

























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	