

Quectel E-Service System User Guide

For Customer

14 June 2018

V1.0

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Overview

In this system, You can

- Access using any browsers likes Microsoft Internet Explorer and Chrome.
- Submit a case using the template. Quectel support team will receive an email notification when ticket is created.
- View and manage the status of all your tickets submitted.
- Output a report for your all tickets.
- Access Knowledge Base

Overview-Function

Home

- Search key words, Password change, Time zone selection, Language chosen

Solutions

- Knowledge base for all our modules

Tickets

- Submit new tickets, Check tickets status

Overview-Problem Type

Required when you submit ticket

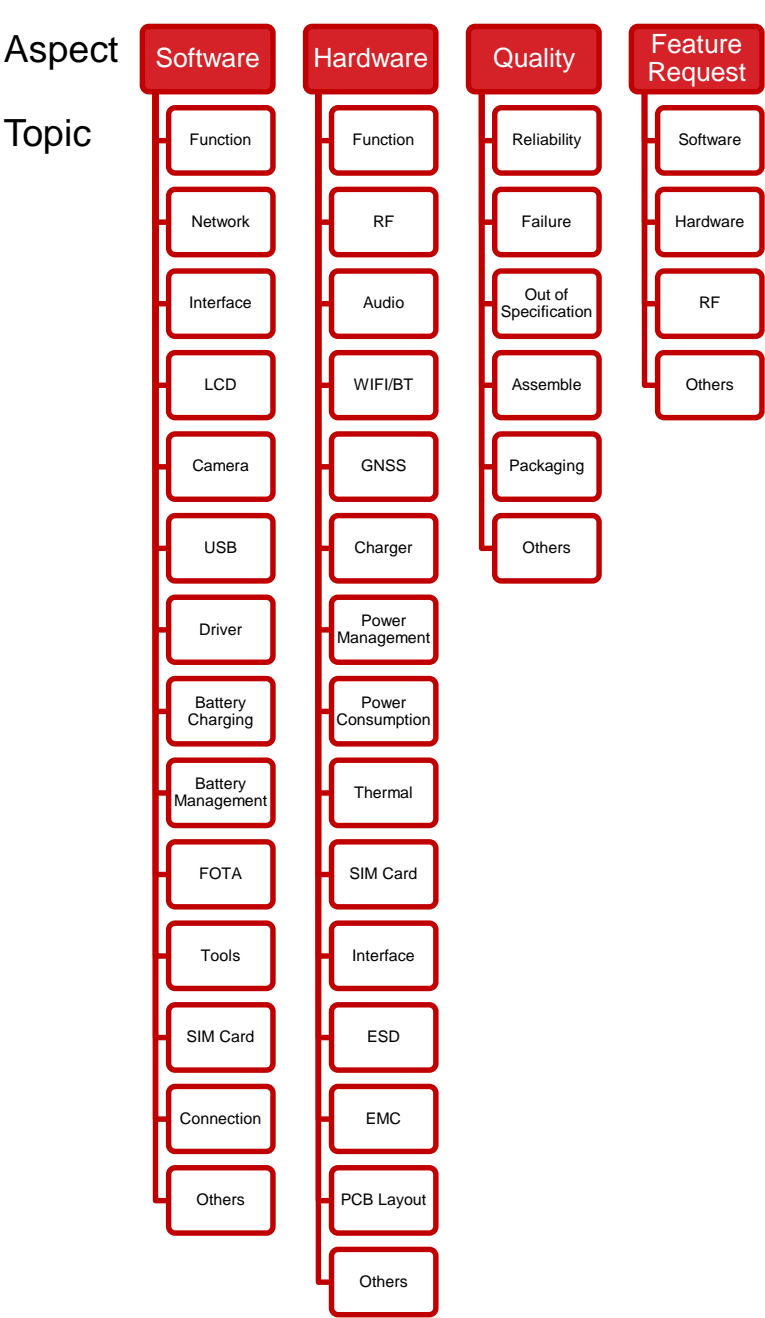
Product * 3G IoT Module

Aspect * Hardware

Hardware Topic *
 ...
 Function
 RF
 Audio
 WIFI/BT
 GNSS
 Charger
 Power Management
 Power Consumption
 Thermal
 SIM Card
 Interface
 ESD
 EMC
 PCB Layout
 Others

