CHYRONHEGO

ChyronHego Academy

Frequently Asked Questions

GENERAL - CHYRONHEGO ACADEMY

- What is ChyronHego Academy?

- How do I enroll?

- What happens after I enroll?

- What courses can I take?

- Where can I find self-guided classes for Lyric and other ChyronHego products?

- Is there any support for the freelancer edition of PRIME Graphics?

FUNCTIONALITY AND LIMITATIONS

- What is included in the freelancer edition of PRIME Graphics and PAINT?

- Does the freelancer edition of PRIME Graphics and PAINT offer live video output?

- Can I do scripting in the freelancer edition of PRIME Graphics and PAINT?

- Can I use my scenes created with Lyric?

INSTALLATION AND LICENSING PROCESS

- Do I need a license to run the freelancer edition of PRIME Graphics?

- Do I need a dongle to run my free software]?

- How long is my license valid before I need to renew it?

- How do I download my free software?

- Which browser is required when interacting with the Download Area?

HARDWARE AND OS REQUIREMENTS

- What is the recommended OS?

- What graphics cards are recommended for PRIME Graphics?

- Having Issues?

GENERAL - CHYRONHEGO ACADEMY

What is ChyronHego Academy?

ChyronHego Academy offers structured, in-depth training about how to use ChyronHego products.

- Learn topics in a logical order, so everything makes sense.
- Get hands-on practice.
- Verify your knowledge with short quizzes. Know what to review and when to move on.
- Become ChyronHego Certified.

How do I enroll?

Enrolling is easy. Simply fill out the form at the ChyronHego Academy page. You can take any courses you like, and you are notified automatically when new courses are available. Most courses are completely free, and you never need to re-enroll.

What happens after I enroll?

As soon as you enroll you will receive a Welcome Email,
with login information for the Academy. Shortly after that, you can expect to receive access to fully licensed trial software. You don't need the software to take the course, but it's good to practice!

Once you login to the Academy, you can enroll in the courses you want.

Why haven't I received a Welcome Email?

If you haven't received the Welcome Email mentioned above, you may not have provided your consent to receive ChyronHego marketing emails. If this may have been the case, please complete the form again with the checkbox completed.

For further assistance, contact us at academy@chyronhego.com.

What courses can I take?

You can learn PRIME Graphics (the next generation of pioneering real-time broadcast graphics), Click Effects PRIME (the powerful venue control system for graphics, clips, data, sponsors and more) and Paint (state-of-the-art telestration and replay for dynamic sports analysis).

Where can I find self-guided classes for Lyric and other ChyronHego products?

Other courses are in development and will be available soon. To request more information about modules in development, please contact academy@chyronhego.com.

Is there any support for the freelancer edition of PRIME Graphics and PAINT?

Most operational questions are addressed in the online course. We encourage users to help each other in online communities such as the ChyronHego product forum.

FUNCTIONALITY AND LIMITATIONS

What is included in the freelancer edition of PRIME Graphics and PAINT?

The free editions of PRIME Graphics and Paint have the same user interface experience as the full editions, with no watermarks.

INSTALLATION AND LICENSING PROCESS

Do I need a license to run the freelancer edition of PRIME Graphics and PAINT?

Yes, a license is required. It is provided free of charge as part of the sign-up process provided by ChyronHego. Instructions are included in the Software Install Guide.

Do I need a dongle to run my free software?

No, a USB dongle is not required to run PRIME Graphics [version]. The license is provided as a software license with no physical dongle required.

How long is my license valid before I need to renew it?

Your software is licensed for a period of 3 months. If you remain active in the ChyronHego Academy, the license is automatically renewed in 2 month increments. If you achieve Black Belt status by completing all courses and activities associated with one or more of our products, you are granted Preferred Freelancer Status. In that case, you license is granted for a 6-month extension with renewals on request.

How do I download my free software?

When you enroll in ChyronHego Academy, you will receive a confirmation email with instructions to download the licensed software directly from ChyronHego.

Keep in mind that this process may take up to seventy-two hours.

Which browser is required when interacting with the Download Area?

- Google Chrome (latest version)
- Firefox (latest version)
- Edge: not supported
- Internet Explorer: not supported

HARDWARE AND OS REQUIREMENTS

What is the recommended OS?

Recommended OS is Windows 10 (64bit only).

What graphics cards are recommended for PRIME Graphics?

ChyronHego recommends NVIDIA graphics cards for use with PRIME Graphics.