

Listening Assistant Manual

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Introduction

About this manual

Intended audience

It is assumed that readers have a basic understanding of PCs and web browsers, and how to operate them.

This manual describes functions provided by Listening Assistant, and how to use these functions.

This manual is intended for customers using the cascade method of the Listening Assistant. Please check with the administrator for the type being used.

Manual conventions

- The following conventions are used for explanatory content such as handling restrictions and precautions.

Important

- A usage precaution or limitation. This should be read carefully to avoid trouble.

Note

- Information useful for operation, or additional information. It is recommended to read this.

- Numbers (such as ❶ [1]) are shown on the screen to explain how to use the screen.
- Brackets ([]) are used to indicate items displayed on the screen and items for the user to manipulate.
- Parentheses (“ ”) are used to indicate information to enter or references in manuals.
- The screens included in this manual were captured using Google Chrome.

Related manuals

Title	Description
FLaT User Manual	This describes how to use the translation tool. It is meant for general users.
FLaT Administrator Manual	This describes how to use the resource management and user management functions. It is meant for group leaders and administrator users.

Guarantee and disclaimer

- The operation guarantee is based on the manual corresponding to the product version. Operations based on an older manual shall not be covered by the operation guarantee.
- The operation of the product may differ from what is described in the manual due to product improvements or changes. Although this manual has been prepared with utmost care, please contact us if anything appears out of the ordinary.

Trademarks

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Overview

Features of Listening Assistant

Listening Assistant is a cloud service that recognizes speech in video conferences held over the Internet and displays translated text using a web browser.

Operating environment

The following web browsers are supported.

PC

- Google Chrome (Windows/macOS)
- Microsoft Edge (Windows/macOS)

Smartphone/tablet

Currently not supported.

Main specifications

Supported languages

- Japanese, English, Chinese (Simplified)

Language direction

- One way from the configured language to the configured language
 - Ex: English → Japanese

Usage limitations

Item	Description
Time limit	<ul style="list-style-type: none">• The service may be used continuously for two hours at a time. <p>Note</p> <ul style="list-style-type: none">• To use the service for a three-hour meeting, click “Stop” at any time within two hours (for example after one hour and 50 minutes), and then click “Start” again. If you need the recognized text/audio file saved when stopping, download the file before clicking the “Start” button again.

Signing In and Signing Out

This section describes the procedure for accessing Listening Assistant.

Refer to this manual or the FLaT User Manual for information on resetting your sign-in password if you have forgotten it. Refer to the FLaT User Manual for information on resetting an account that has been locked.

Signing in

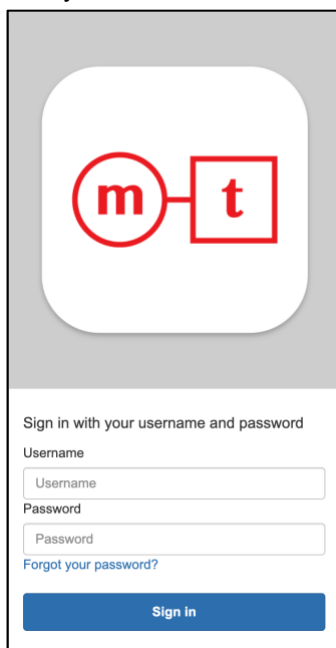
1. Access the sign-in URL.

Notes

- Contact your administrator for the sign-in URL.
- The following screen may be displayed when accessing the sign-in URL. You should normally be redirected automatically (the screen will switch), but this may not occur depending on your Chrome settings. In such a case, click the “Click here if not automatically redirected” link on the screen.



