

Firefox OS

Support Welcome Pack



Included in this pack:



FFOS Overview

- What is FFOS?



How can we help - Levels of support

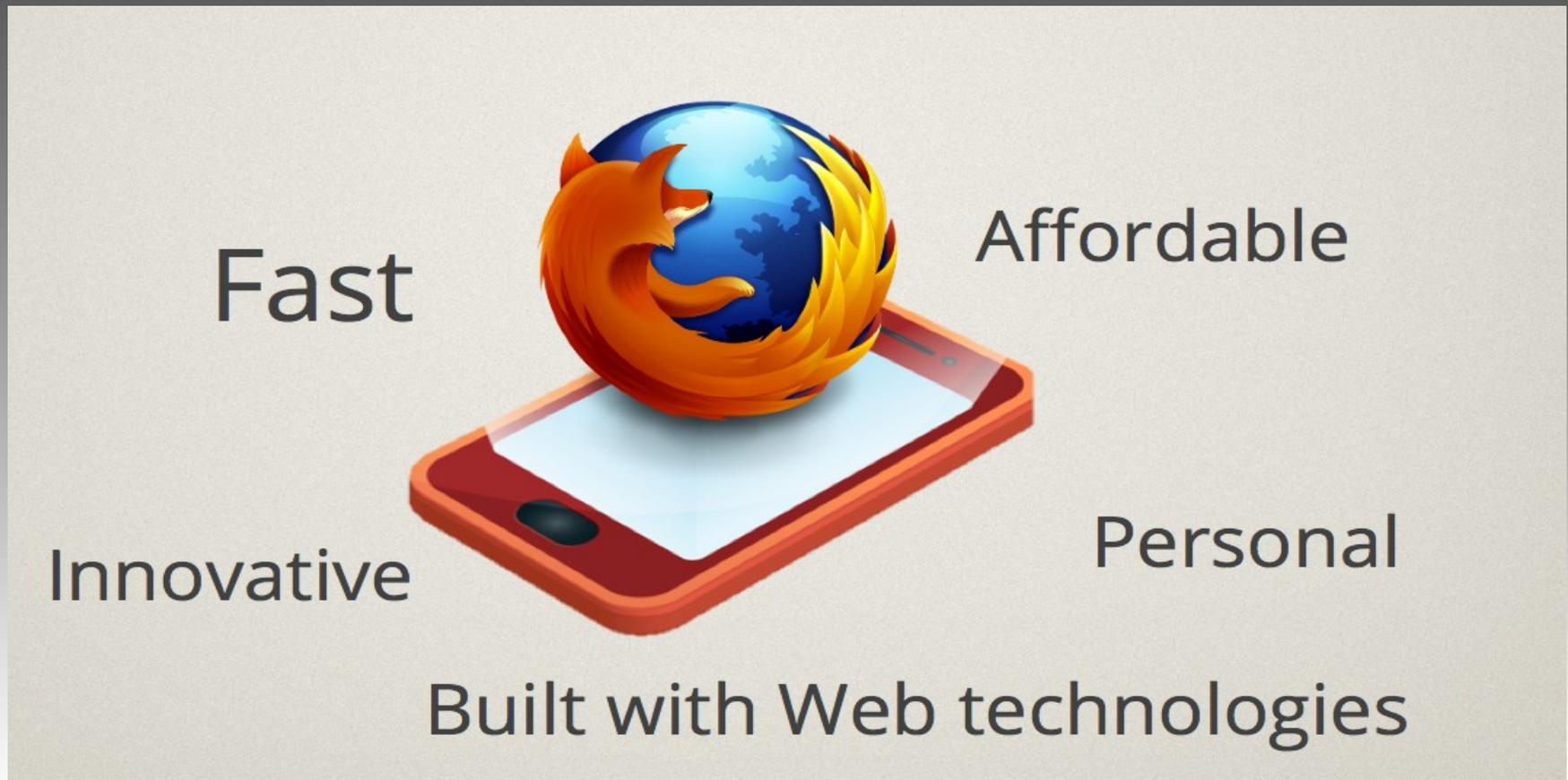
- Level 1
- Level 2
- Level 3
- Self Help Offline App



What is FFOS?

