

Word Processing

An introduction

SECOND EDITION

Peter Flewitt

M
MACMILLAN

© Peter Flewitt 1980, 1985

All rights reserved. No reproduction, copy or transmission of this publication may be made without written permission.

No paragraph of this publication may be reproduced, copied or transmitted save with written permission or in accordance with the provisions of the Copyright Act 1956 (as amended).

Any person who does any unauthorised act in relation to this publication may be liable to criminal prosecution and civil claims for damages.

First edition 1980
Reprinted 1981 (twice), 1983, 1984
Second edition 1985

Published by
MACMILLAN EDUCATION LTD
Houndmills, Basingstoke, Hampshire RG21 2XS
and London
Companies and representatives
throughout the world

British Library Cataloguing in Publication Data
Flewitt, Peter
Word Processing – 2nd ed.

1. Word processing – Equipment and supplies

I. Title

652'.5 Z52.4

ISBN 978-0-333-39348-2 ISBN 978-1-349-08046-5 (eBook)

DOI 10.1007/978-1-349-08046-5

Contents

<i>List of illustrations</i>	<i>viii</i>	
<i>Author's note</i>	<i>ix</i>	
<i>Acknowledgements</i>	<i>x</i>	
<i>Foreword</i>	<i>xi</i>	
<i>Introductory glossary</i>	<i>xii</i>	
Chapter 1	What is word processing?	1
	Overall concept	1
	Information processing	1
	Storage and distribution	1
	Conversion to machine language	3
	The keyboard	4
	Advantages of a word-processor	4
	Additional keys	4
	Helping the typist	5
	Ease of insertion	5
	Less checking	6
	The typist as an artist	6
	More job-satisfaction	6
	The typist's skill as an investment	6
	Easily-credited drafts	7
	The true value of a trained operator	7
	Print-standard display	8
Chapter 2	Text generation	9
	Four methods	9
	Longhand draft	9
	Shorthand notes	9
	Dictation machines	10
	Direct keyboarding	11
Chapter 3	What is a word processor?	12
	The beginnings	12
	The microprocessor	13
	The human-computer analogy (1)	14
	Electronic typewriters	15
	Word processors	16
	Stand-alone systems	16
	The keyboard	17
	The video display unit (VDU)	17
	Scrolling	18
	Status information	20
	Cursor	20
	Brightness	20

The central processing unit (CPU)	20
Main memory	20
Volatile memory	20
Programming	21
The work disk	22
The human-computer analogy (2)	23
Memories are made of this	23
Read Only Memory (ROM)	23
Programmable Read Only Memory (PROM)	24
Random Access Memory (RAM)	24
Advantages of RAM	25
Text storage	25
Bits and bytes	26
Magnetic card	26
Tape cassettes	27
Disks, discs, or diskettes	28
Summary	28
The Printer	30
Dot-matrix heads	30
The daisy-wheel printer	30
Thimble printers	32
Continuous stationery	32
Ink-jet printers	33
Image printers	33
Shared logic and mainframe systems	34
Mainframe systems	35
Communicating word processors	35
A dynamic situation	36
Chapter 4 What does it do?	37
The basic functions	37
Setting out the page	37
Mode	37
Pitch	37
Line-spacing	38
Page width	38
Page or form length	38
Lines per page	38
Margins and tabs	38
Offset	38
Storing page formats	39
Typing on the screen	39
The cursor	39
Word wraparound	39
Underlining	39
Capitals	40
Emboldening	40
Sub- and superscript	40
Vertical alignment	40
Running corrections	40

Mis-keyed characters	41
Deleting text	41
Erasing text	41
Inserting text	41
Hyphenating	41
Text revision	42
Centring text	42
Indenting paragraphs	42
Defining a quantity of text	42
Moving text	42
Putaside	43
Making up a vocabulary	43
Replacing character strings	43
Filing	44
The work disks	45
Capacity of the disk	46
Prompts	46
Opening a file	46
Updating a file	47
Deleted pages file	47
Building-blocks	47
Deleting outdated files	47
Creating duplicate master files	48
Reorganising files	48
Pagination	48
Headers and footers	48
Printing	49
Pitch	49
Control codes	50
Methods of printing	50
Stacking print jobs	51
Printing options	52
Justifying margins	52
Index	52
Varying line-spacing and pitch	52
Merging text	52
Page headings and numberings	53
Sorting	53
Selecting	53
Arithmetic	53
Keystroke memory	53
Additions to the system	54
Chapter 5 How does it do it?	55
Building up a command sequence	55
A logical sequence	55
The keyboard	58
Text entry and editing keys	59
The screen	61
Index or directory	61

	Menus	62
	Format information	62
	The ruler or format line	63
	The active page	63
	Typing normally	64
	Correcting mis-typed characters	64
	Delete	64
	Erasing text	65
	Defining a text quantity	65
	Defining a screen area	65
	Inserting	66
	Centring	67
	Reformatting	68
	Copying	69
	Moving	69
	Merging	69
Chapter 6	Who can use one?	71
	Potential users of word processors	71
	Creative writers	71
	Solicitors	71
	Insurance	71
	Engineering	71
	Motor industry	72
	Estate agents	72
	Local authorities	72
	Agencies	72
	Banking	72
	General	72
	Education	73
	Small businesses	74
	More than one job at once	74
Chapter 7	Who will operate it?	76
	The importance of people	76
	Word input	76
	Longhand draft	76
	Shorthand dictation	76
	Dictation machines	77
	Dictator-training	77
	Direct keyboarding	78
	Principles of word processing	79
	Word output	79
	Qualifications	79
	Personality	80
	Work environment	82
	Work groups	82
	Semi-centralisation	82
	Full centralisation	83
	. . . but in real life	83

