



Product Support Form

(Please fill out all fields)

Customer Details

1) Customer Name:

2) Customer Engineer Contact Name:

3) Customer Engineer Contact Number:

4) Customer Engineer Contact Email:

5) Customer Address:

6) Customer RMA Number:

7) Describe what you are trying to do and how you are doing this:



Product Support Form

(Please fill out all fields)

Product Details

8) Product Name:

9) Support Date:

10) Describe a brief summary of the problem:

11) When did the product first show the issue:

12) Describe a detailed description of the problem:



Product Support Form

(Please fill out all fields)

Specific Details

13) Full list of commands used (AT / Python / C) and responses:

14) Describe steps to reproduce the problem:

15) IMEI number of the module (AT+CGSN):

16) Firmware version of the module (AT+GMR):

17) Is the product running a python script application? (Describe functionality / example code)

18) Is the problem showing in more than one device? How many:



Product Support Form

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Technical Details

19) Operating System:

20) Terminal software:

21) Power Supply:

Part Number:	
Output Voltage:	
Output Current:	

22) Cellular Antenna Details:

Part Number:	
Antenna Cable Length:	
Antenna Gain:	
Omni Directional / Directional:	

23) GPS Antenna Details:

Part Number:	
Antenna Cable Length:	
Antenna Gain:	
Omni Directional / Directional:	

24) Cable Details:

Part Number:	
Bulkhead Connector:	
Cable Length:	

25) SIM Card Details (Tick all relevant):

Network:

PAYG SIM:		Contract SIM:		SIM Pin:	
2G / GPRS:		3G / UMTS:		4G / LTE:	
GPRS Enabled:		SMS Enabled:		CSD Enabled:	
Voice Enabled:		Fixed IP:		Dynamic IP:	