eAlarm connect App

Issue report form | Please complete as much information as possible.

swisscom

eAlarm emergency

Your information helps us identify and reproduce the reported issue.

Reporter details

First name

Last name

Email address

Mobile number

Smartphone

Manufacturer e.g. Apple, Samsung, Google

Model name e.g. iPhone 16 Pro, Galaxy S21

Operating system e.g. iOS, Android

OS version e.g. iOS 26.0 / Android 16

Connected or paired devices

Smartwatch ☐ Yes ☐ No e.g. Apple Watch, Garmin

Make / model

Bluetooth headset ☐ Yes ☐ No

Make / model

Bluetooth audio system ☐ Yes ☐ No e.g. car hands-free system

Make / model

If you do not know the device, please enter the car make or an approximate description.

Describe the issue

Please describe as accurately as possible what happened and when the issue occurred.

Issue details

Date / time Date and approximate time (example: 08.10.2026 / 13:50)

What happened? Please tick all that apply.

- ☐ Alert did not override silent mode
- ☐ Info message did not override silent mode
- ☐ Alert was not delivered to the app
- ☐ Other

Description of the issue

What did you expect, and what actually happened? If needed, describe the steps to reproduce the issue.
(Max. 30 lines).

Next steps

Please save the completed PDF and email it to your superuser.

Thank you for your help.