WELCOME

Welcome to Dartfish Video Software Solutions. Dartfish Software provides you with cutting-edge video and enrichment functionalities in easy-to-use applications in order to make the power of video accessible to everyone. Its ability to deliver instant visual feedback, to highlight key points of interest on the video and to give you the necessary tools to easily manage and share video brings the users an evident and invaluable assistance in all understanding and learning processes.

This Installation Guide describes the key aspects of the software installation and activation.

SUMMARY

1. **MINIMUM REQUIREMENTS**
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1. MINIMUM REQUIREMENTS

First, please check that your computer meets the minimum requirements:

COMPONENT	MINIMUM REQUIREMENT
OPERATING SYSTEM	Windows 7 SP1 (32 or 64-bit) updated / Windows 8 (32 or 64-bit) updated
PROCESSOR	Dual Core 1GHz, 1000 points at the PassMark test: http://www.cpubenchmark.net
RAM	2 GB
GRAPHIC	Microsoft DirectX 9 graphic device with WDDM driver, with 1024x768 resolution and 16-bit color
HARD DISC	16GB (32-bit) / 20GB (64-bit)

YOUR OPERATING SYSTEM NEEDS TO BE FULLY UPDATED, TO DO SO PLEASE RUN WINDOWS UPDATE AND INSTALL ALL MANDATORY UPDATES.

2. REGISTER YOUR PRODUCT

After purchasing your license, you receive an e-mail from Dartfish containing a **REGISTRATION CODE** and explaining how to register your product. Registration is essential as it gives you access to download the **DARTFISH SOFTWARE INSTALLER** and the **PRODUCT KEY**.

Registration also gives access to training and technical support (including activation requests) via our Customer Care Portal

01   Go to http://support.dartfish.com
02   Click the **Register Product** orange button.

REGISTER NOW!

Register your product now to get access to your support and training resources.
It's free and done with a few clicks!

Register Product

Important: This service is only available for Dartfish Software 5.x or later

03   Then enter the Registration code found in the email that you received (it comprises 32 alphanumeric characters)

04   Click the **Validate** orange button… then, once the product is recognized, click on the **Register** orange button.

05   You are registered! Now you can proceed to download your software and product key

3. DOWNLOAD & INSTALLATION

GET YOUR PRODUCT KEY

In order to install your software you need a valid product key. Each copy of Dartfish must be installed using its own unique product key. The product key consists of **Name, Organization, Serial Number and Registration Code**

You can find your Product Key on the Customer Care portal (http://support.dartfish.com).

01   Select **My products** from the options at the top of the page

02   A table of all your registered products is displayed, click the **View** link next to the product that you want to install

03   Your product key is displayed

Dartfish Product Key

Dartfish is providing you with this product key to install and activate the product listed below per terms of the Dartfish End-User License Agreement. Any other use of this product key is prohibited.

Important! Enter the following information exactly.

Product key for
Dartfish TeamPro Data 7

User Name:	John Doe
Organization:	Dartfish
Serial Number:	C XXXX -4 XXX P-P XXEF-9KD8Q-KSMAE
Registration Code:	0A XXXXX 0-ED46-5 XXX -B1A7-8ACD68E26860

Date Created: 07.06.2013 15:35:18, version 2.3, English
(C) 2011 Dartfish, visit us at www.dartfish.com

DOWNLOAD THE SOFTWARE INSTALLER

01 Go to the Customer Care portal

02 Select **Downloads** from the options at the top of the page

03 Select your product and then click **Download product!**

04 While on the Downloads page you may want to also download the optional additional downloads which add to the functionality of your product
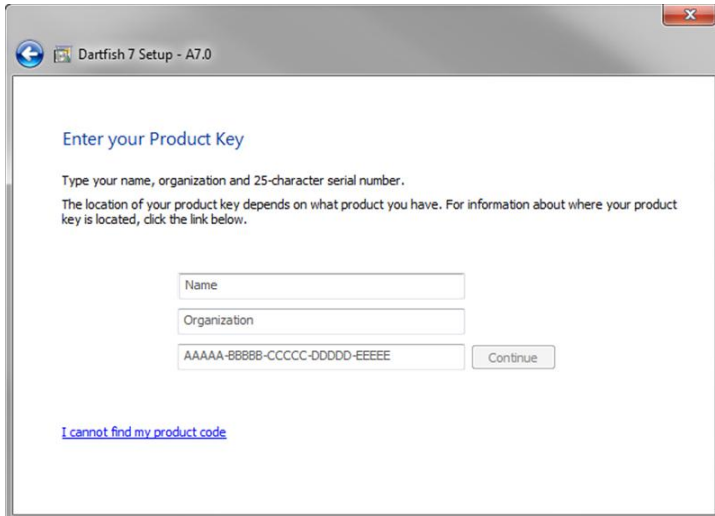
INSTALL YOUR SOFTWARE

