

# Technical Support Manual



## Common Technical Problems

## Recommended configurations for an online student workstation

☞ Note: the configurations in brackets represent the minimum required.

- 700 MHZ processor
- 192 MB RAM
- Microsoft Windows<sup>®</sup> NT4/2000/XP (95/98/ or Millennium)
- 30 MB available on hard disk
- 16 bit Windows<sup>®</sup>-compatible sound card
- 1024x768 graphic card with 16 millions colours (800x600 with 65,536 colours)
- Internet Explorer 5.0 or later version
- Flash Player 7.0 (Flash Player 6.0.65.0) with required administrator rights.
- Microphone and loudspeakers or microphone-equipped headset
- 128Kb/s internet or intranet connection
- E-mail address, if the student account has to receive information about access and automatic system messages.
- Javascript
- Auralog components set up with required administrator rights.

Most common problems occur the very first time a student logs in. They can fall under one of five categories:

1. [Speech recognition components not installed](#)
2. [Component installation loops](#)
3. [Corrupt installation of Flash Player](#)
4. [Pop-up Blockers turned off or only temporarily disabled.](#)
5. [Internet Explorer 7 ActiveX security settings don't allow components installation](#)
6. [Onsite Training Preparations](#)

## Speech Recognition Troubleshooting Tips

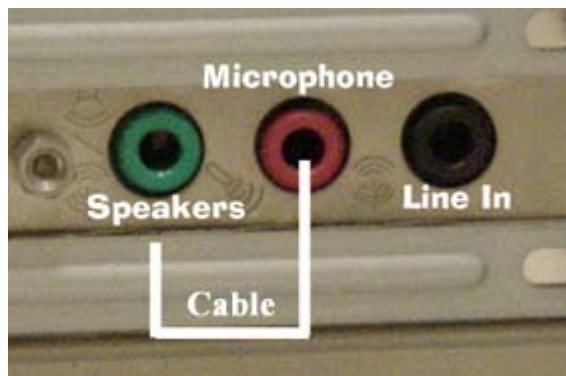
Check microphone using Microsoft's sound recorder

**START>ALL  
PROGRAMS>ACCESSORIES>ENTERTAINMENT>SOUND  
RECORDER**

Click on red record button and speak into microphone. The green line should change wavelengths as it picks up sound.



If the green line remains unchanged as you speak into the microphone you need to check and make sure you are plugged into the correct microphone input on your computer. Sometimes, it may look like it is plugged in but it is not completely plugged in. Firmly push it into its input. Below are a few examples of a typical microphone input. Notice the microphone icon to the left of the input to help you identify the correct input. After checking these try the sound recorder again.

