

AMS Device Manager Product Support



Key Benefits

- Increase reliability and efficiency of field instruments and devices
- Receive expert assistance and consultation with device and instrument configuration
- Improve planning with comprehensive device and license inventory
- Efficient management of software updates and device install kits

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with secure remote system diagnosis capabilities. You can call or chat with our support team or submit questions and issues through the Guardian digital platform or mobile app. Email and chat support are also available 24 hours during Monday through Friday.

Features



System Health Score
The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, software updates, and service calls.



24/7 Expert Product Support (GSC)
Includes unlimited 24x7 Expert Telephone Product Support, with secure remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian platform or mobile app. Email and Chat Support are also available 24 hours during Monday through Friday.



Remote System Diagnosis
Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.



Service Call Logs
Service Call Logs allow you to monitor the progress of product support calls, examine past service calls, and send/receive call status updates.



Software/Firmware Updates
The latest software updates, patches, and hotfixes matched to system content can be accessed directly from the Guardian platform.



Guardian Software Update Delivery Service (GSUDS)
This feature provides an automated delivery (either on demand or scheduled) of updates specific to the enrolled system.



Knowledge Base Articles (KBA)
KBAs are prepared by Emerson as a supplement to standard product documentation. These are evaluated for applicability to a broad audience of system users.



Asset and License Inventory
Get an updated and accurate inventory of all system components and licensing. Access information like serial numbers, software and hardware versions, and registered system licenses.



Lifecycle Status
Matches your enrolled hardware or software content to its associated lifecycle status via the dashboard. Asset Lifecycle status information helps you plan system management and sustainability investments.



Download the Installer Media
Guardian allows you to download the installer media of our latest major software version and upgrades, including new features and enhancements. Users can download the latest media directly from Guardian.

Ordering Information

A product support quotation can be requested by logging in to the Guardian platform and selecting Request to Quote. An email notification will be sent to you as reference and to the appropriate Emerson representative who will assist you with your request.

Description	Model Number
Product Support with emergency telephone support (24 hours/day, 365 days/year)	AW7040STxxxx ¹
Product Support for both DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year)	VE9048Syyyy ²
Product Support Returning AMS Device Manager Customer for Expired Support > 1 Year	AW7040STRCxxxx ¹
Product Support for one Returning DeltaV Customer and multiple consolidated AMS Device Manager with Expired Support > 1 Year	VE9048SRCyyyy ²

¹Where xxxx represents the licensed AMS Device Manager Tag count, up to 30,000 Tags.

²Where yyyy represents the licensed DeltaV DST count, up to 30,000 DSTs.

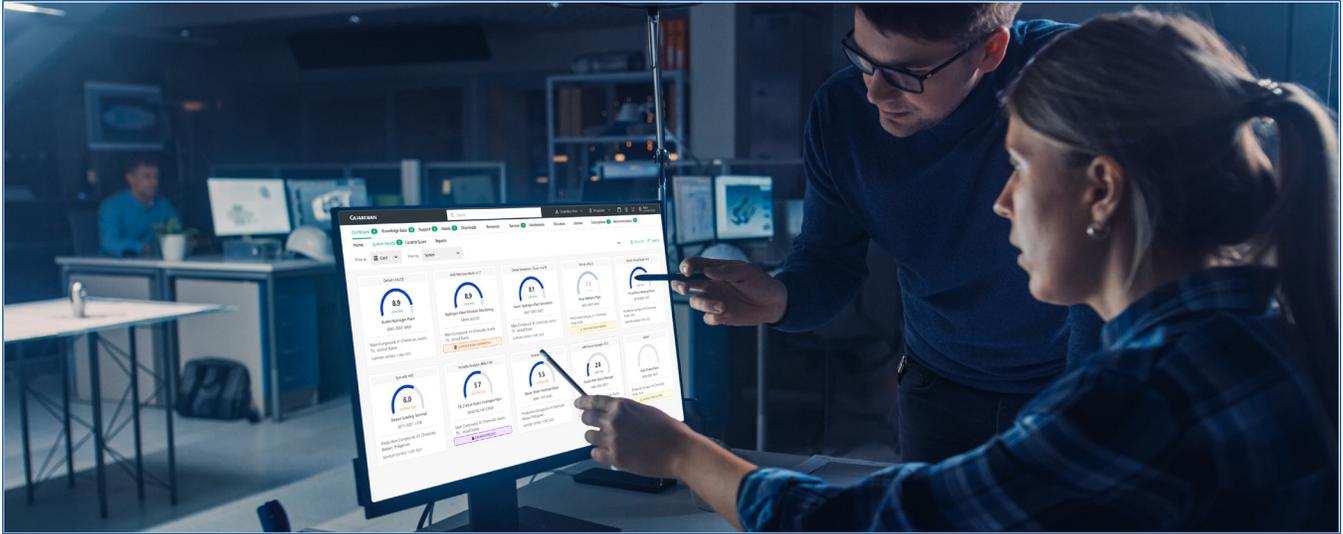
NOTE: Guardian Enterprise Agreements use the single-year part number for agreement calculations.

Service Requirements

AMS Device Manger version 10.5 or higher required. System information collection requires periodic customer use of an automation-assisted process using the standard AMS Device Manager system registration utility. This process does not require a direct internet system connection.

How It Works

AMS Device Manager Product Support is delivered through Guardian. Guardian is Emerson's digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.
- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit www.emerson.com/guardian.

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