

CHAPTER 2: KEYBOARD REVIEW

“Remembrance and reflection how allied! What thin partitions sense from thought divide!”

— Alexander Pope

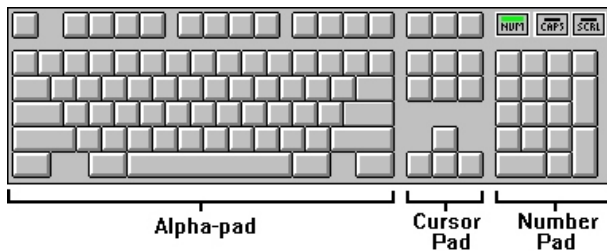
In the previous chapter, we outlined the reasons for using Windows®, but they all boil down to one thing: Windows® is intended to make you, and the organization for which you work, more productive. This review chapter is an important key to your productivity.

Unfortunately, most people who are self-taught do not realize the productivity gains that Windows® promises. It is *essential* that you get started on the right foot, for bad habits are difficult to break.

You will soon see that Windows® allows users to do tasks in many ways. For example, there are at least eight ways to delete text. The novice may assume that one way is as good as another. This is a fundamental error. How you do it *does* matter!

THREE-PART KEYBOARD

The keyboard can be divided into three parts: the Alpha-pad, the Cursor Pad, and the Number Pad.



Familiarize yourself with the location of the following keys on the Alpha-pad, shown in Figure 42.

- “Escape”—**Esc**—in the upper left.
- Function keys, the “F-keys”—**F1** **F2** **F3** . . . **F12**—along the top.
- “Enter Key”—**↵**—(sometimes large or oddly shaped), sometimes called the “hard return” or “return” key from the typewriter era.
- Also note the difference between the slash—**/**, on the question mark key—and the backslash—****, above the Enter key.

- “Control key”—**Ctrl**—on either end of the bottom row.
- “Alt key”—**Alt**—on either side of the space bar.
- “Windows key”—**⊞**—appears on keyboards made after 1997, usually between **Ctrl** and **Alt**.

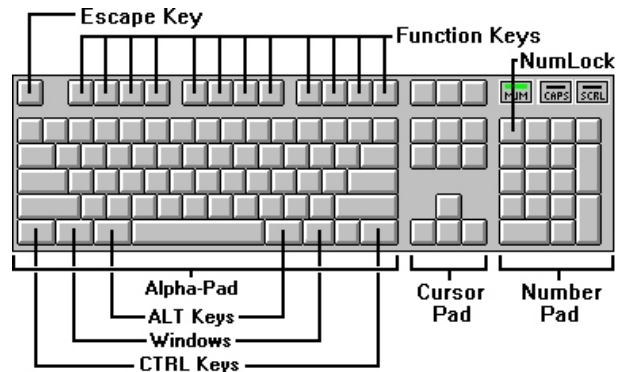


Figure 42

The **Ctrl**, **Alt**, and **⊞** keys, like the **Shift** key, are located on both sides of the Alpha-pad.

ESCAPE

Press **Esc** to eliminate unwanted dialogs. This is equivalent to clicking **Cancel** in a dialog.

HARD RETURN

Within a word processor, entering a so-called “hard return,” that is, pressing **↵**, is analogous to hitting the return lever on a typewriter. This does not merely go down a line, it *creates* a new paragraph.

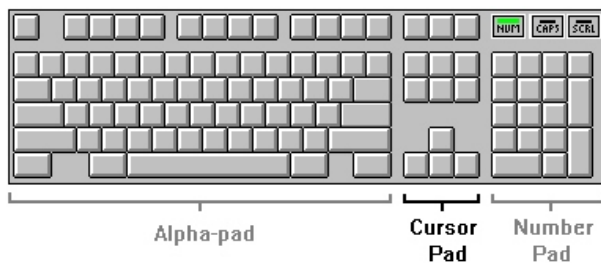
Pressing **↵Enter** within a dialog is equivalent to using your mouse to click the default button, which is usually **OK**.

BACKSPACE

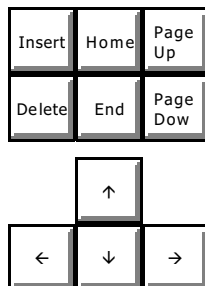
Pressing **⌫Backspace** (located above **↵Enter**) deletes the character *to the left* of the insertion point.

CURSOR PAD

Next, examine the Cursor Pad, between the Alpha-pad and the Number Pad.



Typically the Cursor Pad looks like this:



MANEUVER AROUND THE DOCUMENT

Use the keys on the Cursor Pad to reposition the cursor:

- **Home** = go to beginning of the line
- **End** = go to end of the line
- **Page Up** or **Page Down** = go up or down one screen
- **←** or **→** = go left or right one character
- **↑** or **↓** = go up or down one line

DELETE

Pressing **⌫Delete** deletes the character *to the right* of the insertion point. Be sure this distinction is clear:

- **⌫Backspace** deletes the character to the left.
- **⌫Delete** deletes the character to the right.

INSERT

Pressing **Insert** toggles between typeover mode and insert mode. (“Toggle” means you press it once to turn it on and press it again to turn it off.) Typeover mode does what it says: it “types over” existing text. Insert mode inserts text at the insertion point, pushing existing text to the right. Some modern applications, notably Microsoft® Word, allow the user to disable Typeover mode.

