AYA / INTERVIEW

User Guide

A complete guide to preparation, live assistance, practice and account controls.

PUBLIC GUIDE
Source checked 14 October 2026
Windows companion 0.1.14

A practical handbook by Work Mates LLC

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Source evidence and illustrations

Source-checked on October 14, 2026. This guide describes the current standalone web workspace and Windows beta companion, version **0.1.14**. Controls can depend on server configuration, account access and available audio hardware. Illustrations are actual interface captures using a fictional documentation account and sample résumé for **Sam Rivera**. Each caption identifies the pictured state; screenshots of setup and text preparation do not establish a running audio interview or payment activation.

1. What to use, and where

The website stores your reviewed experience, prepares a target opportunity, links your desktop app, displays the phone companion and lets you review saved sessions. The Windows desktop app captures audio, recognizes questions and displays live answers. Desktop practice reads questions aloud and listens to your answers. The website's question demonstration is a separate text experience.

Goal	Visible entry point	Address or location
Sign in	Email me a sign-in code	/login
Download the Windows app	Sign in and download	/download
Read online help or download guides	Help and guides	/help
Open the main workspace	Prepare & practice; logo; Back to copilot	/app/interview
Add or revise experience	Upload résumé / Résumé added; Your experience	/app/resume, or résumé panel on the workspace
Prepare a target role	Add job posting	Your opportunity panel on the workspace
Start a call	Start live copilot	Opens the installed companion through ayainterview://start
Run a mock interview	Practice with an AI interviewer	Opens companion in practice mode
Try text answers	Try questions with answers	Questions and answers panel
Review previous sessions	Sessions & transcripts	/app/interview/history
Review one session	Review session	/app/interview/<session-id>
Link your computer	Settings to Manage desktop connection	/app/interview/link
Mirror live answers	Phone companion	/app/interview/live

Goal	Visible entry point	Address or location
Balances, subscription and account data	Settings to Account and billing, or Settings in navigation	/app/settings
Ask for preparation help	Ask Ayannah	Floating assistant on workspace pages
Public product information	Website links	/, /privacy, /terms

The main orb workspace does not show the full navigation bar. Its **Settings** button opens **Copilot settings**, with **Manage desktop connection**, **Phone companion**, **Account and billing** and **Help and guides** links. On other workspace pages, the header provides **Your experience**, **Prepare & practice**, **Phone companion** and **Settings**. Choose **Account and billing** to reach full account settings directly from the main page.

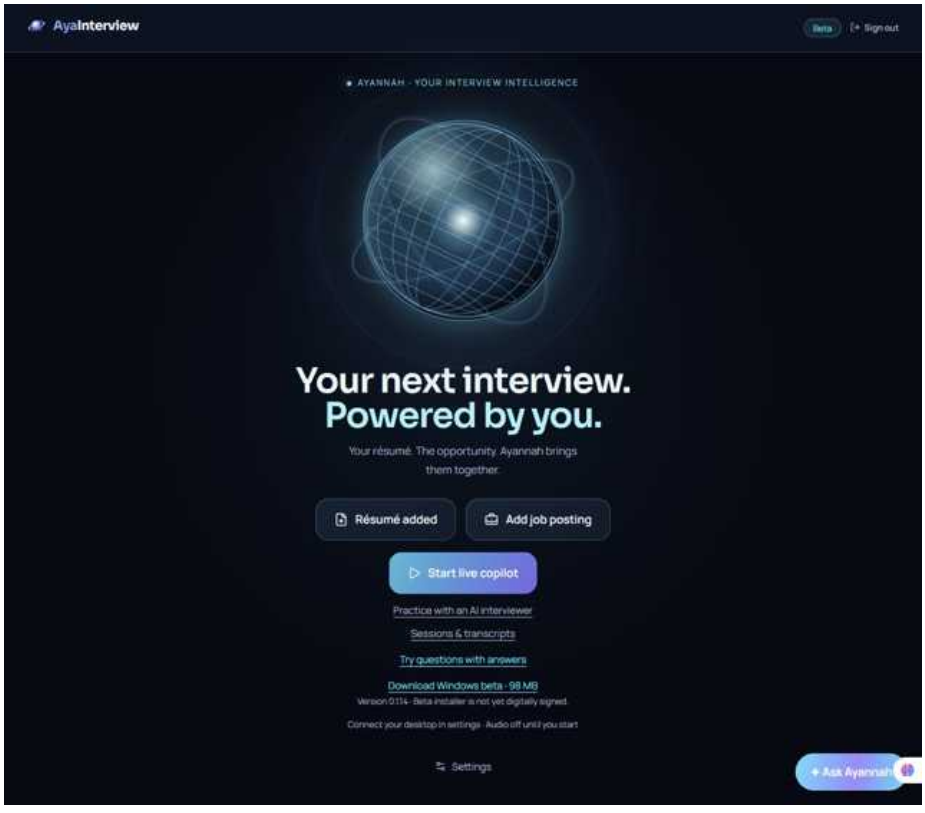


Figure 1. The complete main workspace: résumé and job entry points, live and practice launches, history, the question demonstration, Windows download and Settings.

2. First sign-in and trial access

1. Open /login. Enter your **Email** and choose **Email me a sign-in code**.
2. On **Check your email**, enter **Code from the email** and press **Sign in**, or open the link in the email.

3. If needed, choose **Use a different email or send a new code**. Check your spam folder and confirm the address before requesting another code.
4. **Continue with Google** appears only when the deployment enables it. Use it only if it is visible.
5. Open /app/settings to check your balances under **Interview minutes**.

Current source defines a one-time verified-account trial of **10 minutes and 20 AI credits**. The Settings screen describes the trial as requiring no card when subscriptions are unavailable. Trial balances are separate from the companion's developer/local **Trial mode**, which uses fixed questions and does not save a transcript. Do not assume an unsigned-in local demonstration has the same account entitlement as the verified-account trial.

A configuration notice means sign-in is not configured for that deployment. A timeout or **No connection** message means the attempted sign-in did not complete; restore your connection and retry. A demo uses sample data and cannot link a real desktop app.

