

B B T Online



BBT Online

Lesson Handbook

January, 2015

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1. Our Services

1.1 Introduction

We provide one to one lessons for busy businesspeople who hope to acquire, result-oriented, practical English conversational skills. You can take your lesson wherever you like through our online lesson system using *Skype*.

1.2 Lesson Overview

- ▶ **Lesson Style:** Private one to one lesson for 25 minutes per session based on point system.
- ▶ **Required Points:** Business Course - 18 points per session Management Course - 24 points per session
- ▶ **Operating Hours:** Every day from 6:00 a.m. to 11:25 p.m. - Except Christmas, Year-end and New Year holidays

1.3 Expiration Date and Booking

- ▶ **Expiration Date:** Session points are valid for 6 months from the date points given
- ▶ **Booking Limits:** Maximum 2 sessions/day and 6 sessions within 14 days are available for booking. Once you take the reserved lesson, you may then book a new one in its place.

1.4 Lesson Website: *My Page*

- ▶ Clients are required to use the Lesson Website called *My Page* (<http://lesson.ohmae.ac.jp/>).
- ▶ You may make reservations and cancellations, as well as view your lesson history in *My Page*.
- ▶ User ID and password are required to log in.

1.5 Japan Office

The BBT Online Japan Office supports clients through two different contacts.

Help Desk

Trouble Shooting:

Japanese staff will help you solve problems that you may have during sessions. Please prepare your name and user ID when you make an inquiry.

Business Hours

Weekdays: 9:30 a.m. to 11:00 p.m.
Saturday/Sunday/Holidays: 5:30 p.m. to 11:00 p.m.

Lesson Support:

Japanese advisors will help you plan your studies and give you advice regarding our learning method to get the results you need.

Business Hours

Monday through Sunday: 5:30 p.m. to 11:00 p.m.

Contact the Help Desk

Phone: [050-5534-2270](tel:050-5534-2270)
Email: bbtonline@bbt757.com
Skype: bbtonlineadm

Administration Desk

Japanese staff will take care of paperwork such as issuing receipts.

Business Hours

Weekdays: 9:30 a.m. to 5:30 p.m.
Saturday/Sunday/Holidays: closed

Contact the Administration Desk

Phone: [03-5860-5578](tel:03-5860-5578)/[050-5534-8541](tel:050-5534-8541)
Email: bbtonline@bbt757.com
Skype: bbtonlineadm

2. Before You Get Started

2.1 Preparation before the First Session

Before you get started, you need to:

1. Setup system environment (cf. 2.2 on page 4)
2. Prepare for taking a session (cf. 2.3 to 2.5 on page 5)
3. Book and start taking a session (cf. 4.1 on page 9)

2.2 System Requirements

*As of 2015 January

Please prepare the system environment beyond the recommended requirements in order to enhance learning efficiency. The minimum system environment necessary for attendance is as follows:

OS	Windows: 7/8 /8.1 (64-bit) Mac OS: 10.7/ 10.8/ 10.9 (64-bit is available for Intel)
CPU	More than 1GHz (More than 2GHz recommended)
Memory	More than 1GB (More than 2GB recommended)
Network	An environment that can be connected with the Internet at a speed of more than 256Kbps (an always-on connection more than 1Mbps is recommended)
Display	More than 1024-dot and more than High Color (16-bit)
Sound	Sound play, voice input/output functions needed.
Browser	Windows: Internet Explorer 7 or more, Firefox 3.6 or more, Google Chrome Mac: Safari 5.0 or more, Firefox 3.6 or more, Google Chrome
Software	<ul style="list-style-type: none"> - Adobe Flash Player 10.3 or higher to read lesson materials during the lesson The latest version: http://get.adobe.com/jp/flashplayer/ - Adobe Reader 10.0 or higher to read lesson materials out of session *Optional The latest version: http://get.adobe.com/jp/reader/ - - Skype: 300kbps recommended The latest version: http://www.skype.com/ja/download-skype/skype-for-computer/
Peripheral	<ul style="list-style-type: none"> - Headset with a microphone attached *Recommended A microphone and speakers on PC are also available. - Webcam *Optional Necessary if you'd like to send your video to your instructor.
Others	<ul style="list-style-type: none"> • Beta version is unsupported for all above-mentioned software and OS. • OS, software, and hardware must work properly. • When there is a Fire Wall to limit Internet access, the system may not work properly. In that case, please contact the network administrator. • You may be able to attend using a setup other than the above, but proper operation is not guaranteed.

2.3 Setup the Lesson Environment

Preparation of the following software and equipment are necessary before booking your first session.

1. Install Skype and Set your Privacy (cf. 2.4 on page 6)

In BBT Online, you need the free telecommunication software *Skype* to take sessions.

Please download the software from The Skype home page, install it in your PC and create your Skype account following the guidance. You can do it in either Windows OS or Mac. In addition, the privacy settings must be changed in order to have conversations with your instructor. Please confirm whether privacy settings are properly completed.

▶ To install Skype: <http://www.skype.com/intl/ja/get-skype/>

2. Set your Profile in My Page (cf. 2.5 on page 7)

You need to set your Profile in *My Page*. Because some of the information are mandatory for having sessions, please complete your profile settings before you book your first one.