Firefox OS (sometimes abbreviated FFOS) is a new open source mobile operating system developed by Mozilla.

It uses a Linux kernel and boots into a Gecko-based runtime engine, which lets users run applications developed entirely using HTML, JavaScript, and other open web application APIs.



Level 1 Support

-  Firefox OS Simulator
-  Sumo Website (Knowledge Base & Hot topics)
-  Support Forums
-  Army of Awesome (Twitter Support)



FFOS Simulator



This Simulator is a Test Environment for Firefox OS

It's an add on to the Firefox Browser
Install it from [HERE](#)

Multi-platform

Is NOT the commercial version of Firefox OS

Shouldn't be used as a tool to identify and analyze issues with specific commercial versions

For more details please visit the [Firefox OS Simulator Official Page](#).



SUMO Website

The **SUMO** (Mozilla Support) website is the main stop for Firefox OS Help Center articles and Hot topics customers might ask you about. From basic How to questions to more advanced troubleshooting steps, it's all there!

The image shows two screenshots of the Mozilla Support website. The left screenshot shows the main navigation menu with three product categories: Firefox (Web browser for Windows, Mac and Linux), Firefox for Android (Web browser for Android smartphones and tablets), and Firefox OS (Mobile OS for smartphones). The Firefox OS category is highlighted with a red box. Below the navigation menu, there are sections for Mozilla News and Help Other Users. The right screenshot shows the Firefox OS section, which includes a 'Hot Topics' section with three items: 'Unable to Download Updates for Accuweather or Wikipedia on ZTE Open', 'Unable to install System Update on ZTE Open from Ebay', and 'Unable to import contacts from Facebook on ZTE Open from Ebay'. Below the 'Hot Topics' section is a 'Help Topics' section with a grid of 12 items: 'Get started', 'Calling and Contacts', 'Get connected', 'Email and Messages', 'Privacy and security', 'Settings', 'Multimedia apps', 'Marketplace', 'Fix problems', and 'Get community support'. A red box highlights the 'Firefox OS' title and the 'Hot Topics' section. A blue speech bubble with an exclamation mark and the word 'tip' is positioned at the bottom of the left screenshot.



SUMO has a wiki format so that contributors can edit and improve the content included on it. Have something to add/change? We'd be delighted to see you doing it!

Support Forum

Unable to find an answer in the Help Center? Ask it on the [Support Forum](#)

ASK A QUESTION SIGN IN / REGISTER ENGLISH mozilla

mozilla support Search Mozilla Support

HOME > SUPPORT FORUM

Support Forum Firefox OS All Topics

8 questions in the last 24 hours have no reply. [Help solve them!](#) Total questions: 83

90%

Sort and Filter Top Contributors

My organization wants to partner with Mozilla, I have filled in the "Partner with us" form several times but no feedback

I have filled in this form <https://www.mozilla.org/en-US/about/partnerships/> several times and I never receive any feedback. Is there an email address or telephone number... [\(read more\)](#)

7 REPLIES 1 VOTES THIS WEEK

Last reply by kombuta on Sep 4, 2013 2:20:16 AM Posted by kombuta on Sep 3, 2013 6:36:59 AM

Tags settings

Wifi scanning won't find WPA2-EAP networks

I have a ZTE Open. If I go to Settings->Wifi, most of the wifi networks are not there. In particular, a WPA2-EAP which I need to use.

Thanks

2 REPLIES 2 VOTES THIS WEEK

Forums in English, Polish, German, Spanish, Hungarian, Serbian & Brazilian Portuguese

Additional support for specific questions

1 to 1 interactions

Quick & personalized answers

NO localized Forum yet for Asian languages



Army of Awesome (Twitter Support)



A community driven effort, where contributors can help users who post their issues and concerns in their Twitter account.

