

SoftPlan Technical Bulletin

Last Updated: June 18, 1999.

Problem: After one or two voice commands SoftTalk fails to respond.

Users Effected: Users with SoftTalk installed where the Speech Recognition Engine or Text-to-Speech Engine has become unstable.

To Fix: The problem can be fixed by uninstalling the SoftTalk program, the Microsoft Speech Recognition Engine and Microsoft Text-to-Speech Engine. Then re-install SoftTalk, which will also install the Microsoft speech engines.

1. Exit SoftPlan
2. Select Start
3. Select Settings
4. Select Control Panel
5. Select Add/Remove Programs
6. Select SoftTalk
7. Select Add/Remove
8. Select Microsoft Speech Recognition Engine 4.0 (English)
9. Select Add/Remove
10. Select Microsoft Text - to - Speech Engine 4.0 (English)
11. Select Add/Remove
12. Select OK
13. Restart the computer
14. Re-install your SoftTalk program, following the instructions in your SoftTalk manual

Comment: Note: This procedure will not alter or remove any customization you may have done under SoftTalk Configuration, including any General Training that has been completed.

If the problem persists, please contact SoftPlan Technical Support at:
fax:(519) 886-6955 or e-mail: support@softplantech.com.

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