

























English for Information Technology



Unit 7 IT support

Fault diagnosis / Software repair

| Word |  |  | Definition | Translation |
|----------------------|---|---|---|-------------|
| cable (n) |  |  | wires that carry electricity or telephone signals | |
| charger (n) |  |  | a piece of equipment used to put electricity into a battery | |
| defragment (v) |  |  | to change the way in which the files on a computer's hard drive are stored and organised, by putting related information together so that the computer works more effectively | |
| disconnected (adj) |  |  | to describe when two things that are connected are separated | |
| help desk ticket (n) |  |  | a ticket with a number that allows an IT help desk to track requests for help from users | |
| plugged (adj) |  |  | connected to the main supply of electricity, or to another piece of electrical equipment | |
| switch off (phr v) |  |  | to make a machine or light stop working by moving a button | |
| tight (adj) |  |  | describes a cable connection that is in correctly and firmly | |
| type (n) |  |  | a group of things that are similar to each other in some way | |
| unplugged (adj) |  |  | not connected to the main supply of electricity, or to another piece of electrical equipment | |
| upgrade (v) |  |  | to change something so that it is better or more modern | |