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# Telestream Premium Support Guide

for ScreenFlow, Wirecast and Switch

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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.

We appreciate your purchase of Premium Support. This guide is meant to assist you in understanding the technical support service Telestream offers for our Desktop Application products (ScreenFlow, Wirecast and Switch).

This guide will outline the following:

- Premium 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

## Premium Support Services

Premium Support includes priority telephone and email support, free or discounted software upgrades and remote access services. A phone number to call our support team will be available on your Premium Support purchase email confirmation.

### Program Overview

The Premium Support 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 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 Support subscriptions.

### Software Upgrades

Software upgrades will be available for free for Wirecast and Switch. ScreenFlow software upgrades are available at discounted prices. 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 Support 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, Inc. observes the following U.S. holidays: New Year's Day, President's Day, Martin Luther King Jr 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: 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

### Phone

You can speak directly to one of our experts by calling the phone number provided on your purchase confirmation. A Support Specialist will ask for your Premium Support reference (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 operating system, and product version. 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 [support page](#) and select the product you are inquiring about. 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 subscription 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 have purchased a Telestream product through a Reseller and didn’t purchase Premium 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 Support through a reseller, you will receive direct support from Telestream.

## What is not covered in Premium Support Services

### Training

Premium Support is for troubleshooting technical issues with your product. For product training, you can access resources such as tutorial videos, user guides, knowledgebase articles, and more. See below for the training available for your product.

- [ScreenFlow Tutorials, Demos, Webinars & Training](#)
- [Wirecast Tutorials, Demos, Webinars & Training](#)
- [Switch Tutorials, Demos, Webinars & Training](#)

### Support for older software versions

If you purchased premium support for a previous version and run into a technical issue that is fixed in the latest release, we recommend that you upgrade to resolve the issue (since previous versions will no longer be updated).

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 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 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 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.

### 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.

## 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.