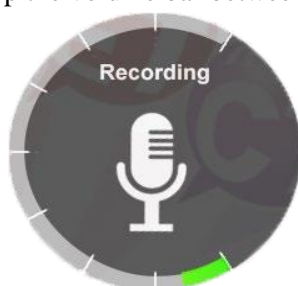


## Recording Guidelines

- It is recommended to compete in a quiet environment to avoid background noise that could affect performance.
- During the recording process, if any mistakes, pauses, or noise interference occur, and the sentence has not yet been scored by MyET, you must wait until the “Recording” icon (Image 1) appears before starting to re-record.

1. After MyET plays the teacher’s audio, please begin recording once the “Recording” icon (Image 1) is displayed (keep the volume at 2.5 to 5 bars).

- Note: If you are not recording, keep the volume bar between 0.5 to 1.5 bars.



(Image 1)

2. When MyET shows the icon in Image 2, it indicates that no sound is received or the recording volume is too low for analysis and scoring. Please wait until MyET returns to the icon shown in Image 1 before attempting to record again.

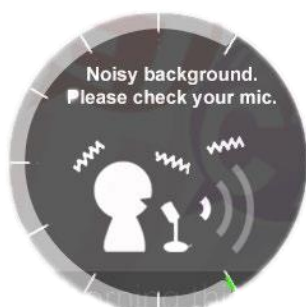
- It is recommended that you maintain your speaking volume so that the volume bar reaches 3 to 6 bars during recording to avoid MyET failing to detect the audio.



(Image 2)

3. When the icon shown in Image 3 appears on MyET, it suggests that either environmental noise or excessively high volume is interfering with MyET’s ability to analyze and score. Wait until MyET returns to the icon in Image 1 before starting the recording again.

- It is recommended to either lower the recording volume or increase the distance between the microphone and your mouth to avoid interference from background noise.



(Image 3)

## MyET Customer Service

Dear Students,

If you encounter an error message while using MyET, we kindly ask for your assistance in providing a screenshot of the error message or detailed operational information. This will help us identify the issue and resolve it as quickly as possible. Therefore, LLabs sincerely requests your patience in answering the following questions and organizing the details of the issue as described below. Please provide this information to help us resolve the issue:

1. MyET Username/Password:
2. School/Department:
3. Contact Number:
4. Device Used (e.g., phone, computer, tablet):
5. Device Model (e.g., Samsung, Apple, ASUS):
6. Current Operating System Version (e.g., Win10, Android 18, iOS 17):
7. MyET Software Version (check in settings):
8. Which course were you using when the problem occurred?
9. If you received an error message, please note the content of the message.

Once you have gathered the information, please email it to MyET customer support at [support@llabs.com](mailto:support@llabs.com) or scan the QR code to add MyET's official Line account, and a customer service representative will assist you.

Line ID : [@295pmzpa](https://line.me/tv/@295pmzpa)

