

Product Support Form

(Please complete all relevant fields)
Please email the completed form to support@siretta.com

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:



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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:

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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 an application? (Python/AppZone/LUA)
(Describe functionality / example code)

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

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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 Cat 4: | | 4G/LTE Cat 1: | | 4G/LTE Cat M: | |
| 4G/LTE NB-IoT: | | GPRS Enabled: | | SMS Enabled: | | CSD Enabled: | |
| Voice Enabled: | | Fixed IP: | | Dynamic IP: | | | |