

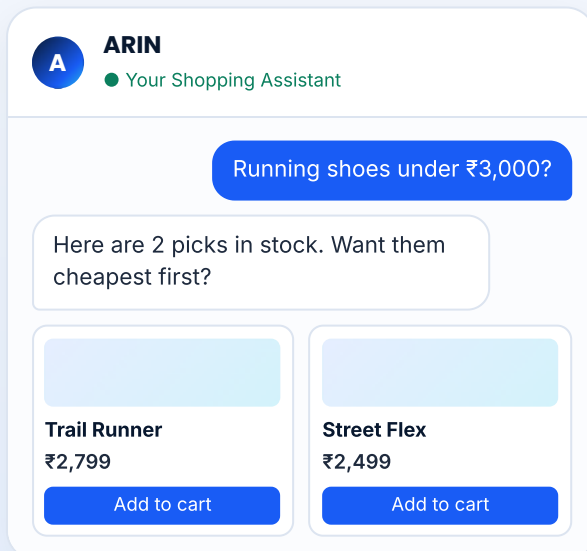
OFFICIAL USER MANUAL



User Manual

The AI shopping assistant for WooCommerce — installation, settings, teaching and everyday use.

VERSION 13.2 · OCTOBER 2026



- 1 Install & activate**
Live on your store in minutes
- 2 Set up & teach**
Your brand, your answers
- 3 Sell around the clock**
Search, compare, checkout

DEVELOPED & POWERED BY

NearBuyStore.in

nearbuystore.in

Contents

ARIN CommerceBot · User Manual · Version 13.2

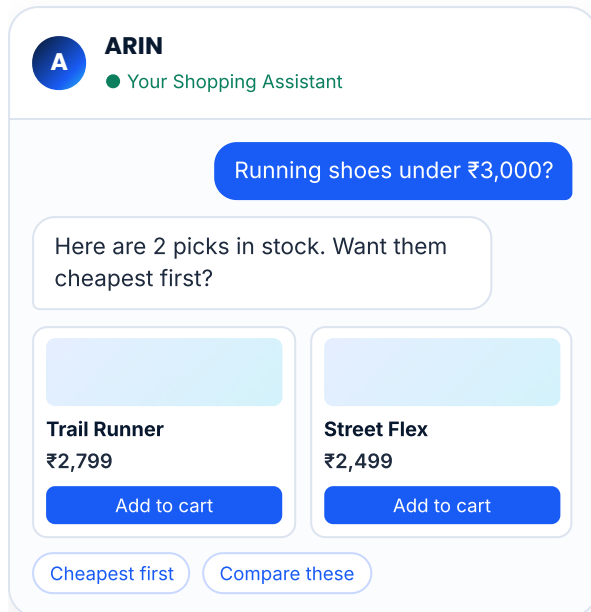
This manual takes you from installing ARIN to running it every day on your WooCommerce store. Read chapters 1–4 once; keep the rest handy for reference.

01	Welcome to ARIN What ARIN does for you and your customers	2
02	Before you begin Requirements and what to keep ready	3
03	Install & activate Installation, free trial and licence key	4
04	Plans Lite, Growth and Pro compared	5
05	Your ARIN menu Home, Inbox, Insights, Teach ARIN, Settings, Tools	6
06	Settings, tab by tab Every option explained	7
07	Teaching ARIN FAQs, product, brand and store knowledge	10
08	What your customers see The chat, step by step	11
09	Updates, licence & security Keeping ARIN current and protected	12
10	Privacy & data What ARIN stores and sends	13
11	Troubleshooting Quick fixes for common situations	14
12	Getting help Support, downloads and your account	15

01 Welcome to ARIN

Your AI shopping assistant for WooCommerce

ARIN CommerceBot adds a smart shopping assistant to your WooCommerce store. It answers your customers day and night, helps them find and compare products, and takes them to checkout — using your live catalogue, prices and stock.