THE MAGIC **Ctrl** KEY

The **Ctrl** key can be used with various Cursor Pad keys to enhance their power. Here are some examples:

Remember: **Home** sends the insertion point *to the beginning of the line*:

➔ **Ctrl Home** sends the insertion point *to the beginning of the document*.

◆◆◆

Remember: **End** sends the insertion point *to the end of the line*:

➔ **Ctrl End** sends the insertion point *to the end of the document*.

◆◆◆

Reminder: **Delete** deletes the *character* to the right of the insertion point;

➔ **Ctrl Delete** deletes the *word* to the right of the insertion point.

◆◆◆

Reminder: **Backspace** deletes the *character* to the left of the insertion point;

➔ **Ctrl Backspace** deletes the *word* to the left of the insertion point.

◆◆◆

Reminder: **←** or **→** moves the insertion point left or right, *character-by-character*;

➔ **Ctrl ←** or **Ctrl →** moves the insertion point left or right *word-by-word*.

◆◆◆

Remember: **↑** or **↓** moves insertion point up or down, *line-by-line*;

➔ **Ctrl** **↑** or **Ctrl** **↓** moves insertion point up or down, *paragraph-by-paragraph*.

❖ ❖ ❖

Remember: **Page Up** or **Page Down** goes up or down one screen:

➔ **Ctrl** **Page Up** or **Ctrl** **Page Down** goes up or down *one page*.

❖ ❖ ❖

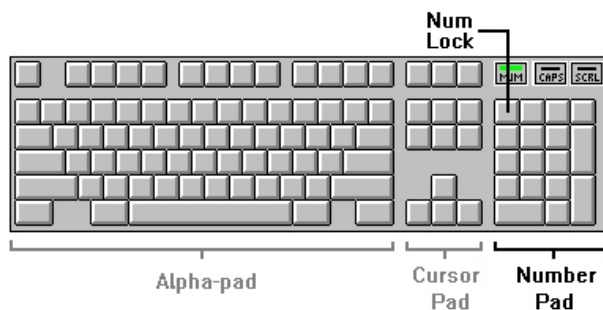
Remember: Pressing **↵** creates a new line, or, more specifically, a new paragraph:

➔ **Ctrl** **↵** creates a new page.

Do you see the pattern? The **Ctrl** key *enhances* the effect of the cursor control keys.

NUMBER PAD

Finally, note the Number Pad, to the right of the Cursor Pad. The Number Pad has a dual function; press **Num Lock** to toggle between numbers and cursor movements. This is a hold-over from old-style, 84-key keyboards that didn't have a Cursor Pad.



SELECT, THEN APPLY

The general rule of formatting text in Windows® is “Select, then apply.” For example, to italicize an existing word, you must select the word *and then* apply the italics. There are three primary ways to select text:

- Click-and-drag;
- Double-click a word; or,
- **Shift** + a navigation key, such as **←**, **→**, **↑**, **↓**, **Ctrl** **Home**, **Ctrl** **End**, **End**, **Home**, and so on.

For example, if you select text and apply a new font, the selected text, and only the selected text, will change to the new font.

Attributes aren't the only thing you can apply. If you select text and press **Delete**, the selected text will be deleted. If you select text and apply a keystroke, such as **↵**, or a letter, such as **M**, the selected text will be *replaced* with a hard return, or the letter “M.”

BOLD, ITALIC, & UNDERLINE

We have seen that **Ctrl** key is in conjunction with various keys on the Cursor Pad to enhance their effect. If you know what a Cursor Pad key does, it's easy to figure out what happens when you press **Ctrl** along with it.


When it is used in conjunction with the Alpha-pad, **Ctrl** creates a shortcut key combination. You simply have to memorize a handful of these. For example, in many applications, you can select text and apply these attributes without moving your hands from the keyboard:

- **Ctrl** **B** = **Bold** toggle;
- **Ctrl** **I** = *Italic* toggle; and,
- **Ctrl** **U** = Underline toggle.

This works fine for existing text, but it also works “on the fly.” For example, to underline a word as you type, press **Ctrl** **U** to toggle underline on, type the text to be underlined, and press **Ctrl** **U** again to toggle it off.

UNDO

Press **Ctrl** **Z** to undo the very last procedure you did in an application. It may help you to remember that Z is the *very last* letter in the alphabet and that **Ctrl** **Z** undoes the *very last* thing you did.

Pressing **Ctrl** **Z** is equivalent to clicking the Undo icon, , in more sophisticated Windows® applications, such as Microsoft® Office.

The number of changes that you can undo varies by program. Some programs, such as Notepad, can undo only one operation; others, such as Microsoft® Word 2000 or XP, can undo up to 99 changes. You cannot undo a file operation, such as printing or saving a document, nor can you undo changes to a program's options.

CUT, COPY & PASTE

Probably the single most important feature of Windows® is its ease of cutting, copying, and pasting text, graphics, and other objects.

When you use either the Cut or Copy command, the item that was selected is placed in Windows® Clipboard. Once something is placed in Clipboard, it will stay there until something else is subsequently cut or copied, or the PC is rebooted.

