

Thundercomm

TC技术支持指导说明

3/10/2021

www.thundercomm.com

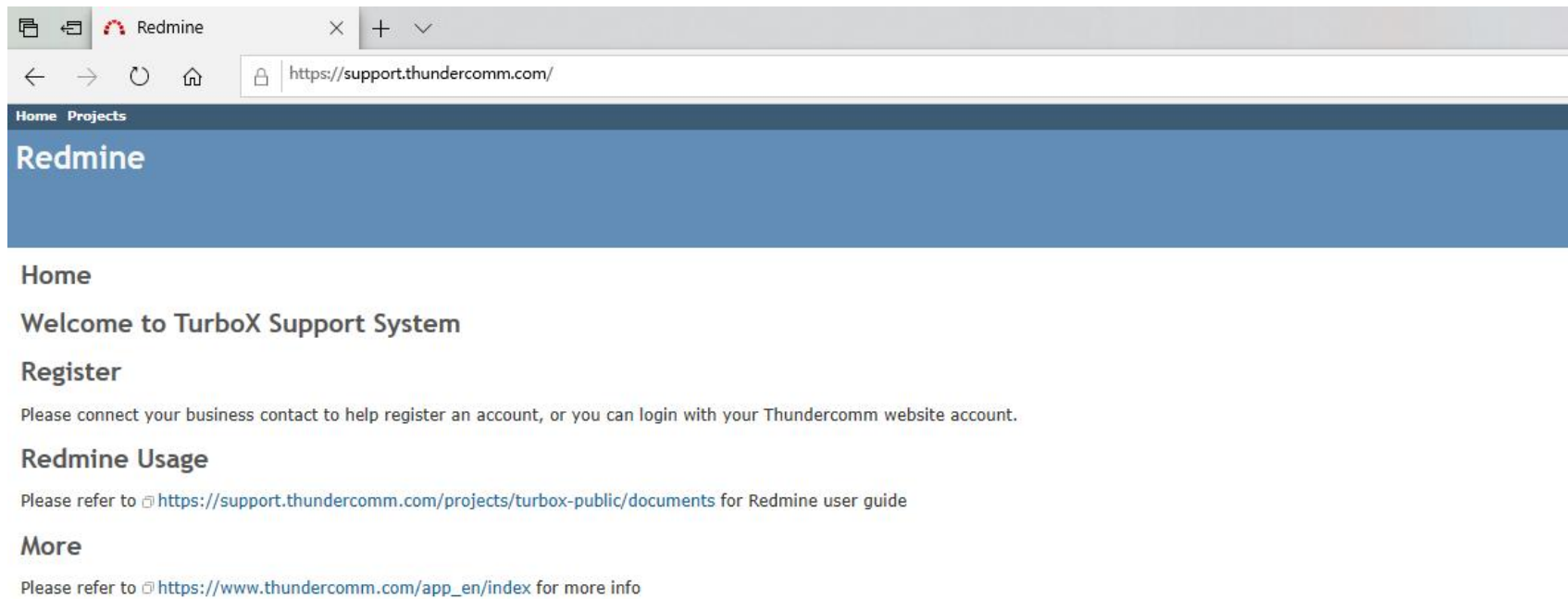
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- 技术支持系统简介
- 如何获得技术支持
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 - 关闭问题
- 如何获得技术文档

Thundercomm 技术支持系统

- 请通过使用创通技术支持系统获取任何关于TC的技术支持
- Redmine: <https://support.thundercomm.com/>



如何获得技术支持

1. 项目创建

- 如果贵司需要技术支持，请与我们FAE团队联系
- 联系销售或产品经理，并提供产品和项目的基本信息 (如产品和公司名称等)



立项支持信息收集
表.xlsx

- 联系对应销售发送邮件到 bin.zhu@thundercomm.com 申请立项支持
- 在收到您的邮件后我们会为您创建一个项目并安排相应的TAM，用通过此项目跟踪问题的解决过程

