

Telestream®

# Maintenance and Support Guide

for

cPAR™, cVOC™, iVMS® ASM™, iVMS®, PLM™, Inspector® LIVE,

Surveyor® ABR Active, Surveyor® TS, Surveyor® R-PHY,

Sentry® Network Monitors, and Medius™ Application Manager

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## Welcome to Telestream!

Dear Customer,

We appreciate your purchase of technical support coverage and would like to welcome you to Telestream's dedicated team of technical support engineers. In conjunction with the Telestream terms and conditions set forth at the end of this Guide, this Maintenance and Support Guide is meant to assist you in understanding the technical support that Telestream offers for our Test & Measurement products: cPAR, cVOC, iVMS ASM, iVMS, PLM, Inspector LIVE, Surveyor ABR Active, Surveyor TS, Sentry Network Monitors, and Medius Application Manager.

Share this Guide with individuals or departments at your enterprise that may open support cases for any of these products.

Thank you,

Telestream Support Services

## Technical Support Offerings

Telestream technical support must be purchased at the time of your software license purchase.

Your support agreement includes support from highly trained engineers and updates to the licensed Telestream software products.

Telestream provides technical support delivery for the Americas Monday through Friday, between 6:00AM – 6:00PM Pacific Time (PT) excluding holidays*. Gold support is available for Vantage, Vantage Cloud, Lightspeed Server, Live Play, Live Capture, and Live Schedule Pro.

For our EMEA/APAC customers, we offer support from 9:00AM-6:00PM Central European Time (CET) excluding holidays**.

*Telestream observes the following U.S. holidays: New Year's Day, Martin Luther King Jr Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, and Christmas Day.

**Telestream observes the following European holidays: New Year's Day, 2nd Day of New Year, Epiphany, Saint John Day, Unification Day, Good Friday, Easter Monday, Labor Day, Constitution Day, Early May Bank Holiday, Spring bank holiday, Ascension Day, Assumption Day, German Unity Day, All Saints' Day, Romania National Day, Christmas Day, and Boxing Day.

## Support Table

All support times in the Support Table below are from the time of Telestream's receipt of the trouble notification. All times are estimates and not guarantees.

| | |
|---|---|
| Product Coverage | cPAR, cVOC, Argus, iVMS ASM, iVMS, PLM, Inspector LIVE, Surveyor ABR Active, Surveyor TS, Surveyor R-Phy, Medius, Sentry, and Sentry Verify |
| Web and Email Support | YES |
| Customer Support Portal | Access to Knowledgebase, educational content, and ability to open and review your own cases, plus 2 named user logins to view your company's open cases |
| Standard Support Business Hours [*Holidays.] | 6AM - 6PM PST M-F (Americas)<br>9AM - 6PM CET M-F (EMEA / APAC) |
| 24x7 Mission Critical Support (P1) | YES |
| Hot Fixes | YES |
| Access to the Latest Software Releases* | YES |
| P1 Critical<br>System-wide outage or severe impact on critical functions, with significant revenue impact; immediate resolution required | Target response 2 hours<br>Target initial status Update 4 hours<br>Target workaround 1 day<br>Target resolution 5 days |
| P2 High<br>Major functionality affected, impacting revenue and operations, but the system remains usable | Target response 4 business hours<br>Target initial status update 6 business hours<br>Target workaround 10 business day<br>Target resolution 7 business days |
| P3 Medium<br>Minor issues affecting specific features; moderate operational impact, workaround may be available | Target response 8 business hours<br>Target workaround 2 business days<br>Target resolution in future product update release |
| P4 Low<br>Non-critical issues, general questions, or requests for information; minimal impact | Target Response 1 business day<br>Target resolution as appropriate |

* See Technical Support Exclusions

## Contacting Telestream Support

### Customers via Resellers

If you have purchased a Telestream product through a reseller, please contact the reseller as the first step in the support process.

### Support Portal

The Telestream Support online web portal ("Support Portal") may be used to create and track Telestream support cases.

If you have a login, navigate to the following URL:

https://support.telestream.net/s/login/

If you do not have a login, you may sign up for one at the following URL:

https://support.telestream.net/s/login/SelfRegister

Once in the Support Portal, you will see the cases that you personally have opened. To see all cases across your organization, Telestream provides 2 of these licenses per customer. Please contact Telestream Support for more information.

## What to expect when working with a Telestream Support Engineer (TSE)

After conferring with you, the TSE will:

- Provide documentation or references to release notes, app notes, or other user documentation, if applicable to the reported issue.
- Determine if the reported issue is fixed in an existing patch or product update.
- Work with your files to try to recreate the problem in a Telestream test environment.
- Request remote access to your Telestream system if necessary.

