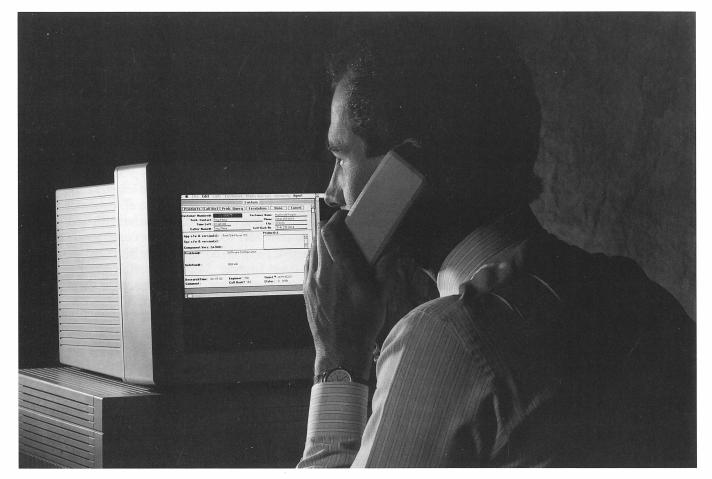# Apple Technical Answerline

Overview

Apple is committed to providing long-term support that will help you maximize your investment in our products. We've created the Apple Technical Answerline to give you direct access to Apple support engineers for technical assistance with high-end Macintosh® computer products.

A single yearly fee lets you make unlimited toll-free calls for answers to your most difficult questions on networking, communications, and (optionally) the Apple® A/UX® operating system. Quarterly call reports help you accurately track your organization's support needs.

Features

▶ Toll-free direct access to expert Apple support engineers

▶ Convenient annual fee

▶ Flexible subscription options

▶ Quarterly call activity report

▶ Advanced support technology

Benefits

▶ Gives you immediate solutions to your complex networking and communications problems.
▶ Makes it possible to quickly return your computer installation to full productivity.

▶ Allows you to budget for an entire year's support needs.

▶ Lets you choose the type of support you need: networking and communications only, A/UX only, or both.

▶ Gives you detailed information on the number and content of your organization's recent Technical Answerline calls.
▶ Helps you pinpoint problem areas so you can improve in-house training and support.

▶ Helps Apple support engineers quickly pinpoint your problem and find a solution.

Program Details

As networking, communications, and system software products for Macintosh computers become more complex, it's increasingly difficult for your organization's support personnel to be familiar with all of them—and with all of their possible combinations.

Help is now available directly from Apple Computer in the form of the Apple Technical Answerline. Your calls to the Technical Answerline go directly to a knowledgeable support engineer, not to an answering service for eventual referral. Answerline engineers are trained extensively on the latest Apple networking, communications, and A/UX products. They also have access to a specially equipped laboratory where these products can be tested in a multitude of configurations.

Answerline engineers handle questions on the following issues, with an emphasis on products relating to networking and communications:

▶ Configuration
▶ Installation
▶ Compatibility
▶ Usage
▶ Administration
▶ Troubleshooting

The Answerline is designed for user-level questions. Developers should use other Apple support services for assistance with complex Macintosh development questions. Also, Technical Answerline personnel do not resolve questions about hardware or software that has been modified in any way.

In some instances, the problem you are experiencing is caused by another manufacturer's hardware or software; in such cases, you will need to contact that company for assistance. The Technical Answerline, however, can help to identify third-party product problems, which can save your company valuable time and productivity.

Networking and Communications option. If you choose this subscription, you'll receive assistance with products such

as those listed below. Additional products will be added to the program in the future as appropriate.

▶ AppleTalk products:
—AppleShare® PC
—AppleTalk® for VMS™
—AppleTalk Internet Router
▶ IBM networking and connectivity products:
—Apple TokenTalk® NB Card and TokenTalk software
—Apple Serial NB Card
—Apple Coax/Twinax Card
—Apple EtherTalk® NB Card and EtherTalk software
▶ Integration products:
—MacAPPC™
—MacX25™
—Macintosh Communications Toolbox
—MacWorkStation™
—CL/1™

A/UX option. If you choose this subscription, you'll receive assistance with the following A/UX products:
▶ X Window System
▶ MacX™
▶ AppleTalk for A/UX
▶ EtherTalk for A/UX
▶ A/UX Operating System

Program Operation

When you subscribe to the Apple Technical Answerline, you will designate two people from your organization to be your Answerline contacts. They are the only people who can use the service, although they can make an unlimited number of calls each year.

Details about your organization's previous calls will be kept on-line at the Answerline center. Support engineers can immediately view this information, saving your staff from having to repeat it.

Answerline support is available from 6:00 A.M. to 6:00 P.M. Pacific time, Monday through Friday, except for New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, Christmas Eve, and Christmas Day.

Ordering Information

For more information on the Apple Technical Answerline, and for a Support Services

order form, contact your authorized Apple reseller or sales representative.

Networking and Communications option:
  Order No. M0595LL/A
A/UX option:
  Order No. M0594LL/A

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