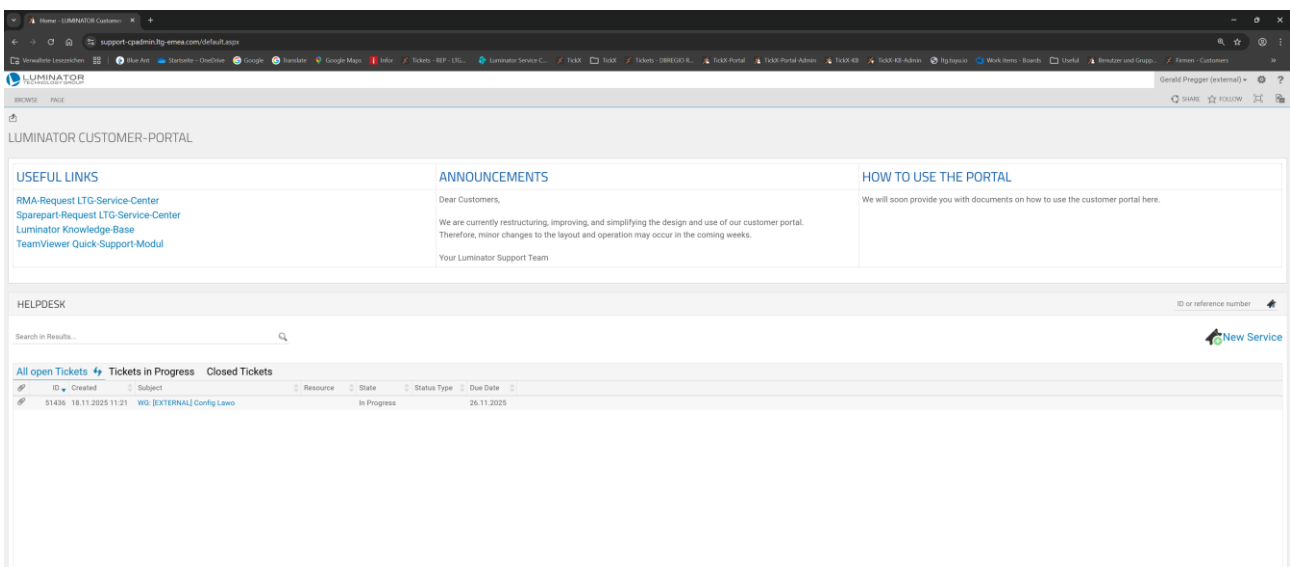




LTG

How to use the Luminator Customer Portal



DOCUMENTATION

V1.1

from Gary Pregger
3/23/2026

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1) Overview

This document describes how to use the Luminator Customer Portal and how to submit and track your tickets to the Luminator Support.

2) Registration

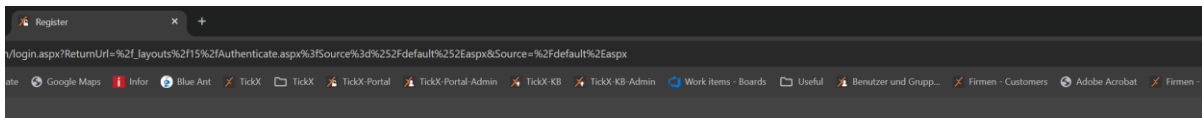
The use of the Luminator Customer Portal (hereinafter referred to as the "Portal") is only possible if the employees, that have to create and process tickets for a company, have previously registered in the portal with their company email address, and the email address used during registration was been linked to the corresponding company contact by Luminator Support in the ticket system.

To register in the portal, please proceed as follows:

Open your browser and call up the following link:

<https://support-cp.ltg-emea.com/>

The login page of the portal appears:



Register

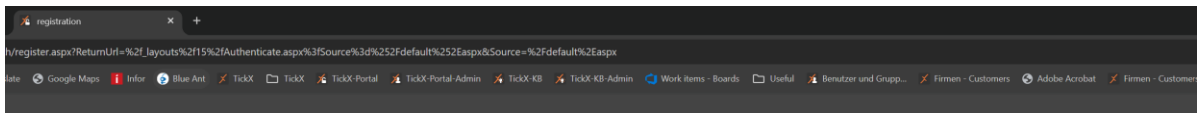
user name

password

Log in automatically

[Forgot your password?](#)

Select "Register now" and the registration dialog will appear:



E-mail address *

First name *

Last name *



Ng8JxZ
Captcha not recognizable?

Then enter your company email address, as well as your first and last name. Repeat the output of the captcha graphic in the input field, check your details again and confirm the registration with "Send"

Your registration will then be stored in the portal and a portal user will be created. At the same time, an email with a confirmation link will be sent to your email address. This email should arrive in your mailbox within a few minutes. In case of doubts, please check also your spam folder, may be the spam filter has sorted out the mail. Then click on the confirmation link in the email. This confirms the validity of the email address in the portal and submits your registration request to a portal administrator for approval. You will also receive an e-mail with the information that you will be notified as soon as your portal account has been released and that you can now use the portal.