The Paste command inserts the contents of Clipboard at the insertion point. Paste does not affect the contents of Clipboard. Once something is copied to Clipboard, it can be pasted again and again.

Examine the following Edit menu. Note the following shortcut keys, listed to the right of each command:

- **Ctrl** **Z** = Undo
- **Ctrl** **X** = Cut
- **Ctrl** **C** = Copy
- **Ctrl** **V** = Paste

File	Edit	View	Insert
	<u>U</u> ndo...		Ctrl+Z
	<u>C</u> u		Ctrl+X
	C o		Ctrl+C
	<u>P</u> aste		Ctrl+V
	Paste Special...		
		...and so on	

Why is Paste **Ctrl** **V**? Why not **Ctrl** **P**? The answer is found on the lower left of your keyboard:

Z **X** **C** **V**

Knowing these four shortcut keys is essential to your progress in Windows®.

ACCESS KEYS

On page 5, we introduced selecting items from the pull-down menus with the mouse. We can also make menu choices with the keyboard.

The **Alt** key is sometimes called the “access key,” because we use it to *access* the pull-down menus. As you can see in Figure 46, each menu item has one underlined letter. (The access letter may not appear until you press **Alt**.) Press **Alt** **F** to access the File menu, **Alt** **E** to pull down the Edit menu, and so on.

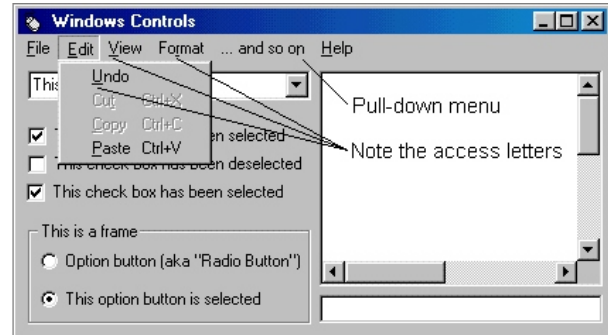


Figure 46

To select a menu item from a pull-down menu, simply type its access letter. This means that to paste the contents of Clipboard, press **Alt** **E**, and then **P**.

ACCESS KEYS & XP

Inexplicably, Access keys are hidden by default in Windows® XP until you press **Alt**. To turn off this behavior:

Step 1: Click **start** and open Control Panel, Display.

Step 2: Click **Effects...**.

Step 3: Deselect the “Hide underlined letters for keyboard navigation until I press the Alt key” check box.

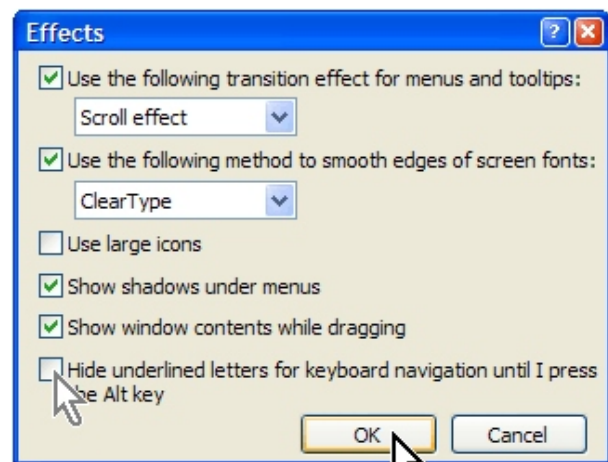




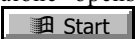











Figure 49

Step 4: Click  twice to apply your change and close the dialogs.

Step 5: Close the Display dialog.

WINDOWS® KEY



Newer keyboards have an additional key—between  and —called the “Windows® key.” Pressing  alone opens the Start menu, as if you had clicked  or . The Windows® key provides several shortcuts:

- Press   to get Windows® Help.
- Press   to open Windows Explorer.
- Press   to open the Find Files utility.
- Press   to open the Run box.

SUMMARY

Now that we’ve done all this, what’s the point? In this chapter, we looked at a lot of keystrokes en route to learning three important points:

The Windows® interface is systematic. Once we learn the system, there is no need to memorize keystrokes. This is essential in learning all computer applications—if you are memorizing keystrokes, you have missed the point. Instead, learn the system behind it. You simply don’t have the time or the ability to memorize keystrokes all day.

In this chapter, we learned that, once you know what the cursor keys are, you can enhance them with the  key. Selecting with the keyboard is just a matter of applying  to what you have learned.

How you do things matters. For almost all routine tasks in almost all applications, you should learn two ways of doing things: one, when your hand is on the mouse, and another, when your hands are on the keyboard. Almost always, using the keyboard method is:

- **more accurate;**
- **faster;**
- **universal** (i.e., the keystrokes work in all or most applications); and,
- **safer;** it prevents carpal tunnel syndrome and other physical problems associated with mouse use.

Yes, you have to adapt to the computer. I have good news and bad news. The bad news is that you have to memorize a few things and practice them until they are

second nature. I know, I know. Windows® was supposed to alleviate all that memorization. The good news is that you’re done. That’s all there is. Now our focus turns to how to make the computer adapt to you!

