Voice Coach

Help, Troubleshooting, & FAQ's

Troubleshooting / FAQs

What is Voice Coach?

What languages include speech recognition?

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- Tier 1 Languages

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- How to access the Tutorial
- Voice Coach Modes
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  - Challenge Mode
- Pronunciation Breakdown Tool
- Scoring

- Graduated-Interval Recall
- Certificates
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- Me Page

Voice Recordings and what we do with them

Troubleshooting / FAQs

Voice Coach Best Practices
In general, there are conditions under which the Voice Coach feature works best.

- We recommend using Voice Coach in a quiet area with background noise minimized. The app may pick up background noise which can interfere with your speech analysis.
- Voice Coach works best when you speak 2ft or closer to the microphone on your device.
- Try Voice Coach in Practice mode before attempting Challenge mode. Here you can listen to the native speaker's speech and then model it when recording yourself.
- If you are having trouble being understood at conversational speed, try slowing down. Enunciate each word slowly and distinctly.
- Sometimes even slight adjustments in cadence and pronunciation can dramatically improve results.

Why doesn't the language I'm learning have Voice Coach?

Voice Coach is available only for Premium courses.

Why doesn't the Voice Coach feature in the language I'm learning include artificial intelligence and voice/speech recognition?

Languages may not include AI because:

- The language is not yet supported by our 3rd party AI partner, or
- We evaluated the AI solution for the language, and it did not meet our standards or
- We have not yet evaluated the AI solution for the language.
- Our goal is to provide a speech-recognition solution for all of our languages, and we will continue to seek a solution for each.

Voice Coach is not recording

- Due to compatibility issues, the record function does not work in the Safari browser on iPhones running iOS 14.
- It's working as expected on OS versions 13, 15 & 16. We advise users to upgrade their OS or (preferably) download and use the mobile app.

I have trouble recording. Do you have any tips?

- Voice Coach works best when you speak 2ft or closer to the microphone on your device.

- We recommend using Voice Coach in a quiet area with background noise minimized.
- The mics on some headphones do not support audio recording; yours may be in this category. Try using Voice Coach without headphones.
- Occasionally, there may be a slight lag between pressing the record button and the audio record function engaging. Wait until you see the soundwave before speaking.

I think I'm speaking clearly, but the app isn't hearing what I said.

- Sometimes, the app picks up background noise. Try again.
- Try the phrase in in Practice mode first, listen to and then model the native speaker.
- Enunciate each word slowly and distinctly.
- Some sounds are especially difficult for English speakers to hear and/or say. These may require extra practice and effort to hear the sounds and then mimic them. Try using the pronunciation breakdown tool. It appears on the results page - simply drag the "coach" icon to any word in the phrase to hear a native speaker pronounce it sound by sound, starting from the end and building to the whole.
- We urge you to keep trying; even slight adjustments in pronunciation can improve results.

I responded with a correct answer to the cue but was marked incorrect.

- Voice Coach measures how accurately you remember your Pimsleur lessons. There are often several acceptable ways of translating a word or phrase, but we're looking to see if you remember the one you were taught.
- If a prompt needs more cues/information for you to correctly answer (ie. formal/informal, male/female, singular/plural), please let us know, and we'll add this info.

In the Lesson Selector, I can only select lessons highlighted in blue. What about the others?

- Voice Coach is a tool to help you perfect your lesson recall and pronunciation. It should be used after completing your daily audio lesson.
- Once you complete a lesson, it becomes selectable for Voice Coach practice and review.

Why didn't I receive feedback about my Voice Coach session?

- When you finish a session, you will receive feedback including the number of phrases mastered (Challenge Mode with voice recognition) or practiced (Practice Mode), your mastery level (Fair, Good, or Excellent), and in Challenge Mode (tier 2) a session score. If you "Exit" the session, you will not receive this feedback. However, your phrase, lesson, and level scores will be updated.

I practiced all phrases in my lesson. Why were they not all counted as completed?

- Phrases must have a score of higher than 70 (ie

Good or Excellent) to be considered "mastered" and completed.

Why can't I see my score in Practice Mode?

- Practice Mode is designed primarily for reading and pronunciation practice. Voice Coach will rate your pronunciation with a mastery level of (Fair, Good, or Excellent) and flag errors. If you would like a 1–100 score, try the Challenge mode!

What happens to my voice recordings?

- See: Voice recordings and what we do with them

What is Voice Coach?

Voice Coach is a new fluency feature available for Pimsleur Premium courses. The tool provides users with a way to measure and perfect their speaking and pronunciation skills.

It also allows learners to earn a **Pimsleur Certification** in a language level.

The top 20 most popular languages embed artificial intelligence speech-recognition (also referred to as voice-recognition) functionality. Using Voice Coach, you can:

Scientifically improve your fluency by measuring ...

- Pronunciation
- Speaking and reading skills
- Lesson and vocabulary retention, with built-in graduated interval recall

Validate your learning progress:

- Our audio lessons instruct learners to progress to the next lesson when they have mastered 80% of the material. Voice Coach will tell them when they're ready to move to the next lesson.

Perfect your pronunciation:

- Improve pronunciation using Pimsleur's proprietary methodology (Pronunciation Breakdown is now available only for LA Spanish and French but coming for more languages soon)
- Users can use ear training to compare their speech to a native speakers'
- For Roman-alphabet languages, learners can see a transcription of their speech.
- Save your phrases to a personalized Practice Set.
- Review essential daily lesson content with a quick 5-minute interactive overview.
- Earn and share Pimsleur certifications.

What languages include speech recognition?

All Premium languages include the Voice Coach tool.

Most languages include speech recognition within the Voice Coach, and some do not.

The level of speech recognition is internally designated by "tier." This is not a term users will be familiar with.

Tier 2 languages

All languages with an acceptable speech-to-text solution from our 3rd-party AI provider will be in this tier.

Current Tier 2 Languages (with Speech Recognition)

Arabic (Modern Standard)	Japanese
Chinese (Cantonese)	Korean
Chinese (Mandarin)	Norwegian
Croatian	Polish
Czech	Portuguese (Brazilian)
Danish	Portuguese (European)
Dutch	Romanian
English for Spanish	Russian
Finnish	Spanish (Latin American)
French	Spanish (Spain-Castilian)
German	Swahili
Hebrew (Modern)	Swedish
Hindi	Tagalog
Hungarian	Turkish
Icelandic	Ukrainian
Indonesian	Vietnamese
Italian	

Tier 1 Languages

Instead of AI, these languages use *ear training* –

where learners can compare their recording to the native speaker.

These languages don't include AI because:

- The language is not yet supported by our 3rd party speech-recognition partner, or
- We evaluated the AI solution for the language, and it is not reliable or
- We have not yet evaluated the AI solution for the language.

Some languages will be initially released in Tier 1 and later upgraded to Tier 2 when we have finished evaluating the solution.

Current Tier 1 Languages
(without Speech Recognition)

Arabic, Eastern	Haitian Creole
Arabic, Egyptian	Irish
Dari-Persian	Pashto
Farsi-Persian	Punjabi
Greek, Modern	Urdu

Most of our English courses and several additional languages do not have a Premium product (but we're working on it).

