

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

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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.

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