2. Enter your email address and password, and then click [Sign in].

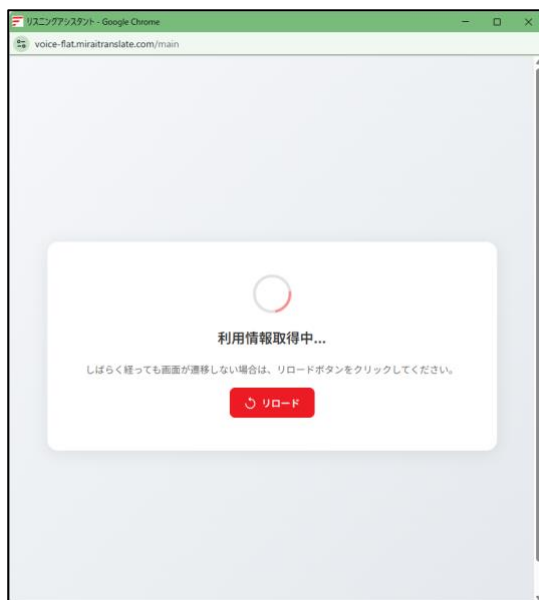
A sign-in form for the Listening Assistant. At the top, there is a large logo with a red circle containing 'm' and a red square containing 't'. Below the logo, the text "Sign in with your username and password" is displayed. There are two input fields: "Username" and "Password". Below the "Password" field, there is a link that says "Forgot your password?". At the bottom of the form, there is a blue button labeled "Sign in".

The following screen is displayed only for the first time of start up. Select “Allow.”



Important

- Be sure to select “Allow” here. If “Allow” is not selected at this time, use of the microphone will be blocked automatically from then on.
- After logging in, the following screen may appear. Please wait for a while as the process is progressing. If the screen does not change after a while, click the Reload button.



