



Telestream GearCare Guide

Copyright and Trademark Notice

©2016 Telestream, LLC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, altered, or translated into any languages without written permission of Telestream, Inc. Information and specifications in this document are subject to change without notice. All negotiated resolution times are approximate and not binding. Telestream, Inc. assumes no responsibility or liability for any errors, omissions, or inaccuracies that may appear in this guide.

Telestream, CaptionMaker, Episode, Flip4Mac, FlipFactory, Flip Player, Lightspeed, ScreenFlow, Switch, Vantage, Wirecast, Gameshow, GraphicsFactory, MetaFlip, and Split-and-Stitch are registered trademarks and MacCaption, e-Captioning, Pipeline, Post Producer, Tempo, TrafficManager, and VOD Producer are trademarks of Telestream, LLC. All other trademarks are the property of their respective owners.

All other brand, product, and company names are the property of their respective owners and are used only for identification purposes.

Telestream, LLC.
848 Gold Flat Road
Nevada City, CA 95959
Phone: +1 530-470-1300

Table of Contents

Copyright and Trademark Notice	2
Welcome to the Wirecast GearCare Support Program	4
GearCare Support Services	4
Program Overview	4
Parts and labor Warranty	4
Advance Replacement	4
Premium Support for Wirecast and Switch	4
Software Upgrades	4
Remote Access Services	4
Effective Date	4
Response Times	5
Technical Support Contact Methods	5
What To Expect When You Contact Telestream Desktop Support	5
Phone	5
Online Support	5
Customers via Resellers	5
Return Material Authorization (RMA) Procedure	5
Support and RMA Process	5
What is not covered in Premium Support Services	6
Training	6
Support for older software versions	6
Support during Live Events and Project Deadlines	6
Support for 3rd Party Hardware/Software	6
Resolutions	6

Welcome to Wirecast Gear Premium Support Program!

Dear Customer,

Wirecast GearCare is a powerful upgrade that extends Warranty and Support on a Wirecast Gear system to three years. Included is full Wirecast/Switch Premium support for direct access to Telestream technicians, Next Day Air advanced replacement if your system fails and access to the latest versions of our software. This guide is meant to assist you in understanding the technical support service Telestream offers for Wirecast Gear.

This guide will outline the following:

- GearCare 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

GearCare Support Services

GearCare includes priority telephone and email support, expedited system replacement in case of failure, discounted software upgrades and remote access services.

Program Overview

GearCare provides 3-years of:

- Parts and labor warranty
- Advance replacement – Next Day Air replace for failed systems
- Wirecast Premium Support services (\$597 value)
- Switch Premium Support services

Parts and Labor Warranty

GearCare upgrades the standard 1-year Depot Warranty to a full three years of protection. 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.

Advance Replacement

Live video production creates a need for immediate results and when your Wirecast Gear system experiences a hardware failure, we'll ease the stress by overnighting* a new or refurbished unit that becomes yours going forward. Simply return the defective unit within ten working days and you're all set.

*normal commercial shipping days

Premium Support for Wirecast and Switch

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.

Software Upgrades

Software upgrades will be available at a discounted price for Wirecast software and free upgrades for Switch. Software upgrades include new features, enhancements, and major releases for the software (i.e. version 6.x to version 7.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

GearCare will take effect from the day of your Wirecast Gear purchase. You will have immediate access to the advanced replacement and to our support team for the next 3 years.

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:

- Visit our [Support website](#)
- Browse our [Knowledge Base](#)
- Explore our [Community Forum](#)
- Send us a [Message](#)
- Give us a call: 1-844-550-5208 (toll-free) or 1-530-470-2029 (International)

What To Expect When You Contact Telestream Desktop Support

Phone

You can speak directly to one of our experts by calling the phone number provided on your purchase confirmation (1-844-550-5208). A Support Specialist will ask for your Premium Support order number or product serial number. Once your account is verified, the Support Specialist will also confirm your email and phone number on record.

A support case will be started and the Support Specialist will ask for information about your Wirecast Gear system and production environment. A case number will be provided to you for your records. If a technician is available, your case and call will be transferred to a technician. If a technician is not available, we will do our best to provide a call back when one is available or within 8 business hours.

Online Support

To submit a case online, please go to our Wirecast Gear [Support](#) page, then click "Contact Support" and check the box that says, "I have Premium Support." Enter the order number that can be found on your purchase confirmation. If you do not have your order number, we can still verify your Premium Support Service through your software's serial number. Once we receive your case, it will be given the highest priority. We'll get back to you as quickly as possible, and within 8 business hours.

Customers via Resellers

If you purchased your Wirecast Gear system through a Reseller, you should initially contact the reseller for technical support as Telestream resellers are extremely knowledgeable about our products and your workflows. If you did not purchase GearCare, your Reseller will continue to be the primary avenue of direct contact technical support. If you purchased GearCare, you may receive support from either your reseller or Telestream as desired.

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 service. If you purchased directly from Telestream or your unit is covered by Premium Support, contact Telestream.
2. Telestream Support opens a case for you in our Salesforce tracking system.
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 to our manufacturing partner for repair.
6. The RMA process triggers a case with our manufacturing partner.
 - A. If you have Premium Support, the manufacturing partner gathers your shipping and contact information and sends you an overnight replacement. The manufacturer will also give you instructions and an RMA for returning the failed unit.
 - B. If you do not have Premium Support, the manufacturing partner 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 our manufacturing partner for repair and return to you.

7. Upon case resolution, Telestream Support reviews and closes the case and sends you a satisfaction questionnaire.
8. 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.

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 [“Wirecast Gear Training Resources”](#) page.

Support for older software versions

- We recommend that you update to the latest version of your Wirecast and Switch 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 of Wirecast or Switch on our download pages.

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.