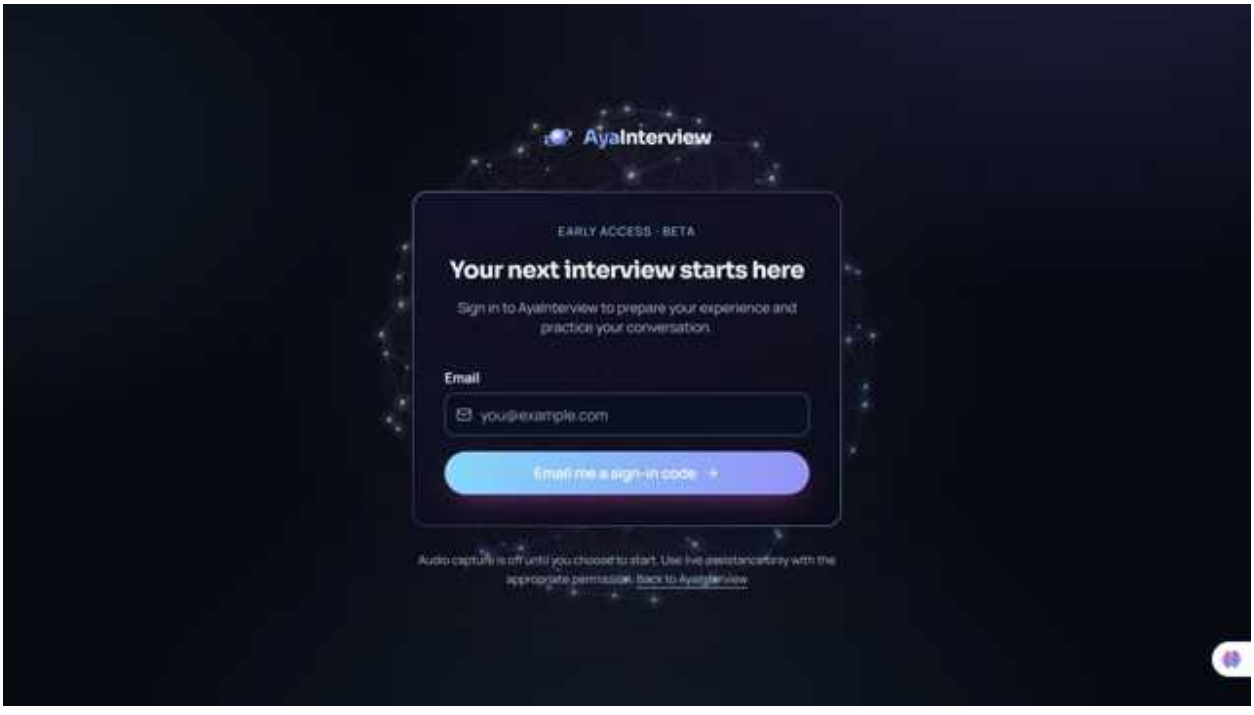


Figure 2. Enter your email and request a sign-in code. This capture shows the request form, before the email verification step.

3. Download, install and link the Windows companion

Open the public **Download** page at /download and choose **Sign in and download**. A verified account is required; an already signed-in user proceeds directly to the download. No payment is required to download or use the one-time trial. Alternatively, on the signed-in main workspace choose **Download Windows beta · 98 MB**. The current release metadata identifies AyaInterview-Setup-0.1.14.exe, 97,444,481 bytes. Expand **Verify your download** on the public page to see the expected filename and SHA256 checksum. The installer is **not yet digitally signed**. This release provides a Windows x64 installer; a native macOS or Linux installer is not available.

The public /help page provides **Download illustrated user guide**, **Quick start PDF**, **Get the Windows app** and topic navigation. **Open the step-by-step guide** on /download links to /help#first-session.

Run the downloaded installer and follow the Windows prompts. The configured installer installs for the current user, creates Start Menu and desktop shortcuts and launches the app after installation. If Windows blocks the unsigned beta, review the origin and the warning; this guide does not instruct you to disable operating-system protection. Obtain help if you cannot establish that the installer is the expected release. A first-install experience on every computer has not been established by this documentation.

To connect it to your account:

1. In the companion's **ACCOUNT AND JOB** section, choose **Sign in with AyaInterview**.
2. The app displays an eight-character letter-and-number code. The browser linking page is /app/interview/link.
3. Enter **Code from the desktop app**, then choose **Check code**.
4. Compare the displayed code and computer label with your own app. Choose **Yes, link this app** only when they match the connection you initiated.
5. After **Linked**, return to the companion. It continues automatically and shows **Signed in**.

An expired code needs a new sign-in attempt in the companion. Browser sign-in and companion sign-in are separate: signing in to the website does not itself link the desktop app. Website launch links may prompt the browser to open AyaInterview. If nothing opens, launch the app from Windows and check that it is installed and linked.

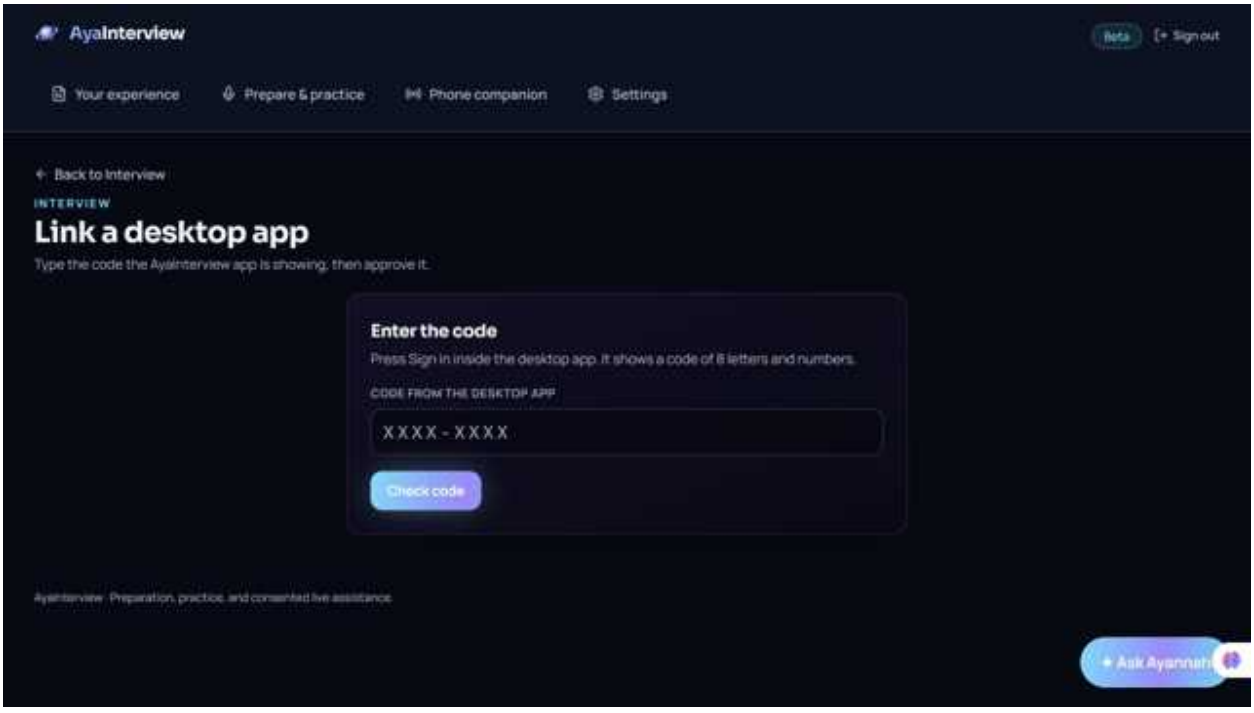


Figure 3. Enter the code displayed by your companion and choose Check code. The pictured field is empty; it does not show an approved connection.

4. Add and review your résumé

Open **Upload résumé** on the main workspace or **Your experience** in the header. In **Your interview experience**, use the **Upload or paste** tab.

1. Choose **Upload Word or PDF**, drop a file on the text box, or paste into **Resume text**. Accepted uploads are .docx or .pdf, up to **5 MB**. Legacy .doc files are not accepted; save them as .docx first or paste their text.
2. Check the extracted text. The **Read my resume** action needs at least 40 nonblank characters and is unavailable while the file is being read.
3. Choose **Read my resume**. Reading a file into the text box and parsing it into a profile are separate steps.
4. In **Review extracted facts**, correct **Basics**, **Skills**, **Experience**, **Education**, **Certifications** and **Other sections**.
5. Choose **Save facts**. Seeing parsed facts is not the same as saving them. **You have changes that are not saved** indicates an unfinished edit.
6. Choose **Continue to practice to** when the reviewed facts are saved.

Use **Add group** for skill groups and enter skills separated by commas. Use **Add job** for experience; write **What you did (one line each)**. Add degrees and other sections as needed. Remove controls delete individual draft entries. Blank lines are dropped when saving. Optional **Federal resume fields (hours, grade, supervisor)** are available within experience entries.

Keep dates, employers, job titles, numbers and credentials accurate: personalized answers use this saved record. If a PDF is image-only, protected or unreadable, paste readable text or upload a readable Word/PDF version. An extraction or save error leaves the task unfinished; check the displayed message and retry. Unsaved changes can trigger a browser warning when leaving the page.

