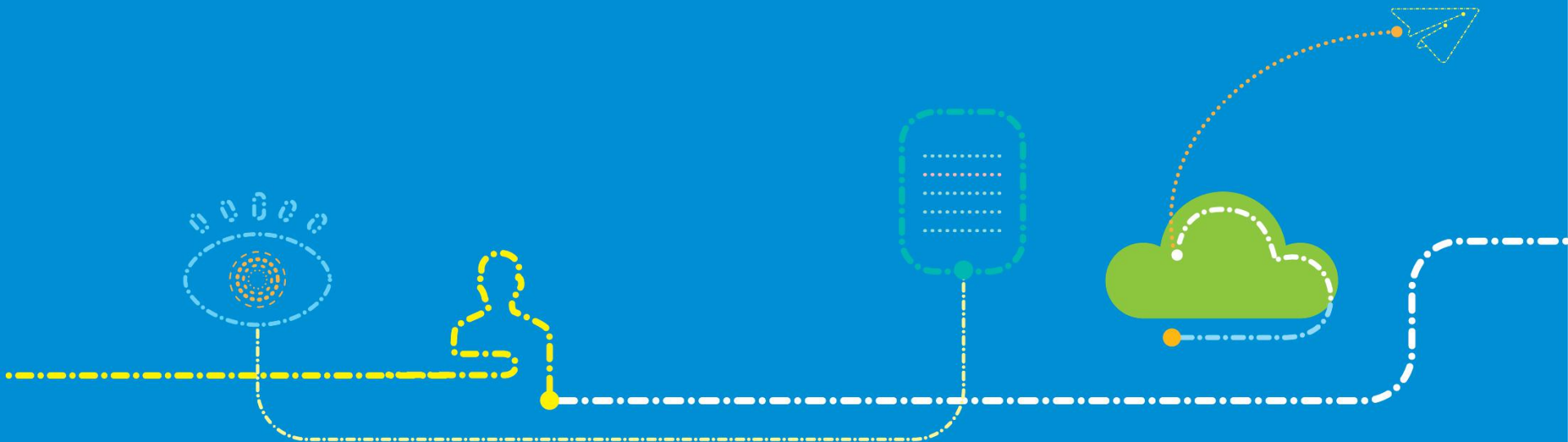


How to Register in Support Website

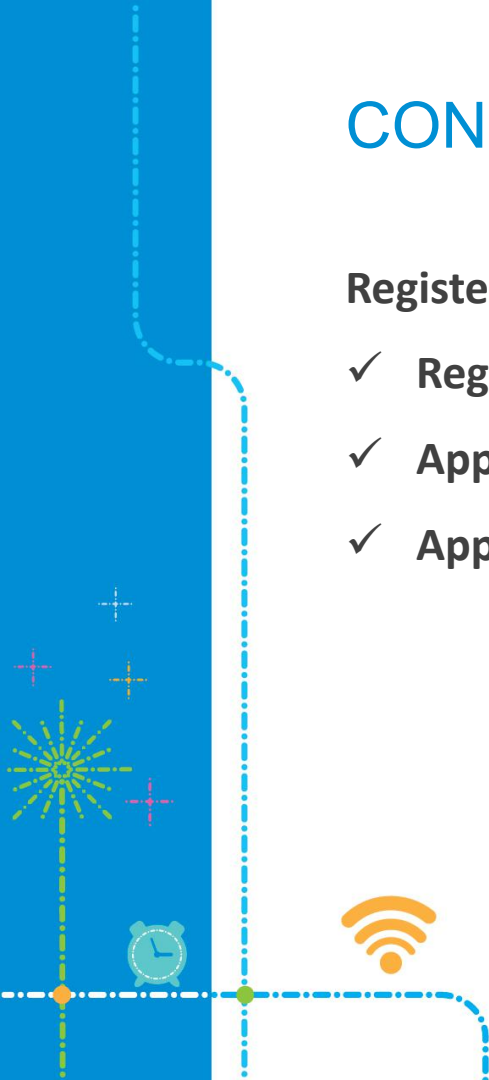
V5.0



CONTENTS

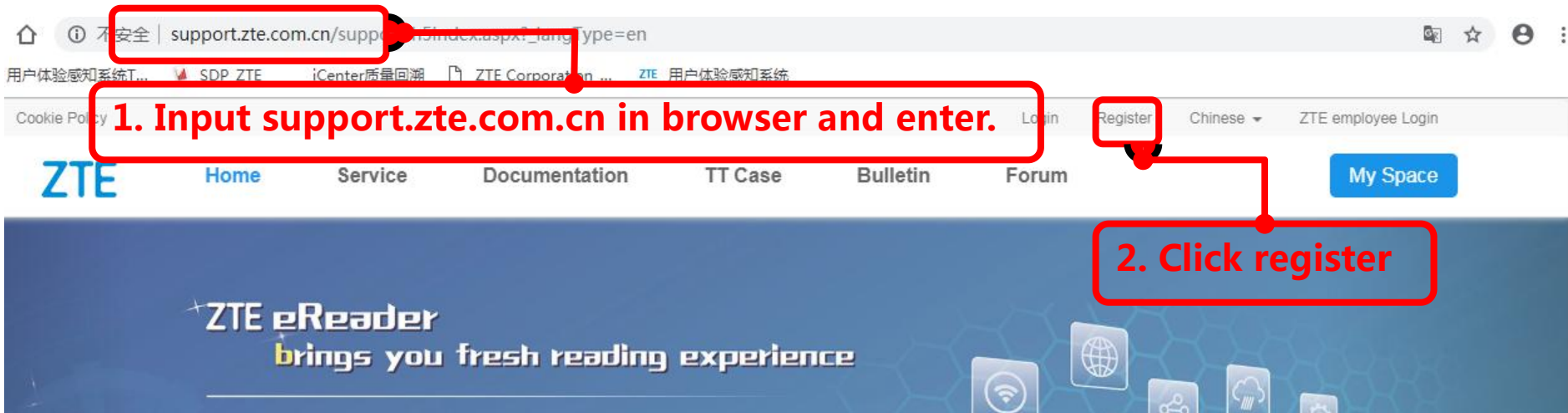
Register and apply for permissions:

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



1.Register to be a Common User

Internal use only▲



1.Register to be a Common User

Internal use only▲

1 Create Account

2 Information

3 Complete

Email

Verification Code

Get code

Password

Confirm Password

4. Please fill in the information and verification code

☐ Agreed 《Registration Protocol》 《Cookie Policy》 and 《Privacy Policy》

5. Agree to comply with ZTE' s item

Next

Login with existing account

6. Click Submit

1.Register to be a Common User

Internal use only▲

Please Note that phone number which is not operated by China Mainland Operators cannot be used to log in or reset password. Thus, verification code is not a must.

The registration form includes the following fields and options:

- Username**: Input field with a dropdown menu showing country codes: +259, +231, +95, +257, +237, +1, +1345, +236.