What ARIN does for your customers

- **Finds products in plain words** — by name, budget or category, in English, Hinglish or their own language.
- **Compares and recommends** — price, stock and specifications side by side.
- **Cart and checkout in the chat** — add, change and pay on your secure checkout.
- **Answers store questions** — delivery, payment, returns, policies and FAQs.
- **Tracks orders** — safely, with order number and billing email.
- **Hands over to you** — on WhatsApp or by email when a person is needed.

What ARIN does for you

✓ Always accurate

Products, prices and stock always come from WooCommerce. ARIN never invents a product, a price or an offer.

✍️ Learns your store

Teach answers about your products, brands and policies. ARIN also collects questions it couldn't answer, so you can teach it.

📊 Shows what customers want

Insights tell you what customers ask, what they couldn't find and where they drop off.

🎨 Looks like your brand

Choose the name, colour, logo, welcome message, tone and where the chat button appears.

GOOD TO KNOW

Most messages are answered by ARIN's built-in rules, inside your website. When the rules can't tell what a customer means, ARIN can ask the NearBuyStore AI service for help (Growth and Pro plans). You can switch this off at any time.

02 Before you begin

Five minutes of preparation

Requirements

Item	Needed
WordPress	Version 6.2 or newer
WooCommerce	Installed and active, with your products published
PHP	Version 8.1 or newer (ask your host if unsure)
Secure website	Your site must open with <code>https://</code>
REST API	Must be reachable — security plugins must not block <code>/wp-json/</code>
Internet access from your server	Your website must be able to reach <code>nearbuystore.in</code> for the trial, licence checks and updates
Administrator account	To install plugins and change settings

Keep these ready

- Your **licence key** and the **email used for the purchase** (not needed for the free trial).
- Your store's **FAQs** — delivery times, returns, payment options, warranty.
- A **WhatsApp number** or **support email** for customers who want a person.
- Your **brand colour** and, if you like, a small logo for the assistant.

BEFORE INSTALLING ON A LIVE STORE

Take a backup of your website. If you use a caching plugin or CDN (for example LiteSpeed Cache, WP Rocket or Cloudflare), purge its cache after installing or updating ARIN so customers get the latest version.

03 Install & activate

From ZIP file to a live assistant

Install the plugin

- 1 Download ARIN**
Get the latest ZIP from nearbuystore.in/arin-commercebot or from **My Account → Software Library**. Don't unzip it.
- 2 Upload it to WordPress**
In your WordPress admin, open **Plugins → Add Plugin → Upload Plugin**, choose the ZIP and click **Install Now**.
- 3 Activate**
Click **Activate Plugin**. ARIN opens its **Get Started** page automatically. You'll find **ARIN CommerceBot** in the left sidebar.

Start the free 14-day trial

- 1 Open ARIN CommerceBot → Get Started**
Read the short checklist on the page.
- 2 Click "Start free trial"**
No payment details are needed. NearBuyStore checks that the website is yours and activates the trial within seconds.
- 3 Done — ARIN is live**
The chat button appears on your shop. The trial includes **every Pro feature** for 14 days.

Each website can use the free trial once. Reinstalling the plugin doesn't restart it, and your settings are kept.

Activate a paid licence

- 1 Buy a plan**
Choose Lite, Growth or Pro at nearbuystore.in/arin-commercebot. At checkout, enter the website where ARIN will run.
- 2 Enter your key**
Find it on the order confirmation page, in the order email or in **My Account → Software Library**. Then open **ARIN CommerceBot → Get Started**, choose **I have a licence key**, paste the key and the purchase email, then click **Activate**.
- 3 Check the status**
Home now shows your plan, for example "ARIN Growth · until 27 Oct 2027". Features switch to your plan automatically; settings and training stay. After renewing or upgrading, click **Check status now** to update immediately.

