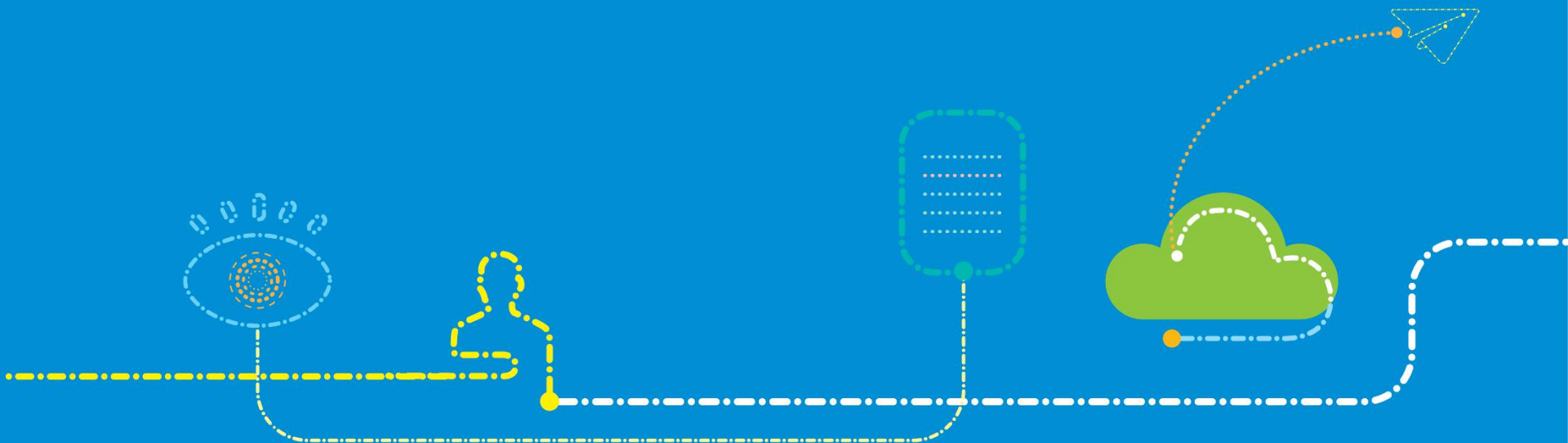


How to Register in Support Website

7.0



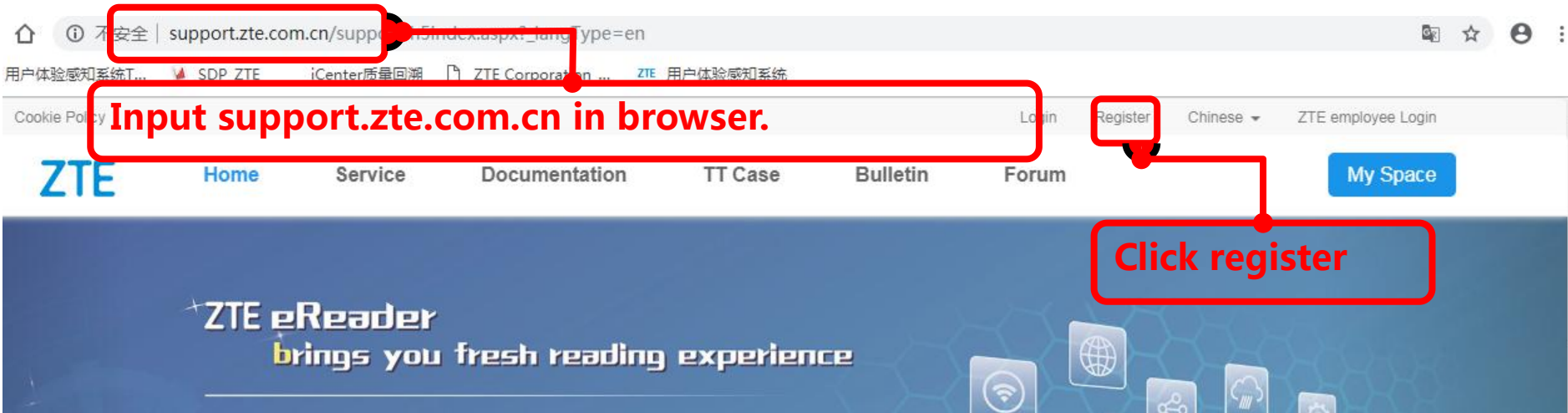
CONTENTS

Register and apply for permissions:

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



1.Register to be a Common User



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

Please fill in the information and verification code

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

Agree to comply with ZTE' s policy

Next Login with existing account

Click Submit

1.Register to be a Common User

Please be noted that phone number which is not operated by China Mainland Operators cannot be used to log on Support Portal or reset password. Thus, verification code for such phone number is not a must.

