

Support Instruction for TTN v3

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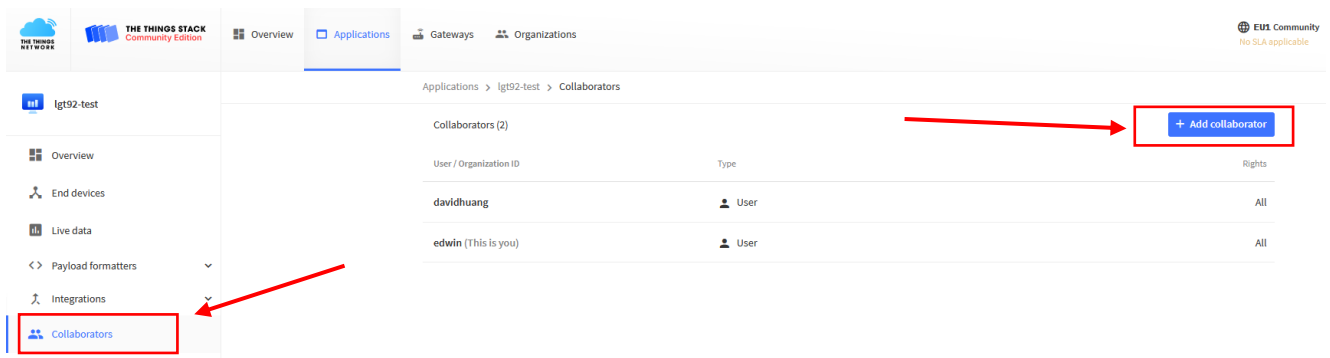
1. Overview

TTNv3 has the collaborator feature so if user has strange behavior on their end node or gateway and not able to solve, user can share the device to Dragino Support to remote check.

Note: share both the end node and gateway will more helpful to debug the issue you have.

2. Share End node with Dragino

Go to the application page --> Add collaborator



Add **dragino-support** as collaborator

Add collaborator

Collaborator ID*
dragino-support

Type*
 User
 Organization

Rights*
 Grant all current and future rights
 Grant individual rights
 Select all

- Delete application
- View devices in application
- View device keys in application
- Create devices in application
- Edit device keys in application
- View application information
- Link as Application to a Network Server for traffic exchange, i.e. read uplink and write downlink
- View and edit application API keys
- Edit basic application settings
- View and edit application collaborators
- View and edit application packages and associations
- Write downlink application traffic
- Read application traffic (uplink and downlink)
- Write uplink application traffic

Add collaborator

After add, you can see Dragino-support as your collaborator and our support team can check your setting and end node behavior now.

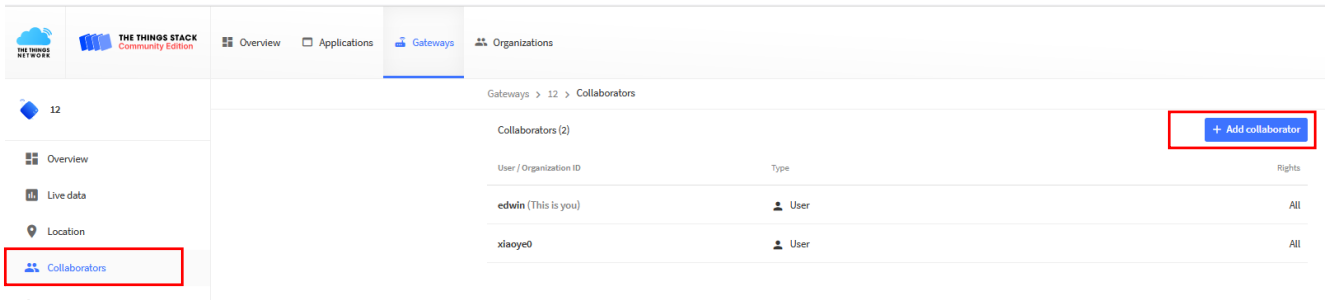
Applications > lgt92-test > Collaborators

