

System Support

AMT is committed to your success and has the resources and experience you need. We are ready to train your sales team, technical support staff, and engineers. With AMT's system support you add our experts to your team to provide troubleshooting and support to whatever level you need.

Application & Hardware



System Support provides your company with tier-two support to ensure success at your end user sites. Live phone support provides the fastest available assistance for issues with WebBRIX installation, day-to-day usage, hardware configuration and support, and communication issues.

Advantages of System Support Plan

- Quicker resolution times
 - Learn best techniques and practices
 - Sell your product with more confidence
 - Lower your technical support staff requirements
 - Gain access to the engineers behind your product
 - Be a voice AMT hears for product improvements
- » Receive support for the latest two versions of WebBRIX-based applications and HID VertX firmware with the System Support Plan.
- » Let AMT specialists become an extension to your team, with access to whatever resources necessary for quick resolutions.
- » Know you are getting the best service from AMT's technical staff with over ten years experience supporting access control systems.

System Support Plan



Technical Support Line:
763-201-9070



E-mail Support:
support@amt-us.com



Web Support Portal:
<http://support.amt-us.com/Websupport/>

Free Resource



AMTDN online documentation, FAQs, and tutorials:
<http://support.amt-us.com/amtdn/>

Hours for Support: Monday - Friday 8:00 am to 5:00 pm CST



Contact AMT for pricing. 763-201-9059





Phone Support

763-201-9070

Live phone support provides the fastest resolution times.

- Live phone support can be expected, however subject to call volumes, a callback may be necessary.
- Calls are handled in order received.
- Remote access to servers helpful but not required.



E-mail Support

support@amt-us.com

E-mail support gives you a history and knowledgebase you can refer to later.

- 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.



Web Support Portal <http://support.amt-us.com/websupport/>

AMT's Web Support Portal lets you browse issues and submit your own. You can also view archived support issues and their resolutions.

Expanding your support team by partnering with AMT gives you quicker, more successful installs, happier customers and higher profits. Renewing system support yearly provides software updates and continued support for adding hardware, expanding your system, new features, new HID firmware versions, and more.



AMTDN

<http://support.amt-us.com/amtdn/>

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
- Troubleshooting WebBRIX
- WebBRIX FAQs
- Using the Rich Client and Web Client
- WebBRIX tutorials and training videos
- Information about HID VertX hardware
- Configuring VertX for WebBRIX

* Manufacturing Partners may be required to complete WebBRIX Installation and Troubleshooting, WebBRIX Basic, and VertX Basic training courses.

Contact AMT for more informations:
763-201-9059
sales@amt-us.com



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