

# Quectel E-Service System User Guide

For Customer

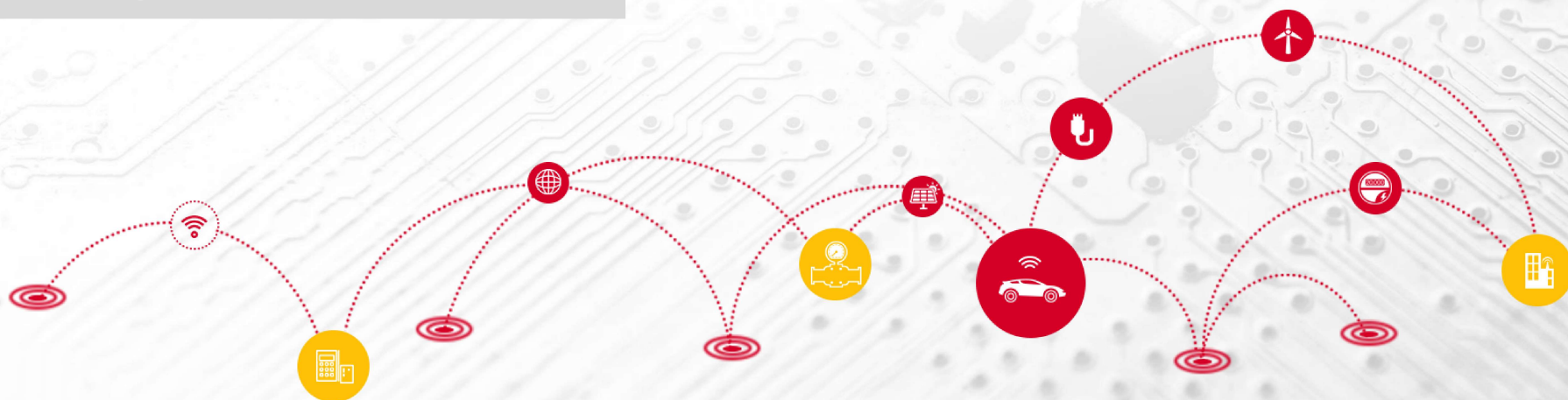
May 2021

## Overview

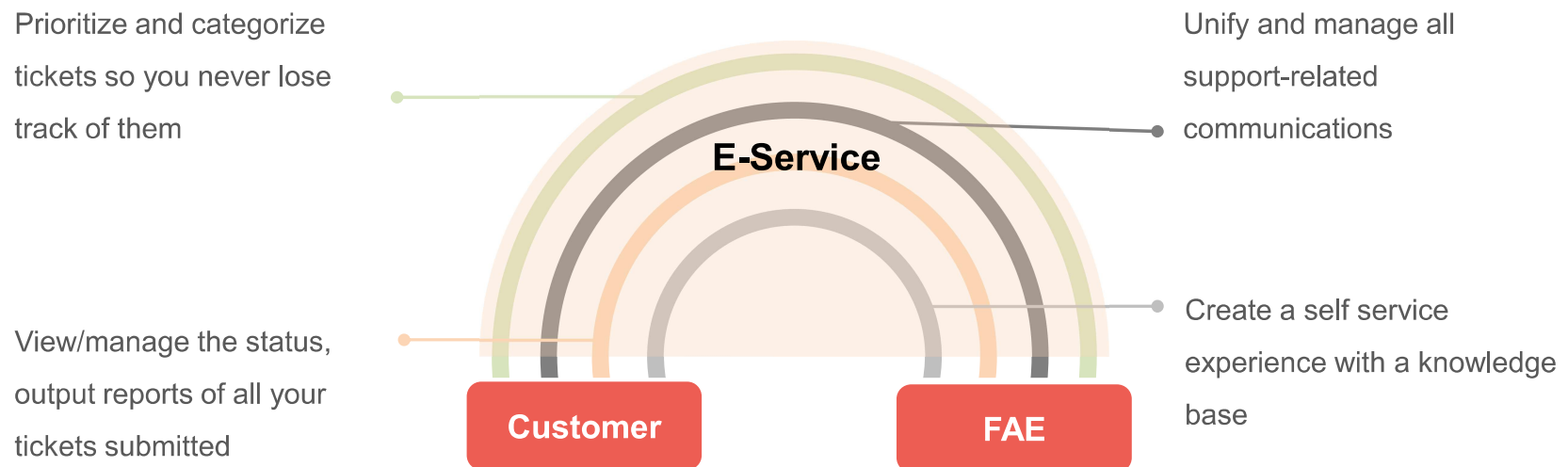
## System Introduction

## Basic Operations

## Knowledge Base



# System Introduction



# System Portal



## Home

Password change  
Time zone selection  
Language chosen

Welcome

Edit profile

Sign out

Change Password

Current password \*

New password \*

Confirm password \*

CHANGE PASSWORD

## Solutions

Knowledge base for all our modules

Knowledge base

4G IoT Module

EC20 (20)

Quectel\_EC20\_AT\_Commands\_Manual\_V1.3

Quectel\_EC20\_DFOTA\_User\_Guide\_V1.0

Quectel\_EC20\_FILE\_AT\_Commands\_Manual\_V1.0

Quectel\_EC20\_FTP\_AT\_Commands\_Manual\_V1.0

Quectel\_EC20\_GNSS\_AT\_Commands\_Manual\_V1.1

See all 20 articles

## Tickets

Submit new tickets,  
Check tickets status

Tickets

+ New Support Ticket

+ Check Ticket Status

Export tickets

at 10:19 PM Agent:

Being Processed

