



WISI America Technical Support Rest Easy with Reliable 24/7 Operation

The WISI America support team consists of former cable and IPTV headend engineers who understand the daily complexities of managing a video headend. Collectively, our support team members have decades of experience in the field and are certified by the SCTE-ISBE as Digital Video Engineering Professionals (DVEP). They use their deep knowledge of video applications to expertly facilitate configuration and troubleshooting questions about Inca and WISI products.

WISI is committed to a rapid resolution of all technical issues. The support team works in-house and collaborates closely with engineers and developers to diagnose and resolve customer issues.

Our customers experience reliable and efficient operation thanks to a responsive world-class team with strong industry, product and technical knowledge.



There are lots of solutions available in the market but what's missing is the comprehensive support that Inca (now WISI) delivers.

~ Rob McCann
Clearcable Networks



Charles Stone - WISI Support Team Member, Certified SCTE-ISBE Digital Video Engineering Professional



Technical Support Contract Includes:



- ✓ Responsive 24/7 support services
- ✓ Email and phone support
- ✓ Experienced frontline support team - DVEP certified by the SCTE-ISBE
- ✓ Initial guided tour of user interface
- ✓ Diagnostic file analysis
- ✓ Application review and troubleshooting
- ✓ Direct access to developers and engineers when needed
- ✓ Customer portal access - WISI Connect
- ✓ Ongoing firmware development
 - New user interface features
 - Major new licensed features
 - Performance improvements
 - Bug fixes

Carrier-Grade Control & Visibility

VidiOS™ is Inca's advanced processing and monitoring engine that provides unparalleled visibility into every step of the video processing chain.

Unique to the market, VidiOS™ is a valuable troubleshooting tool designed to save both time and effort. With VidiOS™, stream samples, diagnostic files and detailed stream analytics can be easily shared with technical support to help investigate a ticket.

Inca product customers and support engineers use VidiOS™ to analyze problem streams by reviewing inbound and outbound video thumbnails, stream sample downloads, monitoring tools and extensive statistical data.

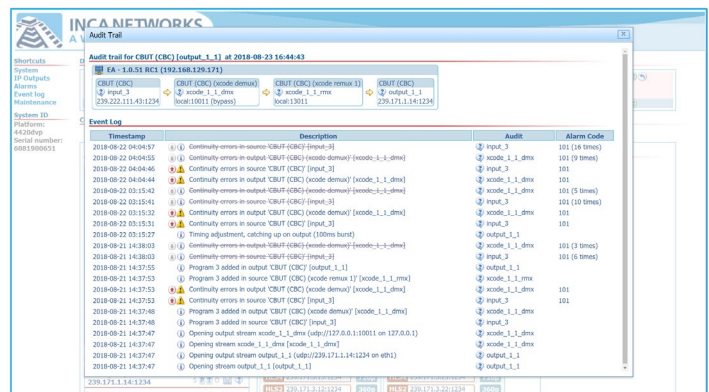


Support Whenever You Need It

Contact the Support Team
Phone: +1 855-444-3104
Email: support@wisi.tv

Regular Support Hours:
8 AM Eastern – 8 PM Eastern, Monday – Friday

Emergency Support:
24/7 on-call support for channel down emergencies



To access tickets online, visit WISI Connect.
<https://wisiconnect.tv/>

Just give us a call.
We're here to help.