



Telpo customer service system user guide

Telepower Communication Co., Ltd

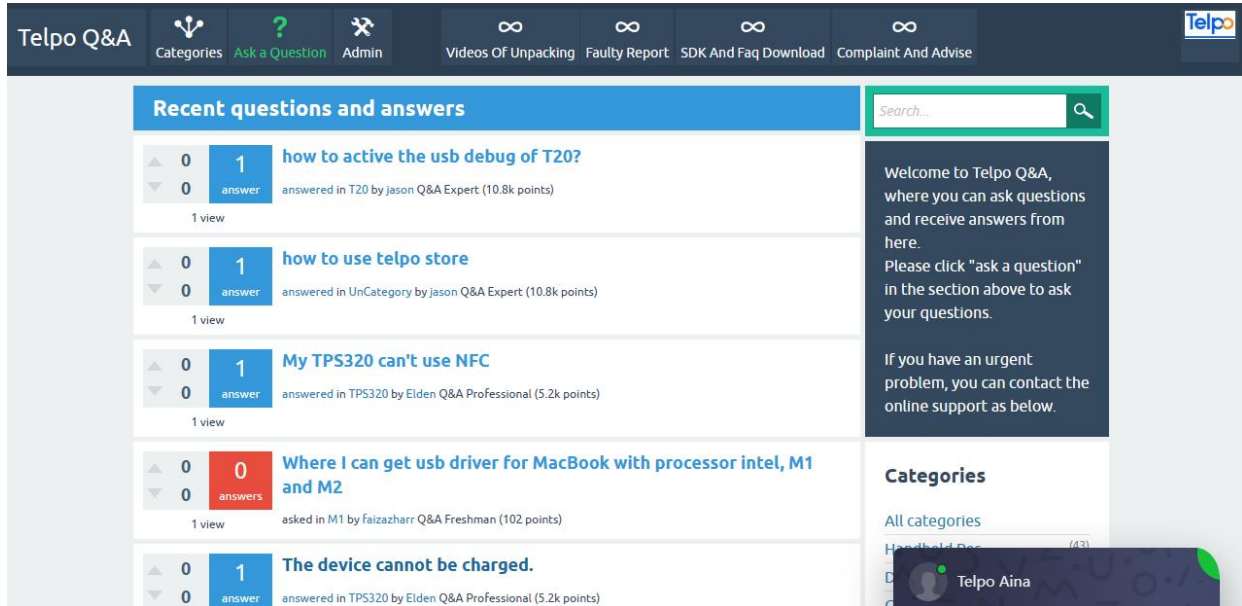
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1 Introduction

Telpo Q&A platform,you can search or ask simple technical questions here.

Login link: <http://121.9.230.130:1350/telpofaq/>



The following main modules are included:

- 1). Inquire and ask technical questions,Please register your account and log in.For urgent problems, please contact online customer service engineer at the lower right corner .
- 2). Product unpacking video
- 3). Failure declaration and inquiry ,If there is any quality problem of product, please submit the tickets and we will arrange engineers to follow up within 24 hours

Login link:<http://service.telpo.net:8091/index/user/faultinput.html>

Telpo customer service system

WORK ORDER SUBMIT

PRODUCT MODEL* :

ISSUE TYPES* :

QUANTITY* :

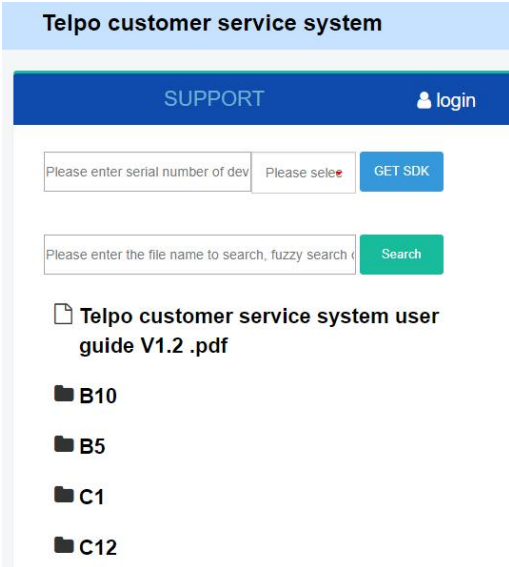
DEVICE SERIAL NUMBER(SN)* :

