

Introduction

This document describes the system requirements necessary to use TELL ME MORE Online version 10, as well as how to troubleshoot the most common technical problems.

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System Requirements

	Windows (using Internet Explorer browser)	Windows (using other supported browsers)	Linux	Mac
Operating system	XP SP3 Vista Seven	XP SP3 Vista Seven	Linux	Mac OS X
Type of O/S	32 bit/64 bit	32 bit/64 bit	32 bit/64 bit	32 bit/64 bit
.Net Framework	Not required	Not required	Not required	Not required
Flash Player	8.0 or higher	10.0 or higher	10.0 or higher	10.0 or higher
Internet Explorer	7 or higher	N/A	N/A	N/A
Firefox	N/A	3.5 or higher	3.5 or higher	3.5 or higher
Chrome	N/A	4 or higher	N/A	N/A
Safari	N/A	N/A	N/A	4 or higher
Client-side speech recognition	Yes	No	No	No
Server-side speech recognition	Possible	Yes	Yes	Yes

NOTE: Beta versions of web browsers/operating systems/applications are not supported.

The Student Workstation contains three main components:

- › **A browser from the following list :**
Internet Explorer 7 or higher, Firefox 3.5 or higher, Chrome 4 or higher.
- › **Adobe Flash**
Internet Explorer: Flash version 8 or higher is required.
Other Browsers: version 10.0 or higher is required.
- › **Auralog Components (optional)**
For the majority of users, speech recognition is performed by the TELL ME MORE server.
If necessary, an ActiveX component (Windows Internet Explorer Only) must be installed so that the student can run speech recognition activities on their workstation.

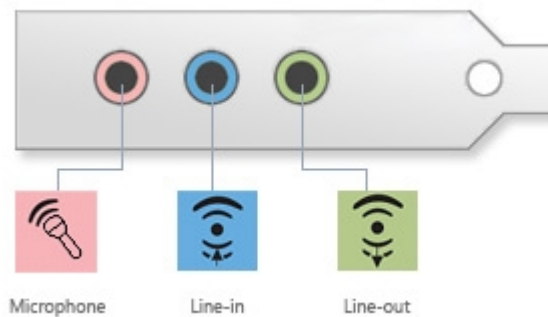
Microphone Settings - Speech Recognition

Microphones, sound cards, and settings can vary greatly. It is important to ensure that your microphone is configured properly for TELL ME MORE. For best results, it is recommended that a microphone equipped headset is used instead of the built-in mic available on most portable computers.

Step 1. Connect the microphone or headset.



(Analog Headset)



Microphone Line-in Line-out



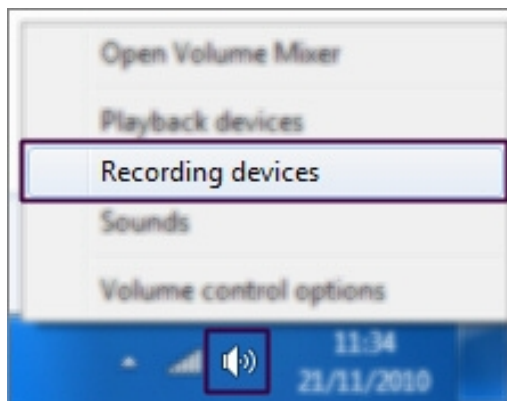
(USB Headset)



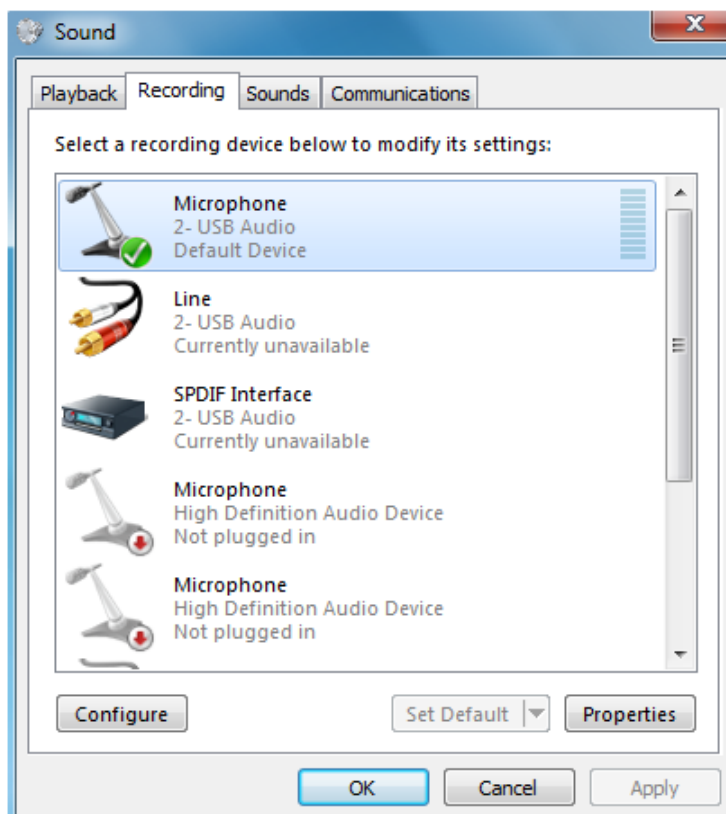
Step 2. Check settings and test the microphone.

