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# Wirecast Premium Access Support Guide

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## Welcome to Telestream!

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.

Thank you for joining Premium Access. This guide is meant to assist you in understanding the technical support service Telestream offers for Wirecast.

This guide will outline the following:

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

Thank you,  
Telestream Desktop Support Team

## Premium Access Services

Premium Access includes priority telephone and email support, free software upgrades and remote access services.

### Program Overview

The Premium Access 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 Access 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 Access Support subscriptions.

### Software Upgrades

In your 12 months of Premium Access, you qualify for free software upgrades/updates. Software upgrades include new features, enhancements, and major releases for the software (i.e. version 5.x to version 6.x).

**Note:** This does not apply to license level upgrades (i.e. a Studio to Pro license).

### 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.

### Effective Date

The subscription will take effect immediately after you purchase. You will have access to our support team and your Premium Access 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 [Support website](#)
- Browse our [Knowledge Base](#)
- Send us a [Message](#)
- Give us a call: A phone number to call our support team directly will be available on your purchase email confirmation.

## 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

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

### 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 Premium Access

### Training

- Premium Access is for troubleshooting technical issues with your product. For product tutorials, demos, webinars & training, please see our [Wirecast Training 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 [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 Access 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.