如何获得技术支持

2. 账户注册

- 首先请您先到我们的网站注册账户：<https://support.thundercomm.com/>.
- 发送邮件到您的TAM以获得注册帐户批准和项目许可。
- 请确保所填写的邮箱是您公司的邮箱

Redmine

Sign in Register

Register

Login *

Password *

Confirmation *

First name *

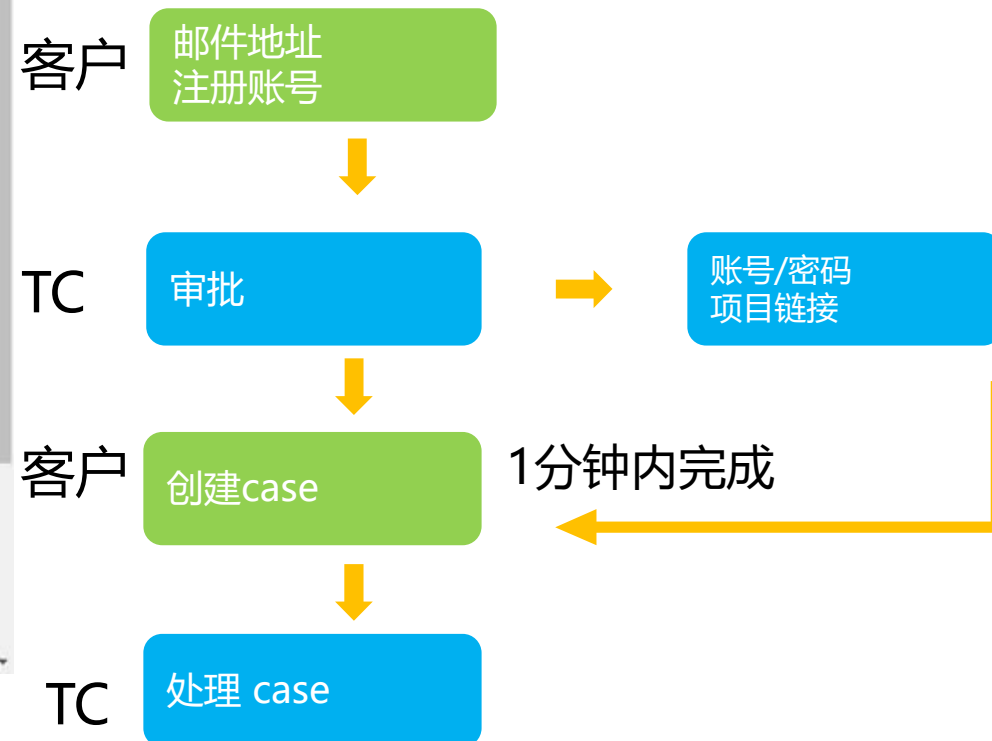
Last name *

Email *

Hide my email address

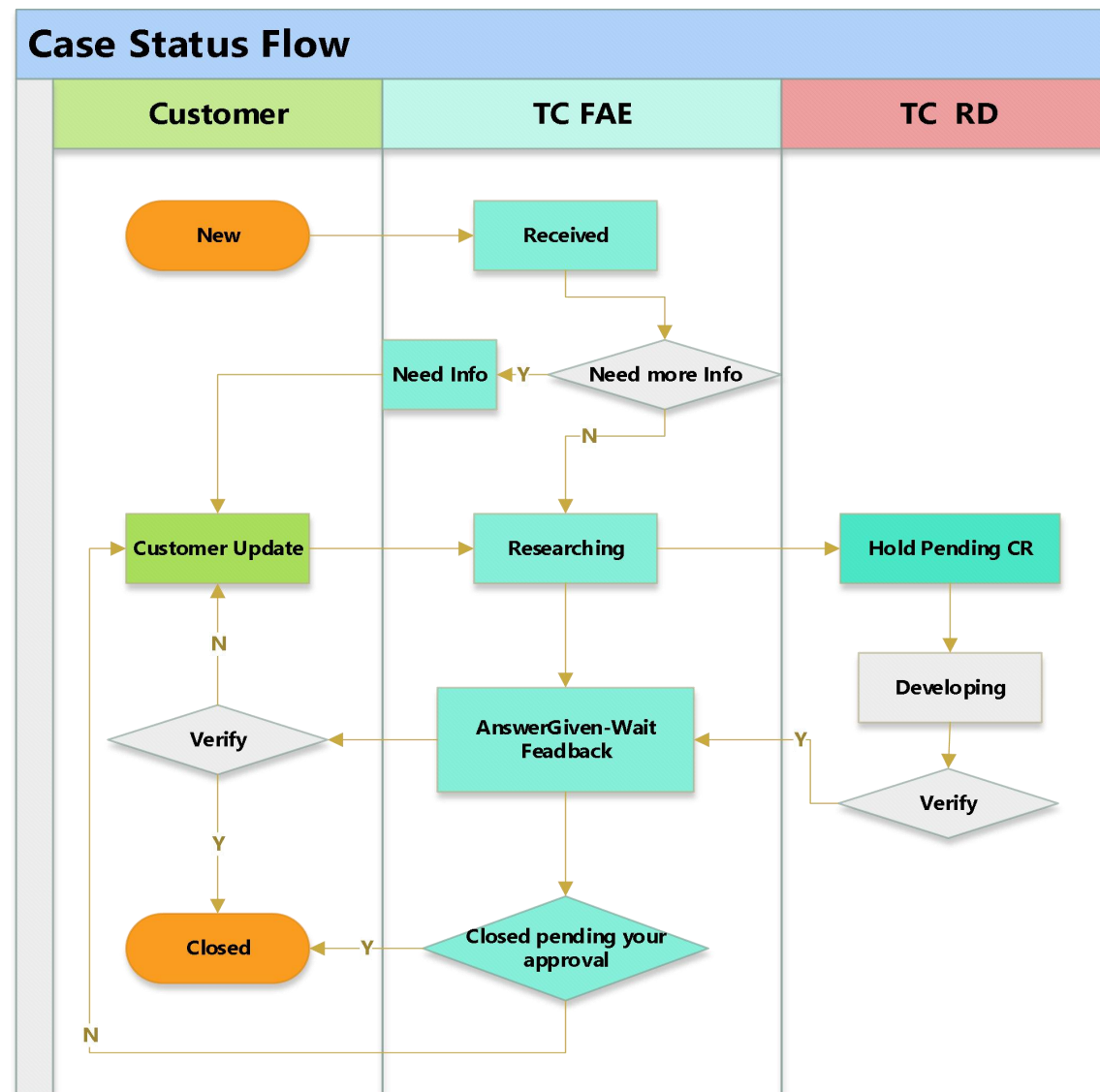
Language English

Submit



问题状态流程

- **New:** 新提交一个问题后其状态为New
- **Received:** 表明技术人员已确认并开始分析问题
- **Need Info:** 表明技术人员需要用户提供更多信息
- **Researching:** 表明该问题正在研究和分析中
- **AnswerGiven-Wait Feedback:** 已提供解决方法，待客户确认
- **Hold Pending CR:** 该状态表明该问题是SOM平台或者高通那边的，我们需要研发团队进行进一步定位分析
- **Customer Update:** 表明客户已经更新了问题
- **Closed pending your approval:** 此状态表明在我们提供解决方案后客户已有3天未回复了，在这种状态下持续2周没有任何反馈时系统将自动关闭此问题
- **Closed:** 确认问题已解决后需要切换到此状态



- 客户可以在Redmine中创建问题，创建问题时可以使用“watch”功能添加观察者，当问题有任何更新时它将会发送电子邮件通知相关的人员。



- 状态设置为**NeedInfo**，意味着该问题需要来自客户的更多信息，需要尽快搜集并提供。
- 客户更新完问题之后请将问题状态设置成 **Customer Update**，方便及时关注问题状态并跟进。
- 当客户确认问题已经解决时，需要将问题的状态设置成 **Close**。