For Windows 7 & Vista:

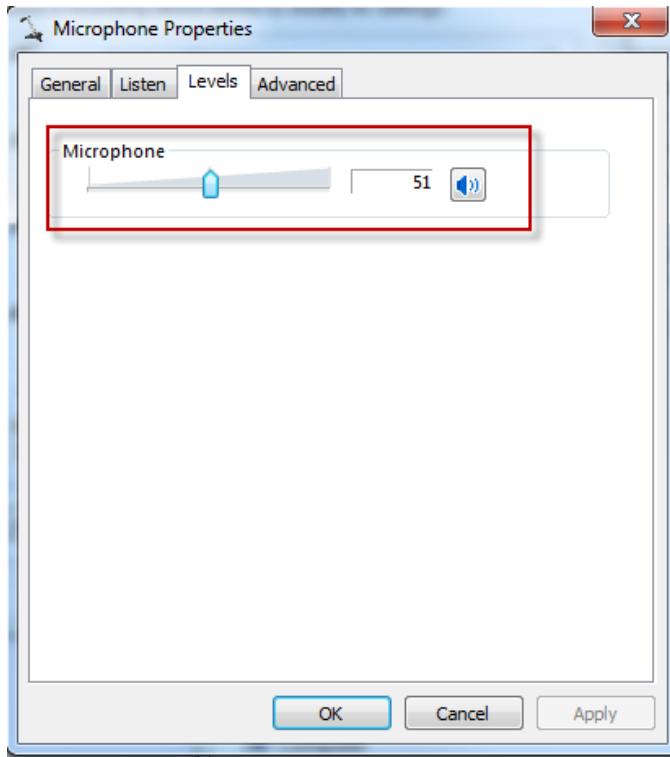
Right-Click the speaker on the task bar and select *Recording devices*.



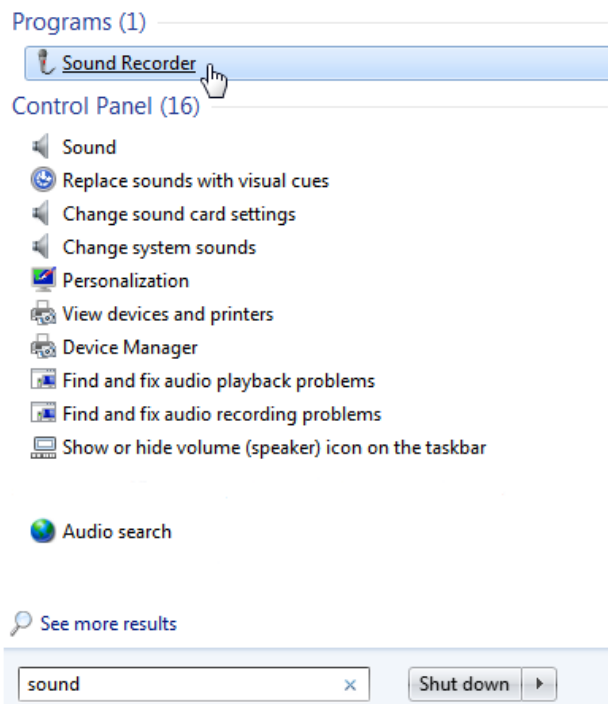
Confirm the mic is detected, then select *Properties*.



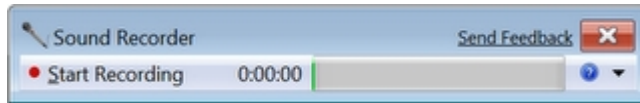
Set the microphone levels to the halfway point.



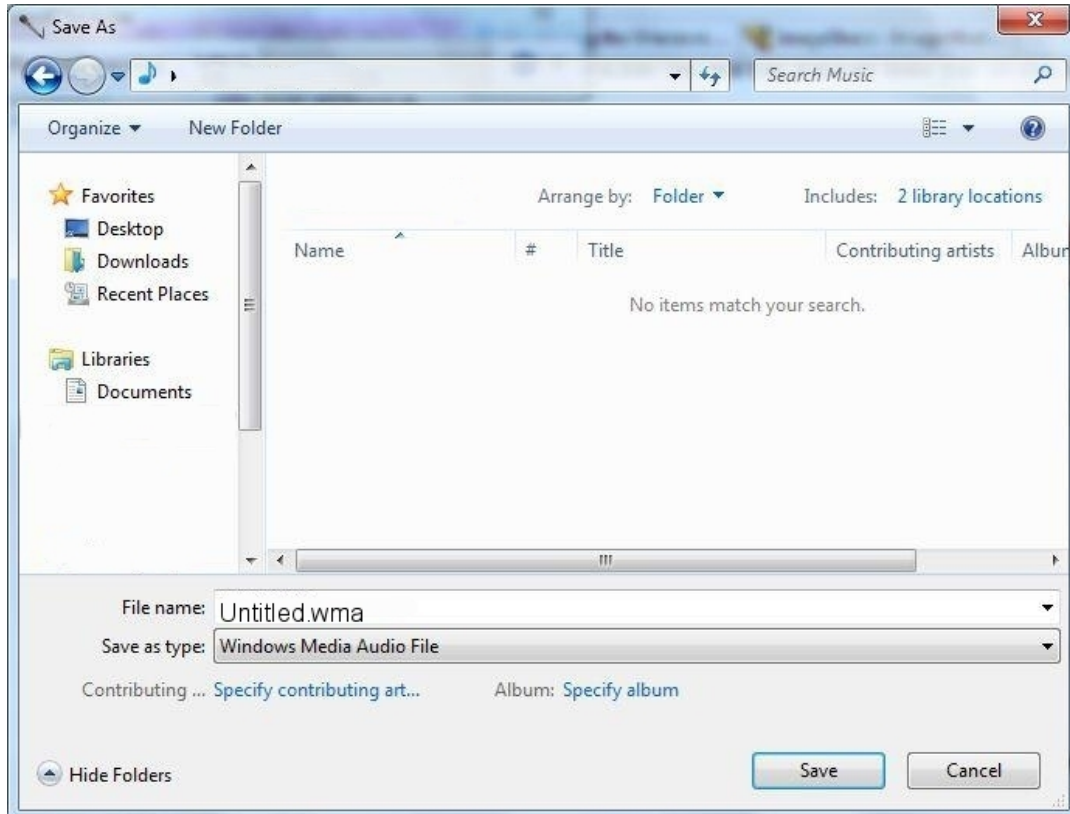
From the Start Menu, type: *sound*, and open *Sound Recorder*.



Press *Start Recording* and speak directly into the microphone for several seconds.



Press *Stop Recording* when finished and save the recording to the desktop.



