

Thundercomm

TC Technical Support User Guide

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www.thundercomm.com

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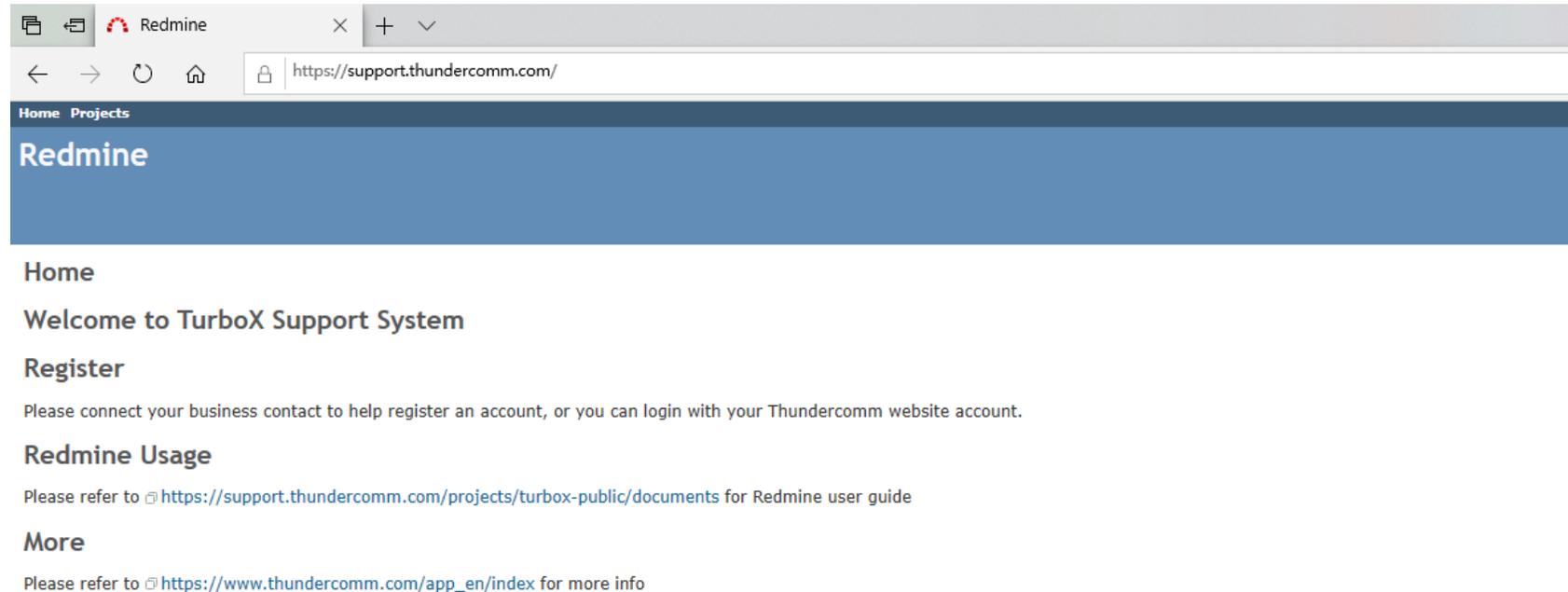


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Thundercomm support system Introduction

- Please use Thundercomm support system if have any technical support requests.
- Support system link: <https://support.thundercomm.com/>.



How to get technical support

1. Account registration and login

Please log in using the account registered on the Thundercomm official website, no need for secondary registration.

Official website: <https://www.thundercomm.com/>.

Official website account registration guide: <https://www.thundercomm.com/zh/faq/>.