3. Install Adobe Flash Player

Adobe Flash Player is necessary for reading the lesson materials during sessions. Please install Adobe Flash Player from the homepage below if it is not installed in your PC.

▶ To install Adobe Flash Player: <http://get.adobe.com/jp/reader/>

4. Install Adobe Reader *Optional

Adobe Reader is necessary to open the lesson materials for preparation and review.. Please install Adobe Reader from the home page below if it is not installed in your PC.

▶ To install Adobe Reader: <http://get.adobe.com/jp/reader/>

5. Prepare headset and web-camera *Recommended

Use of a headset with microphone is recommended even if you are using a note PC equipped with a built-in microphone. A headset with microphone allows both you and your instructor to hear each other clearly.

In addition, you need a web camera (or built-in PC camera) to take your lessons through video call.

Note:

- If you use Microsoft/Facebook account for Skype, please be careful when you register your Skype ID in *My Page* and when you log in to Skype. (cf. 2.4 on page 6)
- Before starting sessions, please exit any software unnecessary for lesson such as video games, etc.
- A Wired connection is strongly recommended as it is better for stable voice and video quality in comparison with wireless connection.

2.4 Install Skype and Set your Privacy

In order to have smooth telecommunication with your instructors, you must Install Skype and adjust your privacy settings.

1. Install Skype <http://www.skype.com/intl/ja/get-skype/>

Please download the software from Skype home page and install it on your PC. When installation is complete, the screen for account creation will be displayed. Please create your Skype account by following the guidance provided. You can do it in either Windows OS or Mac.



Note:

- Please take note of the *Skype ID* you registered when creating your account. You need your *Skype ID* when setting your profile in *My page*. (cf. 2.5)
- Please remember: *Skype ID* and *Skype name* are different.
 - Your *Skype ID* is your Real name in Skype, and is necessary to exchange contacts and register.
 - Your Skype name is your nickname in Skype. Please do not register it in MY Page!

2. Privacy settings for Skype: Attention!! Important for both Skype beginners and experienced users.

When you first download Skype, your privacy settings are set so that you can contact only with persons registered in your contact list by default. Please change the privacy settings as below so that instructors who are not registered on your list can contact you as well.

Setting Procedure

- ① Start and log in to **Skype**
- ② From the menu bar, click **Skype > Privacy**.
- ③ Under privacy settings, select **anyone** for the settings of *Allow Calls from...*, *Automatically receive video and share screens* and *Allow IMs from...*
- ④ Click the *Save* button.

3. Regarding login with Microsoft/Facebook account *Important especially for experienced Skype users.

If you log in to Skype using your Microsoft or Facebook account, please be careful when you register your Skype ID in *My Page* and when you log onto Skype.

- For Microsoft account users: Please add **live:** at the beginning of your Skype ID.
- For Facebook account users: Please add **facebook:** at the beginning of your Skype ID.
- * Please remember to add those headings when you register your Skype ID in *My page*.

Note:

- In case you created a Microsoft account using your Gmail address, your Skype ID should typically look like this: **live:ΔΔΔ**.. However, there are some exceptions. A number can be added to the end of the ID, for example: **live:ΔΔΔ_1**
- Please be careful not to register your e-mail address as a Skype ID in *My Page* by mistake.

2.5 Create your Profile in My Page

You must set your Profile in *My Page* before you book your first session. Because some information is mandatory for having sessions, please be careful to input it accurately. You will be required to input your profile automatically when you log in to *My Page* for the first time. From the second time of login, your profile can be modified by following the procedure below. URL of *My Page*: <http://lesson.ohmae.ac.jp/>

* Please register your contact information in *My Page*. In case of trouble during sessions, BBT Online office may contact you.

1. Move a cursor to the account name at the upper right of *My Page* home, then click “プロフィール設定(Profile setting)”.



2. Click “プロフィールを編集(Edit profile)” and input/edit your information. Next click “確認画面へ(Move to confirmation screen)” and finally “確定する (Confirm)” for completion.

ATTENTION!!

1. Please register Skype ID correctly for having sessions. (Remember, it's not your Skype name.)

How to confirm:

- ① Log in to Skype.
- ② From the menu bar, click *Skype*> *Profile* and *Edit Profile*.

2. Please use the account which you created in Skype. If you log in with a Microsoft or Facebook account, please be careful of the following when you register Skype ID.

- “live:” should be added at the head of Skype ID for Microsoft account users.
- “facebook:” should be added at the head of Skype ID for Facebook account users

*A number also may be added at the end for Microsoft account user.

3. Please be careful not to register your email address as Skype ID (e.g. Gmail address).

Request from Help Desk:

If you have a mobile phone email address, please register it in ‘携帯メール(Mobile phone email)’.

We may contact you to this email address in case of emergencies, such as instructor’s sudden absence.

3. Our Programs

3.1 Business Course

Course Summary

In the Business course, you can practice business English conversations assuming common scenes in regular business settings. From simple dialog for briefings and telephone conversations to advanced dialog for presentations and negotiations, you can learn patterns of conversation in various business-centered situations. Through role-playing, you can practice the dialog with a sense of reality. This course consists of 10 levels, and one level includes 20 lessons. In addition, a review lesson is given after every 4 lessons in order to cover the previous 4 lessons. On average, 2 sessions (2 times, 25 minutes each) are necessary to finish one lesson.