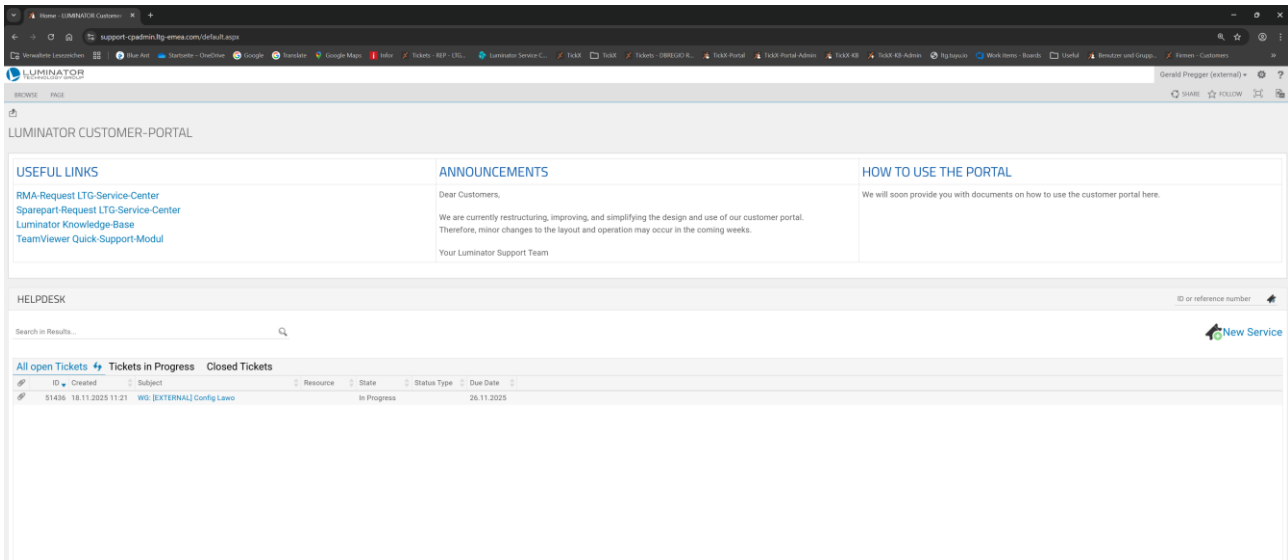
Once you have received the release notification for the portal, you can call

<https://support-cp.ltg-emea.com/>

in your browser, log in to the portal and use the portal.

3) The Portal Interface

After logging in via the login page, the user interface of the portal opens:



The surface is divided into two areas:

3.1) Head Area

USEFUL LINKS

[RMA-Request LTG-Service-Center](#)
[Sparepart-Request LTG-Service-Center](#)
[Luminator Knowledge-Base](#)
[TeamViewer Quick-Support-Modul](#)

Through these links you can:

- Start an RMA request with the Luminator Service Center
- Start a spare part order
- Go to the Luminator Knowledge Base
- Download the Team Viewer Quick Support Module (Only needed if problems occurred and you want remote support)

ANNOUNCEMENTS

Dear Customers,

We are currently restructuring, improving, and simplifying the design and use of our customer portal. Therefore, minor changes to the layout and operation may occur in the coming weeks.

Your Luminator Support Team

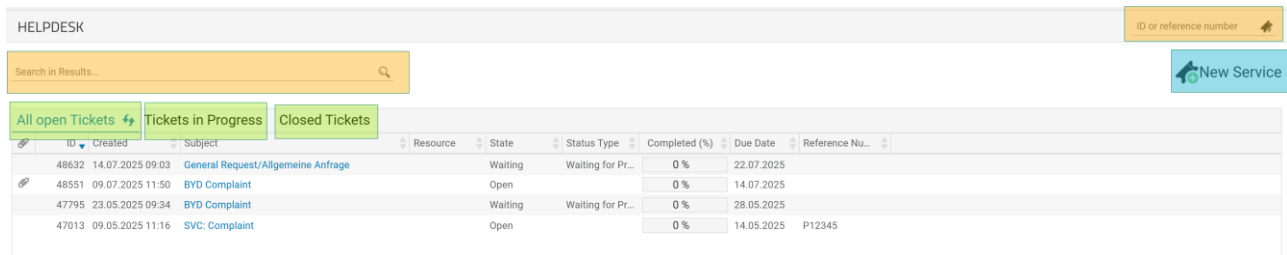
Here we will inform our customers about upcoming changes in the portal and if some maintenance work in the portal and its background system is done.

HOW TO USE THE PORTAL

We will soon provide you with documents on how to use the customer portal here.

In this area you will find PDF documents like this manual.

3.2) Help Desk Area



The screenshot shows the Helpdesk interface. At the top, there is a search bar labeled "Search in Results..." and a button labeled "New Service". Below the search bar, there are three tabs: "All open Tickets", "Tickets in Progress", and "Closed Tickets". The "All open Tickets" tab is selected. Below the tabs, there is a table with the following columns: ID, Created, Subject, Resource, State, Status Type, Completed (%), Due Date, and Reference Nu... The table contains four rows of ticket data.

