Axiomtek Technical Support Portal

User's Manual V1.1

USER'S MANUAL



AXIOMTEK

www.axiomtek.com

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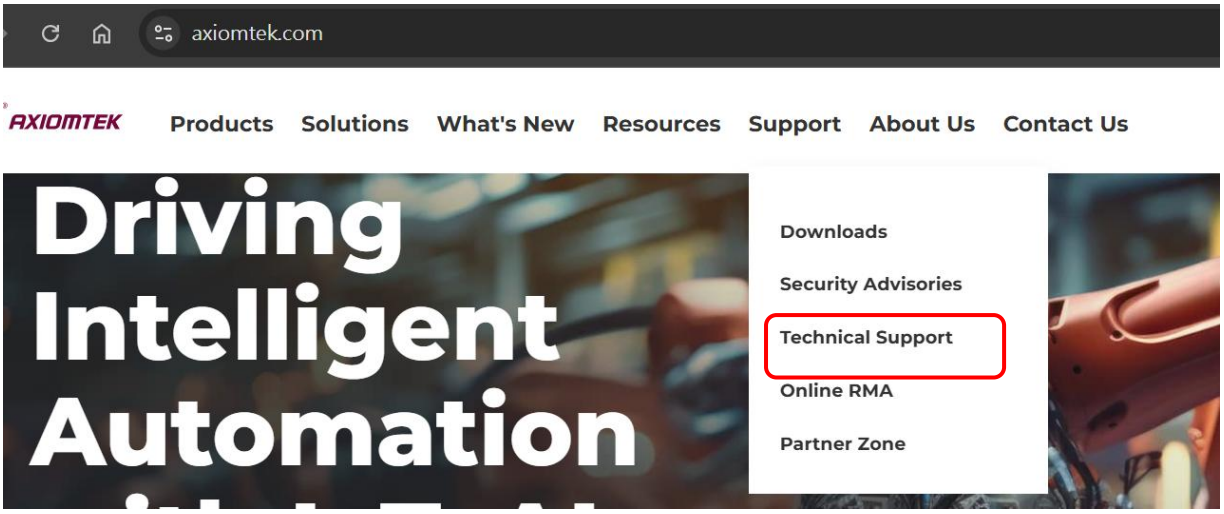
Introduction:

In order to provide quicker and more professional support, Axiomtek has built a brand new online technical support portal, where you can post issues, you have encountered while using an Axiomtek product. Axiomtek's technical support team will be ready to assist you and solve your problem in the shortest time possible. This portal provides user-friendly interface and it is easy to manage the issue status. Please follow the steps below to report your issue. Besides, we will add more support resources to make it better and better.

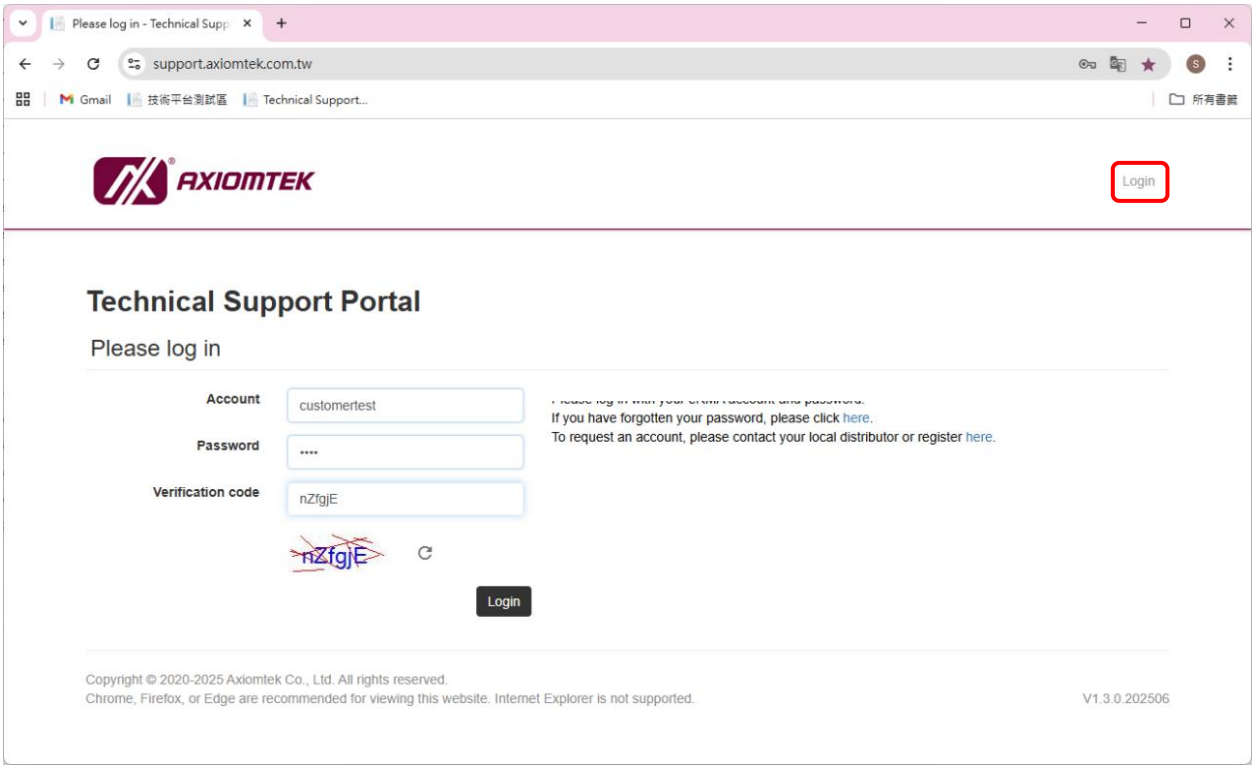
2025/10/1 Rev3

Login

1. Please visit Axiomtek official website, select Support => Technical support. You will find the technical support login page https://support.axiomtek.com.tw/



2. Please follow the Appendix A to register a new account. If you have forgotten your password, please refer to Appendix B.

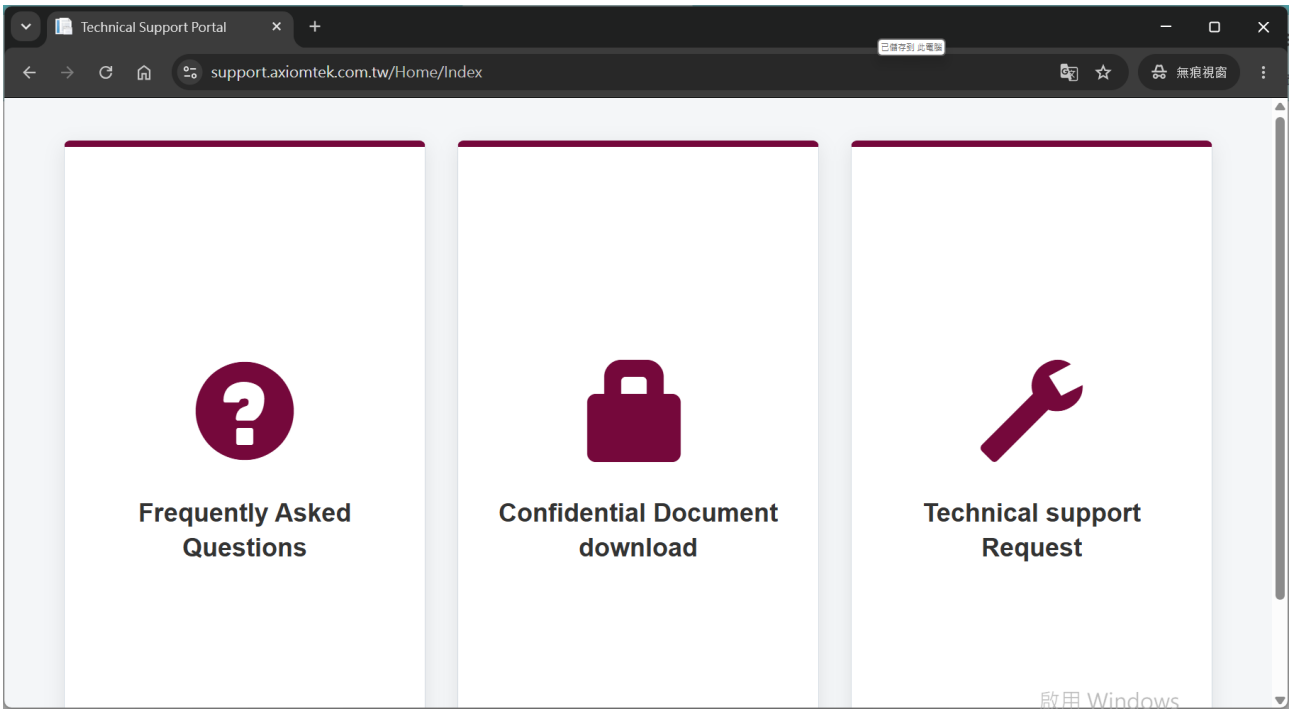


After logging in, you will see three options on the main page.

The option on the left is **FAQ**, where you can find the technical documents you need.

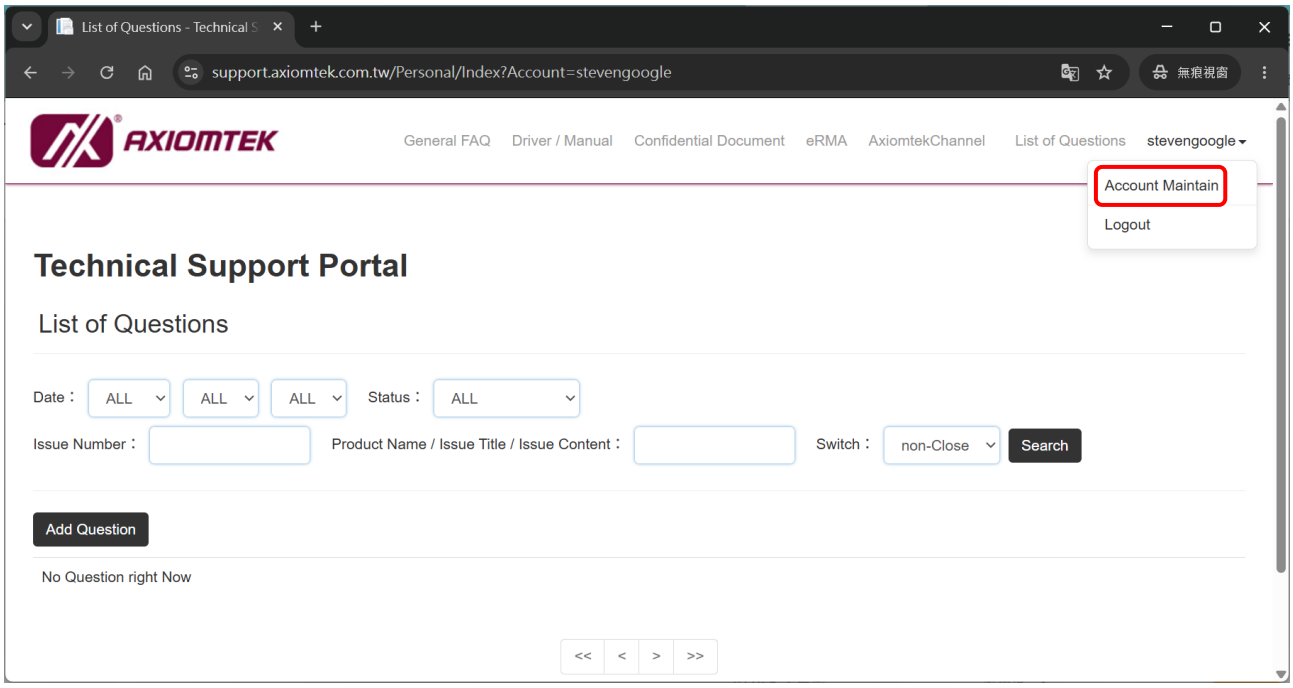
The middle option is **Confidential Document Download**, where you can download **2D drawings, 3D drawings, and DVT reports**.