Join our Army of Awesome

Love Firefox? Love Twitter?

Now you can combine both and help Firefox users on Twitter. It's quick, it's easy, and you don't have to be a tech superstar to do it. We call it our Army of Awesome.

It's fun and addictive and the Awesome is you!

Sign up as a volunteer Sign me up »

mozilla support

Search Mozilla Support

HOME > ARMY OF AWESOME

Join our Army of Awesome

Love Firefox and have a few moments to help? Help other Firefox users on Twitter. Good things will come to those who tweet!

- 1 Sign in with Twitter
- 2 Choose a tweet below
- 3 Respond to the tweet!

99 tweets in the last 24 hours have replies 56% Total tweets to answer: 175

Most Recent Refresh Sign in

@m000g 5 minutes ago
El #ZTE se guinda en el market place #FirefoxOS "Have you tried to turn it off and on again?"
[Reply](#) [Remove](#)

@karligle 7 minutes ago
... What's wrong with using Firefox?
[Reply](#) [Remove](#)

@robincatling 18 minutes ago
Firefox web-browser's dictionary suggests changing 'dot-com' to 'dot-con'! How intuitive.
[Reply](#) [Remove](#)

Top Contributors Last Week

@rtsayles	161	40	607
	LAST WEEK	YESTERDAY	OVERALL
@Sourav_Lahoti	58	23	58
	LAST WEEK	YESTERDAY	OVERALL
@FxAyuda	56	0	686
	LAST WEEK	YESTERDAY	OVERALL
@arzgeek	38	9	38
	LAST WEEK	YESTERDAY	OVERALL
@douglasc_hill	35	8	621
	LAST WEEK	YESTERDAY	OVERALL
@dbbhattacharya	30	0	113
	LAST WEEK	YESTERDAY	OVERALL



Sign in & have access to all our canned responses for Firefox OS



Use them to help your own customers and save time



The canned answers always include a link to a detailed Help article!