ID	Created	Subject	Resource	State	Status Type	Completed (%)	Due Date	Reference Nu...
48632	14.07.2025 09:03	General Request/Allgemeine Anfrage		Waiting	Waiting for Pr...	0 %	22.07.2025	
48551	09.07.2025 11:50	BYD Complaint		Open		0 %	14.07.2025	
47795	23.05.2025 09:34	BYD Complaint		Waiting	Waiting for Pr...	0 %	28.05.2025	
47013	09.05.2025 11:16	SVC: Complaint		Open		0 %	14.05.2025	P12345

Here you have several options:

3.2.1) Search Functions

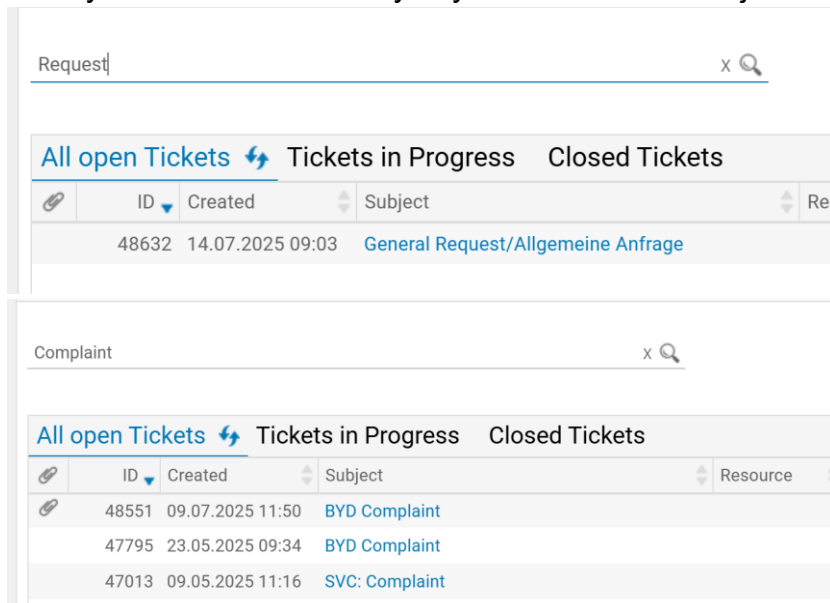
Yellow fields:

- Search: ("ID or reference number")

Here you can search specifically for a ticket number or reference number. If you enter a number here, you will open the corresponding ticket directly after entering ENTER

- Search: ("Search in results")

Here you can search for any keyword within the subject of your tickets:



The screenshot shows two search results. The first result is for the keyword "Request". The search bar contains "Request" and a magnifying glass icon. Below the search bar, there are three tabs: "All open Tickets", "Tickets in Progress", and "Closed Tickets". The "All open Tickets" tab is selected. Below the tabs, there is a table with the following columns: ID, Created, Subject, and Resource. The table contains one row of ticket data.

ID	Created	Subject	Resource
48632	14.07.2025 09:03	General Request/Allgemeine Anfrage	

The second result is for the keyword "Complaint". The search bar contains "Complaint" and a magnifying glass icon. Below the search bar, there are three tabs: "All open Tickets", "Tickets in Progress", and "Closed Tickets". The "All open Tickets" tab is selected. Below the tabs, there is a table with the following columns: ID, Created, Subject, and Resource. The table contains three rows of ticket data.

ID	Created	Subject	Resource
48551	09.07.2025 11:50	BYD Complaint	
47795	23.05.2025 09:34	BYD Complaint	
47013	09.05.2025 11:16	SVC: Complaint	

Per default the field "Search in results" is filled with your name. This search will only find the tickets that you have created and that are currently open, waiting or in progress. To find more tickets, please remove your name from "Search in Results".

If you would also closed tickets in your search, please use the field "ID or reference number" and enter the ticket number here.

3.2.2) Ticket functions

Green fields:

- "All open Tickets": This choice option will show you a list of all tickets that have the status "Open" or "Pending". Open tickets are not yet assigned to a clerk. Waiting tickets are assigned to a clerk, but are set to the status "Pending" because, for example, the clerk needs data from another department.
- "Tickets in Progress": This list shows you a list of tickets that have the status "In Progress" and were proceeded by a clerk.
- "Tickets Closed" will show you a list of tickets that have the status "Closed". This means that the processing of these tickets has been completed.

During the processing of a ticket, its status can change several times, depending on which processing steps the clerk is currently performing.

Regardless of which tickets you are currently viewing, you can always click on the ticket subject to access the detailed view of the ticket.