## Problem Aspect

### Software

Function, Network, Interfaces, LCD, Camera, USB, Driver, Battery Charging / Management, FOTA, Tools, SIM Card, Connection, Others

### Hardware

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

### Quality

Reliability, Failure, Out of Specification, Assemble, Packaging, Others

### Project Relevant Request

Non-technical project relevant issues

### Antenna Service

Initial RF Review and Analysis of 3D Model

### Certificate

Certificate related issues

### Test Service

Hardware Test: OTA, RF, EE, RT, EMC, Audio, Others  
Issue Analyze & Debug: OTA, Audio

Product & Services \*

Aspect \*

Hardware Topic \*

Type \*   
RF  
Audio  
WIFI/BT  
GNSS  
Charger  
Power Management  
Power Consumption  
Thermal  
SIM Card  
Interface  
ESD  
EMC  
PCB Layout  
Design Review  
Others

Priority

Territory \*

Project Name

Subject \*

Description \*

**B** *I* U

## Video Demo



We prepared a demo in MP4 format, please view from below link:

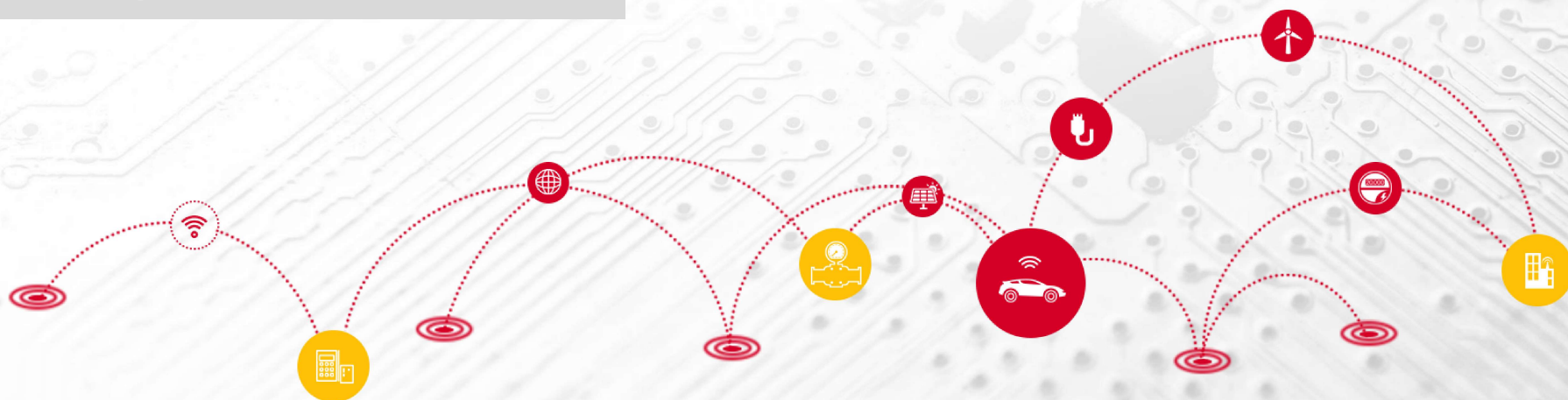
[Quectel\\_E-service\\_System\\_Demo\\_For\\_Customer](#)

