

Troubleshooting

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HELPER BOT BETA

Quick Decision Flow

Can you sign in?	>	No: account/login help	>	Yes: readiness checks	>	Pass: audio/profile/session
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If Azure or OpenAI readiness fails, use the relevant section below before starting a session.

Visible Symptoms

Installer or Windows warning

Try first: Confirm the installer came from the beta folder and matches the release notes. Stop and ask the release owner if the file or prompt is unexpected.

Cannot create an account

Try first: Check your connection, email address, and any confirmation step. Do not send your password for support.

Awaiting approval

Try first: Wait for the developer to approve the beta account, then sign in again.

Cannot sign in

Try first: Confirm approval, connection, and credentials. Use the normal account recovery option if offered.

Azure readiness fails

Try first: Re-enter the matching Azure Speech key and region, select audio devices, and run Test Speech.

No transcription

Try first: Check Meeting Audio, Microphone, Windows sound routing, meeting-app output, volume, and permissions.

OpenAI readiness fails

Try first: Enter a complete active key, select Update Key, then check API credit and access.

No generated answer

Try first: Check AI status, network, API credit, transcription, and meeting readiness.

Wrong audio device

Try first: Return to Settings, choose the correct devices, reconnect headsets if needed, then run Test Speech.

Feedback will not send

Try first: Stay signed in, check the connection, retry Send Feedback, and include safe reproduction details.

App will not launch or another instance is running

Try first: Close the existing app, wait a few seconds, then restart Windows if it did not close cleanly.

Updating or reinstalling

Try first: Run the newer verified installer over the existing app. Local data and protected credentials are tied to your Windows user profile.

Safe Support Details

What to send

App version, what you were doing, expected result, actual result, reproduction steps, and a redacted screenshot. Never send API keys, passwords, access codes, or sensitive meeting content.