Play the recording and listen to it. Adjust the sound levels as needed.

NOTE: The recording should be clearly audible. There should not be any excess noise or distortion in your recording. If there is a problem with the recording, please read the troubleshooting tips at the end of this section.



For Windows XP:

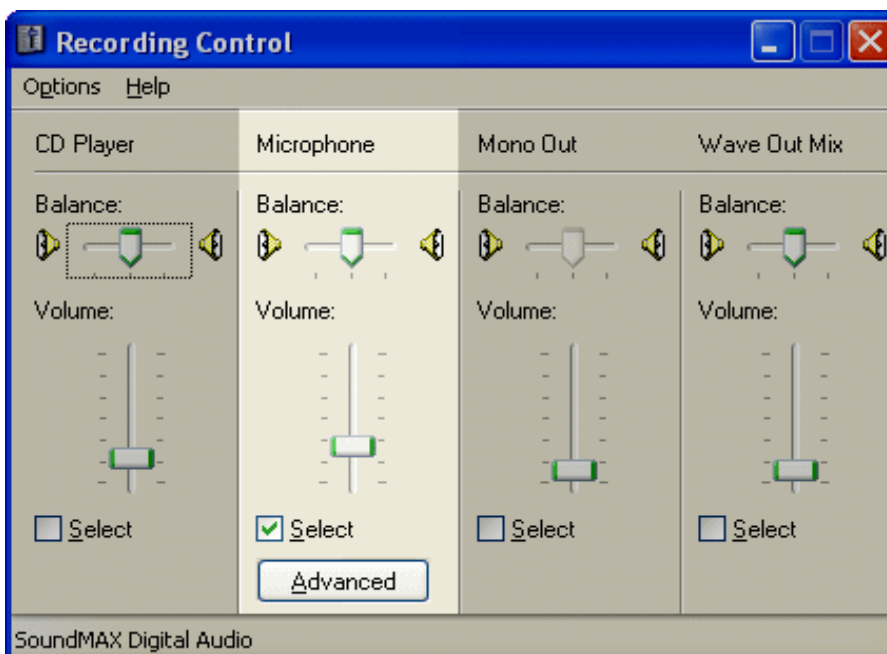
Right-Click the speaker on the task bar and select *Adjust Audio Properties*.



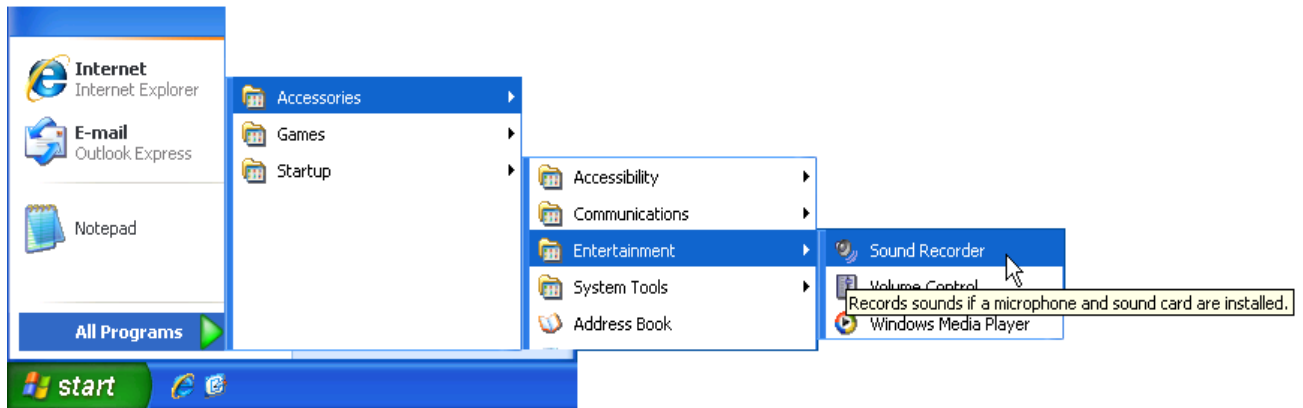
Select the *Audio* tab. In the *Sound recording* section, make sure the default device is correct, then select *Volume*.



Adjust the microphone volume to the halfway point.



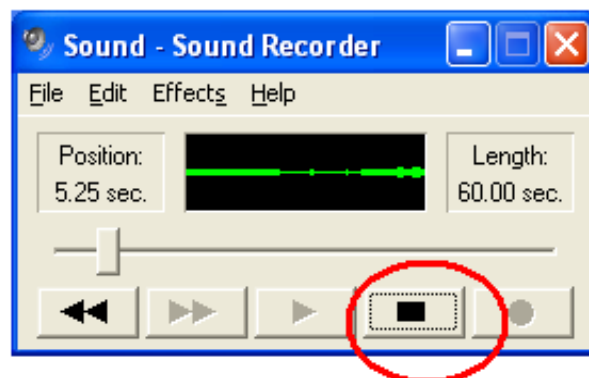
Start *Sound Recorder* to test the microphone.



Press the record button and speak directly into the microphone for several seconds.



Stop the recording.



Play the recording and listen to it. Adjust the sound levels as needed.

