

# AMT Partner Program

Choose which program best describes your business and the role you would like AMT to play.

Division of Responsibilities	Manufacturer Partner	Reseller Partner	Solutions Partner
Direct sale to end users	No	No	Yes
AMT will support	Partner	Dealer	End User
Required to collect logs and submit issues	Yes	Yes	No
Training & Competency with AMTDN material	Required	Recommended	Available
Maintain Technical Staff	Yes	Recommended	No
Attempt to reproduce/troubleshoot field issues	Yes	No	No

## Manufacturing Partner

1. Sells wholesale only, no sale direct to end users
2. Participants must agree to complete training (Please note there is a fee for classes)
3. Participants handle all tier 1 support including the various trouble shooting techniques that are covered in training. Maintain a technical staff intimate with trouble shooting Windows security, MS-SQL installations, access control firmware and field wiring.
4. AMT will provide “tier two” support after the OEM technical staff have completed all the required techniques and the problem is still unresolved. See AMT Tier 1 Support Definition below. Upon the completion of the required Tier 1 support steps, AMT will assist the OEM with their efforts but will not work directly with the End User.

## Reseller Partner

1. Sells wholesale only, no sale direct to end users
2. Training from AMT is recommended but not required.
3. Participants are required to play a limited role in technical support. The reselling partner will be required to gather error logs and submit a description of the issue into support@amt-us.com. AMT will assume the lead on troubleshooting until the problem is resolved.
4. Resellers have the option to:
  - a. Handle hardware returns including the running of a “diagnostic update” routine on all hardware before it is returned or
  - b. Offer your end users AMT’s Panel Protection subscription, and AMT will handle the RMA and diagnostics. See Panel Protection Program.

## Solutions Partner

1. Sells complete solutions directly to end users
2. Training from AMT is available but not required.
3. Participants are required to play a limited role in trouble shooting that does not require any training from AMT. Upon the completion of the required support steps, AMT assumes the lead on troubleshooting until the problem is resolved.
4. Solution Partners have the option to:
  - a. Handle hardware returns including the running of a “diagnostic update” routine on all hardware before it is returned or
  - b. Offer your end users AMT’s Panel Protection subscription, and AMT will handle the RMA and diagnostics. See Panel Protection Program.

**Tier 1 Support Definition:** Typical “first line” support. Should include, but not limited to:

- a. General troubleshooting areas (power, compatibility, network verification, versions, etc.)
- b. The use of knowledge learned or found during WebBRIX Basic Training or online, at <http://support.amt-us.com/amtdn>.
- c. Gathering of relevant log files (AMTError, Install and/or Windows Events logs)
- d. Attempted replication/resolution of issue, if possible.