AzureWave

AzureWave Technologies, Inc.

AzureWave Technical Support Tracking System User Guide_Mass Market

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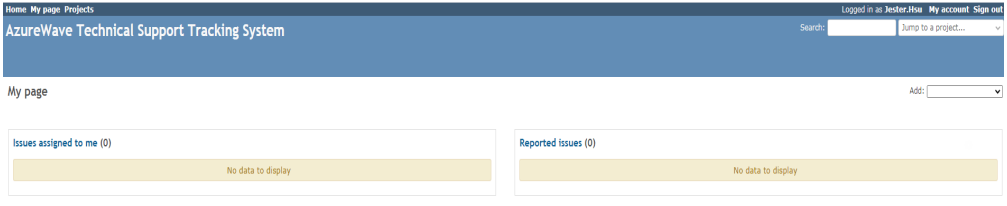
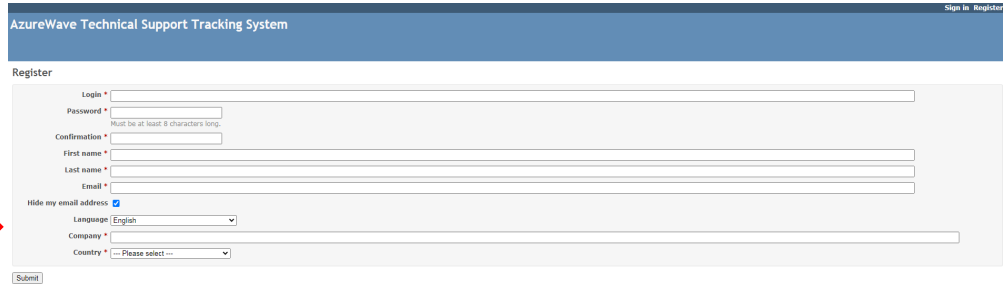
AzureWave Technical Support Tracking System

- 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/



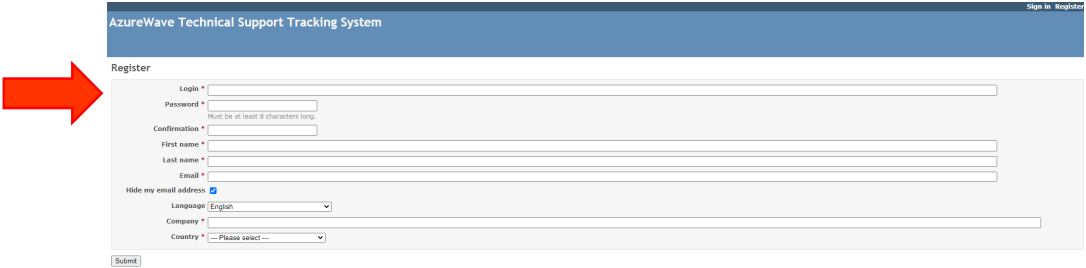
Register a new account

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



Register a new account (cont.)

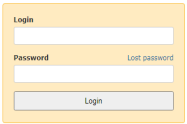
- **Key in Personal information**
  - **Please use your name to Login**



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

Sign in

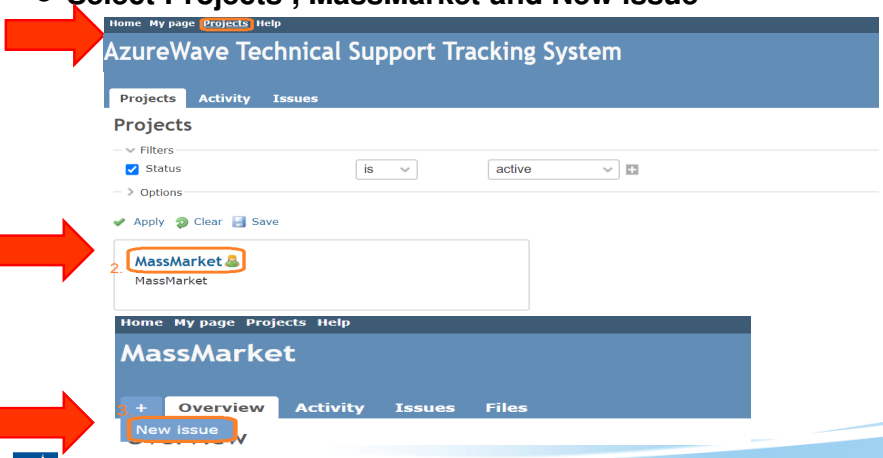
- Launch Google Chrome
- Go to:https://wireless.support.azurewave.com/
- Press the ” Sign in “ button