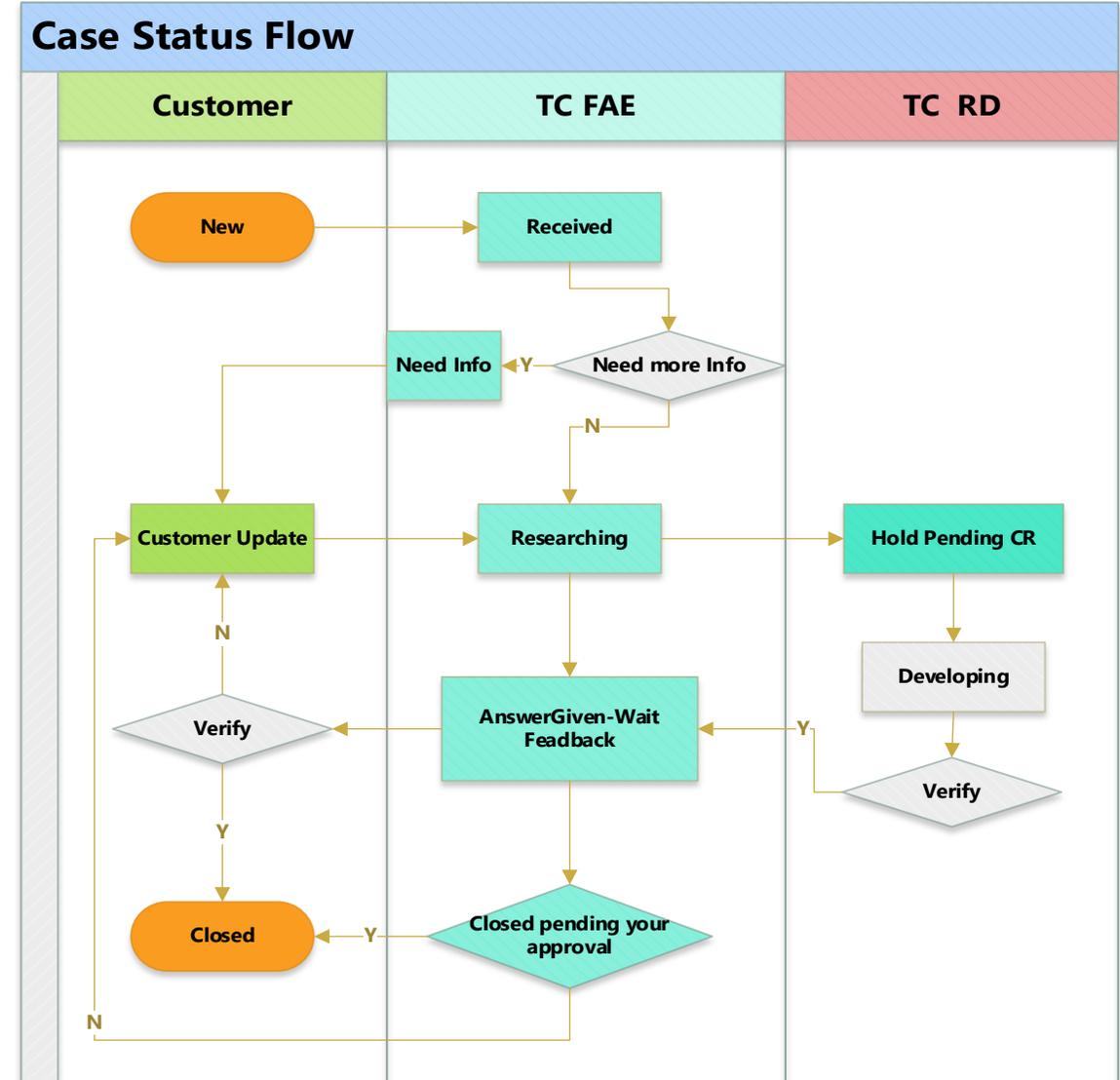
How to get technical support

2. Create a project

- If your company requires technical support, please contact our FAE team. Projects should be created with the assistance of the FAE team.
- Specific steps:
 - Contact the sales or product manager and provide them with basic information about the product and project, such as the product and company name.
 - Use the template: <https://thundersoft.feishu.cn/sheets/DZOusearjh43t4tUYb9cluRBnsf>
 - The sales or product manager will pass the project information to the FAE team.
 - After collecting the information, the FAE team will proceed with the project approval process. You can raise questions or inquiries within the project.
 - We will assign engineers to address the issues and track the problem-solving process through this project.

Issue Status Flow

- **New:** The issue status is NEW when an issue is newly submitted.
- **Received:** Issue owner started to work in the issue.
- **Need Info:** To solve 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 has already been provided.
- **Hold Pending CR:** If the problem belongs to SOM platform and Qualcomm themselves, we need R&D team for further investigation and solutions.
- **Customer Update:** Customer has updated the comments.
- **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 keep this status for 2 weeks without feedback, the system will close this issue automatically.
- **Closed:** Issue will set to this state when the issue is solved.



Customer Responsibility

- Customer can create an issue in Redmine. Suggest to use the “Watch” function to add watcher. This function will trigger e-mail to be sent when issue has any update .



- A issue with state set to **Need Info**, means the issue need more information from customer and need to be provided promptly.
- If customer have update the comment , please set status to **Customer Update**, which is convenient to focus on the issue status and track.
- When customer confirm the issue is resolved, please set to the issue status as "**close**" .

