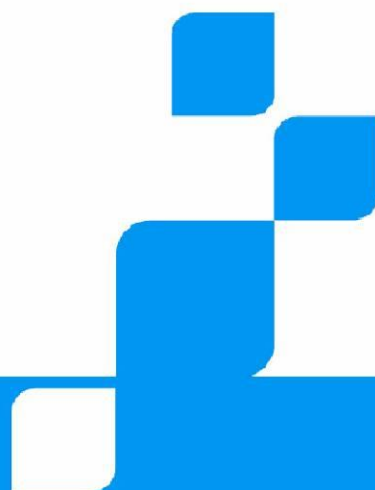




ZTE Technical Support Website User Manual



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Abstract

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

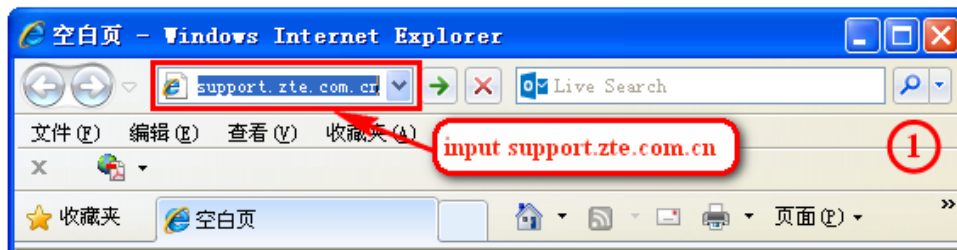
1 User Registration

1.1 User Registration

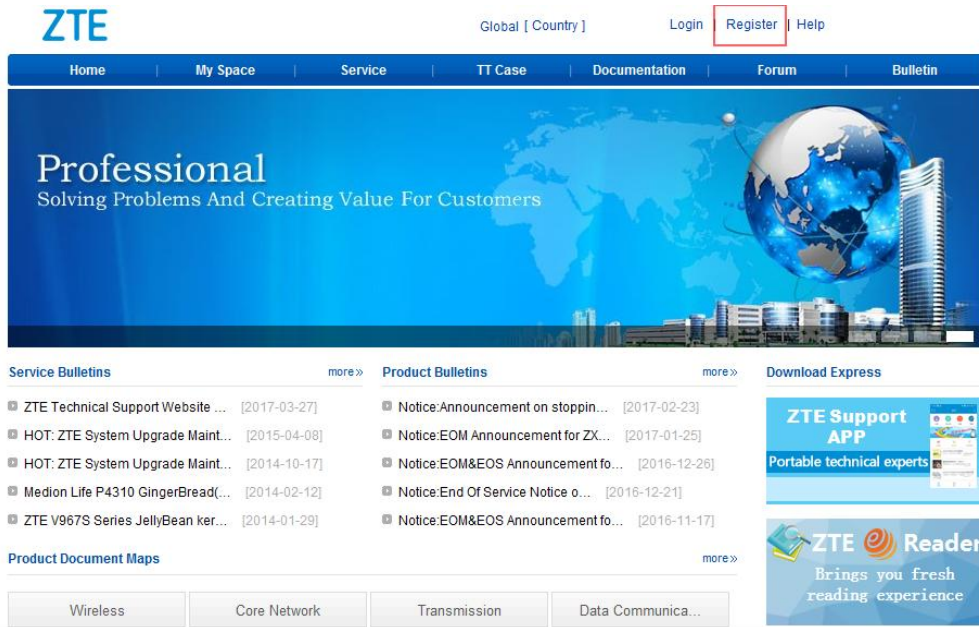
1.1.1 Common user registration

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 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 **Register Now** to enter the registration page. 1



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



Tips:

First, please select the correct "User Type" according to the actual situation.

All the fields marked "*" are mandatory.

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

ZTE Global [Country] Login | Register | Help

Home My Space Service TT Case Documentation Forum Bulletin

Current Location Return to Support > Register

User type 3

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

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

*Password: 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.

*Repeat Password:

*User Name: Giving your detailed personal information will help improve our service quality.

Gender:

*Email: Please Enter E-mail

Contact Number:

* Mobile Number:

* Company Name: 4

Company Website:

*Country:

Post Code:

Address:

Familiar Product:

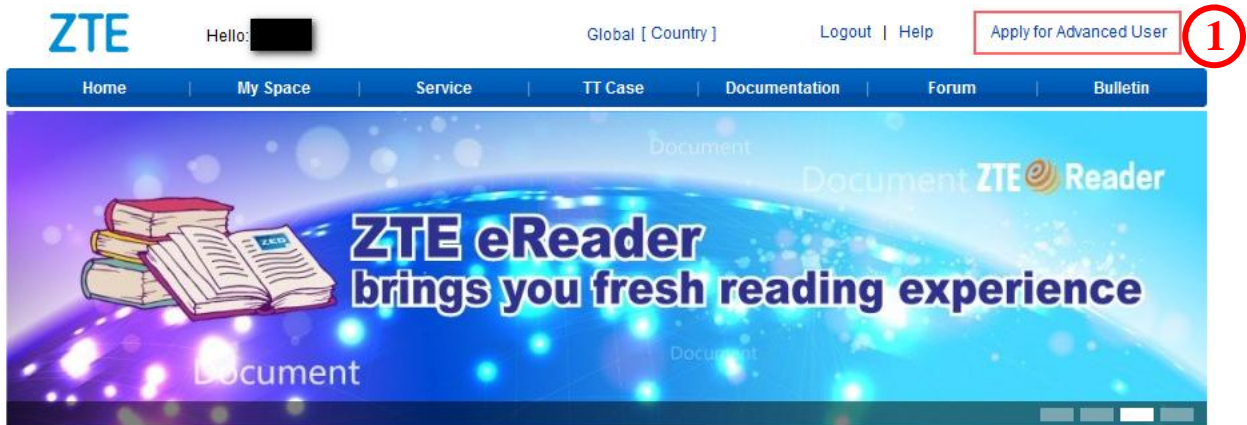
You will only receive emails about weekly document updates on the product(s) you select here (press CTRL to select multiple product categories)

I understand and agree to comply with [ZTE's terms and conditions](#)

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 Advanced 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.

The screenshot shows the 'Apply for Advanced User' registration page. At the top left is the ZTE logo. To its right is a 'Hello:' greeting followed by a blacked-out name. Further right are 'Global [Country]', 'Logout | Help', and a link 'Apply for Advanced User'. Below the header is a navigation bar with links: Home, My Space, Service, TT Case, Documentation, Forum, and Bulletin. The main content area shows the current location as 'Return to Support > Apply for Advanced User'. The registration form includes the following fields and options:

- *Company name: [Text input field] (highlighted with a red box and a circled '2'). Hint: Please fill in detailed company name easier to be passed!
- *Contract No.: [Text input field] (highlighted with a red box and a circled '2'). Hint: Please fill in Contract NO. between your company and ZTE.
- Training ID: [Text input field]
- ZTE Engineer: [Text input field]
- *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&IAP
- *Whether need the Spare Parts Service permission: Yes No
- *Contract NO. of ZTE Spare Parts Service: [Text input field]. Hint: Please fill in the Contract NO. of ZTE Spare Parts Service
- Submit [Button] Reset [Button]

1.2 Login Operation

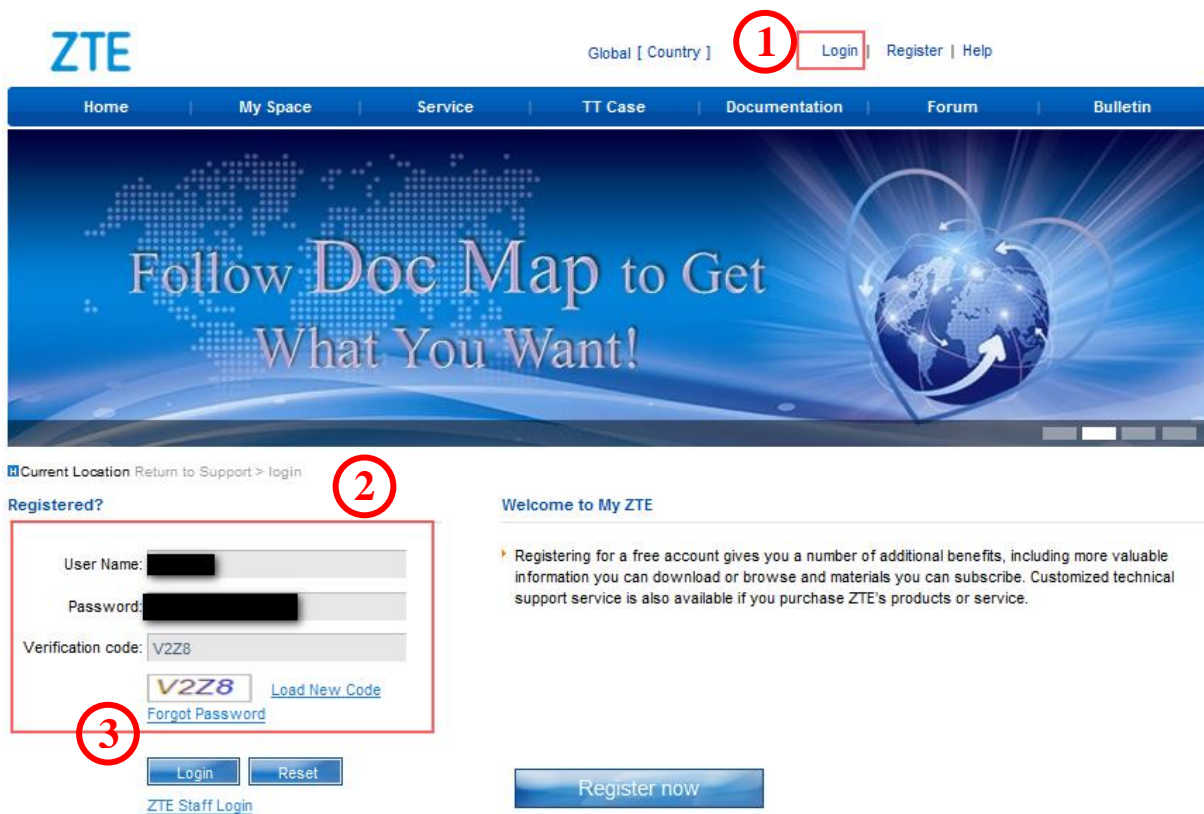
This section introduces how to use a registered account to login the website and describes

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 "Verification code" and then click **Login** to enter the homepage.



Global [Country] **1** Login | Register | Help

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

Follow Doc Map to Get What You Want!

Current Location Return to Support > Login **2**

Registered? **3**

User Name: []

Password: []

Verification code: V2Z8

V2Z8 Load New Code

Forgot Password

Login Reset

ZTE Staff Login

Welcome to My ZTE

Registering for a free account gives you a number of additional benefits, including more valuable information you can download or browse and materials you can subscribe. Customized technical support service is also available if you purchase ZTE's products or service.

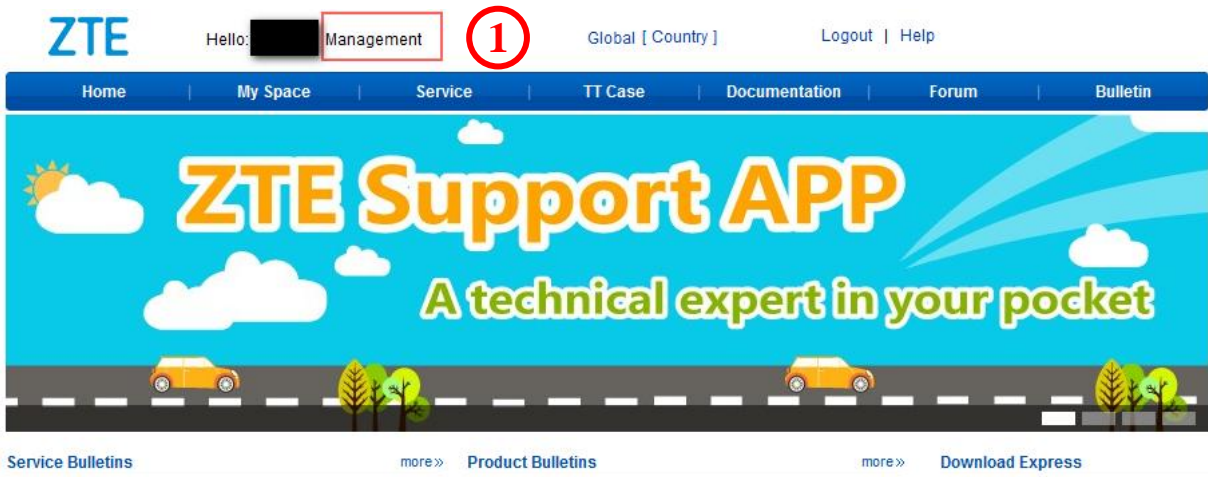
Register now

1.3 User Review

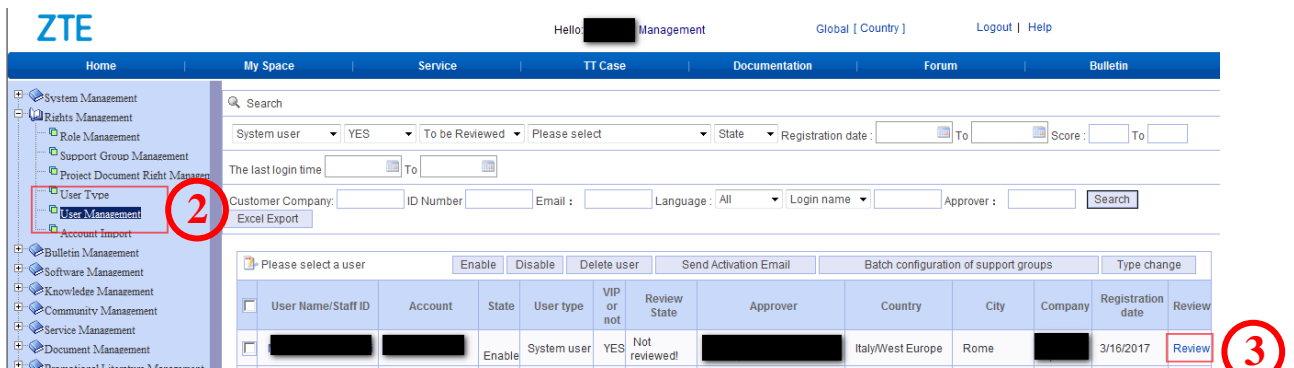
This section mainly describes how to review a user account and to configure its rights for a level-2 rights manager. The operation will be only for the advanced user. Other users will be reviewed automatically.