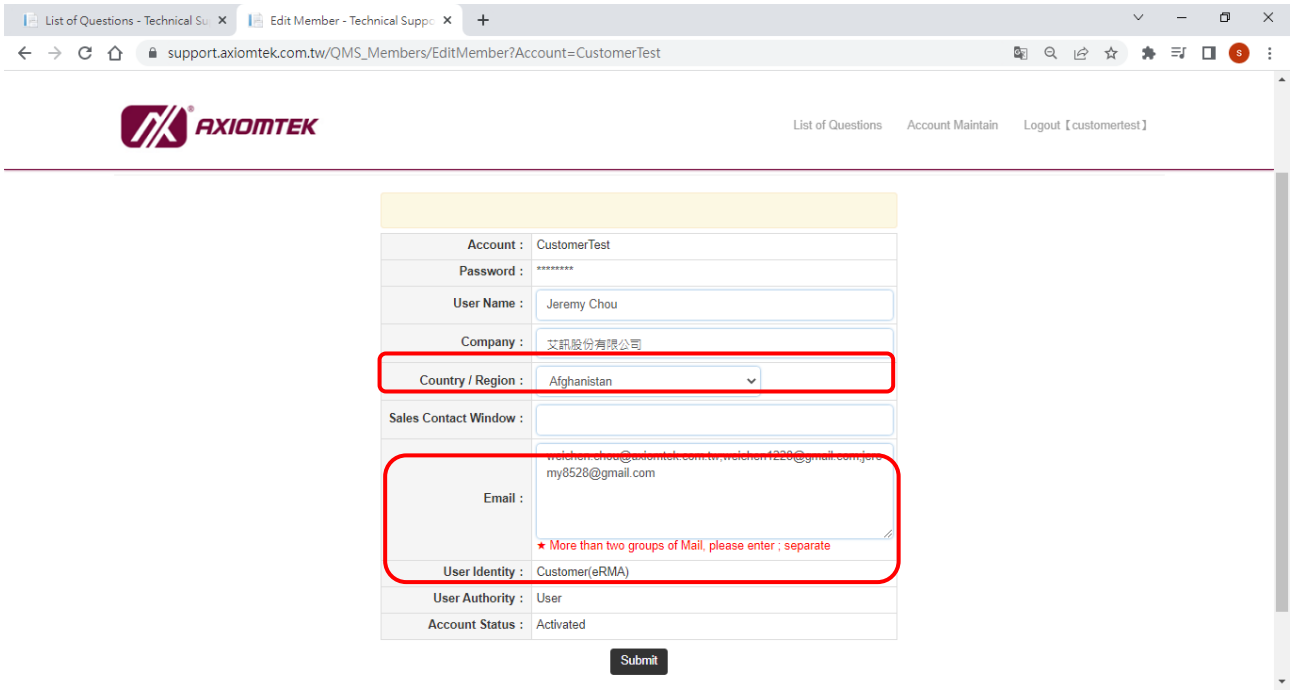
If you cannot find the resources you need, you can click the **Support Service** option on the right to contact Axiomtek technical support directly.



Account Maintenance

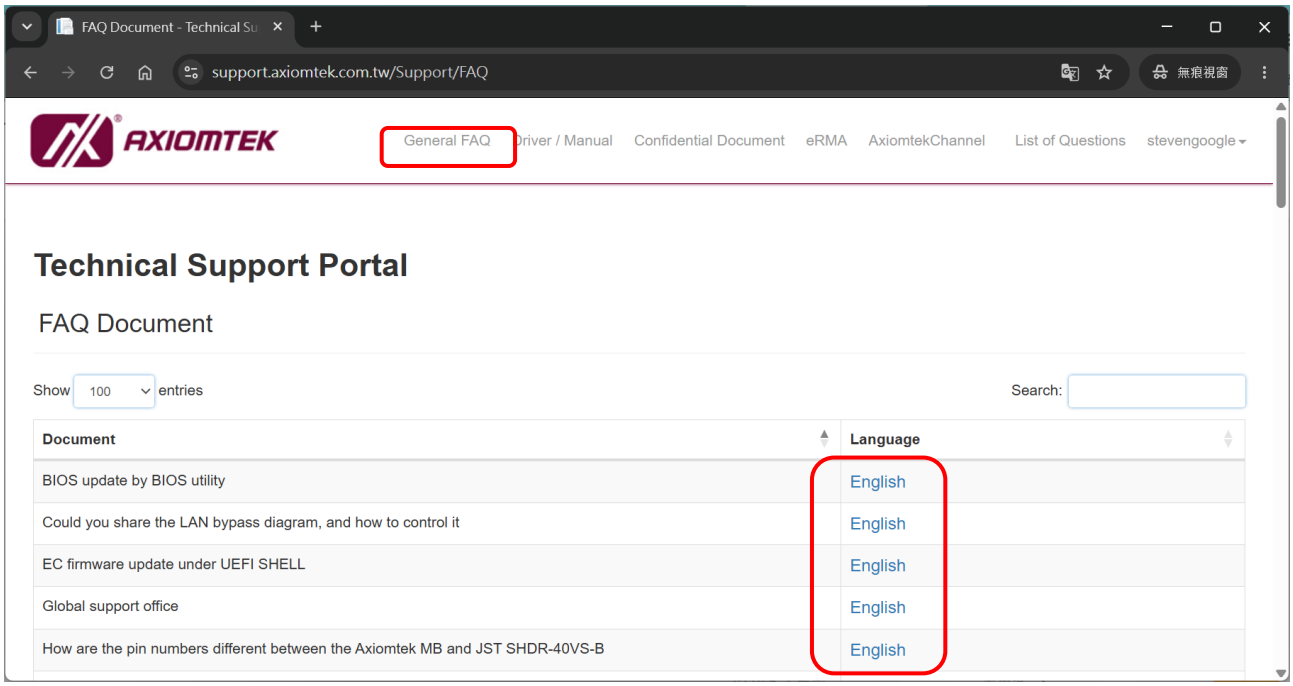
In home page, please click your account name => "**Account Maintain**" button to edit your company name and email address in the first use. The system will send a notification to this email address, so please make sure it is entered correctly.





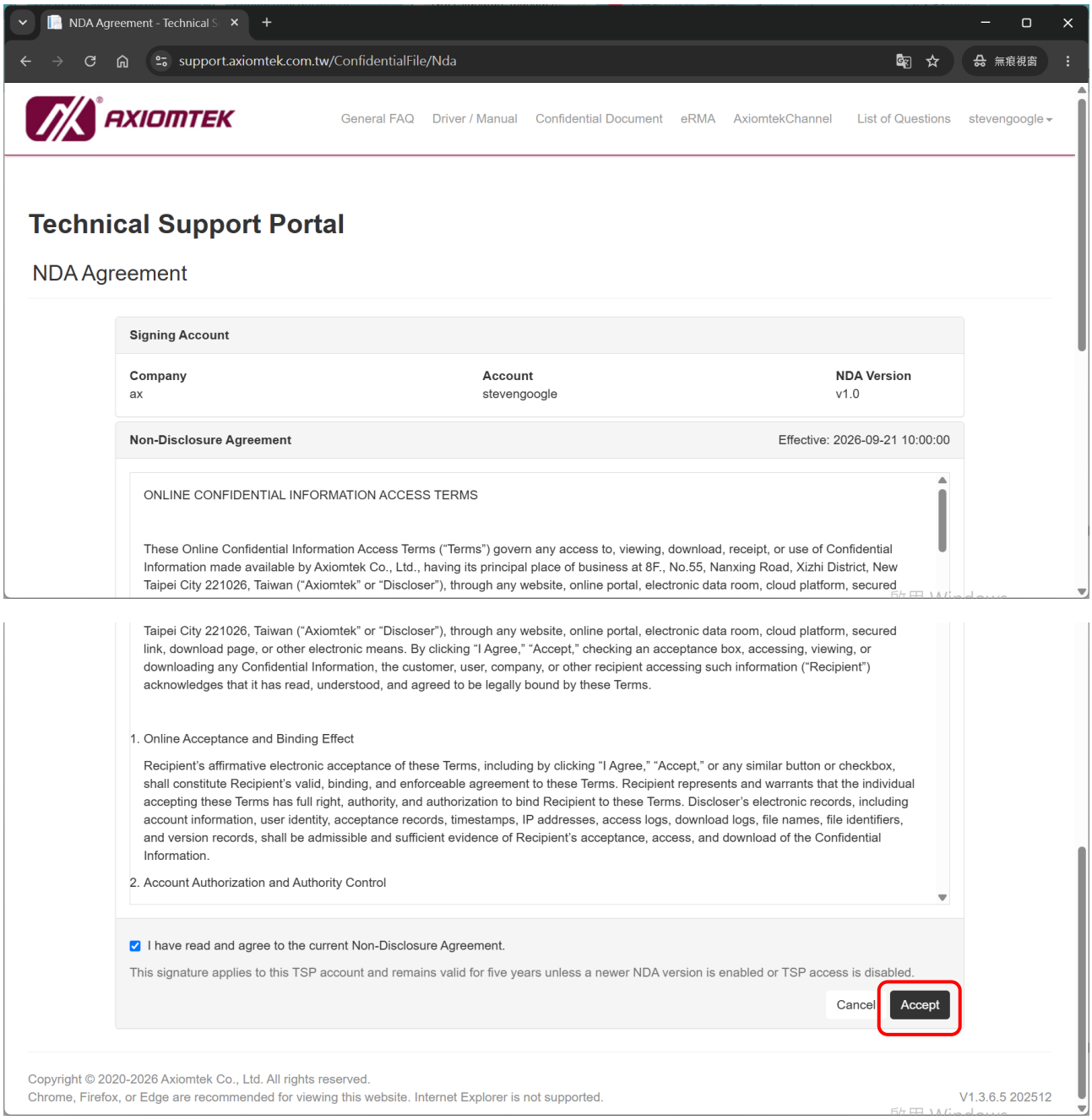
General FAQ

In the link above, you can find the General FAQ. You can use keywords there to search for the documents you need. Click the "language button" to download the corresponding language version of the FAQ.

