

Tell Me More Troubleshooting

Problem: Speech recognition is not working.

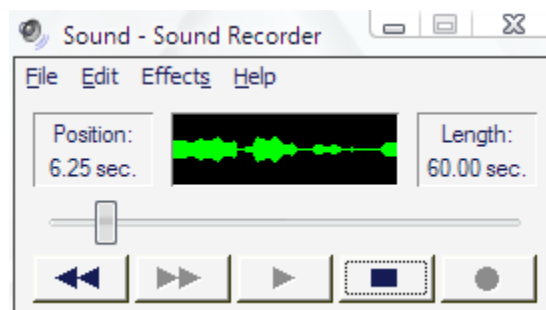
Speech Recognition Troubleshooting Tips

1. Check microphone using Microsoft's sound recorder

Go to:

START>ALL PROGRAMS>ACCESSORIES>ENTERTAINMENT>SOUND RECORDER

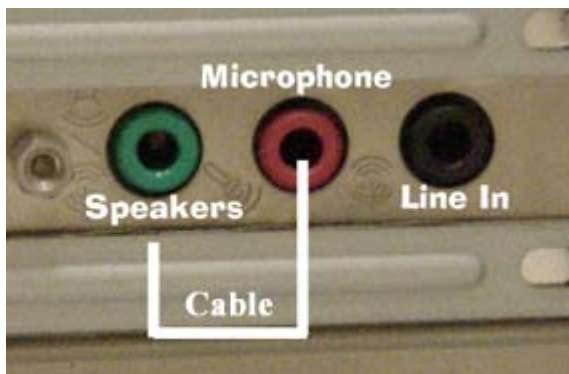
Click on red record button and speak into microphone. The green line should change wavelengths as it picks up sound.



If the green line remains unchanged as you speak into the microphone, you need to check and make sure you are plugged into the correct microphone input on your computer.

Sometimes, it may look like it is plugged in but it is not completely plugged in. Firmly push it into its input. Below are a few examples of a typical microphone input. Notice the microphone icon to the left of the input to help you identify the correct input.

After checking your microphone, try Microsoft's sound recorder again.

