



# Mavis Beacon TEACHES **Typing**<sup>®</sup>

VERSION 20

## USER GUIDE

*Mavis Beacon*



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## **SYSTEM REQUIREMENTS**

*Mavis Beacon Teaches Typing* runs on most home computers, but you will need to make sure your computer has the minimum required hardware to support the program before installing it. Use the list below to find out if your computer is able to run *Mavis Beacon Teaches Typing*. Once you are sure that your hardware can support the program, you may install and run the program.

### **Windows® System Requirements**

Minimum requirements:

- Windows Vista and XP SP2
- Pentium III® 700 MHz or higher
- 128 MB of RAM/512MB of RAM (Vista)
- 300 MB of free hard-disk space
- Resolution 1024x768
- CD/DVD-ROM drive
- Internet connection
- Windows-compatible sound card
- Windows-compatible mouse
- Adobe Acrobat Reader

### **Macintosh® System Requirements**

Minimum requirements:

- Mac OS 10.4 and later
- PowerPC G4, G5, and Intel 800 MHz or faster
- 1.2-GHz G3 processor or faster
- 256 MB of RAM
- 300 MB of free hard-disk space
- Resolution 1024x768
- CD/DVD-ROM drive
- Internet connection
- Adobe Acrobat Reader

### **Optional System Support**

- Internet access
- Color printer with 300 dpi or better

In the interest of product improvement, information and specifications represented herein are subject to change without notice.

## INSTALLING MAVIS BEACON TEACHES TYPING

*Mavis Beacon Teaches Typing* installs on your computer's hard drive. You need at least 300 MB of free space on your hard drive to complete the installation. For the best results, close all other programs and applications before starting the installation.

Follow the instructions below to install the program. There are separate instructions for installing on Windows and Macintosh operating systems. Both sets of instructions assume that the AutoPlay feature on your CD-ROM drive is active.

### Windows<sup>\*</sup>

1. Insert the *Mavis Beacon Teaches Typing* CD in your computer's CD-ROM drive.
2. Before you can complete the installation process, you must accept the terms of the license agreement. You may print the agreement on this screen for your records. Once you have accepted the terms of the agreement, click **Next** to continue.
3. The installer automatically selects a Destination Folder for the program. Click **Change** if you want to install the program in a different folder. Click **Next** to continue the installation.
4. Click **Install** to install the program. Click **Back** to return to the previous screen. (You may click **Cancel** at any point during the installation to cancel the installation.)
5. Once the installation is complete, click **Finish** to exit the installer. (The setup program places Mavis Beacon file icons on the Start menu, below the Broderbund program group.)
6. To run the program after installation, select the Start menu and point to:
  - Broderbund
    - *Mavis Beacon Teaches Typing*
      - *Mavis Beacon Teaches Typing*

### Macintosh<sup>\*</sup>

1. Insert the *Mavis Beacon Teaches Typing* CD in your computer's CD-ROM drive.
2. Before you can complete the installation process, you must accept the terms of the license agreement. You can print the agreement on this screen for your records. Once you have accepted the terms of the agreement, click **Agree** to continue.
3. Click **Install** to install the program. Click **Quit** to return to the previous screen.
4. You must select a Destination Folder for the program. We recommend selecting **Applications** from the list and clicking **Choose**.
5. Once the installation is complete, click **Quit** to exit the installer.
6. To start the program after the initial installation, double-click the program icon. The icon is located on the hard drive in:
  - Applications
    - *Mavis Beacon Teaches Typing* folder
      - *Mavis Beacon Teaches Typing* icon

### IMPORTANT:

You must have Adobe<sup>\*</sup> Reader on your computer for *Mavis Beacon Teaches Typing* to operate correctly.

## UNINSTALLING MAVIS BEACON TEACHES TYPING

### Windows<sup>\*</sup>

If you want to uninstall *Mavis Beacon Teaches Typing* in a Windows operating system, follow the instructions below.

1. Select the Start menu and point to:
  - Broderbund
    - *Mavis Beacon Teaches Typing*
      - Uninstall *Mavis Beacon Teaches Typing*
2. Click **Yes** in the confirmation dialog box.

### Macintosh<sup>\*</sup>

If you would like to uninstall *Mavis Beacon Teaches Typing* in a Macintosh operating system, follow the instructions below.

1. Select the *Mavis Beacon Teaches Typing* program icon. The icon is located on the hard drive in:
  - Applications
    - *Mavis Beacon Teaches Typing* folder
      - *Mavis Beacon Teaches Typing* icon
2. Drag the program icon into the trash.

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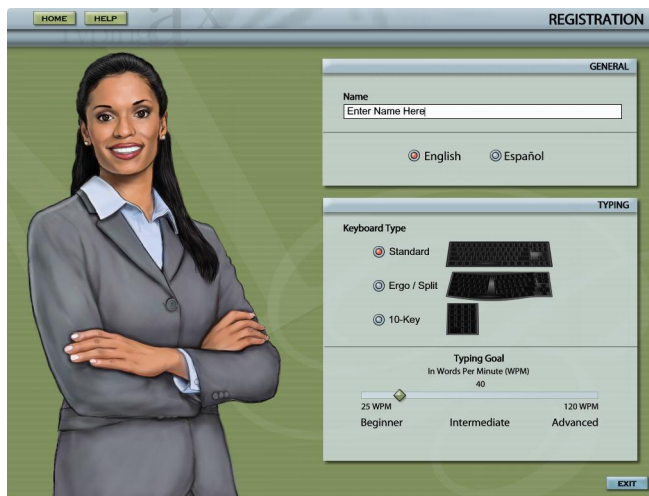


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## REGISTERING A NEW USER

*Mavis Beacon Teaches Typing* is a software program that teaches typing through a variety of lessons and games. You learn typing techniques that will help you to improve your speed, accuracy, and other typing skills. The first time you start the program the Registration screen walks you through the process of registering a new user.

1. When you first open *Mavis Beacon Teaches Typing*, you see the registration screen. On this screen, you can adjust language and typing settings for each user. If you are happy with the default settings, type your name in the Name field and click **OK**. This takes you directly to the Home screen where you can begin your lessons.



2. If you are not happy with the default settings, you can make your changes on the Registration screen. The language and typing settings for registered users can also be changed at any time on the Settings screen. The adjustable settings on the Registration screen include:
  - a. **Language:** This setting allows you to select the language that you want to use in the program. To make a selection, click the button next to your language preference. You can choose either **English** or **Spanish**.
  - b. **Keyboard Type:** This setting allows you to select the keyboard type that you want to use during your lessons. To make a selection, click the button next to the option that best describes the type of keyboard. The default setting is **Standard**, but you can also choose **Ergo/Split** or **10-Key**.
  - c. **Typing Goal:** This setting allows you to select your Words per Minute (WPM) goal for the curriculum. To make a selection, drag the slider to a challenging, yet attainable, goal. The default setting is 40 WPM, but you can set the slider for any value between 25 WPM and 120 WPM. (Your typing speed displays as Keys per Minute, or KPM, if you select the 10-Key option for your keyboard preference.)

**IMPORTANT:** Once you have obtained your goal, it is a good idea to adjust your WPM to a greater value so you can continue to be challenged.

3. After you are finished adjusting your settings, type your name in the Name field and click **OK** to continue. This takes directly to the Home screen where you can begin your lessons. Remember, you can change any of these settings later on the Settings screen.

## SIGNING IN AFTER YOU ARE REGISTERED

Once you create a user, *Mavis Beacon Teaches Typing* automatically saves your work. You may close the program at any time and continue from where you left off the next time you open it.

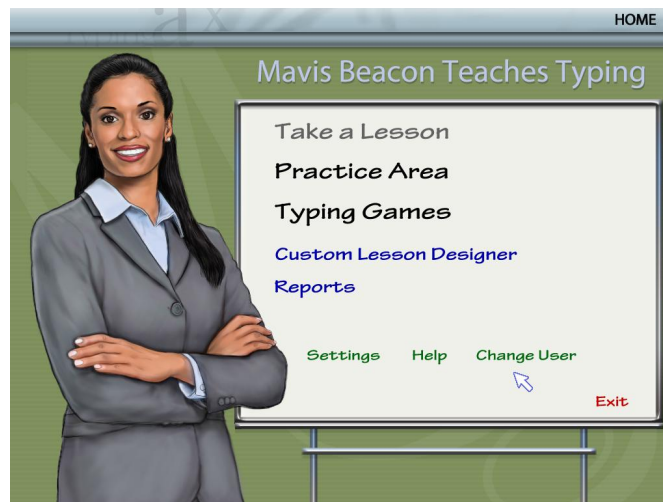
It's easy to return to a saved session. Follow the steps below.

1. Open the program.
2. Select your name from the Sign In list.
3. Click **OK**. The Home screen displays, and you can continue the program from where you left off.



## THE HOME SCREEN

Welcome to the *Mavis Beacon Teaches Typing* Home screen. From this screen, you can access all of the lessons, tools, and games available in the program.



## Home Screen Options

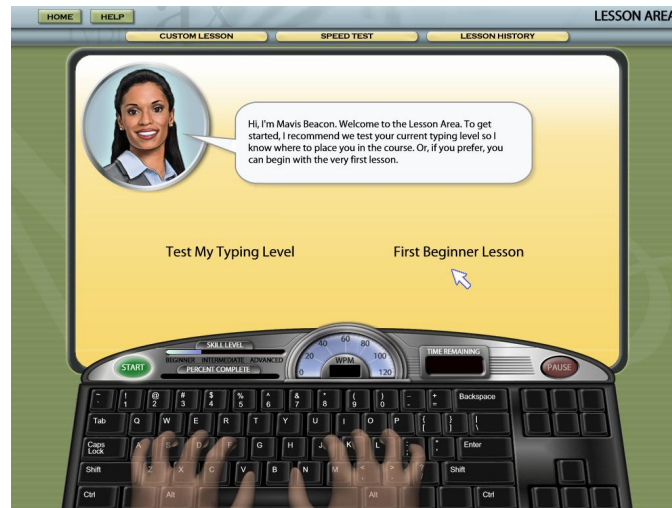
1. Click **Take a Lesson** to begin your typing lessons. This is a good place to start if it is your first time using the program. (See the Lesson Area section of this User Guide for more information.)
2. Click **Practice Area** to practice your typing skills. You can choose from a wide selection of practice lessons, or you can import your own text files. (See the Practice Area section of this User Guide for more information.)
3. Click **Typing Games** to play a typing game. You can choose from a variety of entertaining games that help improve your typing skills. Each game emphasizes a different set of skills, but they all focus on fun! (See the Typing Games section of this User Guide for more information.)
4. Click **Custom Lesson Designer** to create your own lessons. The Custom Lesson Designer allows you to create your own lessons from scratch with content from Mavis Beacon lessons or your own imported text files. (See the Custom Lesson Designer section of this User Guide for more information.)
5. Click **Reports** to view a detailed analysis of your typing progress. Check these reports often to keep track of your progress and find out which keys you need to practice on. (See the Reports section of this User Guide for more information.)
6. Click **Settings** to make changes to the look and feel of the program. Language and audio settings can also be adjusted on this screen. (See the Settings section of this User Guide for more information.)
7. Click **Help** to access the User Guide, Finger Positioning Guide, Credits, and the Broderbund Web site. You can also click **Help** at any time during the program to receive information about the screen you are currently viewing. (See the Help section of this User Guide for more information.)
8. Click **Change User** to sign in as a different user. (See the Registration section of this User Guide for more information.)
9. Click **Exit** to exit the program and return to your desktop.



**HINT:** You may return to the Home screen at any time by clicking the Home button located at the upper-left corner of most screens.

## TAKE A LESSON

You have two options the first time you select **Take a Lesson** from the Home screen. You can either take the diagnostic quiz to assess your typing ability or skip the test and begin with the first lesson in the curriculum. The section below has instructions for choosing these options.



1. Click **Test My Typing Level** or **Start** to take the diagnostic quiz and find out at which level Mavis Beacon thinks you should start the program. Begin the test by typing the words as they appear on the screen until a dialog box appears informing you that Mavis Beacon has determined your typing level. Once you have completed the test, you can begin your first lesson.
2. Click **First Beginner Lesson** to bypass the typing test. You immediately enter the Lesson Area at the Beginner level.

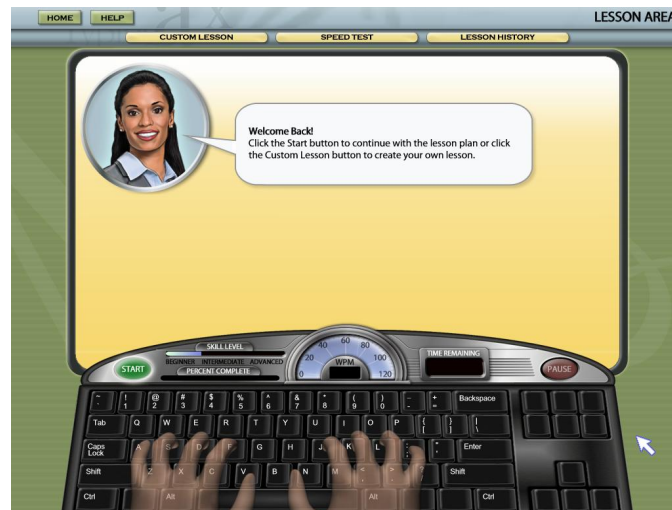
**NOTE:** If you choose to start the lessons at Beginner level, you will not have another opportunity to take the diagnostic quiz.

## Lesson Area

Once you have finished the diagnostic quiz or selected **First Beginner Lesson**, you can begin your first lesson. Mavis Beacon selects typing lessons that are appropriate for your skill level.

During a lesson, you have access to several options:

- Click the Start button or the Enter key on your keyboard when you enter the Lesson Area to take the next lesson in the curriculum.
- Click the Pause button to pause a lesson. On the Pause menu, you can select **Resume**, **Start Over**, or **End**.
- To take one of the lessons you created with the Custom Lesson Designer, click the **Custom Lesson** button (also referred to as the Custom Lesson tab) at the top of the screen.
- Click **Speed Test** at the top of the screen to test your typing speed. You can choose from Mavis Beacon speed tests or tests you created with the Custom Lesson Designer.
- Click **Lesson History** to display the lessons, quizzes, or games that you have completed. You may choose to retake a lesson from this list by selecting the name of the lesson you would like to take and clicking **Start**. Click **Back** from the Lesson History screen to return to your current lesson.



