

密级状态:绝密() 秘密(√) 内部资料(√) 公开()

文档编号: (芯片型号) - ASR6501/ASR6502(英文、数字)

ASR6501/2_Customer_Support_System

文件状态: [] 正在修改 [√] 正式发布	当前版本:	V0.1
	作者:	ASR LoRa Design Team
	启动日期:	2019-3-4
	审核:	
	完成日期:	2019-4-25

翱捷科技（上海）有限公司

ASR Microelectronics Co., Ltd

(版本所有, 翻版必究)

版本历史

版本号	修改日期	作 者	修 改 说 明
V0.1	2019.3.4	ASR LoRa Design Team	Created
V0.2	2019.4.25	ASR LoRa Design Team	Add ASR 联系方式

Table of Contents

1	网站.....	4
2	账号注册.....	4
3	登陆.....	5
4	生成 NEW ISSUE.....	5
5	结语.....	7

1 网站

ASR LoRa Custom Support System:

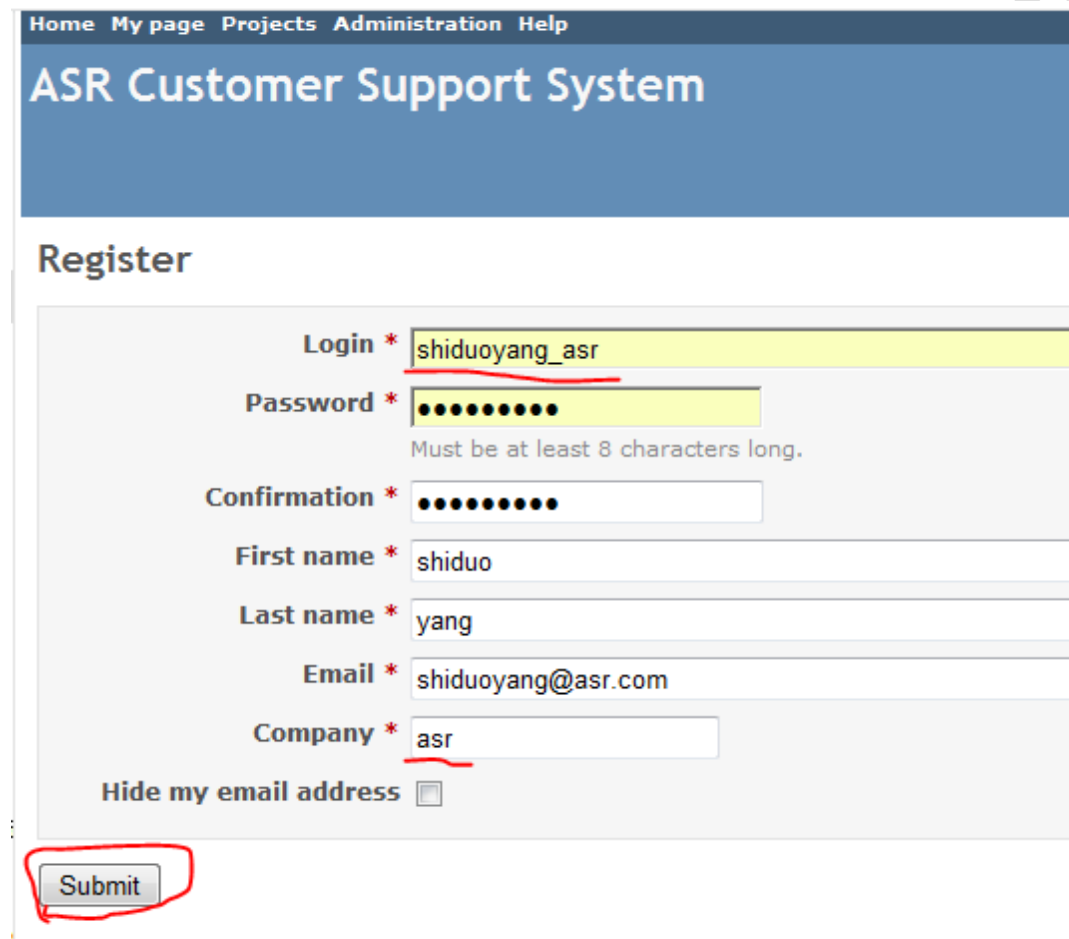
<https://customsupport.asrmicro.com/redmine>

2 账号注册

点击 register 注册账号



个人信息, 姓名_公司名



注册账号成功

ASR Customer Support System

! Your account was created and is now pending administrator approval.