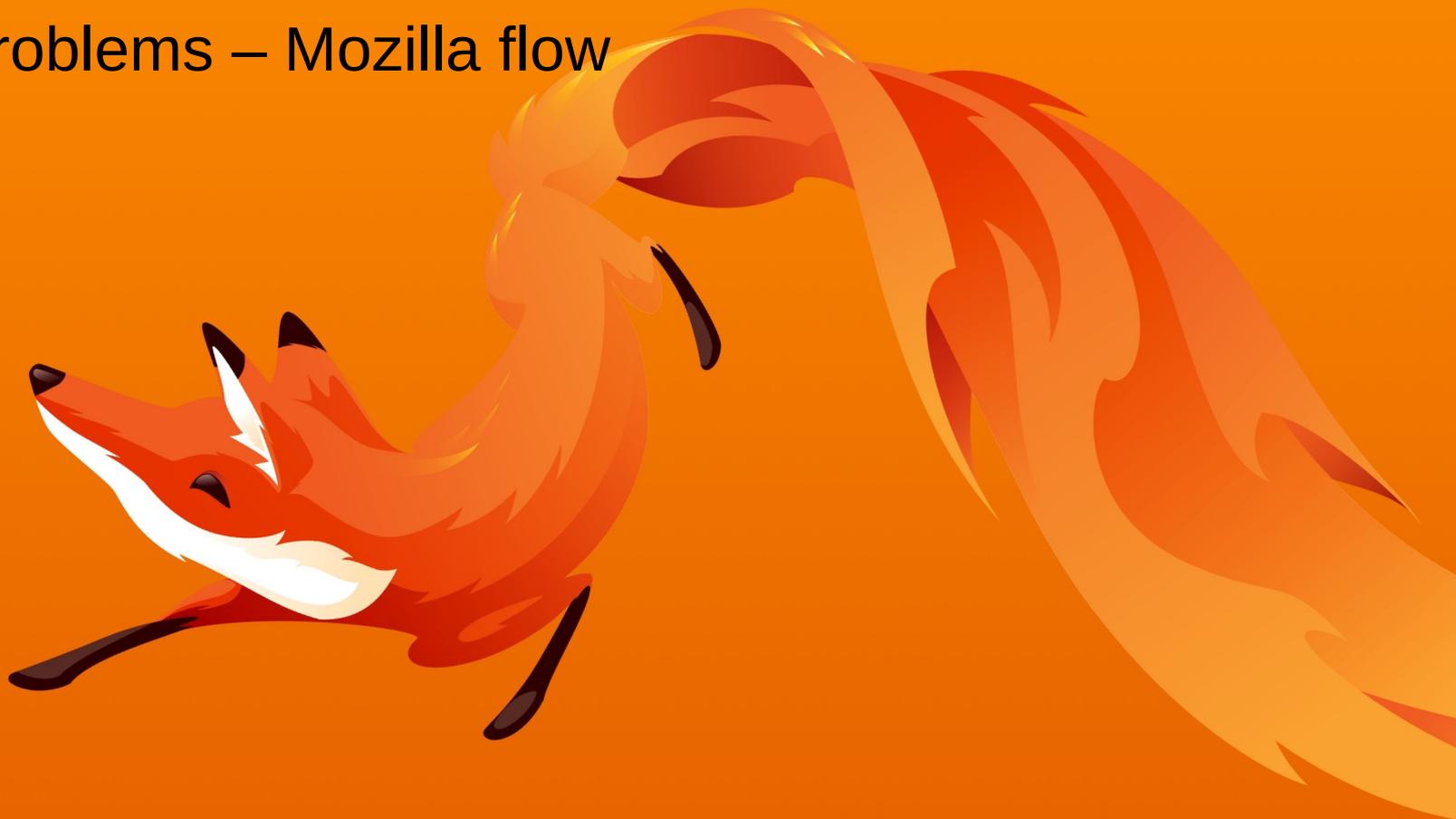


For more details please visit the Army of Awesome [Official page](#).

Level 2 Support

 Fix Problems – Partner flow

 Fix Problems – Mozilla flow



Fix problems flow (Handled In House by Operator or OEM)



Level 1

Operator/OEM L1 customer support answers a customer's call and

- A. solves & classifies the problem
- B. determines it is a problem requiring routing to partner

If the problem cannot be fixed and doesn't require routing, a ticket is created and the problem is escalated to **Level 2** support.



Level 2

L2 support answers the escalated call and checks to see if the problem is a known issue that can be resolved by a software or firmware update.

If the problem cannot be solved by an existing patch, it is escalated to **Level 3** support



Level 3

L3 support escalations are reviewed daily by Mozilla support, QA and engineering to get private bugs filed that are accessible by Operator or OEM staff for progress updates (please see next slides for details).



Firefox OS

Fix problems flow (Handled by Mozillians)



Level 1

Mozilla's L1 volunteer support answers a customer's forum post and

- A. solves & classifies the problem
- B. determines it is a hardware or network problem requiring routing to partner

↓
If the problem cannot be fixed and it isn't hardware or network related, a tag is added and the problem is escalated to **Level 2** support by a forum moderator.



Level 2

Forum Moderator answers the unsolved post and checks to see if the problem is a known issue that can be resolved by a software or firmware update.

