





























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	