Signing out

1. Click ≡ (hamburger menu).

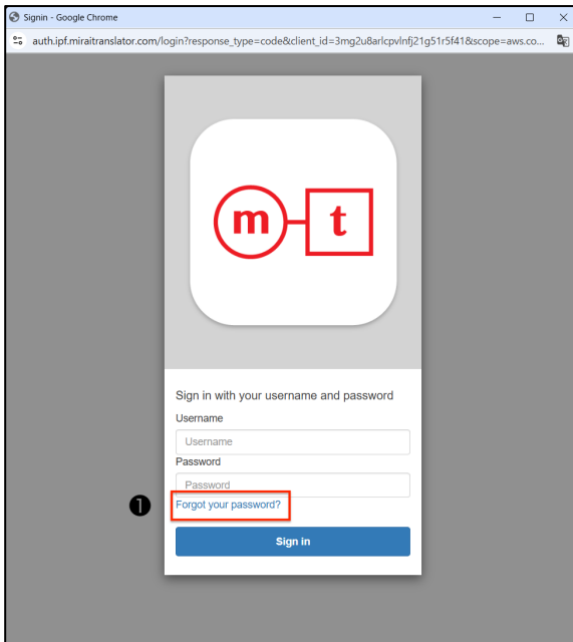


2. Click “サインアウト(Sign out).”

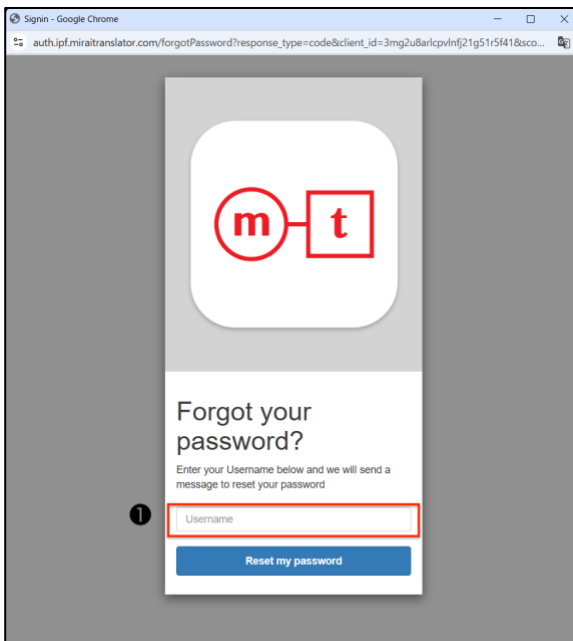


Reference: Resetting your password

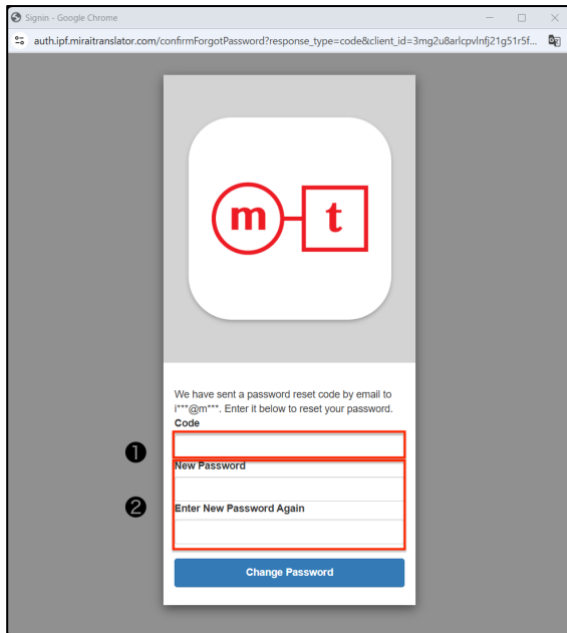
1. You can reset your login password if you have forgotten it. Click link ❶.



2. Enter your registered email address in the box on the following screen. You will be redirected to a screen asking you to enter a six-digit code. This code will be sent to your registered email address.

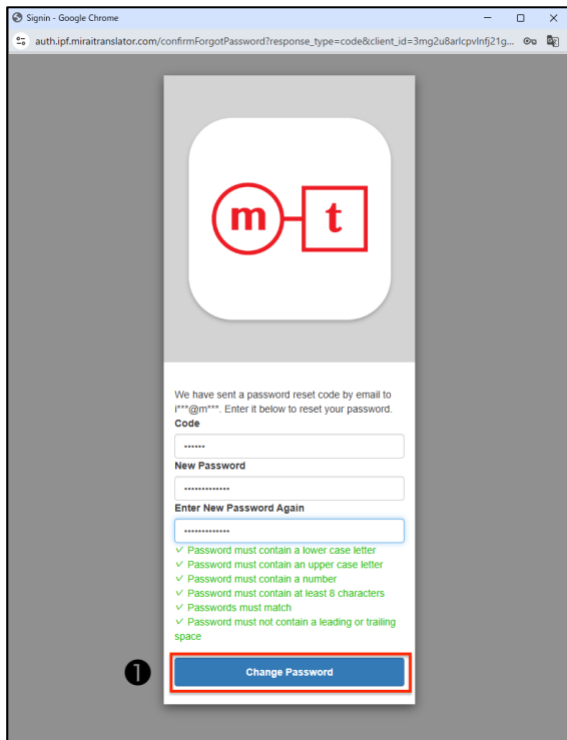


3. Enter the six-digit code you received in box ❶, and then enter your new password in box ❷ on the following screen.



The screenshot shows a web browser window with the URL `auth.jp.fmiraitranslator.com/confirmForgotPassword?response_type=code&client_id=3mg2u8aricpvlnj21g51r5f...`. The page features the Mirai Translate logo (a red circle with 'm' and a red square with 't') at the top. Below the logo, a message reads: "We have sent a password reset code by email to '***@m***'. Enter it below to reset your password." The form contains three input fields: "Code" (highlighted with a red box and labeled ❶), "New Password" (highlighted with a red box and labeled ❷), and "Enter New Password Again". A blue "Change Password" button is located at the bottom of the form.

4. Once you have entered this information, click button ❶.



This screenshot shows the same password reset screen as above, but with the "Change Password" button highlighted by a red box and labeled ❶. The input fields for "Code", "New Password", and "Enter New Password Again" are now filled with asterisks. Below the input fields, a list of password requirements is displayed with green checkmarks: "Password must contain a lower case letter", "Password must contain an upper case letter", "Password must contain a number", "Password must contain at least 6 characters", "Passwords must match", and "Password must not contain a leading or trailing space".

Listening Assistant

Listening Assistant is a cloud service that recognizes speech in video conferences held over the Internet and displays translated text using a web browser.

