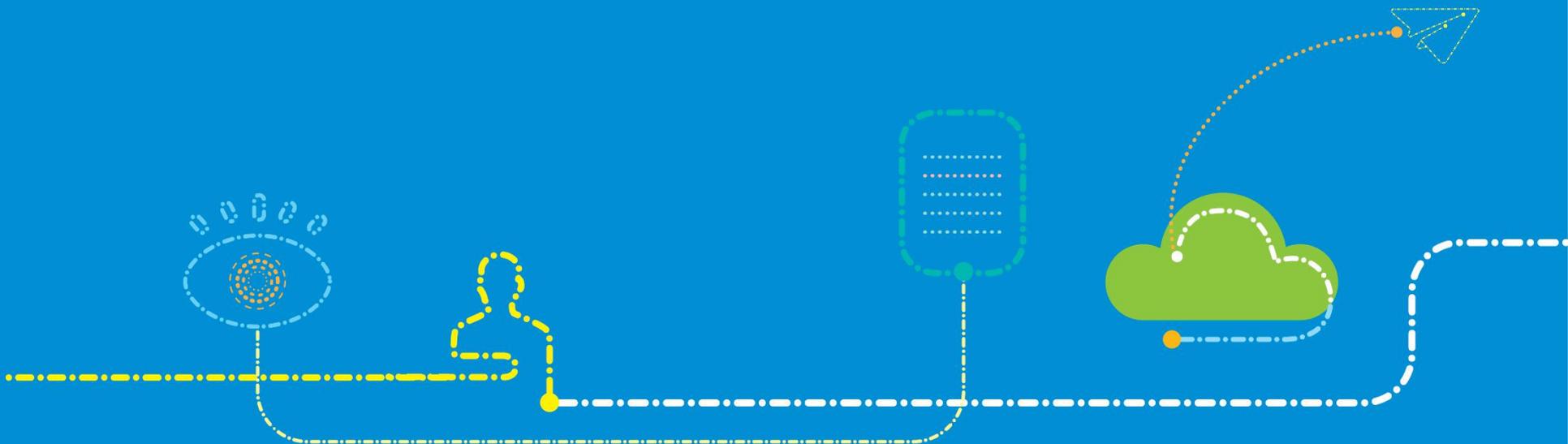


How to Register in Support Website



CONTENTS

Register and apply for permissions:

- ✓ Register to be a common user.
- ✓ Apply for an advanced user permission.
- ✓ Apply for more permissions.



1. Register to be a Common User

Internal use only▲

The screenshot shows the registration page in Internet Explorer. The address bar contains the URL `https://support.zte.com.cn/support/login/Register2.aspx`. The page has a blue navigation bar with links for Home, My Space, Service, TT Case, Documentation, Forum, and Bulletin. Below the navigation bar, there is a section titled "User type" with five radio button options: System Equipment User, Terminal User, Outsourcing User, Handset Maintenance User, and Multi-vendor User. The "System Equipment User" option is selected. A notice at the bottom states: "Notice: For ZTE staff, please login with your user name and password in HR Online".

1. Input support.zte.com.cn in browser and enter.

2. Click register

3. Choose User type

1. Register to be a Common User

Internal use only▲

The registration form includes the following fields and instructions:

- *Login ID:** [Redacted] The user account consists of 3 - 20 English letters, digits or underlines and must begin with a case-insensitive letter
- *Password:** [Redacted] The password should have 8-40 digits, and contain three kinds of the following types at least: numbers, uppercase letters, lowercase letters, and special characters. The account is not allowed to be contained in the password
- *Repeat Password:** [Redacted]
- *User Name:** [Redacted] Providing your detailed personal information will help improve our service quality.
- Gender:** Please select
- *Email:** [Redacted] Please Enter E-mail
- Contact Number:** [Redacted]
- * Mobile Number:** 1234567
- * Company Name:** 1234567
- Company Website:** [Redacted]
- *Country:** China
- Post Code:** [Redacted]
- Address:** [Redacted]
- Familiar Product:** [Redacted] You will only receive emails about weekly document updates on the product(s) you select here (press CTRL to select multiple product categories)

At the bottom, there is a checkbox: I understand and agree to comply with ZTE's terms and conditions.

