

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 iPhone/iPad/iPod 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.

Designated MFi Technical Contacts are entitled to a set number of Technical Support Incidents (TSIs) per year. To participate in this program benefit, a designated MFi Technical Contact must register his/her business Apple ID used to access the MFi Portal as a Registered Apple Developer (RAD) account. The TSIs will expire 1 year after they are assigned. If the assigned TSIs are not used before they expire, any remaining TSIs will be automatically removed from the associated RAD account.

Only designated MFi Technical Contacts can submit TSIs. Individuals who are not employees of the Licensee (e.g., contractors or consultants) may not submit TSIs. These limitations only apply to the TSIs provided to MFi Licensees as a program benefit.

How to Receive Technical Support Incidents

1. Ensure that you are a Technical Contact in your company's MFi Portal account.
 - Only your company's Primary Contact may add Contacts and select Contact types. For more information, click the "Portal Help" link in the left menu bar of the MFi Portal.
2. Ensure that you have created a business Apple ID and registered it for use with MFi Program systems. Step-by-step instructions are available at: <https://mfi.apple.com/loginhelp>.
3. Register for a free Registered Apple Developer (RAD) account using the same business Apple ID you use to access the MFi Portal: <http://developer.apple.com/programs/register/>.
 - You may not share a RAD account with other individuals, nor share your Apple ID and password with others. For more details, please see the [Registered Apple Developer Agreement](#).

How to Submit a Technical Support Incident

You will not be able to submit a TSI until you complete all of the steps described in the section above.

1. Complete the TSI form at <https://developer.apple.com/contact/technical/mfi.php> by logging into the form using the same business Apple ID you use to access the MFi Portal.
2. Please identify your inquiry as an MFi-related question. The subject line should be as descriptive of the issue as possible. Include your name, company name, and e-mail address.
3. In the “Description” field on the form, 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 TSI.
4. If appropriate, attach a sample project or source code demonstrating the problem. Accessory Test System (ATS) traces showing the communications between your accessory and the iPhone/iPad/iPod are helpful. Additionally, identify which iAP transport your accessory uses (iAP1 or iAP2) and which connector (e.g., Lightning C11B or 30-pin). 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 TSI within 3 business days. Due to the volume of support requests being reviewed at any given time, response times will vary.

Troubleshooting

- If you are unable to create/register your Apple ID or log in to the MFi Portal, click [here](#), then click the “Troubleshooting” link.
- If you are unable to log in to the TS form after following all of the steps described in this document, you may contact mfidev@apple.com.