

Opening a Support Ticket

In case you have a individual Question or Issue with one of our Routers we are happy to help you:

For the initial Rquest please use our Support Form:

http://netmodule.com/support/support_request.html

Also be specific as possible what the symptions are:

- What area is affected by the defect: Connectivity, Power Loss, etc.
- Do you still have any lights on the LEDs
- Can you still connect via Ethernet
- **If possible please provide a techsupport File of the Product**
- Please describe the peripherie in case it's affacting the issue: VPN Server, Network Hardware, etc

You will get an automatic answer imidiatly and we will get in touch with you as fast as we can.

NetModule AG

Meriedweg 11 T +41 31 985 25 10 Switzerland
3172 Niederwangen F +41 31 985 25 11

NetModule GmbH

Frankfurter Strasse 92 T +49 6196 77 99 79 0 Germany
65760 Eschborn F +49 6196 77 99 79 9