A **Submit** button is located at the bottom left.

4. Please fill in the information. Fields with "*" are mandatory.

5. Agree to comply with ZTE's item

6. Click Submit

1.Register to be a Common User

Internal use only▲

After registry information was submitted, it is necessary to log into email to activate your account.

ZTE

Global [Country]

Log in | Register | Help

Home

My Space

Service

TT Case

Documentation

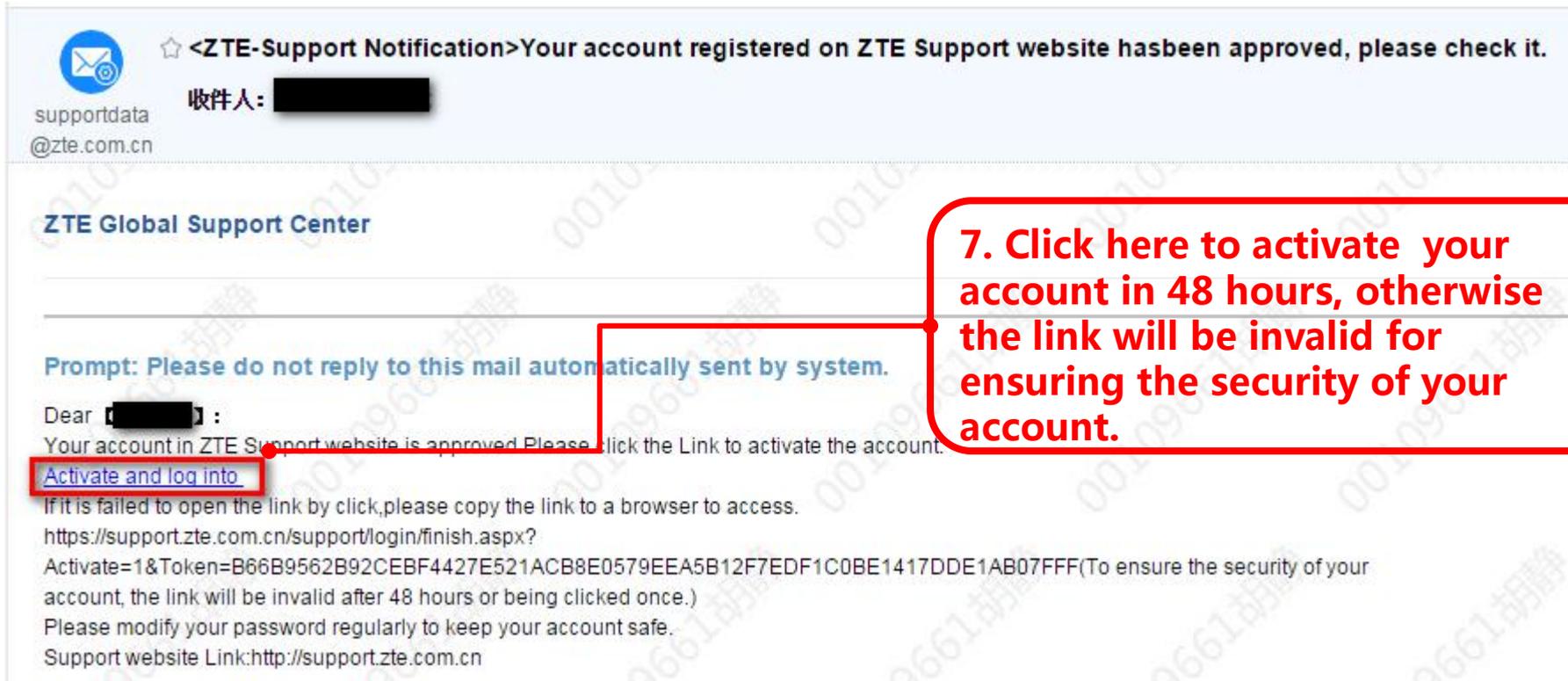
Forum

Bulletin

Your registration will be completed soon. The link to activate your account has been sent to your email 【hu.*****@zte.com.cn】. Please log into your email to continue the activation as soon as possible.Thank you.

