



Digital Dictionary

BT Group



**A note from
the author**

Cookies, spam, the cloud, streaming, URLs, hyperlinks, 4G....5G!

Where on earth do we begin?

The internet can seem like a whole new world,
with a lexicon all of its own.

We may take the lingo for granted, but for some,
and particularly older generations, the language used
online can be a minefield of confusing jargon.

And while so much of modern life seems easier online -
whether that's booking a doctor's appointment, managing
your finances, or doing the weekly shop - we're forgetting
one crucial thing: it's only easier if you understand the
language the web is built on.

So, I've teamed up with BT Group to create this Digital Dictionary,
a guide that simplifies the language of the internet, with the
aim of helping us all make the most of life in an online world.

As well as this dictionary, BT Group has plenty of online guides
that will help give anyone the knowhow and confidence to
start exploring the internet.

**Visit bt.com/seniorskills and find all the training and support
needed to live life to the full in the digital age.**

A handwritten signature in black ink, reading "Susie Dent". The signature is written in a cursive, flowing style with a large initial 'S'.

Susie Dent

Application

An application - often referred to as an 'app' - is a digital tool that you can use on a computer, smartphone, or tablet. It's designed to do certain jobs, like playing games, sending messages, editing photos, keeping track of your schedule, or finding directions on a map. There are apps for pretty much anything you can think of.

Just as you might use different tools for different tasks in the real world, apps are the digital tools you use in the online world.

To find out more about apps, visit [bt.com/seniorskills](https://www.bt.com/seniorskills) to read BT Group's factsheets on downloading them for Apple and Android devices.

Bluetooth

Bluetooth is a kind of technology that allows two devices to send and receive information when they are close to each other without the need for a wired connection.

So, it can connect two devices (for example, wireless headphones and a phone so you can listen to music) or you can also use Bluetooth to send documents or files.

Cloud

Think of the cloud like a storage space on the internet.

Instead of keeping all your files on your own device, you can put things in the cloud and access them anywhere with an internet connection. It's like having a magic internet space where you can store things and use them even if you're not on your own computer.

Popular apps



Messaging and voice/video calling



See friends' updates and pictures



Platform where you can watch videos



Online maps/ route guidance



Manage your healthcare and medical records

Did you know?

Bluetooth technology owes its name to a 10th century ruler - King Harald Bluetooth, who united Denmark and Norway. His nickname was thought appropriate for technology that brings devices together.

Cookie

Whenever you visit a website, you'll be asked whether you want to 'accept cookies'.

A cookie is a small file that websites save on your device when you visit them. Think of it as a little book: whenever you visit a website, it writes down small things about you such as your name, your preferences and what you do on the website.

When you visit the website again, it will remember all the information it wrote down, and use it to make your experience more personal.

It's completely up to you whether you accept these cookies or not.

Why is it called a cookie?

The most popular explanation is that, as it is a file that contains information about you, the name 'cookie' comes from fortune cookie, as it is a small file that contains a piece of information about a person. Another theory links the term to the tale of Hansel and Gretel, who leave a trail of crumbs to help them escape the forest.

Did you know?

Cookies are not the only piece of internet lingo named after food.

The term spam (meaning annoying and unwanted letters in your email inbox) actually comes from a Monty Python sketch about the canned meat product, SPAM. A customer in a café tries (unsuccessfully) to order a dish not containing SPAM. Before long, the whole café has descended into an infuriating, albeit catchy, song about SPAM which dominates the rest of the sketch.

Large numbers of unsolicited emails were compared to this song, and the name has stuck ever since!

Download

Downloading is copying something from the internet onto your computer or device.

Imagine taking a picture or a file from the internet and putting it onto your own computer so you can use it even when you're not connected to the internet.

It's like bringing something home from a shop, so you can use it whenever you want.

Downloading allows you to access things like videos, documents, bank statements or receipts from the internet and keep them on your computer or phone.

The opposite of download is upload - this is where you put a file from your device onto the internet so that others can see or use it.

Emoji

An emoji is a tiny picture or symbol that you can use when sending messages on your phone or computer.

Not everyone loves words as much as me, so emojis can add a fun and expressive touch to your messages. There are emojis for pretty much any emotion and they can even represent objects, animals, food, and more. 😊❤️

The word emoji comes from the Japanese words for 'picture' and 'character' – and so, surprisingly, is not related to emotion at all.

Be careful....

Some emojis have slightly different meanings depending on context. So, be careful when cooking with aubergines (🍆) or saying you've sweated after a workout (💦)... if in doubt about the alternative meanings of emojis like this, you can always ask a friend or loved one, who might know more.