Collaborators (3) [+ Add collaborator](#)

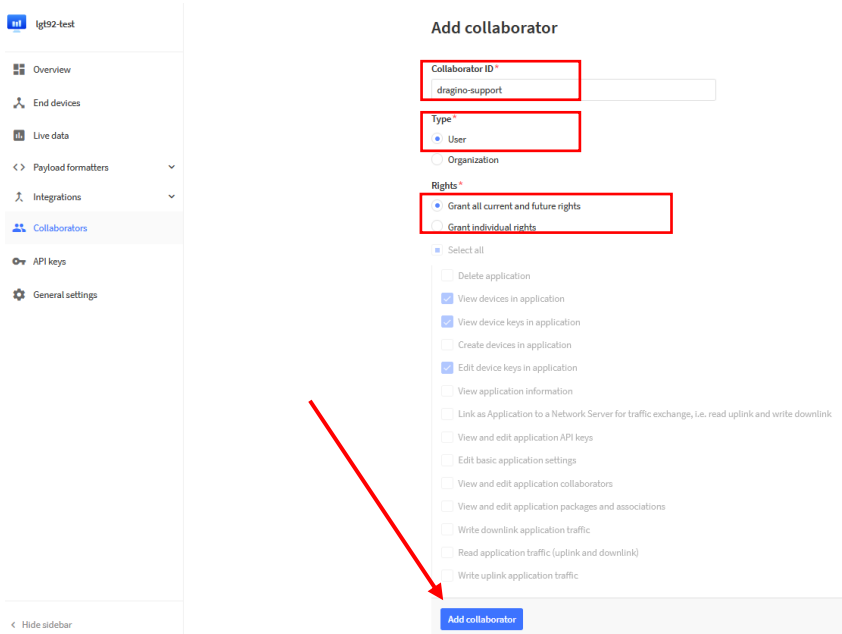
User / Organization ID	Type	Rights
davidhuang	User	All
dragino-support	User	All
edwin (This is you)	User	All

3. Share Gateway with Dragino

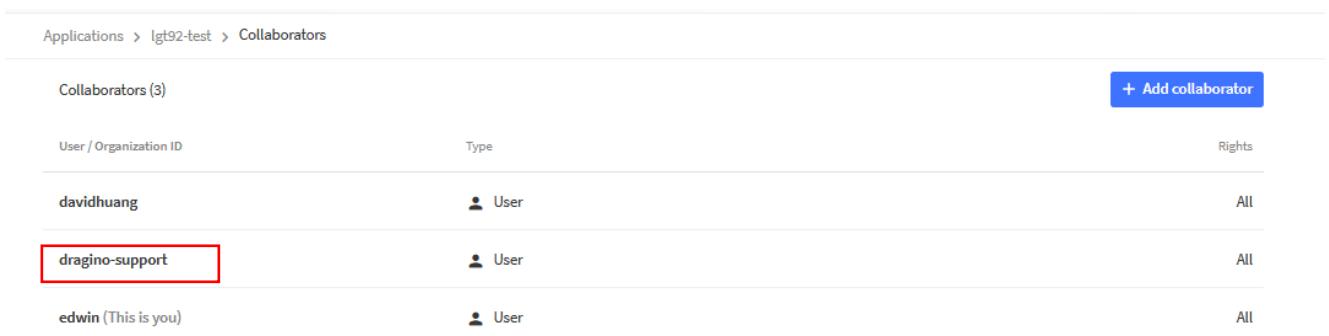
Go to the gateway page --> Add collaborator



Add dragino-support as collaborator



After add, you can see Dragino-support as your collaborator and our support team can check your setting and end node behavior now.



4. Describe the issue in detail and send sharing info to us

After sharing the application and gateway. Please give the application name and gateway ID to us so we know they are from you. And give us a detail description of the issue you see so we can reproduce the same in Dragino Office.