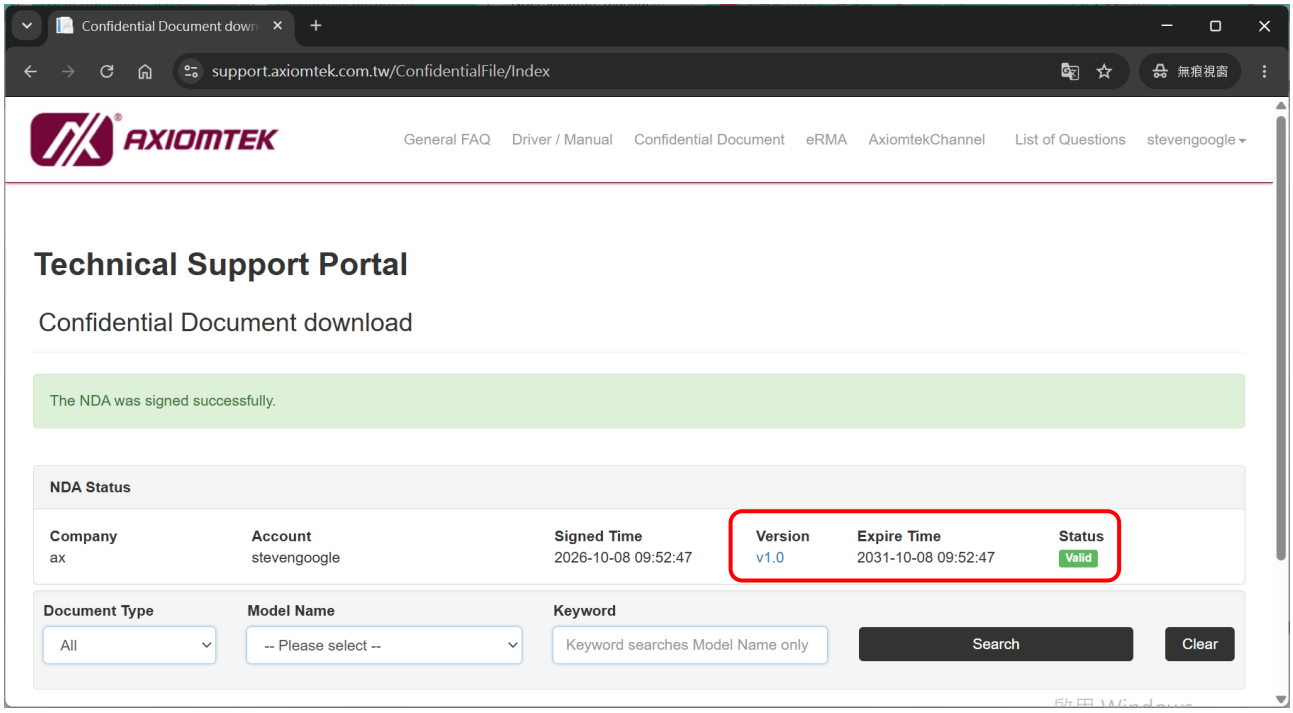


Confidential Document

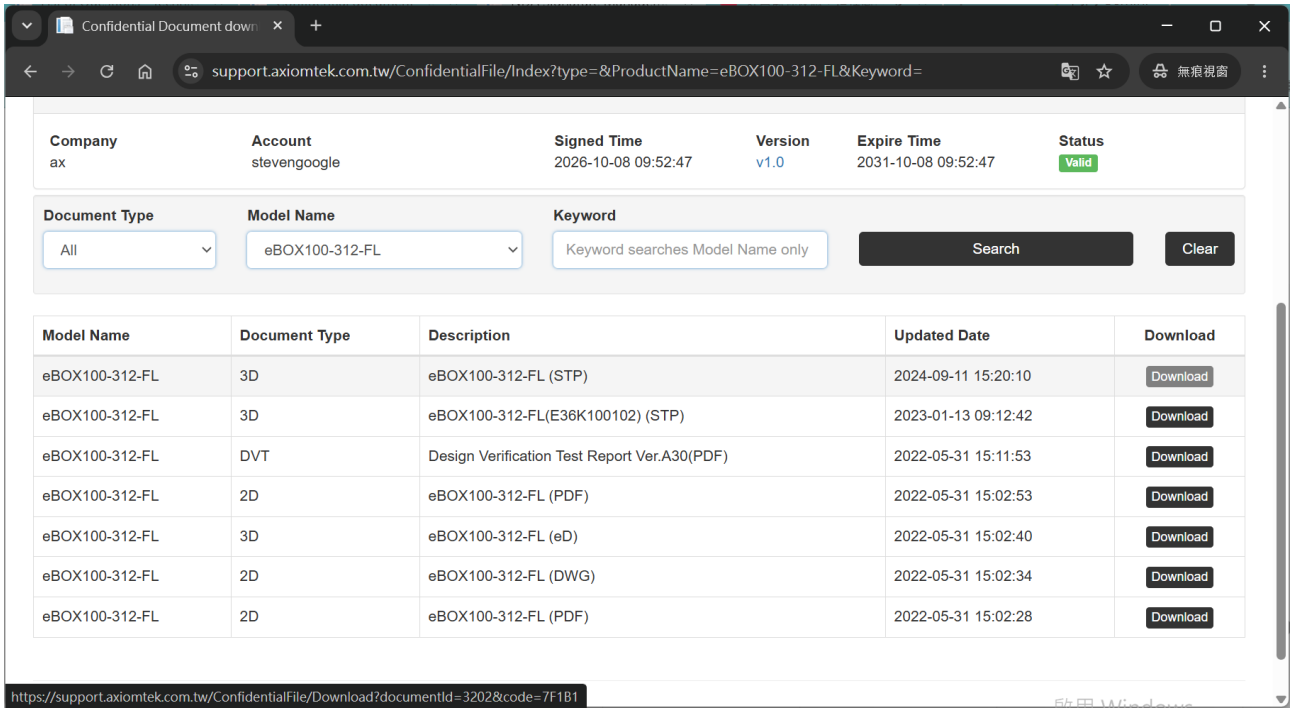
When accessing **Confidential Document** for the first time, you will need to sign the online NDA. After signing, you can download the required **2D drawings, 3D drawings, and DVT reports**.



You can review the NDA status and see the NDA detail under **Version**.



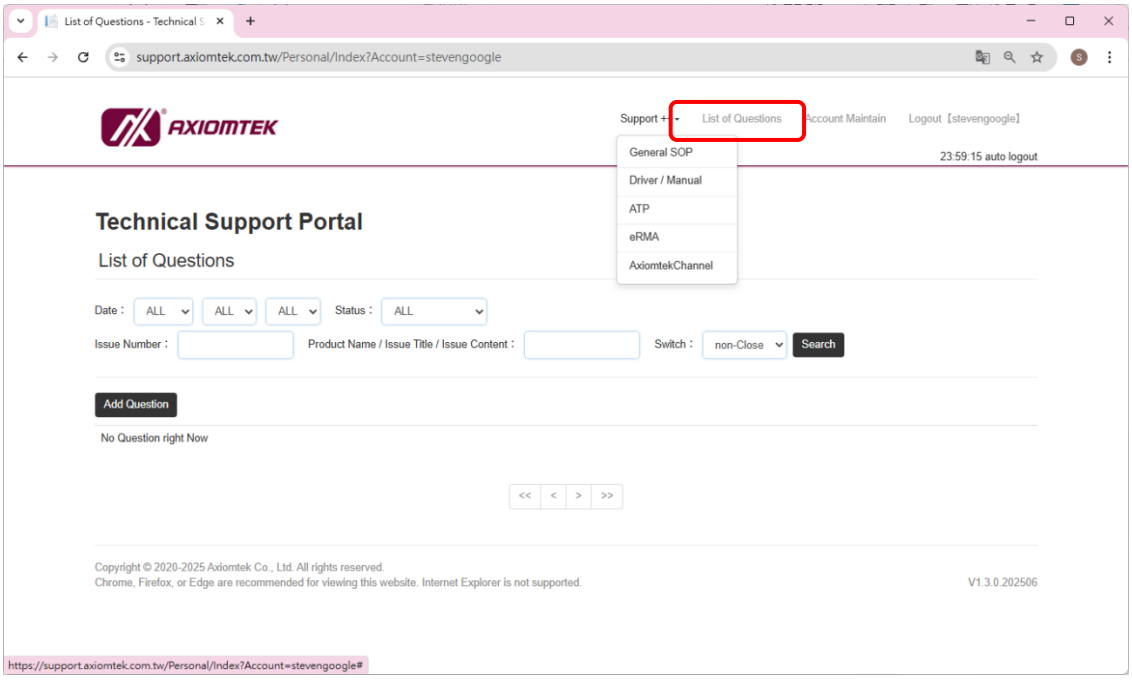
You can select the type of document you want to download under **Document Type**, search for the product by **Model Name**, or use the **Keyword** field on the right to search. Click "download" to download the document you needed.



View Questions

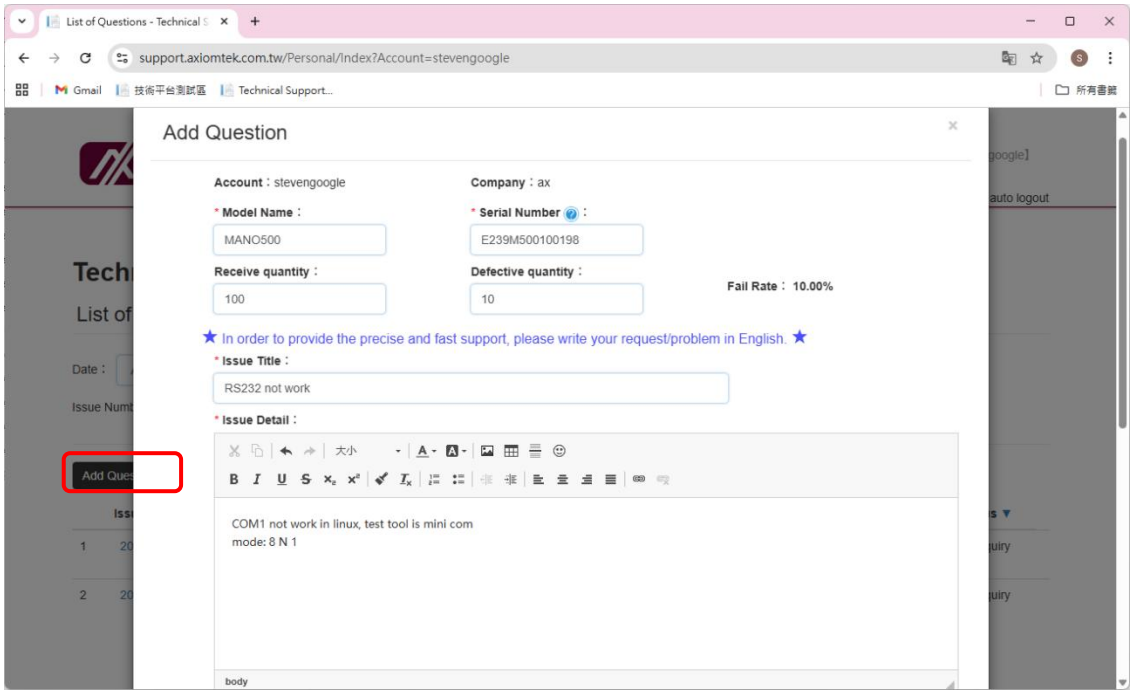
When you have logged in successfully, the home page comes up with a list of questions posted by customers. Click on the arrows at the bottom << < 1 > >> to navigate through pages of issues or go to the first or last page.

While viewing pages of issues, you can click "**List of Questions**" to immediately come back to the home page.



Report an issue

1. On the home page, click "**Add Question**".
2. In the "**Add Question**" form that pops up, fill in the product information, write down the details of the issue you have experienced and the problem replication steps with as much information as possible, and then specify environmental conditions. In addition to editing words, you can also make tables, and you can paste pictures into the text box directly.
3. Click "**Create**" to post your issue. Axiomtek support team will solve the issue and contact you as soon as possible.



