Apple Service, Support, and Training

Apple Computer offers service, support, and training directly and through a network of third-party providers. These providers include authorized Apple® resellers, Training Providers, Systems Integrators, Consultants, User Groups, and customers' in-house support staff. Apple is committed to offering these providers the tools, information, and backup assistance that will ensure a high level of customer satisfaction. For more information, see the Apple Guide to Service, Support, and Training *(p/n L0029LL/A).*

Support products for all Apple customers

Apple Customer Assistance Center (1-800-776-2333)
The Apple Customer Assistance Center helps customers with problems that were not resolved by their support provider. The Assistance Center is not a technical support line; it is provided to help when all other channels have been exhausted.
Customer benefits:
- A source of assistance when customers aren't satisfied with the efforts of the support provider
- Satisfaction in knowing that a toll-free number is available if there is a problem (even if it is never used)
- Less confusion about where to go for help; customers can get immediate assistance from a single source

For more information, look on the AppleLink® network: Apple Support world: Service and Support icon.

Apple Warranty
Every Apple hardware product carries a one-year limited warranty against defects in workmanship.
Customer benefits:
- Peace of mind—customers are protected for one full year from repair expenses caused by defects in workmanship
- Cost included in the price of the product
- Repair available worldwide on U.S.-purchased equipment

For more information, look on AppleLink: Apple Support world: Service and Support icon: Service and Support folder.

AppleCare
AppleCare® is an extended maintenance agreement that covers Apple products once their warranty has expired. Customers can purchase AppleCare coverage for any Apple product at any time while they own the product. Any out-of-warranty equipment must be inspected by an authorized Apple reseller before the AppleCare service agreement begins. Resellers are encouraged to use AppleCare to underwrite their own service contracts.
Customer benefits:
- Peace of mind, knowing that if their Apple product fails, repair charges are covered
- One year's coverage for less than the cost of a typical repair
- Ability to transfer the contract should customers move or sell their covered equipment

For more information, look on AppleLink: Apple Support world: Service and Support icon.

System 7 Telephone Support Services
The System 7 Upgrade Answerline will help customers with the process of upgrading their Macintosh® computers to System 7.0. It provides direct telephone access to a System 7 specialist who can help plan the upgrade, assist with the installation process, and troubleshoot issues that arise as a direct result of the upgrade. Telephone assistance is available Monday through Friday, from 6 a.m. to 5 p.m. Pacific time.

Apple also offers an automated Q&A system, which provides recorded answers to the most frequently asked questions about installing and using System 7. The Q&A system is available 24 hours a day, 7 days a week.

Customer benefits:
- Direct access to Apple System 7 specialists for prompt resolution of questions
- 24-hour access to Q&A system to help resolve problems after hours and over weekends
- Smooth upgrade with minimal downtime

For more information, look in the System 7 icon on AppleLink, or see the *Training & Support for System 7* POG that was in the System 7 Intro Kits.

Apple Software Update Program
The Software Update Program provides subscribers with updates and documentation released during the subscription period for various Apple system, networking, and communications software. Subscriptions include right-to-copy licenses.
Products supported: AppleII$_{GS}$® and Macintosh system software, HyperCard®, and selected other Apple software.
Customer benefits:
- Convenient way to budget for and obtain software updates.
- Automatic receipt of software updates and documentation for one annual fee (complete documentation only provided with major releases)
- Bundled options and right-to-copy licenses, allowing network administrators to update local area networks easily

For more information, look on AppleLink: Apple Support world: Apple Software Update icon.

Support for in-house developers

Software Development Answerline
Through the Software Development Answerline, Apple offers direct support to Macintosh software developers in business, government, and education who are creating applications for in-house use. Experienced development support engineers offer guidance in code writing and debugging, tools, design and user interface considerations, and resource and product information.
Customer benefits:
- Direct access to Apple engineers for fast resolution of development problems and questions
- Support for development in multiplatform environments

Software Development Reference Tools
The Software Development Reference Tools product consists of monthly mailings of developer reference information including the Developer CD series, Macintosh Technical Notes, d e v e l o p ™ Magazine, APDA log, and Developer University course schedules. The product includes a one-year membership in APDA.
Customer benefits:
- Provides access to comprehensive set of development tools, languages, and reference material.
- Proactive mailings from Apple to keep developers up to date with the latest information.

For more information, see the Software Development Reference Tools POG or the Software Development Reference Tools datasheet.

