

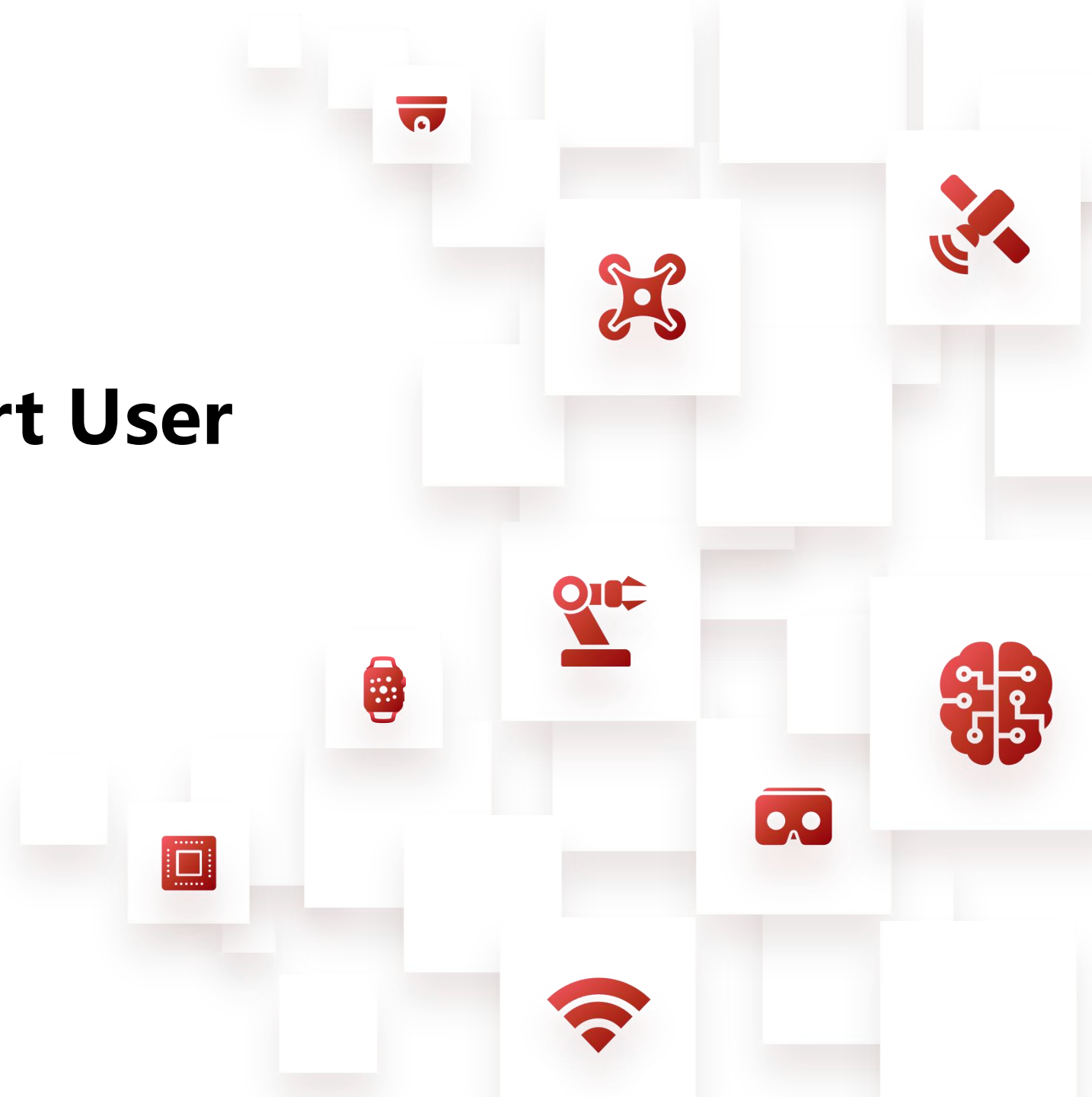
Thundercomm

TC Technical Support User Guide

1/22/2021

www.thundercomm.com

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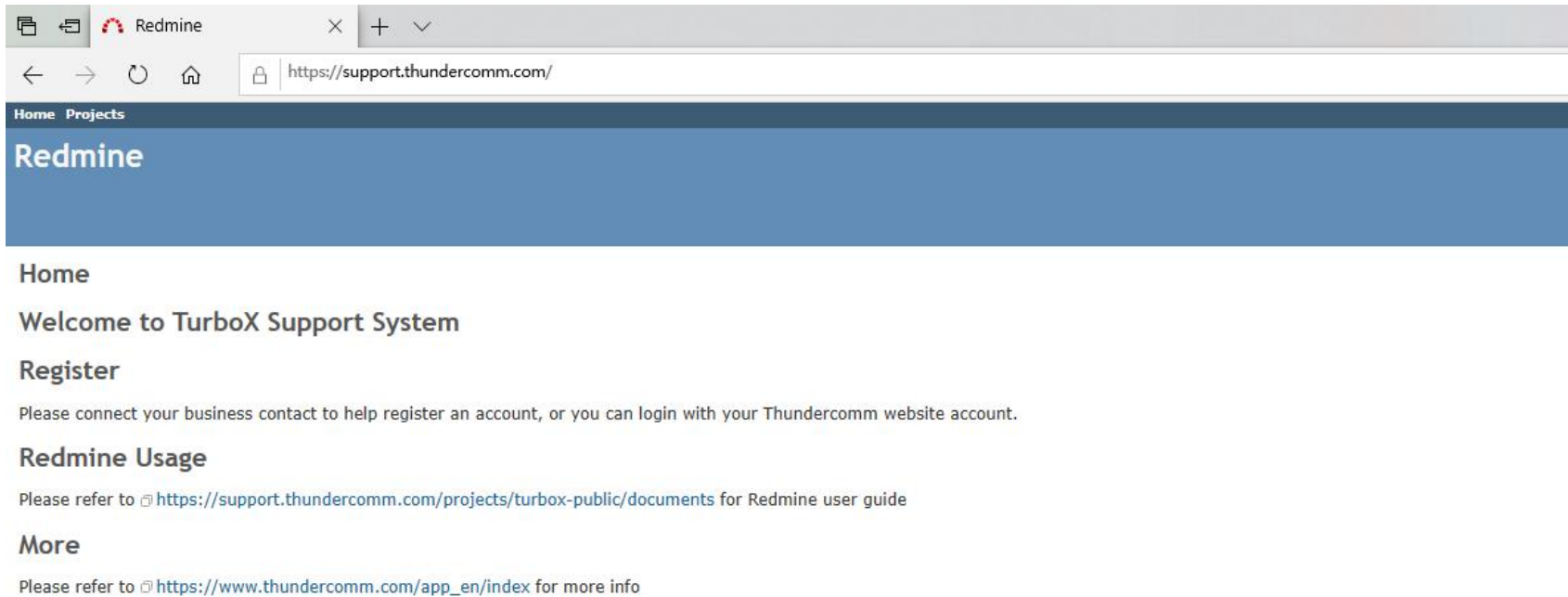
Catalogue

- Thundercomm Support System
- How to get technical support
- Issue Status Flow
- Customer Responsibility
- Work in Project
 - Submit issue
 - Category
 - View & edit issue
 - Close issue
- How to get technical document