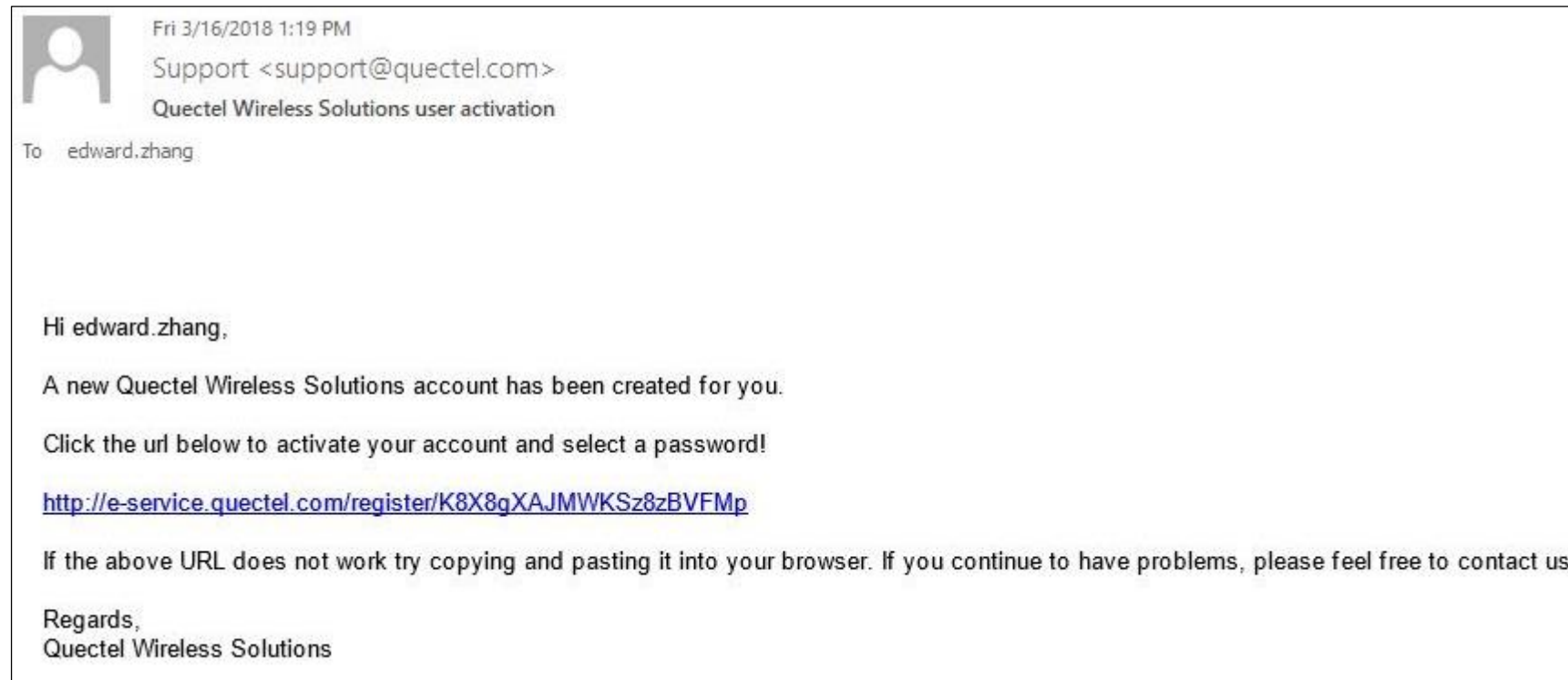
Type *

Description *



Access/Login E-Service

If you want to get an account, please apply to our local sales for approval. Once approved, your email inbox will receive a verify account email from e-service. Open it and click the URL. Then your explorer will open a link to change your password for login.



Access/Login E-Service

You can access from any computer with an internet connection, the login internet website is: <http://e-service.quectel.com/>

If you forget your password, please reset like below:

Login to the support portal

Enter the details below

Password

Remember me on this computer

[Forgot your password?](#)

LOGIN

Forgot Password

Give us your email address and instructions to reset your password will be emailed to you.

Your e-mail address

CANCEL **RESET MY PASSWORD**

Create a New Ticket

On the home page, click **New Support Ticket** to create a new ticket.

The screenshot displays the user interface of the Quectel Wireless Solutions portal. At the top left, the Quectel logo and tagline 'Build a Smarter World' are visible, along with the text 'Quectel Wireless Solutions'. On the top right, there is a user greeting 'Welcome ZKL' and links for 'Edit profile', 'Sign out', and 'English'. Below the header, a navigation menu includes 'Home', 'Solutions', and 'Tickets'. The main content area features a search bar with the placeholder text 'Enter your search term here...' and a magnifying glass icon. Below the search bar, two buttons are present: '+ New Support Ticket' (highlighted with a red box) and '+ Check Ticket Status'. The bottom section is titled 'Knowledge base' and lists documents under two categories: '4G IoT Module', 'AG35 (7)', and 'EC20 (1)'. The 'AG35 (7)' category lists three documents: 'Quectel_AG35_AT_Commands_Manual_V1.0', 'Quectel_AG35_DFOTA_User_Guide_V1.0', and 'Quectel_AG35_FILE_AT_Commands_Manual_V1.0'. The 'EC20 (1)' category lists one document: 'Quectel_EC20_AT_Commands_Manual_V1.3'.

