

Guidelines for Platform > Support Center

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### Contents

1	Functions of the support center	2
	1.1 Submit your question	2
	1.2 View the troubleshooting progress	4
	1.3 Question list	5
	1.4 Follow-ups	7
2	Share issue link	9
	2.1 Share issue link	9
	2.2 Open the link and submit the issue	9
	2.3 Automatic Application for authorization and authorization review	10
	2.4 Follow-Up of Tickets	12



Tuya Support Center, part of Tuya's smart service system, aims to enhance the overall service quality and efficiency of our IoT platform. As a communication tool, it helps you better communicate and collaborate with Tuya during product development and after-sales processes. Tuya Support Center provides various entries for you to submit your questions easily across our IoT platform. You can find the entries on the product development page, App workstation, and customer feedback page. Our technical support teams will reply to your questions as soon as possible. In addition, Tuya Support Center allows you to view the troubleshooting progress and check historical issues that have been resolved.

#### 1 Functions of the support center

#### 1.1 Submit your question

Entry 1: In the upper right corner of the IoT platform, click Support. On the page that that is displayed, click ask.



Entry 2: Click the questioning text box on any product development page or OEM App configuration page.



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#### 1 FUNCTIONS OF THE SUPPORT CENTER

	Personalization     Personalization     C	G Build Build	≟ Launch 	
Submit your question.		Exclusive service team	<ul> <li>Hi Team, Is it possible</li> <li>Hello, Can I have plea</li> <li>I would like to find ou</li> </ul>	e to build some fe  e  e  e  e  e  e  e  e  e  e  e  e  e
	App configuration effects			?
App icon	App startup image	App color them	e	Logo
				ersion: v1.0.1 <u>App. key</u> emplate: v3.9.0 <u>Change</u> NEW
	2			uild status
	LAUNCH		- [	€ Configuring

Entry 3: On the home page, click Question in the support center preview window.

Tuyocom Product App Service Purchase Data Operation Document Cost Service Market	Support 🛛 🔿 😋
Bulletin: Problem Set of IOS 13 Update (Updated on: 10/14/2019)	2019-10-14   More
Create Express Develop	Go B Co Co
Smart Products All products	Did You Have Any Problem During
12     Developing       See Smart Camera       Product ID: AX20JZUAb2031mE1       Product Model: 2       Create: 2019-11-07       Last updated: 2019-11-07	Development? Submit the following questions here. Tuya's professional service teams will answer your questions soon.
☐ Purchase	Hi Team, Is it possible to buil some fe
12     Developing <sup>™</sup> Smart Camera        Product ID: tvee/fa0m/jagex11       Creates: 2019-11-07       Last updated: 2019-11-07	<ul> <li>Hello, Can I have please have some assis ①</li> <li>I would like to find out about the cost, ①</li> <li>请问是否能够常视频门铃与其他影响产品设置联动,</li> <li>请问云云对接接口文档,可以在哪里查询?</li> </ul>
	Go to Support Center >

Entry 4: Choose Operation > Feedback and click a feedback record. In the Message answering dialog box that that is displayed, click Don't know how to reply? Submit ticket.

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tuya         Production           Dashboard         > Operation         > Feed	t App Service Purchase Data Operation Document Cost	Service Market	Suj	oport 🛛 🗘 🖉 🕑
China V	Feedback			
Devices	Mail subscription enabled, To manage Automatic Response is not enabled, To m	Message answering	×	
App Splash Screen	All applications        All products        V     Not pro       V     201	9/11/23 ~ 2019/11/24 🖞	About user Device informat	ion About phone
Message	Eedback Feedback	Status Feed	04 User:86-187****8920 Conta	ot
Feedback	I do not know how to reset the device	Not Other	User name: /) \$ \$ Applic	ation source: 小 時到廠
🖹 Alarms			Too hot know how to react the device	
Agents				
SMS Query				
Log query				
Kilowieuge base				
			Please input response contents ( no more tha Message answering	500 characters)
	©2019 Tuya Inc. Time zone: GMT+8 Cookie Preferen	/ language: English 🗸 ces	Don't know how to r	eply? Submit ticket Submit

Regardless of which entry you choose, a questioning dialog box will be displayed where you can describe your issue, upload attachments, and select or add relevant product information. The pages may automatically record your product ID or App name for quick fault locating. We recommend that you describe your issues in details. This will reduce the issue clarification times and enable our support engineers resolve your issue efficiently.

