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

Step 2: Click on “Create new account”.

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

Technical Support: Send us a support ticket at support.socketmobile.com or call us at 1 800 279 1390 between the hours of 7:00 AM - 4:00 PM PST.