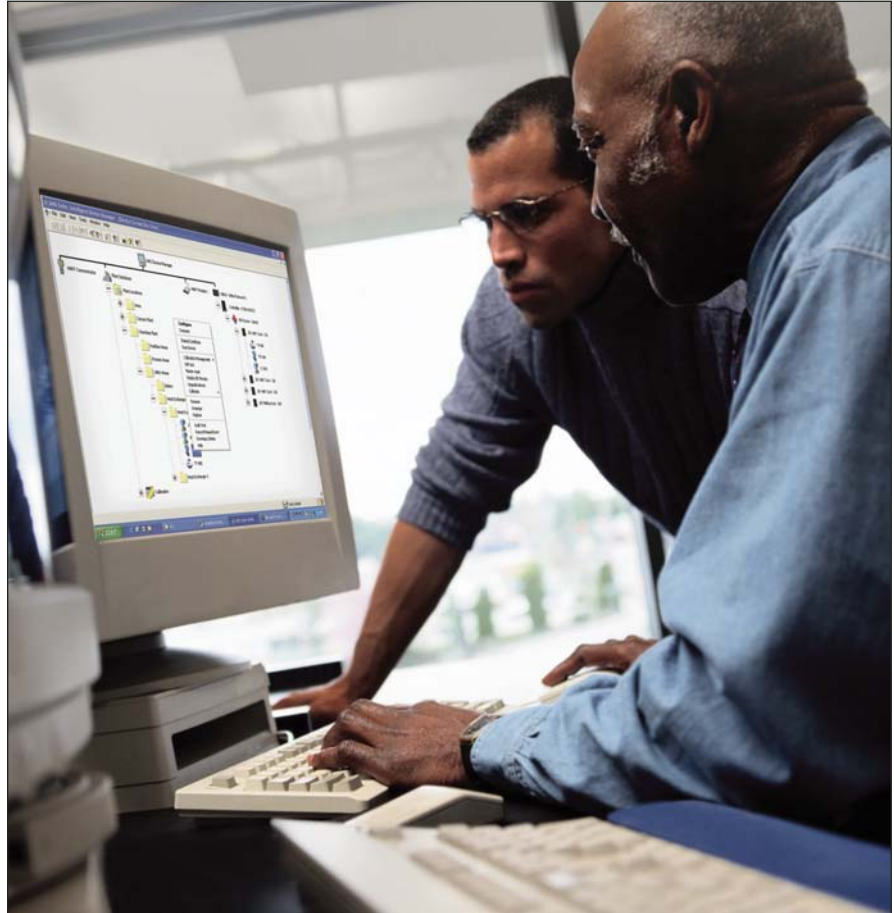


Foundation Support Advantages

- *Software updates let you take advantage of the latest AMS Device Manager offers*
- *Technical support services bring peace of mind and safeguards your investment*
- *Dedicated website access provides answers to your frequently asked questions, software updates, and the latest product information*
- *Monthly emails inform you of the latest technical support knowledge and upcoming release information*



Your questions will be answered quickly, making your installations and upgrades smooth ones.

Foundation Support Service for Continuing Peace of Mind

Foundation Support delivers the ongoing support capabilities you need to efficiently maintain your AMS Device Manager software investment for a moderate annual fee.

Make sure you are getting full value from your investment and that you are using AMS Device Manager's predictive diagnostics to impact your bottom line.



Our Foundation Support Team is ready to answer your questions.

Benefits of Foundation Support

There are four essential support features included in Foundation Support:

- **Software updates.** Safeguard your software investment. You will automatically receive software updates so your AMS Device Manager system always operates at an optimum level. Software updates take full advantage of new technology, provide enhanced functionality, and ensure your licensed options operate at peak performance.
- **Technical support.** Maintain access to trained Emerson professionals for support, advice and guidance. Emerson is known for excellent service and that is exactly what you get when expert AMS Device Manager help is just a phone call away.
- **Dedicated website access.** Access our web technical support capabilities to see a knowledge base of answers, the latest AMS Device Manager information, and software updates between releases.
- **Monthly emails.** Read about the latest technical support knowledge and upcoming release information. If a specific topic is of interest to you, follow the link for more detailed information.



Maintain access to direct phone or email support for advice and guidance.

Additional Foundation Support Benefits

Your Foundation Support purchase enables you to receive:

- **New Device Descriptors.**

Keep your system up-to-date with device manufacturer drivers (DDs) so you can obtain the benefits of new device intelligence.

- **Remote terminal access.**

Have trained professionals access your system to help troubleshoot any issues that may arise.

- **Limited IT network support.**

Sometimes, network concerns need to be addressed for you to operate your AMS Device Manager system in the preferred manner.

- **Unlimited callers for each system.**

Anytime anyone has a question or needs support, they can contact a trained Emerson professional.

- **Free replacements of lost CDs or manuals.**

- **Free license transfers.** You decide to purchase a better PC to run AMS Device Manager or maybe your current PC crashed. After installing AMS Device Manager, you can license your system for the new PC at no penalty.

- **Beta program participation.**

Try new features and have your feedback incorporated in upcoming releases.

- **Web seminars.** Emerson personnel will show you how to maximize the value of your system from the comfort of your own office.

- **Special promotions and discounts.** From time-to-time we send out coupons for discounts on software options and training.

A Total Support and Training Approach

Emerson offers a range of support and training options so you can efficiently install, configure, maintain, and upgrade your AMS Device Manager software. We want to deliver all

the expert product advice and technical information you need to keep your process operating and your people productive. The services available ensure all aspects of your AMS Device Manager system operate at optimum levels so you get the most from your investment.

Our goal is to continue to provide the services you need to maintain your AMS Device Manager software and to help you take full advantage of new features and enhancements available with future AMS Device Manager releases. **Visit www.assetweb.com**

US/Canada:
1(800)833-8314 or 1(888)367-3774

Latin America:
1(512)832-3774

Europe/Middle East/Africa:
+63 2 636 9740

E-Mail:
ap-sms@ap.emersonprocess.com

Web:
www.assetweb.com/support

Regular hours of operation are 7:30 a.m. to 5:30 p.m. in caller's local time.

Emergency Support is available 24 hours a day. Please use telephone access to obtain support for emergency situations after hours. Requests for assistance via email or the Internet support web site are only monitored during regular hours of operation.

For support without a Foundation Support agreement, services may be purchased by major credit card. For more information contact the Emerson Process Management Global Service Center or your local Emerson Process Management representative or service office.

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AMS Suite: Intelligent Device Manager powers PlantWeb through predictive and proactive maintenance of intelligent field devices to improve availability and performance.