



# ZTE Technical Support Website User Manual



# Content

<b>ZTE TECHNICAL SUPPORT WEBSITE USER MANUAL</b> .....	<b>1</b>
<b>ABSTRACT</b> .....	<b>5</b>
<b>1 USER REGISTRATION</b> .....	<b>5</b>
1.1 USER REGISTRATION.....	5
1.1.1 COMMON USER REGISTRATION.....	5
1.1.2 APPLY FOR ADVANCED USER.....	8
1.2 LOGIN OPERATION.....	9
1.3 USER REVIEW.....	9
1.4 CONFIGURING SERVICE REQUEST ADMIN USER.....	11
1.5 HOMEPAGE INTRODUCTION.....	14
1.6 SITE MAP.....	17
<b>2 MY SPACE</b> .....	<b>17</b>
2.1 LOGIN OPERATION.....	17
2.2 SUBMENU INTRODUCTION.....	18
2.2.1 【MY SPACE】 > 【MY INFORMATION】 .....	18
2.2.2 【MY SPACE】 > 【MY FORUM 】 .....	19
2.2.3 【MY SPACE】 > 【MY SUBSCRIPTION 】 .....	20
2.2.4 【MY SPACE】 > 【MY FAVORITE】 .....	24
2.2.5 【MY SPACE】 > 【ADVICE】 .....	25
2.2.6 【MY SPACE】 > 【MY SERVICE】 .....	25
2.2.7 【MY SPACE】 > 【MY MAINTENANCE EXPERIENCE】 .....	25

<b>3 SERVICE</b> .....	<b>26</b>
3.1 LOGIN OPERATION.....	26
3.2 SUBMENU INTRODUCTION.....	26
3.2.1 【SERVICE】 > 【SERVICE REQUEST】 .....	26
3.2.2 【SERVICE】 > 【SUGGESTIONS】 .....	31
3.2.3 【SERVICE】 > 【LICENSE】 .....	32
<b>4 TT CASE</b> .....	<b>32</b>
4.1 LOGIN OPERATION.....	32
4.2 SUBMENU INTRODUCTION.....	33
4.2.2 【TT CASE】 > 【SUBMIT KNOWLEDGE】 .....	39
4.2.3 【TT CASE】 > 【RELATED TO ME】 .....	41
<b>5 DOCUMENTATION</b> .....	<b>43</b>
5.1 LOGIN OPERATION.....	43
5.2 DOCUMENT MAP.....	44
5.2.1 SEARCH PRODUCT VIA DOCUMENT MAP.....	45
5.2.2 SEARCH PRODUCT DIRECTLY.....	47
5.2.3 DOCUMENT OPERATION.....	48
<b>6 FORUM</b> .....	<b>50</b>
6.1 LOGIN OPERATION.....	50
6.2 POST.....	51
6.3 REPLY.....	52
<b>7 BULLETIN</b> .....	<b>54</b>
7.1 LOGIN OPERATION.....	54
7.2 SUBMENU INTRODUCTION.....	55
7.2.1 【BULLETIN】 > 【PRODUCT BULLETINS】 .....	55

---

7.2.2	【BULLETIN】 > 【SERVICE BULLETINS】 .....	57
7.2.3	【BULLETIN】 > 【VULNERABILITY QUERY】 .....	59
7.2.4	【BULLETIN】 > 【CUSTOMER SUPPORT】 .....	60
7.2.5	【BULLETIN】 > 【RETURN & REPAIR】 .....	60
7.2.6	【BULLETIN】 > 【TRAINING INTRODUCTION】 .....	60

# Abstract

This manual gives operation instructions of the Support website, telling users how to browse the website and use it to complete work properly.

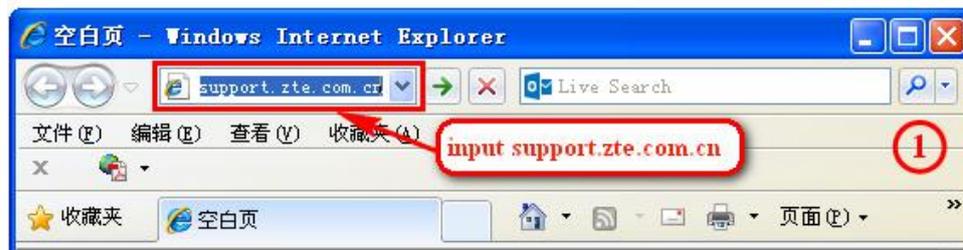
## 1 User Registration

### 1.1 User Registration

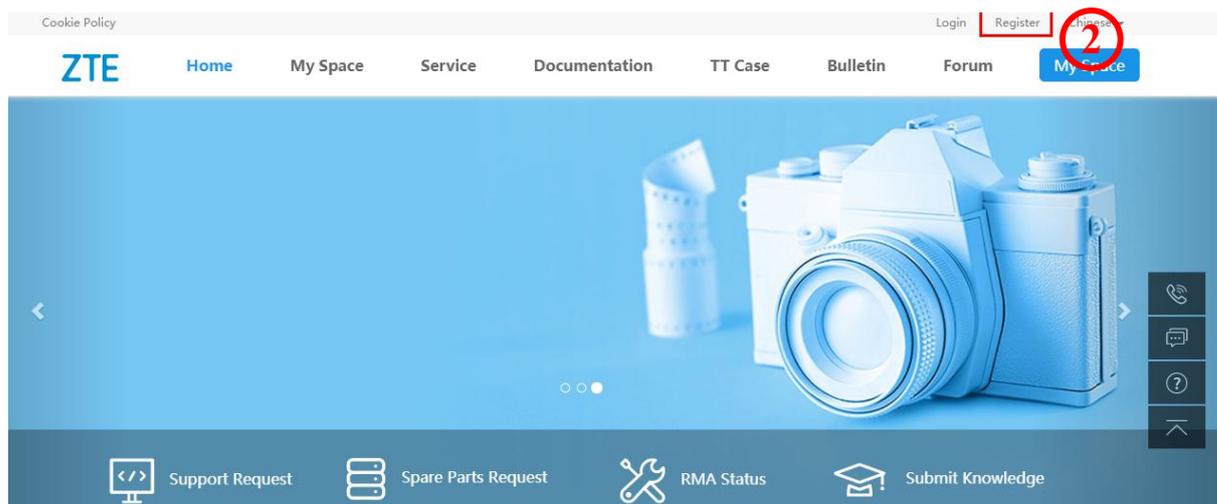
#### 1.1.1 Common user registration

Before login, an account must be registered to obtain relevant permission. Common user registration including system user, outsourcing user, multi-vendor user, terminal user can be approved automatically.

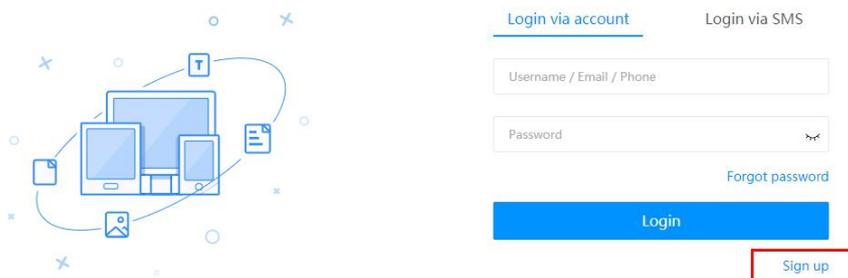
STEP 1: Open the IE browser, type supporthk.zte.com.cn (or support.zte.com.cn), and press the Enter button to enter the homepage of the Support website.



STEP 2: Click the **Register** button in the top corner to enter the registration page.



Or, click **Login** to enter the login page and then click **Sign Up** to enter the registration page.



STEP 3: Fill in the mandatory information and then click **Submit** to finish the registration.



Tips:

Phone number that is outside of China Mainland cannot be used to log in or reset password.

Please fill in accurately to ensure the registration request can be approved.

## Sign Up

Progress: 1 Create Account — 2 Information — 3 Complete

Email

Verification Code  [Get code](#)

Password

Confirm Password

Agreed [《Registration Protocol》](#) [《Cookies Policy》](#) and [《Privacy Policy》](#)

[Next](#) [Login with existing account](#)

## Sign Up

Progress:  Create Account — 2 Information —  Complete

**Please fill in more information to provide you with better service**

Username

Full Name

Area

Organization Name

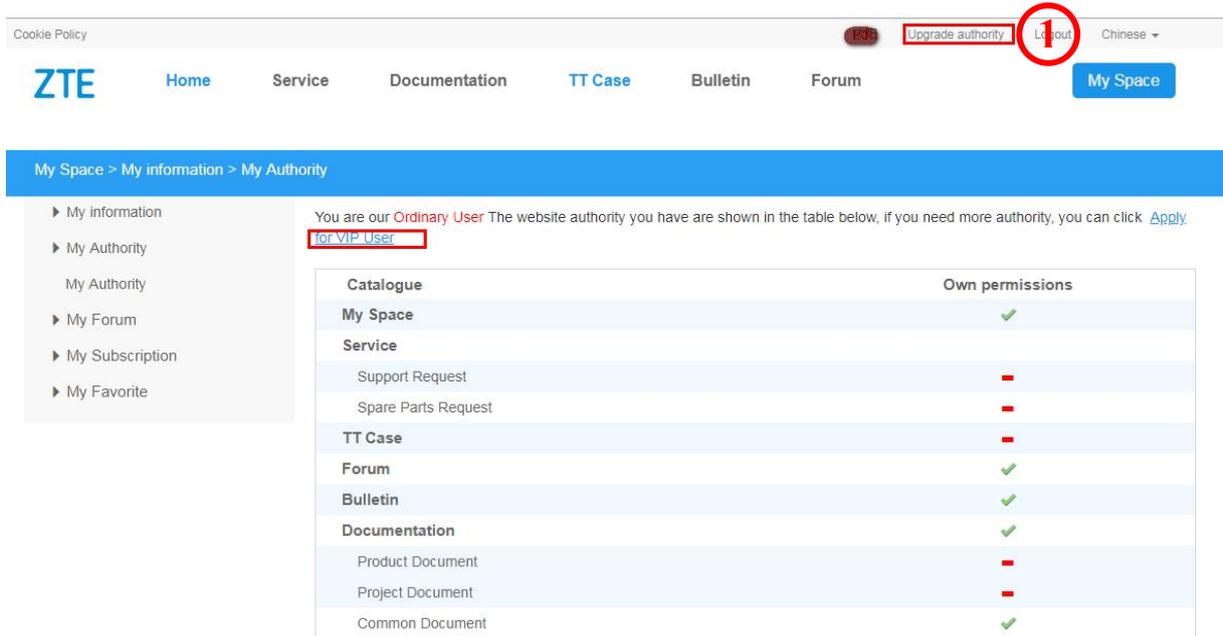
Phone

Verification Code  [Get code](#)

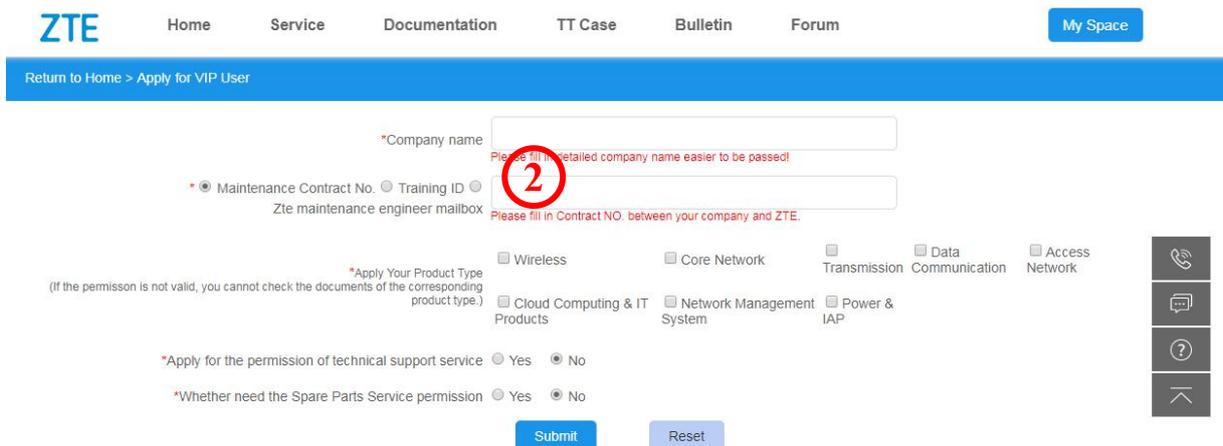
### 1.1.2 Apply for advanced user

Only system user can apply for advanced user.

STEP 1: After registering for system user, the user can apply for advanced user. Click **Apply for VIP User**, and then enter the registration page.



STEP 2: Fill in the company name and contractor No. in registration page. Click Submit to complete or Reset to refill.



## 1.2 Login Operation

This section introduces how to use a registered account to login the website and describes the layout and function of the homepage.

STEP 1: Open the IE browser, type support.zte.com.cn, and press the Enter button to enter ZTE technical support website. Refer to Section 2.1 for details.

STEP 2: Click **Login** to enter the login page.

STEP 3: On the login page, type the "User Name" , "Password" and then click **Login** to enter the homepage.

**Note:** Only verified phone number that belongs to China Mainland Operators can be used to log in or reset password.



Login via account      Login via SMS

Username / Email / Phone

Password

Forgot password

Login

Sign up

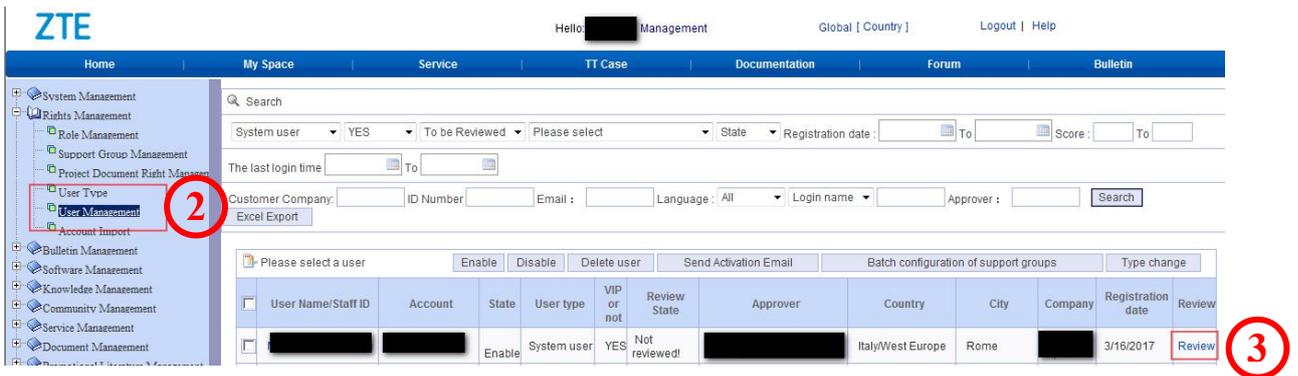
## 1.3 User Review

This section mainly describes how to review a user account and to configure its rights for a level-2 rights manager. The operation will be only for the advanced user. Other users will be reviewed automatically.

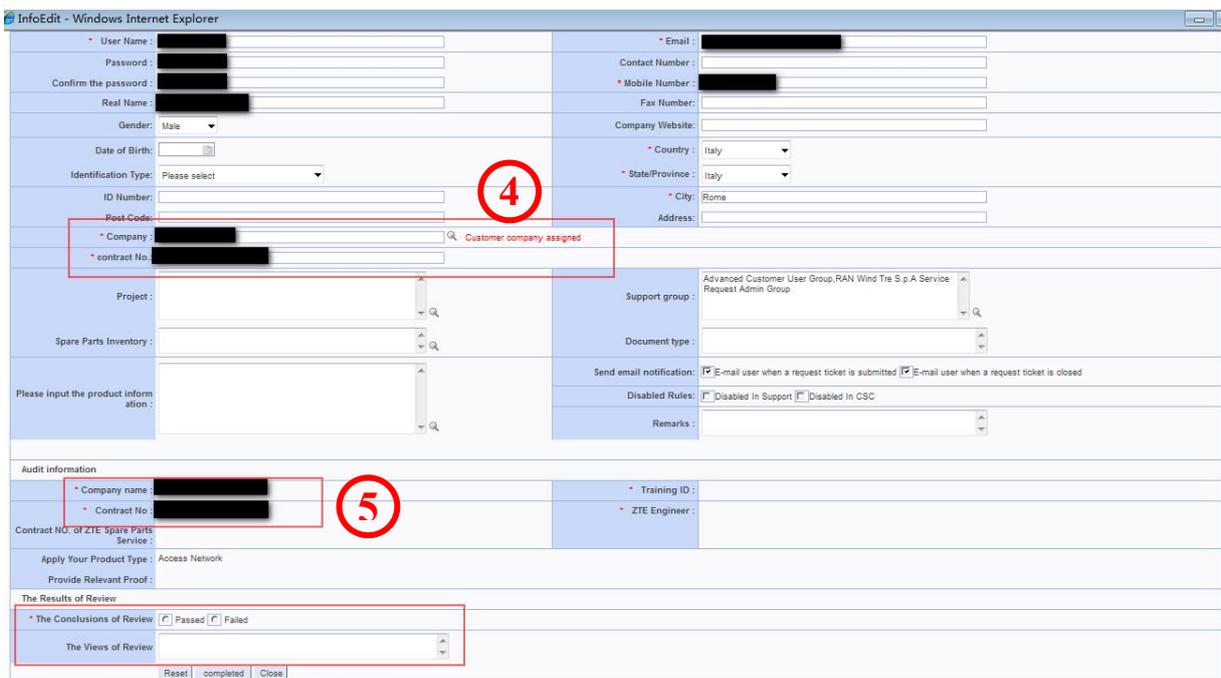
STEP1. Click **Management > Rights Management > User Management** to enter the User Management page.



