

Centralized Operational support

public

Operational Support

1. Email: support@infineon.com
2. Service desk: click here

Infineon Hotline - Get connected with the answers!

Infineon Hotline - Get connected with the answers! Wherever, Whenever

We offer competent Service in **English**, **German** and **Mandarin**, available **24 / 7**

Top countries

Germany (Toll-Free)	0800 951 951 951 (German/English)
China, Mainland (Toll-Free)	4001 200 951 (Mandarin/English)
USA (Toll-Free)	1 866 951 9519 (English/German)
India (Toll-Free)	**1 800 572 4924 NEW** (English)
Request a Call Back	› **please click here**
Direct Access	+49 89 234 65555› * (German/English)

* interconnection fee

International Toll-Free 0800 Service

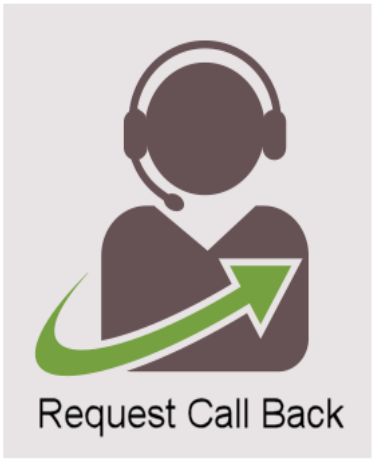
00** 800 951 951 951

Support Page



› **Get Support**

Get in contact by Phone!



Where to buy

Please use our location finder to get in contact with your nearest Infineon distributor or sales office

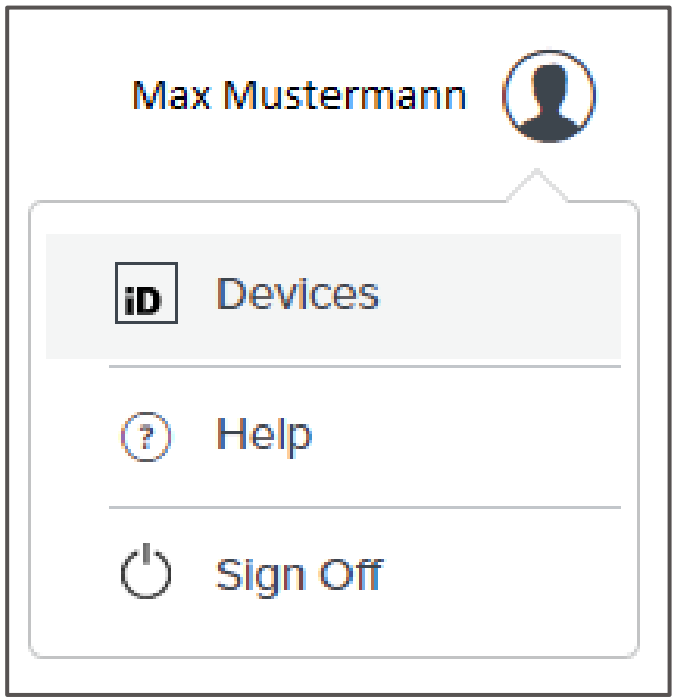
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MFA - Support

Following changes can be done at any time:

- Add channel (device)
- Remove channel (device)
- Change Phone-number (SMS, Voice)

<< here >>



https://desktop.pingone.eu/cd-2079176003.infineon

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Ping-ID FAQs



Which devices can be enrolled?

- PingID App (recommended)
- SMS
- Voice call
- Fido2/UDF devices
- OATH Token to be integrated in alternate authenticator apps (e.g. Microsoft/Google authenticator)



Why is one-time-password (OTP) via Mail not allowed?

- E-Mail is reserved for password reset functionality



Whom can I contact in case of problems?

- Please contact the Infineon Support Center

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