Thundercomm

How to Get Technical Support

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Technical Support Overview

- Technical support website: http://support.thundercomm.com/

How to get technical support

1. Register user account on support.thundercomm.com and waiting for approval

How to get technical support

2. Send email to "service@thundercomm.com" for service project setup and registered account approval.
- • Email Subject: "Thundercomm Technical Support Required"
- • Fill the document   "Thundercomm_Project_spec.xlsx"
- • Send to "service@thundercomm.com"

Schedule & SW information		
Customer Name		
Taget Device		Please provide product info
Target Industry		
Turbox SOM		
Turbox Dev Kit		
Required OS		Like Android, Linux , Ubuntu
Target Launch Date		
Product Forecast		
EVT Date		
DVT Date		
PVT Date		
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

3. Once the service project is setup, we will email notify the create project information, then the registered account can log on the website and submit your support requirement

For example: here is the project for Turbox-Public

Thundercomm

Empowering Every IoT Device with Our Technology

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