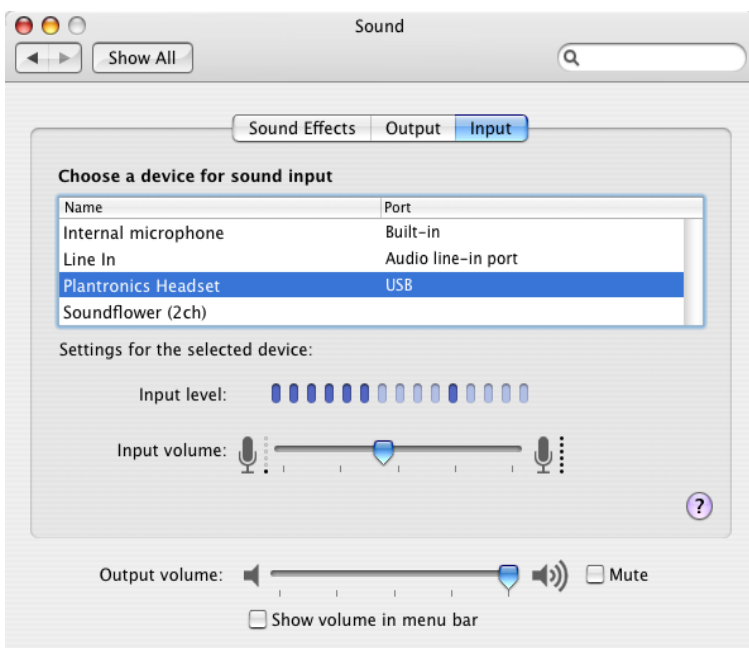
NOTE: The recording should be clearly audible. There should not be any excess noise or distortion in your recording. If there is a problem with the recording, please read the troubleshooting tips at the end of this section.



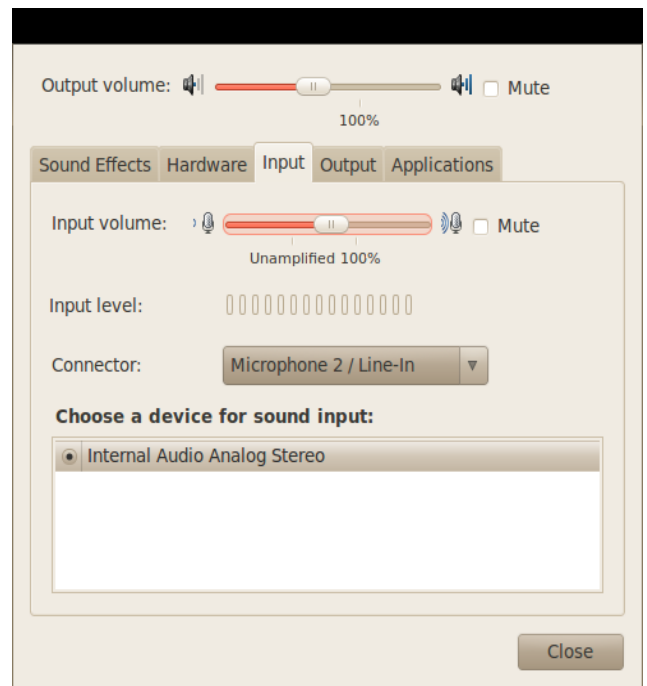
For Mac OS X and Ubuntu Linux:

Select *System Preferences, Sound, Input*. Adjust the input and output levels accordingly. Sound input can be visually confirmed here. Use your favorite sound recording software to test the recording quality.

Mac OS X:



Ubuntu Linux:

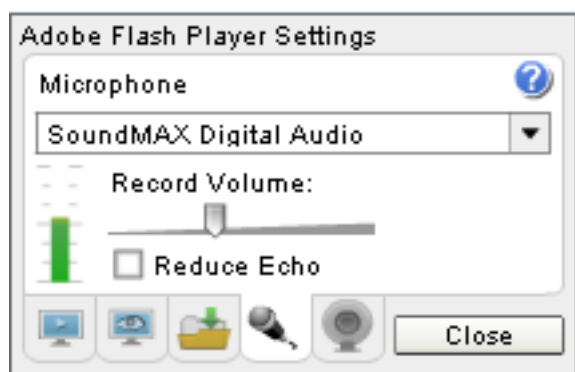


Step 3. Adjust the volume in TELL ME MORE.

Select *Speech Recognition – Microphone Settings* from the *Help* Menu.

The screenshot shows the TELLMEMORE web application. At the top, there is a navigation bar with 'Home', 'Training', 'Resources', and 'Tests'. A 'Help' menu is open, displaying options: 'Guided Tour', 'User Guide', 'Speech Recognition Guide', 'Speech Recognition - Microphone Settings', and 'FAQ'. Below the navigation bar, the breadcrumb trail reads: 'You are here: Home > Training - My Language Program > Going on Vacation > Sentence Pronunciation'. The main activity is 'Activity 41/91 | Sentence Pronunciation'. There are 'Additional Tools' and 'Help' dropdown menus, and a 'Next Activity' button. The central area features a 'Microphone' icon, a waveform, and the text 'I love Florida!'. A 'History' panel on the right shows 'Score' and 'Word to Practice' buttons. A 'Legal Information' link is at the bottom left.

Read the *Instructions for Microphone Settings* which appear on the web page. Select *Confirm* when finished.



Microphone and Speech Recognition Troubleshooting Tips:

Tip 1. If the mic does not record your voice, try using it on another computer.

Does the microphone work on a different computer?

YES:

- Check the settings on the computer again.
- Make sure the microphone is selected as the default device.
- Check the built-in volume control for the mic (if equipped).
- Test the hardware.
- Contact the manufacturer or a certified technician for assistance.

NO:

- The microphone has failed and needs to be replaced. Contact the manufacturer or reseller of the device.

Tip 2. If your voice is not recognized, even after confirming that your microphone is working properly, try changing the difficulty level and changing the mode. (If this continues to occur with a built-in mic, try using an external microphone instead.)

Activity 41/91 | Sentence Pronunciation

The screenshot shows the TellMeMore interface for 'Activity 41/91 | Sentence Pronunciation'. At the top, there are buttons for 'Additional Tools' and 'Help'. Below them is a green banner that says 'Improve your accent!' with an 'Instructions' link. The main area features a microphone icon, a red recording indicator, and a waveform of the sentence 'I love Florida!'. A dropdown menu is open, showing 'Difficulty Level' with sub-options: 'Easy' (checked), 'Normal', 'Difficult', and 'Very Difficult'. Other menu options include 'Mode' and 'Help'.

Activity 41/91 | Sentence Pronunciation

This screenshot is identical to the one above, showing the 'Activity 41/91 | Sentence Pronunciation' interface. However, the dropdown menu is now open to the 'Mode' section, showing 'Manual' and 'Automatic' (checked) options. The 'Difficulty Level' menu is no longer visible.