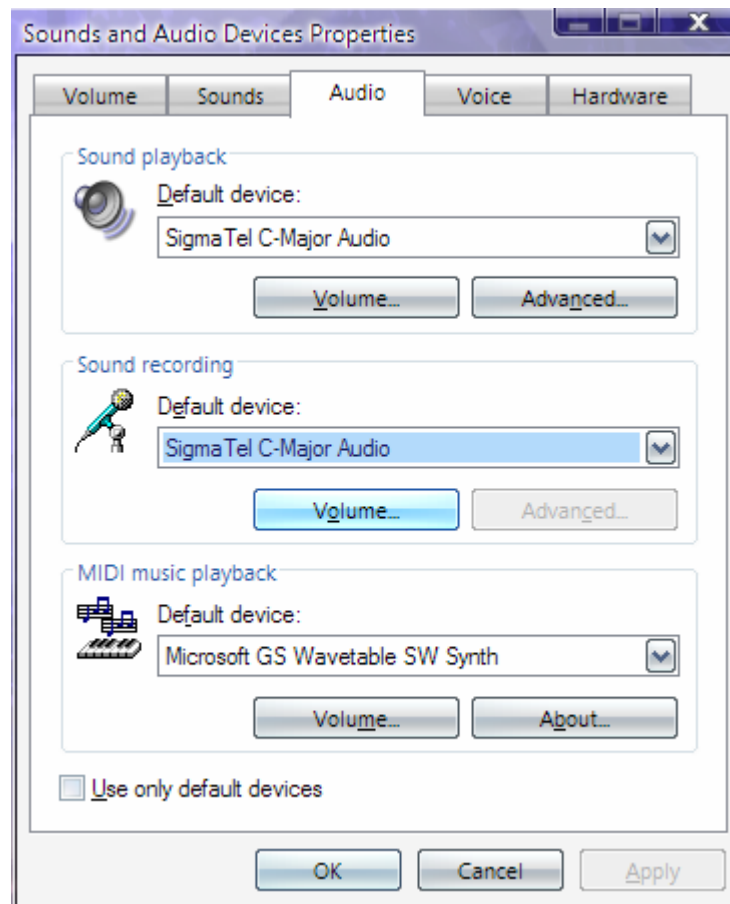




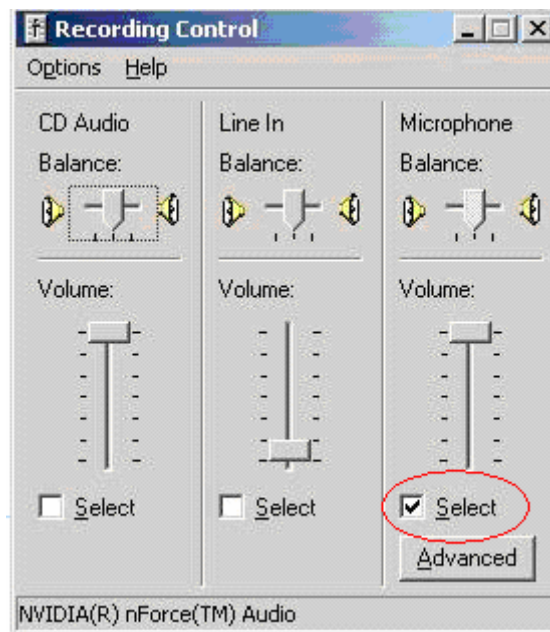
If you still can not record sound with the Microsoft sound recorder, check your sound settings in the control panel to ensure the microphone is not muted. To do this, click on

**START>SETTINGS>CONTROL PANEL>SOUNDS AND AUDIO DEVICES**

Depending on your audio card, your screen may appear different. What you are looking for is the sound recording settings. On this screenshot, I can find it on either the 'AUDIO' tab or the 'VOICE' tab.



If you click on the volume button for the sound recorder the following screen should appear. This is the screen you are looking for to verify microphone settings and the little checkbox is selected below the volume settings.



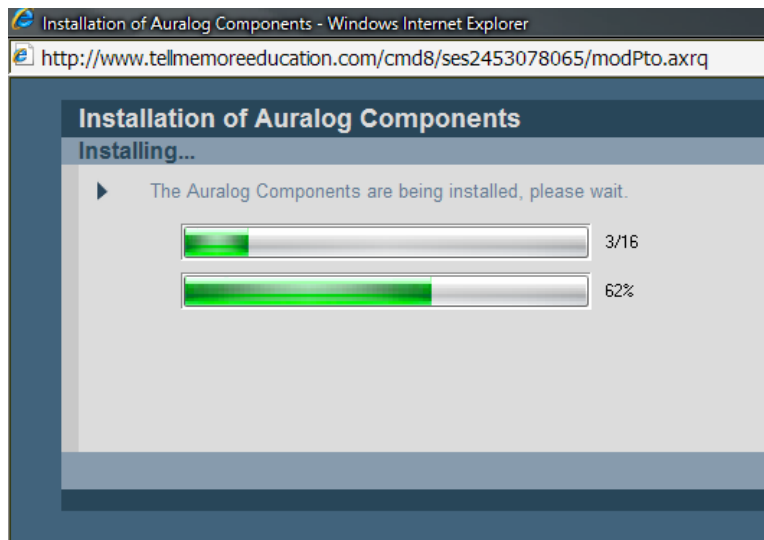
After this is selected try the voice recorder again.