If the TSE cannot resolve the problem, the issue will be escalated to the Engineering Liaison for engineering review.

If a hardware problem is found with your Lightspeed server, the TSE will work on the repair with the RMA team.

## Information Exchange with Technical Support

The following information may be necessary for proper troubleshooting by the TSE and must be given at the time of initial contact:

- Telestream product identifiers – Registration, license key, serial number.
- Error description – Provide as much information about the error as possible in your request.
- Log files – If a specific error message is delivered through the product user interface, provide the error message. Log files enable concurrent review of the problem by the TSE. The TSE can assist you in identifying best practices for capturing and submitting log files.
- Content – A network capture of video traffic during a time when the error is present
- System Access – Many support cases require Telestream to remotely connect to your environment. In many cases, remote access will expedite resolution of support cases.

## Escalation Procedure

If you believe that your case requires additional attention, please contact Telestream via supportescalations@telestream.net.

## Limited Hardware Warranty

Telestream warrants that the hardware products set forth in this Guide will be free of defects in materials and workmanship when subject to normal and intended usage for a period of: (a) for shipments within the USA, 12 months from the date of shipment; or (b) for international shipments (i.e., outside of the USA only), 13 months from the date of shipment. If any such hardware product proves defective during its applicable warranty period, Telestream, at its option, either will repair the defective hardware unit without charge for parts and labor, or will provide a replacement in exchange for the defective unit. Parts, modules and replacement products used by Telestream for warranty work may be new or reconditioned to like-new performance. All replaced parts, modules, and products become the property of Telestream. This limited warranty extends only to the original purchaser from Telestream ("Customer").

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND TELESTREAM'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED HARDWARE WARRANTY IS FOR TELESTREAM TO RE-PERFORM THE SERVICES AT ISSUE.

## Exclusions from Limited Warranty

In no event will Telestream have any obligation to make repairs, replacements or corrections which may be required, in whole or in part, as the result of: (i) unusual physical stress, accident, disaster, or event of force majeure; (ii) misuse by, fault of, or negligence of a product user; (iii) use of the products in a manner for which they were not designed, or in any manner other than that set forth in this document and the product documentation delivered with the products; (iv) any causes external to the products including, but not limited to, power failure or electrical power surges; (v) improper handling or storage of the products; or (vi) modification, alteration or use of the products in combination with equipment or software not supplied by Telestream; or (vii) use of the products outside of a secure IT environment or without taking appropriate IT security precautions.

## Procedures for Warranty Claims

To make a warranty claim for a hardware product, Customer must open a support case on the Telestream customer support portal at https://support.telestream.net/s/login ("Customer Portal").

If Customer does not yet have login credentials for the Customer Portal, Customer may self-register using the following link: https://support.telestream.net/s/login/SelfRegister.

Customer must notify Telestream of its request for warranty services before the expiration of the applicable warranty period and make suitable arrangements for the performance of services. Once Telestream has determined that the requested services are covered under the warranty, Telestream shall provide a shipping label to Customer. Customer shall be responsible for packaging and shipping the defective product to the service center designated by Telestream. All units shipped for repair to Telestream or to a Telestream-approved service center must be shipped in their original factory packaging. Telestream is not responsible for any damage caused to any product not shipped in its original packaging.

All returned hardware units are subject to inspection and testing by Telestream. Services under this limited warranty will not be provided for any returned hardware unit which, in Telestream' s reasonable judgment, is not defective or non-conforming.

## Hardware Service

For our hardware products, we offer additional support services.

Your Maintenance and Support agreement covers a standard return and repair service in the first year of warranty or extended warranty. Standard return and repair follow this process:

- We troubleshoot your unit.
- We determine that your unit has an issue that requires a return to the factory.
- Telestream issues a Return Manufacturer's Authorization (RMA).
- You ship the unit back to Telestream.
- We repair and return it to you.

Shipping costs (both ways) will be covered by Telestream, and prepaid labels to facilitate shipping will be sent to the customer.

## Technical Notes

### Backups

The customer is responsible for backing up their configuration and settings to an external location. Telestream will not be liable for any loss of data or loss of use during these procedures.

### System Access

Support cases may require access to your Telestream system to troubleshoot the reported issue.

The easiest option is for the Telestream system to have outside access to the internet to allow connection for a remote troubleshooting tool. If the Telestream system is on a closed network, a jump server with internet access can be an alternative.

If there is no access at all, troubleshooting the reported issue may become very difficult, and the time to resolve may increase.