## Lesson Dashboard

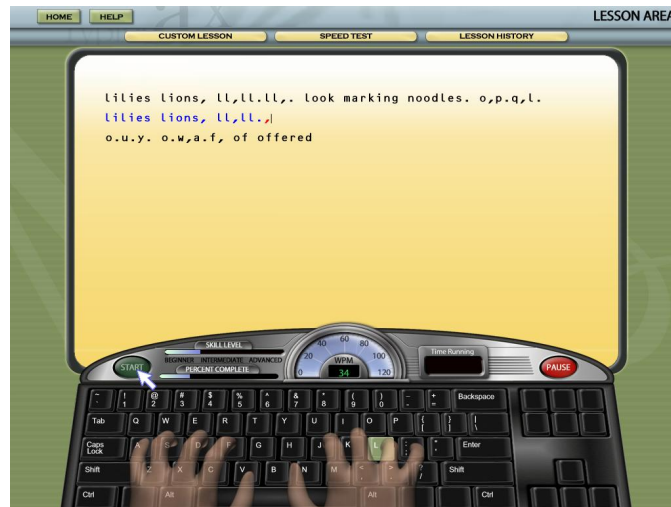
The Lesson Dashboard displays at the bottom of the screen whenever you are in the Lesson or Practice Areas. The Lesson Dashboard features several display elements to help guide you during your typing lessons:

- The Mavis Beacon Guide Hands show you where your fingers should be placed on your keyboard during typing lessons. You can turn this feature on and off in the Settings area.
- The WPM/KPM Gauge shows your typing speed. Your current speed is displayed on this gauge in WPM or KPM. You can turn this feature on and off in the Settings area.
- The Percent Complete meter, located on the left side of the Lesson Dashboard, shows how much of the typing lesson that you have completed. When the blue light reaches the end of the meter, you are finished with the lesson.
- During a timed typing lesson, the Time Remaining clock on the right side of the Lesson Dashboard shows how much time has passed since you started the lesson. You can turn this feature on and off in the Settings area.
- As you move through the program from the Beginner to Advanced level, the Skill Level meter shows the difficulty of each lesson.



## Typing Lessons

1. The Start button on the far-left side of the Lesson Dashboard lights up when the program is ready for you to begin the lesson. To begin typing, click **Start**. Type the characters as they appear on your screen until the lesson is finished. Standard mode is the default setting for displaying text in the typing lessons. In Standard mode, the characters display beneath and between the lines of lesson text. If you do not like the way the text displays, you can change the mode from **Standard** to **Overstrike** on the Settings screen. In Overstrike mode, the characters you type do not display between lines; they display above the lesson text.
2. If you want to take a break during a typing lesson, click the Pause button on the far-right side of the Lesson Dashboard. On the Pause menu, you can select **Resume**, **Start Over**, or **End**. The Start Over option returns you to the beginning of your current lesson and resets the WPM/KPM Gauge, Text, and Percent Complete meters, and Time Remaining clock. The Resume option returns you to the test, and the End option returns you to the Home screen. Your typing score and analysis information are only saved when the entire lesson is completed.
3. Once you have completed a lesson, you are shown your results.
4. To begin the next lesson, click **Start** or press the **Enter** or **Return** key on your keyboard. You must successfully complete section quizzes in order to progress through the typing lessons.
5. To access a previous lesson, click the Lesson History button at the top of the screen. On the Lesson History screen, you can select any of the last several lessons that you completed and click **Start** to retake it.





## Speed Tests

1. To take a speed test, open the Lesson Area and click the Speed Test button at the top of the screen. You must choose the text you want to use for your speed test. You can either click **Mavis Speed Test** to take a randomly-selected Mavis Beacon speed test, or select the title of one of your custom speed tests from the My Speed Tests list. If you select the title of a custom speed test, a description of the test will appear in the Lesson Description area.
2. Click **Start** when you are ready to begin the test. During the speed test, you may click **Pause** at any time to take a break. The timer stops while you are reviewing the Pause menu. Click **Start Over** to immediately restart the test, **Resume** to continue taking the test, and **End** to return to the Home screen.
3. After you complete your speed test, you may click **Print** to print a Certificate of Accomplishment. Click **Close** to return to the previous screen.



## Custom Lesson

(This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)

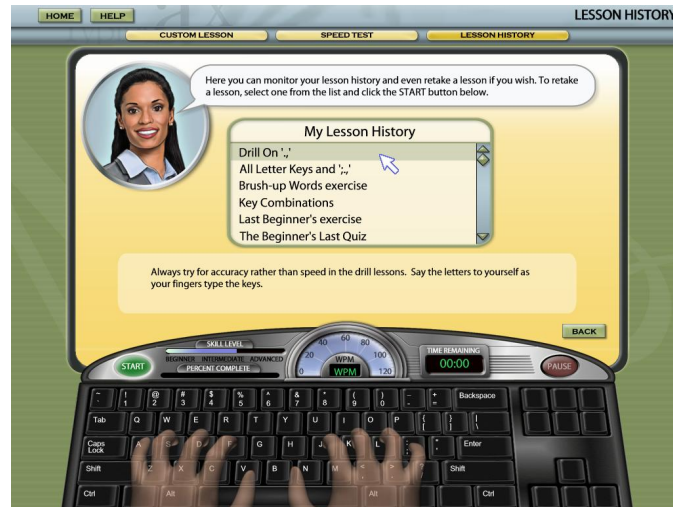
The Custom Lesson button at the top of the screen allows you to take one of the custom lessons that you created with the Custom Lesson Designer. You can view details about a lesson on the My Lessons list by selecting the lesson title and reading its summary in the Lesson Description area. Information, such as word count, time limit, and target speed, is listed in the Lesson Description area. The section below has instructions for taking a custom lesson.

- Select a lesson from the My Lessons list, and click **Start** to take a custom lesson.
- If you want to make changes to a custom lesson before you take it, click **Custom Lesson Designer** to move directly from the Lesson Area to the Custom Lesson Designer screen. (See the Custom Lesson Designer section of this User Guide for more information on this feature.)
- Click **Back** to return to the Lesson Area.



## Lesson History

If you want to review the lessons you have taken, visit the **Lesson History** screen by clicking the Lesson History button at the top of the Lesson Area. To view information about your performance on a particular lesson, click one of the lessons from the My Lesson History list. The information about the selected lesson displays in the area below the list. You can also re-take a lesson by choosing one of the lessons from the list and clicking **Start**. Click the **Back** button to return to the Lesson Area.



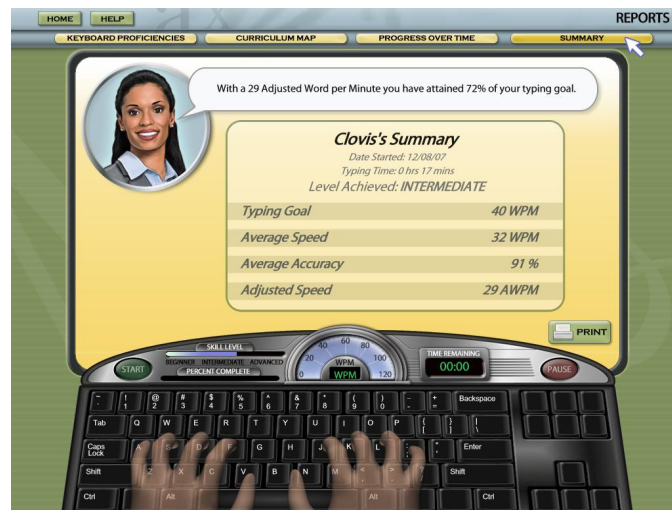
## REPORTS

*Mavis Beacon Teaches Typing* keeps track of your progress as you move through the program. Detailed information about your skill development and typing progress is available on the Reports screen of the program. To visit this screen, click **Reports** on the Home screen. A summary of your lesson progress displays. You can view different types of reports, including Keyboard Proficiencies, Curriculum Map, and Progress Over Time, by clicking the buttons across the top of the Reports screen. Click **Summary** to return to your Summary report, or click **Home** to return to the Home screen.

### Summary

To see an overview of your progress through the program, visit the Summary screen. This screen displays your current typing progress based on recent quiz results. This report contains the following information:

- your user name
- the date your lessons began
- the total time you have spent using the program
- your current typing level
- your Typing Goal
- your Average Speed
- your Average Accuracy
- your Adjusted Speed (this is your typing speed after it is adjusted for errors; it's measured in Adjusted Words per Minute, or AWPM).

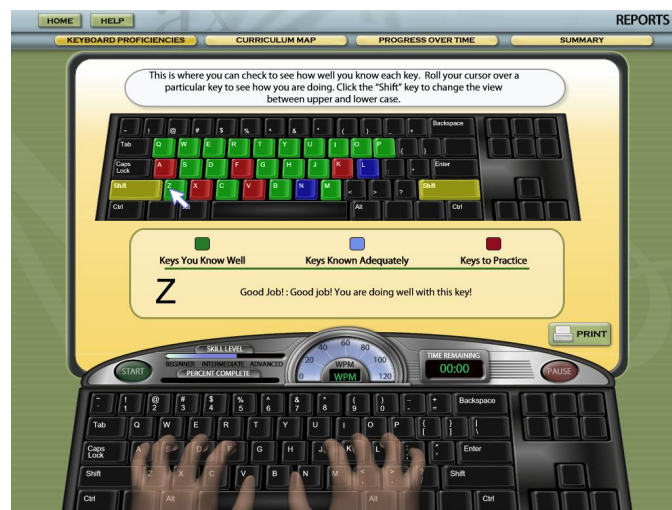


From the Summary screen, click the Print button to print a report that includes detailed information about your performance throughout the program.

## Keyboard Proficiencies

To find out which keys you know well and which keys you need to practice more, visit the Keyboard Proficiencies screen. This screen shows your typing proficiency for each key. Move your pointer over a key on the screen to read a detailed report of your performance with that key. Click the **Shift** key buttons on the screen to toggle between the upper- and lower-case keys. The keys on the screen are colored red, blue, and green to reflect your ability:

- **Red Keys:** These are keys that you are having trouble with. You need more practice with them. Learning these keys will improve your overall typing speed and accuracy. Red keys can also be keys that you have not used enough. The program needs to collect a certain amount of data before it can report on your performance. Move your pointer over the red keys for more information about why you may be pressing these keys incorrectly or missing them entirely.
- **Blue Keys:** These are keys that you know fairly well but have not mastered. There are several reasons why you may be pressing these keys incorrectly. Move your pointer over the blue keys for more information about why you may be missing them.
- **Green Keys:** These are keys that you know well. You consistently press these keys correctly during lessons, quizzes, and games. Well done!



**HINT:** You can click **Print** to print your Keyboard Proficiencies report.

## Curriculum Map

To find out where you are in the Mavis Beacon curriculum, visit the Curriculum Map screen. This screen displays a diagram showing which lessons you have completed and which lessons you have left to complete in a particular skill level. Once you successfully complete all the lessons in a skill level, you may print a Certificate of Achievement for that level by clicking the Print Certificate button. The star at the end of each skill-level section is the Print button. It turns from gray to yellow when you have earned the certificate and can print it. You are automatically moved up to the next skill level once you have completed your current skill level.

Once you have reached the Advanced level and achieved your Typing Goal, you have the option to print a completion certificate. This document certifies the number of hours you have trained with Mavis Beacon, that you have reached your typing goal and that you have completed the Mavis Beacon curriculum.



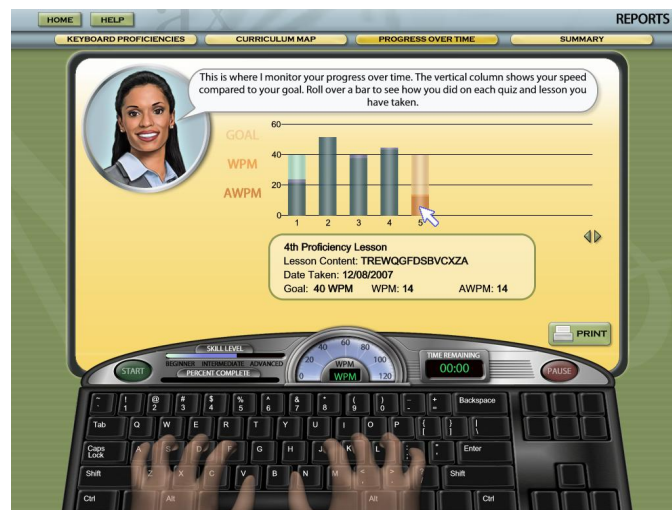
## Progress Over Time

If you would like to view a chart detailing your progress as you move through the program, visit the Progress Over Time screen. This screen displays the results of your tests and quizzes from your first to your most recent. You may click **Print** to print a Progress Over Time report.

The colors on the Progress Over Time graph represent information from different areas of your progress:

- **Blue:** These columns represent Lesson Area quizzes and Keyboard Proficiencies tests. The light-blue, purple, and dark-blue segments of these columns correspond to Goal (light blue), WPM (purple), and AWPM (dark blue).
- **Brown:** These columns represent Speed Test tests. The tan, orange and medium-brown segments of these columns correspond to Goal (tan), WPM (orange), and AWPM (medium-brown).

**NOTE:** The columns appear completely dark blue or medium brown when the results for your AWPM, WPM, and goal are the same value. For example, you set your goal at 40 WPM, and then type 40 WPM without making errors so your AWPM is also 40.



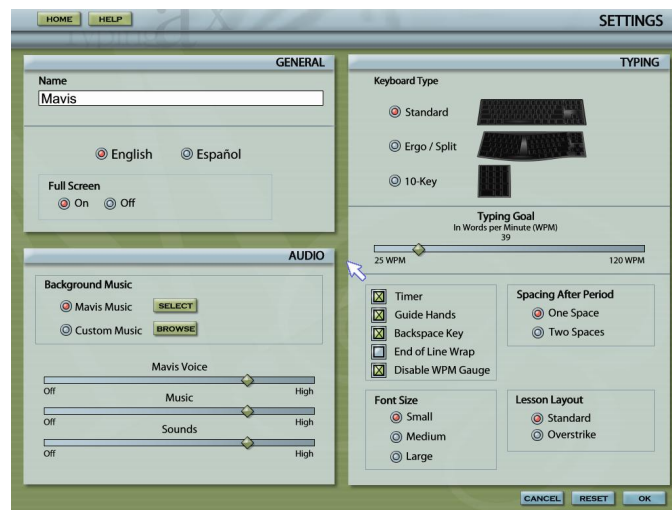
## SETTINGS

If you want to make changes to the program's visual appearance, audio preferences, or keyboard options, visit the Settings screen. This screen lets you change the setup of *Mavis Beacon Teaches Typing* to better suit your individual needs. You may click **Settings** on the Home screen at any time to adjust to your settings.