Create a New Ticket

Fill in the required fields and any additional information. When the fields are completed, click **Submit** to submit your request

If you are associated with more than one company, you can choose which company to represent.



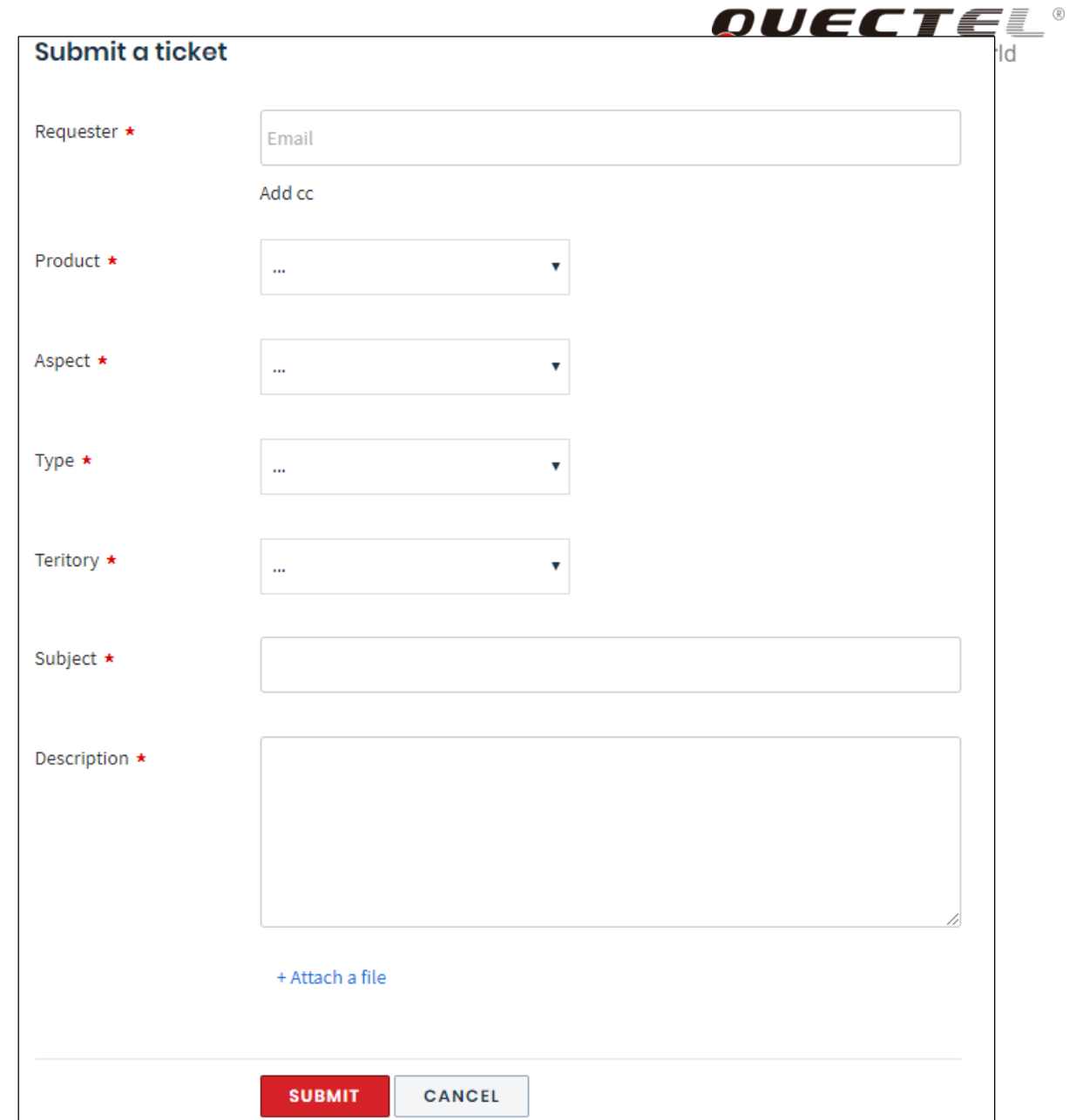
Submit a ticket

Requester *

Company *

Qtest

Add cc



Submit a ticket

Requester *

Email

Add cc

Product *

...

