



Wirecast Gear Standard Support Guide

Copyright and Trademark Notice

©2017 Telestream, LLC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, altered, or translated into any languages without written permission of Telestream, Inc. Information and specifications in this document are subject to change without notice. All negotiated resolution times are approximate and not binding. Telestream, Inc. assumes no responsibility or liability for any errors, omissions, or inaccuracies that may appear in this guide.

Telestream, CaptionMaker, Episode, Flip4Mac, FlipFactory, Flip Player, Lightspeed, ScreenFlow, Switch, Vantage, Wirecast, Gameshow, GraphicsFactory, MetaFlip, and Split-and-Stitch are registered trademarks and MacCaption, e-Captioning, Pipeline, Post Producer, Tempo, TrafficManager, Vidchecker and VOD Producer are trademarks of Telestream, LLC. All other trademarks are the property of their respective owners.

All other brand, product, and company names are the property of their respective owners and are used only for identification purposes.

Telestream, LLC.
848 Gold Flat Road
Nevada City, CA 95959
Phone: +1 530-470-1300

Table of Contents

Copyright and Trademark Notice	2
Welcome to the Wirecast Gear Standard Support Program	4
Standard Support Services	4
Program Overview	4
Licensing	4
Software Upgrades	4
Remote Access Services	4
Effective Date	4
Response Times	4
Technical Support Contact Methods	5
Return Material Authorization (RMA) Procedure	5
Support and RMA Process	5
What is not covered in Standard Support Services	6
Training	6
Support for older software versions	6
Support during Live Events and Project Deadlines	6
Support for 3rd Party Hardware/Software	6
Resolutions	6

Welcome to Wirecast Gear Standard Support Program!

Dear Customer,
Our experienced support team is just an email or phone call away. With priority response time and remote access services for faster solutions, you will get the help you need quickly.

This guide is meant to assist you in understanding the technical support service Telestream offers for Wirecast Gear.

This guide will outline the following:

- Standard Support Services
- Technical Support Contact Methods
- What is not covered in Standard Support Services

Thank you,
Telestream Desktop Support Team

Standard Support Services

The Wirecast Gear standard warranty includes 90 days of Premium Support for Wirecast software. This includes priority telephone and email support, free software upgrades and remote access services. These services run for varying lengths of time with specifics provided in the following sections.

Program Overview

The Wirecast Gear Standard Support program provides a standard warranty of:

- 1 year of parts and labor, with depot warranty
- 90 days of Wirecast Software Premium Support

Note: Every Wirecast Gear system includes 90 days of Wirecast Software Premium support in order to provide customers an ideal out-of-the-box experience. If you are new to live production or streaming, the support option gives you direct access to professional Wirecast support technicians to resolve technical issues you may encounter. To continue with this level of support, we recommend all customers purchase an additional support plan called [GearCare](#) to protect you and your system for up to 3 years of service. [Visit this link](#) to learn more about GearCare.

Repair and Return of Unit

Wirecast Gear includes a standard 1-year Depot Warranty. If any of the hardware included in the system fails due to design or defect, we commit to repair or replacing the components to your satisfaction.

Note: Once we determine an RMA is needed, we will ask that you ship your unit to our manufacturer for repair. Turnaround time is generally 5 days after the unit arrives. This does not include transit time and is also dependent on repair component availability. Once fixed, Telestream will cover the cost to ship back to you via UPS ground.

Software Upgrades

When you have active support, you will receive free software updates/upgrades for Wirecast. This includes new features, enhancements, and major releases for the software (i.e. version 7.x to version 8.x).

Remote Access Services

Remote Access Service is a fast and secure method of allowing a support technician to access your computer, identify the issue, and resolve it. Remote access software is pre-installed on every Wirecast Gear system so the technician can quickly access your computer and troubleshoot the issue.

Effective Date

The services will take effect immediately after you purchase. You will have access to our support team and your Wirecast Premium Support service for the next 90 days.

Response Times

Telestream will make reasonable efforts to respond to a Support Service request within 8 business hours from Monday through Friday, between 8:00AM – 5:00PM Pacific Time (PT) excluding holidays.*

*Telestream, Inc. observes the following U.S. holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

Technical Support Contact Methods

Here are some of the ways you can get support:

Customers via Resellers

If you purchased your Wirecast Gear system through a Reseller, you should initially contact the reseller for technical support. If the Reseller is unable to resolve or fix your issue, they will contact our support team so we can assist them in resolving your issue.

