Wirecast One
Basic Support Guide

telestream

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Welcome to Wirecast One Basic Support Program!

Dear Customer,
Our experienced support team is just an email away.
This guide is meant to assist you in understanding the technical support service Telestream offers for Wirecast One.

This guide will outline the following:

- Basic Support Services
- Technical Support Contact Methods
- What to expect when you contact Telestream Desktop support
- What is not covered in Basic Support Services

Thank you,
Telestream Desktop Support Team

Basic Support Services

The Wirecast One Basic Support program provides:

- 12 months of email support
- Free software upgrades**
- Self-service resources, including training resources and knowledge base articles
- Case submission response time target: < 24 Hours.

Note: Every Wirecast One purchase includes Basic support for 1 year. 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. If you would prefer phone support, we recommend all customers purchase an additional support plan called Premium Support.

Software Upgrades.

In your 12 months of Basic support, you will qualify for free software upgrades/updates**. This includes new features, enhancements and major releases for the Wirecast One software license level.

Effective Date

The services will take effect immediately after you purchase. You will have access to our support team and online case submission through our support page.

Response Times

Telestream will make reasonable efforts to respond to a Support Service request within 24 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.

** Basic Support will include software upgrades appropriate to the feature set available within Wirecast One.

Technical Support Contact Methods

Here are some of the ways you can get support:

- Visit our Support website
- Browse our Knowledge Base
- Send us a Message

What To Expect When You Contact Telestream Desktop Support

Online Case Submission

To submit a case online, please go to our support page and select the product you are inquiring about. and select the product you are inquiring about. Once we receive your case, one of our Wirecast experts will review and provide troubleshooting steps through email. We'll get back to you as quickly as possible, within 8 business hours.

Customers via Resellers

Please contact the Reseller as the first step in the support process. If you need help contacting your reseller, please see our "Desktop Applications Resellers" site.

What is not covered in Basic Support Services

Training

- Basic Support is for troubleshooting technical issues with Wirecast One.
- For product tutorials, demos, webinars & training, please see our Wirecast Training page.
- If you are interested in training you can contact your local reseller and see what options they offer.
- Telestream offers virtual hourly training for the Wirecast software. If you are interested, please contact desktopsupport@telestream.net.
- Basic Support will include software upgrades appropriate to the feature set available within Wirecast One.

Support for older software versions

We recommend that you keep your support up-to-date so that you can stay on the latest version. Telestream Support, will not be able to support outdated versions (more than two versions back).

To find out what the latest version for your product is, please open the application, Wirecast> Preferences > Software Updates and go to "Check for updates" or you can download the latest version of Wirecast from 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 before your live event or project deadline. Plan an 24-business hour "Response Time" as Telestream cannot be responsible for providing Support services before or during live events or specific project deadlines.

Support for 3rd Party Hardware/Software

We will do our best to support our product with 3rd-party hardware/software. We will troubleshoot and confirm whether an issue is in our software or whether you will need to contact the 3rd party hardware/software manufacturer.

Support coverage does not include the support of customizations developed by 3rd-party business entities regardless of the interconnectivity to Telestream products.