Languages which do not yet have Premium products

Albanian	Lithuanian	Thai
Armenian (Eastern)	Ojibwe	Twi
Armenian (Western)	Swiss German	

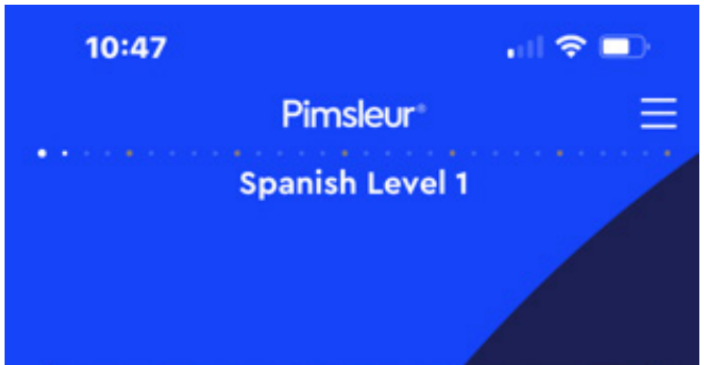
How Does Voice Coach Work?

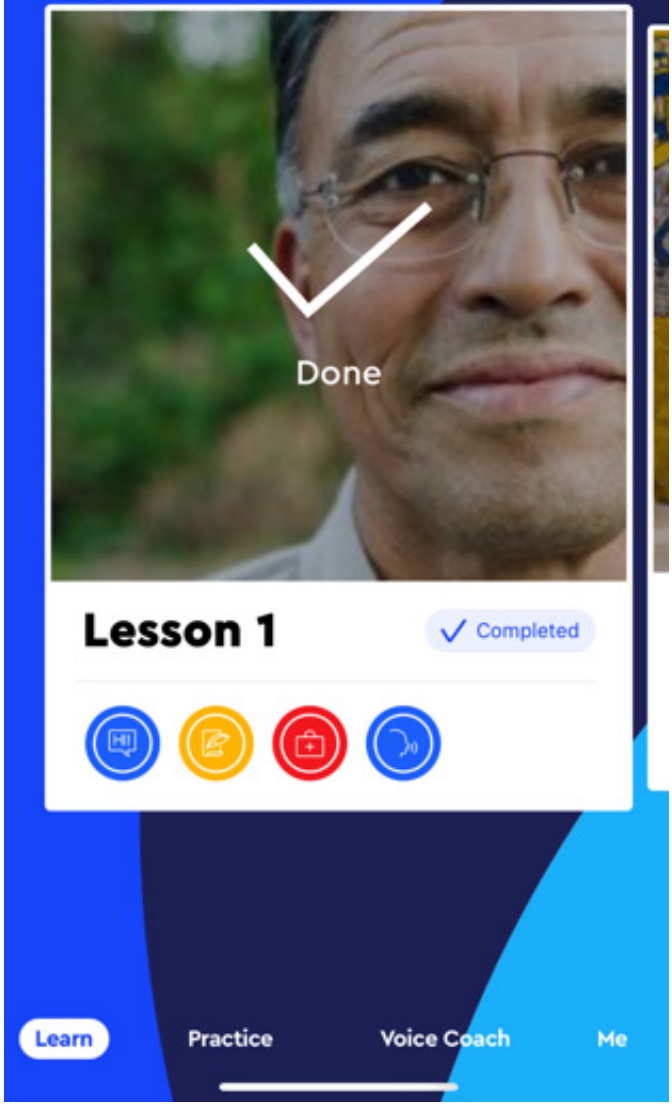
Record yourself speaking a sentence you've learned in your audio lesson, and in a matter of seconds, we analyze your word choice and pronunciation, measure your accuracy and tell you exactly how to improve.