STEP2. Select the user and Click **Review** whose Review State is Reviewed to enter the user information page.



STEP3. On the user information page, review the user information and fill in those required items with asterisk such as Company. Click  to find and assign the correct customer company (the customer registration input can only be used for reference. The customer company must be found and assigned again to ensure that it is consistent to the information recorded in CRM).



### Review Requirements:

- 1) Review the user information to ensure that the information is complete. If not, the user cannot be approved.
- 2) Review the customer company. If the customer company cannot be found the Customer List, the user is failed to be approved. Click  at the end of Company to the customer company selection page. After a company is selected, wait for the system to associate the information of Country and State/Province automatically. If the customer company can be found in the Customer List, assign it for the customer. If the customer company cannot be found the Customer List, the user is failed to be approved.
- 3) Review the contract No..If the contract cannot found in ECC or doesn' t comply with the customer company, the user is failed to be approved.

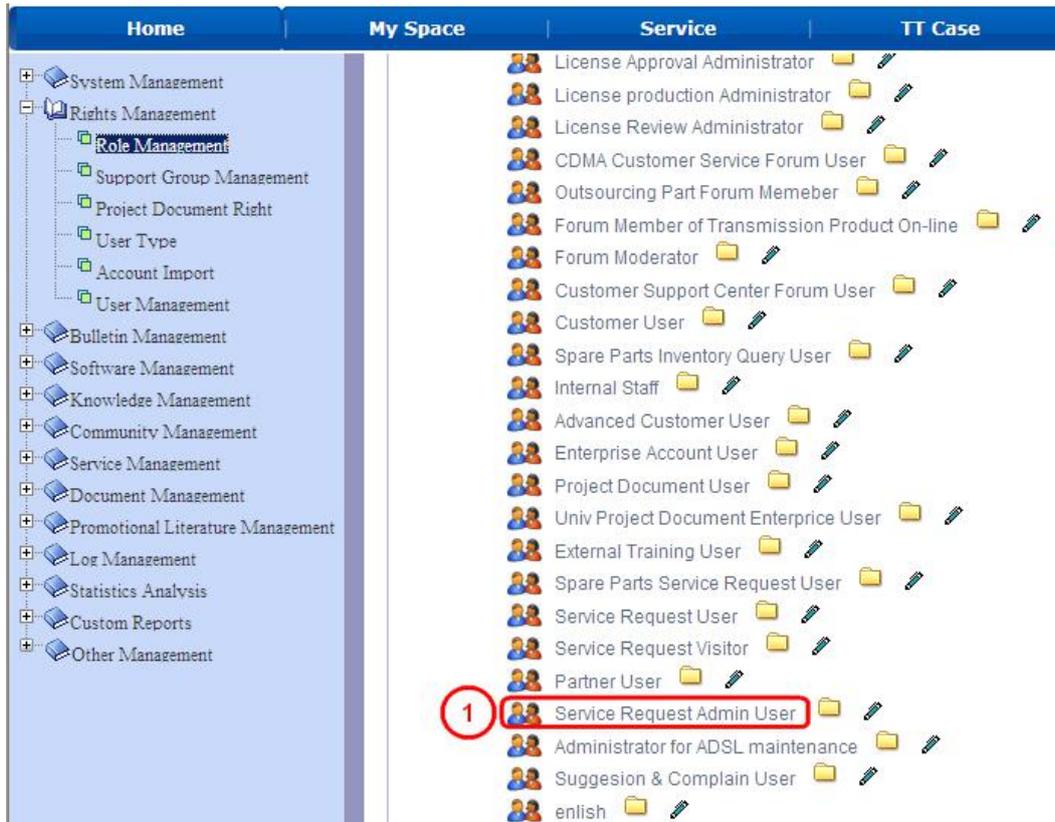
STEP4. Complete the review. Click **Passed** to approve the user registration of Failed to disapprove with views.



## 1.4 Configuring Service Request Admin User

The user with the permissions of Service Request Admin Group can manage and query the service request tickets submitted by other employees in the company included in the support group. The user without the right can only view the tickets submitted by himself / herself.

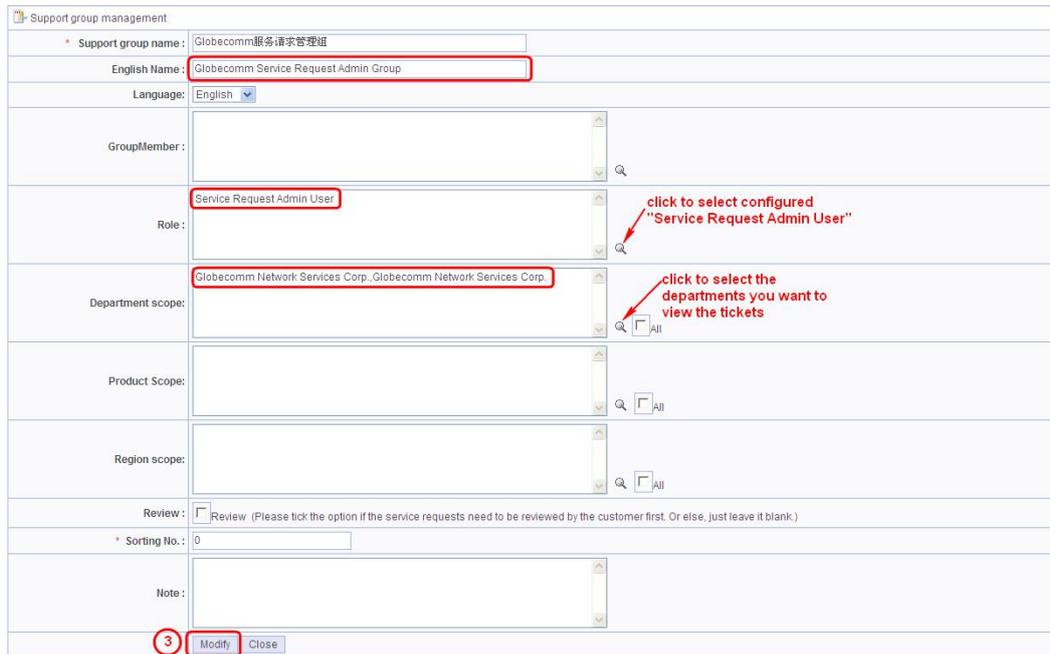
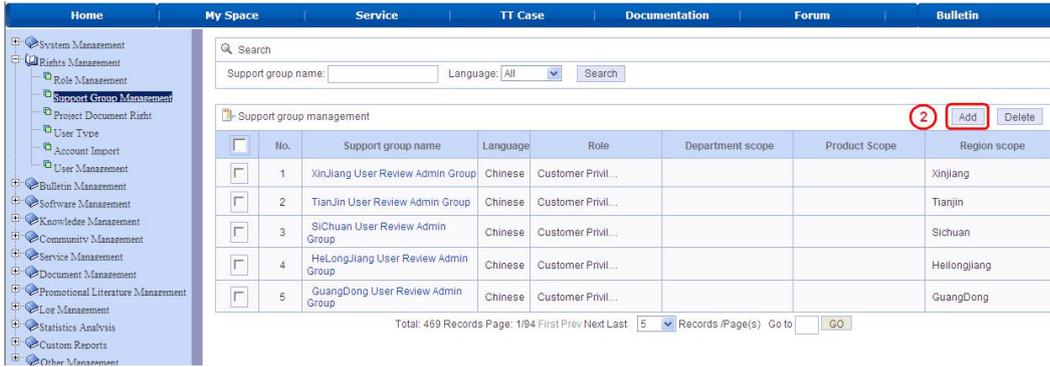
STEP1: Enter **Management > Rights Management > Role Management**, and create the role of Service Request Admin User. The right of this role can submit and query service request tickets. Currently, the role has already been configured in the system.



STEP2: Enter **Management > Rights Management > Support Group Management**, and create a service request management group named by the customer company, such as Globecomm Service Request Admin Group. Click **Add** to enter the support group management page, fill in the Support Group Name, and select the Role of Department Scope. Then, click Add to create the support group.

Notes:

- 1) **Role:** Select the Service Request Admin User that has already configured.
- 2) **Department Scope:** Select the department to be managed, that is, service request tickets in the department to be managed and queried.
- 3) **Product Scope:** Select the product scope to be managed.
- 4) **Region Scope:** Select the managed countries. Generally, it is used for transnational companies.



STEP3: Enter **Management > Rights Management > User Management** to configure the user with the right of Service Request Admin User Group. Check the user of the company, such as kiXXXX. Click the **user name** to enter the configuration page, and configure Service Request Admin User Group (Globeccomm Service Request Admin Group) configured in above steps for the user in Support Group. Click **Modify** to complete the configuration.

ZTE Hello: [Redacted] Management Global [Country] Logout | Help

Home My Space Service TT Case Documentation Forum Bulletin

System Management  
 Rights Management  
 Role Management  
 Support Group Management  
 Project Document Right Manage  
 User Type  
 User Management  
 Account Import  
 Bulletin Management  
 Software Management  
 Knowledge Management  
 Community Management  
 Service Management  
 Document Management  
 Deleted Items Management

Search

System user | VIP or not | Review State | Please select | State | Registration date: [ ] To [ ] Score: [ ] To [ ]

The last login time [ ] To [ ]

Customer Company: [ ] ID Number [ ] Email: [ ] Language: All | User Name [Redacted] Approver: [ ] Search

Excel Export

Please select a user Enable Disable Delete user Send Activation Email Batch configuration of support groups Type change

User Name/Staff ID	Account	State	User type	VIP or not	Review State	Approver	Country	City	Company	Registration date	Review
[Redacted]	[Redacted]	Disable	System user	NO	Not reviewed!		Thailand/Southeast Asia Region		True	10/9/2014	Review

User Management

User Name: [Redacted] Password: [Redacted] Confirm the password: [Redacted] Real Name: [Redacted]

Gender: Male | Date of Birth: [ ] | Identification Type: Please select | ID Number: [ ] | Post Code: [ ] | Company: [ ] | Contract No.: 0

Contact Number: [Redacted] | Mobile Number: [Redacted] | Fax Number: [ ] | Company Website: true | Country: Thailand | State/Province: Thailand | City: [ ] | Address: [ ]

Project: [ ] | Spare Parts Inventory: [ ]

Support group: Customer User Group, Advanced Customer User Group, Global, **Prim Service Request Admin Group** (highlighted with red box and arrow pointing to "Click here to configure 'Globecom Service Request Admin Group'")

Send email notification:  E-mail user when a request ticket is submitted  E-mail user when a request ticket is closed

Disabled Rules:  Disabled in Support  Disabled in CSC

Remarks: [ ]

Audit information

Company name: True | Contract No.: 0 | Training ID: [ ] | ZTE Engineer: [ ]

Contract NO. of ZTE Spare Parts Service: 0

Apply Your Product Type: [ ]

The Results of Review

The Conclusions of Review:  Passed  Failed

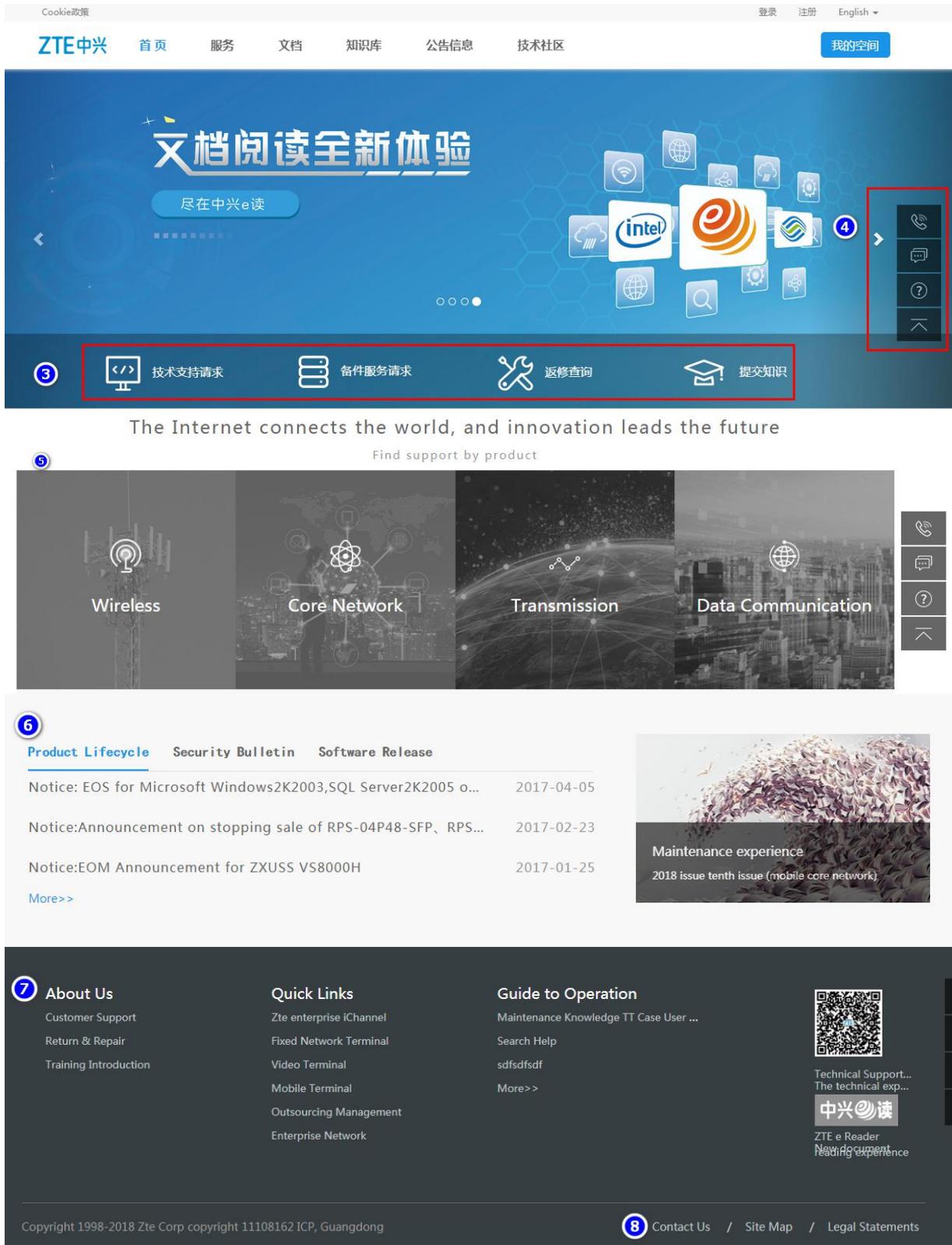
The Views of Review: [ ]

Reset completed Close

### 1.5 Homepage Introduction

1 Cookie Policy [Redacted] Logout Chinese Management

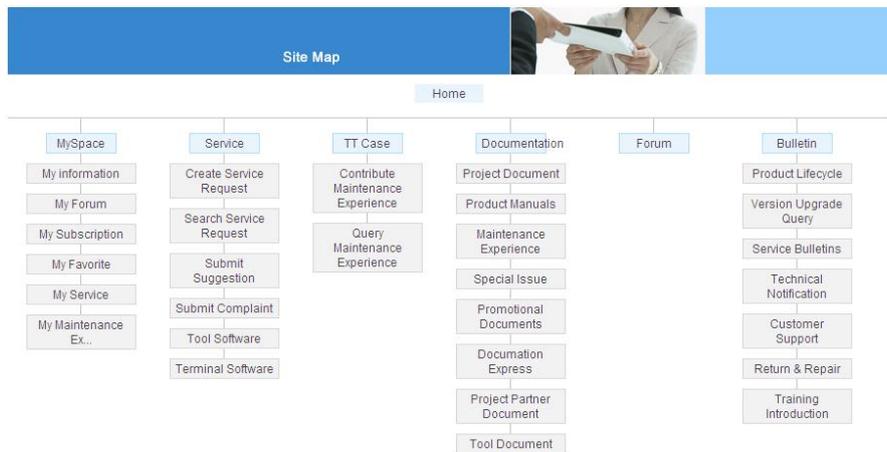
2 ZTE Home Service Documentation TT Case Bulletin Forum My Space



Name	Content	Description
------	---------	-------------

1,Info bar	Account info	Display the current logged account.
	Global[country]	Language options: a user can select the language between Chinese and English.
	Logout	A user can logout the current account and re-login page.
	Help	A user can ask for help.
2,Title bar	Home	A user can click <b>Home</b> on any page to go back to the homepage.
	My Space	It includes multiple services related to the user such as <b>“My Information”</b> , <b>“My Forum”</b> , <b>“My Subscription”</b> , <b>“My Favorite”</b> , <b>“Advice”</b> , <b>“My Service”</b> , and <b>“My Maintenance Experience”</b> .
	Service	in this module, a user can search service request, create service request, submit suggestions, submit complaint, download software, etc.
	TT Case	This module provides the functions of submitting knowledge and searching knowledge, from where a user can acquire relevant maintenance experience.
	Documentation	This module provides the functions of downloading, viewing and online browsing of ZTE product manuals and other documents. .
	Forum	This module provides al forum community where users can post and discuss technical issues.
	Bulletin	This module provides bulletins such as a product will be ended of sales, software update, notice of system downtime due to maintenance, and technical notification.
Layout bar	Service Bulletins	Display the latest service bulletins. Click <b>【more】</b> to know more service bulletins.
	Product Bulletins	Display the latest bulletins such as a product will be ended of sales. Click <b>【more】</b> to know more product bulletins.
	Select a product to search document	Select a product category, and search the related document by product model.
	Forum	Display the latest postings. Click <b>【more】</b> to know more subjects.
	TT Case	Display the latest knowledge. . Click <b>【more】</b> to know more knowledge and obtain maintenance experience.
	Software Release	Display the latest version info. . Click <b>【more】 to know</b> more info of version release.
Download Express	ZTE Support APP	Download ZTE Support APP.
	ZTE eReader	Download ZTE eReader software and read documents offline by downloading document package.
Express Links	Create Request	Click this link to go to the <b>【Create Spare Parts Service Request】</b> page.
	Create Service Request	Click this link to go to the <b>【Create Service Request】</b> page.
	ALL My Request	Click this link to go to the <b>【All My Request】</b> page.
	Submit Knowledge	Click this link to go to the <b>【Submit Knowledge】</b> page.
	Subscribe software release	Click this link to go to the <b>【Software release】</b> page.
Hotlines	Display the product service hotlines home and abroad of ZTE system equipment, handset and other terminals.	

