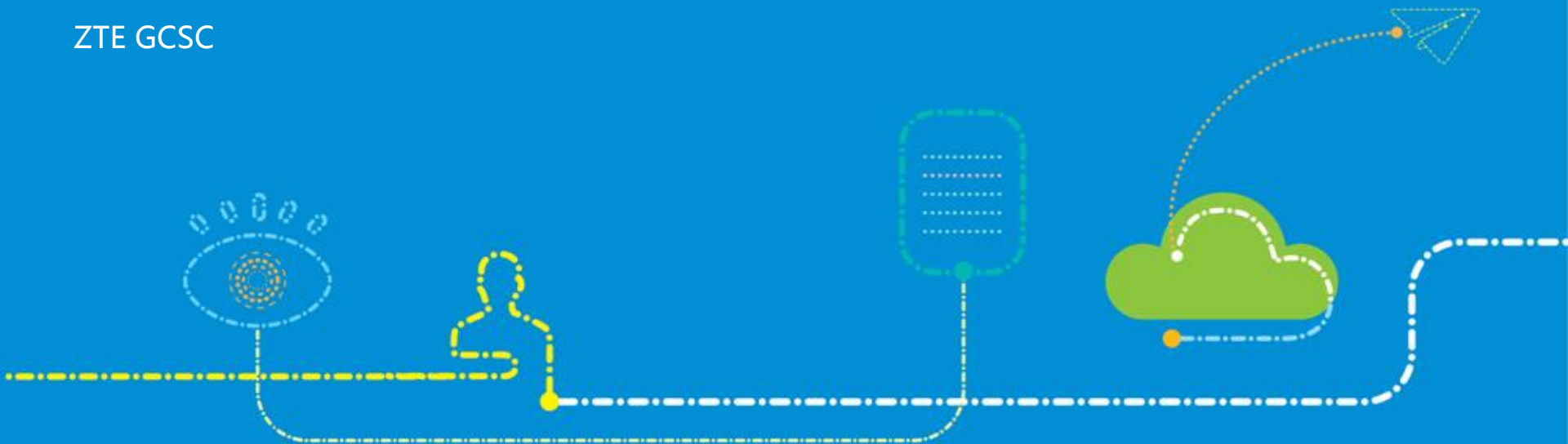


How to Register in Support Website

V3.0

ZTE GCSC



Descriptions

Two stages to permissions, the first one is to apply for advanced user, the other is applicant of more permissions.



The screenshot shows the ZTE Register page in a Windows Internet Explorer browser. The address bar contains the URL `http://support.zte.com.cn`. The page features a navigation menu with links for Home, IT Case, Documentation, Forum, and Bulletin. A 'Register' link is highlighted in the top right. The 'User type' section lists several options, with 'System Equipment User' selected. Three red callouts provide instructions: 1. Input the URL in the browser and enter. 2. Click the 'Register' link. 3. Choose the correct user type, such as 'System Equipment User'.

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

2. Click "Register".

3. Choose correct user type such as "System Equipment User".

User type

- System Equipment User The one purchasing ZTE's telecom facilities and obtaining corresponding service.
- Terminal User
- Outsourcing User
- Handset Maintenance User
- Multi-vendor User

Notice: For ZTE staff, please login with your user name and password in HR Online

Register

Internal use only ▲

The user account consists of 3-20 English letters, digits or underlines and must begin with a case-insensitive letter

The password should be 6-20 characters with allowing only the number, english alphabet and underline

Providing your detailed personal information will help improve our service quality.

Please Enter E-mail

You will only receive emails about weekly document updates on the product(s) you select here (press CTRL to select multiple product categories)

I understand and agree to comply with ZTE's terms and conditions

Submit

The form contains the following fields: *Login ID, *Password, *Repeat Password, *User Name, Gender (Please select), *Email (lin.yong@zte.com.cn), Contact Number, *Mobile Number, *Company Name (Telecom company), Company Website, *Country (France), Post Code, Address, and Familiar Product. A red box highlights the *Login ID, *Password, *Repeat Password, *User Name, Gender, *Email, *Mobile Number, *Company Name, and *Country fields. A red callout box points to these fields with the text: '4. Fill in your personal information and the blanks with * are required be filled.' Another red callout box points to the checkbox with the text: '5. Agree ZTE terms and conditions.' A third red callout box points to the Submit button with the text: '6. Click "Submit".'

