



Quick Start Guide

GPS Nav Kit with *Bluetooth*[®] Wireless Technology



Introduction

If you're constantly on the road but hate to hassle with paper maps, let the Socket GPS Nav Kit with *Bluetooth* Wireless Technology steer you in the right direction. It's the ideal solution for in-car navigation with a Pocket PC or notebook computer. The in-car navigation software features human voice prompts, including detailed turn-by-turn directions. The software automatically re-calculates your journey in case you veer off course.




All you need is a *Bluetooth* enabled Pocket PC 2002/2003 or Windows 98SE/Me/2000/XP notebook computer. The included GPS Receiver allows you to take advantage of your mobile computer's *Bluetooth* capability to wirelessly add GPS positioning technology. If your mobile computer does not have *Bluetooth* functionality, it's easy to add with Socket's Connection Kit with *Bluetooth* Wireless Technology (CompactFlash or SDIO card with user-friendly software). There's even a kit with a PC Card adapter and software for adding *Bluetooth* capability to a notebook computer.

For software updates, please visit: www.socketcom.com/product/gps.asp




Product Registration

Socket highly recommends that all users register their product. Registered users receive priority for technical support and may qualify for upgrades on map data. You can register online at: www.socketcom.com/prodreg/

		Socket Communications, Inc.		HOME SEARCH CONTACT US
ABOUT US PRODUCTS EMBEDDED SUPPORT WHERE TO BUY				
» Product Registration			I am a returning user	
Welcome to Socket's Product Registration and On-Line Technical Support web page. We have several levels of Customer Service in order to better serve our customers. Please choose the option that best suits your needs.			E-mail Address: <input type="text"/>	
1. If you have not yet purchased a Socket Communications product and have some questions including where to purchase, product capabilities or other general questions, you can contact our Sales Department by:			Password: <input type="text"/>	
Emailing your questions to: Customer Service or calling 510-744-2700 to speak with a Pre Sales Representative.			<input type="button" value="LOGIN"/>	
Note: Technical Support is NOT available through the Pre Sales Department.			» Forget Password?	
2. If you have already purchased your Socket Communications product and require technical support you have three options:			» New Registrant?	

Hardware Features

Status Indicator LEDs

LED	LED Activity	Meaning
Bluetooth Status 	Solid Blue	<i>Bluetooth</i> radio is on, but not connected.
	Blinking Blue	<i>Bluetooth</i> radio is on, connection established.
GPS Status 	Off	GPS fix has not been obtained.
	Blinking Green	GPS fix has been obtained.
Battery Status 	Blinking Red	Running on battery power, with battery less than 10% full. Charge immediately.
	Solid Amber	Connected to power charger, with battery less than 90% full.
	Off when connected to power charger	Battery is more than 90% full.
	Off when not connected to power charger	Device is running on battery power, with battery more than 10% full.

Battery, Power Jack, and Charger

Recharge the internal battery by inserting a DC or AC power charger into the power jack. The adapter rating is 5V, 2A, positive pole center. A fully charged battery should provide roughly 8 hours of operation. AC and DC adapters of most recent Pocket PCs from Casio, Compaq, Dell, Fujitsu, HP and Toshiba are also compatible.

Warning — Heat Damage

Do not expose the GPS Receiver to temperatures above 60° C (140° F), such as in a car under direct sunlight. Exposure of the GPS Receiver to high temperatures can shorten the electronic device's life, melt or drape the plastic housing, damage the internal battery, and increase the risk of explosion.

Setup Instructions

This *Quick Start Guide* provides the most basic instructions for installing and using the GPS Nav Kit to navigate to a destination with known address. The MyNavigator software includes many options that are not covered in this *Quick Start Guide*. For complete instructions, please refer to the *User's Guide* on the installation CD.

Setup Summary

- STEP 1: Charge the battery.
- STEP 2: Install the software.
- STEP 3: Load maps onto the mobile computer.
- STEP 4: Turn on receiver and wait for GPS fix.
- STEP 4: Connect the receiver and mobile computer via *Bluetooth*.
- STEP 6: Navigate to your destination.

