Troubleshooting the SANAKO Media Assistant files.

This help-sheet is to help you get the SANAKO Media Assistant Lite player to recognise the SANAKO files from the Language Audio pages in the Subject Resources for Modern Languages.

The language audio files on the ACC Resources web pages require the SANAKO Media Assistant player. This has been installed on all NTU Resource Room PCs, including both Language Resource Centres. If you want to access these files at home, please read the help-sheet "*Installing SANAKO Media Assistant at Home*" also available on all the audio file pages in the ACC Subject Resources Pages in the VLP.

Making the file association for the SANAKO media files

When you click on the link for one of the audio files, the PC should allow you to open the file in Sanako Media Assistant. It will either give you an option to Open or Save the file, or just open the file without asking.

However, the first time a link to a Sanako audio file is made on a PC, it will not know how to deal with the file and you will see the message shown in Figure 1.

- **To enable the PC to play the SANAKO Media Assistant audio file**

    1. From the dialogue window shown in Figure 1, choose the option to ***Save*** the file. You will be prompted to save the file and it is recommended that you save it to the desktop (you will not need to keep this file after you have completed this operation).
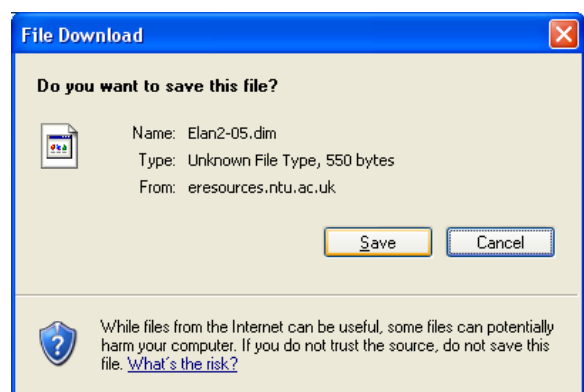

Figure 1

    2. Make sure that you can see the location where you have saved the file. ***Double-click*** (click twice) on the saved file. If the ***SANAKO Media Assistant*** software doesn't start up, you should see the window shown in Figure 2.

    3. Choose the option '***Select the program from a list'*** and click on ***OK***. This will display the 'Open with' dialogue window shown in figure 3.
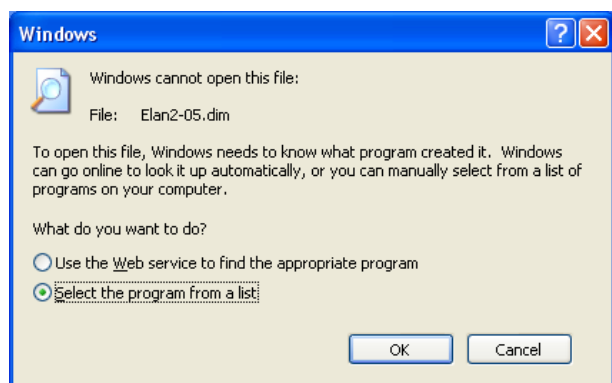

Figure 2

4. In this window, make sure that the '*Always use the selected program to open this kind of file*' option is ticked and then click on the **Browse…** button.
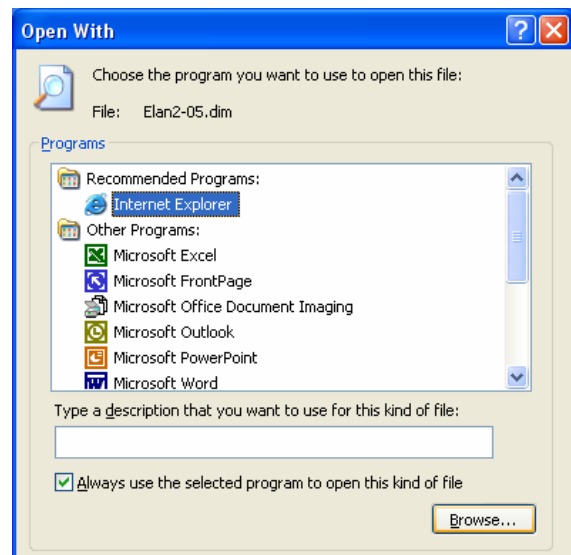
Figure 3

5. The next window allows you to select the program that you want to use. It normally opens up to show the contents of the folder *C:\Program Files* as shown in figure 4

6. Now open the following folders: *Sanako*, then *Media Assistant*, then *Lite* to show the window shown in figure 5
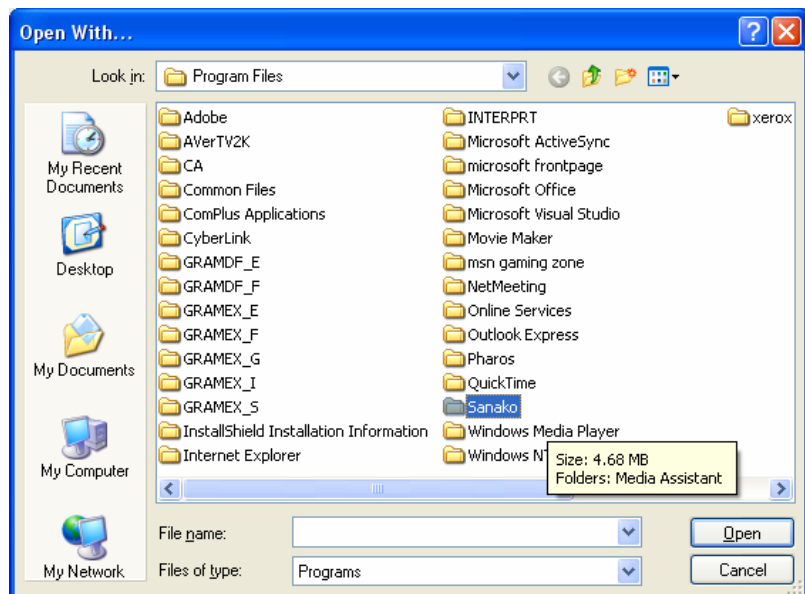
Figure 4.

