





















## Unit 7 IT support

Hardware repair / Customer service

| Word                               |    |    | Definition   | Translation |
|------------------------------------|---|---|--|-------------|
| anti-static wrist strap (n)        |    |    | an device used by a person working on electronic equipment to prevent the build-up of static electricity on their body [= <i>electrostatic discharge</i> ] |             |
| cause (n)                          |    |    | a person, event or thing that makes something happen   |             |
| diagnosis (n)                      |    |    | the process of discovering exactly what is wrong with something, by examining it closely   |             |
| fix (v)                            |    |    | to repair something  |             |
| hex key set (n)                    |   |   | a set of tools used to drive bolts and screws into a hexagonal socket  |             |
| insertion / extraction clipper (n) |  |  | used for inserting and removing fibre connectors in tight spaces   |             |
| multimeter (n)                     |  |  | a device that measures electronic properties and is used to find electrical problems in batteries, power supplies, and wiring systems                      |             |
| pliers (n pl)                      |  |  | a tool for cutting wire or pulling nails out of wood   |             |
| screen (n)                         |  |  | the part of a computer where the picture or information appears  |             |
| screwdriver (n)                    |  |  | a tool that you use for turning screws   |             |
| system diagnostic card (n)         |  |  | a device that tests a computer system as it boots up and identifies errors in the system   |             |
| three prong holder (n)             |  |  | a small tool with three prongs used for repairing computers  |             |
| tweezers (n)                       |  |  | a small tool consisting of two thin pieces of metal joined at one end; you use tweezers for picking up small things  |             |
| wire cutter (n)                    |  |  | a tool used for cutting wires  |             |
| wire stripper (n)                  |  |  | a tool used for cutting wire or removing insulation  |             |