Thundercomm Support System

Any technical support request from TC please use Thundercomm support system

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



How to get technical support

1. Project approval

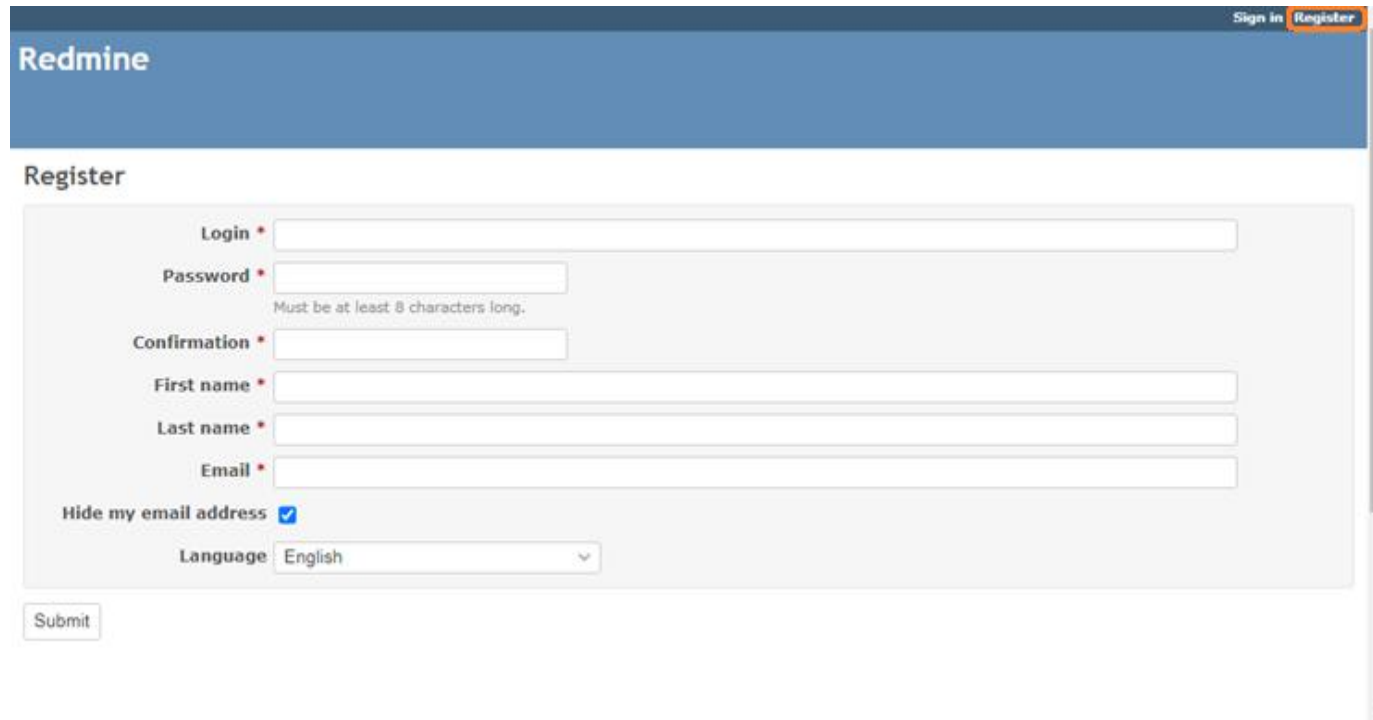
- Contact us when you need technical support
- Reach the Sales/Product manager and provide info to them (product and company name...)
- Send mail with enough info to "service@thundercomm.com" for service project setup
- We will create a project for you and assign a TAM to this project after receiving your request. (For better service support.)

Schedule & SW information		
Company		
Target Device		Please provide product info
Target Industry		
Product Platform		
Required OS		Like Android, Linux , Ubuntu
Target Launch Date		
Product Forecast		
EVT Date		
DVT Date		
PVT Date		
TC Sales		
Contact information		
HW Lead Contact		Email Address/Mobile Phone
SW Lead Contact		Email Address/Mobile Phone
Project Manager Contact		Email Address/Mobile Phone

How to get technical support

2. Account Register

- Please firstly register your account on the site <https://www.thundercomm.com/>.
- Send mail to your TAM for registered account approval and project permission.
- Please make sure the email is your company's email address



