Apple Service and Support

At Apple Computer, we're proud of our industrywide reputation for outstanding product quality and support. Our Service and Support products exemplify this tradition, providing a comprehensive solution for anyone who supports users of Apple technologies—particularly in K–12 settings.

Apple's success in the support area stems from a simple, straightforward philosophy: We believe that to provide top-quality assistance, you need to work from the ground up. This broad approach offers educators a host of benefits, including improved response time, reduced downtime, and lower training time and costs. Perhaps most significant of all, you'll find that using Apple's Service and Support products will put your school or district on the pathway toward the principles being defined by the CEO Forum and other government agencies engaged in setting the standards for advancing educational technology use in the 21st century.

Support Professional

The Apple Support Professional program provides access to state-of-the-art Apple tools and resources, as well as an ongoing relationship with Apple technical support engineers. This relationship offers the added advantage of staff development and training on the latest Apple technologies.

You'll receive not only personal contact with experienced Apple technicians, but also access to valuable libraries of Apple technical information and software updates to assist you in the support of your network environment.

You will receive server and/or private Internet-based access to:

- Software Recovery CDs
- Macintosh diagnostic aids such as Apple's advanced diagnostic tool, MacTest Pro
- Valuable Apple product- and technology-related information, including the Apple Spec Database and Technical Information Library
- Apple Software Updates and the Apple Software Recovery Archives
- Apple Training and Manuals Libraries
- Priority Escalation Support Line (Support Professional 700 only)

Ordering Information

Support Professional 500
M6103LL/A ➤ **$1,600**

Support Professional 500 Renewal
M6111LL/A ➤ **$1,600**

Support Professional 700
M6104LL/A ➤ **$2,150**

Support Professional 700 Renewal
M6112LL/A ➤ **$2,150**

Support Professional Additional Contact
M6106LL/A ➤ **$750**

Support Professional Additional Contact Renewal
M6113LL/A ➤ **$750**

Apple Education Extended Service Program

Budgeting for technology presents educators with a number of challenges. Perhaps the best example is the fact that since repairs are by nature unpredictable, it's difficult to budget for them with any degree of accuracy.

That's where the Apple Education Extended Service Program can help. It protects your investment in computer equipment beyond the standard one-year warranty, allowing you to preset the cost of service coverage for your choice of three or five years in advance—so your school or district can accurately budget the funds to keep your systems in outstanding working order.

It also offers the confidence of genuine Apple parts and service from certified, trained Apple service providers.

Various options for extended service coverage are currently available for the following products:

- Power Macintosh G3 Series
- Macintosh PowerBook G3 Series
- Macintosh Server G3 Series
- Apple Displays
- eMate
- LaserWriter Printers

Ordering Information

Extended service options vary by product and length of coverage. Options for some products are available only through the Apple Store for Education. For details on options, pricing, and part numbers, as well as detailed program information, consult your Apple Sales Agent or visit the Apple Store web site.

For more information, visit the Apple Store for Education at
www.apple.com/education/store.

Or call **1-800-800-APPL (2775)**.

Macintosh Support and Troubleshooting Training for Students

By the middle to high school level, many students have already logged enough hours on the computer to feel comfortable about taking on the challenge of a technical support role—which is precisely what Macintosh Support and Troubleshooting Training for Students is designed to facilitate.

Students taking this course will learn valuable technology troubleshooting skills for tomorrow's workplace and will be prepared to actively assist in the support of the school or district's installed base of Macintosh computers.

This program consists of a set of student modules, along with a teacher's manual that offers suggestions about how to present these modules as a coherent, progressive single-semester course. Covering computer problems that are diagnosable and solvable through software, as well as general computational theory and operations issues, it is designed to prepare students to serve as members of Macintosh support teams—providing them with skills they'll find invaluable throughout their lives—regardless of their eventual profession.

Ordering Information
Macintosh Support and Troubleshooting Training for Students
T2173LL/A ➤ **$150**

Macintosh Service Technician Training for Students

This course moves beyond the more theoretical and software support–related Macintosh Support and Troubleshooting Training for Students. Macintosh Service Technician Training provides students who have already successfully completed the support and troubleshooting modules with hands-on training in actual hardware repair. As a result, the course offers a valuable dual advantage: It truly increases students' future employment skills in the technical arena—in keeping with the growing "school to work" movement—while providing schools with the significant savings offered by an on-site, low-or-no-cost Apple-trained service staff well-qualified to keep their Macintosh systems operating in peak condition.

Schools that wish to offer this repair training course to students must be operating under an Apple Self-Servicing Agreement. If your school is not already operating under this program, and you want to learn more about whether it makes sense for you, contact your Apple Account Executive or Sales Agent for program details.

Ordering Information
Macintosh Service Technician Training for Students
Available on the Service Price Pages for Apple customers with active Self-Servicing Agreements (available 9/98).

Apple Network Administrator Toolkit Workshop

This workshop teaches the most efficient ways to take advantage of the Apple Network Administrator Toolkit (ANAT) tool suite to handle the common network management issues of remote Macintosh system management, real-time collaboration and troubleshooting, and security. Through a combination of lecture, hands-on activities, and group exercises, participants learn how to successfully install and configure the three ANAT applications (Apple Network Assistant, At Ease for Workgroups, and Apple User and Group Manager); develop an individualized plan for efficient, productive, secure use of their own district network; and train other instructional staff on productive ways to use networks to assist them with their specific roles and responsibilities.

The workshop is delivered on location by Apple certified trainers. Participants should have prerequisite skills that include a basic understanding of the Macintosh and network fundamentals. Each participant will receive a Participant Kit containing quick reference guides, manuals, a participant guide, and key documentation for use during the workshop and for later reference.

Ordering Information
Two-day, on-site, instructor-led workshop for four to twelve participants.

This workshop will be delivered exclusively by Apple's certified ANAT workshop training providers. For referrals to a local provider call 1-800-800-2775 after 8/1/98 or visit our web site at www.apple.com/education.

For more information, visit the Apple Store for Education at **www.apple.com/education/store** or call **1-800-800-APPL (2775).**