Tip 3. If you are still having trouble with speech recognition, please be sure to do the following:

- Make sure the firewall is not blocking RTMP (tcp port 1935). (This mainly applies to computer labs or school networks. More information on this is available in the next section.)
- Log out of TELL ME MORE.
- Clear the Cookies and Temporary Internet files from your web browser.
- Restart the web browser.
- Update Adobe Flash by visiting www.adobe.com
- Restart the computer.
- Try using a different web browser.
- Use an ethernet-cabled connection instead of wireless.

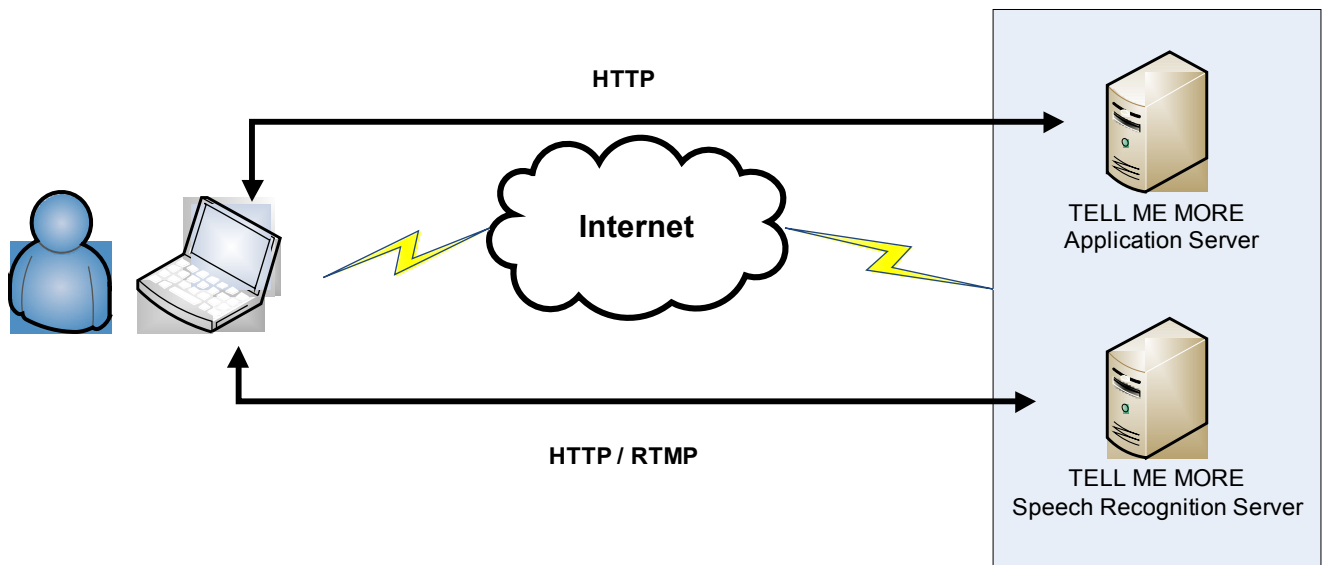
Server-Side Speech Recognition (most common)

In most cases the TELL ME MORE speech recognition processing is performed by a set of TELL ME MORE servers (server-side).

TELL ME MORE server-side speech recognition is a technology which uses two servers (see diagram below).

Speech recognition uses RTMP (Real Time Messaging Protocol) on tcp port 1935. This port may need to be unblocked if speech recognition does not appear to function for every workstation on the network.

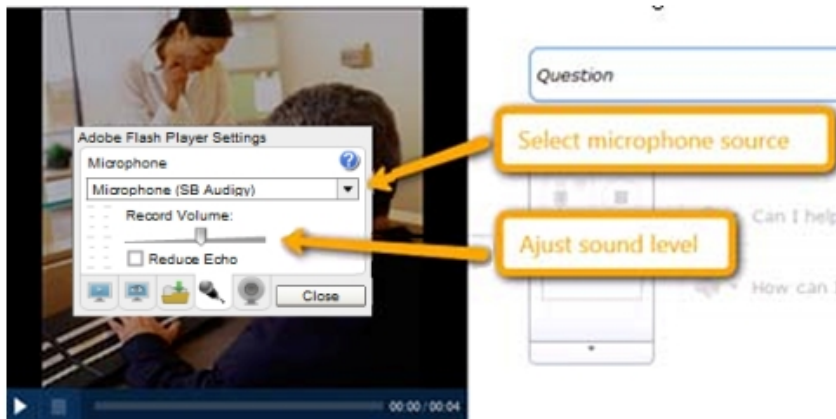
Server-side Speech Recognition



Setup for Server-side Speech Recognition

Server-side speech recognition requires the microphone to be set up. These are the steps required:

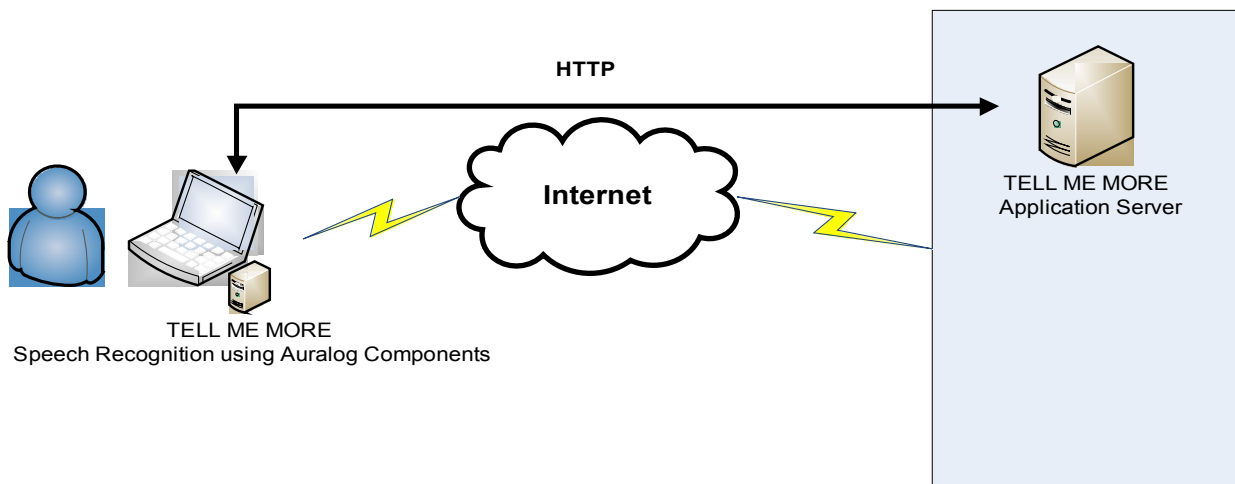
- Display Flash settings (right-click on the video).
- Select the Microphone tab.
- Select the microphone source.
- Adjust the microphone volume.



