

Students cannot run the computer test, the definition of learning objectives, the language achievement test or TELL ME MORE.

When the student clicks on a link (**Computer Test, Begin My Training, Define My Objectives Now, Language Achievement test**), an information page appears instead.

There are several reasons:

- The security settings of Internet Explorer are too high. They do not allow scripts to be executed. Modify your web browser security settings (you need the required administrator rights) or contact the system administrator who will modify the parameters.
- An anti pop-up device is installed on your computer. Either stop your anti pop-up device or modify your parameters so as to allow pop-ups to appear when visiting TELL ME MORE online website. To find out more about how to allow pop-ups to appear, please refer to *How can students enable pop-ups when using an anti pop-up device?*

What should be done if the computer test cannot be run on a student workstation installed with Windows NT4 and Internet Explorer 5.0 or 5.01?

An update of the Internet Explorer navigator version 5.5 or above is required.

How can students enable pop-ups when using an anti pop-up device?

There are two solutions:

- Disable your anti pop-up device.
- Adjust your anti pop-up software settings to allow pop-ups to be displayed on the TELL ME MORE Online site. According to your anti pop-up software version, the procedure may vary. To find out more about how to enable or disable your anti pop-up function, please refer to the information in the appendix on procedures for using the most common anti pop-up software.

What should be done when students cannot download Auralog components?

Check that:

- the user work station has the necessary administrator rights for downloading files such as Auralog components.
- the internet options of your web browser allow Active X files to be downloaded.

Is it possible to run TELL ME MORE Online if the Auralog components are not installed?

It is possible to use TELL ME MORE Online without having installed Auralog components. However, the use of the program will not be as easy and some functions will not be activated:

- speech recognition exercises. The grey boxes indicate that Speech Recognition activities are not available in the selected Language Programme.
- the print function.
- the option of minimising the TELL ME MORE screen.
- the cache system
- the adding of attachments in messages sent to Tutors.

Is it possible to access the content of TELL ME MORE Online if the student workstation is not equipped with a sound card?

It is technically possible. However, it will be impossible to access activities with speech recognition and/or sound effects. Only 15 to 20 % of activities will still be available, thus significantly reducing the benefits of the TeLL me More method.

Nevertheless, some USB headsets (such as Plantronics headsets) that include their own audio components allow activities with speech recognition to be completed without having a sound card installed on the student's workstation.

## What should be done if students cannot download/update Flash Player?

Check that:

- the student workstation has the administrator rights needed to download software like the Flash player.
- the web browser options have been configured to allow files such as Flash Player to be downloaded. If this is not the case, please modify the internet options. The first installation of Flash Player may fail, making it impossible to carry out an update properly. In this case, Flash Player must be uninstalled, then reinstalled. To find out more about how to uninstall Flash Player, please refer to the '**How can students uninstall Flash Player?**' section.

## How can students uninstall Flash Player?

We recommend you visit Macromedia website to uninstall Flash Player:

[http://www.macromedia.com/fr/support/flash/ts/documents/remove\\_player.htm](http://www.macromedia.com/fr/support/flash/ts/documents/remove_player.htm)

## What should be done if a message to update Flash Player 7.0 is displayed when opening TELL ME MORE Online?

We recommend you update your version of Flash Player and reboot your computer.

## What should be done if a black screen appears when TELL ME MORE Online is run for the first time?

### **Warning !**

In Windows<sup>®</sup> NT, 2000 and XP, these actions require administrator access rights.

This problem occurs when the automatic download for Flash does not work properly.

In this case, Flash must be manually downloaded from the Macromedia site, which can be found at:

<http://www.macromedia.com/fr/downloads/>

If it is still impossible to download Flash, you must:

1. Uninstall the version of Flash currently on the computer. Either:

- open Internet Explorer
- go to "Tools/Internet Options /Settings/General/View objects"
- remove the version of Flash currently installed

or

- go into the "C:\WINDOWS\Downloaded Program Files" directory
- select "Shockwave Flash Object"
- right click
- select "delete"

2. Reinstall Flash from the Macromedia site:

- go back to the Macromedia site at: <http://www.macromedia.com/fr/downloads/>
- manually download Flash from this site

## What should be done if a black screen appears when TELL ME MORE Online (V 7.09 with OCX and Flash 8) is run for the first time?

- Right Click on the background then Choose '**Parameters...**'
- Click on the button '**Advanced...**'
- A New Internet Explorer window appears with the Macromedia site ([http://www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager04.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html)).
- Go back to the Black window and close it with Alt+F4.
- Go back to the Parameters page opened with '**Advanced...**'
- Look for the link "[Global Security Settings Panel](#)" and click on it.
- Scroll down the list until « Always trust the files and folders » then click on '**Add**'
- In the area '**Trust this zone**', type in C:\windows\system32\auralog\tmm\cache\screen (Path to cached screens in TLL)
- Click on '**Confirm**'
- Close this window.
- Click again on '**Start my training**'.

