

Maintenance & Support

Video Test & Synchronization Products

Support Guide



Telestream Hardware Warranty, Maintenance and Support Guide

for PRISM, Waveform Monitors, Signal Generators and MPEG Analyzers.



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Welcome to Telestream!

Dear Customer,

We appreciate your purchase of technical support coverage, and would like to welcome you to Telestream's dedicated team. This guide is meant to assist you in understanding the technical support Telestream has to offer for our Telestream Video Products PRISM, Waveform Monitors, Signal Generators and MPEG Analyzers.

If you know of anyone that would benefit from this guide and or need support, feel free to pass on the information provided.

Your guide will outline the following:

- Telestream's support offerings for Telestream Video and Audio test solutions
- How to contact Telestream Support Services
- Expected response times for your inquiries

Please share this document with individuals or departments that may open up support cases for any of our enterprise products.

Thank you,
Telestream Support Services



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Support Hours & Contact Information

Telestream offers technical support for our Telestream Video Product customers Monday – Friday 6am – 5pm PT.

Option 1: Open a case through our case portal! This method will be your fastest path to getting in touch with our support team.
<https://support.telestream.net/s/login/>

Option 2: Email videosupport@telestream.net

Option 3: Phone

US/Canada toll-free	1-844-219-5329
Outside of US/Canada	1-503-967-9833

What's included in a Support Plan?

Access to continuous capabilities and performance improvements. Our software-based solutions enable upgrades that keep your investment protected and provide the ability to support the latest technologies and service offerings. Customers without a support agreement pay substantially more to upgrade their systems (see feature list below).

Your investment is protected. Our support plans ensure that your products run effectively and improve operational productivity.

Our support and field teams are trained in the real-world performance characteristics of equipment and will train your staff, reduce your exposure to failure risks, and will configure alarms and reports designed specifically for monitoring your network.

PRISM, Waveform Monitors, Signal Generators and MPEG Analyzers Support Plan

Features	Support Plan
Support Tickets	See "Support Goals for Waveform Monitors, SPG, PRISM, Analyzers" later in this document for details
Phone Support	Included
Email Support	Included
Software upgrades	Unlimited
Training	Contact Sales
Professional services	Contact Sales
Warranty	Telestream warrants that this hardware product will be free from defects in materials and workmanship for a period of 13 months from the date of shipment.*
Extended Warranty	Available for 3 or 5 year plans.

*Warranty Information

Telestream warrants that this hardware product will be free from defects in materials and workmanship for a period of 13 months from the date of shipment. If any such product proves defective during this warranty period, Telestream, at its option, either will repair the defective product without charge for parts and labor, or will provide a replacement in exchange for the defective product. Parts, modules and replacement products used by Telestream for warranty work may be new or reconditioned to like new performance. All replaced parts, modules and products become the property of Telestream.

In order to obtain service under this warranty, Customer must notify Telestream of the defect before the expiration of the warranty period and make suitable arrangements for the performance of service. Customer shall be responsible for packaging and shipping the defective product to the service center designated by Telestream, with shipping charges prepaid. Telestream shall pay for the return of the product to Customer if the shipment is to a location within the country in which the Telestream service center is located. Customer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations.

This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Telestream shall not be obligated to furnish service under this warranty a) to repair damage resulting from attempts by personnel other than Telestream representatives to install, repair or service the product; b) to repair damage resulting from improper use or connection to incompatible equipment; c) to repair any damage or malfunction caused by the use of non-Telestream supplies; or d) to service a product that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product.

THIS WARRANTY IS GIVEN BY TELESTREAM WITH RESPECT TO THE PRODUCT IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. TELESTREAM AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TELESTREAM'S RESPONSIBILITY TO REPAIR OR REPLACE DEFECTIVE PRODUCTS IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR BREACH OF THIS WARRANTY. TELESTREAM AND ITS VENDORS WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES IRRESPECTIVE OF WHETHER TELESTREAM OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

What to expect when working with a Telestream Support Consultant

After conferring with you via phone or e-mail, the TSC will work on the following:

- Provide documentation or reference to release notes, app notes, or other user documentation, if applicable to the reported issue.
- Determine if the reported issue is fixed in an existing patch or product update.
- Working with your files, the TSC will try to recreate the problem in a Telestream test environment.
- Request remote access into your Telestream system if necessary.
- If the TSC cannot resolve the problem, the issue will be escalated to the Engineering Liaison for engineering review.
- If a hardware problem is found with your video product, the TSC will work on the repair with the RMA team.

Severity Level Definitions

Please assist the Technical Support Consultant in understanding the priority of your case or indicate relevant details in your web/e-mail submission.

Severity Level	Definition
Urgent	Trouble condition where a production-use Telestream system is completely out of service or is causing significant business impact to the customer and no immediate workaround is available.
High	System affected with intermittent loss of monitoring capability or a problem that significantly affects monitoring operation or operation, maintenance, and administration of equipment
Normal	System with alerts without affecting functionality
Low	Technical Consultations, feature requests

Technical Support Goals

Our goal is to provide you with Technical Support that meets the needs of your business. The table below is provided to share with you our internal goals so that you know what to expect from us. Telestream will use commercially reasonable efforts to meet these goals. Initial response times vary depending on the chosen support contract.

