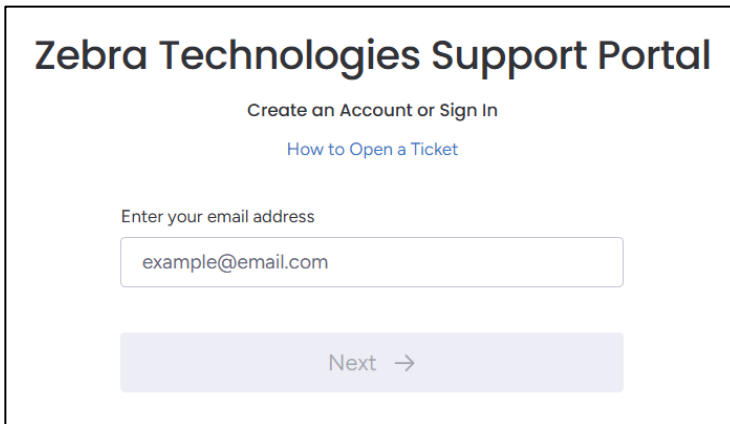


How to Open a Support Ticket

1. Access the Portal

- Go to the support portal: <https://support.zebratech.co.il>
- Enter your email address.



The screenshot shows the 'Zebra Technologies Support Portal' login page. It has a title 'Zebra Technologies Support Portal' and a subtitle 'Create an Account or Sign In'. Below the subtitle is a link 'How to Open a Ticket'. There is a text input field labeled 'Enter your email address' with the placeholder text 'example@email.com'. Below the input field is a button labeled 'Next →'.

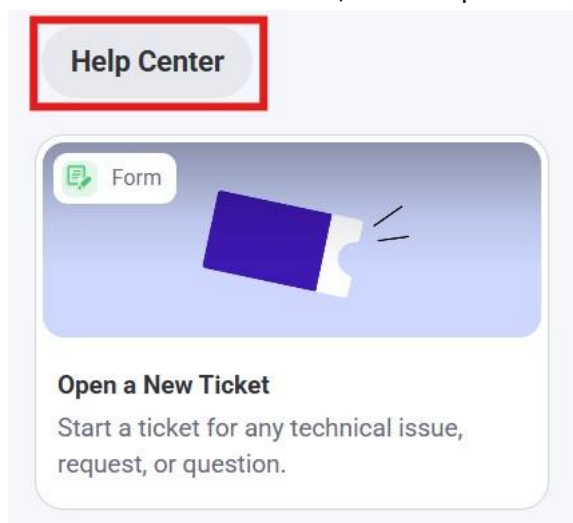
- If you already have an account, enter your password and sign in.
- If this is your first time using the portal, follow the prompts to create a new account by setting a password.
- For registration issues, contact support@zebratech.co.il
- Once signed in, you will be able to submit and track your support tickets.

2. Navigate the Portal

- You can view your open tickets and ticket history in the top-right area.



- To create a new ticket, click Help Center, then select Open a New Ticket.



3. Create a New Ticket

- The ticket submission process includes three steps:
System Information, Contact Details, Troubleshooting Details.
- Fields marked with * are mandatory.
- Important Notes:
 - Serial Number: Ensure the serial number is correct. You will be notified if it is invalid.
 - Email Address: Your email is auto-filled. Only approved addresses can access the portal, but all updates will also be sent by email.
 - Uploading Large Files: If your files exceed the size limit, mention this in the ticket. We will provide a Google Drive link.
 - Tickets and support are only provided for products and solutions covered under an active service agreement.

4. After Submitting the Ticket

- You will receive a confirmation email with your ticket number.
- Our team will review your request and may contact you for additional information.
- You will receive updates via both the portal and email.

Additional Contact Information

Support Email: support@zebratech.co.il

Support Phone: 03-5772174