

# COMPREHENSIVE SUPPORT

## ONLINE TOOLS & RESOURCES

### Zebra Support At-A-Glance

Zebra is here to help you get answers to questions about our devices and to assist you with troubleshooting common device issues. Use the links below for fast access to our support team and our many support resources. **You can also visit our [Support Community](#).**

**Top Resources**

 <p><b>Get Answers via Services Virtual Assistant</b></p> <p>Click the yellow chat icon on the bottom right of the Support Community page.</p>	 <p><b>Create a Support Case</b></p> <p>Complete an online form to contact the Zebra support team.</p>	 <p><b>Explore Self-Service Options</b></p> <p>A short video overviews key support tools that can help you get answers quickly.</p>
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**More Ways to Get Support and Answers**

 <p><b>Search the Knowledge Base</b> Browse thousands of articles to find the answers you need.</p>	 <p><b>Ask the Support Community</b> Connect with Zebra users and experts from around the globe. The Support Community is available in 14 languages. To change a language, click the globe icon located on the top right.</p>
 <p><b>Self-Diagnose a Mobile Computer</b> Use the free Device Diagnostic Tool to test the battery, software and more on our Android devices.</p>	 <p><b>Request a Repair</b> Use the repair order portal (for frequent or bulk repairs) or the repair request form. View our <a href="#">tutorial</a> for guidance, or see below for <a href="#">repair steps</a>.</p>
 <p><b>Check Repair Status</b> We make it easy for you to track the progress of your repair.</p>	 <p><b>Check Warranty Status</b> Enter a device serial number to confirm warranty status and Zebra OneCare coverage. You can also learn more about <a href="#">Zebra warranties</a>.</p>
 <p><b>Explore Support and Downloads</b> Find drivers, software, manuals, knowledge articles, how-to-videos, firmware and more.</p>	 <p><b>Request a Printer Software License Reset</b> Follow the steps to upgrade ZebraDesigner Professional or CardStudio.</p>
 <p><b>Download LifeGuard for Android Updates / Subscribe to LifeGuard Updates</b> Keep our mobile computers secure and running at their full potential.</p>	 <p><b>Request Support for ZSB Series Label Printers</b> Contact the ZSB Series support team, submit a case, download FAQs and more</p>

**Locate a Device Serial Number**

 <p><b>Mobile Computers</b> <a href="#">Handheld Computers</a> <a href="#">Vehicle Mounted Computers</a></p>	 <p><b>Printers</b> <a href="#">Card Printers</a> <a href="#">Industrial Printers</a> <a href="#">Desktop Printers</a> <a href="#">Mobile Printers</a> <a href="#">Print Engine Printers</a></p>
 <p><b>Scanners</b> <a href="#">General Purpose Scanners</a> <a href="#">Rugged Scanners</a> <a href="#">Portable and Companion Scanners</a> <a href="#">Ultra-Rugged Scanners</a></p>	 <p><b>RFID</b> <a href="#">Handheld Readers</a> <a href="#">Fixed Readers</a></p>
 <p><b>Tablets</b> <a href="#">Tablets</a></p>	

**Steps for Requesting Repairs**

- Step 1:** Check to see if the device is under warranty by [performing a quick warranty check](#).
- Step 2:** If you think your device should be under warranty and it's not, find your proof of purchase and...
- Step 3:** Visit the [Request a Repair page](#).
- Step 4:** Select an option—either the repair order portal or repair order request form.
- Step 5:** Complete all required fields and upload supporting documentation.
- Step 6:** Click "submit." A case will be generated for your repair request, and a shipping manifest will be emailed to you.
- Step 7:** Print the shipping manifest and send the device for repair to the address specified.