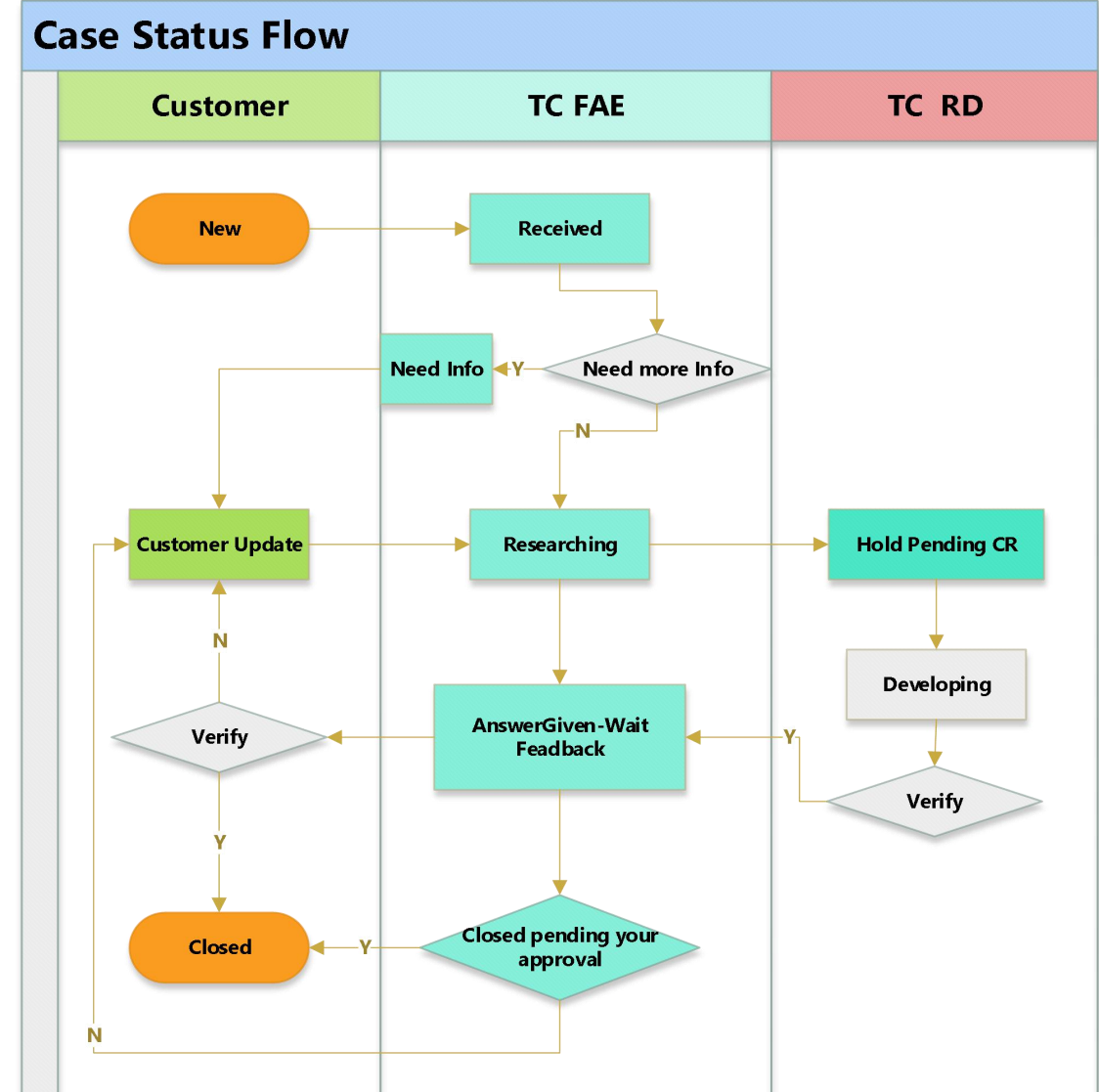
The screenshot shows the Redmine registration page. At the top right, there are links for "Sign in" and "Register". The page title is "Redmine". Below the title, the word "Register" is displayed. The registration form includes the following fields and options:

- Login ***: A text input field.
- Password ***: A text input field with a note below it: "Must be at least 8 characters long."
- Confirmation ***: A text input field.
- First name ***: A text input field.
- Last name ***: A text input field.
- Email ***: A text input field.
- Hide my email address**: A checked checkbox.
- Language**: A dropdown menu currently set to "English".

A "Submit" button is located at the bottom left of the form area.