Aspect *

...

Type *

...

Territory *

...

Subject *

Description *

+ Attach a file

SUBMIT CANCEL

QUECTEL®

Email Notification

A system-generated email notification will be sent out to you and Quectel's FAE when a request is received, updated and closed.

As indicated in the email, don't reply to the ticket by email, please update in the system.

Hi Heather Zhu,


A new ticket has been assigned to you. Please follow the link below to view the ticket.

EC21 does not work by AT command

Quectel Support Team,

<https://e-service.quectel.com/helpdesk/tickets/282>

Quectel Ticket Received - SW application note of MC60 ☆

From: **Heather Zhu** <support@quectel.com> 

Date: Friday, Mar 16, 2018 1:33 PM

To: Quectel_Edward Zhang <2134420486@qq.com>

Dear edward zhang,

We would like to acknowledge that we have received your request and a ticket has been created.

A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

Please don't reply directly to this email, to view the status of the ticket or add comments, please visit

<https://e-service.quectel.com/helpdesk/tickets/285>

Thank you for your patience.

Sincerely,

Your Quectel Support Team

View Tickets

You can check all tickets submitted by you from portal

Home Solutions **Tickets**

Enter your search term here... + New Support Ticket Check Ticket Status

Open or Pending ▾

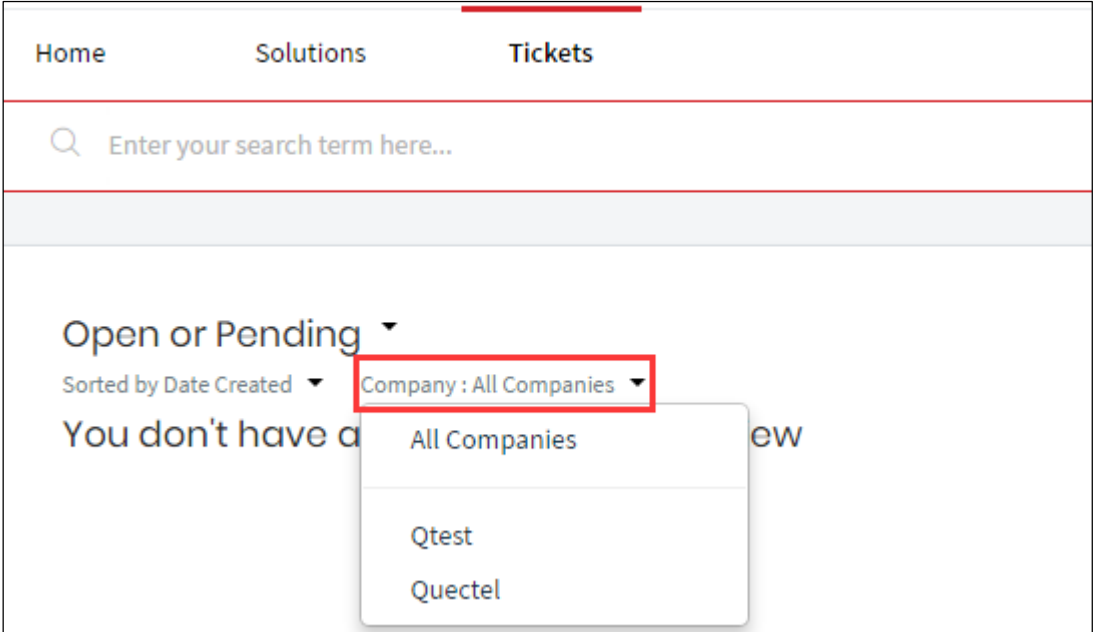
- All Tickets
- Open or Pending
- Resolved or Closed

Export tickets

tel PCBA QUERY #283	1:32 PM Agent: Wade Zhang	BEING PROCESSED
US - - BG96 - Quectel Registration #280	Created on Wed, 14 Mar at 5:15 AM Agent: Heather Zhu	BEING PROCESSED
US - - BG96 and GPIO pins development #278	Created on Wed, 14 Mar at 4:16 AM Agent: Wade Zhang	AWAITING YOUR REPLY

View Tickets

If you are associated with more than one company and have the authorization, you can choose between companies.



Ticket Status

The following status are updated to your tickets:

- 1, **Being Processed:** Quectel FAE is working on your problem
- 2, **Awaiting your Reply:** FAE need more information from you.
- 3, **This ticket has been Resolved:** FAE solved your problem, but didn't receive your confirmation after trying to reach out to you. If you reply in 48 hours, will open this ticket.
- 4, **This ticket has been Closed:** The ticket is closed.