## 1.6 Site Map



## 2 My Space

### 2.1 Login Operation

Operation Instructions:

SETP 1: Login ZTE technical support website. Refer to Section 2.2 for the login method.

SETP 2: Click **My Space** in the title bar to enter the page of "My Space" .



The Internet connects the world, and innovation leads the future  
Find support by product

MySpace > My information > Update My Information

Fields with \* are mandatory

Login ID: [Redacted]

\*Real Name: [Redacted]

\*Email: [Redacted]

Contact Number: [Redacted]

\*Mobile Number: [Redacted]

Fax Number: [Redacted]

Company: [Redacted]

Company Website: [Redacted]

Country: Please select

State/Province: Please select

## 2.2 Submenu Introduction

### 2.2.1 【My Space】 > 【My Information】

#### 2.2.1.1 【Update My Information】

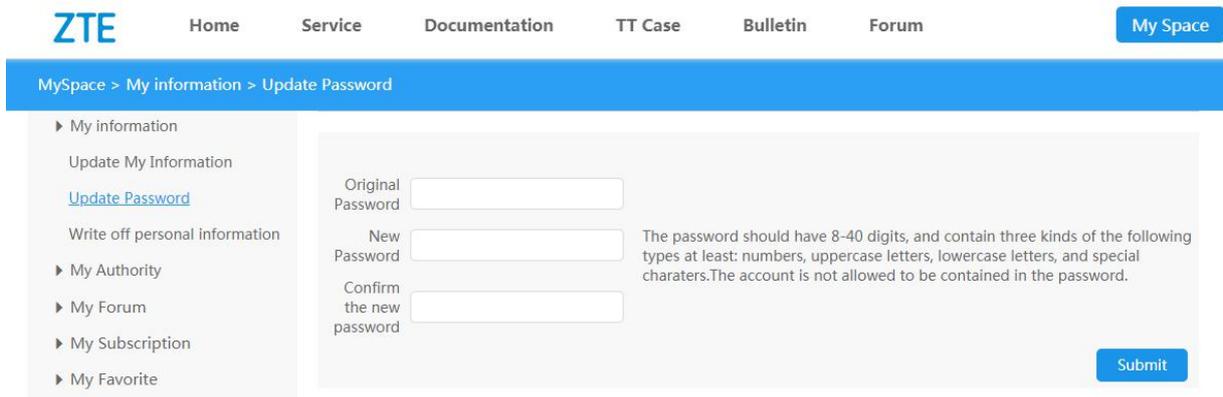
This page shows all the information filled in when a user registered. The user can modify, supplement and complete his/her information. Fields marked with “\*” are mandatory.

Click **Submit** after finishing the information modification.

Click **Reset** to modify again if the information is wrongly filled in.

#### 2.2.1.2 【Update Password】

A user can modify the original password on this page. Click **Submit** to after finishing the password modification.



## 2.2.2 【My Space】 > 【My Forum】

### 2.2.2.1 【Postings created by me】

On this page, a user can delete the postings he/she created, view the detailed postings and modify.

Select the postings that need to be deleted and click  to delete them in batch.

Click  to modify the postings that have been created.



### 2.2.2.2 【Postings replied by me】

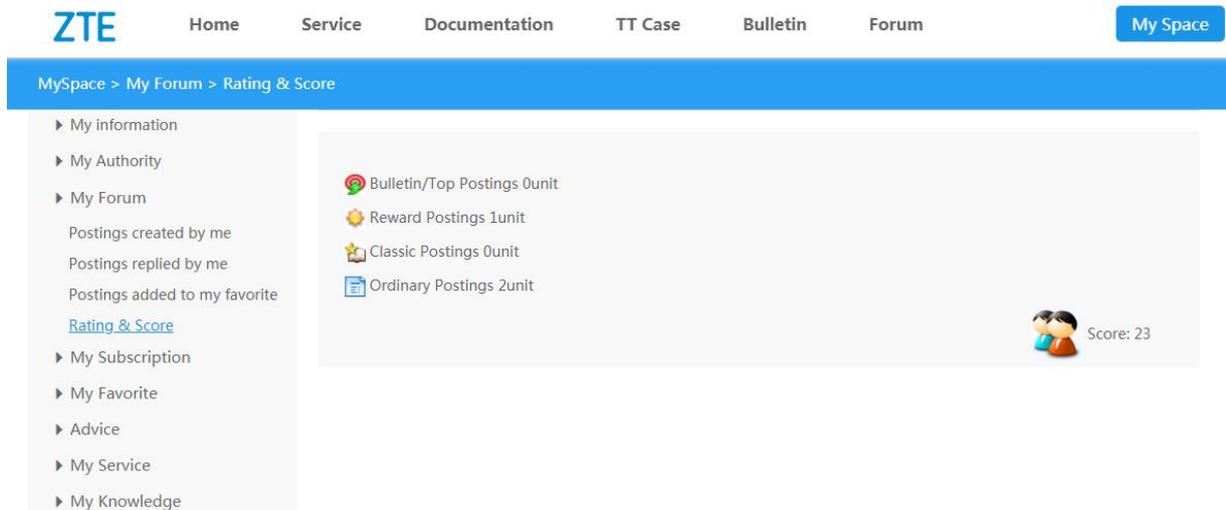
The operation is the same as above. Refer to 3,2,2,1.

### 2.2.2.3 【Postings added to my favorite】

The operation is the same as above. Refer to 3,2,2,1.

### 2.2.2.4 【Rating & Score】

A user can view the number of postings and the score on this page.

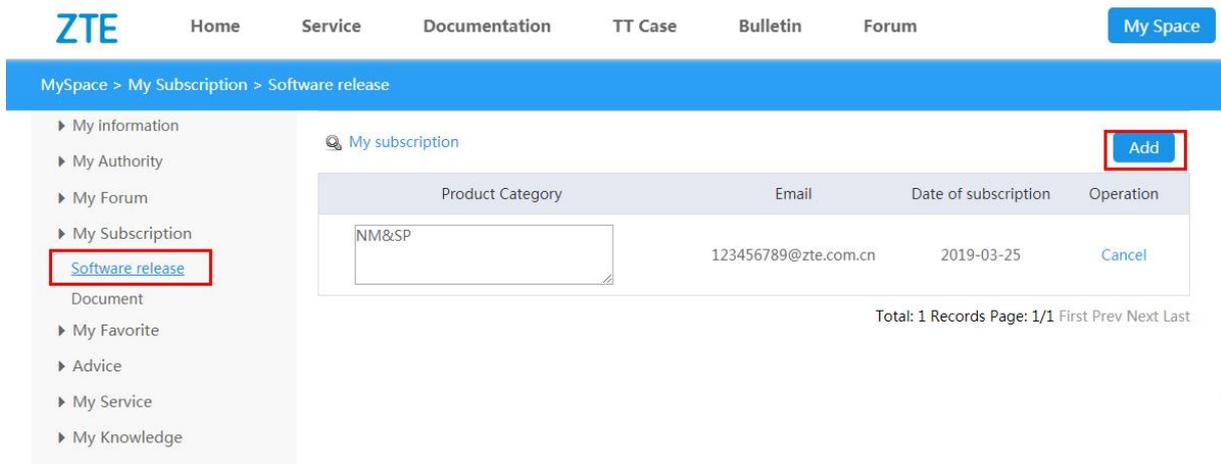


## 2.2.3 【My Space】 > 【My Subscription】

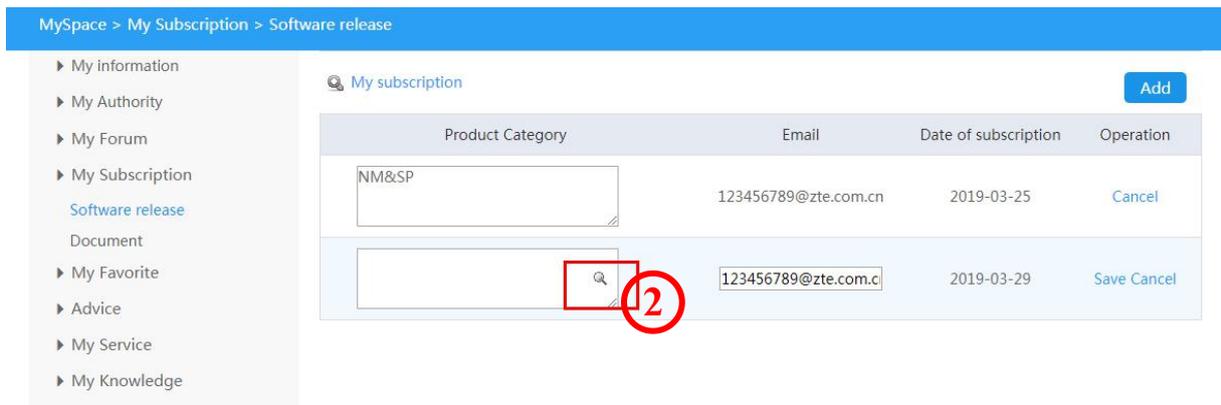
### 2.2.3.1 【Software release】

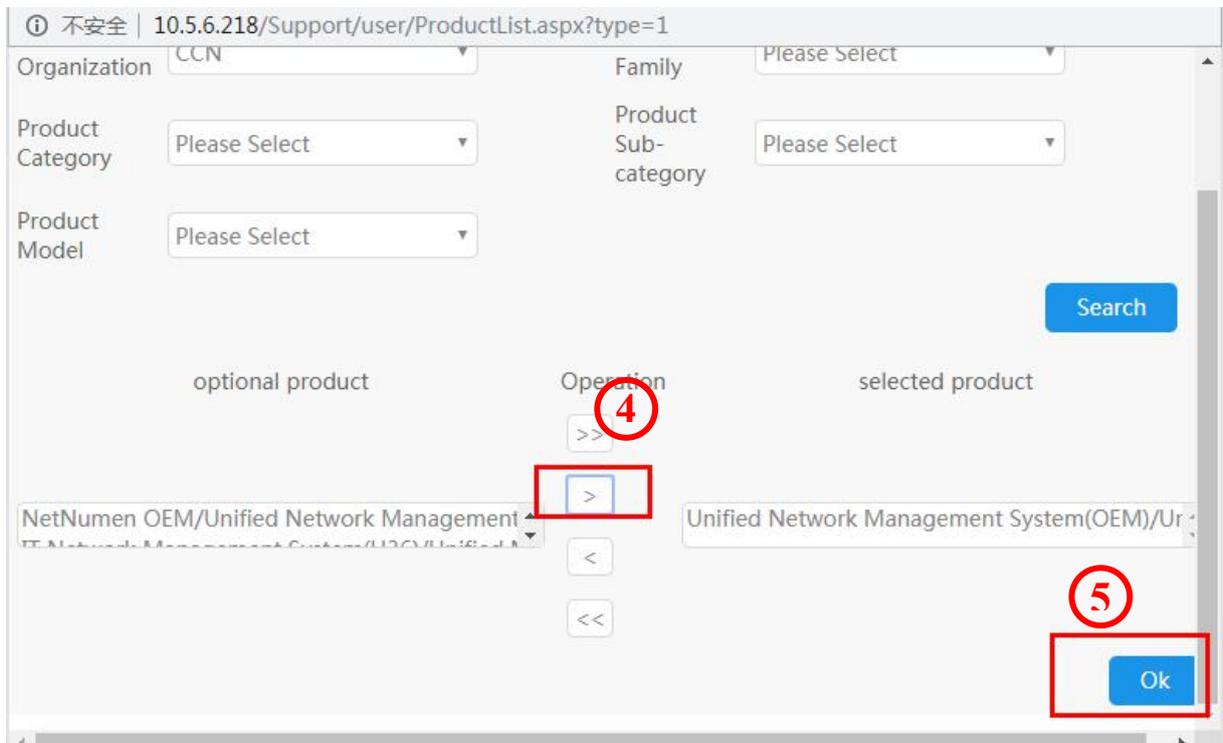
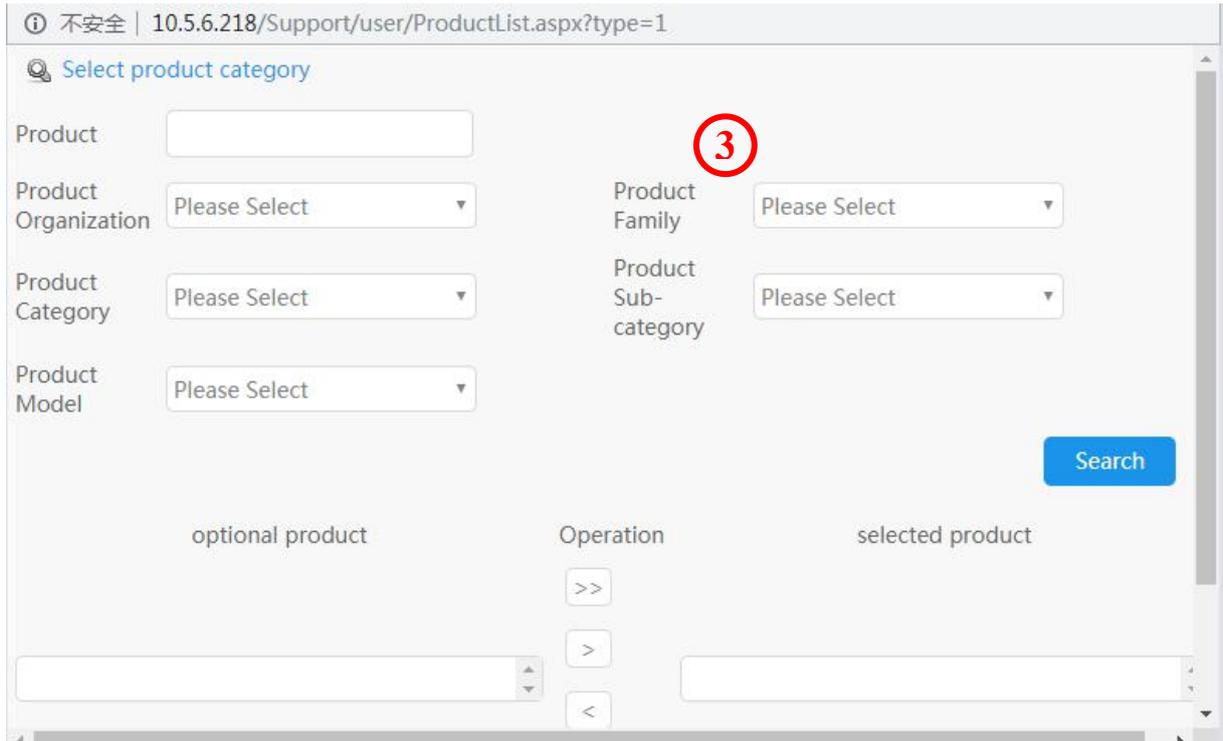
A user can subscribe the software update information of a certain product model. After subscription, the system will send email the user automatically if there is any update of the product software.

STEP 1: Click **Add** to add new subscriptions.



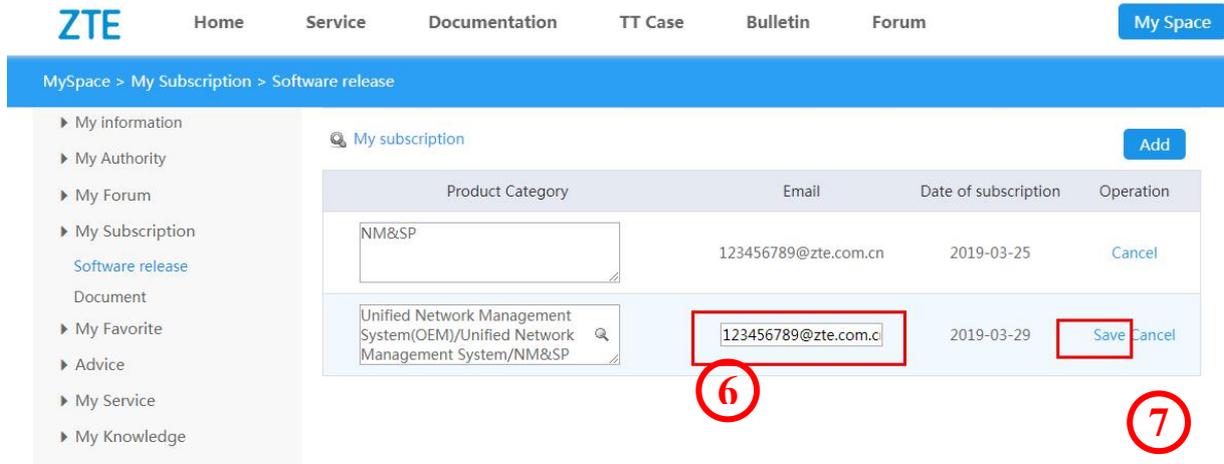
STEP 2: Click  to enter the product selection page. A user can type a product model in the "Product" box, or select the product model by selecting "Product Family" , "Product Category" , "Product Sub-category" and "Product Model" one by one. Click OK to finish the product model selection and go back to "My Subscription" .