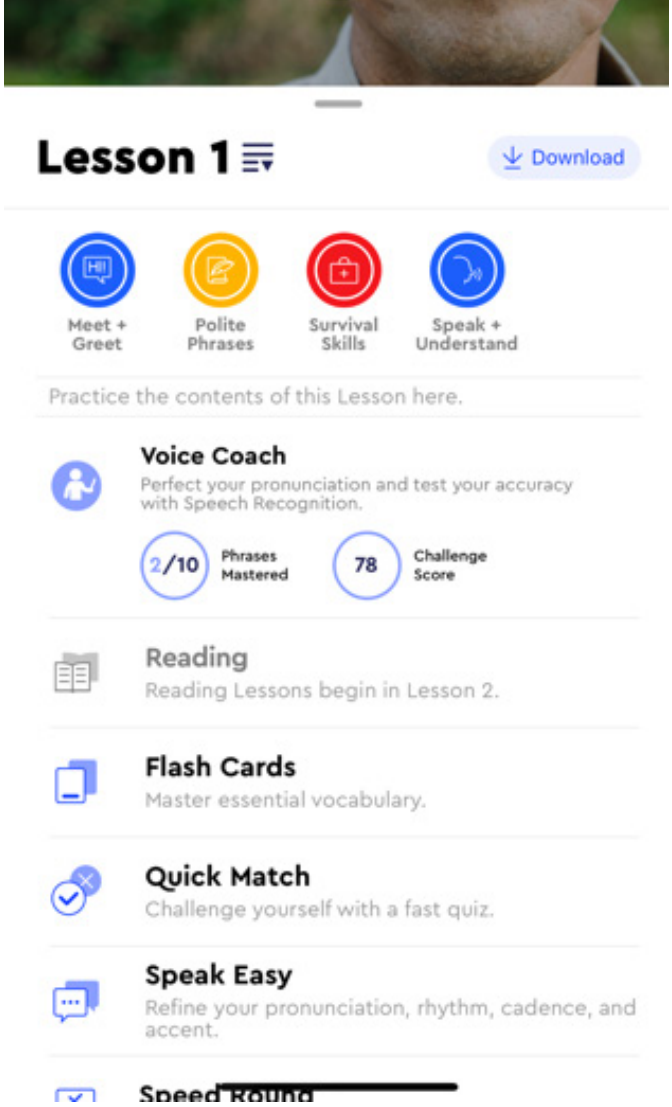
How to Access Voice Coach

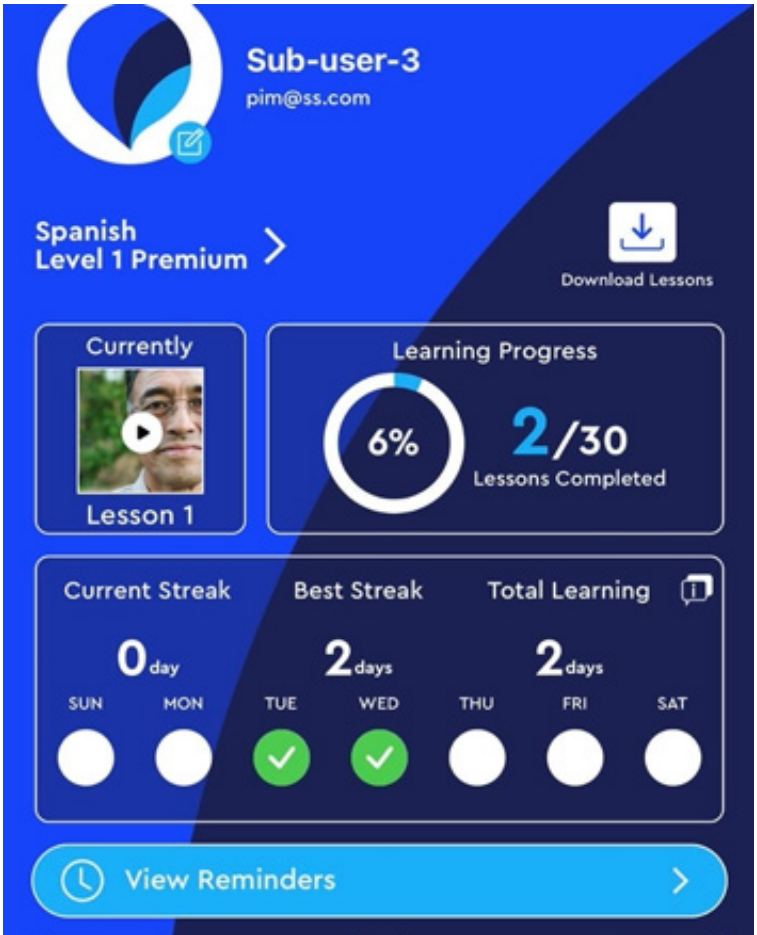
Voice Coach can be accessed from:

- the home page, by selecting the Voice Coach on the navigation bar,
- An individual lesson page after the audio lesson has been completed,
- the Me page by clicking on the "Voice Coach Challenge" box (Challenge Mode only).




Done
Lesson 1
Completed
Learn
Practice
Voice Coach
Me


Lesson 1
Download
Meet + Greet
Polite Phrases
Survival Skills
Speak + Understand
Practice the contents of this Lesson here.
Voice Coach
Perfect your pronunciation and test your accuracy with Speech Recognition.
2/10
Phrases Mastered
78
Challenge Score
Reading
Reading Lessons begin in Lesson 2.
Flash Cards
Master essential vocabulary.
Quick Match
Challenge yourself with a fast quiz.
Speak Easy
Refine your pronunciation, rhythm, cadence, and accent.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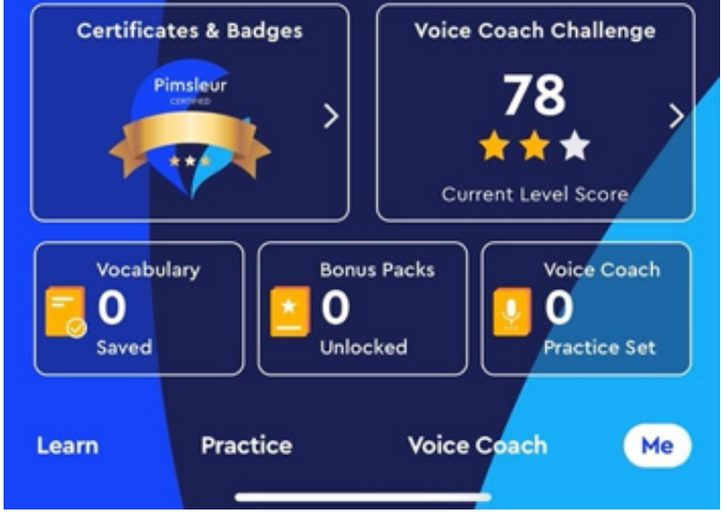
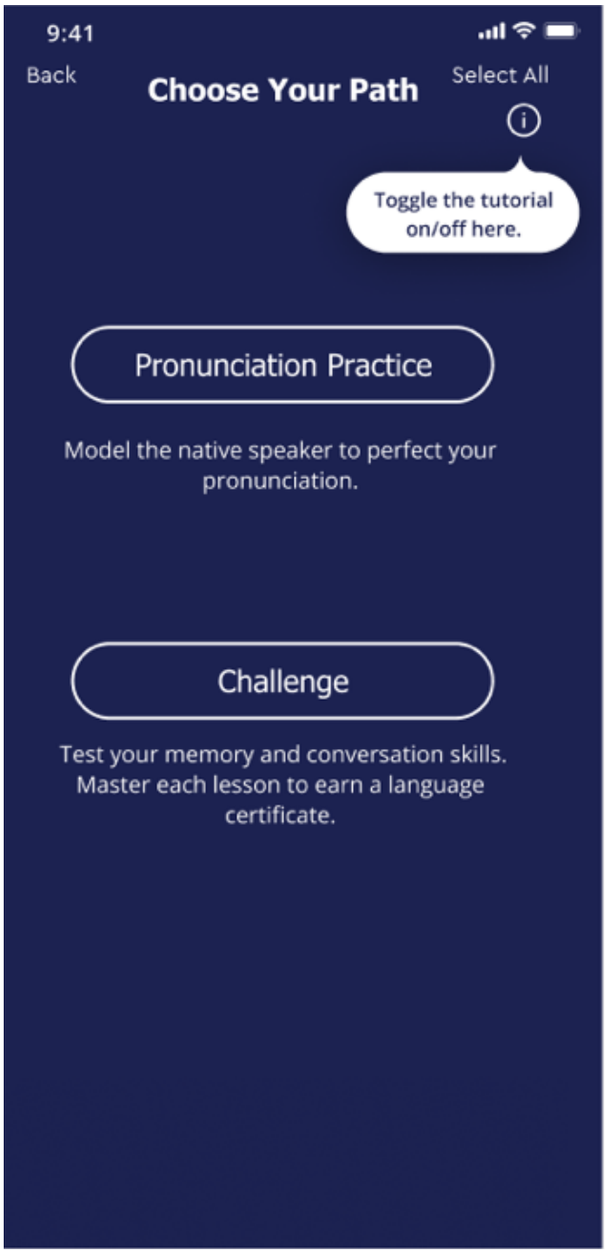


How to Access the Tutorial

To access the tutorial, go to the "Choose Your Path" page – clicking on the tutorial icon in the upper right corner will toggle the tutorial on/off.



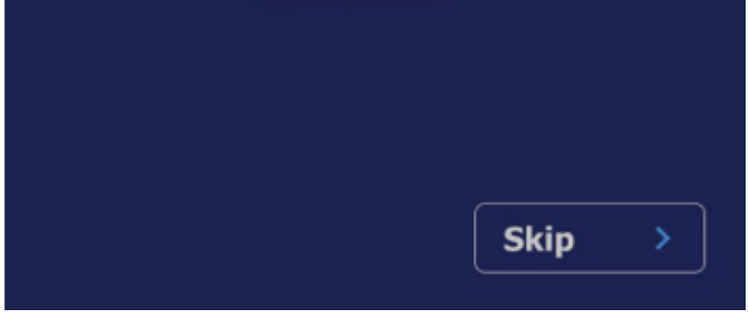
Voice Coach Modes

Voice Coach is available in **Practice Mode** and **Challenge Mode**.