项目信息

- 选择项目

Home My page **Projects** Help

Logged in as xiachen0629 My account Sign out

Redmine

Search: Jump to a project... ▾

Projects Activity Issues

Projects

Filters

Status is ▾ active ▾ + Add filter ▾

Options

Apply

AAA_test_project 👤

Turbox-Public

Product_android10开发板 👤
Product_android10开发板

👤 My projects

项目信息

- 选择 **Issues** 栏点击页面右上角的 "New issue"创建case。

The screenshot displays the 'Issues' page for the 'AAA_test_project'. The top navigation bar includes 'Home', 'My page', 'Projects', and 'Help'. The user is logged in as 'xiachen0629'. The 'Issues' tab is selected and highlighted with a red box. In the top right corner, a 'New issue' button with a green plus icon is also highlighted with a red box. Below the navigation, there are filter options for 'Status' (set to 'open') and 'Options'. A table of issues is shown with columns for '#', 'Tracker', 'Status', 'Priority', 'Subject', 'Assignee', and 'Updated'. One issue is listed with ID 452, Tracker 'SW Hardware', Status 'New', Priority 'Normal', Subject 'test mail', Assignee 'chen xia', and Updated '11/23/2020 05:57 PM'. The page shows '(1-1/1)' issues and provides download options for Atom, CSV, and PDF.

#	Tracker	Status	Priority	Subject	Assignee	Updated
452	SW Hardware	New	Normal	test mail	chen xia	11/23/2020 05:57 PM

提交问题

- 在 "New issue" 页面完成必要的信息填写

The screenshot shows the 'New issue' form with the following fields and values:

- Tracker: Software
- Subject: (empty)
- Description: (empty text area with rich text editor toolbar)
- Status: New
- Priority: Normal
- Category: (empty)
- Product&Platform: --- Please select ---
- Customer: (empty)
- Customer Project: (empty)
- PMS Tracking: (empty)
- Region: China
- OS: LA, LU, LE

Buttons: Create, Create and add another

1. 选择 **Tracker**
2. 在 **Subject** 栏输入项目信息
3. 按照如下格式填写描述 **description** 栏
【问题现象的描述】：
【问题出现的概率】：
【问题复现的步骤】：
【初步的分析】：
【联系方式 名字/邮箱/电话】：
【上传基线信息】：即贵司下载代码的命令
4. 初始的状态请设置为 **NEW**
5. 默认的优先级是 **Normal**
6. 选择问题类别，问题会根据类别的不同而分配给不同领域的工程师
7. 地区默认是 **China**，请选择区域，会根据区域提供就近支持的人员
8. 如果有需要还可以上传附件
9. 点击 **Create** 提交该问题

➤ 类别信息用于表明该问题的所属领域，并根据问题领域分配case到相应的工程师

• **BSP: 通用平台系统相关问题**

- **Boot:** 启动相关问题
- **Bus:** 外围设备和总线相关问题
(USB/I2C/SPI/Uart/SDIO)
- **System:** Android / Linux稳定性和性能相关问题
- **PMIC:** 电源管理和功耗相关问题
- **FW:** Android Framework / UI相关问题
- **LC:** WiFi、BT、GPS和FM Radio相关问题
- **Build:** 编译, 烧录, 代码下载相关问题
- **Security:** 签名/安全启动/ Selinux / DM验证相关问题
- **Tools:** 生产和工厂测试工具相关问题

• **MM: 多媒体相关问题**

- **Audio:** 音频播放/录制/编解码器/驱动程序/调谐和语音相关问题
- **Video:** 视频播放/录制/编解码器和流媒体相关问题
- **Camera:** 相机驱动程序/ ISP /调优和预览/快照/摄像机相关问题
- **Display:** 显示/图形驱动程序/ OpenGL和其他相关问题
- **SNPE:** 智能算法相关问题
- **Protocol: 协议相关问题**
 - **Modem Data:** 数据业务相关问题
 - **UIM:** 插卡模块相关问题
- **HW: 硬件相关问题**
 - **BB(baseband):** 硬件基带相关问题
 - **RF(radio frequency):** 射频相关问题
 - **WIFI:** WIFI硬件相关问题

