



School Name:

Installation Date:

About the Project

The Anytime, Anywhere Learning project is a professional development pilot project for select Miami-Dade County Public schools. Once configured by the Apple installation team, the iPods will be loaded with professional development content (5-10) minutes and can be 'checked out' by teachers to view the podcasts at their convenience. Additional content will be automatically downloaded through iTunes and synced to the iPods when it becomes available. The project's goal is to create over 180 podcasts, starring M-DCPS' best teachers and administrators.

Equipment

The following equipment has been delivered and set up at your school to support this project.

Quantity	Description
20	iPod Touch
1	MacBooks
1	PowerSync Cart
1	Ethernet cables
1	Mini-DVI to VGA adapter (for connection to a projector)

The iPod cart will be locked by the installation team. Your lock combination is _____.

Maintaining the iPod Content

To ensure that content on the iPods is up to date, the MacBooks must occasionally download content from iTunes and be synced with the iPods in the PowerSync cart.

- 1) Take the MacBook out of the cart and plug it in to power if there is not a sufficient battery charge. The power adapters should be found in the cart with the MacBooks.
- 2) Plug an Ethernet cable (also in the cart) into an active network jack and into the MacBook's Ethernet port to ensure a network connection.
- 3) Log in to the computer using the following credentials:
 - a) username: ipodsync
 - b) password: ipodsync1
- 4) Open iTunes by clicking on the icon in the dock, which can be found at the bottom of the screen. iTunes will automatically begin downloading new podcasts.
- 5) Once iTunes has downloaded the new podcasts, plug the top drawer of the iPod cart into the MacBook's USB port. The iPod cart USB cables can be found on the back of the cart – the top cable connects to the top drawer of iPods and the bottom cable connects to the bottom drawer. Note that you will need to close the cart's roll-top drawer in order to access these cables. Ensure that all 10 iPods appear in iTunes and sync the new content.
- 6) Once the sync has been completed for the top drawer, repeat the process for the bottom drawer.

Note: Although it is possible to sync both drawers at the same time, syncing them separately will lead to fewer errors and faster sync times.

Support

For hardware or software support, please call 800-919-2775 and enter account number 46373. You will need the computer's serial number, which can either be found under the battery, or clicking on the Apple icon in the upper left-hand corner, selecting *About this Mac* and clicking on the version number twice. For a more detailed description of the support process, please see the following flow chart.

For additional help with the Anytime, Anywhere project, please email AnytimeAnywhere@group.apple.com.



MacBook/iPod with issue presented to Help Desk

MicroTech troubleshoots, attempts quick fixes



Quick Fix resolves issue?

Yes

End

No

MicroTech calls AppleCare for additional troubleshooting or dispatch

M-DCPS
Anytime, Anywhere
26 MacBooks
540 iPod Touches

Abbreviations

DIY - Do it yourself
HW - Hardware
OOW - Out of warranty
SW - Software

Service Strategy

DIY parts (ex. Power adapters)
Mail-in hardware repairs
Onsite hardware repairs
Reimaging for software issues

Triage
1-800-919-2775
SW, DIY, HW or OOW

MicroTech reimages MacBook/iPod

DIY Part Dispatched

Issue Resolved?

DIY Part Dispatched Installed

Issue Resolved?

End

End

iPod Hardware - Warranty

MacBook Hardware - Warranty

Hardware-Accidental Damage

AppleCare sets up dispatch, sends box

AppleCare sets up dispatch

AppleCare provides repair quote

MicroTech boxes unit, sends to repair depot

BellLogix repairs unit, returns to school

Designated Individual reviews quote repair

Apple repairs unit, returns to school

MicroTech tests, reimages MacBook

Approved?

MicroTech tests, reimages MacBook

End

Yes

No

End

PO or Credit Card Given to Apple for Repairs

End

AppleCare sets up dispatch, sends box

End

AppleCare: 1-800-919-2775

enter access code 46373, have serial number available