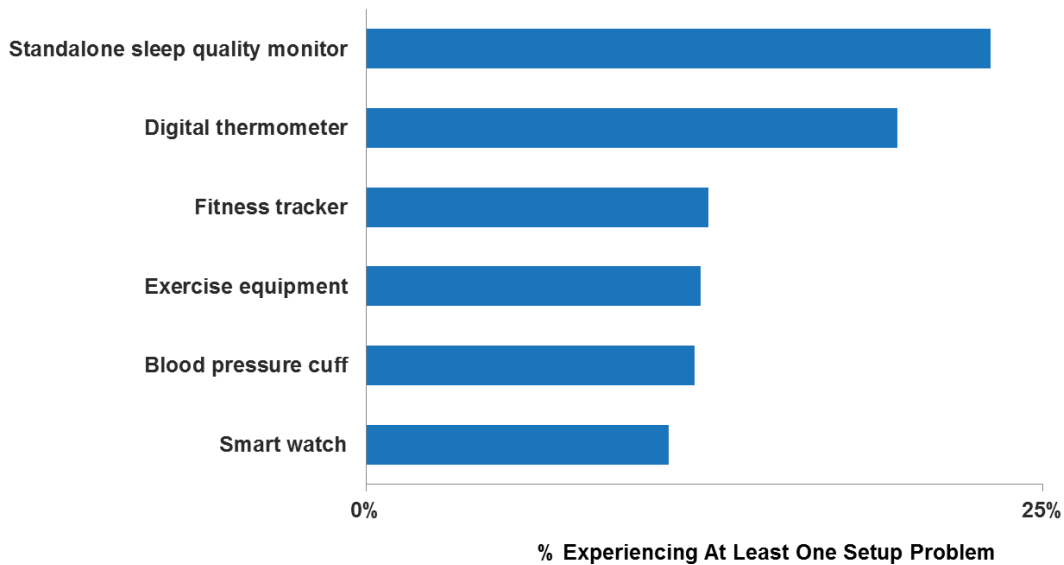


Connected Medical Devices: Setup Problems Experienced U.S. Device Owners Setting Up Devices by Themselves



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SYNOPSIS

This research provides an in-depth view into the issues consumers are having with emerging technology regarding smart home and connected healthcare devices. It explores the appeal of a broad range of support, security, and protection services for owners of these devices, and examines consumer likelihood of paying for these services at various price points.

ANALYST INSIGHT

“Emerging products are susceptible to several problems; however, many problems stem from a lack of consumer familiarity with the products, leading to challenges with product purchase, setup and use of products, and user error. Owners of both smart home and connected health devices currently encounter these kinds of problems, making them targets for comprehensive support services.”

— Patrice Samuels, *Senior Analyst*, Parks Associates



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