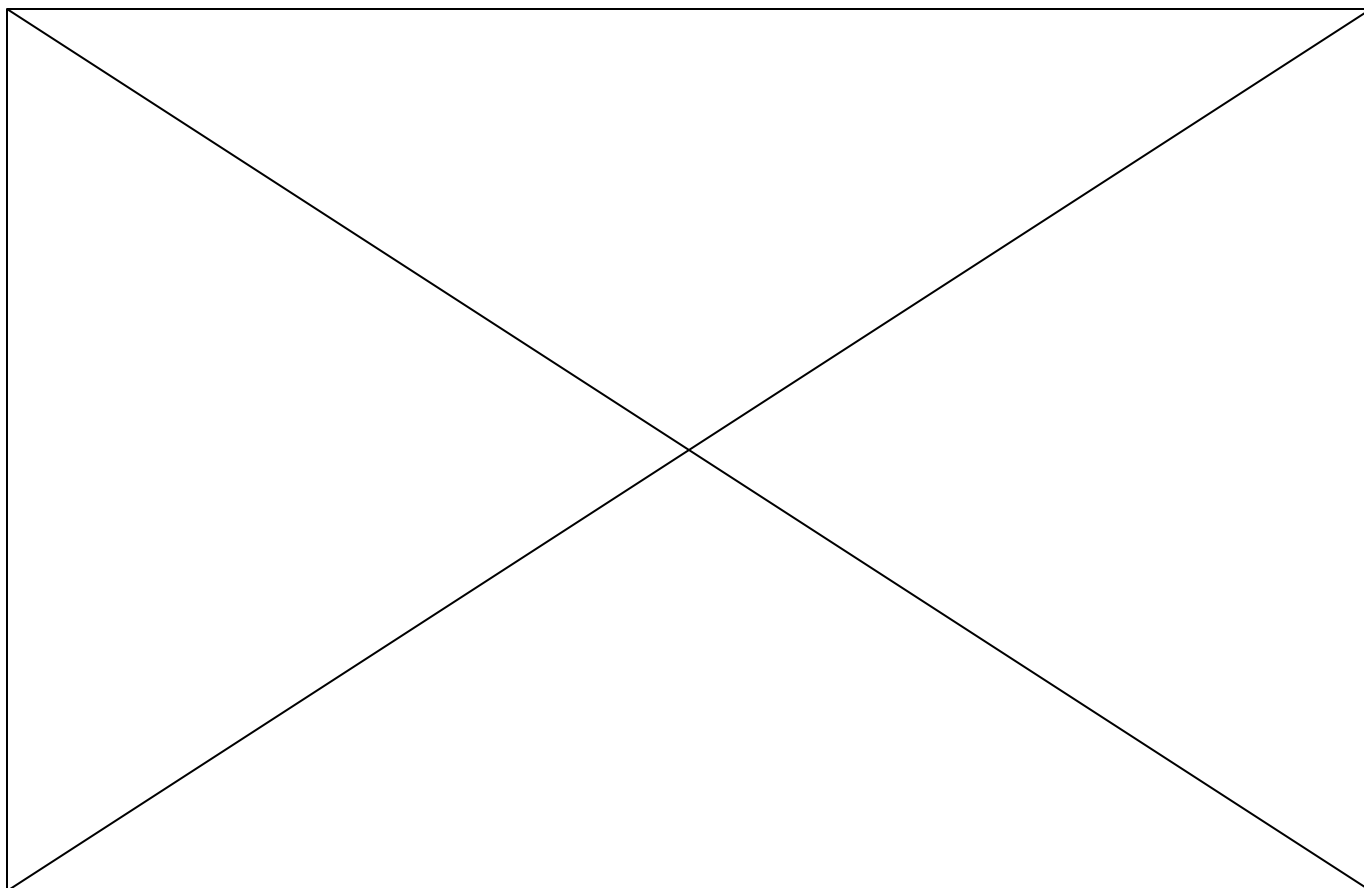# Technical Coordinator Answerline

Overview

As a technical support coordinator, your organization depends on you to keep your Macintosh® users up and running. Apple's Technical Coordinator Answerline is a telephone support service designed to provide technical support for those using Apple® Macintosh computers and other Apple products in demanding multivendor computer environments. Apple support engineers will answer questions on topics ranging from general Apple Macintosh issues to the Apple A/UX® operating system and provide solutions for complex multivendor networking problems.

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

Features

- Direct access to support engineers via a toll-free 800 number.

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- Support for Macintosh systems and their connections to multivendor environments, including AppleTalk®, IBM®, and DEC™.

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- Two convenient purchase options

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- Quarterly call activity reports

Benefits

- Convenient access provides answers to Macintosh, A/UX, and complex networking questions.
- Allows you to return your users to full productivity quickly.

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- "One-stop" assistance with Apple Macintosh systems and connections to multivendor computing environments.

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- The Technical Coordinator Answerline one-year subscription allows you to budget for an entire year's technical support needs.
- The Technical Coordinator Answerline 6 is a six-incident assistance package allowing you to purchase just the support you need.

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- Helps you pinpoint problem areas and better manage your support budget.

Technical Coordinator Answerline

Services Provided

The Technical Coordinator Answerline offers you the help you need to support users in even the most demanding environment. Your calls go directly to our Technical Coordinator Answerline engineers. They are backed by Apple's call escalation system and a specially equipped, multi-environment laboratory, where these products can be tested in a variety of configurations.

Technical Coordinator Answerline engineers handle questions in the following areas:
—Configuration
—Installation
—Compatibility
—Product usage
—Administration
—Troubleshooting

You receive support for the use of Apple Macintosh products, including the current and most recent major versions of the Macintosh and A/UX operating systems, related software, utilities, drivers, and networking and communications products:

AppleTalk products
AppleTalk for VMS™
AppleTalk Internet Router
—LocalTalk® PC Card
—AppleShare® PC
—AppleShare File Server
—AppleShare Print Server
—Apple Ethernet® NB Card
—Inter•Poll® Network Administrator's Utility

IBM networking and connectivity products
—Apple TokenTalk® NB Card
—Apple Serial NB Card
—Apple Coax/Twinax Card
—MacDFT®
—MacAPPC™

A/UX products
—A/UX operating system
—A/UX end-user utilities
—MacX™
—X Window System

Macintosh Operating System
—System Utilities
—HyperCard® (up to user level 3)
—Printer drivers

This list is only a partial representation of the products we support.
Coverage does not include modified hardware or software source code, hardware repair issues, development questions, or customized integration.
Problems associated with another vendor's product will be referred to the appropriate third-party resource for assistance.

Service Options

Technical Coordinator Answerline
This subscription service is designed to meet your need for convenient, consistent technical backup coverage for one full year. You and a single backup contact may seek technical assistance directly from our support engineers for an unlimited number of incidents during the 12 months. You will also receive quarterly call activity report.s.

Technical Coordinator Answerline 6
This is an economical "6-pack" solution for those requiring only occasional technical assistance. This option provides support for six problem incidents* during a 12-month period. You also receive quarterly call activity reports.

Technical Coordinator 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.

Ordering Information

To order the Technical Coordinator Answerline (P/N M1162LL) or Technical Coordinator Answerline 6 (P/N M1164LL), call 1-800-950-2442. The Technical Coordinator Answerline services are available only to residents of the United States.

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