OFFICE 2000 CLIPBOARD

Microsoft® Office 2000 products, such as Word or Excel, provide a new wrinkle on the usual cut, copy and paste options. When you cut or copy the first item, nothing is unusual. When you cut or copy a second time, a new menu appears, showing two items. Each subsequent time that you cut or copy an item, another icon will appear in the menu, up to a maximum of twelve, as shown in Figure 52.

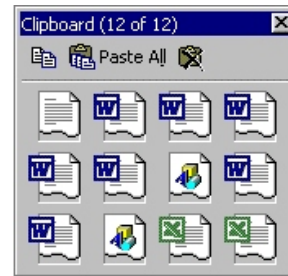





Figure 52

If you attempt to add more than twelve items, the first item copied will be removed, and the new one will be added to the end.

PASTE FROM THE OFFICE CLIPBOARD

If you press  , you will paste the last item copied, just as you would expect. To paste any other item from the Office Clipboard, simply click the item in the Clipboard menu in Figure 52. (Note that each item’s contents will appear in a yellow pop-up as you pass your mouse over it.)

CLEAR THE OFFICE CLIPBOARD

To clear the contents of the Office 2000 Clipboard, click the Clear Clipboard icon, , on the menu shown in Figure 52.

TASK PANELS

The most obvious addition to Office XP applications is the Task Panel along the right of the screen. The Task Panel

offers you quick access to the most common features that you need at the moment. For example, when you open Word, the New Document Task Panel appears on the right, as shown in Figure 54

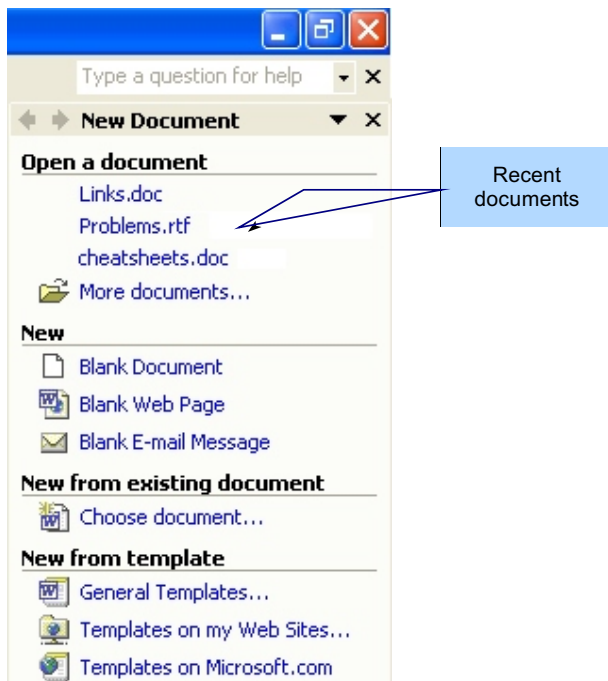


Figure 54

To explore your options, expand the New Document drop-down list:

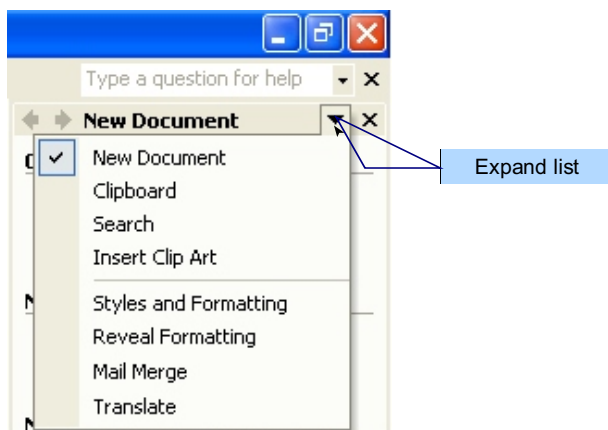


Figure 55

CLOSE THE TASK PANEL

The Task Panel is valuable, but it does take up valuable screen real estate. If you prefer to turn it off:

- At the bottom of the Task Panel, deselect Show at startup check box, shown in Figure 56



Figure 56

CLIPBOARD TASK PANEL

When you cut or copy an item, it is stored in the Windows® Clipboard. Traditionally the Clipboard held one item at a time. Office 2000 allowed you to store up to twelve items in Clipboard, and XP extends that number to 24. To demonstrate how this works:

Step 1: If the Task Panel is present, either:

- press **Ctrl C C** (that is, hold down press **Ctrl** and press **C** twice; or,
- click the drop-down list and select Clipboard.

If the Task Panel is not present, either:

- press **Ctrl C C**; (again, hold down press **Ctrl** and press **C** twice; or,
- from the pull-down menu, select **E**dit, Office Clipboard.

Step 2: Select some text and press **Ctrl C** to copy or **Ctrl C** to cut.

- In either case, the selection will appear on the Clipboard Task Panel.

Step 3: Copy additional items, from other applications.

- In each case, the selection is added to the Clipboard Task Panel, as shown in Figure 57.

