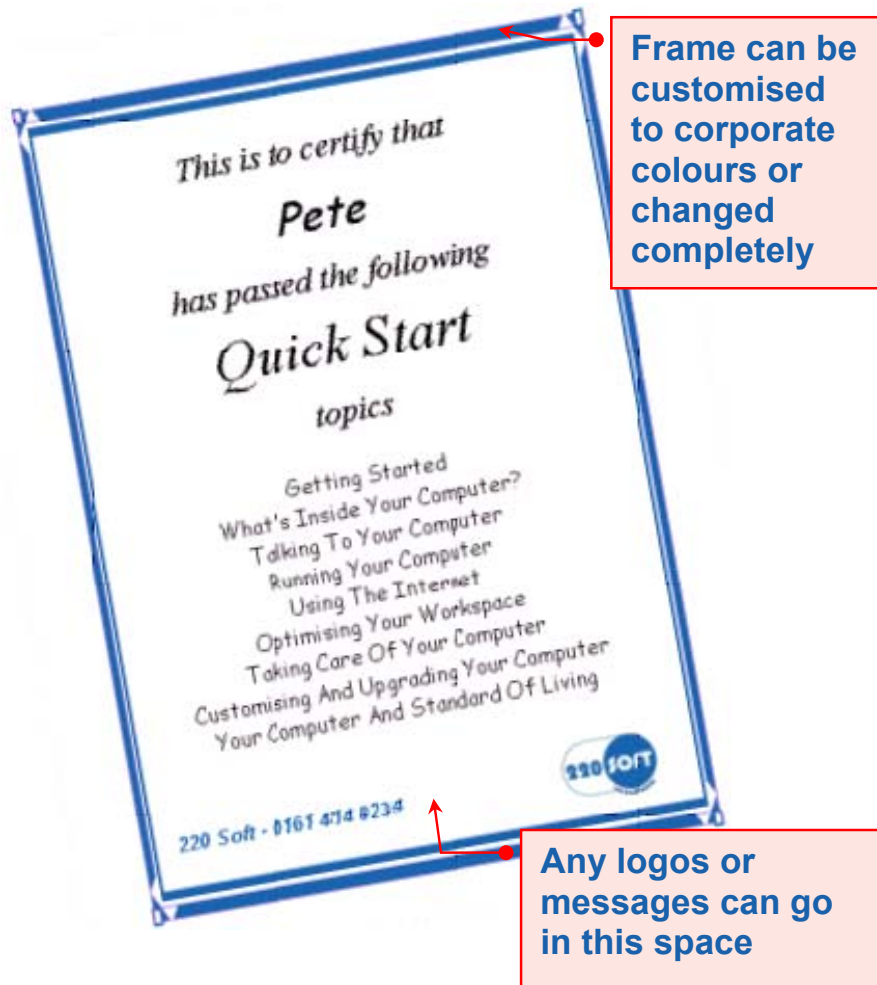
 **Corporate logo can be inserted on scrolling backgrounds**