Our support desk is here to help through various technical problems, and to work with you to either confirm or identify potential issues in the product that require further attention. In some cases, it is necessary to escalate a problem to a department outside of Telestream Support. Escalated cases are reviewed on a weekly basis by the escalation team. Cases requiring an application program change will require varying amounts of time to complete and could fall outside the service level parameters.

If possible, some cases may initially be addressed via a workaround rather than a program change. If no workaround is available, projected completion timeframes will be developed and communicated to you on a case-by-case basis.

If Telestream determines that the problem is related to other than the Covered Products, Telestream is not responsible for resolving the issue.

Telestream Support will continue to act as the contact point for cases filed through our Support Desk. You can call the Support Desk and we will obtain an update on the case from the department or group working on the problem.

Feature requests will be sent to our product development team for consideration.

Support Goals for Waveform Monitors, SPG, PRISM, Analyzers

Severity Level	Target Response Time
Urgent	6 business hours
High	6 business hours
Normal	8 business hours
Low	16 business hours

PRISM Repair

If your PRISM unit (MPI, MPX, MPI2-10, MPX2-10, MPI2-25 and MPX2-25) needs repair, please contact Teletstream directly by opening a case in our support portal.

<https://support.teletstream.net/s/login>

For all other repairs and Calibration please see below:

Hardware Contracts for Waveform Monitors, SPG, PRISM, Analyzers

Extended Warranty

Tek Care Service Plan Feature	R3	R5
Extension of factory warranty	Included	Included
Protection from manufacturer defects	Included	Included
Free factory certified calibration with repair (if necessary)	Included	Included
Free in-country shipping	Included	Included
Description	Standard warranty extended to 3 years. Covers parts, labor and 2 day shipping within country. Guarantees faster repair time than without coverage. All repairs include calibration and updates.	Standard warranty extended to 5 years. Covers parts, labor and 2 day shipping within country. Guarantees faster repair time than without coverage. All repairs include calibration and updates.

Calibration Services

Teletstream offers several Calibration Services through Tek Service. See more here:

- <https://www.tek.com/calibration-services>

Calibration Plan	C3	C5
Description	Calibration service 3 years. Includes traceable calibration or functional verification where applicable, for recommended calibrations. Coverage includes the initial calibration plus 2-years calibration coverage.	Calibration service 5 years. Includes traceable calibration or functional verification where applicable, for recommended calibrations. Coverage includes the initial calibration plus 4-years calibration coverage.

Information Exchange with Technical Support

The following information may be necessary for proper troubleshooting by the TSC:

- Telestream product identifier (registration, license key, serial number).
- Error description – please provide as much information about the exhibited error as possible in your request for assistance.
- Log files – If a specific error message is delivered through the product user interface, please indicate this error. Log files enable concurrent review of the problem by the TSC. The TSC can assist you in identifying best practice for capturing and submitting log files to our team.
- Content – A sample clip (output) showing the error condition can also help the TSC identify root causes by comparing derived output to desired settings. In many cases, the original source file (input) will be needed as well.
- Configuration Specifics – Across the product line, this could take several forms, but typically, this means workflows or XML files. Depending on where the error condition is presented in the product, reviewing this data concurrent with the content mentioned above is particularly useful in determining the cause of the error. The TSC can assist you in identifying best practice for capturing and submitting configuration settings to our team.
- System Access – Many support cases require that we have some type of remote ability to connect into your environment. In many cases, remote access will expedite resolution of support cases.

File Transfer Protocol

Telestream currently uses Aspera Faspex™ for file transfers. If large uploads are required, your TSC will provide instructions and an Aspera link.

Technical Support Exclusions

The information in the Telestream Video Products Support Services Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Telestream, LLC. reserves the right to change the support policies and procedures at any time. All negotiated resolution times are approximate and not binding.

Type Exclusions Description

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 costs associated with updating customizations provided by Telestream Professional Services. If customizations are required to comply with new core capabilities, that work will be done for a fee and defined in a Statement of Work by Telestream Professional Services.

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. If remote or on-site installation of software is required, this effort will be quoted at the then current published price.



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 engage their account team to discuss training or professional services. Inquiries fielded by Telestream Support may be deferred to the professional services team.

Management Escalation Procedure

If you feel that your case requires additional attention, the following management escalation is available to you to facilitate satisfactory service delivery.

#1 Escalation Point	Jason Gillis, Technical Manager Customer Support Jason.gillis@telestream.net 503-336-1554 ext:4554
#2 Escalation Point	Kim Outlaw, VP Client Services Kimo@telestream.net 703-964-8056
#3 Escalation Point	Your Sales Account Manager

Language

English is required for all communications with Telestream Support.