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).

The screenshot shows a web form for user registration. The form is divided into several sections:

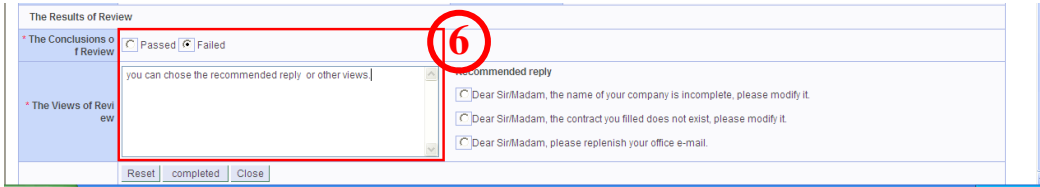
- User Information:** Fields for User Name, Password, Confirm the password, Real Name, Gender, Date of Birth, Identification Type, ID Number, Post Code, Company, and Contract No. A red box labeled '4' highlights the Company and Contract No. fields, with a magnifying glass icon and the text 'Customer company assigned' next to the Company field.
- Contact Information:** Fields for Email, Contact Number, Mobile Number, Fax Number, Company Website, Country, State/Province, City, and Address.
- Product Information:** Fields for Project, Spare Parts Inventory, and a text area for 'Please input the product information'.
- Audit Information:** Fields for Company name, Contract No., Training ID, and ZTE Engineer. A red box labeled '5' highlights the Company name and Contract No. fields.
- Service Information:** Fields for Contract NO. of ZTE Spare Parts Service, Apply Your Product Type (Access Network), and Provide Relevant Proof.
- The Results of Review:** Radio buttons for 'Passed' and 'Failed'.
- The Views of Review:** A text area for providing review views.

At the bottom of the form, there are buttons for 'Reset', 'completed', and 'Close'.

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.

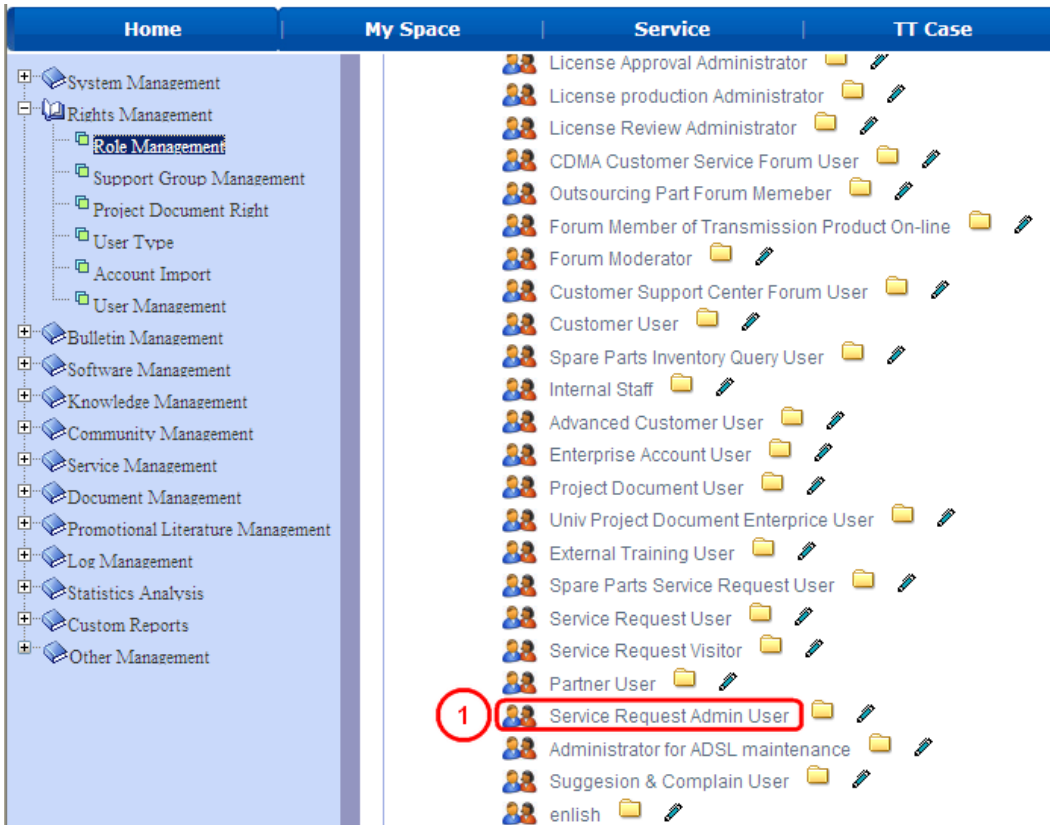
STEP4. Complete the review. Click **Passed** to approve the user registration of Failed to disapprove with views.



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.

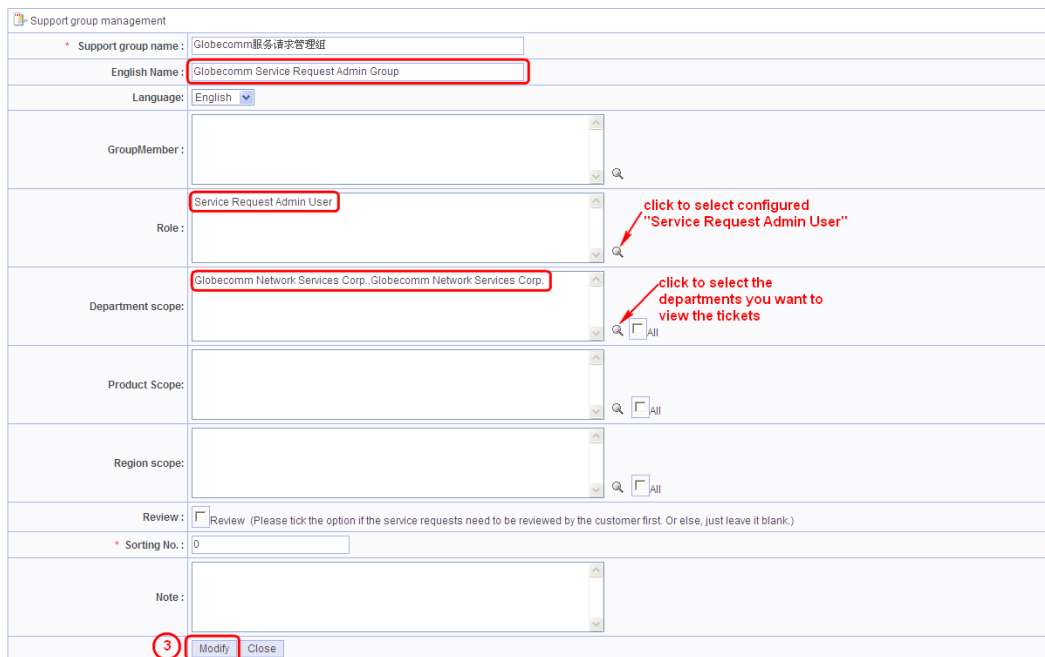
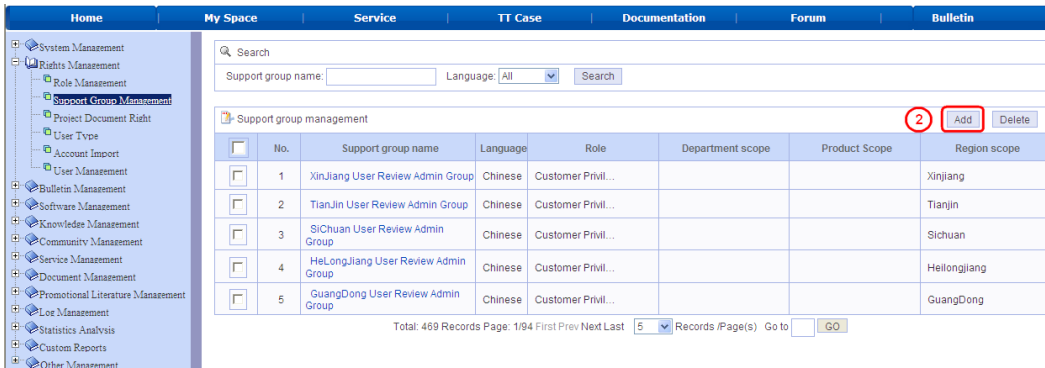


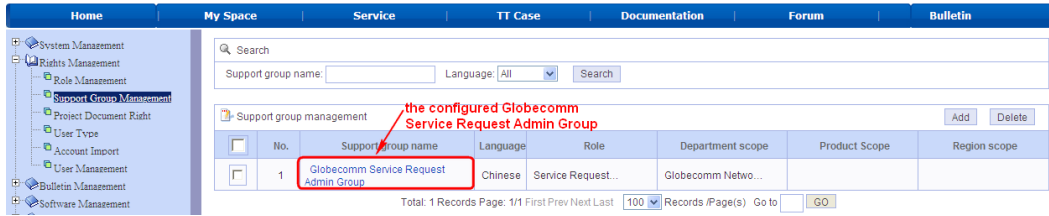
STEP2: Enter **Management > Rights Management > Support Group Management**, and

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.

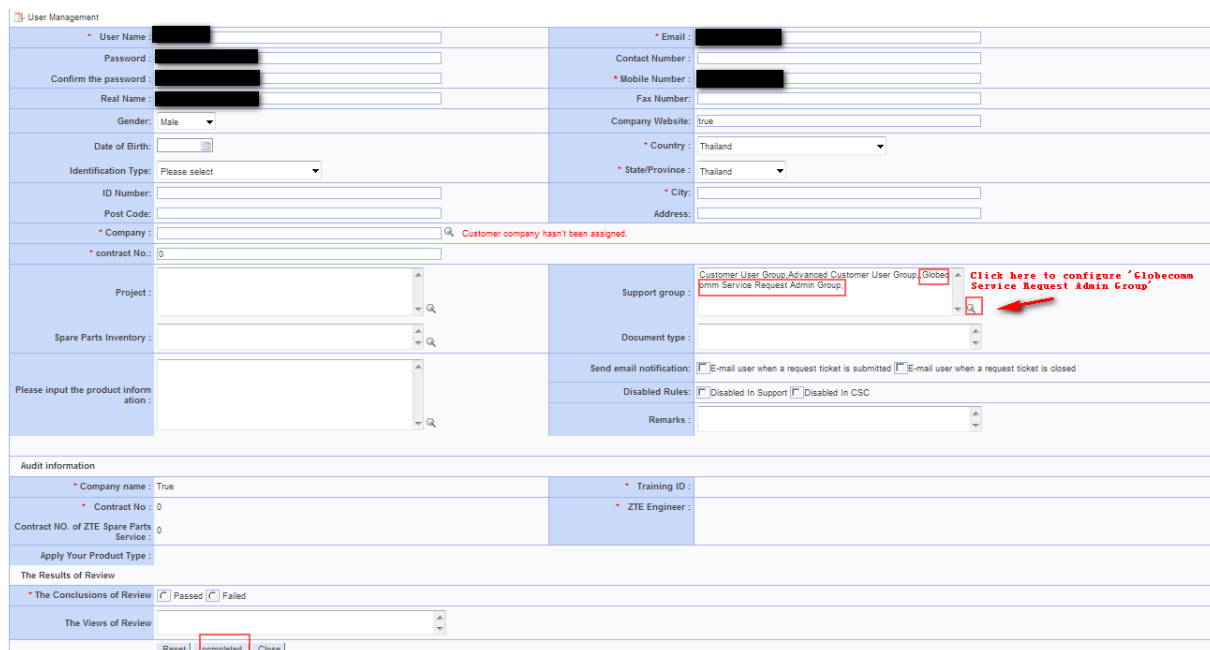
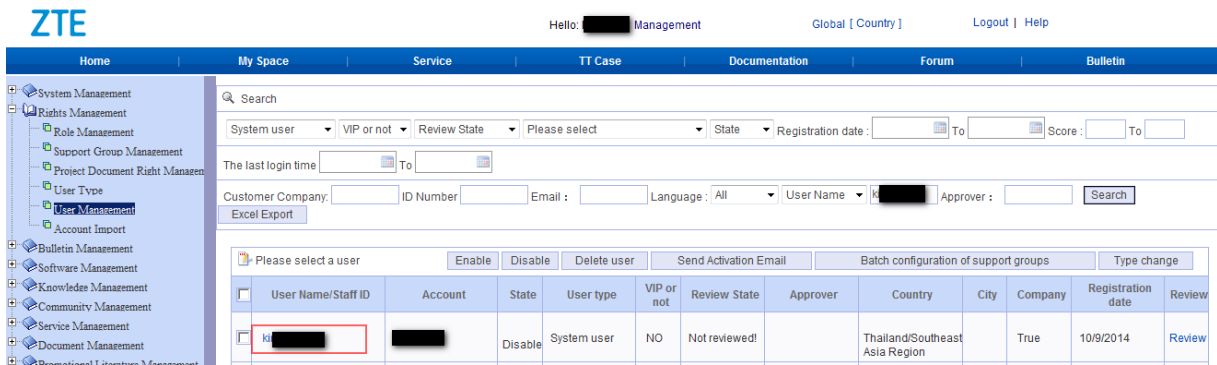
Notes:

- 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.

