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.

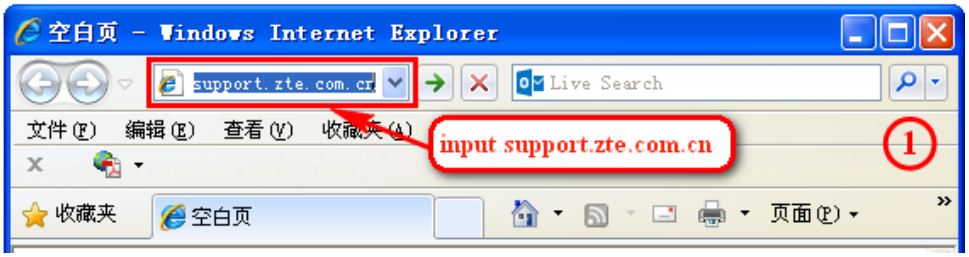
1 User Registration

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.



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

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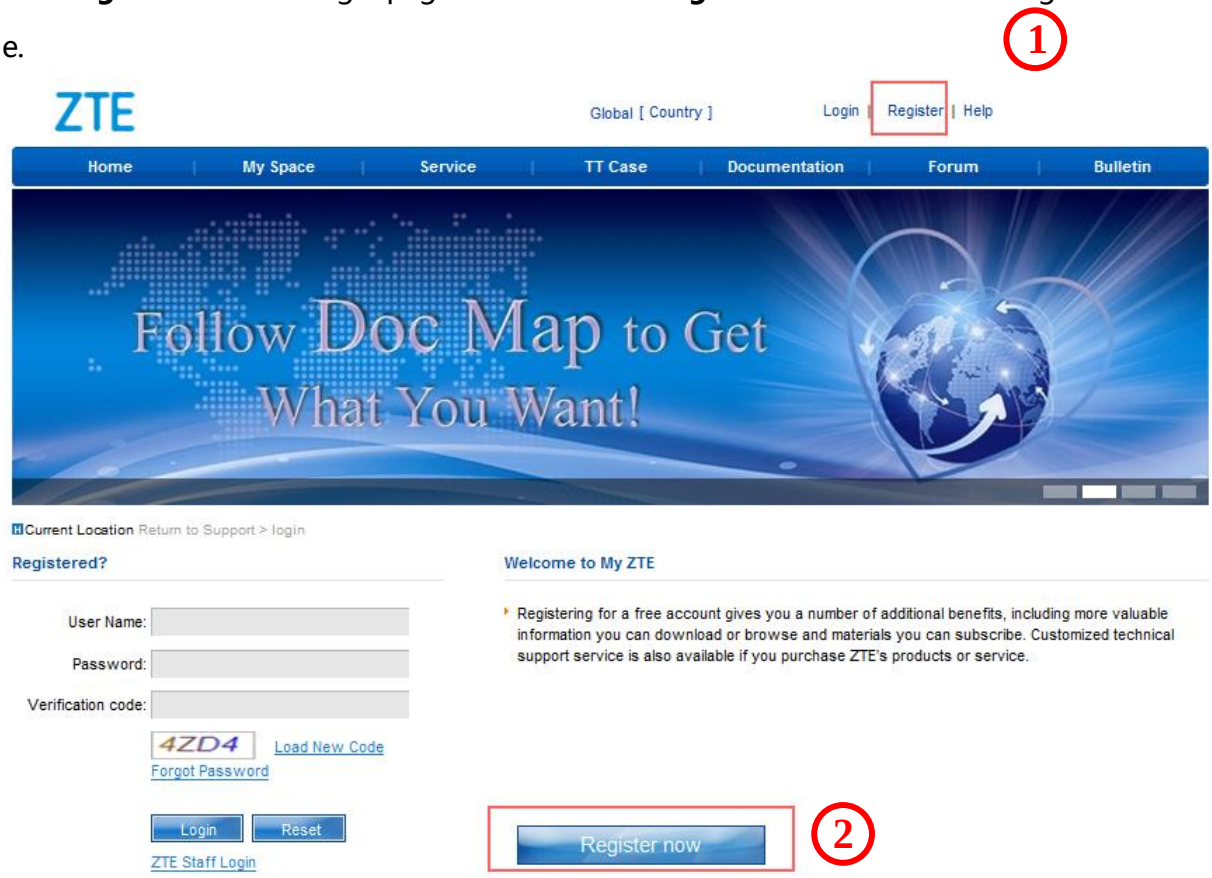
Or, click **Login** to enter the login page and then click **Register Now** to enter the registration page.



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

Tips:

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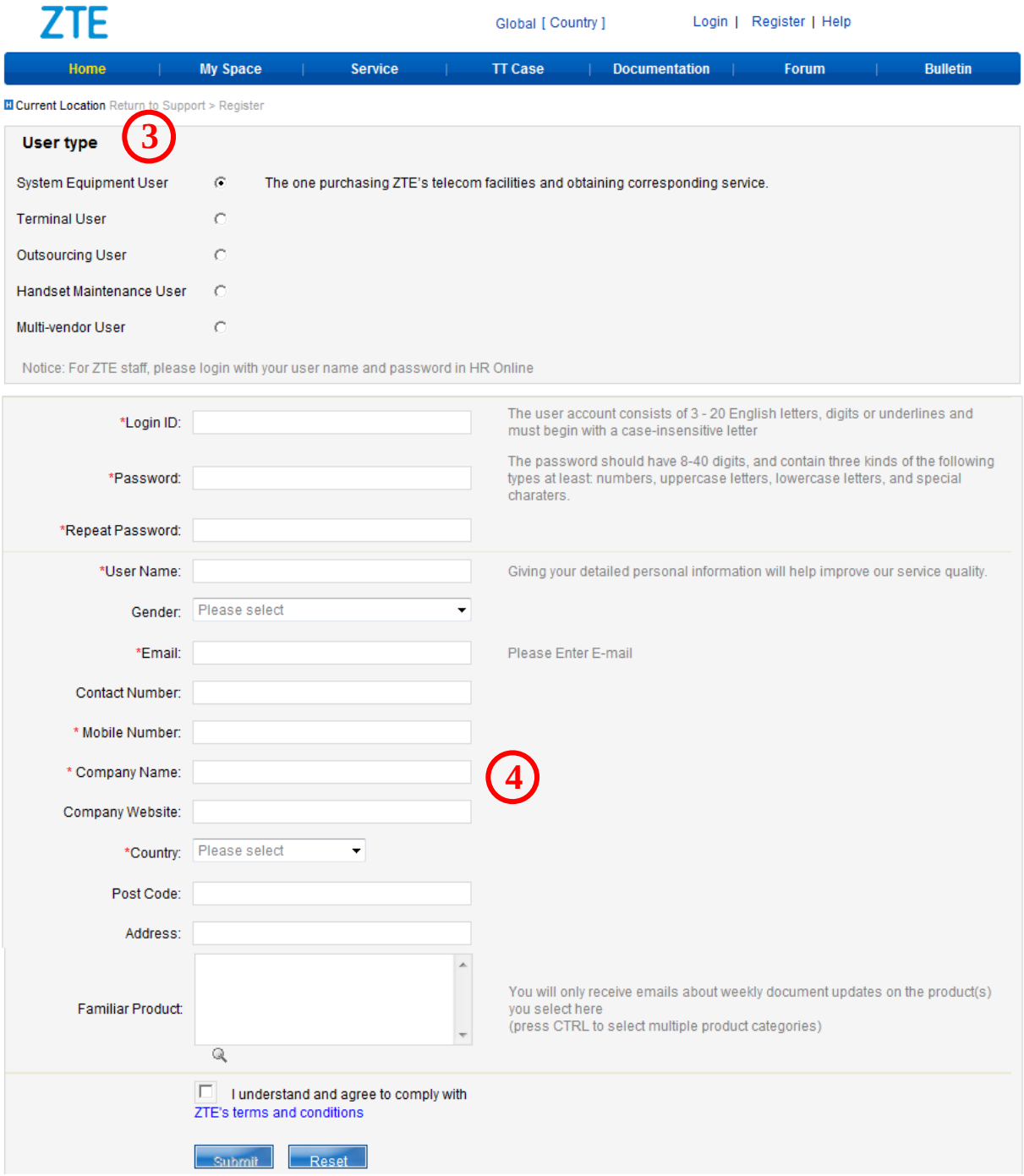
First, please select the correct "User Type" according to the actual situation.

All the fields marked "*" are mandatory.

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



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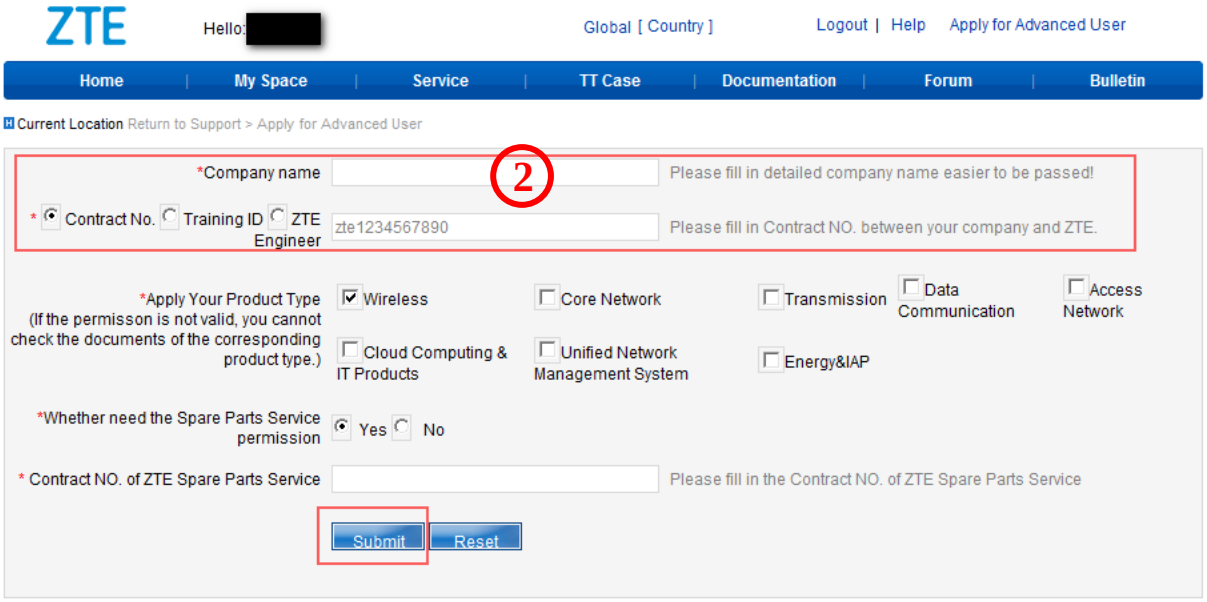
1.1.2 Apply for advanced user

Only system user can apply for advanced user.

SETP 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.



1.2 Login Operation

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

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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.

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

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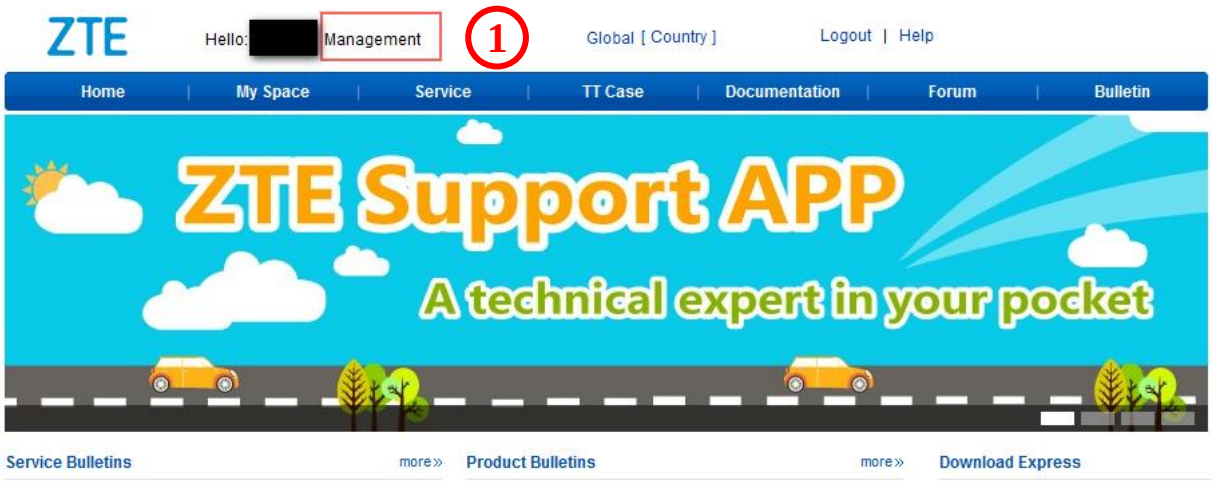
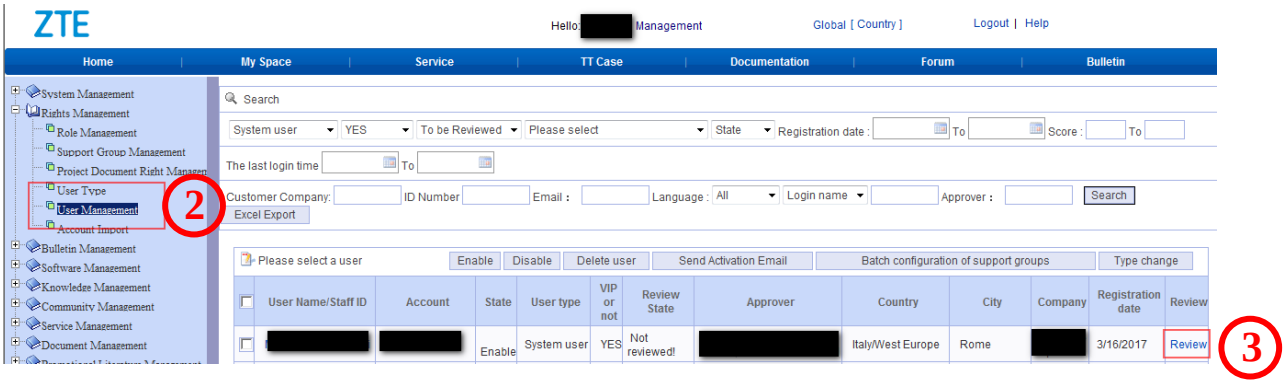
Management page.



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).

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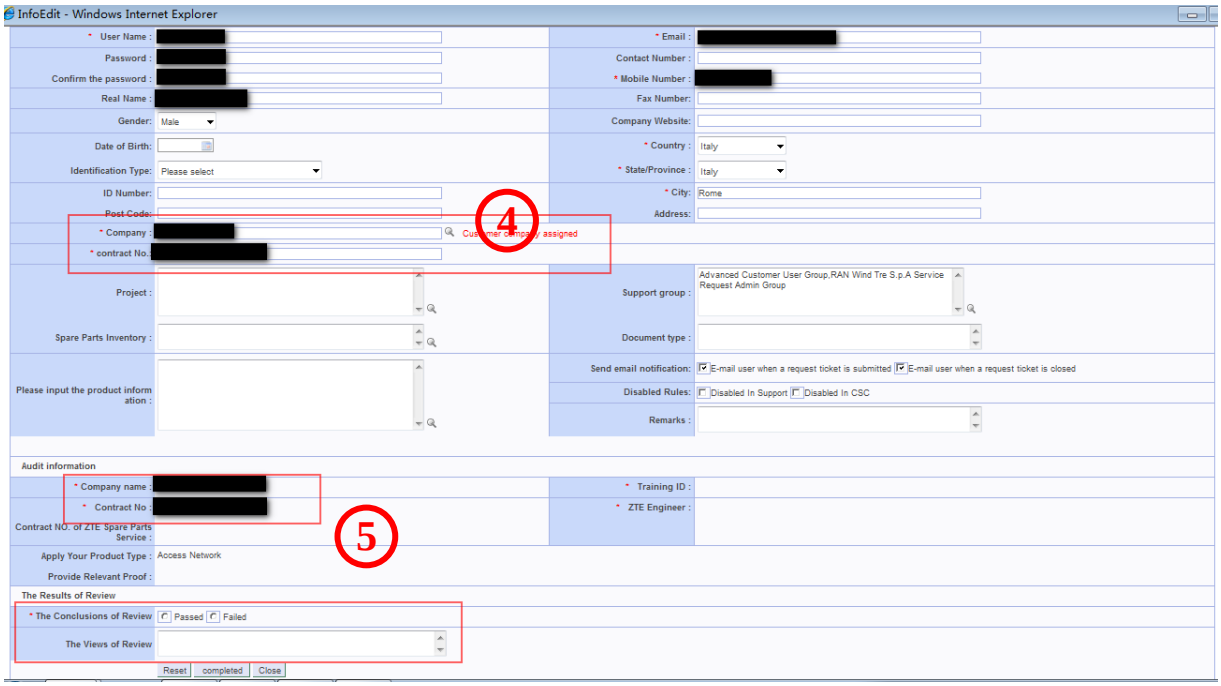

Review Requirements:

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.

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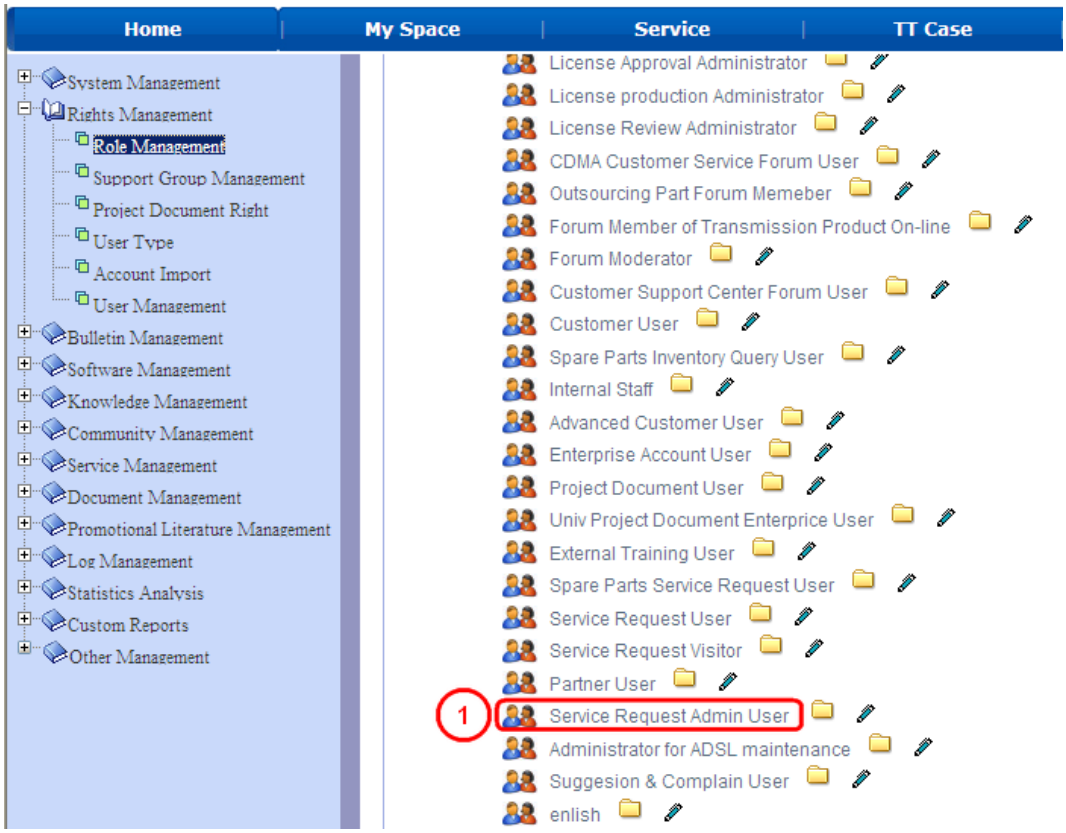
1.4 Configuring Service Request Admin User

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

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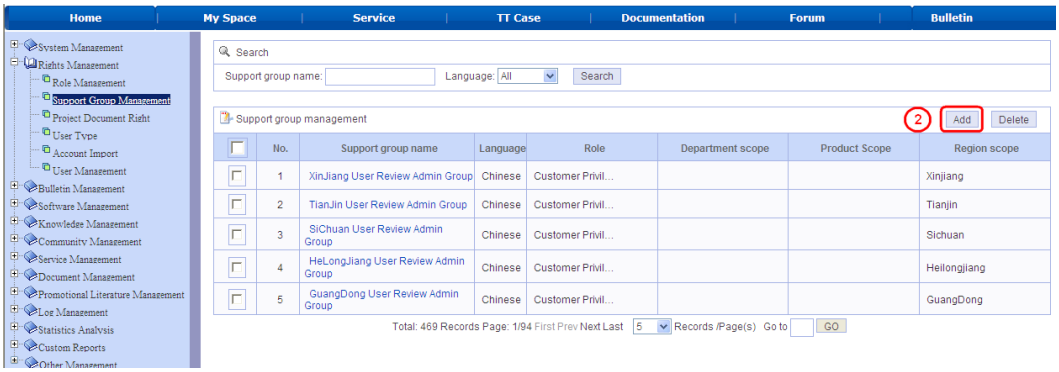
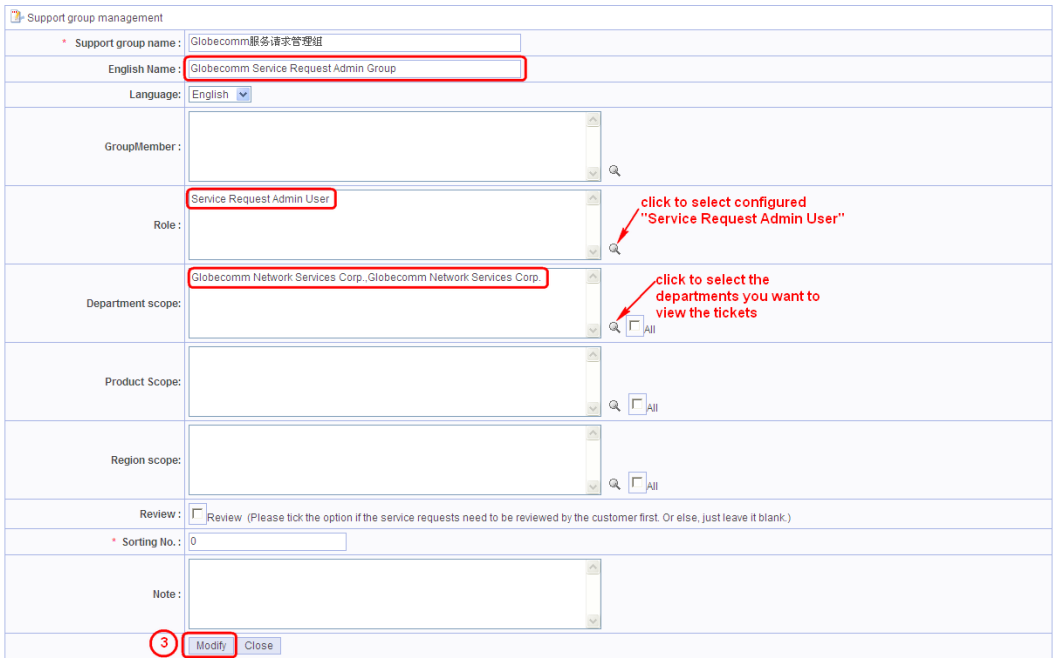
create a service request management group named by the customer company, such as Globecomm Service Request Admin Group. Click **Add** to enter the support group management page, fill in the Support Group Name, and select the Role of Department Scope. Then, click Add to create the support group.