Main screen

1. The main screen is displayed after successfully signing in.



Setting Listening Assistant

1. Click ❶ to display the settings menu.



2. Use ❶ to select the usage mode.



Notes

- Selecting “Listen only” will cause only the audio output from the PC to be recognized and translated. (Use this mode for situations such as YouTube videos, lectures, and listening to meetings in English.)
- Selecting “Speak also” will cause both the audio output from the PC and the audio input to the microphone of the PC to be recognized and translated. (Use this mode when using Listening Assistant and speaking in English with other participants using Zoom or a similar application.)
- You will need to configure the microphone when “Speak also” is selected.

3. Set the translation direction in ❶ by selecting the type of audio (speaking language) and the translated text (translation display language).



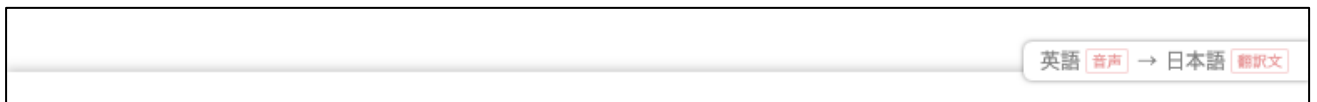
Important

- If you want to change the translation direction while using the service, you will need to first stop the service before changing the translation direction.



Notes

- Selecting "English" for the audio and "Japanese" for the translated text will cause English speech to be recognized and translated into Japanese.
- The translation direction that is currently selected is always displayed in the lower right area of the screen.



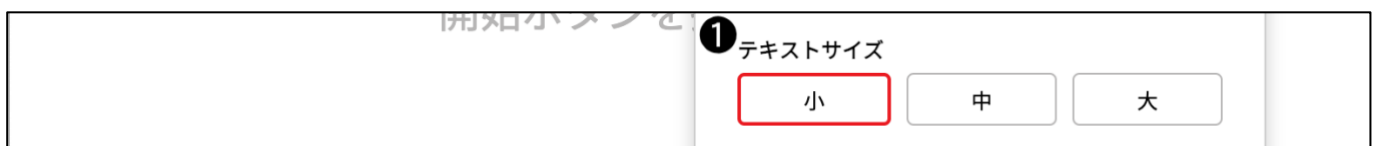
4. Use ❶ to select the text display language.



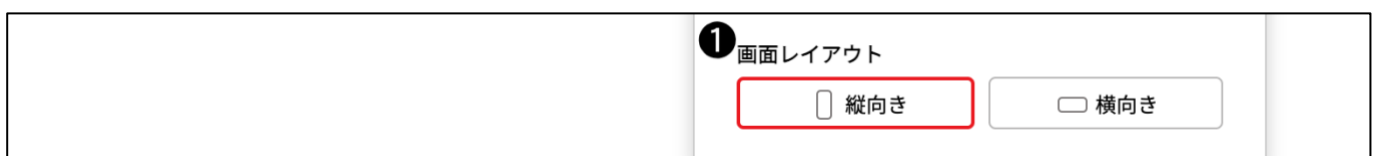
Notes

- Select "Audio/translated text" to display the speech recognition results and translation results.
- Select "Audio" to display the speech recognition results only.
- Select "Translated text" to display the translation results only.

5. Use ❶ to select the text size.



6. Use ❶ to select the screen layout.

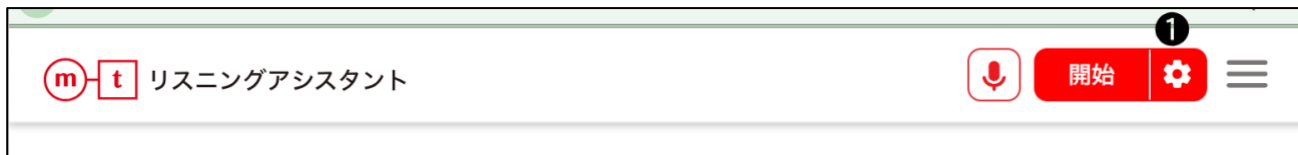


Notes

- Select "Portrait" to display results arranged horizontally with the window of the application being used (such as Zoom).
- Select "Landscape" to display results arranged vertically with the window of the application being used (such as Zoom).