Lesson Flow

- ① **The first Assessment:** At first you will assess your current business English conversational ability. You can determine at which level you start a lesson.
- ② **Lesson start:** After the first assessment, you can take sessions at your own pace.
- ③ **Review lesson:** You can go over what you learned in the review lesson at every 4 lessons.
- ④ **Level-up Test:** There is a level-up test after finishing lesson 20 of each level and you can proceed to the next level if you pass it. If you are unable to pass the test, you can review* the lessons and take the level-up test again afterwards

*You may either review past lessons by yourself, or ask the instructor to assist you during the next lesson.

Concerning the Final Lesson of Level 10

In the final lesson which comes after lesson 20 of level 10, you will have a final assessment for the course. If you have extra time after the assessment, you may either choose to review previous lessons or have free conversation.

For Booking a Session

When you book a session for Business course for the first time, please select “ビジネスコース(*Business course*)” at the booking menu “コースを選んで予約 (Book by selecting a course)” and then book a session. (cf. 4.1 of page 9)

*18 points per one session are needed to book Business course lessons.

3.2 Management Course

Course Summary

In the Management course, you can practice business English conversations useful for meeting with global managers. You can learn English expressions for solving problems and dealing with practical situations such as employment, layoff, financial report, budget negotiations, settlement of conflict with competitors, etc. In this course, there are 3 modules; *Administration*, *Business Development* and *Managerial topics*. Each module has 20 lessons and an average of 3 sessions (3 times, 25 minutes each) are necessary to finish one lesson.

Lesson Flow

***There is no first assessment in the Management course. You can select a module you like when you make any reservation.**

- ① **Lesson start:** Each lesson consists of 5 parts; *Problem*, *Goal*, *Reflection*, *Practice* and *Solution*. You can complete a lesson by finding solutions while deepening understanding of the problem throughout every part. At the later stage of a given lesson, you will have unscripted dialog with your instructor and will need to negotiate in your own words to find a solution.
- ② **Review lesson:** In the review lesson after every 4 lessons, you can confirm the content that you learned in the previous 4 lessons.

Concerning the Final Lesson of the Modules

In Lesson 20, the final lesson, you will review lesson 16-19. If you have extra time after the assessment, you may either choose to review previous lessons or have free conversation.

For Booking a Session

When you book a session for Management course for the first time, please select your module from “マネジメントコース (Management courses)” at the booking menu; “コースを選んで予約 (Book by selecting a course)” and then book a session. (cf. 4.1 on page 9) *24 points per one session are needed to book Management course lessons.

4. Lesson Procedure

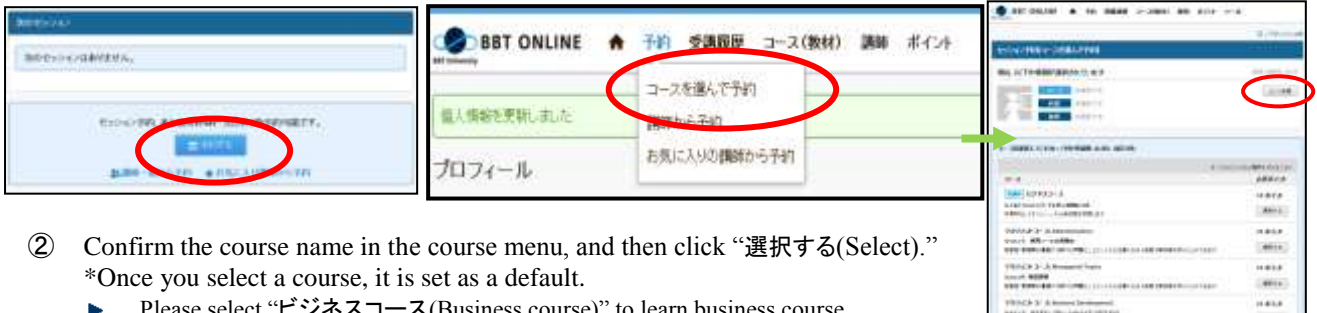
All the arrangements are finalized, now you can get started. First, please book a session.

4.1 Session Booking – How to Start

Book a Session

■ When you take a course for the first time, you must first select a course at first and book a session.

① Log in to My Page and Click “予約する(Book)” at the top of the page. Or, move the cursor to “Booking” at the title bar in My Page and select “コースを選んで予約(Book by selecting a course)” from the pull-down menu and click it.



② Confirm the course name in the course menu, and then click “選択する(Select).”

*Once you select a course, it is set as a default.

- ▶ Please select “ビジネスコース(Business course)” to learn business course.
- ▶ Please select a module from the followings of “マネジメントコース(Management course)”.
 - Administration
 - Business Development
 - Managerial Topics

③ Select your available time by clicking click “○” or “△”.

④ Select an instructor from the list and click “選択する(Select)”.

⑤ In the confirmation screen, click “予約を確定する(Complete the booking)”.