The detailed view of a ticket is divided into the following areas:

The form area, with all the information that you have entered when creating a ticket in the service form:

The screenshot displays a web interface for a ticket management system. At the top, the LUMINATOR logo is visible. The browser address bar shows 'Gerald Pregar (external)'. The main content area features a ticket header: '[Ticket#48551] BYD Complaint' and a sub-header: 'Requested by Gary Pregar on 2/9/2025 (Porta)'. Below this is a form with the following fields and values:

WHAT HAS HAPPENED?	Its failed
WHY IS THAT A PROBLEM?	It is working not
WHEN IT WAS DISCOVERED?	09.07.2025 00:00
WHERE IT WAS DISCOVERED	At the depot
WHO DISCOVERED THE PROBLEM?	Mr. Wang
HOW IT WAS DISCOVERED?	When testing
WHICH TYPE OF PARTS ARE AFFECTED?	Infotainment
HOW MANY PARTS ARE AFFECTED?	All
ORDER-NR LTG	*12345
SERIAL NUMBER(S)	98765
VEHICLE IDENTIFICATION	BE-AA
VEHICLE LOCATION	UK
VEHICLE TYPE	Hybrid Bus
MOUNTING POSITION LABEL(S)	Internal

The information area (yellow field), the communication, note and attachment area:

SERVICE	Complaint BYD
CUSTOMER	LTG RASTATT RASTATT
STATE	Open (Since 7/9/2025 11:55 AM)
DUE DATE	7/14/2025 11:50 AM

Communication Notes Attachments (all)

New Communication

Created	Subject	From	To	Assigned to	Completed on
09.07.2025 11:50	BYD Complaint	Gary Pregger	System		

Here you can perform the following actions:

3.2.2.1) Messaging Functions

Communication Area:

Here you will find all communications related to this ticket (e-mails and/or messages created via the portal).

You can create a new message about this ticket via "New Communication":

BROWSE EDIT **FORMAT TEXT** INSERT

Cut Copy Paste Undo

Tahoma 11pt

B I U abc x x

Paragraph

AaBbCcDc Paragraph

AAE Heading 1

AABB Heading 2

AABB Heading 3

AABBCC Heading 4

Styles

Select Edit Source Convert to XHTML Markup

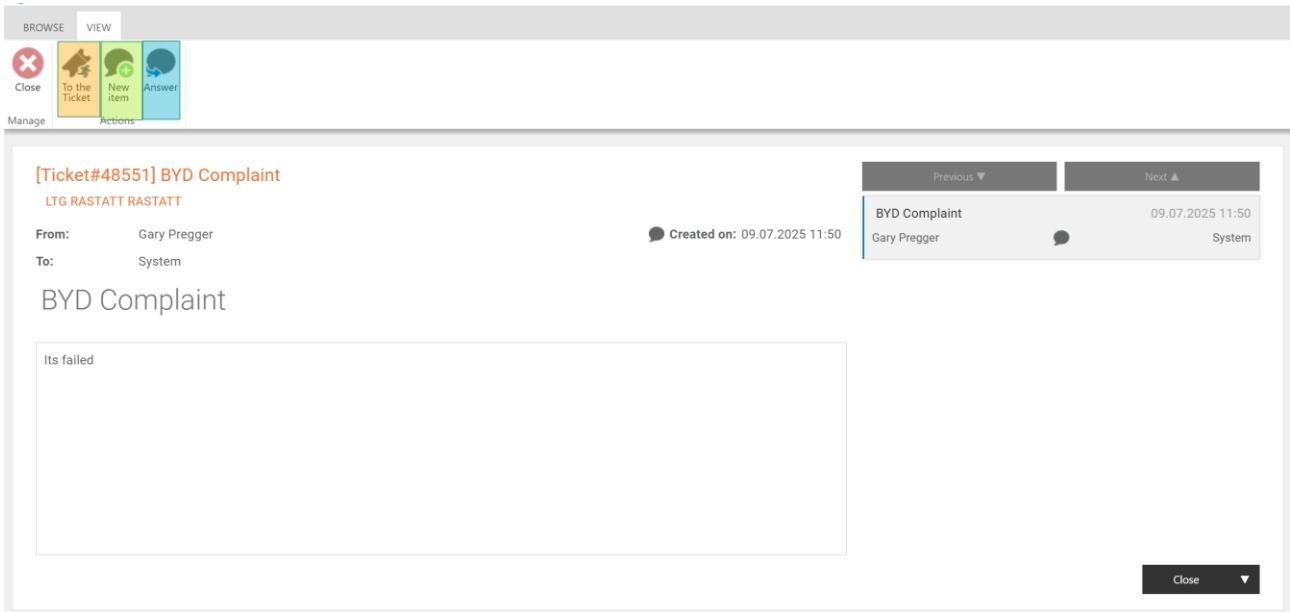
Subject *
RE: BYD Complaint

Message *
Please note the following informations...