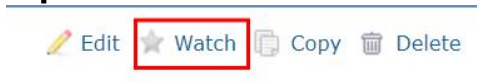
Issue Status Flow

- **New:** The issue status is NEW when a issue is newly submitted.
- **Received:** Issue owner started to work on the issue
- **Need Info:** To resolve the issue, more log or other information is required.
- **Researching:** The issue is under researching and analyzing
- **AnswerGiven-Wait Feedback:** Solution or answer for this issue have already been provided
- **Hold Pending CR:** If the problem belongs to SOM platform and Qualcomm itself, we need R&D team for further investigation and solutions. Or a feature request has been submitted by the customer
- **Customer Update:** Customer has updated the comment
- **Closed pending your approval:** The issue will be set to this state if the customer didn't reply within 3 days after the solution has been provided. When the issue is in this state for 2 weeks without feedback the system will close this issue automatically.
- **Closed:** Set to this state if the solution has been verified.



Customer Responsibility

- Customer: who can create an issue in Redmine.
 - Firstly, customer can create an issue in Redmine. Suggest to use the "Watch" function. The watch function will trigger e-mail to be sent when issue has any update.
- Thundercomm will open/update the issue, the Redmine will send a mail to submitter.
- A issue with state set to **NeedInfo**, means the issue need more information from customer.
- If you have update the comment , please set status to **Customer Update**.
- When the issue is resolved, customer should verify and close the issue manually.



Work in Project

1. Select Projects

The screenshot shows the Redmine web interface. At the top, there is a navigation bar with 'Home', 'My page', 'Projects' (highlighted with a red box), and 'Help'. On the right side of the navigation bar, it says 'Logged in as xiachen0629 My account Sign out'. Below the navigation bar, there is a search bar and a dropdown menu labeled 'Jump to a project...'. The main content area has three tabs: 'Projects' (selected), 'Activity', and 'Issues'. Under the 'Projects' tab, there is a section titled 'Projects'. Below this, there are filter options: 'Filters' (expanded) showing 'Status' checked, 'is' dropdown, 'active' dropdown, and 'Add filter' dropdown. There are also 'Options' and 'Apply' buttons. Below the filters, there are three project cards: 'AAA_test_project' with a person icon, 'Turbox-Public', and 'Product_android10开发板' with a person icon and the text 'Product_android10开发板' below it. At the bottom right, there is a 'My projects' link with a person icon.

Work in Project

Go to **Issues** page and click the "New issue" in right top on issue list

The screenshot shows the 'Issues' page for the 'AAA_test_project'. The page has a blue header with navigation links: Home, My page, Projects, Help. The user is logged in as 'xiachen0629' and can access 'My account' or 'Sign out'. The project name 'AAA_test_project' is displayed, along with a search bar containing 'AAA_test_project'. Below the header, there are tabs for '+ Overview', 'Activity', and 'Issues', with 'Issues' highlighted. A 'New issue' button with a green plus icon is located in the top right corner of the issues section. Below the tabs, there are filter options: 'Filters' (Status: open) and 'Options'. There are also 'Apply', 'Clear', and 'Save' buttons. A table of issues is shown with the following data:

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

At the bottom, it shows '(1-1/1)' and 'Also available in: Atom | CSV | PDF'.

Submit issue

- On the "New issue" page

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

- Tracker ***: Software (dropdown)
- Subject ***: (text input)
- Description**: (rich text editor with 'Edit', 'Preview', and various formatting icons)
- Status ***: New (dropdown)
- Priority ***: Normal (dropdown)
- Category ***: (dropdown)
- Product&Platform ***: --- Please select --- (dropdown)
- Customer**: (text input)
- Customer Project**: (text input)
- PMS Tracking**: (text input)
- Region ***: China (dropdown)
- OS ***: LA, LU, LE (list box)
- Files**: 选择文件 未选择任何文件 (Maximum size: 50 MB)
- Buttons**: Create, Create and add another

1. Select the **Tracker**
2. Input the **Subject**
3. Fill the **description**

PLEASE PROVIDE FOLLOWING INFORMATION IN "DESCRIPTION" FOR BUG/ISSUE CASE.

