# Travel in Knowledge Base (Contents Instruction)

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

### FAQ & Knowledge Articles

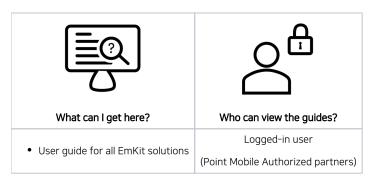


<sup>\*)</sup> Advanced articles are opened to logged in users (Point Mobile authorized partners) only. If you are a Point Mobile partner, request the account to Point Mobile team.

Go to FAQ & Knowledge Articles >>

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

### **EmKit Guide**



Go to EmKit Guide >>

Downloading the EmKit solution apps is only available on the **Service Portal**.

Looking for Troubleshooting about your device?

## **Troubleshooting Guide**

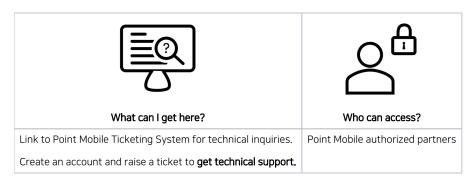


<sup>\*)</sup> Advanced articles are opened to logged in users (Point Mobile authorized partners) only. If you are a Point Mobile partner, request the account to Point Mobile team.

Go to Troubleshooting Guide >>

Couldn't find helpful information from the Knowledge Base?

### Raise a Ticket



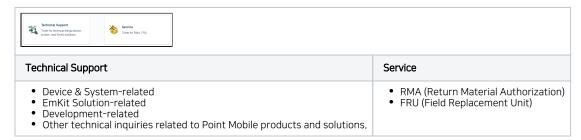
Go to Ticketing System >>

#### How to Use?

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

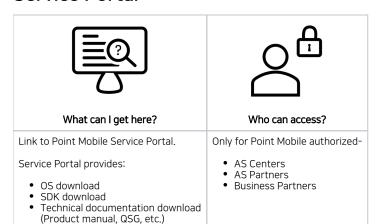


2. Raise a ticket for your inquiries.



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

#### Service Portal



#### How to Use?

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

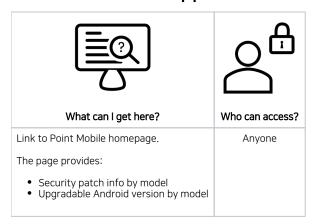
After log-in, go to Download board and find the model page you need. ex) PM75 Resources (OS, SDK) & Document

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



Go to Point Mobile homepage >>