Smart Home Controller Issue report Name Customer: ………………….

MySmartHome@Eaton.com

 Name Reporter: ………..

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SHC-980284 |  |  |  |  |  |  |

Device ID:
 QB Number: …………………………………………

SW Version: ……………………. ….. Date: ……………………..

**Subject:**

**Platform (Select which platform is used):**

 iPhone App  iPad App  Andoid Phone App  Andoid Pad App

Type: …Latest avail………… App Version: … Latest avail………… … SW Version: ………………………………

 Safari Browser  Google Chrome Browser

 Mozilla Firefox Browser  Internet Explorer Browser  Other: ………..…………………………………

Version: ……… ……………..……….

**Connection (Select Local or Remote connected):**

 Local  Remote

**Provider (Modem connection and provider):**

 ADSL  Cable  GSM/UMTS  Other:Fibre  Provider: ………GET………  Speed: 150/150

**Severity (Select type of issue):**

 Critical. The System cannot be used. There is no workaround possible.

 Major. The System is operational but exhibits serious shortcomings. A workaround is possible, but the situation requires an urgent solution.

 Minor. The System has limited functionality. Major functions of application still work.

 Improvement. Certain improvements of the System are required.

 Change Request. New functionality is required.

**Issue description** (Describe in detail the situation) **:**

**Expected behavior** (Describe in short the expected behavior) **:**

**Problem reproduction** (Describe the steps needed to reproduce this issue) **:**

**Workaround:** (Describe which workaround is used) **:**