GhostU
LIVE ASSIST

User manual

Live Assist sits in a private panel on top of your video call. It listens to the conversation, reads your screen when you ask, and writes clear answers you can glance at while the call goes on. This manual shows each feature, its shortcut, and an example.

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Top features

The eight things you will use most. Every shortcut works even while your call app or editor is in front.

01

`Ctrl` `Enter`

Answer the latest question

Press it after someone asks something. The answer uses everything said so far in the session, so follow-ups work too.

02

`Ctrl` `9`

Explain what is on screen

Move the panel over code, an error or a written question and press. It reads that area and answers.

03

`Ctrl` `8` then `Ctrl` `Enter`

Several screens, one answer

Capture up to 10 screens, then ask about all of them together. Made for long or multi-page problems.

04

`Ctrl` `Space` or hold

Ask your own question

Type, paste or dictate a question into the box at the bottom of the panel.

05

`Esc` clears it

Two-column answers

The explanation on the left. An example, diagram or code on the right, with a Copy button on every code block.

06

`Ctrl` `7` to check

Private during screen sharing

The panel does not appear in Zoom, Teams, Meet or screen recordings. One shortcut proves it on your computer.

07

`Ctrl` `G` `Ctrl` `3` `Ctrl` `↑↓`

Stays out of your way

Hide it, let your clicks pass through it to the app behind, or fade it until it is barely there.

08

`?` menu

Session recap

After each session you get a recap of every question and answer, saved on your computer.

All shortcuts

Number keys work from both the number row and the numpad. The asking shortcuts work only while a session is running.

SHORTCUT	WHAT IT DOES
ASKING	
`Ctrl` `Enter`	Answers the latest question. If the question box has text, sends that instead. If screenshots are held, sends them.
`Ctrl` `9`	Reads the screen under the panel and answers.
`Ctrl` `8`	Captures the screen under the panel and holds it for a later `Ctrl` `Enter`.
`Ctrl` `Space`	Jumps to the question box so you can type.
hold 🎙	Speaks your own question into the box. Let go to stop. Your words go only into the box, not the transcript.
`Enter`	Sends the question you typed in the box.
`Esc`	With the mouse over the answer: clears it. In the question box: empties the box.
THE PANEL	
`Ctrl` `G`	Hides the panel, or shows it again in the same place.
`Ctrl` `3`	Click-through on or off. When on, your clicks go to the app behind the panel.
`Ctrl` + wheel	With click-through on: scrolls the answer under the pointer.
`Ctrl` `6`	Focus-retain on or off. When on, you use the panel with the mouse while your keyboard stays in your other app.
`Ctrl` `↑` `Ctrl` `↓`	Makes the panel more solid or more see-through.
`Ctrl` `7`	Checks that the panel is hidden from screen sharing.
THE APP	
`Ctrl` `5`	Restarts Live Assist and keeps your session, transcript and answers.
`Ctrl` `Q`	Saves your recap and closes Live Assist. The ✕ at the top right does the same.

Getting started

Six steps from installing the app to your first answer.

1. **Install**
   Download the installer from ghostu.net and run it. It puts a Live Assist shortcut on your desktop. After that, updates arrive inside the app.

2. **Sign in**
   Open Live Assist and log in with your email and password. New here? Choose *Create an account*. The 👁 button shows your password as you type. To switch accounts, choose *Log out* on the home screen.

3. **Check your audio**
   On the home screen, choose *Audio check*. Speak, and the *You (mic)* bar should move. Play any video, and the *Them (system audio)* bar should move. If your bar stays flat, pick your headset from the list. *Record 3s & play back* lets you hear yourself.

4. **Start your session**
   Press *Start Session*. If you are asked to pay or to enter a code, see Payments and codes.

