

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 ˌsɪstəm/ 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 /'sɪgn(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 /'ɜː(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 /'dɪfɪk(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*

- *trepan / 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

- espècie

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 /'di:teɪl/ 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 /'ɪʃju:/ 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 /'pɑ:s,wɜ:(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 /'prɒpə(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 /'prɒpə(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 /pru:v/ 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 /'ref(ə)rəns ,nʌmbə(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 /rɪ'peɪ/ 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 /'skeəri/ 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

• amenaçar

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 /'relətɪvli/ 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