Notes:

- Session start time: You may choose a start time any time between 6a.m. and 11 p.m. (25 minutes per session).
- Session may be reserved up until 10 minutes before they begin.
- Within 14 days, you can book 6 sessions at maximum. *At the completion of each session, limit for reservation is replenished and you may reserve another.
- The maximum number of sessions that you can book is 2 per day. However, the session within 2 hours before its session-starting time can be booked without any limitation as far as your session points are available.
e.g.) Even if you already have 2session booked per day or 6-session booked within 14 days, you can still book a 4 p.m. session within a range of 2 p.m. to 3:50 p.m.
- The following booking options are available after you book your first session:
 - You can select an instructor from your available date and time.
 - You can select an instructor and check his/her available session date and time.
 - You can select an instructor from your ‘list of favorite instructors’ and check his/her available time.

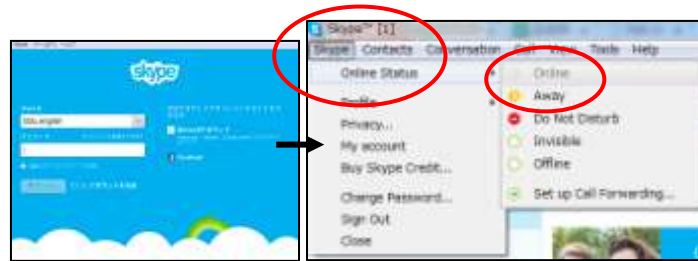
If you have any bookings left after finishing the current course, Please select either A) or B) below to change your course settings.

- A) Click “変更(change)” in the booking list, select a new course by the drop-down menu then change the course.
*Available until 10 minutes before the lesson starts.
- B) Cancel all the sessions you booked in advance and book another session within a new course.

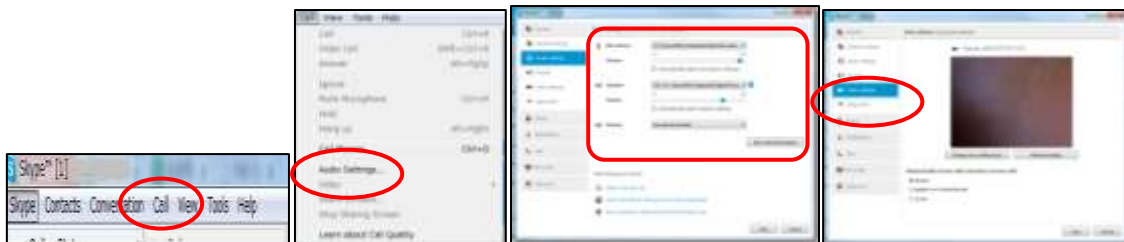
Preparation Prior to a Session

■ Please complete the preliminary preparation at least 5 minutes before your session starts.

1. Connect a headset with microphone and webcam, activate and log-in to Skype, then confirm if you are online.
2. From the menu bar, select *Call>Audio Settings* and confirm if the headset you connected is set as *Microphone* and *Speakers*.
3. Use *Video Settings* to confirm if you can see your video feed properly.



Confirm if you are online from the menu bar > [Skype]>[Online Status]>[Online].



Confirm audio settings from the menu bar [Call]>[Audio Settings] & Confirm your video from [Video Settings]

4. Log in to *My Page* and click “セッション準備ページを開く(Open the preparation page)”, then confirm the settings.



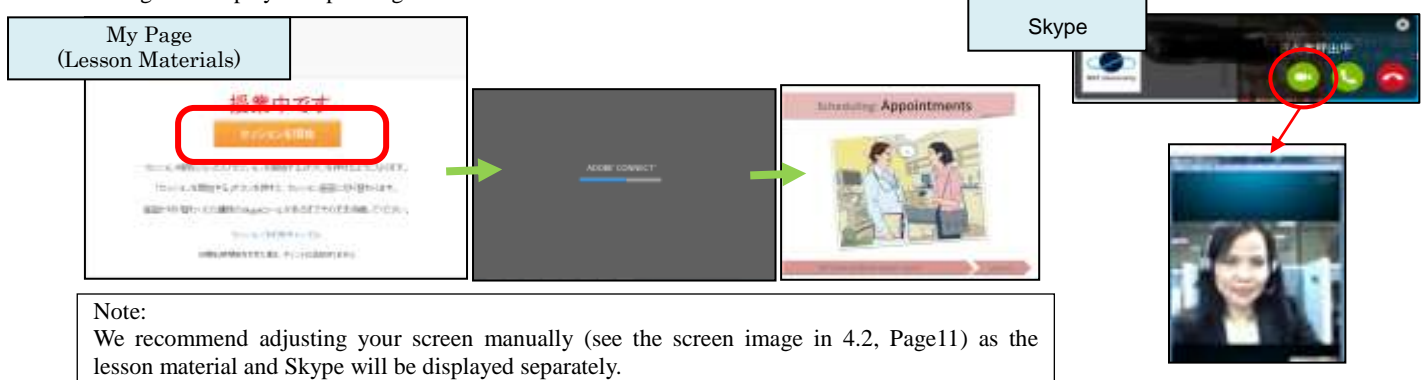
Skype Test Call

Please make sure if your microphone and speakers are properly set by making a call at Skype Test Call(echo123). We recommend testing every time before you start a session.

Start a Session

■ Please start a session by following procedure at start time

1. Click “セッションを開始する”(Start a session). Adobe Connect will start up and lesson materials will open.
2. When you receive “Request for approval” from your instructor, click the button to approve it.
*Without an approval, you cannot use the chat box.
3. Please click on the *video-mark button* to answer with video. Then you will be able to start your session.
*In case you don't want to use webcam, please answer by clicking the phone-mark button.
*Please note that in case you use webcam, not only your face but also your upper body as well as the background of your place might be displayed depending on the distance to the webcam.