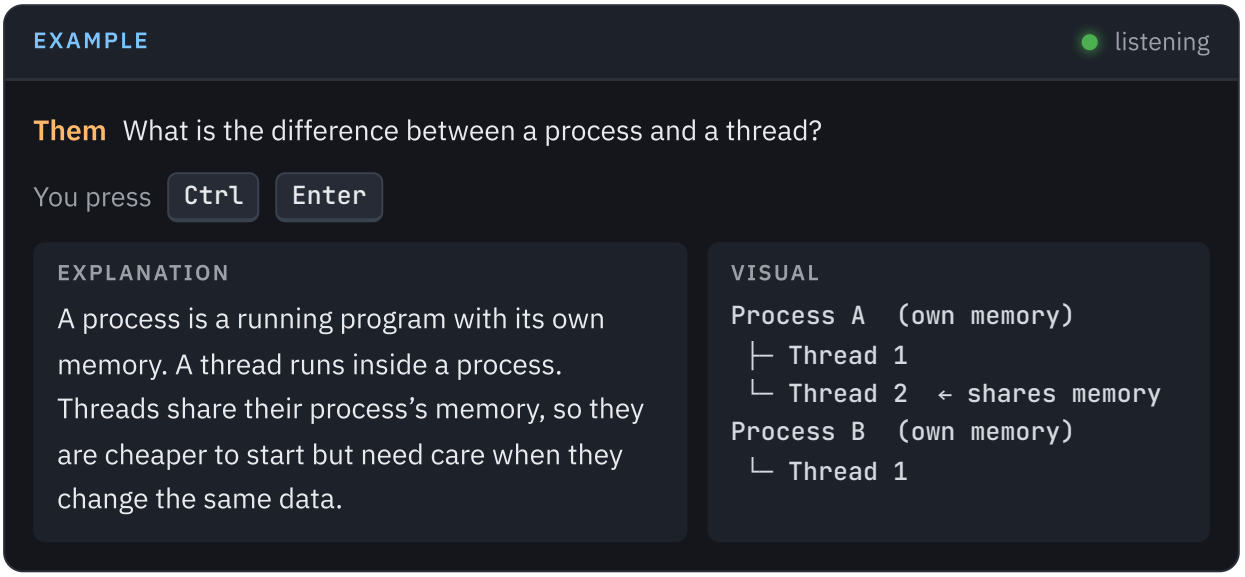
5. **Wait for the green dot**
   The top of the panel shows a green dot and “listening”. Your session timer starts only now, so setup time is never counted.

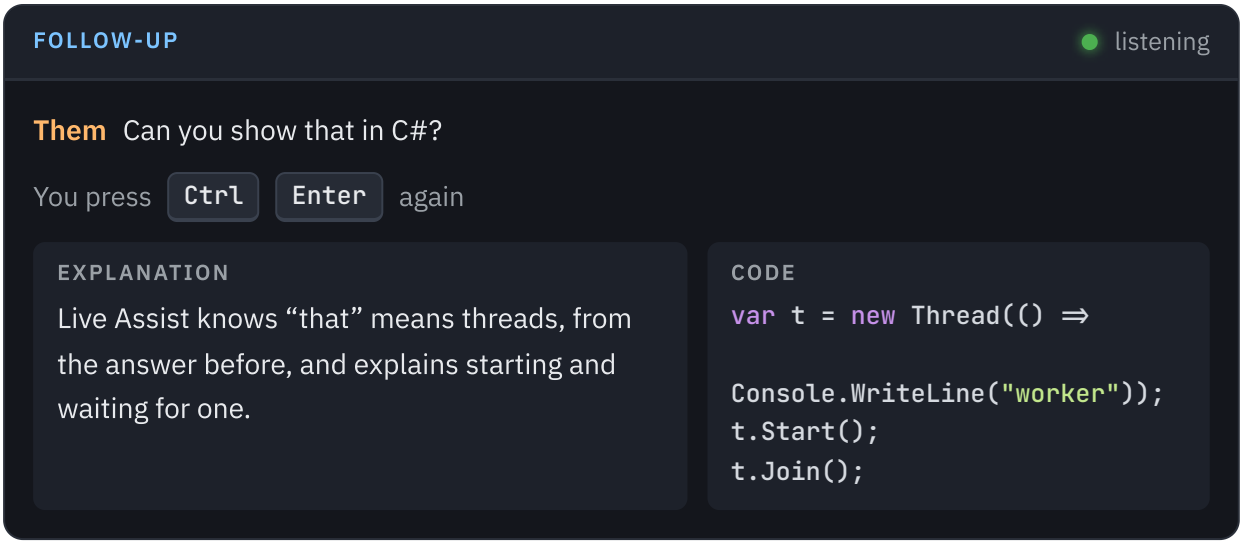
6. **Join your call**
   Press `Ctrl` `7` once to confirm the panel is hidden from screen sharing. You are ready.

Answer a question from the conversation

`Ctrl` `Enter`

Live Assist writes down both sides of the call as it happens: **You** (your microphone) and **Them** (the call audio). When a question comes up, press `Ctrl` `Enter`. The answer draws on the whole session so far.