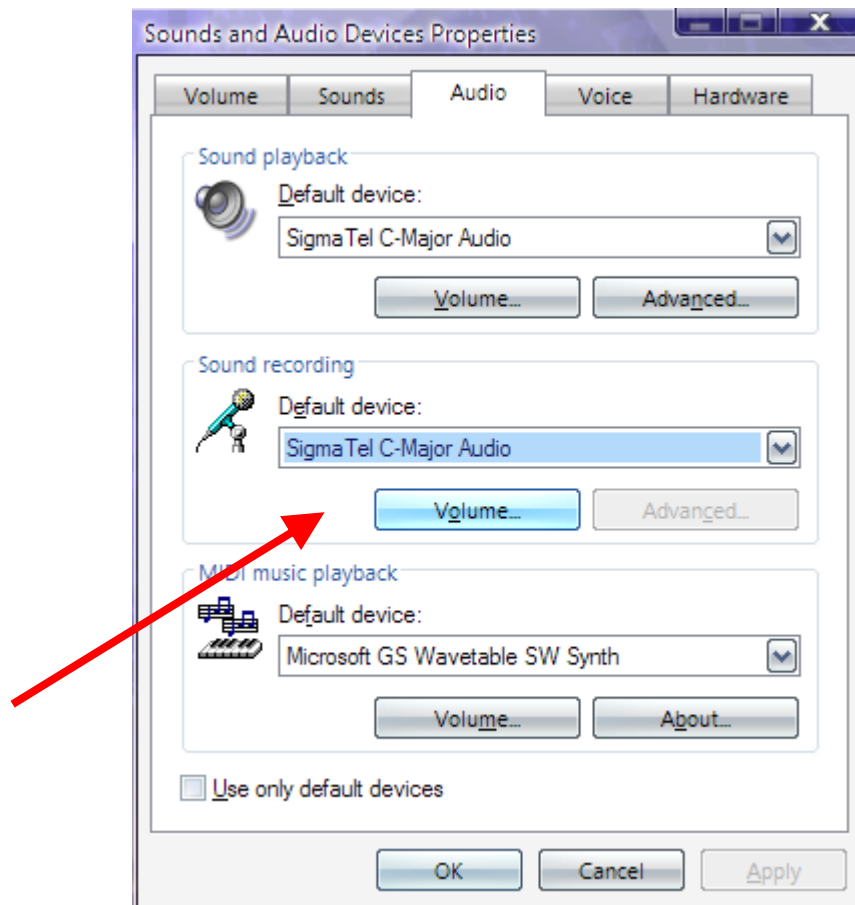


2, Check Sound Settings in Control Panel

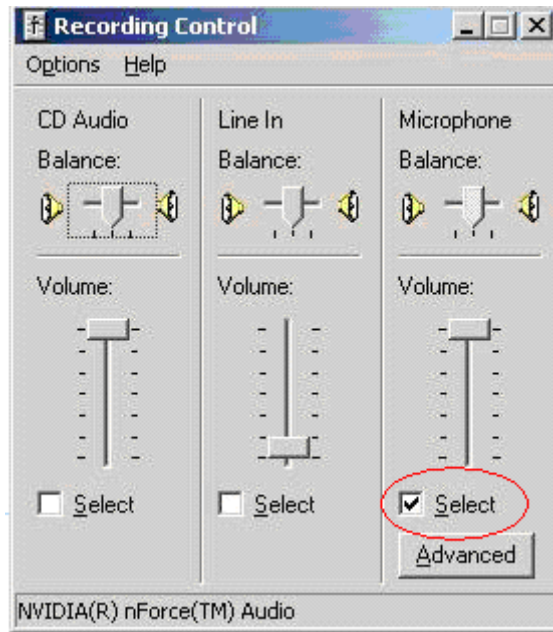
If you still cannot record sound with the Microsoft sound recorder, check your sound settings in the control panel to ensure the microphone is not muted. To do this, click on:

START>SETTINGS>CONTROL PANEL>SOUNDS AND AUDIO DEVICES

You will see a window resembling the one below. Look for the **sound recording** settings. Look on either the 'AUDIO' tab or the 'VOICE' tab.



Once you click on the volume button for the sound recorder, the following screen should appear.



Use screen to verify microphone settings. Select the check box under Microphone and raise the volume to full height.

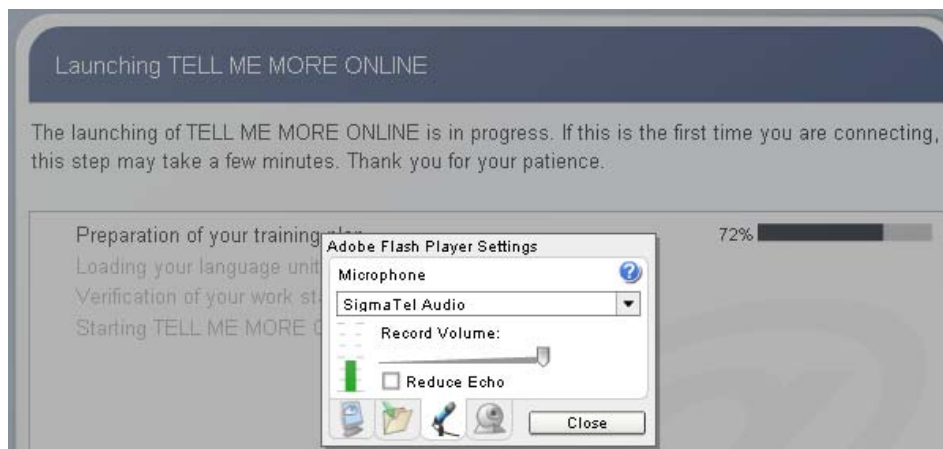
Now try the Microsoft voice recorder again.

3. Check Sound Settings in *Tell Me More*

You may also need to check the microphone settings within *Tell Me More*.

Inside *Tell Me More*, Right click on the screen anywhere, choose Settings...

Click the microphone Icon, make sure volume is set to high.



You have completed the Speech Recognition Troubleshooting steps.