



# Comprehensive Support

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

Be sure to talk to your Distributor about getting current on your support plan so you can realize the savings and receive the newest ThinManager releases as soon as they are available!

You'll need to tell your distributor how many ThinManager licenses you have in order to get an accurate quote. Instructions for retrieving your license information are outlined below.

For versions 2.5 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 your Distributor. You will need to state in the email how many thin clients you have and if any of your licenses are redundant. Your Distributor will quote your Comprehensive Support Plan based on the license numbers that you provide them.

For version 2.4 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 your Distributor. You will need to state in the email how many thin clients you have and if any of your licenses are redundant. Your Distributor will quote your Comprehensive Support Plan based on the license numbers that you provide them.

### ▶ Free Support

Automation Control Products provides complementary 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

Comprehensive Support entitles a customer to one year of technical support through a toll-free phone number. 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.

### ▶ System Support

ACP supports ACP ThinManager 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.

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