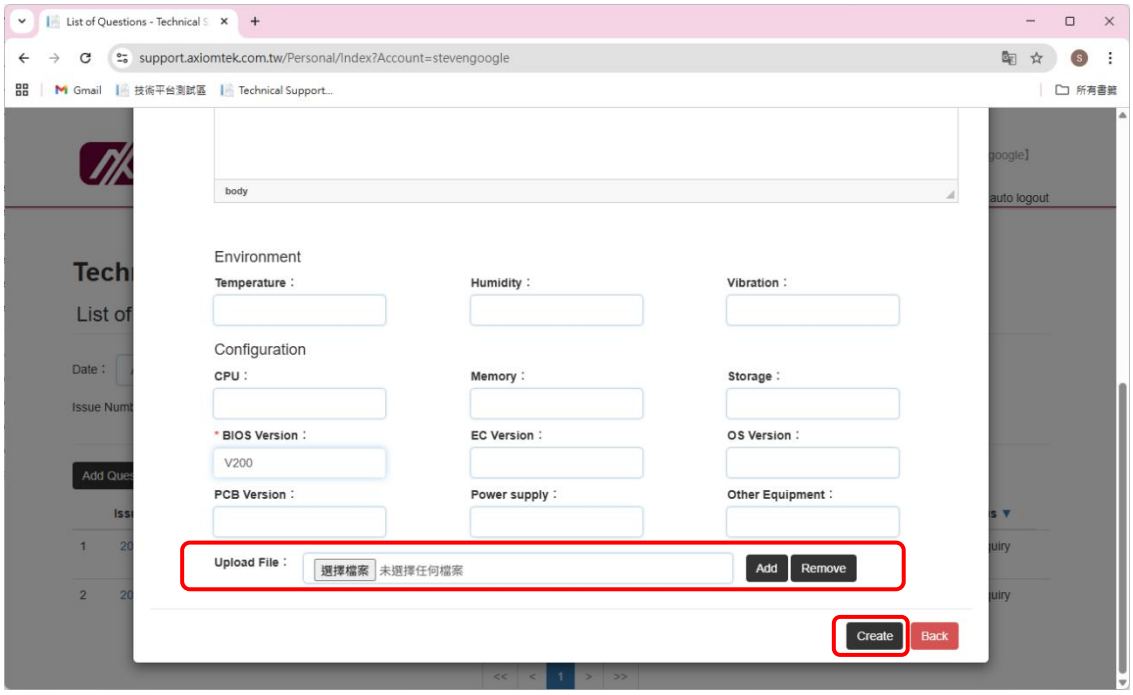
Note1: You can upload attachments along with the question you are going to post or do so while editing the question you have already posted (file size limitation is 20 MB):

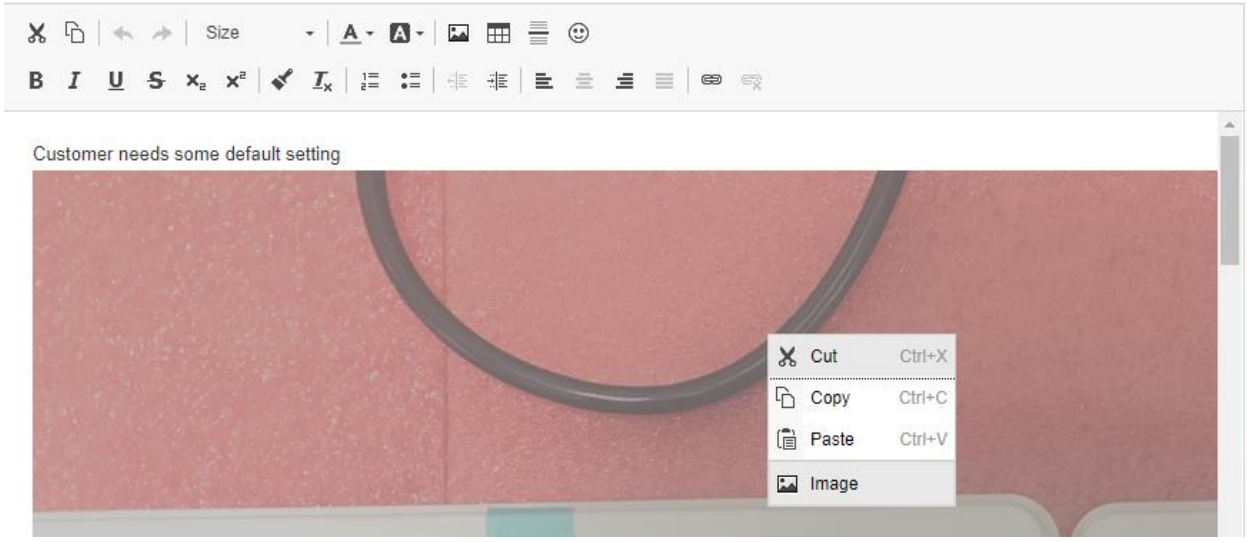
1. Click "**Select Files**" to browse through the folders on your local PC and then choose the file you wish to attach to your question.
2. Click "**Add**" to attach more files.
3. Click "**Remove**" to delete the attached files.
4. Click "**Create**" to upload the file along with your question.

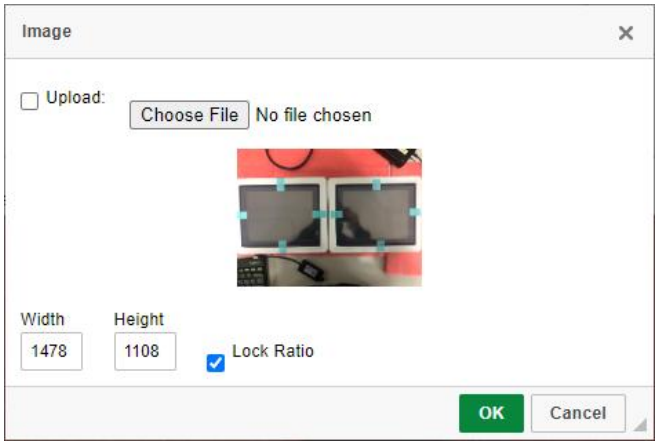
Note2: You can right-click on the picture and click "Image" to resize the picture.

Note3: The thumbnails of pictures will show up, click to show the original size.

Note4: We provide editing function in text box. Users can edit the content by themselves.

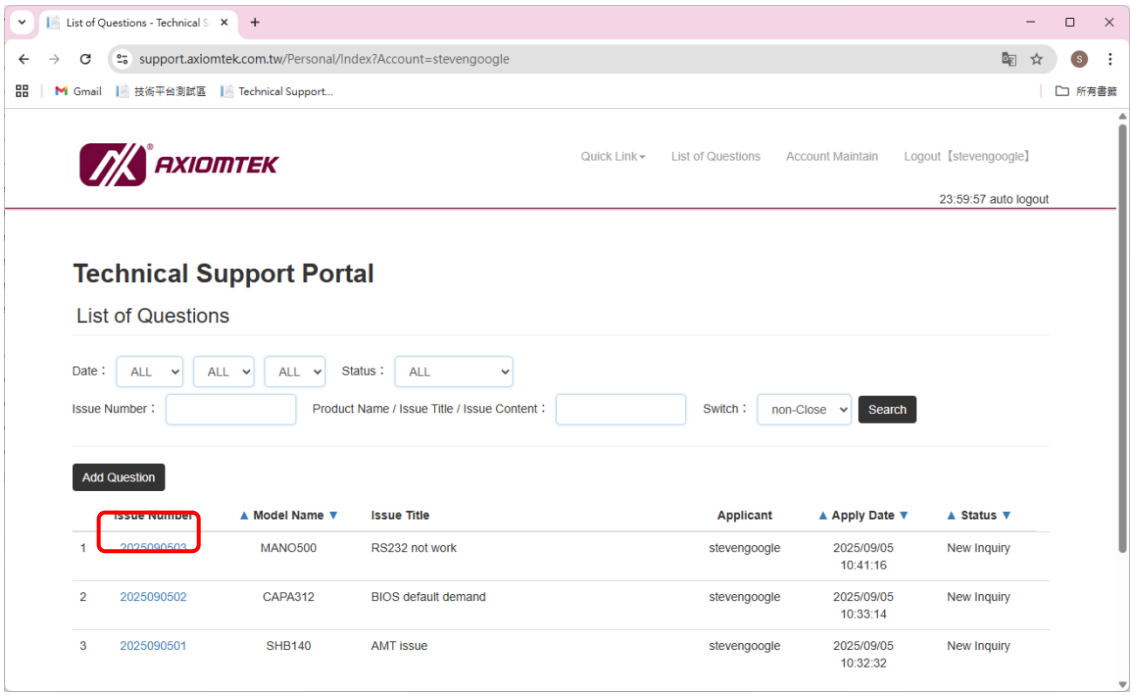




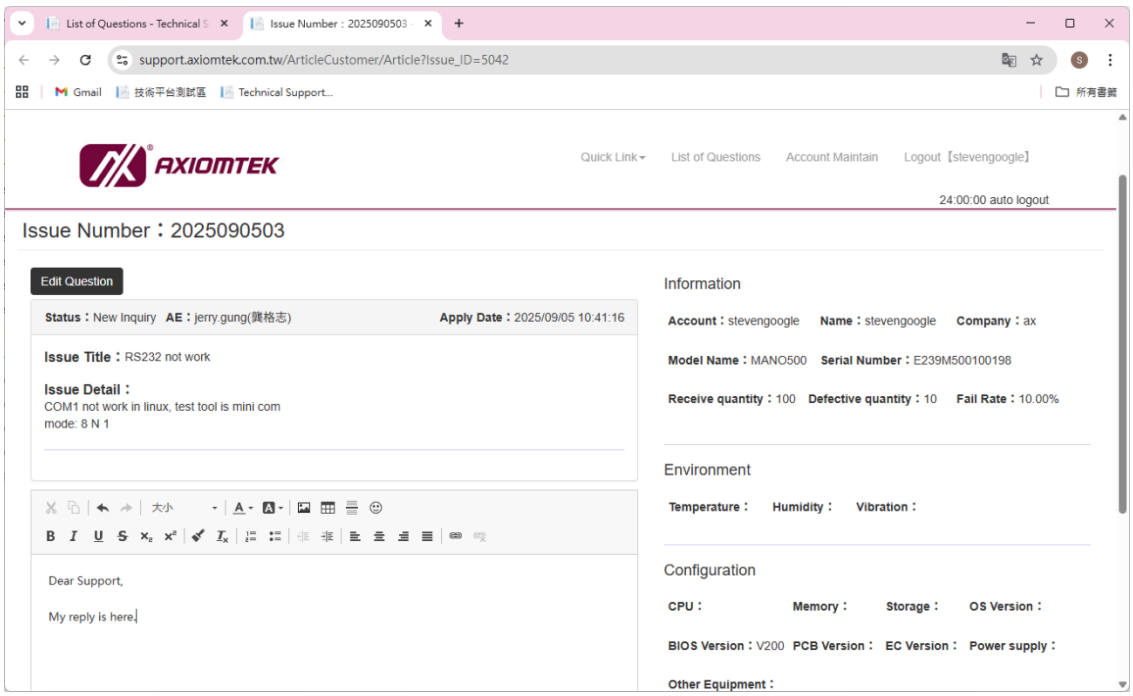

Image
Upload:
Choose File
No file chosen
Width
1478
Height
1108
Lock Ratio
OK
Cancel

