

## CEIT Support for Apple Computers

Service Description	CEIT Tech Services Role	Comments
Hardware support, troubleshooting , upgrades	Determine problem and send to Repair Depot. All service sent out.	All hardware covered with 3 year warranty upon purchase.
Mac Operating System support	Limited support of default Mac OS configuration.	
Dual Boot Configuration (Mac OS and Windows on the same hardware)	Limited support of default Mac OS configuration/partition and full support of Windows configuration/partition.	Dual boot configuration available on Intel-based Mac hardware. Consult with CEIT for availability.
Application Support - Mac OS only	Limited support of default Mac applications; full support for MS Office for Mac OS platform.	Consult with CEIT for any "specialized" software requests for Mac OS.
Application Support -Dual boot configuration	Limited support of default Mac applications on Mac OS partition; full support for standard software configuration on Windows partition	Windows partition and applications are fully supported by CEIT. Standards used and tested.
Printing - Mac OS only	Configure printing for client	Printing to be set up by CEIT based on user's printing requirements.
Printing - Dual boot configuration	Configure printing for client	Printing to be set up by CEIT based on user's printing requirements. Windows configuration/partition to have standard printer options available for users.
File Services - Mac OS only	Configure network file services	Access to files on the network with Web-based NetStorage
File Services - Dual boot configuration	Configure network file services	Access to files on the network with Web-based NetStorage on Mac OS partition; Drive H: access and email archiving enable on Windows partition