

## TECHNICAL SUPPORT ROSETTA STONE

### Rosetta stone System Requirements

In order for your learners to utilize all components, the following must be supported on your desktops and within your network:

- SWF and ZIP download to browser cache at runtime
- Flash Video over IP

**System requirements are as follows and are subject to change over time:**

- Operating Systems—Windows 7 or later; Mac OS X 10.9 or later; Chrome\* latest
- Browsers—Internet Explorer 11, Chrome latest, Edge latest, Safari 8 or later, Firefox latest
- Flash—latest version is recommended
- JavaScript enabled
- Processor Speed (Minimum):
  - Windows—2.33GHz for x86-compatible processors and 1.6GHz for Intel® Atom™ netbooks
  - Mac—1.33GHz for Intel Core™ Duo
- 1GB available RAM
- 1024 x 768 display resolution
- Mobile Devices\*\*—iOS 9 or later; Android 4.4.2 or later
- USB headset with microphone or single pin earbud with microphone
- Bandwidth—500kbps download; bandwidth can be tested at <http://launch.RosettaStone.com/speedtest/>.
- Latency— <300ms; latency can be tested at <http://launch.rosettastone.com/speedtest/>.

### SPEECH RECOGNITION



Rosetta Stone® speech-recognition technology is a key element of our language-learning solution. In order to utilize this feature, you'll need a USB device equipped with a microphone: either a USB headset or USB earbuds.

For best results, the device should be certified for speech recognition, either by the vendor or a third party.

We recommend that it have a directional microphone and noise-cancellation capability. The microphone part of the device should easily adjust into a

consistent position, one to two inches from the corner of your mouth.

### **Recommended Microphone**

The recommended USB headset microphone listed here has passed Rosetta Stone quality-assurance tests for speech recognition. It's compatible with both Windows and Macintosh operating systems.

<b>Manufacturer</b>	<b>Model</b>	<b>Website</b>
Microsoft	LifeChat LX-3000	<a href="http://www.microsoft.com">http://www.microsoft.com</a>

Note: This microphone recommendation is based on laboratory testing. Computer systems and user environments may vary, which could impact microphone performance.

### **INTERNET CONNECTION**

An Internet connection with minimum available bandwidth of 192kbps, primarily download, and maximum latency of 300ms is sufficient for the Rosetta Stone® Advantage solution.

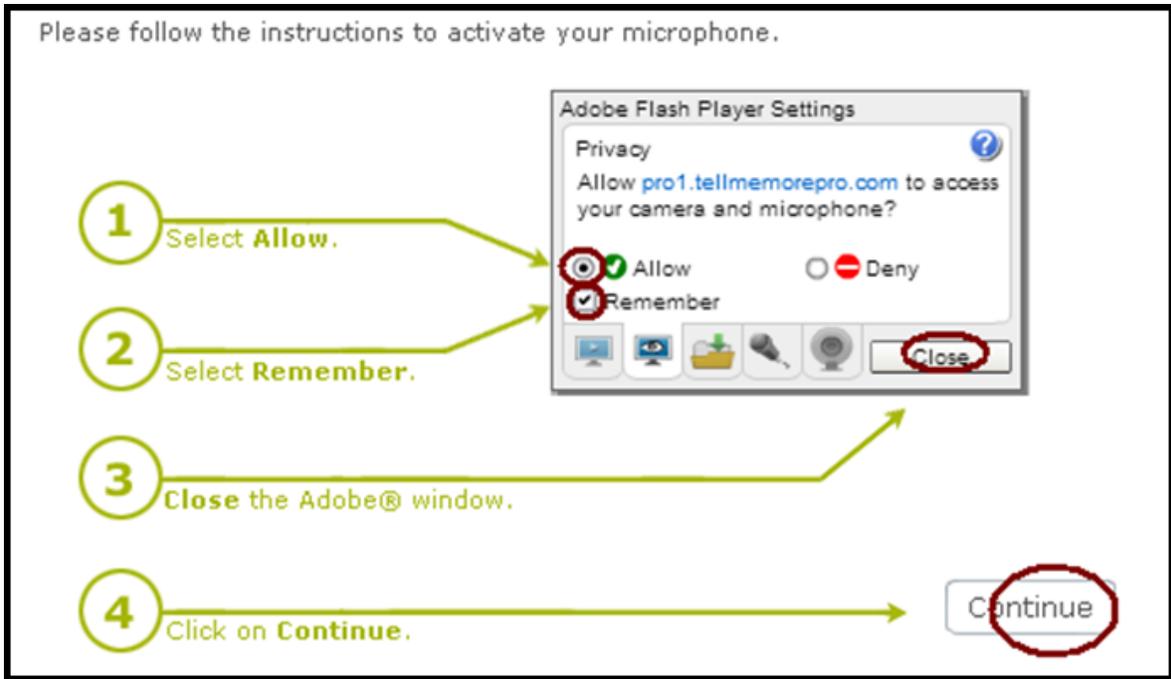
In order to test the speed of your connection to Rosetta Stone, please visit this page: <http://launch.rosettastone.com/speedtest/>. The results will appear at the bottom of the page.

### **Administrator Registration**

1. When you are first registered in Rosetta Stone Advantage, you will receive a registration confirmation e-mail. This e-mail contains your Rosetta Stone username, password, and Rosetta Stone Access Portal.
2. Upon signing in for the first time, you'll be instructed to set up various aspects of your account, such as [Flash player settings](#), language content focus, etc. Continue through the prompts by clicking "Continue".
3. You must take a placement test to assess your knowledge of the language you're learning.

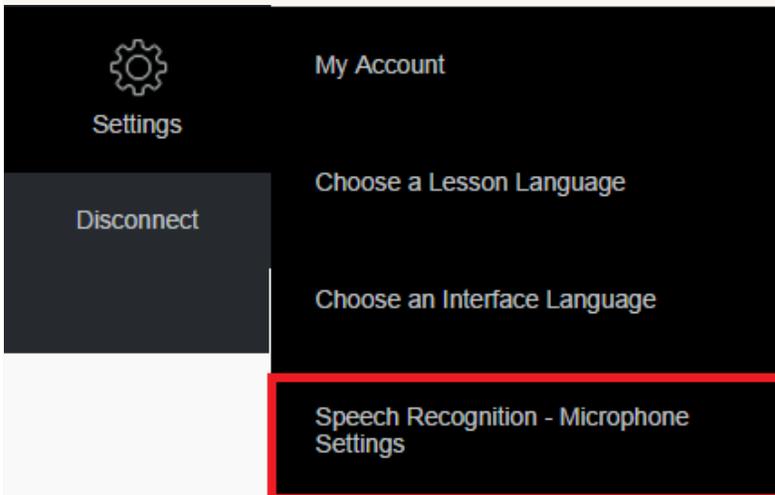
### **Adobe Flash with Rosetta Stone® Advantage**

In order to utilize Rosetta Stone Advantage, you will need to allow Adobe Flash Player access to your microphone and camera. When accessing the program, you should receive a pop-up window that will ask you to give this permission. To do so, you will need to click "Allow" and "Remember," and then click "Close."



## MICROPHONE SETTINGS - SPEECH RECOGNITION

1. Sign in to your Rosetta Stone Advantage account and ensure that you are using a [recommended audio device](#).
2. Once your program home screen loads, click on the "Settings" option on the left side-bar and choose "Speech Recognition - Microphone Settings".



3. Select your audio device from the drop-down menu at the top of the screen and record your voice by clicking on the icon of a microphone with a red dot. You can then listen to your recorded voice by clicking on the icon of a speaker, just below the

recording section.

## Microphone Settings

Three simple steps to get the most out of speech recognition

- 1. Select Microphone**  
Microphone: Default ⓘ
- 2. Microphone Test**  
Record a few words (example: "I'm testing my microphone").  
  
