1. Identify & Fix the Product
Product: Smart Thermostat (e.g., Nest, Ecobee)
Problem: Connectivity issues (e.g., Wi-Fi drops, app syncing failures).

Fix:

• Step 1: Check Wi-Fi/router functionality.

• Step 2: Restart the thermostat and app.

• Step 3: Update firmware/app to the latest version.

• Step 4: Reset device to factory settings (if unresolved).

• Step 5: Contact customer support for advanced troubleshooting.

2. Key Features Explored

1. Remote Control: Adjust temperature via smartphone app.

2. Learning Algorithms: Adapts to user schedules for energy efficiency.

3. Energy Reports: Tracks usage and suggests savings.

4. Geofencing: Adjusts settings based on user's location.

5. Voice Control: Integrates with Alexa/Google Assistant. 6. Diagnostic Alerts: Notifies users of connectivity/performance issues.