FILE DROP ZONE

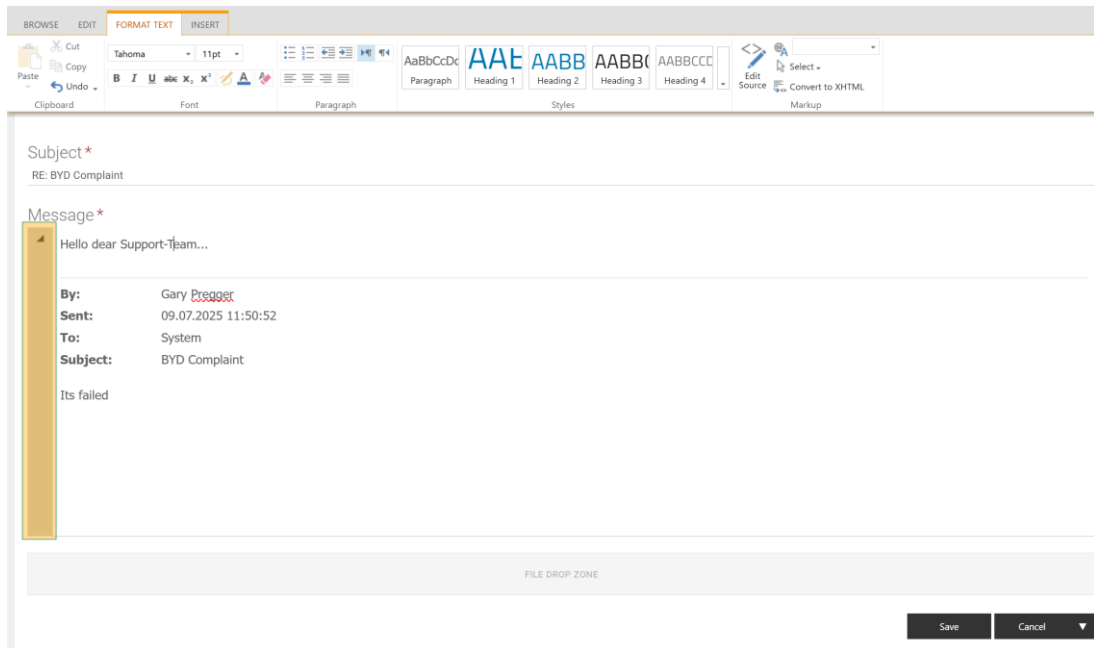
Save Cancel

Or you can call up a message directly by clicking on "Subject":



Here you can:

- close the message again with "Close".
- switch back to the ticket view with "To the Ticket"
- create a new message with "New Item"
- reply with "Answer" to the existing message with quota of this message




Clicking on the yellow marked area to the left of the input field shows or hides the content of the message to which you are replying.

3.2.2.2) Note Overview

You can view notes on the ticket created by Luminator support here:

SERVICE	Complaint BYD
CUSTOMER	LTG RASTATT RASTATT
STATE	Open (Since 7/9/2025 11:55 AM)
DUE DATE	7/14/2025 11:50 AM

Communication [Notes](#)  [Attachments \(all\)](#)


21.07.2025 10:26
System is freezed (Gerald Pregger (external))


It must be reflashed, because there is no possibility to fix the problem

3.2.2.3) Appendix Overview

In the attachment area you can view all file attachments (PDF documents, data, configuration and/or log files, etc.) that you have added to the ticket:

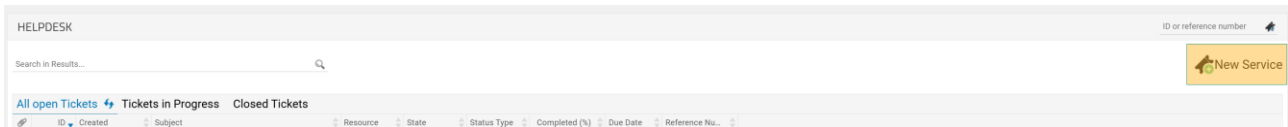
SERVICE	Complaint BYD
CUSTOMER	LTG RASTATT RASTATT
STATE	Open (Since 7/9/2025 11:55 AM)
DUE DATE	7/14/2025 11:50 AM

Communication [Notes](#) [Attachments \(all\)](#) 

Filename	Parent Item	File Size	Created
Scope: Current Ticket (1)			
 Log-Dateien.zip	BYD Complaint	68,79 KB	09.07.2025 11:50