04 Plans

One website per licence, per year

ARIN Lite

₹3,999

per website / year

- Product search and product cards
- FAQs, policies, order tracking
- WhatsApp hand-over, languages, voice

MOST POPULAR

ARIN Growth

₹9,999

per website / year

- Everything in Lite
- Compare and recommend
- Cart & checkout in chat, Insights
- 1,000 AI replies a month

ARIN Pro

₹14,999

per website / year

- Everything in Growth
- Product, brand & general training
- Datasets, review videos, price comparison
- 5,000 AI replies a month

Feature	Lite	Growth	Pro
Product search by name, budget or category	✓	✓	✓
FAQs, policies, delivery and payment questions	✓	✓	✓
Order tracking	✓	✓	✓
WhatsApp and human hand-over	✓	✓	✓
Indian languages and voice	✓	✓	✓
Compare products side by side	—	✓	✓
Recommendations ("help me choose")	—	✓	✓
Cart and checkout inside the chat	—	✓	✓
Insights	—	✓	✓
AI help for unclear messages (replies / month)	—	1,000	5,000
Product, brand and general training	—	—	✓
Dataset intelligence	—	—	✓
Product review videos and online price comparison	—	—	✓
Updates during the licence period	✓	✓	✓

Upgrading or changing plan

Buy the new plan for the **same website** with the **same email**. Your key stays the same, moves to the new plan and is extended by its period.

What Lite customers see

ARIN finds products and answers questions; to buy or compare it opens the product, cart or checkout page. Customers never see plan or upgrade messages.

05 Your ARIN menu

Everything lives under ARIN CommerceBot in the WordPress sidebar

Home	Your command deck: licence and plan, checkout mode, AI status, today's conversations and quick links. Before activation this page is called Get Started .
Inbox	Requests customers sent from the chat — call-backs, questions for a person, booking or enquiry forms. A number shows how many are open.
Insights	What customers ask most, products they couldn't find, popular searches and where conversations drop off. (Growth and Pro)
Teach ARIN	Questions ARIN couldn't answer, ready for you to teach — plus your store knowledge.
Settings	Name, look, checkout, knowledge, AI, support and privacy options (chapter 6).
Tools	Training pages, site sync, testing studio, store readiness, compatibility, answer quality, licence and privacy.

Tools at a glance

Group	Tool	What it's for
Teach & train	Product training	Answers, specifications and selling points per product (Pro)
	Brand training	Brands you sell and what makes them different (Pro)
	General training	Store-wide answers and buying guidance (Pro)
	Learning Lab	Review what ARIN learned from conversations
	Correction review	Answers customers marked as wrong
	Datasets	Import product knowledge from a spreadsheet (Pro)
Website knowledge	Site sync	Re-read your pages, posts and products after big changes
	Product intelligence	What ARIN understands about each product
Check & test	Testing studio	Ask ARIN questions as a customer would
	Store readiness	Guided checks before you go live
	Compatibility	Theme, cache and plugin checks
	Answer quality	Clicks, feedback and answer confidence
Account	Licence & setup	Trial, licence key, plan and status
	Privacy & data	Retention, data requests and privacy-policy text

06 Settings, tab by tab

ARIN CommerceBot → Settings · click Save at the bottom after changes

General

Setting	What it does
Show ARIN on my shop	Turns the chat on or off for customers. Your settings are kept when it's off.
Assistant name & tagline	The name and line shown in the chat header (default "ARIN · Your Shopping Assistant"). Rename it to suit your brand.
Welcome message	The first message customers see. Use <code>{name}</code> for the assistant's name and <code>{customer}</code> for a signed-in customer's first name.
Tone	Professional & concise, Warm & friendly, or Playful & cheerful.
Type of business	Decides which product details you can teach (sizes for fashion, dimensions for furniture...). "Detect automatically" works for most stores.
Chat languages	All languages (English, Hinglish, 17 Indian and 17 world languages) or English only. Customers choose their language in the chat header.
Privacy reminder	A short line reminding customers not to share passwords or card numbers in the chat.
Remember preferences	Lets signed-in customers ask ARIN to remember things like their size or budget.

