


Travel in Knowledge Base (Contents Instruction)

Interested in the technical info of Point Mobile products and solutions?

FAQ & Knowledge Articles



	
What can I get here?	Who can view the articles?
<ul style="list-style-type: none">• FAQs• Knowledge articles• Solution-related troubleshooting• OS Release notes (Download not included)	Anyone*

**) Advanced articles are opened to logged in users (Point Mobile authorized partners) only.
If you are a Point Mobile partner, request the account to Point Mobile team.*

[Go to FAQ & Knowledge Articles >>](#)

Want to know how to use, and download EmKit Solutions?

EmKit Guide



	
What can I get here?	Who can view the guides?
<ul style="list-style-type: none">• User guide for all EmKit solutions	Logged-in user (Point Mobile Authorized partners)

Go to EmKit Guide >>

Downloading the EmKit solution apps is only available on the [Service Portal](#).

Looking for Troubleshooting about your device?

Troubleshooting Guide



	
What can I get here?	Who can view the guides?
<ul style="list-style-type: none">• Troubleshooting about device and system	Anyone*

**) Advanced articles are opened to logged in users (Point Mobile authorized partners) only.
If you are a Point Mobile partner, request the account to Point Mobile team.*

[Go to Troubleshooting Guide >>](#)

Couldn't find helpful information from the Knowledge Base?

Raise a Ticket

	
What can I get here?	Who can access?
Link to Point Mobile Ticketing System for technical inquiries. Create an account and raise a ticket to get technical support .	Point Mobile authorized partners

Go to Ticketing System >>

How to Use?

1. Create an account with your email address (company email address).



Log in to Point Mobile Customer Service

Email

Next



Need an account? [Sign up](#)

2. Raise a ticket for your inquiries.

 Technical Support Ticket for technical help: device, system, and SDK-related	 Service Ticket for RMA, FRU
Technical Support <ul style="list-style-type: none">• Device & System-related• EmKit Solution-related• Development-related• Other technical inquiries related to Point Mobile products and solutions.	Service <ul style="list-style-type: none">• RMA (Return Material Authorization)• FRU (Field Replacement Unit)

Looking for technical resources (OS & SDK & Solutions) download?

Service Portal

	
What can I get here?	Who can access?
Link to Point Mobile Service Portal. Service Portal provides: <ul style="list-style-type: none">• OS download• SDK download• Technical documentation download (Product manual, QSG, etc.)	Only for Point Mobile authorized- <ul style="list-style-type: none">• AS Centers• AS Partners• Business Partners

How to Use?

If you are authorized ASC, ASP, or BP, request an account to Point Mobile team.



After log-in, go to **Download board** and find the model page you need. *ex) PM75 Resources (OS, SDK) & Document*

If you are not a certified partner, but you need OS or SDK file, please **contact the reseller you bought the devices**.

[Go to Service Portal >>](#)

Want to know the security patch and upgradable Android versions?

PULS - Lifetime Support

	
What can I get here?	Who can access?
Link to Point Mobile homepage. The page provides: <ul style="list-style-type: none">• Security patch info by model• Upgradable Android version by model	Anyone

[Go to Point Mobile homepage >>](#)