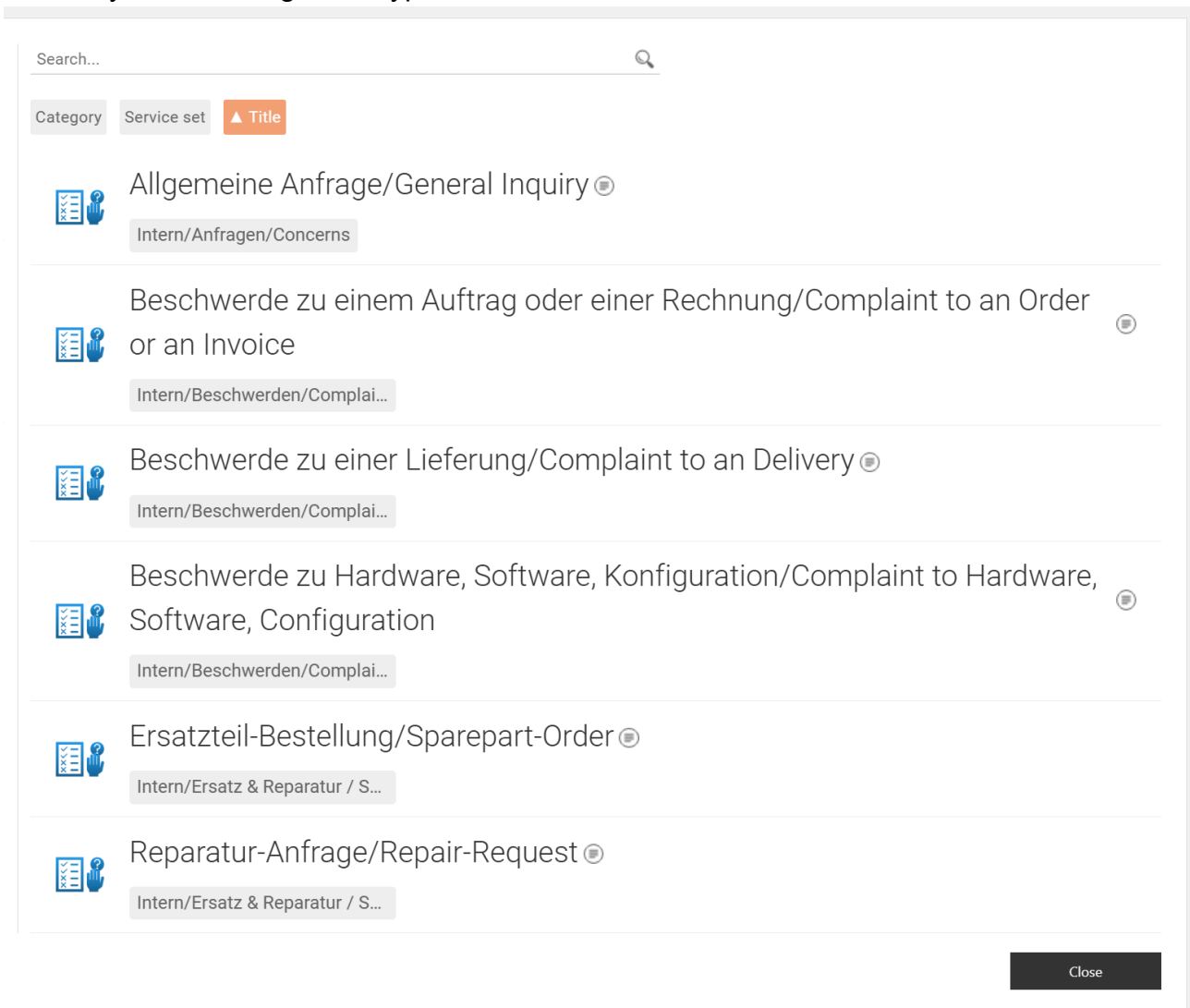
3.2.3) New Service

You can use this function to create a completely new service ticket:



Please refer to Section 4, “Which type of service should I use” and select the proper service type for your request

When you click on the button, the view switches to selecting the service ticket type. Currently the following ticket types are available



Click on "Complaint to Hardware, Software, Configuration".
Now the input mask opens for the data that the Luminator-Support needs to process your request:



Beschwerde zu Hardware, Software, Konfiguration/Complaint to Hardware, Software, Configuration

Intern

Beschwerden/Complaints

Mit diesem Service können Sie eine generelle Beschwerde über eine Hardware, Software oder Konfiguration an unseren Support richten

Bitte halten sie Informationen zum Vorgang, betroffenen Teilen und Komponenten bereit

This service allows you to submit a general complaint about a Hardware, Software or Configuration to our support team.

Please have information about the incident, affected parts, and components ready.

Title*

SVC: Beschwerde zu Hardware, Software, Konfiguration/Complaint to Hardware, Software, Configuration

What has happened?

Problem Description, as detailed as possible

Why is that a Problem?

In this input mask, the following fields must be filled in:

- Title:

Title*

SVC: Exterior sign shows flashing LEDs

You can enter a short name for your problem in the title entry. Please let the Shortcut "SVC: "be unchanged

What was happened:

What has happened?

After turning on the ignition, the signals are starting up.

If data from the ticket printer is sent, all LEDs of the sign begin to flash irregularly.

Please enter a detailed description of the problem here. As more information you provide us, the easier and faster we can process your request.

- Why is that a Problem:

Why is that a Problem?

The vehicle can't be delivered to the customer. This may result in penalty costs

Briefly describe how and to what extent the problem affects your work

- When it was discovered:

When it was discovered?

21.07.2025



11:

00



Date of the Error was discovered

Indicate when they discovered the problem

- How it was discovered:

How it was discovered?

When we mounted the Infotainment and have started the ignition, the screen keeps dark

Describe how you identified the problem

- Which type of parts are affected:

Which type of parts are affected? *

101-8049, 101-8091

Please provide the Luminator part numbers here, to identify the faulty devices

- How many parts are affected;

How many parts are affected? *

20 Infotainments

Please indicate how many parts are affected by the problem

- Order No LTG

Order-Nr LTG *

4100050087

Luminator Order Number

Enter the Luminator order number with which the devices were delivered to you.

