BOLT

## Building an IoT Monitoring System > Introduction

## How to ask the right questions

We love to help the students when they have any doubts and queries. Be assured that during the training we are there for you.

However, the fact that we are humans who are teaching you, we also need to go home and take rest. We also have to spend time on learning new concepts ourselves. This sadly means that we cannot provide you support 24X7. Our apologies. We hope you will understand. While saying this, we want to solve your doubts as quickly as possible. We typically make sure that we answer the queries within 1 working day (Monday to Friday).

We can resolve your queries, much faster if the questions are asked in the right way. At this point, I remember a quote from Levi Strauss. Yes, the founder of the company which makes the highly popular jeans. He said:

**An expert knows all the answers - if you ask the right questions.** - Levi Strauss

Keeping this in mind, let me share with you what is the right way to ask the question and what is not. Do keep this in mind while asking any question during this training. This will ensure that your query is resolved in fastest possible time.

**While asking the questions over email or forum, include the following points:**

1. Write a title that summarizes the specific problem
2. Introduce the problem before you post any code
3. Ask about specific problems with your existing implementation.
4. Add screenshot, videos links, code to help the instructor to understand your query.
5. Spelling, grammar, and punctuation are important.
6. Proof-read before posting to check if you have correctly supplied the information.

I will explain these points with few examples below:
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**Wrong way to ask question:**

Sir my Bolt is not working.

**The correct way for asking a question**

Bolt WiFi Module is shown as offline on the Bolt Cloud dashboard.
I have powered on my device and the blue led starts blinking. I have used my laptop and my android charger for the power-up process. I have downloaded the Bolt IoT app and followed the setup process on my mobile i.e. Connected the phone the Bolt Hotspot, and continued with the steps on the mobile app. After following the setup process, the blue led is stable but the green led is not on. I can see my device showing offline in Bolt IoT Android app. I have also checked that the internet at my home is working fine since I am able to access the training site via the same network. What could be the issue?

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**Wrong way to ask question:**

Ma'am please correct my code

The correct way for asking a question

My data visualisation code to plot a graph of light intensity is not giving accurate sensor values. I expected the values to vary between 0 and 1023 while the sensor seems to give the value of only 1023 at all times. I suspect that this could be because of the issue in the code or due to circuit connection. For this, please find below a screenshot of the code that I have written and also photo of the circuit connection. During this process, I have checked that the Bolt WIFi Module is powered on and the green LED on Bolt WiFi Module is glowing:

Screenshot of the code
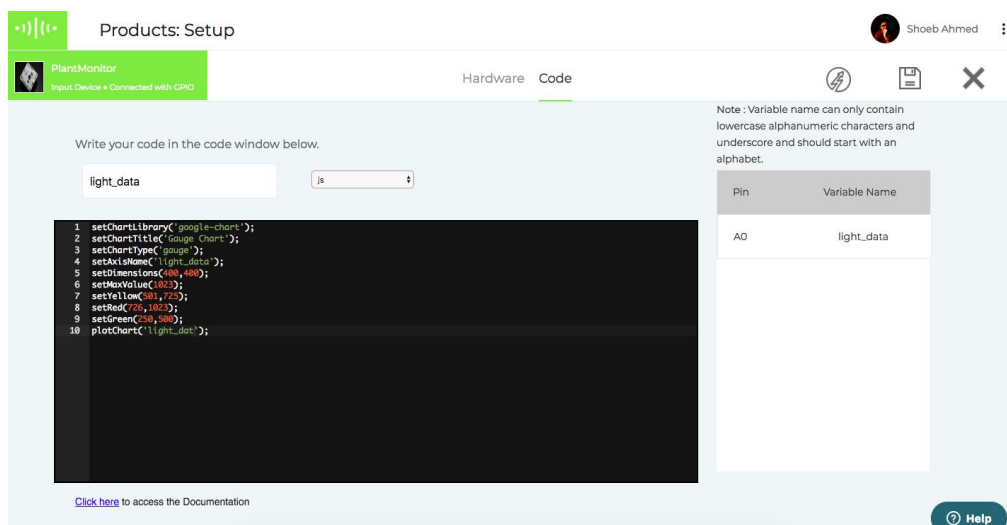
Circuit connection
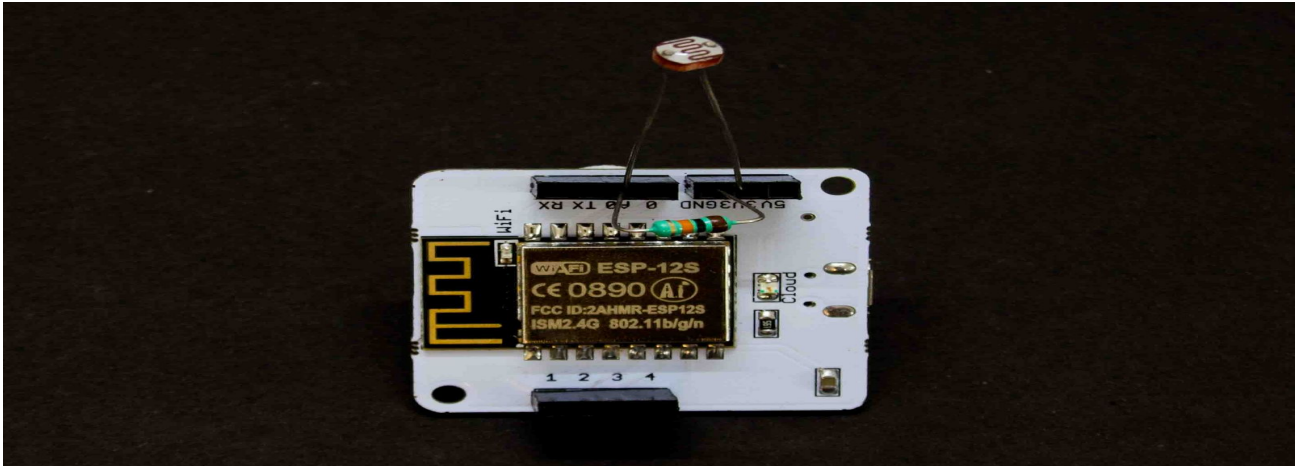


It is also advisable that after the issue is resolved, you write back to us confirming the same.

Once again, we are sorry that we may not be able to offer instantaneous support at all times. We hope you understand our challenge. At the same time, be assured that we shall try our best to offer the support and answer your queries at earliest.