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.





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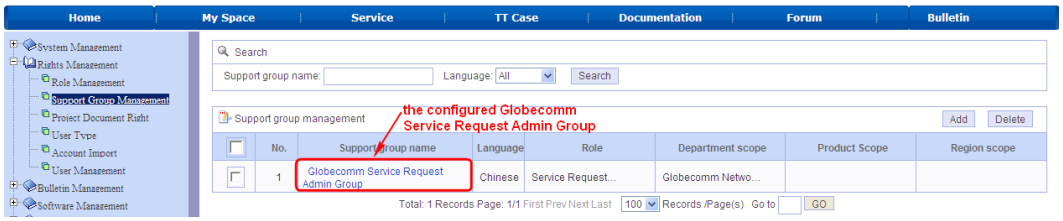
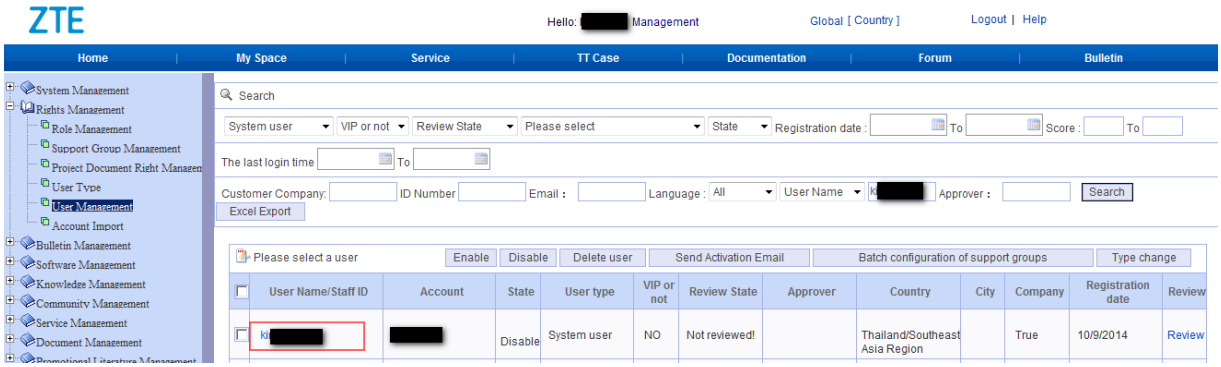
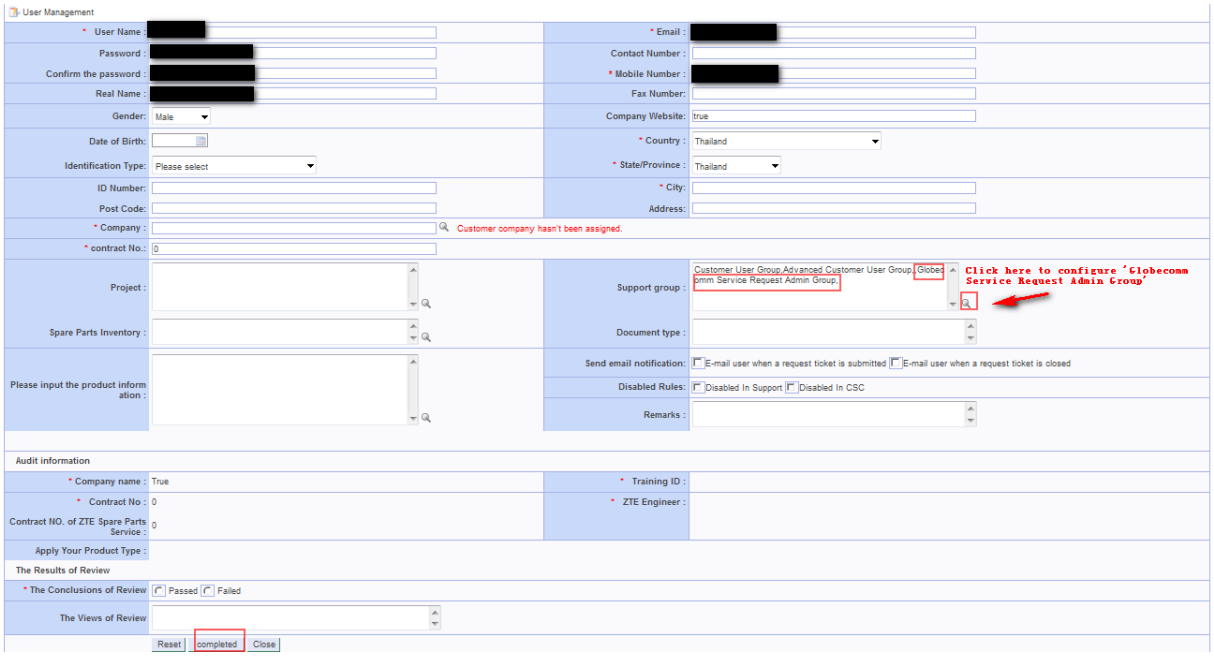


STEP3: Enter **Management > Rights Management > User Management** to configure the user with the right of Service Request Admin User Group. Check the user of the company, such as kiXXXX. Click the **user name** to enter the configuration page, and configure Service Request Admin User Group (Globecomm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





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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 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

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		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

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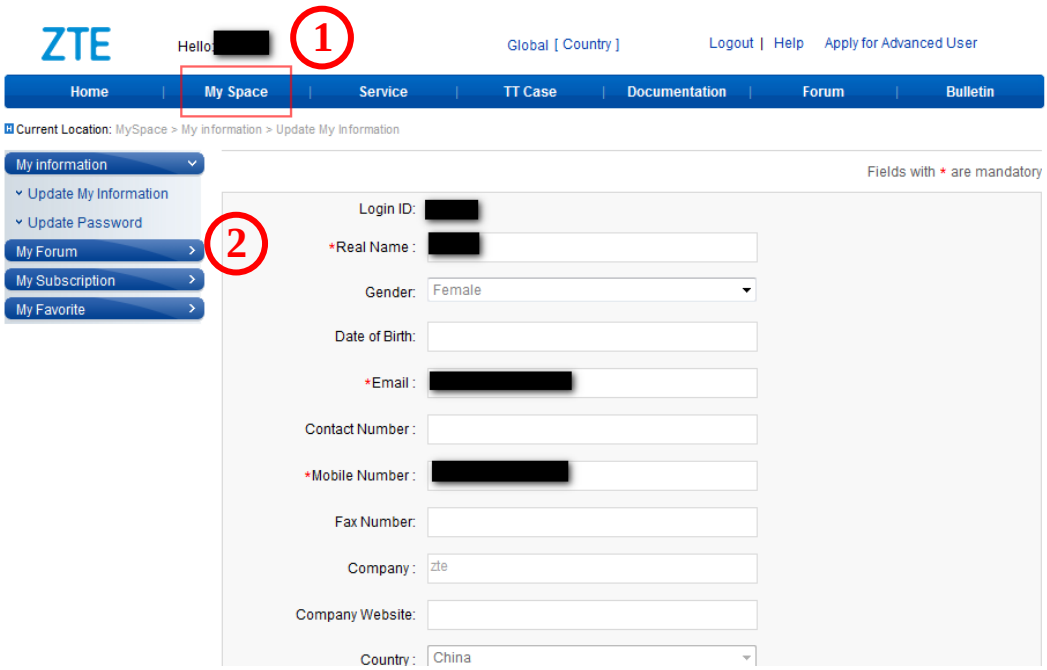
2 My Space

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".



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.

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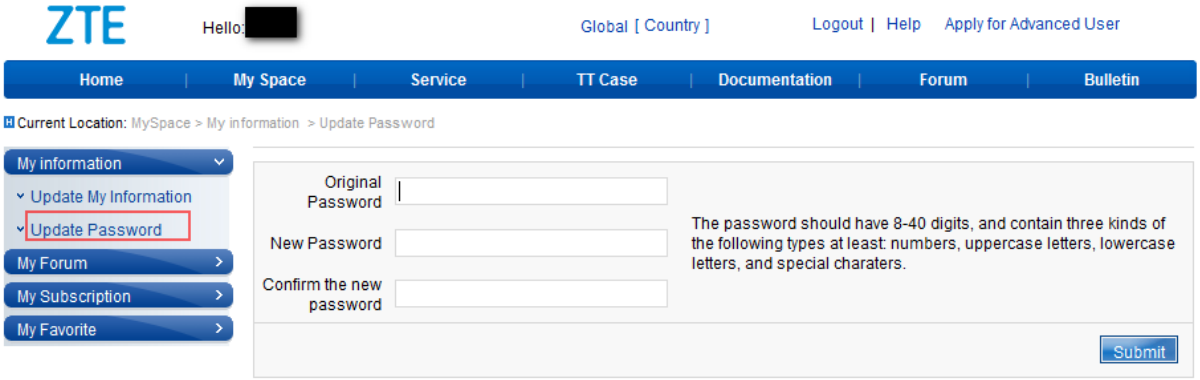
Click **Submit** after finishing the information modification.

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.

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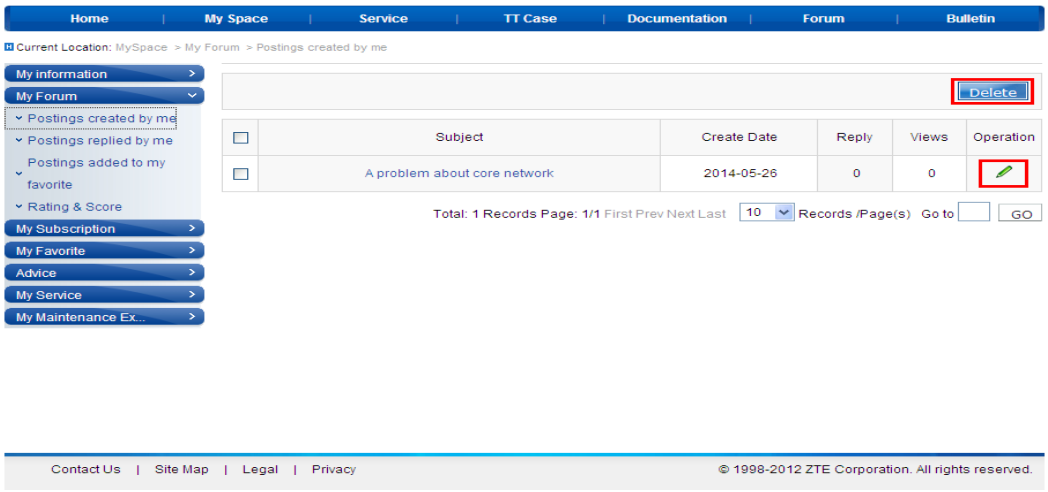


2.2.2.2 【Postings replied by me】

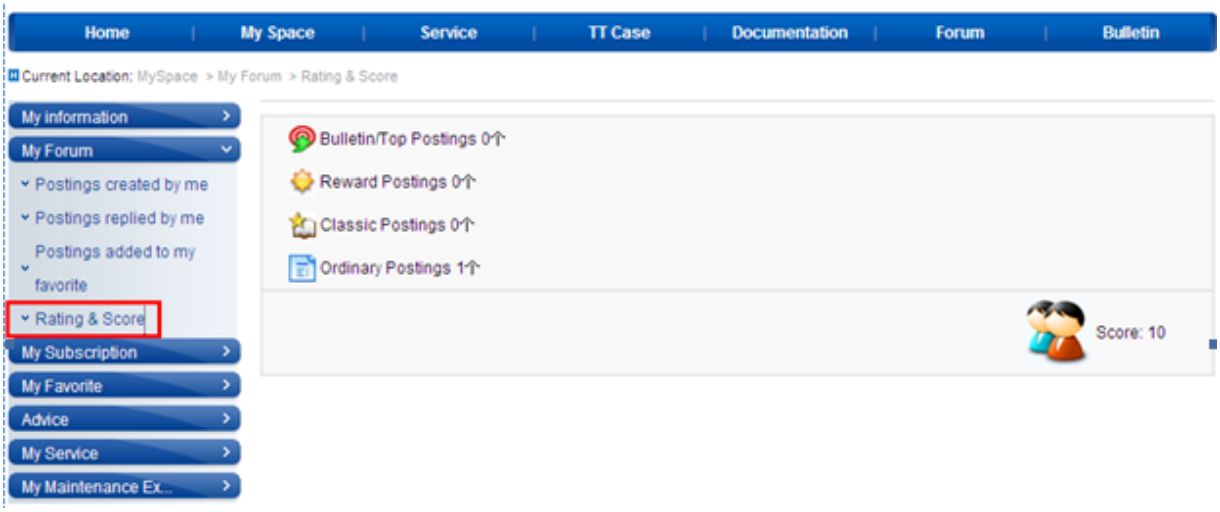
The operation is the same as above. Refer to 3,2,2,1.

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.



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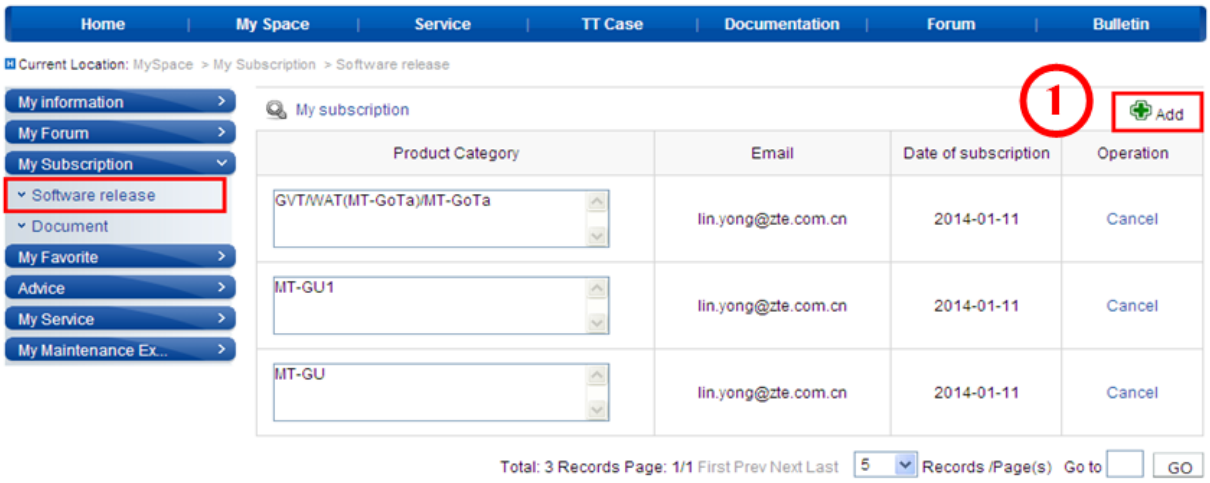
2.2.3 【My Space】 > 【My Subscription 】

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".

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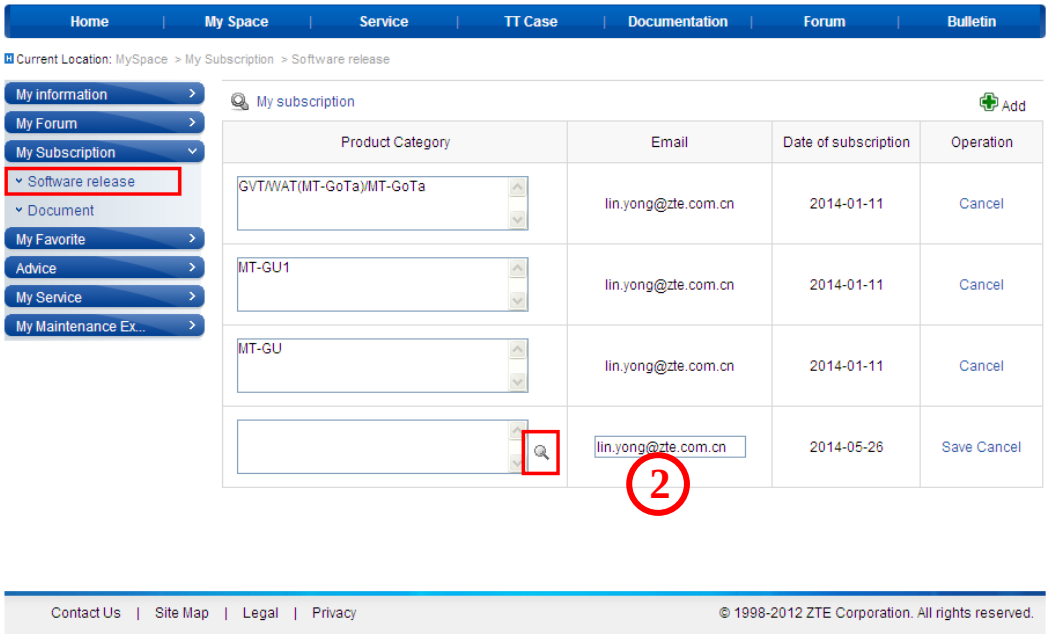