- Serial Number(s)

Serial Number(s) *

12345, 67890,54321,09876

Enter the serial numbers of the devices. You can find these on the label on the back or top of the devices.

- Vehicle

Identification:

Vehicle Identification *

AM.FS24, AM.FS25

VIN, Fleet-Number, Registration Number...

Please provide the vehicle identifier(s), chassis number(s) or other vehicle identification number(s)

-

- Vehicle Location

Vehicle Location

Please select...

Facility China

Country, Location, Depot...

Please enter the current location of the vehicle.

- Vehicle Type

Vehicle Type

Hybrid Bus, Type XLM

EV, Hydrogen, Model...

Please enter the type of vehicle, model number, designation, type or similar

-
- Mounting Position

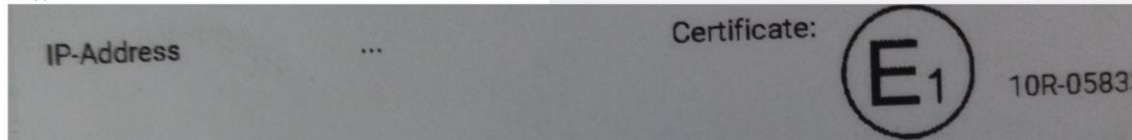
Mounting Position

Internal

Please enter the installation position of the device in the vehicle here

- Label(s)

Label(s)



Here you can copy and paste smaller images (up to 600 pixels wide) of the labels of the devices, enter additional text or other information.

- If you want to add larger images of labels, or other files (PDF, ZIPs with data, etc.) to the ticket, use the drag and drop area and drag these files from Windows Explorer here:

Files must be prepared from the labels of the directed parts here

Drop files here...

Save

Cancel

Finally, please check all the data entered, correct it if necessary and save the information about the ticket.

The system processes the data, creates the new service ticket, and stores it in the ticket system for further processing.

After that, the ticket will be available with the assigned number in the ticket overview.

[\[Ticket#54243\] SVC: Test Portal-Ticket](#)

This ticket number is used to handle the further communication process for this ticket. If you send e-mails from your e-mail account registered in the ticket system to

Support.emea@luminator.com

please ALWAYS include the ticket reference "[Ticket#xxxxx] SVC: Ticket Designation" in the subject line of your messages. This is the only way to assign your messages to the correct ticket and avoid duplicate tickets.

You can also view the ticket in the list of open tickets afterwards:

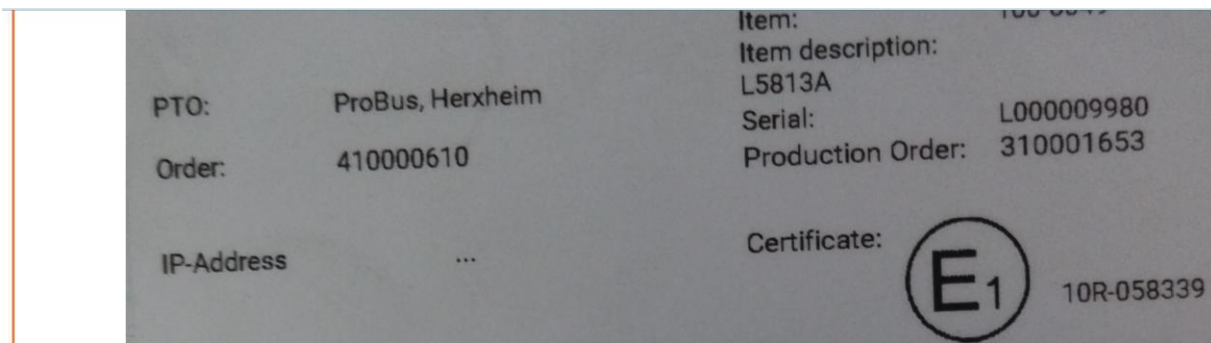
All open Tickets							Tickets in Progress	Closed Tickets
ID	Created	Subject	Resource	State	Status Type	Completed (%)	Due Date	Reference Nu...
48775	21.07.2025 11:20	BYD Complaint: Infotainment is not Working		Open		0 %	28.07.2025	K-L12367

And call up the ticket in the detail view

[Ticket#48775] BYD Complaint: Infotainment is not Working

Requested by Gary Pregger on 7/21/2025 (Portal)

WHAT HAS HAPPENED?	The System freezes after starting the ignition
WHY IS THAT A PROBLEM?	The vehicle can't be delivered to the customer. This may result in penalty costs
WHEN IT WAS DISCOVERED?	21.07.2025 11:00
WHERE IT WAS DISCOVERED?	
WHO DISCOVERED THE PROBLEM?	
HOW IT WAS DISCOVERED?	When wir mounted the infotainment and have started the ignition, the screen keeps dark
WHICH TYPE OF PARTS ARE AFFECTED?	101-8049, 101-8091
HOW MANY PARTS ARE AFFECTED?	20 Infotainments
ORDER-NR LTG	4100050087
SERIAL NUMBER(S)	12345, 67890,54321,09876
VEHICLE IDENTIFICATION	AM.FS24, AM.FS25
VEHICLE LOCATION	Facility China
VEHICLE TYPE	Hybrid Bus, Type XLM
MOUNTING POSITION	Internal