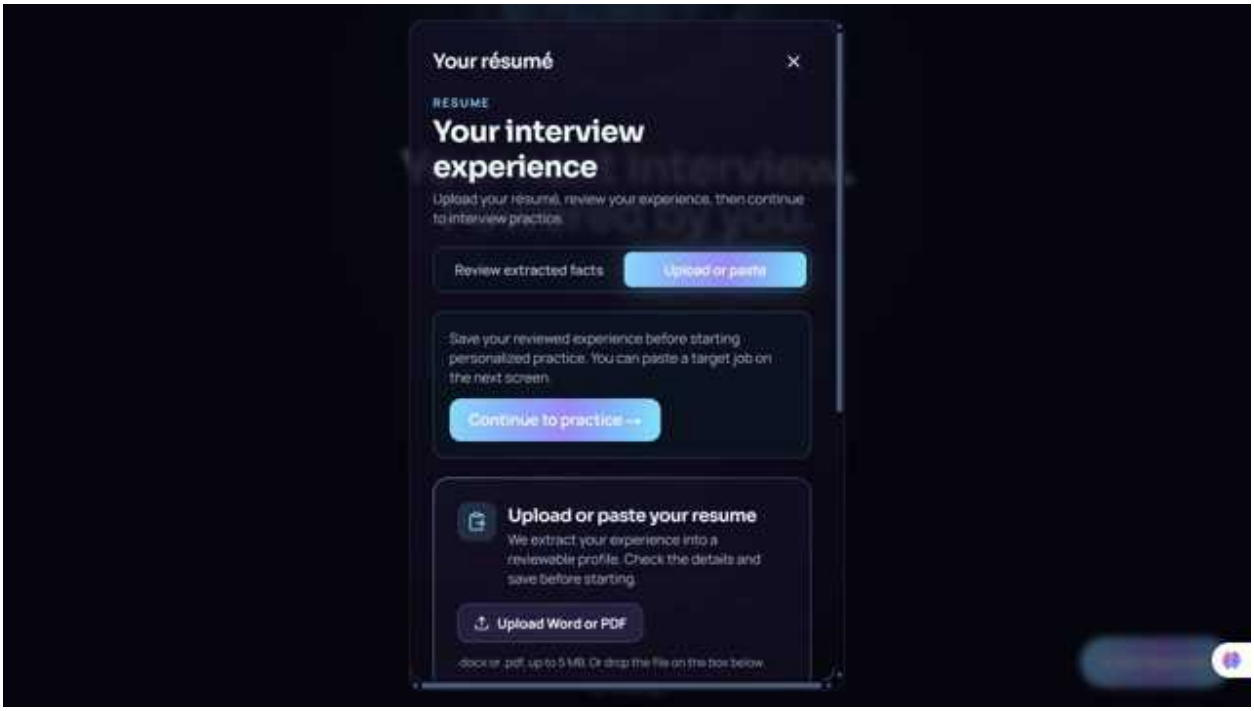


Figure 4. Upload or paste accepts Word/PDF files and provides the route back to practice.

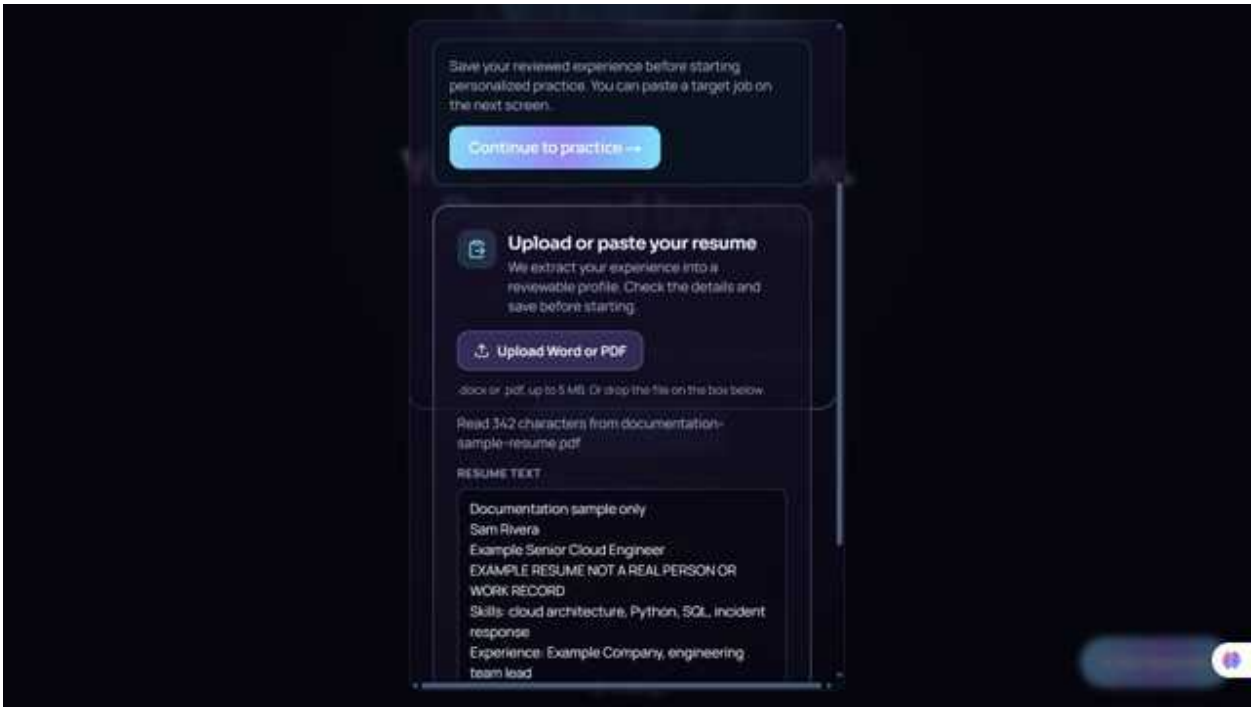


Figure 5. The fictional Sam Rivera résumé has been read into the Resume text box. Read my resume is the next parsing step.

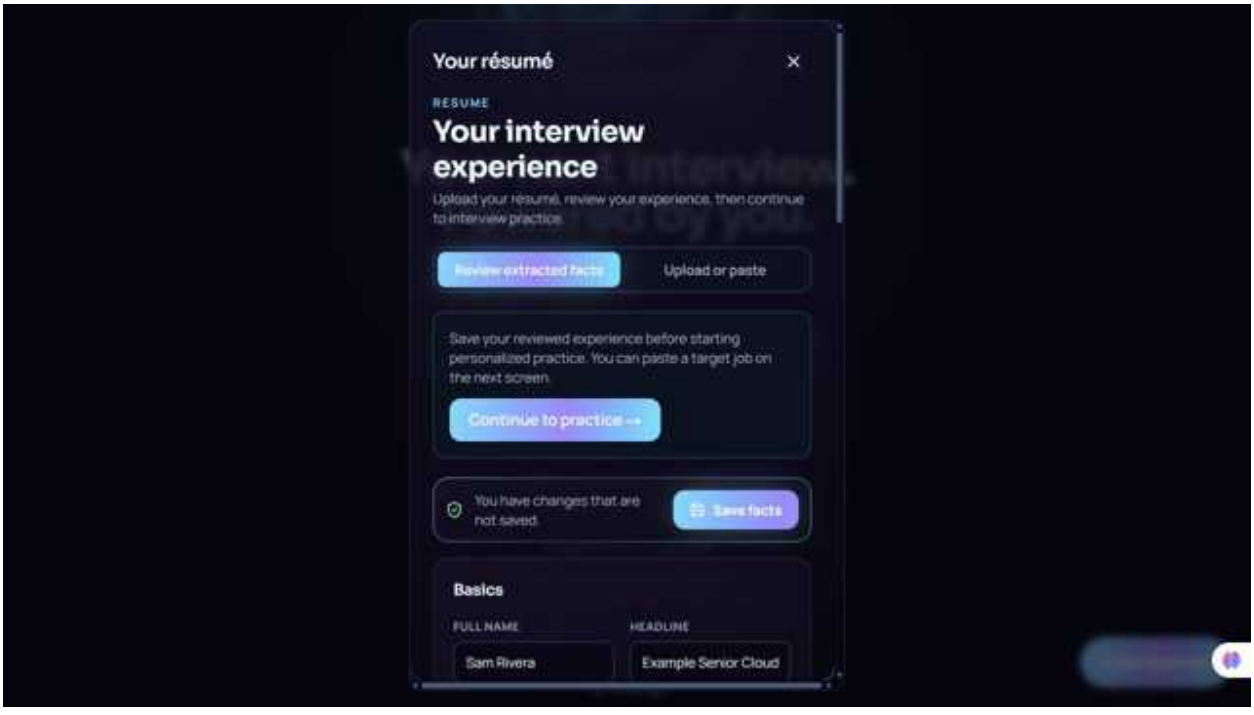


Figure 6. Review the parsed facts and choose Save facts. This capture explicitly shows unsaved changes.