**What Did You Hear?**  
Find out how to solve the most common problems  

  - ⓘ Loud or saturated sound
  - ⓘ Sound with background noise
  - ⓘ Sound with echo
  - ⓘ Weak or muffled sound
  - ⓘ No sound
- 3. Microphone Settings**  
Speak and check the volume of your voice  
Volume:   
Adjust sensitivity for optimal results ⓘ  
Sensitivity:   
Reduce echo:

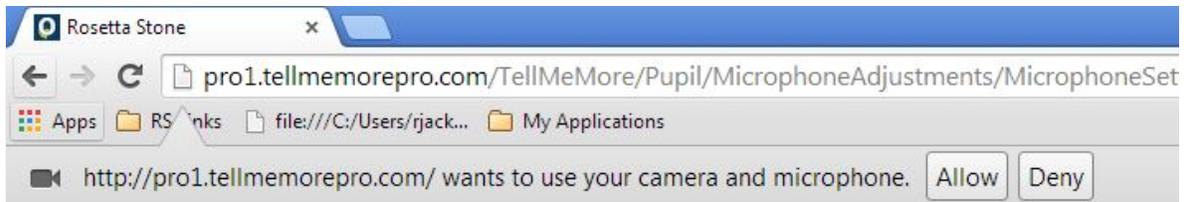
[Save Settings](#)

4. Click "Save Settings" to save your changes and return to your language studies.

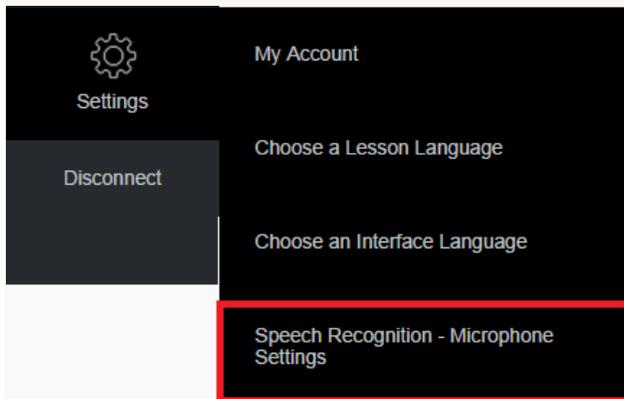
## Microphone Tips

There are a variety of reasons why your microphone may not be working correctly within Rosetta Stone Advantage. To make sure that it is working correctly, you can run through this checklist:

- Make sure you are not using the "Stop" button during a speech recognition exercise and that you're always waiting for the result rather than stopping the exercise.
- If you are using Google Chrome and are entering a speech recognition exercise, you may need to click on "Allow" in order to be able to use the microphone.



- If you are using a computer with a Windows operating system, make sure that your headset is plugged in before starting the computer.
- Make sure that your microphone is correctly configured with Adobe Flash Player and that your version of Adobe Flash Player is up to date.
- If you need to adjust your microphone settings, you can do so by accessing the "Settings" on the left side-bar and by selecting "Speech Recognition-Microphone Settings" from the ensuing menu.



On the next screen, you can do the following

- In section 1, "Select Microphone," make sure that you have the correct recording device selected.
- In section 2, "Microphone Test," you can make a test recording and, upon listening to it, learn more about solving common audio problems by clicking on the information icons under "What Did You Hear?"
- In section 3, "Microphone Settings," you can speak and check the volume of your voice, manually adjust the microphone sensitivity until it fits your optimal voice range, and check the "Reduce echo" box if you're finding that echo is an issue.

# Microphone Settings

Three simple steps to get the most out of speech recognition

## 1. Select Microphone

Microphone:  ⓘ

## 2. Microphone Test

Record a few words (example: "I'm testing my microphone").

### What Did You Hear?

Find out how to solve the most common problems



- ⓘ Loud or saturated sound
- ⓘ Sound with background noise
- ⓘ Sound with echo
- ⓘ Weak or muffled sound
- ⓘ No sound

## 3. Microphone Settings

Speak and check the volume of your voice

Volume:  ⓘ

Optimal range

### Adjust sensitivity for optimal results ⓘ

Sensitivity: 

Reduce echo:

Save Settings

When you've finished, click on "Save Settings" in the bottom right hand corner of your screen.

## Headset Selection and Configuration

Rosetta Stone<sup>®</sup> speech-recognition technology is a key element of our language-learning solution. In order to utilize this feature, you'll need a USB device equipped with a microphone: either a USB headset or USB earbuds. Click the links below to learn more about selecting and configuring your headset.

Configuring your headset from the control panel:

[Mac OSX](#)

[Windows 8/10](#)

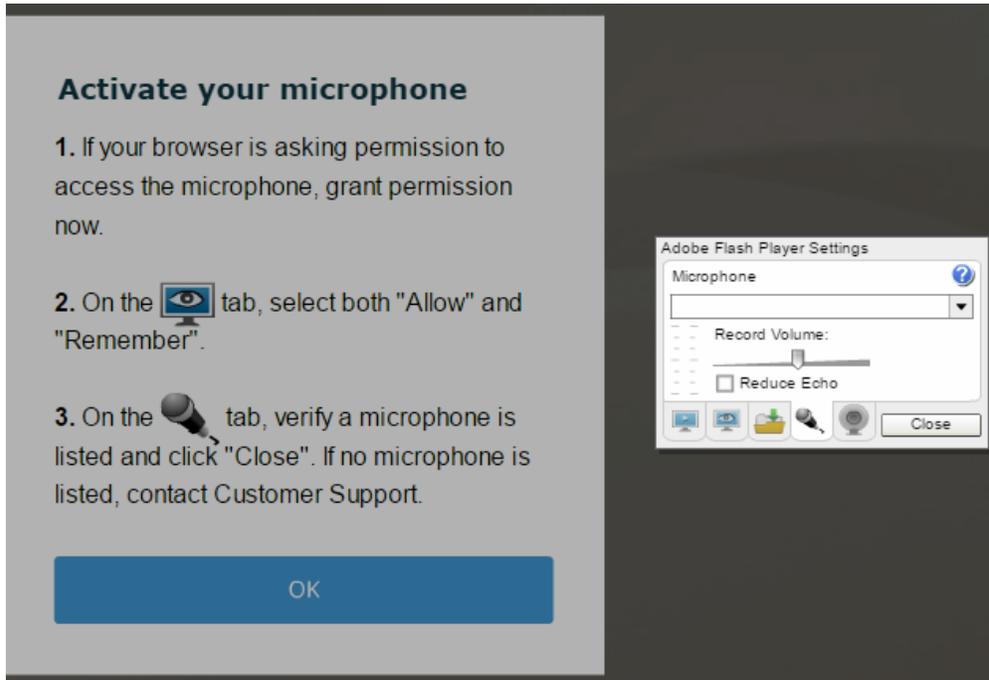
[Windows Vista and Windows 7](#)

[Windows XP](#)

## Configure Adobe Flash

If this is your first time signing into your Rosetta Stone program you will be prompted to configure your Adobe Flash.

Follow the on screen instructions to get started:



**Activate your microphone**

1. If your browser is asking permission to access the microphone, grant permission now.
2. On the  tab, select both "Allow" and "Remember".
3. On the  tab, verify a microphone is listed and click "Close". If no microphone is listed, contact Customer Support.

OK

Adobe Flash Player Settings

Microphone

Record Volume:

Reduce Echo

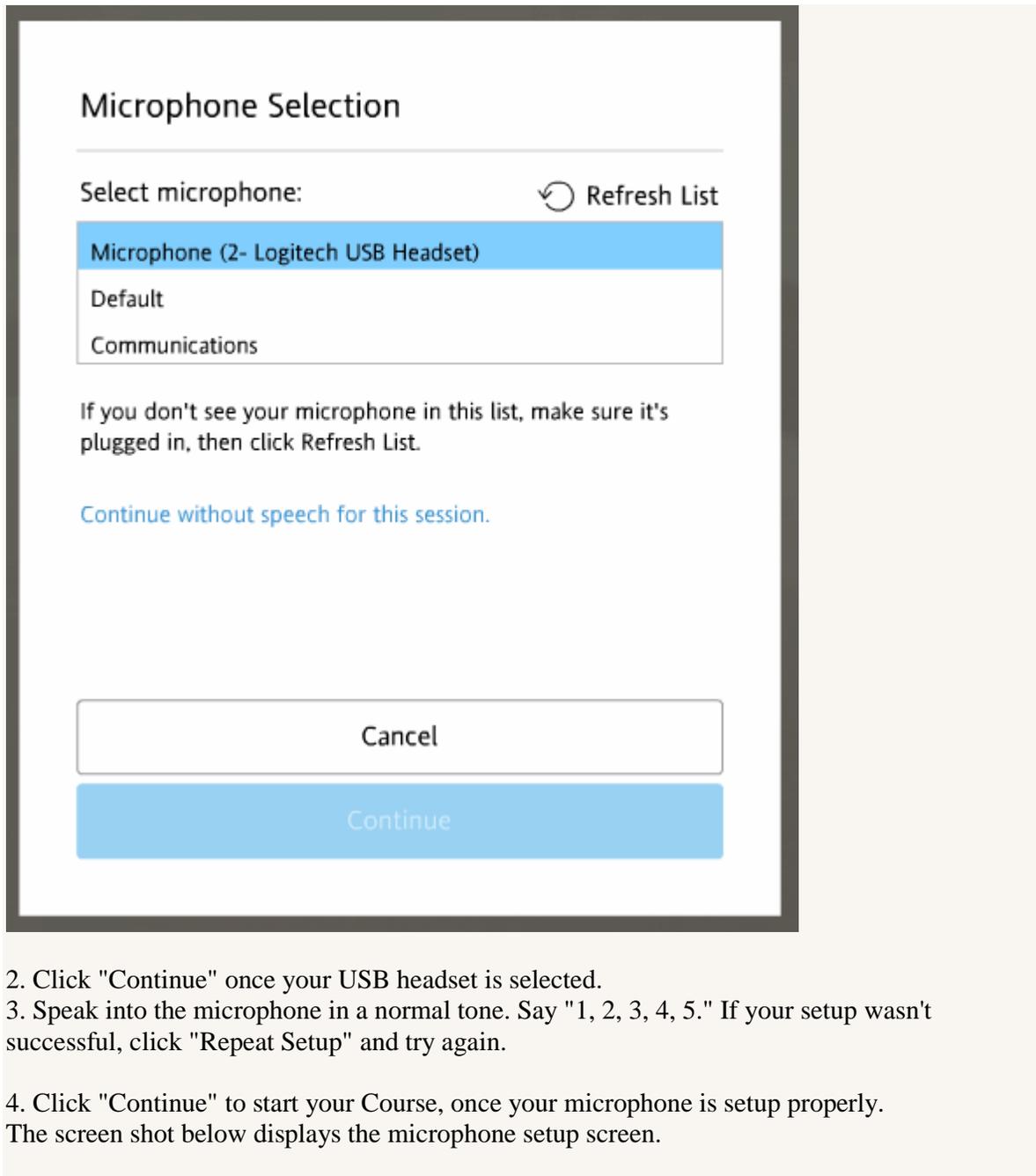
Close

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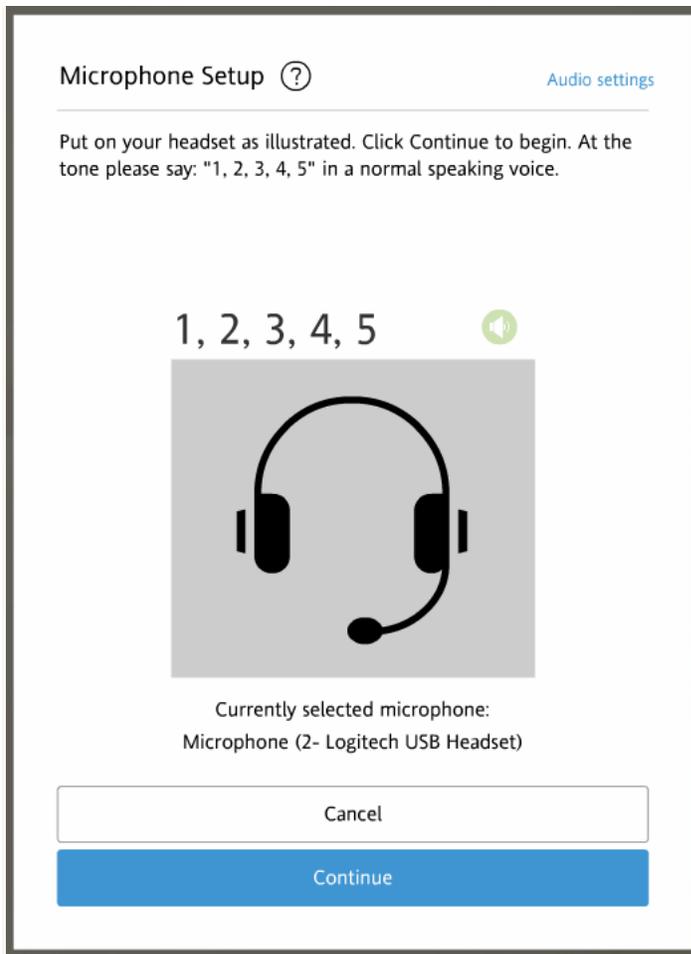
## Setting up your headset

1. Select the correct microphone from the "Microphone Selection" screen. Your device may be listed as *C-Media USB Audio Device*, *USB VoIP Device* or another USB Device.

*Note: If you don't see the name of your device in the hardware list, click the "Refresh List" button. If you still do not see the correct device, you may need to reboot your system with the USB headset attached in order to see the device.*



2. Click "Continue" once your USB headset is selected.
3. Speak into the microphone in a normal tone. Say "1, 2, 3, 4, 5." If your setup wasn't successful, click "Repeat Setup" and try again.
4. Click "Continue" to start your Course, once your microphone is setup properly. The screen shot below displays the microphone setup screen.



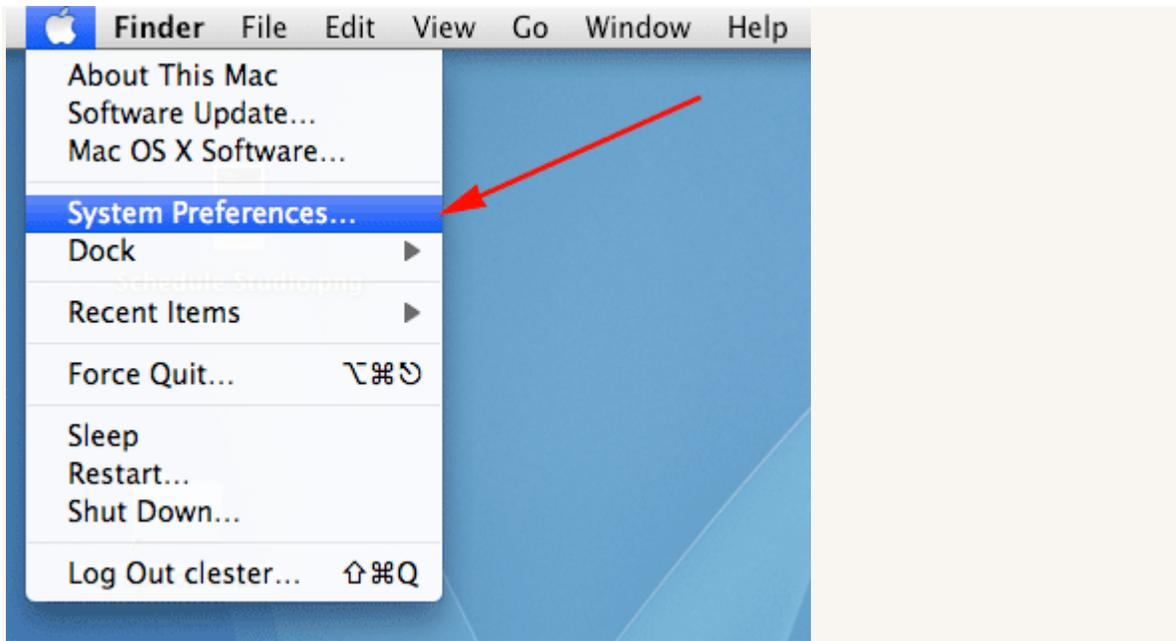
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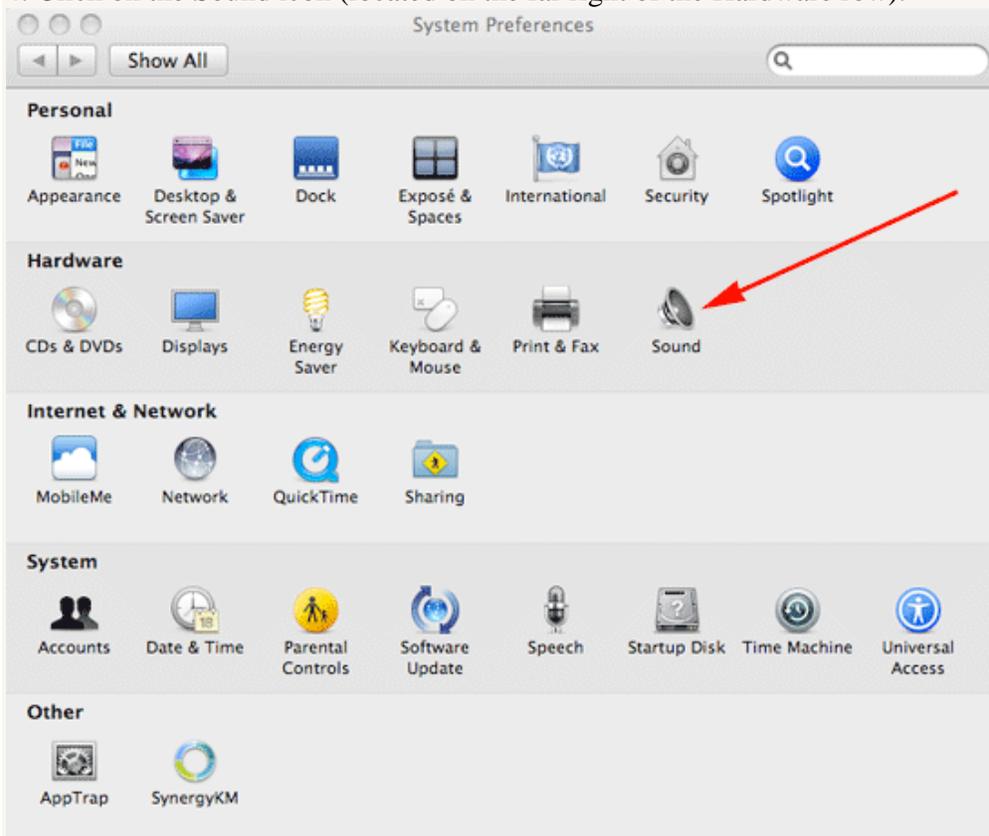
## Configuring Your Microphone in Mac OS X

