

# Rosetta Stone – Learning tips #1



## 1) “I’ve lost my login details” / “I cannot log in”

No problem. Just let us know and we will send you a new one.

You might also be trying to log on to the wrong portal (if you have googled Rosetta Stone, you’re likely to end up on a different portal).

## 2) “Can I log on from different computers?”

Absolutely! The software works fine with **Windows** PCs and **Mac** (Intel-Chip), and you can even use your **iPad** or **Android** device (we’ve got a quick start guide to the app Rosetta COURSe if needed). Just make sure you log out of the program after each session if you switch devices frequently.

## 3) “Do I need a headset to work with Rosetta Stone?”

If you are using Rosetta Stone on a laptop computer the built-in microphone usually works fine as well. We strongly recommend the use of a USB headset though, especially if you work in a noisy environment.

## 4) “I find it difficult to find the time for the course”

Even if you have just 10-15 minutes it’s worth doing a few exercises in Rosetta Stone. You will notice that the activities are fun and easy to do (they’re getting more difficult over time, but you will barely notice it if you work regularly with the program). Learning with Rosetta Stone is pretty much like playing a game.

## 5) “I’ve got some technical issue”

No worries. You can contact Rosetta Stone’s customer support team here: <http://success.rosettastone.com> Choose the “Type” section and fill in the form. Your product is “Version 3”. If you encountered a problem on your company PC, this detail is worth sharing.

A screenshot of the Rosetta Stone support form. On the left is a "Get Help" sidebar with three options: "Explore" (Easily access answers, tips and updates about your products), "Type" (Interact with us through online case or email), and "Live chat" (Talk to a representative to answer your questions). The main form is titled "Contact Info" and "Case Description". The "Contact Info" section has fields for "Contact Name", "Email", and "Phone". The "Case Description" section has a dropdown for "How may we assist you today?" (selected "I have a technical issue"), a dropdown for "Which product may we assist you with?" (selected "Version 3"), a text area for "Please summarize your issue:", and a larger text area for "Please provide additional details:". A "Submit Query" button is at the bottom.

You should receive a reply from one of our customer support agents within two business days. Please let us know if ever it takes longer.

# Rosetta Stone – Learning tips #2

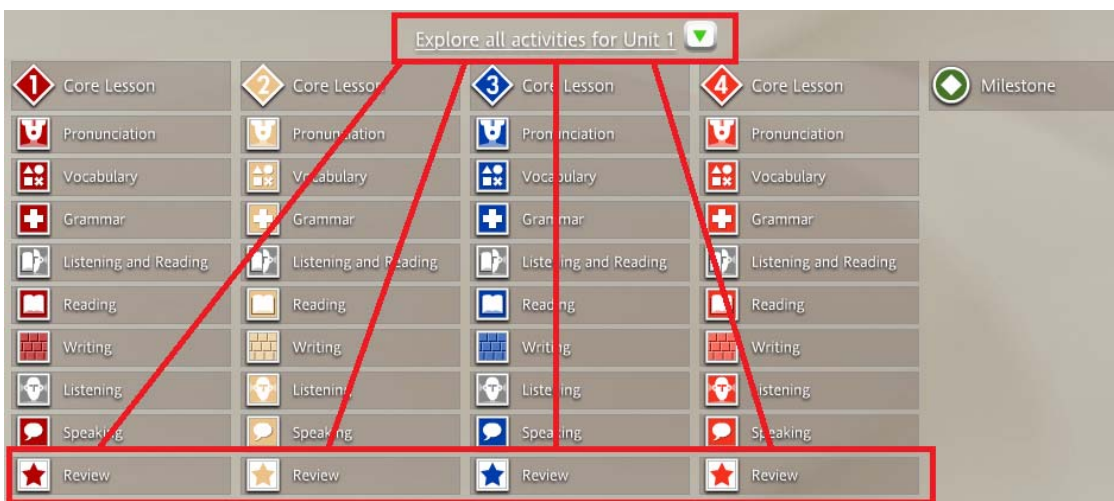


## 1) “Where should I start if I already have some basics of the language I’m learning?”

If you’re not a complete beginner you can choose to work on any of the levels available.

