

Rosetta Stone Advantage Headset Troubleshooting Guide

While technical issues relating to speech-recognition are uncommon in the Rosetta Stone Advantage program, they do sometimes occur. This guide will walk you through the steps to troubleshoot and provide guidance on how to obtain additional help.

If you are using Google Chrome, please follow the directions below to activate Flash with Advantage in Chrome.

1. Log into Rosetta Stone Advantage.
2. You will then see a "*Speech Recognition is Disabled*" screen relating to Adobe Flash. Click on "*Get ADOBE FLASH Player*" and then "*Allow*" in Chrome's Run Flash prompt.
3. Select your language to proceed towards the main menu.
4. You will automatically be prompted to configure Adobe Flash settings. When selecting your microphone, you must click "*Allow*" in Chrome's microphone permission prompt.
5. You may then "*Close*" the Adobe Flash player box and continue to your course.

These support articles may be helpful when attempting to troubleshoot headset issues on your own:

- [Rosetta Stone Advantage Microphone Tips](#)
- [Adobe Flash Settings for Rosetta Stone Advantage](#)
- [Headset Selection and Configuration](#)
- [Technical Requirements](#)

There are several ways to contact our Product Support team for technical assistance after you've tried out the steps above. We recommend contacting us as you are encountering the problem, so our support team can troubleshoot on the spot rather than attempting to figure out what happened in the past.

- To call us: Both 877-223-9848 or 540-236-7983 can be used. On both phone lines, select Option 2 (for technical Support) and then Option 1 (for learner support).
- To email us: You can email instsupport@rosettastone.com directly with screenshots and a description of the issue for email support.
- To chat with us (English only): You can initiate a live chat with us from [this Support Portal link](#).