

Chyron.

Chyron Academy

Frequently Asked Questions



GENERAL - CHYRON ACADEMY

- [What is Chyron Academy?](#)
- [How do I enroll?](#)
- [What happens after I enroll?](#)
- [Why haven't I received a welcome email?](#)
- [What courses can I take?](#)
- [Where can I find self-guided classes for Lyric and other Chyron 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?](#)

INSTALLATION AND LICENSING PROCESS

- [Do I need a license to run the freelancer edition of PRIME Graphics?](#)
- [Do I need a dongle to run PRIME Graphics \[3.5\]?](#)
- [How long is my license valid before I need to renew it?](#)
- [How do I download PRIME Designer?](#)
- [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?](#)

GENERAL - CHYRON ACADEMY

WHAT IS CHYRON ACADEMY?

Chyron Academy offers structured, in-depth training about how to use Chyron 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 Chyron Certified.

HOW DO I ENROLL?

Enrolling is easy. Simply fill out the form at the Chyron 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 further instructions. Shortly after that, you can expect to receive your requested software and software license. You don't need these to take the course, but it's good to practice!
- Then, you will receive your login information for the course.

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 Chyron marketing emails. If this may have been the case, please complete the form again with the checkbox completed, and contact us at academy@chyron.com for further assistance.

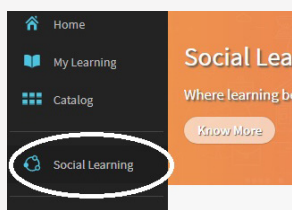
WHAT COURSES CAN I TAKE?

You can start learning PRIME Graphics, the next generation of pioneering real-time broadcast graphics systems.

WHERE CAN I FIND SELF-GUIDED CLASSES FOR LYRICX AND OTHER CHYRON PRODUCTS?

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

IS SUPPORT AVAILABLE WITH THE FREELANCER LICENSE?



The freelancer trial license does not give you access to our customer support team. You can get help from the freelancer community by going to Chyron Academy and clicking the Social Learning tab on the left pane of your Home screen. If you are working on behalf of a Chyron customer, ask the customer to help you contact support.

FUNCTIONALITY AND LIMITATIONS

WHAT IS INCLUDED IN THE FREELANCER EDITION OF PRIME GRAPHICS?

The free edition of PRIME Graphics has the same user interface experience as the full edition, and the render preview window has no watermark.

INSTALLATION AND LICENSING PROCESS

DO I NEED A LICENSE TO RUN THE FREELANCER EDITION OF PRIME GRAPHICS?

Yes, a license is required. It is provided free of charge as part of the sign-up process provided by Chyron.

DO I NEED A DONGLE TO RUN PRIME GRAPHICS [3.5]?

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?

The license portal issues licenses with a validity period of three months for the freelancer edition of PRIME Graphics. After three months the license will expire and you must renew it, in order to keep using the freelancer edition.

HOW DO I DOWNLOAD PRIME DESIGNER?

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



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)
- Edge: not supported
- Firefox (latest version)
- 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?

Chyron recommends NVIDIA graphics cards for use with PRIME Graphics.