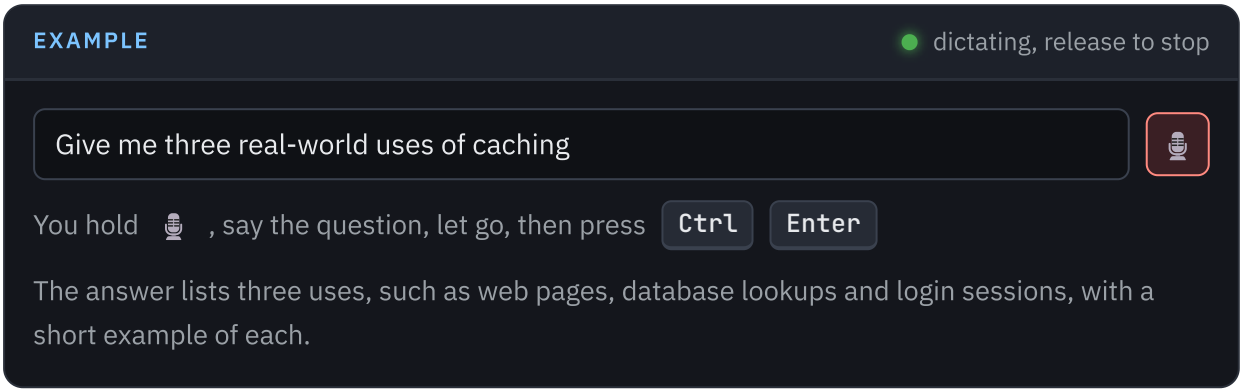
- Press right after the question ends. If the last words are still being written down, Live Assist waits a moment for them.
- Pressing again while an answer is still being written queues your request. Only your latest request runs.
- If the question box has text in it, `Ctrl` `Enter` sends that text instead. Empty the box to answer the conversation.

Ask your own question

`Ctrl` `Space` or hold 🎙

To type: press `Ctrl` `Space`, type or paste your question, then press `Enter`.

To dictate: press and hold the 🎙 button, speak, and let go. Your words appear in the box so you can correct them. Then press `Ctrl` `Enter`. Dictated words are a note to Live Assist, so they are kept out of the transcript and the recap.



- Dictation stops by itself after 60 seconds.
- If you see “couldn’t catch that”, say it again with a few more words.

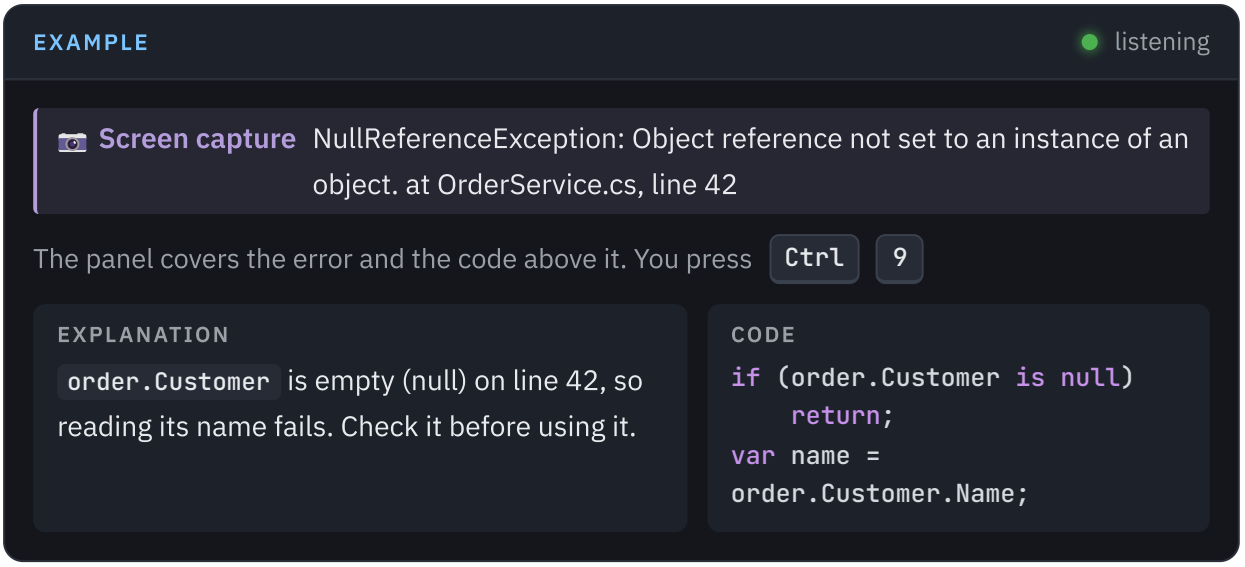
Explain what is on screen

`Ctrl` `9`

The panel works as a frame. Whatever is underneath it gets read.