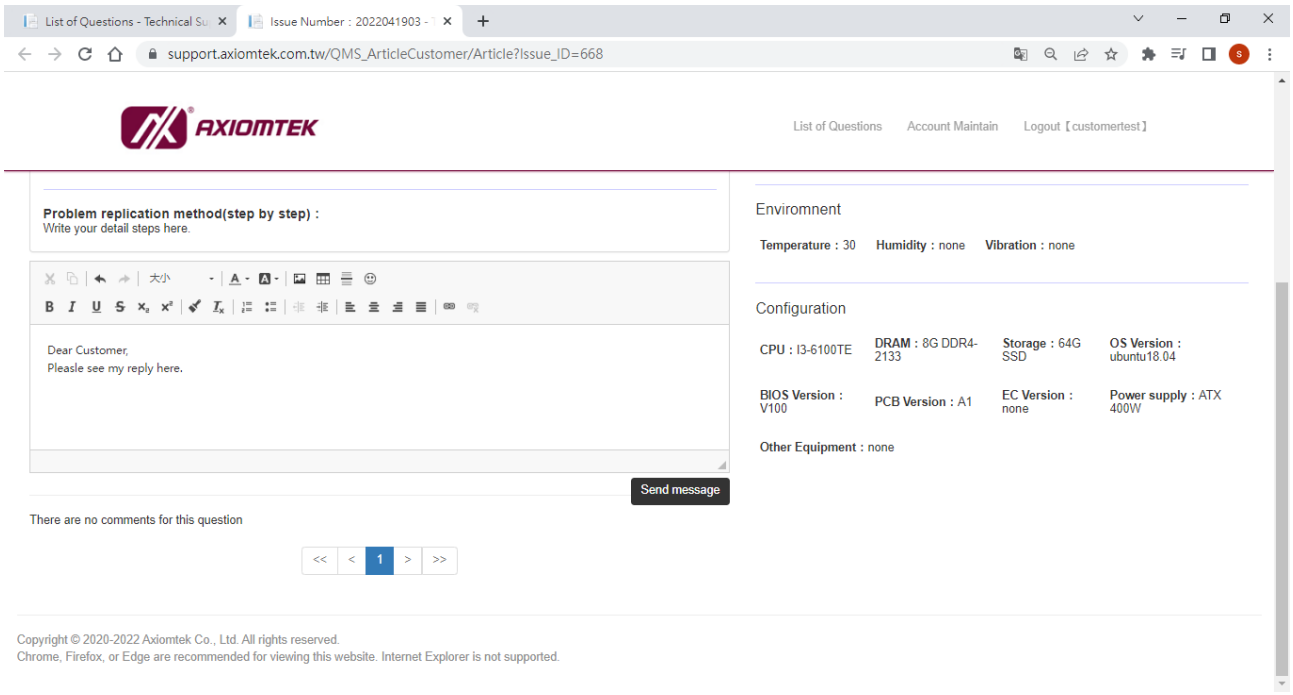
Track Issue Handling Progress

After you have posted an issue, you will see your issue listed on the homepage. Please click an issue number to view the progress in detail or reply.



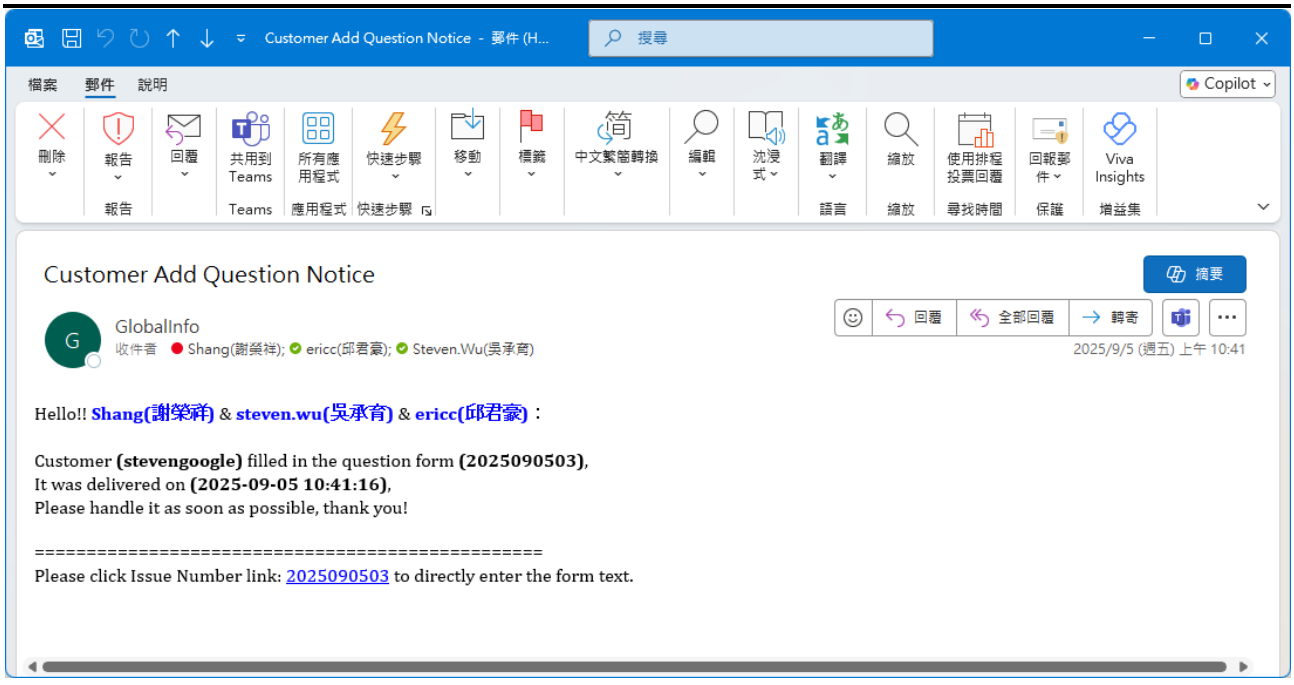
The Axiomtek technical support team will reply to you here and you can enter your feedback here also.





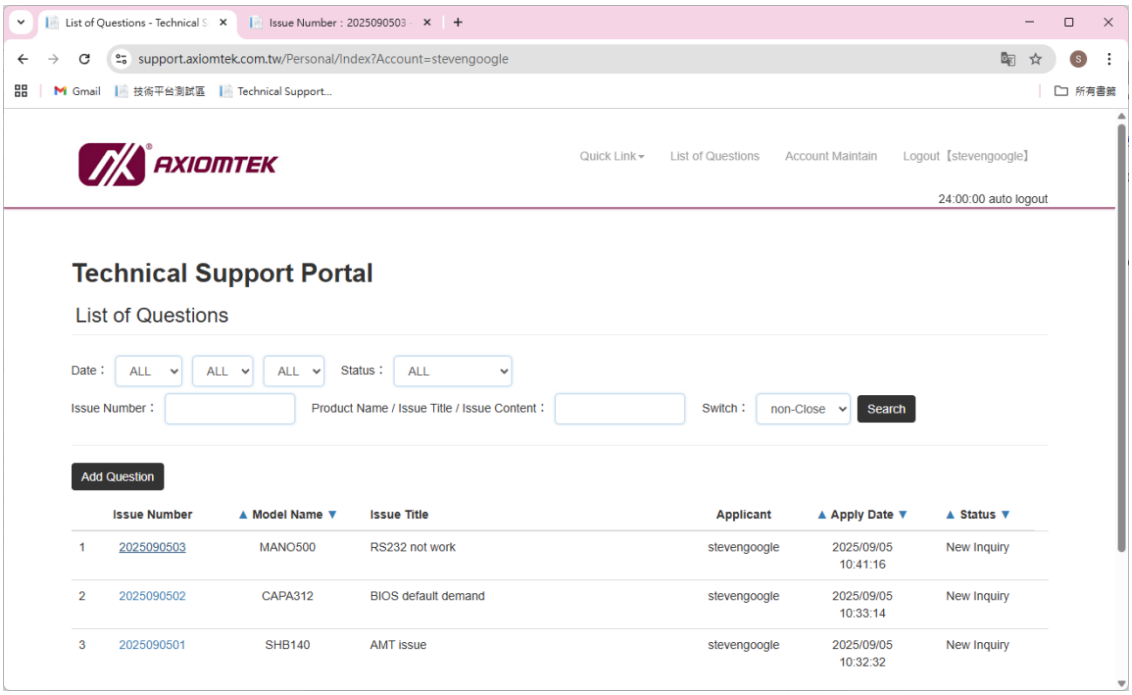
Note:

After you have posted an issue or when the Axiomtek technical support team has replied to you regarding the issue, you will receive a notification by email. You can click the issue number in the mail to trace the issue.



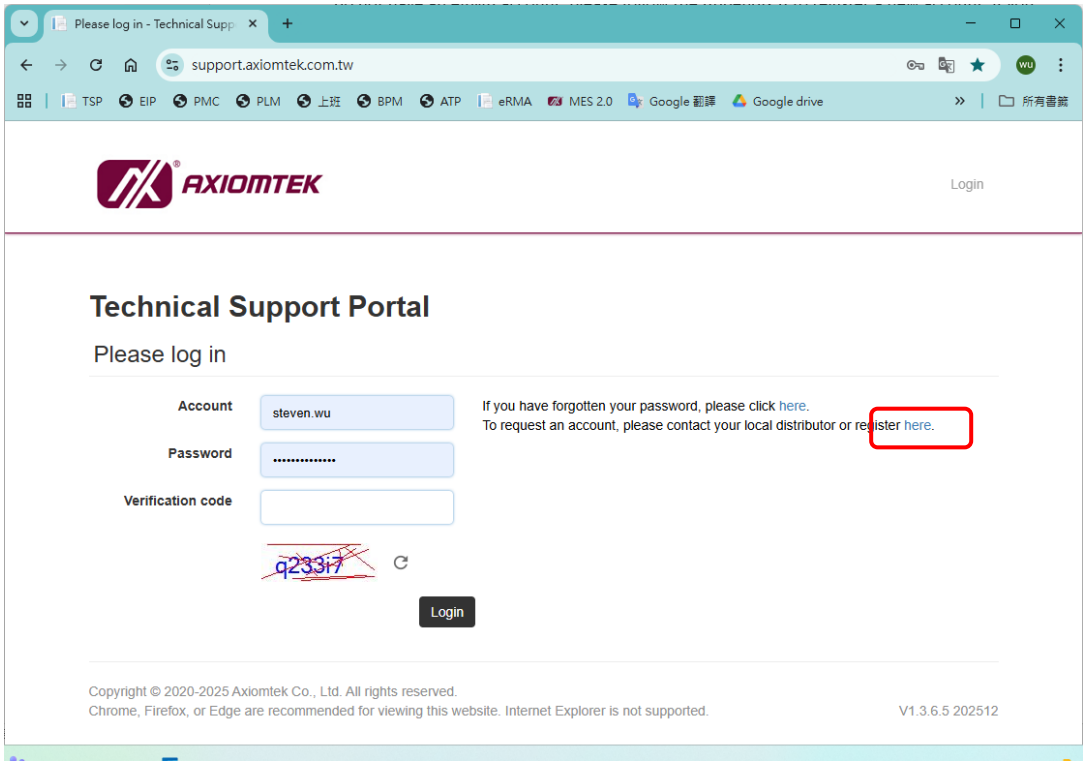
Search Posted Questions

On the homepage, you can search for the most recent and previously posted issues. Clicking on the page arrows at the bottom allows you to navigate through multiple pages of postings or gets you to the first or last page of records.