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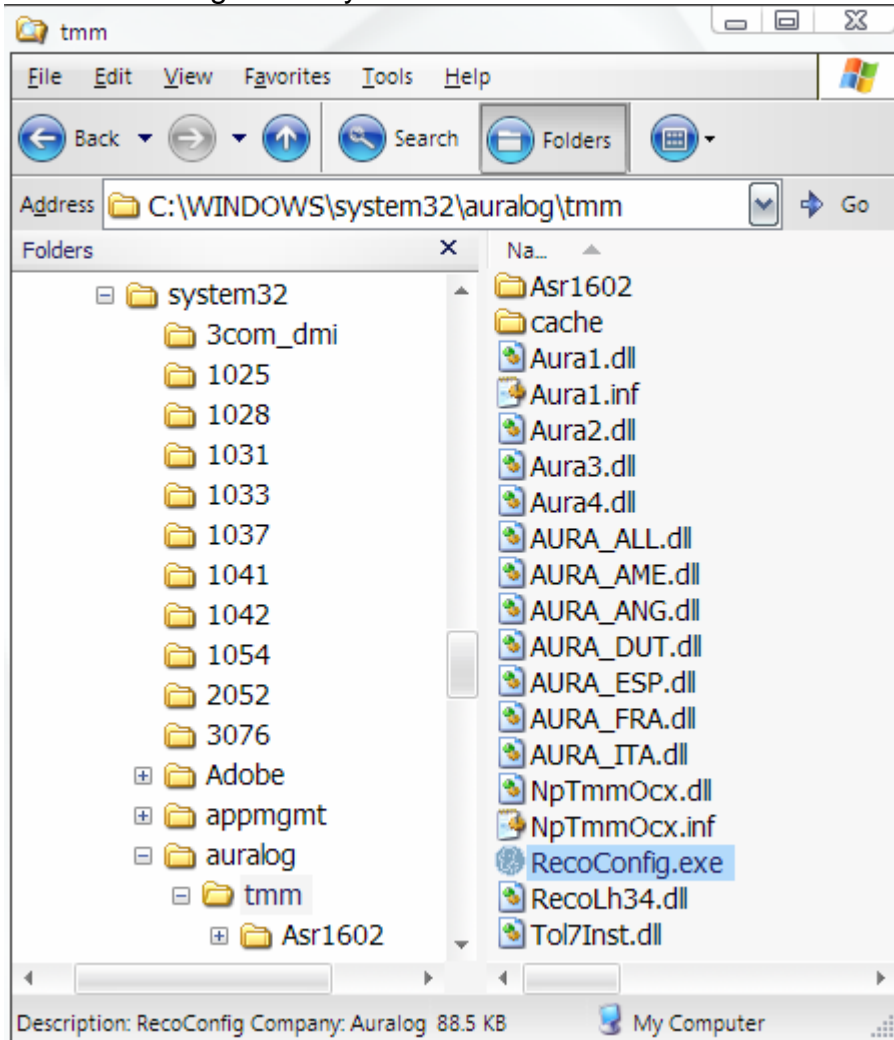
## **Component Installation Tips**