## Overview

System Introduction

Basic Operations

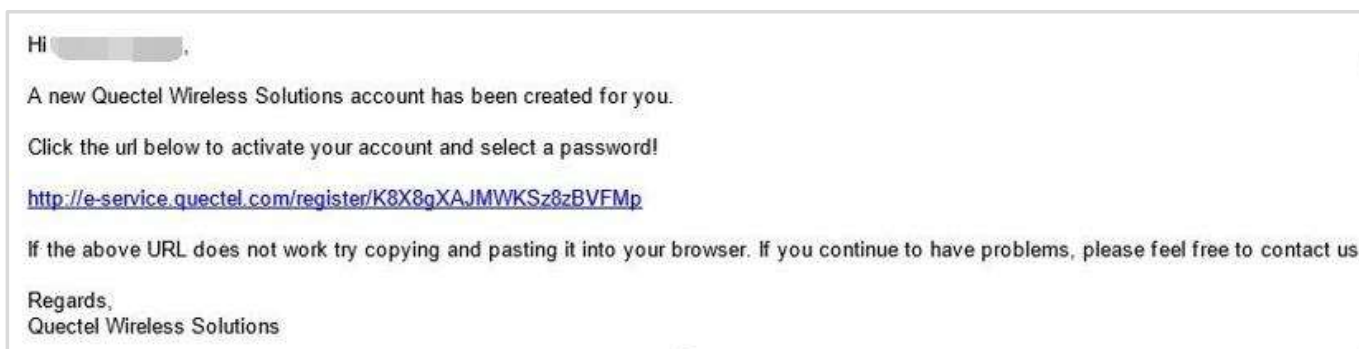
Knowledge Base



# Account Apply



If you want to get an account, please apply to our local sales for approval.  
Once approved, our FAE will create and you will receive a verification email like below.  
Open the URL and follow the guide to set your password for login.





# System Login



You can access from any computer with an internet connection(Google Chrome recommended), the link is:

<http://e-service.quectel.com/>

In case you forget your password, please reset as shown below:

**Login to the support portal**

Enter the details below

☒ Remember me on this computer

[Forgot your password?](#)