# Client Customisation:

*A unique branded product*

📄 Corporate logo, contacts etc. can be on the certificate



# Client Customisation:

*A unique branded product*

📄 The number of users allowed can be limited as required



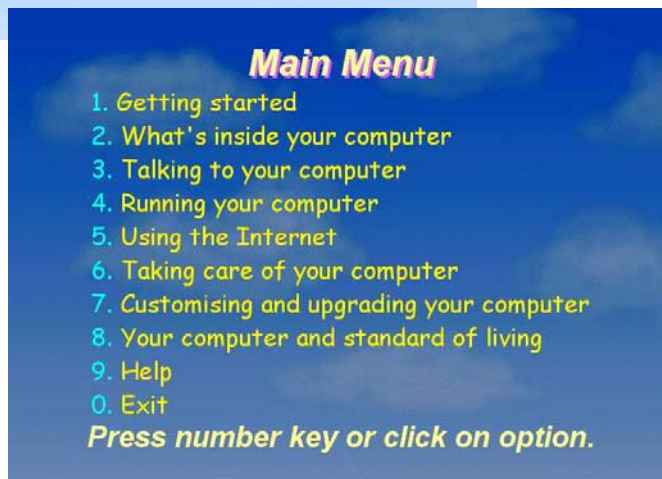
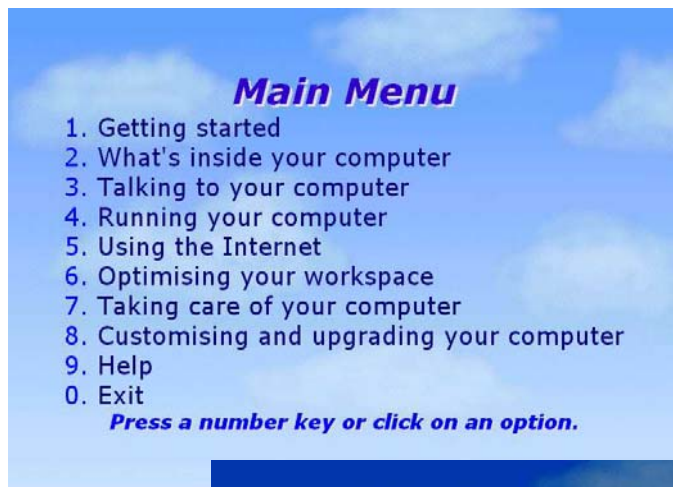
This version has been limited to 4 users.

Anything from one user to an unlimited number is possible.

# Client Customisation:

*A unique branded product*

 *The fonts can be changed (size, face and colour)*




# Client Customisation:

*A unique branded product*

 *The background can be completely changed to suit corporate image*



**Any colour or background image can be used (providing the text colours clearly show on it).**

 *Hyperlinks can be added anywhere to take learners to other areas.*

For example, a link to a client's own word-processing course could be inserted when the learner understands the basics, or a complete list of courses could be linked from the end.