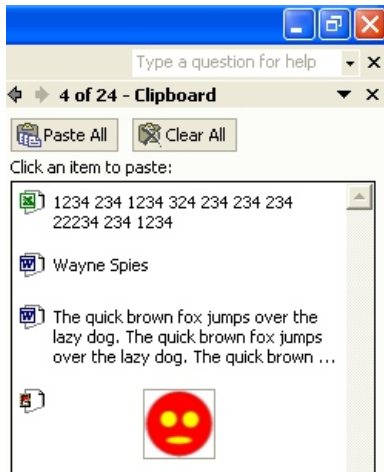


Figure 57

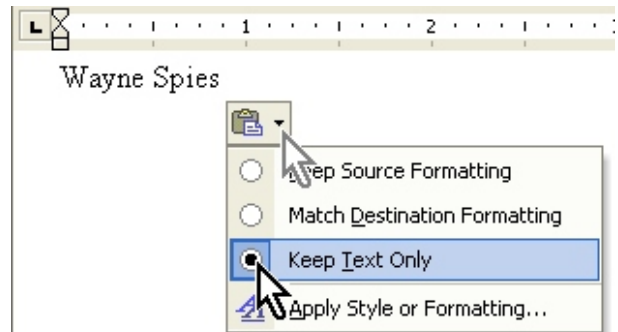



Figure 61

By selecting the appropriate option button, you can paste the text so that it maintains its previous formatting, matches the destination formatting, or pastes raw, unformatted text only.

PASTE AN ITEM

Step 4: To paste an item into your document, place the cursor where you want it to appear, and either:

- double-click the item in the Task Panel;
- click the  to the right of the item and select Paste from the pop-up menu, as seen in Figure 58; or,
- right-click the item and select Paste from the pop-up menu.

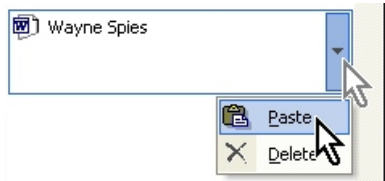




Figure 58

You can also press **Ctrl** **V** to paste. This will simply paste the very last thing that you cut or copied, as it always has.

PASTE OPTIONS

When you paste in Office XP, a small Paste options icon, , will appear, below and to its right, as shown in Figure 59. As you pass your mouse over this icon, a drop-down arrow, , will appear by its side. If you click the arrow, its options will expand, as shown in Figure 61.

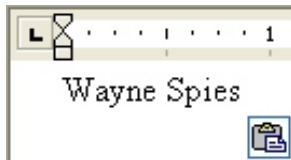


Figure 59

LAB 1: LOOK LIKE EVERYONE ELSE

If you are a new user, it can be pretty terrifying to realize suddenly that your screen doesn't look anything like those of the people sitting on either side of you, or like it does on your home PC. This lab will make sure that you can make Word look the way you want it.

THE PROBLEM

Word is immensely adaptable to your needs and preferences. When you become more accomplished with the program, you will find that a great blessing. Unfortunately, as a beginner, you may find it perplexing, to say the least.


FIVE AREAS

There are five features that greatly effect how Word appears:

- Show/Hide formatting;
- toolbar appearance and location;
- document view;
- adaptive menus; and,
- Task Panel (XP).


How you use any of these features is completely irrelevant. None have any effect on how the program works or how the document appears when it is printed. The issue here is appearance, only. It is enough to know, at this point, how to turn these features on and off, so your screen will look like your neighbor's, like your instructor's, or like the examples in this book.

SHOW/HIDE FORMATTING



When you click the Show/Hide icon, , found on the Standard toolbar, it displays non-printing characters to your text. These characters show where various codes are:

- a space is indicated with a •
- a tab is indicated with a →
- a carriage return is indicated with a ¶


Later, you will see how these and other marks are used. Try this:


Step 1: Type a sentence on the screen and press .

Step 2: Either:

-  click  on the Standard toolbar, or,

-  press   .

Step 3: Click the Show/Hide icon, , again.

- Note that each time you click , it toggles the formatting characters. Click it once, turn them on; click again, turn them off.

It is irrelevant whether you show or hide these marks; what is important at this point is that you know how to turn them on and off.

TOOLBAR APPEARANCE

When you start Word, there should be two toolbars, resembling those in Figure 66:

- Standard toolbar; and,
- Formatting toolbar.



Figure 66

GETTING THE TOOLBARS

You may see ten toolbars, or you may see none at all. To select only the Standard and Formatting toolbars:

Step 1: From the pull-down menu, select View, Toolbars.

Step 2: Make sure you have selected Standard and Formatting, as shown in Figure 67.

- If there *is no check mark* in front of either one, click it to select it.
- If there *is a checkmark* in front of anything else, click it to deselect it.