For best results, use a USB device: either a USB headset or USB earbuds equipped with a microphone.

1. Plug your device into an available USB Port.
2. Click the Apple icon on the upper-left corner the screen.
3. Select "System Preferences".



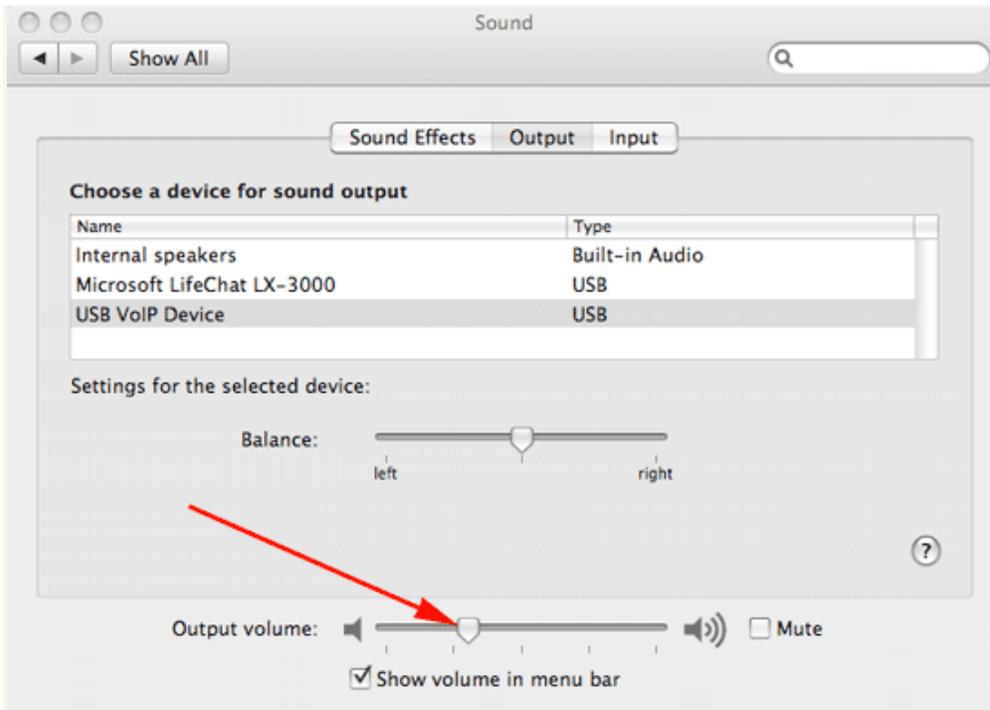
4. Click on the Sound icon (located on the far right of the Hardware row).



5. Click the "Output" tab.

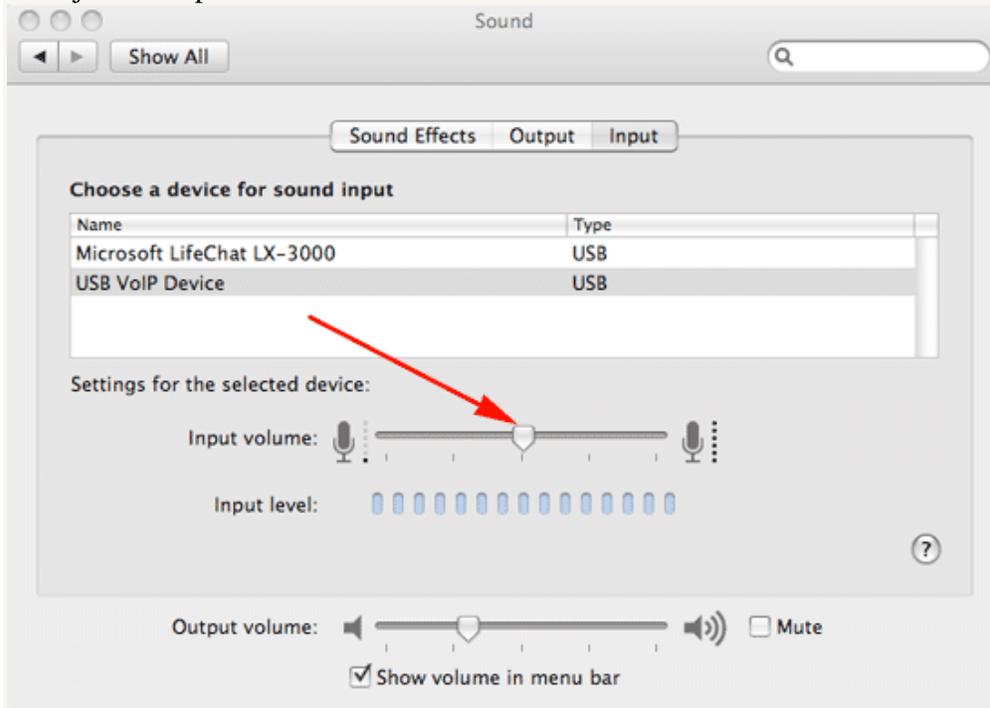
6. Select your USB headset as the output device. It may be listed as *C-Media USB Audio Device*, *USB VoIP Device*, or other USB device.

7. Adjust the Output volume to 30%.



8. Click on the Input tab and select your USB device as the input device. The device will have the same name as the one you selected in the output tab.

9. Adjust the input volume to 50%.



10. Close the Sound window.

## Configuring Your Headset from the Windows 8/10 Control Panel

For best results, use a USB device: either a USB headset or USB earbuds equipped with a microphone.

