



Overview

AUX[®] can greatly increase your organization's productivity by giving users access to the familiar, intuitive interface of the Apple[®] Macintosh[®] computer within the UNIX[®] environment. But that productivity can come to a halt if you run into unfamiliar compatibility or configuration problems. That's where we can help.

The AUX Answerline provides direct access to Apple support engineers who can provide technical assistance with questions about system administration, compatibility, and product usage.

Assistance is available in two convenient packages: AUX Answerline, a one-year subscription; and AUX Answerline 6, a cost effective, 12-month, six-incident assistance package.

Features

- Direct access to support engineers via a toll-free 800 number
- Two convenient purchase options
- Quarterly call activity reports

Benefits

- Convenient access provides answer to complex AUX questions.
- Allows you to return to full productivity quickly.
- A one-year subscription allows you to budget for an entire year's support needs.
- The AUX Answerline 6 allows you to economically seek assistance when you need it.
- Gives you detailed information about the number and content of calls.
- Helps pinpoint problem areas within your organization.



AUX Answerline

Services Provided

The UNIX environment is a complex and difficult system for even the most knowledgeable users. Having expert help available with just a phone call makes a big difference in maximizing the use of your computing systems.

That help is available directly from Apple Computer via the AUX Answerline. Your calls to the AUX Answerline go directly to a knowledgeable support engineer. AUX Answerline engineers are trained extensively on the latest Apple AUX products and are backed by Apple's call escalation system. They also have access to a specially equipped, multi-environment laboratory where these products can be tested in a multitude of configurations.

AUX Answerline engineers handle questions on the following issues:

- Configuration
- Installation
- Compatibility
- Product usage
- System administration
- Troubleshooting

The AUX Answerline is designed for user-level questions about the current and most recent major versions of the AUX operating system, related software, utilities, and drivers. Developers should use other Apple support services for assistance with Macintosh development questions. AUX Answerline engineers do not resolve questions about modified hardware or software source code.

When you purchase the AUX Answerline, you receive assistance with products such as:

- AUX operating system
- AUX end-user utilities
- MacX[®]
- X Window System

Other related products will be added to the program as appropriate.

If problems are associated with another vendor's product, we will refer you to the appropriate third-party resource for assistance.

Service Options

AUX Answerline
This is a subscription service designed to provide convenient, consistent technical backup coverage for one full year. This option allows you (and a single backup contact) to seek technical assistance directly from Apple support engineers for an unlimited number of incidents during your 12-month subscription period. Quarterly call activity reports will document your call history and help you manage trends within your installation.

AUX Answerline 6
This economical "6-pack" solution is designed for those who require only occasional technical assistance and provides support for six problem incidents* during a 12-month period. You have direct access to support engineers during normal operation hours. You also receive quarterly call activity reports.

AUX Answerline support is available from 9:00 A.M. to 6:00 P.M. your local time (6:00 A.M. to 3:00 P.M. in Hawaii), Monday through Friday. The center is closed on major holidays.

*An incident is defined as a question relating to a specific, discrete problem that can be answered by isolating its origin to a single cause. Such questions may arise from, but are not limited to, lack of user knowledge; product malfunction; product incompatibilities; or improper configuration/coding of hardware or software components. Final determination of what constitutes an incident shall be at the sole discretion of Apple.

Ordering Information

To order the AUX Answerline (PNM1165LL) or AUX Answerline 6 (PNM1167LL), call 1-800-950-2442. AUX Answerline services are available only to residents of the United States.