

9.4 — Getting Help

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9.4.1 Accessing in-app tutorial videos ("Need Help? Watch our tutorial videos")

Accessing in-app tutorial videos ("Need Help? Watch our tutorial videos")

9.4.1 support

Spectre Cloud includes a built-in library of tutorial videos accessible directly from within the app — short, focused walkthroughs of specific features and workflows that you can watch without leaving the screen you are working on. This page explains where to find the video library, how it is organised, and how to get the most out of it during both initial setup and ongoing use.

📁 Where to Find the Tutorial Videos

The tutorial video library is accessible from the **"Need Help? Watch our tutorial videos"** prompt, which appears in several locations throughout the app:

- 📁 **On the dashboard** — the help prompt appears in the main dashboard view when the account is new or when no bowler session is active. It is one of the first things a new

operator sees after initial setup.

- **Within Settings** — a help link in the Settings section surfaces tutorial videos relevant to the configuration options on the current page.
- **On spec sheets** — contextual help links within the spec sheet form surface videos relevant to the section currently being completed — grip type, pitch entry, oval calculator, and so on.
- **From the profile menu** — clicking or tapping the pro shop name in the top-right corner and selecting **Help** or **Tutorials** opens the full video library directly.

△ **Verify with Spectre team:** Confirm the exact locations where the tutorial video prompt appears in the current UI, and whether contextual help links are present within spec sheets and Settings as described — or whether the video library is only accessible from the dashboard and profile menu.

☐☐ How the Video Library Is Organised

The tutorial video library mirrors the structure of this wiki — videos are grouped by topic and follow the same book and chapter organisation. Each video is short and focused on a single workflow or feature rather than providing a broad overview, making it easy to find the specific guidance you need without watching through unrelated content.

- **Getting Started** — account setup, first login, configuring Settings for the first time.
- **Bowler profiles** — creating, searching, and managing bowler records.
- **Spec sheets** — creating, completing, cloning, and printing spec sheets step by step.
- **Oval Calculator** — configuring the calculator, understanding EDGE vs. CENTER, running the calculator on a spec sheet.
- **Arsenal** — adding balls, managing status, using the 3D layout view.
- **Plugins** — walkthroughs for Bowler Plus, Arsenal Plus, and the Job Board.
- **Account and billing** — subscription management, adding plugins, updating account information.

△ **Verify with Spectre team:** Confirm the full list of tutorial video topics currently available and update the list above to match. Remove topics that do not yet have a video and add any video topics not listed here.

☐☐ Watching Videos on Desktop

1. Click your **pro shop name** in the top-right corner to open the profile menu.

2. Select **Help** or **Tutorials** from the dropdown.
3. The tutorial video library opens — either in a panel within the app or in a new browser tab depending on the implementation.
4. Browse by topic or use the search function to find a specific video.
5. Click a video to play it. Videos play inline or in a lightbox overlay — you do not need to leave the current screen to watch.

☐ Watching Videos on Mobile or Tablet

1. Tap your **pro shop name** or profile icon in the top-right corner.
2. Tap **Help** or **Tutorials**.
3. Browse or search the video library and tap any video to play it.
4. On mobile, videos play full screen or in a player overlay. Use the device's back gesture or the close button to return to the app after watching.

☐ **Tip:** On a tablet at the drill press, the tutorial videos are particularly useful when learning a new workflow mid-session — a two-minute video on oval calculator settings is faster to absorb than a text page when your hands are busy and you need a quick visual reference.

☐ Getting the Most From Tutorial Videos

Tutorial videos are most effective when used in combination with the written documentation in this wiki rather than as a replacement for it. The two formats complement each other — videos show the workflow in motion, the wiki provides the reasoning, reference values, and edge cases that a short video cannot cover in depth.