Once you have changed the Settings screen, you can choose one of the following options:

- Click **Cancel** to return to the Home screen without making changes.
- Click **Reset** to return to the program's original default settings.
- Click **OK** to save your changes and return you to the Home screen.

**NOTE:** You can also click **Home** to save changes that you have made on the Settings screen. After the program has saved your changes, you return to the **Home** screen.



The following sections contain more information about changing the individual settings on the Settings screen.



## User Settings

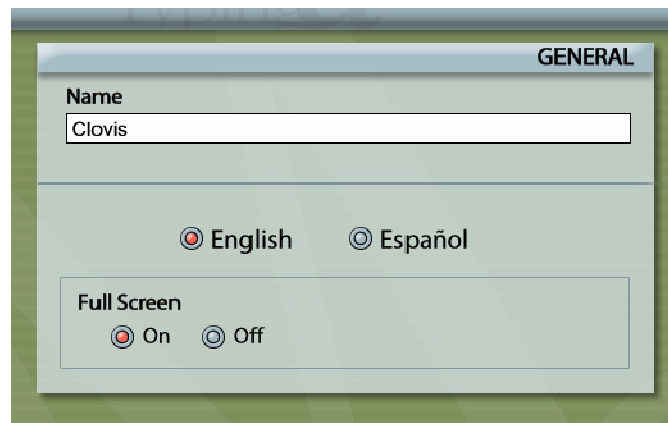
In the General section of the Settings screen, you can make changes to the following user settings:

- **Name:** The Name field displays the name of the user who is currently logged in to the program. The user name appears on all printed certificates and reports. This name cannot be changed after the registration process is completed.
- **Language:** This setting allows you to choose between English and Spanish language options in the program. To make a selection, click the button next to your language preference.

**NOTE:** The content in this program is not intended to teach a person to type in Spanish—it uses the English alphabet with no special markings or accents. Dictation lessons are also only available to help teach touch-typing skills in English.

- **Full Screen:** This setting allows you switch between window and full-screen viewing of the program. Full-screen viewing is the default mode in the program. To switch to the window-viewing mode, click the button next to **Off**.

**NOTE:** *Mavis Beacon Teaches Typing* can only be played in window-viewing mode if your monitor's resolution is set higher than 1280x900.

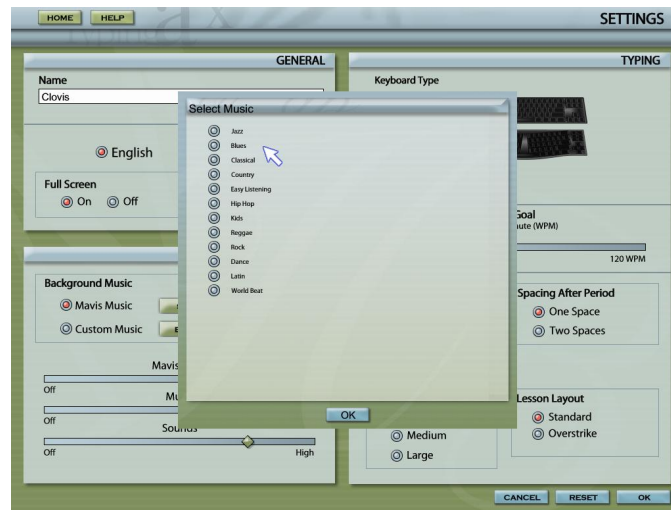


## Audio Settings

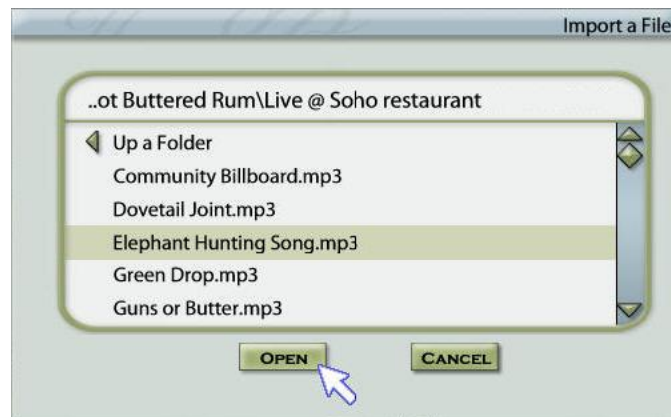
In the Audio section of the Settings screen, you can select the background music you would like to play while you are using *Mavis Beacon Teaches Typing*. You can choose from a list of music selections that are included in the program, or you can select a music file that is stored on your computer's hard drive.

### Background Music

1. To choose music included in the program, click **Select**. The Select Music dialog box displays. Click the button next to a genre of music on the list to preview your selection. Once you are satisfied with your selection, click **OK** to continue.



2. To import your own music, select the button next to Custom Music and click **Browse**. Open your desired music file using the Up a Folder arrow and the Open button to navigate to your desired MP3 in the dialog box that appears. Select the MP3 title and click **Open** to continue. Click **Cancel** to return to the Settings screen. (This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)



## Volume Settings

You can independently adjust the volume of the Mavis Voice, Music, and Sounds on the Settings screen. Move the slider to adjust the volume of each setting. The Music volume setting changes as you move the slider on the Settings screen, but you must return to the Home screen to hear actual volume adjustments to the Mavis Voice and Sounds settings. Adjusting the volume setting for Music changes the volume setting for both background music and for all music throughout the program, including games.



## Typing Settings

Use the Typing section on the Settings screen to change the following features in your lessons:

- **Keyboard Type:** This setting allows you to choose your keyboard type. You can choose from the Standard, Ergo/Split, or 10-Key options. Select the one that most closely matches your keyboard, and click the button next to your choice. The Standard or Ergo/Split options provide the user with the standard lesson curriculum. The 10-Key option provides the user with the 10-Key lesson curriculum.
- **Typing Goal:** This setting allows you to change the speed of your Typing Goal in WPM (Words per Minute) or KPM (Keys per Minute). Move the slider to adjust the speed of your goal.
- **Timer:** This setting allows you to turn the Time Remaining clock on the Lesson Dashboard on or off. An X in the box next to the Timer option indicates that the setting is on. If you want to turn the setting off, click the box to remove the X.
- **Guide Hands:** This setting allows you to choose whether or not the Guide Hands appear on the Lesson Dashboard. An X in the box next to the Guide Hands option indicates that the setting is on. If you want to turn the setting off, click the box to remove the X.

**TYPING**

**Keyboard Type**

☒ Standard 

☐ Ergo / Split 

☐ 10-Key 

**Typing Goal**  
In Words Per Minute (WPM)  
40

25 WPM  120 WPM

☒ Timer

☒ Guide Hands

☒ Backspace Key

☐ End of Line Wrap

☐ Disable WPM Gauge

**Spacing After Period**

☒ One Space

☐ Two Spaces

**Font Size**

☒ Small

☐ Medium

☐ Large

**Lesson Layout**

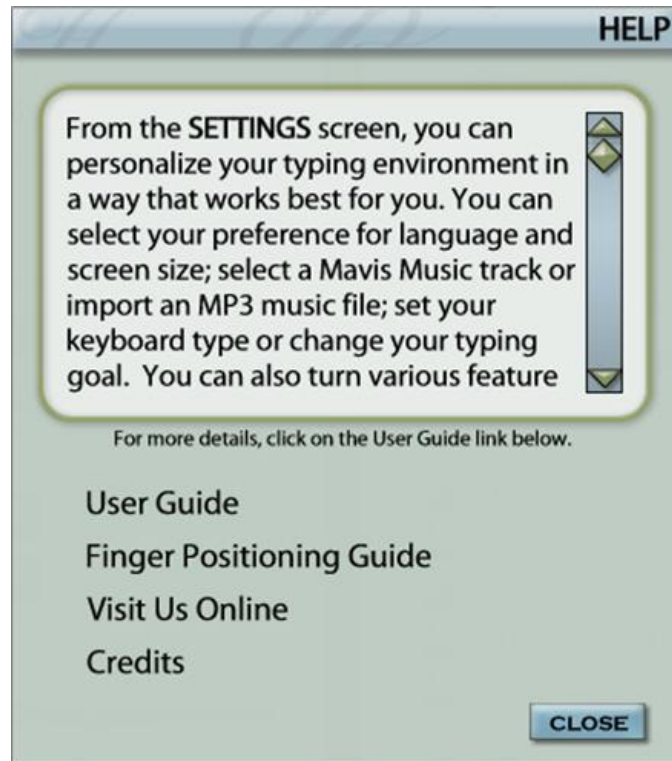
☒ Standard

☐ Overstrike

- **Backspace Key:** This setting allows you to choose whether or not you can erase your mistakes with the **Backspace** key on the Lesson Area, Speed Test, and Practice Area screens. An X in the box next to the Backspace Key option indicates that the setting is on. If you want to turn the setting off, click the box to remove the X.
- **End-of-Line Wrap:** This setting allows you to choose whether or not the cursor moves automatically to the next line. You must press the **Return** or **Enter** key at the end of each line if this setting is turned off. The End-of-Line Wrap setting applies only to the Lesson Area, Speed Test, and Practice Area screens. An X in the box next to this setting indicates that it is on. If you want to turn the setting off, click the box to remove the X.
- **Disable WPM/KPM Gauge:** This setting allows you to turn the WPM/KPM Gauge that displays on the Lesson Dashboard on or off. An X in the box next to the Disable WPM/KPM Gauge indicates that this option has been disabled. If you want to turn the setting off, click the box to remove the X.
- **Font Size:** This setting allows you to choose the font size that is used on the Lesson Area, Speed Test, and Practice Area screens. You can choose from the Small, Medium, and Large options. To make a selection, click the button next to one of these options. (This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)
- **Spacing after Periods:** This setting allows you to choose how many spaces are permissible after periods on the Lesson Area, Speed Test, and Practice Area screens. You may choose either **One Space** or **Two Spaces**. To make a selection, click the button next to one of these options.
- **Lesson Layout:** This setting allows you to choose where you want your type characters to appear. If you want the characters to display beneath and between the lines of lesson text, click the button next to **Standard**. If you want the characters to display above the lesson text, click the button next to **Overstrike**.

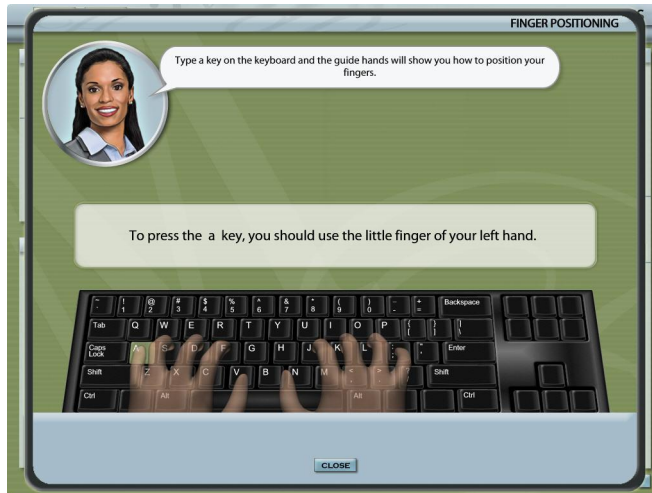
## HELP

Are you having trouble figuring out what to do on a particular screen? Click **Help**. The Help button is located in the upper-left corner of at screen at all times during the program. Clicking this button opens a window with helpful information about the screen you are currently viewing.



You can access the following information from the Help menu:

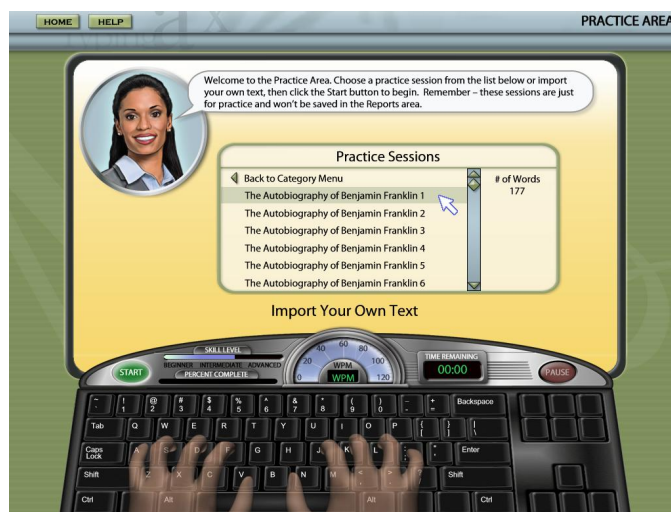
- **User Guide:** This document contains detailed information on every aspect of *Mavis Beacon Teaches Typing*.
- **Finger Positioning Guide:** This option opens a dialog box that shows you the proper fingering technique for each key on your keyboard. You can use the Finger Positioning Guide to help you remember which finger should be used to press a particular key. Press any key on your keyboard and the Guide Hands show you the proper finger positioning for that key. You can also read a description about which finger you should use (for a particular key) in the area just above the keyboard. When you are finished, you can click **Close** to return to the previous screen.



- **Visit Us Online:** Select this option to visit the Broderbund web site. You can learn more about *Mavis Beacon Teaches Typing*, Broderbund, and the company's other products on the web site.
- **Credits:** This option displays a list of the individuals who brought you *Mavis Beacon Teaches Typing*.

## PRACTICE AREA

If you would like to practice your typing between lessons or at any time you during the program, visit the Practice Area screen. In the Practice Area, you can practice your typing skills by choosing from a wide selection of Mavis Beacon practice text. You can also choose to practice typing text that you imported from your computer.