Improving speech recognition accuracy (phrase list function)

1. Click ❶ to display the settings menu.



2. Click ❶ "Save/edit."



3. Select the applicable language in ❶, enter the phrase to register (for example, “Mirai Translator”) in the box ❷, and then click “Register” ❸ to register the phrase. Phrases that have already been registered are displayed in the list ❹.



4. To delete a phrase, click the “Trash can icon” ❶ next to the phrase to delete.

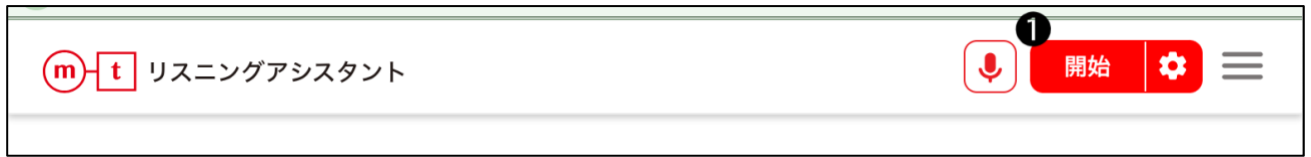


Important

- A maximum of 500 words and phrases can be registered to the phrase list for each language (“Japanese,” “English,” and “Chinese”).
- The phrase list function can be used to register phrases only when using the portrait layout. If the layout is set to landscape, change it to the portrait setting.
- An error will occur and registration will fail in the following situations when registering in “Japanese.”
 - When using a combination of characters other than single-byte alphanumeric characters and double-byte hiragana, katakana, and kanji characters
 - When a single-byte space is entered
 - When a double-byte space is entered
- An error will occur and registration will fail in the following situations when registering in “English.”
 - When characters other than single-byte alphanumeric characters are entered
 - When consecutive spaces are entered
- An error will occur and registration will fail in the following situations when registering in “Chinese.”
 - When using a combination of characters other than single-byte alphanumeric characters and double-byte kanji characters
 - When a single-byte space is entered
 - When a double-byte space is entered
- Note the following points in mind when registering in “Chinese.”
 - Listening Assistant assumes the use of simplified Chinese. Traditional Chinese can also be registered, but this may not function properly.
- An error will occur and registration will fail in the following situations, regardless of the language direction.
 - When an empty character string or no value is entered
 - When registering a phrase that has already been registered (duplicate registration)
 - When attempting to register a phrase when the maximum number of phrases have already been registered
 - When registering a phrase containing 128 characters or more

Starting speech translation

1. Click “Start” ❶.



2. Select the audio source to capture in ❶, and then click “Share” ❷.



Important


- On Windows, select “Full screen.”
- On a Mac, select “Chrome tab.”
- Ensure that audio sharing is turned ON.

Notes

- Selecting “Chrome tab” will cause audio to be captured from the selected Chrome tab. Use this to translate speech from a Zoom meeting started on Chrome, or a YouTube video.
- Do not select “Window,” as doing so will prevent sharing audio.
- Selecting “Full screen” will cause all audio generated from the PC to be captured. Use this to translate speech from the Zoom or Teams application. (“Full screen” is available only on Windows.)
- On a Mac, audio is captured using the sharing function provided by Chrome. When using Zoom or Teams, make sure to run the application in Chrome instead of using the actual application.

An example of the screen during use is shown below.





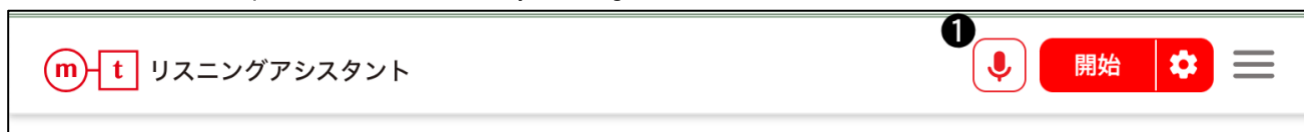
3. In the screen during use, if translation is not available due to communication conditions, the following description may be displayed. In such a case, you can click the  "Retry button" to translate again.



Important

- The system will retry while performing real-time recognition and translation, so the error may occur again depending on your environment. In such a case, click the "Retry" button again.