Practice Mode

In Practice Mode, you can both read and hear a phrase from the lesson in both English and your new language

PRONUNCIATION PRACTICE CUE SCREEN



1. See and hear a phrase from the audio lesson in your native language.
2. Read and hear the phrase in your target language.
3. Save the phrase to your personal Practice Deck - found on the Me page.
4. Record / stop recording button.

PRONUNCIATION PRACTICE FEEDBACK SCREEN

Tier 2
Roman-Alphabet Languages

1. **Transcript** of your speech in yellow – tap to hear yourself.
2. **Word-level color-coded assessment** of pronunciation and vocabulary.

white = perfect
grey = nearly perfect
red = incorrect

3. **Mastery Rating** – Fair, Good, or Excellent, with 1–3 stars.
4. **Pronunciation Tool** – Drag the coach icon to any word in the phrase to learn its correct pronunciation.
5. **Save the phrase** to your personal Practice Deck – found on the Me page.

Tier 1

Non-Roman Alphabet Languages

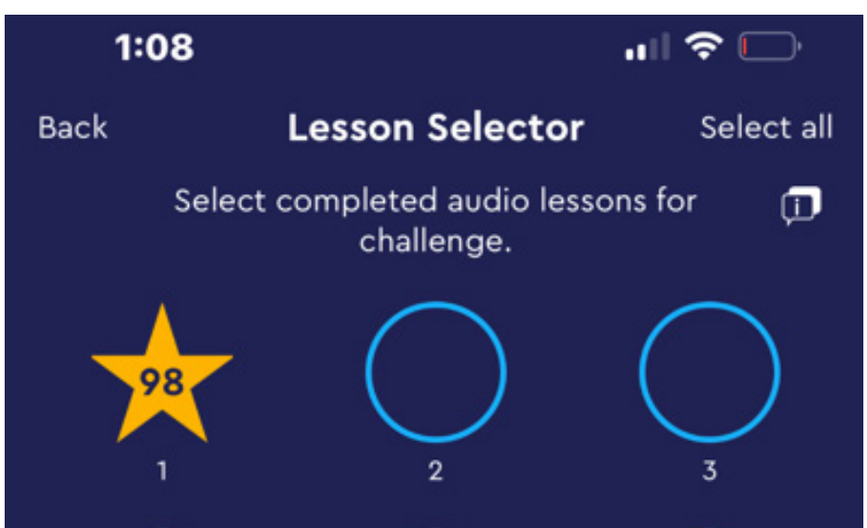
1. **Your recorded speech** – tap "Play my recording."
2. **Correct pronunciation** from a native speaker, tap the phrase to listen.
3. **Speed Control** is here also (.50x, .75x, 1.0x)
4. **Pronunciation Tool** – Drag the coach icon to any word in the phrase to learn its correct pronunciation.
5. **Save the phrase** to your personal Practice Deck – found on the Me page.

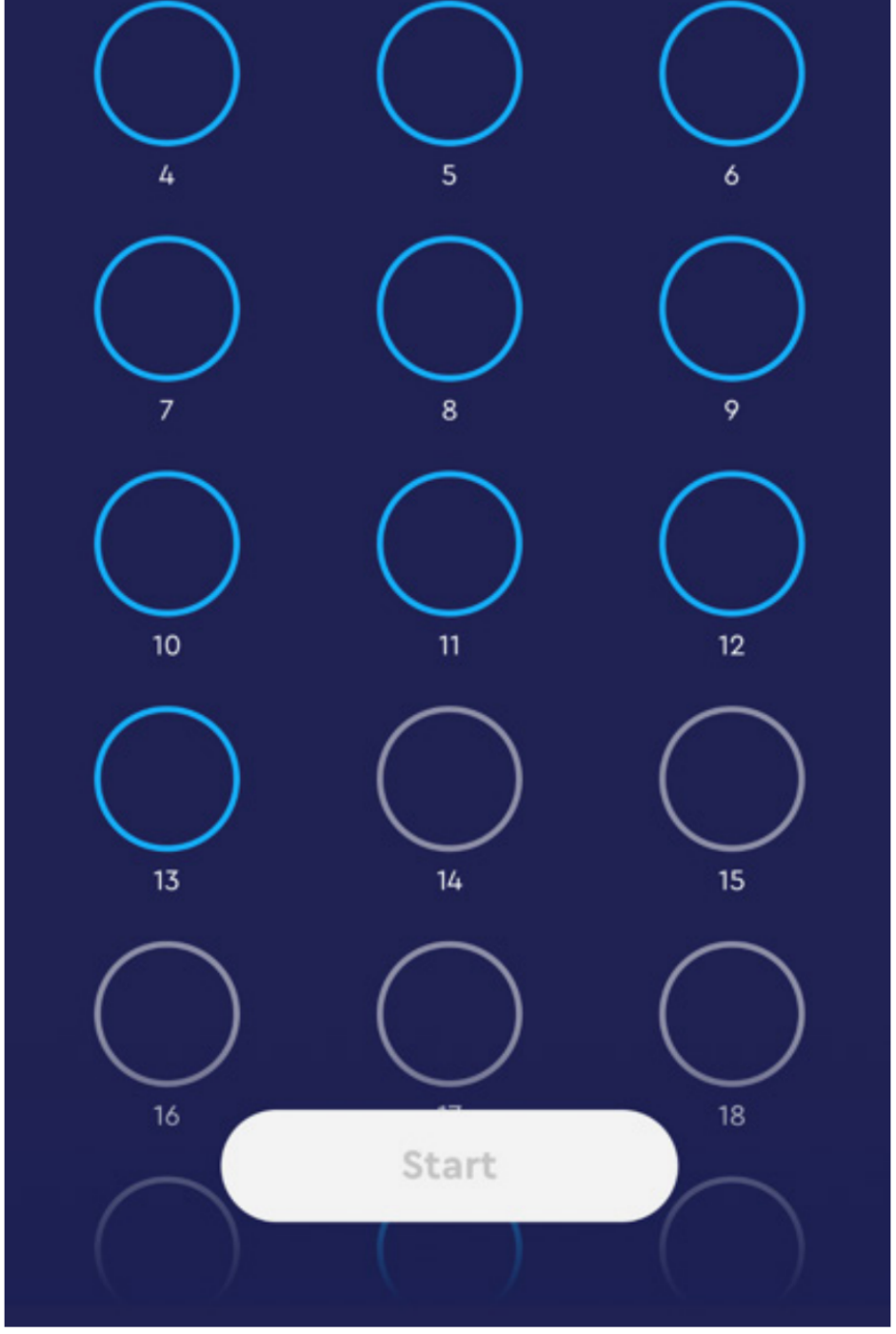
Challenge Mode

In Challenge Mode, you hear and see each phrase only in English and must recall it in your new language (as it was taught in the audio lessons).

In Tier 2 Challenge Mode, Voice Coach analyzes and scores your speech (recording).