**TIP: MUST BE DONE WITH ADMINISTRATIVE PRIVILEGES!!**

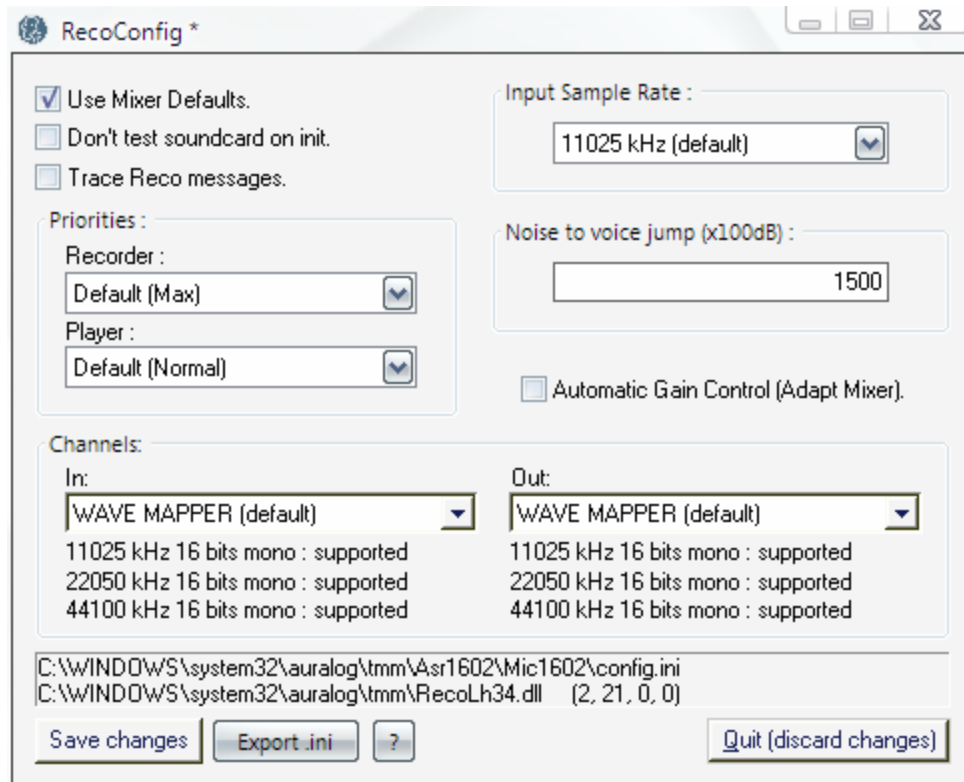
If the components are stuck in what seems to be a loop, it may be because you have a sound card with multiple inputs such as the ones found in Microsoft's Windows Media Center operating system.



The components are actually installed but the software does not know which input to use. To fix this, right click on your **START** button and click on **EXPLORE**. Navigate to the following directory:



Double click on the **RecoConfig.exe** program and select the checkbox, '**Use Mixer Defaults.**' Then click on the **Save changes** button on the bottom left corner of this screen.



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## Black Screen

**TIP: MUST BE DONE WITH ADMINISTRATIVE PRIVILEGES!!**

When the program starts up, you get a black or blank screen. The best way to fix this is to re-install flash. The easiest way to reinstall flash is to goto the following website and look for the 'Get Adobe Flash Player' link as seen below:

<http://www.adobe.com>



At the moment, adobe tries to install the Google toolbar as well which may cause some [pop-up blocker problems](#). Be sure to uncheck the box that says install Google toolbar!

Click on the **Install Now** button.  
After installation, log back into Tell Me More™

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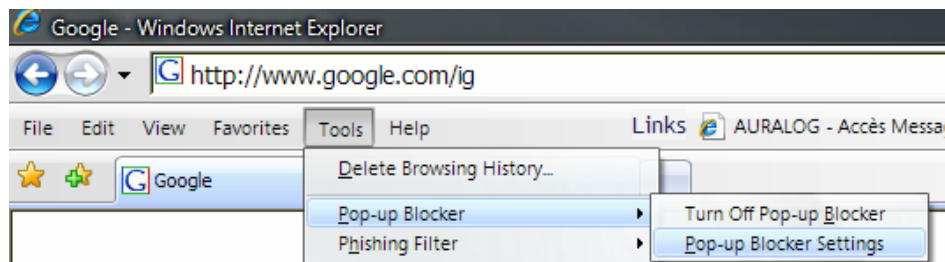
## Turn off Pop-Up Blockers

There are a lot of toolbars out there that block unwanted pop-ups. Tell Me More™ software creates **wanted** pop-ups which can not be blocked. So you must disable your pop-up blockers. Holding down the CTRL key temporarily disables some pop-up blockers but is not a sufficient solution. It is also very common to have more than one pop up blocker installed on your browser. Be certain all pop-up blockers are configured to allow the tell me more website to have pop-ups or disable the pop-up blocker all together.