### Starting a Practice Session

1. To start a new practice session, browse through the list of categories on the Practice Session menu until you find one that interests you. The area to the right of the scroll bar tells you how many words are in the file you have selected. Use the up and down arrows to the right of the list to see more options.
2. To open a practice text file, you can either double-click the session name on the category list, or click once on the name to select it, and then click **Start** on the Lesson Dashboard.
3. **New Feature:** *Mavis Beacon Teaches Typing* now includes a variety of lessons written in Spanish and French. (This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.) You can access these lessons as you would other practice lessons, but, first, you need to activate the International Keyboard settings on your computer. Activating these settings allows you to type the special characters that are included in the foreign-language lessons. (See the Special Keyboard Characters section of this User Guide for more information about activating the International Keyboard settings on your computer.)

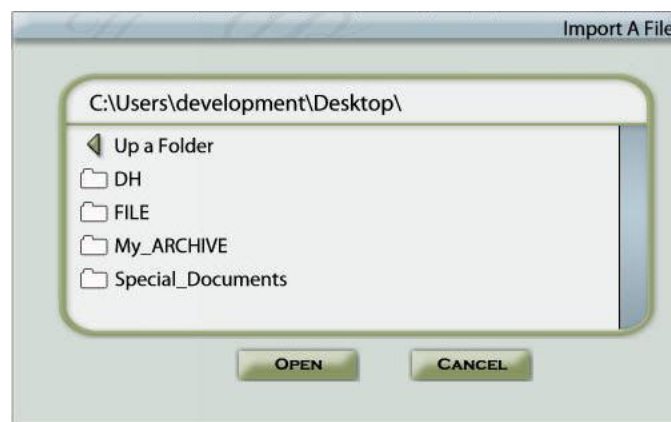
**HINT:** The program contains some dictation lessons that require audio. If you want to repeat audio during a dictation lesson, press **Ctrl+R**. Pressing this key combination replays the last section of the dictation lesson.



## Importing Your Own Text

1. It's easy to use your own text during a practice session. First, you have to make sure your file has been saved as a text file (or in ASCII file format) to the directory or folder of your choice (for example, samptext.txt).
  - **New Feature:** *Mavis Beacon Teaches Typing* now allows you to import documents saved in the Microsoft Word 2007 format (for example, samptext.docx). (This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)
2. On the Practice Area screen, click **Import Your Own Text**.
3. An Import a File dialog box displays, allowing you to browse your computer for the file. Select the file and click **Open**. Your imported text appears on the screen, and you can begin practicing with it.

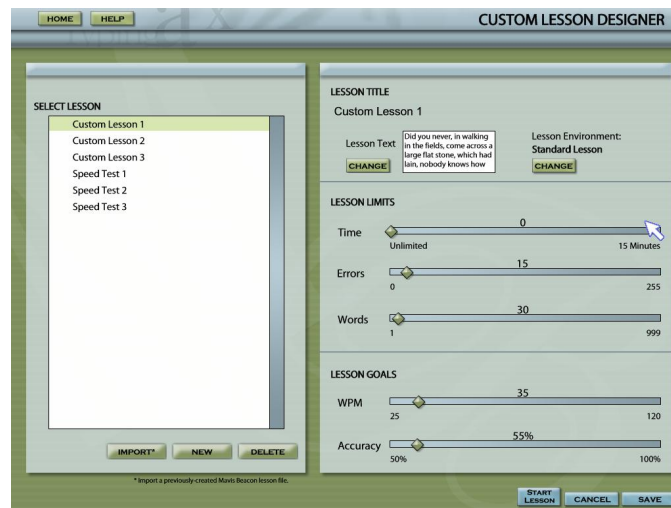
**NOTE:** *Mavis Beacon Teaches Typing* monitors your overall progress from typing statistics gathered only in the Lesson Area. Work completed in the Practice Area is not included in your typing statistics.



## CUSTOM LESSON DESIGNER

(This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)

*Mavis Beacon Teaches Typing* allows you to create your own typing lessons. Click the Custom Lesson Designer button on the Home screen to start designing your own lessons. You can also reach the Custom Lesson Designer screen by clicking the Custom Lesson button on the Lesson Area screen and then selecting **Custom Lesson Designer** at the bottom of the screen.



With the Custom Lesson Designer, you can create new lessons, modify lessons that you have already created, or import lessons from version 17 of *Mavis Beacon Teaches Typing*.

You can access the following options in the Custom Lesson Designer:

- You can modify a lesson that has already been created by selecting the title of the lesson on the Select Lesson list.
- Click **Import** to import lessons from version 17 of *Mavis Beacon Teaches Typing* that you have saved on your computer. (*Mavis Beacon Teaches Typing* 18, the Deluxe or Platinum version, does not allow you to import dictation or transcription lessons from previous versions of *Mavis Beacon Teaches Typing*.)
- Click **New** to create a new custom lesson.
- Enter a name for your lesson in the Create Lesson Title Here dialog box where it says "Type Here," then click **OK** to accept or **Cancel** to start over.
- To delete a lesson from the Select Lesson list, select the title of the desired lesson on the Select Lesson list and then click **Delete**.

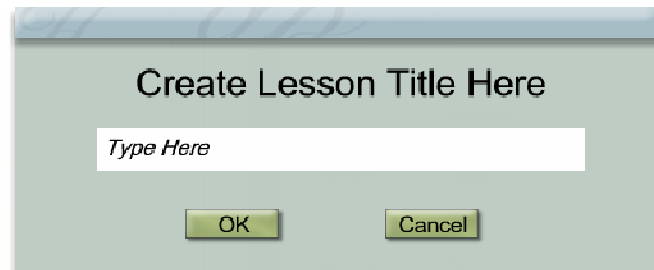
**NOTE:** The Custom Lesson Designer only supports 200 custom lessons. If you exceed 200 lessons, you are prompted to delete a custom lesson on the Select Lesson list before you can save another one to the list.

## How to Create a Custom Lesson

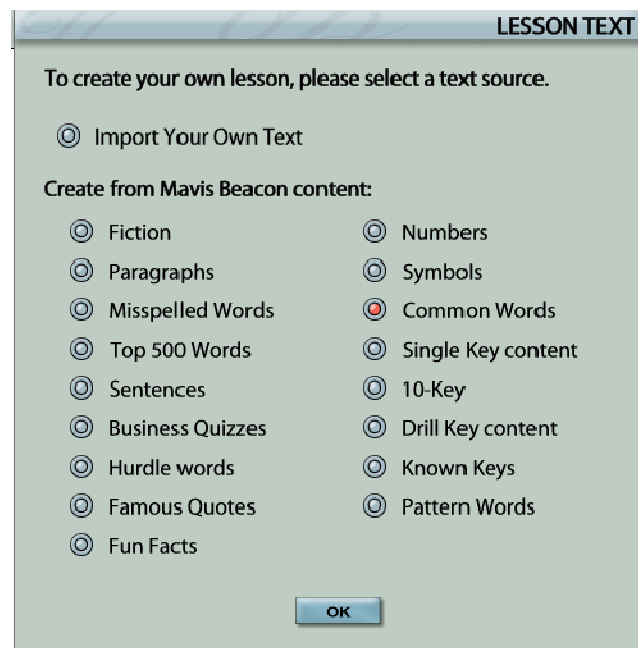
*Mavis Beacon Teaches Typing* provides a selection of tools to help you create your own lessons.

Follow the instructions below to create a new lesson with the Custom Lesson Designer.

1. Click **New** to begin.
2. Enter a name for your lesson in the Create Lesson Title Here dialog box where it says “Type Here.” Then click **OK** to accept or **Cancel** to start over.



3. Now, select the text for your lesson by clicking the Change button to the left of the Sample Text preview box. The Lesson Text dialog box displays.

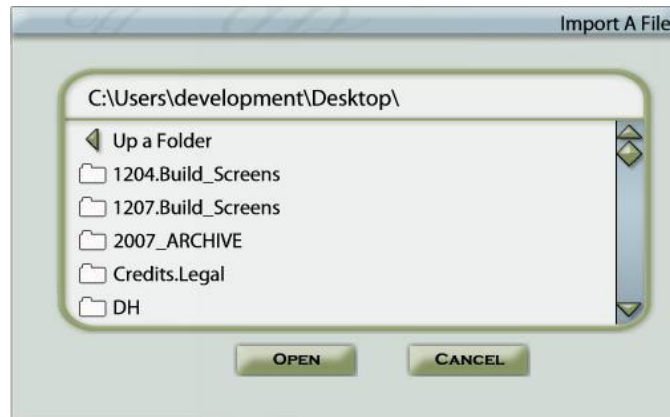


4. To import your own text, make sure that it has been saved as a text file (or in ASCII file format) to the directory or folder of your choice (for example, samptext.txt). Then click the button next to the **Import Your Own Text** option.

- **New Feature:** *Mavis Beacon Teaches Typing* now allows you to import documents saved in the Microsoft Word 2007 format (for example, samptext.docx). (This feature may not be available in all versions of *Mavis Beacon Teaches Typing*.)

NOTE: If you do not want to import your own text for the custom lesson, skip steps 4-6 of this section.

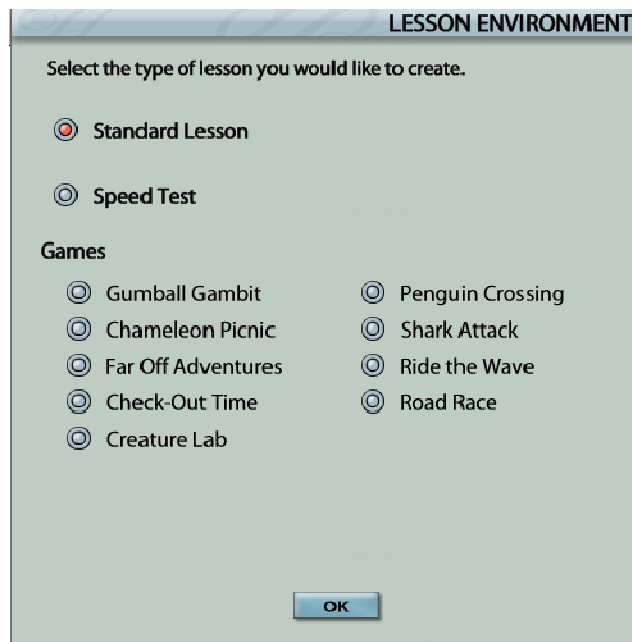
5. An Import a File dialog box displays allowing you to browse your computer for the file. Select the file and click **Open**.



6. Once you have selected the text you want to use, click **OK**. You have now returned to the Custom Lesson Designer screen, where you can review the text you have selected in the Sample Text preview box.
7. You can also use text from a selection on the Create from Mavis Beacon Content list by clicking the button next to the title of your selection. When creating a lesson from Mavis Beacon Content, the program will randomly assign you a lesson based on the category you have selected.
8. Once you have selected the text you want to use, click **OK**. You will then be returned to the Custom Lesson Designer screen, where you can review the text you have selected in the Sample Text preview box.

9. You can change the Lesson Environment for your custom lesson by clicking the Change button to the right of the Sample Text preview box. The Lesson Environment dialog box displays. The following options on the dialog box allow you to specify where in the program you want your custom lesson to appear:

- Click the button next to Standard Lesson if you would like your lesson to appear on the My Lessons list when you select **Custom Lesson** in the Lesson Area.
- Click the button next to Speed Test if you want your lesson to appear on the My Speed Tests list when you select **Speed Test** in the Lesson Area.
- Click the button next to a game title in the Games section of the dialog box if you want your lesson to appear on the My Lessons list. When you select the custom lesson in the Lesson Area, your imported text appears in the game you have chosen.



10. Once you have chosen a Lesson Environment for your custom lesson, click **OK**. You return to the Custom Lesson Designer screen.

11. Next, you need to set the Lesson Limits for your custom lesson. You can move the sliders to adjust these settings:

- The Time setting determines the amount of time you have to complete the lesson. You can increase the amount of time in one-minute increments until you reach a maximum of 15 minutes. You can also set the time to Unlimited. The total amount of time you allow for the lesson appears in the Time Remaining clock on the Lesson Dashboard. When you start the lesson, the time counts down to zero. The lesson stops when the time runs out. If you leave the Time setting at zero, then the Time Remaining clock

counts up from zero, stopping when you complete the text selection or reach the 15-minute time limit.

- The Errors setting determines the number of errors you can make before you fail the lesson. This number can range from 0 to 255.
- The Words setting determines the number of words in the lesson. This number can range from 1 to 999.

**12.** The last area of customization in the Custom Lesson Designer is the Lesson Goals section. You can move the sliders to adjust these settings:

- The WPM setting determines your target speed for the lesson. This number can range from 25 to 120.
- The Accuracy setting determines your target accuracy for the lesson. This percentage can range from 50 to 100.

**13.** Once you have adjusted the Lesson Title, Lesson Limits, and Lesson Goals settings for your custom lesson, you have the following options:

- Click the Start Lesson button on the lower-right side of the screen to visit the Custom Lesson screen. You can preview your new custom lesson on this screen. Click **Home** on the Custom lesson screen and then select **Custom Lesson Designer** to return to the Custom Lesson Designer to make additional changes to your lesson.
- Click **Cancel** to abandon the custom lesson you just created, and then click **Home** to return to the Home screen.
- Click **Save** to save changes to your lesson. You must save lessons to access them later for editing or use in the Lesson Area.

## TYPING GAMES

*Mavis Beacon Teaches Typing* features many exciting games with different themes that you can play to build your typing speed, accuracy, rhythm, and endurance. The more your typing skills advance, the more challenging the games become.

**NOTE:** The activities in Typing Games are not connected to the feature in the program that monitors your typing progress.

### How to Use the Typing Games

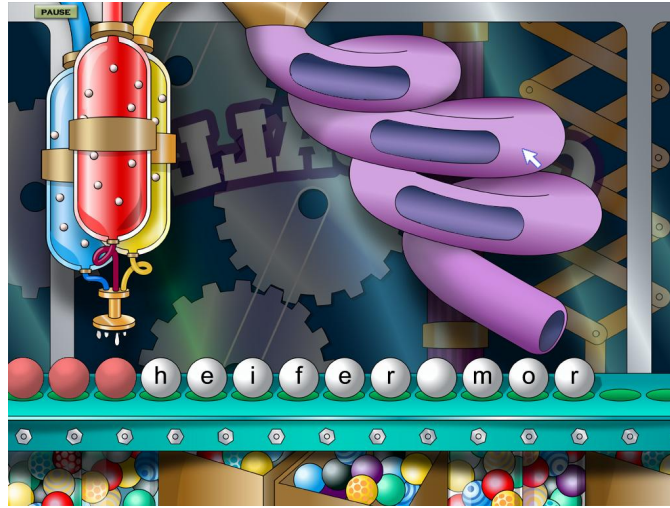
1. Click **Typing Games** on the Home screen to visit the Games screen.
2. Roll your pointer over the game titles to identify which skill each game focuses on.