STEP 1: Charge the Battery

1. Charge the GPS Receiver, using a DC or AC adapter. Connect a DC charger to a vehicle cigarette lighter, or connect an AC charger to an electrical outlet. As the device charges, the Battery Status LED will emit a solid amber light.
2. When the battery is more than 90% full, the LED will turn off. Unplug the device and remove the charger.



STEP 2: Install the Software

1. *Pocket PCs only:* Use ActiveSync and a serial/Ethernet/USB cable or cradle to make an active connection between the mobile computer and a host PC.
2. Insert Disk 1 into your CD-ROM drive.
3. Use My Computer or Windows Explorer to access the CD-ROM drive. In the CD, click on SETUP.EXE.
4. Follow the instructions on your screen to install the software.
5. When prompted, select the type of mobile computer you want to install the software onto.
6. Now you are ready to load maps. If you are using a Pocket PC, do not disconnect it from your host PC.

STEP 3: Load Maps into the Mobile Computer

You can load maps into either the main memory of your mobile computer or into a memory card. Please note that maps covering large areas can require several megabytes of memory. Map Loader conveniently detects and reports how much space is available. Depending on the amount of available storage space, you can load maps for an entire region or just a city.

Starting the Program

1. *Pocket PCs only:* Make sure you still have an active connection between your Pocket PC and host PC (e.g., via ActiveSync).
2. After you install the software, the MyNavigator Map Loader will automatically launch.

Note: To access Map Loader again, tap on the icon on your desktop, or go to



Start | Programs | Socket Communications | MyNavigator | Map Loader.

3. A warning screen will appear, recommending different map loading options depending on the memory resources available on your mobile computer. Read the warning, then click **OK**.
4. Make sure the appropriate Socket CD is inserted into your host PC.
 - If you are using the North America Nav Kit, insert Disk 1.
 - If you are using the Western Europe version, insert Disk 1 for the western half of Western Europe or Disk 2 for the eastern half of Western Europe.

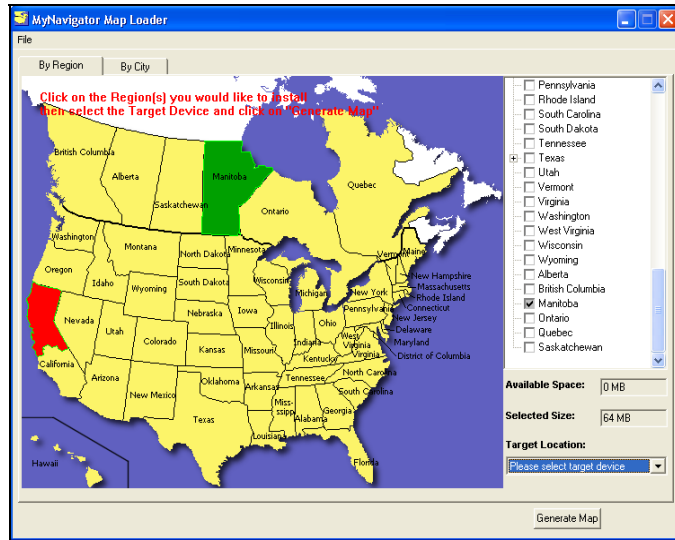
Loading Maps

1. MapLoader will start with the By Region screen open. If you have less than 64 MB of space available, click on the **By City** tab.
2. Select the area you wish to load maps for.

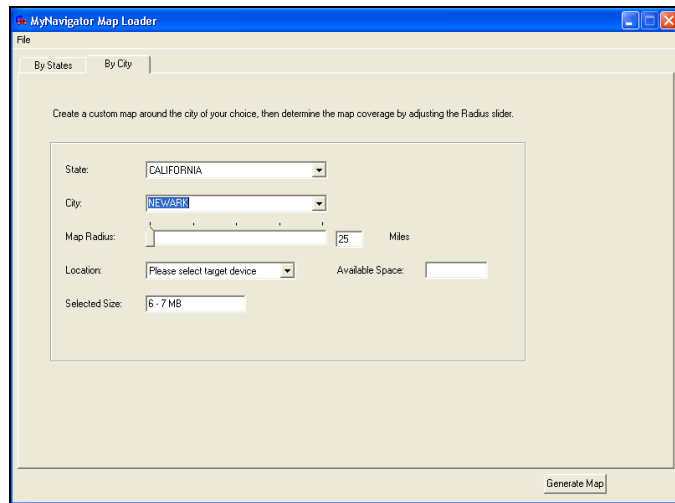
By Region: Select the region(s) you plan to travel through. You can either click directly on the map or select from the list.