1. **Place the panel**
   Move and resize the panel so it covers the code, error or question.

2. **Press** `Ctrl` `9`
   The panel disappears for a moment to capture the area behind it, then the answer appears.



> **Tip.** After a capture you can simply ask aloud, for example “how do I fix that?”, and press `Ctrl` `Enter`. The screen is now part of the conversation.

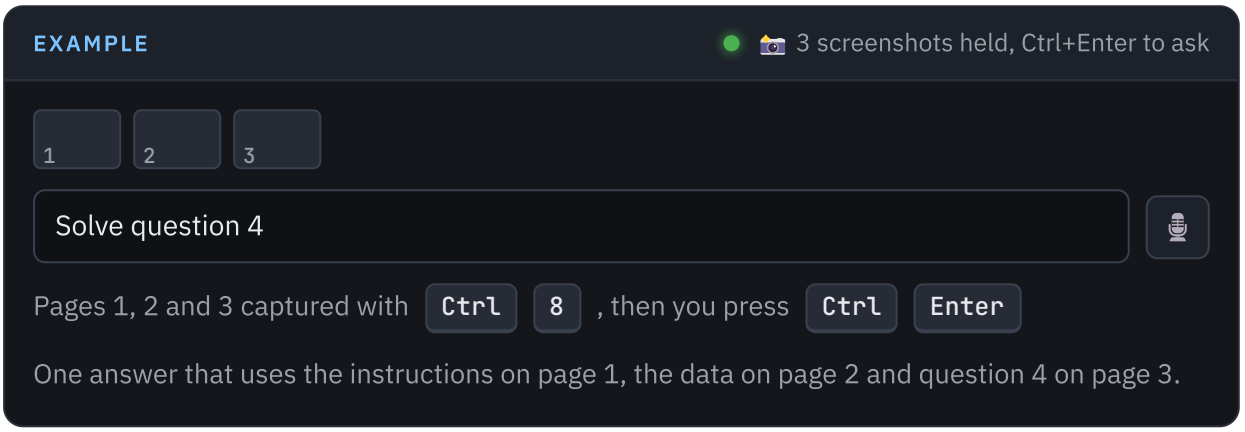
Several screens, one answer

`Ctrl` `8` then `Ctrl` `Enter`

1. **Capture each screen**
   Place the panel and press `Ctrl` `8`. Nothing is sent yet. A numbered thumbnail appears above the question box. Repeat for each screen.

2. **Add a question if you like**
   Type it in the box. If you leave the box empty, Live Assist uses the latest question asked on the call, or analyses the screens together.

3. **Press** `Ctrl` `Enter`
   All screens are sent together and answered as one.



- Up to 10 screens are held. An eleventh replaces the oldest.
- Held screens are cleared once the answer is sent.
- Live Assist works through every screen in depth, so the answer takes a little longer than `Ctrl` `9`.

Work with the answer

TO	DO THIS
Copy code	Point at a code block and click *Copy*.
Give one column more room	Drag the ⋮ divider between the columns.
Hide, clear or bring back a column	Use the buttons at the top left of the panel. See The answer buttons below.
Clear the answer quickly	Point at the answer and press `Esc`. Over the right column, `Esc` hides that column. Over the explanation, it clears the whole answer.
Scroll	Use the mouse wheel. With click-through on, hold `Ctrl` while you scroll over the answer.
Read back the transcript	Scroll up in it. It stays where you left it until you scroll back to the bottom, then follows new lines again.

On a narrow panel the two columns stack, with the example below the explanation.

The answer buttons

When an answer arrives, small buttons appear at the top left of the panel: the bin first, then a pair for each column. Point at a button to see its name. They work with click-through on too.

