

MLTI Parent F.A.Q.

Maine Learning Technology Initiative

Frequently Asked Question (F.A.Q.) Sheet

Apple is pleased to be participating in the Maine Learning Technology Initiative and grateful to have this opportunity to introduce you to the MacBook.

Each school in Maine has designated a Technical Lead to act as the liaison between Apple and your school's teachers, students, and administrators. If you experience any difficulty with your MacBook that you are not comfortable handling yourself, or if your MacBook needs software or hardware service, please contact your Technical Lead at your earliest convenience.

Please contact your school's administrative office to ask for the name of your Technical Lead. Once you have it, please fill in the name and contact information of your assigned Technical Lead in the space below for future reference:

Technical Lead

Name: _____

Phone: _____

Email: _____

Apple is here to support you and will provide the following tools to assist you:

- MLTI Parent F.A.Q. (this document)
- Access to the Apple MLTI Help Desk, an 800# with a dedicated account number for Maine MLTI users to provide all MLTI callers with direct access to experienced technical support professionals.
- Access to the Apple Support web site which is available to help you 24 hours a day, 7 days a week. You'll find comprehensive product information as well as technical assistance at www.apple.com/support.

1. What information do I need before I call Apple?

Your name.

Your phone number.

Your location (including the name of the school).

The unit's serial number.

Description of the problem and the steps to reproduce the problem.

2. What are the hours of Operation of the Apple MLTI Help Desk?

Monday – Friday, 7:00 AM – 9:00 PM EST.
Saturday – Sunday: 9:00 AM – 9:00 PM EST.

3. Where do I call?

MLTI Help Desk: 1-800-919-2775
When prompted enter account number: 4MLTI (or 46584)

Please be sure to inform your Apple MLTI Help Desk Representative that you are calling as a participant of the MLTI project.

4. What can I expect when I call?

An Apple MLTI Help Desk Representative will be available to answer your questions, assist you in troubleshooting, and, if necessary, refer you to your school's Technical Lead for assistance in safely returning the unit to Apple for service.

Important: Be sure and write down the case number and, if necessary, provide that number to your school's Technical Lead for further assistance servicing the unit. Be sure and provide your school's Technical Lead with any necessary passwords.

5. What do I do when a MacBook appears to need service?

If your school's Technical Lead is unavailable to assist your student or if you feel comfortable addressing the issue yourself, please feel free to contact Apple at anytime for assistance. Apple MLTI Help Desk Representatives will help you or your student resolve technical difficulties up to the point at which software installation or hardware repair is required. At that point your Apple Representative will ask you to have the unit delivered to your school's Technical Lead for service as follows:

- Deliver the unit to the Technical Lead.
- You will need to provide the Technical Lead with your student's name, contact information, a description of the problem, and a complete list of any passwords.
- The Technical Lead will need to know if you have already contacted Apple. If so, please provide the Technical Lead with the case number assigned by Apple.

6. If a unit is sent to my Technical Lead, how long will it be before the unit is returned?

Your school's Technical Lead will attempt to troubleshoot and repair all units within one business day of receiving the unit. Some service will require that the unit be returned to Apple. Only Technical Leads should return units to Apple for service.

Your school's Technical Lead has access to a limited number of spare computers to check-out to student's whose units need to be returned to Apple. Your Technical Lead will only issues these units when a student's unit is being returned to Apple.

7. If a unit is returned to Apple, how long will it be before the unit is returned?

Under normal conditions, Apple will return to service the repaired device in approximately 72 hours from the time of pick up by Apple's authorized carrier. The turn around time can be substantially extended by the following actions:

- Failing to disable any required passwords.
- Incorrect or inadequate reporting of damage to the computer.
- No trouble found (as this requires Apple to check all systems).
- Availability of next-day shipping to rural areas.

We hope this helps answer your questions and look forward to serving you!