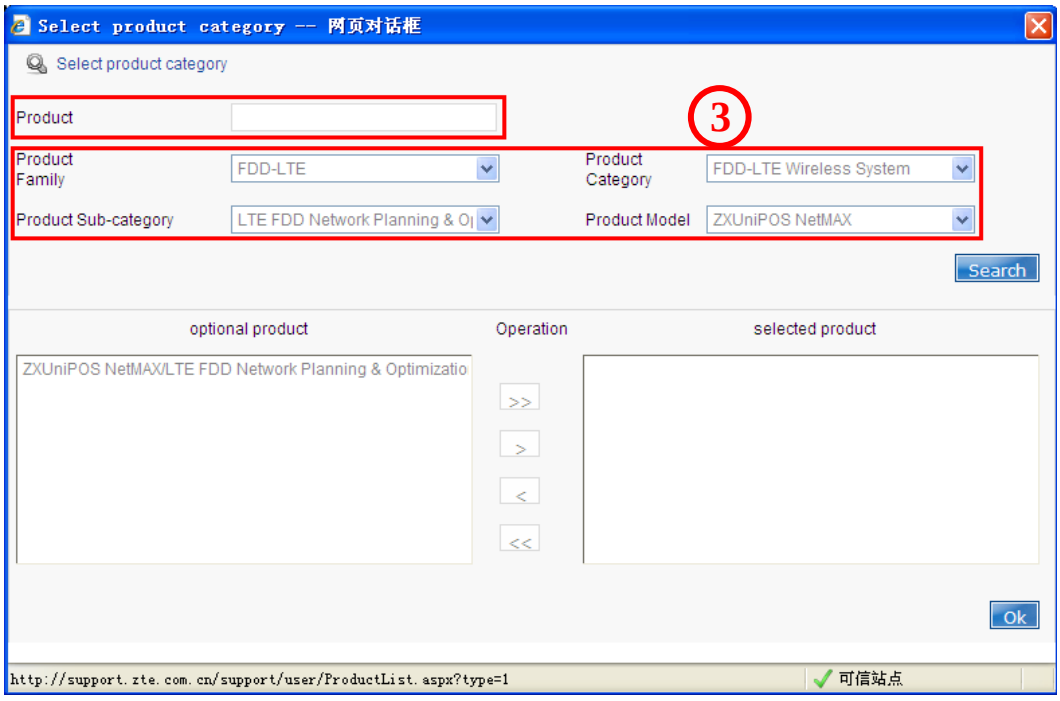

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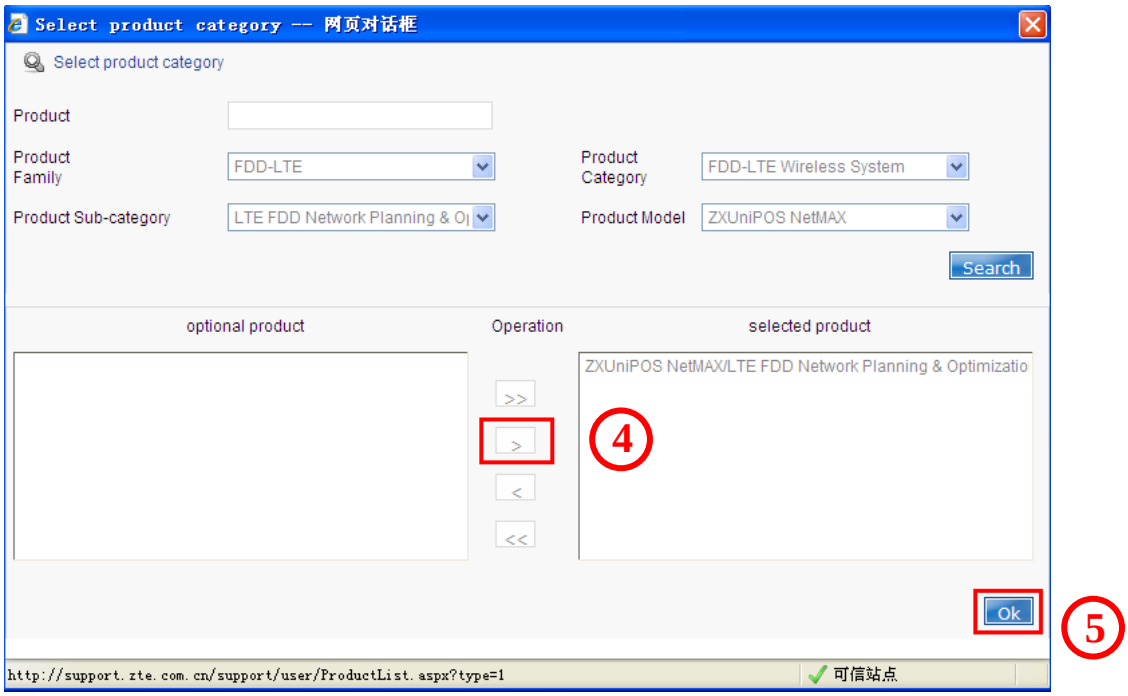
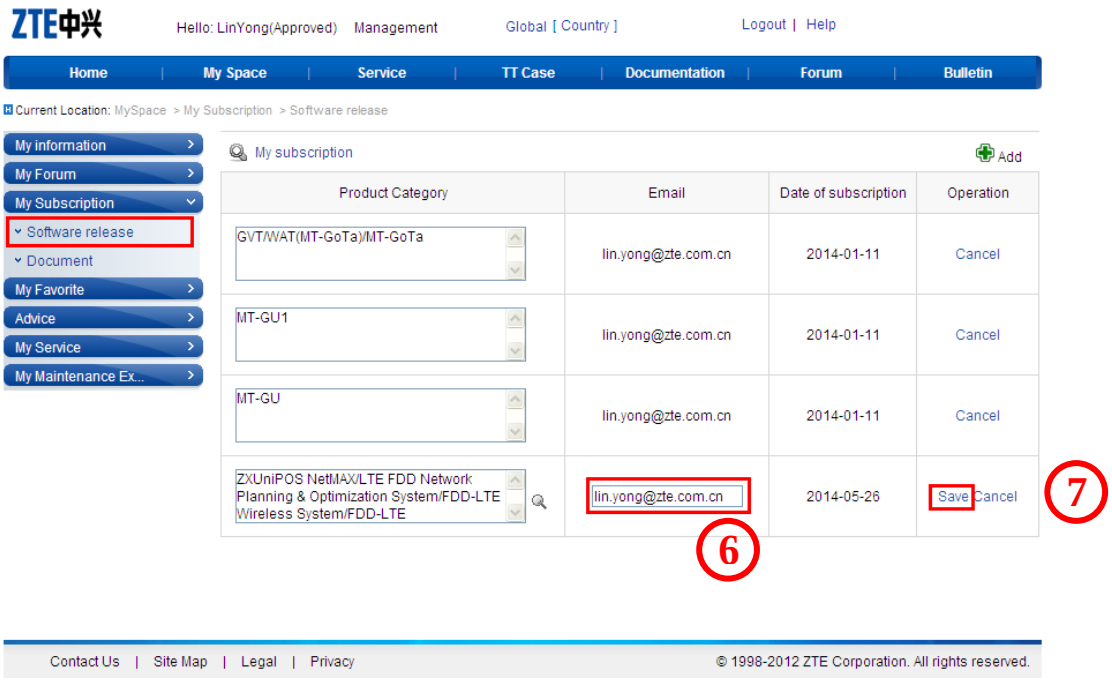


STEP 3: Type the email address in the "Email" box and then click **Save** to finish the subscription of software release. The system will email the user if there is any information of software release. A user can also click **Cancel** to cancel the subscription.



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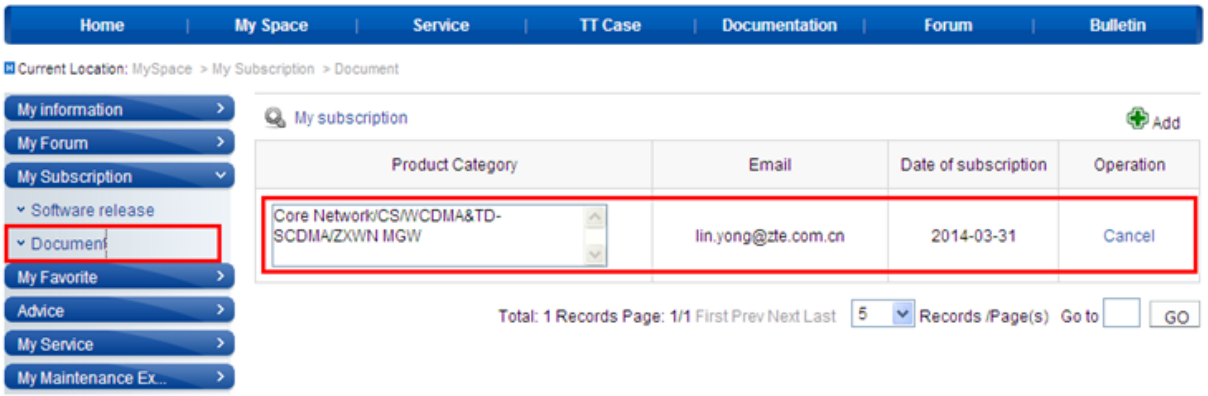
2.2.3.2 【Document】

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 Search.

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

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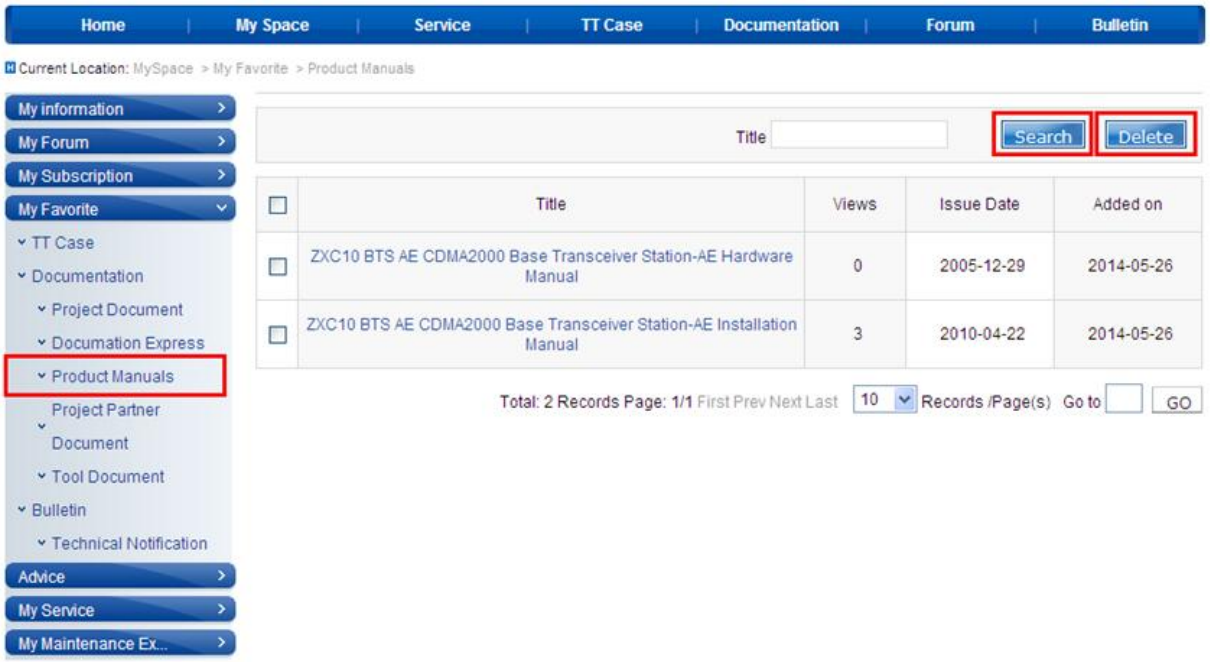

For the operation of other modules in【Documentation】, please refer to【Product Manuals】.

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.

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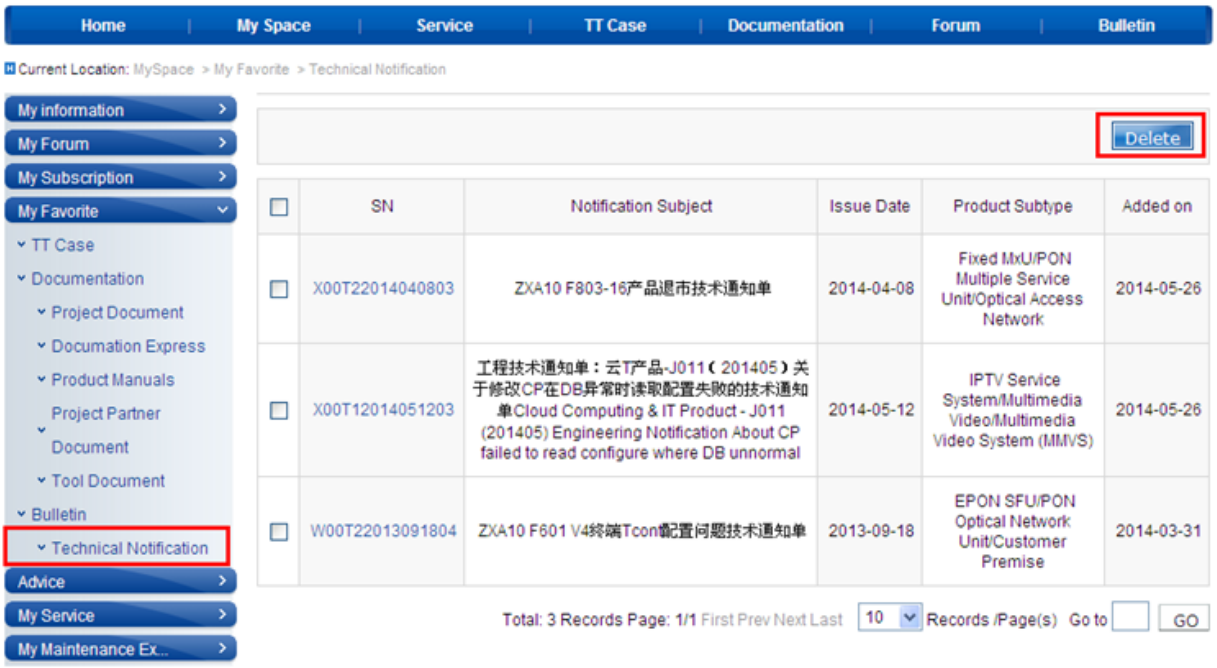

2.2.5 【My Space】>【Advice】

【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.

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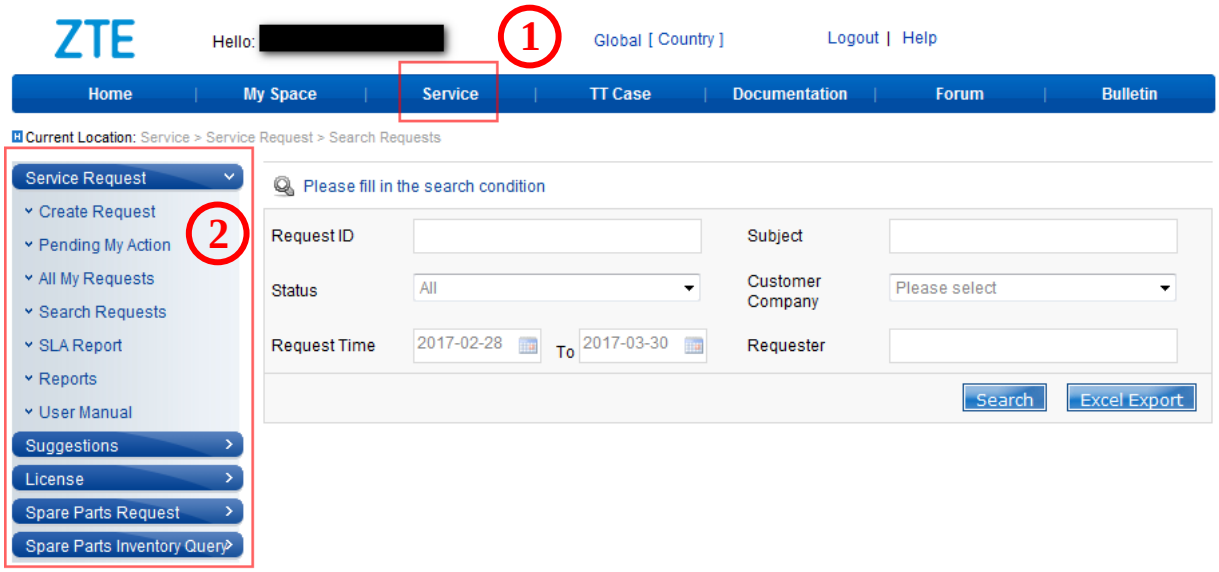
3 Service

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.



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

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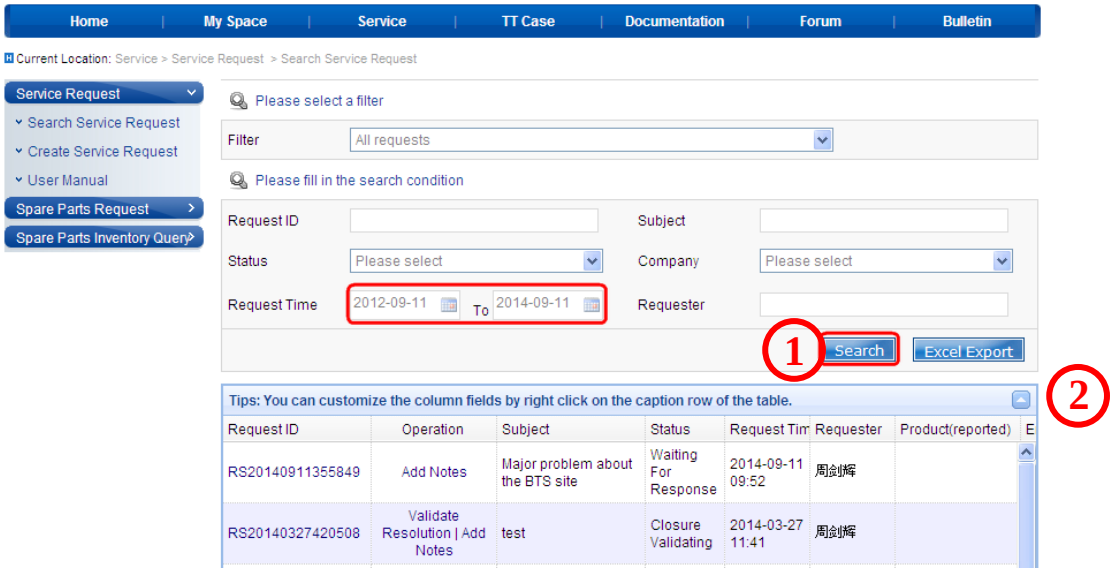
2014-03-01 o 2014-04-01.

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.



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,

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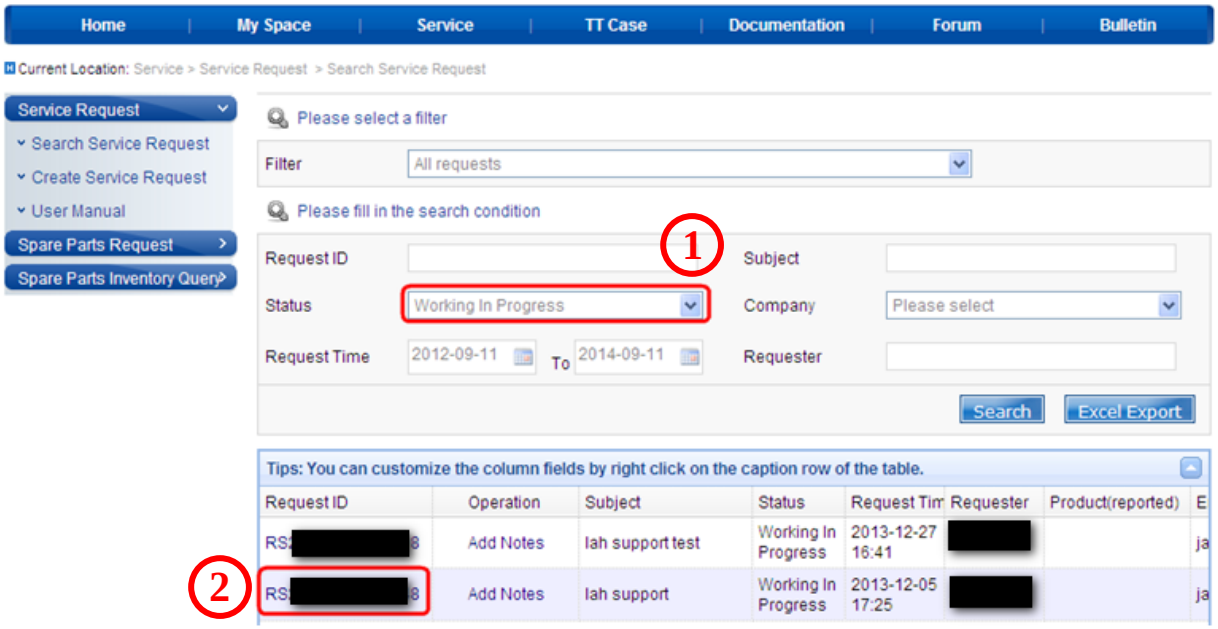
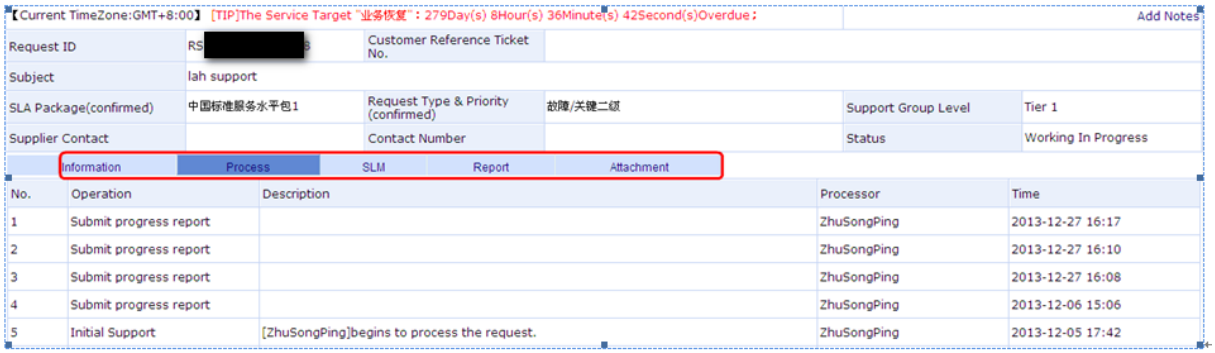


STEP 2: Click the searched **ticket ID** to check all its information and the current processing status. A user can click **Information, Process, SLA Compliance, Report and Attachments** and **Relationships** to check the corresponding content.



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”.

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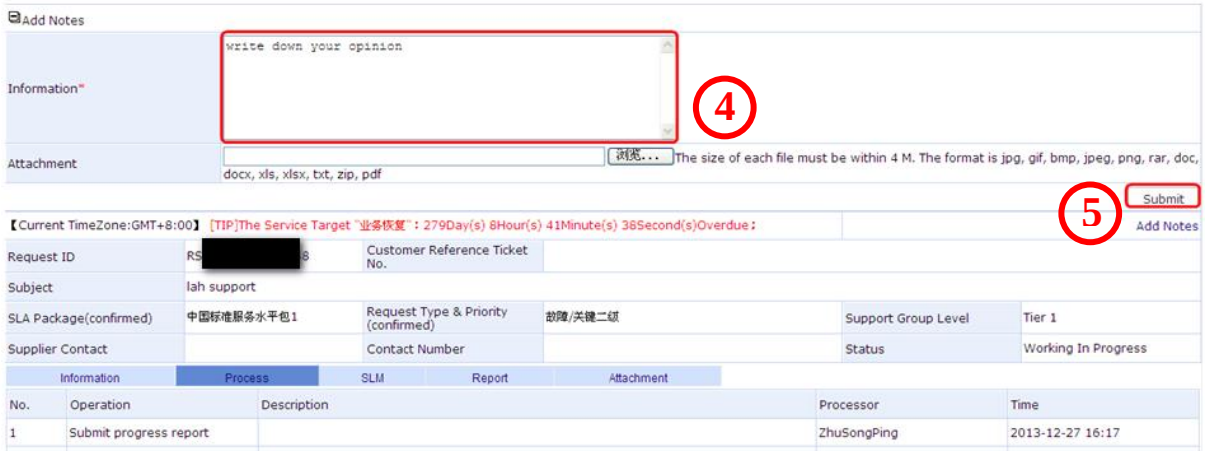
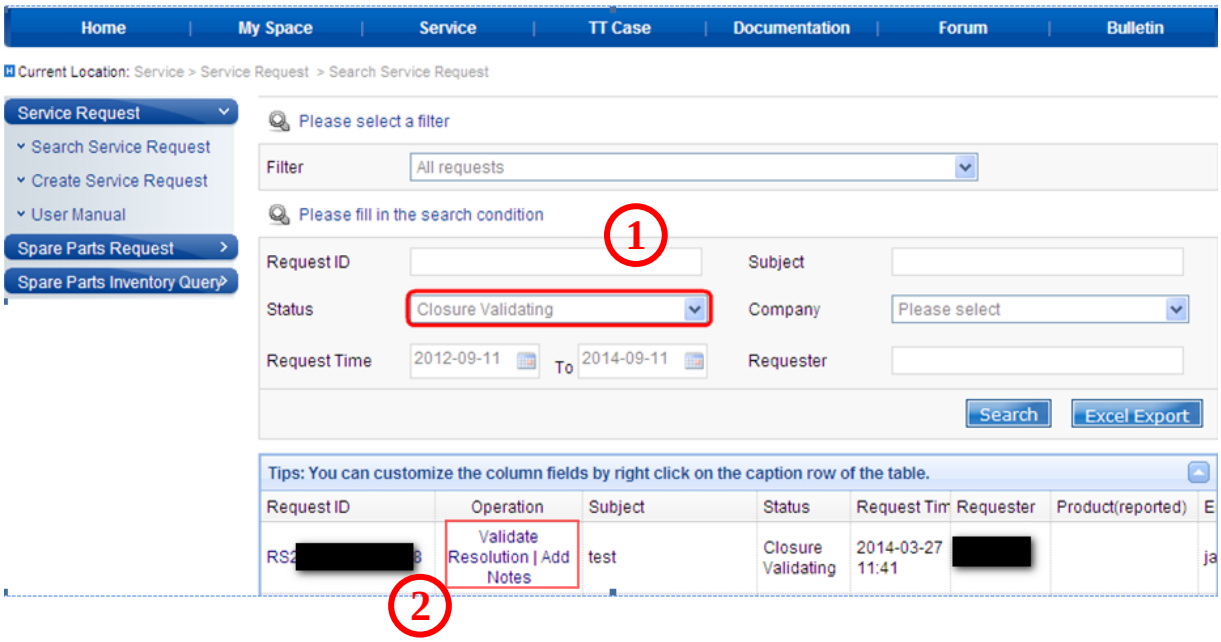


3) Closing a ticket

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,



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.