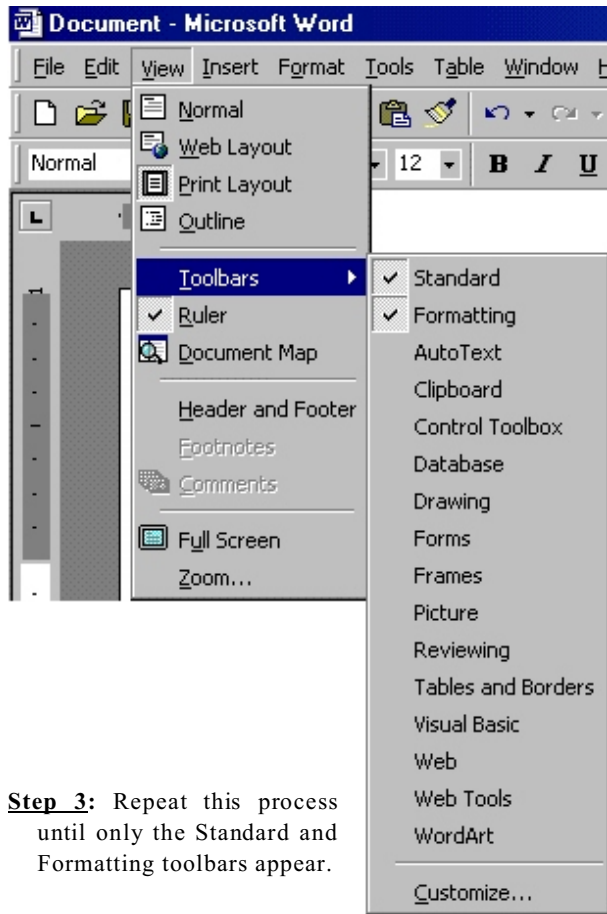


Figure 67

Step 3: Repeat this process until only the Standard and Formatting toolbars appear.

DIFFERENT LINES

By default, Word 2000/XP places both toolbars on the same line. To place them on separate lines, as shown in Figure 66:

Step 1: From the pull-down menu, select **V**iew, **T**oolbars, **C**ustomize.

Step 2: Deselect the “Standard and Formatting toolbars share one row” check box shown in Figure 68.

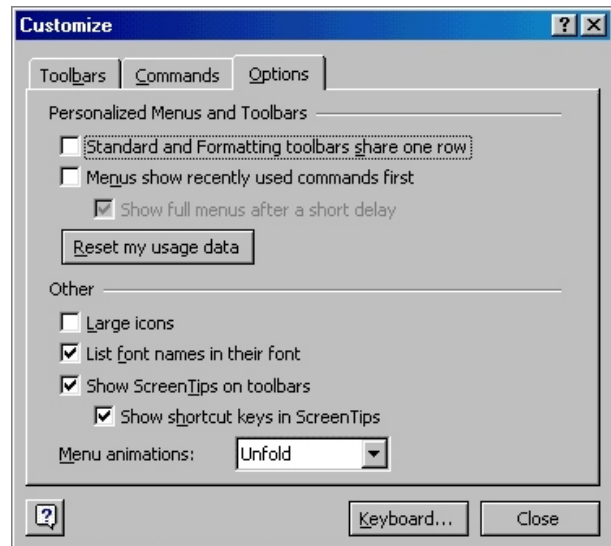


Figure 68

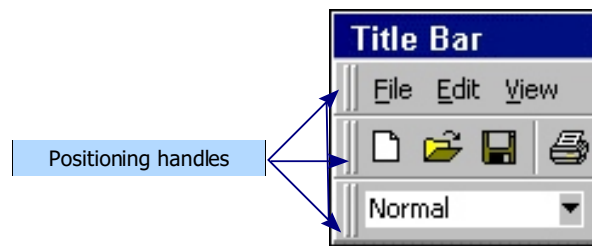
Step 3: Click **C**lose to apply your changes and close the dialog.

REPOSITION TOOLBARS

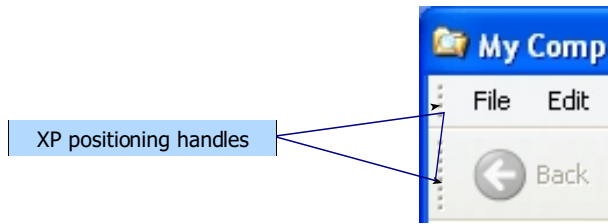
The Standard and Formatting toolbars may not appear where you expect them. Word’s toolbars can be docked in any one of five positions:

- left dock;
- right dock;
- top dock;
- bottom dock; and,
- floating.

To reposition a toolbar, click it anywhere—other than a button—and drag it to another of these positions. It may be easiest to click-and-drag the positioning handle—the two vertical bars at the left of each toolbar seen here:



or, in Windows® XP:



REPOSITION THE MENU

Word also allows you to reposition the pull-down menu bar, just as you would a toolbar, by clicking-and-dragging the menu's Positioning handle.

LOCK DOWN

As you can imagine, the ability to move menus and toolbars around by simply clicking and dragging can mean chaos in public facilities like computer labs, shared machines, and so on. To solve this problem, some XP applications give you the ability to lock their position. For example, if you have Windows XP, either:

- press ; or,
- from the Taskbar, click and select All Programs, Accessories, Windows Explorer.

This opens a program called Windows® Explorer, which we will work with in Chapter 3.

By default, Explorer's taskbars and pull-down menus are locked. There are no repositioning handles, and you cannot reposition them. To turn this on, right-click the toolbar area and select Lock the Toolbars on the drop-down menu. Now you can move the toolbars or menu.

To relock these toolbars:

Step 1: Right-click the toolbar area, and select Lock the Toolbars from the pop-up menu, as shown in Figure 72.

