



Accessing the Browsealoud 4 High Quality voices

1. Introduction

Browsealoud 4 uses an online service to deliver high quality audio to your computer. The speech you hear when you move your mouse over a web page is generated on our servers and is sent to your computer as an MP3 file.

In some cases, hardware or software configurations either on your computer or on your network can prevent you from receiving this high quality speech. If this happens, Browsealoud will automatically switch to a lower quality voice installed on your computer.

Note:

Browsealoud will not use a high quality online voice when reading secure web pages. This is for your security and privacy. For this reason, we will always use a lower-quality local voice on secure web pages.

Browsealoud also needs to periodically download updates. These can be updates to the Browsealoud software itself, site subscription information, or information about new voices that we add to our servers.

2. Security software on your own PC

If you are running security software on your computer, you may need to change your settings to permit Browsealoud to access the Internet to receive speech. You should refer to the relevant FAQ entry on Browsealoud.com. You can use one of the following links:

[McAfee Internet Security 2007](#)

[Norton Internet Security 2007](#)

[ZoneAlarm v7](#)

[Windows Live OneCare – 1.5](#)

[AVG](#)

[Outpost](#)

[Comodo 2.4](#)

[Jetico v1.0](#)

[Kaspersky Internet Security 6.0](#)

[Sunbelt 4.5.916 Firewall](#)

[Trend Micro Internet Security](#)

If your security software is not listed, please consult the documentation supplied by your software vendor, or contact Browsealoud Technical Support (support@texthelp.com).

3. Security systems on a corporate network

If you are running Browsealoud on a corporate network, it is likely that there will be a security arrangement in place to prevent unauthorised software accessing the Internet. This could be a firewall on your network, or a proxy server.

By 'corporate network', we mean a network that can be found in any non-domestic organisation, such as a business, local government or central government department, or an educational establishment.

If there are security restrictions on your network, this will mean that Browsealoud cannot access the Internet to receive high quality speech or software updates. Browsealoud will use the lower-quality voice installed on your computer to read web pages.

Note:

These issues will rarely occur for domestic users of Browsealoud. Home users will generally not have restrictions on their Internet access.

In these cases, you will need to approach your network administrator or your technical support team and ask that they configure their firewall and/or proxy server to allow Browsealoud to access its online services.

Browsealoud needs to be able to access the following servers:

<http://speechserver1.texthelp.com>

<http://speechserver2.texthelp.com>

<http://www.texthelpdownloads.com>

You will also need to ensure that you can get access to the following file types from the servers:

MP3

- These files contain the audio that Browsealoud will play back to you

XML

- These files contain control information for the speech

INI

- These files will be used for general software updates, such as lists of available voices and other program configuration.

MSP

- These are update files that are downloaded when the Browsealoud software needs to be updated.

Browsealoud uses the HTTP port, port 80, to access the web.

If your network security requires access to be granted to individual programs, you will need to permit the following applications to access the servers listed above:

BAloud4.exe

- This is the main Browsealoud application.

Texthelpdownloader.exe

- This delivers software updates for Browsealoud.

If these steps are followed, then you will be able to use the high quality voices.

If you continue to experience issues with the Browsealoud high quality voices, please contact Browsealoud Technical Support (support@texthelp.com).

Visit the Browsealoud website: www.browsealoud.com

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