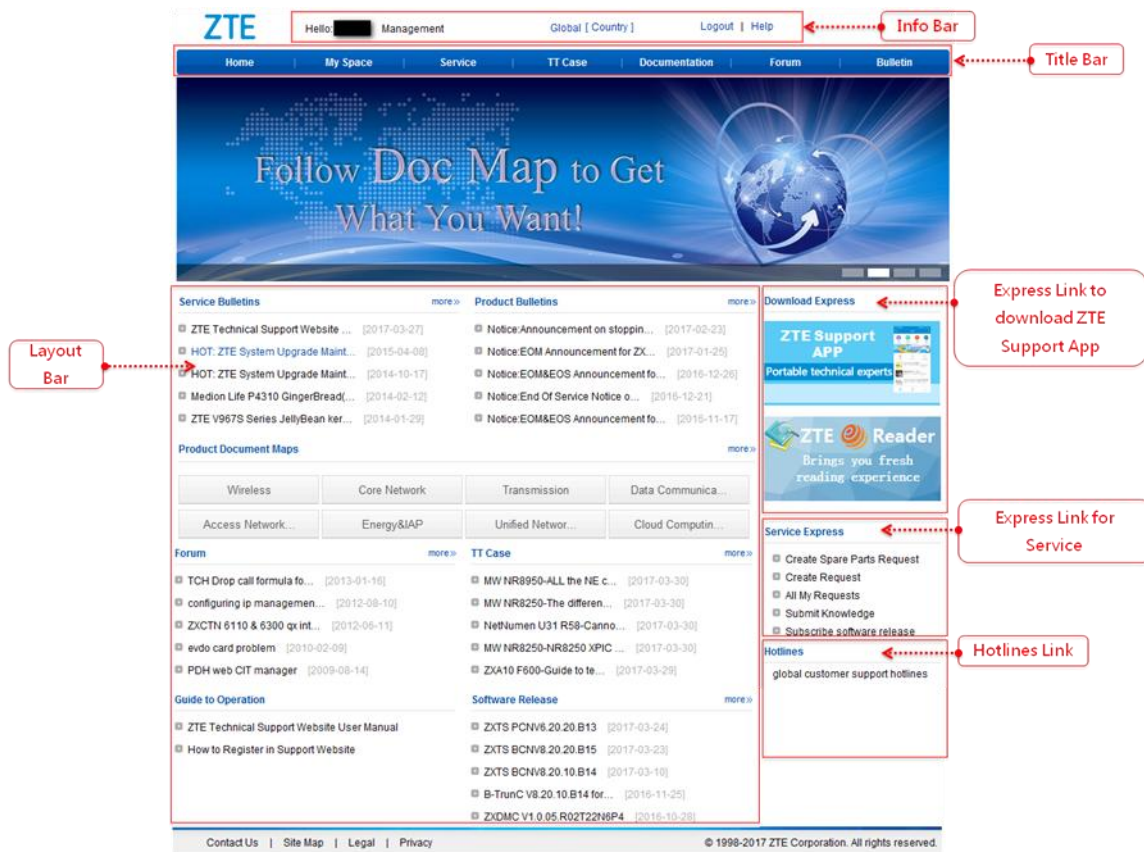




STEP3: Enter **Management > Rights Management > User Management** to configure the user with the right of Service Request Admin User Group. Check the user of the company, such as kiXXXX. Click the **user name** to enter the configuration page, and configure Service Request Admin User Group (Globecomm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



1.5 Homepage Introduction



Name	Content	Description
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.
Title bar	Home	A user can click Home on any page to go back to the homepage.
	My Space	It includes multiple services related to the user such as “My Information” , “My Forum” , “My Subscription” , “My Favorite” , “Advice” , “My Service” , and “My Maintenance Experience” .
	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 a 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 more to know more service bulletins.
	Product Bulletins	Display the latest bulletins such as a product will be ended of sales. Click more 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 more to know more subjects.
	TT Case	Display the latest knowledge. . Click more to know more knowledge and obtain maintenance experience.
	Software Release	Display the latest version info. . Click more to know 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 Create Spare Parts Service Request page.
	Create Service Request	Click this link to go to the Create Service Request page.
	ALL My Request	Click this link to go to the All My Request page.
	Submit Knowledge	Click this link to go to the Submit Knowledge page.
	Subscribe software release	Click this link to go to the Software release 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 screenshot displays the ZTE Technical Support Website user interface. At the top left is the ZTE logo. To its right, the text "Hello [redacted]" is followed by a circled "1" pointing to the "My Space" menu item in the navigation bar. The navigation bar includes "Home", "My Space", "Service", "TT Case", "Documentation", "Forum", and "Bulletin". Below the navigation bar, the "Current Location" is shown as "MySpace > My information > Update My Information". A sidebar on the left contains a "My information" dropdown menu with options: "Update My Information", "Update Password", "My Forum", "My Subscription", and "My Favorite". The "Update My Information" option is highlighted with a red box and a circled "2". The main content area shows a form titled "Update My Information" with the following fields: "Login ID" (text), "*Real Name" (text, mandatory), "Gender" (dropdown menu, currently "Female"), "Date of Birth" (text), "*Email" (text, mandatory), "Contact Number" (text), "*Mobile Number" (text, mandatory), "Fax Number" (text), "Company" (text, currently "zte"), "Company Website" (text), and "Country" (dropdown menu, currently "China"). A note at the top right of the form states "Fields with * are mandatory".

2.2 Submenu Introduction

2.2.1 【My Space】 > 【My Information】

2.2.1.1 【Update My Information】

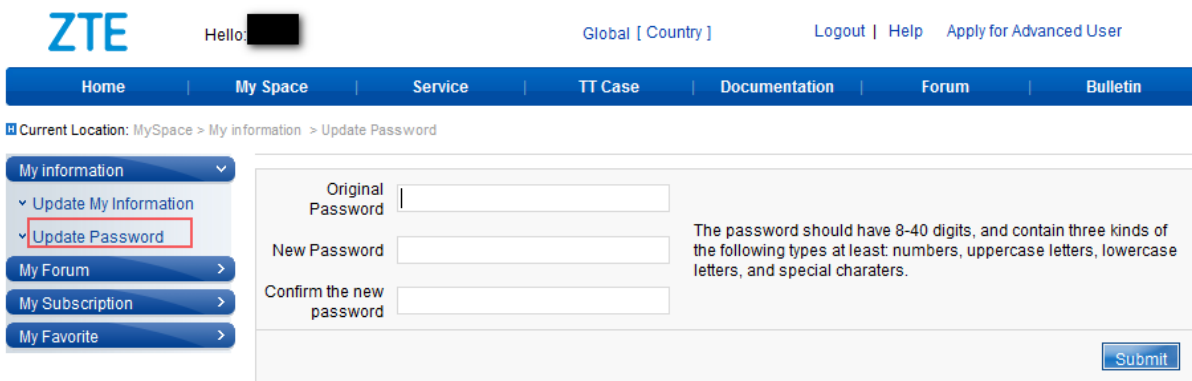
This page shows all the information filled in when a user registered. The user can modify, supplement and complete his/her information. Fields marked with "*" are mandatory.

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.




The screenshot displays the ZTE website interface for updating a password. At the top, there is a ZTE logo, a user greeting 'Hello: [redacted]', and links for 'Global [Country]', 'Logout', 'Help', and 'Apply for Advanced User'. Below this is a blue navigation bar with tabs for 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The 'My Space' tab is active. A breadcrumb trail shows 'Current Location: MySpace > My information > Update Password'. On the left, a sidebar menu includes 'My information' (expanded), 'Update My Information', 'Update Password' (highlighted with a red box), 'My Forum', 'My Subscription', and 'My Favorite'. The main content area features three input fields: 'Original Password', 'New Password', and 'Confirm the new password'. To the right of these fields is a text box with password requirements: '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.' A blue 'Submit' button is positioned at the bottom right of the form.

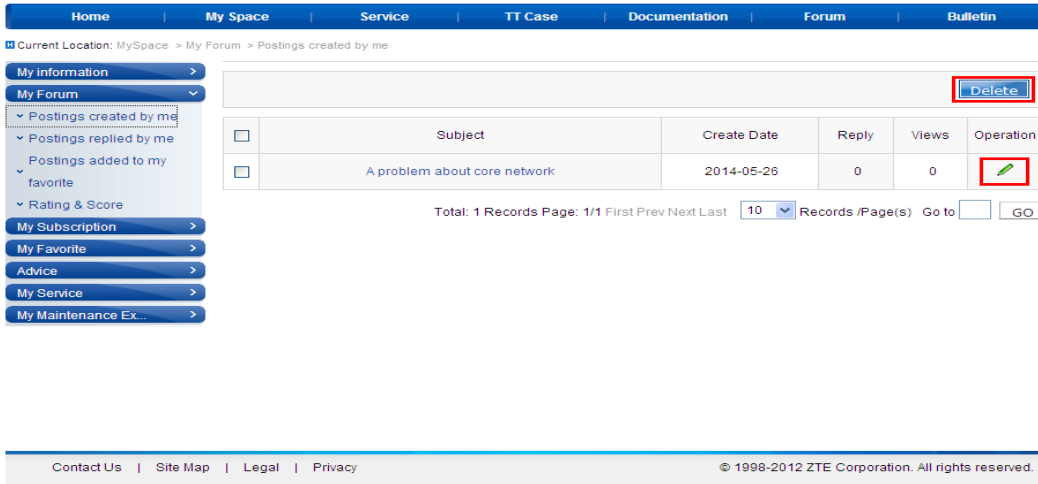
2.2.2 【My Space】 > 【My Forum】

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】

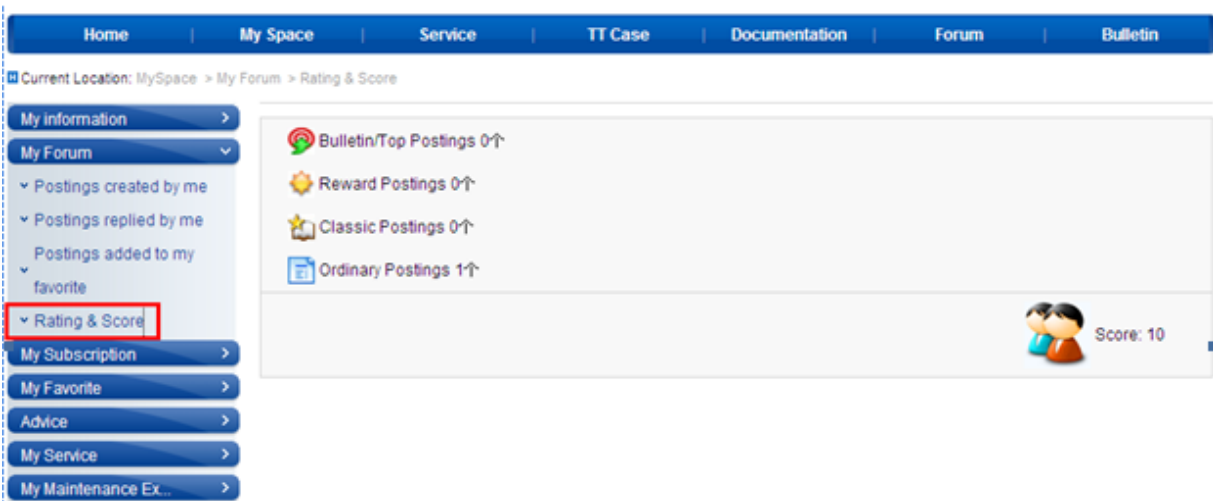
The operation is the same as above. Refer to 3,2,2,1.

