

12 ON THE PHONE

STUDENT'S BOOK PAGES 104–105

battery life /'bæt(ə)ri ˌlaɪf/ Noun uncount

battery life is the length of time that a battery will work before it has no electricity left in it

battery life is important when you are choosing a new phone | demand for longer battery life is increasing

- vida de la bateria

coverage /'kʌv(ə)rɪdʒ/ Noun uncount

the *coverage* of a mobile phone network is the area where you can get a signal and are able to make and receive calls

coverage is very bad in our village | this map will show your network coverage

- cobertura

operating system /'ɒpəreɪtɪŋ sɪstəm/ Noun

the *operating system* on a computer, mobile phone, or tablet is the software that makes all the applications work

mobile phones and computers both require operating systems | make sure you are using the latest version of your operating system

- sistema operatiu

STUDENT'S BOOK PAGES 106–107

back /bæk/ Adverb

you use *back* with some verbs to say that something returns where it came from. If you *give* something *back*, you give it to the person who gave it you. If you *send* something *back*, you send it to the person or place who sent it to you. If you *call* or *ring* someone *back*, you telephone them some time after they have telephoned you

I'm having dinner. Can I call you back in an hour? | he was sent back to prison

- preposició darrere un verb per indicar que alguna cosa retorna d'on va venir

busy /'bɪzi/ Adjective

if a telephone line is *busy*, someone is already speaking on it so you cannot connect to it when you ring that number. In British English, you can also say that a line is *engaged*

I called five minutes ago, but the line was busy | I tried half an hour later, but it was still busy

- ocupat

confirmation /ˌkɒnfə(r)'meɪʃ(ə)n/ Noun

confirmation is a statement saying that something is certain or definite

I'm still waiting for confirmation of the price | we'll send you a written confirmation of your booking

- confirmació

cover /'kʌvə(r)/ Verb

if you *cover* for someone, you do their job for them when they are not there or when they are unable to do it themselves for a short while

Collocates: *cover for someone*

I'm covering for Frazer while he's at the dentist | I need to go to the bank. Can you cover for me for half an hour?

- cobrir

cut off /kʌt ˌɒf/ Phrasal verb

if you get *cut off* during a phone call, the connection suddenly breaks and you can no longer speak to the other person

we got cut off before we finished the conversation | I'm just going into a tunnel so we might get cut off

- tallar

hang up /'hæŋ ˌʌp/ Phrasal verb

if you *hang up*, you end a telephone conversation and break the connection

Collocates: *hang up on someone*

I didn't want an argument on the phone, so I just hung up | please leave a message and then hang up

- penjar

hold /həʊld/ Noun uncount

if you are *on hold*, you are connected by telephone but have to wait for someone to speak to you

Collocates: *put someone on hold*

I was put on hold for about 20 minutes | I've been on hold since before 9 o'clock!

Verb: *hold*

Collocates: *hold the line*

- en espera

package /'pækɪdʒ/ Noun

a *package* is a box or large envelope that is sent through the post

I still haven't received the package | I was expecting two packages but only one arrived

- paquet

put through /ˌpʊt 'θruː/ Phrasal verb

if someone *puts* you *through*, they connect you to the person you want to speak to on the telephone

she put me through to the right department | hold the line a moment while I put you through

- passar una trucada

right away /ˌraɪt ə'weɪ/ Adverb

if you do something *right away*, you do it immediately

I'll send him the tickets right away | he fell asleep almost right away

- immediatament

signal /ˈsɪɡn(ə)l/ Noun

a *signal* is electrical waves that carry sound and pictures to mobile phones, computers, etc.

I can't hear you very well, there's a really bad signal here | I can never get a signal in the back garden

- senyal

text /tekst/ Verb

if you *text* someone, you send a written message to their mobile phone

I always have to text my son as he never answers the phone | text me when you get to the station | he texted me to invite me to a party

Noun: *text*

Collocates: send (someone) a text | get a text

I got a text from Sam this morning

- escriure un missatge de text

urgent /'ʒ:(r)dʒ(ə)nt/ Adjective

something that is *urgent* is very important and needs to be dealt with very soon

if it's urgent, I'll get her to ring you as soon as she comes back | that afternoon, Adkin got an urgent call from the hospital

Adverb: *urgently* | Noun: *urgency*

we need your help urgently

- urgent

wake /weɪk/ Verb

if you *wake* someone, you stop them sleeping by making a noise or touching them so that they become awake. If you *wake*, you become conscious again after being asleep

don't wake the baby, he's only just got to sleep | I woke early that morning and went for a walk | we were woken by the sound of thunder when the storm started