1. Plug your headset into an available USB-Port.

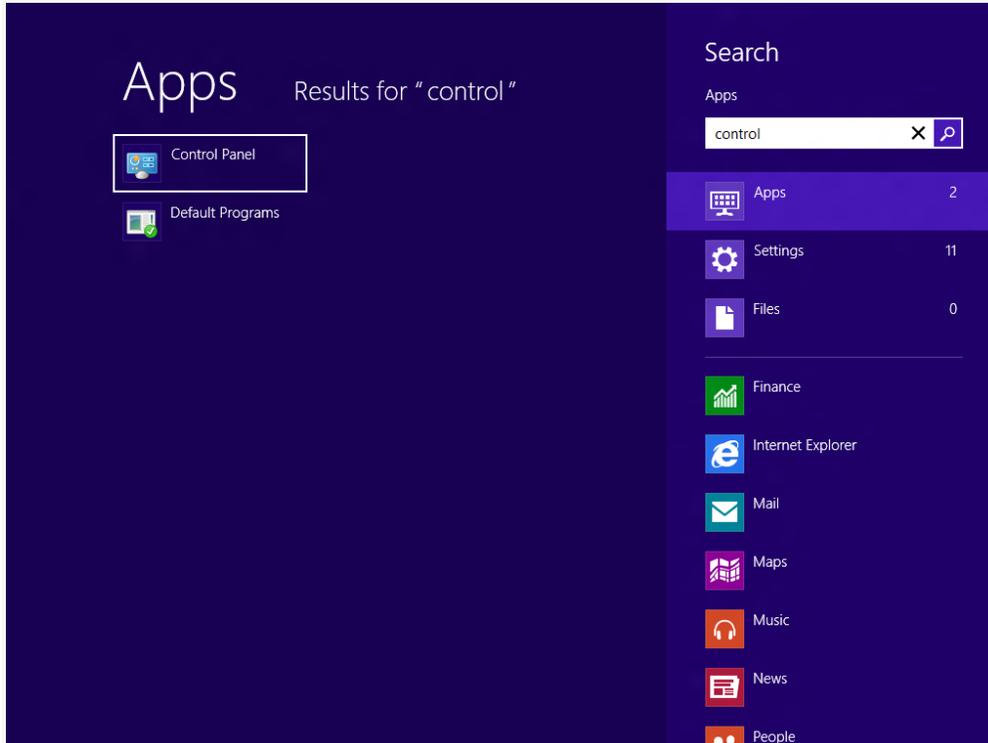


2. Click the Windows Key on your keyboard.

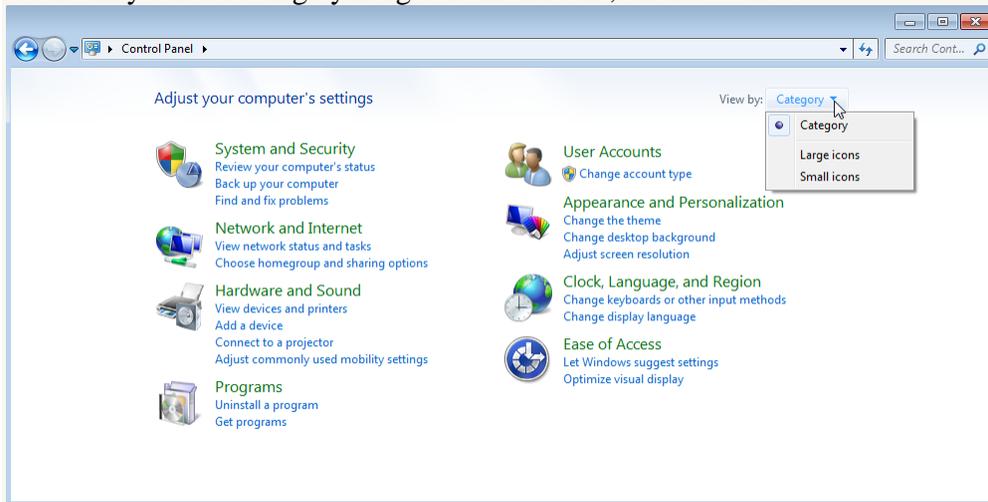
3. The Start menu will appear.

4. Type `control` and a search will appear.

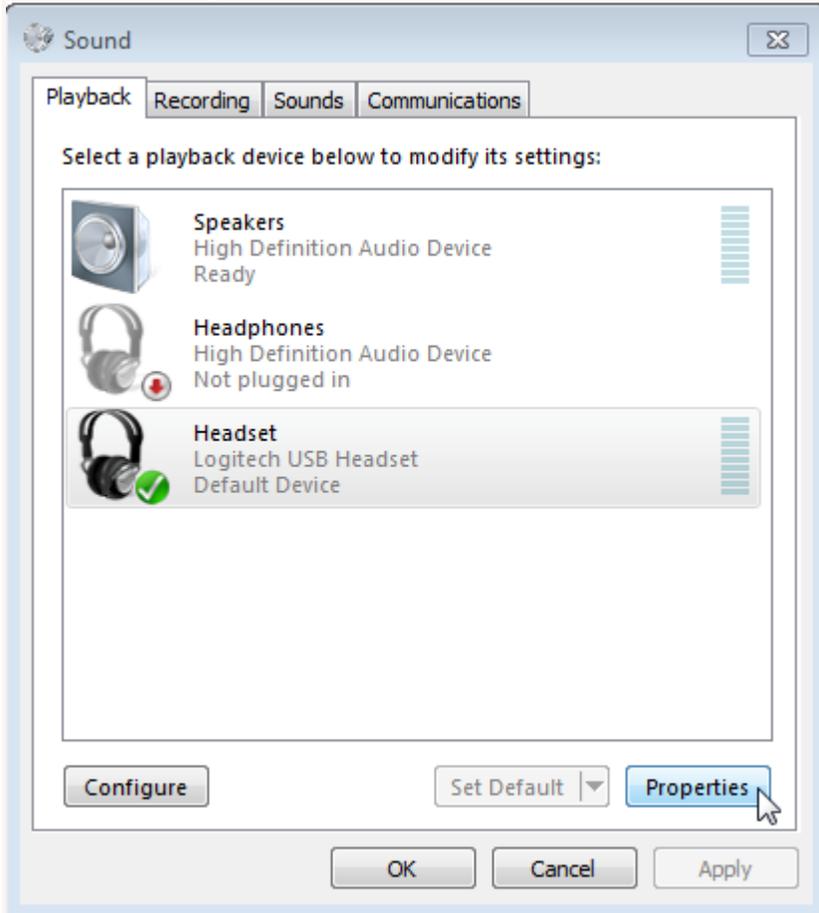
5. Choose "Control Panel" from the list.



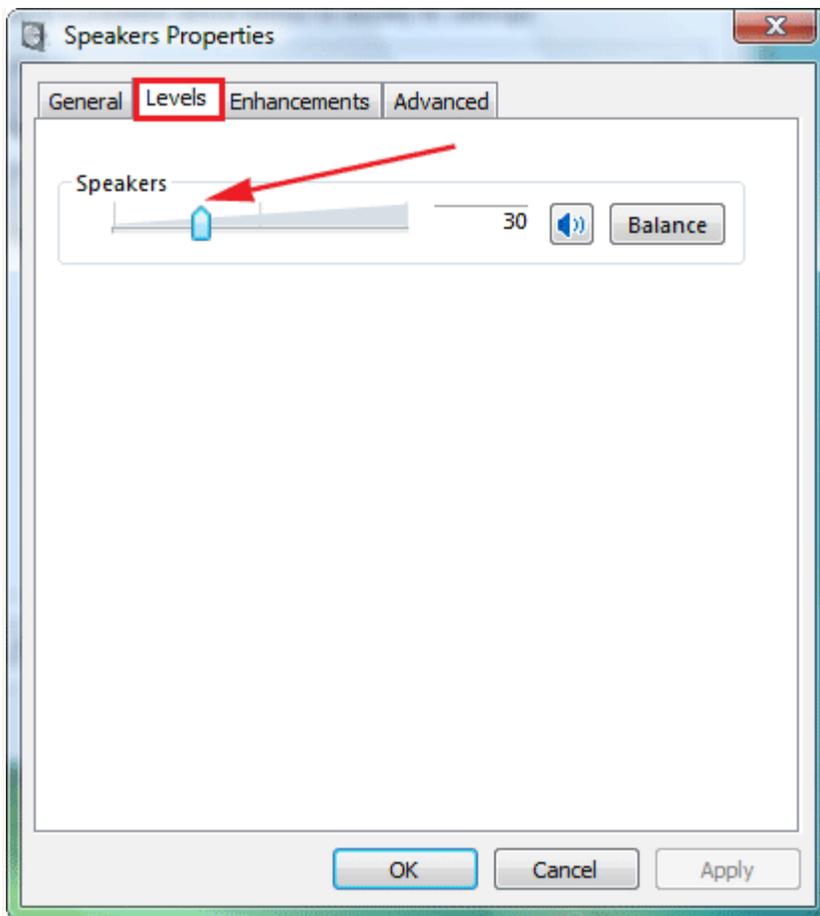
6. If you're viewing the Control Panel by Category, click "Hardware and Sound" and then Sound. If you're viewing by Large or Small icons, click "Sound".