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.

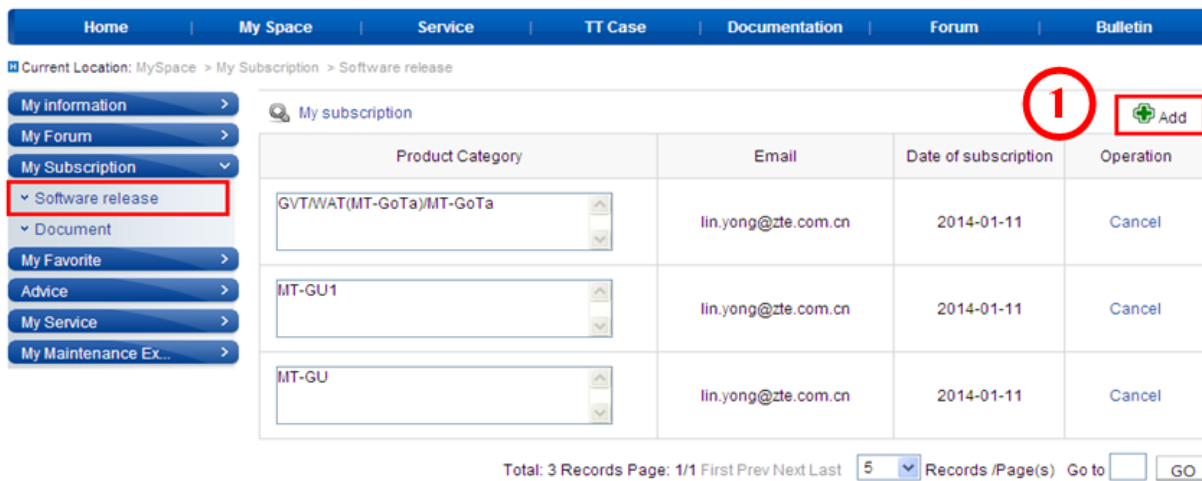


2.2.3 【My Space】 > 【My Subscription】

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.




Current Location: MySpace > My Subscription > Software release

My information >
My Forum >
My Subscription >
▼ Software release
▼ Document
My Favorite >
Advice >
My Service >
My Maintenance Ex... >

My subscription

Product Category	Email	Date of subscription	Operation
GVT/WAT(MT-GoTa)/MT-GoTa	lin.yong@zte.com.cn	2014-01-11	Cancel
MT-GU1	lin.yong@zte.com.cn	2014-01-11	Cancel
MT-GU	lin.yong@zte.com.cn	2014-01-11	Cancel

Total: 3 Records Page: 1/1 First Prev Next Last 5 Records /Page(s) Go to GO

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".

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

Current Location: MySpace > My Subscription > Software release

My information >
My Forum >
My Subscription >
▼ Software release
▼ Document
My Favorite >
Advice >
My Service >
My Maintenance Ex... >

My subscription + Add

Product Category	Email	Date of subscription	Operation
GVT/WAT(MT-GoTa)/MT-GoTa	lin.yong@zte.com.cn	2014-01-11	Cancel
MT-GU1	lin.yong@zte.com.cn	2014-01-11	Cancel
MT-GU	lin.yong@zte.com.cn	2014-01-11	Cancel
<input type="text"/>	<input type="text" value="lin.yong@zte.com.cn"/>	2014-05-26	Save Cancel

Contact Us | Site Map | Legal | Privacy © 1998-2012 ZTE Corporation. All rights reserved.

2

Select product category -- 网页对话框

Select product category

Product

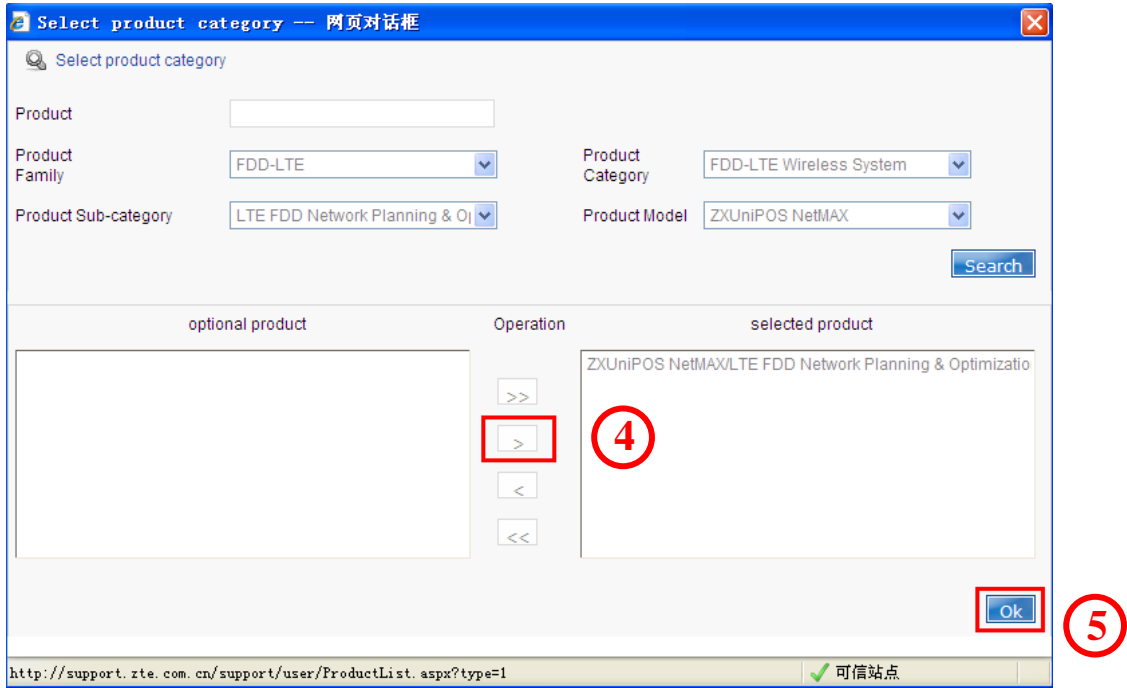
Product Family Product Category

Product Sub-category Product Model

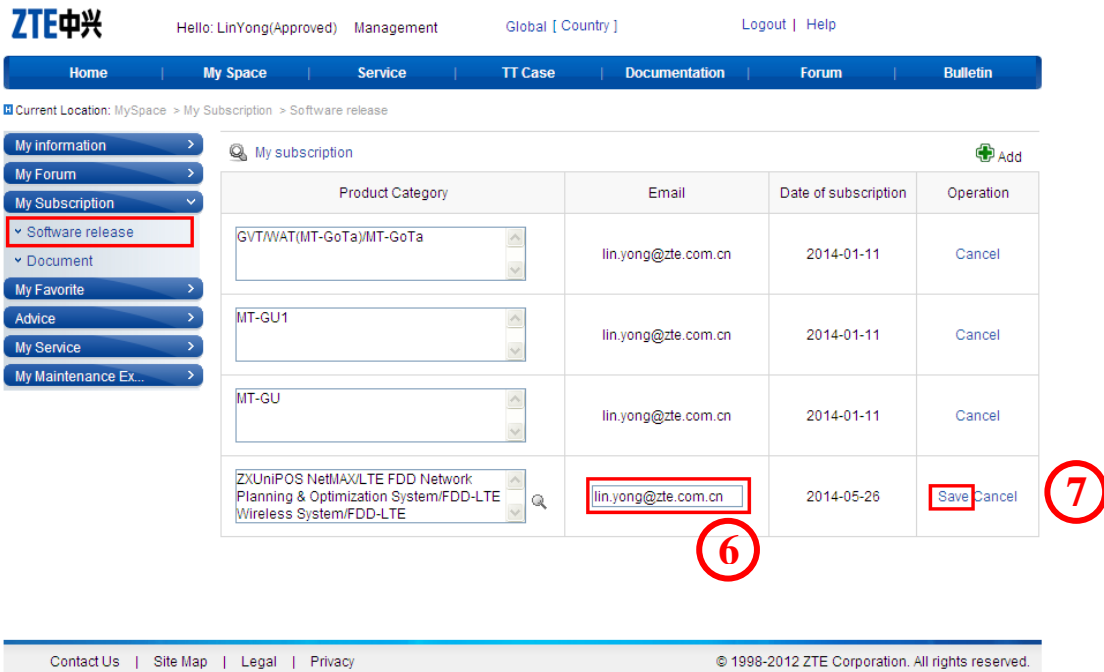
optional product	Operation	selected product
ZXUniPOS NetMAXLTE FDD Network Planning & Optimizatio	>> > < <<	

http://support.zte.com.cn/support/user/ProductList.aspx?type=1 ✔ 可信站点

3



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.

Current Location: MySpace > My Subscription > Document

My subscription + Add

Product Category	Email	Date of subscription	Operation
Core Network/CS/WCDMA&TD-SCDMA/ZXWN MGW	lin.yong@zte.com.cn	2014-03-31	Cancel

Total: 1 Records Page: 1/1 First Prev Next Last 5 Records /Page(s) Go to GO

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 **Search** .

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

Current Location: MySpace > My Favorite > Product Manuals

My information >
 My Forum >
 My Subscription >
 My Favorite >
 TT Case
 Documentation
 Project Document
 Documation Express
Product Manuals
 Project Partner
 Document
 Tool Document
 Bulletin
 Technical Notification
 Advice >
 My Service >
 My Maintenance Ex... >

Title

<input type="checkbox"/>	Title	Views	Issue Date	Added on
<input type="checkbox"/>	ZXC10 BTS AE CDMA2000 Base Transceiver Station-AE Hardware Manual	0	2005-12-29	2014-05-26
<input type="checkbox"/>	ZXC10 BTS AE CDMA2000 Base Transceiver Station-AE Installation Manual	3	2010-04-22	2014-05-26

Total: 2 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to GO

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.

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

Current Location: MySpace > My Favorite > Technical Notification

My information >
My Forum >
My Subscription >
My Favorite >
TT Case
Documentation
Project Document
Documation Express
Product Manuals
Project Partner
Document
Tool Document
Bulletin
Technical Notification
Advice >
My Service >
My Maintenance Ex... >

<input type="checkbox"/>	SN	Notification Subject	Issue Date	Product Subtype	Added on
<input type="checkbox"/>	X00T22014040803	ZXA10 F803-16产品退市技术通知单	2014-04-08	Fixed MxU/PON Multiple Service Unit/Optical Access Network	2014-05-26
<input type="checkbox"/>	X00T12014051203	工程技术通知单：云T产品-J011(201405)关于修改CP在DB异常时读取配置失败的技术通知单Cloud Computing & IT Product - J011 (201405) Engineering Notification About CP failed to read configure where DB unnormal	2014-05-12	IPTV Service System/Multimedia Video/Multimedia Video System (MMVS)	2014-05-26
<input type="checkbox"/>	W00T22013091804	ZXA10 F601 V4终端Tcon配置问题技术通知单	2013-09-18	EPON SFU/PON Optical Network Unit/Customer Premise	2014-03-31

Total: 3 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to GO

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. At the top left is the ZTE logo. To its right, the text "Hello: [redacted]" is shown, followed by a circled "1" and the text "Global [Country]". Further right are links for "Logout" and "Help". Below this is a blue navigation bar with tabs for "Home", "My Space", "Service", "TT Case", "Documentation", "Forum", and "Bulletin". The "Service" tab is highlighted with a red box and a circled "1". Below the navigation bar, the breadcrumb "Current Location: Service > Service Request > Search Requests" is visible. On the left is a sidebar menu with a "Service Request" dropdown menu, which is also highlighted with a red box and a circled "2". The main content area contains a search form with the heading "Please fill in the search condition". The form includes fields for "Request ID", "Subject", "Status" (set to "All"), "Customer Company" (set to "Please select"), "Request Time" (from "2017-02-28" to "2017-03-30"), and "Requester". There are "Search" and "Excel Export" buttons at the bottom right of the form.

3.2 Submenu Introduction

3.2.1 【Service】 > 【Service Request】

3.2.1.1 【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.