- ☐ **Watch before doing for new workflows** — if you are about to use a feature for the first time, a two-minute video gives you a mental map of the steps before you start. You are less likely to miss a step or get lost in the interface if you have seen the full flow once.
- ☐ **Use contextual help links during a fitting** — if a field or setting is unclear while you are working through a spec sheet, the contextual help link for that section surfaces the relevant video without requiring you to navigate away from the spec sheet entirely.
- ☐ **Use for staff training alongside the wiki** — new staff members often absorb visual walkthroughs more quickly than written documentation. Pair each training session with the relevant video first, then refer to the wiki for the detail and reference material.

- **Re-watch when returning after a gap** — if a feature has not been used for several months or if the app has been updated since it was last used, a quick re-watch of the relevant video is the fastest way to refresh the workflow.
- Do not rely on videos alone for reference values, edge cases, or troubleshooting — the wiki contains the pitch charts, oval cut references, settings guidance, and troubleshooting workflows that videos cannot practically cover in full.

Video Content and App Updates

Tutorial videos are updated by the Spectre team when features change significantly. If a video shows a UI layout or workflow that does not match what you see in the current version of the app, it may be a recently updated feature that has not yet been reflected in the video library. In this case:

- Refer to this wiki for current guidance — the written documentation is updated alongside app releases.
- Contact Spectre support if the discrepancy is causing confusion — the team can confirm the current correct workflow and flag the video for an update.
- Check the **What's New** section of the app or spectrebowling.com for recent update notes that may explain the change.

Video Language Availability

Spectre Cloud supports English, French, and Spanish. Tutorial video availability in each language may vary — confirm with the Spectre team which languages are currently covered and whether subtitles or dubbed versions are available for languages where full video production is not yet complete.

⚠ **Verify with Spectre team:** Confirm the current language coverage for tutorial videos — specifically whether French and Spanish videos are available for all topics or only a subset, and whether subtitles are provided for videos not yet produced in a given language.

When Videos Are Not Enough — Getting Further Help

Tutorial videos and this wiki cover the full range of Spectre Cloud's features and workflows. When a question or issue falls outside what either resource addresses, the following support options are

available:

- **Spectre Cloud support** — contact the support team through the Help section of the app or at support.spectrebowling.com. Include a description of the issue, the device and browser being used, and any relevant spec sheet or settings details.
- **spectrebowling.com** — the main website includes product information, updates, and contact options for the Spectre team.
- **BowlDevs** — for development-related enquiries or feedback, the development team is reachable through bowldevs.com.
- **IBPSIA resources** — for fitting and drilling questions that go beyond software support, IBPSIA provides educational materials and member support through their own channels.

Related Sections

- 9.1.1 — Recommended Settings configuration for a new pro shop
- 9.1.4 — Using Auto-Suggestions effectively for faster fitting sessions
- 9.2.1 — Why is my oval cut showing unexpected values
- 8.1.1 — Updating your pro shop name and display information
- 01.1 — What is Spectre Cloud Pro Shop Software

□ **Tip:** On a new account's first day, spend fifteen minutes watching the Getting Started and first-ball workflow videos before configuring Settings or entering any bowler data. The fifteen minutes you invest in watching the full workflow before starting saves you from having to undo and redo the first several spec sheets because a setting was not configured correctly at the outset. The videos exist precisely for this moment — use them.

9.4.2 Contacting Spectre Cloud support

Contacting Spectre Cloud support

9.4.2 support

When this wiki and the in-app tutorial videos do not resolve an issue, the Spectre Cloud support team is the next step. This page covers how to reach support, what information to have ready before contacting them, what to expect in terms of response, and the situations where different contact methods are most appropriate.

☐☐ How to Contact Spectre Cloud Support

Through the app

The fastest way to reach support is directly from within Spectre Cloud:

1. Click or tap your **pro shop name** in the top-right corner to open the profile menu.
2. Select **Help** or **Contact Support** from the dropdown.
3. A support form or contact option opens — complete the form with a description of the issue and submit.
4. A confirmation is sent to the registered account email address when the request is received.

By email

Support can also be reached directly by email. Contact the Spectre Cloud support team at the address provided on spectrebowling.com or in your account confirmation emails.