- Please use your name to Login

Open Case

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



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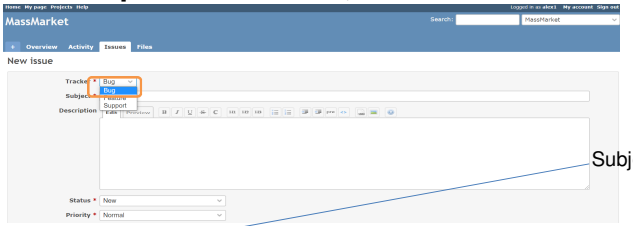
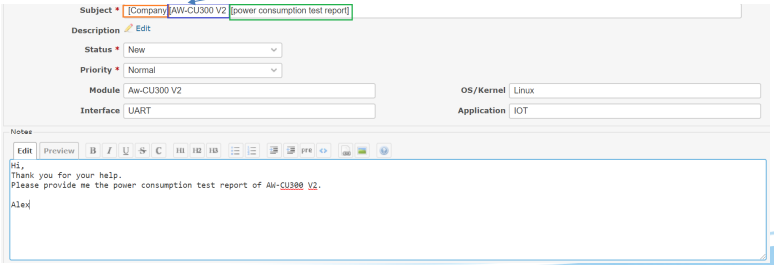
Open Case (cont.)

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



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



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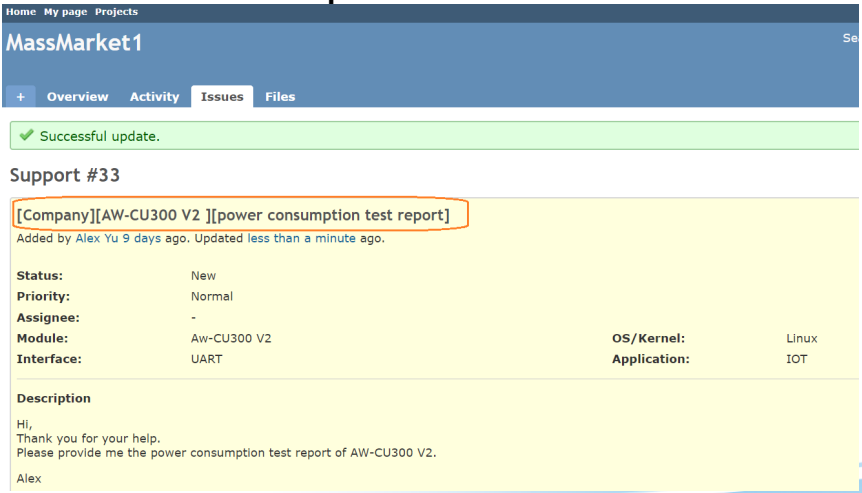
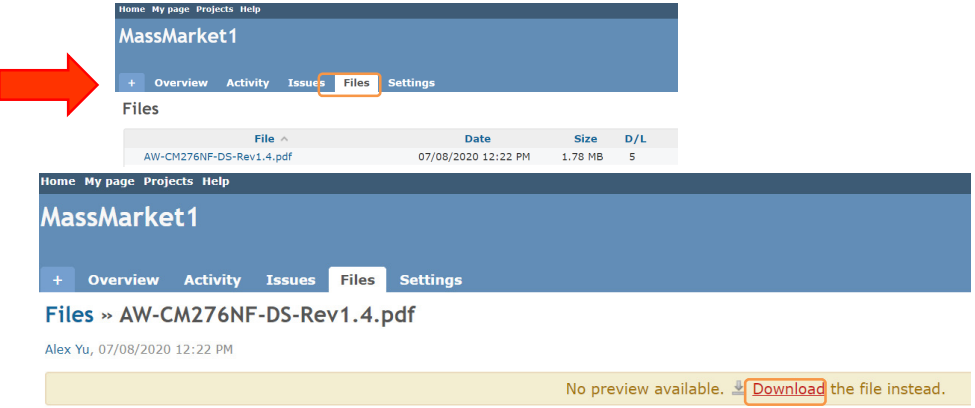
Open Case (cont.)

- **A Case has been Completed**



Files Download

- **A File Can be Download**



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THANK YOU!

Inspired by wireless

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