

Comprehensive Support is the best way to stay current with ThinManager.



Automation Control Products provides complimentary support to purchasers of ACP ThinManager® for 30 days from activation of the software license. Customers can receive technical support for the ACP Thin Client system beyond the initial 30 days by purchasing Comprehensive Support.

Comprehensive Support entitles a customer to one year of technical support. Phone support is available between 9 A.M. and 5 P.M. EST, Monday through Friday, normal holidays excluded.

After-hours and on weekends, a Comprehensive Support customer can leave a voice message for support or send an e-mail. An ACP technical support representative will return the call on the next business day.

Comprehensive Support Customers Receive:

- Free upgrades for all ThinManager software
- **678-735-7432** A phone number with voice mail for technical support
- **support@thinmanager.com** E-mail for technical support
- A certificate with a unique support ID
- Special offers on ThinManager training

System Support

ACP supports ACP ThinManager, ThinManager Ready hardware, and ACP Thin Client systems. We reserve the right to refer terminal server application issues to the appropriate application vendor.

Free Upgrades

Customers who have Comprehensive Support receive free upgrades to ThinManager, ThinServer, ACP firmware, terminal capabilities database, modules, and touch-screen drivers.

If you need to purchase or upgrade your Comprehensive Support plan, you will need to provide ACP with all the license numbers that will need to be covered. Follow the instructions below for your version of ThinManager to retrieve your license numbers.

► For versions 3.1 and later

Open your ThinManager application. Select a ThinManager server from the tree directory. Then select the Licenses tab at the top of the right pane of the current window. This will show you the current licenses for that ThinManager server. You must select each ThinManager server to get all of the ThinManager licenses you have installed. You will need to take a screen shot (print screen) showing your license numbers, attach it to an email and send it to **compsupport@thinmanager.com**. You will need to state in the email how many thin clients you have and if any of your licenses are redundant. We will quote your Comprehensive Support Plan based on the license numbers that you provide us.

► For version 3.0

Open your ThinManager application. Select a ThinManager server from the tree directory. Then select the Manage menu at the top of the application window. Select Licensing from that menu to view the licenses installed. You must select each terminal server to get all of the ThinManager licenses you have installed. You will need to take a screen shot (print screen) showing your license numbers, attach it to an email and send it to **compsupport@thinmanager.com**. You will need to state in the email how many thin clients you have and if any of your licenses are redundant. We will quote your Comprehensive Support Plan based on the license numbers that you provide us.

► For version 2.6 and earlier

Open your ThinManager application. Select a ThinManager server from the tree directory. Then select the ThinManagerServer menu at the top of the application window. Select Licensing from that menu to view the licenses installed. You must select each terminal server to get all of the ThinManager licenses you have installed. You will need to take a screen shot (print screen) showing your license numbers, attach it to an email and send it to **compsupport@thinmanager.com**. You will need to state in the email how many thin clients you have and if any of your licenses are redundant. We will quote your Comprehensive Support Plan based on the license numbers that you provide us.

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