△ **Verify with Spectre team:** Confirm the direct support email address and update this page with the verified address before publishing. Also confirm whether the in-app contact form is the preferred primary contact method or whether email is equally supported.

Through the support portal

A dedicated support portal is available at support.spectrebowling.com for submitting tickets, tracking open requests, and accessing additional help resources beyond this wiki.

△ **Verify with Spectre team:** Confirm the correct support portal URL and whether ticket tracking is available through that portal as described.

☐☐ What to Include When Contacting Support

A support request that includes the right information gets resolved faster — the team can diagnose the issue directly rather than going back and forth to gather details. Before submitting a request, have the following ready:

Account information

- ☐ Your **pro shop name** as registered in Spectre Cloud.
- ☐ The **email address** on the account — this is how the support team identifies your account.
- ☐ Your current **subscription plan** and active plugins — relevant if the issue involves a feature that may depend on a specific plan tier.

Issue description

- ☐ **What you were trying to do** — the workflow or action you were performing when the issue occurred.

- **What happened instead** — the specific unexpected behaviour, error message, or missing output.
- **When it first occurred** — whether this is a new issue, a recurring one, or something that started after a specific action or update.
- **Whether it is reproducible** — does the issue happen every time, or intermittently? If reproducible, describe the exact steps that trigger it.

Technical details

- **Device type** — desktop, laptop, tablet, or smartphone.
- **Operating system** — Windows, macOS, iOS, Android, ChromeOS, etc., and the version if known.
- **Browser** — Chrome, Firefox, Safari, Edge, and the version if known.
- **Screen size** — relevant for display or layout issues.
- **Screenshots or screen recordings** — attach if possible. A screenshot of an error message or unexpected output is often the single most useful piece of information in a support request.

Relevant spec sheet or bowler details

- If the issue is specific to a bowler record or spec sheet, include the **bowler name** and the **spec sheet or ball name** — this allows the support team to look at the specific record if access is needed to diagnose the issue.
- If the issue involves the Oval Calculator output, include the **pitch values**, **oval calculation method**, and **Flip V/H setting** currently configured.
- If the issue involves the 3D Layout view, include the **ball name** and confirm whether it is identified in the bowlingdatabase.com integration.

What to Expect — Response Times

Spectre Cloud support is operated by the BowlDevs team. Response times reflect the size of the team and the volume of requests at any given time.

△ **Verify with Spectre team:** Confirm current support response time commitments — specifically standard response time, any priority or expedited support options for higher-tier accounts or specific issue types, and support hours (business days only vs. seven days). Update this section with the verified figures before publishing.

- **Acknowledgement** — an automated confirmation is sent when a support request is received. If you do not receive an acknowledgement within a few minutes, check your spam folder and confirm the request was submitted successfully.
- **Initial response** — a team member reviews the request and responds with either a resolution or follow-up questions. Response time varies by request volume and issue complexity.
- **Complex issues** — issues requiring investigation of account data, platform behaviour, or development input take longer to resolve than configuration questions. The team will communicate expected timelines for complex cases.

☐ Before Contacting Support — Self-Service Checks

Many issues that reach the support team can be resolved in under five minutes using the wiki's troubleshooting pages. Working through the relevant troubleshooting page before submitting a request saves time — and if the issue is not resolved, the troubleshooting steps you have already completed help the support team narrow down the cause immediately.

Issue type	Check this first
Oval cut output unexpected	9.2.1 — Why is my oval cut showing unexpected values
Pitch drilling opposite direction	9.2.2 — My drill press reads pitches opposite — what setting do I change
Auto-suggestion not appearing or unexpected	9.2.3 — The suggested pitch is not what I expect — is Auto-Suggestion on
Bridge not autofilling	9.2.5 — The bridge is not autofilling — what's wrong
3D layout view not rendering	7.2.1 — What is the 3D Layout view; confirm ball is identified in bowlingdatabase.com
Bowler profile not found in search	9.1.3 — Keeping your bowler database organised; check for duplicate profiles and alternative name spellings
Cannot log in	8.1.3 — Changing your password; use the forgotten password reset flow at cloud.spectrebowling.com
Billing question	8.2.1 — Subscription plans; 8.2.3 — Updating billing information
Plugin not working as expected	Confirm the plugin is active in Settings; check the relevant plugin section in Book 07 or 08
Settings not saving	Check internet connectivity; confirm the Save button was clicked; attempt on a different browser

☐☐ Language Support

Spectre Cloud's interface is available in English, French, and Spanish. Support correspondence is available in English. For shops operating primarily in French or Spanish, the support team will make reasonable efforts to assist — confirm the preferred language at the start of the support request.