5. Add the job posting and get a session ready

Choose **Add job posting**. Under **Start from a pasted job posting**, provide **Job title**, **Company (optional)** and **Job posting text**. The posting is kept with this interview only. It provides employer context; your saved résumé provides your experience.

Select **Kind**: **Live interview** or **Practice**. Select **Interview type**: **Behavioral**, **Technical**, **Coding**, **System design**, **Case**, **Phone screen**, **Panel** or **One-way video**. These are session categories, not a promise that AyaInterview submits a recording or controls an employer's interview platform.

For a live session, expand **Answer settings** before choosing **Get it ready**. After **Interview ready** or **Practice ready**, choose **Open in desktop app**. No listening or session time begins just because the website prepared the session. Choose **Paste another posting** to prepare another opportunity. You can also launch live assistance or practice without a particular job; the companion offers **No specific job (resume only)**.

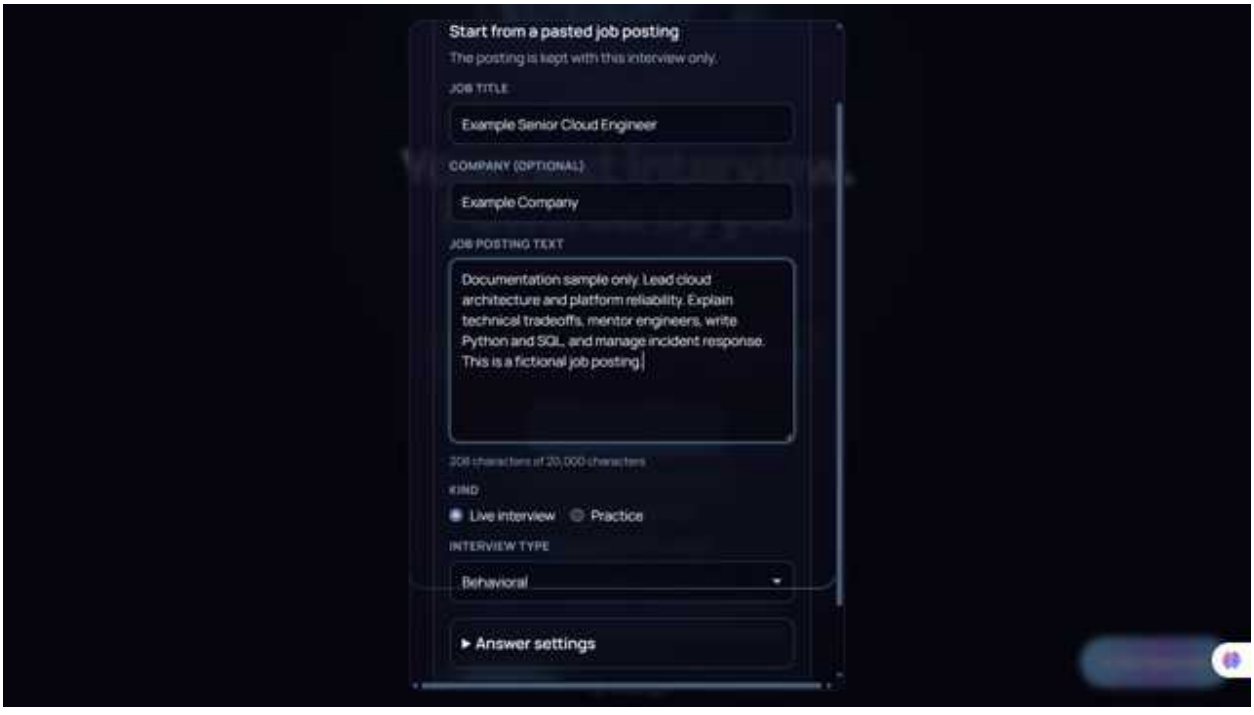


Figure 7. A fictional Example Company posting with Kind and Interview type. Answer settings is collapsed in this capture; expand it to choose model, languages and assistance.

6. Choose answers, languages and coding assistance

The web job panel and desktop live setup offer **Answer settings**. Choose these before starting; desktop preferences apply to the next live session.

Setting	Options and effect
AI model	Fast (Haiku 4.5) or Balanced (Sonnet 5.5) when enabled by the server; unavailable choices show not enabled
Answer language	English, Español, Français, Deutsch, Português
Spoken language	Auto detect or one of those languages; helps speech recognition independently of answer language
Assistance	Complete interview answers; Coding solution and explanation; Mixed interview: answers and coding
Code language	python, javascript, typescript, java, csharp, cpp, go; appears for coding or mixed assistance

Desktop coding wording is **Coding: solution and explanation**. In coding mode, review the suggested solution and explanation. **Copy code** copies a displayed code block. Code is not automatically executed, tested or submitted. Mixed mode allows both interview answers and coding assistance within one live session.

The source supports five language choices; it does not establish equal speech-recognition accuracy for every accent or identical latency for every model. Select the language actually spoken, then test recognition before a consequential call.

7. Set up audio before a live interview

In the companion, choose **Live interview**. Read **Before you listen in on a call** and complete both responsibility acknowledgments before **Start** becomes available. The app turns voices into text, including other people's voices. Follow the applicable consent requirements and employer rules. The UI states that audio is not saved; text transcripts are kept for signed-in sessions.

Choose the audio arrangement that matches the call:

Arrangement	Setup	Check before Start
Meeting app on this computer with a headset	Leave shared-microphone option off; use separate computer sound and microphone	Interviewer audio reacts to meeting playback; Your microphone reacts to your voice
Computer speakers plus microphone	Separate streams as above; headphones reduce the microphone picking up speaker playback	Watch for duplicate speech/echo and check both meters

Arrangement	Setup	Check before Start
Zoom or another meeting app audible on a different output	If offered, choose Other apps - all outputs (experimental)	Confirm Interviewer audio actually detects the other app
Phone on speaker or people in the same room	Enable Everyone shares one microphone (a phone on speaker, or the same room)	Complete voice identification; no separate computer-audio stream is opened
Desktop practice	Choose Practice	Only Your microphone is used; wear headphones so spoken questions do not enter the microphone

In **AUDIO CHECK**, choose **Test audio**. For a separate-stream live call, speak into the microphone and play representative interviewer sound to test both sources. For desktop practice, test only your microphone; practice does not open computer-audio capture. For shared-microphone live mode, verify the single microphone and complete voice identification. Meter status distinguishes **Sound detected** from **Waiting for sound**. Audible sound in your headphones alone does not prove the app is receiving that output.

Computer audio source appears only when the alternative route is available and separate-stream live mode is selected. **Default speakers** uses the default route. **Other apps - all outputs (experimental)** captures other applications across speaker outputs and excludes AyaInterview. If Zoom is audible but Interviewer audio is silent, try the alternative route when offered, then test the meter again. Do not assume that an experimental route is available on every Windows installation.

