



## Overview

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Software Development Answerline products can help your programmers solve development problems quickly. Developers can now receive accurate, informative answers to their questions in a timely fashion. Developers of noncommercial applications using Apple® technology can receive technical assistance directly from Apple's support engineers to overcome design and development hurdles.

Experienced development support engineers offer guidance in code writing and debugging, tools, design and user interface considerations, and resource and product information.

Two flexible options offer access via AppleLink® and telephone: Software Development Answerline, a one-year subscription; and Software Development Answerline 6, a cost-effective, six-incident, 12-month support package.

## Features

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- Direct flexible access to senior support engineers
- Two convenient purchase options for technical support
- Broad support for development in multiplatform environments

## Benefits

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- AppleLink access for code assistance plus telephone access when needed.
- The Software Development Answerline one-year subscription allows you to budget for an entire year.
- The Software Development Answerline 6 provides economical assistance when you need it.
- Experts handle questions on operating systems, graphic interface/frontends, languages, tools, utilities, connectivity, and selected third-party products.



# Software Development Answerline

## Services Provided

Now development assistance is available directly from Apple Computer, Inc. in the form of the Software Development Answerline. The Software Development Answerline provides answers to questions from developers using Apple technology to create custom applications for noncommercial use. Questions are answered by development support engineers with expertise in the use of key development tools and languages. Engineers are backed by Apple's escalation system and have access to a specially equipped, multi-environment laboratory to provide timely answers to development questions.

Development engineers provide assistance with:

- Coding and debugging
- Design and user interface considerations

- Apple products and operating environments
- Apple programming tools and languages
- Apple connectivity products

Problems with products from other vendors will be isolated and attempts will be made to resolve these development questions before the subscriber is referred to the appropriate vendor.

Support will not be provided for custom hardware development.

AppleLink software (Apple's electronic communication system) and a network account are required to purchase the Software Development Answerline products.

AppleLink is a cost-effective and valuable addition to your permanent in-house development reference library because it

provides access to the Developer Support bulletin and discussion boards.

Additionally, the Software Development Reference Tools product, another key resource for your development efforts, is now available. Monthly mailings include important developer reference information: the Developer CD series, Macintosh Technical Notes, develop magazine, APDAlog®, Developer University schedules, and more. These reference tools, originally available only to commercial developers, will answer many of your developer questions.

Complimentary membership in APDA (Apple's Programmers Developers Association) for mail ordering technical libraries is provided with all products.

## Service Options

**Software Development Answerline**  
This subscription service offers convenient, consistent development backup coverage for one full year. You and a single backup contact may seek development assistance directly from Apple support engineers for an unlimited number of incidents during the 12-month subscription period.

**Software Development Answerline 6**  
This cost-effective support option offers economical development support for occasional questions. Six problem incidents\* are supported during a 12-month period. You have direct access to Apple development support engineers from 9:00 A.M. to 6:00 P.M. customer's local time. (6:00 A.M. to 3:00 P.M. in Hawaii) Monday through Friday.

Electronic mail is accepted 24 hours a day, but will be answered during normal working hours. The support 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

You must have an AppleLink account to purchase the Software Development Answerline products. You can order AppleLink at the same time you order the Software Development Answerline products.

To order the Software Development Answerline (PNM1177LL), Software Development Answerline 6 (PNM1179LL), AppleLink, or the Software Development Reference Tools (PNM1175LL) call 1-800-950-2442.

These services are available only to residents of the U.S.