



# Apple Support Professional for Education

## Features

### State-of-the-art support

- Gives you exclusive access to a secure web site that offers the very latest product and technology information from Apple, as well as timely, proactive support-focused e-mail notices
- Provides priority telephone assistance from Apple senior technical support representatives
- Enables further support escalation for exceptionally difficult or unusual cases through Apple's membership in the industry-acclaimed TSANet
- Offers self-paced training courses on key Apple products, delivered in CD-based format or via the Internet
- Includes Software Recovery and Macintosh Diagnostic CDs

### Efficient delivery

- Takes full advantage of current information delivery technologies, by using:
  - A dedicated web site
  - Timely e-mail messages
  - Relevant CD-ROM mailings

### High scalability and flexibility

- Lets you select the precise level of Apple support information you need
- Enables you to expand the number of users you support swiftly and simply
- Allows access to support information from a system running either the Mac OS or Windows

The Apple Support Professional for Education program provides a comprehensive solution for anyone who supports users of Apple technologies in educational settings.

By allowing access to the latest Apple support information and assistance through a wide range of state-of-the-art delivery methods—including a dedicated web site, timely e-mail notices, and relevant CD-ROM mailings—Apple Support Professional for Education can help you reduce training costs, improve response time, and, in general, manage support resources more efficiently. It also features an ongoing relationship with Apple senior technical support engineers, whose all-round experience is invaluable for everything from dealing with day-to-day user crises to staying abreast of the latest developments in computer technology.

Apple's Support Professional program provides a wealth of flexible, scalable services designed to accommodate today's fast-paced technological changes—extremely cost-effectively. In addition, program customers receive priority consideration for acceptance into Customer Quality Feedback: a program that offers an insider's opportunity to influence the development of future Apple hardware and software products.



## Specification Sheet

### Apple Support Professional for Education

## Ordering Information

<b>Support Professional 500</b>	
M6103LL/A	\$1,600
<b>Support Professional 500 Renewal</b>	
M6111LL/A	\$1,600
<b>Support Professional 700</b>	
M6104LL/A	\$2,150
<b>Support Professional 700 Renewal</b>	
M6112LL/A	\$2,150
<b>Support Professional Additional Contact</b>	
M6106LL/A	\$750
<b>Support Professional Additional Contact Renewal</b>	
M6113LL/A	\$750

To place your Support Professional order today:

- Call 1-800-800-2775
- Visit our web site at [www.apple.com/supportpro/](http://www.apple.com/supportpro/) for current presales information
- Visit Apple's education web site at [www.apple.com/education/k12/products](http://www.apple.com/education/k12/products)

## For More Information

For more information, or to find out where to buy Apple products—through a reseller or from the Apple Store—visit [www.apple.com](http://www.apple.com) or call 1-800-538-9696.

Apple stands behind its products with world-class service and support. Offering quality parts, extended hardware service options, phone support, and support via the Internet, we provide you with support choices that meet your needs. For more information, visit [www.apple.com/support](http://www.apple.com/support).

## Apple Computer, Inc.

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(408) 996-1010  
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## Program Details

As an Apple Support Professional for Education customer, you will receive the following services:

### Secure, dedicated web access to valuable Apple-related information

A series of dedicated servers on a high-speed network ensure priority access to valuable information resources, including:

- **Technical Information Library (TIL):** The technical knowledge base used by our own support staff worldwide, plus information specifically designed for support providers.
- **Apple Spec Database:** Detailed technical specifications on a variety of Apple computers, displays, printers, and other products introduced since 1984, including memory configurations, power requirements, video capabilities, built-in ports, software, sound capabilities, and logic board components.
- **Apple Software Updates:** The latest releases of updates and patches to Apple software.
- **Apple Software Recovery Archive:** Disk images of all Apple software for replacement and disaster recovery to protect you against a variety of catastrophic system failures and much more.
- **Apple Training Library:** Based on the same self-paced training used by Apple support staff, information on topics ranging from general troubleshooting to detailed product support.
- **Apple Manuals Library:** Adobe Acrobat versions of manuals for Apple hardware and software, for replacement purposes.
- **Discussion Forum:** A place for customers to share issues and support solutions.

### Support NOTICE!

A timely, proactive, support-focused e-mail subscription, designed to keep Support Professional customers informed of the latest relevant issues.

### Priority Escalation Support Line\*

A toll-free telephone service that provides:

- Unlimited access to senior Apple support staff for technical advice
- Technical expertise covering most Apple products and technologies

\*Available with the Support Professional 700 offering only.

## Support CDs

A series of CDs that offer convenient, on-site access to vast resources. Available CDs include:

- **Software Recovery CD:** A complete and efficient tool for disaster recovery, software installation, and maintenance. Contains a wide variety of Apple system software, peripheral drivers, and system-level networking software.
- **Apple Applications Recovery CD:** A wide variety of Apple-labeled productivity, utility, and networking software, including Apple Software Restore, which is designed to automate the duplication of a software configuration onto any number of systems.
- **Apple Legacy Software Recovery CD:** A number of earlier Apple-developed system software versions, starting with Mac OS 7.6, for all 680x0-based systems; also contains all Apple-branded Newton software, all Apple-branded Apple II software, and all Apple-branded Lisa software. May be updated intermittently.
- **Macintosh Diagnostic CDs:** MacTest Pro, Apple's own diagnostic tool, which provides the most advanced troubleshooting and testing tools available for Apple products.
- **Technology and Troubleshooting Training CDs**
  - Introduction to Macintosh OS and Macintosh Operating System Troubleshooting: Designed to help customers safely set up and operate Macintosh computers and Apple peripherals.
  - The Introduction to PowerBook Service: Allows customers to learn the parts, functions, and power management guidelines for Apple PowerBook computers.
  - The Introduction to LaserWriter Service and Introduction to Apple Color Laser Printing: Allows customers to learn about the theory of operation, features, setup, and general trouble-shooting of Apple printers. In addition, customers will learn color laser printing terms, fundamentals, and the operation of color printing utilities.