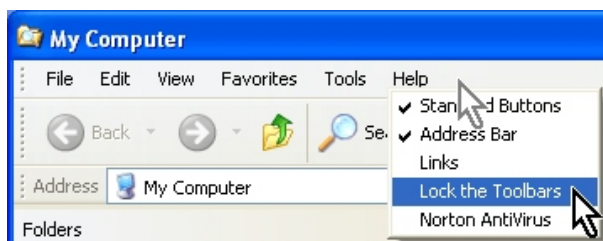


Figure 72

VIEWS

From the pull-down menu, select View. As you can see in Figure 73, there are several ways of looking at your document:

- Normal view;
- Web Layout view;
- Print Layout view; and,
- Outline view.

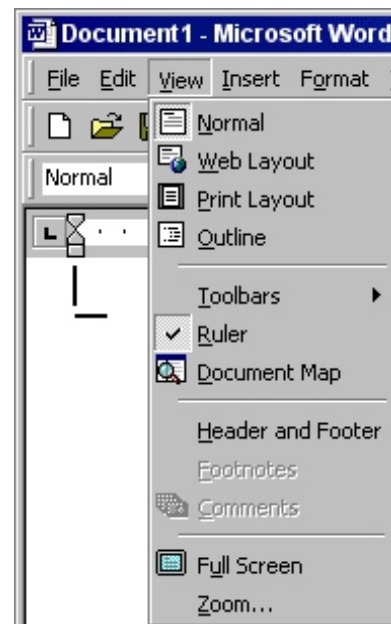


Figure 73

Of these, the two that you will use most often are the Normal and Print Layout views.

Print Layout view is truly WYSIWYG (What You See Is What You Get); that is, if you were to print the document, you would get exactly what appears on the screen—headers, footnotes, columns, the whole nine yards. It even gives you the illusion that there is a sheet of paper inside your monitor, by displaying the margin area and the “edge” of the paper. When you are in the Print Layout view, your document window will look like Figure 74.

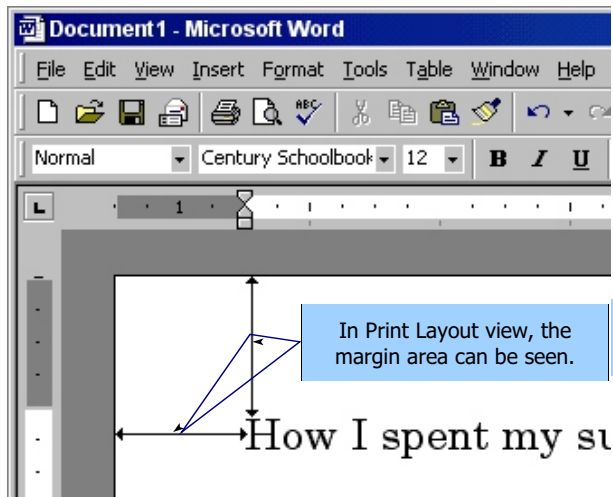


Figure 74

Now, let's compare this to the Normal view. The same document seen in Figure 74 will look like Figure 75 if you switch to the Normal view:

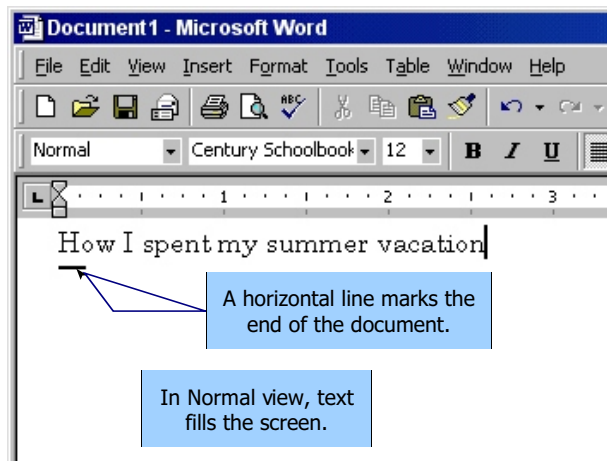


Figure 75

Notice how the text fills the window. The Normal view hides the margins and the “edge of the paper. Also, note that a horizontal line marks the end of the document.

Unlike the Print Layout view, Normal view is not quite WYSIWYG. It recognizes that the user doesn't *need* to see many things *exactly* as they appear—indeed some things may be distracting. Therefore, Normal view does not show some things, such as:

- headers and footers;


- footnotes and endnotes; and,
- columns.

To return to the Print Layout view, either:

- press **Ctrl** **Alt** **P**; or,
- from the pull-down menu, select **V**iew, **P**rint Layout.

ADAPTIVE MENU

And speaking of the pull-down menus, Word 2000/XP, like all Office 2000/XP applications, uses adaptive menus. This feature remembers which commands you use most often. When you click an item from the pull-down menu, the adaptive menu expands, displaying only those items that you use most often.

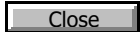
The options that you rarely use stay hidden. Hidden commands are still available. To display them, click the unfold button, , at the bottom of the menu. (After about five seconds, the menu automatically unfolds, whether you make a choice or not.)

TURN OFF ADAPTIVE MENUS

Adaptive menus can be a boon to productivity, but they can hinder your learning: “Out of sight, out of mind!” I recommend that you turn off adaptive menus while you are learning Word. To turn off adaptive menus:

Step 1: From the pull-down menu, select **T**ools, **C**ustomize.

Step 2: On the Options tab, deselect the “Menus show recently used commands first” check box.