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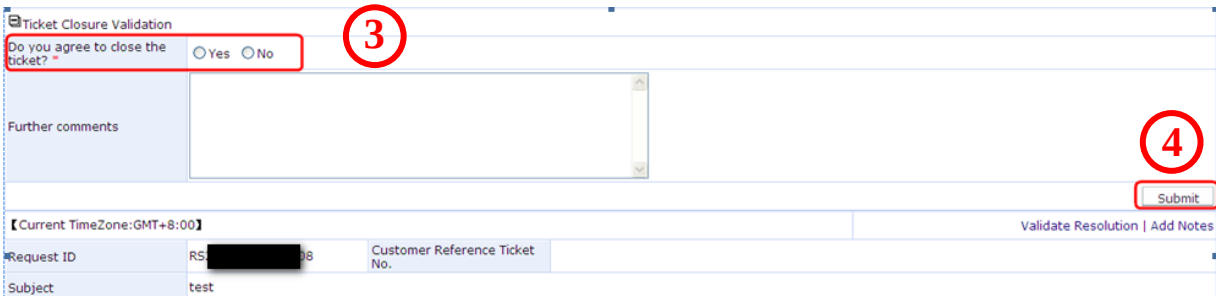
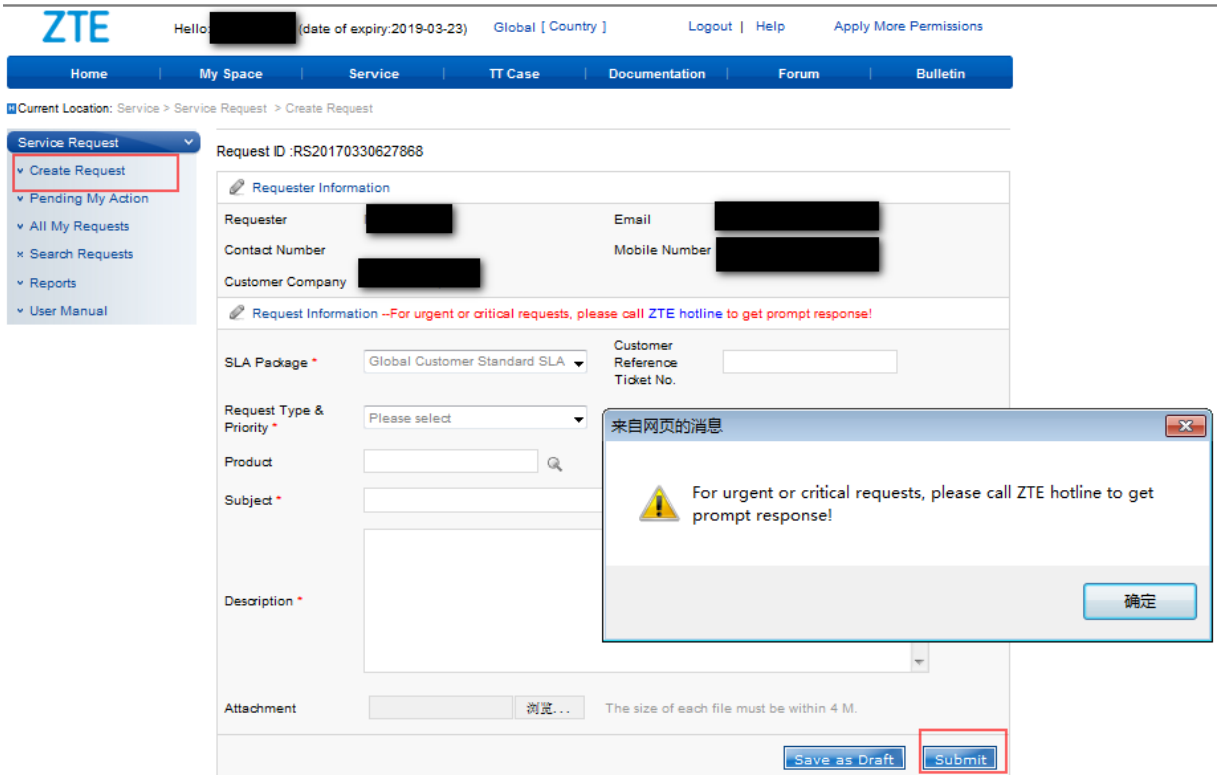


3.2.1.2 【Create Service Request】

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.



Notes:

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

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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.

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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.

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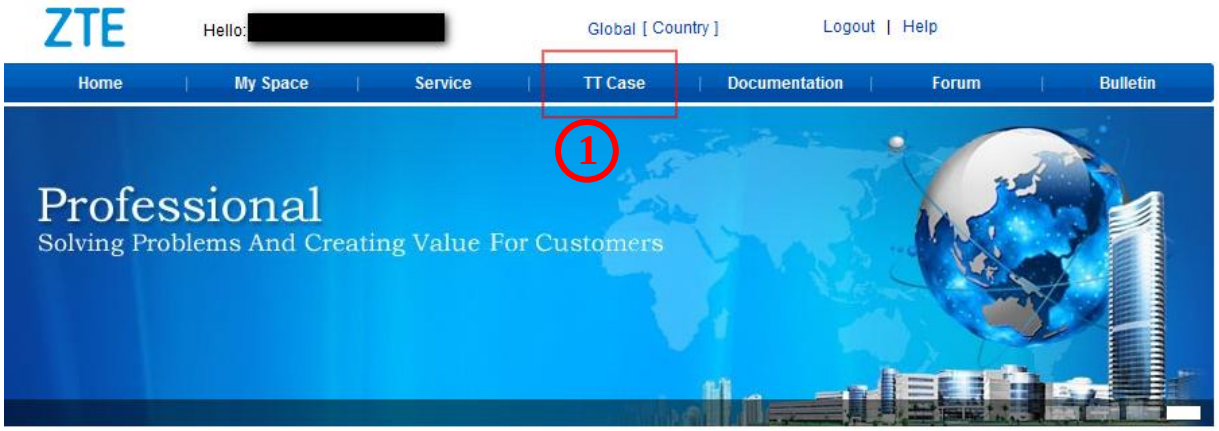
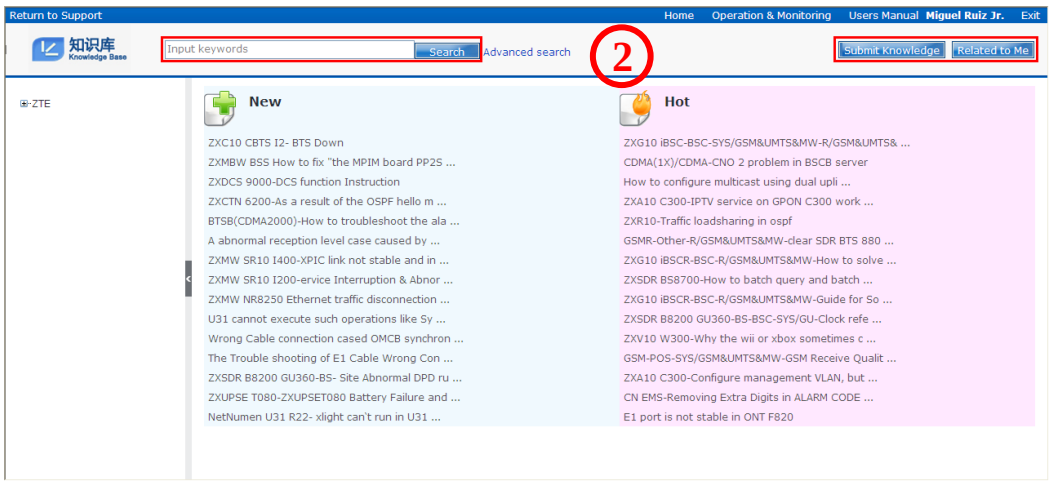
4 TT Case

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".

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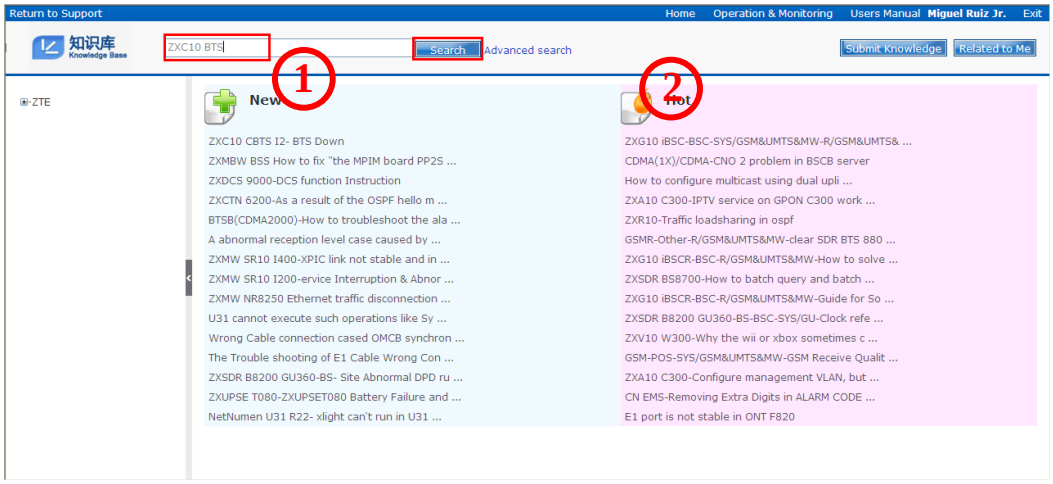
【TT Case】>【Search】

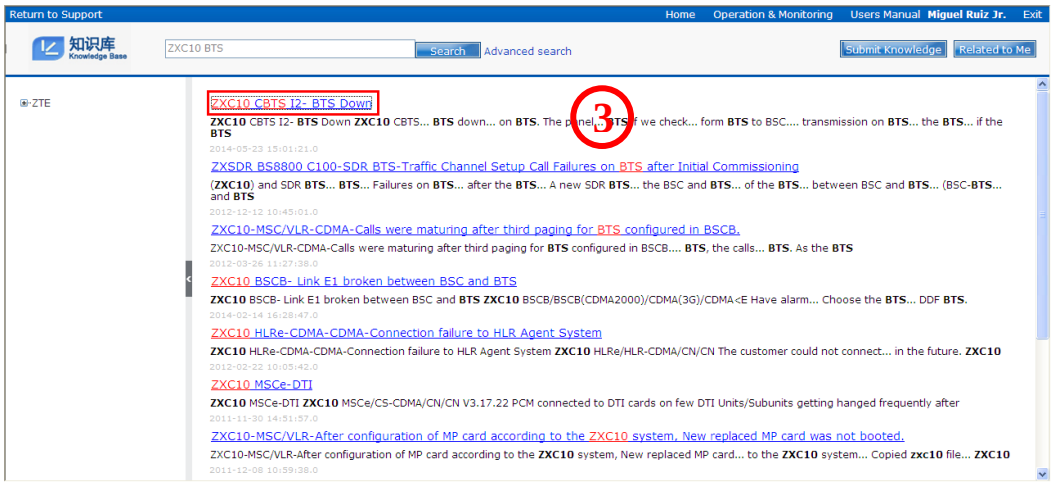
4.2.1.1 【Search】

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.



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

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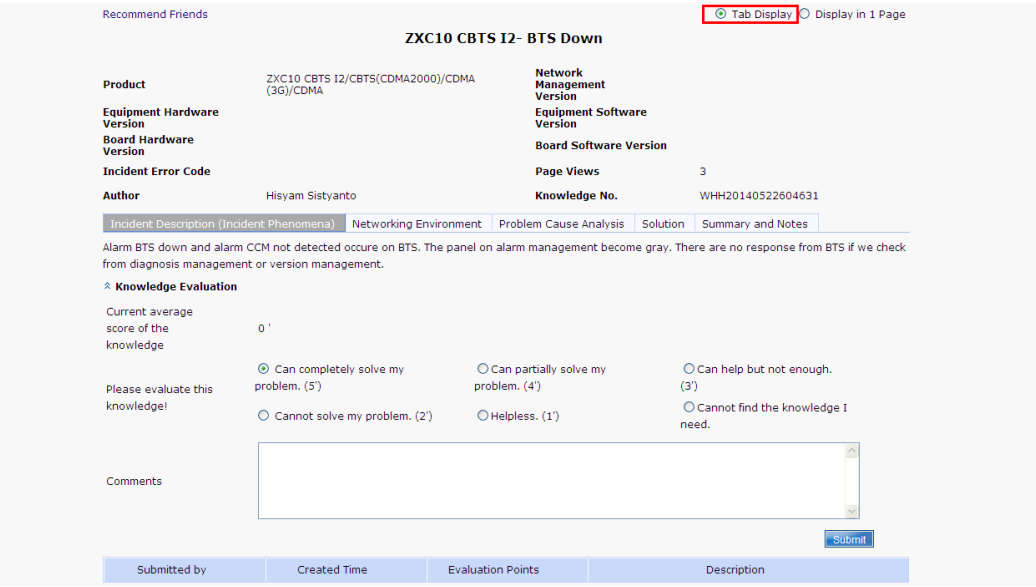
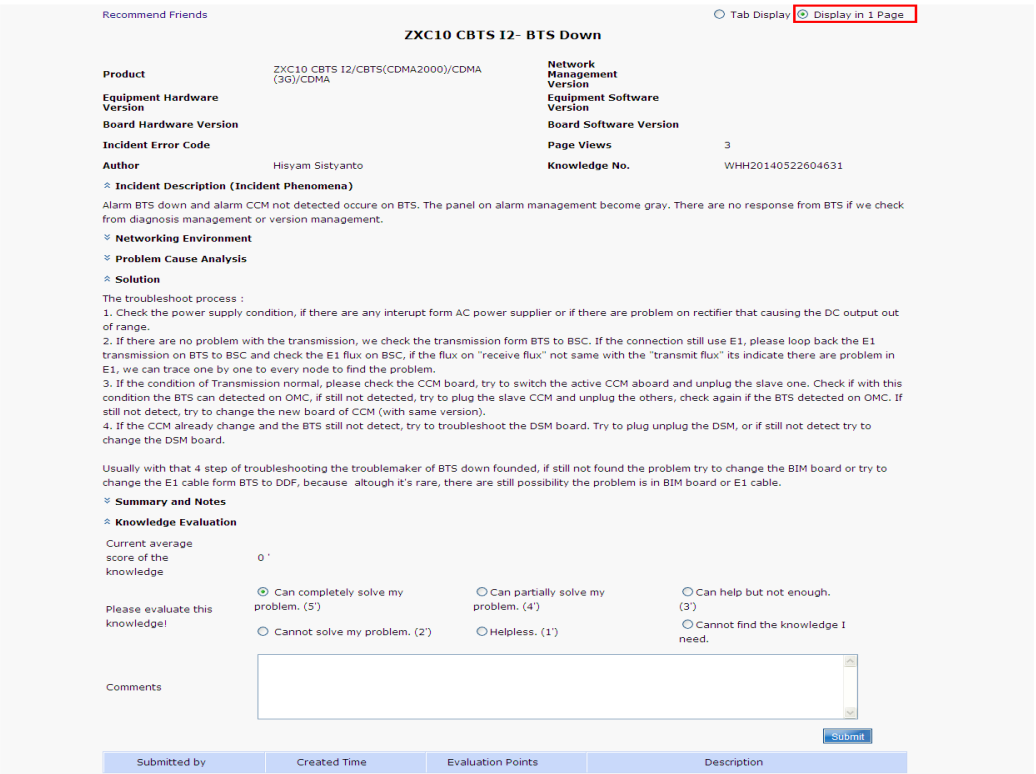
"Tab Display" is as shown below:



"Display in 1 page" is as shown below:



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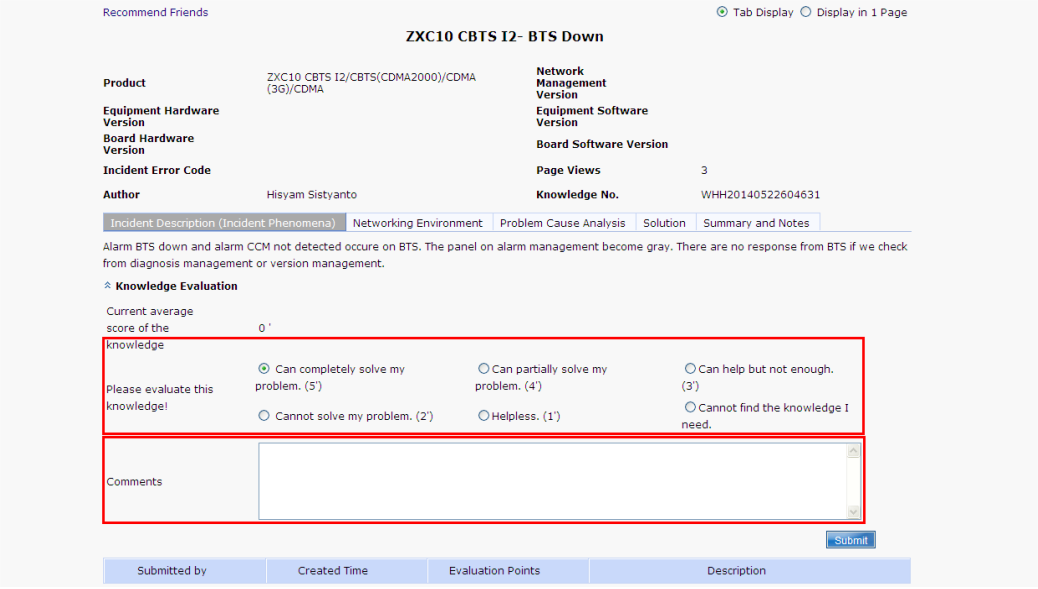
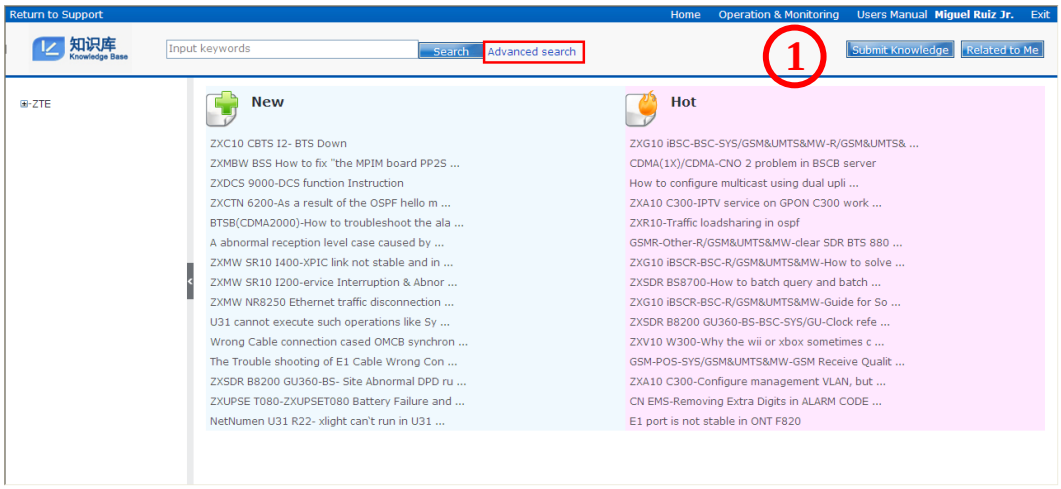
STEP 4: After reading knowledge, a user can evaluate it. The comments will be fed back to the administrator for system improvement.



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.