Products for Apple support providers

Apple Technical Coordinator Answerline
The Technical Coordinator Answerline provides support for the use of Macintosh products, including the operating system, related software, drivers, and networking and communications hardware and software. Calls are answered by Apple support engineers, who can answer questions about configuration, installation, compatibility, adminstration, and troubleshooting.

Products supported: Macintosh and A/UX® operating systems, AppleTalk®, and Apple-branded IBM® & DEC® networking and connectivity products.

Customer benefits:
- Immediate telephone access to Apple support engineers for fast resolution of the problem
- Minimized system downtime
- Quarterly call reports that help customers to evaluate their organization's support and training requirements

For more information, look on AppleLink: Apple Support world: Support Programs icon; or see the Apple Technical Assistance POG, or the Technical Coordinator Answerline datasheet.

Technical Information Source
Technical Information Source is a CD-ROM-based technical support product that provides diagnostics, system utilities, an Apple software archive, a technical support database, technical reference stacks, and training stacks. A HyperCard front end, search and feedback capabilities, and on-line documentation help support providers find information quickly and easily.

Customer benefits:
- Increased self-sufficiency, because support providers and end users can answer many of their own questions
- Easy, local access to a large amount of technical information about Apple products
- Increased efficiency of in-house support providers

For more information, look on AppleLink: Apple Support world: Service and Support icon.

Apple Service

Apple is working to ensure the availability of service options that can be tailored to meet the unique needs of its customers. As part of its commitment to quality service, Apple offers hardware troubleshooting and system software training, superior diagnostic tools, documentation, and technical support to its more than 2,000 service providers. Apple is committed to high-quality service parts and the timely delivery of new and replacement parts to service providers. For more information, talk to your local Apple Customer Support Account Manager (CSAM).

Dealer-Sponsored Servicing Organization
The Dealer-Sponsored Servicing Organization (DSSO) program is designed for large institutions who would like to repair their own Apple systems. The program is implemented through authorized Apple resellers, who arrange for training, sell replacement modules and parts, and provide technical support.

Customer benefits:
- Flexibility to provide in-house hardware repair
- Access to genuine Apple parts and support from resellers

For more information, contact your local Apple Customer Support Account Manager (CSAM).

Products for the Apple community

AppleLink
AppleLink is the on-line information and communications service for the international Apple community. In addition to electronic mail, it provides customers, resellers, developers, support providers, and other business partners with up-to-date information on a variety of Apple and third-party products and programs.

Customer benefits:
- Direct access to Apple and the Apple community
- Communication and information exchange within the Apple community

For information, call the AppleLink HelpLine at (408) 974-3309.

Apple Training

Training Providers
Customers can obtain Macintosh training from authorized Apple Training Providers who participate in the following programs: Apple Authorized Training Centers program, designed for authorized Apple resellers; the Apple Training Alliance℠, comprised of dedicated third-party training companies; and the Training Associates program, designed to meet customers' needs for consistent, nationwide delivery of training.

Customer benefits:
- Range of providers to meet the needs of all types of customers
- Customers can be confident in Training Providers' ability to offer consistent, high-quality training

For more information, look on AppleLink: Apple Support world: Customer Training icon. Customers can call 1-800-732-3131, ext. 300, to find an authorized Apple Training Provider in their area.

Training Courseware
Apple has developed training courseware to help training providers teach new skills to individual users. Apple-developed courseware falls into four categories: product tutorials, providing self-paced instruction on Apple computers; Macintosh product training, focusing on Macintosh usage skills; productivity training, covering Macintosh software applications; and technical training. Customers can purchase Apple training materials from any Apple reseller.

Customer benefits:
- High-quality courseware available to all training providers
- Courses offer a wide range of learning experiences

For more information, look on AppleLink: Apple Support world: Customer Training icon.

Support for A/UX customers

A/UX Answerline
The A/UX Answerline provides specialized support for the A/UX operating system, related software, utilities, drivers, and networking protocols. Customer calls are answered by A/UX engineers who can answer questions about configuration, installation, compatibility, adminstration, and troubleshooting.

Customer benefits:
- Direct access to Apple engineers for fast problem resolution
- Minimized system downtime
- Quarterly call reports that help customers to evaluate their orgnization's support and training requirements

For more information, look on AppleLink: AppleLink Support world: Support Programs icon; or see the Apple Technical Assistance POG, or the A/UX Answerline Datasheet.