1.Register to be a Common User

Internal use only▲



The image shows an email notification from ZTE Support Center. The sender is 'supportdata@zte.com.cn'. The subject is '<ZTE-Support Notification>Your account registered on ZTE Support website hasbeen approved, please check it.' The recipient is redacted. The email body contains a prompt: 'Please do not reply to this mail automatically sent by system.' followed by 'Dear [redacted] : Your account in ZTE Support website is approved. Please click the Link to activate the account.' A red box highlights the link 'Activate and log into'. Below the link, it says 'If it is failed to open the link by click,please copy the link to a browser to access.' followed by the URL 'https://support.zte.com.cn/support/login/finish.aspx?Activate=1&Token=B66B9562B92CEBF4427E521ACB8E0579EEA5B12F7EDF1C0BE1417DDE1AB07FFF'. A note states '(To ensure the security of your account, the link will be invalid after 48 hours or being clicked once.)'. It also says 'Please modify your password regularly to keep your account safe.' and provides the support website link 'http://support.zte.com.cn'.

supportdata
@zte.com.cn

收件人: [REDACTED]

ZTE Global Support Center

Prompt: Please do not reply to this mail automatically sent by system.

Dear [REDACTED] :

Your account in ZTE Support website is approved. Please click the Link to activate the account.

[Activate and log into](#)

If it is failed to open the link by click,please copy the link to a browser to access.
https://support.zte.com.cn/support/login/finish.aspx?
Activate=1&Token=B66B9562B92CEBF4427E521ACB8E0579EEA5B12F7EDF1C0BE1417DDE1AB07FFF(To ensure the security of your
account, the link will be invalid after 48 hours or being clicked once.)
Please modify your password regularly to keep your account safe.
Support website Link:http://support.zte.com.cn

7. Click here to activate your account in 48 hours, otherwise the link will be invalid for ensuring the security of your account.

1.Register to be a Common User

Internal use only▲

ZTE

Hello: [Redacted]

Global [Country]

Logout | Help

Apply for Advanced User

Home

My Space

Service

TT Case

Documentation

Forum

Bulletin

Congratulations! You have registered yourself as a system equipment user(normal user). Please properly keep your account and password. Permissions as follows,if you need more permissions, please apply for an advanced user account.

Key Features	User	VIP User
Support Site		
My Space	✓	✓
Service	-	✓
TT Case	✓	✓
Forum	✓	✓
Bulletin	✓	✓
Documentation		
Product Document	-	✓
Promotional Documents	✓	✓
Maintenance Pxprience	-	✓

Both of them can access the page of Apply for Advanced User.

Notes

Please pay attention the difference in permissions between User(Common User) and VIP User(Advanced User) to decide whether to apply for permission of an advanced user .

Close Return to Support

1.Register to be a Common User

Internal use only▲

Notes

The link to activate account will only be valid in 48 hours.
If it is invalid, please click here to send activation mail again.

Current Location Return to Support > login

Registered?

The account is not activated and requires to send the activation mail again.Please click here

User Name:

Password:

Verification Code:

4T84 [Load New Code](#)

[Forgot Password](#)

[ZTE Staff Login](#)

Current Location Return to Support > Send the activation mail

Please enter the verification code to get the activation link again.

Verification Code:

XB2J [Load New Code](#)

2. Apply for an Advanced User

Internal use only▲

ZTE

Hello: [redacted]

Global [Country]

Logout Help

Apply for Advanced User

Home | My Space | Service | TT Case | Documentation | Forum | Bulletin

8. Click "Apply for Advanced User" after registering a common account.

ZTE eReader brings you fresh reading experience

Document

Document

Service Bulletins more » Product Bulletins more » Download Express

2. Apply for an Advanced User

Internal use only▲

ZTE

Hello: [Redacted]

Global [Country]

Logout | Help Apply for Advanced User

Home

My Space

Service

TT Case

Documentation

Forum

Bulletin

Current Location Return to Support > Apply for Advanced User

*Company name Telecom company

Please fill in detailed company name easier to be passed!

* Contract No. Training ID ZTE Engineer
such as zhagn.san@zte.com.cn

Please fill in Work ID or Email of the ZTE engineer you have known.

