



NativeAccent v.3.0 Troubleshooting Guide

NativeAccent Web Portals:

US Web Portal: <https://nativeaccent3.carnegiespeech.com>
ASIA Web Portal: <https://nativeaccent3asia.carnegiespeech.com>

How is NativeAccent delivered?

NativeAccent is delivered in an HTML5 compliant browser using an Adobe Flash™ player plug-in. Therefore it is important for the correct browser and Flash versions to be installed.

System Requirements:

Carnegie Speech strongly recommends using the current version of [Mozilla Firefox](#) to ensure the smoothest user experience in NativeAccent. Also compatible are the current versions of [MS Internet Explorer v.9](#) (IE10 not recommended), [Google Chrome](#) and [Apple Safari](#) browsers.

Plug-In:

After downloading and installing the latest browser, open the new browser, and download the Adobe Flash player and plugin at <http://www.adobe.com/products/flashplayer/> and complete the installation routine. DO NOT SKIP THIS STEP!

Other browser requirements:

Cookies and Java Scripting must be enabled in your browser for this program to work correctly. These are normally turned on by default. If you experience any unexpected results, check the help menu in your browser to ensure that session cookies are being accepted and java scripting is turned on.

What if the program still does not load normally?

Your firewall or other security settings could affect cookies and or access to the NativeAccent web portal. Ask your IT administrator for help with these issues.

Contacting Support

If, after using this Troubleshooting guide, you are unable to resolve an issue, FOR BEST RESPONSE, email customercare@carnegiespeech.com with your name, username, a description of the issue, a screen shot of any errors or error messages. A screen shot can be obtained by using the Print Screen key on your keyboard which will place an image of your screen into the computer clipboard. Paste the image into the email addressed to customer care.

Other ways of contacting Customer Care are as follows:

Use the contact web form on www.carnegiespeech.com

Call: 1-888-786-0606 (North America)
1-215-531-7714 (Outside North America)



Password and Password Recovery

Problem	Issue	Resolution
I forgot my password	Password needs to be changed	Select the password recovery link on the NativeAccent web portal and follow the instructions. If you do not receive the password recovery email from the system, check your spam folder. Also, your email provider may be blocking email from the system. If this happens, ask your teacher to reset your password.

Recording and Playback Problems

Problem	Issue	Resolution
No playback of recording	Microphone not adjusted properly	1. Check the "Allow" and "Remember" flash settings 2. Check Settings in Control Panel/Sounds/Recording and set the recording level to 60%.
No playback of recording	Headset speaker volume too low	1. Check Settings in Control Panel/Sounds/Playback and Increase the speaker volume
No playback of recording (for headsets with USB connections)	Headset mic and speaker plugs are not being recognized by the computer	1. Unplug the headset and plug into the different USB port
Microphone reported as muted by flash application	Headset plugged in after starting flash application	1. Refresh the browser

Intelligent Tutor

Problem	Issue	Resolution
I cannot find the Intelligent Tutor path	You did not take or finish the assessment	You must complete the assessment before you are presented with your custom path.
No lesson path provided by the Intelligent Tutor AFTER I FINISHED THE ASSESSMENT	The Intelligent Tutor did not run as expected	Contact Customer Care at customercare@carnegiespeech.com or call 888-786-0606

Screen Freezing or buttons missing

Problem	Issue	Resolution
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I am unable to continue forward as the screen has an endless busy icon or is missing buttons, with no way forward	Browser/Flash compatibility issue	Update to the latest versions of Mozilla Firefox and Adobe Flash as instructed in the "How is NativeAccent Delivered" section above.
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Connectivity

Problem	Issue	Resolution
Cannot load the NativeAccent Web portal at nativeaccent3asia.carnegiespeech.com	Poor bandwidth, Routing problem or network outage	Contact Customer Care at customer care@carnegiespeech.com or call 888-786-0606

Error Messages

Problem	Issue	Resolution
Error message: Connection to Audio Analyzer timed out	Poor internet connectivity or other network issue	Try the recording again in a few minutes
Connection to Audio Analyzer has timed out consistently	Carnegie Speech support needed	Contact Customer Care at customer care@carnegiespeech.com or call 888-786-0606
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"
Error message: A connection to our audio server could not be made	Poor internet connectivity	Contact Customer Care at 888-786-0606