【Issue Description】 :

【Failure Rate in %】 :

【Reproduce Step】 :

【Initial Analysis】 :

【Contact Name/Email/Phone】 :

【Upload about.html】 : For software issue only and for Meta build information

4. The default status is **NEW**
5. The default priority is **Normal**
6. Chose issue category, the case will be assigned to different engineer by the category
7. The default region is **China**, please chose correct region for FAE support
8. Upload the attachment if needed
9. Click **Create** to submit the issue

Category

Category is used to identify problem areas and assign case to correct engineer.

- **BSP: Responsible for dealing with issues related to common platform system.**
 - **Boot:** handles the contents associated with Boot
 - **Bus:** handles all peripherals and bus-related work
 - **System:** Responsible for dealing with Android/Linux stability and performance related work
 - **PMIC:** Responsible for PMIC chip and power management
 - **FW:** Handles Android Framework/UI related work
 - **LC:** Responsible for dealing with WiFi, BT and FM Radio related work content
 - **Build:** Handles compilation and code download related work
 - **Security:** Responsible for signing/Security boot/Selinux/DM verify, etc.
 - **Tools:** handles issues related to production and Factory test Tools

- **MM: Responsible for dealing with multimedia related issues**
 - **Audio:** processing Audio Playback/Recording/Codec/Driver/Tuning and Voice related issues
 - **Video:** handle Video playback/Recording/Codec and streaming media related issues
 - **Camera:** processing Camera driver/ISP/Tuning and preview/snapshot/camcorder related issues
 - **Display:** Handles Display/Graphic driver/OpenGL and other related issues
 - **SNPE:** Handles SNPE and AI-related problem neighborhoods
- **Protocol: Responsible for dealing with the content related to the agreement**
 - **Modem Data:** handles Data business related issues
 - **UIM:** Handles card module related issues
- **HW: Responsible for dealing with hardware related issues**
 - **BB(baseband):** Handles hardware baseband related issues
 - **RF(radio frequency):** responsible for handling radio frequency related issues
 - **WIFI:** Responsible for WIFI hardware related work

View & Edit Issue

1. View Issue

+ Overview Activity Issues

SW Hardware #452 Edit Watch

test mail
Added by admin Admin about 22 hours ago.

Status: New
Priority: Normal
Assignee: chen xia

Description Quote
test

Edit Watch

2. Edit Issue

Edit Watch

Edit

Notes

Edit Preview **B** *I* U ~~S~~ **C** H1 H2 H3 pre <>

Files

No file chosen (Maximum size: 14.8 MB)

Close issue

To close an issue, click **"Edit"** and set the status to **"Closed"**

Edit

Change properties

Project * IT-TEST Private

Tracker * Software

Subject * test

Description Edit

Status *

- New
- Closed**

Priority *

- New
- Closed**
- Received
- Customer update

Assignee *

- Received
- Customer update

Category *

Product&Platform * D845 SOM

Customer

Case Priority L3

Parent task

PMS Tracking

Region * China

OS *

- LA
- LU
- LE

Notes

Edit Preview **B** *I* U ~~S~~ **C** H1 H2 H3 pre <>

Private notes

How to get technical document

1. Visit the Thundercomm website: https://www.thundercomm.com/app_en/index
2. Go to the "Store", available products will be displayed, like the SOM, Dev Kit, Reference Design, etc.

Thundercomm Company Products Solutions Support Store Contact Us Forum



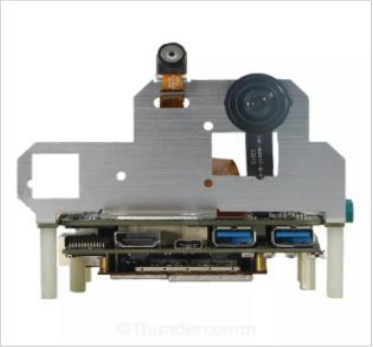



Showing 61 products for all categories

Category

- AI Box
- Development Kits
- System on Module
- Reference Design
- Accessories

Manufacturer

- Thundercomm
- Qualcomm
- Thundersoft

 <p>©Thundercomm</p> <p>EB5 Edge AI Box</p> <p>Enquiry</p>	 <p>©Thundercomm</p> <p>SDW4100 Development Kit</p> <p>\$1,000.00</p>	 <p>©Thundercomm</p> <p>Qualcomm® Robotics RB5 Development Kit</p> <p>\$695.00</p>
 <p>©Thundercomm</p>	 <p>©Thundercomm</p>	 <p>©Thundercomm</p>