By City: Enter the following settings:

- **Region:** Select the region/state where the city is located.
- **City:** Select the city you wish to load maps for. Only cities in the selected region will be listed. Scroll to select, or click in the field and type the city name.
- **Map Radius:** Scroll to select the radius of the map. You can choose between 25 and 125 miles, in 25-mile increments.



By Region



By City

3. The total file size for the maps you selected will appear in the **Selected Size** field at the bottom of the screen.

4. In the **Location** drop-down menu at the bottom of the screen, select the appropriate file storage location:
 - a. *Pocket PC*: Select **Pocket PC Storage Card**. In the Storage Card Selection screen, use the drop-down menu to select the storage card you want to use. Click **OK**.



- b. *Notebook*: select **C**:
5. The amount of memory available at the specified location will appear in the **Available Space** field at the bottom of the screen. Make sure there is enough available space for the selected maps. Click **Generate Map**.
6. The **Generating Map** screen will appear. Map files will begin to load. Depending on the size of the files, the process may take several minutes.
7. When map installation is complete, click **OK**.
8. *Pocket PCs only*: After software installation, disconnect the Pocket PC from the host PC. Soft reset the Pocket PC by pressing the reset button.

STEP 4: Turn on Receiver and Wait for GPS Fix

1. To obtain a GPS fix, you must be outdoors or in a vehicle, and the GPS Receiver must have a direct line of sight to the sky.
2. Turn on the GPS Receiver and wait for the GPS Status LED to blink green, indicating that it has obtained a GPS fix.






Note: Certain metals such as lead (e.g., in lead-based paint) can block GPS signals from the receiver.

STEP 5: Connect the Receiver and Mobile Computer via *Bluetooth*

Connection instructions vary depending on which *Bluetooth* hardware and software you are using with your mobile computer. Follow the appropriate instructions for your mobile computer.

Socket SDIO or CF Connection Kit for Windows Mobile


1. The *Bluetooth* Status LED should be emitting a solid blue light to show that the *Bluetooth* radio is on but not connected. 
2. Insert the Socket Connection Card into your mobile computer.
3. Tap on the *Bluetooth* icon. Tap **Advanced Features | Bluetooth Devices**.
4. Tap on the Device Discovery icon at the bottom of the screen. Alternatively, tap **Tools | Device Discovery**. 
5. Follow the Device Discovery Wizard to search for the GPS Receiver.
6. After you have completed the Device Discovery Wizard, the GPS Receiver should appear in the *Bluetooth* Devices folder.
7. Tap and hold your stylus on the icon for the GPS Receiver. In the pop-up menu, tap **Bond**. Alternatively, select the GPS Receiver and tap on the Bond icon, or tap **Device | Bond**. 
8. Follow the Device Bonding Wizard to bond with the GPS Receiver. When prompted, enter the passkey **1234**.

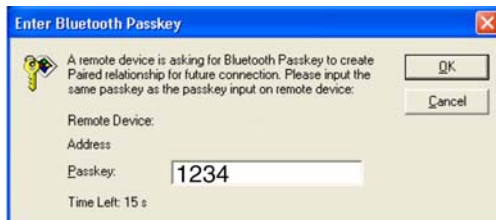


Note: You only need to discover, bond with, and pair with the GPS Receiver the first time you use it with MyNavigator.


9. After you have successfully bonded with the GPS Receiver, set the GPS Receiver as your Favorite COM Port. In the *Bluetooth* Devices folder, tap **Tools | My Favorites | COM Port** and select **BTGPS**.
10. Start MyNavigator. Tap **Start | Programs | My Navigator**
11. A warning screen will appear. Read the warning, then tap **OK**.