3. As you roll the pointer over the title, Mavis also tells you about how the game is played. Follow these audio directions for gameplay or refer to the following sections in this User Guide for instructions on how to play each of the games.
4. Click one of the titles to select the game you wish to play.

**NOTE:** If you want to interrupt or pause at any time during a game, press the Pause button in the upper-left corner of the game screen. The Pause dialog box gives you three options: Resume restarting the game from where you left off; Start Over to restart the game from the beginning; or End to return to the Games screen.

## Gumball Gambit



The Gumball Gambit game is a great way to improve your typing accuracy. The object of the game is to paint all the gumballs on the conveyor belt. This game does not become more difficult as your Typing Goal improves.

1. To play Gumball Gambit, watch as the gumballs roll in from the right side of the conveyor belt. Type each letter as it appears on the gumball, proceeding from the left to right. When you see a blank space, press the **Spacebar** key.
2. Each time you type a letter or space correctly the gumball on which it is displayed is sprayed with a candy coating and moved along the conveyor belt.
3. When you press an incorrect key, the conveyor belt halts and waits until you press the correct key.
4. The game ends when you run out of gumballs with letters on them, or when you make too many errors.



## Chameleon Picnic



The Chameleon Picnic game is a fun way to build your typing accuracy. The object of the game is to help the chameleon eat all of the ants. This game does not become more difficult as your Typing Goal improves.

1. To play Chameleon Picnic, watch as the ants march down the stick from the right side of the screen carrying either blank leaves or leaves with letters on them. Type each letter as it appears on the leaf at the beginning of the line. When you see a blank leaf, press the **Spacebar** key.
2. Each time you type a letter or space correctly the chameleon eats the ant carrying the corresponding leaf.
3. If you type a letter incorrectly, the ant jumps into the grass.
4. The game ends when the chameleon eats all of the ants, or when too many ants jumped into the grass.

## Space Junk



The Space Junk game helps you learn how to type common word patterns, or letter combinations. The object of the game is to destroy all of the space debris. This game does not become more difficult as your Typing Goal improves.

1. To play Space Junk, type the word patterns as they appear across the bottom of the screen. Type word patterns accurately to destroy the space debris floating in from all directions. Type each letter in the word pattern as quickly as possible to stop the debris from reaching your ship.
2. Your spaceship's lasers destroy the space debris when you type the letters correctly.
3. If you type them incorrectly, the space debris will crash into your spaceship, damaging it. Keep an eye on the diagram in the lower-right corner of the screen; it shows how much damage your ship has sustained. If the diagram is green, yellow, and red, then your ship has sustained very little damage. If the diagram is yellow and red, then your ship has sustained moderate damage. If the diagram is red, then your ship has sustained a lot of damage. You want to destroy the space junk before it completely destroys your ship.
4. The game ends when you destroy all of the debris, or when the debris destroys your ship.

## Far Off Adventures



The Far Off Adventures game builds your typing rhythm and endurance. The object of the game is to keep your balloon airborne until it reaches its destination. The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM/KPM, the balloon falls more quickly. You must type the correct keys at a faster, consistent rate to keep it aloft.

1. To play Far Off Adventures, type the characters as they appear in the boxes at the bottom of the screen. If you're typing in Standard mode, then you must type the letters correctly. If you're typing in 10-Key mode, then you must type the numbers correctly.
2. Speed is not the key to this game. Instead of typing as quickly as possible, you want to type the characters accurately and with a consistent rhythm.
3. If you make too many errors or lose your rhythm, the balloon crashes into the water and the game ends.
4. If you keep your balloon aloft until the end of the game, you visit a secret destination.

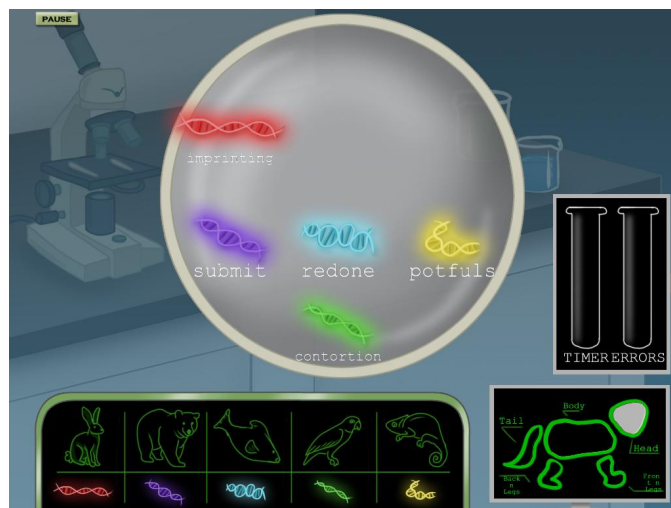
## Check-Out Time



The Check-Out Time game is designed to help you practice typing with the 10-key number keypad on your keyboard. The object of the game is to correctly enter the amount on the cash register display for all of the grocery items. This game does not become more difficult as your Typing Goal improves.

1. To play Check-Out Time, accurately enter the price of each grocery item as it moves across the scanner from the right side of the conveyor belt. The prices of grocery items appear in the cash register display once they are resting on the scanner. Type each amount quickly and accurately and press the **Enter** key.
2. If you type a number correctly, the grocery item falls into the bag.
3. If you type a number incorrectly, the grocery item falls to the floor with a splat.
4. The game ends when you fill the bag with groceries to win, or when you make too many mistakes.

## Creature Lab



The Creature Lab game builds your typing speed and accuracy skills. The object of the game is to collect the colored segments displayed in the microscope. These segments help you design an animal before the game time runs out. Once you have collected each part of the animal, your creature appears on the screen. This game does not become more difficult as your Typing Goal improves.

1. To play Creature Lab, quickly and accurately type the characters below the colored strands in the microscope. The game begins when you press the first key.
2. To build a single-colored creature, choose a creature from the creature list displayed across the bottom of the screen. Each type of creature corresponds to the color of a strand in the microscope. For example, if you want to create a rabbit, type only the letters beneath the red strands in the microscope.
3. To the right of the creature list, is a diagram of your creature's body segment. The body segment on which you are currently working highlights in the diagram. You have to type several strands of a particular color to complete a body segment.
4. When a body segment is complete, the creature diagram fills it with the color corresponding to the type of animal that you are creating. For example, if the head segment is selected and you are only typing the words beneath the red strands, your creature will have the head of a rabbit.
5. You may type the words beneath strands located anywhere in the microscope. You do not have to begin at the top of the screen. If you make an error, the game waits for you to correct it before proceeding.
6. If you are typing in Standard mode, each onscreen word begins with a different letter. For example, if the word *game* appears, no other onscreen word begins with the letter *g*. Once you correctly press the first key of a word, you are committed to completing that word. Similarly, when you are typing in 10-Key mode, each number string begins with a different number.
7. Winning the game depends on the speed and accuracy of your typing. You lose the game if you make too many mistakes or type too slowly. Your creature appears on the screen after you successfully complete all of its body segments.

## Undersea Karaoke



The Undersea Karaoke game helps you build your typing speed and accuracy. Play a melody for the crab by typing letters as they appear on the bubbles. If you type enough letters correctly before the game time runs out, you will hear one of four songs. This game does not become more difficult as your Typing Goal improves.

1. To play Undersea Karaoke, type the letters as they appear on the bubbles. A new letter highlights after each letter that you type correctly.
2. This game does not track your WPM; instead, it keeps a score. You receive one point for every letter you type correctly.
3. Complete the song before your time runs out! The timer in the lower-right corner of the screen lets you know how much time you have left.

## Road Race



The Road Race game helps you build your typing speed. The object of the game is to pass the yellow sports utility vehicle by typing as fast as possible. This game does not become more difficult as your Typing Goal improves.

1. To play Road Race, type each character quickly as it displays on your dashboard.
2. Each time you make an error, a bug splats against your windshield. If too many bugs hit your windshield, the game will end.
3. The gauge on the left side of your dashboard shows your WPM.
4. The gauge on the right side of your dashboard shows your accuracy, or ACC, level.



## Pirate Race

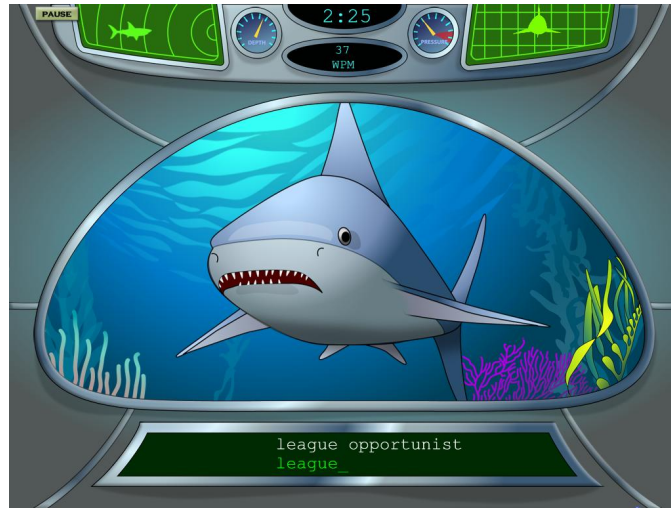


Improve your speed and accuracy with the Pirate Race game. Beat the evil pirates' red Treasure Ship! The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM, the competing ship travels faster.

1. To play Pirate Race, type the letters correctly as they appear on the bottom of the screen. If you type quickly and accurately, your blue Treasure Ship blows ahead of your rival, the red Treasure Ship.
2. The faster and more accurately you type, the faster your blue ship sails. You want to stay ahead of the red ship to win the game.
3. If your time runs out and the red ship reaches the shore before you, or if you make too many mistakes, the game ends.
4. Be the first to sail your blue Treasure Ship to shore and win the game!



## Shark Attack



The Shark Attack game helps you build your typing speed. The object of the game is to stay ahead of the shark, which catches up to you if you type too slowly. This game does not become more difficult as your Typing Goal improves.

1. To play Shark Attack, type the characters quickly and accurately as they display under the shark tank. If you are successful, the shark stays at bay.
2. Each time you make a typing error an aquatic creature hits the portal window and the shark moves closer. If you make too many mistakes, the shark eats your submarine and the lesson ends.
3. The gauge above the portal window displays your WPM.

## Penguin Crossing

(This content may not be available in all versions of *Mavis Beacon Teaches Typing*.)



The Penguin Crossing game helps build your speed and accuracy. The object of the game is to move your penguin by keeping it afloat on icebergs. You must correctly type the characters on the iceberg that your penguin floats on before it smashes into the Orca fin. The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM, the icebergs float more quickly, giving you less time to type the word correctly and move the penguin to the next iceberg.

1. Once your penguin jumps onto an iceberg, type the characters on the iceberg as quickly as possible. If you make an error, the game waits for you to correct it before proceeding.
2. Each time you correctly type a word on an iceberg the penguin jumps to the next iceberg. If you correctly type all the words, preventing the icebergs from smashing onto the Orca fin, you win the game!
3. If you make too many mistakes or type too slowly, the game ends.

## Ride the Wave

(This content may not be available in all versions of Mavis Beacon Teaches Typing.)



The Ride the Wave game helps you improve your typing speed and accuracy. The object of the game is to ride your jet ski ahead of the competition. This game does not become more difficult as your Typing Goal improves.

1. To play Ride the Wave, type each character quickly and accurately as it appears on your dashboard.
2. When you make an error or type too slowly, water splatters on your visor and the competing jet ski pulls ahead. Increase your typing speed and improve your accuracy to move forward and take the lead.
3. The timer located below your dashboard shows how much time remains in your race.
4. When you correctly type all the words within the allotted time, you are the first across the finish line.
5. If you make too many errors or the time runs out on the clock, your jet ski sinks and the game ends.

## Crazy Catering

(This content may not be available in all versions of Mavis Beacon Teaches Typing.)



There's a big dinner party going on tonight, but the caterer is nowhere to be found! Can you help save the dinner party by using your typing skills to cook a tray of tasty dishes? This game does not become more difficult as your Typing Goal improves.

1. To play the Crazy Catering game, type three words of the same color and cook a dish that matches the color associated with the type of food on Le Menu—the menu hanging on the kitchen wall. For example, if you type three red words, you receive an entrée for the dinner party! If you type three differently colored words, you receive a dish that was randomly selected from the three corresponding food groups. For example, typing red, green, and purple words can result in a drink, salad, or dessert item on Le Menu.
2. You need to serve each of the five menu items at the party. Keep an eye on Le Menu in the upper-right corner of the screen to see how many more menu items you need to cook.
3. If you make an error, the game waits until you type the correct letter—but don't take too long because the timer continues to count down.
4. Each word on the screen begins with a different letter. For example, if the word *game* appears, no other onscreen word begins with the letter *g*. Once you type the first letter of a word, you must complete that word before starting another one.
5. The timer is located below Le Menu.

## Road Trip

(This content may not be available in all versions of Mavis Beacon Teaches Typing.)

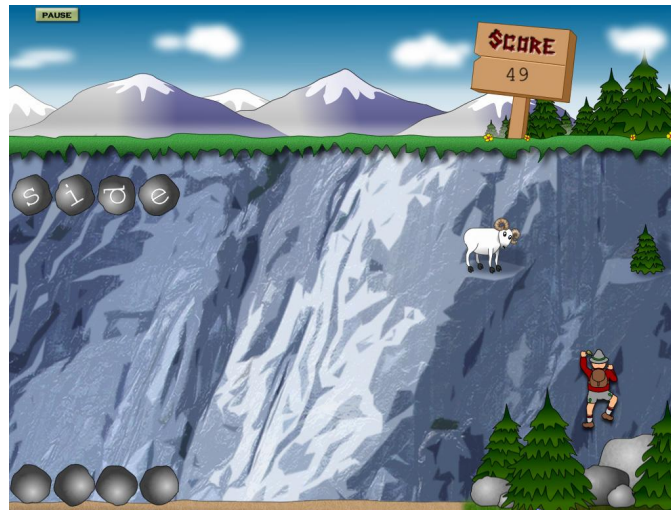


The Road Trip game helps you build your typing dexterity and speed. Navigate your car through a maze of letters to find the five items you need to leave on your road trip. The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM, you have less time to win the game.