Set **HOW EASILY ANSWERS APPEAR** to **Low**, **Medium** or **High**. Start with Medium and adjust if question detection is too eager or misses questions. This setting is not a microphone-volume control.

The companion's audio controls are described in the table above. The supplied web screenshots do not show a desktop audio test; use the actual meters in your installed companion to verify capture.

Shared microphone and speaker echo

When everyone shares one microphone, the app first asks you to read a short passage for about ten seconds while others stay quiet. This helps distinguish your voice. The screen offers **Skip, I will mark my voice by hand**. If identification is wrong, speak a sentence and choose **This is me**; **That was not me** is available when the app thinks identification is established.

Shared audio is less certain than separate streams. When your voice cannot be identified reliably, automatic answering stops until you mark your voice again. Speaker playback entering the microphone can also confuse recognition. A headset and separate streams are generally easier to verify; for a phone-on-speaker call, shared mode is the matching configuration.

Capture errors and device changes

Check Windows microphone permissions, the selected/default input device and the meeting app's output device. After unplugging or changing devices, use **Retry audio** and retest. The UI may show **Audio devices changed. If sound stops, choose Retry audio.** If audio capture fails, do not treat the session as ready merely because the app is open. Check the microphone and interviewer meters and the speech connection status.

The app can show **Reconnecting** or **Connection lost** independently of local audio levels. A moving meter confirms local sound, not successful transcription. Restore connectivity, use Retry audio if the hardware path is affected and end the session if you are finished.

8. Read and control live answers

Choose **Start** only after setup and meter checks. The live panel shows **Auto answers**, available time, interviewer question and suggested answer. Small talk does not require an answer. Questions, follow-ups and tasks can change the displayed response. Answers may arrive progressively; review what is displayed before speaking it as your own experience.

Your microphone supports your transcript, reading progress and coaching. In separate-stream mode it is labeled **Never triggers an answer**. The interviewer stream is the source for automatic question detection. When you need help explicitly, expand **More** and choose **Request answer manually**.

Live control	How to use it
Shorter	Request a shorter version of the answer
Clear	Clear the displayed assistance; it does not end listening
Retry answer	Appears for an answer error/message; request another attempt
Retry audio	Reopen/check audio after capture or device problems
Compact / Expand	Switch between compact bar and expanded panel
Following your voice / Resume voice scrolling	Pause or resume answer scrolling that follows your speech
Copy code	Copy a generated code block for your own review
End	Stop the session and listening

The answer area is independently scrollable. Scrolling or interacting with it can pause voice-follow scrolling; choose **Resume voice scrolling** to resume. Voice-following tracks progress through the displayed answer; it is not automatic speech or guaranteed alignment. A new question resets the reading-follow state.

If a session includes a panel, tap the name of the current speaker to correct attribution. Where configured, the Windows app reads speaker labels from supported meeting windows; when that is unavailable, choose names manually. **Story Guard** reports statements that differ from the saved résumé or earlier answers. Review the underlying facts. An **Honest bridge** is a way to answer without inventing unsupported experience. Coaching can show pace, filler words and answer length.

Windows keyboard shortcuts, when registration succeeds:

Shortcut	Action
Ctrl+Shift+Enter	Request answer manually
Ctrl+Shift+R	Regenerate answer
Ctrl+Shift+S	Shorter answer
Ctrl+Shift+H	Hide/show the companion window

Hiding the window, compacting it or pausing reading scroll does not end the session. Use **End** when finished. The ended screen offers **New session** or **Close**. If the previous session is still finishing, wait for that operation to complete before starting another.

The live controls described here belong to the Windows companion. The supplied illustrations do not demonstrate completed live answers or an audio latency measurement.

9. Screen sharing and phone companion

The Windows option **Leave this window out of screen capture** requests capture exclusion. The current UI explicitly says it works with most Windows screen capture **with no guarantee**. Test the exact meeting application's sharing arrangement. This control must not be described as invisible, undetectable or universally excluded.

To read answers on your phone:

1. Sign in to the same AyaInterview account on your phone.
2. In desktop live setup, tick **Also show answers on my phone** before **Start**. The option is disabled until the companion is signed in.
3. On the phone, open **Phone companion**, /app/interview/live. The page heading is **Phone screen**.
4. Start the desktop session. The phone page fills itself with the current question, talking points, questions to ask and any Story Guard messages. It runs roughly a second behind the desktop.
5. Keep the page visible. The browser may keep the screen awake when supported, but this is not guaranteed.

The phone does not listen to audio and does not independently start a call. There is no separate phone pairing code: desktop linking uses a code, while the phone uses the same signed-in account. **No interview is running** means there is no active session to display. **Your interview is running, but the desktop app is not sending its screen** points to the missing pre-start phone option. The temporary mirrored screen is removed when the session ends; the saved transcript and debrief remain available separately. Ended-phone state may offer **Open the debrief**.

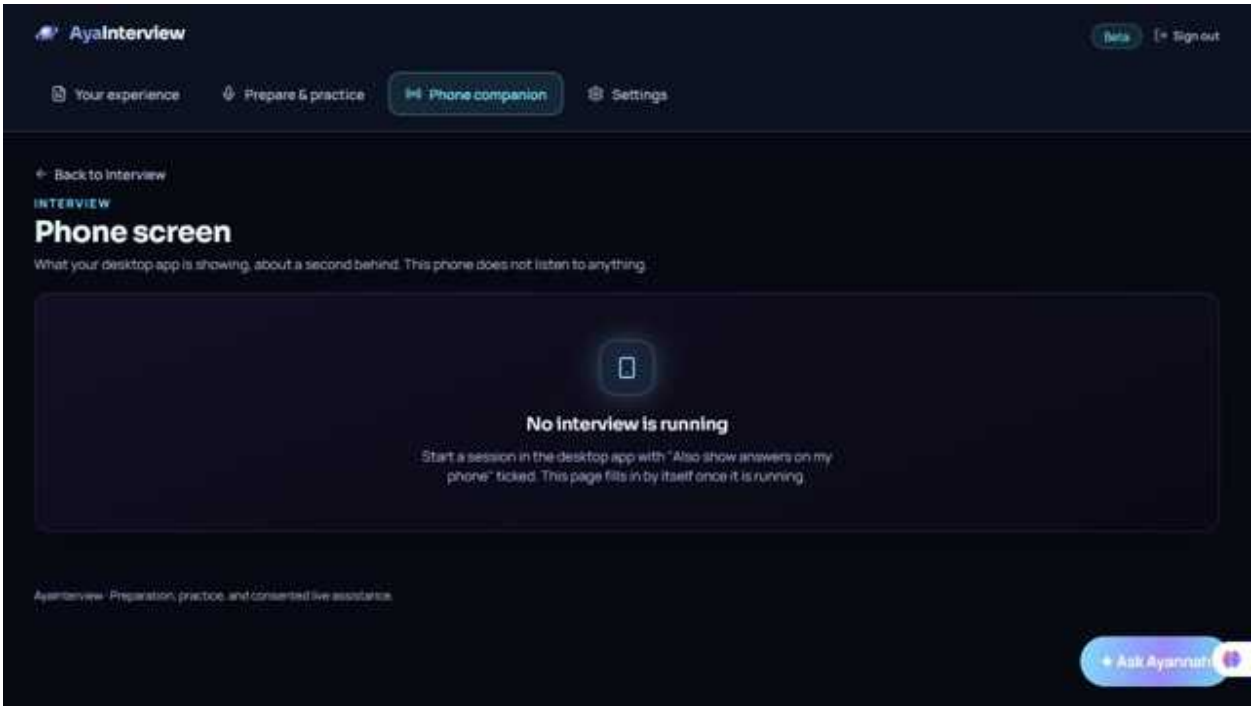


Figure 8. The loaded Phone screen shows No interview is running and explains the desktop phone checkbox. Mirrored answers appear after a desktop session starts with that option enabled.