Socket Connection Kit For Windows Notebooks

1. The *Bluetooth* Status LED should be emitting a solid blue light to show that the *Bluetooth* radio is on but not connected. 
2. Insert the Socket Connection Card into your computer, using a CF-to-PC Card adapter.
3. Start BlueSoleil. Click on the BlueSoleil icon on your desktop, or go to **Start | Programs | Socket | BlueSoleil**.
4. In the Main Window, double-click on the red ball to start a device search. Alternatively, you can click **My Bluetooth | My Device Inquiry** or **View | Refresh Devices** or press **F5**.
5. After the device search, an icon for the GPS Receiver should appear. Double-click on the icon. After a few seconds, the Serial Port Service icon should be highlighted at the top of the Main Window.
6. Double-click on the Serial Port Service icon. Alternatively, right-click on the icon for the GPS Receiver. In the pop-up menu, click **Connect | Serial Port Profile**.
7. Your computer will begin to connect to the GPS Receiver. When prompted, enter the passkey **1234**.



You only need to discover, bond with, and pair with the GPS Receiver the first time you use it with MyNavigator.

8. Start MyNavigator. Click on the icon on your desktop. Alternatively, click **Start | Programs | Socket | My Navigator**. 
9. A warning screen will appear. Read the warning, then tap **OK**.
10. Find out which COM port your computer uses for outbound *Bluetooth* serial communications. Click **Tools | Configurations | Connect With**.
11. In MyNavigator, tap **Tools | GPS | COM Port** and select the COM Port.

Note: The baud rate must be set to 4800 to work with the GPS Receiver. This is the default baud rate and needs no modification.

All Other Bluetooth Hardware and Software

These are generic instructions for connecting the GPS Receiver to your *Bluetooth* enabled mobile computer. For specific connection instructions, refer to the user documentation for your *Bluetooth* hardware and software.

1. The *Bluetooth* Status LED should be emitting a solid blue light to show that the *Bluetooth* radio is on but not connected.
2. *Notebooks*: Install and/or identify your *Bluetooth* hardware’s outgoing client serial port (attached to the serial port profile).
3. Perform a *Bluetooth* device discovery on your mobile computer to find the GPS Receiver. Refer to the user documentation for your *Bluetooth* enabled mobile computer for instructions.
4. If required, pair and bond the devices. Enter the passkey **1234**.

Note: You only need to discover, bond with, and pair with the GPS Receiver the first time you use it with MyNavigator.

5. Start the MyNavigator program on your mobile computer.

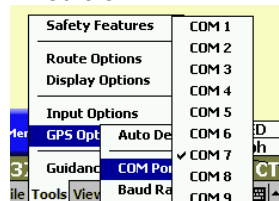


Pocket PC: Tap **Start | Programs | My Navigator**.

Notebooks: Click on the My Navigator icon on your desktop. Alternatively, click **Start | Programs | Socket | My Navigator**.

6. A warning screen will appear. Read the warning, then tap **OK**.
7. The *Bluetooth* connection for MyNavigator must be set to the correct COM port. Depending on the your *Bluetooth* hardware, you may or may not need to modify the COM port setting.

Note: The baud rate must be set to 4800 to work with the GPS Receiver. This is the default baud rate and needs no modification.

<i>Bluetooth</i> Hardware	COM Port Setting Requirements
HP iPAQ series 1900, 2200, 3870, 3970, 5150, 5450, and 5550 with integrated <i>Bluetooth</i>	No modifications are needed. The MyNavigator default is COM8, the same port used by these iPAQ's.
HP iPAQ series 4100, 4300 with integrated <i>Bluetooth</i>	In MyNavigator, tap Tools GPS COM Port and select COM 6 .
All Others 	Determine which COM port your <i>Bluetooth</i> enabled mobile computer is using for outbound serial communication. Refer to the user documentation for your <i>Bluetooth</i> software. In MyNavigator, tap Tools GPS COM Port and select the correct COM port.

STEP 6: Navigate to Your Destination

Note: The MyNavigator software offers many options for entering your destination. This Quick Start Guide only covers how to enter your destination by address. For instructions on using other options (e.g., choosing a point of interest), please refer to the User's Guide.

If you are using a notebook, wherever the instructions say "tap", please substitute with "click."

1. Start MyNavigator. Tap **Start | Programs | My Navigator**. A warning screen will appear. Read it, then tap **OK**.

2. Tap **Menu | Destinations | Address**.

3. The **Select Input Method** screen will appear. At the top of the screen, the state/region of your destination will appear.