1. Type any letter next to your car to drive it through the maze.
2. As you drive, your challenge is to collect each of the five items. You can see each item you need in the blue box on the left of the screen. The corresponding items appear in the maze. To win the game, you need to collect all of them before you run out of time.
3. If your car hits smog—or a transparent bubble over a letter—a sentence appears and you must type it correctly to make the smog disappear.
4. Watch out for smog monsters—the yellow and green blobs with red eyes! If you run into one, the game ends.

## Rockslide

(This content may not be available in all versions of *Mavis Beacon Teaches Typing*.)



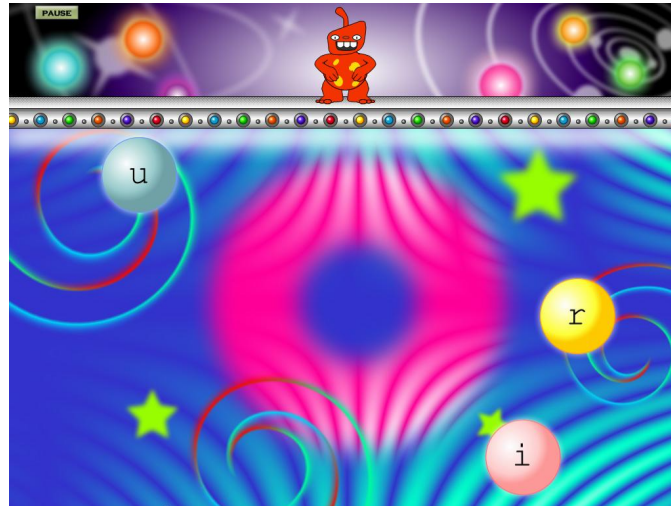
Look out below! It takes speed and accuracy to escape the rockslide in this game. The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM, rocks fall more quickly from the top of the cliff. Also, words become longer and rocks fall more quickly as the game progresses.

1. To play the Rockslide game, type the words on the rocks as they fall from the top of cliff on the screen.
2. Speed and accuracy are equally important. If you mistyped letters, the rocks on which the letters are displayed fall to the bottom of the screen. Rocks may also fall if you do not type the letters on them quickly enough. Rocks at the bottom of the screen cannot be removed.
3. You want to achieve the highest possible score before the screen fills with rocks.
4. Type letters fast and accurately to prevent the rocks from falling. Happy climbing!



## Bubble Pop

(This content may not be available in all versions of *Mavis Beacon Teaches Typing*.)



Groove your way to improved accuracy and rhythm in the Bubble Pop game! The game becomes more difficult as your Typing Goal improves. When your Typing Goal is set at a greater WPM, the bubbles float at faster speed and appear on the screen more frequently. Also, there are three levels of speed in this game. First, the bubbles float slowly; next, they float at a medium pace; and, finally, they float quickly.

1. To play Bubble Pop, type the letters on the bubbles as they float toward the top of the screen.
2. Timing is crucial. You must correctly type the letters on the bubbles just as the bubbles move across the Typing Zone—the highlighted platform containing a string of small bubbles that the bubble dancers are standing on. Some part of bubble containing the letter must overlap the Typing Zone when you press the letter key for the point to count as part of your score.
3. You can only make a certain number of mistakes in each level. If you exceed that number, the level ends.
4. Type all the letters accurately and at the right time to win!

## PRACTICE

### Transcription Lessons

Throughout your typing career you will work from printed text often, whether it is letters, manuscripts, or other documents. Occasionally, the *Mavis Beacon Teaches Typing* program asks you to practice typing text from your manual. Each of the following exercises is numbered and easily identified for those occasions. You use this text additionally when constructing custom transcription lessons.

**NOTE:** Each of these exercises presents as many key combinations as possible and sometimes employs extra punctuation for added practice. Do not use them for grammar or punctuation practice.

#### Exercise 1

Typing while looking at another page can be a challenge! However, businesses all across the country expect this of a typist. Once you master the technique, it's not only a challenge, but also a lot of fun. If your boss hands you a messy, scratched-out handwritten scrap of paper that he wants sent to a business associate, you know that a lot is riding on it.

Everything depends on you! There is a sense of pride a good typist feels in creating a beautifully typed, finished letter or report (especially when he or she saw that "messy scrap" of paper that originally contained the information)!

So, while the learning might go slowly and the road seems a long one as you begin to type, always remember that this skill will make a great difference in your future. Whether you will be typing office work, essays for school, or merely correspondence for yourself, your skill at typing will increase your productivity while it perfects the presentation of your work.

#### Exercise 2

Samantha loved her birthday. It was on Halloween! This year she invited her entire class.

Her birthday cake was going to be a giant orange cake shaped like a jack-o'-lantern. They were going to play "Pin the Sheet on the Ghost" and eat candied apples! But what costume should she wear? She thought and thought. Her birthday got closer. Finally, her birthday was the next day. She still had no ideas!

Her mother and father helped her think. Did she want to be a princess? A clown? A fairy? No, none of those ideas was just right. Finally, when Samantha was getting very sad, her cat Collette jumped in her lap.

Suddenly Samantha knew what she would be! And at her birthday party the next day, Samantha did indeed have the best costume. Her costume had two little black ears, white fuzzy whiskers, and a long black tail! What was she?

#### Exercise 3

How you dress can say quite a bit about you. This fact couldn't be more pertinent than when you begin a



job search. Remember, the person interviewing you is trying to get to know as much about you as possible in a very short amount of time, sometimes in one-half hour or less. He or she is looking closely at every detail about you to help him or her make the final decision about whether you will be right for the job. Your style of dress doesn't make your career, but it helps.

Generally, if you have a question about an outfit, don't wear it. In most cases a more traditional "look" is the wisest choice. A clean, crisp appearance is always better than sporting the latest fashion craze.

Whether you choose a skirt, dress, or pants (for women, of course!) or a coat and tie or suit (for men), make sure that these clothes are freshly cleaned and pressed and that the colors are flattering to you. A fresh, uncluttered appearance might well give the indication that you perform fresh, uncluttered work. This theory might sound silly or strange, but think how many times you have judged someone by how he or she is dressed ("Oh, he was just wearing old tennis shoes and ugly shorts!"). So, next time you head out the door to meet someone important, stop by the mirror and give yourself the once-over!

#### **Exercise 4**

To: All Employees

From: Larry Walker, Information Resources

Date: September 9, 2004

Re: Volunteer Opportunity

I want to let all employees know about a nonprofit organization in our community that really deserves our support. It's the Westside Computer Resource Center.

The Westside Computer Resource Center has been in existence since 1994. Its mission is to take broken, discarded, or outdated computers and repair and rebuild them. It then donates the newly refurbished machines to schools, other nonprofits, Third World countries, and other deserving recipients, completely free of charge.

In addition to its recycling and repair service, the WCRC offers free technical training to young people and others who may not be able to afford it otherwise.

I have been working with the WCRC for the last six months, and would like to urge you to have your department donate old computers, parts, and peripherals to us. WCRC also needs volunteers to spend a few hours a week to help repair and rebuild computers, as well as assist in its training program. If you are interested in helping the WCRC, please call me at Extension 346.

## Exercise 5

Mr. Lawrence Nigel

President

Advertising Creations

1478 23rd Ave. NE

San Francisco, CA 94586

Dear Mr. Nigel,

Your current San Francisco Examiner ad for an Account Assistant caught my eye because the position combines my present work experience and career goals.

As you can see by my enclosed resume, I currently work as a Public Relations Assistant for La Cuisine Luxe, a small gourmet foods company. We supply all the pastries and elegant picnic items for the specialty food shops at Drake's and Lawrence-Lytton department stores.

As I know your firm specializes in food and beverage advertising, I feel certain that my expertise in this area, coupled with my drive to enter the field of advertising, would make me an attractive addition to your company.

I will follow this letter with a phone call later this week so that we might arrange an interview time.

Regards,

## Exercise 6

Mrs. Douglas Hennesy  
1890 45th St. NW  
Sacramento, CA 95816

Dear Mrs. Hennesy,

As a Berkton's Department Store preferred customer, you are eligible for entry into our "Hawaiian Get-Away for Two"! And all you have to do is come to our "Perfect Beauty" Care Salon on the third floor and pick up your free gift.

Throughout the year, we here at Berkton's have appreciated your patronage. You saw us through those long winter months of our Care Salon renovation as well as the "face lift" we've given to our Cosmetics Department! That's why we want to help you get away from it all for a Hawaiian vacation! And to make the wait for your winning ticket all the more pleasurable, we'd like to offer you a sample of our newest skin care line from Switzerland called "La Beaute Eternelle." This series of amazing products makes skin care a delight!

So, just visit our "Perfect Beauty" Care Salon any time between the hours of 10:00 a.m. and 6:00 p.m., Monday through Saturday, to pick up the "La Beaute Eternelle" care kit created just for you! And while you're there, register for your "Hawaiian Get-Away For Two."

Thank you again for being such a special customer to us. See you in Hawaii!

Sincerely yours,

Carolyn A. Smathers

Divisional Merchandise Manager

## Exercise 7

For as long as anyone could remember, Rockland Middle School had great school dances. This year's Dance Committee needed all the help it could get to keep up the tradition.

As Committee Chairpersons, Denise Dunlap and Jonah Clark had to make decisions and get everyone working quickly and efficiently. There was certainly no time for disagreements between them. But just one week before the fall Welcome Dance, that is exactly what happened.

Jonah phoned Denise to ask her to help call the people in charge of decorations, refreshments, tickets, and clean-up. Denise had just finished talking to each of them at school that day, and thought Jonah wanted her to call them again. She didn't think that was necessary. "They know what to do," she responded with annoyance.

Jonah felt angry and said, "I was just making a suggestion!" "No, you weren't," blurted Denise. "You just like to order everybody around, including me!" "What?!" said Jonah. "Wait a minute-no, I don't. But we've got to talk to these people to see if they're organized for next week. I'll call them if you can't." He hung up the phone in anger.

Denise began to cry. She didn't want to, but the tears just came. Her older sister Liza came in and asked her what was wrong. She tried to explain. Liza asked, "Did Jonah know you already talked to everyone?" "I think so," said Denise. "He was right there at lunch when I was talking to everybody." "Well, maybe he didn't," suggested Liza. "Why don't you call him back?"

Denise decided to take her sister's suggestion. There was no way she and Jonah could make it through a whole year of planning if they didn't get along.

Sure enough, Jonah didn't know she'd talked to everyone, and both of them realized that if they were going to work together, they really needed to be very clear with each other to avoid problems and remain friends.

## Exercise 8

Dear Friends,

Last week while I was in the hospital, your cards, phone calls, and visits made it one of the best times of my life-so far! I know that seems funny, but it's true. I never knew how much friendship meant until I experienced all of your kindness.

They say having an appendix out is pretty painful, but it only hurt when you guys made me laugh, which was every afternoon when many of you came by to keep me company! Even my surgeon said she'd like to hire some of you to help the rest of her patients heal as quickly as I did.

I look forward to getting back to school in a few more days, but I just wanted you all to know I think you're the greatest. Thanks a lot for everything.

Your friend,

Jana

## Exercise 9

You can really make a difference wherever you work, not just because you will take care of a certain percentage of the office workload, but with your attitude as well. When surveyed, many employers ranked an employee's attitude as high as the amount of work he or she completed on a daily basis.

"Attitude" can be as simple as a smile and a cheery "Good Morning!" at the beginning of a workday. As simple as this sounds, you would be surprised at how few employees ignore this simple courtesy. Certainly, on not all days are you going to feel "on top of the world," but before you start taking out how you might feel on your employer or fellow employees, put the shoe on the other foot.

How would you feel if you were starting out Monday, typing out an important report for your employer, and he bursts into the office with a sour look? He greets your "Good Morning!" with barely a grunt, then storms away and slams his door. More than likely, you would feel hurt, frustrated, and perhaps even angry that he took his problems out on you. Of course, what he is doing isn't fair, but he isn't thinking of being fair. He is only thinking of himself.

And that's the point. He is only thinking of himself. His anger toward you has not alleviated his problem; in fact, it has made the day worse for you both. If he were to have thought of you and your feelings (especially since you probably had nothing to do with his "beginning of the week" ill humor), he might have swallowed his anger and greeted you in a more cordial manner. Of course, the reasons for his fury would still exist, but you would be more likely to offer help, rather than turn your back.

This scenario is reversible. You could be the angered one and your employer or other office staff be the recipients of your dark mood. All the same advice applies. Try to keep your anger from influencing your work and work-related relationships. Put yourself in the other guy's shoes.

## Exercise 10

Should you gain employment in an office as part of the office support staff, you may not always take part in the actual “business” of a business meeting, but your work is vital to its success. Secretaries or administrative assistants who work closely with executives in charge of business meetings have extra responsibilities, and often have to take charge of important aspects of these events.

Preparation for the conference might include offering alternatives for when and where the meeting will take place, confirming any guest speakers, checking that all who are expected to or desire to attend know the necessary details, and perhaps even helping prepare visual aids for the presentation.

It is during the meeting itself that the term “support staff” really comes to life. An efficient assistant is always ready to make sure this event comes off successfully. The duties here might include readying the hall or conference room (Do the people attending need paper? Pens? Individual pitchers of water?) and even greeting the guests as they arrive. The assistant should be ready to give an account of whom attended.

Follow-up after the meeting depends on the executive in charge. The room or hall must return to its original condition, and the assistant tends to the further comfort of the attendees. Follow-up correspondence and a financial report of the meeting’s expenses are also jobs the assistant may perform. As you can see, in business as well as architecture, without support, the “structure” will fall!



### **Exercise 11**

Henry always wished he could fly. He would climb up to the top of his parents' apartment building in New York every night. The building was very high. And every night he imagined flying high above the city. Zoom! Swish! How he loved it!

But it was also dangerous. At least that's what his parents said. "What would happen if you fell?" they demanded when they found him up there one night. As punishment, Henry had to go to bed early for a week.

Henry was very angry. His parents had robbed him of his most favorite thing! He would show them. He would sprout wings that night and fly away! Boy, would they miss him then! With all of these angry thoughts swirling around in his head, Henry went to sleep.