- despertar

STUDENT'S BOOK PAGES 108–109

accidentally /ˌæksɪ'dent(ə)li/ Adverb

if you do something *accidentally*, you do not do it on purpose and do not want it to happen. If something happens *accidentally*, it happens even though no one wanted it to

several children accidentally rang 999 | I accidentally knocked the glass off the table

Adjective: *accidental* | Noun: *accident*

- accidentalment

campaign /kæm'peɪn/ Noun

a *campaign* is a set of organised activities that are intended to achieve a particular result

Collocates: a campaign against something | a campaign for something | an election campaign

a police force has launched a campaign against misuse of the emergency phone number | the election campaign lasted over a month

Verb: *campaign* | Noun: *campaigner*

Collocates: campaign against something | campaign for something

- campanya

collapse /kə'læps/ Verb

if someone *collapses*, they suddenly fall down because they are ill. If a building or something solid *collapses*, it becomes destroyed because it breaks and falls to the ground

he collapsed after he got home | the bridge collapsed during the floods | I put up some shelves on Sunday but they collapsed on Monday!

- enfonsar-se

creature /'kri:tʃə(r)/ Noun

a *creature* is any kind of animal, especially one that you do not know or recognise

birds are not the only creatures you'll see in the woods | it's amazing how many creatures live under the house

- criatura

difficulty /ˈdɪfɪk(ə)lti/ Noun

if you have a *difficulty* or *difficulties*, there is a particular thing that you cannot do easily

at home, he collapsed with breathing difficulties (he could not breathe easily) | I've always had difficulty with English spelling

- dificultat

domestic /də'mestɪk/ Adjective

domestic means connected to or happening within people's homes and within the family

domestic energy bills (bills for electricity and gas used in someone's house) | domestic chores (jobs like cleaning the house and doing the washing)

- domèstic

drill /drɪl/ Noun

a *drill* is a tool used for making holes in wood, metal, etc.

a doctor used a domestic drill for the operation | an electric drill

Verb: *drill*

- **trepant / perforadora**

emergency /ɪ'mɜː(r)dʒ(ə)nsi/ Adjective

an *emergency* is a sudden and dangerous situation which needs very quick action to prevent injury, damage, or death. *Emergency* actions and things happen or are ready to be used when there is an emergency

she needed an emergency operation | an emergency exit (to be used if there is a fire or other danger) | the emergency services (police, fire brigade and ambulance)

Noun: *emergency*

Collocates: declare a (state of) emergency

tell him to hurry, it's an emergency

- **urgència**

expected /ɪk'spektɪd/ Adjective

if something is *expected*, you think it is likely to happen and are ready for it

Collocates: as expected

as expected, she passed all her exams easily | this wasn't the expected result | what's your expected time of arrival?

Verb: *expect* || Opposite – Adjective: *unexpected* |

Adverb: *unexpectedly*

I didn't expect to get home till after midnight | the film had a totally unexpected ending

- **esperat**

fine /faɪn/ Noun

a *fine* is an amount of money that you have to pay as a punishment for doing something wrong

Collocates: a fine for (doing) something | pay a fine

you can get an £80 fine for using a mobile phone while driving | he was ordered to pay a fine of £250

Verb: *fine*

Collocates: be fined for (doing) something

- **multa**

fortunate /'fɔː(r)tʃənət/ Adjective

something that is *fortunate* is good, and happens by luck rather than happening on purpose

they had a fortunate escape from the fire | John was fortunate enough to get a job in his father's company

Adverb: *fortunately* || Opposite – Adjective: *unfortunate* |

Adverb: *unfortunately*

Collocates: unfortunate for someone

fortunately, the train arrived as soon as we got to the station

- **afortunat**

hole /həʊl/ Noun

a *hole* is an empty space on the surface of something that goes all the way or some of the way through

Collocates: a hole in something

I've got a hole in my sock | he dug a hole in the garden to make a swimming pool

- **forat**

ice /aɪs/ Noun uncount

ice is water that has become hard at a low temperature

I had to keep ice on my hand to reduce the swelling | do you want any ice in your drink?

- **gel**

identify /aɪ'dentɪfaɪ/ Verb

if you *identify* something or someone, you say exactly who they are and what they are called

they identified what sort of spider it was | she was able to identify her attacker

Noun: *identification*

the animal was so far away that identification was impossible

- **identificar**

inconvenient /ɪnkən'viːniənt/ Adjective

if something is *inconvenient*, it gives you a few problems, but not serious ones

have I come at an inconvenient time? | having to remember two passwords is really inconvenient

Noun: *inconvenience* || Opposite – Adjective: *convenient*

the low ceilings are an inconvenience for people who are tall

- **inconvenient**

initially /ɪ'nɪʃ(ə)li/ Adverb

if you describe what happened *initially*, you are talking about the beginning of a situation before any developments happen