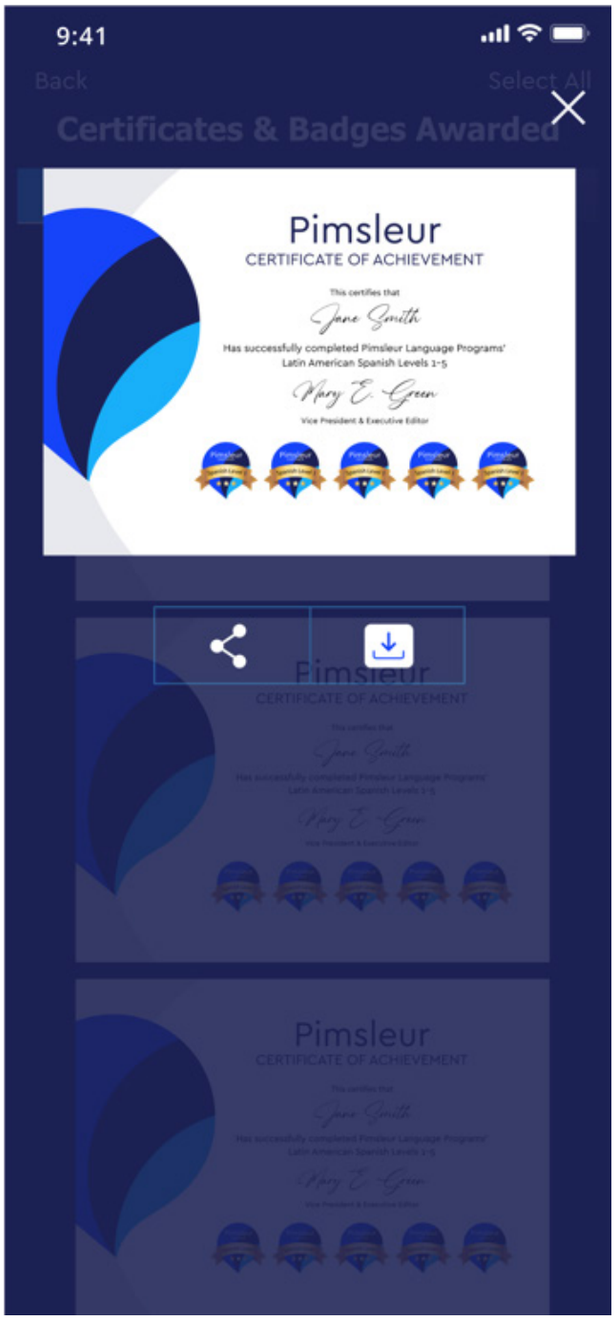
Master a lesson by scoring 70 or above for all of it's phrases. When a lesson is mastered, you'll earn a star on the lesson selector.



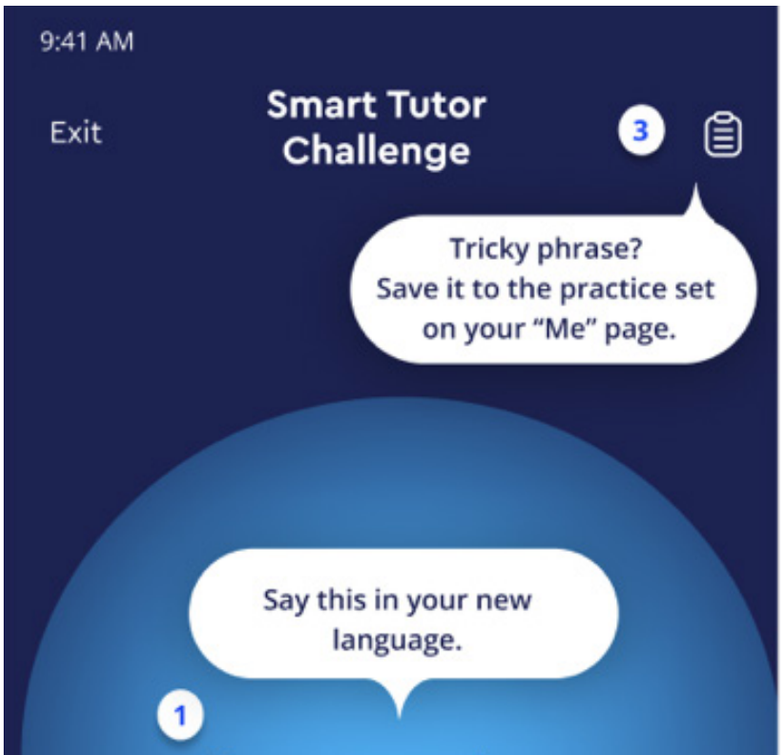


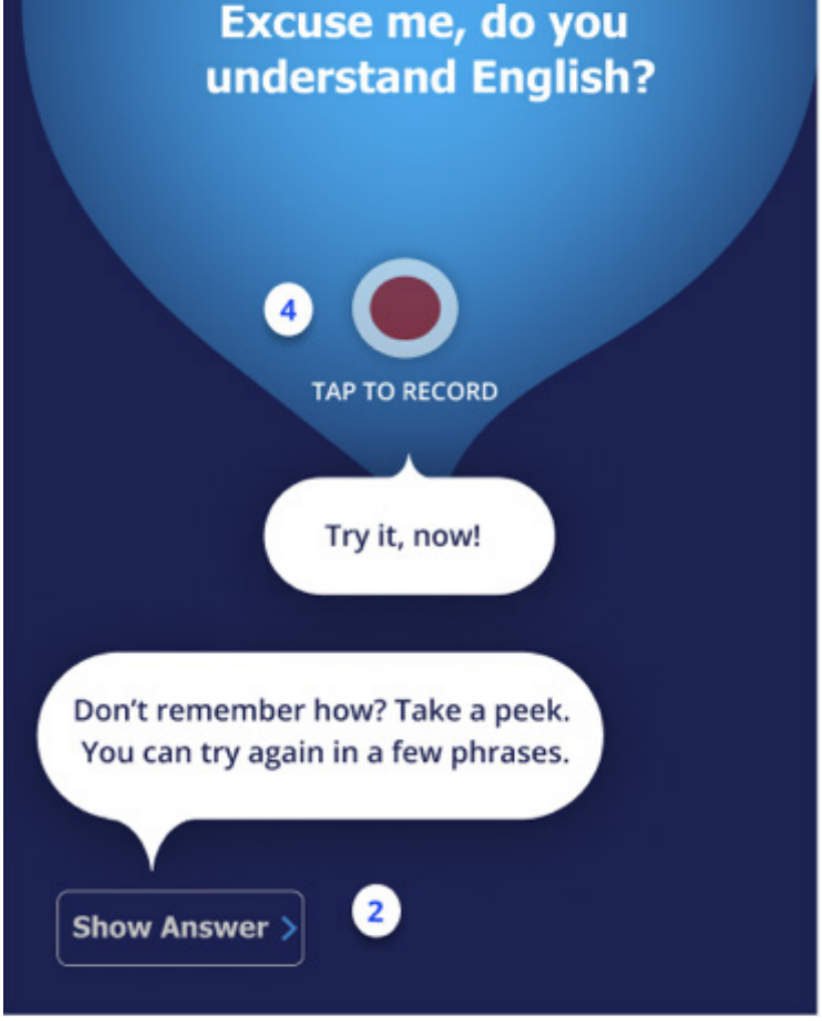
Collect 30 stars in a single course, and earn a Pimsleur certification and badge for the language level.