The image shows a registration form with a dropdown menu for phone numbers and countries. The dropdown menu is open, showing a list of countries and their corresponding phone number prefixes. The countries listed are Bulgaria, Burma, Burundi, Cameroon, Canada, and Central African Republic. The phone number prefixes are +359, +95, +257, +237, +1, +1345, and +236. The form also includes fields for Username, Full Name, Area, Organization Name, and Phone. The Phone field is currently set to +86. There is a 'Get code' button next to the Phone field. The Verification Code field is empty.

Country	Phone Number Prefix
Bulgaria	+359
Burma	+95
Burundi	+257
Cameroon	+237
Canada	+1
Central African Republic	+236

1.Register to be a Common User

Internal use only▲

Cookie Policy

ZTE

Home

Service

Documentation

TT Case

Bulletin

Forum

Upgrade authority

Logout

Chinese ▼

My Space

My Space > My information > My Authority

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

- ▶ My information
- ▶ My Authority
 - My Authority
- ▶ My Forum
- ▶ My Subscription
- ▶ My Favorite

You are our Ordinary User. The website authority you have are shown in the table below, if you need more authority, you can click [Apply for VIP User](#).

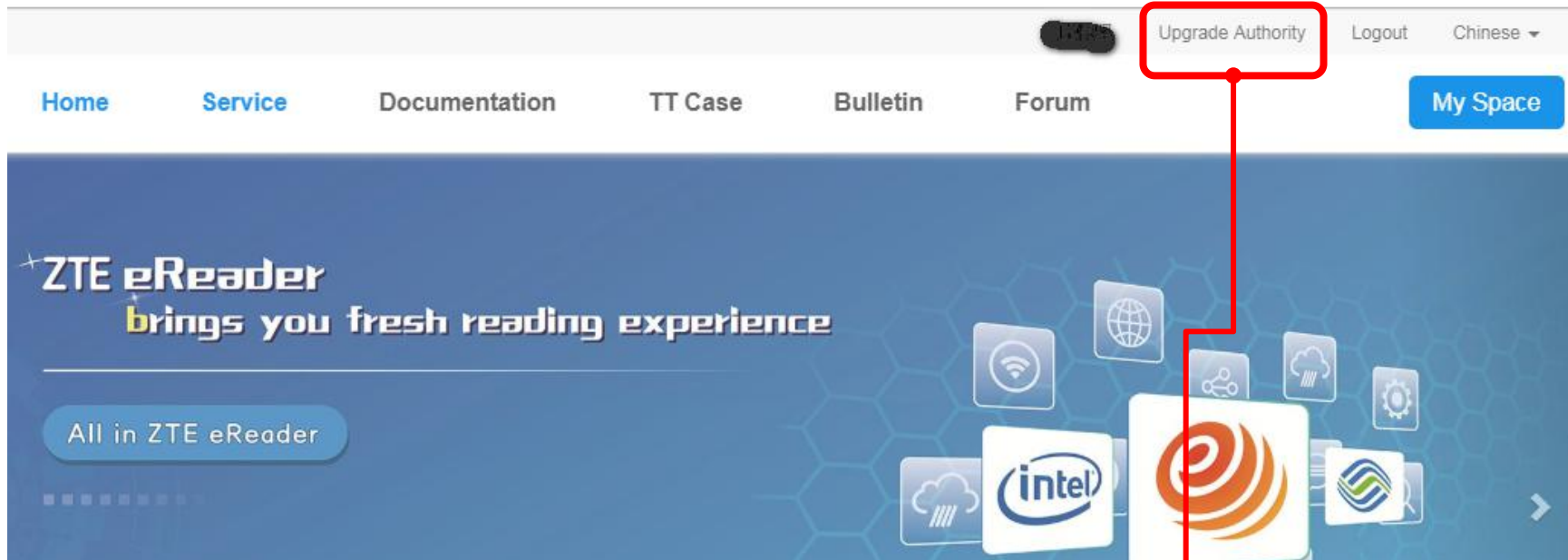
Catalogue	Own permissions
My Space	✓
Service	
Support Request	-
Spare Parts Request	-
TT Case	-
Forum	✓
Bulletin	✓
Documentation	✓
Product Document	-
Project Document	-
Common Document	✓



