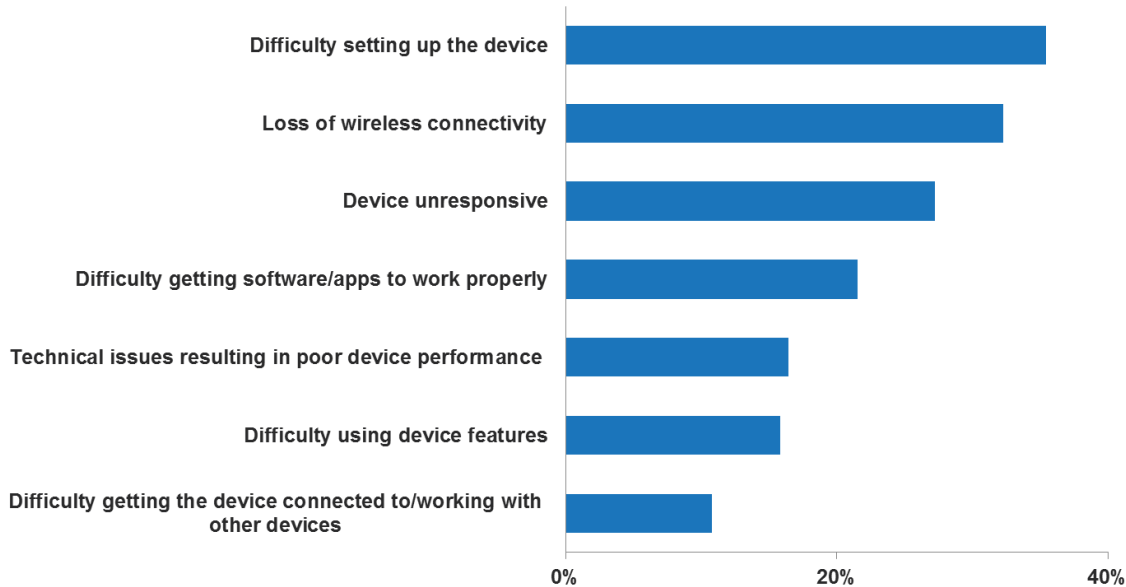


Smart Home Devices: Common Technical Problems

U.S. Broadband Households that Experienced Technical Problems with Smart Home Device



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SYNOPSIS

This research highlights the adoption of traditional and emerging connected devices. It provides an overview of the leading issues faced by consumers when using smart home devices and drivers of product returns. It also examines issues consumers face when setting up and using smart security systems and services.

ANALYST INSIGHT

“As device manufacturers attempt to drive growth in the smart home market, they must analyze and understand where the pain points are in the customer experience. Seamless customer experience will increase consumer confidence in smart home products, drive repeat business and minimize product returns.”

— Patrice Samuels, *Senior Analyst*, Parks Associates

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