

# 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*

- durée de vie de la batterie

### 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*

- couverture

### 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*

- système d'exploitation

## 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 to 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*

- re-

### 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*

- occupé

### 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*

- confirmation

### 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?*

- remplacer

### cut off /'kʌt ɒf/ 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*

- couper

### hang up /'hæŋ ʌp/ 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*

- raccrocher

### 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

- attente

### 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*

- colis

**put through** /ˌpʊt ˈθruː/ 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*

- passer la communication

**right away** /ˌraɪt əˈweɪ/ 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*

- immédiatement

**signal** /ˈsɪgn(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*

- signal

**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*

- envoyer un texto

**urgent** /ˈɜː(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*

- réveiller

**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*

- accidentellement

**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

- campagne

**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!*

- s'effondrer

**creature** /ˈkri: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*

- créature

**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*

- difficulté

**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)*

- domestique

**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*

- *perceuse*

**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*

- *urgence*

**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*

- *attendu*

**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

- *amende*

**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*

- *heureux*

**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*

- *trou*

**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?*

- *glace*

**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*

- *identifier*

**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*

- *inopportun*

**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*

- *au départ*

**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*

- *irrationnel*

**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)*

- prospectus

**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*

- abus

**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)*

- poison

**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*

- isolé

**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*

- enflure

**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)*

- transférer

**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*

- désagréable

**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*

- sage

**STUDENT'S BOOK PAGES 110–111****description** /di'skripʃ(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*

- **description**

**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?*

- **détail**

**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*

- **saisir**

**issue** /'ɪʃjuː/ 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)*

- **question**

**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*

- **posséder**

**password** /'pɑːswɜː(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*

- **mot de passe**

**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*

- **bien**

**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*

- **bien**

**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*

- **prouver**

**reference number** /'ref(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*

- **numéro de référence**

**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*

- **rembourser**

**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*

- **effrayant**

**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*

• *sécurisé*

**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*

• *voler*

**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*

• *sangle*

**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*

• *menacer*

**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*

• *en arrière*

**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*

• *coder*

**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*

• *continuellement*

**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*

• *relativement*

**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*

• *en partie*