



Technical Support Manual





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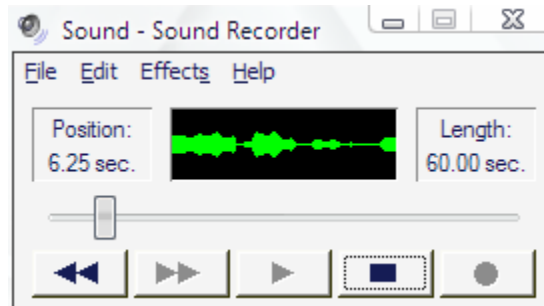
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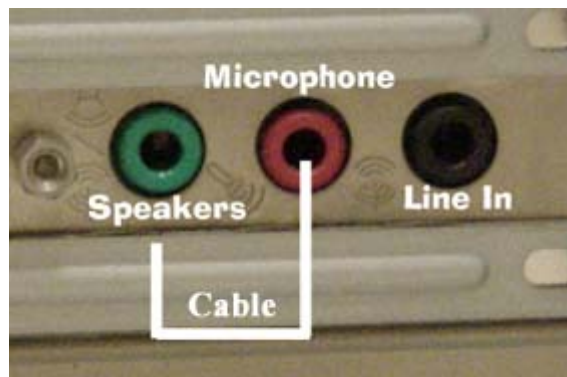
Speech Recognition Troubleshooting Tips

1. 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.



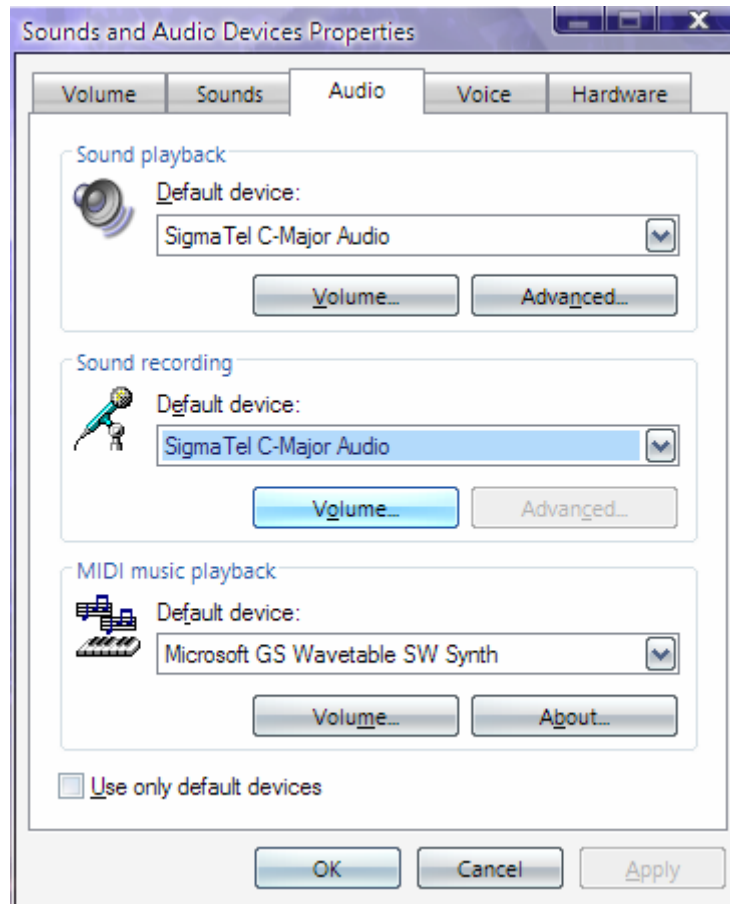
If the green line remains unchanged as you speak into the microphone you need to check and make sure you are plugged into the correct microphone input on your computer. Sometimes, it may look like it is plugged in but it is not completely plugged in. Firmly push it into its input. Below are a few examples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



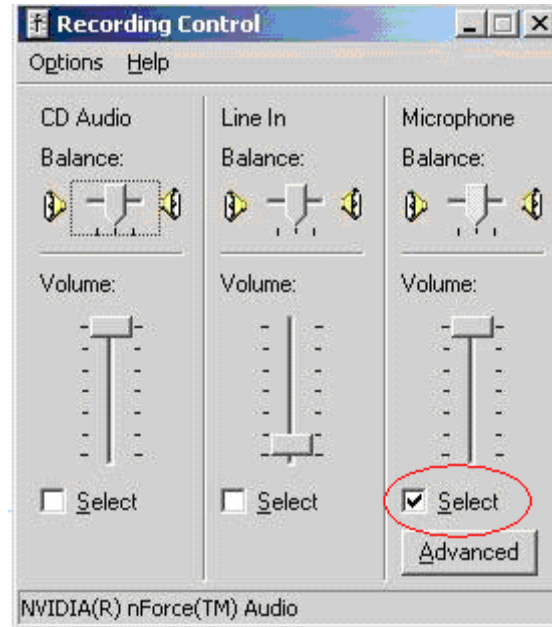
If you still can not record sound with the microsoft sound recorder, check your sound settings in the control panel to ensure the microphone is not muted. To do this, click on

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.



