

Training

AMT offers a variety of training courses to ensure you are prepared through every step of the process, including selling access control, installing, configuring and troubleshooting WebBrix and supporting hardware.

4000-1000	Introduction to Access Control
4000-1100	Selling and Supporting Access Control
4000-2000	WebBrix Installation & Troubleshooting
4000-2100	WebBrix Basic
4000-2200	WebBrix Advanced
4000-3000	Configuring VertX for WebBrix
4000-5000	Basic Developer/Engineer Level Training



Visit www.amt-us.com for training course brochures

System Support

System Support provides your company with the second-tier support to ensure successful field installations. Live phone support provides the fastest available assistance for issues with WebBrix installation, day-to-day usage, hardware configuration and support, and communication issues.

	Phone	Web	AMTDN*
Searchable online help, tutorials and FAQ's	✗	✗	✗
Access to Web Support Portal	✗	✗	
Access to support ticket history	✗	✗	
Live support Via Phone	✗		
Priority support (remote connections)	✗		

*AMT Developer Network (AMTDN) is a searchable knowledge base available to the public at support.amt-us.com/amtdn.

Developer to Developer Support

Direct access to AMT's developers is available through annual support plans.

SILVER

Provides developer support for API usage, diagnosing errors from programming calls, deployment, etc. for WebBrix and client side development.

GOLD

Silver support plus support for developing server-based projects, such as OEM Communication Servers (OCSs).

*Application usage, troubleshooting field installations, and hardware support not included in Developer Support.

Engineering Services

AMT's software engineering services can provide the engineering work of customizing your WebBrix-based application or help you integrate it into your existing business processes or your own product. Working with AMT, your product can have its own look and feel and brand identity. We can completely replace the user interface or simply help with custom reports or other minor changes.