

# Customer Care Platform

<http://Support.dartfish.com>

## HOME

### My Registered Products



Get all product information (license key, validity and service contract) or register another product

>>>

### Technical Support



Find a solution to your technical problem in the FAQ section or contact our technical support directly

>>>

### Training Resources



Learn at your own pace using our tutorials, sign up to one of the live online webinars or book your tailored training

>>>

### Download Section



Download your product, additional drivers or the User Guide now

>>>

### CUSTOMER CARE OFFERS

Dartfish is dedicated to the success of our customers. To meet their varied needs, we offer multi-channel packages that provide valuable information, expert-level support and various training solutions.

[View offers](#)

### PRODUCT NEWS

#### Dartfish 6 release 3 : the latest improvements

2/3/2012 With Dartfish 6 we have adopted a practice of regular updates so you never have to wait long to see improvements, so it pays to keep an eye on the update check on your software's start page. With release 3 (02/02/12) there are more than 80 bug fixes plus the following new features: Time shifted live recording with HDV video source. With DV video

4 Sections

# My Products

**DARTFISH**  
CUSTOMER CARE

HOME MY PRODUCTS SUPPORT TRAINING DOWNLOADS

Welcome Rob Carroll  
[Edit profile](#) | [Logout](#)

## MY REGISTERED PRODUCTS

### All your registered products

Product name	Service	Expiry date	License	Download
Dartfish Software TeamPro 6.0 D8986C38-EEC3-8B87-B1A7-4BE937F1FF18	Standard	7/18/2012	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software TeamPro 6.0 3DE41AFC-B128-B8A5-B1A7-4C185BA1E0B0	Standard	7/18/2012	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software Connect Plus 5.0 / 5.5 516A23FE-8800-3CA1-B1A7-D800E5DBF2B0	Standard	12/5/2011	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software Connect Plus 6.0 7371C6ED-7B35-7CDB-B1A7-CC0933CE9ED0	Standard	11/6/2011	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software Connect Plus 6.0 B74E4D1E-262A-01C8-B1A7-CC29A0166AA8	Standard	11/6/2011	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software Connect Plus 6.0 7D2D0CC7-B490-D1CB-B1A7-CC48F153F5D0	Standard	11/6/2011	<a href="#">View</a>	<a href="#">Download</a>

[Register another product](#)

### SERVICE PACKAGES

**Standard**

- 72 hours Standard E-mail Support
- Classroom Webinars

**Premium**

- 24 hour
- Phone
- Remote
- Classroom
- Tailored

Has your  
want to up  
new? Don  
to get mo

[Contact](#)

This lists all registered products. If you have to register a new product please do so here.

You will find your registration code in the email you received directly from Dartfish.

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Dartfish Software Connect Plus 6.0 B74E4D1E-262A-01C8-B1A7-CC29A0166AA8	Standard	11/6/2011	<a href="#">View</a>	<a href="#">Download</a>
Dartfish Software Connect Plus 6.0 7D2D0CC7-B490-D1CB-B1A7-CC48F153F5D0	Standard	11/6/2011	<a href="#">View</a>	<a href="#">Download</a>

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now? Don  
to get mo


[Contact us](#)

This is where your license code is stored. Click view to see the license code information. This must be entered during the install phase.

# Download Section

**Select product**

Dartfish Software Connect Plus 5.0 / 5.5

 **Download product!**  
File size: 261 MB  
Date: 9/25/2009

**Additional download options**

Name	Info	Date	File size	
Update1_DFSW55_pro.exe	Update	12/3/2009	7.85 MB	↓
Update2_DFSW55_pro.exe	Update	4/19/2010	13.9 MB	↓
Update3_DFSW55_pro.exe	Update	9/20/2010	9.21 MB	↓
RemoteControl_64bit.zip	Driver	5/31/2011	1.41 MB	↓
CleanSettings5.exe	Utility	5/29/2009	0.10 MB	↓
WhatsNewIn55_en.pdf	User Guide	5/29/2009	0.29 MB	↓

Download Product – Click this and install the product.

Additional download options:

None of these are necessary to download right away but may be needed at some stage.

Remember you will need license code information during the installation. You can find this in registered products.

# Support

TECHNICAL SUPPORT

### Frequently Asked Questions (FAQ)

Language: English

Search our FAQ's

Select area: Show all FAQ's

Area	Title
Dartfish.tv	64-bit web browser and dartfish.tv
3rd party software	ASUS Laptops only : 'Splendid' logo appearing when playing videos in Dartfish
Installation	Activation error '0x800401bb'
Installation	Activation error message: '0x80040124'
Hardware	Camcorder turns off automatically
Documentation	Choosing the right camcorder
Installation	Classroom error message: 'Reason failed to call VLSaddFeatureToFile - 0x80040015b'
Installation	Classroom license manager installation problem

### 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. Your license agreement determines the terms of use.

Please enter our activation section in order to receive help for:

- Activation request
- Manual activation

Activation

### CONTACT SUPPORT

In case you can't find a solution for any issue you might have, don't hesitate to contact our Support Team

Request Support

Before contacting support it would be a good idea to see if your question is already answered in the FAQ.