COMPANY NAME*:

CONTACT NAME* :

- 4) . Download of technical files

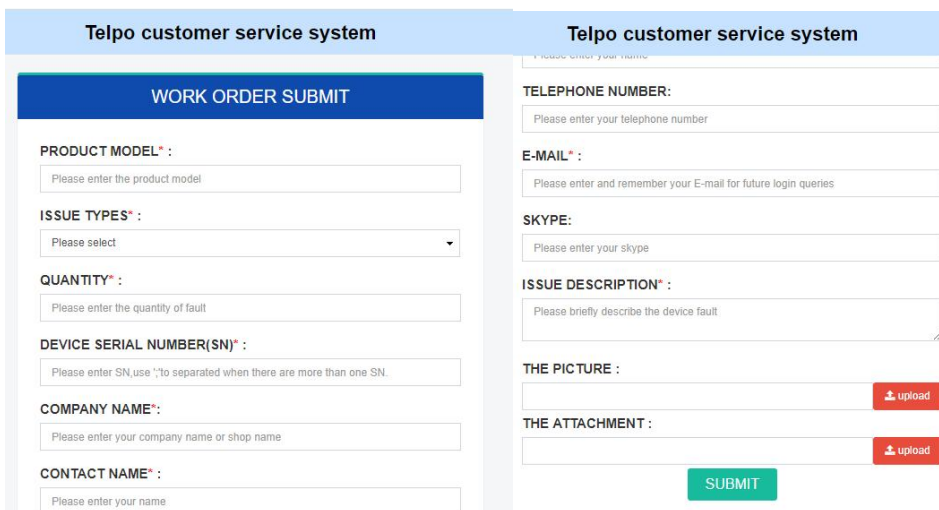
Login link:<http://service.telpo.net:8091/index/user/customhelp.html>



2 Function Description and precautions

2.1. Ticket submission

If you encounter product quality problems or need technical support, you can submit work orders



① Note that you need to remember the email address you entered when submitting the work order, so that you can check the order later

② Asterisks are mandatory

③ **PRODUCT MODEL:** It can be queried on the device label or from system Settings

④ **ISSUE TYPES:** Set this parameter based on the actual fault condition. For technical support, you can set others.

⑤ QUANTITY: Number of faults, please fill in "1" for technical support.

⑥ DEVICE SERIAL NUMBER(SN): **it is important information ,It can be queried on the device label or from system Settings,Please be sure to fill in accurately**

⑦ COMPANY NAME: please input your company name

⑧ CONTACT NAME: please input your name

⑨ TELEPHONE NUMBER: optional

⑩ E-MAIL* : **it is important informations .Please be sure to fill in accuratel.and we will contact with you**

⑪ SKYPE: optional, Please be sure to fill in accuratel.and we will contact with you

⑫ ISSUE DESCRIPTION* : Describe the symptom of the problem. How long does it take for the problem to occur? Can the problem be solved after restart? Are there hardware and software maintenance personnel? and so on

⑬ THE PICTURE& ATTACHMENT: Try to provide fault photos or videos for us to analyze as soon as possible

After input all the infomations ,please remember your email and click "submit"

2.2. Ticket query

Input your **email or ticket No** and click “query” to query the work order progress .You can query the current work order total and completion status.if you don’t forget the ticket No or Email ,please contact with telpo engineer.

Telpo customer service system		
WORK ORDER QUERY		
Handling		1
Unprocessed		0
Completed		0

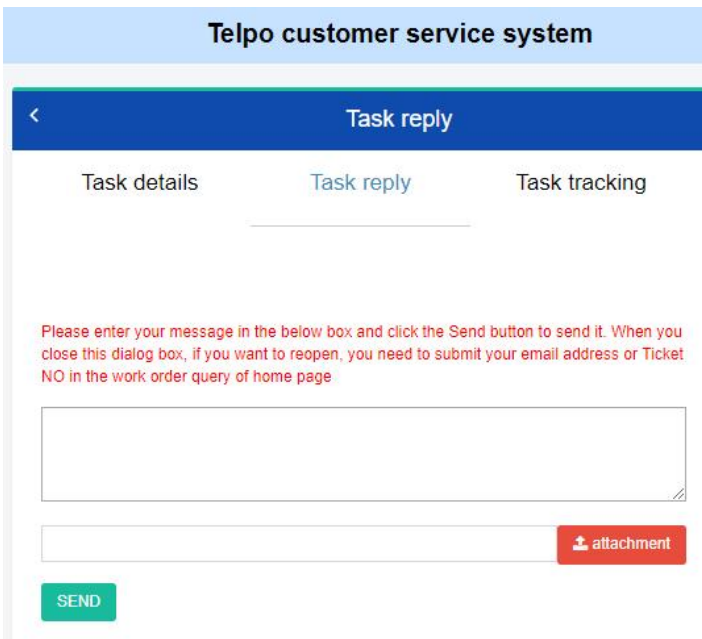
Please be aware of ongoing cases as Telpo engineers may initiate an online communication and you can also initiate a message to us. Once we receive a message, we will respond