STEP 3: Type the email address in the "Email" box and then click **Save** to finish the subscription of software release. The system will email the user if there is any information of

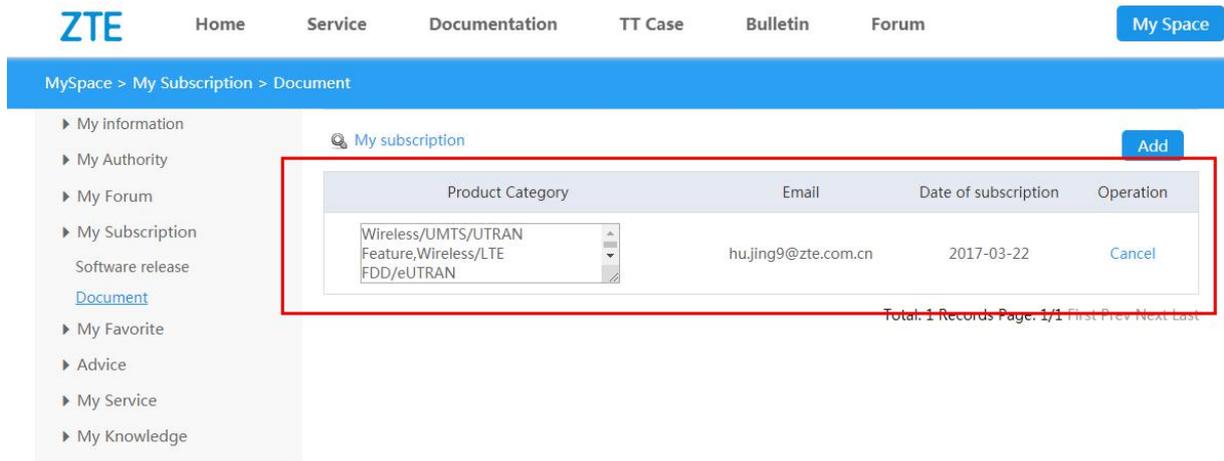
software release. A user can also click **Cancel** to cancel the subscription.



### 2.2.3.2 [Document]

A user can subscribe the document update information of a certain product. The system will email the user if there is any change such as release and update of the product document.

Refer to [Software release] for detailed operation steps. The interface will be as shown below if the subscription is finished.



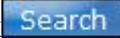
## 2.2.4 【My Space】 > 【My Favorite】

### 2.2.4.1 【TT Case】

A user can check the maintenance experience and FAQ added to “My Favorite” .

### 2.2.4.2 【Documentation】 > 【Product Document】

A user can check the documents added to “My Favorite” .

A user can search documents by title and then click .

A user can select multiple documents and then click  to delete them in batch.



The screenshot shows the ZTE website navigation bar with 'My Space' highlighted. Below it, the breadcrumb 'MySpace > My Favorite > Product Manuals' is visible. A left sidebar contains a menu with 'My Favorite' selected, showing sub-items like 'TT Case', 'Documentation', and 'Product Manuals'. The main content area features a search bar with a 'Search' button and a 'Delete' button. Below the search bar is a table of documents:

<input type="checkbox"/>	Title	Views	Issue Date	Added on
<input type="checkbox"/>	ZXUN uMAC ( V4.12.11 ) 通用移动接入控制器 Gn/Gp SGSN性能计数器参考	7	2012-12-21	2019-03-26
<input type="checkbox"/>	ZXR10 5900E系列 ( V2.09.10 ) 易维MPLS路由交换机 用户手册文档包	173	2013-08-02	2019-03-07
<input type="checkbox"/>	ZXR10 5900E系列 ( V2.09.10 ) 易维MPLS路由交换机 用户手册文档包	173	2013-08-02	2019-03-07
<input type="checkbox"/>	ZXR10 5900E系列 ( V3.00.11 ) 易维MPLS路由交换机 成套用户手册	779	2015-05-20	2019-03-07
<input type="checkbox"/>	ZXR10 5900E系列 ( V3.00.11 ) 易维MPLS路由交换机 成套用户手册	779	2015-05-20	2019-03-07
<input type="checkbox"/>	ZXR10 5900E系列 ( V3.01.10 ) 易维MPLS路由交换机 成套用户手册	526	2016-06-21	2019-03-07

For the operation of other modules in 【Documentation】, please refer to 【Product Manuals】.

### 2.2.4.3 【Bulletin】 > 【Technical Notification】

A user can check the technical notifications added to “My Favorite” .

A user can select multiple technical notifications and then click  to delete them in batch.

MySpace > My Favorite > Technical Notification

My Information  
My Authority  
My Forum  
My Subscription  
My Favorite  
TT Case  
Documentation  
Project Document  
Documentation Express  
Product Manuals  
Project Partner Document  
Tool Document  
Bulletin  
**Technical Notification**

SN	Notification Subject	Issue Date	Product Subtype	Added on
X00T22017022203	关于中国移动、中国电信新主控板SCTM发货的网管配合版本的技术通知单	2017-02-22	Universal Management Systems/A10/MSAN	2018-03-14
X00T22016050301	核心网产品技术通知单_xGW20160503(015)(关于ZXUN xGW单板包装材料升级的技术通知单) TC xGW20160503(015)(about Upgrading the Packing Materials for ZXUN xGW Boards)	2016-05-03	Universal Packet Core Network/Core Network/Core Network(CN)	2017-03-27
X00T22016070402	核心网产品技术通知单_xGW20160704(024)(xGW(GUL)产品URP2.0平台GSU2单板SCA子卡替换SCC子卡的技术通知单) TC xGW20160704(024)(About Replacing SCC Sub Cards With SCA Sub Cards of GSU2 Boards)	2016-07-04	Universal Packet Core Network/Core Network/Core Network(CN)	2017-03-27

Total: 3 Records Page: 1/1 First Prev Next Last

## 2.2.5 【My Space】 > 【Advice】

【Advice on this document】 : A user can check the comments on the document.

## 2.2.6 【My Space】 > 【My Service】

【My Service Request】 : A user can check the service request tickets submitted in the system.

【My Advice】 : A user can check the advices he/she submitted.

【My Complaint】 : A user can check the complaints he/she submitted.

## 2.2.7 【My Space】 > 【My Maintenance Experience】

【My Maintenance Experience】 : A user can check the maintenance experiences he/she submitted.

## 3 Service

### 3.1 Login Operation

STEP 1: Refer Section 2.2 for the website login operation.

STEP 2: Click **Service** in the title bar of the website to enter the service page.

The screenshot displays the ZTE Technical Support Website interface. The top navigation bar includes links for Home, Service (highlighted with a red box and a circled '1'), Documentation, TT Case, Bulletin, Forum, and My Space. Below the navigation bar, a blue breadcrumb trail reads 'Service > Service Request > Search Requests'. A dropdown menu is open under 'Service Request', listing options: Service Request, Support Request, Pending My Action (highlighted with a red box and a circled '2'), All My Requests, Search Requests, SLA Report, Reports, User Manual, Suggestions, License, Spare Parts Request, and Spare Parts Inventory Query. To the right of the dropdown is a search form with fields for Request ID, Status (set to 'All'), Request Time (from 2019-02-28 to 2019-03-29), Subject, Customer Company (set to 'Please select'), and Requester. Search and Excel Export buttons are located at the bottom right of the form.

### 3.2 Submenu Introduction

#### 3.2.1 **[Service] > [Service Request]**

##### 3.2.1.1 **[Support Request]**

This is the entry for user to create service ticket. Fill in every mandatory fields marked with asterisk and submit.

##### 3.2.1.2 **[Pending My Action]**

This is the entry for user to track ongoing tickets, confirm ticket closure, provide feedback

regarding specific ticket.

### 3.2.1.3 【Search Service Request】

A user can set search conditions to search a service request ticket. Search conditions include "Request ID" , "Subject" , "Status (Closed, Working in Progress, etc)" , "Company" , "Request Time" , "Requester" , etc.

For example, search all the closed service requests of which the request time is from 2014-03-01 o 2014-04-01.

#### 1) Search Operation:

STEP 1: Set search conditions, select "**Close requests**" in the "Filter" field, and select "2012-09-11" to "2014-09-11" in the "Request Time" field.

STEP 2: Click **Search** and the search results will pop up automatically.

The screenshot displays the ZTE Technical Support Website search interface. The navigation menu includes Home, Service, Documentation, TT Case, Bulletin, Forum, and My Space. The breadcrumb trail is Service > Service Request > Search Requests. The search form contains the following fields:

- Request ID:
- Subject:
- Status:
- Customer Company:
- Requester:
- Request Time:  To

Buttons for Search and Excel Export are located at the bottom right of the form. A tip message states: "Tips: You can customize the column fields by right click on the caption row of the table." Below the form is a table with the following columns:

Request ID	Operation	Subject	Status	Request Ti	Requester	Product(report)	Email
------------	-----------	---------	--------	------------	-----------	-----------------	-------

#### 2) Suggestions:

A user can check the processing status of submitted tickets, give feedback of his/her own suggestions, and communicate with support engineers, as shown below.

STEP 1: Search the ticket of which the status is "Working in Progress" . The search method

is as shown above. For example,

Service > Service Request > Search Requests

Request ID:  Subject:

Status: Working In Progress **1** Customer Company: Please select

Request Time: 2019-02-28 To 2019-03-29 Requester:

Search Excel Export

Tips: You can customize the column fields by right click on the caption row of the table.

Request ID	Operation	Subject	Status	Request Ti	Requester	Product(report	Email
RS2019032860428		lddtest32801support	Closed	2019-03-28 16:48	ZIDY3160	TD-LTE-eNodeB/TD-LTE Wireless subsystem/TDD	tan.ganyong2@qq.com
CI2019032877490		lddtest92802	Closed	2019-03-28 16:26	杨燕群	ZXC10 BTSB I121/BTSB(CDMA	123456789@zte.com.cn

STEP 2: Click the searched **ticket ID** to check all its information and the current processing status. A user can click **Information, Process, SLA Compliance, Report and Attachments** and **Relationships** to check the corresponding content.

Current TimeZone: GMT+8:00 [TIP]The Service Target "业务恢复": 279Day(s) 8Hour(s) 36Minute(s) 425Second(s)Overdue: Add Notes

Request ID: RS2019032860428 Customer Reference Ticket No. [redacted]

Subject: lah support

SLA Package(confirmed): 中国标准服务水平包1 Request Type & Priority (confirmed): 故障/关键二级 Support Group Level: Tier 1

Supplier Contact: [redacted] Contact Number: [redacted] Status: Working In Progress

Information Process SLM Report Attachment

No.	Operation	Description	Processor	Time
1	Submit progress report		ZhuSongPing	2013-12-27 16:17
2	Submit progress report		ZhuSongPing	2013-12-27 16:10
3	Submit progress report		ZhuSongPing	2013-12-27 16:08
4	Submit progress report		ZhuSongPing	2013-12-06 15:06
5	Initial Support	[ZhuSongPing]begins to process the request.	ZhuSongPing	2013-12-05 17:42

STEP 3: A user can click **Add Notes** to give his/her own comments, and can check the support engineer' s operation and reply in the "Process" .

Current TimeZone: GMT+8:00 [TIP]The Service Target "业务恢复": 279Day(s) 8Hour(s) 37Minute(s) 39Second(s)Overdue: Add Notes **3**

Request ID: RS20131205627248 Customer Reference Ticket No. [redacted]

Subject: lah support

SLA Package(confirmed): 中国标准服务水平包1 Request Type & Priority (confirmed): 故障/关键二级 Support Group Level: Tier 1

Supplier Contact: [redacted] Contact Number: [redacted] Status: Working In Progress

Information Process SLM Report Attachment

No.	Operation	Description	Processor	Time
1	Submit progress report		ZhuSongPing	2013-12-27 16:17
2	Submit progress report		ZhuSongPing	2013-12-27 16:10
3	Submit progress report		ZhuSongPing	2013-12-27 16:08
4	Submit progress report		ZhuSongPing	2013-12-06 15:06
5	Initial Support	[ZhuSongPing]begins to process the request.	ZhuSongPing	2013-12-05 17:42

Add Notes

Information\*  4

Attachment  The size of each file must be within 4 M. The format is jpg, gif, bmp, jpeg, png, rar, doc, docx, xls,xlsx, txt, zip, pdf 5

【Current TimeZone:GMT+8:00】 【TIP】The Service Target "业务恢复": 279Day(s) 8Hour(s) 41Minute(s) 36Second(s)Overdue :

Request ID	RS [REDACTED]	Customer Reference Ticket No.	
Subject	lah support		
SLA Package(confirmed)	中国标准服务水平包1	Request Type & Priority (confirmed)	故障/关键二级
Supplier Contact		Contact Number	
		Support Group Level	Tier 1
		Status	Working In Progress

No.	Operation	Description	Processor	Time
1	Submit progress report		ZhuSongPing	2013-12-27 16:17

### 3) Closing a ticket

A user can close a service request and the operation steps are as follows.

STEP 1: Search a service request ticket in the status of "Closure validating" . For example,

ZTE Home **Service** Documentation TT Case Bulletin Forum My Space

Service > Service Request > Search Requests

Subject   
Status Closure Validating 1 Customer Company   
 Request Time  To  Requester   
 2

Tips: You can customize the column fields by right click on the caption row of the table.

Request ID	Operation	Subject	Status	Request Ti	Requester	Product(report)	Email
RS2019032860428		lddtest32801support	Closed	2019-03-28 16:48	ZIDY3160	TD-LTE-eNodeB/TD-LTE Wireless subsystem/TDD	tan.ganyong2@qq.com

STEP 2: In the ticket list, click **Validate Resolution** to enter the page of detailed information. In the Closure Validating column, you can agree or disagree to close the ticket by choosing yes or no. If you chose yes, the ticket will be closed, or it will be kept handling further.

The screenshot shows a 'Ticket Closure Validation' form. At the top, there is a question: 'Do you agree to close the ticket?' with radio buttons for 'Yes' and 'No'. This question is circled with a red '3'. Below the question is a text area for 'Further comments'. At the bottom right of the form is a 'Submit' button, which is circled with a red '4'. Below the form, there is a status bar showing 'Current Time Zone: GMT+8:00' and 'Validate Resolution | Add Notes'. At the very bottom, there is a table with columns for 'Request ID', 'RS', 'Customer Reference Ticket No.', and 'Subject'. The 'Subject' column contains the text 'test'.

### 3.2.1.4 【Create Service Request】

A user can submit service request tickets such as incident, problem and consultation. After submission, ZTE support engineers will respond and process in time. When a ticket is submitted by ZTE employees, the system will go to the CSC system automatically. Please create a ticket in the system and note that all the fields marked with “\*” are mandatory.

The screenshot shows the ZTE Service Request creation page. The top navigation bar includes 'Home', 'Service', 'Documentation', 'TT Case', 'Bulletin', 'Forum', and 'My Space'. On the left, there is a sidebar menu with options like 'Pending My Action', 'All My Requests', 'Search Requests', 'SLA Report', 'Reports', 'User Manual', 'Suggestions', 'License', 'Spare Parts Request', and 'Spare Parts Inventory Query'. The main content area is titled 'Requester Information' and includes fields for 'Requester', 'Email', 'Contact Number', 'Mobile Number', and 'Customer Company'. Below this is a section for 'Request Information' with a warning: '--For urgent or critical requests, please call ZTE hotline to get prompt response!'. This section contains fields for 'SLA Package \*', 'Request Type & Priority \*', 'Subject \*', 'Description \*', 'Customer Reference Ticket No.', and 'Product'. At the bottom, there is an 'Attachment' section with a file selection button and a note: 'The size of each file must be within 4 M.'. At the bottom right, there are two buttons: 'Save as Draft' and 'Submit'.



#### Notes:

Service request ticket ID: It is the unique sign of the ticket, and the ticket can be searched by it.

Requester information: This item is the information submitted by the service requester, including the requester name, email, phone number, company, etc.

Request information: Fill in the data of service request ticket.

1. Service agreement: Select the correct SLA package according to the contract.
2. Request Type & Priority: Select the correct request type and priority according to the request type such as incident, consultation and product problem as well as the urgency.
3. Product: Select the product category.
4. Subject: Describe the problem in brief.
5. Request description: Describe the problem background, phenomena and cause to facilitate the support engineer to analyze the problem and provide solution.

---

**【Service Request】 > 【Report】** : System administrator can use this function to take statistics and export the corresponding report.

**【Service Request】 > 【User Manual】** : A user can download a user manual and understand the operation instructions of service requests.

### **3.2.2 【Service】 > 【Suggestions】**

#### **3.2.2.1 【Submit Suggestion】**

A user can give his/her comments on the system and improvement suggestions. All the fields marked "\*" are mandatory.

#### **3.2.2.2 【Submit Complaint】**

When using the website, a user can complain on any unsatisfactory issue and the complaint will be accepted by the website administrators.

### 3.2.3 【Service】 > 【License】

【To be processed by me】 : A user can check the license request ticket that he/she needs to process. Usually, this function is only used by administrators.

