



Support Offerings

System Support: Application and Hardware

Expanding your support team by partnering with AMT gives you quicker, more successful installs, happier customers and higher profits. Direct contact with our technical support staff is available through live phone support and over the web.

AMT specialists become an extension to your team with access to whatever resources necessary for quick resolutions.

Support options include software and hardware support for the latest two versions of WebBrix based applications and HID Vertx firmware. Live phone support provides the fastest available assistance for issues with **WebBrix installation, day-to-day usage, hardware configuration**

and support, and communication issues. Quarterly reviews of resolutions and response times are held with each customer ensuring you are getting the best support possible. AMT's technical support staff have 10+ years experiencesupporting access control systems.



- Quicker resolution times
- Learn best techniques and practices
- Gain access to the engineers behind your product
- Sell your product with more confidence
- Be a voice AMT hears for product improvements
- Lower your technical support staff requirement

TIER 1: Phone and Web

Phone Support

- Live phone support available at 763-201-9070
- Receive priority web support
- Live phone support can be expected, however due to call volumes, a callback may be necessary.
- Calls will be handled in order received.
- Remote access to servers helpful but not required.

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TIER 2: Web

Email Support

- Submit issues by email to support@amt-us.com.
- Gain access to AMT's Web Support Portal.
- Typical response time within 2 hours and in most cases no longer than 24 hours.
- If the support issue isn't resolved within 72 hours after AMT has all requested data, AMT will initiate a call to the OEM and bring in additional resources as needed in an effort to resolve the issue.

AMT also offers these plans for existing partner installations. Please contact AMT for pricing.

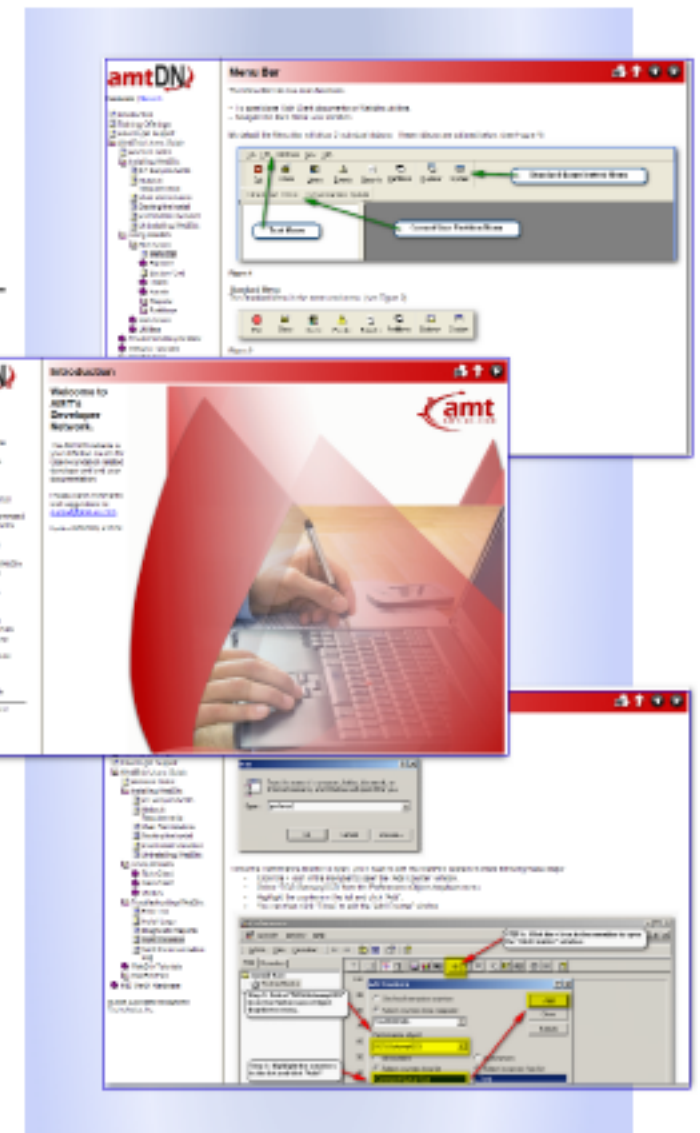
- * Completion of AMT's WebBrix Basic and Vertx Basic training courses are required.
- * Limited to partner's technical staff (no direct contact with dealers or end users)

Free: AMT Developer Network

Online Support

Along with the support options, AMTDN is available free to everyone with 24/7 access to up-to-date online documentation and tutorials. How-to guides, FAQs, and a keyword search, allow customers to be self-sufficient in solving issues that arise or increase their knowledge of the product. Topics include:

- Installing WebBrix
- Using the Rich Client and Web Client
- Troubleshooting WebBrix
- WebBrix Tutorials
- WebBrix FAQs
- Information about HID Vertx hardware
- Configuring Vertx for WebBrix



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