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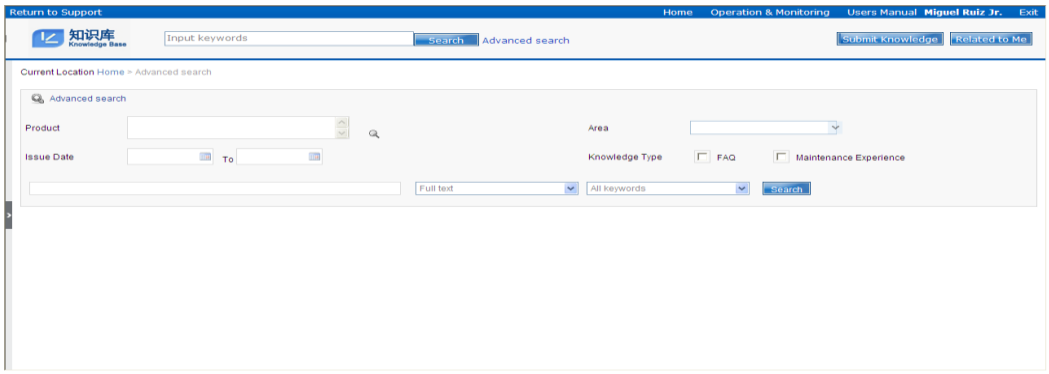
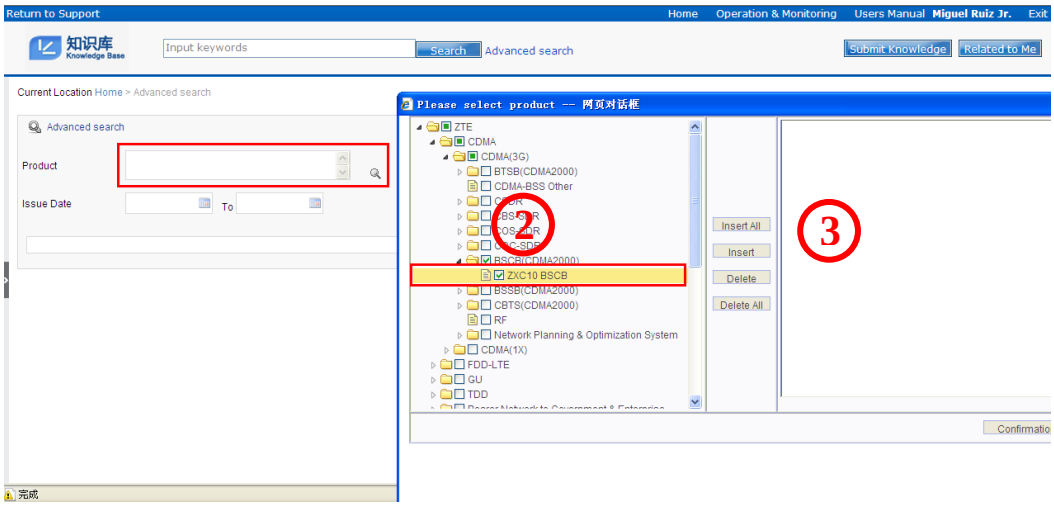
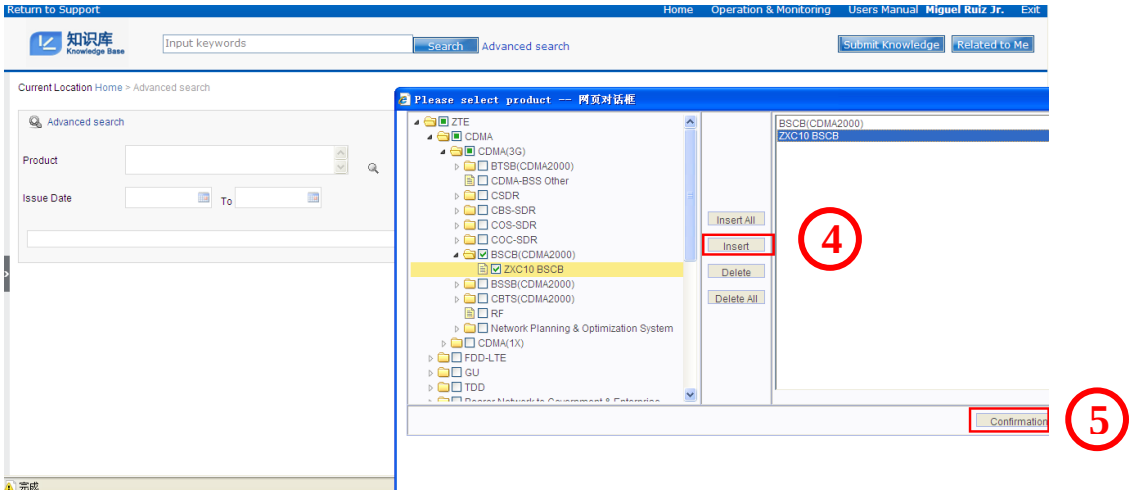


STEP 2: Set search conditions in the advanced search box and then click **Search**. For example, search the product "ZXC10 BSCB".





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

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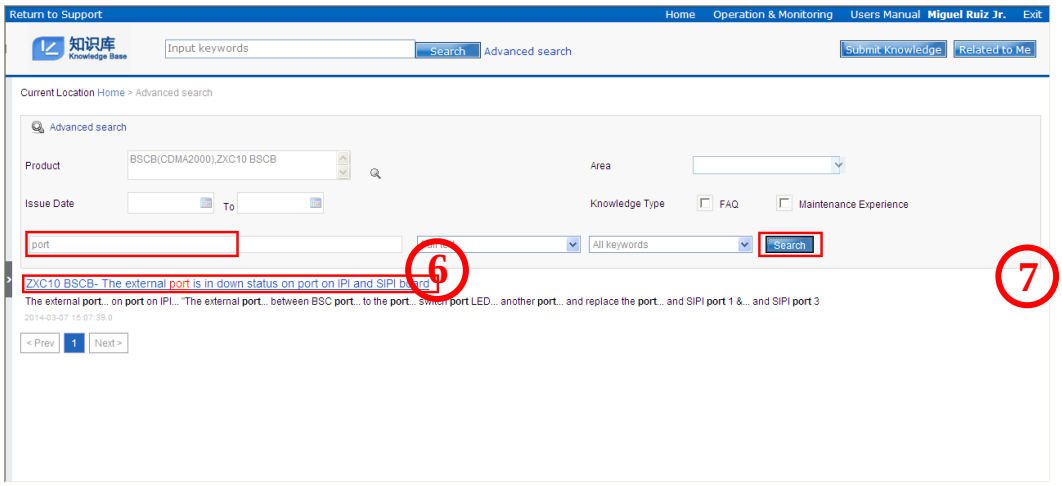
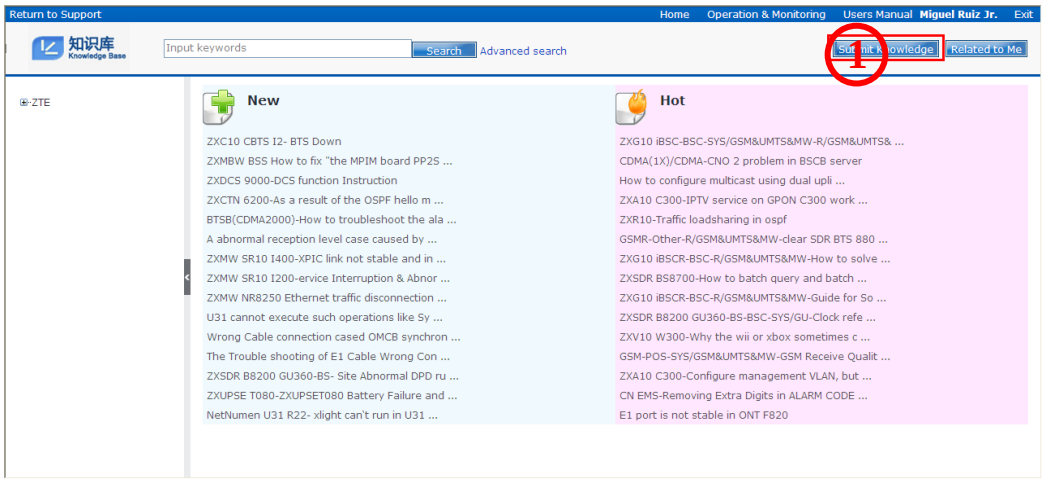


4.2.2 【TT Case】>【Submit Knowledge】

【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.

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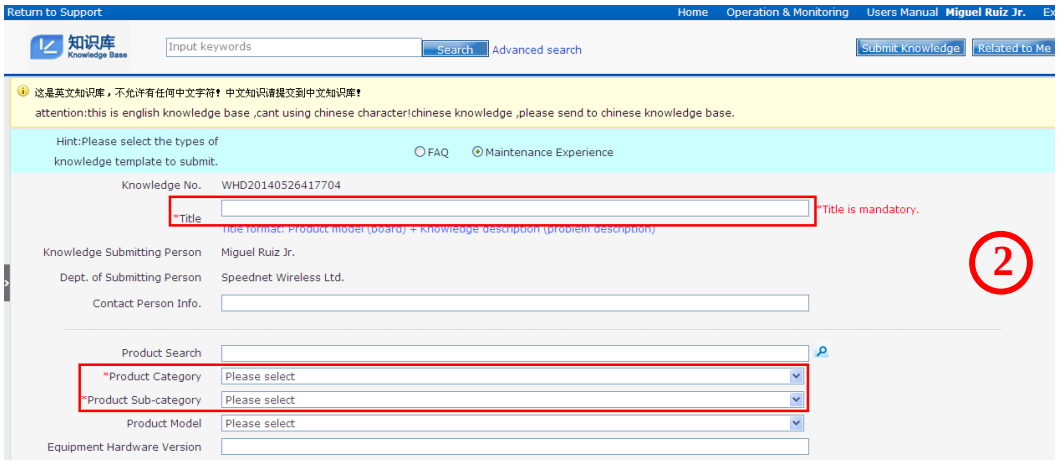
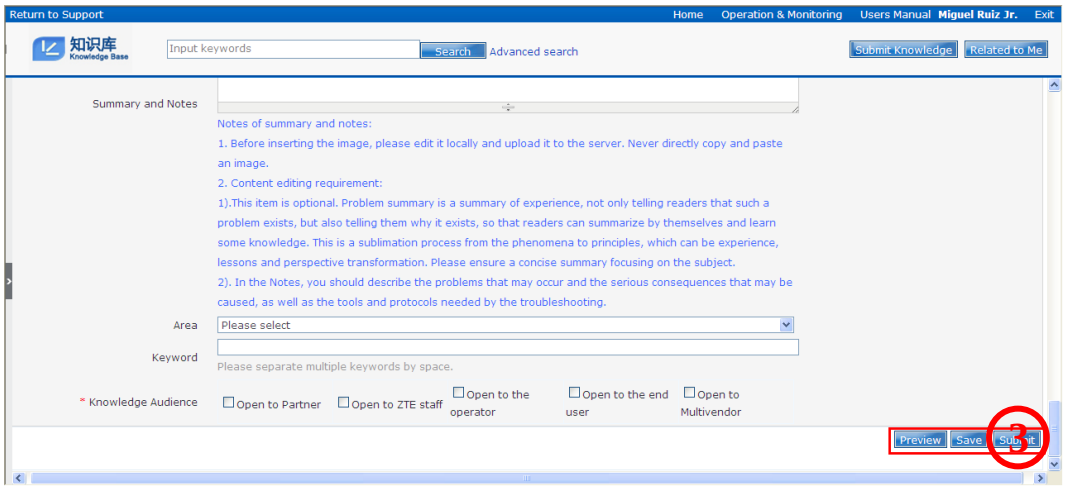


STEP 4: After filling in knowledge, set the "Knowledge Audience" and then click **Preview**, **Save** or **Submit** as needed.



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

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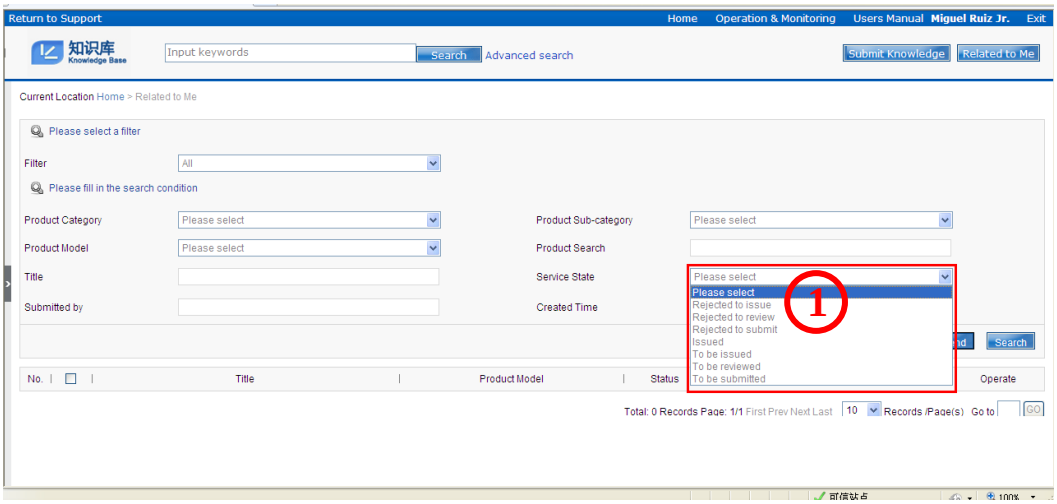
state will be displayed in the result list.



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 ".

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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.

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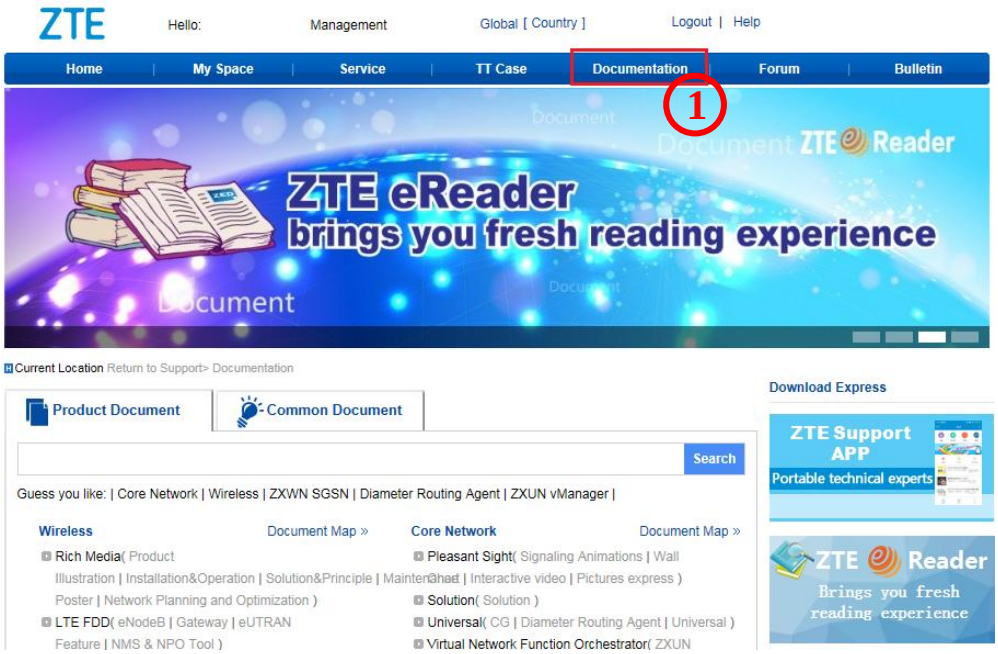
5 Documentation

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.

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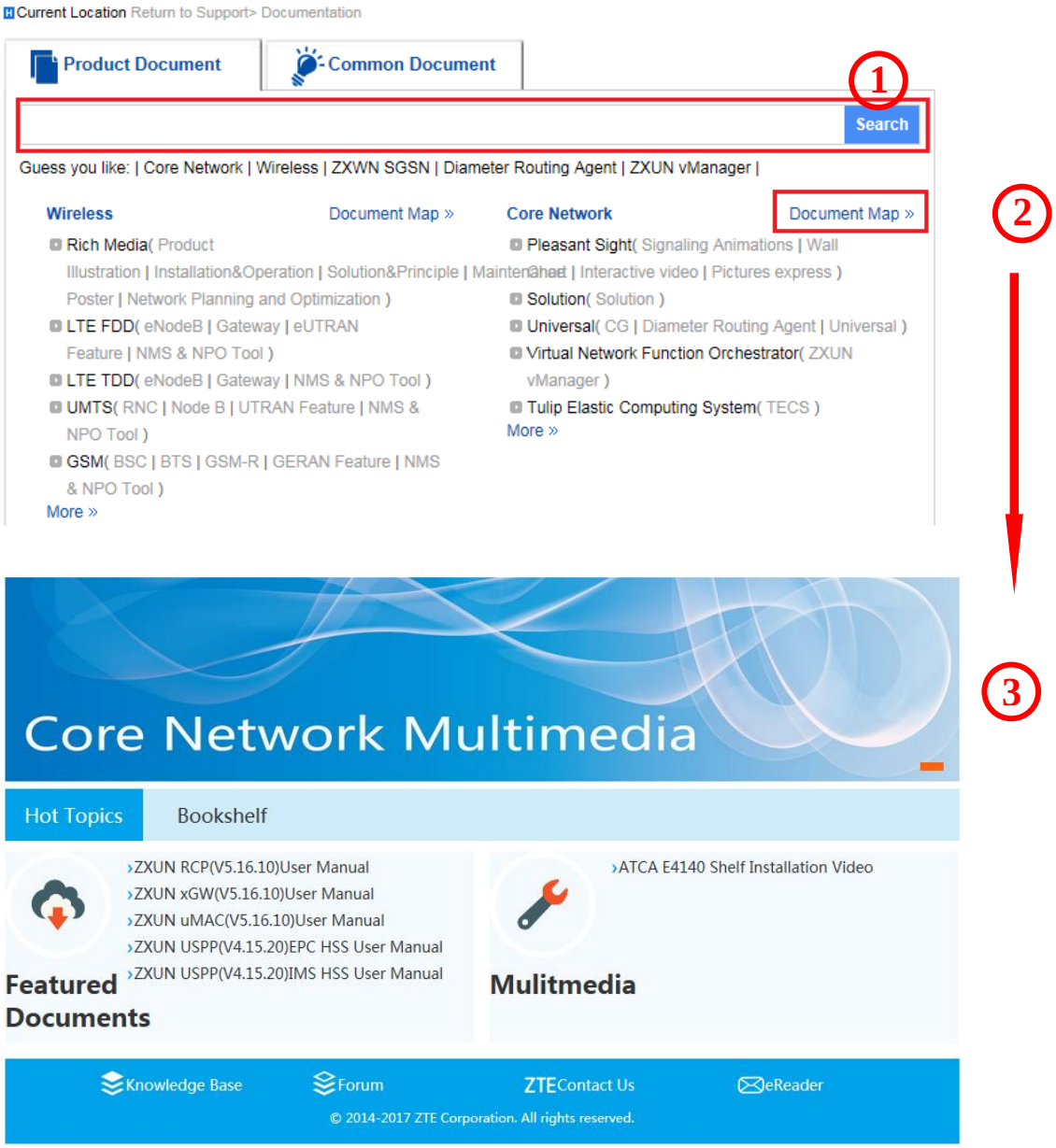

Tips:

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.

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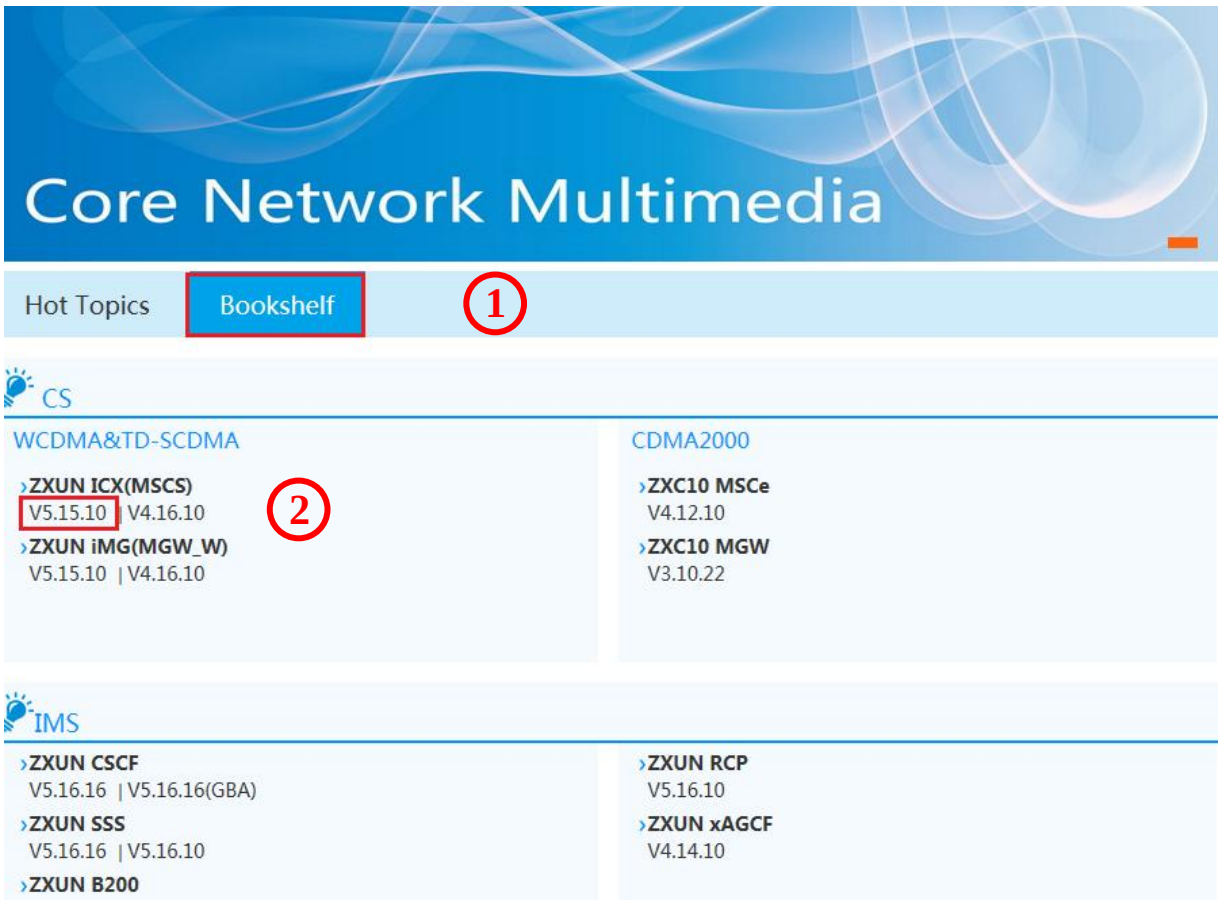
5.2.1 Search Product via Document Map

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

STEP 1：Click **Bookshelf**.

STEP 2：Select the product version.



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.