Did you know?

The Oxford English Dictionary named the Face with Tears of Joy (😄) emoji as the Word of the Year in 2015.

Hyperlink

A hyperlink is like a magic door to a webpage. Click it, and you instantly go to another webpage or a different part of the same page. It's how you explore the internet with one click.

A hyperlink is usually blue and underlined, and it will look like [this](#).

You should only click links you recognise on websites you trust.

IP Address

An IP address is a special code that your computer or phone uses to find and talk to other devices on the internet.

Think of it as a phone number for your devices on the internet. It helps them know where to send and receive information, just as you might use a phone number to call someone or send them a message.

Malware

Malware is a program that accesses your computer or device without permission and causes trouble by stealing your information or making your device stop working in the way it should.

This is one of the reasons why you should be careful about what you download or click on – if it's not a reputable website, it could lead to malware making its way onto your device.

Ransomware is a special kind of malware that accesses your computer or device and locks your important files, then asks you to pay money (just like a ransom in a kidnapping) to get your files back.

It's a good idea to make sure you have antivirus software installed on your devices – this will act like a guard that helps catch and remove malware before it starts causing problems.

QR Code

A QR code can be an alternative to a web address or URL.

It is made up of little black squares and lines and, when scanned with the camera of a device such as a smartphone, it can quickly take you to a website.

QR codes have become increasingly popular since the COVID-19 pandemic. You may have seen them used in restaurants: when scanned they can take you to a website detailing the menu so you can avoid having to touch the paper version.

Try it out

If you have printed this dictionary, you can open your phone's camera and point it at the QR code below – this will take you to BT's Senior Skills website:



Scam

While the internet is great for so many things, unfortunately - as in real life - there are disreputable people out there who will try and take advantage of others and attempt to trick them into giving money or personal information. This is called a scam.

Phishing, smishing, and vishing are all different types of scams you should watch out for.

To find out more about identifying scams, visit [bt.com/seniorskills](https://www.bt.com/seniorskills)

Remember...

Just as you wouldn't give your money to a stranger on the street, you should never give your information to strangers online. If something sounds too good to be true, it probably is! It's always a good idea to be cautious and double-check things before you share any personal information or send any money online. If you're not sure, you can ask a family member or a friend for help.

Search Engine

Think of a search engine like a librarian. If you have a question or if you are looking for something specific, you can type it into a search engine and you'll receive a list of websites and information that will help you find the answer, like a list of books on a bookshelf.

Google is one of the most popular search engines: in fact, it's so widely used that 'to google' has become a synonym or looking something up on the internet.

The first use of Google as a verb came from the company's co-founder Larry Page, who signed off a company update with "Have fun and keep googling!". Strangely, it was US TV show Buffy the Vampire Slayer that thrust the word into the mainstream when it was used in an episode from 2002.

Browser

If the search engine is the librarian, then the browser is the library itself.

An internet browser allows you to explore information on the internet, a digital tool that helps you search and view websites.

The browser is a software application that you might need to download, or it might be included on your computer, tablet, or phone. Popular browsers include Microsoft Edge, Google Chrome, and Mozilla Firefox.

So, what's the difference?

A browser is the way you access and read websites on the Internet, and a search engine is a tool you can use inside the browser to find specific websites or information when you're not sure where to look.

Smartphone

A smartphone is a device that combines a mobile phone and a computer. So not only can you speak to people and send text messages, as you can with any mobile phone, but you can also access the internet, take photos and videos, and download and use apps.

Instead of buttons, a smartphone also has a touch screen, meaning you interact with it by - you guessed it - simply touching the screen, making it very easy to use.

Did you know?

The term "smartphone" was first used by Ericsson in 1997 to describe a new concept for a device.

Social media

Social media is an online place where people share pictures and thoughts and stay connected with friends. It's like a digital playground where you can find people who like the same things and learn about what's happening in the world.

As well as being a handy way to keep in touch with friends and family, social networks can also be great fun. Even when your friend or relative isn't right next to you or even in the same country, you can still chat or share experiences with them online.

Different social networking sites do slightly different things. Instagram, for example, is best for sharing photos, while Facebook allows you to connect with friends and join interest groups about your local area.

To find out more about using social media safely, visit [bt.com/seniorskills](https://www.bt.com/seniorskills)

Did you know?

There are 4.8 billion social media users worldwide, representing 59.9% of the global population and 92.7% of all internet users.

The most used social media platform in the world is Facebook, with over 3 billion monthly active users worldwide.

