

# Wirecast Gear

GearCare Support Guide



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## Welcome to Wirecast GearCare Support Program!

Dear Customer,

Wirecast GearCare is a powerful upgrade that extends the warranty and support on a Wirecast Gear system from one year to three years. Included is Wirecast Premium support for direct access to Telestream technicians, Next Day Air advanced replacement if your system fails and access to the latest versions of our software. This guide is meant to assist you in understanding the technical support service Telestream offers for Wirecast Gear.

This guide will outline the following:

- GearCare Support Services
- Technical Support Contact Methods
- What is not covered in Premium Support Services

Thank you,  
Telestream Desktop Support Team

## GearCare Support Services

GearCare includes priority telephone and email support, expedited system replacement in case of failure, free software upgrades and remote access services.

### Program Overview

GearCare provides 3-years of:

- Parts and labor warranty
- Advance replacement – Next Day Air replace for failed systems\*
- Wirecast Premium Support services

### Parts and Labor Warranty

GearCare upgrades the standard 1-year Depot Warranty to a full three years of protection. 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 ship you a replacement unit overnight. Telestream will cover shipping cost both ways.

### Advance Replacement\*

If Telestream determines your unit needs to be replaced, an RMA will be processed, and Telestream will ship a direct permanent replacement unit to your location. Includes pre-paid overnight freight of permanent replacement and ground return of the defective unit. The defective unit must be shipped back to Telestream within 1 week following receipt of replacement unit. The defective unit must be shipped with protective shipping materials.

\* Normal commercial shipping days

\* For European Union, Australia, New Zealand, and Hong Kong, Air replacement for failed systems may take longer due to customs and time zone differences.

### Premium Support for Wirecast

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.

### Software Upgrades

With GearCare coverage, you will receive free software 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

GearCare will take effect from the day of your Wirecast Gear purchase. You will have immediate access to the advanced replacement and to our support team for the next 3 years.

### 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, Martin Luther King Jr 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](#)
- Check out our [Troubleshooting Guide](#)

**Note:** If you cannot resolve an issue yourself, please do not open chassis to try to diagnose the hardware failure yourself, unless permitted to do so. This will void your warranty with Telestream and our manufacturer.

### 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

Contact the reseller where your hardware was purchased for service. If you purchased directly from Telestream [contact support](#), Telestream Support opens a case for you in our Salesforce tracking system.

1. Telestream Support follows an established drill-down to categorize the problem, and determine a resolution path.
2. 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.

3. Upon a failed hardware diagnosis, our representative escalates the case to an RMA and gives you instructions for shipping the unit to Telestream for repair.
4. The RMA process is triggered once we receive your Shipment Authorization.
  - A. If you have GearCare and upon approval from Telestream, they will ship a replacement unit using a pre-paid overnight freight of permanent replacement and ground return of the defective unit. You will be emailed a tracking # when your replacement is shipped out. Once you receive the NEW unit, please register the unit as it will need new software license keys.

**Note:** Telestream is not responsible for Custom Fees outside the U.S.

- B. If you do not have GearCare, 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. Upon case resolution, Telestream Support reviews and closes the case and sends you a satisfaction questionnaire.
3. 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](#)

**Note:** Our warranty requires that you use the original boxes and packing materials that came with your Wirecast Gear when you ship the unit back to Telestream. If you do not follow the return instructions, you are responsible for any damage that may occur during shipping.

All returns must be 100% complete, with all associated parts, accessories and documents. Incomplete returns may be returned to you or subject to a restocking fee.

## What is not covered in GearCare Warranty Services

- GearCare is for troubleshooting technical issues with your product. For product tutorials, demos, webinars & training, please see our "[Wirecast Gear Training Resources](#)" page.
- Telestream has the right to deny service of GearCare warranty to a unit that does not meet standard quality or has physical damage to the unit due to negligence, wear and tear, or damage from external factors.

### Technical Support Exclusions

Technical Support coverage does not grant entitlement to new products or product options that are developed and released by Telestream outside of the original purchase or business engagement. Any new or existing product or product option(s) that are added to your system must be purchased separately.

Technical Support does not cover the costs of any hardware upgrades irrespective of whether or not that hardware was purchased through Telestream.

Technical Support coverage does not include the support of customizations developed by third-party business entities regardless of the inter-connectivity to Telestream products.

Installation of all software updates, upgrades and maintenance releases are the responsibility of the customer and are not included under Technical Support.

Telestream Support does not include workflow design and implementation. Customers setting up new workflows or looking to migrate from one Telestream product to another should contact Sales to discuss training.

### 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 inter-connectivity 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.

