Avid Audio Support Information for Berklee College Students

This document describes Avid’s support options for Berklee students who have received product through the Major Bundle Program.

GENERAL INFO
The Avid Mbox or Mbox Pro includes:
• 1 Year Warranty on Parts and Labor
• 1 Avid Support Code (ASC)

The ASC provides access to Avid Technical Support via phone or internet. It is activated upon registration (sent via email) and is valid for 60 days. For more info about ASCs: http://www.avid.com/asc

The ASC included with the Avid Mbox allows for:
• 10 support cases via web (2 business day SLA)
• 1 support case via telephone
• Standard hours for Avid Audio Support are 8am-5pm Mon-Thu, 8am-4pm Fri (PST).

STUDENTS

To get Technical Support

1. Register your Mbox at http://www.avid.com/reg
   o (Put “Berklee” in the Dealer field, not in the Company field, and use your berklee.edu email address)
2. Check your email account for a Registration Confirmation and an ASC.
3. Start a support case via one of the following:
   o Call 650-731-6100, press 1, enter your ASC
   o Go to http://www.avid.com/ASCform and enter your ASC, fill out the form and click Next, then click Submit To Support. *Note:* If your ASC has been used or has expired, you can purchase a Pro Tools Software ASC at http://shop.avid.com/store/category.do?category=services-phone-support

To get an RMA # (to get your Mbox repaired):
1. Register your Mbox at http://www.avid.com/reg
2. Call 650-731-6100 and press 3 for Repairs

Notes on RMAs:
• Warranty repairs require proof of purchase (document establishing the date of purchase).
• Non-warranty repairs can be arranged through Avid’s Authorized Repair Centers: http://www.avid.com/audiorepair
• In cases where the standard 2-week turnaround will not work (e.g. in the middle of a course), the student should contact Berklee to discuss options.