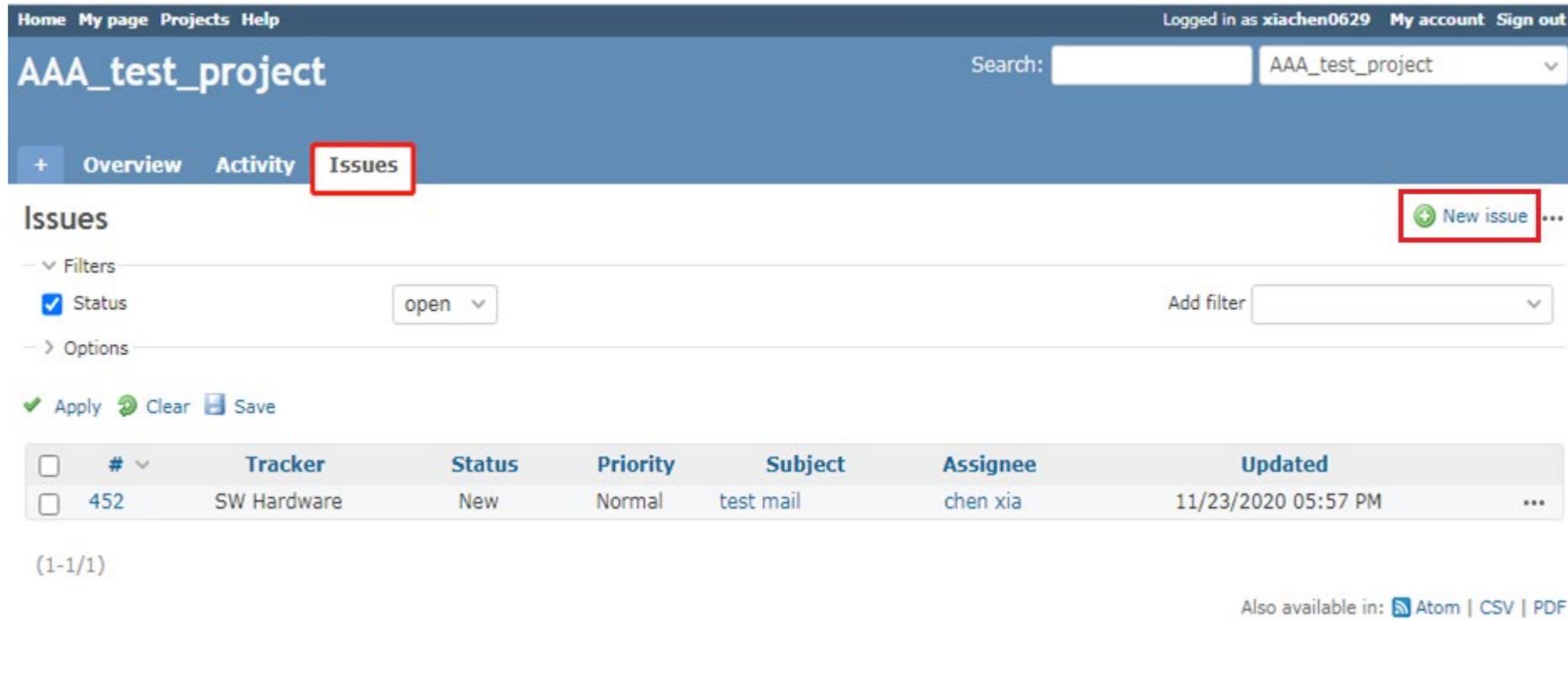
Work in Project

- Select "Projects" page.

The screenshot shows the Redmine web interface. At the top, there is a navigation bar with links for '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 tabs for 'Projects', 'Activity', and 'Issues', with 'Projects' being the active tab. Below the tabs, there is a section titled 'Projects' with a 'Filters' section. The 'Status' filter is checked and set to 'is active'. There are also 'Options' and 'Add filter' buttons. At the bottom of the filter section, there are 'Apply', 'Clear', and 'Save' buttons. The project list shows three projects: 'AAA_test_project', 'Turbox-Public', and 'Product_android10开发板'. At the bottom right, there is a 'My projects' link.

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 project 'AAA_test_project'. The 'Issues' tab is highlighted in the navigation bar. A 'New issue' button is located in the top right corner of the issue list area. The issue list contains one entry with the following details:

	#	Tracker	Status	Priority	Subject	Assignee	Updated	
<input type="checkbox"/>	452	SW Hardware	New	Normal	test mail	chen xia	11/23/2020 05:57 PM	...

(1-1/1)

Also available in: [Atom](#) | [CSV](#) | [PDF](#)

Submit issue

- Submit the issue.

Complete the required information on the "**New issue**" page.

