Frequently Asked Questions (FAQ)

1. **What does this bot do?** Whisper Summary AI is a neural network that analyzes voice messages, audio, video, and Social Media links (YouTube, Instagram, Facebook, Rutube, Reddit, Twitter and Vimeo). You can upload recordings of work calls, lectures, podcasts, or any video to the bot and receive a concise summary and transcription of the speech. You can then ask the bot any questions about the uploaded file.

2. **What file formats does the bot analyze?** The bot supports all audio and video formats, including Telegram voice messages, .mp3, .mp4, .ogg, and social media links (YouTube, Instagram, Facebook, Rutube, Reddit, Twitter и Vimeo) and more.

3. **How can I upload a file for analysis?** To upload an audio file, click the `/new_audio` button or "Work with new audio/video." Once prompted, upload or forward the media file, or record a voice message directly.

4. **What is the maximum file length?** Currently, the maximum file length is 6 hours. However, for optimal performance, it is recommended to upload files no longer than 2 hours.

5. **How can I ask a question about the audio?** After receiving the summary and transcription, click the "Ask Questions" button. Then, type your question directly in the chat with the bot. Once the message "Your request is being processed..." appears, the answer should follow shortly.

6. **Does the bot answer questions unrelated to the audio?** Yes. To ask a question unrelated to the audio, simply type it in the chat after uploading any audio. You can also refine the bot's responses using additional or clarifying questions.

7. **The bot didn't respond to my audio. Why?** Ensure that the file was sent after clicking "Work with new audio." Otherwise, the bot will not process your file.
If you clicked the button, sent the audio, and the bot hasn't responded within 5 minutes, contact support for assistance.

8. **I clicked `/new_audio`, but the bot stopped responding to my previous audio. Why?** The bot does not retain memory of old audio files. When you click "Work with new audio" or use any other command, its memory resets.

9. **Do you store my personal data?** We do not store your personal data within the system. You can review our privacy policy here: [Privacy Policy](#).

10. **I purchased a subscription. When will the bot activate it?** The bot activates the subscription immediately after payment. After completing the transaction, return to the bot, where you will see a subscription activation message.
    If the bot does not activate the subscription but the payment was processed, contact support.

11. **I can't pay for a subscription. Why?** Our provider is Stripe. The only reason for subscription payment failure, assuming no card issues (e.g., insufficient balance), is the use of a Russian or Sanctioned country bank.
    For subscription payments with those cards, contact support. The subscription will then be processed manually by our representatives.

12. **I'm sending a Social Media link, but the bot gives an error. Why?** The Social Media link feature is unstable and currently in beta testing. Reach out to support the team.

13. **How do I choose an AI model?** To select the optimal AI model, go to "Settings" via the `/settings` command or through the menu. Click on the "AI Model" button and choose between:

    - ChatGPT-4o (for accuracy)
    - Claude 3.5 Sonnet (for speed).

14. **The bot responded in the wrong language. What should I do?** If the bot failed to recognize the language automatically, go to "Settings" via `/settings` or through the menu. Click the "Language Clarification Feature" button and enable it (a green checkmark will appear).

○ When uploading new audio, the bot will ask you to specify the language. Type the language, e.g., "Russian," "English," etc.

15. **What languages does the bot support?** The bot supports the majority of languages. Below is the full list of 92 supported languages:

1. Afrikaans
2. Albanian
3. Amharic
4. Arabic
5. Armenian
6. Assamese
7. Azerbaijani
8. Basque
9. Belarusian
10. Bengali
11. Bosnian
12. Breton
13. Bulgarian
14. Burmese (Myanmar)
15. Catalan
16. Chinese (Mandarin, Cantonese)
17. Chinese (Mandarin, Simplified)
18. Chinese (Mandarin, Traditional)
19. Cantonese
20. Croatian
21. Czech
22. Danish
23. Dutch
24. English
25. Estonian
26. Faroese
27. Finnish
28. French
29. Galician
30. Georgian
31. German
32. German (Switzerland)
33. Greek
34. Gujarati
35. Haitian Creole
36. Hebrew
37. Hindi
38. Hungarian
39. Icelandic
40. Indonesian
41. Italian
42. Japanese
43. Javanese

44. Kannada
45. Kazakh
46. Khmer
47. Korean
48. Lao
49. Latvian
50. Lithuanian
51. Macedonian
52. Malay
53. Malayalam
54. Maltese
55. Mandarin
56. Maori
57. Marathi
58. Mongolian
59. Nepali
60. Norwegian
61. Occitan
62. Pashto
63. Persian
64. Polish
65. Portuguese
66. Brazilian Portuguese
67. Punjabi
68. Romanian
69. Russian
70. Sanskrit
71. Serbian
72. Sinhala
73. Slovak
74. Slovenian
75. Somali
76. Spanish
77. Sundanese
78. Swahili
79. Swedish
80. Tagalog
81. Tajik
82. Tamil
83. Tatar
84. Telugu
85. Thai
86. Turkish
87. Ukrainian
88. Urdu
89. Uzbek
90. Vietnamese
91. Welsh

92. Yiddish