Ticket details

Product *

4G IoT Module

Aspect *

Hardware

Hardware Topic *

GNSS

Type *

Info Request

Status

This ticket has been Closed

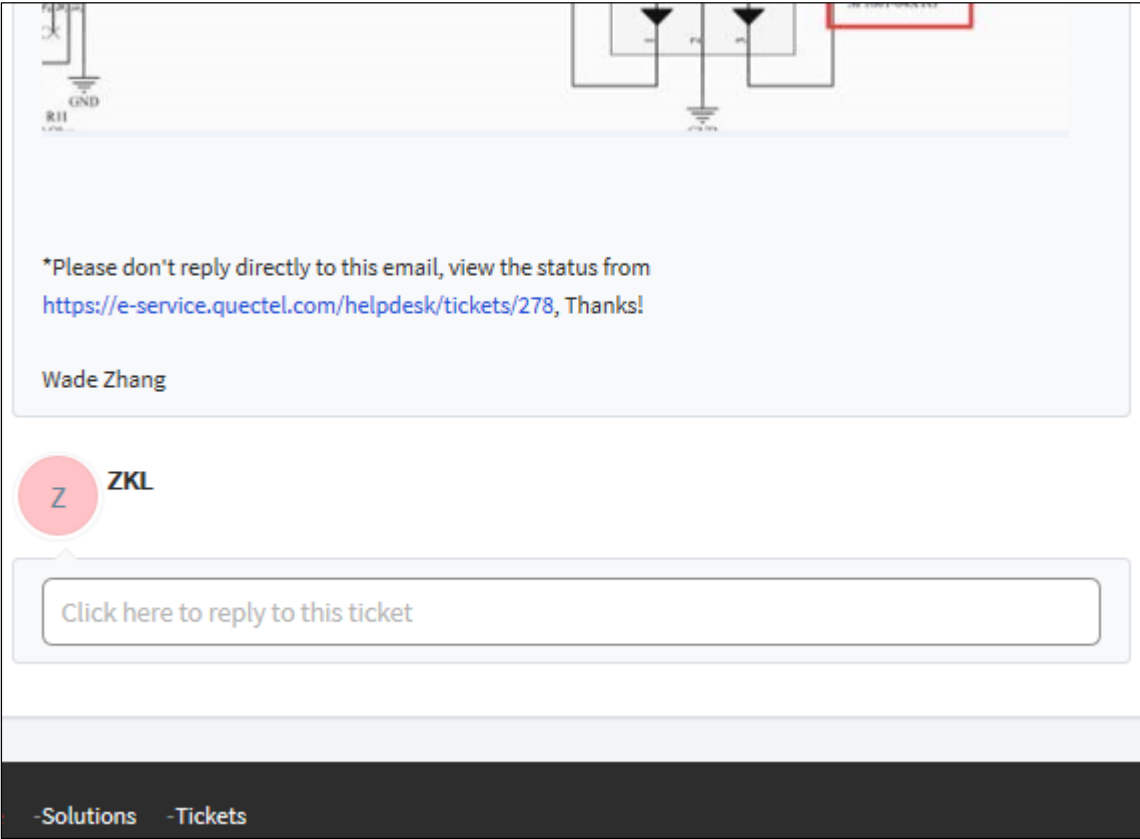
Assigned to

Sammy Zhu

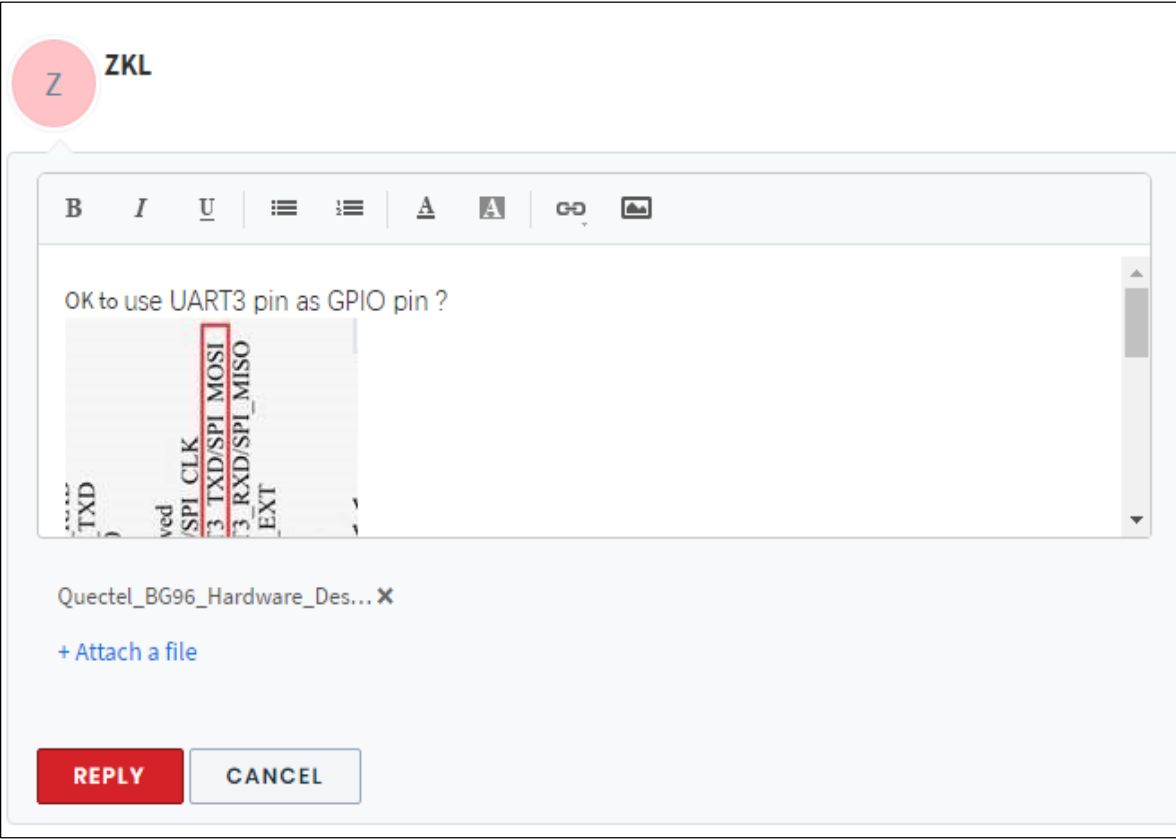
UPDATE

Ticket Reply

On the bottom of the ticket, you can reply directly and add picture, attachment and link.



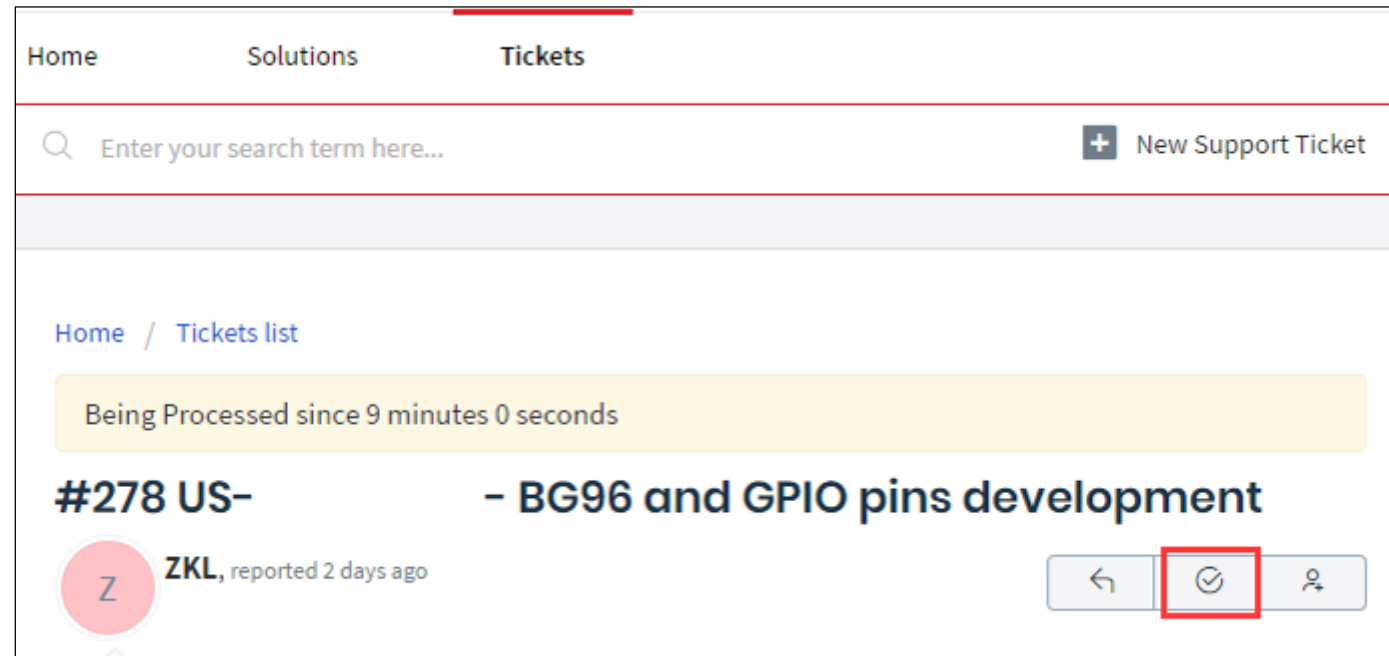
The screenshot shows a ticket reply interface. At the top, there is a circuit diagram with labels like 'GND', 'R11', and 'C11'. Below the diagram, a text message reads: '*Please don't reply directly to this email, view the status from <https://e-service.quectel.com/helpdesk/tickets/278>, Thanks!'. The name 'Wade Zhang' is displayed below the message. A red circle with the letter 'Z' is next to the name 'ZKL'. At the bottom, there is a button that says 'Click here to reply to this ticket'. The footer contains the text '-Solutions -Tickets'.