7. Now open the file called **Lite**. This window will close and return you to the original 'Open With' window as shown in figure 6 on the next page.
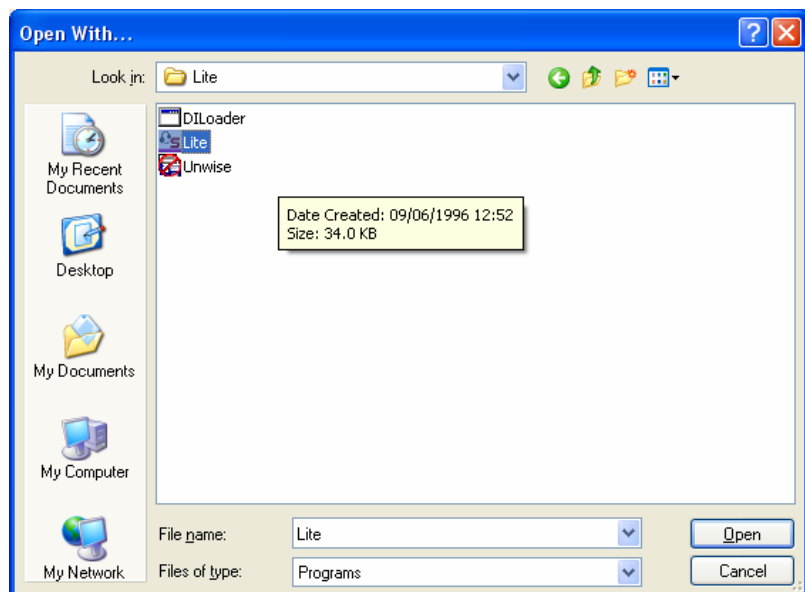
Figure 5.

8. In this window, you should see the ***SANAKO Media Assistant Lite*** program selected in the list of programs. Again, make sure that the option '***Always use the selected program to open this kind of file***' is ticked and then click on ***OK***.

The ***SANAKO Media Assistant*** software should load and the file should be available to listen to in the ***SANAKO Media Assistant*** player
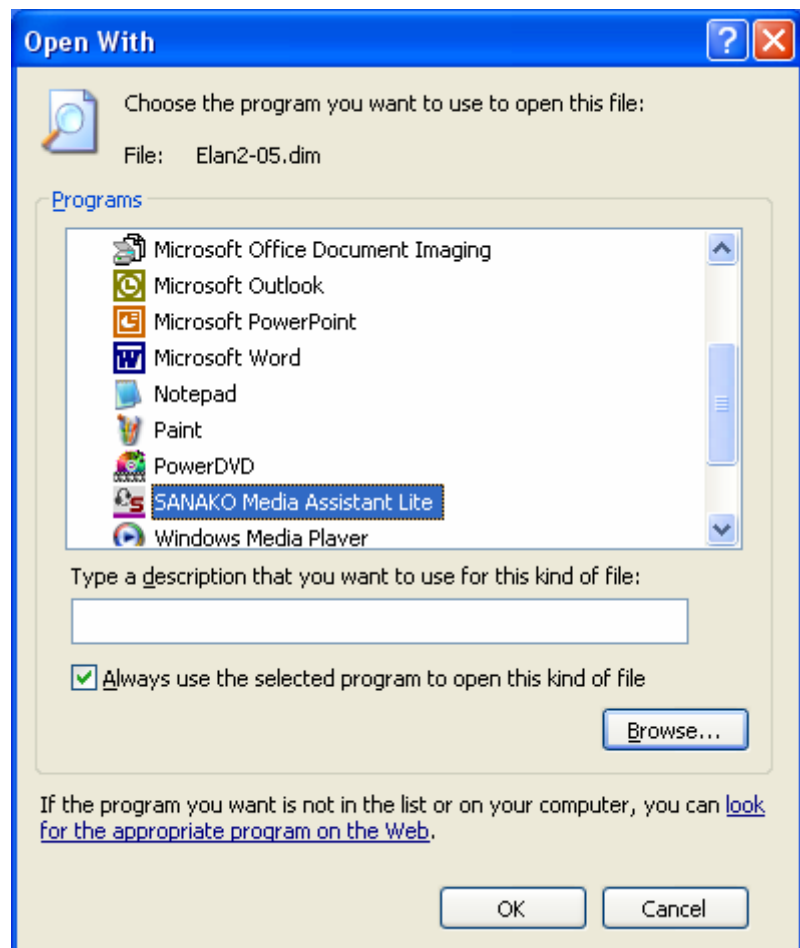

Figure 6

Now you should find that every time you select one of the audio file links on the Subject Resources pages, the file will automatically open in the ***SANAKO Media Assistant*** player. If you are presented with a dialogue box asking you whether you want to ***Open*** or ***Save*** the file, choose ***Open*** and the file will load into the ***SANAKO Media Assistant*** player.

If you still have problems opening files with the SANAKO Media Assistant player, you can ask for help in either of the Language Resource Centres on campus, or email acc.landt.support@ntu.ac.uk.