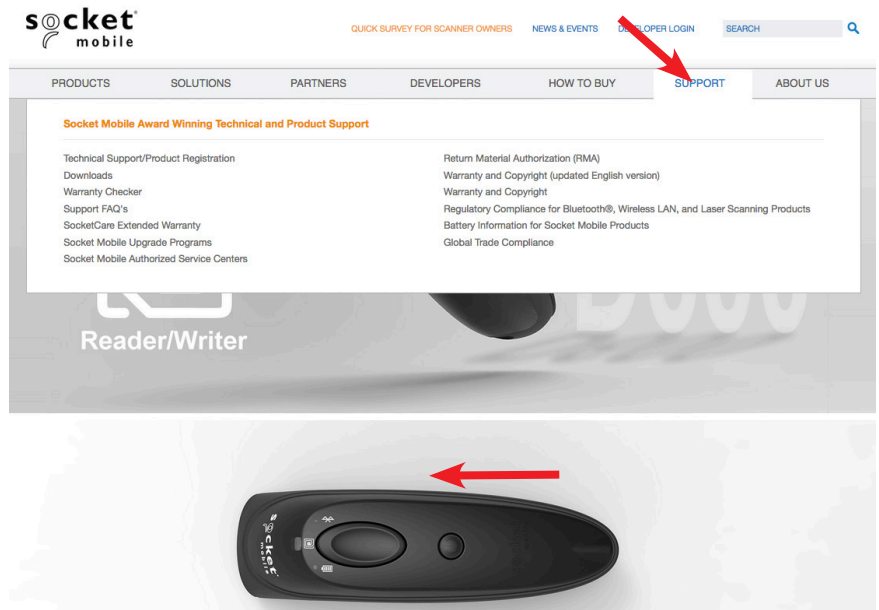
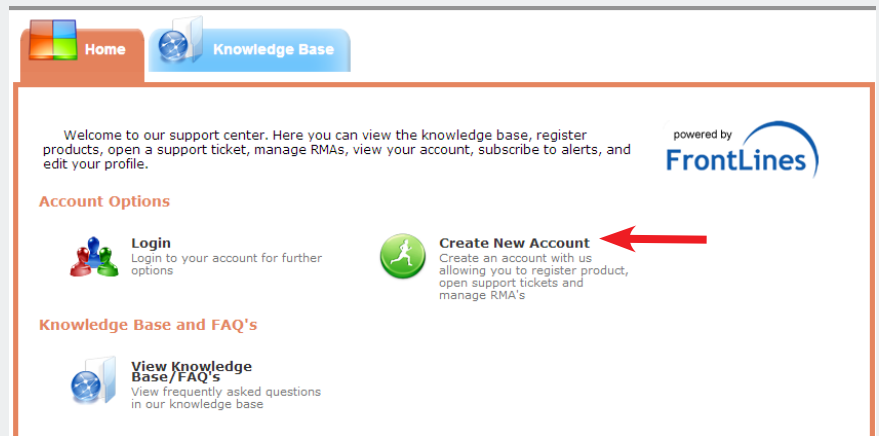


Guide to SUBMIT RMA'S/TICKETS

Step 1: Please go to socketmobile.com, open the dropdown under Support and click on “Technical Support/Product Registration”.



Step 2: Click on “Create new account”.



Step 3: Please fill out your information, and click “Continue”.

You are registering an Individual account. Please enter the information below to complete your registration

First Name *

Last Name *

Email Address *

User Name *

User Password *

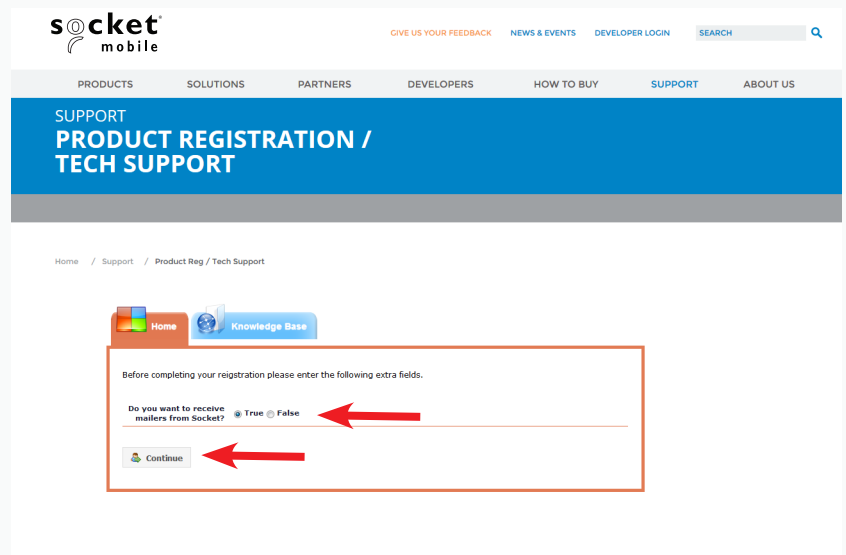
Verify User Password *

Service Center Location*

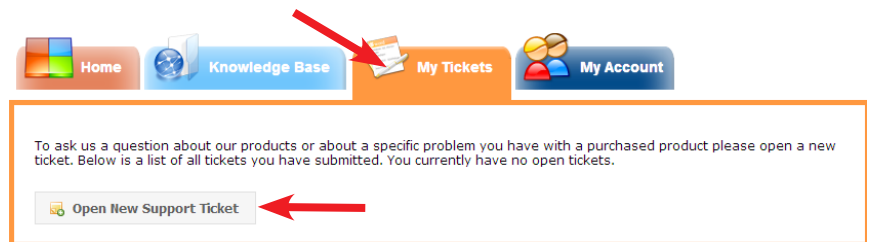
The Service Center Location will represent either where you bought your product or where you plan on returning it to. This can be changed later.

Continue

Step 4: Choose to receive future emails from Socket Mobile and click Continue.



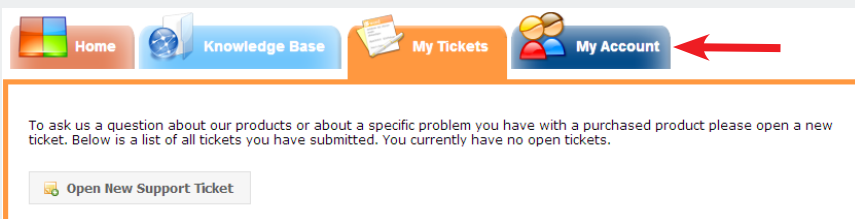
Step 5: Your Account has been created at this point. You may click on 'My Tickets' and click on "Open New Support Ticket".



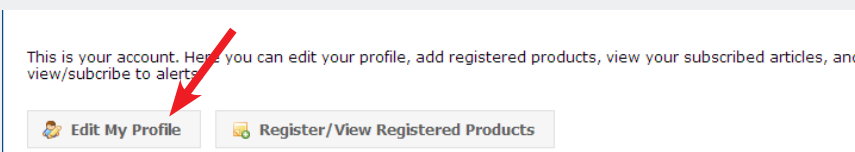
Step 6: Click on "Register New Product" and follow the steps to finish registering your unit and submit your ticket to Tech-Support. Upon receiving the ticket, we will respond within 24 hours.

Note: If you would like to send your unit in for repair, please update your shipping address by:

- Clicking on "My Account"



- Click on "Edit My Profile".



- Upon updating your information no other action would be necessary. You should hear from us within 24 hours.