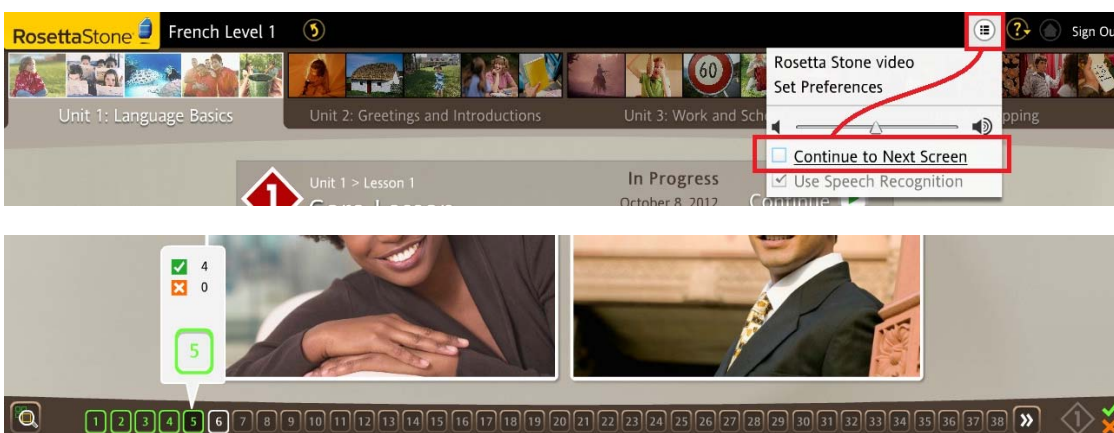
However, as Rosetta Stone will teach you some very important sentence structures and vocabulary, and also helps you to improve your pronunciation you might find it useful to begin with Level 1 nonetheless.

To find out where Rosetta Stone will challenge you a little more I advise you to make use of the “Review” activities that you can access by clicking on the “Explore all activities for Unit 1” and then on the “Review” boxes. Review activities contain 8 to 10 screens that verify if you master the content of the Core lesson that it’s linked to. If you are able to complete a Review without any difficulties, simply move on to the next one. Otherwise start the Core lesson that it’s linked to.



## 2) “I do not have enough time to take notes in between to exercises!”

That’s easy to fix! At the top right hand corner of your program un-tick the checkmark of the “Continue to Next Screen” setting. Move to the next exercise by clicking click on the next box at the bottom of your screen from now on.



# Rosetta Stone – Learning tips #3



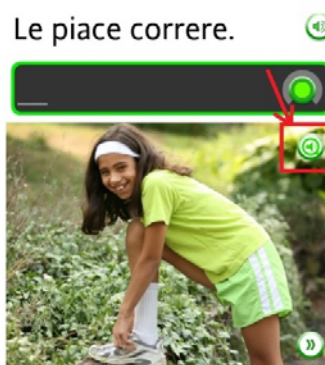
## Rosetta Stone's speech lab

You can practice and dramatically improve your pronunciation in Rosetta Stone's speech lab.

In all pronunciation activities you will find a speaker icon underneath the speech prompter.

### Tip:

You can access the speech lab from any screen, even if the activity is not a pronunciation exercise. You just need to click on the "Solution" button at the bottom left hand site of your screen.



By clicking on the icon underneath the speech prompter you will access the speech lab and listen to a slow-down playback of the word or sentence that you are going to work on. You can speed up the recordings anytime by clicking on the little bar at the top right hand corner.



Once you have completed your own recording you can listen to it and compare it to the model:

**Speed and fluency:** If the two graphs have the same length the speed of your pronunciation corresponds to that of the model. Peaks and gaps indicate if you got the different syllables right.

**Intonation:** The melody of your pronunciation is analyzed and displayed as a white line. If the pitch of your voice goes up the white line will do as well.

**Speech Analysis:** You will get two kind of feedback on the quality of your recordings: The ring of the recording button will fill up in green color the better you have done. Furthermore, words that have been considered (sufficiently) correct are displayed in white letters whereas words that have been misspelled (or noisy) show up in gray.

Please note that you can access the speech lab solely from the core program on your PC or Mac (for the time being, the iPad and Android apps currently do not include this feature).

# Rosetta Stone – Learning tips #4



## 1. Course Structure

Rosetta Stone's course content is divided into **levels** (3 or 5 levels depending on which language you're learning), **units**, and **activities** (core lessons / workshops). You have access to all of the content available as long as you are registered with Rosetta Stone.

**Each Level** of Rosetta Stone offers approximately **20 to 40 hours of learning**, depending on your individual pace.

**Levels are divided into 4 Units.** These units contain approximately 5 to 10 hours of learning.



**Each unit contains 4 Core lessons** (where the new vocabulary and sentence structures are introduced) and a lot of workshops that focus on grammar, vocabulary speaking, listening, reading, and writing skills (orthography).