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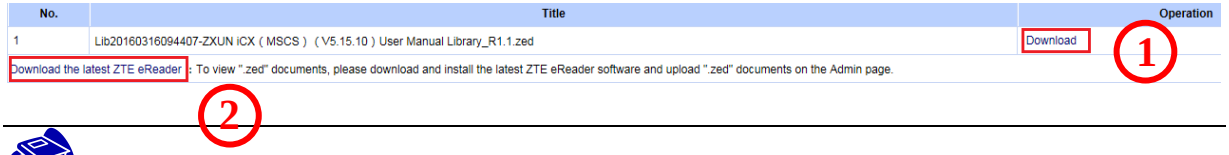


Tips:

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.

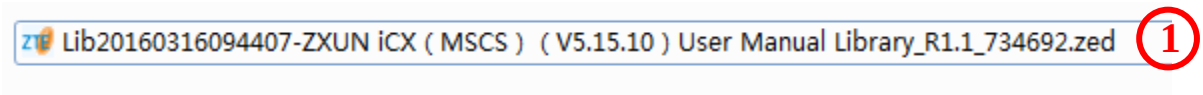
User Manual Library: Suffixed by .zed, it contatins ZTE's electronic documents in various formats to meet user requirements. It can be read by using ZTE eReader only.

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.



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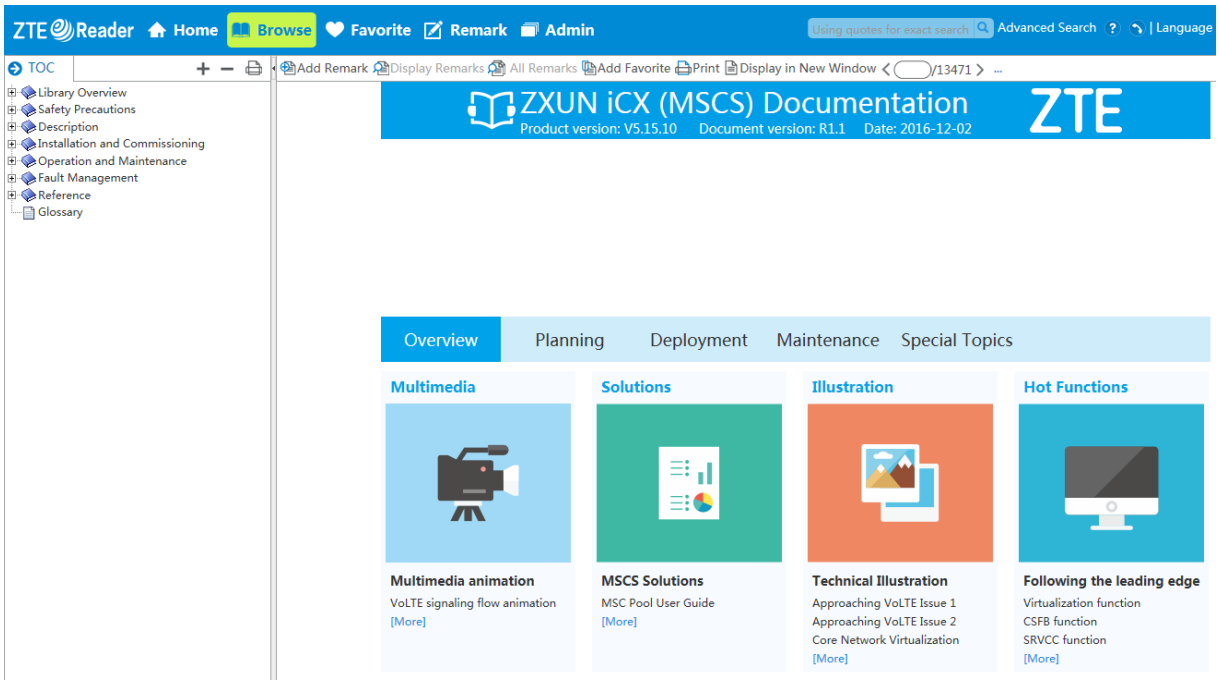
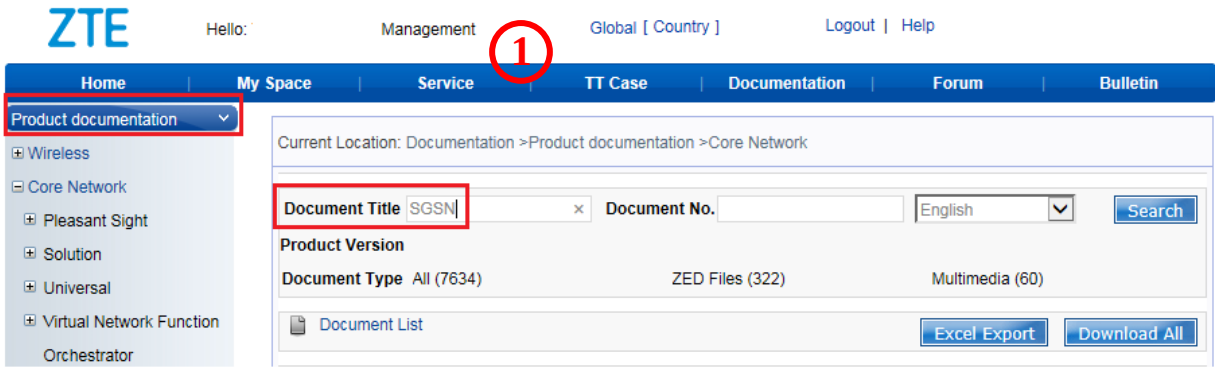


5.2.2 Search Product Directly

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".



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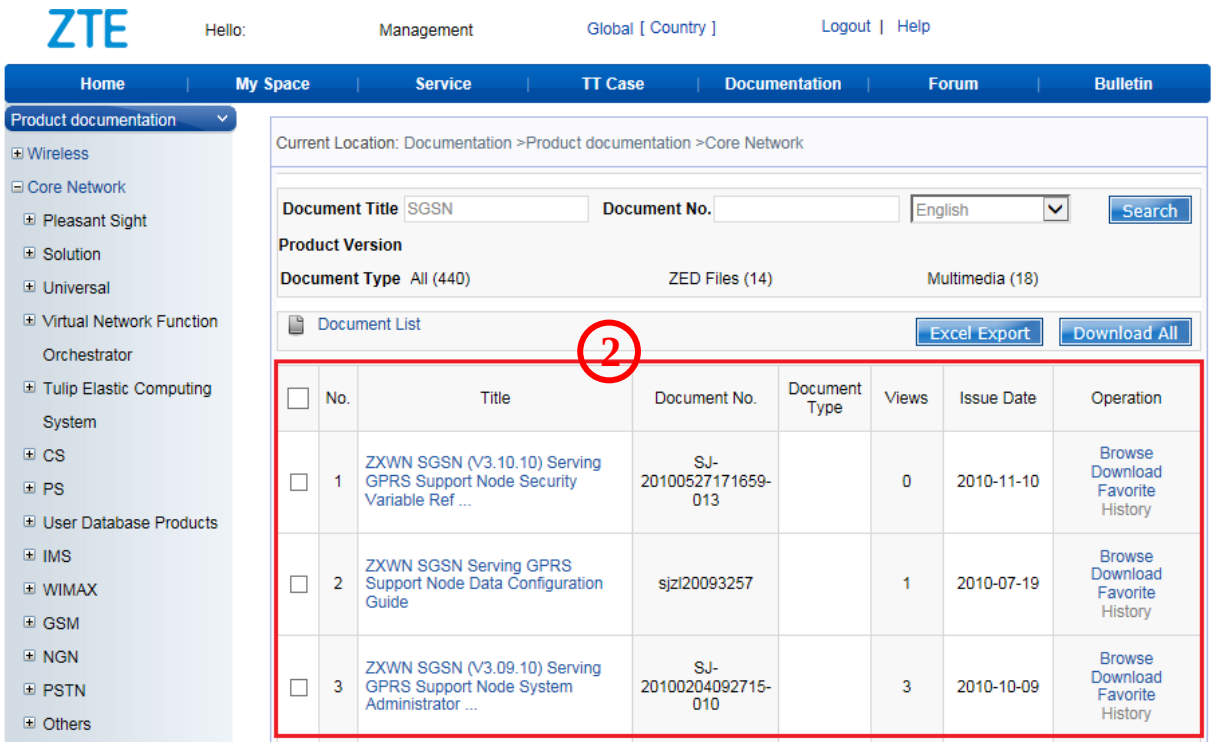

5.2.3 Document Operation

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 "ZED",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.

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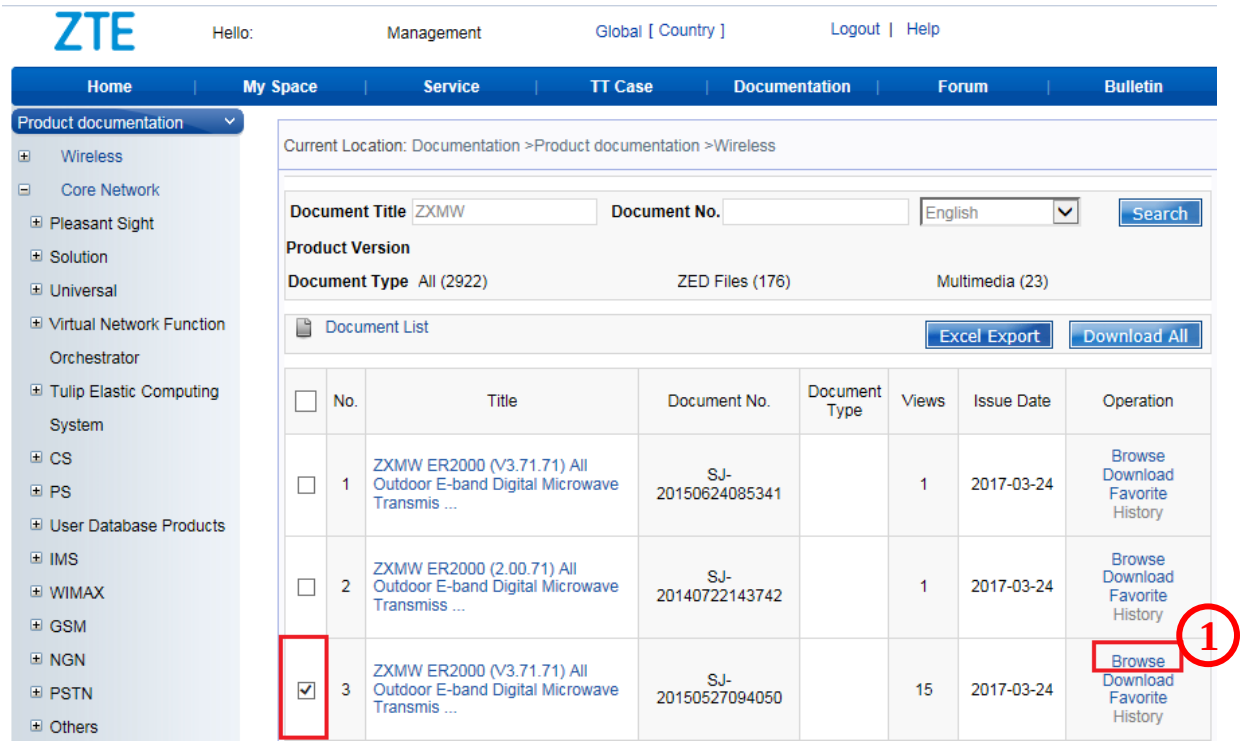
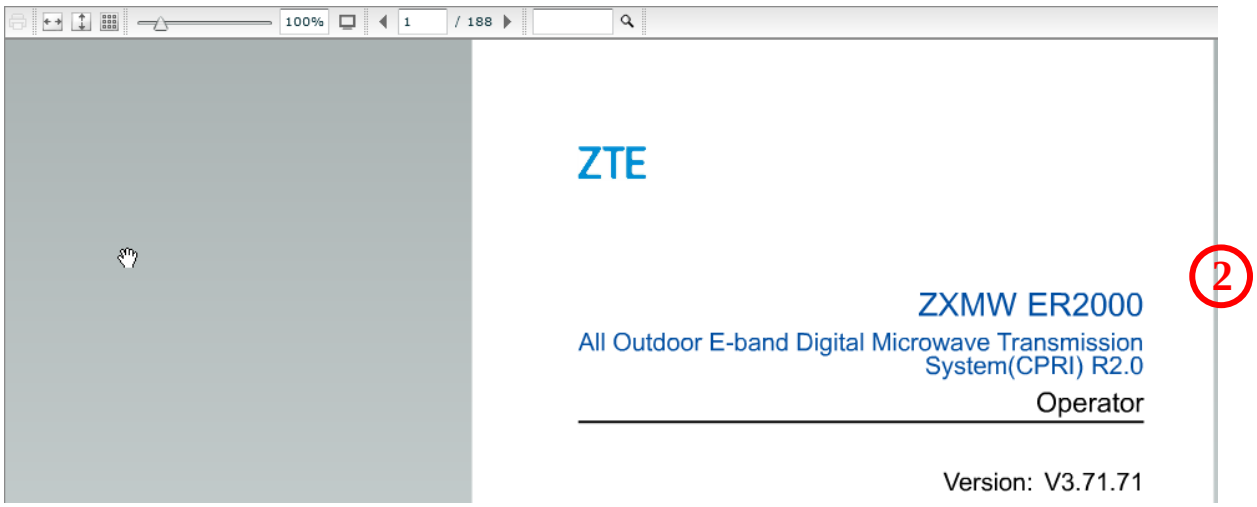


STEP 2：The document will be opened automatically for the user to read online.



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.

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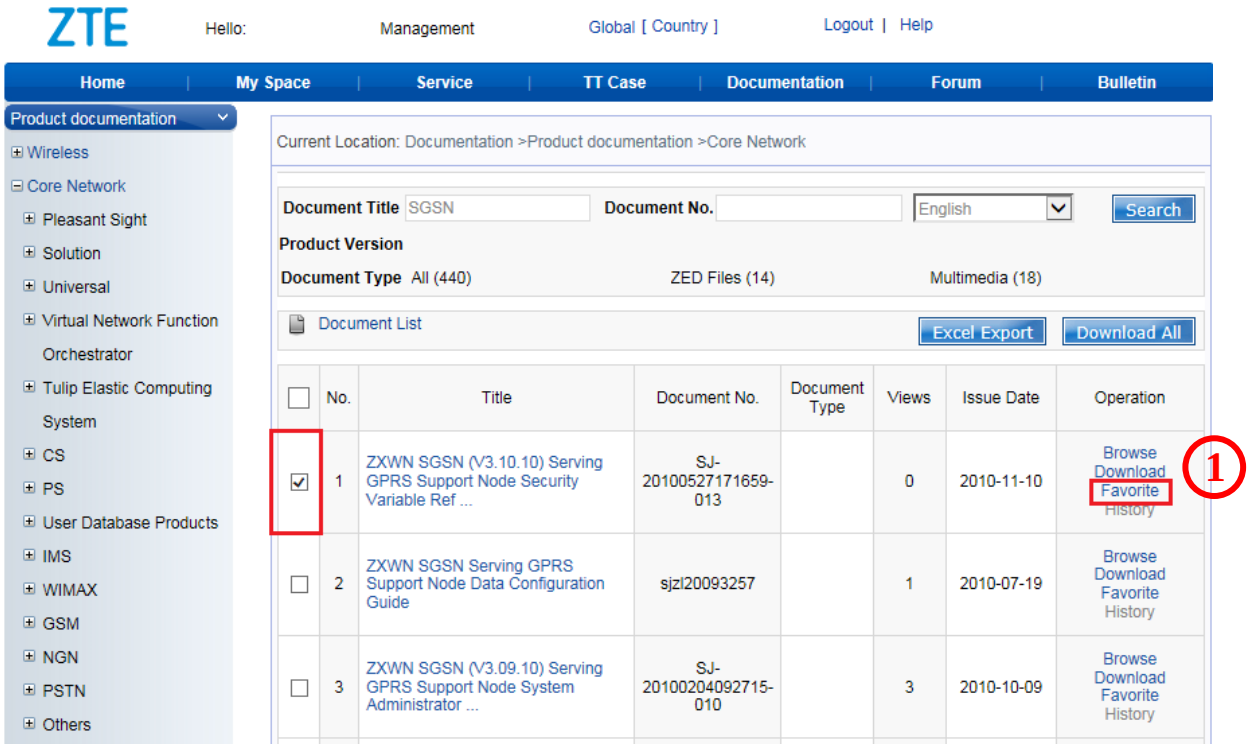
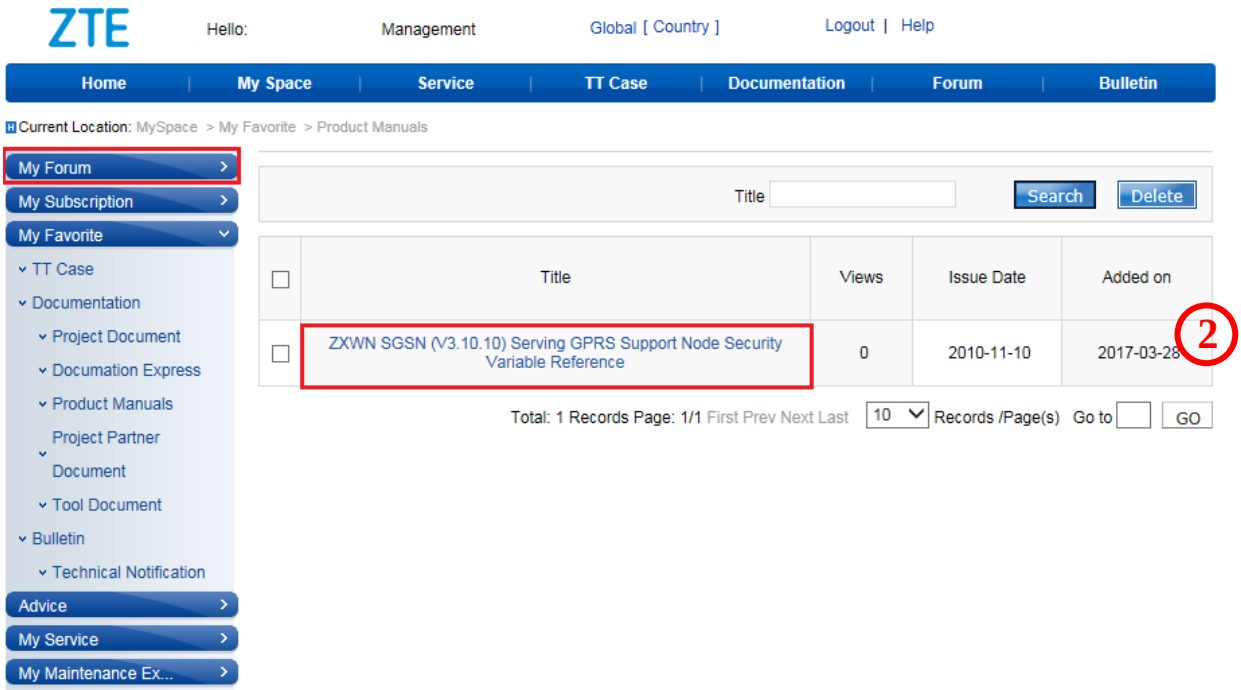
5.2.3.3 Favorite

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】.





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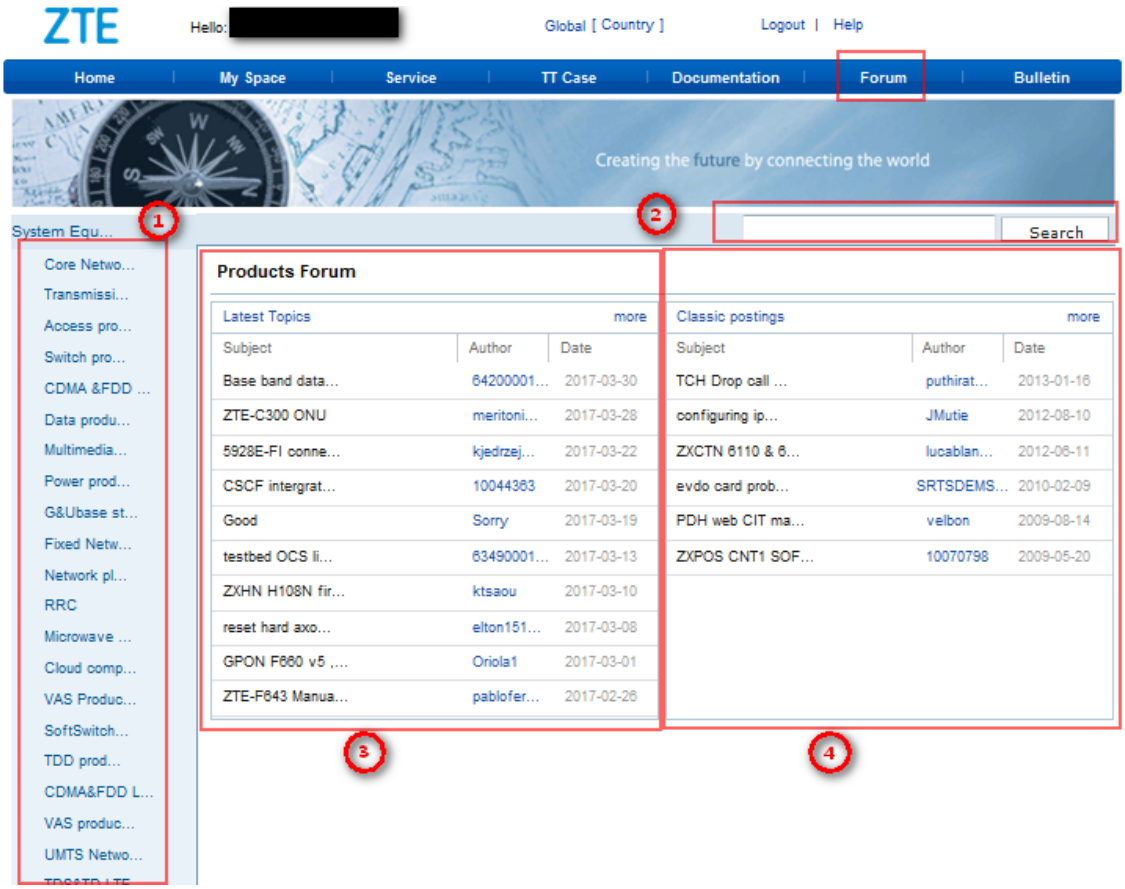
6 Forum

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.



