Apple Service Source 2.0: Description (6/96)

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TOPIC ---

This article describes Apple Service Source.

DISCUSSION --

Apple Service Source 2.0 is a two-CD set that provides one-stop reference for
troubleshooting and repair information about all Apple products. With its
intuitive interface and comprehensive search capabilities, Service Source
enables Apple service providers to quickly access over 700 megabytes of
information (including an Adobe Acrobat version of the Technical Information
Library).

Service Source 2.0 includes an Internet website called Service Source Online.
Only subscribers to Service Source have access to this password-protected site.
With Service Source Online, you can
• Learn about tested resolutions to problems (Hot Issues).
• Find memory configurations and other helpful reference materials, and look up
Apple's Service Programs.
• Read Program Notices and Hot Issues as soon as they are released for
publication.
• Download Service Manuals for newly released Apple products.
• Locate the most up-to-date product service information before the next
bimonthly CD mailing.
• Access the Technical Information Library (TIL) and Apple Software Updates
online.
• Receive a free subscription to Service Source Express which sends important
Apple service updates approximately once a week to the e-mail account of your
choice.
• Link to many other Apple websites which contain additional product and support
information and software updates.

In addition, the Apple Service Guides (small portable reference guides which are
ideal for quick reference on-site) complement Service Source. Together, the
guides and Service Source 2.0 allow service providers to choose the best
publication for each repair situation.

Service Source 2.0 Features

Comprehensive/Thorough

• Provides access to necessary service information for all Macintosh computers
and peripherals.
• Includes hardware/software fault isolation, Technical Information Library
(TIL), Troubleshooting flowcharts, and Theories of Operations.
• Contains over 700 megabytes of repair and programs information.

User Friendly

• Intuitive, highly interactive Adobe Acrobat interface makes it easy to find
information.
• Video and animation sequences orient and highlight key procedures.
• Powerful search engine enables you to find TIL articles and repair procedures
related to any specific topic.

Convenient

• Service Source CD is mailed to you every other month and is easy to install.
• Service Source Online ensures you have the most up-to-date information when
Apple releases new products or modifies existing products.

Efficient

• Acrobat navigation and search capabilities allow you to find information,
troubleshoot, and repair products much faster than using traditional manuals.
• Reduces your dependence on the telephone and the AppleLink communications
network for timely technical repair information.
• CD format allows for automatic complete updates with each release of Service
Source. No manual updating of media is required.

Product Details

Organization and Coverage

Service Source contains product information and service programs information
within a two-CD set: the main CD (Service Source 2.0) and the companion CD
(Service Source Companion). The companion CD includes Information Alley,
diagnostic utilities, AppleOrder software installer, owner's manuals, and Apple
software updates. The main CD contains hardware repair and service programs
information organized in four main folders called
• Bulletins
• Hardware
• Troubleshooting
• Programs

The Bulletins folder includes important product updates, Hot Issues (technical
bulletins), Program Notices, safety information, a feedback form, and

information about Service Source Online (including an Online password).

The Hardware folder includes complete hardware service manuals sorted by product category such as Power Macintosh, Portable Computers, Printers, and Displays. Every product has its own manual. A manual typically includes the following chapters: Basics, Specifications, Troubleshooting, Take Apart, Additional Procedures, Adjustments, and Parts.
• Basics contains a variety of general product information and new-product servicing information (warranty coverage).
• Specifications lists memory and peripheral specifications, as well as environmental, electrical, and physical specifications.
• Troubleshooting categorizes symptoms and their solutions.
• Take-Apart contains removal and assembly information.
• Additional Procedures includes tasks such as installing expansion memory, performing system upgrades, and special procedures.
• Adjustments explains how to perform adjustments on monitors or power sweep boards.
• Parts allows you to identify replacement parts graphically, by part names, or by part numbers. Notes associated with particular parts contain return, product identification, and compatibility information.

The Troubleshooting folder includes software and system troubleshooting tips, product flowcharts, theories of operations, and the Technical Information Library. The TIL on Service Source is the Service/Support provider version containing more than 15,000 articles in Adobe Acrobat format.

The Programs folder includes descriptions of service policies such as AppleCare and warranties, as well as administrative procedures such as ordering, repairing, shipping, and returning.

Ordering Information

Each authorized Apple Service location is required to purchase and maintain at least one subscription to Service Source. If you currently subscribe to Service Source (as a stand alone or with the AASP+ bundle subscription), you automatically received the upgraded Service Source 2.0 subscription in your February 1996 mailing. No action is required until your yearly subscription is up for renewal. At that time, you will need to order a new Service Source 2.0 subscription.

If you do not currently subscribe to Service Source, you can purchase the Service Source 2.0 subscription or the AASP+ bundle subscription to start receiving this enhanced service tool.

For ordering and pricing information, refer to the Apple Service Prices (located in the Service Price Pages booklet or on AppleLink) or call Service Provider Support at (800) 919-2775 in the U.S. or (905) 513-5782 in Canada.

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