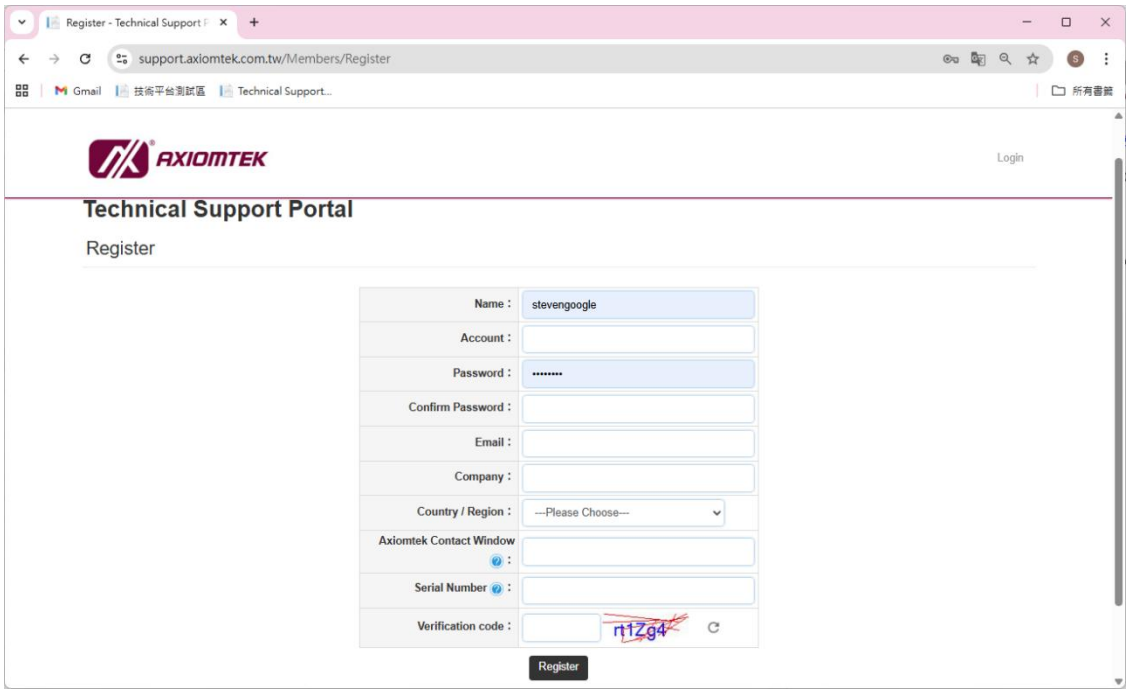


Appendix A: Register a New Account

If you need to create a new account, please click the "**here**" link on the right of the homepage.



After clicking the link, enter your account information including your name, account password, company name, verification code and email address. Click the "**Register**" button to send your application.



Note1: Please make sure the email address is correct. We will send you a verification mail to you. If the mail verification is not completed, we will not receive the account application.

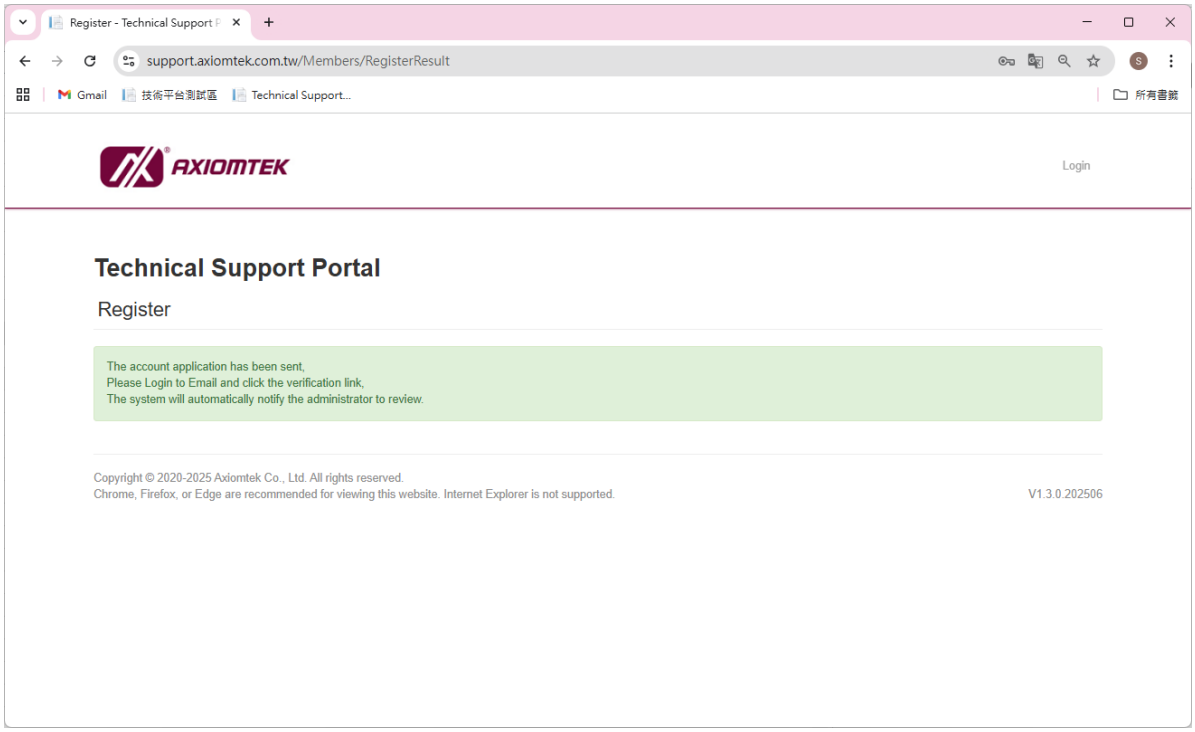
Note2: Please fill in the sales representative you contact with Axiomtek in text box "sales contact windows".

Note3: Please fill in the Axiomtek product serial number, which will help us check all the product information.

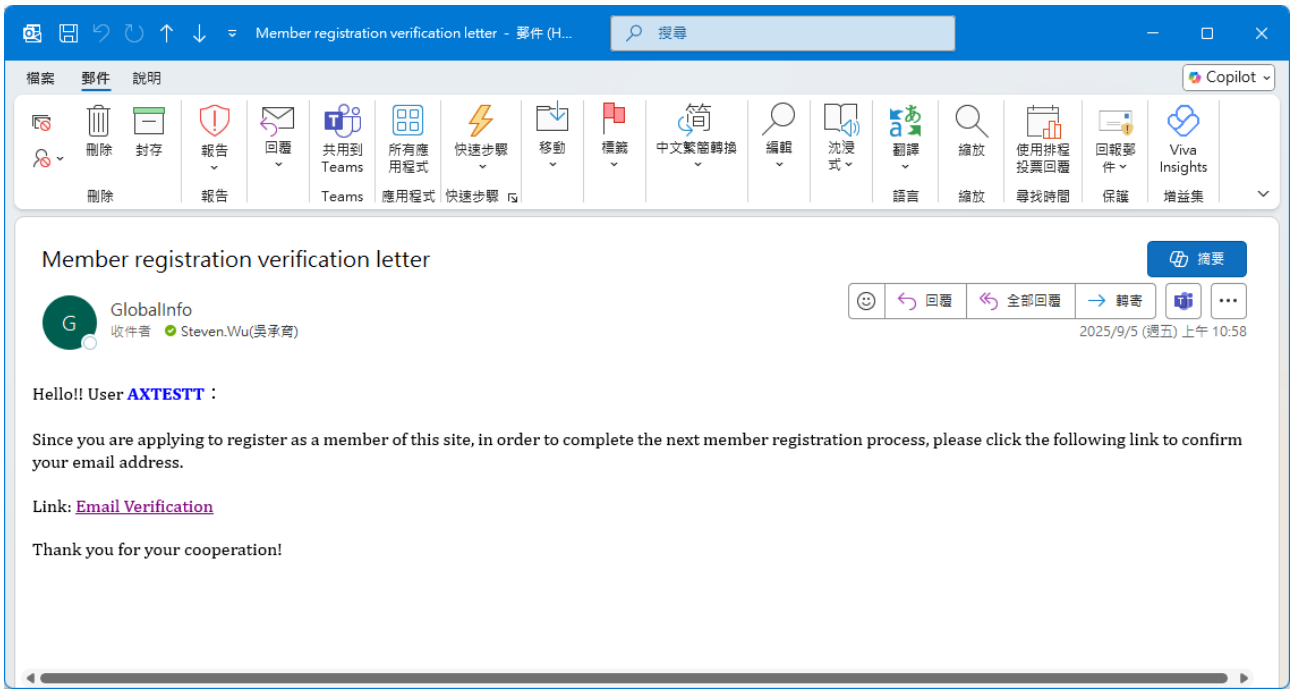
Note4: Serial number format: it is a 16-digit number with a barcode -0X.

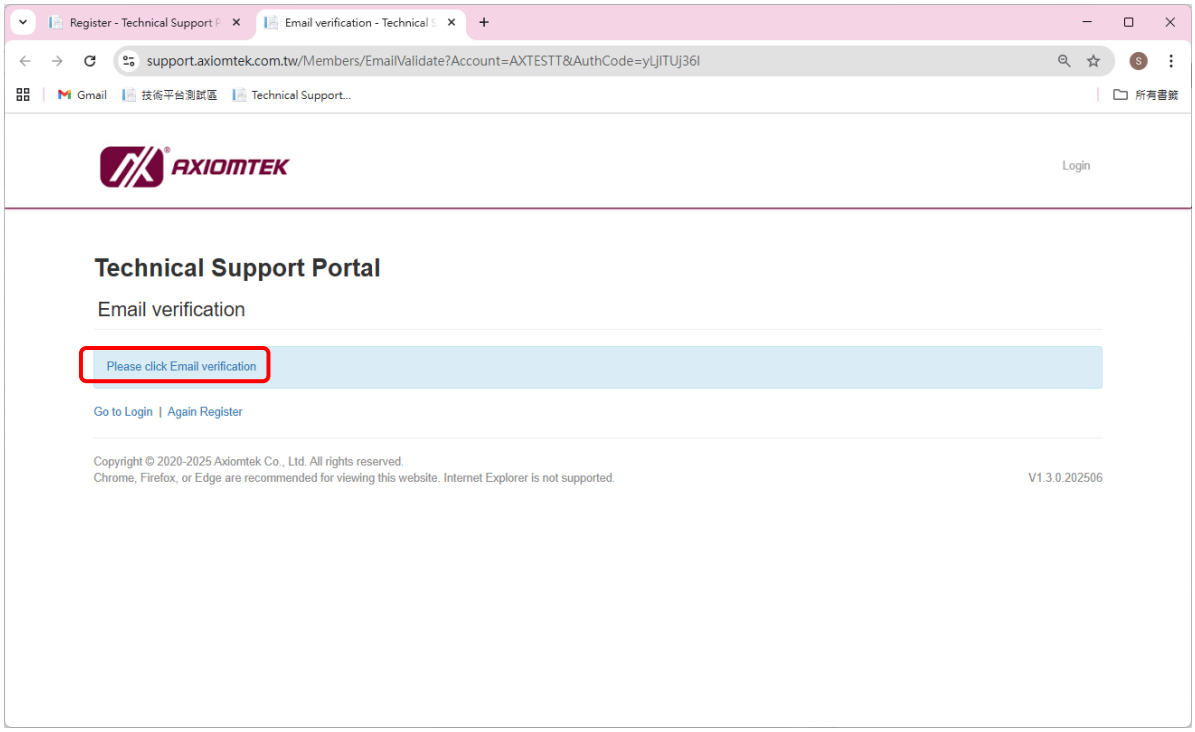
Example: E153878341100004 -0A

After sending your account information, your will receive a verification letter used to authenticate your email address.