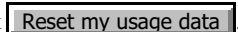
Step 3: Click  to apply your change and close the dialog.

This change will affect all Office 2000/XP applications simultaneously.

RESET ADAPTIVE MENUS

To reset the menus to their defaults:

Step 1: From the pull-down menu, select **V**iew, **T**oolbars, **C**ustomize.

Step 2: On the Options tab, click , as shown in Figure 77.

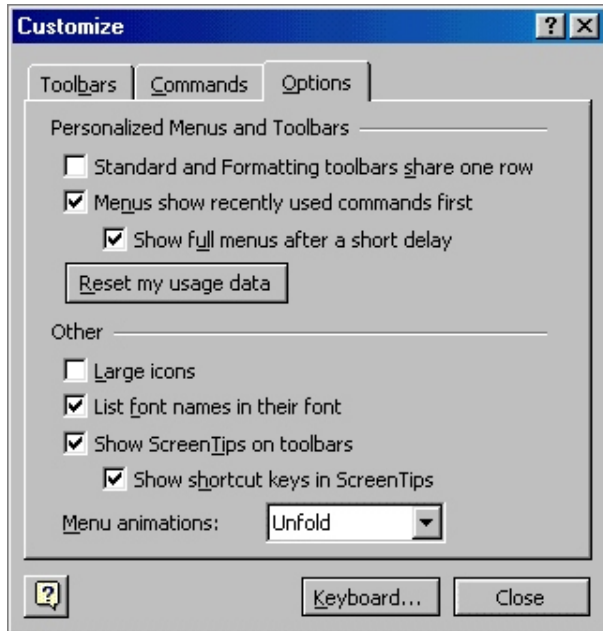


Figure 77

Step 3: Click **Close** to apply your change and close the dialog.

This will make Word forget how you have used the menu and restore the menus, as they came from the factory.

TASK PANEL

Introduced in Word XP, the Task Panel sits along the right of the window, providing easy access to commonly used features. As you know, in Windows®, when you right-click an item, a context-sensitive pop-up menu will appear that give you various options. Using the Task Panel is something like having a context-sensitive pop-up menu open all the time, giving you instant access to the most features you are most likely to use at any given moment.

For example, when you launch Word, the Task Panel seen in Figure 78 will appear. It offers you a choice of the things you are most likely to do, such as opening a recent document, creating a new Word document, a new e-Mail message, or a new Web page, or creating a Word document based on another template.

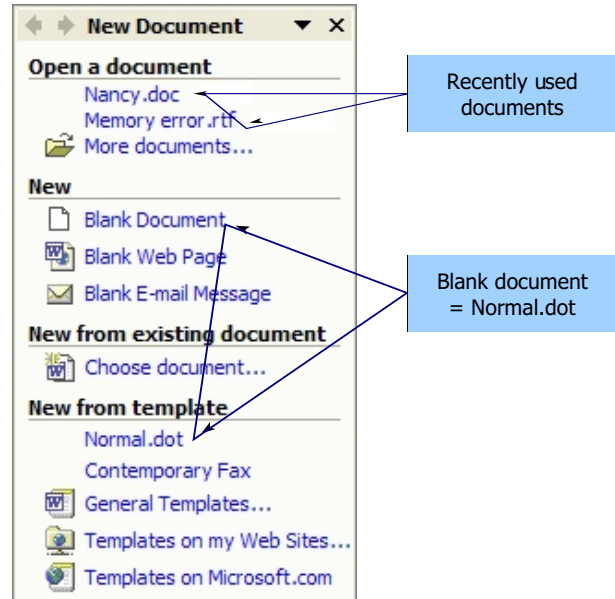


Figure 78

The Task panel is helpful, but its constant appearance limits the amount of the document you can see. Since all of its options are already available by clicking **F**ile from the pull-down menu, you can increase the amount of real estate available to your document by turning it off. Later, when you need it, it will automatically appear.

To turn off the Task panel so that it doesn't open automatically when you launch Word:

Step 1: From the pull-down menu, select **T**ools, **O**ptions.

Step 2: On the View tab, deselect the **S**tartup Task Pane check box:

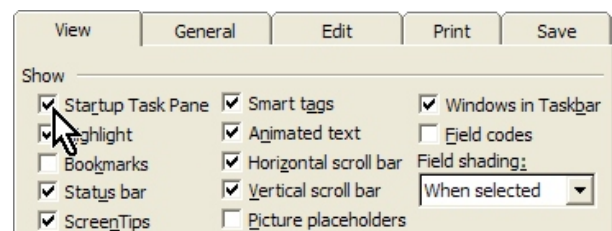


Figure 79

Step 3: Click **OK**.

Once you are comfortable with Word, you can always turn this back on, if you wish, but, until then, it's a good idea to leave it off.

CONCLUSION

Again, it is irrelevant whether you use these features or not. At this point it is enough to know how to turn them on and off, so you can look just like everybody else, which, after all, is our goal in America.

I recommend that you use the following settings exclusively until you feel completely comfortable with Word:

- do not show formatting marks;
- always show the Standard and Formatting toolbars, docked at the top, in separate lines;
- turn off the adaptive menus; and,
- turn off the Task Panel at start-up.

Use either the Normal or Print Layout view, as you prefer.

NOTES