4. Fill in your personal information and the blanks with * are required be filled.

5. Agree ZTE terms and conditions.

6. Click "Submit".

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 Pxperience	-	✓

6. Both of them can access to the page of applying for advanced user.

Notes

Registering successes, you will be a common user firstly with basic rights.



ZTE Support Notification: Your account registered on ZTE Support website has been approved, please check it.
support 收件人: lin.yong

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]
Password: [REDACTED]
Support website link: <http://support.zte.com.cn>



Notes

Registering completed, you will receive an e-mail from ZTE Support system, please take care of your user name and password.

Apply for an Advanced User

Internal use only▲

7. Click "Apply for Advanced User" after registering an common account.

Service Bulletins more»

- HDT: ZTE System Upgrade Maint... [2015-04-08]
- HDT: ZTE System Upgrade Maint... [2014-10-17]
- Medion Life P4310 GingerBread[...] [2014-02-12]
- ZTE V9679 Series JellyBean ker... [2014-01-29]

Product Bulletins more»

- Notice: End of Marketing (EOM)... [2016-02-23]
- Notice:End of Market Announcem... [2016-02-03]
- Notice:End-of-Sale Announcemen... [2016-02-01]
- Notice : End-of-Selling for ZX... [2016-01-27]

ZTE eReader

ZTE eReader
Brings you fresh reading experience

Apply for an Advanced User

Internal use only▲

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

* Contract No. Training ID ZTE Engineer such an: zhang_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

Multimedia Unified Network Management System Power&IAP

*Whether need the Spare Parts Service permission Yes No

8. Fill in the application info. .

9. Click "Submit" to complete your application.

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 in participating 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 your company have signed contract with ZTE in purchasing spare part service.	/

Apply for an Advanced User

Internal use only▲



ZTE Support Notification: Your account registered on ZTE Support website has been approved, please check it.
800 收件人: lin.vong

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]
Password: [REDACTED]
Valid period to: 3/29/2018 11:41:43 AM
Support website link: <http://support.zte.com.cn>



Notes

It indicates that you have been ZTE advanced user in coming 2 years when you receive this notice from ZTE 800 system, you can enjoy more now in support website.

Apply for More Permissions

Internal use only ▲



Notes

You can apply more permissions as follow if you want to read other documents or extra authorizations.

The screenshot shows the ZTE website header with the ZTE logo, a user greeting "Hello: [redacted] (date of expiry:2018-03-20)", and navigation links for "Global [Country]", "Logout", and "Help". A red box highlights the "Apply More Permissions" link in the top right. Below the header is a navigation bar with links for "Home", "My Space", "Service", "TT Case", "Documentation", "Forum", and "Bulletin". A large banner for "ZTE eReader" features the text "ZTE eReader brings you fresh reading experience" and "Document". A red box with the text "10. Click 'Apply More Permissions' to apply." points to the "Apply More Permissions" link. Below the banner are sections for "Service Bulletins", "Product Bulletins", and "ZTE eReader".

10. Click "Apply More Permissions" to apply.

Service Bulletins more» Product Bulletins more» ZTE eReader

- HOT: ZTE System Upgrade Maint... [2015-04-08]
- HOT: ZTE System Upgrade Maint... [2014-10-17]
- Notice: End of Marketing (EOM)... [2016-02-23]
- Notice: End of Market Announcem... [2016-02-03]

ZTE eReader

Apply for More Permissions

Internal use only ▲

ZTE

Hello [] (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 Telecom company

Please fill in detailed company name easier to be passed!

* Contract No. Training ID ZTE Engineer
such as: zhang_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

Multimedia

Unified Network Management System

Power&IAP

*Whether need the Spare Parts Service permission
 Yes No

Provide Relevant Proof
such as other zte engineers' ID or e-mail address

Submit

Reset

12. Click "Submit" to apply.

11. Choose other products you want to read.

Extra proofs will be favorable for reviewing passed.

Apply for More Permissions

Internal use only▲



ZTE Support Notification: Your account register on ZTE Support website has been approved, please check it.
800 收件人: lin.yong

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]
Password: [REDACTED]
Valid period to: 3/29/2018 11:41:45 AM
Support website link: <http://support.zte.com.cn>

Notes

After reviewing, you will receive an e-mail from ZTE 800 system to inform you of the result.

Thank you



Tomorrow never waits

