



## Biamp Systems Technical Support Policy.

Updated 19<sup>th</sup> February 2017

The Applications Engineering team at Biamp Systems offers complimentary technical support to customers designing, specifying, installing, configuring and maintaining Biamp equipment.

Technical support is provided to individuals working for a company that has an account enabling them to purchase directly from Biamp Systems, or people that have otherwise been explicitly authorized and/or trained by Biamp to work with Biamp's products, and meet the criteria for the relevant product as defined below.

Customers who are unable to fulfill the qualifying conditions may be offered limited support, or directed to contact an authorized Biamp dealer or distributor.

Parties that have not purchased directly from Biamp Systems should contact their supplier for assistance.

Biamp Systems technical support representatives are limited to providing technical support on products sold by Biamp Systems. Support for interoperability with third-party products may be limited to ensuring the Biamp Systems' unit behaves as advertised.

Complimentary technical support is offered at Biamp Systems' sole discretion. This support policy is for information purposes only and is subject to change without notice.

AUDIO. VIDEO. CONTROL.



9300 SW Gemini Drive  
Beaverton, OR 97008 USA



1.503.641.7287  
1.800.826.1457



biampinfo@biamp.com  
biamp.com



#### Audia:

- Biamp Systems offers technical support free of charge over the phone or via email to customers that have an existing account to purchase devices from the Audia product family directly from Biamp Systems, demonstrate sufficient experience and knowledge in audio-visual technology, have successfully completed either the Audia for Technicians self-paced online training or any of the in-person Audia certification trainings, or have otherwise been explicitly authorized and/or trained by Biamp to work with Audia products.
- Support for VoIP systems will be offered to customers that have successfully completed the VoIP self-paced online training.
- Audia support contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

#### Devio:

- Biamp Systems, through the dedicated Devio support team, offers technical support free of charge over the phone or via dedicated email to customers that have an existing account allowing them to purchase devices from the Devio product family directly from Biamp Systems.
- Please note the dedicated Devio support team is based in Oregon, USA, and as such is available Monday to Friday 8am to 5pm Pacific Time.
- Devio support contacts:
  - E-mail: [deviosupport@biamp.com](mailto:deviosupport@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257

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[biamp.com](http://biamp.com)



### Nexia:

- Biamp Systems offers technical support free of charge over the phone or via email to customers that have an existing account to purchase devices from the Nexia product family directly from Biamp Systems and demonstrate sufficient experience and knowledge in audio-visual technology.
- Customers are encouraged to read the [Getting Started with Nexia](#) guide before contacting support as that may provide all the information required.
- Nexia support contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

### Oreno:

- Biamp Systems offers technical support free of charge over the phone or via email to customers that have an existing account to purchase Oreno directly from Biamp Systems and demonstrate sufficient experience and knowledge in audio-visual and information technology.
- Customers are encouraged to read the [Getting Started with Oreno](#) guide before contacting support as that may provide all the information required.
- Oreno support contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

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### Tesira:

- Biamp Systems offers technical support free of charge over the phone or via e-mail to customers that have an existing account to purchase devices from the Tesira product family directly from Biamp Systems, demonstrate sufficient experience and knowledge in audio-visual technology, have successfully completed the Tesira self-paced online training or achieved Tesira certification through one of the relevant in-person classes, or have otherwise been explicitly authorized and/or trained by Biamp to work with Tesira products.
- Support for VoIP systems will be offered to customers that have successfully completed the VoIP self-paced online training.
- Tesira support contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

### TesiraFORTÉ:

- Biamp Systems offers technical support free of charge over the phone or via e-mail to customers that have an existing account to purchase devices from the TesiraFORTÉ product family directly from Biamp Systems, demonstrate sufficient experience and knowledge in audio-visual technology, have successfully completed the TesiraFORTÉ self-paced online training, or have otherwise been explicitly authorized and/or trained by Biamp to work with TesiraFORTÉ products.
- Support for VoIP systems will be offered to customers that have successfully completed the VoIP self-paced online training.
- TesiraFORTÉ support contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

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### TesiraLUX:

- Biamp Systems offers technical support free of charge over the phone or via e-mail to customers that have an existing account to purchase devices from the TesiraLUX product family directly from Biamp Systems, demonstrate sufficient experience and knowledge in audio-visual technology, have successfully completed Tesira certification and TesiraLUX self-paced online training or achieved Tesira and TesiraLUX certification through one of the relevant in-person classes, or have otherwise been explicitly authorized and/or trained by Biamp to work with TesiraLUX products.
- Contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
    - UK: +44 207 871 4145
    - India: +91 22 26658170
    - Australia: +61 7 3552 9552 - option 2
    - Dubai: +971 4253 3055

### Vocia:

- Biamp Systems offers technical support free of charge over the phone or via e-mail to customers that have an existing account to purchase devices from the Vocia product family directly from Biamp Systems, demonstrate sufficient experience and knowledge in paging or voice evacuation technology, have successfully completed the Vocia self-paced online training or achieved Vocia certification through one of the relevant in-person classes, or have otherwise been explicitly authorized and/or trained by Biamp to work with Vocia products.
- Contacts:
  - E-mail: [support@biamp.com](mailto:support@biamp.com)
  - Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257
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# GLOBAL TECHNICAL SUPPORT

## LOCATIONS AND CONTACT INFORMATION



### NORTH AMERICAN SUPPORT TEAM

#### SUPPORT FOR THE AMERICAS

Our Oregon office supports 15 Applications Engineers in addition to remote offices across the US.

Technical support is available in English and Spanish.

#### GLOBAL SUPPORT QUEUE:

**Calling from US and Canada:**  
**1 877 242 6796 (1 877 BIAMP XO)**

**Calling from outside the US and Canada:**  
**+1 503 718 9257**



### EMEIA SUPPORT TEAM

#### SUPPORT FOR EUROPE, MIDDLE EAST, INDIA, AND AFRICA

Our EMEIA team includes 7 Applications Engineers located in London, Germany, Dubai, and Mumbai.

Technical support is available in English, Spanish, Hindi, Arabic, German, and Russian.

**UK support queue:**  
**+44 20 7871 4145**

**India:**  
**+91 22 26658170**

**Dubai:**  
**+971 4 253 3055**



### ASIA PACIFIC SUPPORT TEAM

#### SUPPORT FOR ASIA, AUSTRALIA, AND NEW ZEALAND

Our Brisbane office supports 5 Applications Engineers located in Australia and Hong Kong.

Technical support is available in English, Cantonese, and Mandarin.

**Australia/New Zealand:**  
**+61 7 3552 9552 - Option 2**



## ONLINE AND EMAIL SUPPORT



**Biamp technical support email**  
[support@biamp.com](mailto:support@biamp.com)

**Devio technical support email**  
[deviosupport@biamp.com](mailto:deviosupport@biamp.com)



**Knowledgebase and FAQ**  
<http://support.biamp.com>

You may call the main Biamp support phone number from anywhere in the world. Calling the main number or sending an email to [support@biamp.com](mailto:support@biamp.com) will connect you with the global support queue, which is staffed from Sunday afternoon to Friday afternoon, Pacific Time.

You may also call any of our international support numbers during their local business hours, but please understand that international staff levels vary outside local time zones.