Note:
We recommend adjusting your screen manually (see the screen image in 4.2, Page11) as the lesson material and Skype will be displayed separately.

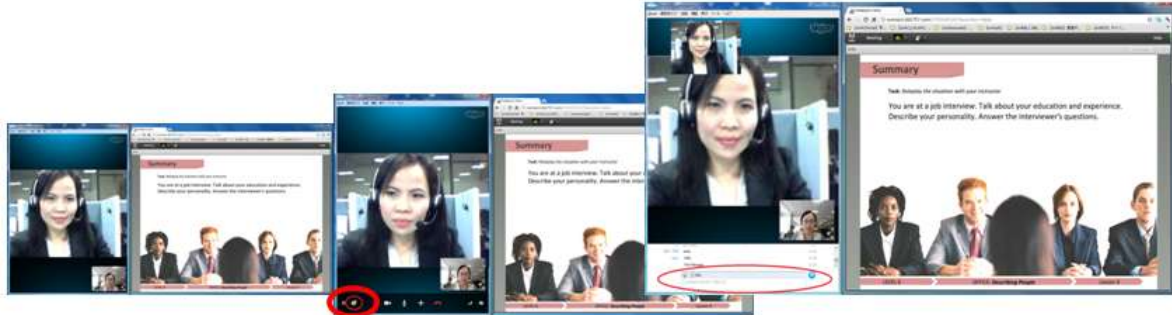
4.2 Important Reminder

During the session, your instructor will teach you by sharing the lesson materials online. When the lesson materials appear on Adobe Connect, please manually adjust the screen size so that you can see both the lesson materials and the instructor's video feed. In addition, when you don't understand spelling, your instructor may type the word(s) into a chat box. You can display the chat box with the following procedure:

- ① When the instructor types in his/her chat box, a red circle is displayed around the chat box icon.
- ② If you click the icon, the chat box will be displayed.

*If the instructor is not added to your Skype contact list, anything that he/she writes in the chat box will be deleted.

*When you take sessions with iOS, chat box cannot be displayed during the session. Please check it after the session.



4.3 Cancellation Procedures, Incomplete Report, Session Feedback

Cancel a Session

When you want to cancel a session, please click “セッション予約をキャンセル(Cancel booked session)” in the column of “次のセッション(Next session)” on the top of *My Page*, or click “キャンセル(Cancel)” in the booking list. Then complete the cancellation by clicking “セッションをキャンセルする(Cancel the session)” in the message box displayed.



Reminder: Session Cancellation

You must complete any cancellation at least 2 hours before the session starting time. Please note that the points used for the reservation cannot be returned if cancellation is not completed within 2 hours of the starting time.

Submit an Incomplete Report

When a session can not be continued due to the instructor/operation's side, your session points may be returned after a judgment based on the submitted “不成立報告 Incomplete Report”. Submit incomplete report by clicking the “不成立報告をする(Report incomplete session)” button located in the lower part of the session screen. Please use it if necessary after checking the incomplete report policy. (cf. 4.4 below)

*The Incomplete report can be submitted after 15 minutes of the session starting time.



Session Feedback

You have the option to evaluate the session right after it is done. Your contribution in sending an evaluation is appreciated as it helps improve the quality of our instructors. (You can find a feedback button at the bottom of the page.)



4.4 Attendance and Incomplete Report Policy

Attendance Policy

1. Booking is available until 10 minutes before a session starts. However, reservation cancellation or changes must be made at least 2 hours before a session start. When cancellation is made less than 2 hours before the session start, it will be treated as a penalty cancellation and the session points cannot be returned.
2. If you are more than 10 minutes late for a session, it will be marked as an absence. The instructor will close the session after 10 minutes pass if you are not present.
3. Even when you or the instructor can't see each other in the screen for some reason, please take the session without video. Session points are not returned due to video problems.
4. If sound or network connection problems cannot be solved in a timely manner, please stop the session and submit an *Incomplete report* in order to take the session again later. (To submit *Incomplete Report*, please refer to 4.3 above.)

Incomplete-Report Policy

When a session can not be continued due to the instructor/operation's side, your session points may be returned after a judgment based on the submitted “不成立報告 Incomplete Report”. However, when an incomplete session is caused by a client, please understand that it is treated as an absence and an *incomplete session report* cannot be accepted.

Incomplete Reports are not acceptable for the following reasons;

1. When you are in a place where the internet is out of service or the reception is too weak.
2. When Skype is not ready, or your Skype ID does not match to the one registered in My Page.
3. If necessary applications are not installed to iPad or iPhone.
4. If a setting check and echo test are not done before a session.
5. In case there is a mistake on reservation time or the course.
6. In case of session cancellation, absence or tardiness due to a client.

4.5 My Page Function Keys

My Page allows you to:



- A) Book courses and select instructors, including your favorites
- B) View Lesson Records and Feedback
- C) See/Review/Obtain Lesson Materials
- D) View All instructors profiles, including your favorites
- E) See your point usage history
- F) Edit Profile/ Check System/ Log out
- G) Confirm Points and Expiration Date
- H) Confirm Skype and Adobe Flash Player setting/ Edit Skype ID

4.6 For iPhone/iPad(iOS) Users

When taking sessions using iPhone or iPad, you need to download 3 applications. Please read the following.