The System freezes after starting the ignition

SERVICE	Complaint BYD
CUSTOMER	LTG RASTATT RASTATT
STATE	Open (Since 7/21/2025 11:20 AM)
REFERENCE NUMBER	K-L12367
DUE DATE	7/28/2025 9:00 AM

Communication Notes Attachments (all)

New Communication

Created	Subject	From	To	Assigned to	Completed on
21.07.2025 11:20	BYD Complaint: Infotainment is not Working	Gary Pregger	System		

Please Note:

All fields that are marked with an asterisk „*“ are mandatory fields and must be filled with information, otherwise you can't create the ticket.

4) Which Service should I use?

Before you select a service, please check which of the offered service matches your request as it's best.

Basically there are three categories of services:

- General Inquiries
- SeriousComplaints
- Spareparts and Repair

4.1) General Inquiry



Allgemeine Anfrage/General Inquiry ⓘ

Intern/Anfragen/Concerns

General Inquiries will cover the most of your needs.

Please use this service:

- if you have technical questions about LTG Products
- if you need manuals, drawings and specifications for LTG-Products
- when you want to have a training or workshop about LTG-Hard- or Software
- if you need phone support for LTG-Hard- or Software
- when you have general questions about orders, deliveries and invoices
- if you need a new software configuration for a LTG-Device
- if you need loading or commissioning data for an LTG-Device
- when you need an offer for hardware components or a software configuration
- when you need price informations for LTG-Products

Please have at least the following information ready:

- Serial Number
- Optional: Order Number, Invoice Number, Config-ID

4.2) Complaint to an Order or an Invoice



Beschwerde zu einem Auftrag oder einer Rechnung/Complaint to an Order
or an Invoice



Intern/Beschwerden/Complai...

This service is especially for serious complaints about an invoice or an order

Please use this service:


- if you get an invoice with a wrong invoice amount
- when an invoice is sent to a wrong invoicing address
- if the invoice contains too less or too much invoice items
- if you are awaiting an order confirmation

Please have at least the following information ready:

- Invoice Number, Order Number

4.3) Complaint to an Delivery



Beschwerde zu einer Lieferung/Complaint to an Delivery 

Intern/Beschwerden/Complai...

This service is especially for serious complaints about a delivery/shipment

Please use this service:

- if a delivery was send to the wrong delivery adress
- if a delivery has reached you too late
- if a delivery contains wrong devices or parts
- if a delivery contains too little or to much parts
- if a delivery contains damaged devices or parts

Please have at least the following information ready:

- Order Number
- Optional: Delivery Note Number

4.4) Complaint to Hardware, Software, Configuration



Beschwerde zu Hardware, Software, Konfiguration/Complaint to Hardware, Software, Configuration

Intern/Beschwerden/Complai...

This service is especially for serious complaints about a hardware, a software or a software configuration

Please use this service:

- if a hardware has malfunctions, for example:
 - a screen or a exterior signs is flickering
 - a device or a component seems to be dead and doesn't start up
 - backlight issues of a infotainment screen
 - one ore more LED boards of a exterior or interior sign seems to be dead
 - if a hardware component has an electrical failure

- if a software has malfunctions, for example:
 - if a software doesn't startup correctly
 - if a software crashes under a special condition
 - if a device has a wrong hardware address
 - if a device could not be connected to a network and/or FTP or cloud services


- if a software configuration has malfunctions, for example:
 - the wrong information (line number, stop list, etc,) is shown
 - informations are shown on the wrong position
 - informations are shown in the wrong layout
 - too little informations are shown

Please have at least the following information ready:

- Serial Number, Supplier, Device Category
- Optional: Orfder Number, Config-ID.

4.5) Sparepart-Order



Ersatzteil-Bestellung/Sparepart-Order 

Intern/Ersatz & Reparatur / S...

This service is only for ordering a spare part

Please have at least the following information ready:

- Serial Number
- Optional: Article Number

4.6) Repair-Request



Reparatur-Anfrage/Repair-Request 

Intern/Ersatz & Reparatur / S...

This service is only for requesting a part or device repair (RMA) in the Luminator Service Center

If you need a OnSite-Repair-Service, please use 4.4 - Complaint to Hardware, Software, Configuration

Please have at least the following information ready:

- Serial Number
- Optional: Article Number

5) In Case of Problems

If you are having trouble using the portal, contact your Luminator representative, or open a new “General Inquiry” Service ticket through the Portal Help Desk and describe your problem. The support colleagues will take care of your request immediately.

If the customer portal isn't available, you could also write to:

support.emea@luminator.com

by EMail