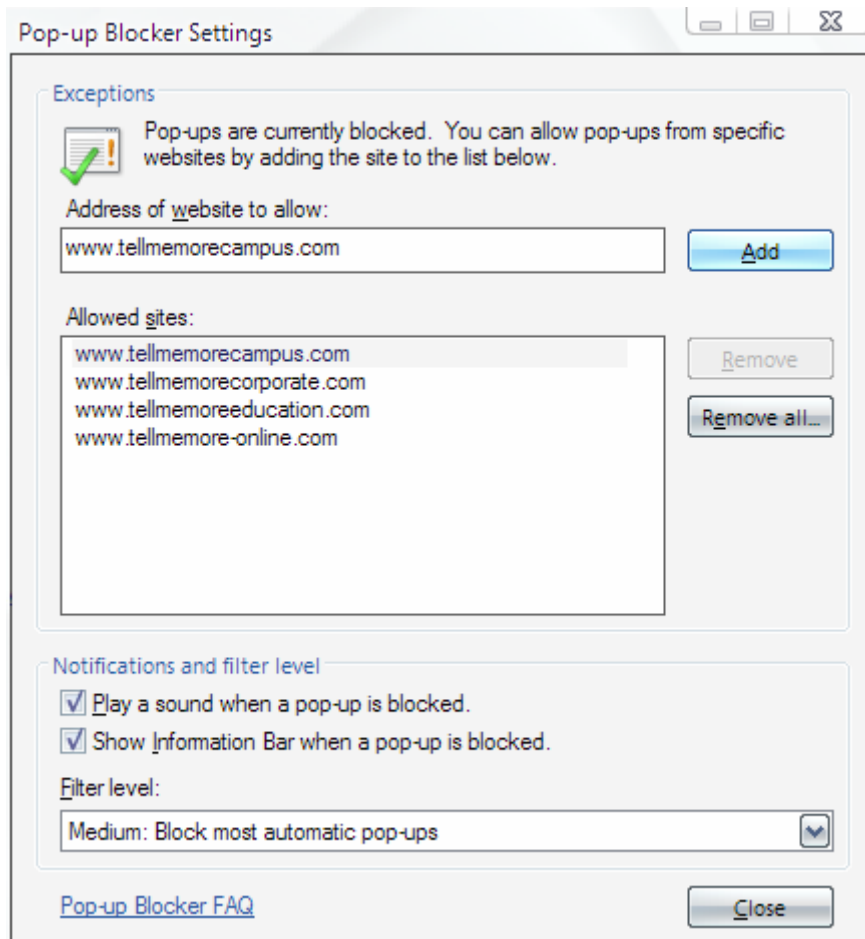
### EXAMPLE:

If you have installed Windows Internet explorer service pack 2, you have a pop up blocker installed by default. In order to turn this off, you simply open internet explorer and click on:

**TOOLS>POP-UP BLOCKER>TURN OFF POP-UP BLOCKER**



You can select 'Pop-up Blocker Settings' and add the website as a site allowed to have pop-ups.



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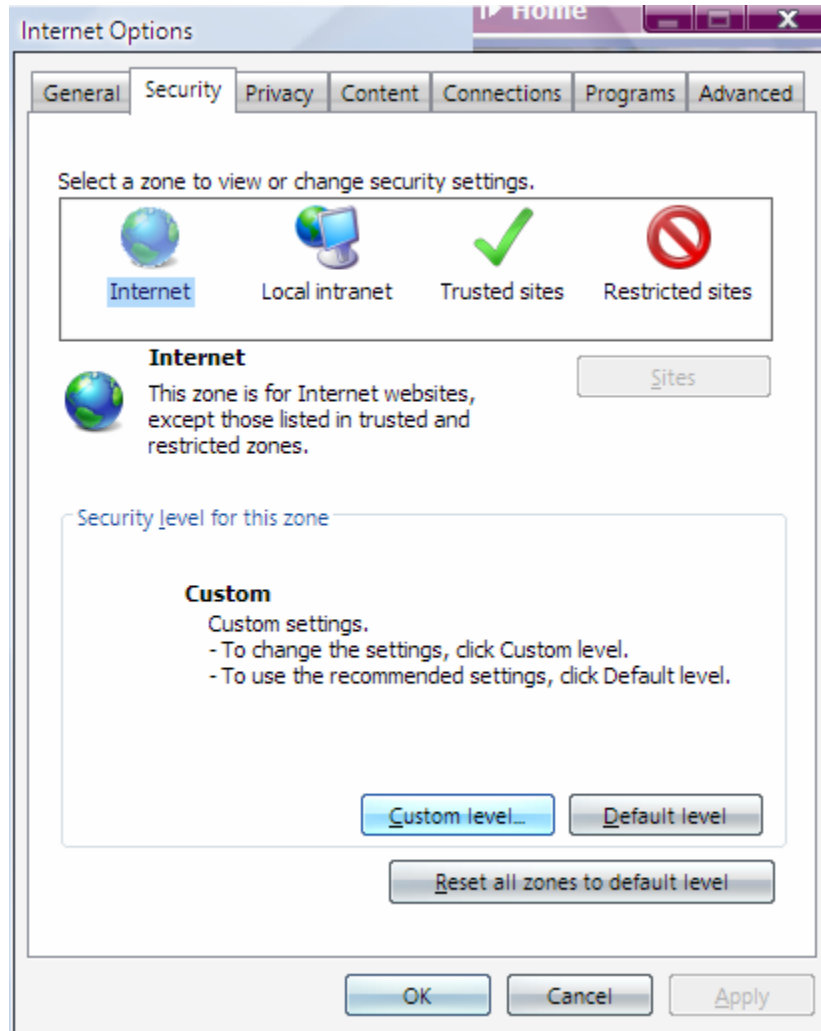
## IE 7 Configuration