Current Location: Service > Service Request > Search Service Request

Service Request

- Search Service Request
- Create Service Request
- User Manual
- Spare Parts Request
- Spare Parts Inventory Query

Please select a filter

Filter: All requests

Please fill in the search condition

Request ID:

Subject:

Status: Please select

Company: Please select

Request Time: 2012-09-11 To 2014-09-11

Requester:

1 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 Time	Requester	Product(reported)
RS20140911355849	Add Notes	Major problem about the BTS site	Waiting For Response	2014-09-11 09:52	周剑辉	
RS20140327420508	Validate Resolution Add Notes	test	Closure Validating	2014-03-27 11:41	周剑辉	

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,

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

Current Location: Service > Service Request > Search Service Request

Service Request

- Search Service Request
- Create Service Request
- User Manual
- Spare Parts Request
- Spare Parts Inventory Query

Please select a filter

Filter: All requests

Please fill in the search condition

Request ID: Subject:

Status: Working In Progress Company: Please select

Request Time: 2012-09-11 To 2014-09-11 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 Time	Requester	Product(reported)	E
RS-████████	Add Notes	lah support test	Working In Progress	2013-12-27 16:41	████████		ja
RS-████████	Add Notes	lah support	Working In Progress	2013-12-05 17:25	████████		ja

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) 42Second(s) Overdue: Add Notes

Request ID: RS-████████ 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 Support Group Level: Tier 1

Supplier Contact: Contact Number: 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

Request ID: RS20131205627248 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 Support Group Level: Tier 1

Supplier Contact: Contact Number: 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	
		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,

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

Current Location: Service > Service Request > Search Service Request

Service Request

- Search Service Request
- Create Service Request
- User Manual
- Spare Parts Request
- Spare Parts Inventory Query

Please select a filter

Filter: All requests

Please fill in the search condition 1

Request ID:

Subject:

Status: Closure Validating

Company:

Request Time: 2012-09-11 To 2014-09-11

Requester:

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

Request ID	Operation	Subject	Status	Request Time	Requester	Product(reported)	E
RS [REDACTED]	Validate Resolution Add Notes 2	test	Closure Validating	2014-03-27 11:41	[REDACTED]		ja

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 in red with the number '3'. Below the question is a text area for 'Further comments'. At the bottom right of the form, there is a 'Submit' button, which is also circled in red with the number '4'. Below the form, there is a status bar showing 'Current Time Zone: GMT+8:00' and a table with columns for 'Request ID', 'Subject', and 'Customer Reference Ticket No.'. The 'Request ID' is 'RS20170330627868' and the 'Subject' is 'test'.

3.2.1.2 【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 'Create Request' form in the ZTE Technical Support Website. The top navigation bar includes 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The left sidebar has a 'Service Request' menu with options like 'Create Request', 'Pending My Action', 'All My Requests', 'Search Requests', 'Reports', and 'User Manual'. The main form area is titled 'Request ID: RS20170330627868' and contains sections for 'Requester Information' (Requester, Contact Number, Customer Company, Email, Mobile Number) and 'Request Information' (SLA Package, Request Type & Priority, Product, Subject, Description, Attachment). A warning message box is overlaid on the form, stating: '来自网页的消息 For urgent or critical requests, please call ZTE hotline to get prompt response!'. The 'Submit' button is highlighted with a red box.



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.

The screenshot displays the ZTE technical support website interface. At the top, the ZTE logo is on the left, followed by a user greeting "Hello: [redacted]", a "Global [Country]" selector, and "Logout | Help" links. Below this is a blue navigation bar with tabs for "Home", "My Space", "Service", "TT Case", "Documentation", "Forum", and "Bulletin". The "TT Case" tab is highlighted with a red box and a circled "1".

The main content area features a large blue banner with the text "Professional Solving Problems And Creating Value For Customers" and a globe graphic. Below the banner are sections for "Service Bulletins", "Product Bulletins", and "Download Express".

The lower portion of the screenshot shows the "Knowledge Base" (知识库) page. It includes a search bar with "Input keywords" and a "Search" button, along with "Advanced search" and "Submit Knowledge" options. The page is divided into two columns: "New" (with a green plus icon) and "Hot" (with a fire icon). The "New" column lists various technical issues such as "ZXC10 CBTS I2- BTS Down" and "ZXMBW BSS How to fix 'the MPIM board PP2S ...". The "Hot" column lists issues like "ZXG10 IBSC-BSC-SYS/GSM&UMTS&MW-R/GSM&UMTS& ...". A circled "2" is placed over the search bar area.

4.2 Submenu Introduction

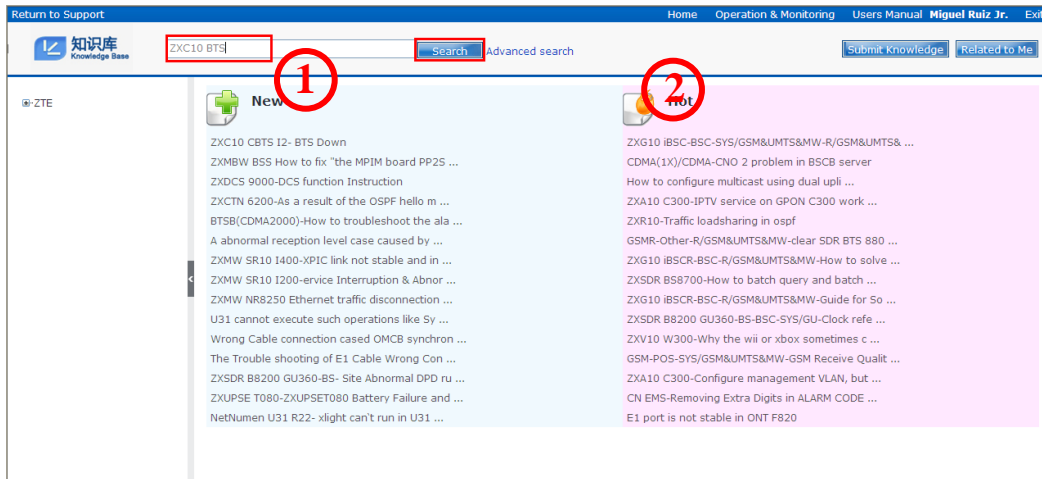
This section mainly introduces how to search, submit or download knowledge and gives description on the content and operation instructions of "Related to me" .

【TT Case】 > 【Search】

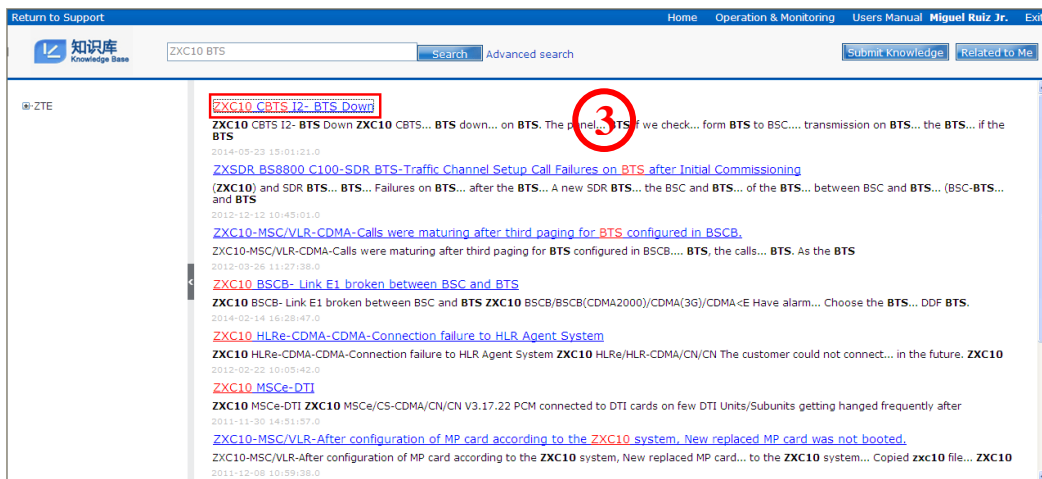
4.2.1.1 【Search】

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**.



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

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	Knowledge No.	WJH20140522604631

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:
Submit

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, Board Hardware Version, Board Software Version, Incident Error Code, Author (Hisyam Sistyanto), Page Views (3), and Knowledge No. (WHH20140522604631). Below this is a navigation bar with tabs for Incident Description, Networking Environment, Problem Cause Analysis, Solution, and Summary and Notes. The main content area contains an "Incident Description (Incident Phenomena)" section with a paragraph of text, followed by a "Knowledge Evaluation" section with a current score of 0 and several radio button options for evaluating the knowledge. A "Comments" text area and a "Submit" button are also present. At the bottom, there is a table with columns: Submitted by, Created Time, Evaluation Points, and Description.

“Display in 1 page” is as shown below:

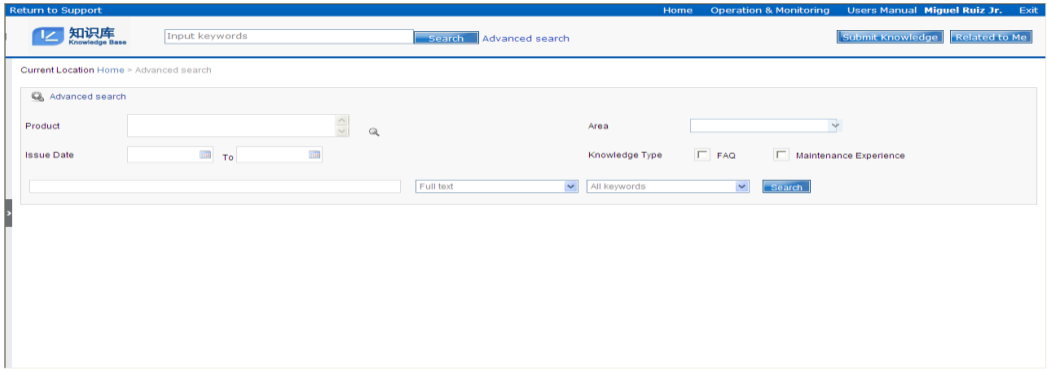
The screenshot shows the same knowledge base article as above, but with the "Display in 1 Page" radio button selected and highlighted with a red box. The "Incident Description (Incident Phenomena)" section is expanded, showing a detailed paragraph of text. The "Networking Environment", "Problem Cause Analysis", and "Solution" sections are also expanded, showing their respective content. The "Solution" section includes a list of four troubleshooting steps. The "Summary and Notes" section is also expanded, showing a list of notes. The "Knowledge Evaluation" section and the "Comments" text area with the "Submit" button remain the same. The table at the bottom is also visible.

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

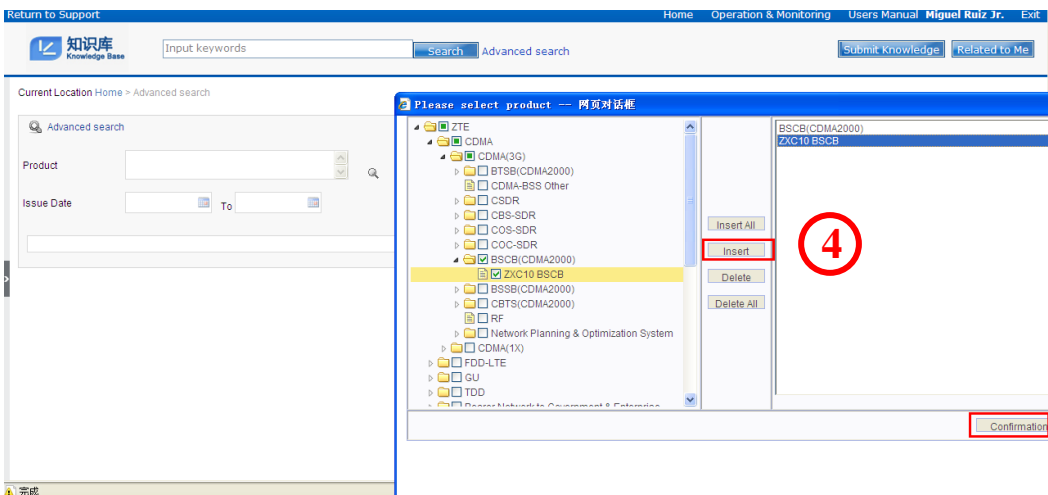
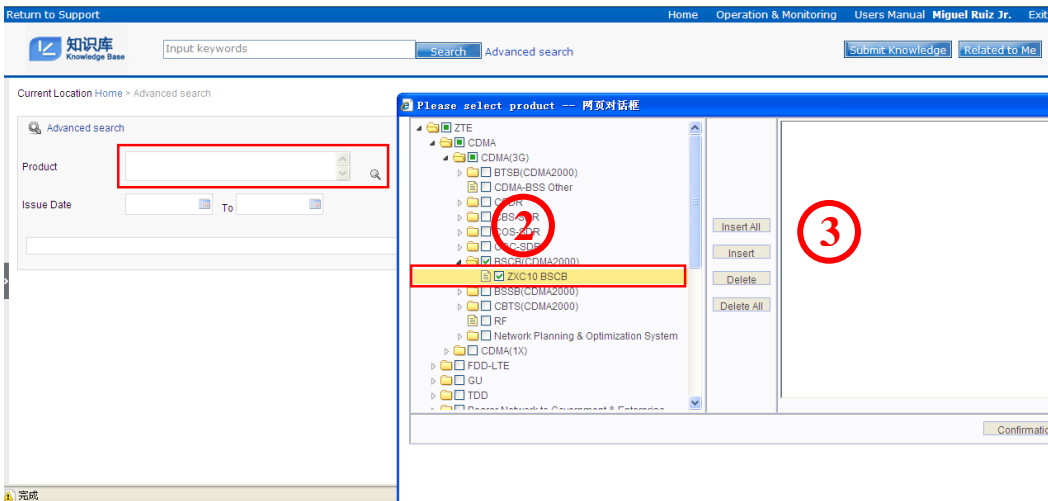
4.2.1.2 [Advanced Search]