△ **Verify with Spectre team:** Confirm the languages in which support is available and whether French and Spanish are formally supported or handled on a best-efforts basis.

☐☐ Providing Feedback on Spectre Cloud

Beyond issue reporting, the Spectre team actively welcomes product feedback from pro shop operators — feature requests, workflow suggestions, and observations about how the app could better serve real shop operations. Feedback from working operators is one of the primary inputs into the Spectre Cloud development roadmap.

- ☐ **Feature requests** — describe the workflow or capability you would find useful and why. Specific, workflow-grounded requests are more actionable than general suggestions.
- ☐ **Bug reports** — use the same support channel as for issue resolution. Include reproducible steps and technical details as described above.
- ☐ **Referral programme feedback** — if a referred shop has not been credited or a referral code issue has occurred, include the relevant account details in the support request. See section 8.1.5.
- ☐ **Wiki feedback** — if this wiki contains an error, an outdated page, or is missing guidance you needed, report it through the support channel. The wiki is maintained alongside the app and corrections are welcomed.

☐☐ Support for Multi-Location and High-Volume Shops

Shops operating multiple locations or serving very high bowler volumes may have support needs that differ from a standard single-location operation — configuration questions that span multiple devices, account structure decisions that affect all locations, or data management questions at scale. When contacting support for multi-location or high-volume issues:

- ☐ Identify the issue as multi-location or high-volume at the start of the request — this helps the team route it to the right person.
- ☐ Include the number of locations and approximate bowler record count if the issue involves account structure or data management.
- ☐ For account configuration questions at scale, request a direct conversation with the Spectre team rather than resolving through written support only — some multi-location configuration decisions benefit from a direct discussion.

Related Sections

- 9.4.1 — Accessing in-app tutorial videos
- 9.2.1 — Why is my oval cut showing unexpected values
- 9.2.2 — My drill press reads pitches opposite — what setting do I change
- 8.1.2 — Changing your email address
- 8.1.3 — Changing your password
- 8.2.1 — Subscription plans — what is included and how to change

☐ **Tip:** When you contact support, send everything in one message rather than starting with a brief description and waiting to be asked for details. A complete first message — pro shop name, email, device, browser, what you were doing, what happened, and a screenshot if available — is resolved in one or two exchanges. An incomplete first message starts a back-and-forth that doubles the time to resolution. The support team appreciates the detail and your issue gets fixed faster.

9.4.3 Community resources and pro shop training shelf

Community resources and pro shop training shelf

9.4.3

support

Spectre Cloud is one part of a broader ecosystem of resources available to pro shop operators — industry organisations, training programmes, peer communities, and reference materials that support the craft of fitting and drilling beyond what any software platform provides. This page collects the most useful external resources for Spectre Cloud users, organised by type, so that operators at any experience level know where to turn for training, peer support, and professional development.

☐ Industry Organisations

IBPSIA — International Bowling Pro Shop and Instructors Association

The primary professional body for bowling pro shop operators worldwide. IBPSIA sets the fitting and drilling standards that underpin Spectre Cloud's auto-suggestion system and provides education, certification, and community for pro shop professionals.

- ☐ **Certification programmes** — IBPSIA offers structured training and certification for pro shop operators at multiple levels. Certification is widely recognised across the industry and is the standard credential for professional fitters.