*Apply Your Product Type
(If the permission is not valid, you cannot check the documents of the corresponding product type.)

Wireless

Core Network

Transmission

Data Communication

Access Network

Cloud Computing & IT Products

Unified Network Management System

Energy & IA

*Whether need the Spare Parts Service permission
 Yes No

8. Fill in the application information.

Submit

Reset

9. Click "Submit" to complete your application.

2. Apply for an Advanced User

Internal use only▲

Explanations:

Items	Explanations	Examples
Company name	Your company name	/
Contract No.	Facilities purchase contract No. signed between your company and ZTE.	/
Training No.	Training No. assigned to participate in ZTE training	16IUWRB30101
ZTE Engineer	ZTE engineer' s ID or e-mail address you have known	zhang.san@zte.com.cn
Product Type of Documentation	The type of the product you want to know	If you want to know some information about BBU , please choose Wireless .
Spare Part Service Permission	You can apply for this item only if your company has signed a contract with ZTE on purchasing spare parts service.	/

2. Apply for an Advanced User

Internal use only▲



800

☆ ZTE Support Notification: Your account registered on ZTE Support website has been approved, please check it!

收件人: [REDACTED]

ZTE Global Support Center

Prompt: Please do not reply to this mail automatically sent by system.

Dear Ms./Mr.,

Please kindly be informed that your account registered on ZTE Support website has been approved. As follows,

User Name: [REDACTED]

Valid period to: 2019-06-15 10:48:40

Support website link: <http://support.zte.com.cn>



Notes

Your account as ZTE advanced user for the next 2 years is confirmed when you receive an email notification, and you could get further permissions on support website.

3. Apply for More Permissions

Internal use only▲

Notes

You can apply for further permissions if you want to read another product documents or extra authorizations.



The screenshot shows the ZTE website interface. At the top left is the ZTE logo. To its right, the text reads "Hello: [redacted] date of expiry:2019-06-15)". Further right are links for "Global [Country]", "Logout | Help", and a red-bordered button labeled "Apply More Permissions". Below the header is a navigation bar with links for "Home", "My Space", "Service", "TT Case", "Documentation", "Forum", and "Bulletin". The main banner features an illustration of books and the text "ZTE eReader brings you fresh reading experience". A red callout box with the number "10" points to the "Apply More Permissions" button, containing the text: "10. Click 'Apply more Permissions' to apply for other permissions."

Service Bulletins

more» Product Bulletins

more» Download Express

3. Apply for More Permissions

Internal use only▲

ZTE Hello [name] (date of expiry:2018-03-29) Global [Country] Logout | Help Apply More Permissions

Home | My Space | Service | TT Case | Documentation | Forum | Bulletin

Current Location Return to Support > Apply More Permissions

*Company name Please fill in detailed company name easier to be passed!

* Contract No. Training ID ZTE Engineer Please fill in Work ID or Email of the ZTE engineer you have known.

*Apply Your Product Type (If the permission is not valid, you cannot check the documents of the corresponding product type.)

Wireless Core Network Transmission Data Communication Access Network Cloud Computing & IT Products

Multimedia Unified Network Management System Power&IAP

*Whether need the Spare Parts Service permission Yes No

Provide Relevant Proof

11. Choose other products you want to read.

12. Click "Submit" to apply.

Extra proofs will be favorable for reviewing passed.

ZTE

3. Apply for More Permissions

Internal use only▲



800

☆ ZTE Support Notification : Your permissions applied on ZTE Support website has been approved, please check it!

收件人: [REDACTED]

ZTE Global Support Center

Prompt: Please do not reply to this mail automatically sent by system.

Dear Ms./Mr.,

Please kindly be informed that your permissions applied on ZTE Support website has been approved. As follows,

User Name: [REDACTED]

Valid period to: 6/15/2019 10:48:50 AM

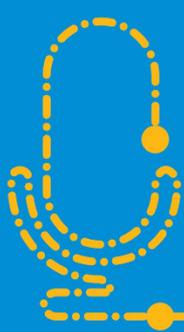
Support website link: <http://support.zte.com.cn>



Notes

When your application for more permissions is approved, you will receive an email from ZTE.

Thank you



Leading 5G Innovations

