

9.2 Support

User manual

www.pinetek-networks.com



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Support for the Pinebox is available through multiple channels:

- The IOL HAT Knowledge Base (online manuals): doc.pinetek-networks.com
- Latest firmware, PDF manuals and other information: download.pinetek-networks.com/pinebox

For individual support, please use our support portal: support.pinetek-networks.com



A screenshot of the Pinetek Networks Support portal. At the top, there is a green navigation bar with the text "Pinetek Networks - Support" on the left and "English" with a dropdown arrow on the right. Below the navigation bar, there is a breadcrumb trail: "Pinetek Networks - Support > Pinetek Networks - Support". The main content area has a light blue background and features the heading "Hello, how can we help?". Below the heading, there are two white buttons with blue icons. The first button is labeled "Submit a ticket" and has the subtext "Submit a new issue to a department". The second button is labeled "View existing tickets" and has the subtext "View tickets you submitted in the past".