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

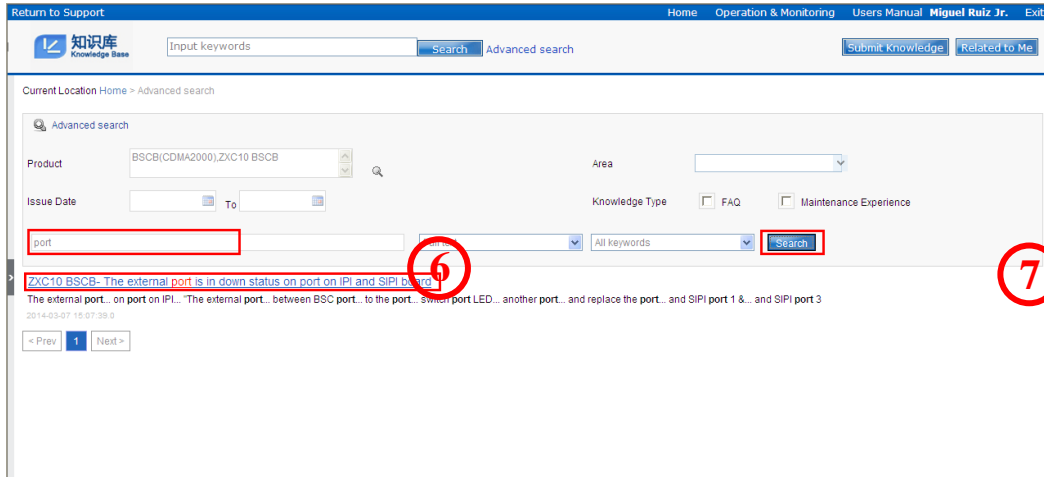
STEP 1: Click **Advanced search** to enter the conditions setting page.



STEP 2: Set search conditions in the advanced search box and then click **Search**. For example, search the product "ZXC10 BSCB".



STEP 3: Input keyword "port" and click **Search**

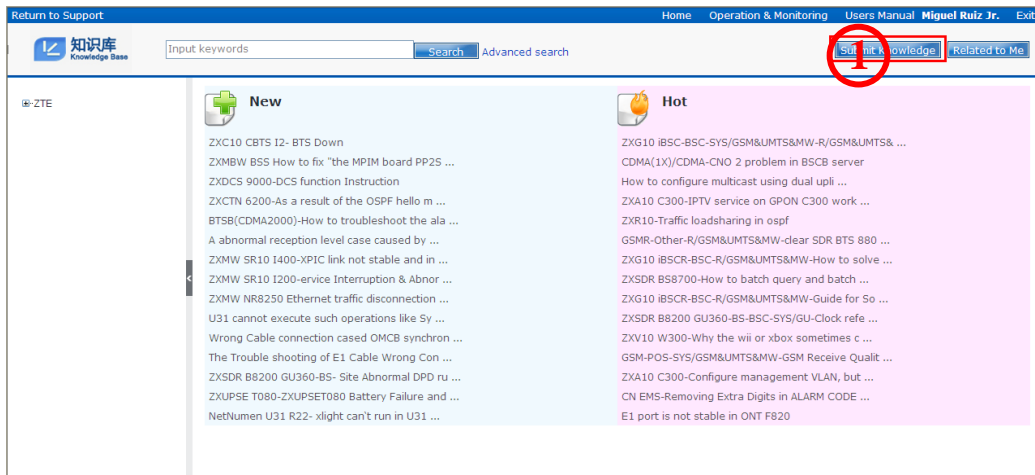


4.2.2 【TT Case】 > 【Submit Knowledge】

【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.

Return to Support Home Operation & Monitoring Users Manual Miguel Ruiz Jr. Exit

知识库 Knowledge Base Input keywords Search Advanced search Submit Knowledge Related to Me

ⓘ 这是英文知识库，不允许有任何中文字符！中文知识请提交到中文知识库！
attention: this is english knowledge base ,cant using chinese character/chinese knowledge ,please send to chinese knowledge base.

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

Knowledge No. WHD20140526417704

*Title *Title is mandatory.
Title format: Product model (board) + Knowledge description (problem description)

Knowledge Submitting Person Miguel Ruiz Jr.

Dept. of Submitting Person Speednet Wireless Ltd.

Contact Person Info.

Product Search

*Product Category Please select

*Product Sub-category Please select

Product Model Please select

Equipment Hardware Version

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

Return to Support Home Operation & Monitoring Users Manual Miguel Ruiz Jr. Exit

知识库 Knowledge Base Input keywords Search Advanced search Submit Knowledge Related to Me

Summary and Notes

Notes of summary and notes:

- Before inserting the image, please edit it locally and upload it to the server. Never directly copy and paste an image.
- Content editing requirement:
 - 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.
 - 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 Please select

Keyword
Please separate multiple keywords by space.

* Knowledge Audience Open to Partner Open to ZTE staff Open to the operator Open to the end user Open to Multivendor

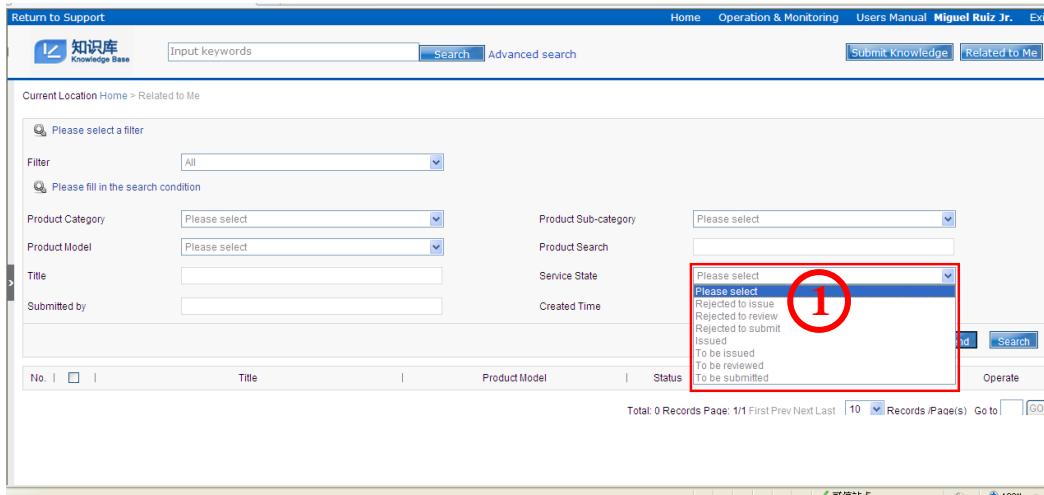
4.2.3 【TT Case】 > 【Related to Me】

【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.



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 "," .

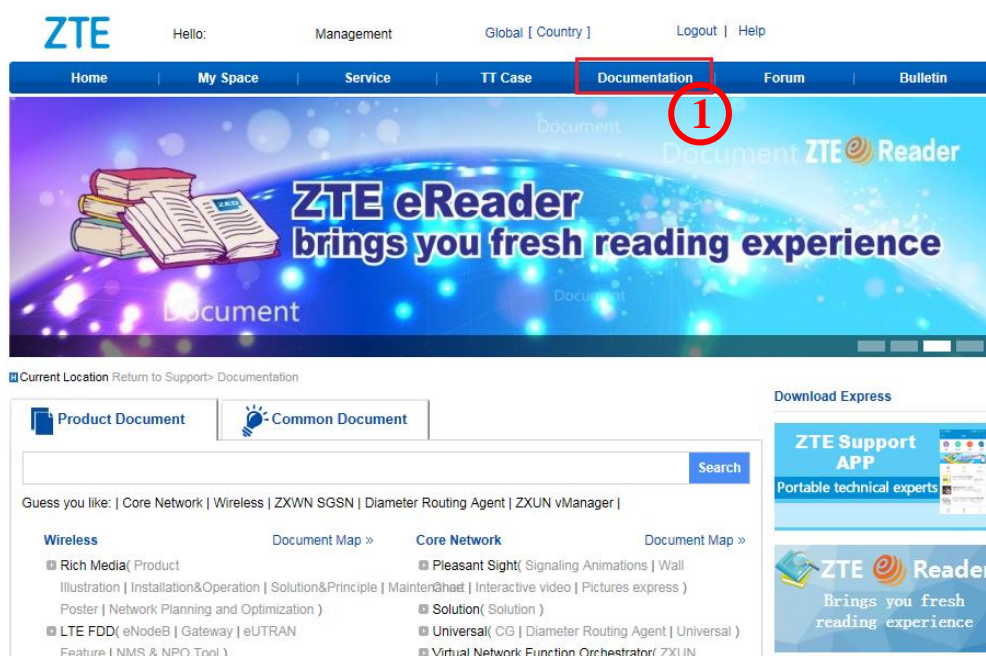
All the fields marked with "*" are mandatory.

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.



5.2 Document Map

You can access documentation more conveniently via Document Map.

Current Location Return to Support> Documentation

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 displays the 'Core Network Multimedia' website interface. At the top, there is a navigation bar with 'Hot Topics' and 'Bookshelf' (highlighted with a red box and a circled '1'). Below this, the 'CS' section is visible, containing two columns of product listings under the heading 'WCDMA&TD-SCDMA'. The first column lists 'ZXUN ICX(MSCS)' with version 'V5.15.10' (highlighted with a red box and a circled '2') and 'V4.16.10', and 'ZXUN iMG(MGW_W)' with versions 'V5.15.10' and 'V4.16.10'. The second column lists 'ZXUN RCP' with version 'V5.16.10' and 'ZXUN xAGCF' with version 'V4.14.10'. Below the CS section, the 'IMS' section is visible, listing 'ZXUN CSCF' with versions 'V5.16.16' and 'V5.16.16(GBA)', 'ZXUN SSS' with versions 'V5.16.16' and 'V5.16.10', and 'ZXUN B200'.

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.

2



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

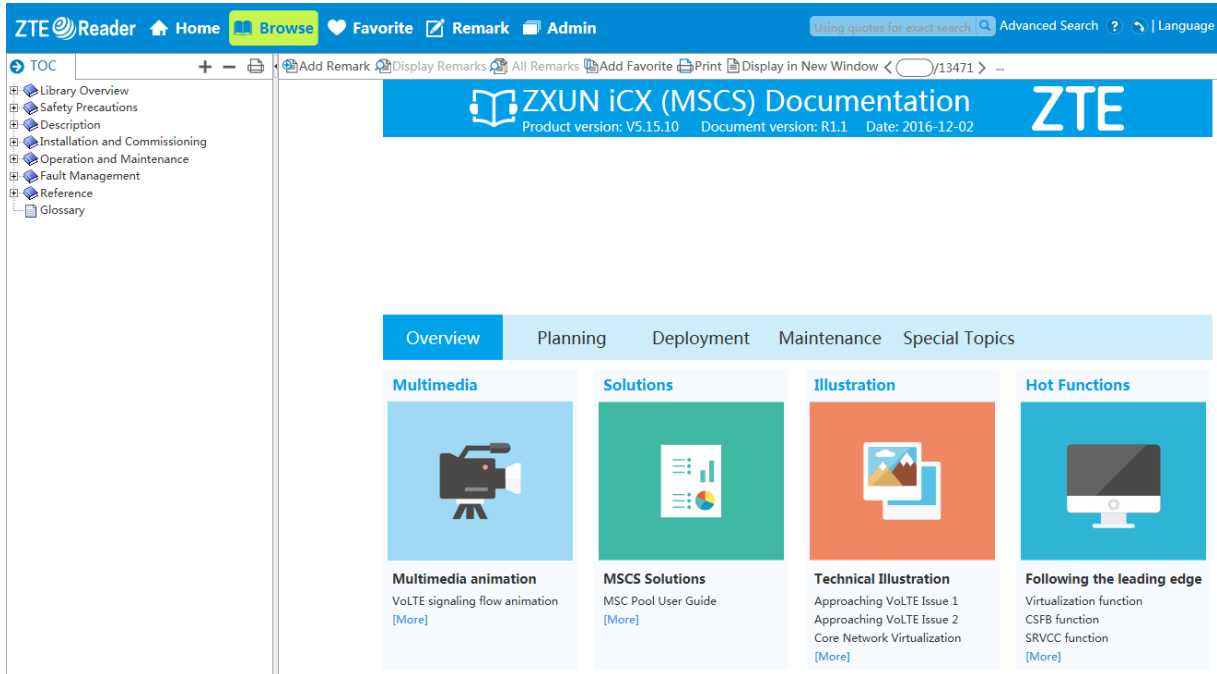
To read the user manual library, perform the following procedure:

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.