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

- Tracker: Software
- Subject: [Empty text box]
- Description: [Rich text editor with 'Edit' and 'Preview' tabs]
- Status: New
- Priority: Normal
- Category: [Empty dropdown]
- Product&Platform: --- Please select ---
- Customer: [Empty text box]
- Customer Project: [Empty text box]
- PMS Tracking: [Empty text box]
- Region: China
- OS: LA, LU, LE
- 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. Enter project information in the '**Subject**' field.
3. Fill in the '**Description**' field using the following format:
 - [Issue Description]:
 - [Probability of occurrence of the issue]:
 - [Steps to reproduce the issue]:
 - [Preliminary analysis]:
 - [Contact Name/Email/Phone]:
 - [Upload baseline information]: The command used by your company to download the code.
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 (USB/I2C/SPI/Uart/SDIO).
- **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, GPS and FM Radio related work content.
- **Build:** Responsible for handling compilation, flashing, and code download related issues.
- **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 Data business 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 Issues

1. View Issues.

The screenshot shows the 'View Issues' page for issue #452. At the top, there are tabs for '+ Overview', 'Activity', and 'Issues'. The issue title is 'SW Hardware #452'. Below the title, there are 'Edit' and 'Watch' icons. The issue content is displayed in a yellow box and includes the following information:

- test mail**
- Added by admin Admin about 22 hours ago.
- Status:** New
- Priority:** Normal
- Assignee:** chen xia

Below this information 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. Edit Issues.

The screenshot shows the 'Edit Issues' page. At the top right, there are 'Edit' and 'Watch' icons. The main area is titled 'Edit' and contains a 'Notes' editor. The editor has a toolbar with various formatting options: Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Color (C), Header 1 (H1), Header 2 (H2), Header 3 (H3), List (bulleted and numbered), Code (pre), and other icons. Below the notes editor is a 'Files' section with a 'Choose Files' button, the text 'No file chosen', and a note '(Maximum size: 14.8 MB)'. At the bottom left, there are 'Submit' and 'Cancel' buttons.

Close issues

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

In order to help us improve the service quality, customer can click the "customer feedback" to fill in the feedback:

- Professional
- Good
- Normal
- Poor

 Edit  Watch

Edit

Change properties

Status *

Category

Product&Platform *

Customer

Region *

OS *

Customer Feedback

Notes

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

Professional
Good
Normal
Poor

How to sign the NDA and SLA

1. **Signing the SLA is required before applying for the documentation.**

Chinese versional NDA,SLA:

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

English versional NDA,SLA:

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

2. **Signing the PKLA is required for code application.**

PKLA Product Kit License Agreement:

Please refer to the following website for specific operation procedures. Choose the appropriate chipset and follow the instructions for signing with Qualcomm for the purpose of filing.

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

After all above process,customer can register TC website, and most documents can be obtained from TC website:

1. **The website registration address is as follow:**

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

2. **The link to obtain the document is as follow:**

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

How to get technical documents

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

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

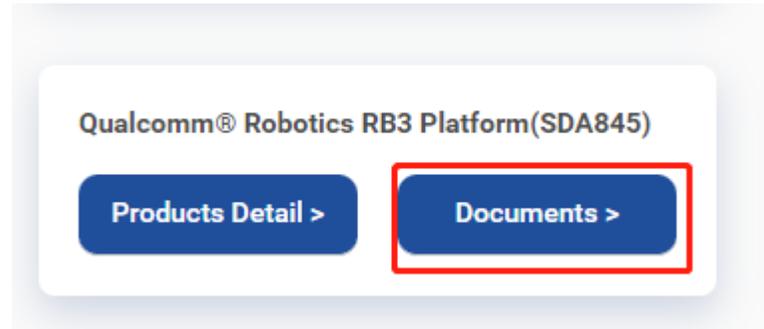
Video Conference AI Camera
Smart Surveillance Edge Computing
Service Robot
Consumption/Entertainment Robot

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

How to get technical documents

Here use Turbox D845 as an example.

1. Go to the <https://docs.thundercomm.com/>.
2. Click on the "**Documents**" as shown in the image.



How to get technical document

3. As the following page, you will find the documentation list.
4. Click to download the documents you need.

The screenshot displays the Thundercomm website interface. The main content area is titled "Qualcomm® Robotics RB3 Platform(SDA845)" and lists various technical documents. The documents are organized into two main categories: Hardware and Software. A red box highlights the "Hardware" section, which includes links to documents such as "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", and "[TC_RB3_13403]_Robotics RB3_Placement_20210429_V03". A dropdown menu on the right side of the page shows a list of categories: Hardware, Software, Firmware, Samples-apps-codes, testResource, and Tools. The "Hardware" category is selected and highlighted with a red box.

How to get technical documents

5. This page will remind you to log in.

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.](#)

Note: You can register for the relevant account at the following address: <https://www.thundercomm.com/register/>.

How to get technical documents

6. Enter your order number.

FAQ Q&A **DOWNLOAD**

Please enter the order number

Notes:

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.
4. If your account can't access to the document website, please contact with PO@thundercomm.com to get the permission.



Thundercomm

Empowering Every IoT Device with Our Technology

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