10. Practice, question demonstration and Ayannah

Desktop mock interviews

Choose **Practice with an AI interviewer** on the website, or **Practice** in desktop setup. Select an available job or **No specific job (resume only)** and choose **Start**. Only your microphone is heard. Practice uses interview minutes just like a live interview.

The app reads each question aloud. When **Your turn. Answer out loud.** appears, answer in your own words. **WHAT WAS HEARD** shows the recognized answer. Choose **Done answering** for feedback. **Hear it again** repeats the question while you are in the listening phase; **Skip** moves past it. Some responses receive a follow-up. Review feedback and continue until **That was the last question**, then press **End**. Do not leave the session running after finishing.

Headphones help prevent the microphone hearing the question narration. If speech synthesis is unavailable or stops, read the visible question. Local **Trial mode**, if shown, uses three fixed questions and word/filler counts instead of personalized provider-backed feedback; its transcript is held in memory and discarded on ending.

Text question demonstration

On the main workspace choose **Try questions with answers**. This experience uses no microphone and records no live transcript. Four questions cover introducing yourself, a difficult problem, competing priorities and why the employer should hire you.

Expand **Answer settings** for **Length** (Concise/Detailed) and **Structure** (Conversational/STAR story). Settings apply to the next answer generated. Choose **Show answer**, **Try another answer** or **Next question to** . Once an answer exists, **Copy answer** and **Read aloud** are available. **Stop reading** stops narration. Read aloud uses the browser's voice service when explicitly requested and depends on browser support. This demonstration does not measure live audio speed.

Ask Ayannah

Choose **Ask Ayannah**, enter a question in **Ask Ayannah** and choose **Send**. Ayannah helps with preparation, drafting answers and setup using the saved résumé and current target posting context. Review suggestions before using them. A timeout restores the draft so you can retry. **Close Ayannah** closes the assistant panel; this chat is not the desktop live listening control. Do not assume assistant messages create or modify saved résumé facts automatically.

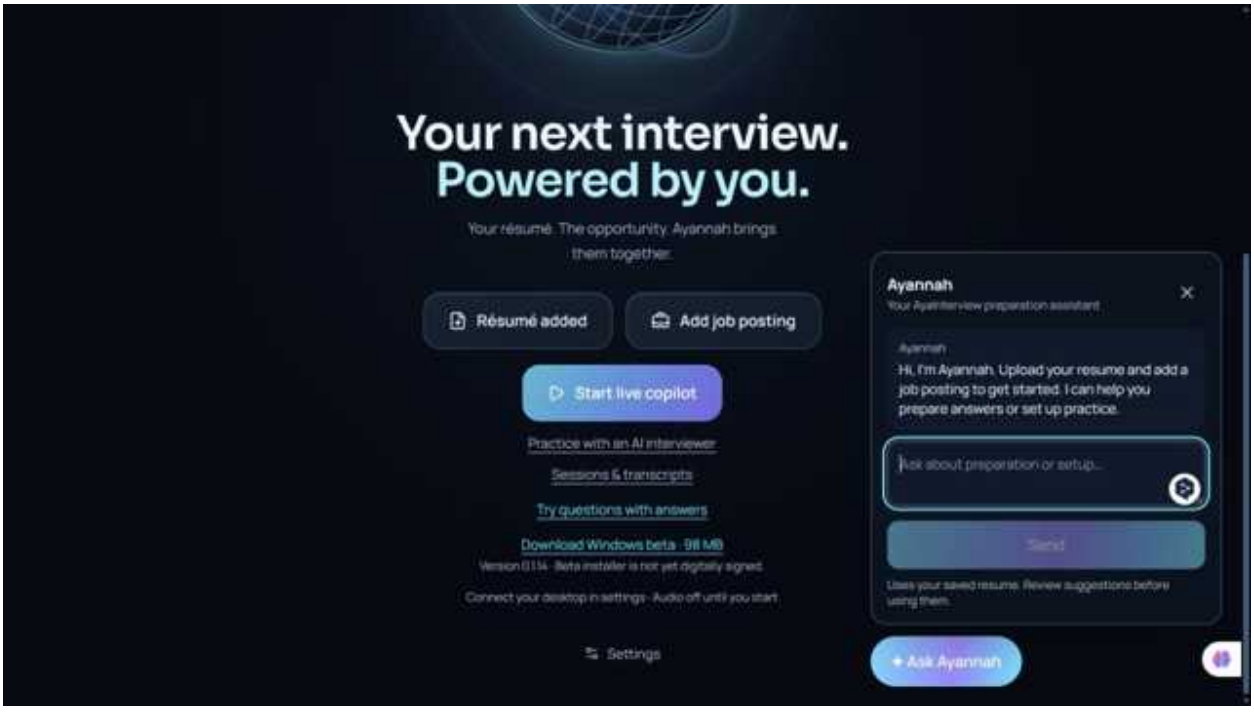


Figure 9. Ayannah's initial greeting and question field, alongside the workspace's live, practice, history, demonstration, download and Settings controls. No generated assistant reply is shown.

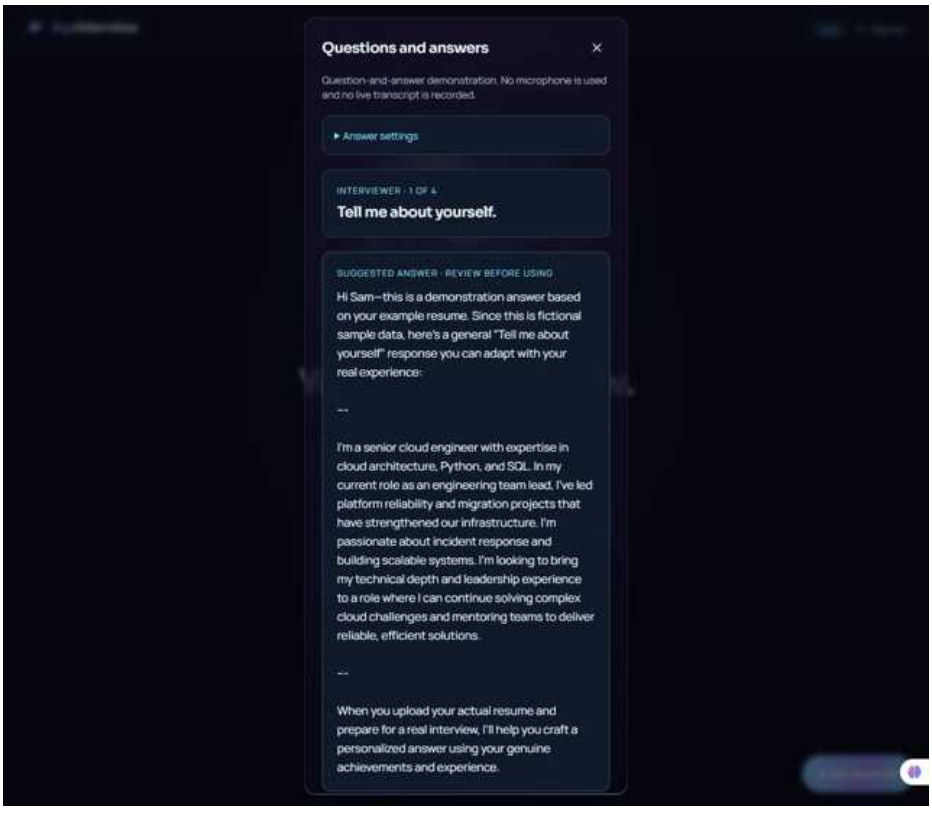


Figure 10. A completed text demonstration answer to Tell me about yourself. The response explicitly identifies Sam Rivera's résumé as fictional sample data. This illustrates text preparation, not a live microphone-to-answer result. Copy and reading controls are outside this captured view.