Please pay attention to different permissions between Ordinary User and VIP User to decide whether to upgrade authorities.

2. Apply for an Advanced User

Internal use only▲



Click "Upgrade Authority" after registering a common account.

2. Apply for an Advanced User

Internal use only ▲

Email [Modify](#)

Your business e-mail is highly recommended, which may accelerate your application approval.

*Company Name

Please fill in full company name.

* ZTE Maintenance Engineer Mailbox

Please fill in business e-mail address of your contact person from ZTE, which may accelerate your application approval.

Apply for Technical Support Service No

Apply for Spare Parts Service No

Apply for Training Service No

Wireless Core Network Transmission

Apply for Product Documentations Data Communication Access Network Cloud Computing & IT Products

Network Management System Power & IAP

Please select product types aligning with your contract, otherwise the access to documents cannot be granted.

Fill in all required information.

Submit

2. Apply for an Advanced User

If you want to submit&track service request on Support Portal, please check as "YES" .

* ZTE Maintenance Engineer Mailbox

Please fill in business e-mail address of your contact person from ZTE, which may accelerate your application approval.

Apply for Technical Support Service

Apply for Spare Parts Service

Spare Parts Service Contract No.

Please fill in the Contract NO. of ZTE Spare Parts Service

Apply for Training Service

Apply for Product Documentations

Wireless

Core Network

Transmission

Data Communication

Access Network

Cloud Computing & IT Products

Network Management System

Power & IAP

Please select product types aligning with your contract, otherwise the access to documents cannot be granted.

If you want to view&download documents, please select product types in accordance with the contract.

Submit

Click "Submit" to complete your application.

2. Apply for an Advanced User (by ID)

* ZTE Maintenance Engineer Mailbox

Please fill in business e-mail address of your contact person from ZTE, which may accelerate your application approval.

Apply for Technical Support Service

 No

Apply for Spare Parts Service

 No

Apply for Training Service

 Yes

* Training ID

Please fill in your ZTE training ID.

* Apply for Product Documentations

Wireless

Core Network

Transmission

Data Communication

Access Network

Cloud Computing & IT Products

Network Management System

Power & IAP

Please select product types aligning with your contract, otherwise the access to documents cannot be granted.

If you want to view&download documents, please select product types in accordance with the contract.

Submit

If you check this box as "YES", it means you are applying for VIP authority by ZTE University Training ID. The ID should be provide to process your application.

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 view	If you want to view 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>