The following error occurs when trying to install the components:

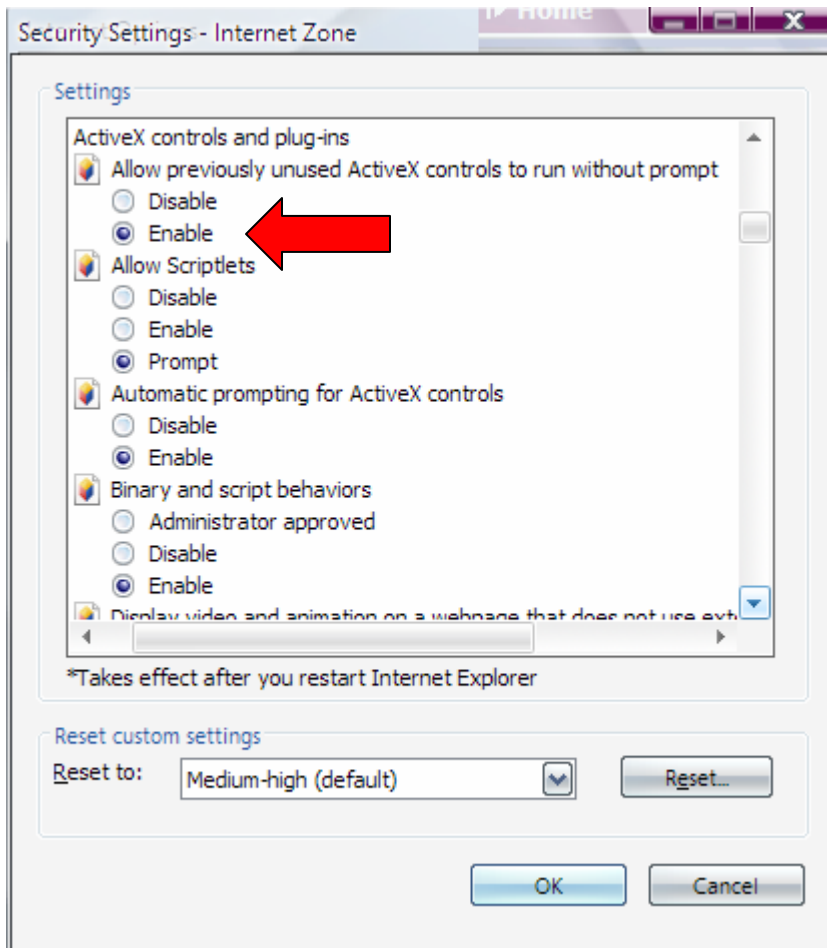




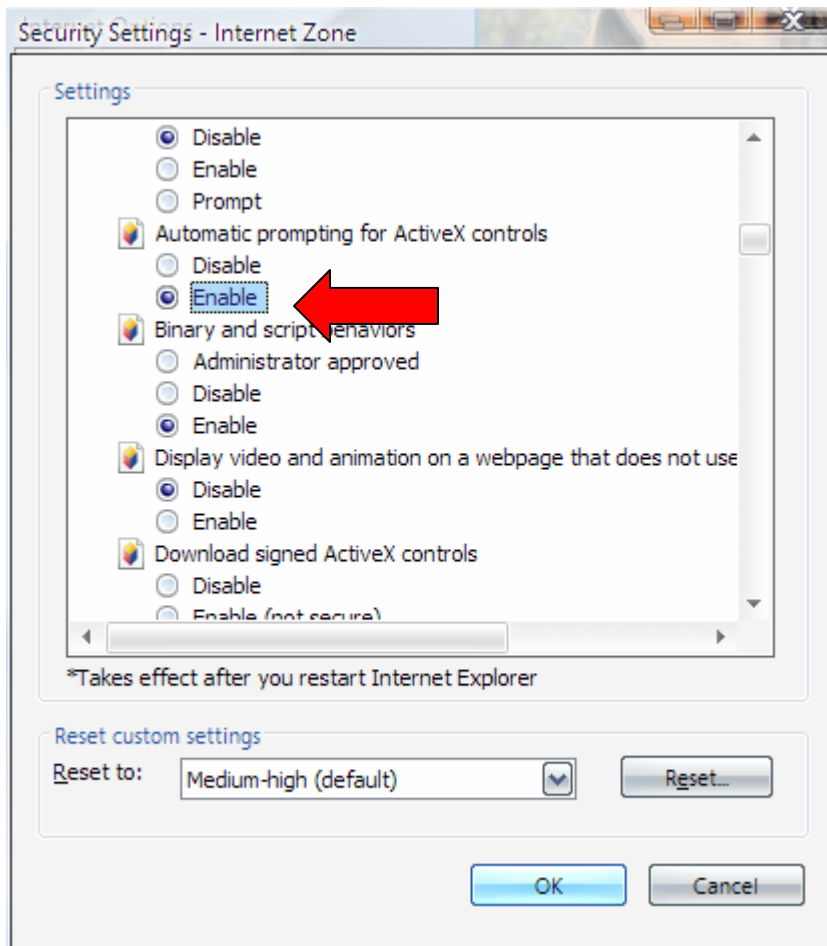
2. Click on *Security* Tab and then *Custom Level* button.



3. Enable *“Allow previously unused ActiveX controls to run without prompt”*