- Full Name**: Input field.
- Area**: Input field.
- Organization Name**: Input field.
- Phone**: Input field with a dropdown menu showing country codes: +86, ^.
- Verification Code**: Input field.
- Get code**: Button.

A red box highlights the warning text and the phone number field. A red line connects the warning text to the phone number field, indicating that non-Chinese phone numbers are not supported for login or password reset.

1.Register to be a Common User

Internal use only▲

MySpace > My information > My Authority

- ▶ My information
- ▶ My Forum
- ▶ My Subscription
- ▶ My Favorite
- ▶ My Knowledge

You are our "Ordinary User". The website permissions you have are shown in the table below. If you need more permissions, you can click [Apply for Advanced User](#).

Key Features	
My Space	✓
Service	
Support Request	✓
Spare Parts Request	✓
TT Case	✓
Forum	✓
Bulletin	✓
Documentation	
Product Document	✓
Project Document	✓
Common Document	✓

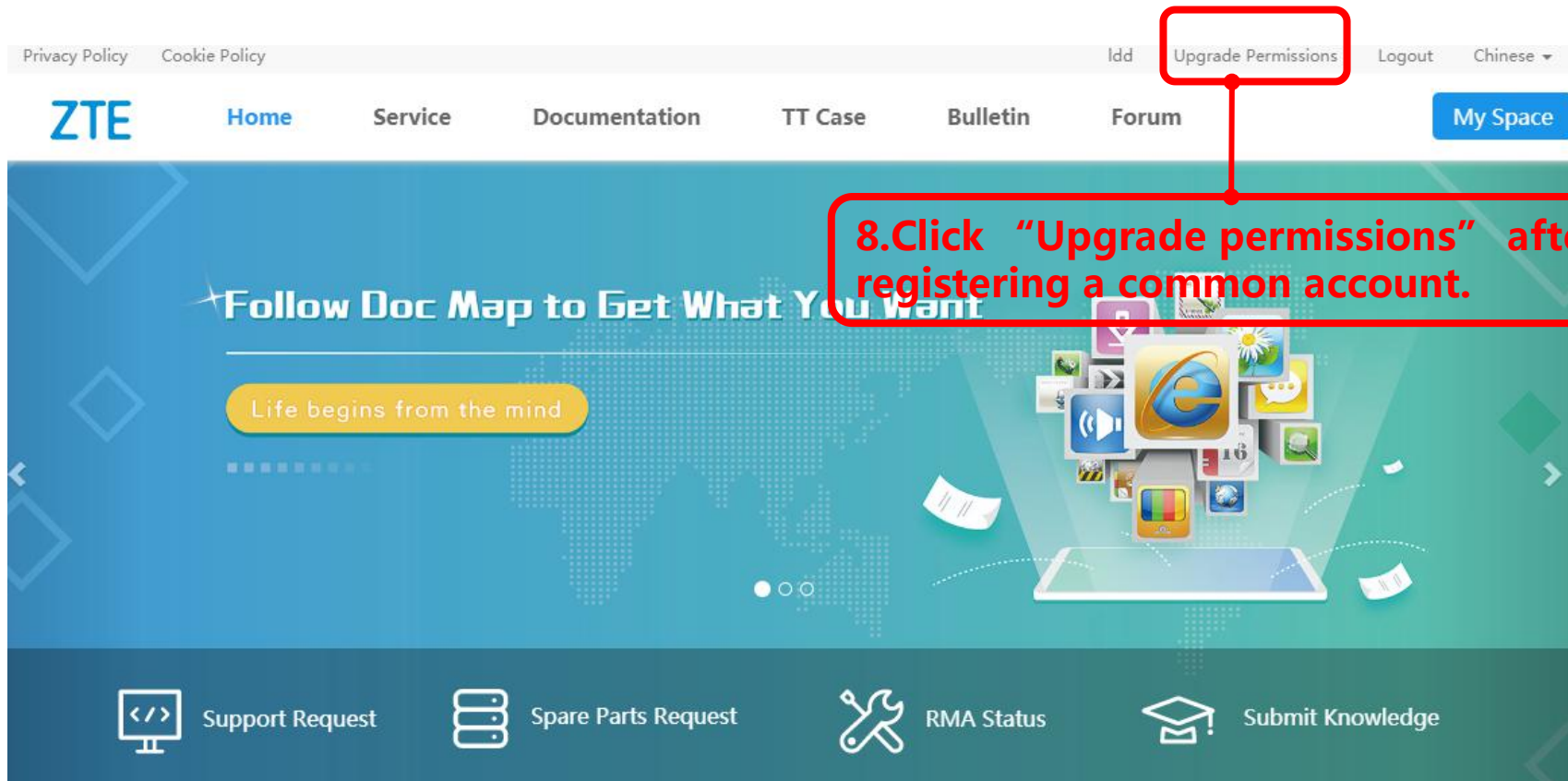
Both of them can access the page of Apply for Advanced User.