- To change the state/region, click on the **Change** button.
- If the correct state/region appears, you can enter your destination by tapping either **Street First** or **City First**.
- For help, tap **File | Help**.

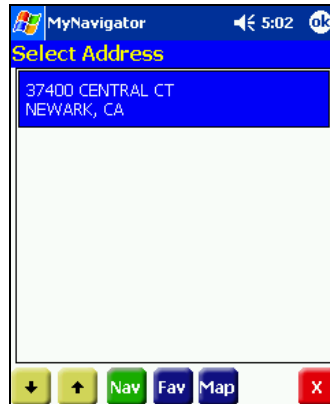


4. Screens will appear for you to enter address information. Tap on the keyboard to enter information. To enter a city or street, you can also scroll through the list. The list will change with each letter you enter to show possible matches.

- After you enter the correct information, tap **ok**. To return to the previous screen, tap **X**.
- To help you quickly enter information, the software will only list valid streets for the city you select (if you choose to enter City First), and it will only list valid building numbers for the street you select.



5. After you enter the address information, the **Select Address** screen will appear, listing all addresses that match your criteria. Select the correct address. Tap on the **Nav** button or tap **ok**.



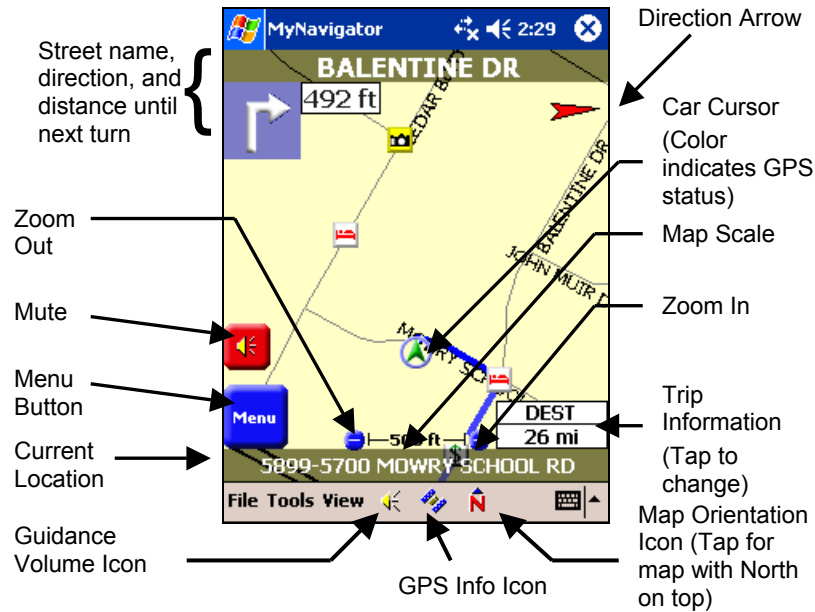
6. The mobile computer will look for a GPS signal and calculate directions. After several seconds, a map will appear. Navigation instructions will begin both on-screen and via voice commands. Follow the navigation instructions to travel to your destination.



Note: After you have successfully bonded your mobile computer with the GPS Receiver and set MyNavigator for the correct COM port, some Bluetooth software will allow the devices to automatically connect whenever MyNavigator looks for a GPS signal. Check the user documentation for your Bluetooth software to see if it supports automatic connections.

Map Screen

This is the primary navigation screen. Information about an upcoming turn appears only after you enter a destination and a route is calculated.



Action	Method
Switch between different screens	Use the left/right hardware buttons to switch between Map Screen, Guidance View, and Route List.
Zoom in and zoom out	There are three methods of zooming in/out. You can only zoom on the Map Screen. (1) Use the up/down hardware buttons, (2) Tap on the zoom in/zoom out buttons, and (3) Tap View Zoom +/-.
Pan around the map	Tap and drag the map screen. To return to the Map Screen with your current location, tap X.
View GPS status via car cursor	Green indicates strong GPS signal. Yellow indicates insufficient signal. Red indicates no signal.
Toggle between North arrow and direction arrow	Tap on arrow. Alternatively, you can tap on the Map Orientation icon at the bottom of your screen.
Toggle trip information display	If no destination is entered, the Trip Information box will only show Speed. After entering a destination, tap on the box to toggle between Speed, ETA (estimated time of arrival), REM (remaining time), and DIST (distance to destination).

