**Smart Home Devices: Top Technical Problems Experienced**

<table>
<thead>
<tr>
<th>Problem Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of wireless connectivity</td>
<td>45%</td>
</tr>
<tr>
<td>Device unresponsive</td>
<td>40%</td>
</tr>
<tr>
<td>Difficulty setting up device</td>
<td>38%</td>
</tr>
<tr>
<td>Difficulty getting software/apps to work properly</td>
<td>35%</td>
</tr>
<tr>
<td>Technical issues resulting in poor device performance</td>
<td>32%</td>
</tr>
<tr>
<td>Difficulty using device features</td>
<td>28%</td>
</tr>
<tr>
<td>Difficulty getting the device to interact with other devices</td>
<td>26%</td>
</tr>
<tr>
<td>Short battery life</td>
<td>24%</td>
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</tbody>
</table>

**SYNOPSIS**

This research highlights the adoption of traditional and emerging connected devices including smart home devices and entertainment products. It provides an overview of reported problems with connected devices and identifies the leading issues faced by consumers when using various connected devices. It also examines consumer appetite for professional and premium support services, as well as consumer adoption of extended warranty services.

**Key Questions Answered**

1. What is the rate of adoption of different types of connected devices?
2. What are the primary issues consumers encounter with traditional and emerging connected devices?
3. What actions are consumers most likely to take when they encounter a technical problem with their devices?
4. What is the adoption rate for technical support and warranty services?
5. What technical support services do consumers find most appealing?
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