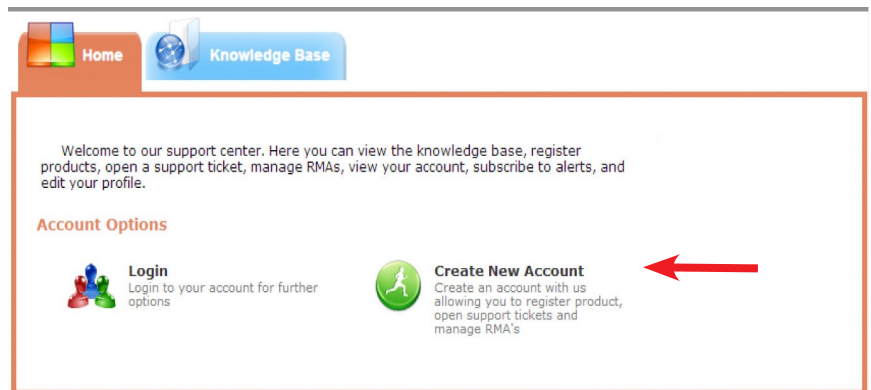


Welcome to our classic support system for resellers, distributors, existing accounts and general inquiries. Follow the steps below to get started.

(For single scanner replacement requests you can download the Companion App for iOS or Android at socketmobile.com/companion, or see our replacement portal at rma.socketmobile.com. Otherwise, follow the steps below to make a support inquiry.)

Step 1: Go to techsupport.socketmobile.com and click on "Create New Account".



Step 2: 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 *

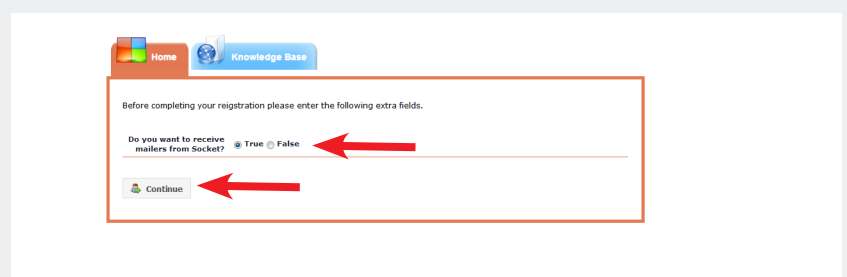
User Password *

Verify User Password *

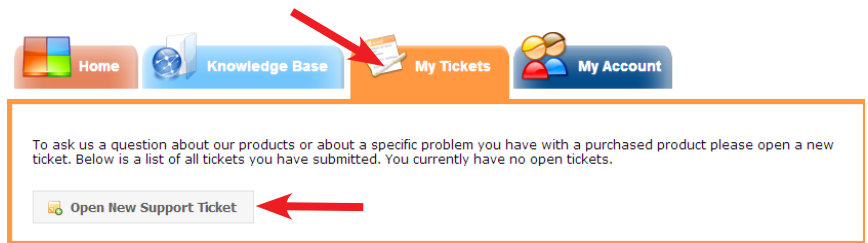
Service Center Location*

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.

Step 3: Choose to receive future emails from Socket Mobile and click "Continue".



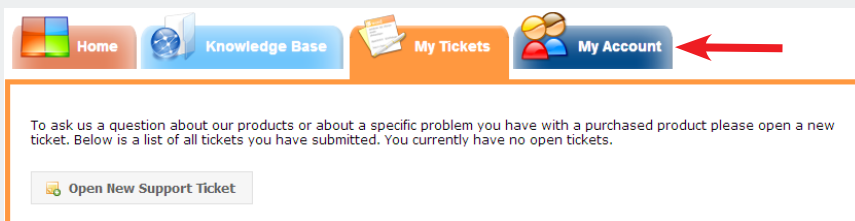
Step 4: Your Account has been created. You now have access to "My Tickets" and "Open New Support Ticket".



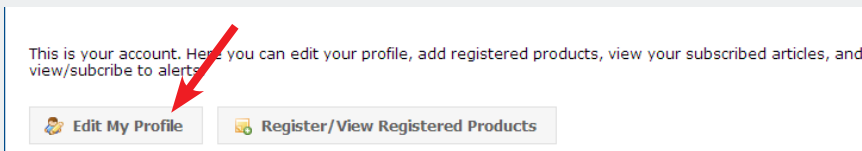
Step 5: Click on "Register New Product" and follow the steps to finish registering your device and submit your ticket to Tech Support. Upon receiving the ticket, we will respond within 24 hours.

Note: In order to send in your device, please update your shipping address:

- Click on "My Account".



- Click on "Edit My Profile".



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