

Technical, Frequently Asked Questions

Technical Information

Recommended configurations for an online student workstation

Note: the configurations in brackets represent the minimum required.

- 700 MHZ processor
- 192 MB RAM
- Microsoft Windows® NT4/2000/XP (95/98/ or Millennium)
- 30 MB available on hard disk
- 16 bit Windows®-compatible sound card
- 1024x768 graphic card with 16 millions colors (800x600 with 65,536 colors)
- Internet Explorer 5.0 or later version
- Flash Player 7.0 (Flash Player 6.0.65.0) with required administrator rights.
- Microphone and loudspeakers or microphone-equipped headset
- 128Kb/s internet or intranet connection
- E-mail address, if the student account has to receive information about access and automatic system messages.
- Javascript
- Auralog components set up with required administrator rights.

Can I run Auralog Online using Netscape Navigator/Firefox/Opera/Safari?

Auralog Online is not compatible with Netscape, Firefox, Opera or Safari due to the use of ActiveX. Internet Explorer 5.0 or more must be used.

I cannot run the computer test, the definition of learning objectives, the language achievement test or Auralog.

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 AURALOG Online website.

How can I 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 Auralog Online site. According to your anti pop-up software version, the procedure may vary.

Modifying your browser parameters to allow pop-ups to appear when visiting the Auralog Online website.

- Procedures for using the most common anti pop-up devices and software are described below. According to your 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 contact technical support at the library.

| Software | Procedure |
|----------------|--|
| Google Toolbar | From the Auralog Online Portal Home Page <ul style="list-style-type: none"> • click on Block pop-ups in Google toolbar. |
| Yahoo | From Auralog Online Portal Home Page once you have clicked on the link to open a pop-up: <ul style="list-style-type: none"> • click on Pop-Up Blocker is On Total Blocked : x, then click on Always Allow Pop-Ups From... • in the interactive window select TELL ME MORE Online portal address then click on Allow • click on OK to confirm your choice then click on Close |
| MSN | <ul style="list-style-type: none"> • click on MSN and select Tool bar Options • click on the Tool bar tab then click on Anti Pop-up Protection Parameters • click on the Authorized Web Sites tab then enter Auralog Online address (.tellmemorecampus.com)- click on Add then double click on OK. |

Disabling anti pop-up software

| Software | Procedure |
|----------------|---|
| Google Toolbar | In the Google Tool Bar , click on Google and select Options . Under Accessories deselect Block Pop-ups . |
| Yahoo | Click on Pop-Up Blocker is On Total blocked: x in the Yahoo Tool Bar. Make sure that Enable Pop-Up Blocker is not selected. |
| MSN | In the MSN Tool Bar click on Block Pop-ups (x) . |

What should be done when I 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 Auralog 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 Program.
- the print function.
- the option of minimizing the TELL ME MORE screen.
- the cache system

Is it possible to access the content of Auralog Online if my computer 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 Auralog 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.

Is it possible to carry on with other tasks while the Auralog components are being downloaded?

Downloading Auralog components can last 20 minutes depending on the speed of your connection. You may carry on with other tasks by pressing ALT+TAB or placing the mouse cursor on the Windows symbol to display the toolbar

What should be done if I cannot download/update the 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.

How can I uninstall the Flash Player?

We recommend you visit Macromedia website to uninstall Flash Player:
http://kb.adobe.com/selfservice/documentLink.do?micrositeId=MS_Customer&externalID=tn_14157

What should be done if a message to update Flash Player is displayed when opening Auralog Online?

Please visit the Flash download center:
http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

What should be done if a black screen appears when Auralog Online is run for the first time?

Warning !

In Windows[®] 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.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

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.