You can find, download and share this certificate and badge in the Certificates and Badges section of your Me page.



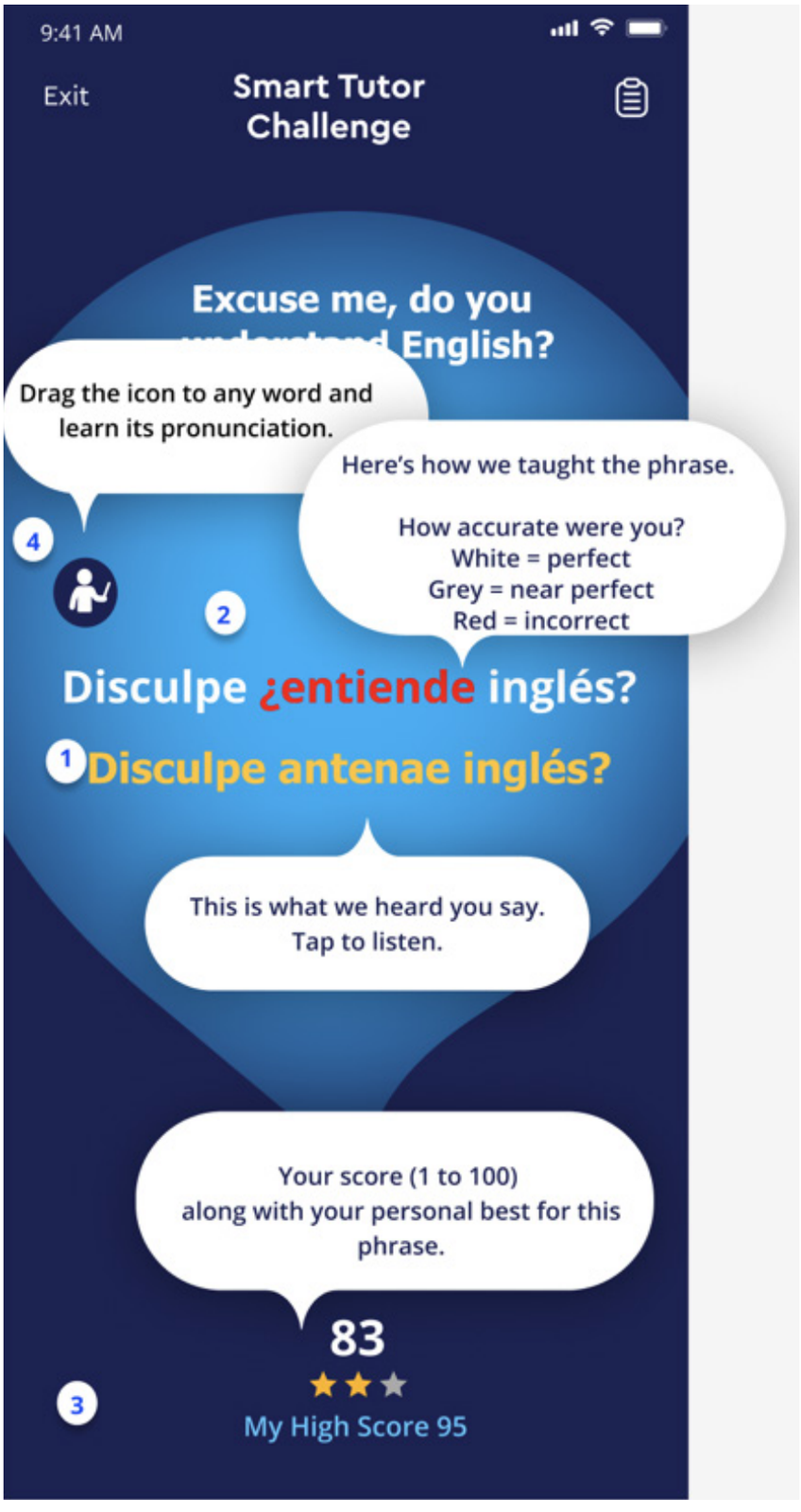
CHALLENGE MODE CUE SCREEN





1. See and hear a phrase from the audio lesson in your native language.
2. Show Answer button. If you select this option, you'll lose this turn. Voice Coach will proceed to the next phrase, and redeliver the current one with spaced repetition.
3. Save the phrase to your personal Practice Deck - found on the Me page.
4. Record / stop recording button.

CHALLENGE MODE FEEDBACK SCREEN



After recording yourself in Challenge mode, Voice Coach will provide feedback:

Tier 2
Roman-Alphabet Languages

1. **Transcript** of your speech – tap to hear yourself.

2. **The expected answer**, as it was taught in the course.
   Tap to hear correct pronunciation from a native speaker.
   Word-level color-coded assessment of pronunciation and vocabulary.

white = perfect
grey = nearly perfect
red = incorrect

Tier 1
Non-Roman Alphabets

1. **Your speech** – tap "Play my recording."
2. **Correct pronunciation from a native speaker**
   Tap the phrase to listen.
   Speed control is here also (.50x, .75x, 1.0x)
3. Pronunciation tool *(currently available for LA Spanish, more languages coming soon)*
   Drag the coach icon to any word in the phrase to learn its correct pronunciation.
4. **Save phrase** to your personal Practice Deck, which you can access from the Me tab. Phrases will also be automatically added to your Practice Deck if you're in Challenge Mode and miss a phrase three times.
   You can turn Autosave off in the General Settings.

Pronunciation Breakdown Tool

Currently available for Latin American Spanish, more languages coming soon.

One of the main strengths of the Pimsleur Method and a key to accurate pronunciation is the backward breakdown of new vocabulary, or “back chaining.”

The Pronunciation Breakdown tool uses this technique to teach correct pronunciation.

Drag the “coach” icon to any word in the phrase to hear a native speaker pronounce the word sound by sound, starting from the end and building to the whole.

This allows you to hear the individual sounds that make up the word in distinct chunks. Once you master these individual sounds, recombine them in the correct order to perfect your own pronunciation.

Scoring

Scoring is only available for Tier 2 languages which are enabled with speech-recognition.

In Practice Mode, Voice Coach will analyze your speech and return a “Mastery Level” of Fair, Good, or Excellent, along with one, two or three stars.

In Challenge Mode, Voice Coach will analyze your speech and assign a numeric score (1–100), along with a Mastery Level, and will display your high score for the phrase.

Phrase scores are calculated by a machine-learning analysis of the users speech. The algorithm takes into account both word retrieval and pronunciation.

Mastery Levels and scoring:

- 0 – technical or connection error, you won't get a score
- 1–69 – Fair
- 70–84 – Good
- 85–100 – Excellent

Lesson scores are calculated by averaging the user's high score for each phrase in the lesson.