查看和编辑

1. 查看问题

The screenshot shows a Jira issue page for 'SW Hardware #452'. At the top, there are tabs for '+ Overview', 'Activity', and 'Issues'. The issue title is 'SW Hardware #452' with 'Edit' and 'Watch' icons. The issue content is highlighted in yellow and includes a title 'test mail', a note 'Added by admin Admin about 22 hours ago.', and a metadata table:

Status:	New
Priority:	Normal
Assignee:	chen xia

Below the table is a 'Description' section with the text 'test' and a 'Quote' icon. At the bottom right of the description area, there are 'Edit' and 'Watch' icons.

2. 编辑问题

The screenshot shows the 'Edit' interface for a Jira issue. At the top right, there are 'Edit' and 'Watch' icons. The main area is titled 'Edit' and contains a 'Notes' section with a rich text editor toolbar (including Bold, Italic, Underline, Strikethrough, Color, and text alignment options) and a large text area. Below the text area is a 'Files' section with a 'Choose Files' button, the text 'No file chosen', and '(Maximum size: 14.8 MB)'. At the bottom, there are 'Submit' and 'Cancel' buttons.

关闭问题

- 点击 **"Edit"** 然后将**Status**设置为 **"Closed"**
- 为了帮助我们提升服务质量，客户可以在“Customer feedback”， 针对服务质量填写反馈
 - Professional：专业的
 - Good：好的
 - Normal：一般
 - Poor：服务差

✎ Edit ★ Watch

Edit

Change properties

Status * Closed

Category BSP-BOOT

Product&Platform * D845 SOM

Customer

Region * China

OS * Android
Ubuntu
Linux
ThreadX

Customer Feedback

Professional
Good
Normal
Poor

Notes

Edit Preview B I U S C H1 H2 H3 [List Icons] pre [Other Icons]

如何签署NDA和SLA

1. 中文版本的NDA, SLA:

<https://www.thundercomm.com/zh/document-permission-application/>

英文版本的:

<https://www.thundercomm.com/document-permission-application/>

2. PKLA Product Kit License Agreement:

具体操作流程见以下网站, 根据不同的chipset选择, 是和高通签署, 用于备案

<https://www.thundercomm.com/how-to-sign-qualcomm-pkla/>

以上流程都完成后, 客户注册我司官网, 文档资料大部分都可以通过官网获取:

1. 官网注册地址如下:

<https://www.thundercomm.com/zh/register/>

2. 文档获取链接如下:

https://docs.thundercomm.com/turbox_doc/documents/products

如何获得技术文档

1. 进入 Thundercomm 的网站: https://www.thundercomm.com/app_en/index
2. 选择 "Products", 这个页面会显示可用的产品如SOM, 开发套件, 参考设计等。

service@thundercomm.com

Thundercomm

Products Solutions Resources About Us

Home > Products

CATEGORY

- Edge AI Box (6)
- System on Module (SOM) (20)
- Development Kits (Dev Kits) (24)
- Accessories (13)

PLATFORM

- Premium (18)
- Mid-range (20)
- Entry-level (4)

APPLICATIONS

- AI Camera
- Edge Computing
- Industrial Robot
- Robotics
- Service Robot
- Smart Building
- Smart Camera
- Smart Speaker
- Wearable

Show: 6

Qualcomm® Robotics RB6 Platform

C7230 Development Kit

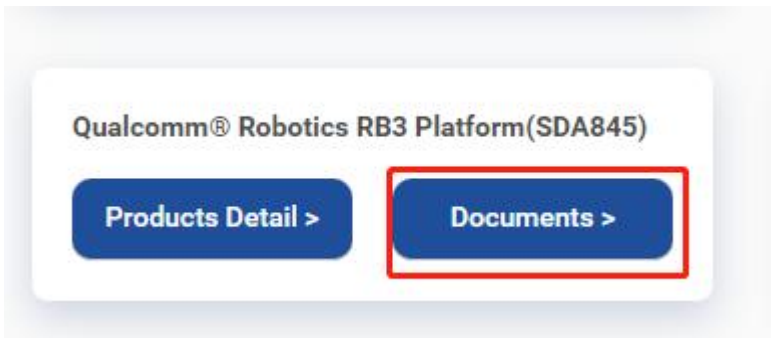
T62G-EA Development Kit

Video Conference AI Camera
Smart Surveillance Edge Computing
Service Robot
Consumption/Entertainment Robot