- **Educational materials** — IBPSIA produces reference guides, fitting standards documentation, and instructional content covering the core skills required in a pro shop.
- **Member community** — IBPSIA membership provides access to a community of fellow operators, industry contacts, and a network of resources beyond what individual training programmes cover.
- **Website:** ibpsia.com

USBC — United States Bowling Congress

The national governing body for bowling in the United States. USBC sets equipment specifications, drilling regulations, and certification standards relevant to pro shop operators serving USBC-affiliated leagues and tournaments.

- **Equipment specifications** — USBC publishes the approved ball list, drilling regulations, and balance hole rules that determine what drillings are legal for sanctioned play. Pro shop operators should be familiar with current USBC specifications.
- **Certification** — USBC offers its own pro shop operator certification alongside IBPSIA certification.
- **Website:** bowl.com

World Bowling

The international governing body for the sport of bowling. Relevant for operators serving bowlers who compete in international events or under World Bowling's equipment and drilling rules.

- **Website:** worldbowling.org

Bowlers Canada / Fédération canadienne des quilleurs

The national governing body for bowling in Canada. Relevant for Spectre Cloud operators based in Canada or serving Canadian league and competitive bowlers.

- **Website:** bowlerscanada.com

Note: Bowling governance organisations and their websites change over time. Verify these URLs are current before publishing and update as needed. Operators outside North America should identify their relevant national or regional governing body through World Bowling's member federation directory.

☐ Training and Certification Programmes

IBPSIA Pro Shop Operator Certification

The most widely recognised pro shop certification in the industry. The IBPSIA certification programme covers fitting, drilling, equipment knowledge, and business practices at structured levels — from entry-level to master fitter. Spectre Cloud's auto-suggestion system is built on IBPSIA-standard fitting guidelines, so operators who hold IBPSIA certification are well positioned to evaluate and override those suggestions from a grounded technical baseline.

- ☐ Available through IBPSIA directly and through approved training centres.
- ☐ Both in-person and distance learning options are available depending on certification level.
- ☐ Recertification requirements keep certified operators current with industry standard updates.

Manufacturer training programmes

Major bowling ball manufacturers — Storm, Roto Grip, Hammer, Brunswick, Motiv, and others — run their own training programmes for pro shop operators covering their product lines, core technologies, and layout recommendations. These programmes are typically free or low-cost and are available through manufacturer websites or distributor networks.

- ☐ Manufacturer training is product-specific rather than system-wide — it complements IBPSIA certification rather than replacing it.
- ☐ Layout recommendations and ball motion data from manufacturer training are useful inputs for the layout section of Spectre Cloud spec sheets and for evaluating Arsenal Plus layout suggestions.
- ☐ Contact your primary ball distributor for information about available manufacturer training in your region.

Distributor training days

Ball distributors — including Buffa Distribution and others operating in your region — periodically run training events for pro shop operators covering new product releases, drilling demonstrations, and fitting technique updates. These events are a practical way to stay current with new equipment and connect with fellow operators in your area.

☐ **Note:** Buffa Distribution is referenced in Spectre Cloud's origin story — Mark, one of the founders of BowlDevs, worked at a Buffa Distribution pro shop alongside Vince Gaudio, which inspired the original Spectre app. The distributor relationship is part of the product's history.

☐ Peer Communities and Online Resources

Pro shop operator forums and groups

Several online communities exist where pro shop operators discuss fitting techniques, equipment, business practices, and software. These communities are a valuable supplement to formal training — real-world experience shared by working operators often covers edge cases and practical situations that formal programmes address only in general terms.

- ☐ **Facebook groups** — several active groups for bowling pro shop operators and IBPSIA members provide a forum for questions, technique discussions, and peer support. Search for IBPSIA or pro shop operator groups within Facebook.
- ☐ **Reddit — r/Bowling** — while primarily bowler-focused rather than operator-focused, the subreddit occasionally includes technical discussions about fitting and equipment that are useful for operators. Available at reddit.com/r/Bowling.
- ☐ **BowlingChat.net** — a long-running bowling community with sections covering equipment, drilling, and pro shop topics.

