

Thundercomm

How to Get Technical Support from Thundercomm Support System

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www.thundercomm.com

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Thundercomm Support System

- Any technical support request needed from TC please use Thundercomm support system

Redmine:

<https://support.thundercomm.com/>

The screenshot shows a web browser window with the URL <https://support.thundercomm.com>. The page features a dark blue header with navigation links for Home, Projects, and Help, and buttons for Sign in and Register. Below the header, the word "Redmine" is displayed in large white text. A search bar and a "Jump to a project..." dropdown menu are also visible. The main content area includes sections for Home, Welcome to TurboX Support System, Register (with a note to connect business contact), Redmine Usage (with a link to the user guide), and More (with a link to the app index). A large, diagonal watermark reading "Thundercomm Confidential" is overlaid on the page.

How to get technical support

- **Have an account**

- The account activated in Thundercomm website can login to Redmine.

- Take 30s to register user account on <https://support.thundercomm.com/>

- TC FAE can create Redmine account for you if you provided account list with enough info.

← → ↻ 🔒 <https://support.thundercomm.com/account/register> 🔍 ☆ ⌵ 🗑️ 👤 ⋮

Home Projects Help Sign in Register

Redmine Search: Jump to a project... ▾

Register

Login *

Password *
Must be at least 8 characters long.

Confirmation *

First name *

Last name *

Email *

Hide my email address

Language ▾

How to get technical support

- **Have a Project**

Contact us when you need technical support

-Reach to Sales/Product manager and provide info to them (product and company name...)

-Send mail with enough info to "service@thundercomm.com" for service project setup

Schedule & SW information	
Customer Name	
Taget Device	Please provide product info
Turbox SOM	
Turbox Dev Kit	
Required OS	Like Android, Linux , Ubuntu

-We will create a project for you and assign a support engineer to this project after receive your request. (For better service supported.)

How to get technical support

Create a case

- Create cases for your support requests after your account and project approved.
- Please refer the Redmine user guide documents in Public project if you have issues when use Redmine.

Documents: <https://support.thundercomm.com/projects/turbox-public/documents>

The screenshot shows the Redmine interface for the 'Turbox-Public' project. The top navigation bar includes 'Overview', 'Activity', 'Documents', 'Wiki', and 'Settings'. The 'Documents' tab is active, displaying a list of documents. The 'User documentation' section includes 'Technical Support Project Setup' (dated 14/03/2020 10:50) and 'Redmine User Guide' (dated 27/11/2020 22:50). The 'Technical documentation' section includes 'How to Get Technical Support' (dated 14/03/2020 10:50) and 'How to Get Turbox Technical Documents' (dated 13/03/2020 22:01). A 'Sort by' sidebar on the right lists 'Category', 'Date', 'Title', and 'Author'. A 'New document' button is visible in the top right of the document list area.

The more information you provide, the faster we respond to you.

Thundercomm Confidential



Thundercomm

Empowering Every IoT Device with Our Technology

6540 Lusk Blvd. Suite C166 San Diego CA 92121

service@thundercomm.com

+86-10-62662686

www.thundercomm.com

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