AR/VR Automated Guided Vehicle
CPE/Router Industrial Control
Remote Healthtech Webcast

如何获得技术文档

- 以 Turbox D845 为例
 1. 进入到 <https://docs.thundercomm.com/>
 2. 点击如图所示的 "Document"



如何获得技术文档

3. 在页面的下方您将看到文档列表

4. 点击下载您所需的文档

The screenshot displays the Thundercomm website interface. The top navigation bar includes 'Home', 'Documents', and 'Documents_Internal'. A search bar is located in the top right corner. The main content area is titled 'Qualcomm® Robotics RB3 Platform(SDA845)' and shows a list of documents under the 'Hardware' and 'Software' sections. A red box highlights the 'Hardware' section, and another red box highlights the navigation menu on the right side of the page.

Thundercomm

only in current section

Search Site Search

Home Documents Documents_Internal

Home Documents Products Qualcomm® Robotics RB3 Platform(SDA845)

Common

Products

- TurboX CT4350
- TurboX CM2290/C2290
- TurboX D845
- TurboX S605
- TurboX C404/C405
- TurboX D660/D660Pro
- TurboX CM6125/C6125
- TurboX CM450/C450/CM625/C626
- Qualcomm® Robotics RB3 Platform(SDA845)
- TurboX T95
- TurboX T55 (5G Sub-6GHz)
- TurboX C610/C410
- TurboX C865
- Qualcomm® Robotics RB5 Development Kit

Qualcomm® Robotics RB3 Platform(SDA845)

by admin – last modified 24 days ago

- Hardware
 - Quick Start Guide
 - Robotics DragonBoard 845c Spec
 - Robotics Navigation Mezzanine Spec
 - Robotics RB3 Machine Communication Mezzanine Spec
 - Main Camera Spec
 - Tracking Camera Spec
 - ToF Camera Hardware User Guide
 - SLM Camera Hardware User Guide
 - Qualcomm Robotics RB3 Platform Hardware User Guide
 - Qualcomm Robotics RB3 Platform Schematics
 - Qualcomm Robotics RB3 Platform 3D STEP Models
 - [tc-d-13116]_TurboX D845 SOM_Datasheet_V1.6
 - D845 SOM GPIO Pin Assignment
 - [TC_RB3_13403]_Robotics RB3_Placement_20210429_V03
- Software
 - Qualcomm Robotics RB3 Platform Linux User Guide
 - Qualcomm Robotics RB3 Platform Release Notes
 - SLM Camera ImageViewer

- Hardware
- Software
- Firmware
- Samples-apps-codes
- testResource
- Tools

如何获得技术文档

5. 这里会提示您需要登录

Thundercomm

Log in only in current section

Search Site Search

Home

Home

Email ●

Please login with your email.

Password ●

Log in Register

Trouble logging in? [Get help.](#)

注意: 可以以下地址注册相关账号 : <https://www.thundercomm.com/register/>

如何获得技术文档

6. 输入您的订单号

The screenshot shows a navigation bar with three tabs: 'FAQ', 'Q&A', and 'DOWNLOAD'. The 'DOWNLOAD' tab is currently selected, indicated by a blue underline. Below the navigation bar is a search input field with the placeholder text 'Please enter the order number' and a blue 'Search' button to its right.

注意:

1. 在线购买SOM或DK后，您将获得一个订单号。
2. 订单号与您的购买账号是绑定的。
3. 对于离线购买SOM或DK的客户，请联系Thundercomm联系窗口以获取订单号。
4. 如果对应账号没有开通相应文档权限，请联系PO@thundercomm.com开通官网文档权限。



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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