

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).

We also recommend considering:

- Using our fastest communication medium [Live Chat](#) (navigate to biamp.com/support/contact-support, scroll to the middle of the page to “**Live Chat with Tech Support:**” and click “**Start Live Chat**”)
- Consulting Biamp’s self-help [Cornerstone knowledge base](#) which offers *Simple Solutions* problem-solving articles, FAQs, explanatory overviews, product release notes, and firmware updates.
- Emailing us at support@biamp.com instead of calling.
- If calling, avoiding our peak phone hours (typically 8:00am-1:00pm Pacific).
- 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