**SELF TROUBLESHOOTING GUIDE APPLICATION**

In our project, we have proposed a Troubleshooting Guide for common washing machine problems to get the washer back to work. Hiring technicians is costlier for basic repairing process. This project aims, the challenge of knowing how to fix it fast and gives a step by step procedure in solving that problem. A barcode reader along with camera collects the data of the user product using Raspberry Pi, the processing chip and directs them to messaging app, in which the user can interact about their device. The messaging app used here is Telegram bot, which share data like files, photos, videos, audios, text between Raspberry Pi and the Mobile phone through a popular chat application called Telegram. It is a chat based application which is faster and more functional than any other messaging app in mobile phone. One special features of this application is that they support bots. Meaning this smart phone application can not only be used by Humans but also by machine. In this case the machine will be Raspberry Pi. Once you interface Raspberry Pi to a bot, anyone can chat with your Raspberry Pi and even share Photos, Pictures, Documents and Audio files. According to the user queries the Raspberry Pi directs the user, and detects the exact solution to that problem. The user can solve that particular problem by following the instructions in the video. Once the problem is detected and solved by the user, the machine gets back to work. If the user couldn’t solve the problem or the problem occurred needs a technician, the Raspberry Pi helps the user to find a technician by sending a prompt message to the desired manufacturer of the washing machine in order to solve the problem. The main objective of this project is to create an guide so the user can solve the problem on their own without hiring technicians. The proposed model is cost efficient, easily accessible and more reliable.