Different browsers download in different ways. Locate where the installation file has been downloaded to and double-click it to begin the installation.

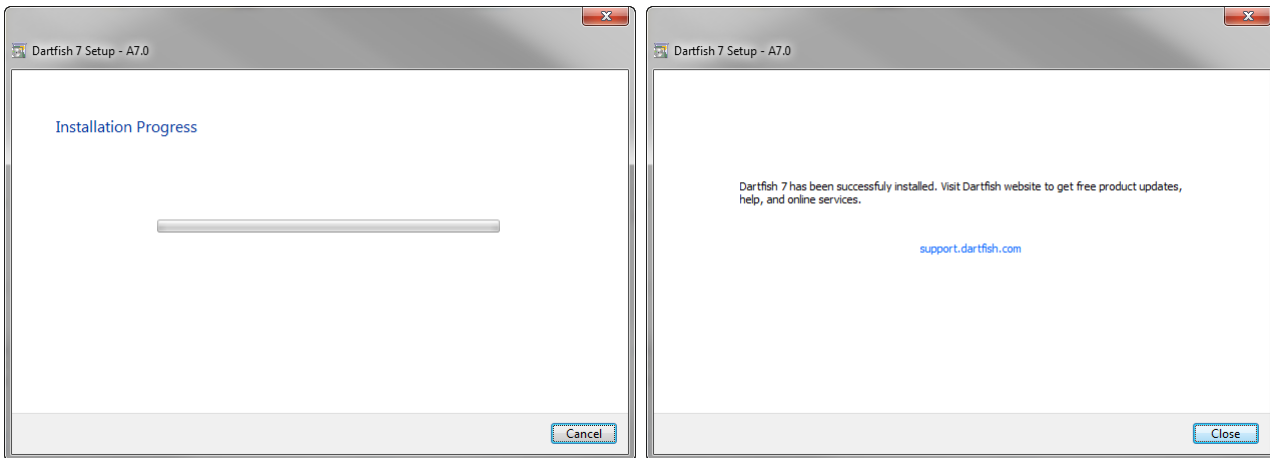01 Accept the license agreement and click **Next**
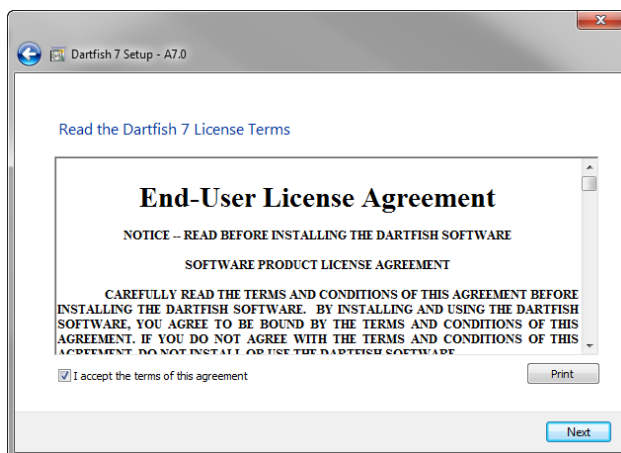
02   Enter your product key

ENTER IT PRECISELY. DO NOT USE YOUR OWN NAME UNLESS ON THE PRODUCT KEY. USE THE CORRECT CASE AND SPACING

You will not be able to **continue** until a valid product key has been entered.

03   The installation now proceeds…

05   Confirm the successful installation by clicking the **Close** button.

4. ACTIVATION

Activation is a mandatory process that associates the products you buy from Dartfish with the computers on which you use those products. Activation helps protect Dartfish against unauthorized use and copying of its software and you against the risk of using counterfeit software. You have 3 days to activate your product, which means that during 3 days you can launch the software without having to activate it.

