



Wirecast Gear Standard Support Guide

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Welcome to Wirecast Gear 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:

- Out-of-the-Box Support Services
- Technical Support Contact Methods
- What is not covered in Support Services

Thank you,
Telestream Desktop Support Team

Out-of-the-Box Support Services

Wirecast Gear includes 90 days of phone support. 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 Out-of-the-Box 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 8.x to version 9.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](#)
- 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

1. Contact the reseller where your hardware was purchased for 1st point of support. You can also reach out to Telestream Support to [submit a support ticket](#).
2. The Reseller will contact Telestream or direct you to submit a ticket directly 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 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](#)

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 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.

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.