11. Sessions, debriefs, exports and outcomes

Open **Sessions & transcripts** from the main workspace. Each entry includes a title, creation time and status, with **Review session** and **Download transcript**. The lifecycle distinguishes a ready/not-started session, running session, ended session and failed/did-not-finish session. A debrief is available after the session ends. If the page says **This interview is still running**, use **Check again** after ending it in the companion.

In **Review session**, inspect:

- **Score** and measured statistics: pace, fillers, answer length and discrepancies. The score does not judge how good the answer content is.
- **Things that did not match**: compare **You said** with **On record** and correct inaccurate source facts before another interview.
- **Question by question**: review the recognized question, answer, duration/word information and any longer-answer warning.

- **Stronger answers**: choose **Draft stronger answers** when available. The existing debrief workflow describes a charge of one monthly AI score, saves accepted drafts and makes later viewing free. This legacy allowance label differs from the live model-credit balance; use the displayed charge and error messages rather than assuming all generation features share one meter.
- **How did it go?**: choose **Moved forward**, **Offer**, **Not selected** or **No news yet**. A linked saved job can have its tracker status updated too.
- **Transcript**: choose **Show transcript**, **Hide transcript** or **Download as text**. Text includes timestamps and speaker attribution; no audio file is offered.

Use **Rehearse this question** for focused text practice. **Show a stronger example** requests a suggested draft; **Your next attempt** accepts your new written answer, and **Get feedback on this attempt** requests qualitative coaching. Draft text stays in that page and clears when you leave. Coaching sends the question and answer to the AI service and uses the AI allowance; it does not rewrite the saved transcript or résumé.

Under **Next steps**, **Add a follow-up reminder to my calendar** downloads a calendar file for five working days out. You open/import it yourself; AyaInterview does not write to your connected calendar. **Write the thank-you email** appears only for a linked saved job and opens its preparation notes.

To remove a session, choose **Delete this interview**, then **Delete for good** in the confirmation. This permanently removes its transcript, answers and notes. Download what you want to keep first. A missing/deleted session may show **We could not find that interview**; it cannot be recovered through this guide.

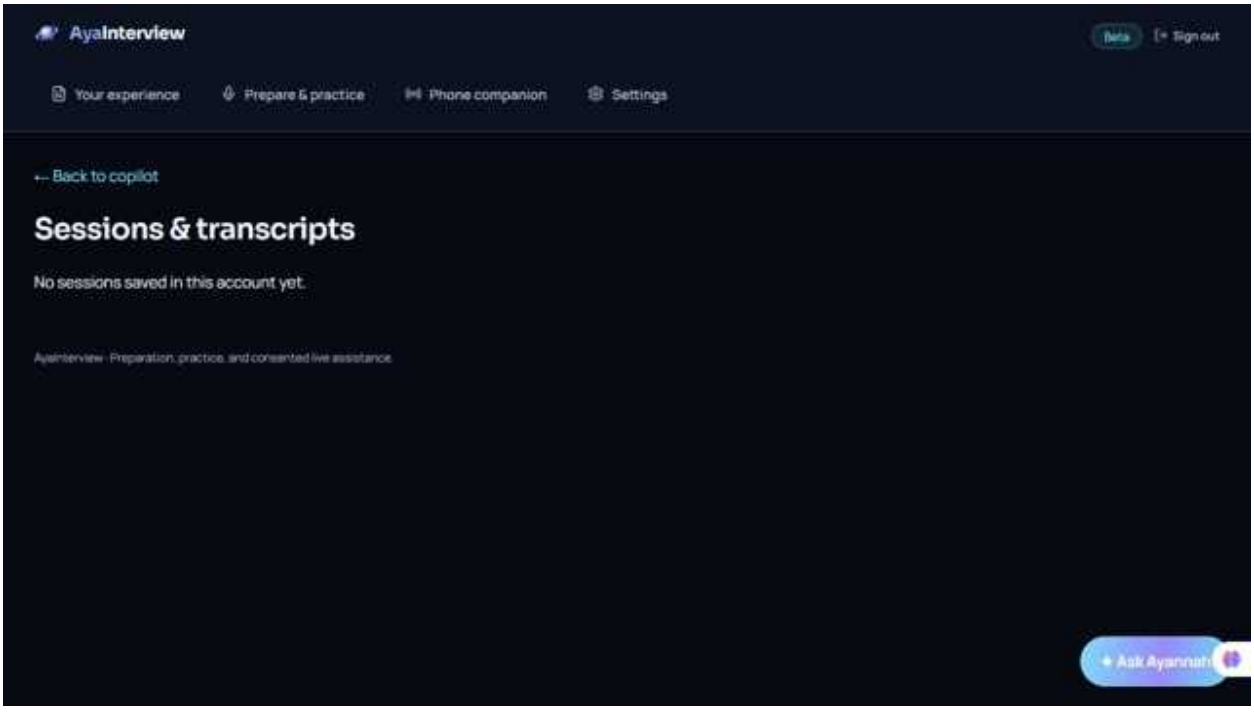


Figure 11. Sessions & transcripts after loading, with no sessions saved in the fictional account. Completed interviews appear here; this illustration does not show a saved session or debrief.

12. Notes, answer style and retained preparation tools

The repository contains a **Your notes** / **Answer style** panel and an older comprehensive Interview hub. The active /app/interview route renders the orb workspace, **not** that older hub. There is no verified current navigation entry to this notes panel. Do not tell a user to find a Your notes section on the current main page.

Where that panel is made available by an integration, **Add a note** stores extra truthful work facts; note-derived talking points are tagged **Your notes**. **Add an answer style** and **Save style** shape tone and length, such as keeping answers short. Style instructions do not add facts or override the rules. Character/item limits are shown by the server-backed panel. Delete confirmations use **Delete for good**.

Similarly, /app/prep/<job-id> remains a job preparation route, and linked-session debriefs may link to its notes. The standalone workspace does not currently provide job-search, application queue or tracker navigation. Source files for those older tools are not evidence that they are presented as current AyaInterview features. The résumé source also retains application-answer-bank components that are not rendered by its current two-tab screen.

These retained panels are documented for availability awareness and are not illustrated as current main-workspace navigation.

13. Settings, billing and support

From the main workspace choose **Settings to Account and billing**, or use **Settings** in the header of another workspace page. Both open /app/settings. **Interview workspace** links to the workspace, **Sessions and transcripts** and **Your resume**. **Account email** explains where sign-in codes arrive. **Settings to Help and guides** opens /help for online instructions and downloadable PDFs.

Interview minutes shows the live/practice time balance and the separate **AI credits** balance. Current source pricing is:

Plan	Monthly price	Minutes added per paid month	AI credits added
Starter	$19	240 (4 hours)	120
Pro	$39	600 (10 hours)	240

Both plans include the same interview features and available models. Fast requests use **1 credit**; Balanced requests use **3**. Classification may consume a model request without producing a visible answer; interrupted or failed provider attempts can also consume credits. Minutes and credits are separate balances, so remaining time does not imply unlimited answers. Check Settings for the actual deployed prices and available purchase controls; older release notes show earlier allowances and are not the current catalog.

If purchases are enabled, **Choose Starter** or **Choose Pro** opens Stripe checkout. If not, buttons show **Coming soon** and the page says subscriptions are not open yet. **Sandbox billing is active for testing** means those checkouts do not take real payments. This guide does not assert that public purchases have been enabled.

For an existing customer, **Manage subscription** opens the Stripe billing portal when available. Settings displays subscription status, **Next renewal** or **Scheduled cancellation**, and **Cancels at the end of this period** when applicable. A successful paid monthly renewal adds the allowance; unused balances currently carry forward. Cancellation stops future renewals. A canceled renewal does not itself request a refund.