4. Enable “Automatic prompting for ActiveX controls”

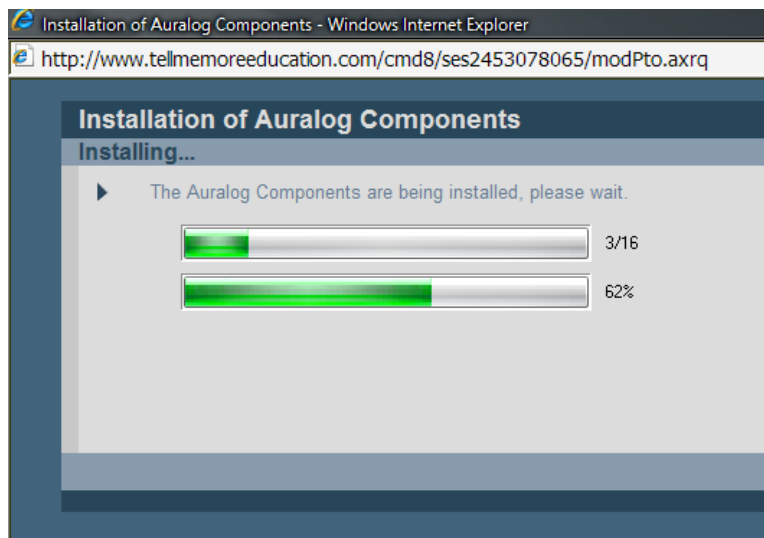


5. Click on *OK* button
6. Click *Apply*
7. Click *OK*
8. Close all browser windows and open a new one for the settings to go into effect.
9. Restart the computer test.