【License application】 : A user can submit a license application request, before which a license application form must be filled in and loaded. The form can be downloaded on this page.

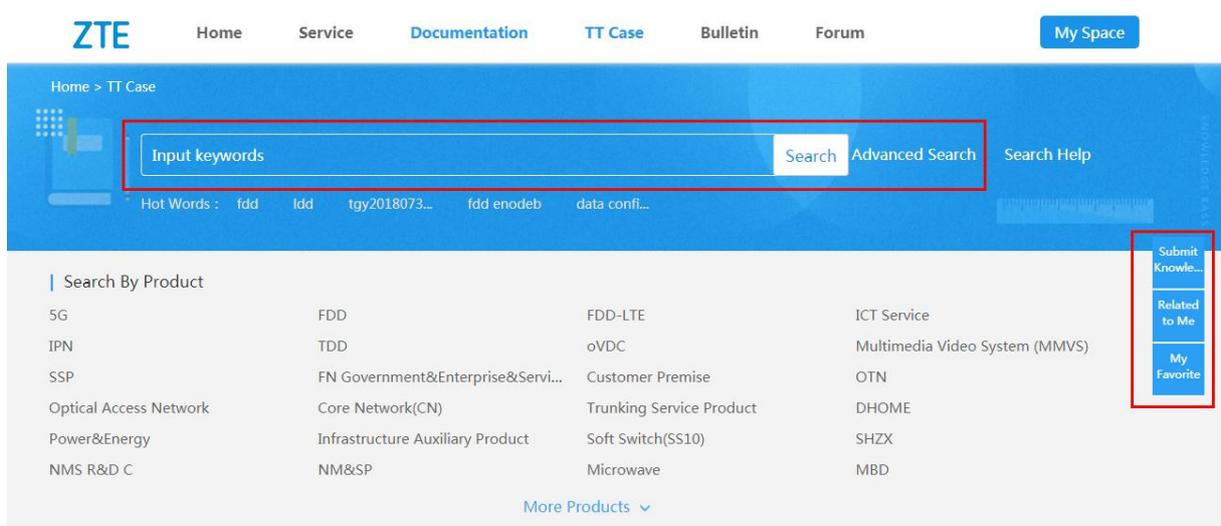
【License Query】 : A user can set conditions to search the detailed information of the license application form.

## 4 TT Case

### 4.1 Login Operation

STEP 1: Login ZTE technical support website. Refer to Section 2.2 for the login method.

STEP 2: Click **TT Case** in the title bar to enter the knowledge base page, as shown below.



## 4.2 Submenu Introduction

This section mainly introduces how to search, submit or download knowledge and gives description on the content and operation instructions of "Related to me" .

【TT Case】 > 【Search】

### 4.2.1.1 【Search】

On the homepage of TT Case, knowledge can be searched by full text. Type keywords (separate them by space if there are multiple ones) to search. A user can also set search conditions to make full-text advanced search. For example, search the content including "ZXC10" and "BTS" .

STEP 1: Type **ZXC10 BTS** and click **Search**.

Home > TT Case

Home Service Documentation TT Case Bulletin Forum My Space

Search Advanced Search Search Help

Hot Words : fdd ldd tgy2018073... fdd enodeb data confi... English Sort by Relevance

**BTS(IS95/1X)-The BTS E1 Redundancy in ZXC 10 AE BTS**  
However, the number of E1 links between BSC & **BTS** shall be as per the traffic requirement only **BTS**(IS95/1X)-The **BTS** E1 Redundancy in ZXC 10 AE **BTS** **BTS**(IS95/1X)/CDMA(1X)/FDD CDSU is located in **BTS** baseband. **BTS** E1 Redundancy in ZXC 10 AE **BTS**  
Created Time : 2012-06-26 17:53:00 Product : BTS(IS95/1X)/CDMA(1X)/FDD Submitted by : SUBHRAJIT BHADRA Page Views : 3 Average Score : 0'

**ZXC10-BSC 1X-Whenever a **BTS** goes down, CHMs will not get detected and **BTS** will not come up**  
ZXC10-BSC 1X-Whenever a **BTS** goes down, CHMs will not get detected and **BTS** will not come up Problem was observed 1st in 5 **BTS**. Whenever a **BTS** goes down , it will not come up & the reason in CHMs will not get detected.  
Created Time : 2012-01-30 14:58:30 Product : ZXC10-BSC 1X/BSC(IS95/1X)/CDMA(1X)/FDD Submitted by : MIDHUN M.K Page Views : 4 Average Score : 5'

STEP2: In the result list, click the **title** you need to check the details.

Recommend Friends  Tab Display  Display in 1 Page

### ZXC10 CBTS I2- BTS Down

4

<b>Product</b>	ZXC10 CBTS I2/CBTS(CDMA2000)/CDMA (3G)/CDMA	<b>Network Management Version</b>	
<b>Equipment Hardware Version</b>		<b>Equipment Software Version</b>	
<b>Board Hardware Version</b>		<b>Board Software Version</b>	
<b>Incident Error Code</b>		<b>Page Views</b>	3
<b>Author</b>	Hisyam Sistyanto	<b>Knowledge No.</b>	WHH20140522604631

✦ **Incident Description (Incident Phenomena)**  
 Alarm BTS down and alarm CCM not detected occur on BTS. The panel on alarm management become gray. There are no response from BTS if we check from diagnosis management or version management.

✦ **Networking Environment**

✦ **Problem Cause Analysis**  
 There are many reason for BTS down :

1. Power Supply off
2. Bad transmission from BTS to BSC
3. Broken CCM board
4. Broken DSM board.

✦ **Solution**  
 The troubleshoot process :  
 1. Check the power supply condition, if there are any interrupt form AC power supplier or if there are problem on rectifier that causing the DC output out of range.  
 2. If there are no problem with the transmission, we check the transmission form BTS to BSC. If the connection still use E1, please loop back the E1 transmission on BTS to BSC and check the E1 flux on BSC, if the flux on "receive flux" not same with the "transmit flux" its indicate there are problem in E1, we can trace one by one to every node to find the problem.  
 3. If the condition of Transmission normal, please check the CCM board, try to switch the active CCM aboard and unplug the slave one. Check if with this condition the BTS can detected on OMC, if still not detected, try to plug the slave CCM and unplug the others, check again if the BTS detected on OMC. If still not detect, try to change the new board of CCM (with same version).  
 4. If the CCM already change and the BTS still not detect, try to troubleshoot the DSM board. Try to plug unplug the DSM, or if still not detect try to change the DSM board.

Usually with that 4 step of troubleshooting the troublemaker of BTS down founded, if still not found the problem try to change the BIM board or try to change the E1 cable form BTS to DDF, because although it's rare, there are still possibility the problem is in BIM board or E1 cable.

✦ **Summary and Notes**

✦ **Knowledge Evaluation**  
 Current average score of the knowledge 0 \*

Please evaluate this knowledge!

<input checked="" type="radio"/> Can completely solve my problem. (5)	<input type="radio"/> Can partially solve my problem. (4)	<input type="radio"/> Can help but not enough. (3)
<input type="radio"/> Cannot solve my problem. (2)	<input type="radio"/> Helpless. (1)	<input type="radio"/> Cannot find the knowledge I need.

Comments

Submitted by	Created Time	Evaluation Points	Description
--------------	--------------	-------------------	-------------

STEP 3: A user can select the content display mode between "Tab Display" and "Display in 1 page" .

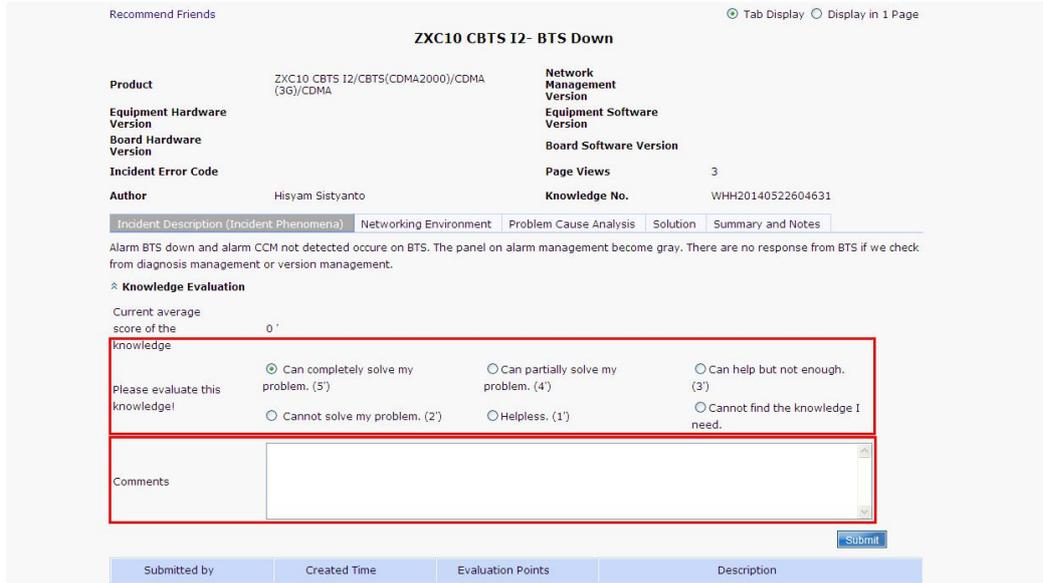
“Tab Display” is as shown below:

The screenshot shows a knowledge base article titled "ZXC10 CBTS I2- BTS Down". At the top right, there are two radio buttons: "Tab Display" (which is selected and highlighted with a red box) and "Display in 1 Page". The article content includes technical details such as Product (ZXC10 CBTS I2/CBTS(CDMA2000)/CDMA (3G)/CDMA), Network Management Version, Equipment Hardware Version, Equipment Software Version, Board Hardware Version, Board Software Version, Incident Error Code, Page Views (3), Author (Hisyam Sistyanto), and Knowledge No. (WHH20140522604631). Below this is a tabbed interface with "Incident Description (Incident Phenomena)" selected. The description states: "Alarm BTS down and alarm CCM not detected occur on BTS. The panel on alarm management become gray. There are no response from BTS if we check from diagnosis management or version management." The "Knowledge Evaluation" section shows a current average score of 0 and five radio button options for user feedback. A "Comments" text area and a "Submit" button are also visible.

“Display in 1 page” is as shown below:

The screenshot shows the same knowledge base article as above, but with the "Display in 1 Page" radio button selected and highlighted with a red box. The "Incident Description (Incident Phenomena)" tab is expanded, showing a detailed troubleshooting process: "The troubleshoot process : 1. Check the power supply condition, if there are any interrupt form AC power supplier or if there are problem on rectifier that causing the DC output out of range. 2. If there are no problem with the transmission, we check the transmission form BTS to BSC. If the connection still use E1, please loop back the E1 transmission on BTS to BSC and check the E1 flux on BSC, if the flux on 'receive flux' not same with the 'transmit flux' its indicate there are problem in E1, we can trace one by one to every node to find the problem. 3. If the condition of Transmission normal, please check the CCM board, try to switch the active CCM aboard and unplug the slave one. Check if with this condition the BTS can detected on OMC, if still not detected, try to plug the slave CCM and unplug the others, check again if the BTS detected on OMC. If still not detect, try to change the new board of CCM (with same version). 4. If the CCM already change and the BTS still not detect, try to troubleshoot the DSM board. Try to plug unplug the DSM, or if still not detect try to change the DSM board." It also includes a note: "Usually with that 4 step of troubleshooting the troublemaker of BTS down founded, if still not found the problem try to change the BIM board or try to change the E1 cable form BTS to DDF, because although it's rare, there are still possibility the problem is in BIM board or E1 cable." The "Summary and Notes" and "Knowledge Evaluation" sections are also visible.

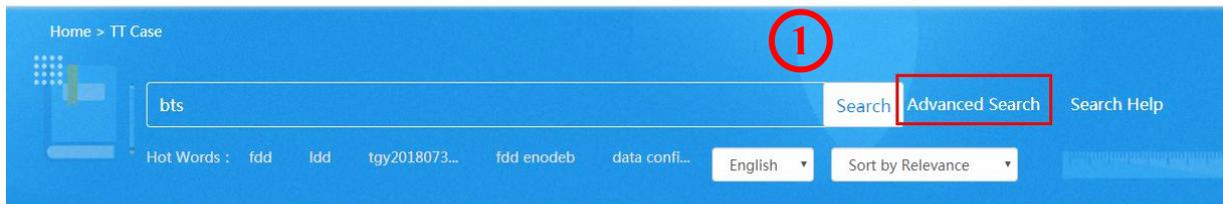
STEP 4: After reading knowledge, a user can evaluate it. The comments will be fed back to the administrator for system improvement.



#### 4.2.1.2 [Advanced Search]

A user can set search conditions to search knowledge. The operation steps are as follows:

STEP 1: Click **Advanced search** to enter the conditions setting page.



ZTE Home Service Documentation TT Case Bulletin Forum My Space

Advanced Search

Product  Area

Issue Date  To  Knowledge  FAQ  Maintenance Experience

Type

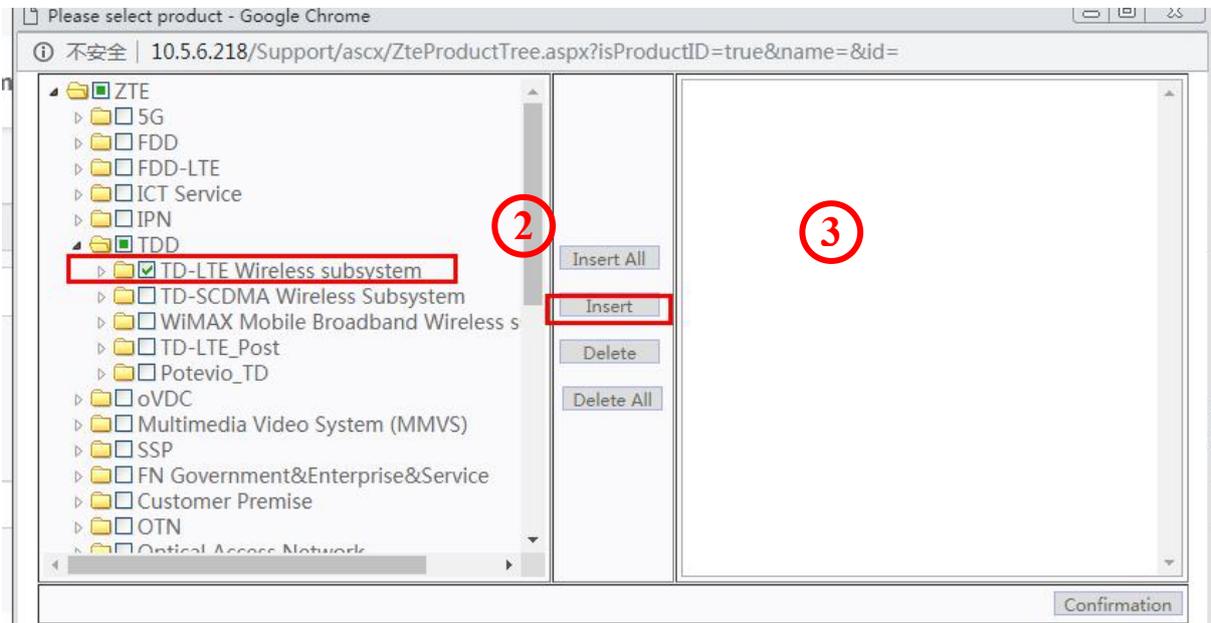
Knowledge Audience  Open to Partner  Open to ZTE Staff  Open to Operator  Open to End User  Open to Multivendor

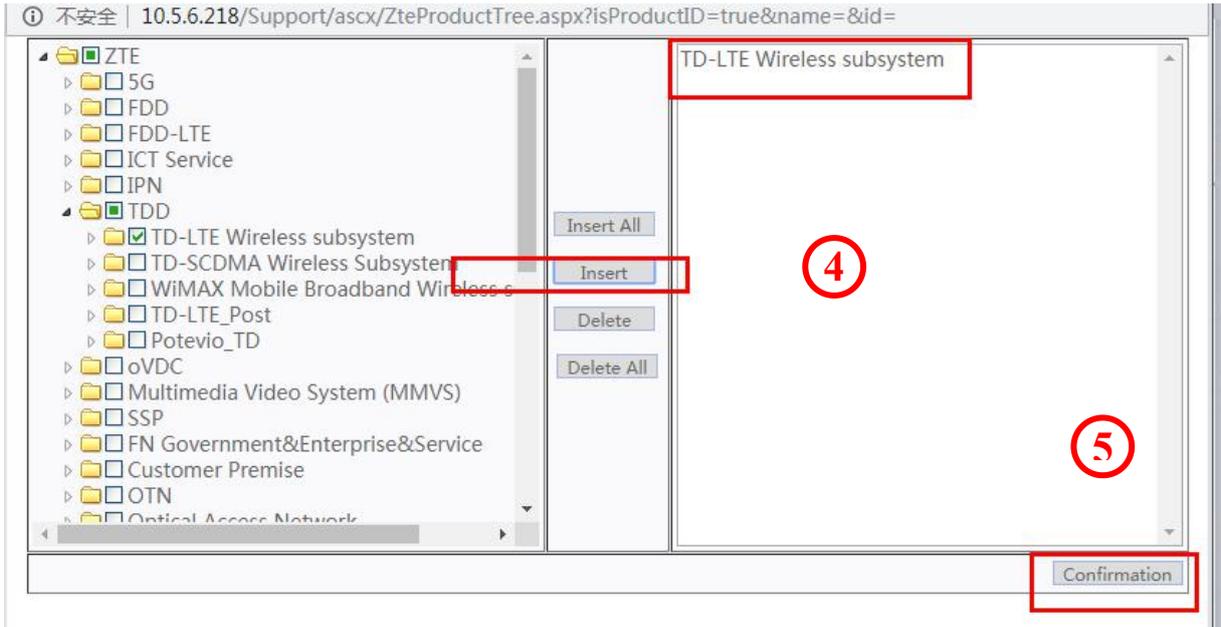
Full Text

Reset Search

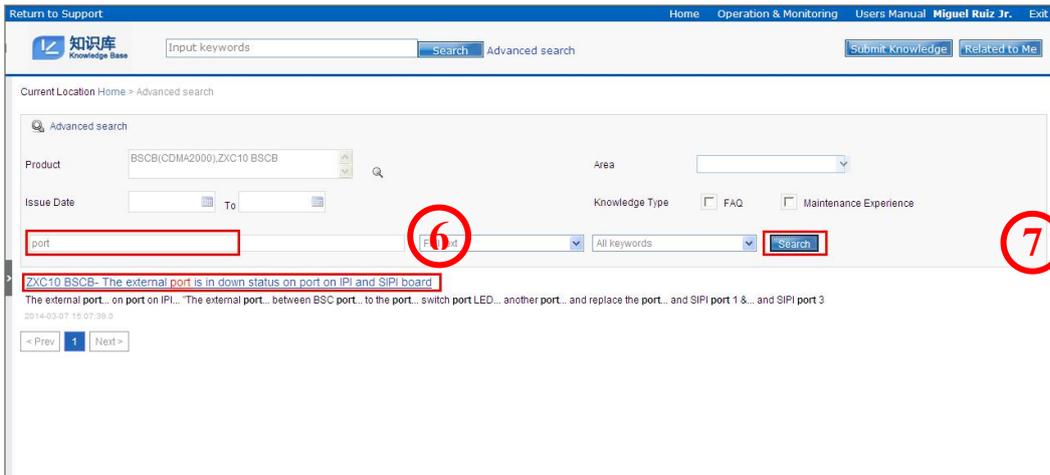
English Sort by Relevance Hot Words : fdd ldd tgy2018073... fdd enodeb data confi...