**LOGIN**

**Forgot Password**

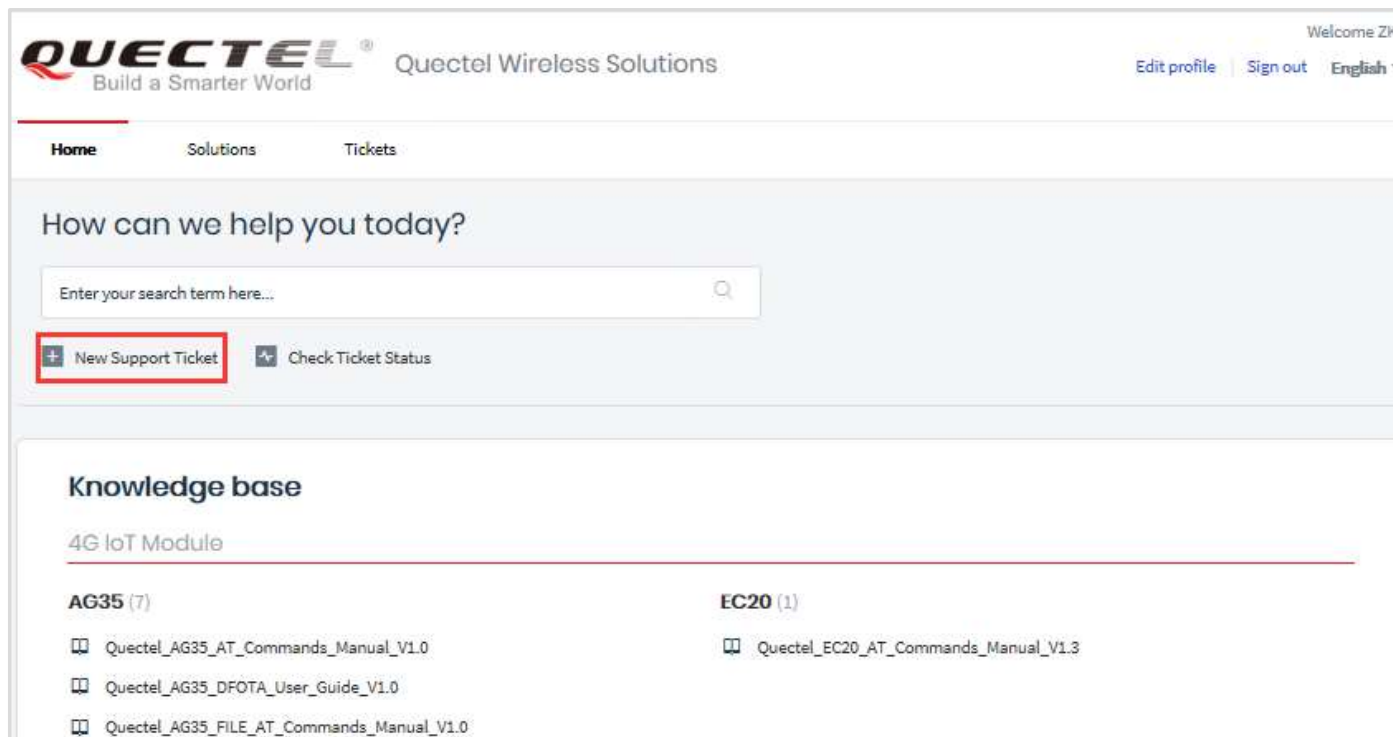
Give us your email address and instructions to reset your password will be emailed to you.

**CANCEL** **RESET MY PASSWORD**

# Create a New Ticket



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



# 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 \*

...

Priority









Low

Territory \*

... Please choose where the module is bought

Subject \*

Description \*

B I U        

[+ Attach a file](#)

SUBMIT

CANCEL

# Create a New Ticket

## ✓ Ticket Priority guidelines:

Priority

Low
Medium
High
Urgent

- URGENT: for problems that affect units in the field, or problems that block products in MP
- HIGH: for problems that could affect products in MP, or prevent the parts to enter MP
- MEDIUM: for problems or questions found in prototypes/proof of concepts, or thinks that could affect the design completion/sign off
- LOW: for everything else

# 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, we recommend not to reply the ticket by email, please **update in the system**.