First of all you need to make sure you are logged in as Administrator on the machine or at least run Dartfish as Administrator (Right click on Dartfish icon > run as Administrator).

We also recommend that you disable any antivirus or firewall which could prevent the communication between Dartfish and your computer. If your firewall blocks the automatic activation, you can select manual activation instead.

AUTOMATIC ACTIVATION

Is your computer connected to the internet? Then choose this method to activate your software automatically.

WITHIN THE 3 DAYS GRACE PERIOD: **AFTER THE 3 DAYS PERIOD:**

Click the **Next** button to activate your software then click the **Continue** button to launch Dartfish.

MANUAL ACTIVATION

If your computer isn't connected to internet or the automatic activation method has failed, choose this method and follow the instructions below:
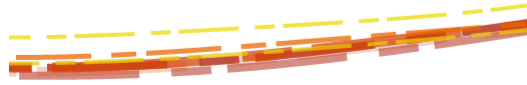
Select activate manually :

Dartfish 7

Your activation grace period expires in 3 days.

○ Launch Dartfish 7

○ Activate automatically
Select this option if your computer is connected to the Internet.

◉ Activate manually
In case of problems with automatic activation, you can retrieve and manually
enter an activation code.

What is activation?
Read the privacy statement online

[Next >] [Cancel]

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Or, if activating after the 3 day grace period, uncheck the **Activate automatically** box, click **next**, then click **activate manually** as above

Dartfish 7

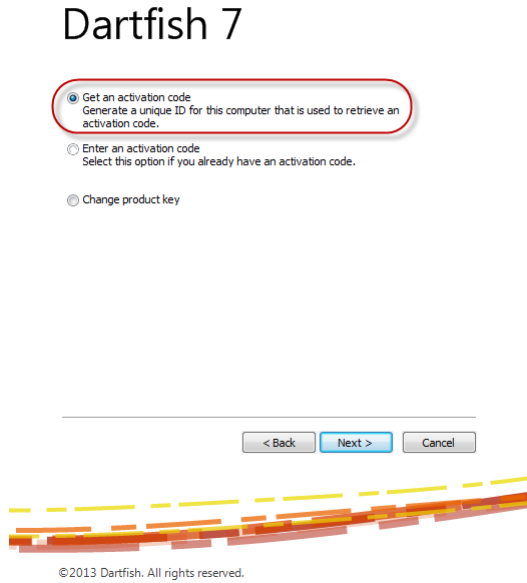◉ I have a product key and want to license Dartfish 7:

Name

Organization

AAAAA-BBBBB-CCCCC-DDDDD-EEEEE

☑ Activate automatically

Purchase a product key
What is activation?
Read the privacy statement online

[Next >] [Cancel]
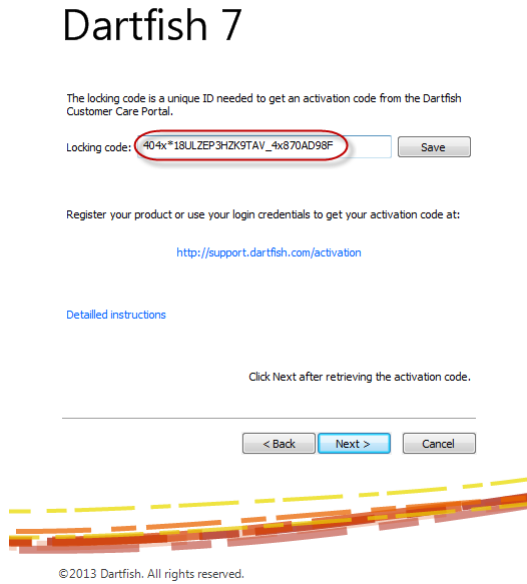
©2013 Dartfish. All rights reserved.

Select **Get an activation code**

Dartfish 7

The software will give you your <u>unique Locking code</u>

Dartfish 7

Now, here is what to do with that locking code:

01 Save your Locking Code to a USB stick or an external hard disc by clicking the Save button or copy/paste the entire code.

02 Go to a computer with Internet access, open a web browser and enter the address: http://support.dartfish.com/activation

03 Use your customer care portal sign in to access the activation page

04 Enter or paste your Locking Code into the Manual Activation section on the right hand side of the page and click on the orange Submit button.