Telpo customer service system		
WORK ORDER QUERY		
Handling ¹		1
Unprocessed		0
Completed		0

Please select “Task reply”to contact online .If you don't get a message, try refreshing the url



You can send your questions to Telpo engineers



You can check the ticket details and process

Telpo customer service system

Task details

Task details Task reply Task tracking

F8(Other Issue)
 2022-02-22 09:11:19 Audit details

FAULT DESCRIPTION:
 [Redacted]

TASK SCORE
 Very satisfy Satisfy General Not satisfy
 Very dissatisfied

SUGGESTION

SUBMIT

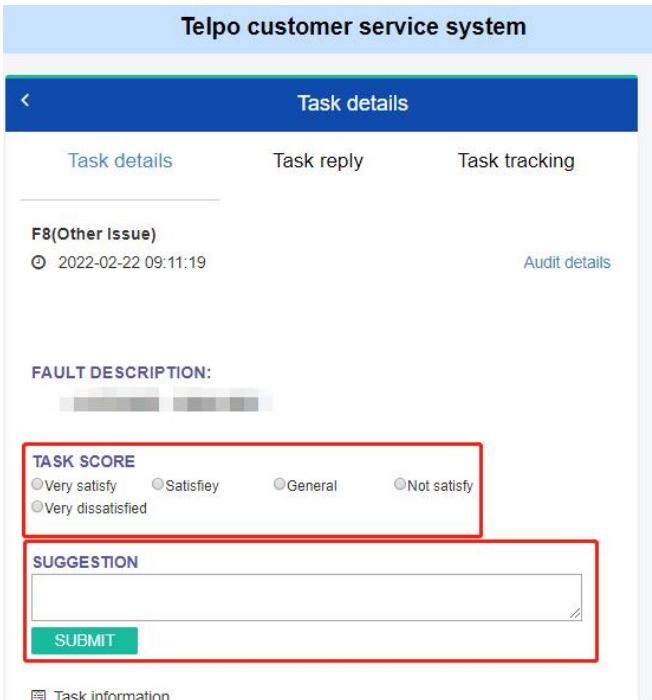
Task information

Telpo customer service system

Task tracking

Task details Task reply Task tracking

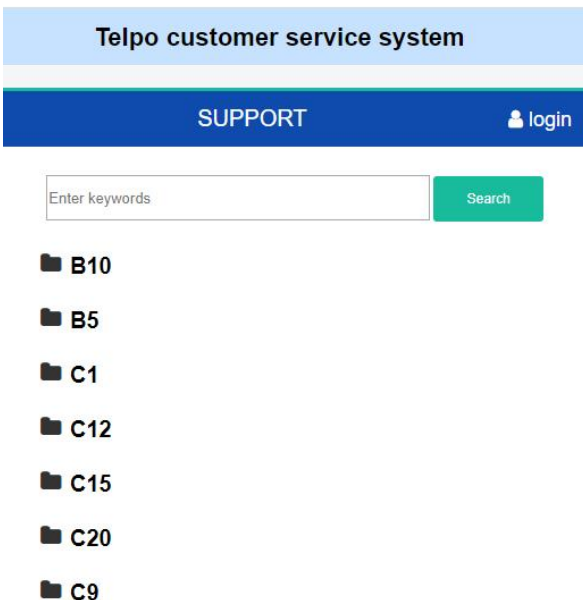
- 2022-07-26
 - user:JamesUpdate task status: Task completed 18:46
 - user:JamesAdd a repair task record 18:46
 - user:JamesAdd a task record 18:45
- 2022-06-17
 - user:JamesSynchronize fault information to the PQM 17:43 system
- 2022-03-24
 - user:jasonAdd a task record 10:51
- 2022-03-04
 - user:JamesAdd a task record 10:52
- 2022-02-26