## Can a student change workstations?

Yes. With TELL ME MORE Online the student's personal Progress Chart is hosted on the server and not locally. However, the student will have to run the computer tests again. It is also necessary to make sure that the student has the required administrator rights and that the new workstation meets the minimum configuration requirements. The following components must be installed:

- Flash Payer 6.0 (minimum)
- Auralog components needed to run TELL ME MORE Online speech recognition activities.

## What should be done if the following message appears: "*Your web session has expired*"?

This message appears when students click on 'Previous Page' in Internet Explorer (according to the version, settings and options). If students wish to browse the portal, they must not use Internet Explorer or the 'Previous Page' button, but rather the specially created portal menu located on the right.

## How to unblock access to TELL ME MORE when using Norton Internet Security V 2004?


Launch Internet Explorer and go to <http://v7.e-tmm.com/>. Right-click on the Internet Explorer Task Bar. Tick the 'Web assistant' option.

An icon of a globe will appear.

Click on the icon, and, in the list of available options, untick '**Turn off Pop-up Blocker**'. Then click on 'Computer Test' to check that TELL ME MORE has been unblocked.

## TELL ME MORE Online doesn't seem to hear the student.

Check the following elements:

1/ The **Mic** plug must be connected to the sound card input indicated **Mic** or .

2/ The microphone must be set on 'record':

- Go to **Start/ Programs/ Accessories/ Multimedia/ Volume control**.
- 
- Go to **Option menu/ Properties**
- Chose **Recording Options** and select all audio devices.
- Click on **OK**.
- Check that the microphone is set on 'record' and not 'mute'.

3/ Students can test their sound card using Windows® recorder (Go to "Start/ Programs/ Accessories/ Multimedia/Recorder".)

## What should be done when the student's voice is not being recorded in TELL ME MORE even when the microphone works in Windows®?

If the student's voice is not being recorded in TELL ME MORE even when the microphone works correctly in Windows® and the Auralog components are installed, the sound card drivers must be updated (especially if the sound card is a SoundMax or a SoundFusion). The card must be updated from the manufacturer's website.

## Modifying your browser parameters to allow pop-ups to be appear when visiting the TELL ME MORE Online website.

- Procedures for using the most common anti pop-up devices and software are described below. According to the student's Windows® and anti pop-up software version, the procedure may vary. Should you not find the answer to your question here, do not hesitate to consult the software documentation and manuals.

Software	Procedure
<u><b>Google Toolbar</b></u>	From TELL ME MORE Online Portal Home Page - click on <b>Block pop-ups</b> in Google toolbar.
<u><b>Norton Internet Security™ 2004</b></u>	From TELL ME MORE Online Portal Home Page : - click on <b>Modify Security Parameters</b> in the tool bar. - make sure the <b>Block pop-ups</b> option is not selected.
<u><b>Yahoo</b></u>	From TELL ME MORE Online Portal Home Page, once you have clicked on the link to open a pop-up: - click on <b>Pop-Up Blocker is On Total Blocked : x</b> , then click on <b>Always Allow Pop-Ups From...</b> - in the interactive window select TELL ME MORE Online portal address then click on <b>Allow</b> - click on <b>OK</b> to confirm your choice then click on <b>Close</b> .
<u><b>MSN</b></u>	- click on <b>MSN</b> and select <b>Tool bar Options</b> - click on the <b>Tool bar</b> tab then click on <b>Anti Pop-up Protection Parameters</b> - click on the <b>Authorized Web Sites</b> tab then enter TELL ME MORE Online address ( <a href="http://v7.e-tmm.com">http://v7.e-tmm.com</a> ) - click on Add then double click on <b>OK</b> .

## Disabling anti pop-up software

Logiciel	Procédure à suivre
<u><b>Toolbar Google</b></u>	In the <b>Google Tool Bar</b> , click on <b>Google</b> and select <b>Options</b> . Under <b>Accessories</b> deselect <b>Block Pop-ups</b> .
<u><b>Norton Internet Security™ 2004</b></u>	In the task bar click on <b>Norton Internet Security</b> . Click on the <b>No ad</b> option. On the right hand menu click on <b>Disabled</b> .
<u><b>Yahoo</b></u>	Click on <b>Pop-Up Blocker is On Total blocked: x</b> in the <b>Yahoo Tool Bar</b> . Make sure that <b>Enable Pop-Up Blocker</b> is not selected.
<u><b>Altavista</b></u>	Click on <b>Enabled: x</b> to close the anti pop-up software in the Altavista Tool Bar. The button is now on <b>Disabled</b> .
<u><b>MSN</b></u>	In the MSN Tool Bar click on <b>Block Pop-ups (x)</b> .