



AppleCare Professional Video SupportLine

Integrated support for video professionals.

Key Features

Priority access to Apple experts

- Direct access to Apple's Professional Video Technical Support team, 12 hours a day, 7 days a week
- Priority phone¹ and email² support
- Unlimited number of support incidents for one year

Integrated support for Apple video solutions³

- Support for current releases of Final Cut Pro, Final Cut Pro HD, Motion, DVD Studio Pro, and Soundtrack
- Troubleshooting for Apple hardware and for interconnectivity between your Mac or Xserve and an Xserve RAID⁴
- Assistance with DV, SD, and HD video input/output over FireWire

By investing in an Apple professional video solution, you've opened the door to a wealth of creative and technical possibilities. When you need support, you'll want it from experts who can help keep your project moving. Because Apple builds the entire video editing solution—from hardware to software to the operating system—AppleCare can provide integrated support that you can't get anywhere else. Purchase the AppleCare Professional Video SupportLine, and one phone call can address most of your technical needs.

The AppleCare Professional Video SupportLine can help you keep your project running smoothly, whether you are editing HD video, designing motion graphics, or authoring custom DVDs.³ With this product, one authorized contact can call¹ or email² the Apple Professional Video Technical Support team for one full year. Apple's support team is on call 12 hours a day, 7 days a week. These experts provide one-stop support for Final Cut Pro, Final Cut Pro HD, Motion, DVD Studio Pro, and Soundtrack. Also included is troubleshooting for Apple hardware and for interconnectivity between your Mac or Xserve and an Xserve RAID,⁴ as well as assistance with DV, SD, and HD video input/output over FireWire.

For expert support and hardware repair coverage for your Mac, purchase the AppleCare Protection Plan. Whether you're editing at a post-production workstation or on location with your portable computer anywhere in the world, the AppleCare Protection Plan has convenient repair options to meet your needs. This product extends the complimentary coverage on your Mac to three years from the computer's purchase date and includes onsite repairs for desktop computers⁵ and global repair coverage for portable computers. Power Mac and PowerBook customers may also enroll one Apple display for coverage, provided that the Mac and the display are purchased together.

When you combine the AppleCare Professional Video SupportLine with the AppleCare Protection Plan, Apple experts can help you troubleshoot your entire Apple video editing solution—and even set up a repair—with a single call.

Specification Sheet

AppleCare Professional Video SupportLine

Ordering Information

The AppleCare Professional Video SupportLine and other AppleCare service and support products are available directly from the Apple Store at www.apple.com/store in the United States or www.apple.com/canadastore in Canada, or by telephone at 1-800-APL-CARE (1-800-275-2273) in the United States or 1-800-263-3394 in Canada.

AppleCare Professional Video SupportLine
Order number M9584LL/A

Service and Support Products

AppleCare Protection Plan extends the complimentary coverage on your Mac to three years from the computer's purchase date. Get one-stop support for Mac hardware, the Mac OS, and iLife. This integrated plan includes onsite repairs for desktop computers⁵ and global repair coverage for portable computers—all for one economical price. Power Mac and PowerBook customers may also enroll one Apple display for coverage when the Mac and the display are purchased together.

AppleCare Premium Service and Support Plan provides up to three years of coverage for Xserve or Xserve RAID systems.⁶ It includes telephone¹ and email² response within 30 minutes—24 hours a day, 7 days a week—for issues involving your hardware and the graphical user interface in Mac OS X Server. The response time for onsite hardware repairs by Apple-authorized technicians is 4 hours for contacts made during business hours and the next day for contacts after business hours.⁷ For rapid replacement of crucial components, add an AppleCare Service Parts Kit to your Xserve or Xserve RAID purchase. When you combine a parts kit with this plan, Apple experts can troubleshoot and provide assistance in fixing your system over the phone day or night.

IT Infrastructure Support

AppleCare Help Desk Support gives you a year of expertise for your internal help desk. This product provides priority telephone¹ and email² support to two designated contacts in your organization. It includes all the features in the AppleCare Professional Video SupportLine plus support for the Mac OS and the graphical user interface in Mac OS X Server. You also receive a subscription to AppleCare Help Desk Tools, a library of Mac OS installation and hardware diagnostic discs that are updated quarterly.

Mac OS X Server Software Support provides IT department-level support for integration, networking, and workflow issues in your production environment. Choose from three levels of consultative AppleCare telephone¹ and email² support—Select, Preferred, and Alliance—depending on the support you require. Each plan provides one year of coverage.

Training and Certification

The Apple Pro Training series is the fastest way to get up to speed—and get certified—on Apple's professional production applications. You can choose to attend classes at one of the more than 75 authorized training centers worldwide, or you can learn at your own pace with the Apple Pro Training courseware. For details, see www.apple.com/software/pro/training.

For More Information

For more information, visit www.apple.com/support/products in the United States or www.apple.com/ca/support/products in Canada, or call 1-800-APL-CARE (1-800-275-2273) in the United States or 1-800-263-3394 in Canada.

¹Telephone numbers and hours of operation may vary and are subject to change; local telephone fees may apply. ²Access to web-based resources requires the use of a compatible Internet service provider; fees may apply. ³Details of support coverage and eligible Apple technologies are described under the terms and conditions at www.apple.com/support/products/provideo. ⁴Hardware repairs that are not covered under warranty require an extended service contract, such as the AppleCare Protection Plan. ⁵Onsite service is not available in all locations; see terms and conditions at www.apple.com/support/products/proplan.html. ⁶Coverage ends three years after date of Xserve or Xserve RAID purchase. ⁷Represents typical response times. Actual onsite response times and availability of onsite service depend on location; see www.apple.com/support/products/premium for details.

All support offerings are subject to change or discontinuance without notice.