biamp.

Biamp Systems Technical Support Policy.

Updated 5th September 2018

The Applications Engineering team at Biamp Systems offers complimentary technical support over the phone or via email to customers designing, specifying, installing, configuring and maintaining Biamp equipment.

Technical support is provided to individuals demonstrating sufficient experience and knowledge with related technologies, are currently employed by a company entitled to purchase directly from Biamp Systems and meet the training requirements for the relevant product as defined in this document.
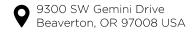
Parties that have not purchased directly from Biamp Systems should contact their supplier for assistance.
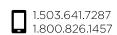
At Biamp's discretion, customers who are unable to fulfill the qualifying conditions may be offered limited support or directed to contact an authorized Biamp dealer or distributor.

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.

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9300 SW Gemini Drive
Beaverton, OR 97008 USA

1.503.641.7287
1.800.826.1457

biampinfo@biamp.com
biamp.com

![biamp logo](biamp.)

Contact details:

Devio:

- E-mail: deviosupport@biamp.com
- Telephone:
    - Main number: 1-877-242-6796 (1 877 BIAMP XO)
    - Outside the US and Canada: +1-503-718-9257

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 only.

All other products:

- E-mail: 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

Training Requirements:

- Audia: Audia for Technicians online training or Audia certification through in-person class.
- Vocia: Vocia online or in-person certification.
- TesiraFORTÉ: TesiraFORTÉ online or in-person certification.
- Tesira: Tesira online or in-person certification.
- TesiraLUX: Tesira and TesiraLUX online or in-person certifications.
- VoIP: Biamp's VoIP online certification.

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