

Lexia® English Language Development™ Technical Assistance Guide

This guide is for educators whose students may encounter an error or alert message while speaking in the Lexia® English student program.

Self-Resolution

1. Ensure students are using headsets with microphones. For optimal speech recognition performance, note this requirement: USB headset with microphone or a noise-canceling headset with stereo microphone (3.5mm jack). *Note: When using a USB device with Apple, you may need to "Allow accessory to connect" when plugging in the USB device. If permission is not granted, the device cannot be used.*

2. Demonstrate how to wear and use the headsets.

Adjust the master volume on the computer to a mid-range setting, and practice the calibration process.

3. Each time students use Lexia English, after the device has turned on, have them plug the headset into their device before they log in to the device.

This increases the probability that the device will recognize the headset or earbuds as the default listening and speaking device.

4. Ensure microphone is unmuted.

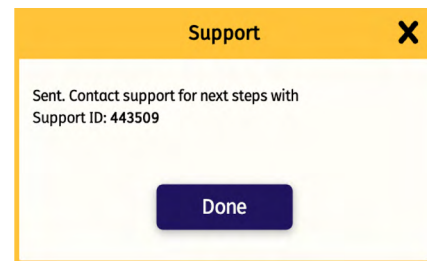
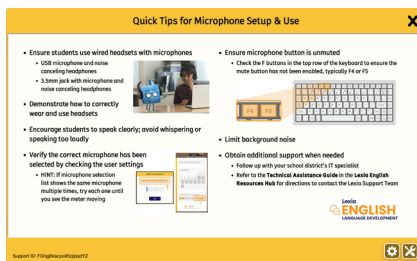
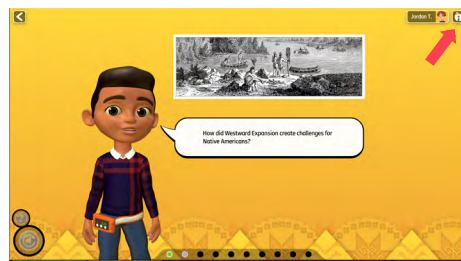
5. Try the following additional quick checks:

- Is the correct device selected? A headset microphone may appear as a USB audio device or as a generic input device.
- Is the headset plugged in and switched on?
- If the headset requires batteries, are they charged?
- If the headset has a microphone volume control (not the headphone volume), is it set appropriately? Start at a mid-range setting, then use the level meters in the calibration screen to adjust it.

Contacting the Lexia Support Team

When a student experiences a recurring technical problem using the Lexia English student application, follow these steps to help resolve the issue with Lexia Support Team:

1. Select the teacher tips button in the top right corner of the screen.
2. Select the tool icon in the bottom right corner of the pop-up, and select *Send* to submit the needed technical information to the Lexia Support.



3. Contact the Lexia Support Team [HERE](#). Include specifics about the technical issue, such as "I requested support via the Lexia English student program. My student was trying to calibrate the microphone and received this error message _____."