Customer Side

Quectel FAE Side

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>

# 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

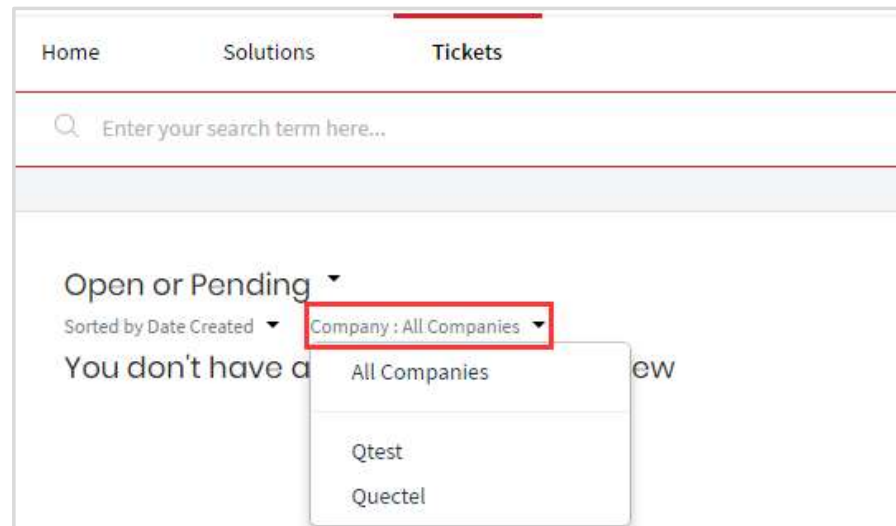
[Export tickets](#)

	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, **Waiting on Third Party**: FAE is working together with vendor
- 4, **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 within 14 days, will open this ticket.
- 5, **This ticket has been Closed**: Problem solved with solid confirmation.

**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



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



\*Please don't reply directly to this email, view the status from <https://e-service.quectel.com/helpdesk/tickets/278>, Thanks!

Wade Zhang

**Z** **ZKL**


Click here to reply to this ticket

[Solutions](#) [Tickets](#)

**Z** **ZKL**

**B** **I** **U** **≡** **≡** **A** **A** **GO** **📎**

OK to use UART3 pin as GPIO pin ?



Quectel\_BG96\_Hardware\_Des... ✕

[+ Attach a file](#)

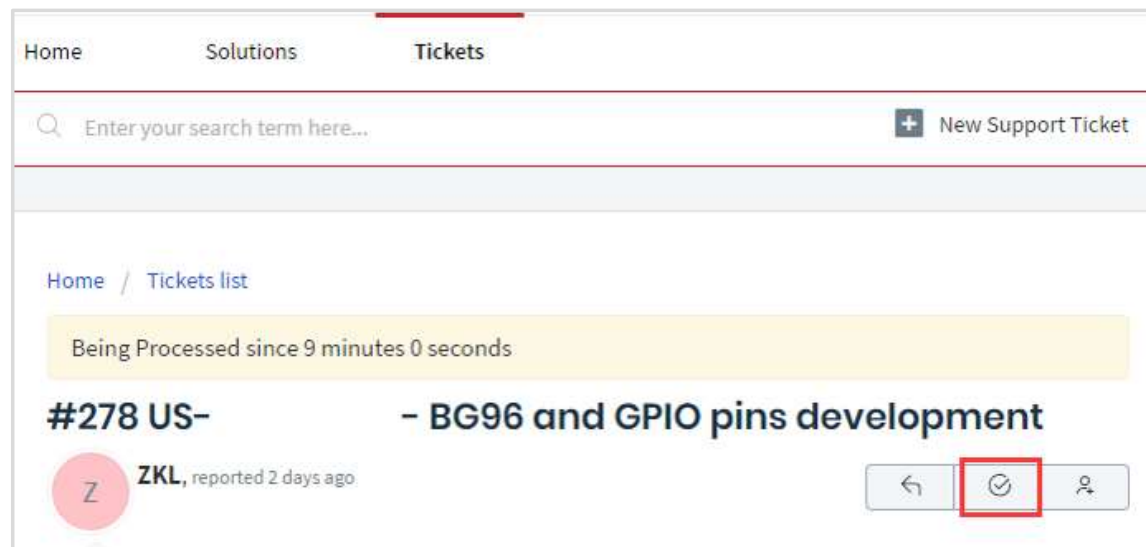
**REPLY** **CANCEL**

# 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. And your comments are much appreciated.

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 resolved, please contact us again.

