



Premium Technical Support From Apple

Apple Multimedia Program

Designed for content developers and the creative community, the Apple Multimedia Program (AMP) offers a breadth of resources and information to help keep multimedia developers up-to-date on Apple's offerings for authoring and playback. Members receive quarterly mailings, discounts on third-party software, hardware, training and events, co-marketing opportunities, invitations to special networking events, and seeding opportunities. Most program benefits are delivered via a special members only area on the AMP Web site. For more information on how to join, please visit www.amp.apple.com or contact the Developer Hotline at (408) 974-4897 or send an email message to devsupport@applelink.apple.com.

Developers seeking technical support specifically for the Apple Media Tool should consider advanced user support. Individual technical support for the Apple Media Tool Programming Environment can be obtained through Apple Developer Programs.

Apple Developer Programs

Apple's Developer Programs provide a broad mix of industry-leading technical information and services, targeted to meet the needs of our growing community of technically advanced developers. These programs are best suited for users of the Apple Media Tool Programming Environment. By joining any of the Apple Developer Programs, you will have access to technical and marketing information, be informed of Apple events, and have a communication channel with Apple, fellow developers, and customers. Apple is making its innovative technologies work for you by delivering essential development resources on CD-ROM, in printed form, and through online services.

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The programs available to developers are:

- Macintosh Associates Program—self-help program
- Macintosh Associates Plus Program—limited technical support program
- Macintosh Partners Program—unlimited technical support program

Developers make their choice based on the level of technical support required.

Call Developer Support for information or an application. Developers not in the U.S. should contact their local Apple office or distributor for information about local programs.

(408) 974-4897

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Advanced User Support

For Apple Media Tool users in the United States, Apple offers an additional cost-effective telephone support option. Support engineers can provide assistance with creating projects, creating media files using Apple products, and converting media files for use in both Mac OS– and Windows–based multimedia titles. They cannot provide support for the Apple Media Tool Programming Environment, hardware and software from other vendors, or publishing titles.

You can purchase support in one of two ways:

- For a single incident* (order number M3837LL/A)
- For an unlimited number of incidents during the year beginning with the date of purchase (order number M3839LL/A).

Support is available Monday through Friday, except holidays, from 6 AM to 6 PM Pacific Standard Time. Users in the U.S. can dial 1-800-950-2442 to obtain fee-based support.

For up-to-date information about Apple Media Tool issues, you can access the following World Wide Web sites:

<http://www.amp.apple.com/multimedia/amt.html>

http://dev.info.apple.com/techqa/amt_pe/amk.html

**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 scripting or configuration of hardware or software components. Final determination of what constitutes an incident shall be at the sole discretion of Apple Computer, Inc.*

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