Enter Locking Code

Example: 404x*1CCLWJM2LGUS7HH_4xE92F72BA
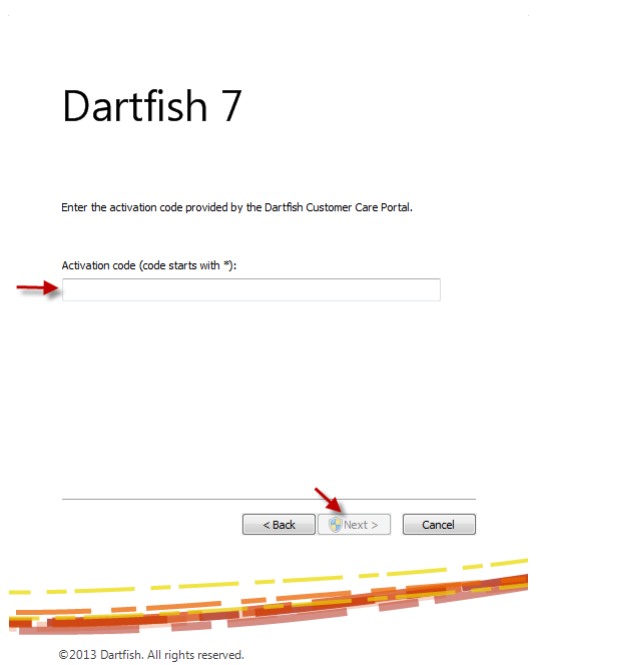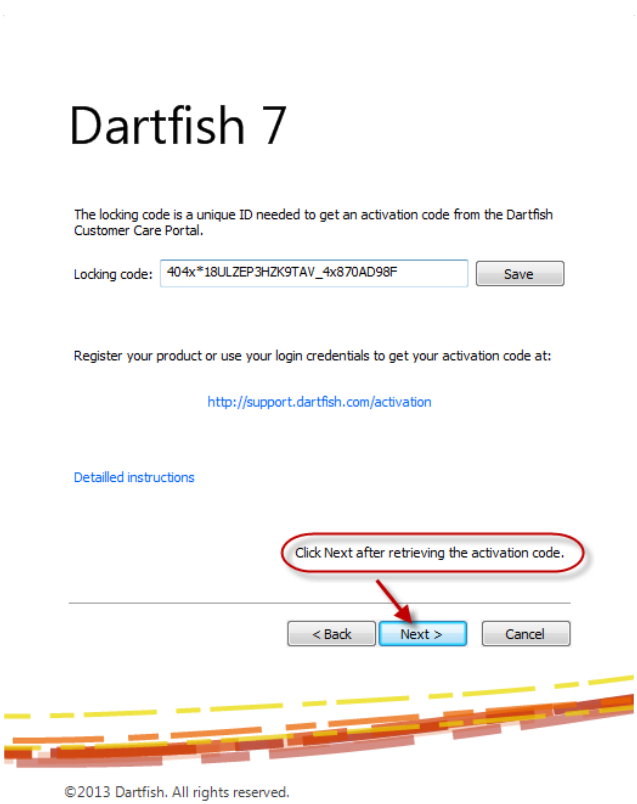
Submit

05   You will now receive an email with your activation code.

TIP: IF YOU SAVE THE E-MAIL TO A USB STICK YOU WILL BE ABLE TO COPY AND PASTE THE ACTIVATION CODE ACCURATELY.

Now you have an activation code...

Return to the computer with Dartfish software and From the locking code screen, click **next**

Enter your activation code and confirm by clicking **Next**.

Dartfish 7

The locking code is a unique ID needed to get an activation code from the Dartfish Customer Care Portal.

Locking code: 404x*18ULZEP3HZK9TAV_4x870AD98F   Save

Register your product or use your login credentials to get your activation code at:

http://support.dartfish.com/activation

Detailed instructions

Click Next after retrieving the activation code.

< Back   Next >   Cancel

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Enter the activation code provided by the Dartfish Customer Care Portal.

Activation code (code starts with *):

< Back   Next >   Cancel

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5. FAQ

INSTALLATION

THE NEXT BUTTON IS GREYED OUT AFTER FILLING MY LICENSE INFORMATION, WHAT DO I DO?

