For support with Cellebrite UME-Touch equipment, send email to support@cellebrite.com with issue description and each unit’s serial number listed, or if urgent call Cellebrite Technical Support at (201) 848-8552, option 2.

The previous Cellebrite UME-36 models are no longer supported for licensing or updates but can be used until the hardware fails. In many cases users can select “GSIV” in the Cellebrite to service a newer model like GSV if needed.

Damaged or defective Cellebrite UME-36 devices should be disposed using Zero E-Waste Process.