Note: Currently, the questioning dialog box supports the following file formats: JPG, JPEG, PNG, DOC, DOCX, XLS, XLSX, PPT, PPTX, PDF, NUMBERS, PAGES, KEY, TXT, RAR, ZIP, WMV, RMVB, MP4, 3GP, MOV, and AVI. Make sure that each image is less than or equal to 5 MB, and each file is less than or equal to 10 MB. Up to five images and three files are supported.

#### $1.2\,$ View the troubleshooting progress

You can view the troubleshooting progress in the support center regardless of the entry you chose to submit your question. For questions submitted through entries 2 and 3, you can also view the troubleshooting progresses on the right of the questioning text box. Three latest questions or replies will be displayed. As shown in the following figure, new messages are displayed in bold, and red numbers Appear in the upper right corner indicating the number of unread messages. You can click them to view the details.

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#### 1 FUNCTIONS OF THE SUPPORT CENTER

Dashboard > Product > Smart Product:	12 ©		
	Submit your question.	Hardware Debug Advanced Features Mass Production	
2 ategory: Smart Carnera ID: AXSDJZUNk2D9J1mE1	SoC Solutions Selected: IPC通用面板	Open the Tuya Smart app How to configure the App Interface? Login with: 18768198920 Scan the OR code to access the device and the control panel	7
dit Product Information	23 mm		_
			وي 400 C

#### 1.3 Question list

Tuya Support Center will record all historical questions submitted under your account and list them by creation or reply time in descending order. For each question, you can view the processing status on the right of the record. A new message will be displayed in bold. The processing status of questions that require your feedback or confirmation is displayed in red.



The question status is classified into the following:

• Waiting for dispatching: Your ticket is waiting to be dispatched to a technical support engineer.

- Pending: Your ticket has been dispatched to a technical support engineer and is waiting for processing, or you have updated your ticket and it is waiting for processing by the designated engineer.
- Processing: A technical support engineer is processing your ticket.
- Waiting for your confirmation: A Tuya technical support engineer has provided a solution or reply and is waiting for your confirmation.
- Waiting for your feedback: More information is required from you for the troubleshooting.
- Finished: The processing is complete and you have confirmed the resolution.
- Closed: You have canceled the ticket, which was then closed automatically.

The question list page provides the following functions:

- Searching for tickets: You can search for tickets by question submitter, ticket processing status, time when the ticket is created, and keywords. In addition, you can sort the search results by Recently created and Latest reply.
- Viewing ticket details: You can click a ticket to access the details page, on which you can view the details and communicate with the technical support engineer.
- Receiving new message reminders: New messages will be displayed in bold.
- Checking the process and reminders on your mobile phone: After you scan the QR code and follow our official account on WeChat, you can bind your account so as to receive reminders about your ticket processing. In addition, you can create, view, and reply to questions on your mobile phone.

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#### 1 FUNCTIONS OF THE SUPPORT CENTER

tuyocom Product App Service Purchase Data Operation Document Cost Service Market	Support
All orders V Total status V Latest reply V Start date ~ End date 🗎 Keywords	Search ask Help documents Share issue link
Image: Seleased: 21 minutes ago     Update     a minute ago     Belongings: My Space       Image:	Processing     Service team only for you       2 reply     Image: Control of the service serv
I would like to find out about the cost,     Waiting t     D:T096024 Released: 22 minutes ago Update: 7 minutes ago Belongings: My Space	Treply 15 17 Walting for your Unfinished processing
	Check process on mobile phone Sweep It by wechat, and pay attention to Subscription "Tuyazhineng". You can check process freely and receive reminders

#### 1.4 Follow-ups

• Asking more questions: During troubleshooting, if you have any questions, you can submit them on the ticket details page. We will submit your latest questions to our technical support engineer.