Preparation before You Get Started


Step 1 Download *BBT ONLINE* application

- ① Open App Store, search for *BBT Online* and choose the application.
- ② Tap the right *Free of charge* button, and then tap the *Installation* button.
- ③ Input the App ID and tap *OK* button. ⇒ Start downloading.
- ④ *BBT ONLINE* application will be used to book lessons, check system and open materials during sessions.

Step 2 Log in to *My Page*.

- ① Tap the icon *BBT ONLINE* on the home screen of iPad/iPhone.
- ② Input user ID and password at an authentication screen, and log in. ⇒ Top of *My Page* will be displayed.

Step 3 Download applications. ※Please complete installation before starting a session.

In order to take sessions using iPad or iPhone, additional application besides *BBT ONLINE* is necessary. They are *Adobe Connect* and *Skype*. If these applications are not installed in your device, you can search them at the bottom of the left navigations menu on the top screen in *BBT ONLINE* application. When you use iPhone, please tap the upper left  button, and the navigation menu will be displayed.

You must complete your BBT Online registration before downloading the applications. If not yet registered, please Log in with your ID and password to complete your user profile from the site below .<https://bbtonline.seminar.ac/svIBOS/>

- ① Tap the uninstalled application displayed. ⇒ App Store will pop up displayed.
 - ② Click *Install* button.
- ※When installation is normally completed, *Uninstalled* displayed on the top of *My Page* will disappear.

Book a Session Please book a session according to *4.1 Reserving a session* on page 9.

Start a Session

Step 1 Stand-by with BBT Online application activated.

- ① Please activate your *BBT ONLINE* application in your iPad or iPhone at least 5 min before your session time.
 - ② Session status becomes *Session Stand-by* mode.
- ※Please click the blue '1.Open lesson page' button before 5 min of your session time.

Step 2 Start Skype: Tap *Start Skype* on the lesson page. ⇒ Skype will be activated.

When Skype is activated, the screen is shifted to Skype screen. To return to lesson screen, press the HOME button of iPad/iPhone, and then tap the *BBT ONLINE* application icon.

Step 3 When a session time comes, tap 2. *Go to the next step* button: Please wait for Skype call from your instructor.

There are two ways to respond to Skype call:

1. Tap the Skype message displayed on the screen.
2. Push the iPad/iPhone HOME button, tap the Skype application icon, and then tap a green response button on the Skype screen.

Step 4 Open the Lesson Materials: Display the lesson materials by Adobe Connect.

When Skype call starts,

1. Push the HOME button of iPad/iPhone, and click *BBT ONLINE* application.⇒ Return to the lesson page.
2. When you receive instructions from your instructor, tap the *Lesson materials* button.

Attention

- It is highly recommended to download the lesson materials from My Page and make copies before the session.
- Please connect your device to a Wi-Fi network.
- Please make sure your device is adequately charged beforehand.
- Before starting a session, please close all programs except these three applications for a lesson.
- If you receive an incoming telephone call during Skype, the call may cut off.
- It's not possible to display the lesson materials and Skype on the screen at the same time.

Environment Recommended

BBT ONLINE	Device	OS version	Network	Others
	iPad	iOS5 or higher	Wi-Fi	Headset with microphone (for iPhone)
Connection speed recommended				
Skype	Voice Call only: Minimum 30Kbps for downward/Minimum 30Kbps for upward (Recommended: 100Kbps for downward/100Kbps for upward) https://support.skype.com/ja/faq/FA1417			
Adobe Connect	256Kbps (512Kbps) http://www.adobe.com/jp/products/adobeconnect/tech-specs.html			

5. Trouble Shooting, FAQs, Useful Phrases

5.1 Troubleshooting

My Instructor Can't Hear Me

- Check if the mute button of your headset or PC is turned on or not.
- Check to confirm if your headset is connected to the proper PC outlet. Then make sure it is plugged in securely.
- Reinstall the Skype application, or restart your PC. Please call at *Echo/Sound Test Service* (Skype ID: echo123) to confirm the result.
- In case you are using a wireless connection and get a bad line, switch it to a wired connection.

I Can't Hear My Instructor

- Check your Skype settings.
 - Please see your microphone and volume at “Tool > Setting.” For details, please access the link below.
⇒ <http://goo.gl/Iatk9> (For Mac PC, setting from “Skype > Voice > Setting.”)
- Place the microphone closer to your mouth.
- Always update Skype software to the latest version.
 - A dialog box is displayed automatically when a new version is announced and you can download it from the dialog box if you make a checkmark on “Setting” -> “General tab” -> “Check update automatically” in Skype file menu. If you choose “Confirm update” in the Skype software HELP menu, it will display an update reminder and you can update your software from there.
- Terminate all applications except Skype. (e.g. Other voice communication software, video game software, anti-virus software, etc.) Please close all other unnecessary browser screens and applications.
- Change the direction of your Skype call. (In general, the person who has a better line connections should be the one making the call, while the other person should be receiving it.)
 - *For details, please access the Skype site below.**
<http://www.skype.com/intl/ja/support/user-guides/call-quality/>

I Have a Problem with Skype Connection

- Check if the Skype ID you registered in *My Page* is correct or not by clicking “Setting check” button after booking.
- Please be sure to change the privacy settings as follows: When you download Skype software, “people in my Contact list only” is the default setting for Skype call authorization. If the setting is “people in my Contact list only”, Skype cannot connect with instructors who are not on the contact list.
 - ① Start and log in to **Skype**
 - ② From the menu bar, click **Skype > Privacy**.
 - ③ Under privacy settings, select **anyone** for the settings of *Allow Calls from...*, *Automatically receive video and share screens* and *Allow IMs from...*, then click the *Save* button.

