

Carnegie Speech NativeAccent™

Customer Support Issues & Resolutions

Microphone & Recording

- **Problem**
 - I can't hear my recording on playback
 - I'm getting "too loud" or "too soft" messages
- **Resolution**
 - Make sure headset with microphone is plugged in and selected in "audio properties". If you are using multiple audio inputs (Windows XP)
 - Adjust the distance from mouth to microphone to 2 finger widths and slightly below the mouth
 - Right-click anywhere in on the instructional window
 - Right click to get Settings menu
 - Make sure to click the Allow and Remember buttons
 - Click on the microphone icon to set the volume
 - Go to the Tutorial tab
 - Follow the steps under the Microphone & Recording tabs

Grades

- **Problem**
 - What grade did I make on the assessment?
- **Resolution**
 - You can track your progress on each sound of English
 - Goto NA-course
 - Click Grades
 - Click desired Assessments & Current Skill level
 - Click Generate Report

Validation Code

- **Problem**
 - My student did not receive my validation code
- **Resolution**
 - Check the validation code list that we will provide to you and resend the code

Confirmation Email

- **Problem**
 - I did not receive my confirmation email
- **Resolution**
 - Ask user to check spam and bulk mail
 - Ask user to put us on their safe list
 - Ask user to go to website and click Send My Details via Email & wait 2 hours
 - Refer to Carnegie Speech at support@edurep.com
 - Call 1-800-568-9604

Intelligent Tutor

- **Problem**
 - I am not able to view details under intelligent tutor
- **Resolution**
 - Ask the user to take the assessment
 - Go to the Intelligent Tutor section
 - Click Run the Intelligent Tutor to create a new path (it is located at the bottom of the page)

Web Address (URL)

- **Problem**
 - I am not able to go to www.nativeaccent.carnegiespeech.com
- **Resolution**

- The correct URL is <http://NativeAccent.CarnegieSpeech.com>

Forgotten Email

- Problem
 - I forgot which email address I used
- Resolution
 - Ask user to go to website and click Send My Details via Email and try the email addresses they think they used
 - Contact support@edurep.com

Missing Work

- Problem
 - I did a lot of work, but it is not showing up in the reports
- Resolution
 - Make sure the user knows to click the Submit button at the end of every section

The Support Chain

1. Call or Email EDUREP support
 - Please be prepared to provide the following information
 - Your name
 - Your phone number and email address
 - A description of the issue
 - Have you reviewed the Issues and Resolutions first?
2. EDUREP
 - will resolve all problems that we can...
 - and pass all problems that cannot be resolved to support@carnegiespeech.com with as many details for replication as possible
3. CARNEGIE SPEECH
 - will work with EDUREP and with you to resolve the issue to your satisfaction.

Support Communication

- Email support@edurep.com . Describe your issue in detail and include your contact information. This documents your support request.
- Call 1-800-568-9604 if you need to speak to someone in person.
- If needed, EDUREP will contact Carnegie Speech and coordinate issue resolution