↓
If the problem cannot be solved by an existing patch, it is escalated to **Level 3** support



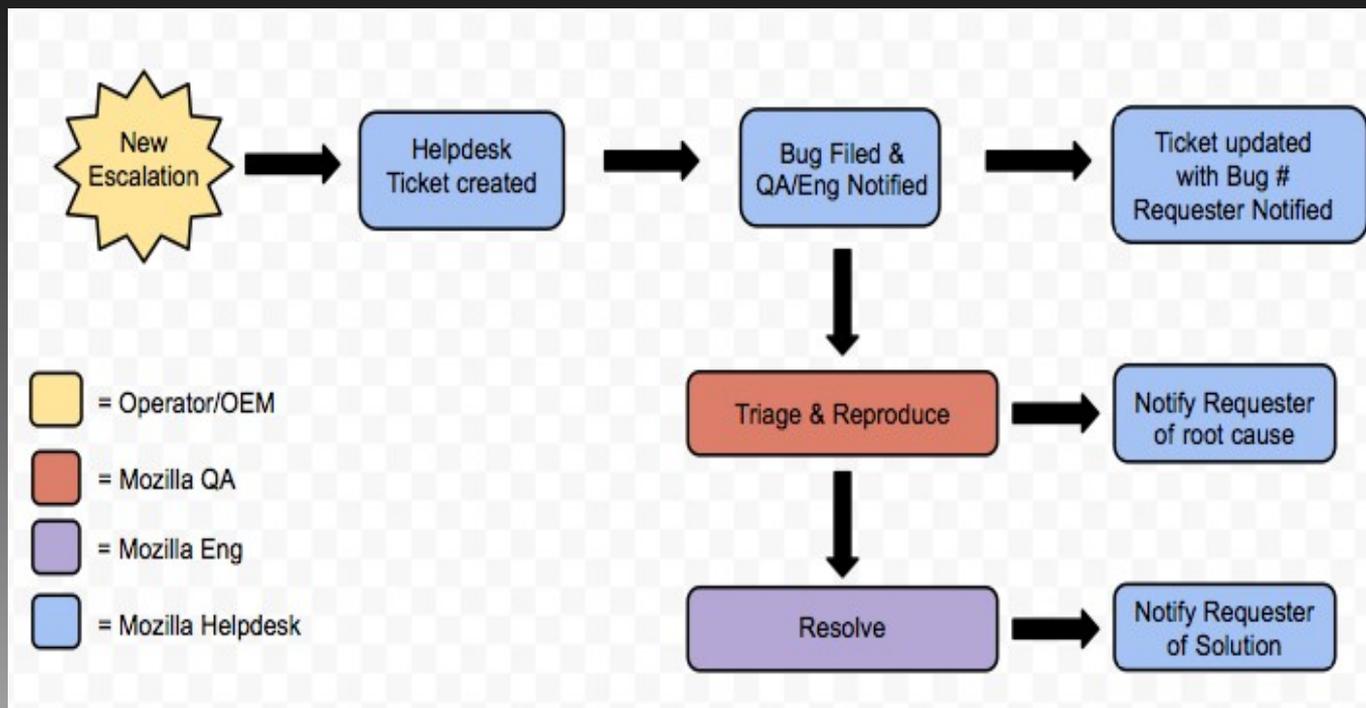
Level 3

L3 support escalations are reviewed daily by Mozilla support, QA and engineering to get private bugs filed that are accessible by Operator or OEM staff for progress updates (please see next slides for details).



Firefox OS

Mozilla Help desk



Send new escalations to support@appsmarket.zendesk.com



Include the following details:

- Number of users affected with their language, region and carrier
- Device make and model with the component affected
- Steps to reproduce with actual behavior versus expected



Firefox OS

Level 3 Support



Mozilla Help desk



Submit a ticket – How To



Bugzilla





Bugzilla

Bugzilla is the Defect Tracking System used by Mozilla in order to keep track of outstanding bugs in our products effectively.

The screenshot shows the Bugzilla homepage. At the top, it says "Bugzilla@Mozilla" and "mozilla". The user is logged in as "hcondei@mozilla.com". There are navigation links for "Home", "New", "Browse", "Search", "Reports", "My Dashboard", and "Product Dashboard". A search bar is present with a "Search" button. Below the search bar, it says "Welcome to Bugzilla". There are four main icons: a question mark for "Get Help", a document for "File a Bug", a magnifying glass for "Search", and a robot for "User Preferences". At the bottom, there is a search bar with the text "Enter a bug number or some search terms" and a "Quick Search" button. Links for "Bugzilla User's Guide", "Release Notes", "Bugzilla Etiquette", "Bug Writing Guidelines", and "Data for Researchers" are at the bottom.