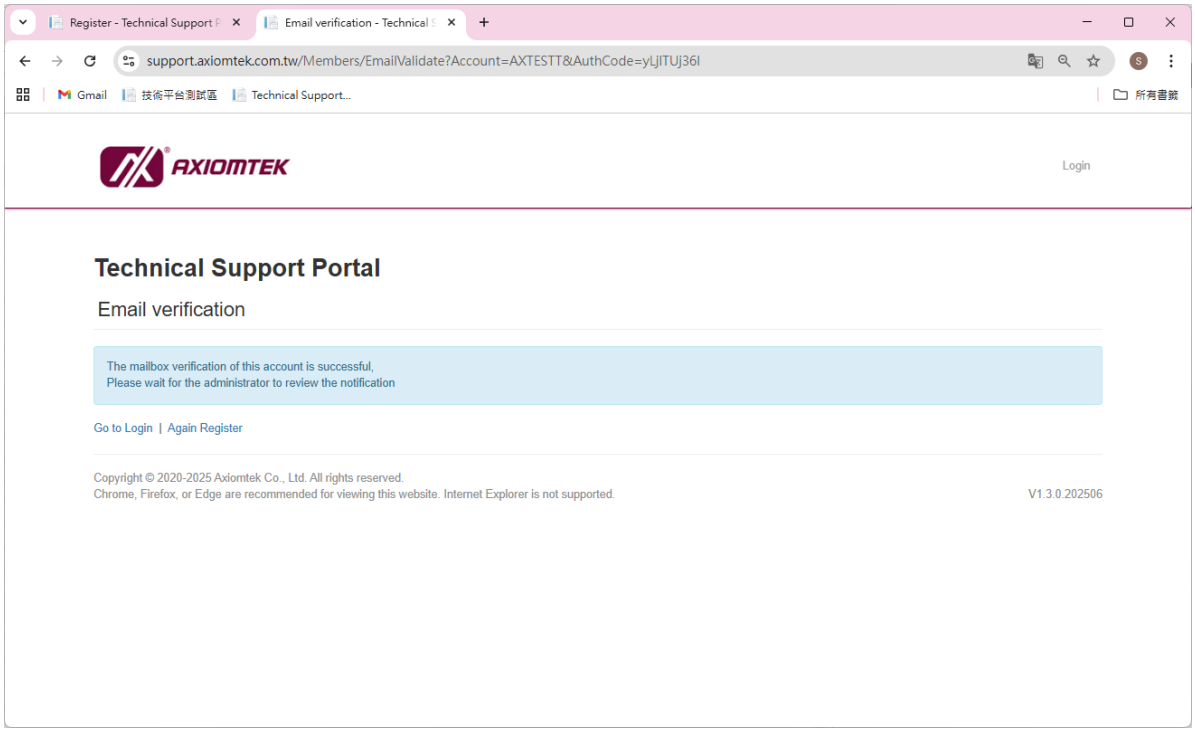


After receiving the verification letter, click the verification link to authenticate your email address.

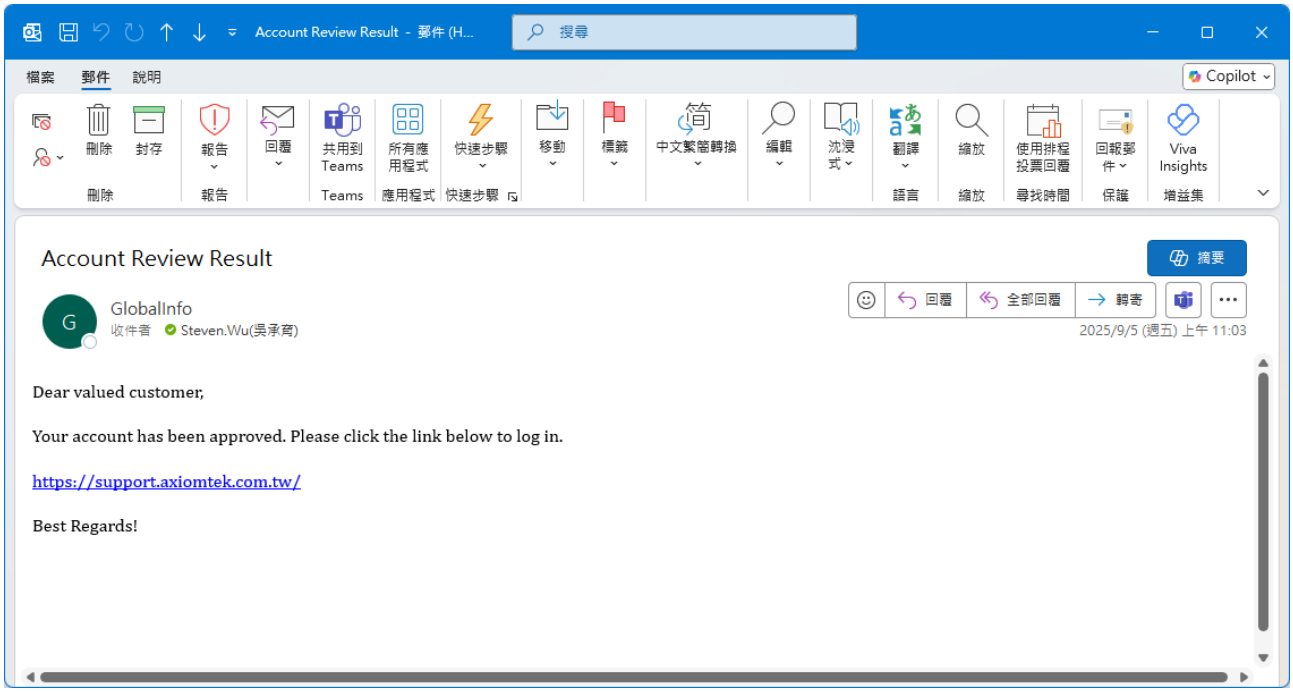




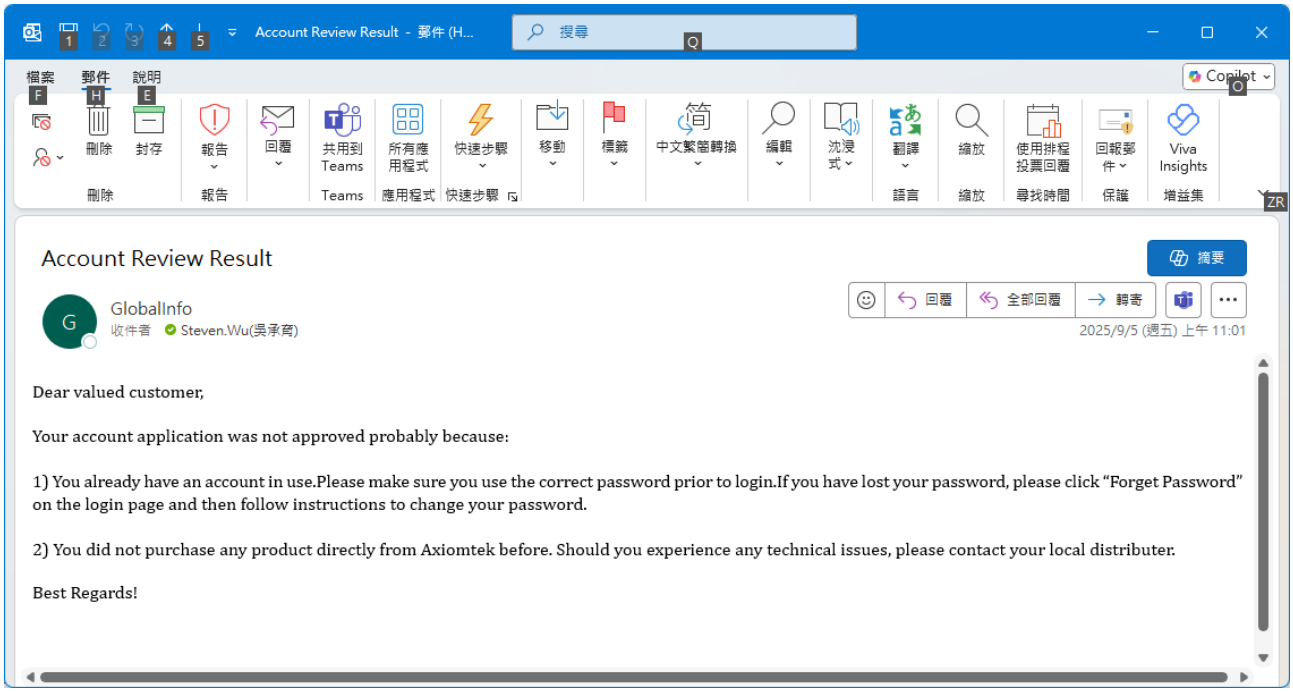
After your email authentication is complete, please wait for the administrator to review your application.



You will receive a notification of letter after the administrator has approved your application. You can now click the link below to log on to our technical support and post your technical questions.

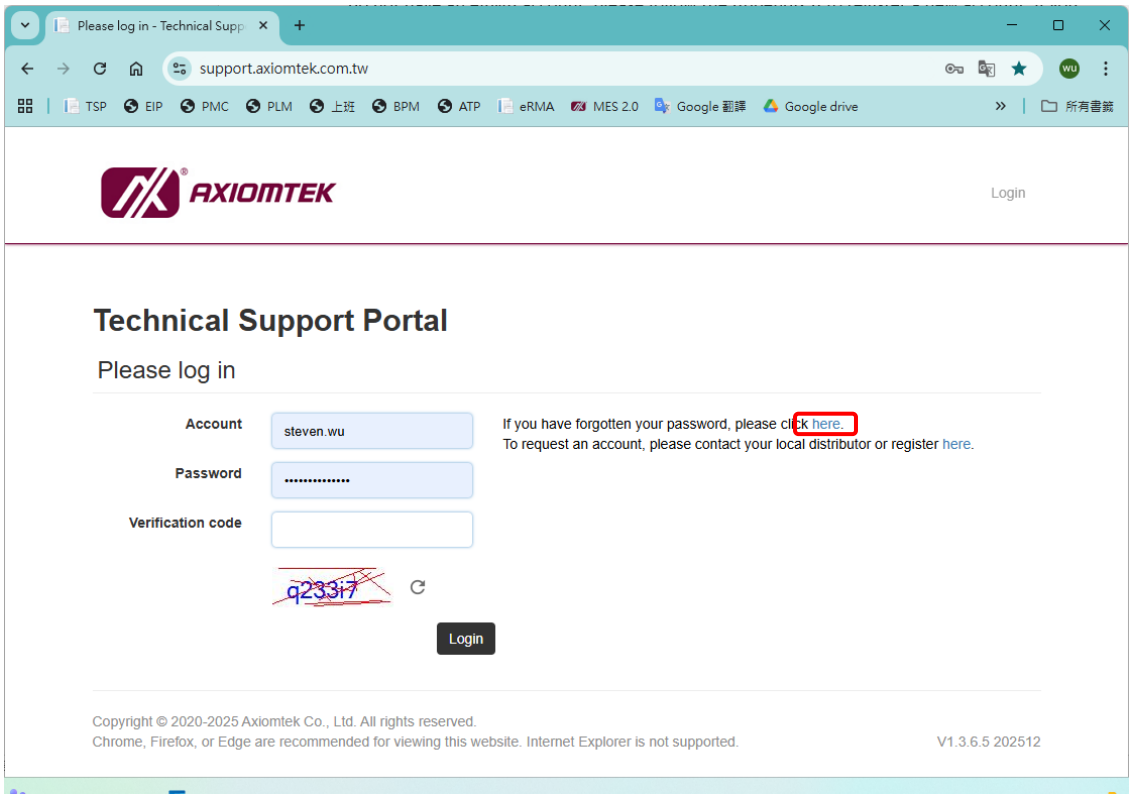


If your account application is not approved, you will receive a notification explaining the result.