Chapter 8	Where do we go from here?	84
	From word processors to integrated office systems	84
	The effect on the office environment	85
	Resistance to change	85
	Compromise	86
	More leisure	86
	<i>Glossary</i>	87
	<i>Index</i>	98

List of illustrations

1	Information processes	1
2	Conversion to machine language	3
3	Word-input	9
4	Numbers 1 to 5 in binary code	13
5	Stand-alone system	16
6	Thin-window display	17
7	Scrolling	19
8	Inserting a disk into a disk-drive	21
9	ROM, PROM and RAM	25
10	Magnetic card	26
11	Tape cassette	27
12	A disk cartridge	28
13	Floppy disk	29
14	Dot-matrix printing	30
15	Daisy-wheel	31
16	Reverse-tone printing	33
17	Image printer	34
18	Shared-logic system	35
19	Mainframe system	36
20	Daisy-wheel printer	49
21	Ten-pitch printwheel	50
22	Twelve-pitch printwheel	50
23	A hopper feed	51
24	A keyboard of a typical dedicated word processor	56
25	Word-wraparound – before	64
26	Word-wraparound – after	64
27	Delete – before	64
28	Delete – after	65
29	A quantity, defined and highlighted	65
30	Defining a table or column	66
31	Inserting – before	66
32	Inserting – the text drops away	66
33	Inserting – the new text is typed in	66
34	Inserting – the text closes up	67
35	Centring – before	67
36	Centring – after	68

Author's note

Throughout the course of this book it is necessary at times to refer to the executive or dictator, and the typing staff by personal pronouns. Whilst I freely accept that typists, supervisors and executives may be of either sex, it would have made for extremely tedious reading to allow for either eventuality in every case. As a matter of convenience and for greater clarity, I have adopted the convention of referring to authors, executives and originators of text generally as 'he', and typists, word processor operators and supervisory staff as 'she'. I hope that this will prove acceptable to even my most militant readers.

Acknowledgements

The author wishes to express grateful thanks to:
Philips Business Equipment for permission to reproduce or freely adapt material from their instructional and promotional literature;
Linda Clague and Irene Geis for their help with the examples in Chapter 5;
His wife and family for putting up with him during the months when this was being written.

Foreword

If you are a computer buff, or a senior O & M consultant weighing up the pros and cons of shared-logic versus mainframe systems, do not bother reading any further – this book is not for you. It is simply an attempt to reduce the complex mystique of word processing in its widest sense to simple everyday terms which can be understood by teachers, by students, and in fact by anybody who needs to know about the basic principles of word processing without delving deeply into the complexities of microelectronics.

The reader will be a person who needs to relate the new computer-based technology to the structure and procedures of the commercial office, a person who needs to see the concept of word processing not as an end in itself, but as a means of communicating between human beings.

Since this book was first written in 1980, there have been a number of changes in the word-processing field, not least in the increased use of word-processing software packages on computers and microcomputers. This revised version has been broadened in scope to embrace the use of such packages, highlighting where possible the essential differences between the various systems. In education, most if not all of the major Examining bodies now have examinations in Word Processing or Information Processing. In revising the book, the author has tried to envisage the kind of question likely to be asked, and to provide satisfactory answers.

The introduction of word processors in increasing numbers, and the likely acceleration of this trend as prices fall, is bringing about a reappraisal of the training needs of young people about to enter business life. Teachers of office skills in particular are looking very closely at their methods and syllabuses to see whether or not they measure up to the demands of the new technology. Many of the basic skills will remain (if not for ever at least for some time to come) essential to the office worker. Knowledge of the English language will be as important as it ever was, spelling and punctuation even more so.

The advisability of teaching shorthand to all and sundry will need to be considered carefully in the light of local requirements. The skills of fast, accurate typing and audio-typing will be paramount. Additional skills may become necessary as new kinds of job emerge.

To those who will be involved at first hand in the changes which are taking place, and to those who will prepare others to take a place in the new-technology-based offices, it is hoped this book will be a useful introduction.

Introductory glossary

To help you in the early stages . . .

Here is a short list of possibly unfamiliar terms which you may come across in the introductory sections. A brief explanation is given here, all are fully explained within the text, and a fuller glossary of a hundred or so such terms is printed at the end of the book.

Building-blocks	Standard paragraphs used to construct letters, contracts, etc., by keying-in coded numbers for each paragraph.
Command sequence	The order in which keys have to be pressed to instruct the machine to carry out certain tasks.
Daisy-wheel	The commonest form of word-processing printer, so called because the printing element looks like a daisy.
Digital code	The reduction of all numbers, letters, symbols and instructions to a series of 1s and 0s.
Fully-blocked	A style of typewriting where each line begins at the left-hand margin.
Image copier	A machine which can produce a copy directly from electrical signals generated by a word processor or similar device.
Ink-jet	A printer which operates by spraying ink on to the paper in the form of the letters.
Keyboarding	The operation of (usually) a typewriter-style keyboard, using correct fingering and technique.
Line-printer	A printer which prints the whole line at once, not character by character.
Phototypesetter	A composing machine which produces camera-ready copy for printing by photographic methods.
Prestel	An information service provided by the Post Office whereby information from a central computer can be received via telephone lines on a television screen.
VDU	Visual (or Video) Display Unit – the television screen upon which the work appears as it is typed.
Work disk	The disk upon which work is recorded for future use after it has been produced on the screen.