-
4. Audio from the microphone can be muted by clicking the  "Mute" button .

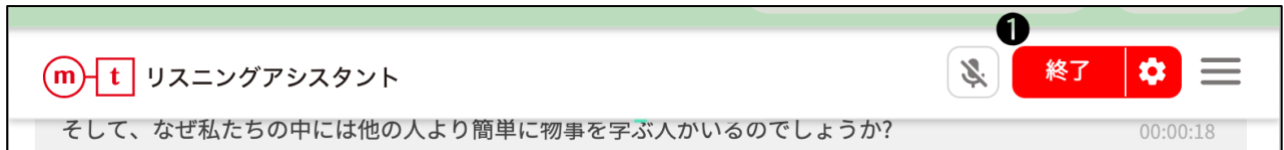


Important

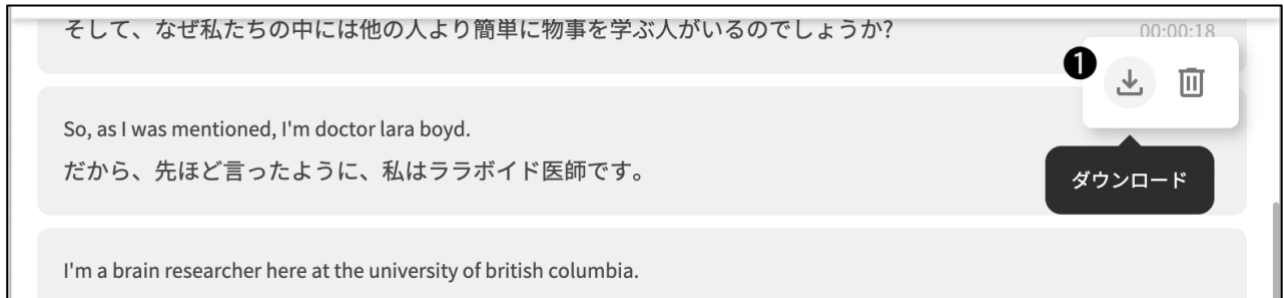
- The mute function is available only when "Speak also" is selected as the usage mode.

Stopping speech translation

1. Click ❶ to stop.



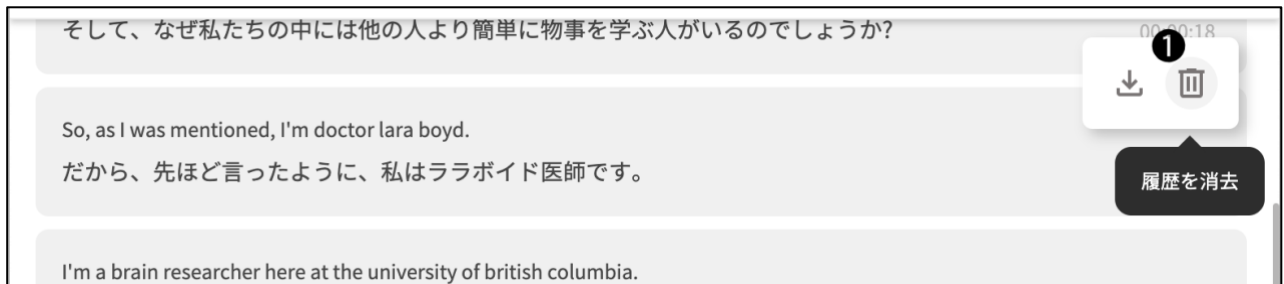
2. Clicking "Download" ❶ will download a text/audio file.



Important

- Text for both Japanese and English languages can be downloaded.

3. Clicking "Clear history" ❶ will clear any data as of the time when translation was stopped.



Important

- Once clicked, "Clear history" will also clear any saved text/audio files, and it will no longer be possible to download them again.

2. If using the Zoom application, ensure that the device settings in the Zoom application match the system device settings.