If you can't find a solution you can request support directly via email.

Select Product: Dartfish Software Connect Plus 5.0 / 5.5

Indicate Version: 5.5.20909.0

Select area

To help you solve your problem faster please attach the System Information file which is saved on your desktop. If you can't find it, it can be created by selecting Diagnose -> Save Support Request from your Software's Help menu. (This option is only available for Customers using Dartfish Software version 6.x)

Choose File No file chosen

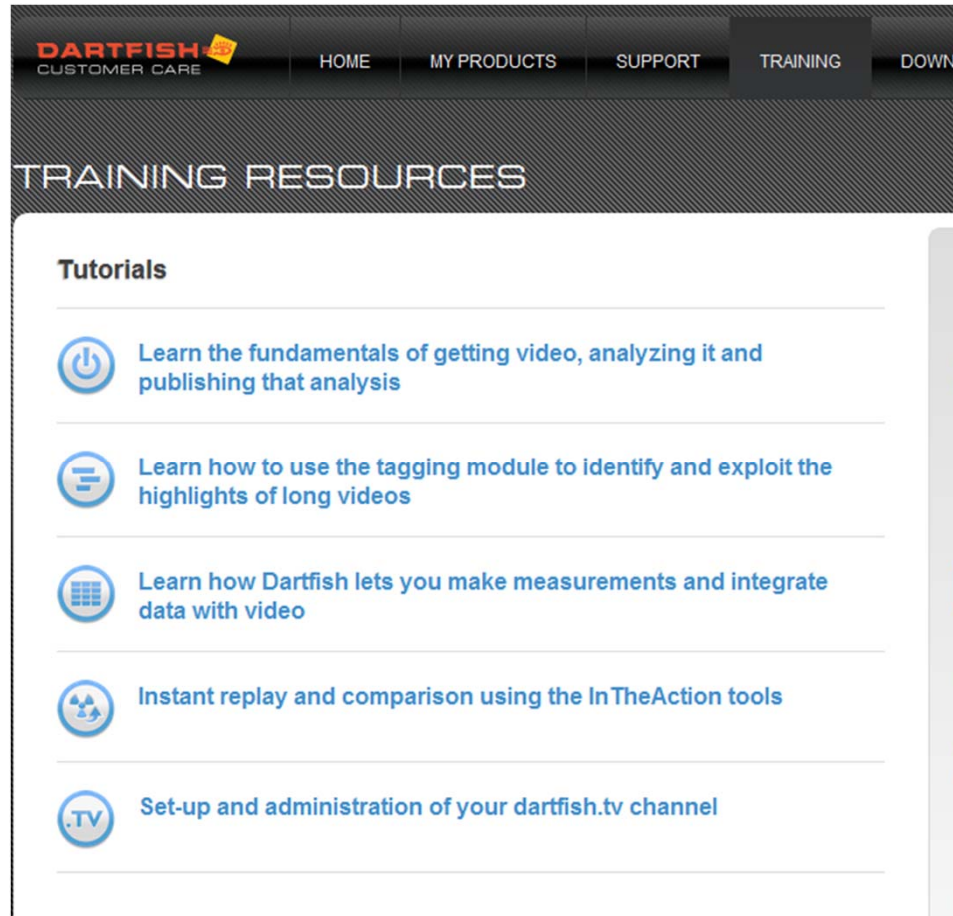
Subject

Description






Select the area you are having difficulty with.

And describe your issue in as much detail as possible.

# Training



The screenshot shows the Dartfish website's training resources section. At the top, there is a navigation bar with the Dartfish logo (DARTFISH CUSTOMER CARE) and menu items: HOME, MY PRODUCTS, SUPPORT, TRAINING, and DOWNLOADED. Below the navigation bar, the heading "TRAINING RESOURCES" is displayed. Underneath, a section titled "Tutorials" lists five training topics, each with a circular icon and a brief description:

-  Learn the fundamentals of getting video, analyzing it and publishing that analysis
-  Learn how to use the tagging module to identify and exploit the highlights of long videos
-  Learn how Dartfish lets you make measurements and integrate data with video
-  Instant replay and comparison using the InTheAction tools
-  Set-up and administration of your dartfish.tv channel

The training section contains tutorials covering many different topics.

This will be updated on a continuing basis so it is a good idea to keep an eye on this.