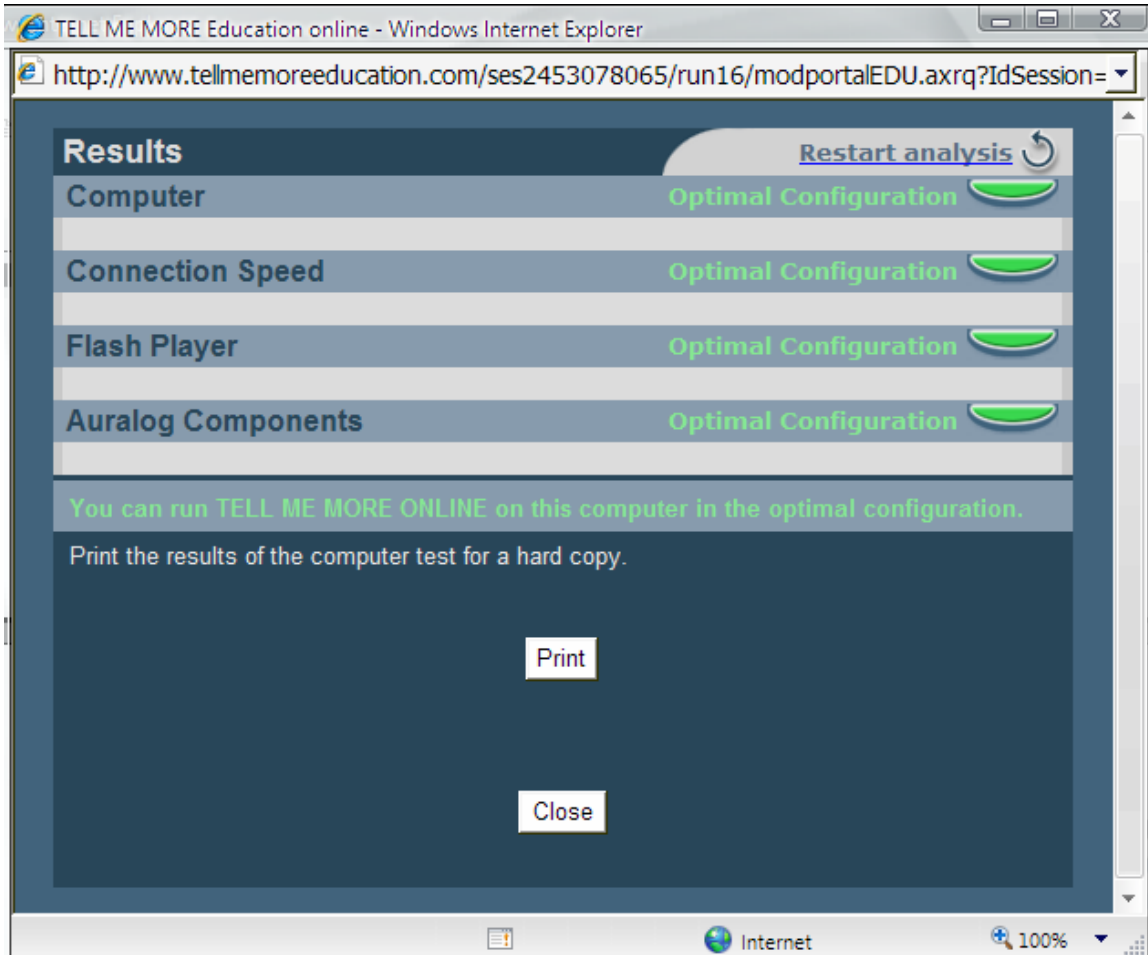
10. You should now be prompted with an ActiveX pop up similar to this. Click *Install*



The components should now show they are installing:



Upon success, you should see the following screen:



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Download speech recognition components either manually from the website or from one of two files – TOL9Setup.exe or MinSetup.exe

TOL9Setup.exe is a file that installs the speech recognition components the same as the computer test on the website allowing the activities that require a microphone to work correctly.

MinSetup is the same as Tol9Setup except you can edit where and how the speech recognition components are installed.

To download this to your file server you can access the link from the following depending on your solution purchased:

## **Tol9Setup**

[ftp://services@ftpportal.auralog.com/Brian/Tol7Setup\\_USLibraries/](ftp://services@ftpportal.auralog.com/Brian/Tol7Setup_USLibraries/)

## **MinSetup**

[ftp://services@ftpportal.auralog.com/Brian/MinSetup\\_USLibraries/](ftp://services@ftpportal.auralog.com/Brian/MinSetup_USLibraries/)

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