Please make sure that you enter exactly the same information that appears in your Product Key.
You can check this information on our Dartfish Customer Care portal > under **My products** > click on **View** (under the license).
You must enter the USER name on the Product Key, not your own name.
User name and organization details are case sensitive so make sure that you respect the upper/lower cases.
Please also check that no spaces are typed before or after the information.

When the fields are correctly populated, you should have the **NEXT** button now available.

ACTIVATION

I ACTIVATED THE SOFTWARE ONLINE BUT WHEN I LAUNCH DARTFISH, IT ASKS ME TO ACTIVATE AGAIN, WHY?

The activation code cannot be stored on the machine. There can be several reasons for this:
Please first check that you are logged in as Administrator on the machine, with full administrator rights, or at least run Dartfish as Administrator (right click on Dartfish icon > Run as Administrator).
Please make sure that no antivirus or Firewall is running in the background during the activation as it can interfere with the communication between your machine and Dartfish license server. If necessary, use manual activation (see page 6-9).

6. INSTALLATION SUPPORT

Do you have any trouble installing your software and you couldn't find a solution in the FAQs above?
Contact our Technical Support team now. You qualify for free support for one year which includes access to **FAQs, e-mail support, self-paced tutorials as well as instructor-led online webinars.**

HOW TO GET ACCESS?

01 Go to http://support.dartfish.com
02 Sign in to your account
03 Select the **Support** option from the top of the screen
04 There you can search our FAQs.
05 If you do not find the answer to your question, you can submit a support request to our support team by clicking on the orange **Request Support** button on the right hand side of the page.
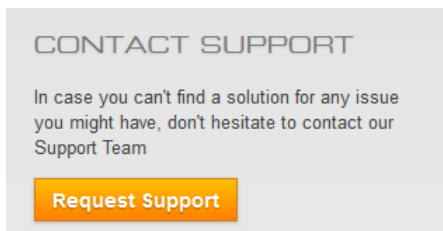
06 Then select the product you need help with and the current version you are using.
07 Select the area corresponding to your request.
08 Type the subject of your request and describe your issue, giving as much detail as possible.

Version: June 17, 2013 | ©Dartfish

7. CUSTOMER CARE PORTAL

The Customer Care portal (http://support.dartfish.com) provides lots of useful features.
Once you login to your account, you have access to different sections:
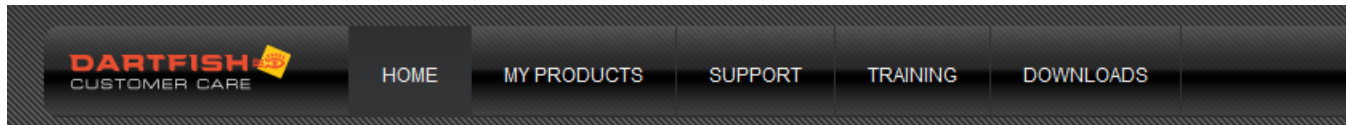
MY PRODUCTS

In this section you have the list and details of all the products you registered.

- It displays the edition of your software, the registration code, the type and expiry date of support service you have on this particular product and the license details (user name, organization, serial number and registration code) that you can view.
- In this section, you can also register another product.
- On the right hand side, under *Service Packages*, you will have the details of our support packages. If you wish to renew or upgrade your support package, you just need to click on the orange button **Contact us**. A Dartfish representative will then contact you as soon as possible.

SUPPORT

As described earlier, this section is dedicated to technical support.

- You will find our FAQ's, which can be displayed in different languages and be filtered either by selecting a specific category or by using the search field.
- If your question is not part of our FAQ's, you can send us a support request by clicking on the **Request Support** button.

- On the same page, you will also be available to send us an activation request by clicking on the **Activation** button.

To request a new activation (perhaps because you have changed your computer), please select the license you want to reactivate and enter the reason why you are requesting this new activation in the *Description* field. Then click on **Submit**.

TRAINING

- On this page, you can find tutorials which will teach you how to use Dartfish and benefit from all the functionalities the software offers.
- On the right hand side of the page, you can see the schedule of our *Live online trainings* (webinars), performed by our Dartfish trainers.
- If you need more specific trainings, you can contact us to enquire about our *tailored trainings*, which are specially made to meet your needs.

DOWNLOADS

- Finally, this last page lists all the downloads available for your license.
- Just select your product and you will be able to download your software
- You can also download documentation, drivers and useful tools which add to the functionality of your software.