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 designated 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. You must use the corporate e-mail address entered by your Primary Contact when he/she added you as a Contact in the MFi Portal. Step-by-step instructions are available at: https://mfi.apple.com/loginhelp.

3. Using the same business Apple ID used to access the MFi Portal, register for a free Registered Apple Developer (RAD) account at: http://developer.apple.com/programs/register/.

   - You may not share a RAD account or share your Apple ID and password with others. For more details, please see the Registered Apple Developer Agreement.

4. Log in to the MFi Portal at: https://mfi.apple.com

   - It may take up to 24 hours after logging in to the MFi Portal before the TSIs are assigned to your RAD account.

How to Submit a Technical Support Incident

You will not be able to submit an incident 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 in to the form using the same business Apple ID used 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 only submit 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 (iAP1 or iAP2) and which connector (e.g., Lightning C48B or 30-pin) your accessory uses. 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 may vary.

MFi Forums

Questions may also be posted to the MFi Developer Forum, which is designed to provide a collaborative environment for open technical discussions with other MFi developers and Apple engineers.

To access the MFi Developer Forum, go to: https://devforums.apple.com/community/mfi.

Troubleshooting

If you are unable to register your Apple ID, click here.

If you are unable to log in to the MFi Portal, click here.

If you are unable to log in to the TSI form, please follow the steps below: Log in to the Apple Developer Member Center using the same Apple ID used to access the MFi Portal.

   - If you are already signed in to the Member Center using a different Apple ID, you may need to sign out.

   - If required, accept the updated Developer Program Membership agreement.

1. Log in to the MFi Portal at: https://mfi.apple.com

2. Wait 24 hours, then follow the above steps to submit a Technical Support Incident.