How to get technical document

Here take Turbox D845 as an example

1. Go to the [Turbox D845 Development Kit Page](#)
2. Click on the "See full product specifications"

Thundercomm Company Products Solutions Support Store Contact Us Forum

Home > Store > Development Kits > Thundercomm TurboX™ D845 Development Kit

TURBO X™ Thundercomm TurboX™ D845 Development Kit

HOT SALE

\$999.00

Thundercomm TurboX™ D845 Development Kit is the newest and highest performance platform based on the top-tier Qualcomm® Snapdragon™ 845 processor. This dev kit supports 4K@60fps in HDR, 2 x 16MP or 1 x 32MP cameras, 4K Ultra HD display 60fps and Qualcomm® Secure Processing Unit(SPU). It offers numerous peripheral I/O headers for flexible application, such as 2 x USB2.0, 2 x Ethernet, 1 x Mini PCIe Socket, 1 x CAN, 2 x HDMI Output and so on. This dev kit is ideally suited for developers to create high-performance IoT devices, software development and application.

Evaluation Kit provides binary file. Developers can do Application development and Benchmark test

▶ See full product specifications

Specification: Evaluation Kit with Android

How to get technical document

3. Scroll down to the bottom of the page, you will find the documentation list
4. Click on the "Download Now"

Documentation

[Download Now](#)

- SOM Datasheet
- Thundersoft TurboX D845-IO-GPIO-MAP 2019
- Product Brief Spec
- Android 8.1 OS Image for The D845 Dev Kit.zip
- SDK_Zip_File_MD5
- Documents for TurboX D845 Standard Kit_Docs_20190826.zip
- Documents for TurboX D845 Standard Kit_SDK_V1.1_Part05
- Documents for TurboX D845 Standard Kit_SDK_V1.1_Part03
- Assembling Map
- Package List
- EVB User Guide
- Quick Start Guide
- Image Upgrade User Guide
- Documents for TurboX D845 Standard Kit_SDK_V1.1_Part02
- Documents for TurboX D845 Standard Kit_SDK_V1.1_Part01
- Documents for TurboX D845 Standard Kit_SDK_V1.1_Part04

How to get technical document

5. Login with your user name

Thundercomm Company Products Solutions Support Store Contact Us Forum

Login

User Name/Email	<input type="text"/>
Password	<input type="password"/>
Verification Code	<input type="text"/> l m 2 a Change Verification Code

[Login](#)

[New User](#) | [Forget password?](#)

Note: You can register the account on www.thundercomm.com

How to get technical document

6. Enter your order number

FAQ Q&A DOWNLOAD

Please enter the order number Search

Note:












- 1.The order number will be assigned after you purchasing the SOM or DK online
- 2.The order number is linked to the registered account.
- 3.For customer who purchased the SOM or DK offline, please contact the Thundercomm contact Window to get the order number.

How to get technical document

7. Then you have the access to the Turbox D845 Technical Documents

Thundercomm [Company](#) [Products](#) [Solutions](#) [Support](#) [Store](#) [Contact Us](#) [Forum](#)

Thundercomm TurboX™ D845 Development Kit

 Thundersoft TurboX D845 Product Brief Spec	Download
 Thundercomm TurboX D845 Quick_Start_Guide	Download
 Thundercomm TurboX D845 Assembling Map	Download
 Thundercomm TurboX D845 Package List	Download
 Thundercomm TurboX D845 Image Upgrade User Guide	Download
 Thundercomm TurboX D845 EVB_User_Guide	Download
 Thundercomm TurboX D845 SOM Datasheet	Download
 FastbootBuild_Turbox-D845_xx.xx_la201.d.userdebug.20200318.1641	Download
 MetaBuild_Turbox-D845_xx.xx_la201.d.userdebug.20200318.1641	Download
 README for Evaluation Kit	Download
 Thundercomm TurboX D845 GPIO Configure Guide	Download



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