

## 6. Trouble shooting

In this section you find the most common problems concerning the implementation and the solutions to these problems.

### *The wrong page is read*

In case the ReadSpeaker service is reading a different page than the one you intend, the problem could be that the url in the link is not url encoded. If the url contains an & and this is not url encoded, this will be interpreted as a new parameter to ReadSpeaker, and not as part of the url. ReadSpeaker will then read the text on the url up to this character. If your website contains frames, the problem could be that you have given the url to the wrong frame. (Read more about this under *Frames* below).

### *Our CMS can not produce url encoded urls*

If your content management system does not manage to produce url encoded urls, it is possible to make a customer setting that makes ReadSpeaker handle this. This requires that the url is the last parameter in the link. (Contact your ReadSpeaker supplier to accomplish this).

### *The wrong voice/language is used*

ReadSpeaker SayIt is able to read texts in several different languages using different speech syntheses. This is valid if the customer has ordered support for more than one language. It is however not possible for ReadSpeaker to switch between different languages within the same reading. If the customer has support for more than one language, ReadSpeaker uses a function that automatically detects the language of the webpage. This function is based on statistical information and if the text contains words from several languages, it is not always reliable.

If you don't want this function to be used for a specific page you can use the `<!-- ISI_NOATUOLANG -->` comment in the code of the page (read more about this in section 3.1.5). Another solution is to ask your ReadSpeaker supplier to switch this function off for your application. In both cases the language specified as parameter in the SayIt link will be used.