Client-Side Speech Recognition: Installing the Auralog Components

In some cases, the client's internal network infrastructure may not allow for Server-side Speech Recognition to work. In this case, speech recognition processing must be carried out on the student's workstation (Client-side Speech Recognition). This scenario will require the installation of the Auralog Components on each student workstation.

Client-side Speech Recognition



The Auralog components may be installed in one of three ways:

Silent installation

Silent installation uses a program called MinSetup.exe, whose behaviour is based on the parameters contained in the file minsetup.ini

This allows the components to be installed without the students having to interact with the program

(<ftp://services@ftpportal.auralog.com/Components/V9/Min9Setup.zip>).

Installing with MSI packages

Installation with MSI packages (AuraX.msi) uses Microsoft installation technology to install the Auralog components.

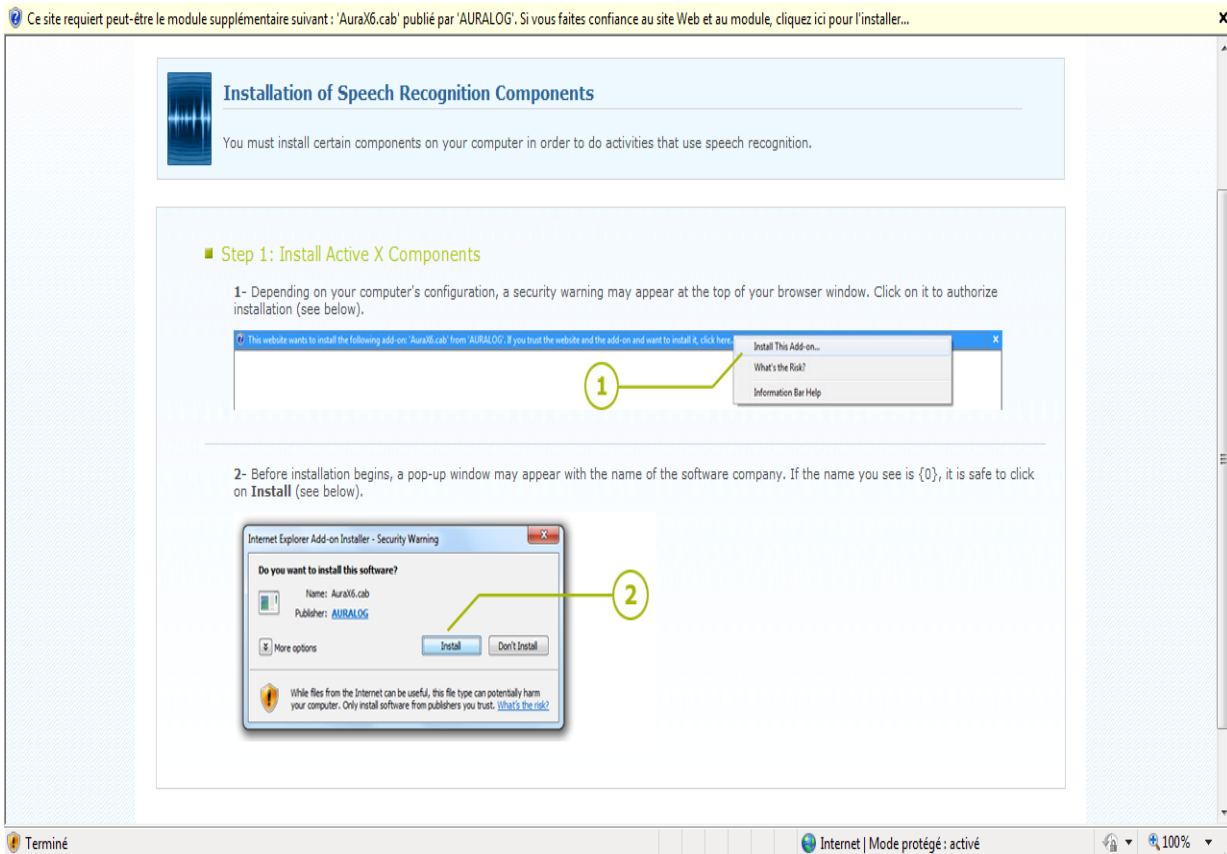
Using this technique, the components may be centrally deployed via a software distribution tool.