But he woke up soon because he couldn't get comfortable. His back itched. He reached around to scratch it and felt feathers! He had grown wings! Quickly, Henry opened his window and jumped out. He knew his wings would carry him and they did! It was better than he had ever dreamed. He flew over Times Square, the Empire State Building, and everything just as if he were a bird!

Then, suddenly, one by one, his feathers fell out! Oh, no! Henry was falling...Thud! He hit the ground.

Then Henry woke up. It had all been a dream. And he realized that the ground was the best place to be.

## Exercise 12

Dear Sir or Madam,

Thank you for sending me your winter catalog of camping equipment. Your prompt response will help me receive my new camping gear before our family 4th of July outing!

I would specifically like to order the "All Weather Wear" parka with "zip-outable" lining in a size medium in red. The stock number is #4560021. I would also like to order your extra-thick thermal over-socks in a size small in blue. That order number is #6731349.

Enclosed is a money order for a total of \$53.15 plus 8.0% California sales tax and \$3.50 postage and handling. My address is: 1234 East Vermont St./Los Angeles, CA 90027. I look forward to receiving my order, and Happy (early) July 4th!

Regards,

## **DICTIONARY LESSONS**

### **D1 Lesson 1**

- D1W01     Dear Mrs. Monroe,
- D1W02     Thank you for your recent catalogue order.
- D1W03     Unfortunately, the dress is temporarily out of stock,
- D1W04     so we cannot guarantee that you will have delivery of this item
- D1W05     within the usual ten days.
- D1W06     However, we anticipate that you will have received the dress
- D1W07     within two weeks of receipt of this letter.
- D1W08     We apologize for any inconvenience this has caused you.

## D2 Lesson 2

D2W01 Dear Mom,  
D2W02 What's happening?  
D2W03 Did Sammy get over the flu yet?  
D2W04 Did you get your hair cut like you said you would?  
D2W05 I was able to get most of my classes finally,  
D2W06 but some are in the morning and some are in the afternoon.  
D2W07 I'll be running back and forth to the dorm a lot.  
D2W08 I spent a lot more money on books than I had anticipated  
D2W09 because I had to buy all new ones.  
D2W10 This has left me a little short,  
D2W11 and there's a big ski weekend coming up soon.  
D2W12 Could you please send me some more money right away?  
D2W13 Remember, the more you send me, the less I'll pester you.  
D2W13 Love you all,  
D2W14 Stacy

### D3 Lesson 3

D3W01 Dear Hotel Pacific:

D3W02 I would like to reserve a deluxe suite for two people at your hotel

D3W03 for the three nights of October 7th, 8th, and 9th.

D3W04 I hope that the deluxe suite is still furnished with two queen size beds,

D3W05 a microwave oven, and a small refrigerator.

D3W06 We would like a room higher than the eighth floor

D3W07 looking down on the pool area.

D3W08 If you cannot fulfill this request as stated,

D3W09 please notify me at once.

D3W10 Thank you for your immediate attention to my request,

D3W11 Joan Gordon

#### **D4 Lesson 4**

D4W01      Dear Mr. Johnson:

D4W02      Enclosed please find my resume in response to your advertisement for a systems analyst.

D4W03      My current position as an applications consultant with Crossbase Corporation

D4W04      has provided me with a broad range of experience

D4W05      with both mainframe and personal computers.

D4W06      I have programmed in several languages, but more importantly I have prepared requirements,

D4W07      tested, and implemented system changes.

D4W08      I have worked closely with both users and programmers

D4W09      to develop applications that accurately produce the necessary results.

D4W10      I would appreciate the opportunity of discussing how my qualifications

D4W11      fit your requirements.

D4W12      Sincerely,

D4W13      Mary Chan

## D5 Lesson 5

D5W01 Dear Mr. Johnson and Ms. Brown:

D5W02 Thank you for taking the time to meet with me today.

D5W03 I was most impressed with the wide variety of projects

D5W04 under development in your department.

D5W05 I am sure that this is an environment which would provide me with opportunities and challenges.

D5W06 I feel that my programming skills

D5W07 would be an enhancement to the skills of others in your department,

D5W08 and my analysis experience is the equivalent of the job requirements.

D5W09 I want you to know that I am very interested in the position,

D5W10 and I look forward to hearing from you.

D5W11 Sincerely,

D5W12 Mary Chan

## D6 Lesson 6

D6W01      Dear Laura:

D6W02      Per our conversation yesterday,

D6W03      I'm changing the advertising concept

D6W04      for the introduction of our dental hygiene products.

D6W05      I agree with you

D6W06      that our television advertising campaign should focus primarily

D6W07      on the evening hours between 6:30 p.m. and 11 p.m.,

D6W08      even though the expense is far greater than other hours.

D6W09      I also agree that a more personalized approach is in order.

D6W10      We will have a new proposal available

D6W11      by our regularly scheduled appointment this Friday.

D6W12      Thank you for your valuable input.

D6W13      Mark



## D7 Lesson 7

- D7W01 I had both good news and bad news from my employer six weeks ago.
- D7W02 The good news was that I had qualified for a special training class at the company's headquarters.
- D7W03 The bad news was that the company's headquarters
- D7W04 was in a different city,
- D7W05 over 200 miles away.
- D7W06 Since the expense of having a substitute home for six months was all mine,
- D7W07 I wanted to find the most economical apartment available.
- D7W08 A friend told me that she knew of a marvelous,
- D7W09 inexpensive room for rent,
- D7W10 but I didn't want to live in someone else's home.
- D7W11 So instead of looking at it,
- D7W12 I spent a whole week looking at every apartment in the city.
- D7W13 Something was decidedly wrong with every one of them.
- D7W14 Finally, in desperation,
- D7W15 I went to look at that room for rent.
- D7W16 And guess what?
- D7W17 I loved it.
- D7W18 I learned a little lesson there.
- D7W19 Always investigate the most obvious solution first
- D7W20 so you don't waste time.

## D8 Lesson 8

- D8W01 Welcome to the Neighborhood!
- D8W02 We at the Smith Department Store
- D8W03 would like to congratulate you on the purchase of your new home
- D8W04 and hope that you will enjoy exploring decorating possibilities with us.
- D8W05 We offer a vast array of drape and carpet textures and colors
- D8W06 as well as a wide selection of coordinating bedroom and bath accessories.
- D8W07 As an added bonus,
- D8W08 we have a professional decorator on duty from 1 p.m. to 9 p.m.
- D8W09 to aid you in achieving just the right effect.
- D8W10 And because we know expenses are high at the beginning of new home ownership,
- D8W11 with your good credit you may defer payment on your purchases for up to six months.
- D8W12 Come in and see us soon.
- D8W13 Bring this letter and receive a free gift in our Carpet Department.

## D9 Lesson 9

D9W01 Dear Mr. and Mrs. Anderson and Family:

D9W02 Why not do something different this winter?

D9W03 Get away from the cold, dreary, and wet weather

D9W04 and relax in the sunny, temperate climate of Arizona.

D9W05 We at the Arizona Resort Association

D9W06 want to offer you the opportunity to get away

D9W07 to a free week of family fun

D9W08 at one of our delightful living centers.

D9W09 Stay in a modern, furnished condominium

D9W10 and participate in water sports or golf.

D9W11 Join our structured activities for young and old at our recreation center.

D9W12 Or just rest, assured that your stay will be customized to your requirements.

D9W13 We have enclosed a brochure for your inspection.

D9W14 Our next orientation meeting for this offering

D9W15 is scheduled for the evening of May 7, 2007.

D9W16 Please telephone us at

D9W17 415-555-6784 for reservations.

D9W18 We're looking forward to meeting you.

D9W19 Your friends at the Arizona Resort Association.

## **D10 Lesson 10**

D10W01 Dear Executive:

D10W02 The success of any lunch or dinner conference

D10W03 depends on more than your notes and overhead projections.

D10W04 Success depends on a suitable atmosphere.

D10W05 If you meet in the banquet room of a restaurant,

D10W06 service, noise levels, and distractions

D10W07 may ruin the concentration of your audience.

D10W08 This may spell disaster for your meeting as well as your reputation.

D10W09 So why not have your conference catered by Classy Caterers?

D10W10 It is our business to make your business meeting run smoothly.

D10W11 Our personally prepared meals are perfect for any lunch or dinner meeting.

D10W12 You may choose that perfect meal from our vast menu,

D10W13 or for that special meeting, we will be happy to customize each meal for you.

D10W14 Your food will be delivered at the exact time you specify,

D10W15 and your guests will have our undivided attention.

D10W16 By the time you're ready to get down to business,

D10W17 we will have satisfied your guests and they'll be prepared to concentrate.

D10W18 We are waiting to serve you!

## TYPING BUSINESS LETTERS

All formal letter formats contain the same basic elements. These are the Letterhead or Originating Address (your address), Date, Inside Address (address of the recipient), Salutation, Body of the Letter, Complimentary Close, and Reference. The illustration below shows the position of each of these elements.

November 20, 2000

Greg Matterion

V.P. New Accounts  
Chroma Copier  
15724 Ventura Blvd.  
Studio City, CA 94216

Re: "XL-1000" service contract

Dear Greg,

As per our conversation of Tuesday, November 17, here is the completed service contract for our new "XL-1000" copier. We have decided to purchase the three-year contract instead of the standard one-year service guarantee. A check for the \$375 total is enclosed.

Your assistant, Jerry Kershin, telephoned yesterday and went over some of the specifics of the contract. It is my understanding from him that we must provide insurance protecting our office staff as well as your company in the event of damage to or destruction of the leased equipment. For your reference, our insurance company is Travelstone Inc., located here in Los Angeles.

Thank you for the extra time and consideration you have taken in handling our account. We look forward to a long and fruitful association with Chroma Copiers.

Regards,

Marion Roberts  
Office Operations

Enc.

400 SUNDANCE BLVD. • LOS GATOS, CALIFORNIA 94947 • PHONE 319.378.7319

### **1. The Letterhead or Originating Address**

Many people use preprinted letterhead stationery for both business and personal use. For business use, your name, company address, and telephone number are usually included. For personal use, many people simply use their names, but your home address may be added as well. This information is located at the top of the first page of your stationery, and usually takes up about two inches of space. The letterhead may be centered, or flush left or right depending on letter style (we discuss this later).

If you are using blank stationery for business with no preprinted letterhead, then type your address and telephone at the top of the page. You may either center it or place it flush to one side. Do not type your name; save that for the Complimentary Close.

### **2. The Date**

Type the date below the letterhead. Depending on the letter style you choose it can be flush to one side or centered. Whatever the case, the following rules apply:

- a. The date is typed two lines below the letterhead.
- b. The name of the month is typed in full.
- c. A comma separates the day of the month from the year, for example, January 12, 2005.

### **3. The Inside Address**

Type the address in full, including the name and title of the person to whom you are writing. Make this address similar to the one on the envelope. The title may be placed on the same line as the person's name, such as:

Lorena Samson, Chair

Or on the next line:

Lorena Samson

Chair

If the company address takes up more than two or three lines, you might want to put the title and name on the same line. However if Lorena's title were long, such as "Assistant Manager Product Storage, Retrieval and Development, Section II-IA," you might want to separate things out to keep the address neat. The point is to keep everything clear and easy to read. For example:

Lorena Samson

Assistant Manager,

Product Storage, Retrieval

and Development, Section II-IA

The company address goes under the company name. If it is too long, follow the same example as with the title:

Lorena Samson

Chair

The Great Midwestern, Atlantic

and Pacific Insurance Cartel, Inc.

The street address is typed below the name and title. Again, type what is going to be on the envelope. Here are a few guidelines:

- a. Use numbers for all buildings except the number One (as in “One Broderbund Plaza”).
- b. Use numbers for streets, avenues, and so on above the number 10.
- c. Write out directions such as North or South; abbreviate city directions such as Northeast to NE.

Type the city, state, and zip code beneath the street address. Learn and use the zip code abbreviations for the names of the states.

Sometimes an “attention” or “re” line exists below the last address line and before the salutation. This directs your letter to one specific person or department, or declares what the letter is about. Upon completing the last address line, insert one blank line and press **Enter** or **Return**. Now type your “attention” or “re” line flush, indented, or centered and press **Enter** or **Return**. Insert one blank line and press **Enter** or **Return**. Type the salutation.

Here is an example of each:

Lorena Samson  
Chair  
Bank of America  
6900 Melrose Ave.  
Los Angeles, CA 90035

Re: Updated deposit procedure  
Bank of America  
6900 Melrose Ave.  
Los Angeles, CA 90035

Attn: Accounts Receivable

#### **4. The Salutation**

If you know the person to whom you are writing, the salutation generally begins “Dear...” and if you know the person well you may use his or her first name. If you do not know the person, you might put “Dear Mr. or Ms.” with a name or perhaps a generic “Dear Sir or Madam” without a name at all. In any event, be courteous and do not assume any familiarity.

#### **5. The Body of the Letter**

Organize your letter into paragraphs and type it single-spaced. Depending on its style (discussed later), the first line of each paragraph is either indented five spaces or flush left. Always double space between paragraphs.

#### **6. The Complimentary Close**

The words you choose to close your letter reflect the impression you want to leave with the reader. “Regards,” “Very truly yours,” and “Sincerely” are the usual endings, but you may choose another closing with which you are more comfortable. When in doubt stick with something more formal.

Following the closing skip four lines and type your name, or the name of the person who has written and is signing the letter.

#### **7. The Reference**

References are typed several lines down from the signature, depending on space available. They may tell the addressee who wrote and then who typed the letter. In this example, Sam Bronson typed a letter for his employer, Lorena Samson:

LS:sb

References can indicate enclosures (attached pages) in a letter. There are three ways of stating this enclosure:

Enc. Enc. (5) Enclosure

They can also designate who received copies of your letter.

c.c.: Jack Remme

Mary White

Postscripts may replace a reference.

P.S. Your immediate reply is urgently awaited, Lorena.



## Four Business Letter Forms

This section covers briefly the basic business and formal letter styles possible. The examples provided are only some of the possible formats.