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

2. Apply for an Advanced User

Internal use only▲



2. Apply for an Advanced User

Internal use only ▲

[Privacy Policy](#)

[Cookie Policy](#)

[Idd](#)

[Upgrade Permissions](#)

[Logout](#)

[Chinese ▼](#)

ZTE

[Home](#)

[Service](#)

[Documentation](#)

[TT Case](#)

[Bulletin](#)

[Forum](#)

[My Space](#)

[Return to Home](#) > [Apply for Advanced User](#)

*Company name

Please fill in detailed company name easier to be passed!

* ☒ Maintenance Contract No. ☐ Training ID ☐

Zte maintenance engineer mailbox

Please fill in Contract NO. between your company and ZTE

*Apply Your Product Type

(If the permission is not valid, you cannot check the documents of the corresponding product type.)

☐ Wireless

☐ Core Network

☐

☐ Data

☐ Access

Transmission Communication

Network

☐ Cloud Computing &
IT Products

☐ Unified Network
Management System

☐ Energy&IAP

*Apply for the permission of technical support service ☐ Yes ☒ No

*Whether need the Spare Parts Service permission ☐ Yes ☒ No

Submit

Reset

8.Fill in the application information.

9.Click "Submit" to complete your application.

2. Apply for an Advanced User

Internal use only ▲

Explanations:

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

2. Apply for an Advanced User

Internal use only▲



800

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

收件人: [REDACTED]

ZTE Global Support Center

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

Dear Ms./Mr.,

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

User Name: [REDACTED]

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

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



Notes

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

3. Apply for More Permissions

Internal use only ▲



Notes

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

The screenshot shows the ZTE website interface. At the top, there is a navigation bar with links for Privacy Policy, Cookie Policy, Idd, Upgrade Permissions (highlighted with a red box), Logout, and Chinese. Below this is a secondary navigation bar with links for Home, Service, Documentation, TT Case, Bulletin, Forum, and My Space. The main content area features a large banner with the text 'Follow Doc Map to Get What You Want' and 'Life begins from the mind'. A red callout box with the text '10. Click "Apply more Permissions" to apply for other permissions.' points to the 'Upgrade Permissions' link in the top navigation bar. At the bottom of the page, there is a footer with icons and links for Support Request, Spare Parts Request, RMA Status, and Submit Knowledge.

3. Apply for More Permissions

Internal use only ▲

Privacy Policy Cookie Policy

Id Upgrade Permissions Logout Chinese ▼

ZTE

Home

Service

Documentation

TT Case

Bulletin

Forum

My Space

Current Location Return to Support > Apply More Permissions

*Company name Telecom company

Please fill in detailed company name easier to be passed!

* ☐ Contract No. ☐ Training ID ☒ ZTE Engineer
such as: zhang san@zte.com.cn

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

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

☒ Wireless

☐ Core Network

☒ Transmission

☒ Data Communication

☐ Access Network

☐ Cloud Computing & IT Products

☐ Multimedia

☐ Unified Network Management System

☐ Power&IAP

*Whether need the Spare Parts Service permission
☐ Yes ☒ No

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

12. Click "Submit" to apply.

Submit

Reset

11. Choose other products you want to read.

Extra proofs will be favorable for reviewing passed.

3. Apply for More Permissions

Internal use only ▲



800

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

收件人: [REDACTED]

ZTE Global Support Center

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

Dear Ms./Mr.,

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

User Name: [REDACTED]

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

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



Notes

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

Thank you



Leading 5G Innovations