The components may also be uninstalled via the Windows control panel

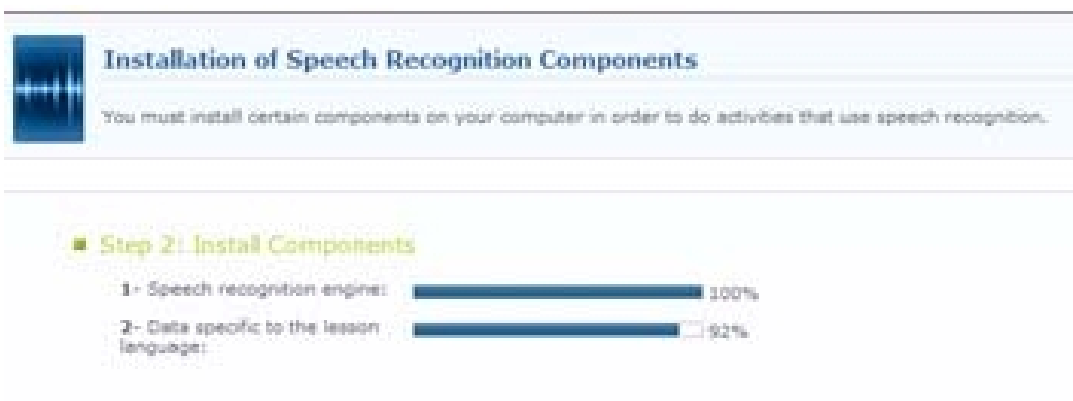
(<ftp://services@ftpportal.auralog.com/Components/V10/AuraX.msi>)

Installing from the TELL ME MORE portal

The Auralog components may be installed from the TELL ME MORE portal, when accessing a speech recognition activity.



Installing the components



Installation results screen



Error Messages

In this section we will look at the most frequent problems

Tests

The TELL ME MORE software will test the student's workstation configuration at login.

The sections below describe each test made by TELL ME MORE.

V.1.1 Combinations (O/S – Browser)

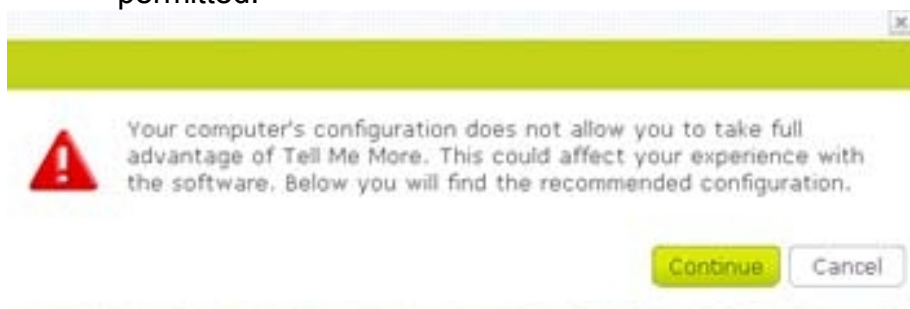
There are three possible results:

1. Optimum combination.

The home page is displayed.

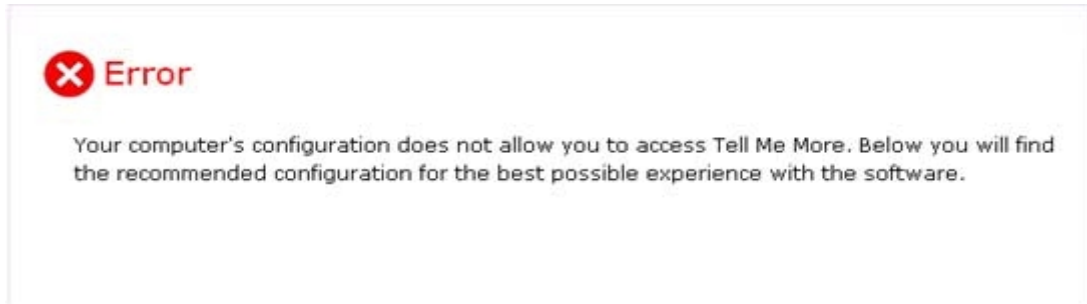
2. Minimum combination.

A warning message is displayed when the user logs in, but login is permitted.



3. Unsupported combination.

An error message is displayed, and the user is not allowed to continue.



Flash

Flash detection.

If the installed version does not meet the minimum level (see table at section II) the following error message is displayed:

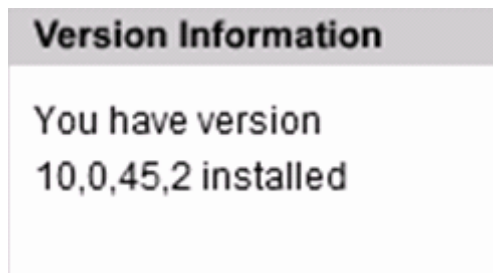


Flash version check

The installed version of Flash depends on the browser.

The best way to check the installed version is to go to the Adobe website, which will tell you the installed version of Flash for the current browser. (<http://www.adobe.com/software/flash/about/>)

The current version is displayed.



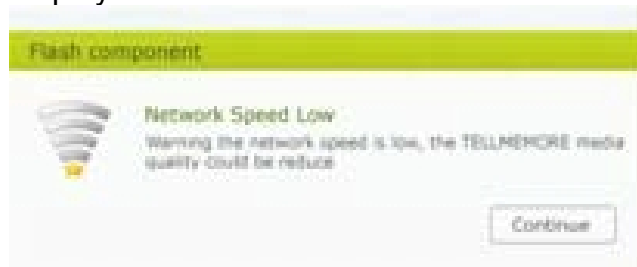
Video Quality

Video quality is detected after login, based on a test of current bandwidth.

