How To Best Engage with Biamp Technical Support

The following steps will help enable a speedier and more successful outcome when contacting Biamp Technical Support Specialists by phone, email, or chat.

✓ Have relevant training, be familiar with equipment, system design, and intended functionality so that we can communicate efficiently using common vocabulary and concepts.

✓ Email attachments related to the issue (configuration and log files, screenshots, topology maps, etc.) to support@biamp.com.

✓ Have the product and version information ready.

✓ Have a clear and concise written or rehearsed description of the issue.

✓ Be prepared to connect to the system with relevant software and be able to reproduce and/or describe the steps that reproduce the issue for you.

✓ If possible, be prepared to screen share with the Tech Support Specialist (requires a stable internet connection).

For issues that are important but not necessarily time-critical, we also recommend considering:

• Consulting Biamp’s self-help Cornerstone knowledge base which offers Simple Solutions problem-solving articles, FAQs, explanatory overviews, product release notes, and firmware updates.

• If calling, avoiding our peak phone hours (typically 8:30am-11:30am Pacific).

• Emailing us at support@biamp.com instead of calling.

• Engaging with our online and in-person training courses, which cover our product families and certification courses.

There will always be issues that require a human touch for proper diagnosis and resolution. For these cases, the more prepared you are when reaching out, the faster we can help you get back to business.

In the meantime, thank you! We value your business and remain committed to delivering best-in-class, award-winning technical support to you.

Biamp Technical Support Team