Nicholas initially seemed fine | initially, I didn't enjoy the job

Adjective: *initial*

- **inicialment**

irrational /ɪ'ræʃ(ə)nəl/ Adjective

something that is *irrational* is not sensible and does not happen for any good reason

I have an irrational fear of dogs | his behaviour last night was completely irrational

Adverb: *irrationally* || Opposite – Adjective: *rational* |

Adverb: *rationally*

he started behaving irrationally, which was how we knew he was ill

- **irracional**

leaflet /'li:flət/ Noun

a *leaflet* is a piece of paper or a small book containing information about something

the police are sending leaflets to houses in the area | a publicity leaflet (one that advertises something)

- **fullet**

misuse /mɪs'ju:s/ Noun

misuse of something is using it in a wrong or bad way

Collocates: misuse of something

the rules are meant to prevent misuse of the company's computers | misuse of customers' personal information is a serious matter

Verb: *misuse*

- **mal ús**

MIS-

mis- is added to a number of words to mean that someone did something wrongly or badly.

They misuse the service.

I misunderstood what you said. / It was a misunderstanding.

I miscounted the money.

You misheard me.

We were really mistreated.

poisonous /'pɔɪz(ə)nəs/ Adjective

something that is *poisonous* can make you ill or kill you if you eat it

Collocates: be poisonous to someone

one of the world's most poisonous spiders | some types of mushroom are poisonous

Noun: *poison* | Noun: *poisoning* | Verb: *poison*

rat poison (something you use to kill rats when they eat it)

- **verinós**

remote /rɪ'məʊt/ Adjective

a place that is *remote* is a long way from towns and cities

he comes from a remote town in Australia | his travels took him to the remotest regions of China

- **remot**

species /'spi:ʃi:z/ Noun

a *species* is a type of animal or plant. The plural is also *species*

they identified the species of spider | a rare species of butterfly

- **espèce**

swelling /'swelɪŋ/ Noun

if you have a *swelling*, part of your body has become bigger than normal because you are ill or because it has hit something hard

his mother noticed a swelling on his head | the swelling started to go down (become smaller)

Verb: *swell* | Adjective: *swollen*

Collocates: *swell up*

- **inflor**

transfer /træns'fɜ:(r)/ Verb

if you *transfer* someone or something, you move them to another place

the boy was transferred by plane to a hospital in Melbourne | the company want to transfer me to New York (make me go and work in New York)

Noun: *transfer*

the company does airport transfers (takes people from the airport to their hotels)

- **traslladar**

unpleasant /ʌn'plez(ə)nt/ Adjective

someone who is *unpleasant* is not nice and not friendly. Something that is *unpleasant* is not nice and not enjoyable

Collocates: be unpleasant to someone

he was a very unpleasant man | I had a most unpleasant experience last week

Adverb: *unpleasantly* || Opposites – Adjective: *pleasant* |

Adverb: *pleasantly*

the man laughed unpleasantly and shook his head

- **desagradable**

wandering /'wɒndə(r)ɪŋ/ Adjective

if you *wander*, you walk around somewhere slowly and without going in any particular direction. *Wandering* animals do not seem to be going anywhere in particular

the Brazilian wandering spider | a wandering albatross (a type of large sea bird)

Verb: *wander*

we wandered round the market until it was time for lunch

- **errant**

wise /waɪz/ Adjective

someone who is *wise* knows and understands a lot of things and can make sensible decisions. If someone's actions or choices are *wise*, they have used their knowledge and understanding very well

it was a wise decision to go to university | my grandad was the wisest man I ever met

Adverb: *wisely* | Noun: *wisdom* || Opposite –

Adjective: *unwise* | Adverb: *unwisely*

he wisely decided not to try and swim across the river

- **savi**

STUDENT'S BOOK PAGES 110–111**description** /dɪ'skrɪpʃ(ə)n/ Noun

a *description* of someone or something is a sentence or several sentences that say what that person or thing looks like

Collocates: give a description

she couldn't give a description of the person who took her bag | he gave an accurate description of the driver

Verb: *describe*

- **descripció**

detail /ˈdiːteɪl/ Noun

your *details* are exact information about you, such as your address, your bank account number, and so on

they got my bank details from there | can I take your credit card details?