The screenshot shows a reply form for user 'ZKL'. The form has a text area containing the text 'OK to use UART3 pin as GPIO pin ?' and an image of a circuit board with a red box highlighting the '3_TXD/SPI_MOSI' and '3_RXD/SPI_MISO' pins. The form includes a rich text editor toolbar with options for bold, italic, underline, list, link, and image. Below the text area, there is a file attachment section with the text 'Quectel_BG96_Hardware_Des... X' and a '+ Attach a file' link. At the bottom, there are two buttons: 'REPLY' and 'CANCEL'.

Close Ticket

If the solution is provided by our FAE, you can close it by clicking the following button. Our FAE can close the ticket as well after confirmed with you. Once the ticket is closed, you can't reopen it. Please submit another ticket if you have further questions.



Satisfaction Survey

After ticket status changed to Closed, you will receive below email. You can rate from email or portal.

Dear ZKL,

Your ticket - US - - BG96 - Quectel Registration - has been closed.


We hope that the ticket was resolved to your satisfaction. If you feel that the ticket should not be closed or if the ticket has not been

Sincerely,
Your Quectel Support Team

How satisfied are you overall with our FAE's support?






Extremely satisfied	Mostly satisfied	Neither satisfied nor dissatisfied	Mostly
---------------------	------------------	------------------------------------	--------

Agent Working on This Ticket

 Wade Zhang
NA FAE

Satisfaction Rating

How satisfied are you overall with our FAE's support?

-  Extremely satisfied
-  Mostly satisfied
-  Neither satisfied nor dissatisfied
-  Mostly dissatisfied
-  Extremely dissatisfied

Ticket details

Product ★

LPWA IoT Module ▼

Knowledge Base

You can enter search item and get some solutions from our knowledge base from Home portal

The screenshot displays the Quetel Knowledge Base search interface. At the top, there are navigation tabs for 'Home', 'Solutions', and 'Tickets'. Below the navigation is a search bar with the text 'How can we help you today?'. The search input field contains the text 'm95'. A dropdown menu shows search results, including:

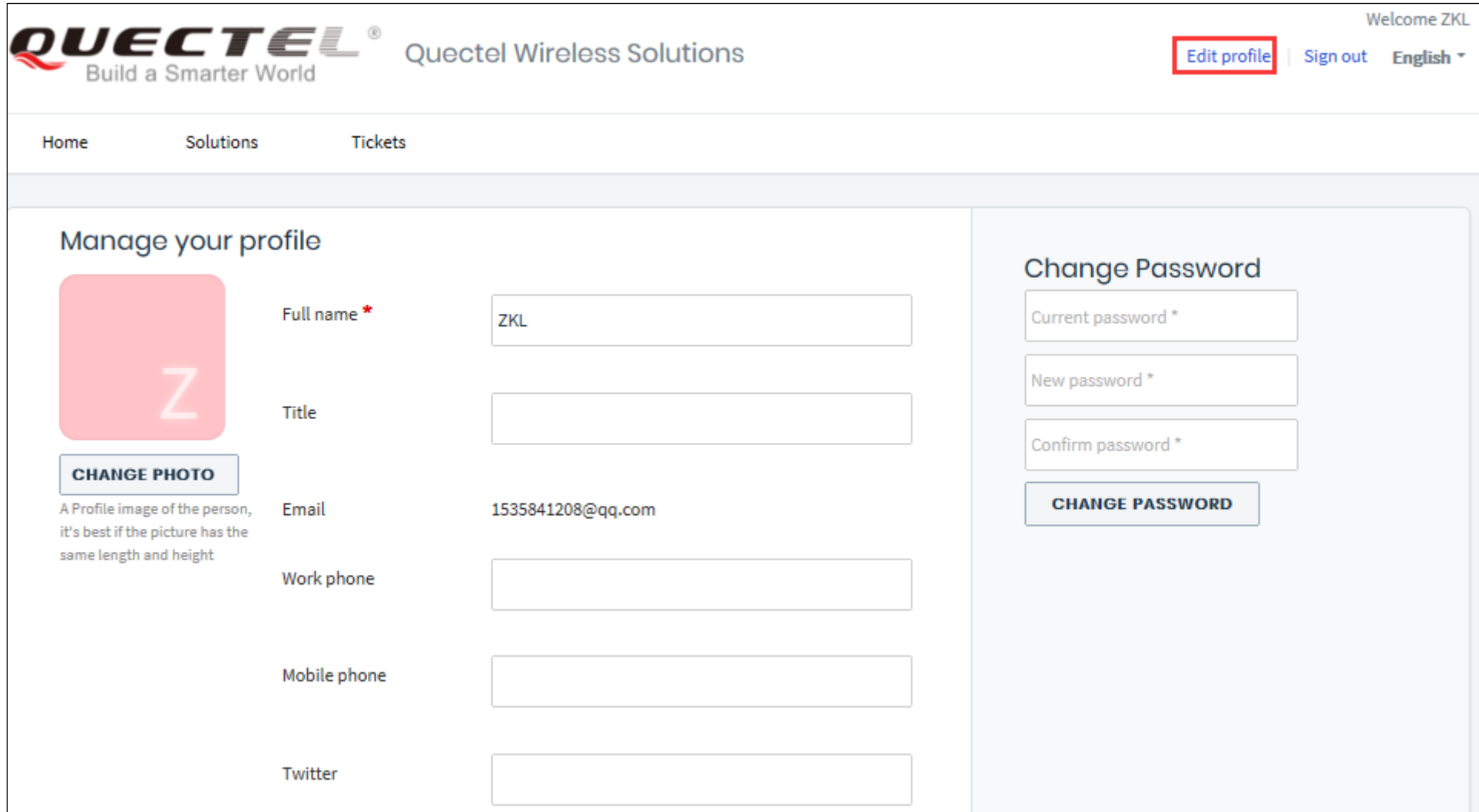
- Quetel_M95_R2.0_Reference_Design_20141211 (M95F)
- Quetel_M95_Hardware_Design_V3.1 (M95F)
- Quetel_M95_R2.0_Upgrade_Application_Note_V1.2 (M95F)
- Quetel_M95_MQTT_Application_Note_V1.0 (M95F)
- Quetel_M95_AT_Commands_Manual_V3.2 (M95F)
- Quetel_EG9x&UG96&UG95&M95_R2.0_Reference_Design_Rev.A_20180209 (EG91)
- Quetel_EC20_FILE_AT_Commands_Manual_V1.0
- Quetel_EC20_FTP_AT_Commands_Manual_V1.0

On the right side of the search results, there is a section titled 'EC20 Mini PCIe (2)' with the following items:

- Quetel_Mini_PcIe_EVB_User_Guide_V1.1
- Quetel_EC20_Mini_PcIe_Hardware_Design_V1.1

Edit Profile

You can edit personal information and change password here.



The screenshot shows the 'Edit Profile' page for a user named ZKL. The page is divided into two main sections: 'Manage your profile' and 'Change Password'.

Manage your profile:

- Profile Image:** A red square with a white letter 'Z'. Below it is a 'CHANGE PHOTO' button and a note: "A Profile image of the person, it's best if the picture has the same length and height".
- Full name *:** Input field containing 'ZKL'.
- Title:** Empty input field.
- Email:** Input field containing '1535841208@qq.com'.
- Work phone:** Empty input field.
- Mobile phone:** Empty input field.
- Twitter:** Empty input field.

Change Password:

- Current password *:** Empty input field.
- New password *:** Empty input field.
- Confirm password *:** Empty input field.
- CHANGE PASSWORD:** Button.

Page Header: The top navigation bar includes the Quectel logo, 'Quectel Wireless Solutions', a 'Welcome ZKL' message, and links for 'Edit profile' (highlighted with a red box), 'Sign out', and 'English'.

Page Footer: A navigation bar with links for 'Home', 'Solutions', and 'Tickets'.

Thank you!

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