NativeAccent Troubleshooting Guide

Problem	Issue	Resolution
Error messages: "too loud" or "too soft"	Microphone not adjusted properly	1. Redo the "Microphone" and "Recording" sections of "My Tutorial" 2. Check the "Allow" and "Remember" flash settings
No playback of recording	Microphone not adjusted properly	1. Redo the "Microphone" and "Recording" sections of "My Tutorial" 2. Check the "Allow" and "Remember" flash settings
No playback of recording	Speaker volume too low	1. Increase the speaker volume
No playback of recording (for headsets with pin connections)	Headset speaker plug not plugged in to laptop speaker jack	1. Make sure the headset speaker plug is plugged in to the laptop speaker jack
Can not find assessment grades	Grade reporting functionality is unclear	1. Under "Grades" select the desired assessment and click "Generate Report"
Did not receive validation code	Validation code not received	1. Check validation code list and resend the code
Did not receive confirmation email	Confirmation email considered to be spam	1. Check spam and bulk folders; add carnegiespeech.com to whitelist 2. Change user's email address to another email provider
Did not receive or lost confirmation email	Confirmation email deleted or misplaced	1. Go to website and click "Send my Details via Email" and wait for email to arrive
No information provided by the Intelligent Tutor	Did not take or finish the assessment	1. Take the assessment and make sure to click "Submit" at the end
No information provided by the Intelligent Tutor	Did not run the intelligent tutor	1. Click "Run the Intelligent Tutor to create a new path"
The url www.nativeaccent.carnegiespeech.com does not work	Wrong url	1. The correct url is nativeaccent.carnegiespeech.com or nativeaccentasia.carnegiespeech.com

NativeAccent Troubleshooting Guide

Problem	Issue	Resolution
The url www.nativeaccentasia.carnegiespeech.com does not work	Wrong url	1. The correct url is nativeaccent.carnegiespeech.com or nativeaccentasia.carnegiespeech.com
Email address used to register is forgotten	Carnegie Speech support needed	1. Send email to support@carnegiespeech.com
Completed training does not appear in reports	Submit not clicked	1. Click "Submit" at the end of each activity to record training
Microphone reported as muted by flash application	Microphone not adjusted properly	1. Redo the "Microphone" and "Recording" sections of "My Tutorial" 2. Check the "Allow" and "Remember" flash settings
Microphone reported as muted by flash application	Headset plugged in after starting flash application	1. Refresh the browser
Error message: Connection to Audio Analyzer timed out	Poor internet connectivity	1. Try the recording again
Error message: Connection to Audio Analyzer timed out	Carnegie Speech support needed	1. Send email to support@carnegiespeech.com
Error message: Your speech did not match the speech of our model speaker	Speech recognizer did not understand what was recorded	1. Try speaking a bit slower 2.Try pausing a moment after clicking "record" and before clicking "stop"
Can not load nativeaccent.carnegiespeech.com url	Carnegie Speech support needed	1. Send email to support@carnegiespeech.com
Can not load nativeaccentasia.carnegiespeech.com url	Carnegie Speech support needed	1. Send email to support@carnegiespeech.com