注册账号成功后将账号提交给 ASR 联系人员，加入相关组，每个公司有一个特定的 ASR6501 芯片支持组。

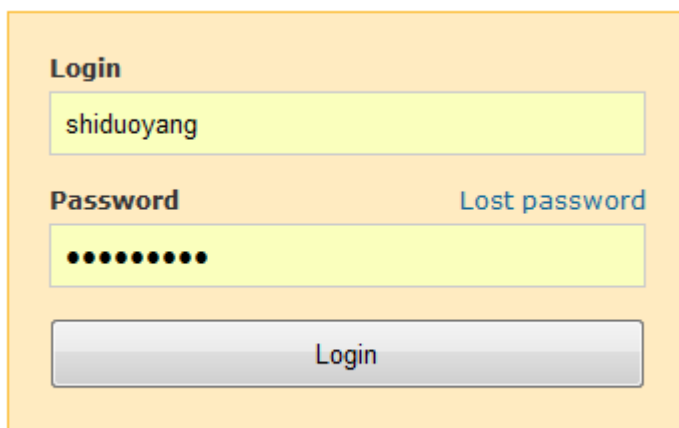
联系人: 杨世铎

电话(微信,钉钉): 13661520980

Email: shiduoyang@asrmicro.com

3 登陆

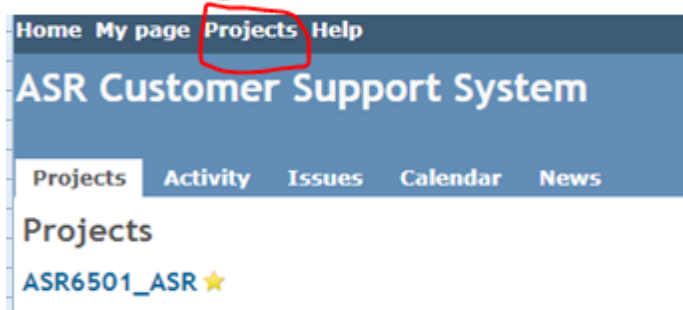
登陆界面



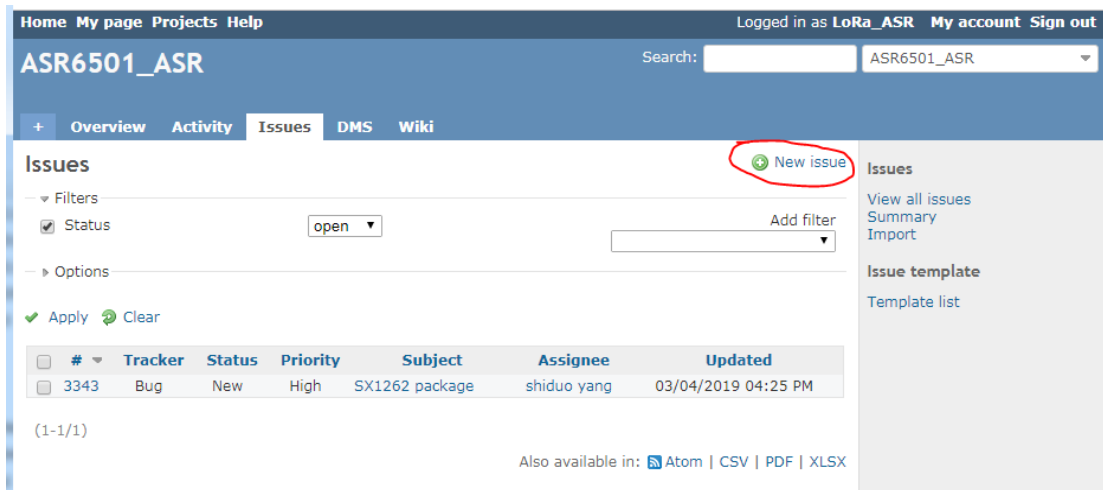
The login form is titled "Login" and is set against a light orange background. It contains two input fields: the first is for the username, with "shiduoyang" entered; the second is for the password, shown as a series of dots. To the right of the password field is a link labeled "Lost password". Below the input fields is a grey "Login" button.