Software

Software is the set of instructions that tells a computer what to do. Just as you use a recipe to make a cake, software tells the computer how to perform tasks, like running programs, showing pictures, or playing music. It's what makes it possible for your computer to do all the things it can do. In other words, the computer's software is like its brain.

It's not a physical object and so can't be touched, unlike the computer's hardware. Hardware is the physical stuff you can see and can touch on a device: so, circuits, processors, monitors, keyboards and mice, and phone handsets are all examples of hardware.

Software tells hardware what to do - the two work together to ensure your device can perform its tasks.

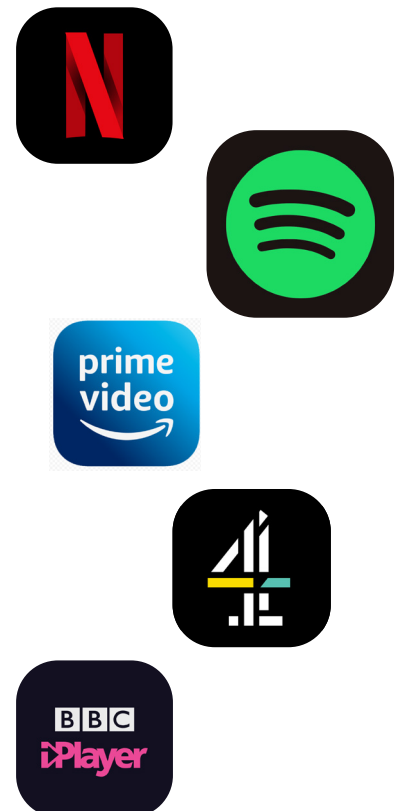
To know more about how your devices work, visit [bt.com/seniorskills](https://www.bt.com/seniorskills)

Streaming

Streaming is watching a film or TV show over the internet, without the need to download it onto your device first. As long as you have internet connection, your film or show will continue to play in real time. It's just like listening to a radio station: it can keep playing, non-stop.

Popular streaming services include Netflix, Spotify, Amazon Prime, Channel 4 and BBC iPlayer

To find out more about streaming, visit [bt.com/seniorskills](https://www.bt.com/seniorskills)



USB

USB (pronounced yoo-es-bee) is a type of technology that can connect devices to each other. Think of it like a modern version of an electric plug.

You can use a USB to connect devices like your computer to a printer, to a camera to transfer photos, or to a phone to charge it. It's a common way to make devices work together without needing a bunch of different cables.

USB-C is a newer, faster, and more convenient version of this cable. It's becoming more and more popular due to its speed and ease of use - you can plug it in either way up (though a lot of devices still use an older USB cable which can only be plugged in one way up). Think of it like a supercharged USB.

Webpage

A webpage is like a page in a book or magazine, just displayed on a computer or phone. It's a little section of the internet where you can learn things, look at pictures or watch videos.

If a webpage is a page in a book, then a website is the book itself: a group of interconnected webpages make up a website.

Did you know?

USB stands for Universal Serial Bus - but it's not the kind of bus you might take to go to work or go to the shops. This bus is more like a road that helps move information around to different parts of a device.

Did you know?

The first webpage went live in August 1991 and was created by Tim Berners-Lee, better known as the inventor of the internet (or the World Wide Web).

It was very straightforward, and contained information on how users can create webpages of their own and use hyperlinks.

URL

A URL (pronounced yoo-arr-el) is a web address for a specific place on the internet. It's what you type in the browser's address bar to visit a specific webpage. Think of it as the online "street address" of a website, guiding your computer to the right webpage, just like you'd use a street address to find a house.

Did you know?

URL stands for Uniform Resource Locator: It's "uniform" because it follows a standard format that everyone understands, and it helps us "locate" or find resources on the internet.

5G, 4G and 3G

This is a type of technology that connects your mobile phone to the internet, without the need for a traditional internet connection.

4G is like a motorway for data, allowing you to watch videos, use apps, and browse the internet quickly on your phone.

The G simply stands for 'generation': so, 5G is faster than 4G, which in turn is faster than 3G. If 4G is the M6, 5G is a German Autobahn!



About BT Senior Skills

As everyday life becomes more and more digital, even the simplest of activities can become difficult without the internet: from booking a doctor's appointment online, to getting home deliveries and even managing your personal finances.

So, BT Group has partnered with UK charity AbilityNet to help improve the digital skills of 5,000 older and digitally excluded people across the UK.

The Senior Skills programme, offers support and training sessions on a community or one-to-one basis to those who need it most in regions across the country, helping to teach them everything they need to live life online.

To find out more, visit bt.com/seniorskills





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