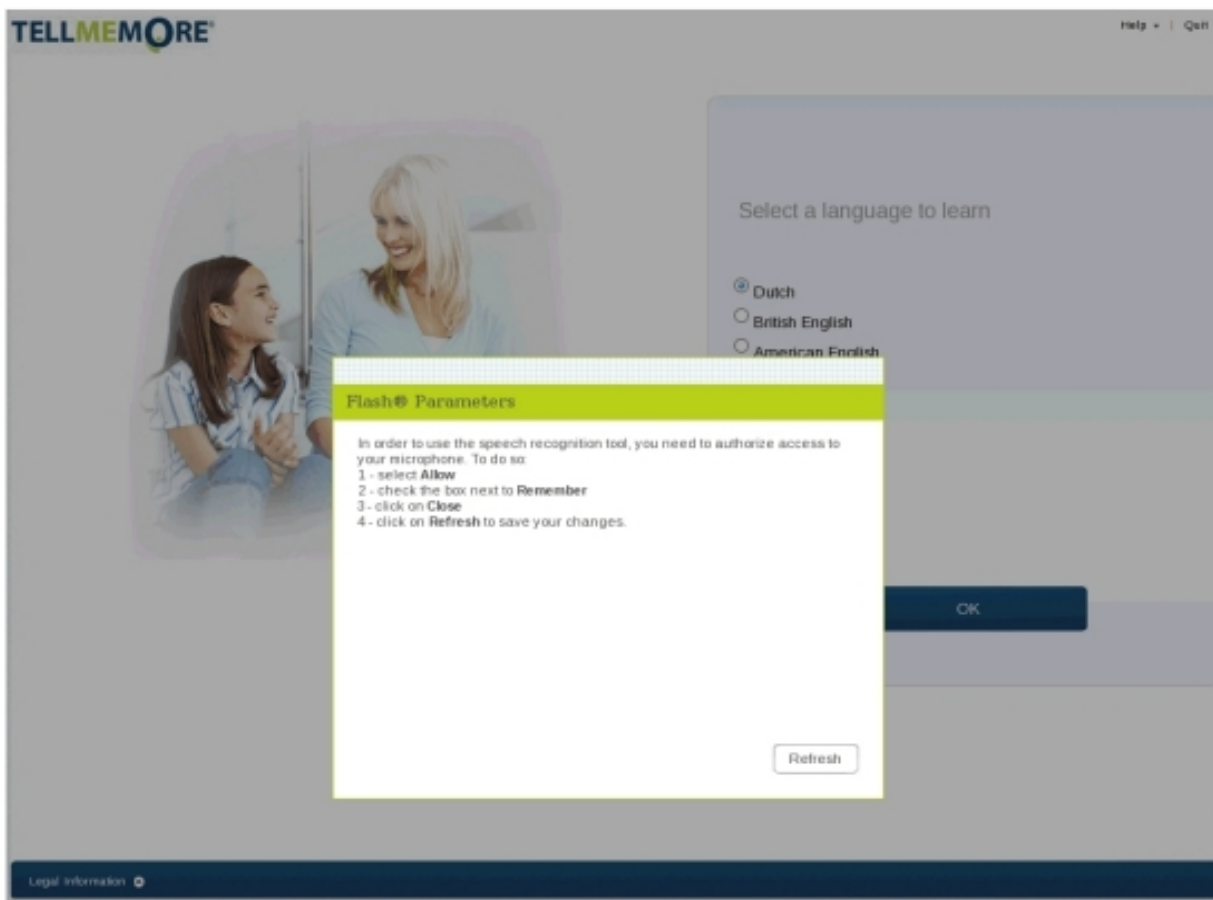
Quality is divided into five levels.

The detected video quality will be used throughout the student's session.

If the detected video quality is too low, the following error message is displayed:



In rare cases, the Adobe Flash Settings Manager will not appear (as seen below), leaving the user with no option to allow access to the microphone. Clicking on “Refresh” will have no effect, as this page will continually reappear until access to the microphone has been granted by the user.



The Adobe Flash Settings Manager can be accessed by opening a new tab in the browser and navigating to:

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager06.html

Select the “Website Privacy Settings panel” from the left margin of the page.

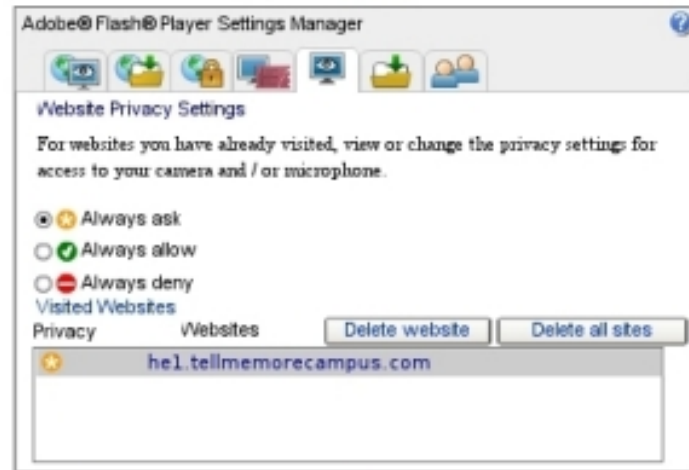
Settings Manager

- Global Privacy Settings panel
- Global Storage Settings panel
- Global Security Settings panel
- Global Notifications Settings panel
- Website Privacy Settings panel
- Website Storage Settings panel
- Protected Content Playback Settings panel
- Peer-Assisted Networking Panel

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- Microphone settings
- Camera settings
- Local storage pop-up question
- Privacy pop-up question
- Security pop-up question
- Peer-assisted networking pop-up question
- About updating Adobe Flash Player

Website Privacy Settings panel



Note: The Settings Manager that you see above is not an image; it is the actual Settings Manager. Click the tabs to see different panels, and click the options in the panels to change your Adobe Flash Player settings.

The list of websites above is stored on your computer only, so that you can view or change your privacy settings. Adobe has no access to this list, or to any of the information that the websites may have stored on your computer.

Use this panel to specify privacy settings for any of the websites that you have visited. The list of Visited Websites displays the following information for each website:

Select the TELL ME MORE website from the list and choose “Always allow”. Close this tab in the browser to save the settings and navigate back to the TELL ME MORE learning portal.

Settings Manager

- Global Privacy Settings panel
- Global Storage Settings panel
- Global Security Settings panel
- Global Notifications Settings panel
- Website Privacy Settings panel
- Website Storage Settings panel
- Protected Content Playback Settings panel
- Peer-Assisted Networking Panel

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Use this panel to specify privacy settings for any of the websites that you have visited. The list of Visited Websites displays the following information for each website:

- The name of the website
- The privacy setting for the website

To specify privacy settings for a website, select the website in the Visited Websites list, and then change its privacy settings as desired. The following list explains the privacy options:

- If you want to specify whether to allow or deny access to your camera and microphone...