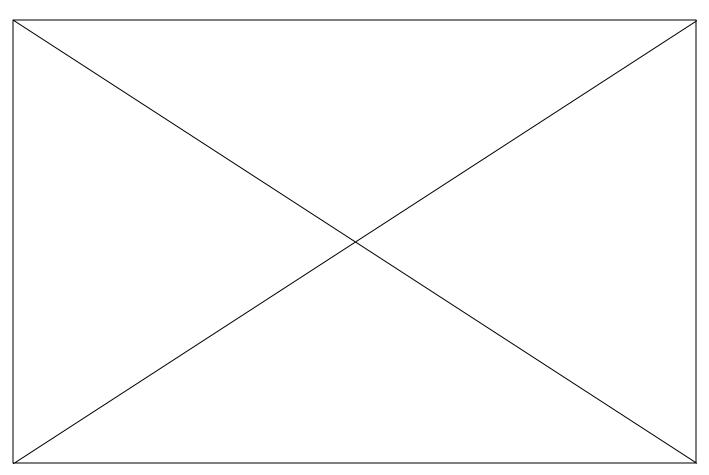# A/UX Answerline

Overview

A/UX® 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 A/UX 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: A/UX Answerline, a one-year subscription; and A/UX 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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· Two convenient purchase options

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· Quarterly call activity reports

Benefits

· Convenient access provides answers to complex A/UX questions.
· Allows you to return to full productivity quickly.

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· A one-year subscription allows you to budget for an entire year's support needs.
· The A/UX Answerline 6 allows you to economically seek assistance when you need it.

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· Gives you detailed information about the number and content of calls.
· Helps pinpoint problem areas within your organization.

A/UX 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 A/UX Answerline. Your calls to the A/UX Answerline go directly to a knowledgeable support engineer. A/UX Answerline engineers are trained extensively on the latest Apple A/UX 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.

A/UX Answerline engineers handle questions on the following issues:
– Configuration
– Installation
– Compatibility
– Product usage
– System administration
– Troubleshooting

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

When you purchase the A/UX Answerline, you receive assistance with products such as:
– A/UX operating system
– A/UX 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

A/UX 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.

A/UX 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.

A/UX 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 Informatin

To order the A/UX Answerline (P/N M1165LL) or A/UX Answerline 6 (P/N M1167LL), call 1-800-950-2442. A/UX Answerline services are available only to residents of the United States.

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