

## #19 Connectivity Problems with Smart Device

Submitted	Received via	Requester			
May 8, 2025 at 22:11	Web Form	Steve Smith <steve.smith@manulife.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Incident	Low	Support	Aleeza Tabassum

### Topic

Other

**Aleeza Tabassum** May 8, 2025 at 22:11

The user reached out to the IT support team via Google chat, reporting an issue with connectivity problems with his smart device. Creating support ticket to facilitate a resolution for the customer.

**Aleeza Tabassum** May 8, 2025 at 22:14

Subject: Connectivity Problems with Smart Device

Dear Steve,

Thank you for reaching out to us regarding the connectivity issues with your smart device. We're happy to assist you.

To resolve the issue, try the following:

1. Restart your device: This often resolves connectivity issues.
2. Check Wi-Fi settings: Ensure your device is connected to the correct network.
3. Update device software: Ensure your device is running the latest software.

If these steps don't resolve the issue, please try:

- Resetting your device to its factory settings
- Contacting your internet service provider to check for any outages

If you need further assistance, please don't hesitate to reach out. We're here to help.

Best regards,  
Aleeza Tabassum  
Roco IT Support Team

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