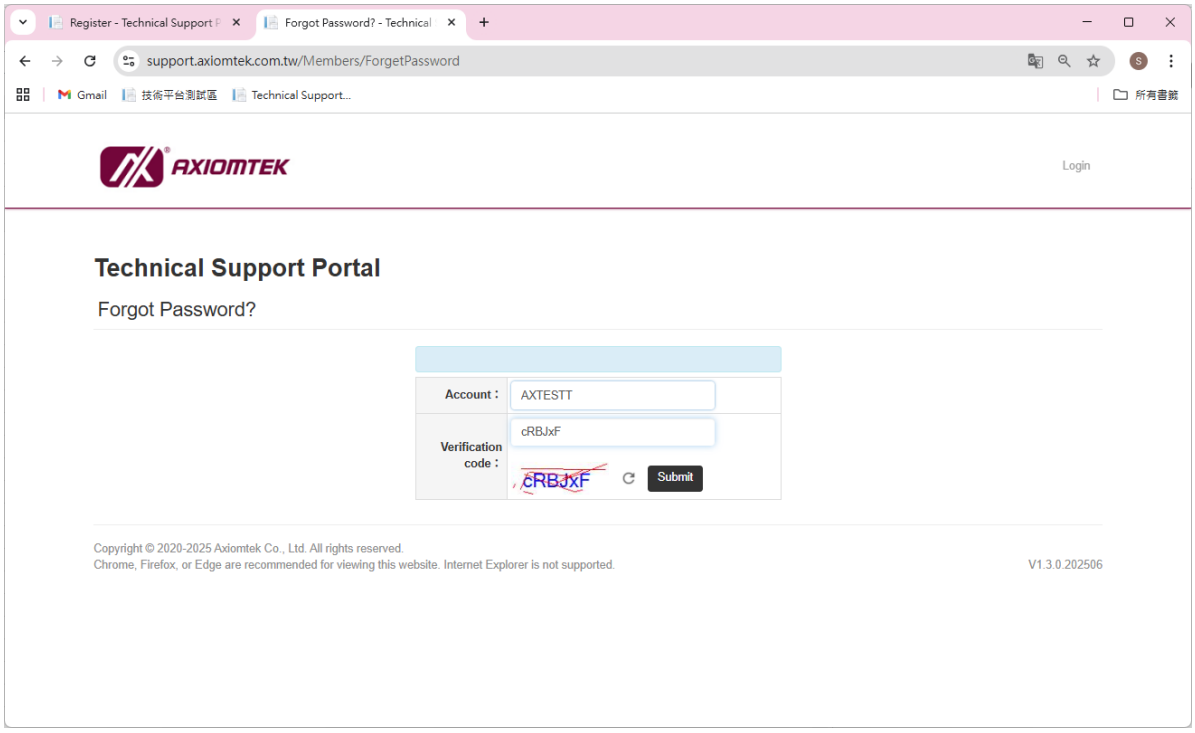


Appendix B: Change Your Password

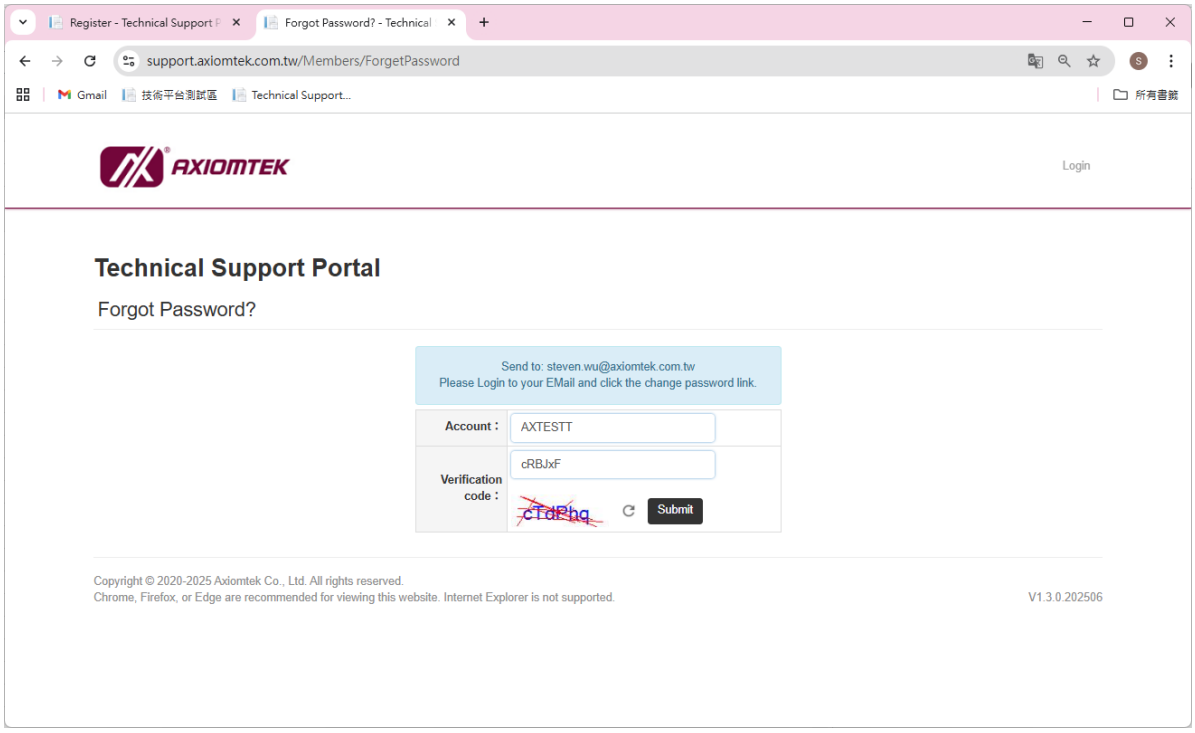
If you have forgotten your password, please click the "**here**" link.



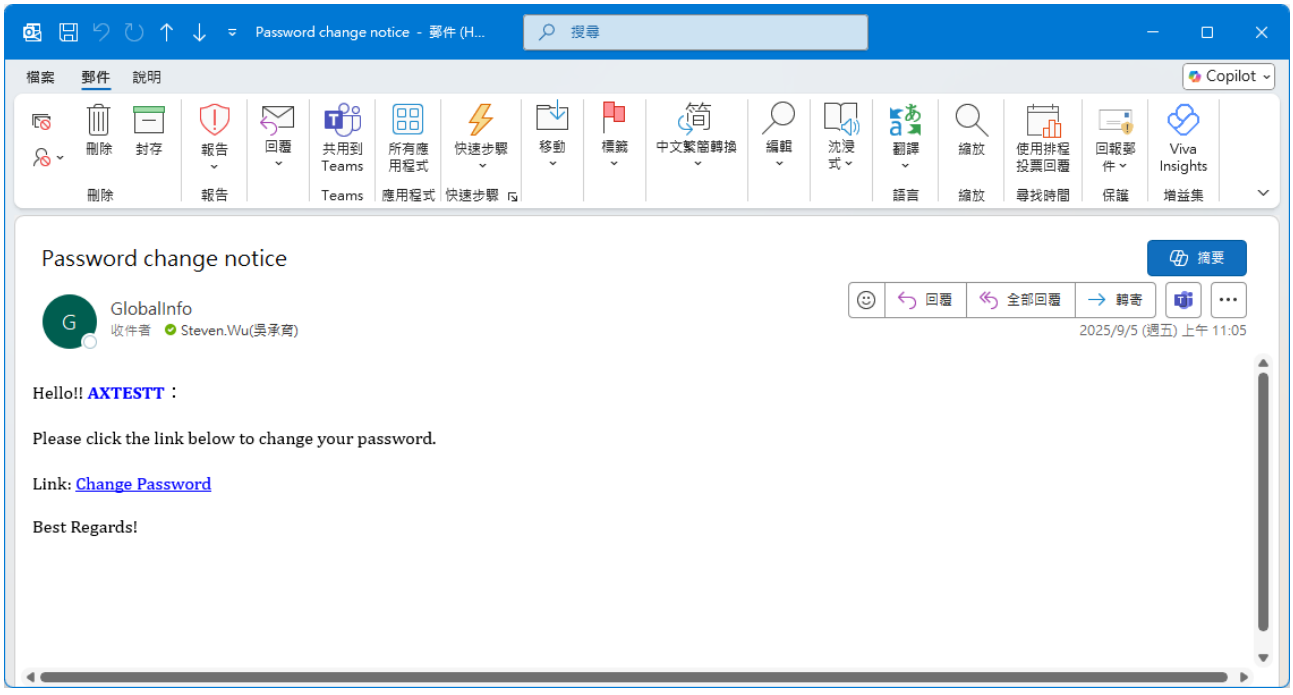
Enter your account ID and click the "**Submit**" button.



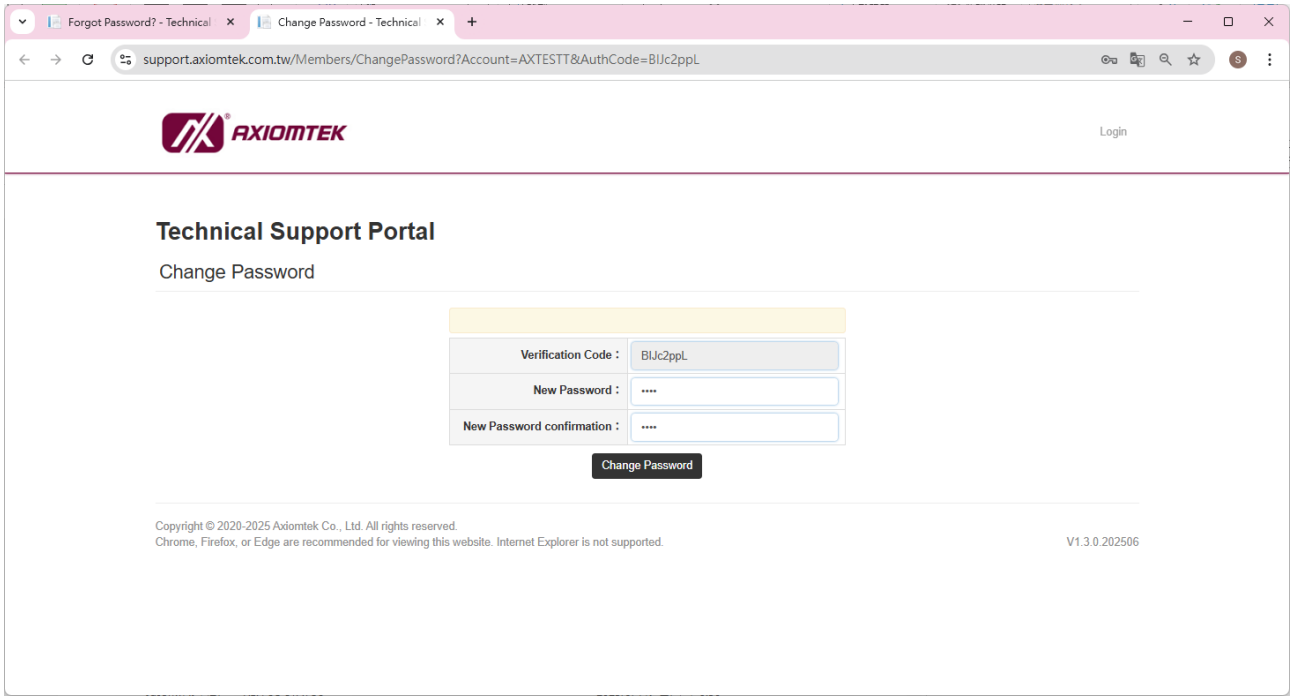
The system will send a password change notice to your email. Please check your email to read the notice.



Please click the "**Change Password**" link in the notice to change your password.



Enter and confirm your new password, and then click the "**Change Password**" button.



After you have changed your password, return to the **Login** page to log in with the new password.