 Lib20160316094407-ZXUN iCX (MSCS) (V5.15.10) User Manual Library_R1.1_734692.zed

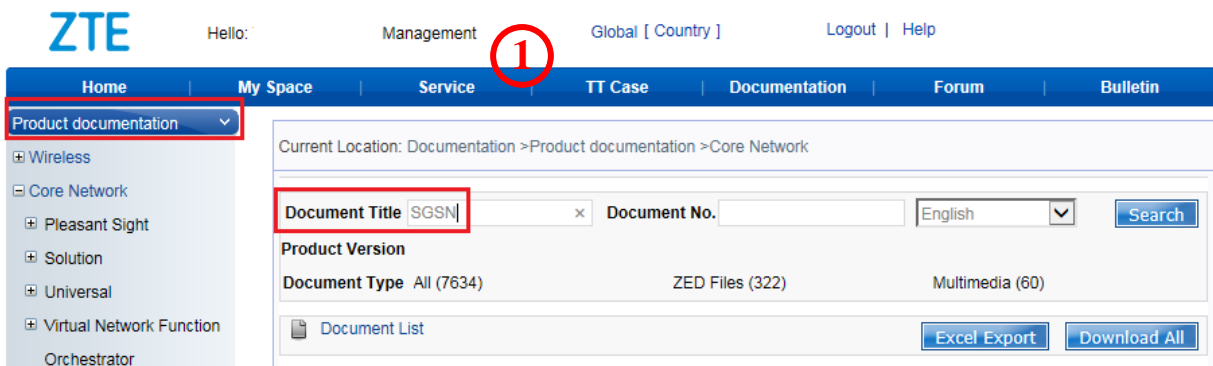
1



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" .



[Home](#) | [My Space](#) | [Service](#) | [TT Case](#) | [Documentation](#) | [Forum](#) | [Bulletin](#)

Hello: Management Global [Country] Logout | Help

Product documentation

- Wireless
- Core Network
 - Pleasant Sight
 - Solution
 - Universal
 - Virtual Network Function Orchestrator
 - Tulip Elastic Computing System
 - CS
 - PS
 - User Database Products
 - IMS
 - WIMAX
 - GSM
 - NGN
 - PSTN
 - Others

Current Location: Documentation > Product documentation > Core Network

Document Title: Document No.: English

Product Version:

Document Type: All (440) ZED Files (14) Multimedia (18)


<input type="checkbox"/>	No.	Title	Document No.	Document Type	Views	Issue Date	Operation
<input type="checkbox"/>	1	ZXWN SGSN (V3.10.10) Serving GPRS Support Node Security Variable Ref ...	SJ-20100527171659-013		0	2010-11-10	Browse Download Favorite History
<input type="checkbox"/>	2	ZXWN SGSN Serving GPRS Support Node Data Configuration Guide	sjzl20093257		1	2010-07-19	Browse Download Favorite History
<input type="checkbox"/>	3	ZXWN SGSN (V3.09.10) Serving GPRS Support Node System Administrator ...	SJ-20100204092715-010		3	2010-10-09	Browse 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.

Current Location: Documentation >Product documentation >Wireless

Document Title: ZXMW Document No. English Search

Product Version

Document Type All (2922) ZED Files (176) Multimedia (23)

Document List Excel Export Download All

<input type="checkbox"/>	No.	Title	Document No.	Document Type	Views	Issue Date	Operation
<input type="checkbox"/>	1	ZXMW ER2000 (V3.71.71) All Outdoor E-band Digital Microwave Transmis ...	SJ-20150624085341		1	2017-03-24	Browse Download Favorite History
<input type="checkbox"/>	2	ZXMW ER2000 (2.00.71) All Outdoor E-band Digital Microwave Transmis ...	SJ-20140722143742		1	2017-03-24	Browse Download Favorite History
<input checked="" type="checkbox"/>	3	ZXMW ER2000 (V3.71.71) All Outdoor E-band Digital Microwave Transmis ...	SJ-20150527094050		15	2017-03-24	Browse Download Favorite History

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

ZTE

ZXMW ER2000
All Outdoor E-band Digital Microwave Transmission System(CPRI) R2.0
Operator

Version: V3.71.71

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】 .

Current Location: Documentation > Product documentation > Core Network

Document Title: Document No.: English

Product Version

Document Type: All (440) ZED Files (14) Multimedia (18)

<input type="checkbox"/>	No.	Title	Document No.	Document Type	Views	Issue Date	Operation
<input checked="" type="checkbox"/>	1	ZXWN SGSN (V3.10.10) Serving GPRS Support Node Security Variable Ref ...	SJ-20100527171659-013		0	2010-11-10	Browse Download Favorite History
<input type="checkbox"/>	2	ZXWN SGSN Serving GPRS Support Node Data Configuration Guide	sjzi20093257		1	2010-07-19	Browse Download Favorite History
<input type="checkbox"/>	3	ZXWN SGSN (V3.09.10) Serving GPRS Support Node System Administrator ...	SJ-20100204092715-010		3	2010-10-09	Browse Download Favorite History

Current Location: MySpace > My Favorite > Product Manuals

Title:

<input type="checkbox"/>	Title	Views	Issue Date	Added on
<input type="checkbox"/>	ZXWN SGSN (V3.10.10) Serving GPRS Support Node Security Variable Reference	0	2010-11-10	2017-03-28

Total: 1 Records Page: 1/1 First Prev Next Last Records /Page(s) Go to

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 Technical Support Website Forum page. The navigation bar includes 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The 'Forum' link is highlighted with a red box. Below the navigation bar is a banner with a compass and the text 'Creating the future by connecting the world'. A search bar is located at the top right, with a red circle '2' above it. On the left, a 'System Equipment' list is shown, with a red circle '1' around it. The main content area is titled 'Products Forum' and contains two tables: 'Latest Topics' (with a red circle '3' below it) and 'Classic postings' (with a red circle '4' below it).

Latest Topics			Classic postings		
Subject	Author	Date	Subject	Author	Date
Base band data...	64200001...	2017-03-30	TCH Drop call ...	puthirat...	2013-01-16
ZTE-C300 ONU	meritoni...	2017-03-28	configuring ip...	JMutie	2012-08-10
5928E-FI conne...	kjedrzej...	2017-03-22	ZXCTN 6110 & 6...	lucablan...	2012-08-11
CSCF intergrat...	10044383	2017-03-20	evdo card prob...	SRTSDEMS...	2010-02-09
Good	Sorry	2017-03-19	PDH web CIT ma...	velbon	2009-08-14
testbed OCS li...	63490001...	2017-03-13	ZXPOS CNT1 SOF...	10070798	2009-05-20
ZXHN H108N fir...	ktsaou	2017-03-10			
reset hard axo...	elton151...	2017-03-08			
GPON F860 v5	Oriola1	2017-03-01			
ZTE-F843 Manua...	pablofer...	2017-02-28			

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.

The screenshot shows the ZTE forum homepage. The navigation bar includes Home, My Space, Service, TT Case, Documentation, Forum, and Bulletin. Below the navigation bar is a search bar and a list of product categories. The 'CDMA' category is highlighted with a red box and a circled '1'.

Latest Topics			Classic postings		
Subject	Author	Date	Subject	Author	Date
A problem abou...	10087030	2014-05-26	TCH Drop call ...	puthrat...	2013-01-16
te zrxv10 w300	scooter	2014-05-19	ZTE ZXV10 W300...	catulo	2012-08-21
Firmware upera...	baldvbov	2014-05-17	confirming in...	JMurie	2012-08-10

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

The screenshot shows the CDMA forum page. The navigation bar includes Home, My Space, Service, TT Case, Documentation, Forum, and Bulletin. Below the navigation bar is a search bar and a list of posts. The '>> Post' button is highlighted with a red box and a circled '2'.

Subject	Author	Reply	Views
Document for GU-SDR CM Optimiz... (2014-02-25)	10139330	0	7
BTS BS 8800 Change position of... (2014-02-12)	dmaciel	0	19
umts engineer (2014-01-28)	10134787	0	19
CDMA 2000 (2014-01-22)	dmaciel	0	21
setting up a new BTS BS8800 (2014-01-20)	dmaciel	1	24
AAA CLUSTER PICTURE (2013-08-26)	moussouma rou	0	10
UNABLE TO CONNECT DATA CARD (2013-06-16)	AJAYPEE	2	28
Cannot access serial port. Mak... (2013-04-29)	geevananda m01	0	20
SMS fails above 30 Characters (2013-04-13)	gince	1	12
How to send SMS from AC8720 (L... (2012-12-18)	ADO_kg	2	21

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.

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

Current Location: Home > System Equipment Forum > CDMA

Post

Author
LinYong

Subject

Receive email for a reply

Reward

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

Subject
Please select

Confidentiality level Please select the correct confidentiality level so as to ensure the information security
Open to external users

Forum Attribute
---CDMA

Description
H1-

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" .

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

Current Location:Home > System Equipment Forum > CDMA

Welcome:LinYong. You have 13 loyalty points
Today is: May 27, 2014, Tue

Moderator ▼

	Subject	Author	Reply	Views
	Document for GU-SDR CM Optimiz... (2014-02-25) ← click the subject ①	10139330	0	7
	BTS BS 8800 Change position of... (2014-02-12)	dmaciel	0	19
	umts engineer (2014-01-28)	10134787	0	19
	CDMA 2000 (2014-01-22)	dmaciel	0	21
	setting up a new BTS BS8800 (2014-01-20)	dmaciel	1	24
	AAA CLUSTER PICTURE (2013-08-26)	moussouma rou	0	10
	UNABLE TO CONNECT DATA CARD (2013-06-16)	AJAYPEE	2	28
	Cannot access serial port. Mak... (2013-04-29)	geevananda m01	0	20
	SMS fails above 30 Characters (2013-04-13)	gince	1	12
	How to send SMS from AC8720 (L... (2012-12-18)	ADO_kg	2	21

Total: 111 Records Page: 1/12 First Prev Next Last 10 Records /Page(s) Go to GO

Bulletin/top postings Rewardful postings Classic postings Ordinary postings

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

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

Current Location:Home > System Equipment Forum > CDMA

Subject initiator:10139330 Replies:0 Published on:2014-02-25 >> Post >> Reply ② >> Favorite >> Back

Legends: ZTE ZTE engineer: Administrator

Subject: Document for GU-SDR CM Optimization

<p>ZTE 10139330</p> <p>ZTE engineer Score::12 Registered on:2012-08-03</p>	<p>Document for GU-SDR CM Optimization (Published on:2/25/2014 10:19:28 PM) Reply View classic postings Delete subject Modify subject Top Untop Set as classical Cancel classical Lock Unlock</p> <p>Dear all,</p> <p>Some one can help me to find the document regarding:</p> <p>GU-SDR CM Optimization</p> <p>V4.11.10.14P03 and V4.11.10.14P06</p> <p>Thanks !</p>
--	---

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

Current Location:Home > System Equipment Forum > CDMA

Subject initiator:10139330 Replies:0 Published on:2014-02-25 >> Post >> Reply >> Favorite >> Back

Legends: ZTE ZTE engineer: Administrator

Subject: Document for GU-SDR CM Optimization

ZTE
10139330

ZTE engineer
Score::12
Registered on:2012-08-03

Document for GU-SDR CM Optimization (Published on:2/25/2014 10:19:28 PM)
Reply | View classic postings | Delete subject | Modify subject | Top | Untop | Set as classical | Cancel classical | Lock | Unlock

Dear all,

Some one can help me to find the document regarding:

GU-SDR CM Optimization

V4.11.10.14P03 and V4.11.10.14P06

Thanks !