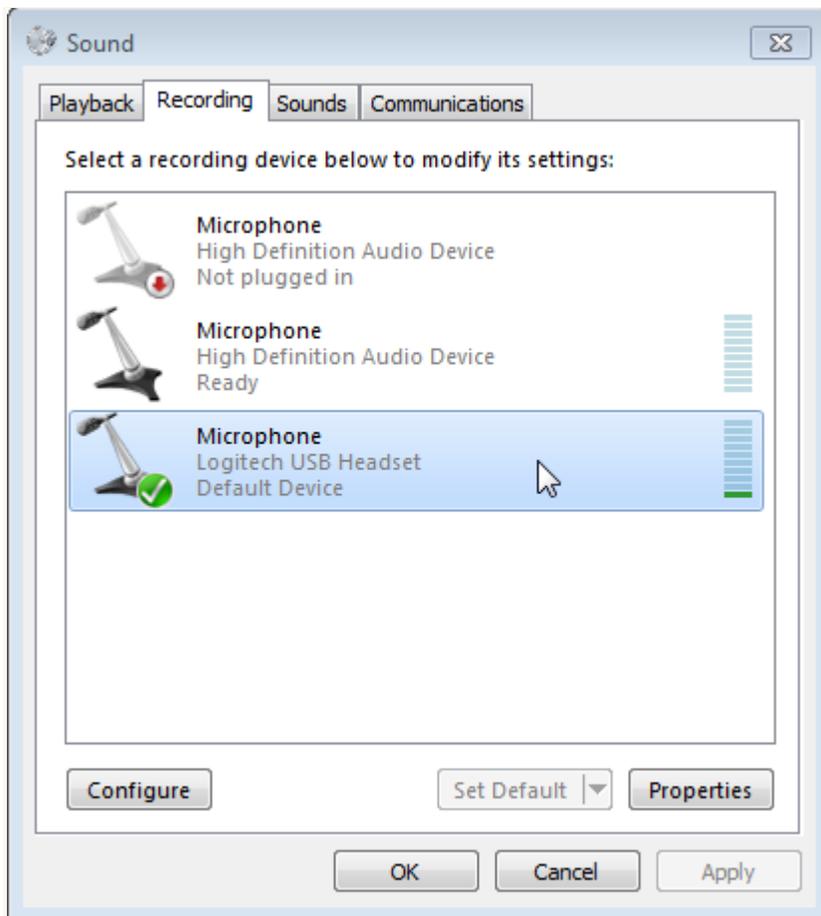
7. On the Playback tab, highlight your device by clicking on it. Your device may be listed as *C-Media USB Audio Device*, *USB VoIP Device* or *Other USB Device*.
8. Click the "Set Default" button. If there's a green checkmark next to your preferred device, it's already set as the Default Device.
9. Click the "Properties" button.



10. Click the "Levels" tab.
11. Adjust the Speakers to 30.



12. Click "OK".
13. Click the "Recording" tab.
14. Highlight your device by clicking on it. It should have the same name as the device that you selected in the Playback tab.
15. Click the "Set Default" button. If there's a green checkmark next to your preferred device, it's already set as the Default Device.



16. Click "OK".

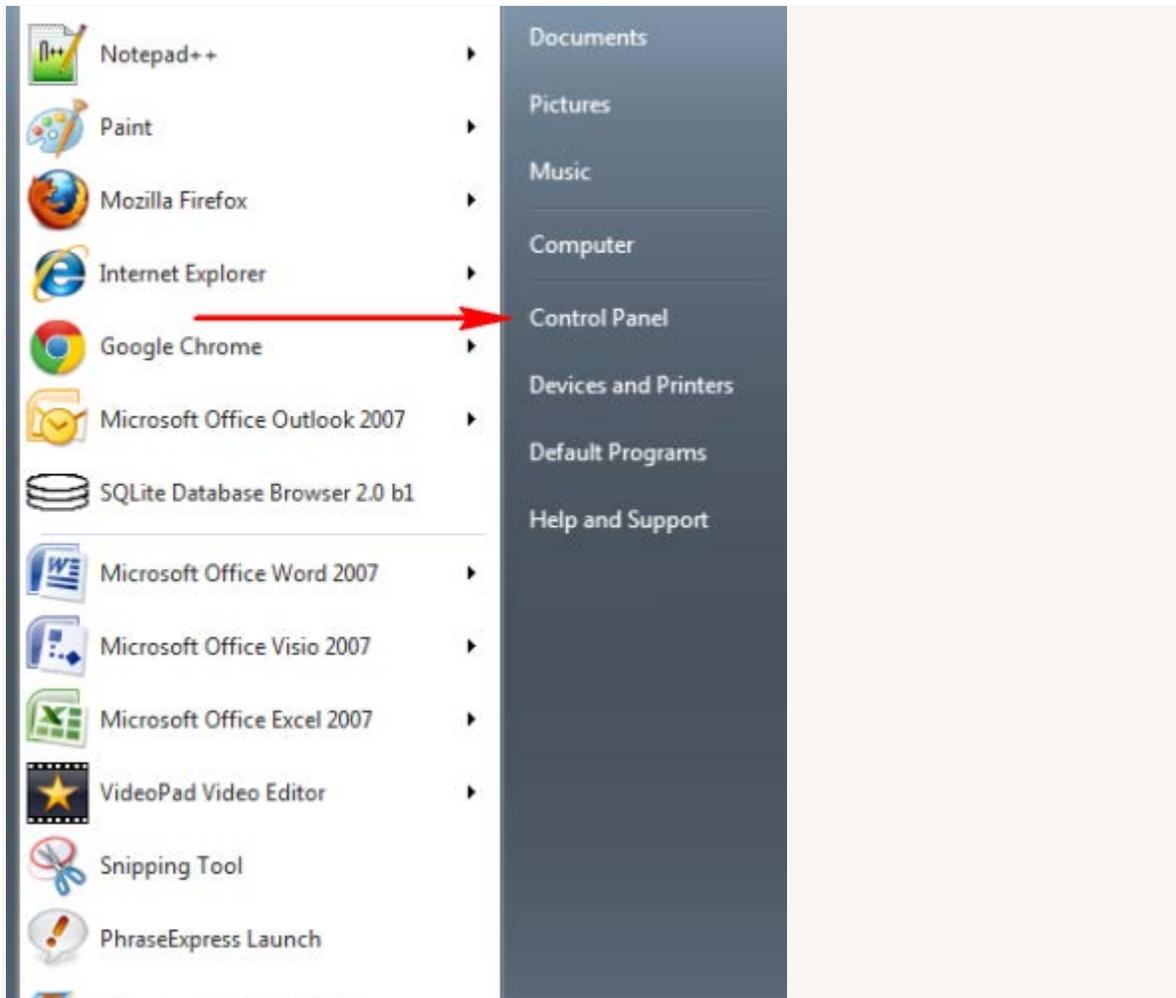
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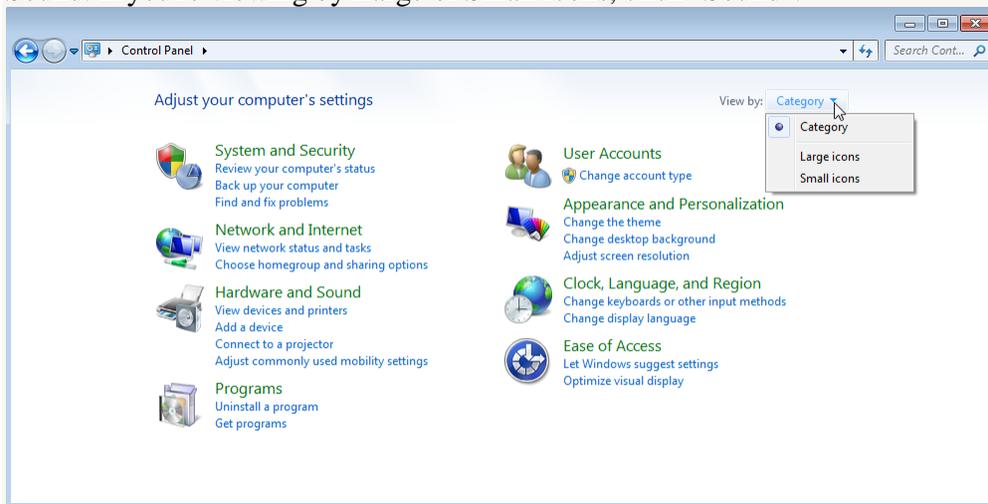
## Configuring Your Headset from the Windows Vista and Windows 7 Control Panel

For best results, use a USB device: either a USB headset or USB earbuds equipped with a microphone.