- **dades (personals)**

grab /græb/ Verb

to *grab* something means to take hold of it quickly and roughly

Collocates: grab hold of something

they grabbed my bag and ran off | Julie suddenly grabbed his arm

Noun: *grab*

he made a grab for my purse

- **arrabassar**

issue /ˈɪʃuː/ Noun

an *issue* is a problem that people need to deal with

Collocates: address an issue

she said there had been some security issues | we need to address the issue of youth unemployment (do something to reduce it)

- **assumpte**

own /əʊn/ Verb

if you *own* something, it belongs to you

Bettina doesn't own her apartment, she rents it | she owned some land in Scotland

Noun: *owner* | Noun: *ownership*

I never met the previous owner of our house

- **ser propietari**

password /ˈpɑːswɜː(r)d/ Noun

a *password* is a secret list of letters and numbers that you have to put into a computer or phone in order to be able to start using it

you need a mix of letters and numbers to have a secure password (one that is difficult for someone to guess) | don't use the same password for all the websites you are registered with

- **contrasenya**

property /ˈprɒpə(r)ti/ Noun

property is land, houses, or flats in general. In formal English, people sometimes talk about a particular house or flat as a *property*

we looked at several properties in North London but they were all too expensive for us | we rented a property near the beach

- **propietat**

property /ˈprɒpə(r)ti/ Noun

your *property* is all the things that belong to you

have you ever lost an important piece of property? | police recovered a lot of stolen property

- **propietats**

prove /pruːv/ Verb

if you *prove* something, you show someone facts that mean that it must be true

Collocates: prove someone's guilt/innocence

I know it was Jeff who stole my keys, but I can't prove it | if I can't prove my innocence (prove that I didn't commit a crime) I'll end up in jail

Noun: *proof*

he wanted proof that the money had been transferred

- **provar**

reference number /ˈref(ə)rəns ˌnʌmbə(r)/ Noun

a *reference number* is a number that tells someone where a particular piece of information is

here's a reference number so you can contact your insurance company | please make a note of the reference number

- **número de referència**

repay /rɪˈpeɪ/ Verb

if you *repay* someone, you give them back money that was theirs until they spent it, gave it to you, or lost it

she promised the bank would repay any money I'd lost | the money was repaid in full (the whole of the total)

Noun: *repayment*

12 monthly repayments of £100

- **reemborsar**

scary /ˈskeəri/ Adjective

someone or something that is *scary* makes you feel scared

it was really scary when he started shouting at me | those spiders look really scary

Adjective: *scared* | Verb: *scare*

the noise scared everyone in the station

- **que fa por**

secure /sɪ'kjʊə(r)/ Adjective

if a computer system or website is *secure*, it is safe to use because it can only be used by people who are allowed to use it

I bought something from a website that wasn't secure | employees' details are kept on a secure system

Adverb: *securely* | Noun: *security*

customers' details are securely held on our servers in Germany

• **secur**

steal /sti:l/ Verb

to *steal* something that does not belong to you means to take it and keep it without permission

someone hacked into my account and stole all my money | someone stole my phone when I was in the restaurant

Adjective: *stolen*

police found a lot of stolen property at his flat

• **robar**

strap /stræp/ Noun

a *strap* is a length of material such as cloth or leather that is used to hold something in place

Collocates: *fasten/unfasten a strap | undo a strap*

the strap on my bag is broken | the strap hadn't been fastened properly

Verb: *strap*

• **corretja**

threaten /'θret(ə)n/ Verb

if someone *threatens* you, they frighten you by telling you they will hurt you or do something bad to you

Collocates: *threaten to do something*

he followed me home and started threatening me | the government threatened to close the university

Noun: *threat* | Adjective: *threatening*

they faced threats of violence

• **ameñaçar**

STUDENT'S BOOK PAGES 112–113

backwards /'bækwə(r)dz/ Adverb

if you move *backwards*, you go in the direction that is behind you. If you do something *backwards*, you do it in the opposite order from usual

he can say the alphabet backwards (z, y, x, w, etc.) | he fell backwards onto the pavement

• **cap enrere**

code /kəʊd/ Verb

a *code* is information in a form that does not use human language. If something is *coded* in a particular way, it exists there as a code and can be read or understood only if you know how to do it

we know memory is coded in the hippocampus | the wires are colour coded

Noun: *code*

Collocates: *in code*

the message was sent in code

• **codi**

continuously /kən'tɪnjuəsli/ Adverb

if you do something *continuously*, you do it all the time without stopping

he continuously practises to improve the power of his mind | planes were continuously flying over the city

Adjective: *continuous*

a continuous stream of visitors arrived at the museum

• **continuament**

relatively /'relatɪvli/ Adverb

you use *relatively* when you are making comparisons. For example, if something is *relatively* good, it is good when compared to similar things. If someone is *relatively* tall, they are tall compared to other people

he has had a relatively normal life | it's relatively easy to find

Adjective: *relative*

• **relativament**

partly /'pɑ:(r)tli/ Adverb

something that *partly* happens or is *partly* true happens or is true a little but not completely

his genes are partly responsible for his good memory | the amount of tax you pay depends partly on where you live

• **parcialment**