Sincerely,  
Your Quectel Support Team

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

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

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 

# Edit Profile



You can edit personal information and change password here.

 **Quectel**<sup>®</sup>  
Build a Smarter World


Quectel Wireless Solutions

Welcome ZKL

[Edit profile](#) [Sign out](#) [English ▾](#)

[Home](#) [Solutions](#) [Tickets](#)

Manage your profile



[CHANGE PHOTO](#)

A Profile image of the person, it's best if the picture has the same length and height

Full name \*

ZKL

Title

Email

1535841208@qq.com

Work phone

Mobile phone

Twitter

Change Password

Current password \*

New password \*

Confirm password \*

[CHANGE PASSWORD](#)

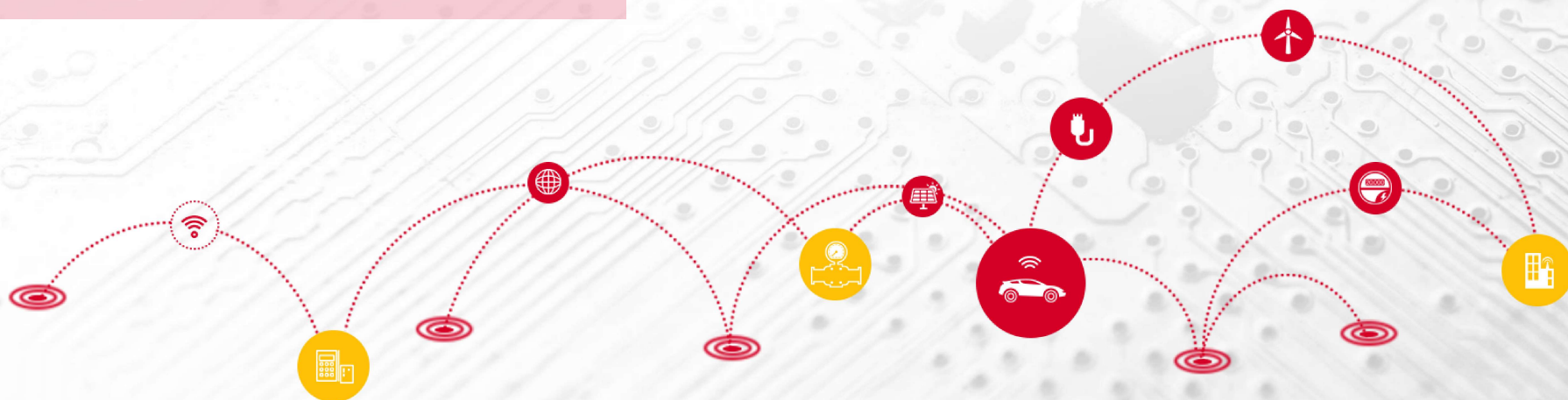
## Overview

System Introduction

Basic Operations

Knowledge Base