1. Plug your headset into an available USB-Port.
2. Open the Start menu.
3. Click on the Control Panel.



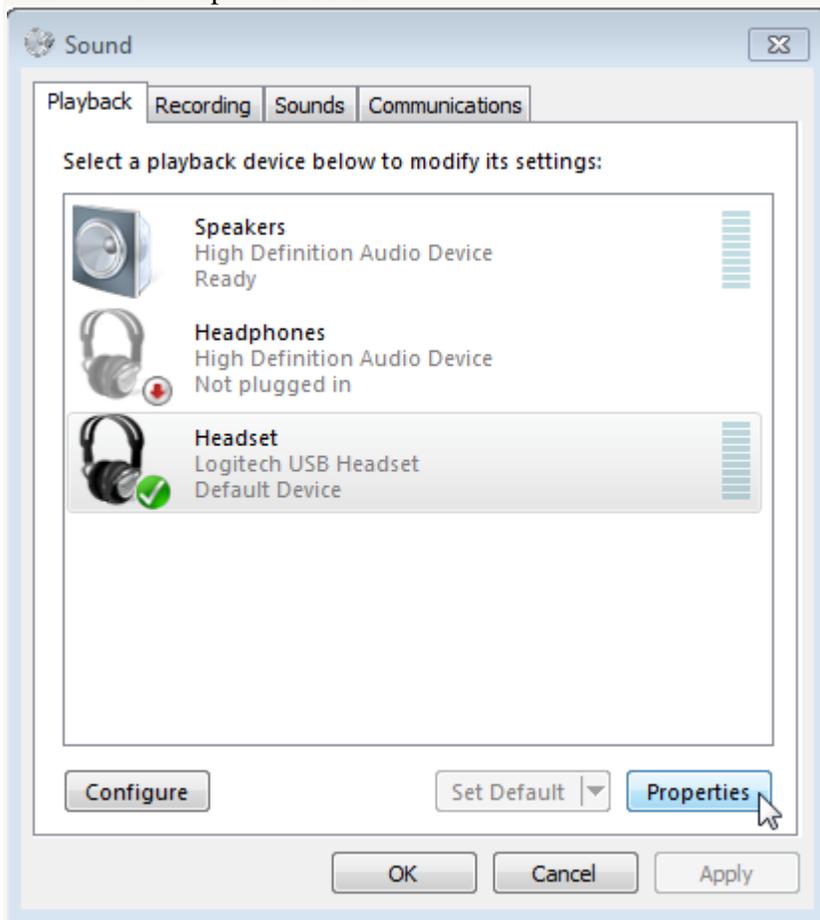
4. If you're viewing the Control Panel by Category, click "Hardware and Sound" and then Sound. If you're viewing by Large or Small icons, click "Sound".



5. On the Playback tab, highlight your device by clicking on it. Your device may be listed as *C-Media USB Audio Device*, *USB VoIP Device* or *Other USB Device*.

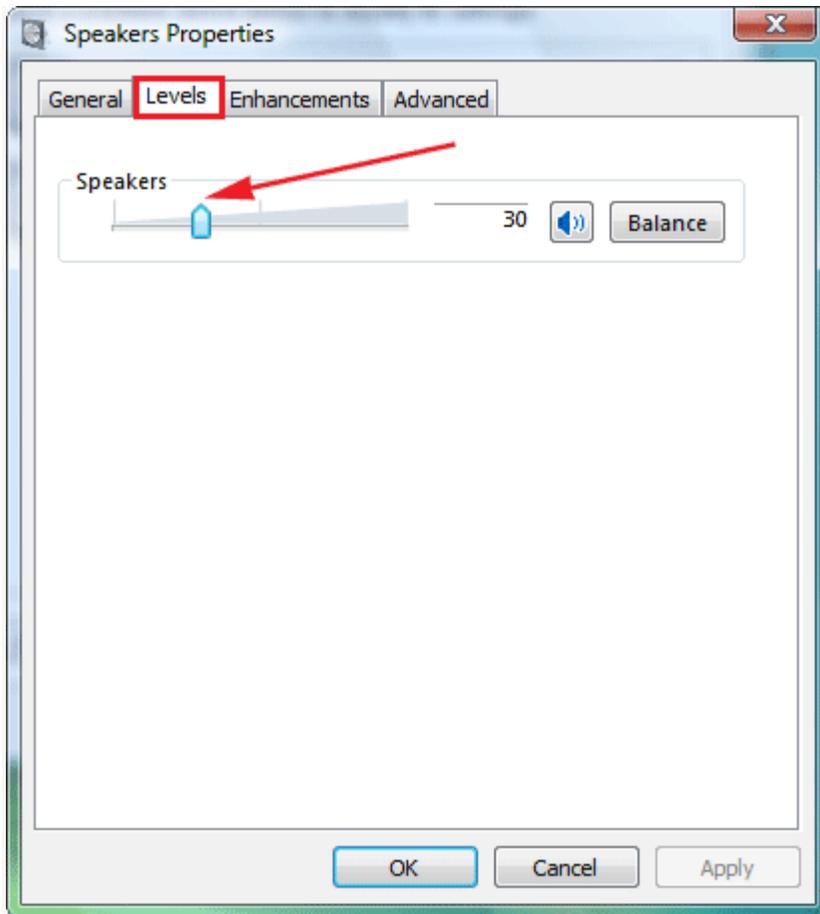
6. Click the "Set Default" button. If there's a green checkmark next to your preferred device, it's already set as the Default Device.

7. Click the "Properties" button.



8. Click the Levels tab.

9. Adjust the Speakers to 30.

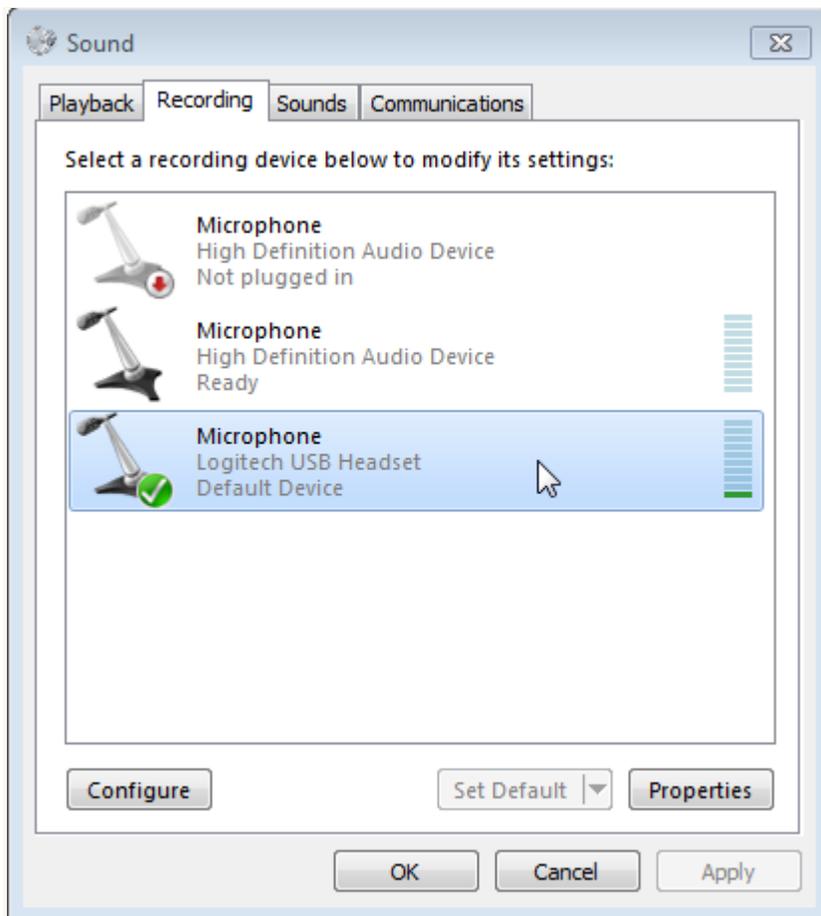


10. Click "OK".

11. Click the Recording tab.

12. Highlight your device by clicking on it. It should have the same name as the device that you selected in the Playback tab.

13. Click the "Set Default" button. If there's a green checkmark next to your preferred device, it's already set as the Default Device.