STEP 2: Set search conditions in the advanced search box and then click **Search**.





STEP 3: Input keyword “port” and click **Search**

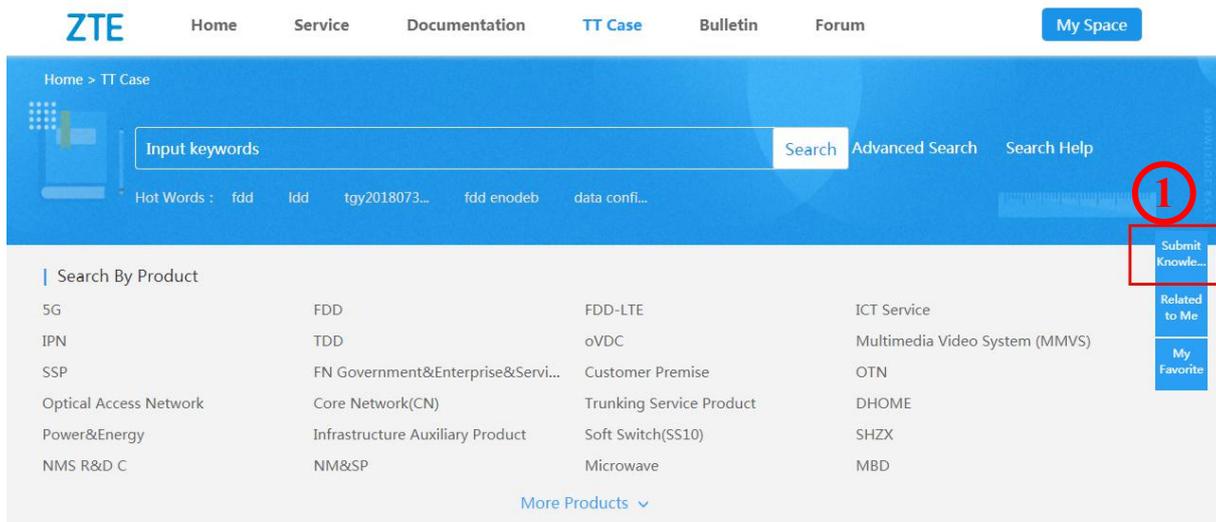


#### 4.2.2 [TT Case] > [Submit Knowledge]

**[Submit Knowledge]**: A user can summarize his/her maintenance experience and submit it to knowledge base as knowledge for others’ learning or reference.

STEP 1: Login the knowledge base page. Refer to Section 5.1.

STEP 2: Click **Submit Knowledge** to enter the knowledge input page, as shown below.



STEP 3: Fill in knowledge. Fill in knowledge as required in the knowledge input page. The fields marked with "\*" are mandatory.

ⓘ This is English knowledge database and no Chinese character is allowed. You should submit Chinese knowledge to Chinese knowledge database. To submit knowledge in Chinese, please click here. [Chinese]

Hint: Please select the types of knowledge template to submit.  FAQ  Maintenance Experience

Knowledge ID: WH20190329543106

\*Title:  Title format: Product model (board) + Knowledge description (problem description)

Submitted by:  HuJing00109661

Submitter Department: Customer Support Center/Service Delivery Dept./Engineering Service Operation Division

Contact Person Info:

\*Product:

Equipment Hardware Version:

Equipment Software Version:

A red circle with the number '2' highlights the 'Submitted by' field.

STEP 4: After filling in knowledge, set the "Knowledge Audience" and then click **Preview**, **Save** or **Submit** as needed.

Summary and Notes

Notes of Summary and Notes:Font:Microsoft jas black, number 14(keywords are excluded).  
 1. Before inserting the image, please edit it locally and upload it to the server. Never directly copy and paste an image.  
 2. Editing Requirements:  
 1) This item is optional. Problem summary is a summary of experience, not only telling readers that such a problem exists, but also telling them why it exists, so that readers can summarize by themselves and learn some knowledge. This is a sublimation process from the phenomena to principles, which can be experience, lessons and perspective transformation. Please ensure a concise summary focusing on the subject.  
 2) In the Notes, you should describe the problems that may occur and the serious consequences that may be caused, as well as the tools and protocols needed by the troubleshooting.

Area

Keywords

Please separate multiple keywords by space. Don't use any special characters except "\_ " or "-".

\* Knowledge Audience  Open to Partner  Open to ZTE Staff  Open to Operator  Open to End User  Open to Multivendor

\* Knowledge Review Team

### 4.2.3 [TT Case] > [Related to Me]

[Related to Me] : It includes all the issues to be processed by the user such as knowledge review, modification and recommendation. At the same time, a user can set search conditions to search relevant knowledge. This section introduces how to review, modify and recommend knowledge.

#### 4.2.3.1 Knowledge Review

STEP 1: Select one in the "Service State" field and click **Search**, all of knowledge under the state will be displayed in the result list.

Filter

Please fill in the search condition

Knowledge ID

Product Search

Product line

Product Category

Product Sub-category

Product Model

Title

Status

Submitted by

Created Time

No.	Knowledge ID	Title	Product Model	Status	Submitted by	Created Time	Operation
1	WH20190322371710	ZXC10 BDSB O1-lddtest32202	ZXC10 BDSB O1/BDSB(CD...	To be reviewed	HuJing00109661	2019-03-22 10:2...	FDD产品知识审... Withdraw Delete
2	WH20190228519120	lddtest22808	ZXC10 BTSB I121/BTSB(C...	To be reviewed	YangMingYuan1...	2019-02-28 14:2...	FDD产品知识审... Delete

STEP 2: In the list, select the knowledge and click its **title**, all the content of the knowledge can be displayed.

STEP 3: Review the knowledge content. Set the "Knowledge Audience" and give review comments. If knowledge is approved, it will be issued; otherwise it will be returned to the knowledge submitter and the submitter should process according to the review comments.

STEP 4: After finishing knowledge review, the reviewer can select the operation among "Browse" , "Save" and "Submit" .

#### 4.2.3.2 Knowledge Modification

STEP 1: Select "Rejected to submit" in the "Service State" field and click **Search**, the knowledge that failed to be approved will be listed automatically.

STEP 2: Open the knowledge in the state of "Rejected to submit" to enter the knowledge filling page. A user can modify the knowledge content according to the review comments and then click **Submit**. For example, modify the knowledge "BSSB software (CDMA2000)-test ".

#### 4.2.3.3 Knowledge Recommendation

A user can recommend knowledge to others, but the knowledge to be recommended must be in the state of "Issued" . For example, to recommend the knowledge "ZXCTN 9000 series – L2VPN service fails due to board incident" , the operation steps are as follows:

STEP 1: Enter the "Related to Me" page to search the issued knowledge.

STEP 2: Select the knowledge by ticking the " " before the knowledge title (please DO NOT click the knowledge **title**) and then click **Recommend**.

STEP 3: On the new recommendation page, type the email address of the recommended person, the subject and description and then click **Submit** to finish the knowledge recommendation.

**Tips:**

The email address of the recommended person must be the email of ZTE employee (external email is not supported currently). Please separate multiple email addresses by comma “,” .

All the fields marked with “\* ”are mandatory.

---

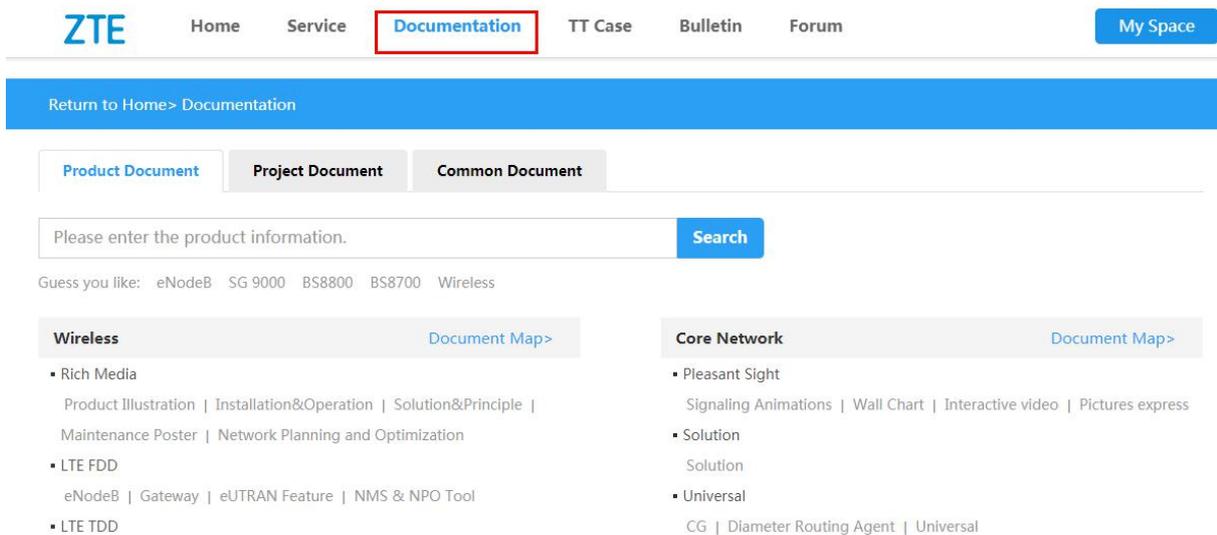
## 5 Documentation

### 5.1 Login Operation

STEP 1 : Login the Support website. Refer to Section 2.2 for details.

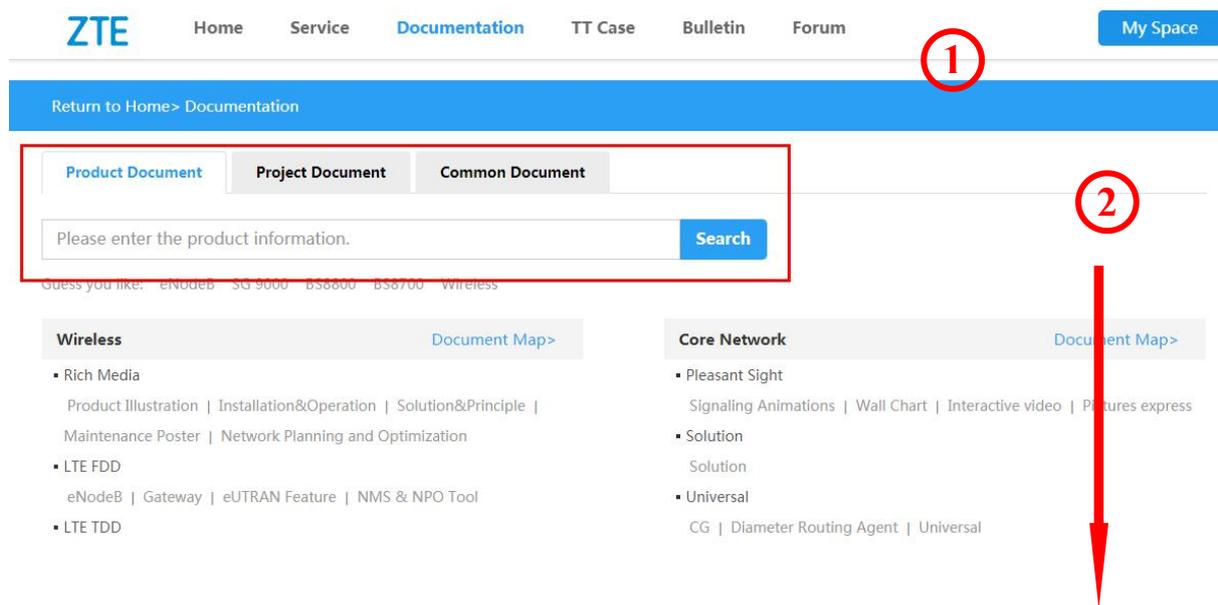
STEP 2 : Click **Documentation** to enter the documentation page.

①



## 5.2 Document Map

You can access documentation more conveniently via Document Map.



Core Network Multimedia

Hot Topics Bookshelf

>ZXUN RCP(V5.16.10)User Manual  
>ZXUN xGW(V5.16.10)User Manual  
>ZXUN uMAC(V5.16.10)User Manual  
>ZXUN USPP(V4.15.20)EPC HSS User Manual  
>ZXUN USPP(V4.15.20)IMS HSS User Manual

Featured Documents

>ATCA E4140 Shelf Installation Video

Multimedia

Knowledge Base Forum ZTE Contact Us eReader

© 2014-2017 ZTE Corporation. All rights reserved.

Tips:

- ① : You can enter the keywords of the document in the search bar.
- ② : Select the product and then click the **Document Map link**. ( In the above example, we click **Core Network product** ) .
- ③ : In the Document Map, you can see documents in Hot Topics and Bookshelf.

### 5.2.1 Search Product via Document Map

When you search a User Manual Library, you may search product via Document Map.

STEP 1 : Click **Bookshelf**.

STEP 2 : Select the product version.

The screenshot shows the 'Core Network Multimedia' website interface. At the top, there are two navigation tabs: 'Hot Topics' and 'Booksshelf'. The 'Booksshelf' tab is highlighted with a red box and a circled '1'. Below the tabs, there are two main sections: 'CS' and 'IMS'. Under the 'CS' section, there are two columns of product links. The left column includes 'WCDMA&TD-SCDMA' with sub-links for 'ZXUN ICX(MSCS)' (V5.15.10 | V4.16.10) and 'ZXUN iMG(MGW\_W)' (V5.15.10 | V4.16.10). The right column includes 'CDMA2000' with sub-links for 'ZXC10 MSCe' (V4.12.10) and 'ZXC10 MGW' (V3.10.22). A circled '2' is placed next to the 'ZXUN iMG(MGW\_W)' link. The 'IMS' section below has links for 'ZXUN CSCF' (V5.16.16 | V5.16.16(GBA)), 'ZXUN SSS' (V5.16.16 | V5.16.10), and 'ZXUN B200' on the left, and 'ZXUN RCP' (V5.16.10) and 'ZXUN xAGCF' (V4.14.10) on the right.

**5.2.1.1 Download**

STEP 1 : In the download page, click **Download** to download the user manual library to the local computer.

STEP 2 : If you haven't installed ZTE eReader software yet, click **Download** the latest ZTE eReader.

No.	Title	Operation
1	Lib20160316094407-ZXUN ICX ( MSCS ) ( V5.15.10 ) User Manual Library_R1.1.zed	Download
Download the latest ZTE eReader : To view ".zed" documents, please download and install the latest ZTE eReader software and upload ".zed" documents on the Admin page.		



Tips:

ZTE eReader : This ZTE electronic documentation reader helps you download and read electronic User ZTE Manual Library in a computer. It also provides powerful documentation management functions.