POI Icons



Emergency



Parking



Shopping



Gas Station



Sightseeing



Bank/ATM



Hotel/Motel



Airport

Route List



Guidance View



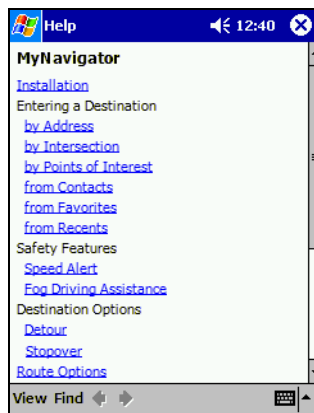
Distance to next turn

Route indicated in blue

Car Cursor

(Color indicates GPS Status)

Help Files



To access Help files:

Pocket PC: Tap **File | Help**.

Notebook: Click on the MyNavigator Help icon on the desktop.

Limited Warranty

Socket Communications Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for the following period from the date of purchase:

GPS Receiver with *Bluetooth* Wireless Technology: 3 years

Incompatibility is not a defect covered by Socket's warranty. During the warranty period, Socket will, at its option, repair or replace the defective product at no charge when furnished with proof of retail purchase, provided that you deliver the product to Socket or to an authorized Socket Service Center.

The returned product must be accompanied by a return material authorization (RMA) number issued by Socket or an authorized Socket Service Center. If you ship the product, you must use the original container or equivalent and you must pay the shipping charges to Socket. Socket will pay shipping charges back to any location in the contiguous United States. This warranty applies only to the original retail purchaser and is not transferable.

Socket may, at its option, replace or repair the product with new or reconditioned parts and the returned product becomes Socket's property. Socket warrants the repaired or replaced products to be free from defects in material or workmanship for ninety (90) days after the return shipping date, or for the duration of the original warranty period, whichever is greater.

This warranty does not cover the replacement of products damaged by abuse, accident, misuse or misapplication, nor as a result of service or modification other than by Socket.

SOCKET IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING DAMAGE TO PROPERTY AND, TO THE EXTENT PERMITTED BY LAW, DAMAGES FOR PERSONAL INJURY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow limitation of implied warranties, or the exclusion or limitation of incidental or consequential damages, so that the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This product may contain fully tested, recycled parts, warranted as if new. For warranty information, phone (510) 744-2700.

Limited Software Warranty

LIMITED WARRANTY. SOCKET warrants that the original disk or CD ROM is free from defects for 90 days from the date of delivery of the SOFTWARE.

CUSTOMER REMEDIES. SOCKET'S entire liability and your exclusive remedy shall be, at SOCKET'S option, either (a) return of the price paid or (b) replacement of the SOFTWARE which does not meet SOCKET'S Limited Warranty and which is returned to SOCKET with a copy of your receipt. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer. THESE REMEDIES ARE NOT AVAILABLE OUTSIDE OF THE UNITED STATES OF AMERICA.

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Feel free to contact SOCKET COMMUNICATIONS at:

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37400 Central Court
Newark, CA 94560
Phone: (510) 744-2700
Fax: (510) 744-2727

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

Please refrain from any applications of the Socket product that are not described in this manual. Socket Communications also requests that you refrain from disassembling the card. Disassembly of this device will void the product warranty.

You can track new product releases, software updates and technical bulletins by visiting Socket's web page at: www.socketcom.com.

Regulatory Compliance

The Socket GPS Receiver is designed to be compliant with the rules and regulations in locations where they are sold and will be labeled as required. This product is type approved — users are not required to obtain license or authorization before using.

This product has been certified as conforming to technological standards. Therefore, the following actions are punishable by law:

- Disassembly or modification of this product
- Removal of identification labels on the back of the product

The frequency used by this product is also used by industrial, scientific and medical devices, such as microwave ovens, as well as wireless detectors for motion detectors, such as those requiring licenses used on manufacturing lines or similar radio transmitters (all of these wireless devices will be called “other wireless transmitters” below). Most modern electronic equipment, (e.g., in hospitals and cars), is shielded from RF energy. However certain electronic equipment is not.

