



Wirecast Insider Access Support Guide

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Table of Contents

Copyright and Trademark Notice	2
Welcome to the Wirecast Insider Access Support Program	4
Program Wirecast Insider Access	4
Program Overview	4
Software Upgrades	4
Remote Access Services	4
Effective Date	4
Response Times	4
Technical Support Contact Methods	5
What To Expect When You Contact Telestream Desktop Support	5
Customer Portal	5
Customer via Resellers	5
Terms of Service	5
What is not covered in Wirecase Insider Access Services	5
Training	5
Support for Older Software Versions	5
Support during Live Events and Project Deadlines	5
Support for 3rd Party Hardware/Software	5

Welcome to Wirecast Insider Access!

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.

This guide will outline the following:

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

Thank you,
Telestream Desktop Support Team

Wirecast Insider Access Services

The Wirecast Insider Access 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: < 8 Hours.

Note: Every Wirecast purchase includes Insider Access 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 Wirecast Access, you will qualify for free software upgrades/updates. This includes new features, enhancements and major releases for the software (i.e. version 6.x to version 7.x).

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 [Community Portal](#).

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 [Support website](#)
- Browse our [Knowledge Base](#)
- Send us a [Message](#)

What To Expect When You Contact Telestream Desktop Support

Customer Portal

All cases must be initially submitted through our dynamic community portal. While the portal is your go-to hub for swift case submissions, rest assured that we're here to support you through every avenue available - email, phone calls, teleconferencing, and beyond. Our priority is to get your issues resolved in the fastest, most efficient way possible.

Step into the remarkable world of the [Telestream Community Portal](#) and join the vibrant network of Telestream enthusiasts, seasoned experts, and friendly support staff within the community. Together, we'll embark on an extraordinary journey towards unmatched customer satisfaction!

Haven't tried the community portal yet? No worries! Create an account and select "Not a member?". Check out our [support portal guide](#) for more information

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.

Terms of Service

These Support Services are subject to the Telestream Terms of Service located at <https://www.telestream.net/company/terms-of-service.htm>, which may be updated from time to time. Telestream reserves the right to refuse Support Services to anyone who violates these Terms of Service, up to and including termination with no refund to the customer for any remaining time left in the support contract.

What is not covered in Wirecast Insider Access

Training

- Standard Support is for troubleshooting technical issues with Wirecast.
- 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.

Support for older software versions

We recommend that you update to the latest version of Wirecast. 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 8-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.