4 生成 New Issue

点击 Projects 找到自己公司的 Project 名称



Overview 和生成 New Issue



Home My page Projects Help Logged in as LoRa_ASR My account Sign out

ASR6501_ASR Search: ASR6501_ASR

+ Overview Activity **Issues** DMS Wiki

Issues

Filters
Status open Add filter

Options

Apply Clear

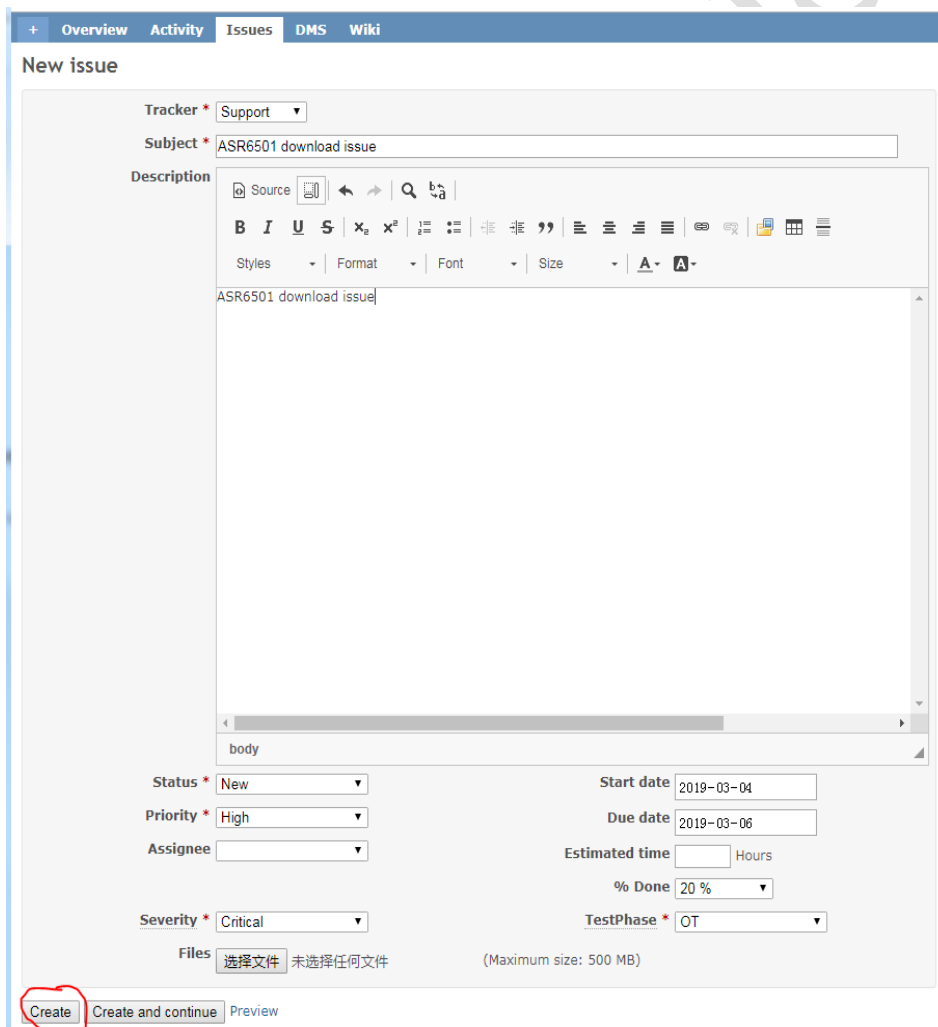
#	Tracker	Status	Priority	Subject	Assignee	Updated
3343	Bug	New	High	SX1262 package	shiduo yang	03/04/2019 04:25 PM

(1-1/1)

Also available in: Atom | CSV | PDF | XLSX

Issues
View all issues
Summary
Import
Issue template
Template list

Overview 和生成 New Issue



+ Overview Activity **Issues** DMS Wiki

New issue

Tracker * Support

Subject * ASR6501 download issue

Description

Source

ASR6501 download issue

body

Status * New

Priority * High

Assignee

Severity * Critical

Start date 2019-03-04

Due date 2019-03-06

Estimated time Hours

% Done 20 %

TestPhase * OT

Files 选择文件 未选择任何文件 (Maximum size: 500 MB)

Create Create and continue Preview

5 结语

建议客户使用 ASR Customer Support 系统-Redmine，可以有效的 track 问题进度，方便跟踪。我们会保证客户提出的问题有专门技术人员在后台竭力支持，尽快解决您的问题。

ASR Confidential