***For more details, please access the Skype site below.**

<http://www.bbt757.com/tlfaq/faq/detail.asp?Option=0&NodeID=239&DispNodeID=236&FAQID=1214&baID=3>

- When you log in with Microsoft or Facebook account
 - ① When using Microsoft account, please add “live:” at the head of Skype ID.
 - ② When using Facebook account, please add “facebook:” at the head of Skype ID.

***Please register Skype ID in *My Page* accurately.**

5.2 FAQs

Regarding your Session

Q: I'm not good at English and worried about lessons which are all in English.

A: Please don't worry too much. As we provide one to one lessons, you can learn English at your own pace according to your level and learning speed. Plus, we have some supports such as typing the spelling in a Skype chat box when you have difficulty picking them up. Your instructors will be happy to assist you.

Q: I'm concerned that I will not be able to finish all of my sessions because my erratic schedule makes it difficult to book future lessons.

A: As for the lesson booking, although there are limits of 2 sessions in a day and 6 sessions within 2 weeks, it is unlimited for lessons that starts lesson than two hours. You can effectively utilize your free time and have lessons on your own pace.

Q: I'm not confident with my English and worried about taking lessons with instructors I don't know.

Should I always book my sessions with the same instructor?

A: It might be better to select some instructors if you feel too nervous about taking lessons with new instructors every time. However, it is better not to limit the choice of instructors too much because the more you limit, the less booking opportunity you may have. Once you become accustomed to the lessons, please try to take lessons with various instructors.

Q: Can I talk about topics outside the curriculum?

A: You can do that to some extent, but generally, please follow instructions from the instructor.

Q: Is it possible to see the history of my past sessions?

A: Yes, you can. The history of your past sessions is updated every time you take a session. You can refer to the history from “[受講履歷\(Record of your Past Sessions\)](#)” in [My Page](#).

Q: Is it possible to take sessions through Skype by using iPad or iPhone?

A: It is possible to book and cancel sessions by iPhone, but taking sessions by iPhone is not recommended although it is technically possible. As for iPad, it is possible to book, cancel as well as taking sessions. Please understand that you cannot take sessions by any Android devices. *Please attend the first session with PC.

Booking and Cancellation

Q: How many sessions can I take per day?

A: You can book 2 sessions per day and 6 sessions within 14 days. After you finish your reserved lesson, you can book a new lesson. Meanwhile, the session which is still vacant within 2 hours before the start time can be reserved regardless of the booking limits.

Q: *Can I cancel my bookings?*

A: Yes, it is possible to cancel your sessions up until 2 hours before the lesson starts without any penalty. Cancellation any later than 2 hours before a lesson begins is regarded as penalty cancellation, and the points used for the booking will not be returned.

Q: *How far in advance can I book a session?*

A: It is possible to book a session for 2 weeks in advance. Please note that you cannot book a session after the expiration date.

Q: *What if I cannot book a session because sessions are fully booked up?*

A: It can be crowded temporarily, but please don't worry. We increase the number of instructors according to the number of clients.

Q: *When can I book a session?*

A: You can book a session anytime within 24 hours. It is possible to book a session until 10 minutes before the session starts.

Q: *Is there still a six-time booking limit even if I am taking two courses?*

A: Yes, booking for 2 weeks is limited to 6 times in any case. Please book extra sessions by utilizing the opportunity of booking within 2 hours before the session starts.

Q: *When booking a session, is it possible to choose my instructor?*

A: Yes, you can select your instructor on the booking page. Your session record will be shared with your instructors through the system even if you take a session with a different instructor every time,

Q: *Can instructors see the names in my "Favorite" instructors list in My Page?*

A: No, they cannot. Please don't worry!

Q: *Please tell me when I can take a lesson.*

A: You can take a session every day including Saturdays, Sundays and national holidays from 6:00 to 23:25.

We close on some days during Christmas and the year-end & new-year holidays.

*Our holidays are typically announced in the announcement of My Page in November.

5.3 Useful Phrases

- Would you please speak more slowly?
- More slowly, please.
- Would you please speak more clearly?
- More clearly, please.
- Would you please speak up?
- Excuse me, I couldn't hear that.
- Could you say that again?
- Could you repeat that?
- Excuse me, I can't see your video.
- How do you say * * in English?
- What does * * mean?
- I'm sorry, but I can't understand what you are saying.
- I'm sorry, I can't get it.
- How do you spell that?
- How do you pronounce that?
- Could you type that for me (in the chat box)?