BUTTON	NAME ON THE PANEL	WHAT IT DOES
	*Clear all output*	Clears the whole answer, both columns. The transcript stays. If the answer is still being written, the rest of it is not shown.
LEFT COLUMN: THE EXPLANATION		
	*Hide left panel*	Hides the explanation, and the right column takes the full width. Nothing is deleted. Click again (*Show left panel*) to bring it back.
	*Clear left panel*	Removes the explanation from this answer, and the right column takes the full width.

BUTTON	NAME ON THE PANEL	WHAT IT DOES
RIGHT COLUMN: THE EXAMPLE, DIAGRAM OR CODE		
	*Hide right panel*	Hides the example, and the explanation takes the full width. Nothing is deleted. Click again (*Show right panel*) to bring it back.
	*Clear right panel*	Removes the example from this answer, and the explanation takes the full width.

- **Hide or clear?** A hidden column comes back with one click. A cleared column is gone for this answer. The next answer starts fresh, with nothing hidden or cleared.
- A filled pane  means the column is showing. An outline  means it is hidden.
- The column buttons appear only when the answer has two columns. A dim button has nothing to act on, for example the bin when there is no answer.
- One column always stays on screen. Hiding the only column showing switches to the other one. Clearing the only column with content clears the whole answer.
- You can clear a column while the answer is still being written. It stays empty and the other column keeps filling in.

Which button to use

YOU WANT TO	DO THIS
Read long code at full width	*Hide left panel*. Click it again when you need the explanation.
Keep only the talking points on screen	*Clear right panel*. It works while the answer is still arriving.
Keep only the code	*Clear left panel*.
Bring back a hidden column	Click its outlined pane icon.
Empty the panel before the next question	Click the bin, or point at the explanation and press `Esc`.
Scroll the answer with click-through on	Hold `Ctrl` and turn the wheel over the answer. The column under the pointer scrolls, and the app behind does not move. Without `Ctrl`, the wheel scrolls the app behind.
Scroll the transcript with click-through on	`Ctrl` + wheel works on the answer only. Press `Ctrl` `3` to turn click-through off, scroll, then press it again.

Keep the panel out of the way

YOU WANT TO	SHORTCUT OR ACTION	WHAT HAPPENS
Hide it completely	`Ctrl` `G`	The panel vanishes. Press again and it returns to the same spot.
Click things behind it	`Ctrl` `3`	Click-through turns on and the dot turns yellow. The panel's own buttons still light up and work when you point at them. Hold `Ctrl` while you scroll to move through the answer.
Keep typing in another app	`Ctrl` `6`	You can scroll and select on the panel while your cursor stays in your editor. `Ctrl` `Space` turns it off.
Fade it or make it solid	`Ctrl` ↓ `Ctrl` ↑	Changes by 5% per press, from 40% to 100%. A thin white edge stays visible so you can still find it.
Move it	Drag the top strip	The panel follows the mouse.
Resize it	Drag an edge or corner	Faint marks on the edges show where to grab.
Reset its size and position	Double-click empty space	Returns to the default size, centred on the screen.

EXAMPLE — click-through ON, clicks pass through

You are sharing a browser and need to click a link under the panel. Press `Ctrl` `3`, click the link, then press `Ctrl` `3` again to use the panel normally.

Check that the panel is private

`Ctrl` `7`

The panel is excluded from screen sharing and screen recording, and it has no taskbar button. Press `Ctrl` `7` during a session to prove it on your own computer. The panel flashes pink for a moment, Live Assist checks whether a screen-sharing app could see it, and the result appears in the answer area.

RESULT	MEANING
✅ **HIDDEN from others**	Screen sharing and recording tools cannot see the panel. Only a camera pointed at your screen could.
❌ **VISIBLE to others**	The panel can be seen on this computer. Do not share your screen with it open, and contact support.

Your session

The timer at the top right of the panel shows how much time is left.

WHEN YOU	WHAT HAPPENS
Press *Stop*	The session ends now. Your recap is saved and you return to the home screen.
Reach the end of your time	Listening stops. Your recap is saved automatically.
Close the app	Use ✕ or `Ctrl` `Q`. Your recap is saved and the app closes. Your session time keeps counting. Reopen within 5 minutes to carry on with the time left. To end the session for good, press *Stop* first.
Press `Ctrl` `5`	Live Assist restarts and brings back your transcript, answers and remaining time.
Have a crash	Live Assist restarts by itself and restores the session.
Start a new session	The panel starts empty. Nothing from the previous session carries over.

