Finding Help When You Need It

Everyone needs help from time to time. Learning a new software program can be challenging, but Daktronics has provided a number of options for you to find help for your Venus 1500 software.

Help Guide

1. The Venus 1500 **Help Guide** can be launched by clicking the **Application menu**, the round orange **V** in the top left corner of the software, and then clicking on **Help…** and **Contents**. (See Fig. 1)

2. Use the **Contents** tab to select the information you may be looking for or to launch a printer friendly version of the guide. If you choose to print just one page for reference, use the print icon in the top menu bar.

    ✅ **Tip:** Use the **Index** or **Search** tab to quickly find specific information. (See Fig. 2)

🔸 Other Ways to launch the Help Guide

1. You can also launch **Help Guide** from any Venus 1500 or Content Studio window by clicking the **F1** key on your computer keyboard.

2. Or, click on the question mark in the blue circle on any **Venus 1500** or **Content Studio** window.

🔸 Other Ways to get help when you need it

Venus 1500 Support page on the Daktronics website provides you self-help options with a searchable knowledge base and the ability to request a callback from one of our software trainers to assist you with your software operational question if you need additional help.
http://www.daktronics.com/venus1500support

1. Using the **Venus 1500 Support page**. Browse FAQs or search the knowledge base by entering your question and clicking on the **Search** button.
2. Still need help? Scroll down the page and look for the blue **Contact A Trainer** button to request a callback from one of the Daktronics professional trainers who can assist you with your operational question. (See Fig. 3)

Exercise

Exercise: Press the F1 key to launch the Help Guide. Visit the Daktronics support site and find the Contact A Trainer button.
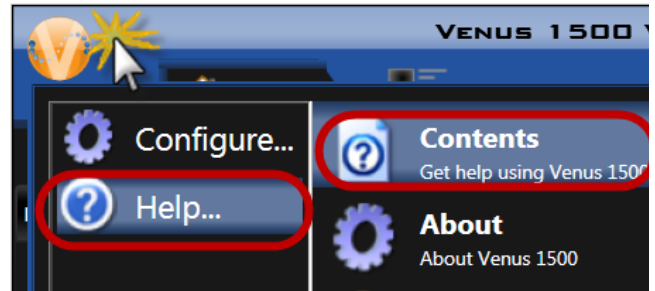

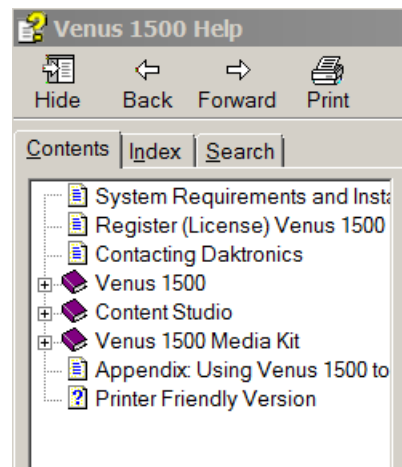**Figure 1:** Application Menu - Help – Contents

Figure 2: Contents menu, Index and Search tabs

Software Training Assistance

If your equipment is working properly and you have a question on how to use the features of Venus 1500 software, one of our software trainers would be happy to give you a callback to assist you. The typical response time is less than four hours during Daktronics corporate business hours (Monday-Friday, 8am – 5pm CST).

Figure 3: Contact A Trainer to request a callback online