6. Terms of Use

6.1 Application and Acceptance

- If a user corresponds to either 1) or 2), we may stop the service for the user at any time without his/her consent.
 - 1) If any of content provided by the user is false or mistaken,
 - 2) If we judge an act or remark made by the user may affect our service and operation.
- The right of services emerge after a user applies through our predetermined procedure and complete the first payment for the session points. In addition, the right shall lapse either when the user finishes up his/her session points or upon the expiration date of said points.
- A user may receive English lesson services based on the extent of their payment after purchasing the necessary session points .

6.2 Session Fee and Payment Methods

- A user shall purchase session points determined by us beforehand by credit card that we designate or bank transfer.
- For those who use the online-English-conversation service of Business Breakthrough, Inc, their terms of use will be prioritized.
- Our school shall be able to change the rate or other conditions after the designated time-of-day by announcing it on our website beforehand.

6.3 Confirmation of Session-Point Balance

- We have installed a tool on our website where a user and an administrative staff member of the corporation, which the user belongs to, be able to see the history of session points purchased and consumed by taking lessons.

The user shall always confirm these contents and, when having an objection, he or she shall use the predetermined email which is installed in our homepage, notify us, provide the information of facts for difference elucidation, and cooperate with our staff. The user can complain about a problem or difficulty within 60 days from the session date.

6.4 Immunity from Responsibility

- Even in the event of a mistaken remark or description during lessons and others by our instructors, we do not take the responsibility. This applies for the other services we offer.
- We are authorized to stop all or part of our services without notifying the user beforehand due to the reason of people concerned or all such as an instructor, a user, communication providers without taking responsibility for all other than the session fee. Such situations may include:
 1. Typhoons, earthquakes, fires, heavy rains, power outage, other natural disasters
 2. Our computer failure, communication line disturbance, failure of the software, failure of the provider, failure of the office
 3. When we judge that it is proper to stop services due to a technical problem
- We do not guarantee that the session reservation of the time-and-day specified by a user is always possible. In addition, we may cancel the reservation that was already made due to our extenuating circumstances without getting the approval of a user. Even in that case we are not able to guarantee compensation for the session reservation .
- We do not take any responsibility if another firm's services that we recommend cause any inconvenience or damage to a user.
- We are authorized to set service holidays according to the national holidays of the country where our instructors live as well as the national holidays of Japan.
- We do not take any responsibility for the viability of website links from our web site to other companies' websites. This applies to the Website links to our website from other companies as well.
- We shall not take any responsibility even if software, which a user installs from our web site or other sites recommended by us, damages the user's network, causes failure, breaks equipment, deletes information or breaks said user's computer. Also we do not take responsibility if a user experiences a legal problem or economic loss due to using the software which we recommend. We shall not take responsibility at all when the software recommended by this school does not reach to the expected standard and the user stops attending lessons as a result. In addition, we do not guarantee the quality about our recommended hardware either. We may change the dialog software of both the computer and the telephone to be used for lesson. If and when we decide to use new dialog software, when the rate is increased, or when use of dialog software is switched to a paid service, we will not suffer the burden on expense of the software and hardware and installation work.
- We do not take any responsibility for the damage caused by the misappropriations of the user ID, the password in conjunction with our services.
- The fraction balance less than the point to be able to take a 25- minute-session becomes lapses on the expiration date.
- We do not handle inquiries regarding Skype software.
- We recognize that Skype ID does not correspond to private information although we do our utmost effort to protect private information as we post a notice in the security policy,
- Complaints and objections regarding our services may be voiced by the telephone or e-mail contact posted our home page.

6.5 Protocol

- We are authorized to change the contents of the terms of use or our services by posting a notice in our Webpage or email and other means at any time. If a user avails him or herself of our services after the notification of such a change, we assume that said user has agreed to the changes in terms, content or services.
- The individual terms of use, which are conditioned by the corporate contract shall have priority over the terms of use in our home page.

6.6 Transfer

- We are authorized to transfer our business and services without the agreement of a user anytime. The business transfer includes the information of those users who are utilizing our services.
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6.7 Licensed Matter

- We may send information, guidance, questionnaires or other notices in an e-mail, mail, others media from our group companies, including ourselves, to a user or the corporation to which the user belongs. Those communications shall be consented to by the user and the corporation to which the user belongs .
- When a user or the corporation to which the user belongs makes a note on the website that we provide, the contents are authorized to be shared with our group companies including ourselves.
- When we judge a note made on our website by a user to be inappropriate, we are authorized to delete the note without the agreement or consent of the user.

6.8 Verboten

We prohibit a user from the following acts:

- To use the information that a user obtained by our service, e.g. instructor names, communication software IDs, e-mail address and other information beyond the purview of our services.
- To suggest that instructors engage in lessons outside of our services, or to accept similar suggestions by instructors, and give and receive money for such outside lessons.
- To obtain our administrative information from instructor and others.
- To disseminate or leak confidential information acquired in the lessons to others parties.
- To suggest that an instructor engaged in providing our services change jobs or join another corporation.
- The registered multiple accounts with us in attempt to let another person use your account,
- To engage in slander or harassment to our staff and instructors.
- To copy, download or use our logo, trademarks, or copyrighted teaching materials regardless of payment or free without notice to us, the copyright holders.
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6.9 Applicable Law and Competent Court

Japanese law is assumed to be the applicable law of these terms of use. A Tokyo region trial will be the exclusive agreement jurisdictional court for the first trial in all disputes are caused by this protocol