Look & feel

Setting	What it does
Brand colour	Colour of the chat button, your customers' messages and buttons.
Assistant logo	Picture shown in the chat header. Leave empty to use your site logo.
Chat button position	Bottom right or bottom left, with distance from the side and bottom — move it if it covers another button.
On desktop	Open as the full shopping workspace or as a compact chat. Phones always use the full-screen chat.
Reply pace	Natural (2–3 seconds, shows what ARIN is checking), Fast or Instant.
Voice	Lets customers talk to ARIN with the browser microphone. Set the wake phrase (default "hey arin") and the voice language, for example <code>en-IN</code> or <code>hi-IN</code> .

Shopping & checkout

Setting	What it does
Checkout	Inside ARIN (recommended) or send customers to the store's checkout page . Card and UPI payments always happen on your payment gateway's own secure page; ARIN only shows an order as paid after the gateway confirms it.
Cash on delivery	Offers COD inside ARIN when WooCommerce offers it.
Online payments inside ARIN	Leave empty (recommended). Add a gateway ID only after testing it with ARIN.
QR payments	Allows QR payments provided by your gateway.
Public coupons	Lets ARIN tell customers about coupons you've made public.
Announcement & special day	A short message ARIN mentions (a sale, a festival offer) with an end date.
Price comparison	Adds a "Compare prices online" button for a product (Pro).
Product videos	Plays review, unboxing and how-to videos in the chat from YouTube links you add to a product (Pro).
Open other websites	When a customer asks ("open YouTube"), ARIN shows a link that opens in a new tab, so the cart stays on your shop.

Knowledge

Setting	What it does
About your shop	A few sentences ARIN uses to introduce your store.
FAQs	One per line in the form Question? Answer .
Extra facts	One fact per line — for example "We deliver across India in 3–5 days".
Extra product fields	Your own product details to teach, one label per line (for example "Thread count").
Words customers use	Synonyms, one per line — for example sofa = couch , kurti = tunic .
Collect unanswered questions	Keeps questions ARIN couldn't answer, so you can teach them in Teach ARIN.

AI brain

On — when the rules can't answer (recommended) sends only that question, with personal details removed, and your shop's public facts to the NearBuyStore AI service. No API key is needed. **Off** keeps everything on your website. Products, prices and stock always come from WooCommerce. Monthly AI replies depend on your plan.

Support

Setting	What it does
Send customer requests to	Email address for requests from the chat. Empty = your site admin email.
Support hours	ARIN tells customers when to expect a reply, for example "Mon-Sat, 10am-7pm".
WhatsApp number	With country code. Customers get a WhatsApp button with their reference number.
Hand-over button label	The text on the "talk to a person" button.
Phone, address, visiting	Shown when customers ask how to call or visit. Leave empty to hide.

Privacy

Retention periods, automatic clean-up, customer data requests and ready-made privacy-policy text. See chapter 10.

07 Teaching ARIN

The more ARIN knows, the more it sells

ARIN already reads your products, categories, prices, stock and policy pages. Teaching adds what only you know — answers, buying advice and the words your customers use.

Start with these three (every plan)

- 1 **Write your FAQs**
Settings → Knowledge → FAQs. Add the 10–20 questions customers ask most: delivery time, returns, COD, warranty, sizes.
- 2 **Add the words your customers use**
Settings → Knowledge → Words customers use. For example `specs = spectacles`, `mobile = smartphone`.
- 3 **Teach unanswered questions every week**
Open **Teach ARIN**. Each question ARIN couldn't answer has a box — type the answer once, and ARIN uses it from then on.

Go deeper (Pro)

Product training

Per product: answers to common questions, key specifications, who it's for and selling points. Ideal for your best sellers.

Brand training

The brands you sell, what makes each one different, and which to suggest for which customer.

General training

Store-wide guidance — “how to choose the right size”, “which battery for which car”.

Datasets

Import product knowledge from a spreadsheet when you have many products to teach at once.

