

## Preface

Information and Communication Technology (ICT) has been making considerable impact on the society due to their universal spread. The urban communities have seen the positive contribution of ICTs in several dimensions like increases in efficiencies, communications and information on anytime-anywhere basis. However significant and mass impact is yet to be felt among the rural communities.

With the objective of bridging this digital divide, a large number of initiatives have been initiated in different parts of India and our country is well poised to take the benefits of ICT to the common man. As the Rural landscape is set to take advantage of the flourishing ICT initiatives, by various institutions, and more specifically through village information centres, there are limitations in providing much required content and capacity building to these stakeholders. **India Development Gateway (InDG)** initiative is attempting to overcome these limitations by providing credible information, products and services including capacity building of ICT service providers at rural level.

This manual on 'Basic Hardware Troubleshooting' is one of such efforts by InDG team. It is the outcome of experiences gained by InDG team during series of capacity building trainings provided to the knowledge centre operators across several states of India. There was a felt need for such manual among the kiosk operators who are not aware of the basic hardware maintenance and troubleshooting aspects.

This manual attempts to provide the basic information related to understanding the hardware components and their maintenance, procedures for troubleshooting, understanding the virus and anti-virus, tips for safe browsing etc..

We hope this manual would serve as an offline reading material for the knowledge centre operators to better understand the basics of IT. But, before proceeding to the content in the manual we request you to read the instructions and the disclaimer carefully.