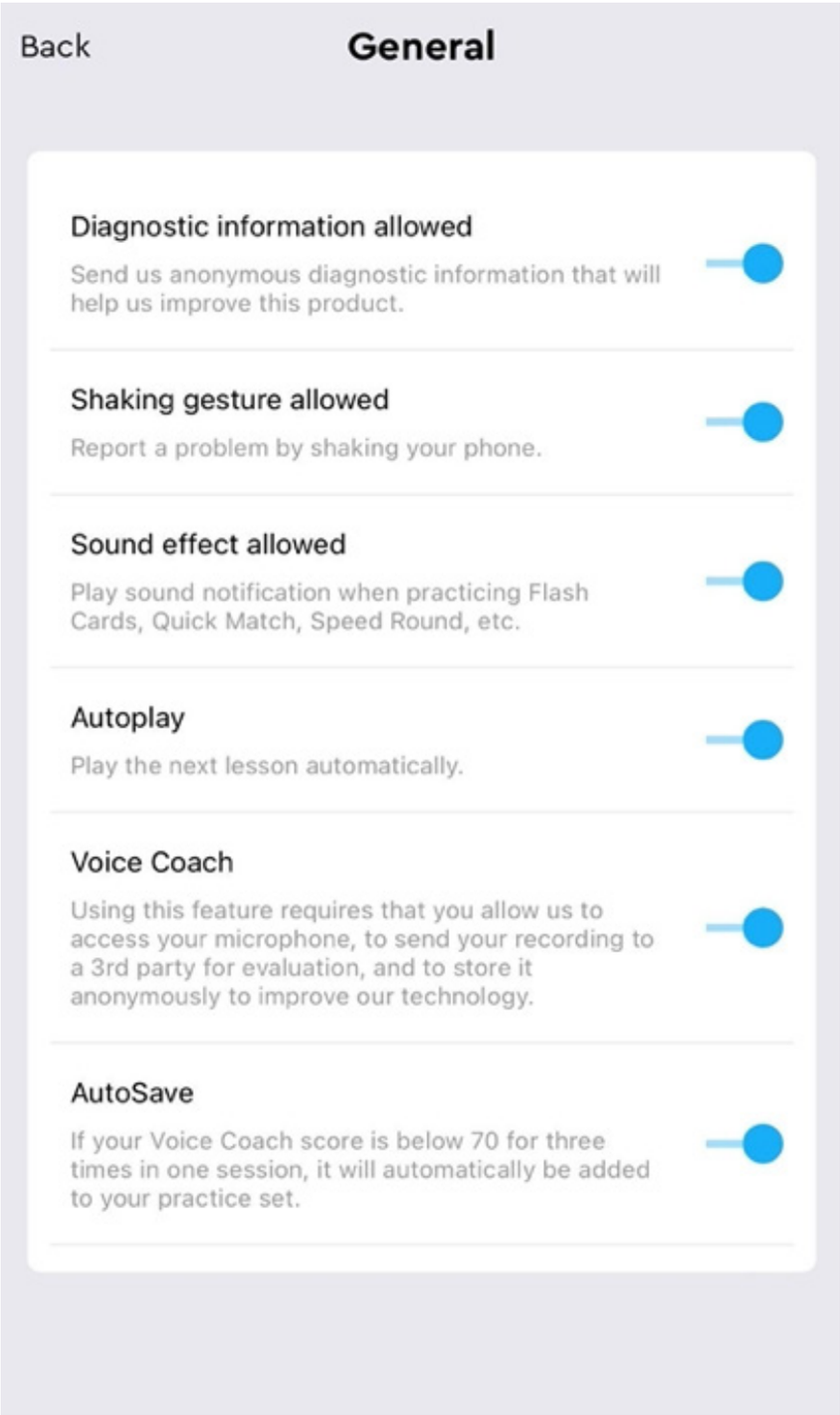
Level scores are calculated by averaging lesson scores.
The current Level score can be found by going to the Me tab and scrolling to the box labeled, Voice Coach Challenge. Clicking on this box will take you to a Lesson Selector page where you can see your current scores for each completed lesson.

Lessons are considered "mastered" when you've scored 70 or higher for all of the phrases in the lesson. You'll receive a star in the Lesson Selector when you've completed an entire lesson.

Graduated-Interval Recall

If you Skip a phrase, or if you score lower than 70 in the Challenge Mode or "Fair" in Pronunciation Practice, Voice Coach will re-deliver that phrase with increasingly longer intervals to ensure you have an opportunity to practice and cement it in your memory.

If you score lower than 70 three times in one session, Voice Coach will automatically save the phrase to your Practice Set. You may turn off the AutoSave feature in the Main – General – Settings.



Certificates

You will become "Pimsleur Certified" in a language/level after mastering all 30 lessons in a course in Challenge Mode.

To master a lesson you must achieve a score of 70 or higher for each phrase in the lesson.

Once you master a lesson, you will receive a star in the Lesson Selector.

After collecting 30 stars, you'll have mastered all of the phrases in the course, and will receive a digital certificate and badge to download or share on social media.

After they're awarded, badges and Certificates can be found on the Me page.

Sharing Certificates and Badges on Social Media and LinkedIn

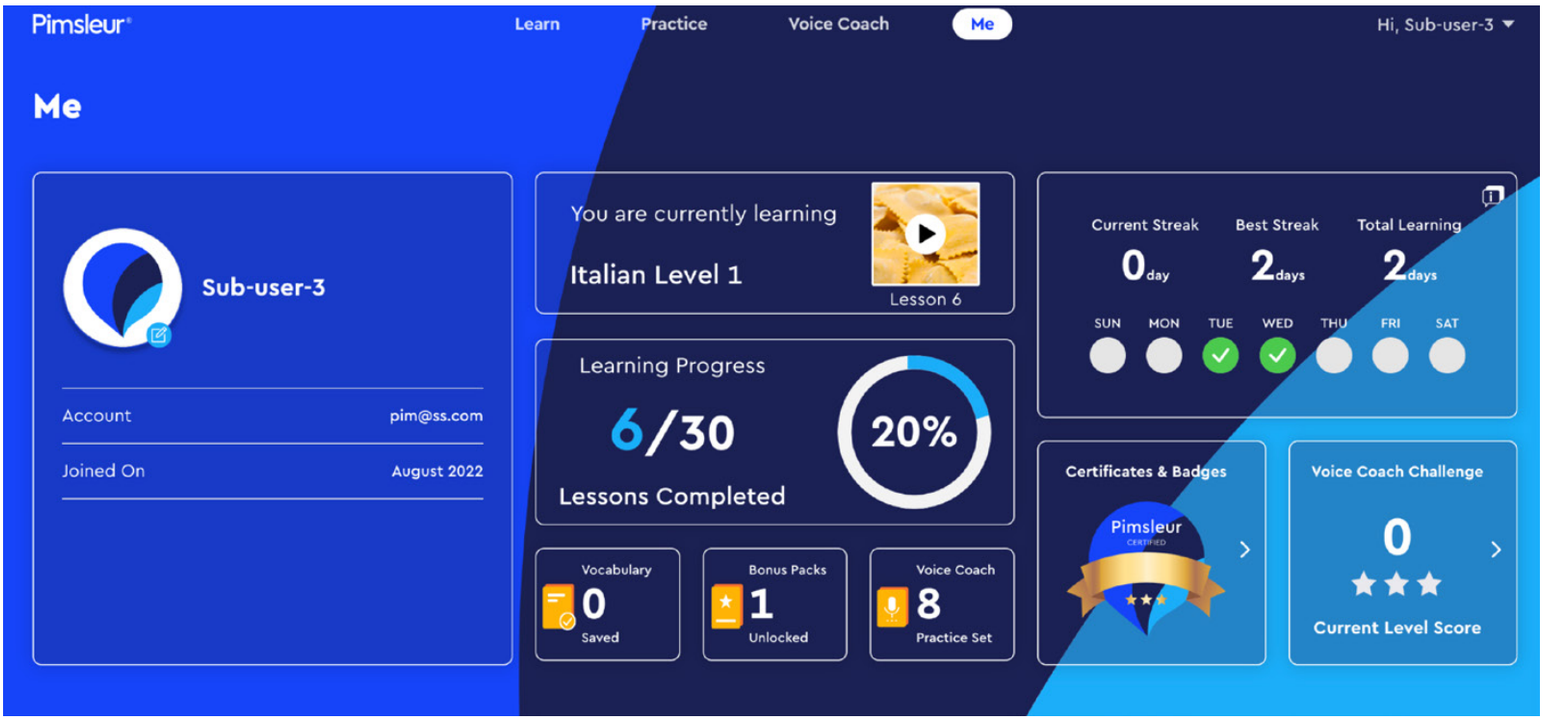
<This functionality is still under construction>