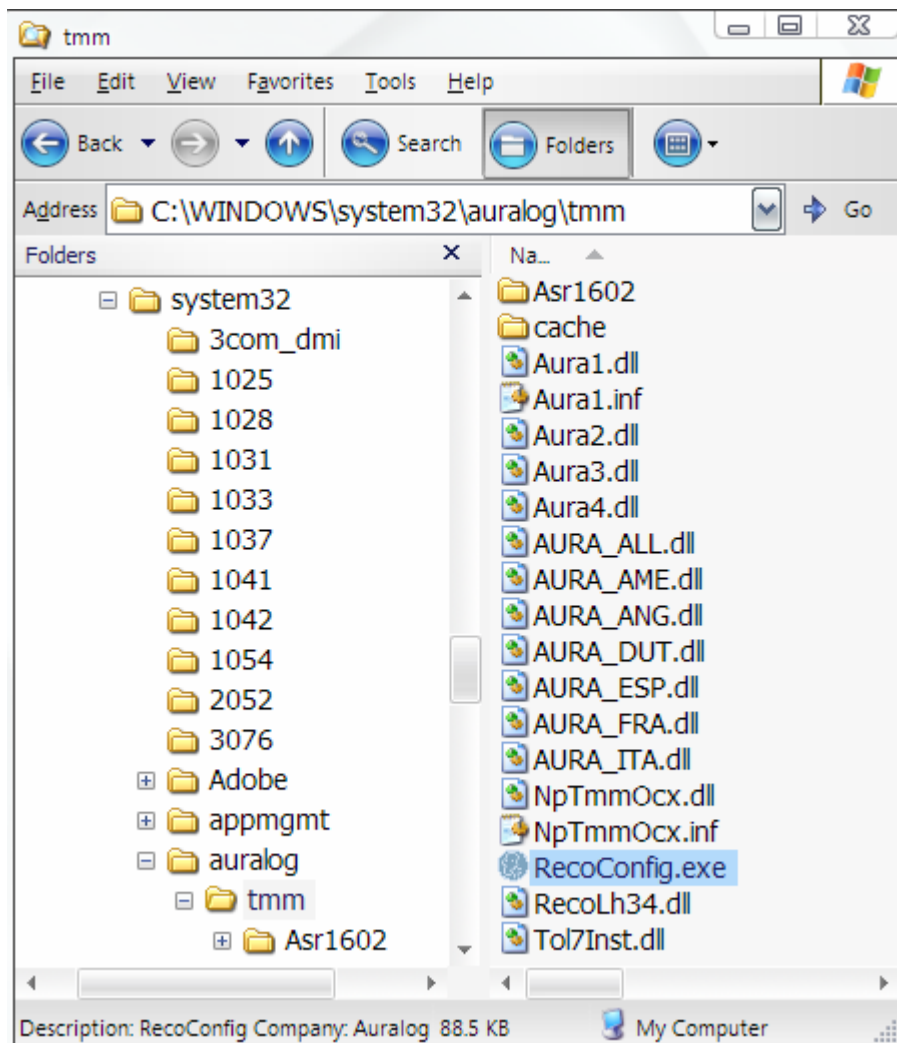
After this is selected try the voice recorder again.

Component Installation Tips

TIP: MUST BE DONE WITH ADMINISTRATIVE PRIVILEGES!!