Your recap and files

Click **?** at the top right of the panel. Under *Last session*, click a file name to open it, or choose *Open session folder*. The ? menu also lists all shortcuts, and its first option, *Download user manual*, saves this manual to your Downloads folder, shows it in the folder and opens it. During a session it only saves it, so no extra window appears in your screen share; use *Open* or *Show in folder* when you are ready. Each session has its own folder:

- `recap.html`: a summary, then every question with what was said before it and the answer. The list on the left jumps to any question. Click a screenshot to enlarge it, and click it again for full size.
- `session.txt`: the full written record of the session.
- `capture-….png`: every screen you captured.
- `session.mp3`: the session audio, if recording is turned on for your account.

Updates

Updates download in the background. When one is ready, a bar shows *Install & restart*. It appears only between sessions, so an update never interrupts a call. If an update is required, *Start Session* stays greyed out until you install it.

Payments and codes

Some accounts pay per session or enter a code before starting.

1. **Choose your region**
   India pays by UPI. *Global* pays by Wise. Each shows the price and session length.

2. **Pay the exact amount**
   India: scan the QR code with any UPI app. Global: press *Open Wise*. Pay exactly the amount shown, including the decimals. Pay before *Time left to pay* reaches zero. *Check payment status* shows whether it has been confirmed. If you contact support, quote the *Request code* shown on this screen.

3. **Enter your code**
   Once your payment is confirmed, a 6-digit code is emailed to you. Enter it and press *Verify & start*.

CODE	VALID FOR	WRONG TRIES	NEW CODE
Payment code	5 minutes	3	*Resend code* after 60 seconds
Start code, from your approval email	10 minutes	5	*Resend code* after 60 seconds

Paid, but the request timed out? Press *Start Session* again. Your payment is still approved once it is confirmed.

Reading the panel

The status row at the top and the labels in the transcript tell you what Live Assist is doing.

Grey dot
Not listening. No session is running.

Green dot
Listening to both sides of the call.

Yellow dot
Click-through is on. Press `Ctrl` `3` to turn it off.

hidden
The panel is hidden from screen sharing.

SHARED
With a flashing red banner: the panel is visible in screen sharing. Contact support.

You · **Them** · **Screen**
Who said it: your mic, the call audio, or a screen you captured. A faint line is still being written down.

Troubleshooting

PROBLEM	WHAT TO DO
A shortcut does nothing	Check that a session is running: the timer shows at the top right. Asking only works during a session. If one shortcut never works, another app may be using it; close that app.
“No transcript yet”	Nothing has been heard yet. Talk for a few seconds or type your question. If it continues, run *Audio check* from the home screen.
“queued”	An answer is still being written. Yours runs next.
The answer was cut off	The connection dropped. Press `Ctrl` `Enter` to ask again. Listening carries on.
“Answer server is not reachable”	Check your internet connection, then ask again. Listening carries on.
“Couldn’t read any text”	Move or resize the panel so it covers the text, then press `Ctrl` `9` again.
An empty answer	Press `Ctrl` `Enter` again, or reword your question.
“mic off” or “system audio off” in the status row	Check that your headset is connected, then press `Ctrl` `5`. Live Assist restarts and keeps your session.
The panel has disappeared	Press `Ctrl` `G`.
I opened Live Assist but can’t see it	It has no taskbar button or tray icon. Press `Ctrl` `G`, or open it again from the desktop shortcut to bring it forward.
I can’t click the panel	Click-through is on (yellow dot). Press `Ctrl` `3`.
The answer won’t scroll	Click-through is on (yellow dot). Hold `Ctrl` while you scroll, or press `Ctrl` `3`.
One column of the answer has gone	It was hidden or cleared. If its pane icon at the top left is an outline, click it to bring the column back. The next answer starts fresh, with nothing hidden or cleared.
I can’t type in the box	Press `Ctrl` `Space`.
The panel is too small or in a bad spot	Double-click an empty area of the panel to reset it.

PROBLEM	WHAT TO DO
The mic bar doesn’t move in Audio check	Choose your headset from the list. Check that the mic is not muted in Windows.
The Them bar doesn’t move	It moves only while sound is playing. Play a video or join the call.
“Screen reading isn’t ready yet”	Wait a few seconds after the session starts, then try again.
Start Session is greyed out	Install the waiting update. If there is none, starting sessions is turned off for your account; contact support.
“Account locked”	Contact support to restore access.