

Thundercomm

How to Get Technical Support

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www.thundercomm.com

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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

The screenshot shows the Redmine registration page. At the top, there is a navigation bar with 'Home', 'Projects', and 'Help' on the left, and 'Sign in' and 'Register' on the right. Below this is a blue header with the 'Redmine' logo on the left and a search bar and 'Jump to a project...' dropdown on the right. The main content area is titled 'Register' and contains a form with the following fields: 'Login *', 'Password *' (with a note 'Must be at least 8 characters long.'), 'Confirmation *', 'First name *', 'Last name *', 'Email *', a checked checkbox for 'Hide my email address', and a 'Language' dropdown menu currently set to 'English'. A 'Submit' button is located at the bottom left of the form area.

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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		
Target 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

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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

The screenshot displays the Redmine web application interface. At the top, there is a navigation bar with 'Home', 'Projects', and 'Help' on the left, and 'Sign in' and 'Register' on the right. Below this is a dark blue header with the 'Redmine' logo on the left and a search bar and a 'Jump to a project...' dropdown on the right. The main content area has two tabs: 'Projects' (active) and 'Activity'. Under the 'Projects' tab, there is a 'Filters' section with a 'Status' filter set to 'is active'. Below the filters, there are 'Apply' and 'Clear' buttons. A single project, 'Turbox-Public', is listed in a box. At the bottom right, there is a note: 'Also available in: Atom'.



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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