The image displays two side-by-side screenshots. The left screenshot, titled "Windows 11 sound settings", shows the Windows Settings application in Japanese. Under "システム > サウンド", the "出力" (Output) section has "Headphone" selected, and the "入力" (Input) section has "Headset Microphone" selected. The right screenshot, titled "Zoom microphone/speaker settings", shows the Zoom application's settings. Under "マイク" (Microphone), "システムと同じ" (Same as system) is selected. Under "スピーカー" (Speaker), "システムと同じ" (Same as system) is also selected. A red box with the text "Set to 'Same as system.'" has arrows pointing to the "システムと同じ" options in both screenshots. A blue box with the text "Click '^' to configure." has an arrow pointing to the '^' icon in the Zoom settings.

Windows 11 sound settings

Zoom microphone/speaker settings

Set to "Same as system."

Click "^" to configure.

Appendix 2

Frequently asked questions

Question	Answer
I cannot sign in.	Your account (email address) might not be registered. Contact your company administrator.
Speech recognition/translation does not start even after pressing "Start."	If speech recognition/translation does not start even after pressing "Start," there are several possible causes. Check the following settings again. <ul style="list-style-type: none">• Ensure that you have the appropriate sharing settings configured when starting.• If using Mac OS, selecting anything other than "Chrome tab" will prevent speech from being recognized/translated.
When using the "Speak also" usage mode, recognition/translation of my own voice does not start.	The microphone may not be configured correctly. Ensure that the microphone is configured correctly on the screen used to select the usage mode.
Speech is not recognized.	Check the following. <ul style="list-style-type: none">• Ensure that your device settings for Teams or Zoom are the same as your system device settings.• If you switched the audio output device during full screen sharing, cancel sharing and then share again.• If you changed the audio output device setting while sharing your screen and audio, stop sharing and try sharing again.• If using Windows, refer to the information in Appendix 1.
Japanese is not recognized.	Check whether the audio language setting is correct. If audio is set to "English" or "Chinese," all speech will be recognized as English or Chinese. Japanese speech will be regarded as either English or Chinese and not recognized, which may hinder accurate recognition/translation.

English is not recognized.	Check whether the audio language setting is correct. If audio is set to “Japanese” or “Chinese,” all speech will be recognized as Japanese or Chinese. English speech will be regarded as either Japanese or Chinese and not recognized, which may hinder accurate recognition/translation.
Chinese is not recognized.	Check whether the audio language setting is correct. If audio is set to “Japanese” or “English,” all speech will be recognized as Japanese or English. Chinese speech will be regarded as either Japanese or English and not recognized, which may hinder accurate recognition/translation.
Important note about Chinese	The recognition model used by Listening Assistant for Chinese was trained on standard Mandarin Chinese.
How can I improve recognition accuracy?	<p>Refer to “Improving speech recognition accuracy (phrase list function)” in this manual for information on the phrase list function. This can be used to improve the recognition accuracy of technical terms and other phrases.</p> <p>This function can be used to improve the recognition accuracy of some phrases.</p> <p>*Note that registering common phrases can actually reduce overall recognition accuracy.</p>
Automatic scrolling is not working while using	Automatic scrolling is enabled immediately after starting use, but automatic scrolling is disabled if you go back to the text display area even once to check the history. To re-enable automatic scrolling, you need to move to the latest text, so scroll to the bottom of the text display area with the mouse.

Change history

Version	Date	Location	Change
1	Jun. 17, 2024	-	<ul style="list-style-type: none">Released first version of Listening Assistant Manual
2	Oct. 24, 2024	Manual title and text	<ul style="list-style-type: none">Revised title following official release of Listening Assistant
3	Nov. 13, 2024	Manual text	<ul style="list-style-type: none">Revised text following addition of “Japanese to English (one way)” language direction
4	Mar. 18, 2025	Manual text	<ul style="list-style-type: none">Revised text following implementation of phrase function
5	Mar. 24, 2025	Manual text	<ul style="list-style-type: none">Added description of password reset procedure
6	Jun. 30, 2025	Manual text	<ul style="list-style-type: none">Revised text following addition of “Japanese to Chinese (one way)” and “Chinese to Japanese (one way)” language directions
7	Sep. 11, 2025	Manual text	<ul style="list-style-type: none">Added description of the retry function in case of translation error
8	Jun. 26, 2026	Manual text	<ul style="list-style-type: none">Revised slightly with the upgrade