Me Page – Voice Coach assets

We've updated assets and functionality available on the Me Page for the Voice Coach, to include:

- A Certificates and Badges section to view, download and share awards and certifications.
- A Voice Coach Challenge section displaying the current level score.
    - Click on this box to view lesson scores and enter Voice Coach in Challenge Mode.

- Voice Coach Practice Set – Click here to practice saved phrases.
  - Phrases can be saved manually and automatically.
  - if you score < 70, or "Fair" on a phrase three times in one session, Voice Coach will automatically save that phrase to your Practice Set.
  - You can turn off "Auto Save" in Settings.



Voice Recordings and what we do with them

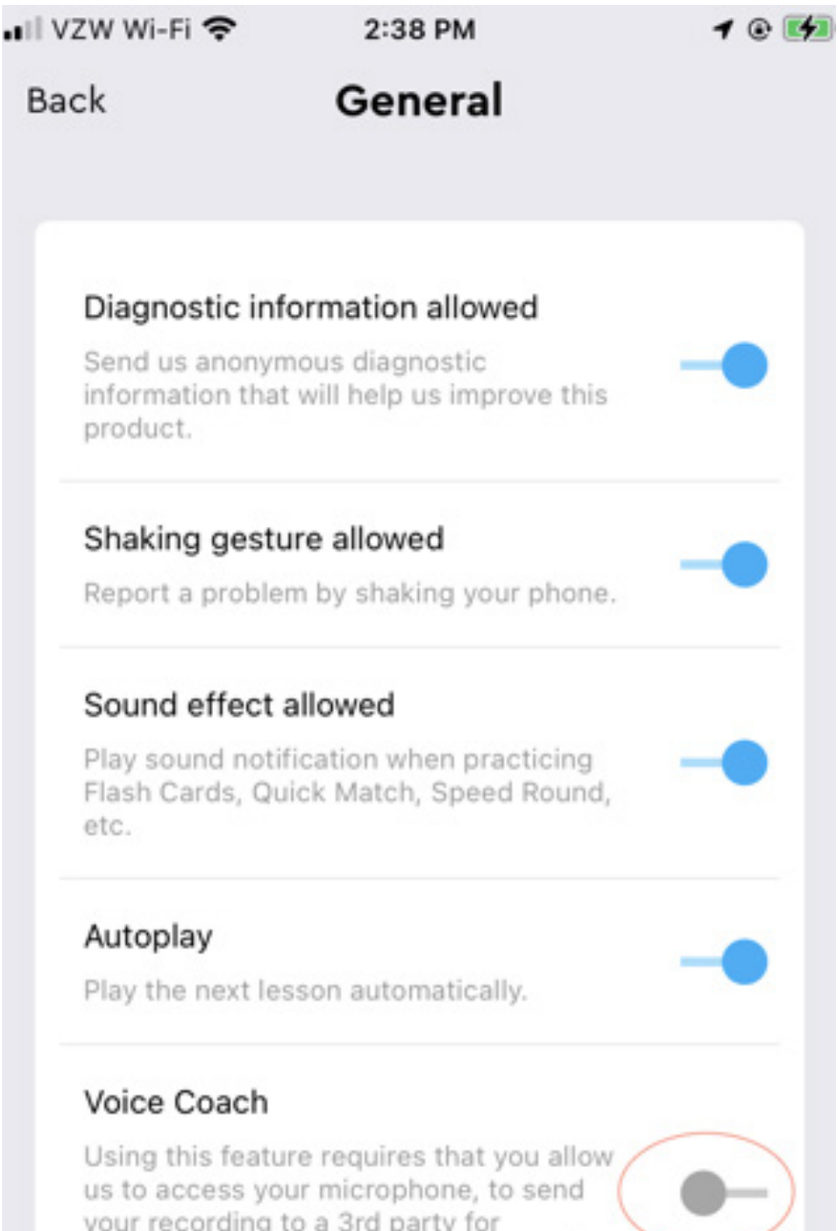
Your voice recording passes through your device to our third-party AI provider for speech recognition and to Pimsleur for analysis and scoring. Our AI partner does not retain your audio.

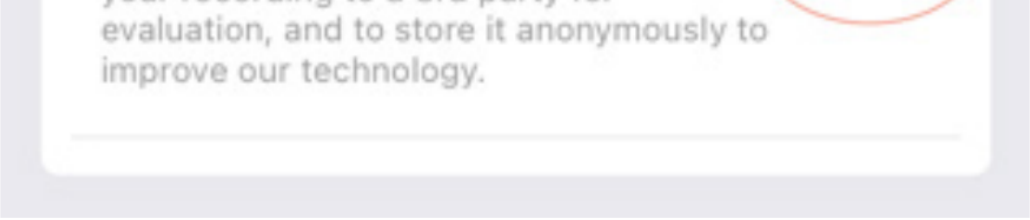
Once the analysis is completed, you can listen to your recording as many times as you like on the feedback page.

Once you move on to the next phrase or try the current phrase again, the previous recording cannot be retrieved.

Pimsleur saves an anonymized copy of your audio to our secure servers to help us build more robust machine-learning language datasets, which will improve our ability to give you accurate and refined feedback. We do not share this anonymized audio.

If you do not wish to have your voice recording stored, you can turn off access to Voice Coach in the General Settings.





Clicking this toggle to the OFF position will inactivate the Voice Coach feature. The next time you enter Voice Coach, you'll be asked to give permission to use Speech Recognition, if you click on OK, the feature will be re-activated until the next time you toggle it off.