The screenshot shows the Bugzilla bug reporting form. At the top, it says "Bugzilla@Mozilla" and "mozilla". The user is logged in as "hcondei@mozilla.com". There are navigation links for "Home", "New", "Browse", "Search", "Reports", "My Dashboard", and "Product Dashboard". A search bar is present with a "Search" button. Below the search bar, it says "Consider using the Bugzilla Helper instead of this form. Before reporting a bug, make sure you've read our bug writing guidelines and double checked that your bug is reported. Consult our list of most frequently reported bugs and search through descriptions of previously reported bugs." There are two main sections: "Show Advanced Fields" and "Reporter: hcondei@mozilla.com". The "Show Advanced Fields" section includes:

- * Product: Boot2Gecko
- * Component: AudioChannel, Bluetooth, Builds, DogfoodTriage, Gaia, Gaia:Bluetooth File Transfer, Gaia:Browser
- * Version: unspecified
- Severity: normal
- Hardware: x86
- OS: Mac OS X

 A message says "We've made a guess at your operating system and platform. Please check them and make any corrections if necessary." There is a "Summary:" field and a "Description:" field.

It allows Partners & Mozilla to:

- Submit & Track bugs related to FFOS
- Communicate with the teams involved

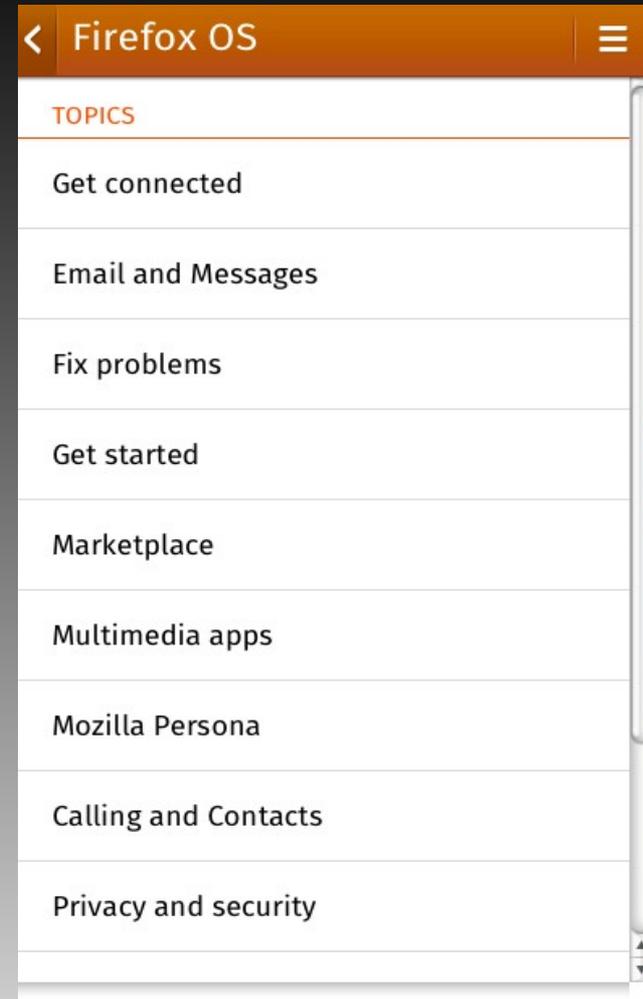
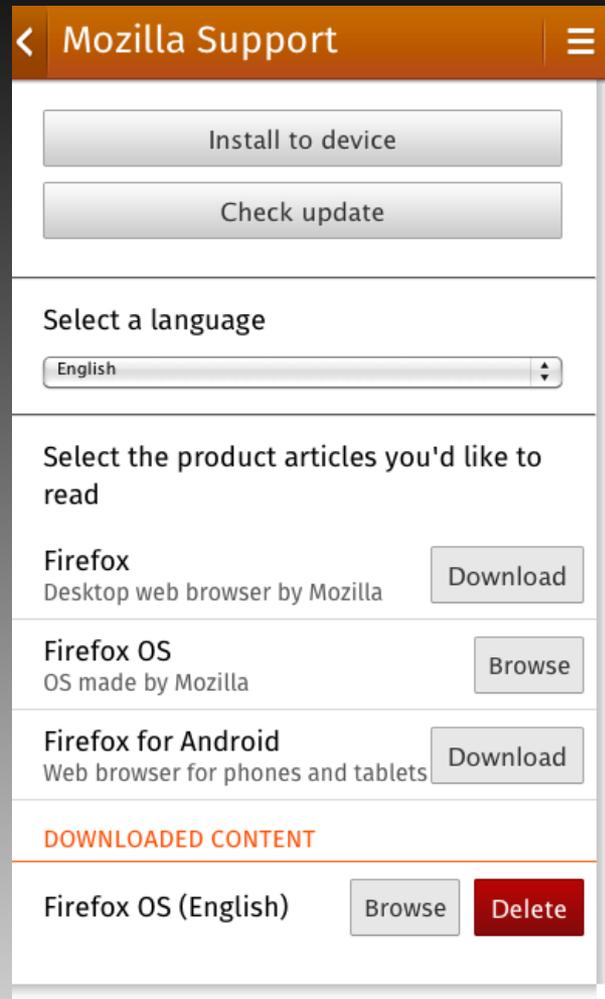
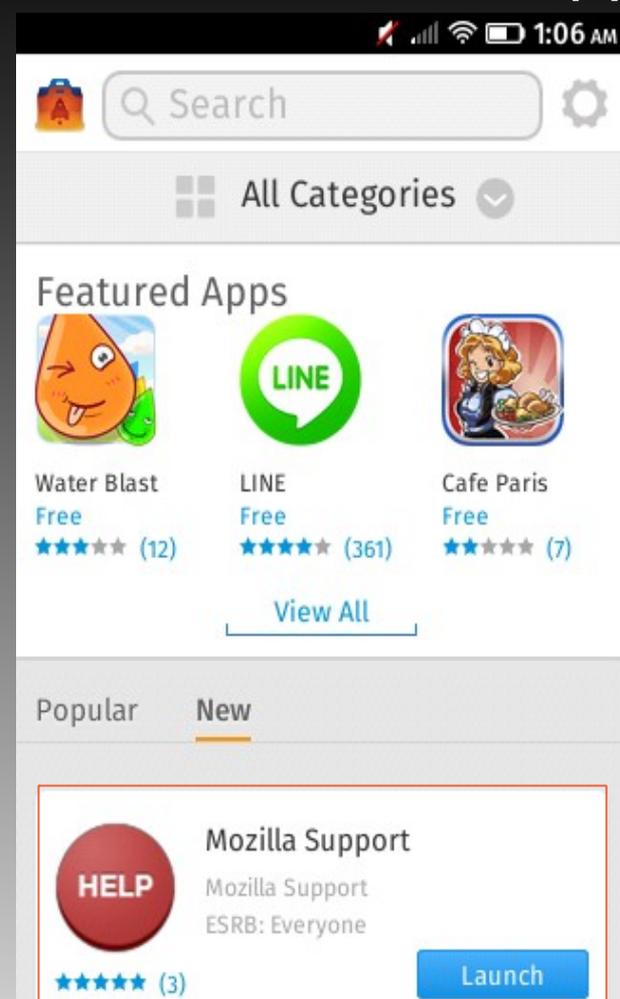


Self Help

Offline SUMO App



Offline SUMO App



[Marketplace app for downloading Mozilla support content](#)



Installable offline multi-language help articles

Firefox OS

Support Welcome Pack