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.

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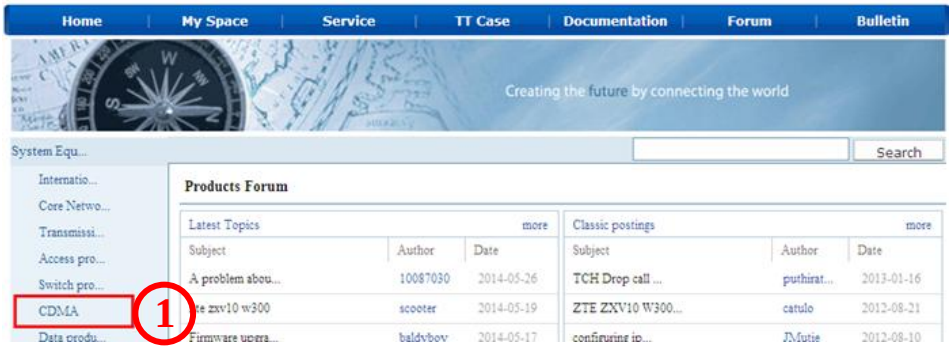
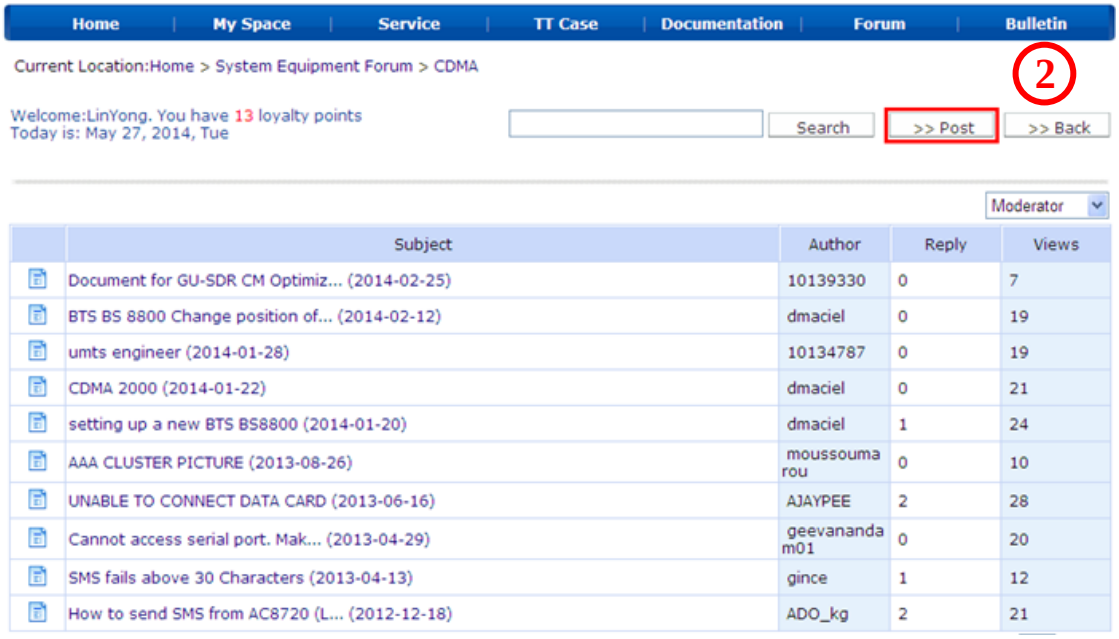
6.2 Post

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

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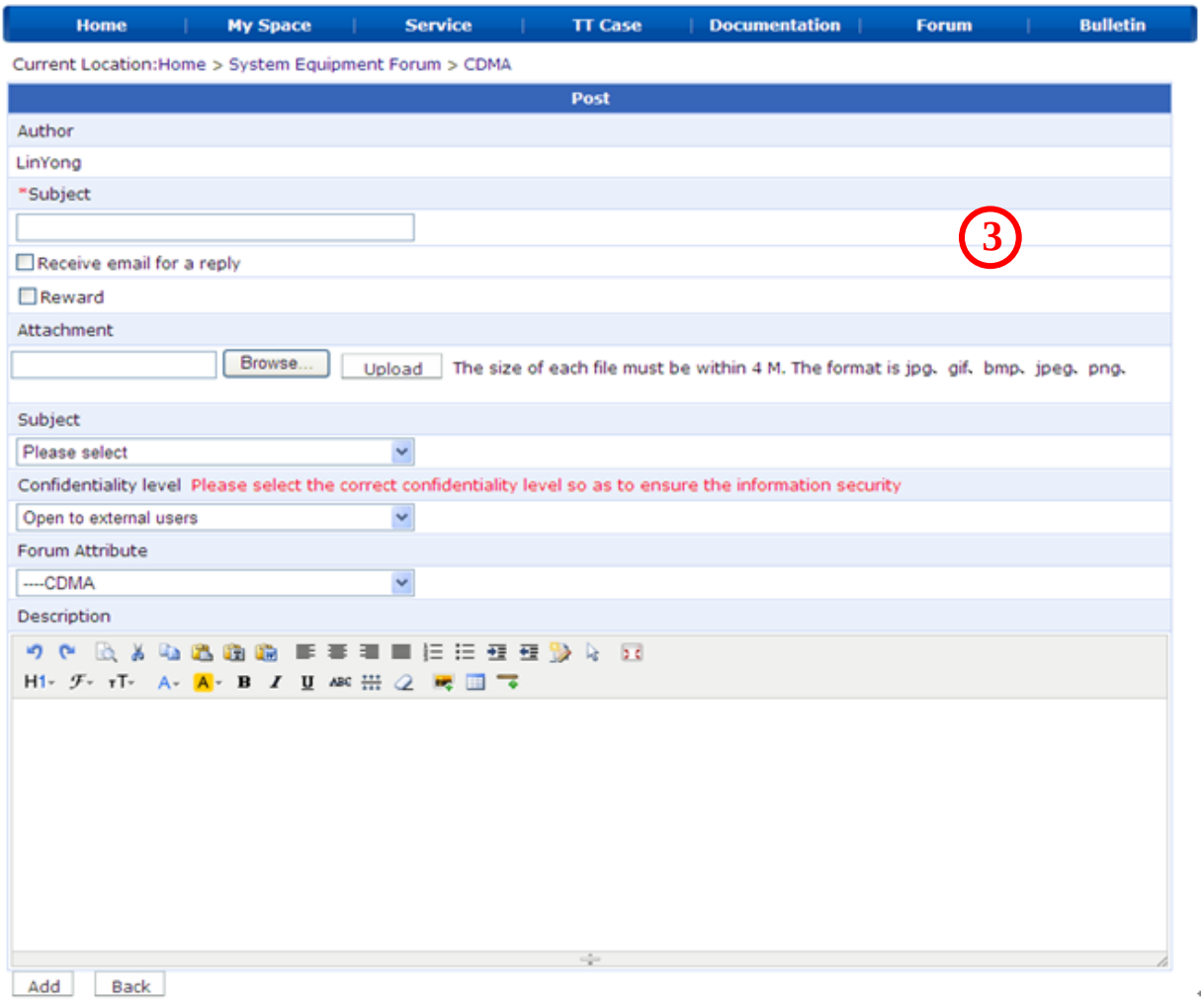
there is a reply.

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.



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".

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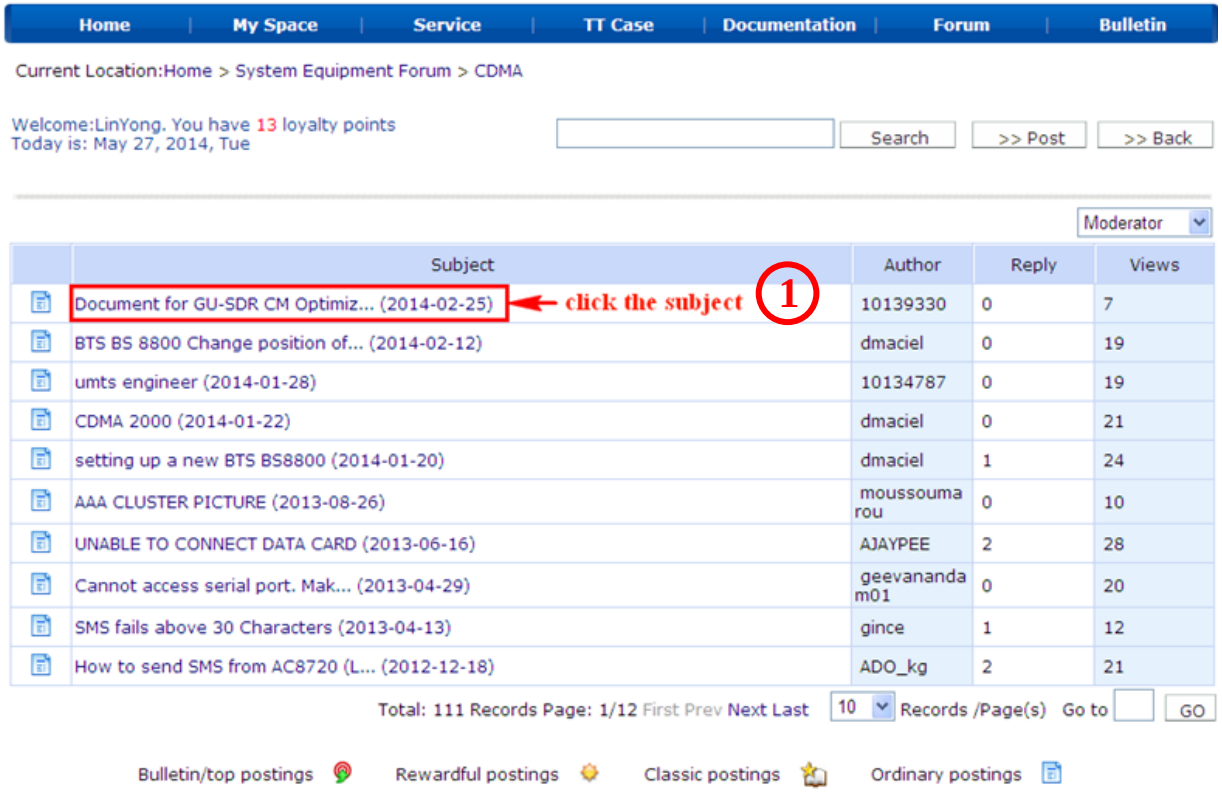
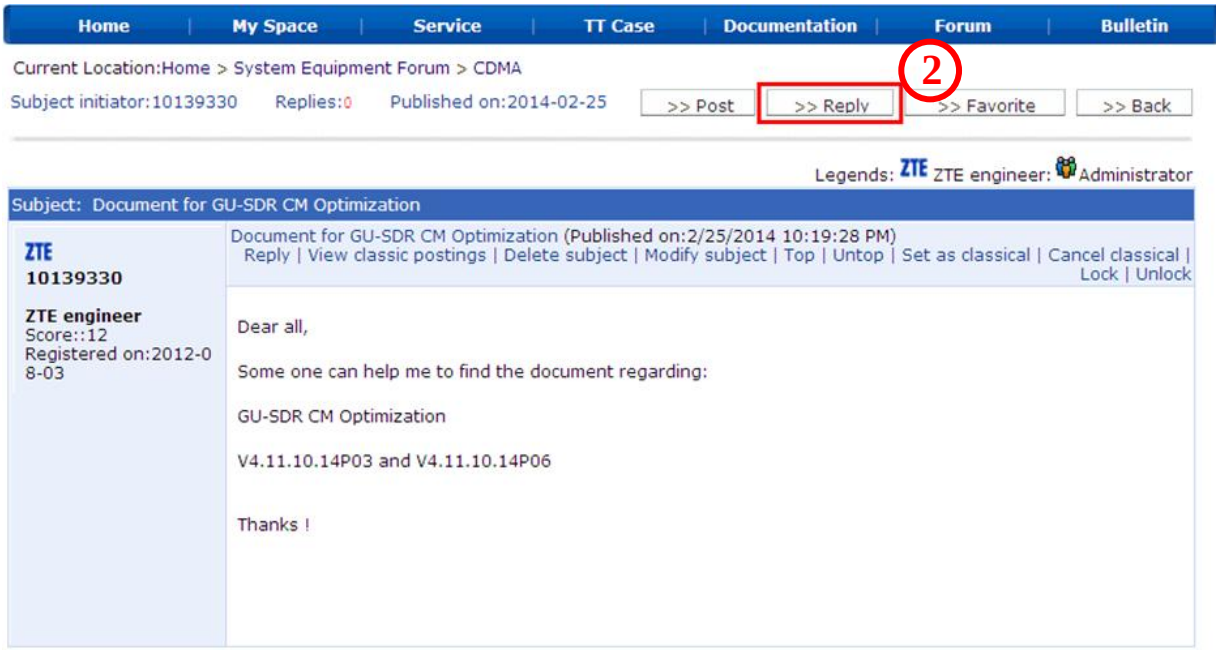


STEP 3: Enter the subject page and click **Reply**. The reply content page will appear.



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

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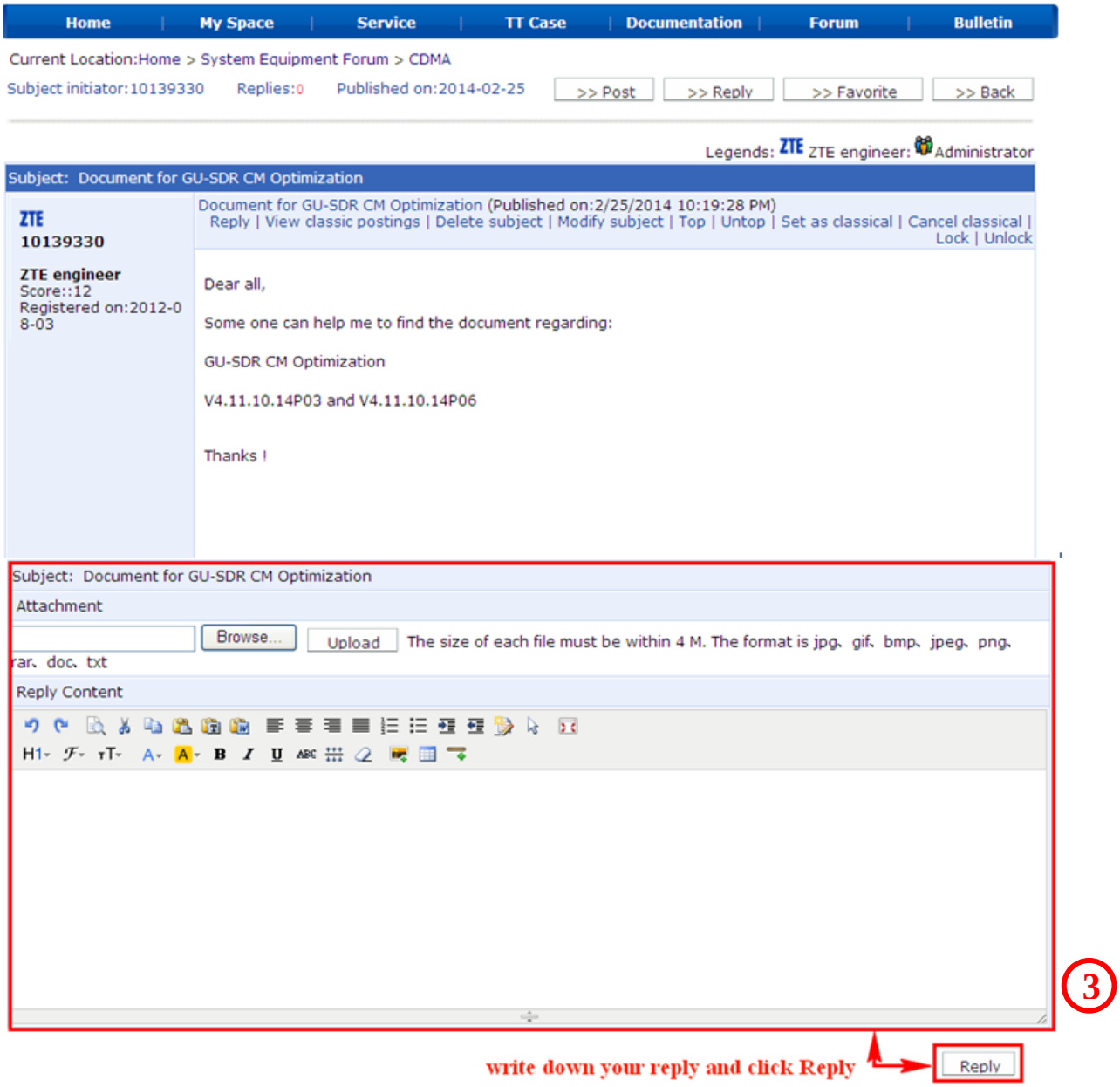

Tips:

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

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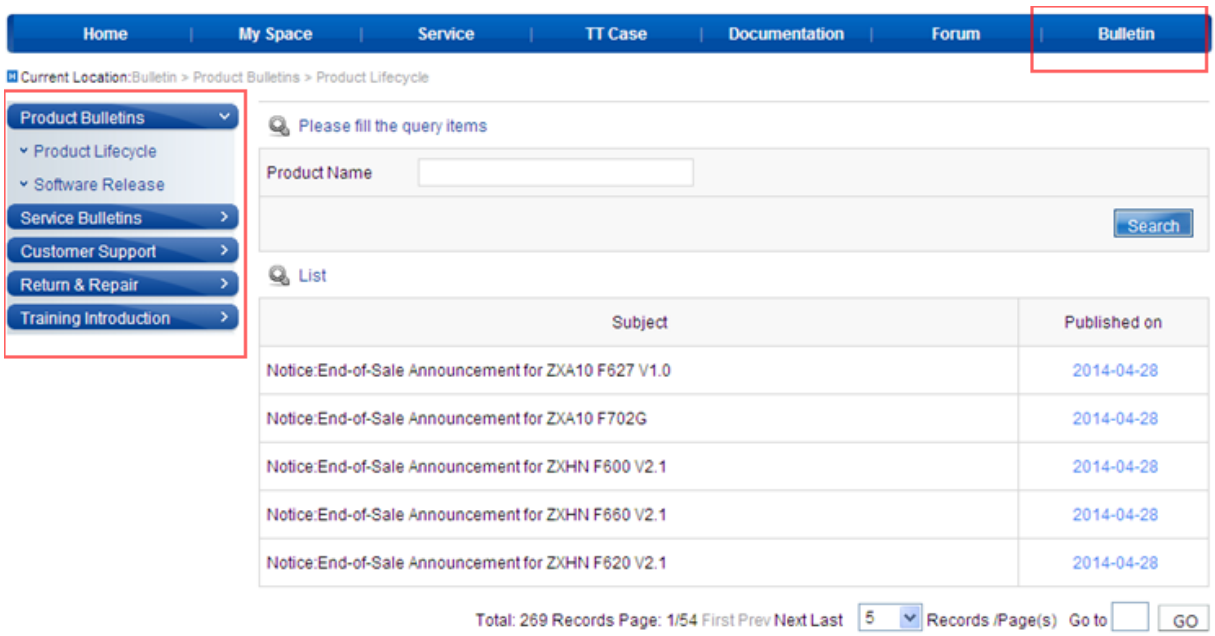
7 Bulletin

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.



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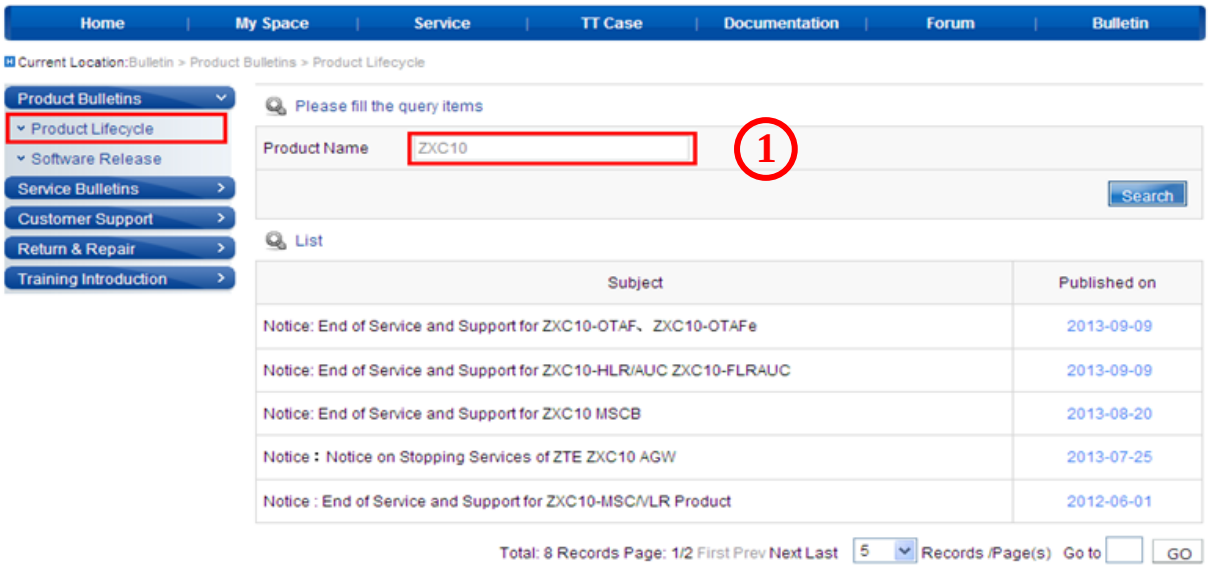
7.2 Submenu Introduction

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 ".