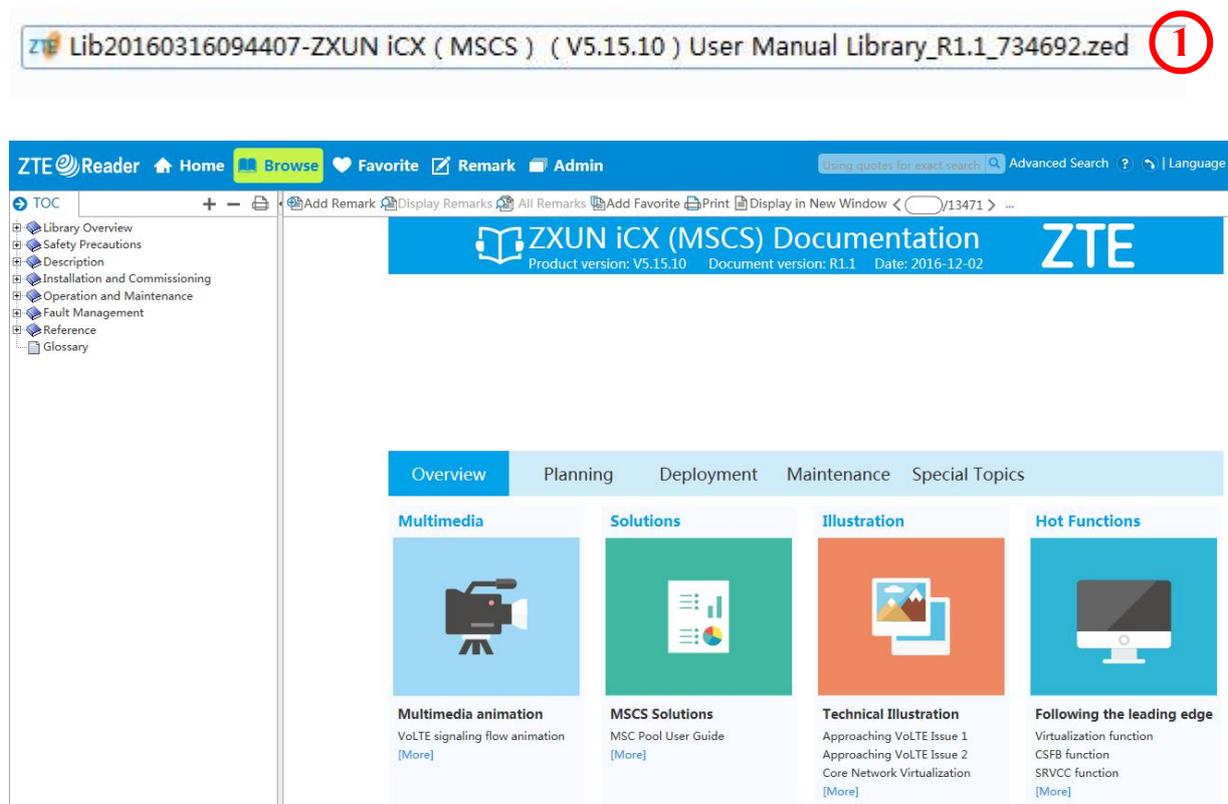
User Manual Library: Suffixed by .zed, it contains ZTE's electronic documents in various formats to meet user requirements. It can be read by using ZTE eReader only.

### 5.2.1.2 Read

To read the user manual library, perform the following procedure:

STEP 1 : In your computer, double-click the user manual library you downloaded.

STEP 2 : Then you can read this user manual library via ZTE eReader.



## 5.2.2 Search Product Directly

Click the menu such as 【Product documentation】 , related content will appear. Search conditions can be set. The search result will be shown based on the search conditions. .

Enter the document title or document number. For example, type "SGSN" in "Document Title" , search results will display all the documents of which the title includes "SGSN" .

The screenshot shows the ZTE Technical Support Website interface. On the left is a navigation menu with categories like LTE FDD, eNodeB, Gateway, and eUTRAN Feature. The main content area displays search filters for various product models (BS8922, BS8102, QCELL, GOTA 4G) and features (Auxiliary Device, Gateway, eUTRAN Feature, NMS & NPO Tool). A search bar is present with fields for Document Title, Document No., and a language dropdown (English). Below the search bar, there are buttons for 'Excel Export' and 'Download All'. A table titled 'Document List' displays search results with columns: No., Title, Document No., Document Type, Views, Issue Date, and Operation. The table contains four rows of results, with the second row highlighted by a red box and a red circle with the number '2'.

No.	Title	Document No.	Document Type	Views	Issue Date	Operation
1	ZXSDR UniRAN (V3.30.20.30) LTE FDD QCell User Manual Library	Lib20160823200620	ZED	32	2016-09-14	Download Favorite History
2	ZXSDR UniRAN (V3.30.20.30) LTE FDD Macro Base Station User Manual Li ...	Lib20160726141600	ZED	274	2016-08-30	Download Favorite History
3	ZXSDR UniRAN (V3.30.20.30) LTE FDD Macro Base Station User Manual Li ...	Lib20160718161139	ZED	27	2016-08-30	Download Favorite History
4	ZXSDR UniRAN (V3.30.20.11) LTE FDD Macro Base Station User Manual Li ...	Lib20160524104019	ZED	143	2016-08-30	Download Favorite History

### 5.2.3 Document Operation

Search results are displayed as a document list, including "No.", "Title", "Document No.", "Document Type", "Views", "Issue Date" and "Operation". Each item is introduced as follows:

**Title:** Refer to document name, showing the main content of the document.

**Document No.:** It is given by the system and is in one-to-one correspondence with the document.

**Document Type:** It mainly includes " , multimedia and PDF files. You need to download ZTE eReader to open a ZED file which is a User Manual Library.

**Views:** Refer to how many times this document has been read.

**Issue Date:** Refer to the time when the document is issued.

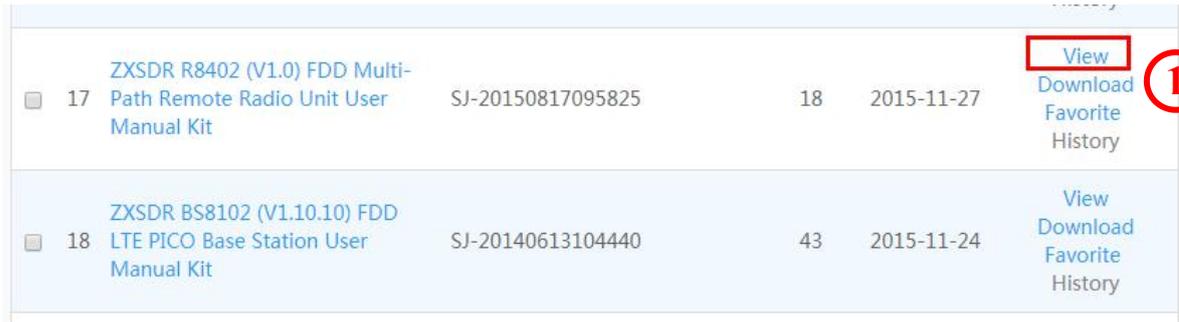
**Operation:** A user can perform the "Browse", "Download" and "Favorite" operations on a document. The document added to "Favorite" can be found in **【My Space】 > 【My**

Favorite] > [Documentation] .

### 5.2.3.1 Browse

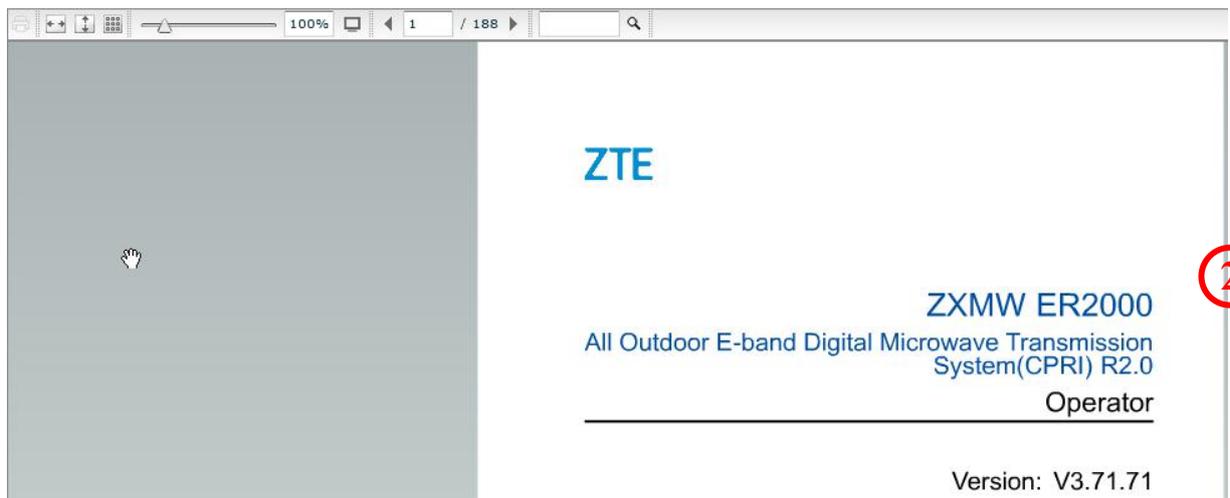
Select the target document and click **Browse**, a user can read it online.

STEP 1 : Select the document and click **Browse**, a new page appears.



<input type="checkbox"/>	17	<a href="#">ZXSDR R8402 (V1.0) FDD Multi-Path Remote Radio Unit User Manual Kit</a>	SJ-20150817095825	18	2015-11-27	<a href="#">View</a> <a href="#">Download</a> <a href="#">Favorite</a> <a href="#">History</a>
<input type="checkbox"/>	18	<a href="#">ZXSDR BS8102 (V1.10.10) FDD LTE PICO Base Station User Manual Kit</a>	SJ-20140613104440	43	2015-11-24	<a href="#">View</a> <a href="#">Download</a> <a href="#">Favorite</a> <a href="#">History</a>

STEP 2 : The document will be opened automatically for the user to read online.



### 5.2.3.2 Download

A user can download the needed document and save it on a local computer.

STEP 1 : Select the document and click **Download**.

STEP 2 : Save the document.

### 5.2.3.3 Favorite

A user can add the needed document to “My favorite” for future reference. After a document is added to favorite, it can be found in **【My Space】 > 【My Favorite】 > 【Product Manuals】** .

17	ZXSDR R8402 (V1.0) FDD Multi-Path Remote Radio Unit User Manual Kit	SJ-20150817095825	18	2015-11-27	View Download <b>Favorite</b> History
18	ZXSDR BS8102 (V1.10.10) FDD LTE PICO Base Station User Manual Kit	SJ-20140613104440	43	2015-11-24	View Download Favorite History

## 6 Forum

### 6.1 Login Operation

STEP 1: Login the Support website. Refer to Section 2.2 for details.

STEP 2: Click **Forum** to enter the technical forum page. A user can select the topics of a certain product and publish postings.

The screenshot shows the ZTE Forum page with the following elements:

- Navigation:** Home, Service, Documentation, TT Case, Bulletin, **Forum**, My Space.
- Search Bar:** A search input field with a "Search" button. A red box highlights the search bar with a circled "2" and the text "Please enter the product information."
- Forum Categories:** A list of categories on the left, including "Mission products" (highlighted with a circled "1").
- Latest Topics:** A table of recent forum posts (highlighted with a circled "3").
 

Subject	Author	Date
test1111t	00033925	2017-10-12
- Classic posting:** A table of classic forum posts (highlighted with a circled "4").
 

Subject	Author	Date

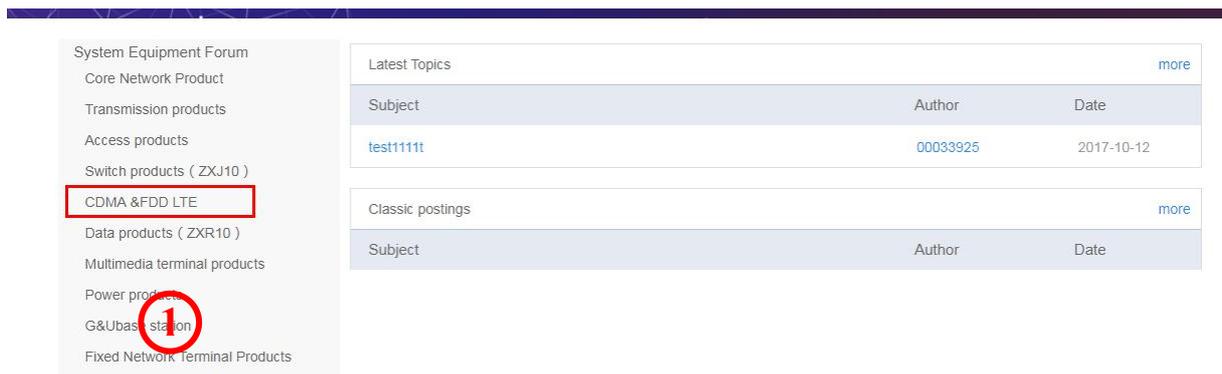
## Notes

- ①: System equipment list: Click any product menu to enter the page of this product. A user can publish postings related to this product on this page.
- ②: Full-text search: A user can type keywords and the system will perform full-text search on this forum.
- ③: Latest topics: Display the postings published recently.
- ④: Classic postings: Display the classic postings on this forum.

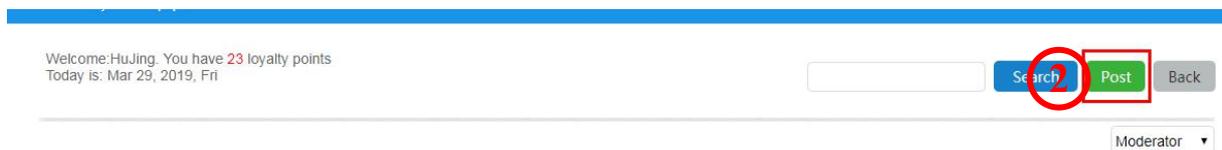
## 6.2 Post

Take CDMA Wireless product as an example to introduce how to post on the forum.

STEP 1: In the system equipment list, click **CDMA** to enter CDMA wireless product area.



STEP 2: In CDMA wireless product area, click **Post** to enter the postings editing page.



STEP 3: On the postings editing page, type "Subject" , select "Confidentiality level" , fill in the posting content, and click **Add** to post.



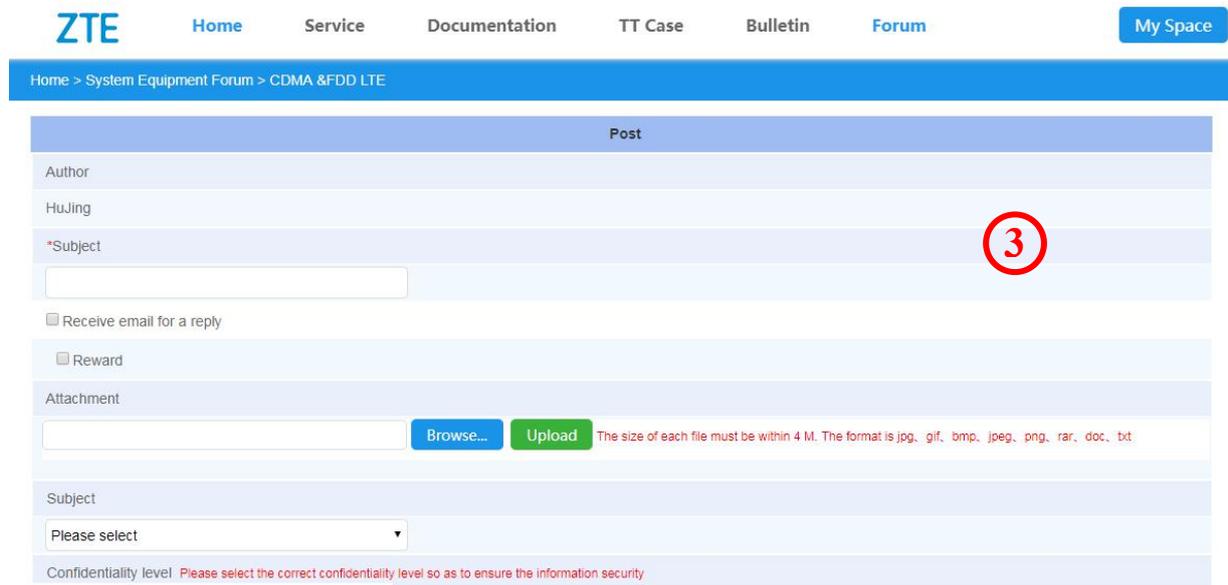
### Tips:

Receive email for a reply: It means whether the author needs to receive a notice email when there is a reply.

**Reward:** It means whether the author is willing to give rewards (score) to the person solving the problem.

**Attachment upload:** The author can upload an attachment in the format of jpg, gif, bmp, jpeg or png.

**Confidentiality level:** The author can specify the audience of the posting he/she posted.



The screenshot shows the 'Post' form in the ZTE forum. The form is titled 'Post' and includes the following fields and options:

- Author:** HuJing
- \*Subject:** A text input field with a red circle around the number '3'.
- Receive email for a reply
- Reward
- Attachment:** A text input field with 'Browse...' and 'Upload' buttons. A note below the field states: 'The size of each file must be within 4 M. The format is jpg, gif, bmp, jpeg, png, rar, doc, txt.'
- Subject:** A dropdown menu with 'Please select' as the current selection.
- Confidentiality level:** A field with a red note: 'Please select the correct confidentiality level so as to ensure the information security.'

## 6.3 Reply

A user can view postings and give reply. Take the reply of CDMA wireless product as an example.

**STEP 1:** In the system equipment list, click **CDMA** to enter CDMA wireless product area.

**STEP 2:** In the posting area, click the subject of the posting that needs reply. For example, click the subject "Document for GU-SDR CM Optimization" .

System Equipment Forum  
Core Network Product  
Transmission products  
Access products  
Switch products ( ZXJ10 )  
CDMA &FDD LTE  
Data products ( ZXR10 )  
Multimedia terminal products  
Power products

Subject	Author	Date
<a href="#">test1111t</a>	00033925	2017-10-12

Classic postings

Subject	Author	Date
---------	--------	------

STEP 3: Enter the subject page and click **Reply**. The reply content page will appear.

