

AzureWave Technical Support Tracking System User Guide_Mass Market

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- **What is AzureWave Technical Support Tracking System**
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AzureWave Technical Support Tracking System

- It is a case management system for reporting and tracking customer issues
- Customers submit cases to report issues to AzureWave customer support teams
- Recommended browser: Google Chrome
- Website: <https://wireless.support.azurewave.com/>

The screenshot shows the user interface of the AzureWave Technical Support Tracking System. At the top, there is a navigation bar with links for 'Home', 'My page', and 'Projects'. On the right side of the navigation bar, it indicates the user is 'Logged in as Jester.Hse' and provides links for 'My account' and 'Sign out'. Below the navigation bar, the main header area displays 'AzureWave Technical Support Tracking System' on the left, a 'Search:' input field in the center, and a 'Jump to a project...' dropdown menu on the right. Below the header, there is a section labeled 'My page' on the left and an 'Add:' dropdown menu on the right. The main content area is divided into two columns. The left column is titled 'Issues assigned to me (0)' and contains a yellow box with the text 'No data to display'. The right column is titled 'Reported issues (0)' and also contains a yellow box with the text 'No data to display'.

Register a new account

- Launch Google Chrome
- Go to: <https://wireless.support.azurewave.com/>
- Press the "Register" button



AzureWave Technical Support Tracking System Sign in Register

Register

Login *

Password *
Must be at least 8 characters long.

Confirmation *

First name *

Last name *

Email *

Hide my email address ☒

Language English ▼


Company *

Country * --- Please select --- ▼



Register a new account (cont.)

- Key in Personal information
 - Please use your name to Login



AzureWave Technical Support Tracking System [Sign in](#) [Register](#)

Register

Login *

Password *
Must be at least 8 characters long.

Confirmation *

First name *

Last name *

Email *

Hide my email address ☒

Language

Company *

Country *

- System will automatically send you a Email to verify than you could get ID and Password

Sign in

- Launch Google Chrome
- Go to: <https://wireless.support.azurewave.com/>
- Press the " Sign in " button



AzureWave Technical Support Tracking System

[Sign in](#) [Register](#)

Login

Password [Lost password](#)

- Please use your name to Login

Open Case

- Log in AzureWave Technical Support Tracking System
- Select Projects , MassMarket and New issue

The screenshot shows the AzureWave Technical Support Tracking System interface. The top navigation bar includes 'Home', 'My page', 'Projects' (highlighted with a red box and a red arrow), and 'Help'. Below the navigation bar, the title 'AzureWave Technical Support Tracking System' is displayed. The main content area has tabs for 'Projects', 'Activity', and 'Issues'. Under the 'Projects' tab, there is a 'Filters' section with a 'Status' filter set to 'active'. Below the filters, there are 'Apply', 'Clear', and 'Save' buttons. A red arrow points to a search box containing 'MassMarket' (highlighted with a red box and a red arrow). Below the search box, the 'MassMarket' project is listed. The bottom section of the screenshot shows the 'MassMarket' project details page, with tabs for 'Overview', 'Activity', 'Issues', and 'Files'. The 'Overview' tab is selected, and a red arrow points to a 'New Issue' button (highlighted with a red box and a red arrow).

Open Case (cont.)

- Fill the Requested Column, Case Details and Submit the Case

Home My page Projects Help

MassMarket

Search: MassMarket

Overview Activity Issues Files

New issue

Tracker * **Bug**

Subject

Description

Status *

Priority *

Subject:[Company][AZW module name][issue synopsis]

Subject *

Description

Status *

Priority *

Module

Interface

OS/Kernel

Application

Notes

Hi,
Thank you for your help.
Please provide me the power consumption test report of Aw-CU300 V2.
Alex

Open Case (cont.)

- A Case has been Completed

Home My page Projects

MassMarket1

+ Overview Activity Issues Files

✓ Successful update.

Support #33

[Company][AW-CU300 V2][power consumption test report]

Added by Alex Yu 9 days ago. Updated less than a minute ago.

Status: New

Priority: Normal

Assignee: -

Module: Aw-CU300 V2

Interface: UART

OS/Kernel: Linux

Application: IOT

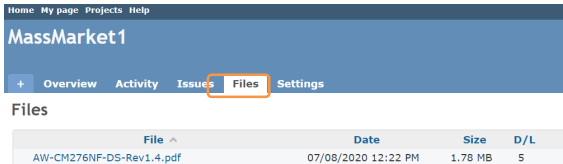
Description

Hi,
Thank you for your help.
Please provide me the power consumption test report of AW-CU300 V2.

Alex

Files Download

- A File Can be Download



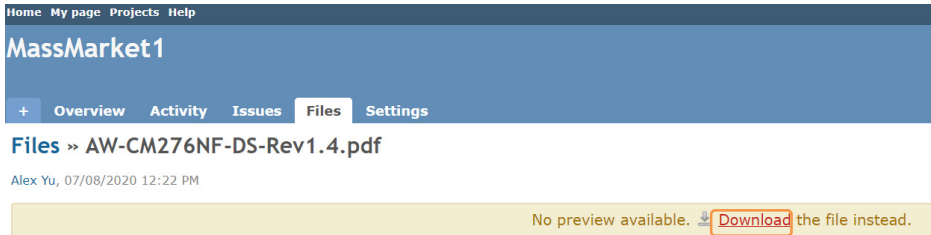
Home My page Projects Help

MassMarket1

+ Overview Activity Issues **Files** Settings

Files

File ^	Date	Size	D/L
AW-CM276NF-DS-Rev1.4.pdf	07/08/2020 12:22 PM	1.78 MB	5




Home My page Projects Help

MassMarket1

+ Overview Activity Issues **Files** Settings

Files » AW-CM276NF-DS-Rev1.4.pdf

Alex Yu, 07/08/2020 12:22 PM

No preview available.  **Download** the file instead.



THANK YOU!

Inspired by wireless