<b>tuyດ.com</b> Product	App Service Purchase Data Operation Document Cost Service Market	Support O O O
Dashboard > Support		
< ⇒ Back	Detail	
	Current statues:Walting for your feedback ID: T096024 Belongings: Tuya_test_Fly Cancel	
	Communication record Me 27 minutes ago I would like to find out about the cost, initial and running. And also about the source code.	
	Product ID: - App Name: - Device ID: - Change      Tuya 13 minutes ago      Hi dear, Thank you for contacting Tuya. Would you mind sharing with us more details about your issue so that we could better     assist you?Looking forward b your reply.	
	Add reply	C.
	L Upload Attachment	400 Call

• Closing a ticket: After you receive the troubleshooting result and confirm that the issue is resolved, you can close the ticket, after which new questions can

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only be submitted in new tickets.

• Rating a ticket: When you close a ticket, you can give us feedback on whether you are satisfied with our service.



### 2 Share issue link

#### 2.1 Share issue link

Click **Share issue link**, and the company's exclusive issue link will Appear in the pop-up window. You can click to copy to the clipboard and share it to WeChat.

tuycicom Product App Service Purchase Data Operation Document Cost Service Market	Support
All orders V Total status V Latest reply V Start date ~ End date 🖨 Keywords Search ask	nents Share issue link
Hello, Can I have please have some assis     Processing	Share issue link
HI Team, Is it possible to build some fe	Share the link to let invitees to join the space of current company, and then invitees can submit and track issues for the company.
ID:T096027 Released: 32 minutes ago Update: 14 minutes ago Belongings: My Space	https://iot.tuya.com/council/chat/? token=6CAD54AFA27AD8DDC248149E82948C67804
I would like to find out about the cost,     Waiting for your feedback     ID:T096024 Released: 33 minutes ago Update: 18 minutes ago Belongings: My Space	2B21337E180F9A8006D043F74047E&showModal=1 Cancel Copy Link
	processing
	Check process on mobile phone Sweep it by wechat, and pay attention to Subscription "Truyazhineng". You can check process freely and receive reminders.

#### 2.2 Open the link and submit the issue

You must be logged in to ask questions. If you don't have an account, you need to register an account and log in. After logging in, you can enter the company to which the link belongs.



#### 2.3 Automatic Application for authorization and authorization review

After the issue is submitted, the page popup will prompt you to automatically submit the application for authorization.



# Waiting for authorization

The issue has been submitted successfully. Since you haven't obtained the authorization of 涂鸦科 技, the system will automatically apply the authorization for you. Please wait for the 涂鸦科技 authorization to pass, Please wait for the 涂鸦科 技's administrator to process the application.If you are authorized, you can more effectively locate relevant information about the company (such as products, apps, etc.) when you create an issue and have the right to view all work orders under the space.If any doubts, please contact the administrator of the company.

## Confirm

The administrator enters the authorization management page to process the application.

tuyo.com Produc	ct App Service Value-added Services Purchase Authorization management	Data Operation Documer	nt Cost			Support	0
	Authorization management						
Account     Contract Manage	() When you authorize an account, an additional permission sp	pace will be added to the account with	your business name as t	the dimension. In the spa	ice, the account can see the data you	u authorized and perform the role operations you authorized.	
Enterprise     Pay Channel     Subaccount	New authorization         My all authorized space           Account type         Role type         Enter user	r name for search					
Crder manage	Username	Create Time	Account type	Role type	Remarks	Operation	
Subscribe	86-15158864816	2019-06-18 11:12:23	Personal Account		云琪	Delete Modify remarks Set permissions	
Automatic Response	86-18768198920	2019-07-01 17:47:07	Personal Account	Developer		Delete Modify remarks Set permissions	
I Discount Coupon	86-15868450761	2019-07-18 12:11:46	Personal Account	Buyer		Delete Modify remarks Set permissions	
Cloud API Authoriza	86-15868460277	2019-07-18 15:03:40		Support		approve refuse	
Address Management							
R Invoice Management							
Sales Order							
Auth Manage							

#### 2.4 Follow-Up of Tickets

If the issue submitted in my space can only be seen in my space. Issues submitted in the authorized space are visible in both the authorized space and my space. You can also see all the issues in the authorized space.



May you have a pleasant experience with Tuya Suppor