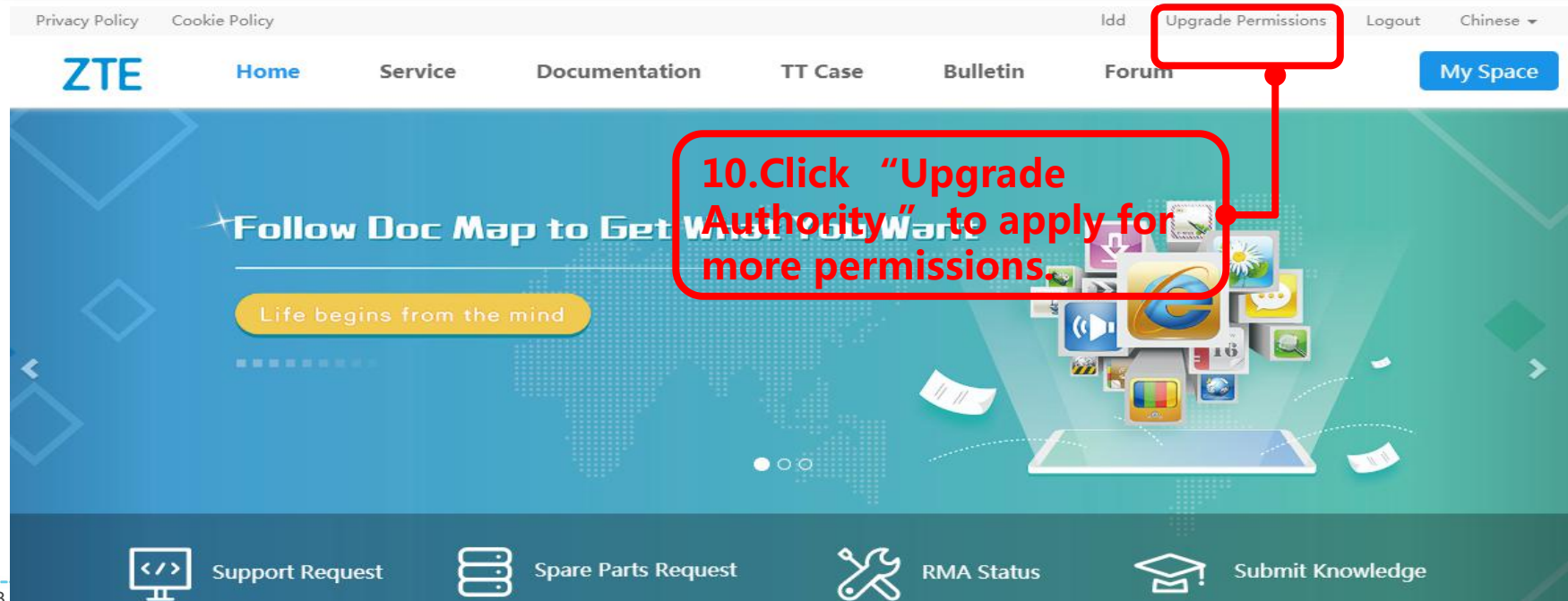
Notes

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

Notes

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



The screenshot shows the ZTE website interface. At the top, there are links for Privacy Policy and Cookie Policy on the left, and 'Idd', 'Upgrade Permissions', 'Logout', and 'Chinese' on the right. The main navigation bar includes 'Home', 'Service', 'Documentation', 'TT Case', 'Bulletin', 'Forum', and 'My Space'. A red box highlights the 'Upgrade Permissions' link in the top right. Below the navigation bar, a large banner features the text 'Follow Doc Map to Get What You Want' and 'Life begins from the mind'. A red box with a line pointing to the 'Upgrade Permissions' link contains the text: '10. Click "Upgrade Authority" to apply for more permissions.' At the bottom of the page, there are four icons with corresponding text: a code icon for 'Support Request', a server rack icon for 'Spare Parts Request', a wrench icon for 'RMA Status', and a graduation cap icon for 'Submit Knowledge'.

3. Apply for More Permissions

Internal use only ▲

* ZTE Maintenance Engineer Mailbox

Please fill in business e-mail address of your contact person from ZTE, which may accelerate your application approval.

Apply for Technical Support Service

 No

Apply for Spare Parts Service

 Yes

Spare Parts Service Contract No.

Please fill in the Contract NO. of ZTE Spare Parts Service

Apply for Training Service

 Yes

*Training ID

Please fill in your ZTE training ID.

*Apply for Product Documentations

Wireless <input type="checkbox"/>	Core Network <input type="checkbox"/>	Transmission <input type="checkbox"/>
Data Communication <input type="checkbox"/>	Access Network <input type="checkbox"/>	Cloud Computing & IT Products <input type="checkbox"/>
Network Management System <input type="checkbox"/>	Power & IAP <input type="checkbox"/>	

Please select product types aligning with your contract, otherwise the access to documents cannot be granted.

Submit

If you check Spare Parts service, contract No. should be provided.
If you choose Training service, training ID should be provided.

Choose document and Click "Submit" to complete your application.

ZTE

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

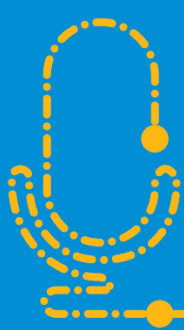
Support website link: <http://support.zte.com.cn>



Notes

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

Thank you



Leading 5G Innovations