1. Please ensure that all medical devices used in proximity to this device meet appropriate susceptibility specifications for this type of RF energy.
2. In the unlikely event that there is electronic interference between this system and other wireless transmitters, quickly change the location of operation or stop operating the unit (cease signal transmission).
3. If other electrical interference or related problems occur, contact Socket technical support at +1-510-744-2720.

Radio Frequency Interference Requirements

This device complies with part 15 of the FCC rules and Industry Canada RSS 210. Operation is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Change or modification not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

This equipment is ETS 300 328-2, ETS 301 489-1 and ETS EN301 489-17 compliant. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

In order for this device to comply with FCC rules, under the provision of Part 15.247(b)(c), it must operate in a manner that ensures that the public is not exposed to radio frequency levels in excess of the Maximum Permissible Exposure (MPE) limits.

To comply with Industry Canada RF exposure compliance requirements, the following antenna installation and device operating configurations must be satisfied: “The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada’s website: www.hc-sc.gc.ca/ehp/ehd/catalogue/rpb.htm

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user may try to correct the interference by one or more of the following:

- Reorient or relocate the receiving antenna of the radio or television.
- Increase the distance separating the equipment and the receiver.
- Connect the equipment to an outlet on a different branch circuit than that of the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following booklet helpful: *How to Identify and Resolve Radio-TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402.

Radio Frequency Interference Requirements – Canada

This Class B digital apparatus meets the requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le Matériel Brouilleur du Canada.

NOTE: To comply with FCC and Industry Canada exposure requirements, this device is approved for operations in a user’s hand when there is a distance of 20 cm or more between the device antenna and the user’s body.

CE Marking & European Union Compliance

Products intended for sale within the European Union are marked with a CE Mark, which indicates compliance to applicable Directives and European Normes (EN), as follows. Amendments to these Directives or ENs are included: Normes (EN), as follows:

Applicable Directives:

- R&TTE Directive 1999/5/EC
- Low Voltage Directive 73/23/EEC

Applicable Standards:

- EN 55 022 – Limits and Methods of Measurement of Radio Interference Characteristics of Information Technology Equipment.
- EN 50 082-1 – Electromagnetic Compatibility – General Immunity Standard, Part 1: Residential, Commercial, Light Industry.
- IEC 801.2 – Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 2: Electrostatic Discharge Requirements.
- IEC 801.3 – Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 3: Radiated Electromagnetic Field Requirements

- IEC 801.4 - Electromagnetic Compatibility for Industrial Process Measurement and Control Equipment, Part 4: Electrical Fast Transients Requirements.
- EN 60 950 + Amd 1 + Amd 2 – Safety of Information Technology Equipment Including Business Equipment

Note that the radio frequency band used by this equipment has not been harmonized in all the EU. Applicable area (nation): Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden, Switzerland, The Netherlands, United Kingdom

Battery Recycling

Your device contains a rechargeable lithium ion battery. Do not dispose of your device's battery in a fire or with normal household waste. Battery cells may explode. Contact your local waste disposal agency for disposal instructions. Dispose of a spent or damaged battery promptly.

Technical Support

If you have trouble installing or using the GPS Nav Kit with *Bluetooth* Wireless Technology, Socket has two technical support resources to help you. Please note that technical support is available in English only.

1. Socket On-Demand Support (SOS)

Socket On-Demand Support is an interactive technical support program that focuses in on your specific problem to provide the answers you need. SOS provides immediate service and is the best place to start for technical support. To access SOS, visit: www.socketcom.com/support. Click on the SOS icon.



If SOS cannot solve your problem, end the session by submitting an email inquiry to a Socket technical support engineer as prompted. Your interactive session will be saved for reference.

2. Live Technical Support

IMPORTANT! To obtain live technical support, you must first register your product online at www.socketcom.com/prodreg.

Immediately after product registration, you will be given the option to **submit a problem**. Click on this option to submit an email inquiry to a technical support engineer. If we cannot resolve your inquiry via email, we can arrange for a support engineer to call you at a specific time.



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