The application has refund/dispute reconciliation, but the current user interface does not provide a self-service refund-request button or a guaranteed refund window. Contact support with the account email and receipt reference for a billing question or refund request. Reconciled refunds/disputes can remove the relevant purchased allocation; a payment dispute can pause interview access while leaving subscription management available. Review the actual checkout and terms before purchasing.

Under **Your data**, **Export account data** downloads the account/preparation export. Use individual transcript downloads for interviews you want to retain. **Sign out** ends the website sign-in; the companion has its own Sign out control. **Delete my account** opens **Delete everything?**; type **DELETE** and choose **Delete forever** to permanently remove the account. Export first. **Keep my account** cancels.

Support: **workmatesllc@workmatesgo.com**. Include the app version, Windows version, the action you tried, the exact error message and whether local audio meters move. Avoid sending authentication codes, tokens or sensitive résumé/transcript content unless specifically required through an appropriate support channel.

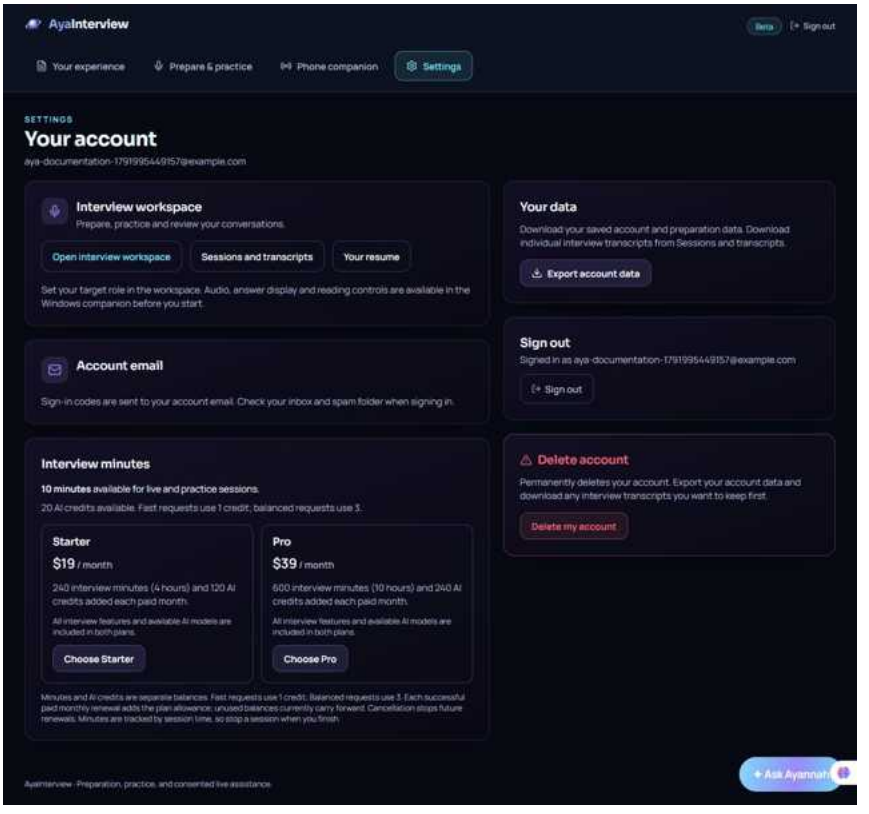


Figure 12. The fictional documentation account's 10-minute/20-credit balance, Starter and Pro plans, account export, sign-out and deletion controls. Visible plan buttons identify the interface; this capture is not evidence of a completed payment or public purchase activation.

14. Quick troubleshooting

Symptom	Next action
No email code	Confirm the address, check spam, use the new-code option
Desktop launch link does nothing	Open installed AyaInterview from Windows; check linking; allow the browser's app-opening prompt if appropriate
Link code expired	Start a fresh companion sign-in and compare the new code
Résumé loaded but answers use old facts	Review extracted facts and press Save facts
File cannot be read	Use readable .docx/.pdf under 5 MB, or paste text
You hear the call but Interviewer audio is silent	Test the meeting output route; try Other apps when available; retest
Microphone silent	Check Windows permission/default input and reconnect the device; Retry audio
Duplicate speech or speaker echo	Check shared versus separate-stream setup; use headphones when practical
Shared mic thinks interviewer is you	Say a sentence and use This is me / That was not me to correct identification
Meter moves but no transcript	Check speech connection/network state; local sound and transcription are separate
Missing automatic answer	Verify interviewer stream and question detection; adjust sensitivity or request an answer manually
Error generating an answer	Use Retry answer when offered; check connectivity and credit balance
Answer scroll stopped	Choose Resume voice scrolling
Phone blank	Same account, phone option enabled before Start, active desktop session, visible phone page
Debrief still running	End in the companion, wait for finishing, then Check again
No minutes or credits	Read both balances in Settings; check enabled purchase options
Billing unavailable / Coming soon	Purchases may be disabled; contact support if the state is unexpected
Live interview help is not switched on yet	Server feature is disabled; the page says nothing is wrong with the account

Source evidence and illustrations

This document is based on the checked-in implementation and the interface captures in docs/handbook/screenshots. The Sam Rivera account, résumé and job posting are fictional documentation examples. Captures illustrate the visible states described in their captions. The text demonstration includes a completed sample answer; the supplied web illustrations do not establish live audio capture, saved debriefs or completed payments. Desktop behavior is documented from source where no matching companion illustration is supplied.

- Main route and navigation: src/app/app/interview/page.tsx, src/components/app/interview/InterviewStart.tsx, src/components/app/InterviewShell.tsx, src/components/app/interview/links.ts.
- Public download and help: src/app/download/page.tsx, src/app/help/page.tsx, src/lib/help-content.ts, src/components/brand/GuideLayout.tsx.
- Sign-in: src/app/(marketing)/login/LoginForm.tsx.
- Résumé and job context: src/components/app/ResumeScreen.tsx, src/components/app/interview/QuickStart.tsx, src/components/app/interview/InterviewContext.tsx.
- Model/language/coding settings: src/components/app/interview/AnswerPreferences.tsx, src/lib/interview-preferences.ts, src/lib/server/interview/models.ts, src/app/api/interview/options/route.ts.
- Download and installation: src/lib/interview-release.ts, src/app/api/interview/download/route.ts, desktop/package.json.
- Desktop setup, capture, controls, practice and voice identification: desktop/src/renderer/renderer.ts, desktop/src/main/main.ts, desktop/src/main/capture-route.ts, desktop/src/renderer/system-audio.ts, desktop/src/pipeline/session.ts, desktop/src/pipeline/reading.ts, desktop/src/pipeline/shared.ts, desktop/src/pipeline/mock.ts.
- Linking/phone: src/components/app/interview/LinkDevice.tsx, src/components/app/interview/LiveScreen.tsx, desktop/src/pipeline/screen.ts.
- Demonstration and assistant: src/components/app/interview/GuidedCopilotTest.tsx, src/components/app/interview/InterviewAyannah.tsx.
- Review/rehearsal/outcomes: src/components/app/interview/InterviewHistory.tsx, src/components/app/interview/DebriefScreen.tsx, src/components/app/interview/PracticeRetry.tsx, src/components/app/interview/format.ts.
- Retained/integration-only panels: src/components/app/interview/InterviewHub.tsx, src/components/app/interview/KnowledgePanel.tsx, src/app/app/prep/[jobId]/page.tsx.
- Account and billing: src/components/app/SettingsScreen.tsx, src/components/app/BillingCard.tsx, src/lib/server/billing.ts, src/lib/server/interview/payment-reconciliation.ts, src/app/api/billing/route.ts, docs/launch-pricing-economics-2026-10-13.md, src/lib/brand.ts, src/app/(marketing)/terms/page.tsx.