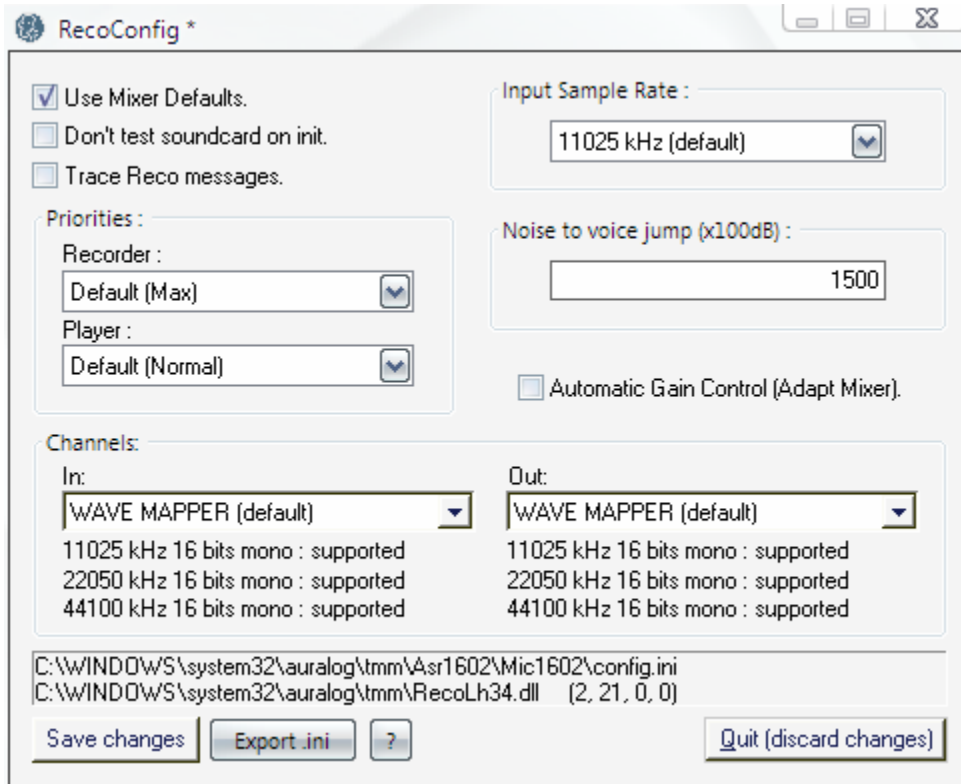
If the components are stuck in what seems to be a loop, it may be because you have a sound card with multiple inputs such as the ones found in Microsoft's Windows Media Center operating system. The components are actually installed but the software does not know which input to use. To fix this, right 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.



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 Yahoo toolbar as well which may cause some pop-up blocker problems. Be sure to uncheck the box that says install yahoo toolbar!

Adobe Flash Player Download Center Windows

Install

 **Flash Player**


Enjoy the most vivid content on the web
Watch video without extra downloads
Interact with applications on your favorite sites

Also Install

YAHOO! TOOLBAR (Not required for operation of Flash Player)

SOFTWARE LICENSE Welcome to Yahoo! Toolbar (the "Yahoo! Software"). By clicking the "I Agree" button below, you agree to these software license terms (the "Software License") that supplement the Yahoo! Terms of Service ("TOS") below, also located at <http://docs.yahoo.com/info/terms/>.

[More offer info >](#)

 **Install Now**

By clicking **Install Now** you agree to the [Adobe Flash Player Software License Agreement](#).

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

Turn off Pop-Up Blockers

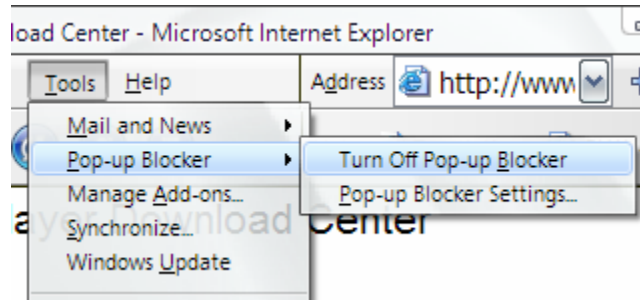
There are a lot of toolbars out there that block unwanted pop-ups. Tell Me More™ software creates *wanted* pop-ups which can not be blocked. So you must disable your pop-up blockers. Holding down the CTRL key temporarily disables some pop-up blockers but is not a sufficient solution. Here we will try and address the most common blockers.



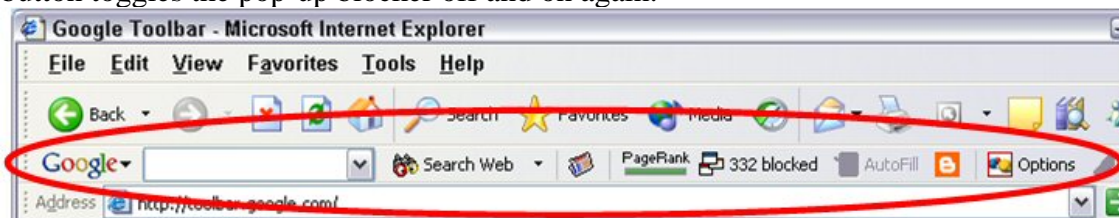
Version: 6.0.2900.2180.xpsp_sp2_rtm.040803-2158
Cipher Strength: 128-bit
Product ID: 76487-OEM-0011903-00102
Update Versions:; SP2;