Wirecast Gear Online Resources

- Visit our [Support website](#)
- Browse our [Knowledge Base](#)
- Explore our [Community Forum](#)

Return Material Authorization (RMA) Procedure

If you are instructed by Telestream Support or your Reseller to return your Wirecast Gear, follow the procedure below. Before returning your Wirecast Gear, Telestream recommends that you back up the entire contents of all computer drives. Please do not return a Wirecast Gear unit unless you receive an RMA from Telestream or your Reseller first.

Support and RMA Process

1. Contact the reseller where your hardware was purchased for service.
2. The Reseller will submit an RMA request for you by creating a support case with Telestream.
3. Telestream Support follows an established drill-down to categorize the problem, and determine a resolution path.
4. If the problem is beyond our initial level of Support, our representatives will use Teamviewer software to access and diagnose your device remotely. You will need to grant us access to your device.
5. Upon a failed hardware diagnosis, our representative escalates the case to an RMA and gives you instructions for shipping the unit to our manufacturing partner for repair.
6. If you have GearCare, an optional Advance replacement purchase for \$995, our RMA coordinator gathers your shipping and contact information and sends you an overnight replacement. You will also receive instructions and an RMA for returning the failed unit.

7. If you have Standard Warranty, Telestream gives you instructions and an RMA for returning the failed unit and gathers your return shipping information. You are requested to ship the unit to Telestream for repair and return to you. Telestream will cover the cost of shipping the unit back to you within 1st year of purchase.

Note: Turnaround time is 5 business days after the unit arrives at the factory. This is internal repair and processing time, this does not include transit time and is also dependent on repair component availability.

8. Once the carrier confirms the fixed/replacement unit has arrived in your possession, Telestream sends out a follow-up email to confirm unit is successfully up and running for you.
9. Upon case resolution, Telestream Support reviews and closes the case and sends you a satisfaction questionnaire.
10. We appreciate your business and ask you to return the questionnaire promptly so that we can continue to improve the quality of our product support to you and our other customers.

If you require further assistance:

- Send us a [Message](#)
- Give us a call: 1-844-550-5208 (toll-free) or 1-530-470-2029 (International)

What is not covered in Standard Support Services

Training

- Support is for troubleshooting technical issues with your product. For product tutorials, demos, webinars & training, please see our “[Wirecast Gear Training Resources](#)” page.
- If you are interested in training you can contact your local reseller and see what options they offer.
- Telestream does offer a virtual hourly training for Wirecast software. If interested, please contact desktopsupport@telestream.net

Support for older software versions

We recommend that you update to the latest version of Wirecast software. To find out what the latest version is, please open the application and go to: Mac: Wirecast > Preferences > Software Updates, or Windows: File > Preferences > Software updates. Or you can also download the latest version of Wirecast on our [download page](#).

Support during Live Events and Project Deadlines

We will do our best to be available Monday through Friday, from 8 am to 5 pm. We ask that you please test your workflows ahead of time and schedule a call with the support team before your live event or project deadline. Plan an 8-business hour “Response Time” as Telestream cannot be responsible for providing Premium Support services before or during live events or specific project deadlines.

Support for 3rd Party Hardware/Software

We will make a reasonable effort to support the Windows OS. The machine was built for the purpose of live streaming. We will troubleshoot and confirm if an issue is indeed in our software/ hardware or if you will need to remove the 3rd party software to resolve the conflicting issue. Premium Support coverage does not include the support of customizations developed by 3rd party business entities regardless of the interconnectivity to Telestream products.

If we find that a 3rd party device or software is conflicting with Wirecast Gear we may recommend that you back up the entire contents of all computer drives and reset Wirecast Gear to original factory settings.

Resolutions

Generally, a support incident is resolved when you receive one of the following:

- a) Information that resolves the problem;
- b) Information on how to obtain a 3rd party software solution that will resolve the problem;
- c) Notice that the problem is caused by a known, unresolved issue or an incompatibility issue with a supported product; or
- d) Information that identifies the problem as being resolved by updating or upgrading to a newer release of the supported product.