Most traditional business or personal letter styles can be broken down into two basic types: block and indented. Here are illustrations of the four most common forms:

### Full Block Style

February 29, 2004

Greg Matterion

V.P. New Accounts  
Chroma Copier  
15724 Ventura Blvd.  
Studio City, CA 94216

Re: "XL-1000" service contract

Dear Greg,

As per our conversation of Tuesday, November 17, here is the completed service contract for our new "XL-1000" copier. We have decided to purchase the three-year contract instead of the standard one-year service guarantee. A check for the \$375 total is enclosed.

Your assistant, Jerry Kershin, telephoned yesterday and went over some of the specifics of the contract. It is my understanding from him that we must provide insurance protecting our office staff as well as your company in the event of damage to or destruction of the leased equipment. For your reference, our insurance company is Travelstone Inc., located here in Los Angeles.

Thank you for the extra time and consideration you have taken in handling our account. We look forward to a long and fruitful association with Chroma Copiers.

Regards,

Marion Roberts  
Office Operations

Enc.

400 SUNDANCE BLVD. • LOS GATOS, CALIFORNIA 94947 • PHONE 319.378.7319

The full block style is the most formal. In this form, type all elements: Letterhead, Date, Inside Address, Salutation, Body of the Letter, Complimentary Close, and Reference, from the left margin. The paragraphs are not indented.

## Standard Block Style

February 29, 2004

Greg Matterion

V.P. New Accounts, Chroma Copier  
15724 Ventura Blvd.  
Studio City, CA 94216

Re: "XL-1000" service contract

Dear Greg,

As per our conversation of Tuesday, November 17, here is the completed service contract for our new "XL-1000" copier. We have decided to purchase the three-year contract instead of the standard one-year service guarantee. A check for the \$375 total is enclosed.

Your assistant, Jerry Kershin, telephoned yesterday and went over some of the specifics of the contract. It is my understanding from him that we must provide insurance protecting our office staff as well as your company in the event of damage to or destruction of the leased equipment. For your reference, our insurance company is Travelstone Inc., located here in Los Angeles.

Thank you for the extra time and consideration you have taken in handling our account. We look forward to a long and fruitful association with Chroma Copiers.

Regards,

Marion Roberts  
Office Operations

Enc.

500 REDWOOD BLVD. • NOVATO, CALIFORNIA 94947 • PHONE 319.378.7319

The standard block style continues with all elements flush left, with exception to the Date, Complimentary Close, and Reference. These begin at the center of the page. This form, while not quite as rigid as the full block style, is still very formal.

## Semiblock Style

February 29, 2004

Greg Matterion

V.P. New AccountsChroma Copier  
15724 Ventura Blvd.  
Studio City, CA 94216

Re: "XL-1000" service contract

Dear Greg,

As per our conversation of Tuesday, November 17, here is the completed service contract for our new "XL-1000" copier. We have decided to purchase the three-year contract instead of the standard one-year service guarantee. A check for the \$375 total is enclosed.

Your assistant, Jerry Kershin, telephoned yesterday and went over some of the specifics of the contract. It is my understanding from him that we must provide insurance protecting our office staff as well as your company in the event of damage to or destruction of the leased equipment. For your reference, our insurance company is Travelstone Inc., located here in Los Angeles.

Thank you for the extra time and consideration you have taken in handling our account. We look forward to a long and fruitful association with Chroma Copiers.

Regards,

Marion Roberts  
Office Operations

Enc.

400 SUNDANCE BLVD. • LOS GATOS, CALIFORNIA 94947 • PHONE 319.378.7319

The semiblock style is the most common of these four forms. The semiblock style keeps all elements flush left, except the first line of every paragraph, which is indented five spaces.

## Indented Style

February 29, 2004

Greg Matterion

V.P. New Accounts Chroma Copier

15724 Ventura Blvd.  
Studio City, CA 94216

Re: "XL-1000" service contract

Dear Greg,

As per our conversation of Tuesday, November 17, here is the completed service contract for our new "XL-copier. We have decided to purchase the three-year contract instead of the standard one-year service guarantee. A check for the \$375 total is enclosed.

Your assistant, Jerry Kershin, telephoned yesterday and went over some of the specifics of the contract. It is my understanding from him that we must provide insurance protecting our office staff as well as your company in the event of damage to or destruction of the leased equipment. For your reference, our insurance company is Travelstone Inc., located here in Los Angeles.

Thank you for the extra time and consideration you have taken in handling our account. We look forward to a long and fruitful association with Chroma Copiers.

Regards,

Marion Roberts  
Office Operations

Enc.

500 REDWOOD BLVD. • NOVATO, CALIFORNIA 94947 • PHONE 319.378.7319

The indented style is the most stylized of the four forms. It is somewhat difficult to read and the least often used. This style requires that you indent the inside address. Keep the Name line flush left, and then with each line that follows indent it to the right of the one above:

Lorena Samson

Chair

6900 Melrose Ave.  
Los Angeles, CA 90035

In the indented style, the signature line is indented to the right of the Complimentary Close.

## More on Business Letters

Thus far, we have spoken only about one page letters. Often, you construct multiple page documents. The following are general guidelines, which help you create the clearest presentation possible.

Before you print out your document, it is a good idea to preview your work. As with a single page letter, the look and organization of a multiple page document is important. Too many lines on a page or confusing page breaks can take the edge off a great piece of work. Most word processing software allows you to check how your document looks, so that you can make adjustments before printing it out.

It is up to you to make sure that the documents extending to two or more pages do so gracefully, without “widows” or “orphans.”

A widow is a line that falls at the end of one page and continues on the next. These line breaks can cause lack of continuity in your work and make reading your document more difficult. The worst widows break off with a hyphen in the middle of a word.

The balance of the widowed sentence from the previous page is an orphan. While technically correct, avoid orphans and widows as they give your document a haphazard look.

Generally, the first page of a multiple page document ends with “(more)”. This is a courtesy to your reader and it ensures they will read the balance of your document. Since you are striving to end every page with a complete sentence, the reader may not realize that your letter continues. A simple (more) indicates to the reader that it does.

The following pages of your letter may or may not be numbered. Standard business procedure allows that a simple “Page 2” and so on, can be used on the top left corner of each page. As an identifying precaution, consider adding the name of the addressee and the letter’s date on each page. The top margins of the following pages of your letter can vary in size. Generally, the margins start six lines down from the top of the page. The body of the letter then commences four lines below this. Styles do vary but here is a standard form:

[6 lines]

Page 2

Ms. Lorena Samson

February 29, 2004

[4 lines]

We are continuing to review the night deposit procedures and will present the full report at our meeting.

## WEB PAGE BASICS

Building a Web page using HTML is easy. We'll build a simple Web page to start off, and direct you to great resources on the Web for further instruction. Ready? Begin!

To start your Web page, open the Windows Notepad application. Select **Start -> Programs -> Accessories -> Notepad**.

Now type the following text in the open Notepad document:

```
<HTML>
<HEAD>
<TITLE>
My Very Own Web Page
</TITLE>
</HEAD>
<BODY>
Welcome and thank you for visiting My Web Page!
<P>
My Web page text goes here.
</BODY>
</HTML>
```

After you have completed typing the text save this file as "index.html" on your desktop.

Now let's see what our page looks like using our Web browser. To preview the file in your Web browser, open the browser; select **File -> Open -> Browse -> Filename -> Open**.

Congratulations—you have just created your very first Web page!

This Web page is essentially the same as many high end professional Web pages. It is created by a series of formatted text instructions, called tags, that essentially tell the browser where to place information and how it should appear. These tags come in pairs; the first one is called an open tag <> and the second is called a closed tag </>.

Through the use of tags the most technologically advanced Web page (for the most part) uses the same technology as this simple Web page.

There are many ways to create wonderful, engaging Web pages. You may choose to hand-code HTML (as you did in the exercise above) or you may choose to use a WYSIWYG program (What You See Is What You Get) Web-builder program. To learn more about Web design, go online and research the various resources available. For example, go to your favorite search engine site, and try keywords such as: *Web*, *Web page*, and *Web*.

## SPECIAL KEYBOARD CHARACTERS

After completing these steps, your keyboard will be switched from English (United States) to an United States-International keyboard. Changing your keyboard option allows you to access the special characters used in the French and Spanish practice lessons of *Mavis Beacon Teaches Typing*.

### Activating the Language Bar

If you are using a Windows® operating system, you will need to activate the Language Bar on your computer in order to type the special characters needed in Mavis Beacon's new French and Spanish practice lessons. Activating the Language Bar will allow you to then change the special characters settings for your keyboard.

To activate your computer's Language Bar in Windows® operating systems, follow these steps:

1. From the Start menu, select **Control Panels**.
2. Click the Regional and Language Options icon.
3. Click the Languages tab at the top of the dialog box, and then click **Details**.
4. Click **Language Bar** at the bottom of the dialog box to open the **Language Bar Settings** dialog box.
5. Check the box next to the Show the Language Bar on the Desktop option, and then click **OK** to exit.
6. A blue toolbar appears near the top of your desktop screen where you can switch to different special character settings on your keyboard.

### Adding the U.S. International Keyboard

To activate the U.S. International Keyboard in Windows operating systems, follow these steps:

1. Use the steps above to activate the Language Bar.
2. From the Start menu, select **Control Panels**.
3. Click the **Regional and Language Options** icon.
4. Click the **Languages** tab at the top of the window and then click the **Details** button.
5. Click the **Add** button to open the **Add Input Language** window.
6. Select **English (United States)** from the Input Language pull-down list and **United States-International** from the Keyboard IME pull-down list. Click **OK** to save your settings and exit.
7. You should see the new language preference for your keyboard listed in the Installed Services tab of the Settings dialog box. If you want the added language to be the default language, then

choose that language from the Default Input Language pull-down list. Click **OK** to return to the Regional Options dialog box.

8. Click **OK** to exit.

To activate the U.S. International Keyboard in Vista operating systems, follow these steps:

1. Click the **Start** button. Select **Settings** and then click **Control Panel**.
2. Under **Clock, Language, and Region**, click **Change keyboards or other input methods**.

**NOTE:** If your computer is set to Classic view, double-click **Regional and Language Options**, and then click the **Keyboards and Languages** tab.

3. In the **Keyboards and Languages** tab, click the **Change keyboards** button; this will open the **Text Services and Input Languages** window.
4. Click the **General** tab, where you will see the **Installed services box**; from here, click the **Add** button.
5. Click the plus symbol next to **English (United States)**, then under the **Keyboard** heading, click the checkbox next to **United States – International**. This will allow you to type both Spanish and French characters.
6. Click inside the check box next to the keyboard that you want to enable. You may also click **Preview** to see a visual representation of the selected keyboard layout. When you have finished selecting a keyboard layout, click **OK**.



### French and Spanish Special Characters

Below is a list of the special characters used in the French and Spanish practice lessons along with instructions on how to type them. Make sure that you have enabled the United States-International keyboard before you begin typing these characters. (See the previous sections in the User Manual for instructions on how to enable this keyboard.)

### Spanish Special Characters in Windows®

Character	Description
<b>Acute Accent (á, Ó, etc.)</b>	' <b>+Vowel</b> – Press the apostrophe key (single quotation mark) and then the vowel.
<b>Tilde ñ, Ñ</b>	<b>Shift+~+N</b> - Press either lowercase or capital <i>N</i> .
<b>Umlaut Ü, ü</b>	' <b>+U</b> - Press the apostrophe key (single quotation mark) and then lowercase or capital <i>U</i> .
<b>Inverted ¿</b>	<b>RightAlt+?</b> – You must press the <b>Alt</b> key on the right.
<b>¡</b>	<b>RightAlt+1</b> – You must press the <b>Alt</b> key on the right.
<b>« and »</b>	<b>RightAlt+[</b> - You must press the <b>Alt</b> key on the right. <b>RightAlt+]</b>

## Spanish Special Characters in Macintosh®

If you are using a Macintosh®, no special steps are necessary; simply type keystrokes below:

Character	Description
Acute Accent (á, Ó, etc.)	<b>Option+E</b> - Press the <b>Option</b> key and then the vowel
Tilde ñ, Ñ	<b>Option+N</b> - Press the <b>Option</b> key and then either lowercase or capital <i>N</i> .
Umlaut Ü, ü	<b>Option+U</b> - Press the <b>Option</b> key and then either lowercase or capital <i>U</i> .
Inverted ¿	<b>Shift+Option+?</b>
í	<b>Option+1</b>
« and »	<b>Option+\</b> <b>Shift+Option+\</b>

## French Special Characters in Windows®

Character	Description
<b>Acute Accent (é, É, etc.)</b>	<b>' + Vowel</b> - Press the apostrophe key (single-quotation mark) and then the vowel.
<b>Circumflex (â, Â, etc.)</b>	<b>Shift + ^ + Vowel</b> - Press the carat key and then the vowel.
<b>Grave (à, À, etc.)</b>	<b>` + Vowel</b> - Press the ending accent key mark key and then the vowel.
<b>Umlaut (ë, Ê, etc.)</b>	<b>" + Vowel</b> - Press the double-quotation mark key and then the vowel.
<b>Cedilla Ç</b>	<b>Shift + RightAlt + &lt;</b> - You must press the <b>Alt</b> key on the right.
<b>Cedilla ç</b>	<b>RightAlt + &lt;</b> - You must press the <b>Alt</b> key on the right.
<b>«</b>	<b>RightAlt + [</b> - You must press the <b>Alt</b> key on the right.
<b>»</b>	<b>RightAlt + ]</b> – You must press the <b>Alt</b> key on the right.

## French Special Characters in Macintosh®

If you are using a Macintosh®, no special steps are necessary; simply type keystrokes below:

Character	Description
<b>Acute Accent (é, É, etc.)</b>	<b>Option + E, Vowel</b> - Press the Option key plus the letter <i>e</i> , and then the vowel.
<b>Circumflex (â, Â, etc.)</b>	<b>Option + I, Vowel</b> - Press the Option key plus the letter <i>i</i> , and then the vowel.
<b>Grave (à, À, etc.)</b>	<b>Option + ` , Vowel</b> - Press the grave accent mark key and then the vowel. (This can be found on the same key as the tilde ~ sign).
<b>Umlaut (ë, Ê, etc.)</b>	<b>Option + U, Vowel</b> - Press the Option key plus the letter <i>u</i> , and then the vowel.
<b>Cedilla Ç</b>	<b>Shift + Option + C</b>
<b>Cedilla ç</b>	<b>Option + C</b>
<b>«</b>	<b>Option + \</b>
<b>»</b>	<b>Shift + Option + \</b>

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