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

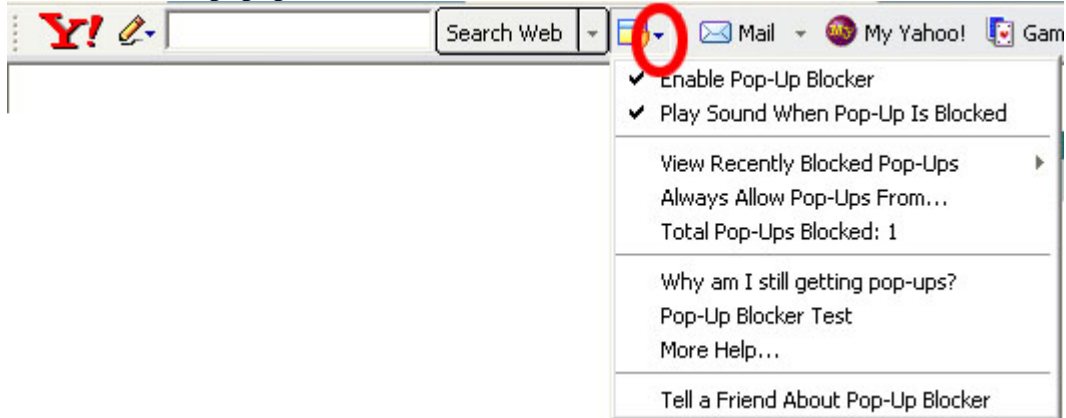


Click on the '**Blocked**' button and it will change to **Site Popups Allowed**. Clicking this button toggles the pop-up blocker off and on again.

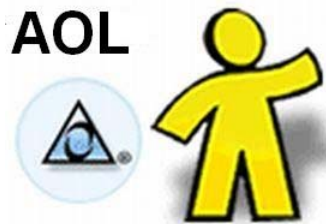




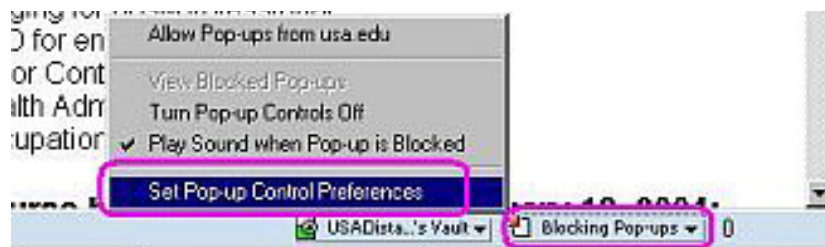
Click on the Yahoo Toolbar's popup blocker icon option arrow. This arrow is pointing down beside of the popup blocker icon.



Select the 'Enable Pop-Up Blocker' in order temporarily disable it. The checkmark to the left of it will not be there if the pop-up blocker is disabled.

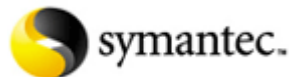
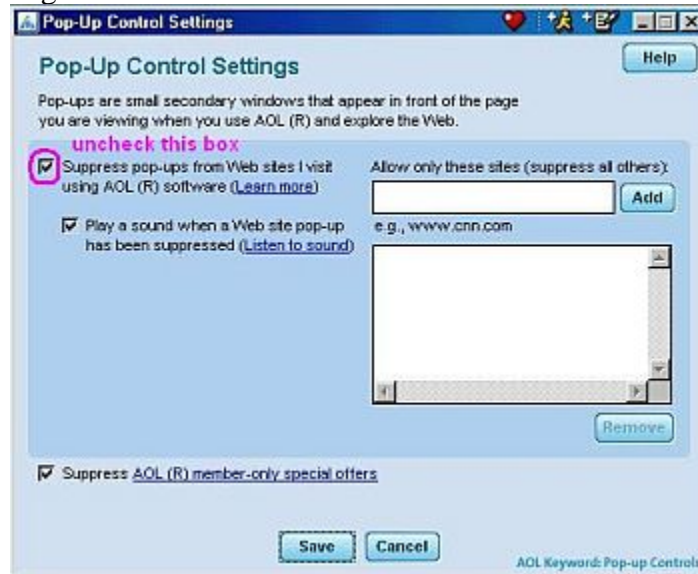


Sign into your AOL account. Go to a webpage. Click once on 'Blocking Pop-ups' at bottom-right corner of screen and choose Set Pop-up Control Preferences.





Uncheck box labelled '**Supress pop-ups from Web sites I visit using AOL (R) software**'
Click **Save** to save your change. Minimize AOL's browser and use Internet Explorer to log into your training server.



Norton Internet Security

Norton AntiSpam and Norton Internet Security 2005 and 2006

To disable Pop-up Blocking

1. In the main window, on the left side click **Norton AntiSpam**.
2. Click **Pop-up Blocking > Turn Off**.

Norton AntiSpam and Norton Internet Security 2004 and earlier

To disable Ad Blocking or Pop-up Blocking

1. In the main window, double-click **Ad Blocking**.
2. Uncheck **Ad Blocking**.
3. Uncheck **Pop-up Window Blocking**.
4. Click **OK**.