YouTube channels

Several experienced pro shop operators and coaches maintain YouTube channels covering drilling, layout, fitting, and ball motion. Video demonstrations of techniques that are difficult to describe in text — oval cut assessment, PAP location, flexibility testing — are particularly well suited to this format.

- ☐ Search YouTube for IBPSIA, pro shop operator, or bowling drilling channels to find currently active content creators in this space.
- ☐ Manufacturer YouTube channels often include drilling demonstrations and layout guides for their current ball lines.

bowlingdatabase.com

The ball specification database integrated into Arsenal Plus. Also accessible directly as a reference for ball core specifications, drilling recommendations, and equipment history. Useful for layout planning even when accessed outside of Spectre Cloud.

- **Website:** bowlingdatabase.com

☐☐ Reference Materials

IBPSIA fitting standards documentation

IBPSIA publishes the fitting standards that form the basis of professional pro shop practice — pitch ranges, span guidelines, CLT values, and oval cut standards. These documents are the authoritative reference behind Spectre Cloud's auto-suggestion values. IBPSIA members have access to current versions through the member portal.

Manufacturer drilling and layout guides

Each ball manufacturer produces drilling and layout guides for their current product lines — typically available as PDFs through their websites or distributor networks. These guides provide core specifications, recommended pin placements, and layout suggestions specific to each ball model. Useful as a cross-reference for Arsenal Plus layout suggestions.

This wiki

The Spectre Cloud wiki at wiki.spectrebowling.com is the primary reference for the software itself. It covers every feature, setting, and workflow in Spectre Cloud and includes the reference charts — pitch, CLT, 5/16 rule, insert OD, and oval cut — that bring the fitting standards into the Spectre Cloud workflow specifically. See the reference sections in Book 09 for quick-lookup charts designed for use at the counter and drill press.

☐☐ Keeping Up With Industry

Updates

The bowling industry evolves — governing body regulations change, new ball technologies emerge, fitting standards are updated, and Spectre Cloud itself releases new features. The following habits keep a pro shop operator current:

- **Maintain IBPSIA membership and certification** — recertification requirements ensure that certified operators stay current with standards updates.
- **Follow manufacturer channels** — new ball releases, core technology changes, and updated layout recommendations come through manufacturer communication channels first.
- **Check Spectre Cloud release notes** — new features, setting changes, and workflow updates are documented in the app's What's New section and on spectrebowling.com.
- **Attend industry events** — IBPSIA events, distributor training days, and regional bowling association gatherings are where practical knowledge circulates fastest.
- **Engage with peer communities** — questions that arise in day-to-day operation are often best answered by fellow operators who have encountered the same situation.

☐ Resources for Non-English Speaking Operators

Spectre Cloud supports English, French, and Spanish. For operators working primarily in French or Spanish, the following additional resources may be relevant:

- **French-speaking operators** — Luis, co-founder of BowlDevs, is based in Montreal. The Spectre Cloud team has connections to the French-speaking bowling community in Canada and may be able to direct operators to French-language resources through the support channel.
- **Spanish-speaking operators** — contact the Spectre team through the support channel for guidance on Spanish-language training and community resources in your region.
- **World Bowling member federations** — national bowling federations in non-English speaking countries often maintain their own training and certification programmes. World Bowling's member federation directory at worldbowling.org is the starting point for finding the relevant body in any country.

Related Sections

- 9.4.1 — Accessing in-app tutorial videos
- 9.4.2 — Contacting Spectre Cloud support
- 9.3.6 — Glossary of all terms and abbreviations used in Spectre Cloud
- 9.1.1 — Recommended Settings configuration for a new pro shop
- 01.1 — What is Spectre Cloud Pro Shop Software

☐ **Tip:** The most effective pro shop operators combine software capability with genuine craft knowledge — Spectre Cloud handles the calculation and record-keeping, but the fitting judgement, the bowler conversation, and the decision to override a suggestion all come from the operator. IBPSIA certification, manufacturer training, and peer community engagement build the craft

knowledge that makes the software meaningful. The two are not alternatives — each makes the other more valuable.