# THE WORKSHEETS

for

Training Software that speaks for ITself



# FIRST STEPS XP

Including

# QUICK START

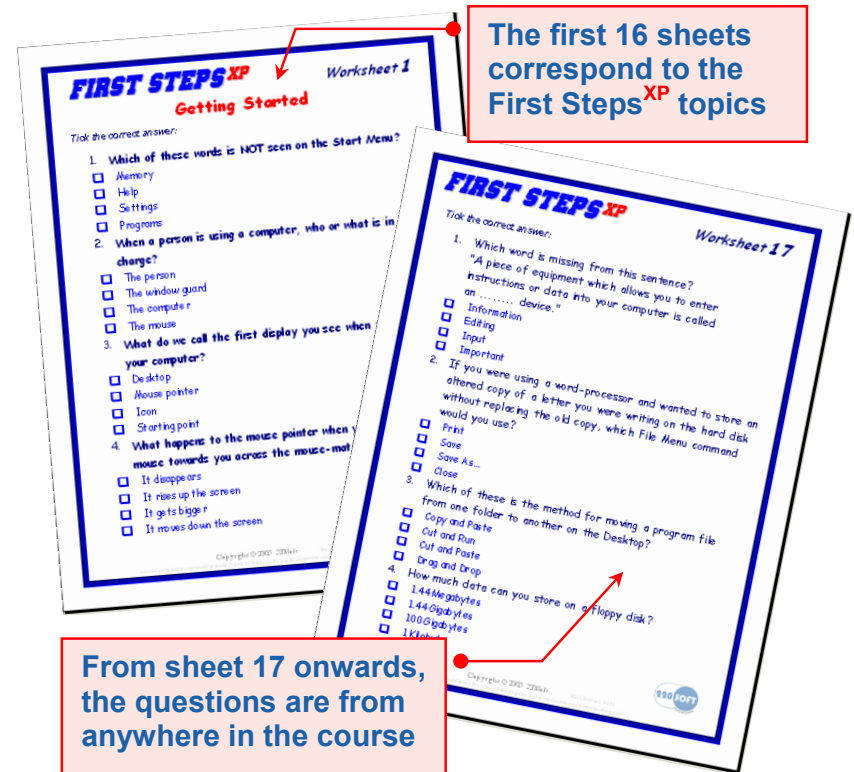


# Worksheets

Supplied with First Steps<sup>XP</sup> and Quick Start

First Steps<sup>XP</sup> and Quick Start are supplied with 32 worksheets to test the learner's understanding of computer basics. For learners, the answers to all the questions can all be found in the software and, for tutor convenience, answers are supplied.

The first 16 (18 Advanced) worksheets are based on the various sections of the courses (two each section) and for help you can select, from the program menu, the area corresponding to the title of the sheet. Sheets 17 to 32 (19 to 36 Advanced) have mixed questions that come from anywhere in the course.

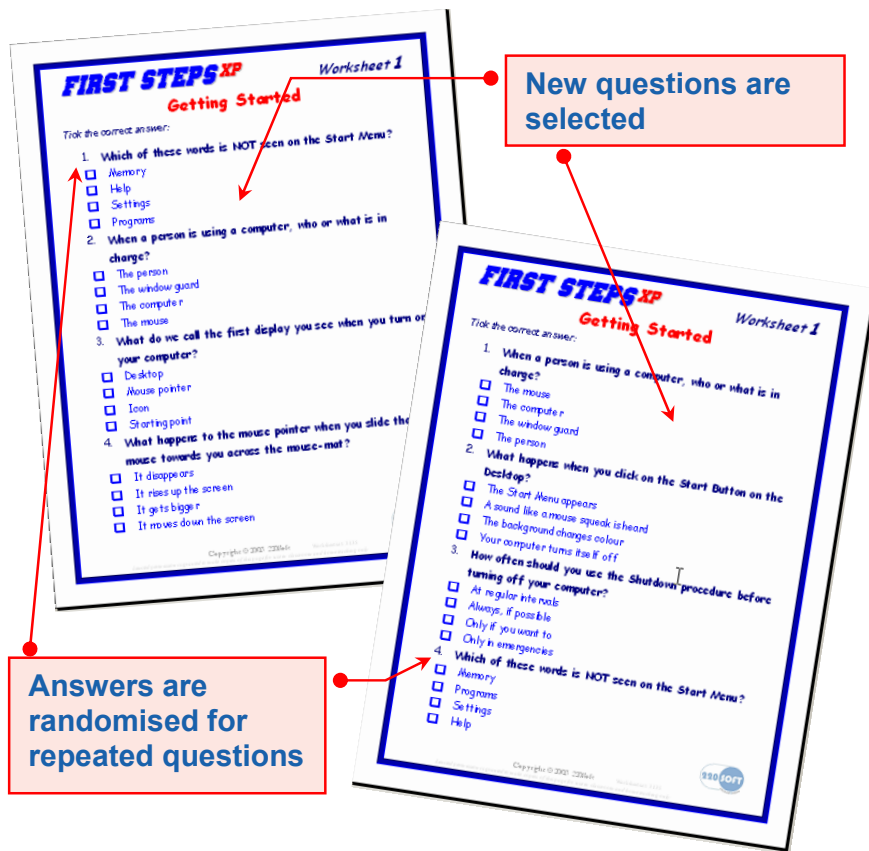


# Worksheets

## First Steps<sup>XP</sup> RANDOM worksheets

The worksheets can be printed in four random layouts and with an infinite number of variations of arrangement of the questions and answers.

It is possible to randomise just the answers, just the questions or to have complete randomisation. This means the “same” sheet can be given to a learner after a few days to ensure the knowledge has been retained.



# For licensing details

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