**We want you to complete at least one whole level** (i.e. 4 units / 16 core lessons + workshops) before your arrival.

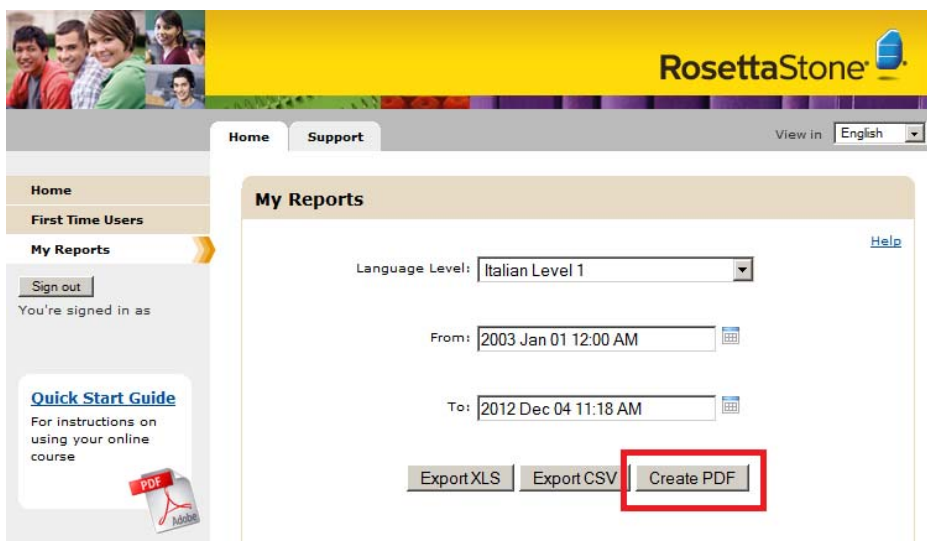
**If you are not a complete beginner** you can choose to complete one – or more – of the higher levels (please use the Review activities to find out which level you start with).

## 2. Reports

If you wish to draw a **report on your progress** in Rosetta Stone, log on to your online portal and click on the “My Reports” link:



Then choose your level and hit the “Create PDF” button.





# Rosetta Stone – Learning tips #5

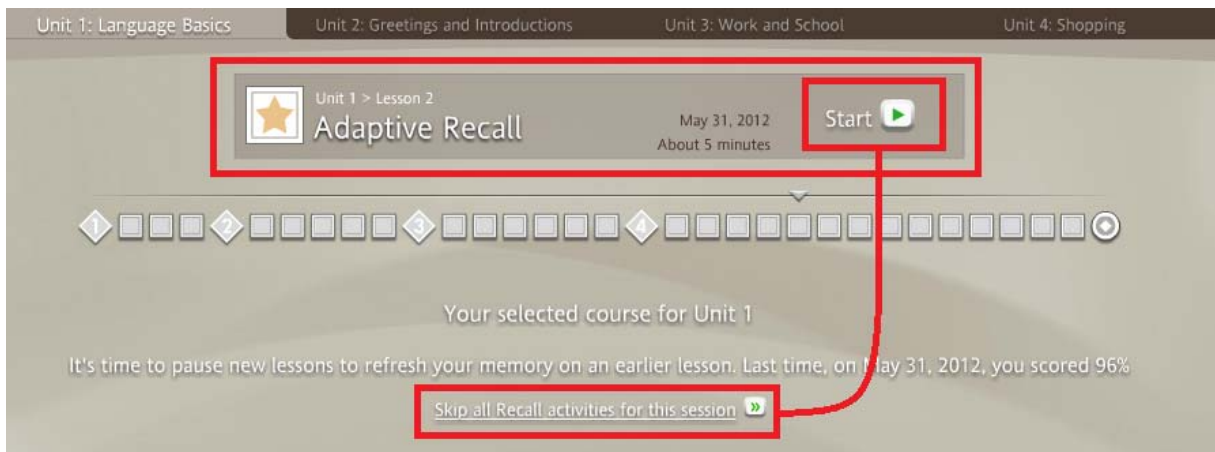


## Adaptive Recall Activities

Have you ever experienced that your Rosetta Stone screen looks different from what you usually see? Well, chances are that you are asked to do a so called “**Adaptive Recall**”.

The Adaptive Recall activity is a control block of 8 - 10 screens. It automatically appears every now and then, especially when you haven't worked with Rosetta Stone for a while or if your scores were not so good in some particular field (e.g. writing).

It also may happen that you receive, at the beginning of a session, an Adaptive Recall that covers content from a core lesson that has been worked on a couple of lessons or units earlier. This puts the 'old' (and sometimes long forgotten) content back on the map.



I personally recommend doing these activities, but you can decide to skip the activity by clicking on the appropriate link (see the attached screenshot) and return to the regular program.