

CFF End-of-Project Frequently Asked Questions

Q1: If I have a problem with any of the equipment, who should I call?

A1: There is a Warranty Section sheet that contains all the vendors involved in the CFF Project for Apple, it contains contact information for the vendor. You should have your serial number/model number ready when contacting the vendor. For Apple products please see the AppleCare section, below.

Q2: Who can I contact for repairs on CFF equipment?

A2: For non-Apple products, please contact the manufacturer of the equipment directly. Apple cannot offer support for third-party products.

Q3: If my vendor problem is still not resolved by calling the vendor, who should I contact?

A3: Please contact your Apple Account Executive.

Q4: Is technical training still going to be provided to the School Districts for their technical staff?

A4: Technical Training as part of CFF is no longer available. If your district is interested in technical training, please contact your Apple Account Executive.

Q5: Our School District ordered PolyVision boards close to the deadline of the end of the CFF Project. Will there be a Provider available to complete the install?

A5: Yes. All orders received as of November 16, 2010 have had a Provider assigned to the installation and will be waiting for a delivery date so they can coordinate the install. If you have further questions please contact your Apple Account Executive.

Q6: Will I continue to receive CFF image updates?

A6: The current version of the CFF Image is the "Snow Leopard" Image released during school year 2009/2010. No future updates to the CFF image will be provided.

Q7: Am I eligible for free third-party software upgrades as part of the CFF initiative?

A7: As part of the CFF contract FileMaker, Inc. and Inspiration® Software, Inc. will provide software resends of FileMaker 11 and Inspiration 9 for licenses purchased under the CFF initiative upon request. Please contact the third-party vendor directly.

FileMaker, Inc.

FileMaker, Inc. as a partner in Pennsylvania's Classrooms for the Future (CFF) initiative is providing software resends of FileMaker 11 for licenses previously purchased through CFF.

For details and to take advantage of this, please contact FileMaker, Inc. at filemakerstore_licensing@filemaker.com and in the subject of your email please use "CFF License Inquiries."

Inspiration® Software, Inc.

Inspiration® Software, Inc. is pleased to be a partner in Pennsylvania's Classrooms for the Future (CFF) initiative. As such, any of your Inspiration® licenses purchased through CFF are eligible for a free upgrade. This upgrade will allow your staff and students to use Inspiration 9 – the latest version of the popular, award-winning, visual learning program. Eligibility for a free upgrade expires on September 30, 2011.

For details and to take advantage of this free upgrade, please contact Inspiration® Software, Inc. at cff@inspiration.com.

Microsoft®

For assistance with Microsoft and to verify your options under the CFF initiative please contact:

Karen Oberly
IU 13 Technology Services
Coord. Software Sales & Teacher Centers
Phone: 717.606.1810
FAX: 717.606.1705
karen_oberly@iu13.org

Joanne Silvestri
Microsoft
Education Representative
Phone: 215.896.9555
jsilves@microsoft.com

Q8 Am I allowed to continue using the CFF image as a basis for my school's image on CFF machines?

A8: Yes you may, but as of November 16, 2010, the image is no longer supported by AppleCare. Individual, Apple-branded applications will, however, continue to be supported via AppleCare.

Q9: I understand that I will no longer receive CFF image updates. But will I continue to receive individual Apple software update DVDs?

A9: As part of the Apple Maintenance Program (AMP), you will continue to receive update DVDs for iLife, iWork and the Mac OS (if applicable) for 3 years from the date that the order was shipped.

Q10: I am new to my school district, and I do not know the default CFF image passwords. Who can I call to get them?

A10: Please contact your Apple Account Executive.

Q11: I have misplaced my CFF restore media. Can I acquire a replacement, and how?

A11: There is a limited quantity of the CFF restore DVDs. Please contact your Apple Account Executive for more information.

Q12. Will the price list still be available to all CFF schools?

A12: No. The Apple CFF web site has been removed. Please direct all further inquiries to your Apple Account Executive.

AppleCare

Q13. When do I get the extra batteries our School District ordered?

A13: In order to receive extra batteries that your school may have purchased, you have to place a request with AppleCare when you are ready to receive the batteries. The attached process document explains how to go about placing your request. Use the attached Excel spreadsheet to provide the appropriate information.

Q14. What happens after the CFF Project closes down...How do I get MacBooks repaired?

A14: MacBooks are covered for defects in workmanship or materials for 3 or 4 years after the date of purchase depending on which version of contract your school purchased. As long as your MacBook is still in warranty you should follow the PA CFF repair process originally implemented. To request service, contact AppleCare at 1-800-919-2775 and enter the dedicated CFF access code 724357 (PAHELP). An AppleCare Advisor will assist you in getting your MacBook repaired.

Q15. Who can I contact with questions or concerns regarding service and support issues?

A15. If your MacBook simply needs service or you have a question about using an Apple product or software, contact AppleCare at 1-800-919-2775 and enter the dedicated CFF access code 724357 (PAHELP). An AppleCare Advisor will assist you in getting your MacBook repaired. If you have problems in getting your MacBook repaired or general process questions, contact your AppleCare Account Manager at 512-674-8307 or jwillingham@apple.com.