



Telestream Premium Support Guide

for ScreenFlow

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Welcome to ScreenFlow Premium Support Program!

Dear Customer,

Our experienced support team is just an email away. With priority response time for faster solutions, you will get the help you need quickly.

We appreciate your purchase of Premium Support. This guide is meant to assist you in understanding the technical support service Telestream offers for ScreenFlow.

This guide will outline the following:

- Premium Support Services
- Technical Support Contact Methods
- What To Expect When You Contact Telestream Desktop Support
- What is not covered in Premium Support Services

Thank you,
Telestream Desktop Support Team

Premium Support Services

Premium Support includes priority email support and discounted software upgrades.

Program Overview

The Premium Support program provides 12 months of services. Telestream will contact you within 30 days of expiration to notify you that your service will be renewed. You will have the option to renew or cancel the service at that time.

Licensing

Premium Support is available on per license basis. When you buy multiple licenses or multiple activations, you will need to purchase the same amount of Premium Support subscriptions.

Software Upgrades

Software upgrades will be available at a discounted price for ScreenFlow. Software upgrades include new features, enhancements, and major releases for the software.

Note to Mac App Store Users: upgrades are available through the Telestream version.

Effective Date

The service will take effect immediately after you purchase. You will have access to our support team and your Premium Support service for the next 12 months.

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, LLC observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr Day, Memorial Day, Juneteenth, 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:

- Visit our [Customer Support Portal](#)
- Browse our [Knowledge Base](#)

What to expect when you contact Telestream Desktop Support

Customer Support Portal

Contact us through the new [Telestream Support Portal](#). Once we receive your case, our next available Support representative will verify your Premium Support and start assisting you with your technical issue. We will do our best to get back to you as quickly as possible, within 8 business hours.

Customers via Resellers

If you have purchased a Telestream product through a Reseller and didn't purchase Premium Support, 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. If you have purchased Premium Support through a reseller, you will receive direct support from Telestream.

What is not covered in Premium Support Services

Training

Premium Support is for troubleshooting technical issues with your product. For product tutorials, demos, webinars & training, please see our [ScreenFlow Training Resources](#) page.

Support for older software versions

We recommend that you update to the latest version of your software. To find out what the latest version for your product is, please open the application and go to "Check for updates," or you can download the latest version from our [ScreenFlow Upgrade](#) 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 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 do our best to support our product with 3rd party hardware/software. We will troubleshoot and confirm if an issue is indeed in our software or if you will need to contact the 3rd party hardware/software manufacturer. Premium Support coverage does not include the support of customizations developed by 3rd party business entities regardless of the interconnectivity to Telestream products

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.