14. Click "OK".

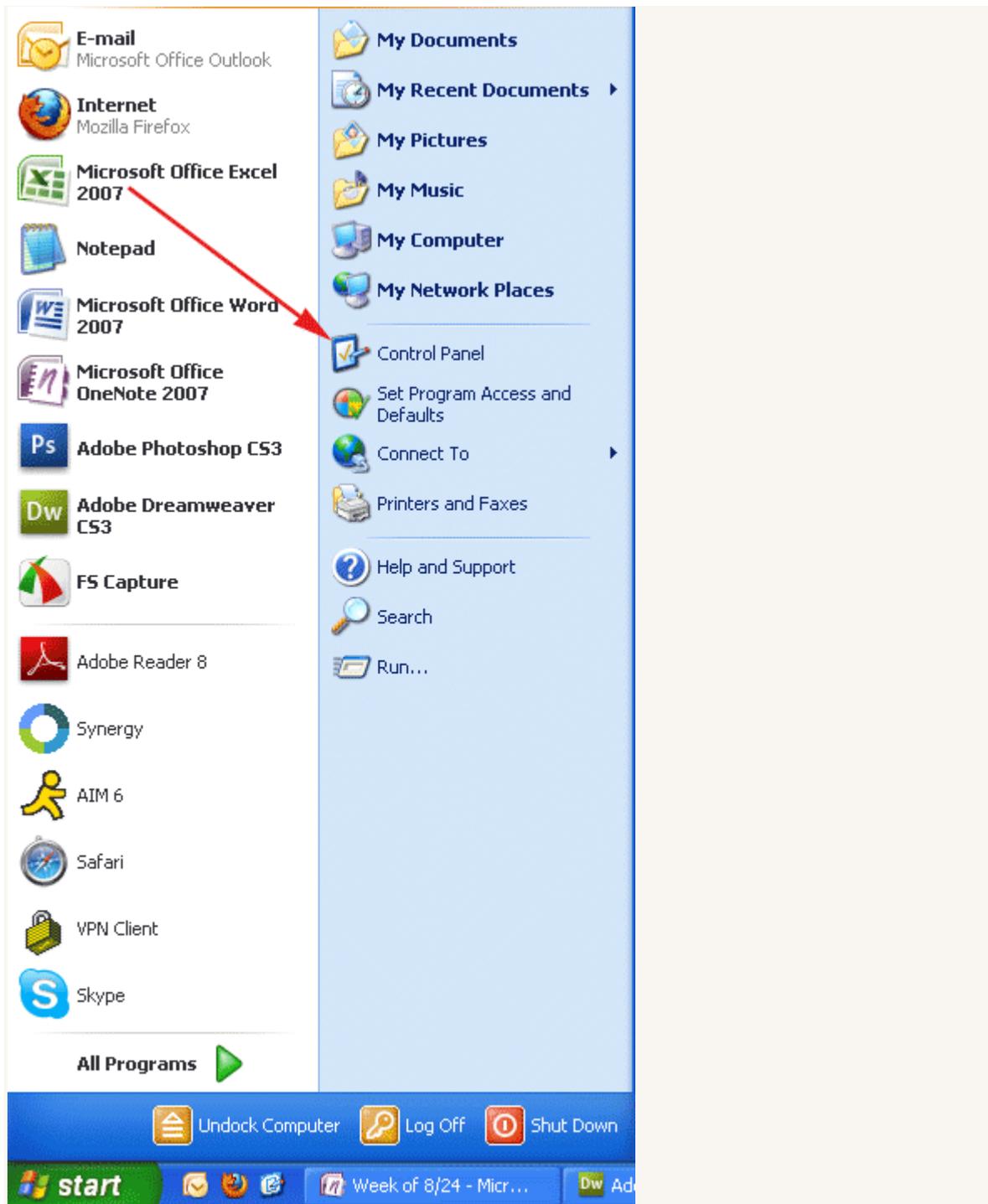
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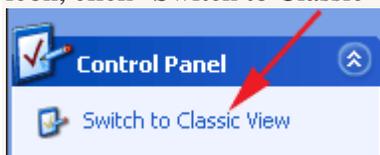
## Configuring Your Headset from the Windows XP Control Panel

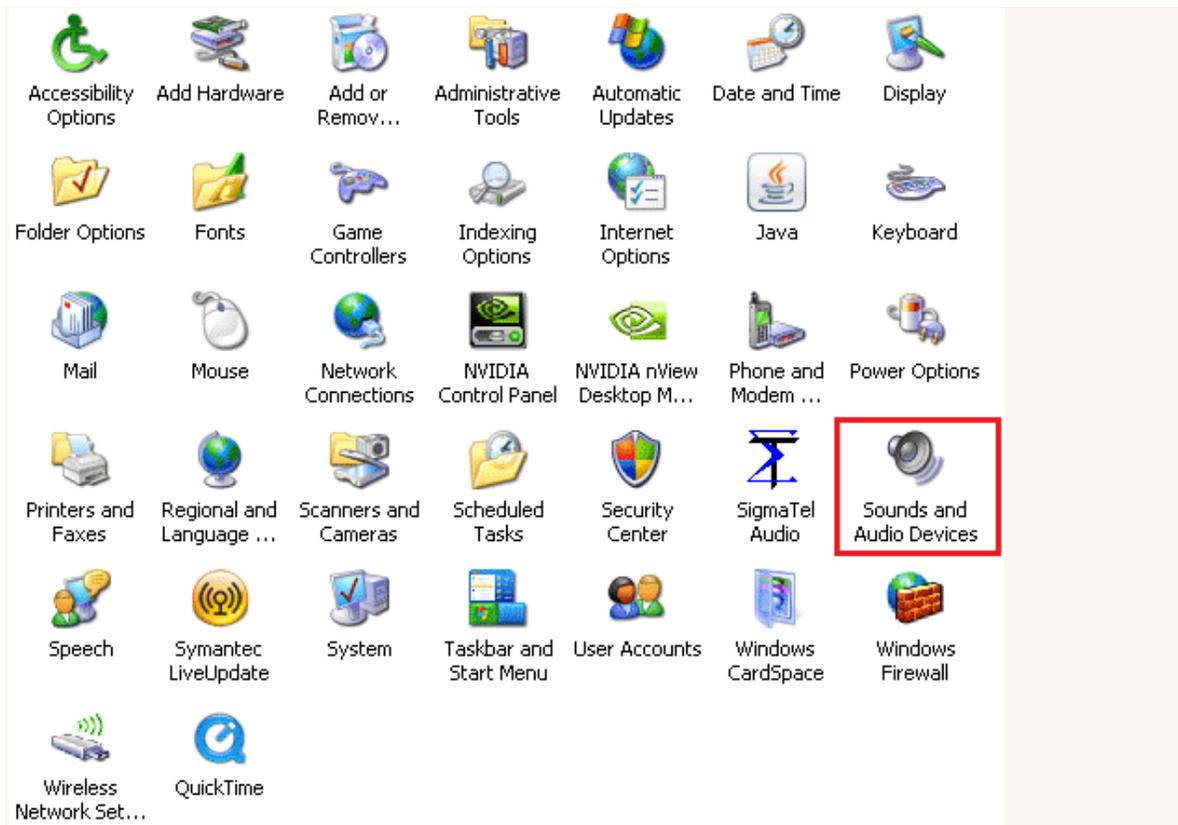
For best results, use a USB device: either a USB headset or USB earbuds equipped with a microphone.

1. Plug your headset into an available USB-Port.
2. Open the Start Menu.
3. Click the Control Panel icon.



4. Double-click "Sounds and Audio Devices."If you do not see the Sounds and Audio Devices icon, click "Switch to Classic View" on the upper-left of your screen.





5. Click the "Audio Tab" (see Figure 1).

6. Use the drop-down menu under the Sound playback heading to select your device (see Figure 1). Your device may be listed as *C-Media USB Audio Device*, *USB VoIP Device* or *Other USB Device*.

7. Use the drop-down menu under the Sound recording heading to select your device (see Figure 1). It should have the same name as the device that you selected in the previous step.



**Figure 1.** Sound and Audio Device Properties

8. Select "Use only default devices" to default your settings to the USB device.
9. Adjust the volume for Sound Playback to approximately 75%.
10. Click "OK" to save the changes.

## Enabling Cookies for Rosetta stone

In order to use Rosetta Stone<sup>®</sup> program, your web browser will need to be set to allow [cookies](#). Depending on which web browser you are using, cookies can be enabled in different ways. Please select the link below that matches up to the web browser you are using to access your Rosetta Stone program.

### **Internet Explorer 8-11**

<http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-11>

### **Google Chrome**

<https://support.google.com/accounts/answer/61416?hl=en>

### **Mozilla Firefox**

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

### **Safari**

<http://support.apple.com/kb/ph17191>