On-site troubleshooting may be requested for a fee. Please contact your sales representative for more details.

### Remote Access Tools

Telestream uses industry standard remote access tools, such as TeamViewer, which require Internet access and a working Internet connection.

For information on Teamviewer, see https://www.teamviewer.com.

### File Transfers

Telestream Support uses Signiant Media Shuttle for transfers of media files and other supplemental files required for troubleshooting. For details on Media Shuttle, please review the following article:

Media Shuttle information

### Language

English is required for all communications with Telestream Support.

## Technical Support Exclusions

The information in this Guide is accurate at the time of publication. The support policies and procedures published herein replace all previous support policies and procedures. Telestream reserves the right to change the support policies and procedures at any time. All negotiated resolution times are approximate and not guaranteed.

- 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 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. If remote or on-site installation of software is required, this effort will be quoted at the then current published price.
- Improper Network Placement
  - Telestream video analysis products detect streaming media data flows on networks and measure a variety of key parameters. Measurement results and alerts can be sent to one or more centralized servers, enabling users to view and compare measurements from end-to-end throughout a distribution network to detect, locate and take corrective action on a wide range of fault types.
  - Users access information acquired and consolidated in Telestream products via server software incorporated in both probe and management products. These hosts, like other networked equipment, may be subject to a wide variety of security threats from the Internet. Telestream products are designed for use, and must be used, only behind a properly configured border router and firewall within a secure network infrastructure.
  - The failure to take appropriate IT security precautions, and/or the use of Telestream products outside a secure IT environment, may result in unauthorized access to customer data and systems, and loss of functionality, warranty cover- age, and support service coverage. Telestream is not responsible for network vulnerabilities due to such failures nor their resulting consequences.

## Further Exclusions

- Transportation of Covered Products by Customer;
- Repairs, changes, modifications, maintenance, relocation or reinstallation by personnel not authorized by Telestream;
- Improper ESD (“Electro-Static Discharge”) precautions when handling Covered Products;
- Improper electrical grounding;

- Improper utility service;
- Use of non-Telestream supplied equipment or parts;
- Misuse, abuse, neglect;
- External electrical fault or any unusual shock;
- Accident, fire or water exposure;
- Natural disasters such as flood, fire, lightning, earthquake or tornado;
- Failure to maintain the proper operating or storage environment for the Covered Products (including but not limited to air conditioning, humidity control, corrosive atmosphere);
- Sabotage, or acts of war;
- Theft;
- Routine cleaning, or normal cosmetic wear;
- Third party applications or custom software not defined under Covered Products; or
- Programming of Application Program Interfaces (API) of Covered Products except for support on the capabilities of the programming interface.

## Additional Professional Services

Professional services are available on request, subject to a separate fee as set forth in the applicable quotation provided by your sales representative. Professional services may include:

- Remote and/or on-site installation and/or configuration of Telestream products into the customer environment
- Consultation of video network management and best practices adoption
- Analysis, evaluation, and reporting on overall network performance best practices
- Training on installation, configuration, and optimization of network management, using Telestream
- Advanced replacement of equipment during equipment outage periods

Technical support coverage does not include costs associated with updating customizations provided by Telestream Professional Services. If customizations are required to comply with new core capabilities, that work will be done for a fee and defined in a Statement of Work by Telestream Professional Services

## Customer Responsibilities

Customer is responsible for safeguarding all programs, data, and removable storage media at all times (including before and after Telestream performance of any support services). Customer is responsible for running frequent database backups to minimize the risk of data loss in the event of a database failure. Telestream does not warrant or guarantee that customer data, settings, or configurations will be preserved through the repair process.

Customer acknowledges and agrees that for hardware returned to Telestream, it is Customer's obligation and responsibility to ensure that any confidential, proprietary or otherwise sensitive information, including, without limitation, individually identifiable consumer information about Customer's customers, stored on any hardware returned to Telestream, is completely wiped and purged by Customer prior to delivery to Telestream. Telestream shall not be liable for any information remaining on hardware returned by the Customer.

## Terms of Service

All Telestream technical support services are also subject to and governed by the Telestream Terms of Sale, Terms of Service, and Terms of Use located at:

https://www.telestream.com/terms-of-sale/

https://www.telestream.com/terms-for-services/

https://www.telestream.com/terms-of-use/

Telestream reserves the right to refuse technical support services to anyone who violates the terms in this Guide, Terms of Sale, and/or Terms of Use, up to and including termination with no refund to the customer for any remaining time left in the support contract.

Telestream.com | info@telestream.net

