

Obtaining MFi Developer Technical Support

Participation in the MFi program includes access to Apple's Developer Technical Support (DTS) team. The DTS team is made up of highly-qualified engineers with development expertise in key iPod/iPhone/iPad technologies. They can assist with code-level and circuit-level questions or provide guidance to the right documentation, schematics and code. All DTS communication is conducted via e-mail.

Licensees are entitled to 8 Technical Support Incidents (TSIs) per year. To participate in this program benefit, one of your designated MFi Technical Contacts must have a free Registered Apple Developer account which is registered under the same e-mail address as his/her MFi Portal account. The incidents will expire one year after they are assigned. If your company does not use all 8 incidents before they expire, the remaining incidents will be automatically removed from the associated Registered Apple Developer account. Additional TSIs may be purchased at: <http://developer.apple.com>. Purchased incidents expire one year from the date of activation.

Only designated MFi Technical Contacts may obtain TSIs and submit technical support requests. Licensees' contractors, consultants and contract manufacturers may not submit support requests. These limitations only apply to the TSIs provided to Licensees as a program benefit.

How to Request Developer Technical Support Incidents

Only a designated Technical Contact may request incidents.

1. Register for a free Registered Apple Developer account if you do not already have one: <http://developer.apple.com/programs/register>.
 - If you already have an active Apple Developer Connection (ADC) account, you do not need to set up a Registered Apple Developer account.
 - The Registered Apple Developer account (or Apple Developer Connection account) must be registered under the same e-mail address as the one associated with your MFi Portal account.
2. Send an e-mail request to mfidev@apple.com. Include your company name and MFi account number and ask for 8 TSIs to be assigned to your Registered Apple Developer account.
 - You may verify when the TSIs have been assigned by logging in to your Registered Apple Developer account at <http://connect.apple.com> and clicking the "Assets" link. You will not receive automatic notification when the incidents are assigned.

How to Submit a Technical Support Incident

Only designated Technical Contacts may submit an incident.

1. Once you have obtained your company's TSIs, send an e-mail to dts@apple.com that identifies your inquiry as an iPod/iPhone/iPad question. The subject line should be as descriptive of the issue as possible. Include your name, company name, e-mail address and phone number.
2. In the body of the e-mail, describe the issue in detail, including actions already taken and, if applicable, conditions under which the issue occurs. You may submit only one single, discrete issue per incident.
3. If appropriate, attach a sample project or source code demonstrating the problem. Accessory Test System (ATS) or USB traces showing the communications between your accessory and the iPod/iPhone/iPad are helpful. For assistance with an authentication coprocessor issue, a trace of the I2C/SPI communication with the authentication coprocessor is also helpful.

DTS engineers typically provide an initial response to a specific support request within 3 business days. Due to the volume of support requests being reviewed at any given time, response times will vary.