Text-to-Speech (TTS) Quick Guide

A. Introduction

Text-to-Speech (TTS) is available as an accommodation in the OSTP Kiosk for both English and Spanish version tests. To accomplish this, the OSTP Kiosk will be using Cloud TTS. This document provides guidance and troubleshooting steps for any Text-to-Speech issues that may occur on a student's testing device.
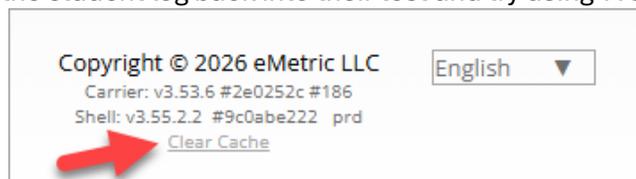
B. My student has Text-to-Speech and when they click "Play" in the kiosk, they see yellow highlighting on the test content, but the highlighting is not moving, and the student cannot hear anything.

Response:
Your student could experience this issue if there is low bandwidth while testing, meaning the cloud audio files may be taking longer than normal to download and play.

What to do:
- Check the internet connectivity for the device. This is done by viewing the internet connectivity indicator in the upper right corner of the kiosk student interface. If the internet connectivity indicator is green 🟢 , then the device is connected to the internet. If it is gray ⚪ , then the device is offline, and Text-to-Speech will not work. For devices without internet connection, please work with your technology coordinator to ensure that the device has internet connection restored for the student to continue with testing with text-to-speech.
- If the device's internet connectivity indicator is green, have the student click the text-to-speech Stop button, wait a few seconds and then click the text-to-speech Play button again and wait for up to 10 seconds to ensure the device has had time to download text-to-speech content. Once downloaded, the device will start reading the text and the yellow highlighting will begin to move over the sentences as they are being read aloud. If the highlighting is moving but your student still does not hear anything, double-check the volume on the device.
- If the internet connectivity indicator is green and the above bullet point did not resolve the issue, have the student *Pause* and *Exit* their test. On the OSTP Kiosk Sign-In screen, click the *Clear Cache* link down in the lower left-hand corner. Once the OSTP app cache has been cleared, have the student log back into their test and try using TTS again.

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Carrier: v3.53.6 #2e0252c #186
Shell: v3.55.2.2 #9c0abe222 prd
Clear Cache

English ▼

C. My student has Text-to-Speech and when they click "Play" in the kiosk, and they view yellow highlighting moving rapidly through the test content, yet the student cannot hear anything.

Response:
Your student may be experiencing intermittent internet connectivity or may have disconnected from the internet when arriving at this question and are not able to download the cloud TTS files.

What to do:
- Check the internet connectivity for the device. This is done by viewing the internet connectivity indicator in the upper right corner of the kiosk student interface. If the internet connectivity indicator is green 🟢, then the device is connected to the internet. If it is gray ⚪, then the device is offline, and Text-to-Speech will not work. For devices without internet connection, please work with your technology coordinator to ensure that the device has internet connection restored for the student to continue with testing with text-to-speech.
- If the device's internet connectivity indicator is now showing as green, have the student click the text-to-speech Stop button. Next, have the student click Back, using the kiosk navigation buttons, to go to the previous question. Then have the student click Next to advance to the question they were working on. Once back at the question, have the student click the text-to-speech Play button and wait for up to 10 seconds to ensure the device has had time to download text-to-speech content. Once downloaded, the device will start reading the text and the yellow highlighting will begin to move over the sentences as they are being read aloud.

D. My student has Text-to-Speech and when they click "Play" in the kiosk they do not see any yellow highlighting on the test content, and they cannot hear anything.

Response:
Your student may have disconnected from the internet after starting their test and the student is testing in an offline environment.

What to do:
- Check the internet connectivity for the device. This can be done by viewing the internet connectivity indicator in the upper right corner of the kiosk student interface. If the internet connectivity indicator is green 🟢, then the device is connected to the internet. If it is gray ⚪, then the device is offline, and Text-to-Speech will not work. For devices without internet connection, please work with your technology coordinator to ensure that the device has internet connection restored for the student to continue with testing with text-to-speech.