You can evaluate your satisfaction with the work order processing and make suggestions

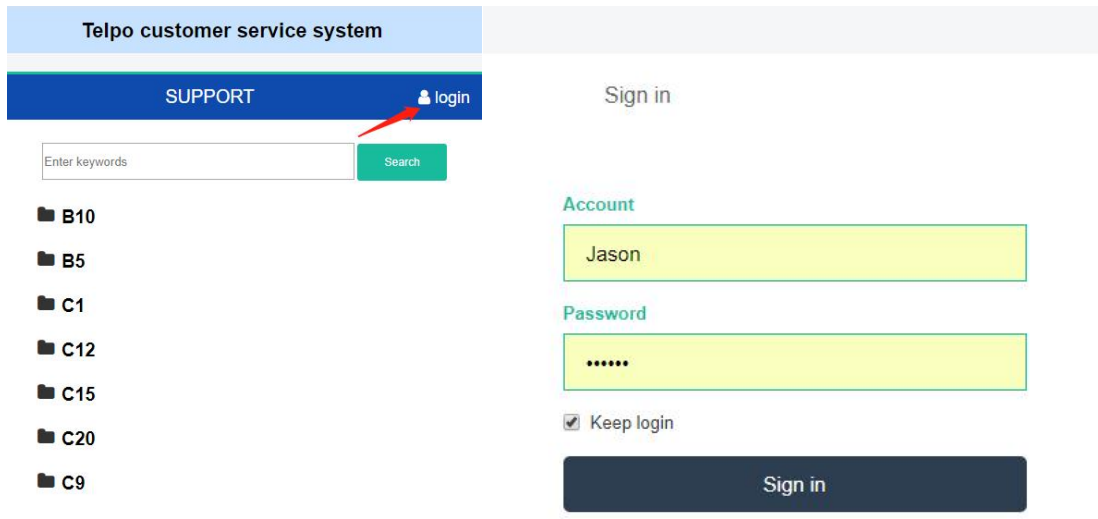
2.3. FAQ download

Technical documents cover most product models, including instructions, videos, tools, SDK development kits, and demo



1. If you only need general technical documentation, you can simply search for the model number and find the file you want to download

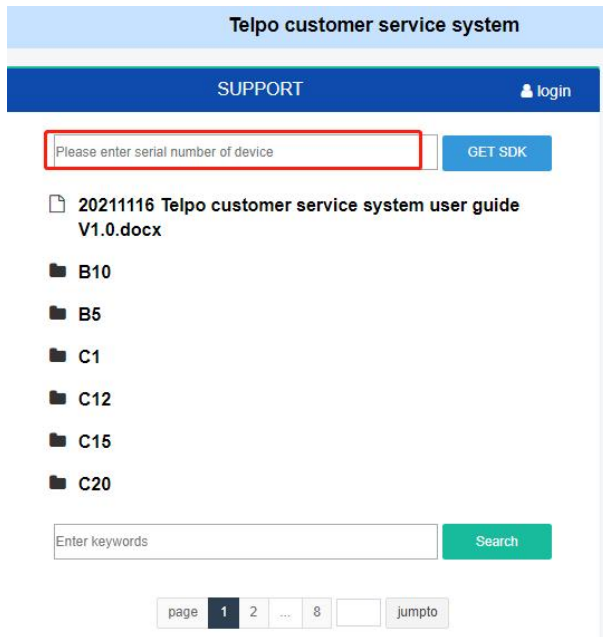
2. If you need development information, maintenance information and so on, need to contact Telpo sales, and will provide your email account and preset password to us. And after registered, you can login in follow below photos



3. Support quick search, you can enter keywords to get information, Do not enter a path for search



4. Quick access to SDK methods



Please input your sample device's sn and download the sdk .

If you don't have the correct sn ,please provide your infomations to us .after confirming ,please input sn and get the sdk again in two days.



Simple | Smart | Secure

Telepower Communication Co., Ltd

www.telpo.com.cn

Tel: +(00)86-757-86227898

Email: business@telpo.com

Add: Foshan City, Guangdong Province, China