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Thundercomm support system Introduction

- Please use Thundercomm support system if have any technical support requests.
- Support system link: https://support.thundercomm.com/.
How to get technical support

1. Account registration and login

Please log in using the account registered on the Thundercomm official website, no need for secondary registration.


How to get technical support

2. Create a project

• If your company requires technical support, please contact our FAE team. Projects should be created with the assistance of the FAE team.

• Specific steps:
  
  • Contact the sales or product manager and provide them with basic information about the product and project, such as the product and company name.
    
    • Use the template: https://thundersoft.feishu.cn/sheets/DZOusearjh43t4tUYb9cluRBnsf
  
  • The sales or product manager will pass the project information to the FAE team.
  
  • After collecting the information, the FAE team will proceed with the project approval process. You can raise questions or inquiries within the project.
  
  • We will assign engineers to address the issues and track the problem-solving process through this project.
### Issue Status Flow

- **New**: The issue status is NEW when an issue is newly submitted.
- **Received**: Issue owner started to work in the issue.
- **Need Info**: To solve the issue, more log or other information is required.
- **Researching**: The issue is under researching and analyzing.
- **AnswerGiven-Wait Feedback**: Solution or answer for this issue has already been provided.
- **Hold Pending CR**: If the problem belongs to SOM platform and Qualcomm themselves, we need R&D team for further investigation and solutions.
- **Customer Update**: Customer has updated the comments.
- **Closed pending your approval**: The issue will be set to this state if the customer didn’t reply within 3 days after the solution has been provided. When the issue keep this status for 2 weeks without feedback, the system will close this issue automatically.
- **Closed**: Issue will set to this state when the issue is solved.
Customer Responsibility

- Customer can create an issue in Redmine. Suggest to use the “Watch” function to add watcher. This function will trigger e-mail to be sent when issue has any update.

- A issue with state set to **Need Info**, means the issue need more information from customer and need to be provided promptly.

- If customer have update the comment, please set status to **Customer Update**, which is convenient to focus on the issue status and track.

- When customer confirm the issue is resolved, please set to the issue status as "close".
Work in Project

- Select "Projects" page.
Work in Project

- Go to Issues page and click the "New issue" in right top on issue list.
Submit issue

- Submit the issue.

Complete the required information on the "New issue" page.

1. Select the Tracker.
2. Enter project information in the 'Subject' field.
3. Fill in the 'Description' field using the following format:
   - [Issue Description]:
   - [Probability of occurrence of the issue]:
   - [Steps to reproduce the issue]:
   - [Preliminary analysis]:
   - [Contact Name/Email/Phone]:
   - [Upload baseline information]: The command used by your company to download the code.
4. The default status is NEW.
5. The default priority is Normal.
6. Chose issue category, the case will be assigned to different engineer by the category.
7. The default region is China, please chose correct region for FAE support.
8. Upload the attachment if needed.
9. Click Create to submit the issue.
Category

Category is used to identify problem areas and assign case to correct engineer.

- **BSP**: Responsible for dealing with issues related to common platform system.
  - **Boot**: handles the contents associated with Boot.
  - **Bus**: handles all peripherals and bus-related work (USB/I2C/SPI/Uart/SDIO).
  - **System**: Responsible for dealing with Android/Linux stability and performance related work.
  - **PMIC**: Responsible for PMIC chip and power management.
  - **FW**: Handles Android Framework/UI related work.
  - **LC**: Responsible for dealing with WiFi, BT,GPS and FM Radio related work content.
  - **Build**: Responsible for handling compilation, flashing, and code download related issues.
  - **Security**: Responsible for signing/Security boot/Selinux/DM verify, etc.
  - **Tools**: Handles issues related to production and Factory test Tools.

- **MM**: Responsible for dealing with multimedia related issues.
  - **Audio**: Processing Audio Playback/Recording/Codec/Driver/Tuning and Voice related issues.
  - **Video**: Handle Video playback/Recording/Codec and streaming media related issues.
  - **Camera**: Processing Camera driver/ISP/Tuning and preview/snapshot/camcorder related issues.
  - **Display**: Handles Display/Graphic driver/OpenGL and other related issues.
  - **SNPE**: Handles SNPE and AI-related problem neighborhoods.

- **Protocol**: Responsible for dealing with the content related to the agreement.
  - **Modem Data**: Handles Data business related issues.
  - **UIM**: Handles Data business related issues.

- **HW**: Responsible for dealing with hardware related issues.
  - **BB**(baseband): Handles hardware baseband related issues.
  - **RF**(radio frequency): Responsible for handling radio frequency related issues.
  - **WIFI**: Responsible for WIFI hardware related work.
View & Edit Issues

1. View Issues.

2. Edit Issues.
Close issues

To close an issue, click "Edit" and set the status to "Closed".
In order to help us improve the service quality, customer can click the "customer feedback" to fill in the feedback:

- Professional
- Good
- Normal
- Poor
How to sign the NDA and SLA

1. Signing the SLA is required before applying for the documentation.
   Chinese versional NDA,SLA:
   https://www.thundercomm.com/zh/document-permission-application/
   English versional NDA,SLA:
   https://www.thundercomm.com/document-permission-application/

2. Signing the PKLA is required for code application.
   PKLA Product Kit License Agreement:
   Please refer to the following website for specific operation procedures. Choose the appropriate chipset and follow the instructions for signing with Qualcomm for the purpose of filing.
   https://www.thundercomm.com/how-to-sign-qualcomm-pkla/

After all above process, customer can register TC website, and most documents can be obtained from TC website:

1. The website registration address is as follow:
   https://www.thundercomm.com/zh/register/

2. The link to obtain the document is as follow:
   https://docs.thundercomm.com/turbox_doc/documents/products
How to get technical documents


2. Go to the "Products" page, available products will be displayed, like the SOM, Dev Kit, Reference Design, etc..
How to get technical documents

Here use Turbox D845 as an example.

1. Go to the [https://docs.thundercomm.com/](https://docs.thundercomm.com/).
2. Click on the "Documents" as shown in the image.
How to get technical document

3. As the following page, you will find the documentation list.
4. Click to download the documents you need.
How to get technical documents

5. This page will remind you to log in.

Note: You can register for the relevant account at the following address: https://www.thundercomm.com/register/.
How to get technical documents

6. Enter your order number.

Notes:

1. The order number will be assigned after you purchasing the SOM or DK online.

2. The order number is linked to the registered account.

3. For customer who purchased the SOM or DK offline, please contact the Thundercomm contact Window to get the order number.

4. If your account can't access to the document website, please contact with PO@thundercomm.com to get the permission.
Empowering Every IoT Device with Our Technology

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