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

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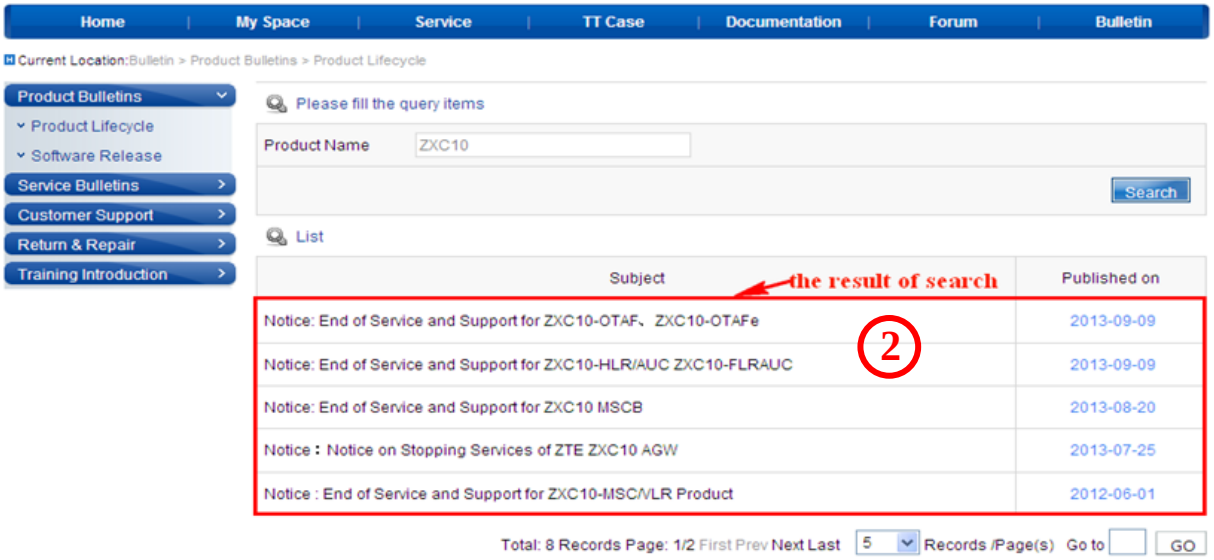
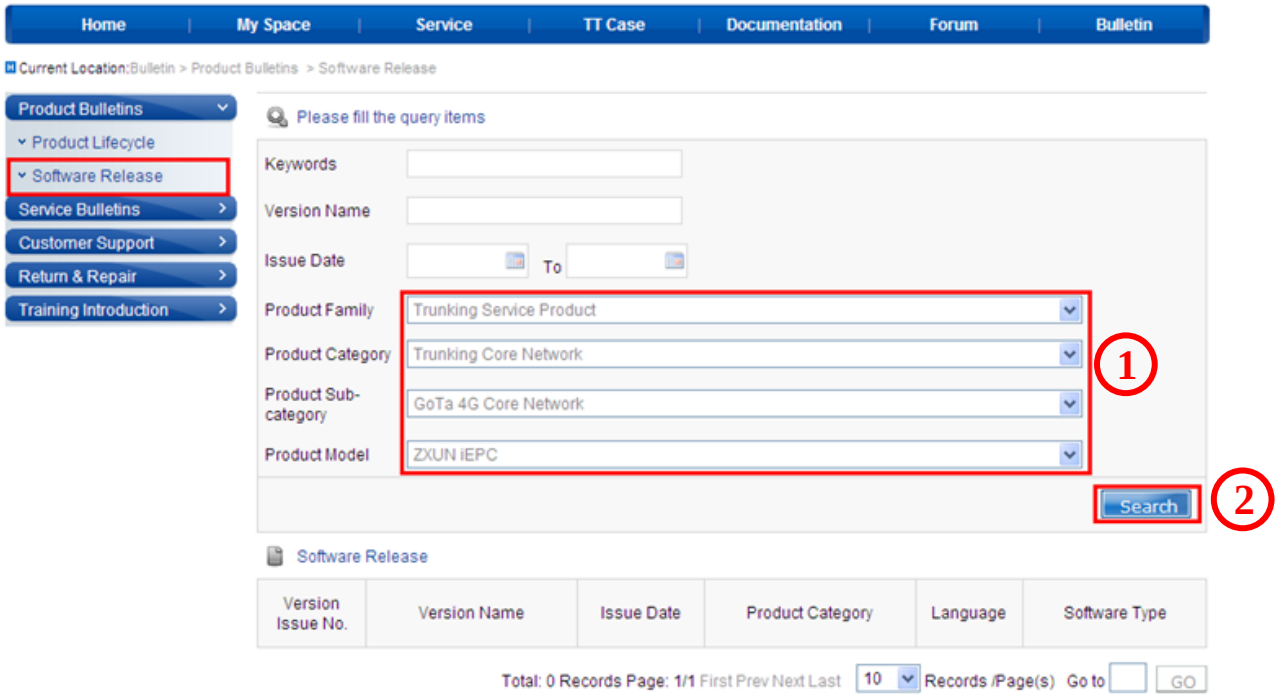


【Software Release】

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.

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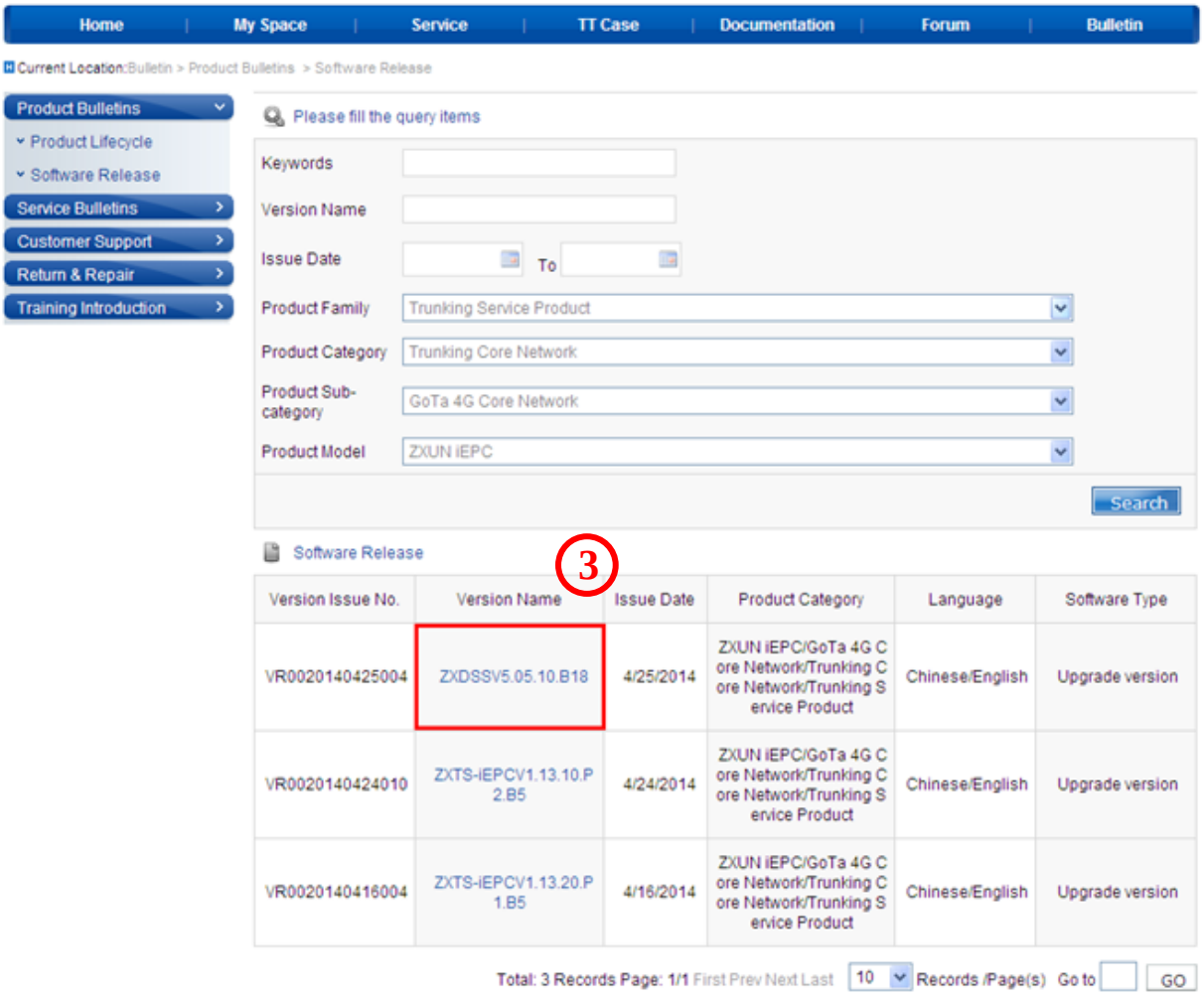

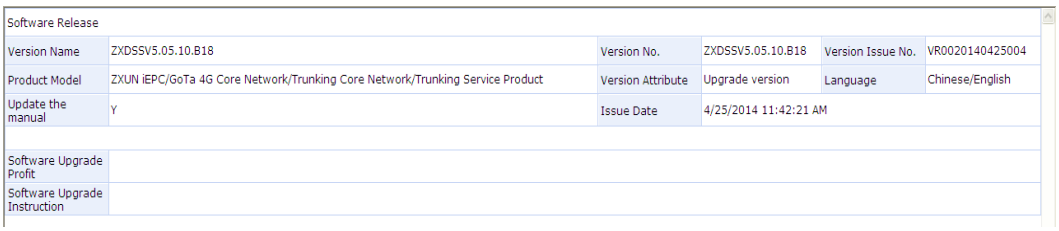

7.2.2 【Bulletin】>【Service Bulletins】

【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 ".

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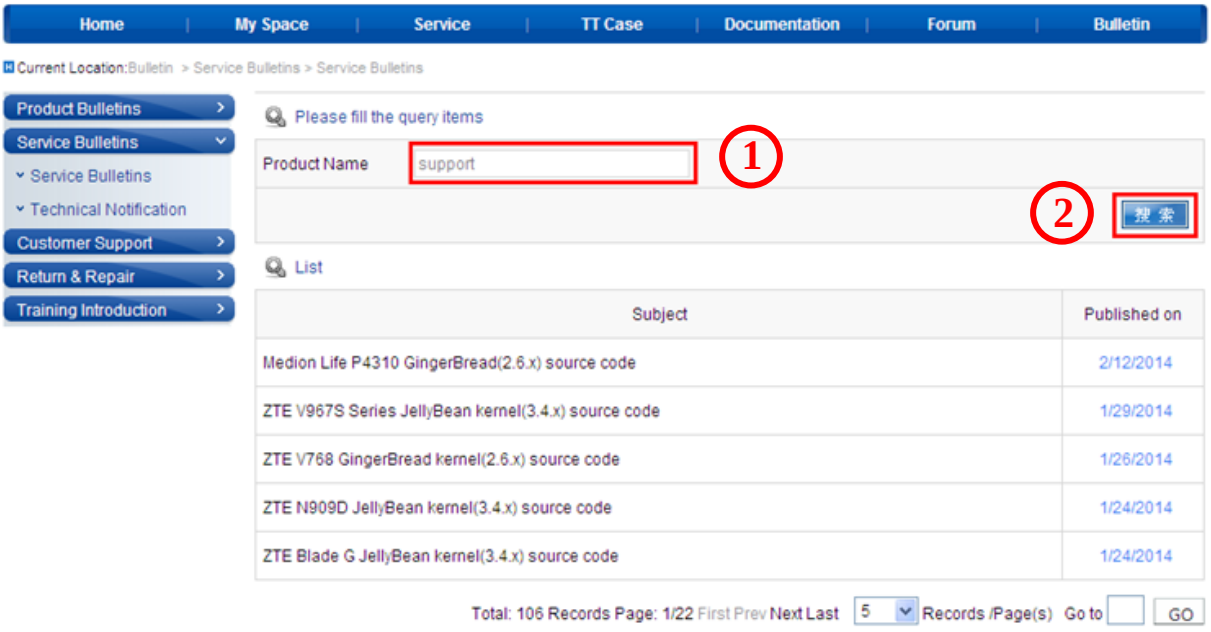
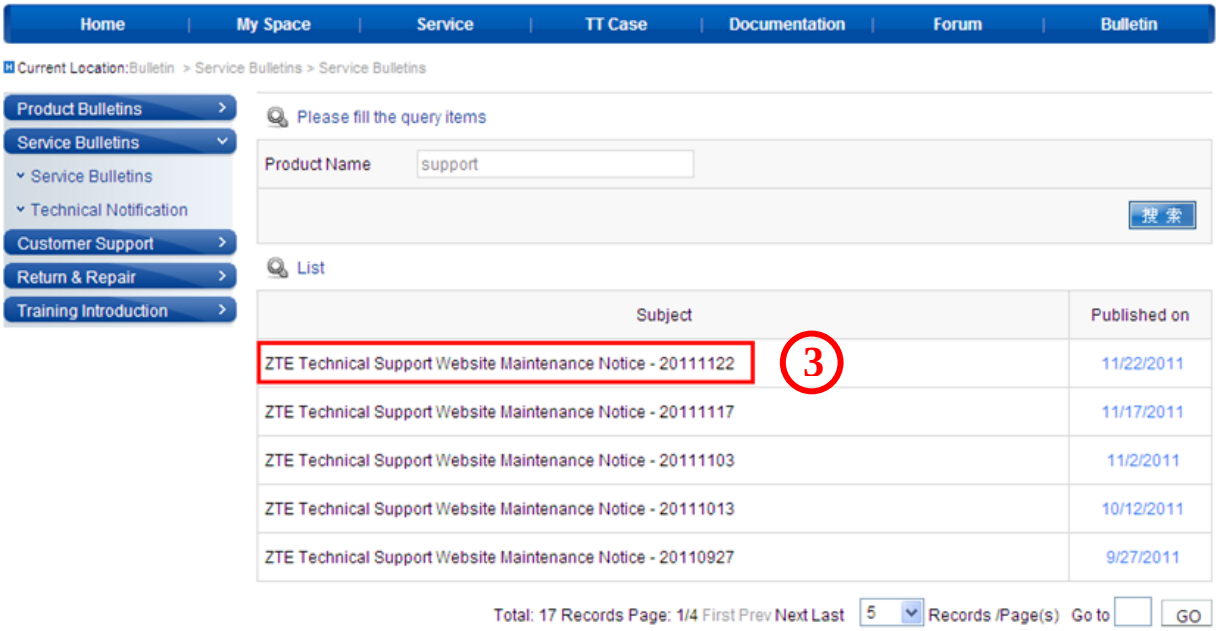


STEP 2: Search results will be listed automatically and a user can click the "Subject" to check the details. For example, view the "ZTE Technical Support Website Maintenance Notice - 20111122".



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

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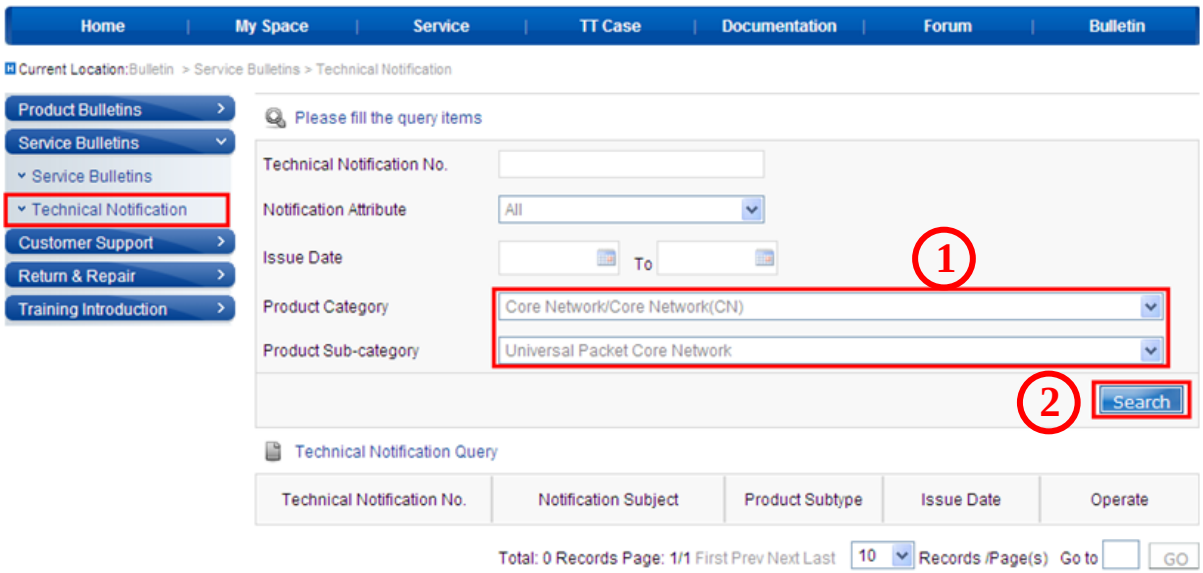
【Technical Notification】

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)".



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).

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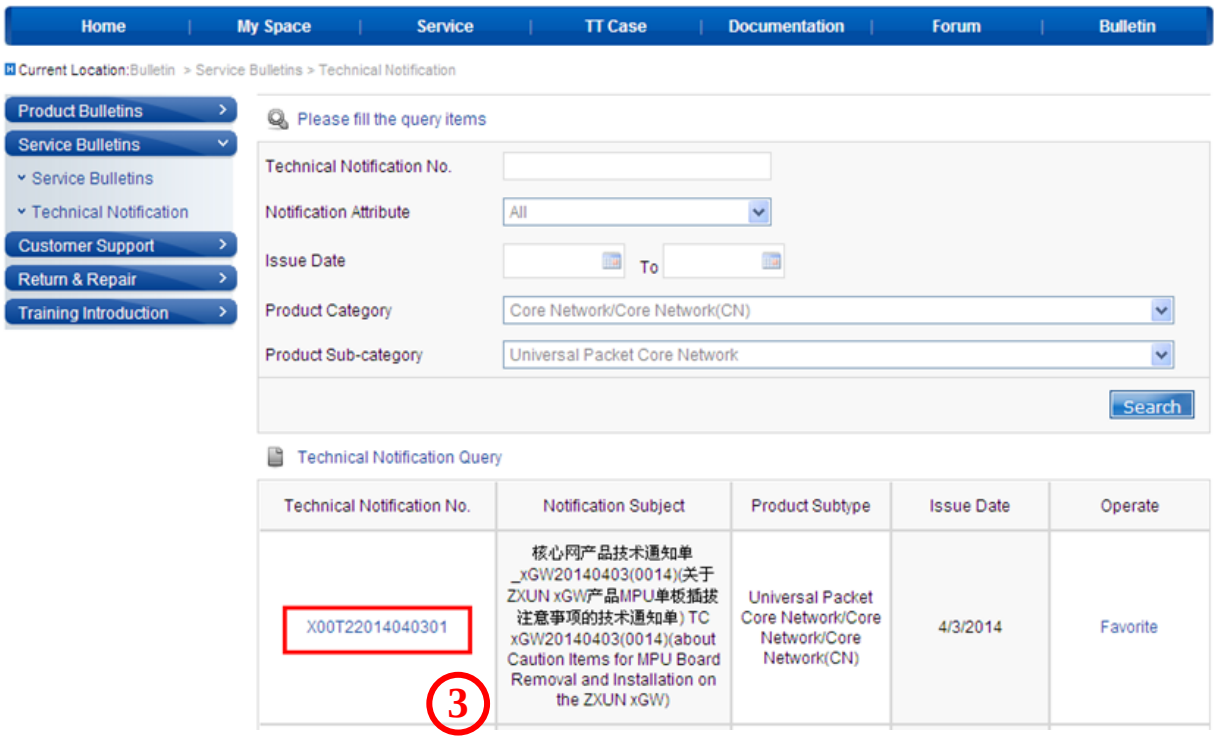

7.2.3 【Bulletin】>【Customer Support】

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).

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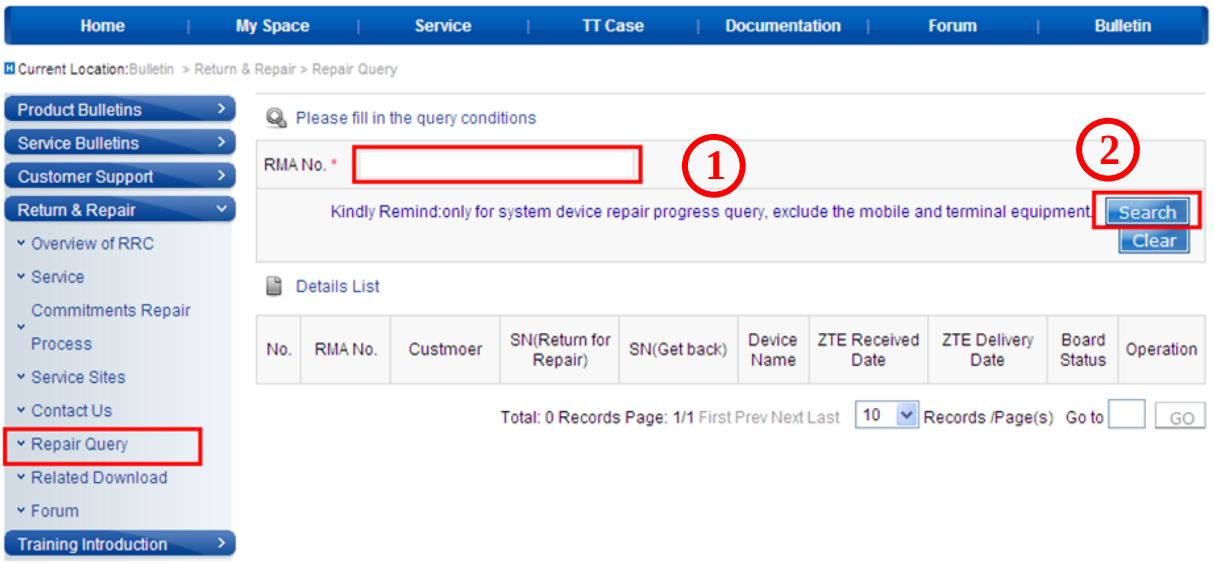

7.2.5 【Bulletin】>【Training Introduction】

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.

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