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

3

write down your reply and click Reply



Tips:

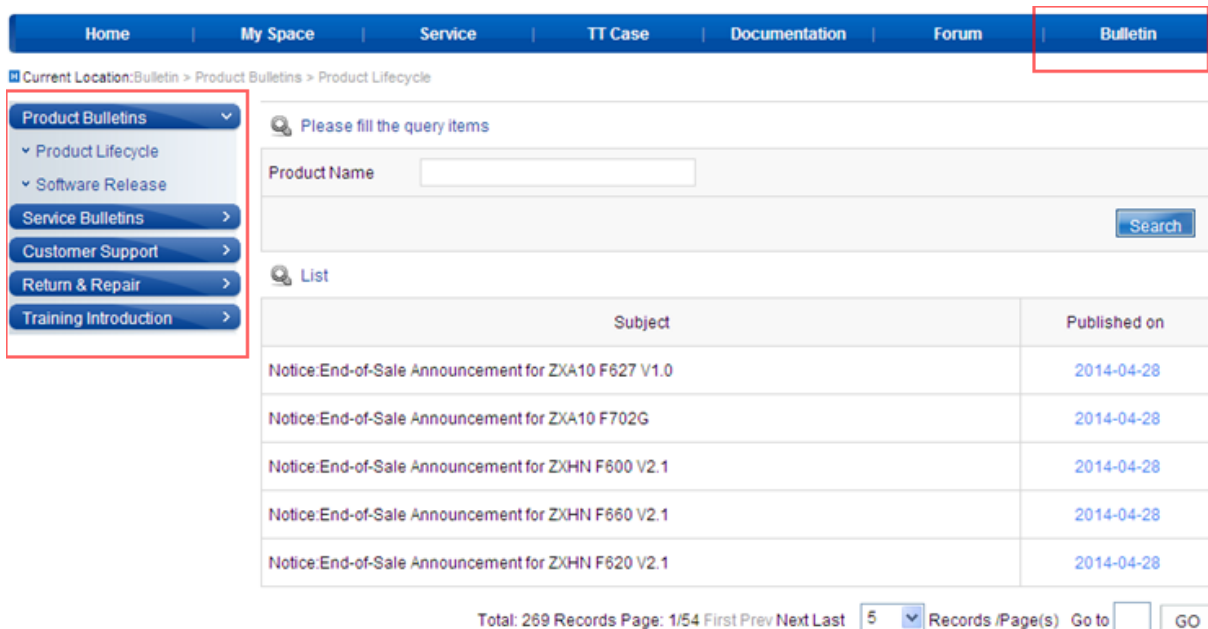
A user can modify and delete replies. Enter the subject of a posting and find its replies to modify or delete them.

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.



7.2 Submenu Introduction

7.2.1 【Bulletin】 > 【Product Bulletins】

【Product Lifecycle】

【Product Lifecycle】 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".

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

Current Location: Bulletin > Product Bulletins > Product Lifecycle

Product Bulletins

- Product Lifecycle
- Software Release

Service Bulletins >

Customer Support >

Return & Repair >

Training Introduction >

Please fill the query items

Product Name: ZXC10

Search

List

Subject	Published on
Notice: End of Service and Support for ZXC10-OTAF, ZXC10-OTAFe	2013-09-09
Notice: End of Service and Support for ZXC10-HLR/AUC ZXC10-FLRAUC	2013-09-09
Notice: End of Service and Support for ZXC10 MSCB	2013-08-20
Notice : Notice on Stopping Services of ZTE ZXC10 AGW	2013-07-25
Notice : End of Service and Support for ZXC10-MSC/MLR Product	2012-06-01

Total: 8 Records Page: 1/2 First Prev Next Last 5 Records /Page(s) Go to GO

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

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

Current Location: Bulletin > Product Bulletins > Product Lifecycle

Product Bulletins

- Product Lifecycle
- Software Release

Service Bulletins >

Customer Support >

Return & Repair >

Training Introduction >

Please fill the query items

Product Name:

List

Subject	Published on
Notice: End of Service and Support for ZXC10-OTAF, ZXC10-OTAFe	2013-09-09
Notice: End of Service and Support for ZXC10-HLR/AUC ZXC10-FLRAUC	2013-09-09
Notice: End of Service and Support for ZXC10 MSCB	2013-08-20
Notice : Notice on Stopping Services of ZTE ZXC10 AGW	2013-07-25
Notice : End of Service and Support for ZXC10-MSC/VR Product	2012-06-01

Total: 8 Records Page: 1/2 First Prev Next Last 5 Records /Page(s) Go to

【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**.

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

Current Location: Bulletin > Product Bulletins > Software Release

Product Bulletins

- Product Lifecycle
- Software Release

Service Bulletins >

Customer Support >

Return & Repair >

Training Introduction >

Please fill the query items

Keywords:

Version Name:

Issue Date: To

Product Family:

Product Category:

Product Sub-category:

Product Model:

Software Release

Version Issue No.	Version Name	Issue Date	Product Category	Language	Software Type
-------------------	--------------	------------	------------------	----------	---------------

Total: 0 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to

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.

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

Current Location: Bulletin > Product Bulletins > Software Release

Product Bulletins > Product Lifecycle > Software Release

Service Bulletins > Customer Support > Return & Repair > Training Introduction >

Please fill the query items

Keywords:

Version Name:

Issue Date: To

Product Family: Trunking Service Product

Product Category: Trunking Core Network

Product Sub-category: GoTa 4G Core Network

Product Model: ZXUN IEPC

Search

Software Release **3**

Version Issue No.	Version Name	Issue Date	Product Category	Language	Software Type
VR0020140425004	ZXDSSV5.05.10.B18	4/25/2014	ZXUN IEPC/GoTa 4G Core Network/Trunking Core Network/Trunking Service Product	Chinese/English	Upgrade version
VR0020140424010	ZXTS-IEPCV1.13.10.P2.B5	4/24/2014	ZXUN IEPC/GoTa 4G Core Network/Trunking Core Network/Trunking Service Product	Chinese/English	Upgrade version
VR0020140416004	ZXTS-IEPCV1.13.20.P1.B5	4/16/2014	ZXUN IEPC/GoTa 4G Core Network/Trunking Core Network/Trunking Service Product	Chinese/English	Upgrade version

Total: 3 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to GO

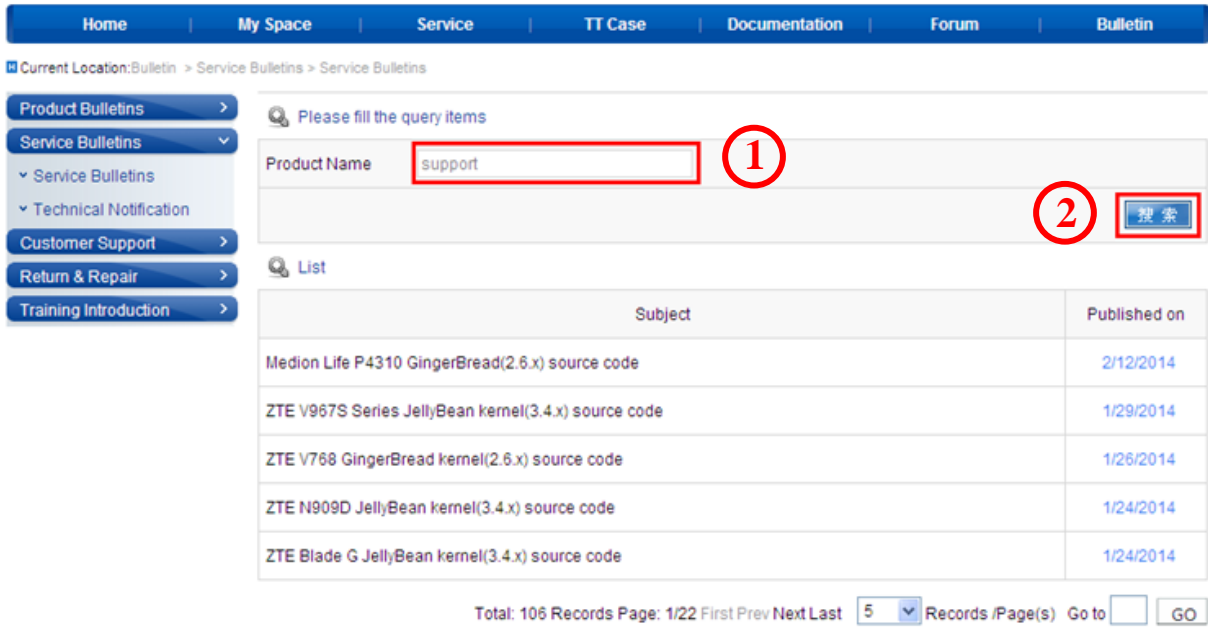
Software Release						
Version Name	ZXDSSV5.05.10.B18	Version No.	ZXDSSV5.05.10.B18	Version Issue No.	VR0020140425004	
Product Model	ZXUN IEPC/GoTa 4G Core Network/Trunking Core Network/Trunking Service Product		Version Attribute	Upgrade version	Language	Chinese/English
Update the manual	Y	Issue Date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

7.2.2 【Bulletin】 > 【Service Bulletins】

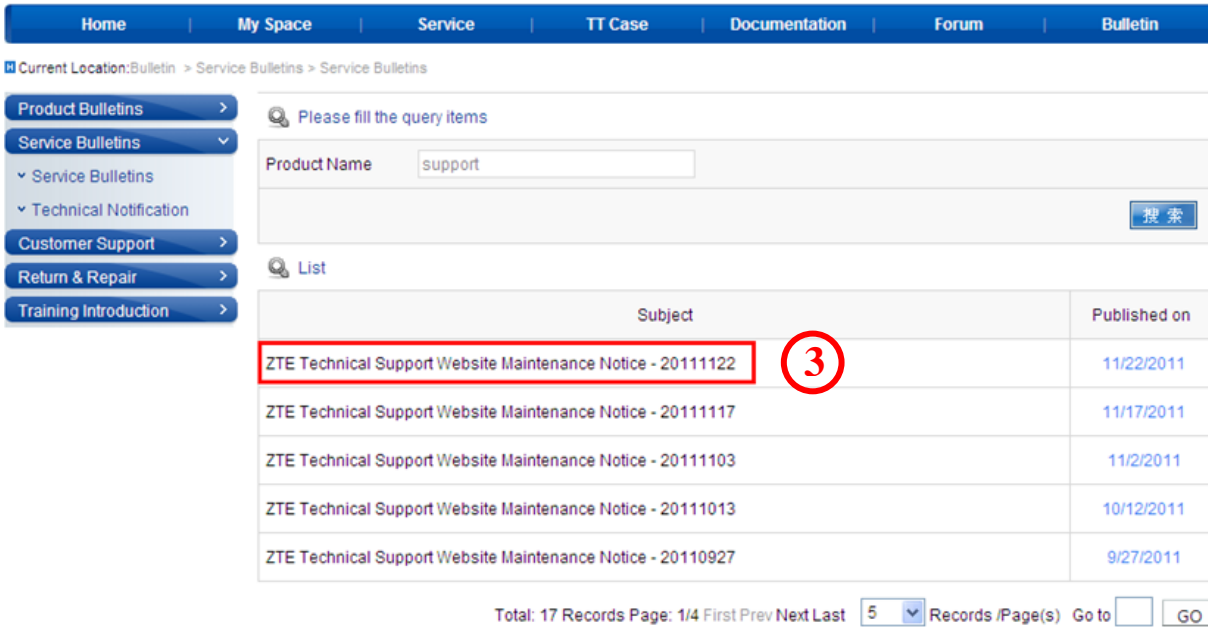
【Service Bulletins】

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".



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 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)" .

The screenshot shows the 'Technical Notification' search page. The navigation menu at the top includes Home, My Space, Service, TT Case, Documentation, Forum, and Bulletin. The current location is 'Bulletin > Service Bulletins > Technical Notification'. The search form is titled 'Please fill the query items' and contains the following fields:

- Technical Notification No. (text input)
- Notification Attribute (dropdown menu, set to 'All')
- Issue Date (date range selector)
- Product Category (dropdown menu, set to 'Core Network/Core Network(CN)')
- Product Sub-category (dropdown menu, set to 'Universal Packet Core Network')

Red boxes and numbers 1 and 2 highlight the search criteria and the search button respectively. The search button is labeled 'Search'.

Below the search form is a table titled 'Technical Notification Query' with the following columns: Technical Notification No., Notification Subject, Product Subtype, Issue Date, and Operate. The table is currently empty, showing 'Total: 0 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to GO'.

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).

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

Current Location: Bulletin > Service Bulletins > Technical Notification

Product Bulletins >
 Service Bulletins >
 Service Bulletins >
 Technical Notification >
 Customer Support >
 Return & Repair >
 Training Introduction >

Please fill the query items

Technical Notification No.

Notification Attribute: All

Issue Date: To

Product Category: Core Network/Core Network(CN)

Product Sub-category: Universal Packet Core Network

Technical Notification Query

Technical Notification No.	Notification Subject	Product Subtype	Issue Date	Operate
X00T22014040301	核心网产品技术通知单_xGW20140403(0014)(关于ZXUN xGW产品MPU单板插拔注意事项的技术通知单) TC_xGW20140403(0014)(about Caution Items for MPU Board Removal and Installation on the ZXUN xGW)	Universal Packet Core Network/Core Network/Core Network(CN)	4/3/2014	Favorite

7.2.3 【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.

7.2.4 【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).

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

Current Location: Bulletin > Return & Repair > Repair Query

- Product Bulletins >
- Service Bulletins >
- Customer Support >
- Return & Repair >
 - Overview of RRC
 - Service
 - Commitments Repair
 - Process
 - Service Sites
 - Contact Us
 - Repair Query
 - Related Download
 - Forum
- Training Introduction >

Please fill in the query conditions

RMA No. * **1**

Kindly Remind: only for system device repair progress query, exclude the mobile and terminal equipment **2**

Details List

No.	RMA No.	Custmoer	SN(Return for Repair)	SN(Get back)	Device Name	ZTE Received Date	ZTE Delivery Date	Board Status	Operation
Total: 0 Records Page: 1/1 First Prev Next Last 10 Records /Page(s) Go to <input type="text"/> GO									

7.2.5 【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.