Home > System Equipment Forum > TDD products

Subject initiator:00033925   Replies:0   Published on:2017-10-12

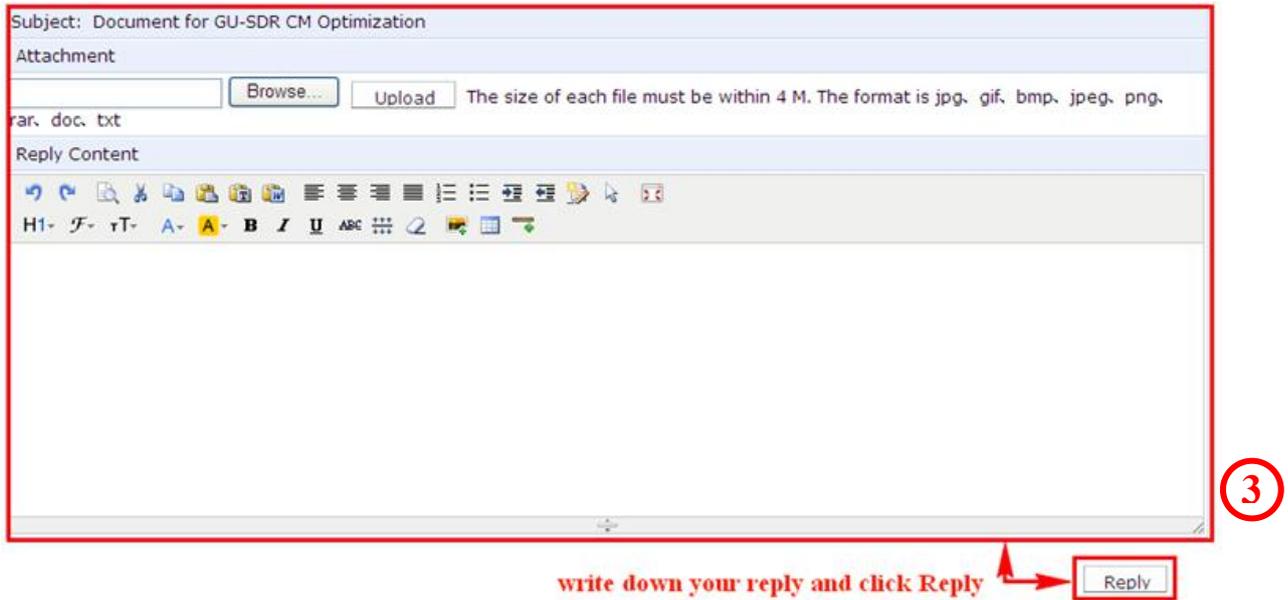
Post   **Reply**   Favorite   Back

Legends: ZTE ZTE engineer: Administrator

Subject: test1111t

ZTE 00033925 test1111t (Published on:10/12/2017 11:29:59 AM)  
Reply | View classic postings | Delete subject | Modify subject | Top | Untop | Set as classical | Cancel classical | Lock | Unlock

STEP 4: On the Reply Content page, Type the reply content and click **Reply** to finish the posting reply.



Subject: Document for GU-SDR CM Optimization

Attachment

The size of each file must be within 4 M. The format is jpg, gif, bmp, jpeg, png, rar, doc, txt

Reply Content

H1- 

**3**

write down your reply and click Reply 



#### Tips:

A user can modify and delete replies. Enter the subject of a posting and find its replies to modify or delete them.

## 7 Bulletin

### 7.1 Login Operation

STEP 1: Login the Support website. Refer to Section 2.2 for details.

STEP 2: Click **Bulletin** in the menu bar to enter the bulletin information page.

The screenshot shows the ZTE Bulletin page. The navigation menu includes Home, Service, Documentation, TT Case, **Bulletin**, and Forum. A 'My Space' button is also present. The breadcrumb trail is 'Bulletin > Product Bulletins > Product Lifecycle'. On the left, a sidebar menu lists categories: Product Bulletins (selected), Product Lifecycle, Software Release, Service Bulletins, Vulnerability Advisory, Customer Support, Return & Repair, and Training Introduction. The main content area features a search bar with the placeholder text 'Please enter the name you want to search The topic' and a 'Search' button. Below the search bar is a table of notices:

Subject	Published on
Notice: EOS for Microsoft Windows2K2003,SQL Server2K2005 on V3 CS Products	2017-04-05
Notice:Announcement on stopping sale of RPS-04P48-SFP, RPS-08P3/P12-SFP, RPS-04P3/P12-SFP	2017-02-23
Notice:EOM Announcement for ZXUSS VS8000H	2017-01-25
Notice:EOM&EOS Announcement for ZXHN F660T V1.0	2016-12-26
Notice:End Of Service Notice on ZXR10 ZSR Router	2016-12-21
Notice:EOM&EOS Announcement for ZXHN F660T V2.30.20	2016-11-17
Notice: End-of-Sale (EOS) Announcement for ZXA10 C220 Products	2016-11-03
Notice: End of Service and Support for ZXSS10 SS1b (V2 platform)	2016-10-25
M&EOS Announcement for ZXA10 F620G V2	2016-09-28

## 7.2 Submenu Introduction

### 7.2.1 【Bulletin】 > 【Product Bulletins】

【Product Lifecycle】 :

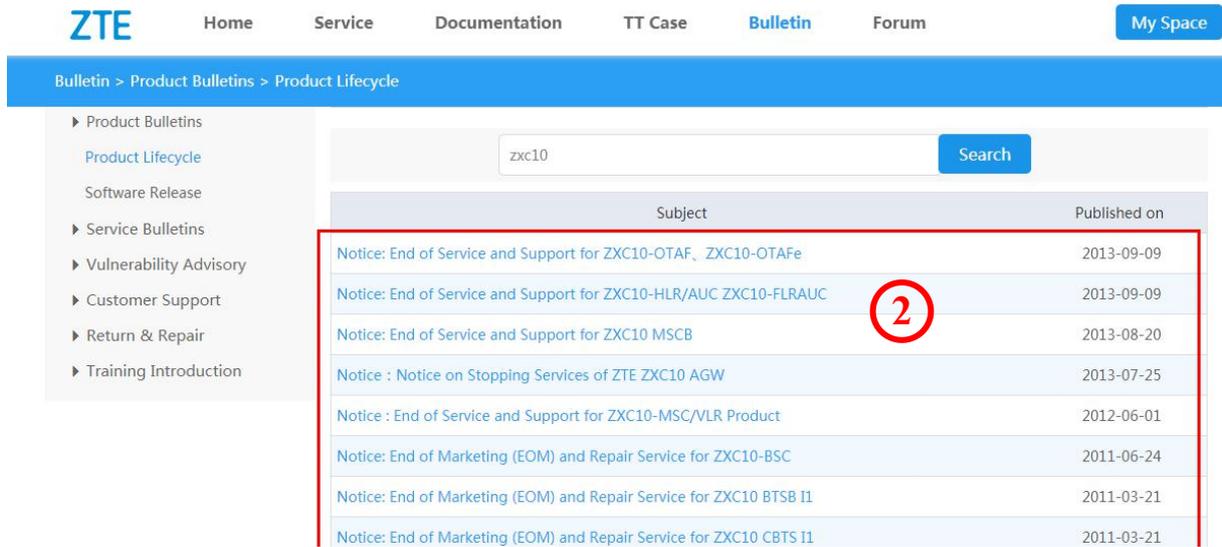
It shows the product lifecycle information such as a product will be out of the market or be ended of sales. A user can check whether a product has been out of the market or been ended of sales.

STEP 1: In the search conditions, type the product name or keywords of product name and then click **Search**. For example, type “ZXC10 ”.

This screenshot is similar to the previous one but includes annotations for step 1. A red box highlights the search input field, and a red circle with the number '1' is placed over the search button. The sidebar menu also has 'Product Lifecycle' highlighted with a red box. The table of notices is partially visible, showing the first few rows.

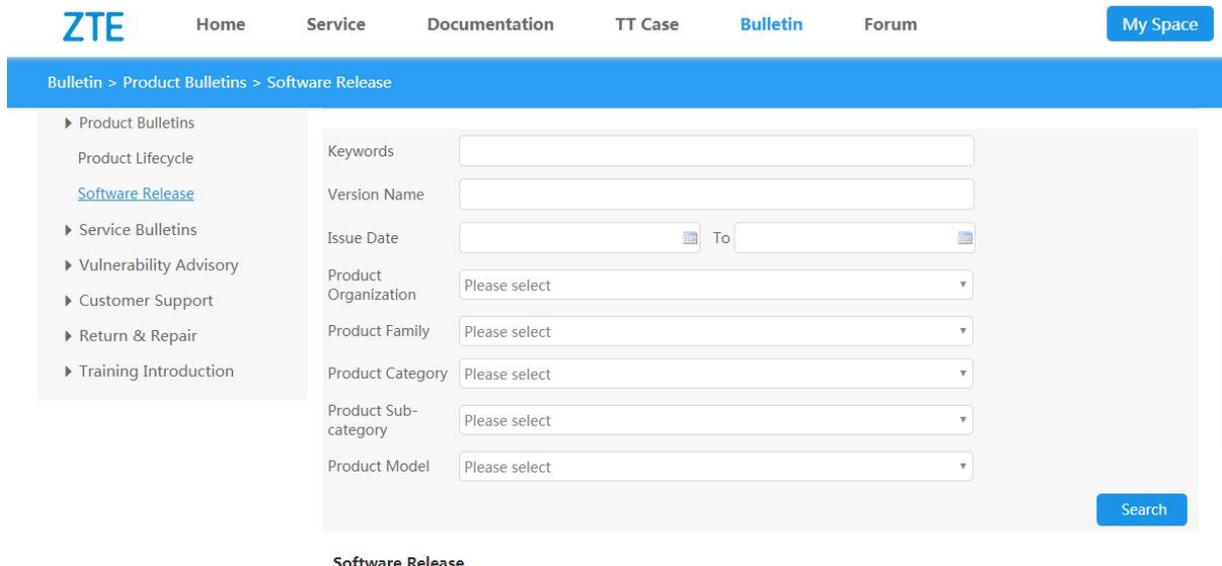
STEP 2: Search results will be listed. A user can click the needed information to check the

content.



**【Software Release】 :**

In this menu, a user can set search conditions to search the version of released software.  
 STEP 1: Set search conditions. For example, to search the version release information of the product ZXUN iEPC, a user needs to select “Trunking Service Product” in product family, select “Trunking Core Network” in product category, “GoTa 4G Core Network” in product sub-category and “ZXUN iEPC ” in product model, and then click **Search**.



STEP 2: Search results will be listed automatically according to search conditions. A user can click the version name to check the details, or login the ECC-CSC system if he/she needs more information.

Software Release					
Version Name	ZXDSSV5.05.10.B18	Version No.	ZXDSSV5.05.10.B18	Version Issue No.	VR0020140425004
Product Model	ZXUN iEPC/GoTa 4G Core Network/Trunking Core Network/Trunking Service Product	Version Attribute	Upgrade version	Language	Chinese/English
Update the manual	Y	Issue Date	4/25/2014 11:42:21 AM		
Software Upgrade Profit					
Software Upgrade Instruction					

## 7.2.2 【Bulletin】 > 【Service Bulletins】

### 【Service Bulletins】

In this menu, a user can check the system maintenance notice of the Support website to prearrange the schedule of using this website so as not to affect the normal work.

STEP 1: Set the search conditions and click **Search**. For example, type “support” .

The screenshot shows the ZTE Technical Support Website interface. At the top, there is a navigation bar with links for Home, Service, Documentation, TT Case, Bulletin, and Forum. A 'My Space' button is located on the right. Below the navigation bar, the breadcrumb path is 'Bulletin > Service Bulletins > Service Bulletins'. On the left side, there is a sidebar menu with categories like Product Bulletins, Service Bulletins, Technical Notification, Vulnerability Advisory, Customer Support, Return & Repair, and Training Introduction. The 'Service Bulletins' category is expanded, showing a search bar and a 'Search' button. The search bar contains the text 'Please enter the name you want to search The topic'. Below the search bar, there is a table of bulletins with columns for 'Subject' and 'Published on'. The table lists several notices, including 'A Notice to Resume Service on Support' and 'ZTE Technical Support Website Maintenance Notice - 20170407'. Red circles with numbers 1 and 2 highlight the search bar and the 'Search' button respectively.

STEP 2: Search results will be listed automatically and a user can click the “Subject” to check the details. For example, view the “ZTE Technical Support Website Maintenance Notice - 20111122” .

ZTE Home Service Documentation TT Case **Bulletin** Forum My Space

Bulletin > Service Bulletins > Service Bulletins

- Product Bulletins
- Service Bulletins
  - [Service Bulletins](#)
  - Technical Notification(new)
  - Technical Notification(old)
- Vulnerability Advisory
- Customer Support
- Return & Repair
- Training Introduction

Please enter the name you want to search The topic

Subject	Published on
<a href="#">A Notice to Resume Service on Support</a>	6/13/2018
<a href="#">ZTE Technical Support Website Maintenance Notice - 20170407</a>	4/7/2017
<a href="#">ZTE Technical Support Website Maintenance Notice - 20170327</a>	3/27/2017
<a href="#">HOT: ZTE System Upgrade Maintenance Notice (April 11,2015-April 12,2015)</a>	4/8/2015
<a href="#">HOT: ZTE System Upgrade Maintenance Notice (Oct 18, 2014-Oct 19,2014)</a>	10/17/2014
<a href="#">Medion Life P4310 GingerBread(2.6.x) source code</a>	2/12/2014
<a href="#">ZTE V967S Series JellyBean kernel(3.4.x) source code</a>	1/29/2014
<a href="#">ZTE V768 GingerBread kernel(2.6.x) source code</a>	1/26/2014

ZTE Technical Support Website Maintenance Notice - 20111122

Dear ZTE Customers:

ZTE will be performing system upgrade maintenance from 17:00 Nov22, 2011 to 21:00 Nov22, 2011(GMT+8:00, Beijing Time). The upgrade is mainly on TT case and Service modules.

The Support website will not be available during the period. Customers will however be able to contact us via the following ways:

E-mail: support@zte.com.cn(Overseas), 800@zte.com.cn(China)  
 Hotline: +86-755-26771900 (7x24,Overseas), 0755-26770800 (7x24, China)

We apologize for any inconvenience. Welcome to visit ZTE Support website after the maintenance.

ZTE GCSC  
 Nov22, 2011

**【Technical Notification】**

A user can set the search conditions to search product technical notifications related to being out of the market, upgrade, patch fix, etc.

STEP 1: Set search conditions and click **Search**. For example, search the technical notification of "Core Network/Core Network (CN)".

ZTE Home Service Documentation TT Case **Bulletin** Forum My Space

Bulletin > Service Bulletins > [Technical Notification\(new\)](#)

- Product Bulletins
- Service Bulletins
  - Service Bulletins
  - [Technical Notification\(new\)](#)
  - Technical Notification(old)
- Vulnerability Advisory
- Customer Support
- Return & Repair
- Training Introduction

Technical Notification No.

Notification Attribute  Notification Type  Product Security  Product Function

Issue Date  To  Status

Product Category

Product Sub-category

Technical Notification No.	Notification Subject	Notify Attribute	Notify Category	Product Subtype	Issue Date	Status	Operation
Total: 0 Records Page: 1/1 First Prev Next Last							

STEP 2: "Search results will be listed automatically and a user can click the "Technical Notification No. " to check the details. For example, check the "TC xGW20140403 (0014) (about Caution Items for MPU Board Removal and Installation on the ZXUN xGW)" (Technical Notification No.: X00T22014040301).

Technical Notification No.	Notification Subject	Notify Attribute	Notify Category	Product Subtype	Issue Date	Status	Operation
T1F02018122801	20181228testen	Implementation	Product Function	FDD-LTE ATG eNodeB/FDD-LTE Air To Ground Wireless System/FDD	12/28/2018	Active	Favorite

### 7.2.3 **【Bulletin】 > **3** 【Vulnerability Query】**

In this menu, a user can click **【Vulnerability Query】** and check the list directly or input the keyword to search the information about vulnerability.

Subject	Published on
Linux kernel vulnerability CVE-2017-2636 - Local privilege escalation flaw in n_hdlc	3/30/2017
Apache Struts 2 Remote Code Execution Vulnerability CVE-2017-5638 (S2-045, S2-046)	3/16/2017
Dirty COW Vulnerability impacts ZTE carrier-grade operating system	12/19/2016
Statement on ZTE ZXSEC US Firewall Vulnerability	2/22/2016
Statement on ZTE products regarding the non-unique X.509 certificates and SSH host keys issue	12/9/2015
Statement of vulnerabilities in ZTE home gateway ZXHN H108N R1A	11/18/2015
Statement of vulnerabilities in ZTE home gateway ZXDSL 831 series	11/5/2015

## 7.2.4 【Bulletin】 > 【Customer Support】

In this menu, a user can click **【Center Profile】**, **【TT Case】**, **【Business Process】**, **【Realtime Supervision】** and **【Contact Us】** understand the overview of each service module.

## 7.2.5 【Bulletin】 > 【Return & Repair】

In this menu, a user can click **【Overview of RRC】**, **【Service Commitments】**, **【Repair Process】**, **【Service Sites】**, **【Contact Us】**, **【Repair Query】**, **【Related Download】** and **【Forum】** to understand the overview of each service module.

**【Repair Query】** : A user can use a repair ticket number to check the repair process of system equipment (not including terminals such as handset).

## 7.2.6 【Bulletin】 > 【Training Introduction】

In this menu, a user can click **【University Training Environment】**, **【Training System】**, **【Training Resources】**, **【Training Monitoring】** and **【Contact Us】** to understand the training-related content.