Technical Error Report - ASC Global

Description:

Please complete the form below so that we can identify the reported issue more accurately. Based on your answers, we will review the fault symptoms and get back to you with possible solution suggestions, or, if necessary, with further targeted questions.

CONTACT DETAILS:

1. **Company name / Name:**

2. **E-mail adress:**

3. **Phone number:**

PRODUCT INDENTIFICATION:

4. **Which product is the issue related to?**

5. **What is the product's serial number / IMEI number, if known?**

6. **When was the product purchased?**

NATURE OF THE ERROR:

7. **What is the main nature of the problem?**

8. **Please describe exactly what you are experiencing:**

POWER SUPPLY AND PROGRAMMING:

9. **What kind of power supply are you using for the device? What is the supply voltage?**

10. **How was the device programmed?**

SIM, NETWORK AND ANTENNA:

11. **What type of SIM card are you using?**

12. **What type of antenna are you using? Where is the antenna installed?**

LED INDICATION / STATUS INDICATION:

13. **What does the device LED indicate? If possible, please describe the LED flashing pattern precisely.**

CHECKS:

14. **Please mark with an X which of the following checks have already been carried out!**

    (To help identify and resolve the problem more quickly, please make sure to check the following:)

    ☐ The device is receiving power
    ☐ The wiring is appropriate
    ☐ The LED indication can be observed
    ☐ The SIM card is active
    ☐ The SIM PIN code request is disabled
    ☐ The SIM card has available credit
    ☐ The APN setting is known
    ☐ The signal strength is sufficient

15. **Please mark with an X which of the following troubleshooting steps have already been performed!**

    (To help identify and resolve the problem more quickly, please make sure to check the following:)

    ☐ Restarting the device
    ☐ Complete power disconnection, then switching the device back on
    ☐ Testing with another power supply
    ☐ Testing with another SIM card
    ☐ Repositioning the antenna
    ☐ Testing call-based control from another phone
    ☐ Factory reset
    ☐ Firmware update

Thank you for submitting the fault report.

Based on the information provided, we will review the issue and get back to you with a proposed solution, or, if necessary, with further targeted questions.

If the error requires further investigation, we will forward the report to the developer.

ASC Global Team
tech@ascglobal.eu