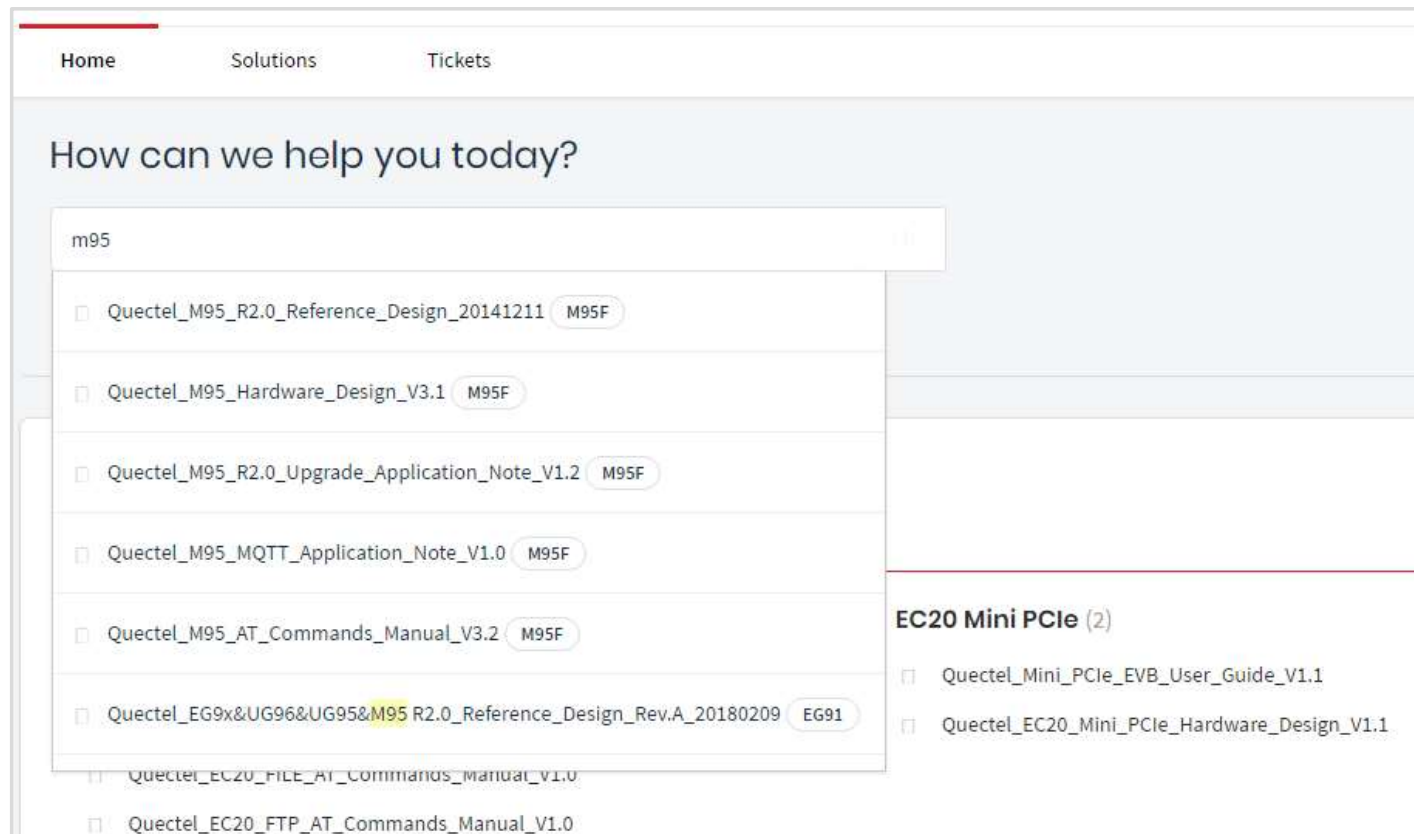
**QUECTEL**<sup>®</sup>  
Build a Smarter World



# Knowledge Base



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



# System Support



Any suggestions or doubts, feel free to

- send email to [e-service@quectel.com](mailto:e-service@quectel.com)
- submit tickets choosing **E-Service System**

### Submit a ticket

Requester \*

heather.zhu@quectel.com

Add cc

Product \*

...

Aspect \*

...

Type \*

...

Priority

...

4G IoT Module

3G IoT Module

2G IoT Module

Automotive IoT Module

Smart IoT Module

LPWA IoT Module

GNSS IoT Module

Short Range Module

EVB Kits

**E-Service System**

Others

# Thank you!

7<sup>th</sup> Floor, Hongye Building, No.1801 Hongmei Road, Xuhui District,  
Shanghai 200233, China  
Tel: +86-21-5108 6236 Fax: +86-21-5445 3668  
Email: [info@quectel.com](mailto:info@quectel.com) Website: [www.quectel.com](http://www.quectel.com)