Check what ARIN learned

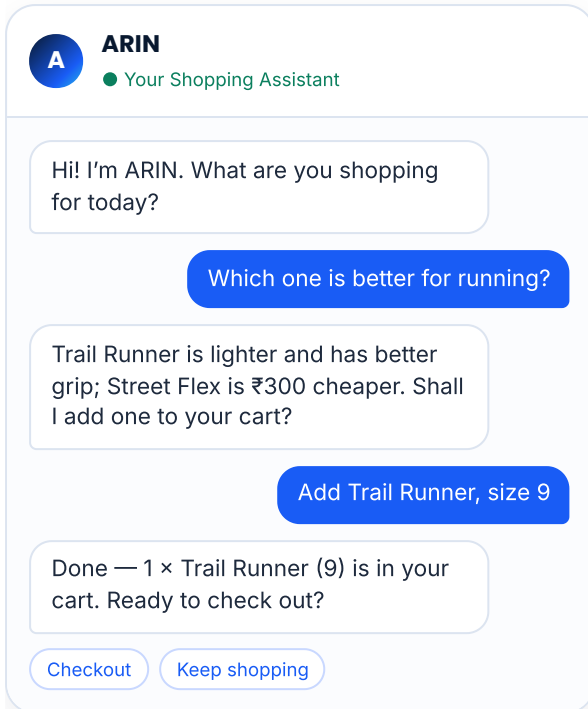
- **Learning Lab** — review and approve what ARIN picked up from conversations.
- **Correction review** — answers customers marked as wrong; fix them in one place.
- **Testing studio** — ask ARIN questions as a customer before your customers do.
- **Site sync** — run it after adding many pages or products.

TIP

Short, factual answers work best. Write them the way you'd answer a customer in your shop — ARIN adjusts the tone to your Settings.

08 What your customers see

A guided shopping conversation



The customer journey

- 1 Chat button**
A round ARIN button sits in the corner of every page. On a product page, ARIN already knows which product the customer is looking at.
- 2 Search and compare**
Customers type or speak what they want. ARIN shows product cards with price and stock, compares options and recommends.
- 3 Cart and checkout**
Customers add products, choose sizes and colours, and continue to your secure checkout.
- 4 After the order**
Customers can track orders with their order number and billing email, or ask for a person.

Languages and voice

Customers pick a language in the chat header — Hindi, Tamil, Telugu, Kannada, Malayalam, Marathi, Bengali and more. Product names, prices and links stay exactly as in your store. With voice on, customers can speak instead of typing.

When a customer wants a person

ARIN offers your WhatsApp number with a reference number, or takes the request and sends it to your **Inbox** and support email.

CUSTOMERS NEVER SEE

Plan names, upgrade messages, licence details or error codes. If something isn't available, ARIN offers the next best step — the product page, your cart or a person.

09 Updates, licence & security

Keeping ARIN current and protected

Updating ARIN

1 Watch for the update

New versions appear in **Plugins** and **Dashboard → Updates** like any WordPress plugin. To check immediately, open **ARIN CommerceBot → Tools** and click **Check for updates**.

2 Update now

Click **Update now**. Your settings, training and conversations are kept.

3 Purge your cache

Clear LiteSpeed / CDN caches. If a red note appears for administrators saying the site is serving old chat files, the cache still needs purging.

How your licence is checked

- ARIN confirms the licence with NearBuyStore automatically, about twice a day. Each confirmation is **digitally signed** by NearBuyStore.
- If your server can't reach NearBuyStore, ARIN keeps working for up to **3 days**, then pauses until the next successful check.
- The licence, plan and dates saved on your website can't be edited by hand — an edited record switches ARIN off. Use **Check status now** to restore it.

File check

Once a day ARIN compares its own files with NearBuyStore's signed list for your version. If files were changed, **AI replies and product videos pause** and a notice appears in your admin. Your store, the chat and your data keep working.

PLEASE DON'T EDIT ARIN'S FILES

Customise ARIN from Settings instead. If you see the "files have been changed" notice, download ARIN again from nearbuystore.in and upload it in **Plugins → Add Plugin → Upload** — everything is restored automatically, and your settings are kept.

Your licence terms

Each licence is for one website for the licence period. Copying, sharing, reselling or removing the licence checks is not allowed. To move ARIN to another website, contact NearBuyStore.

10 Privacy & data

What ARIN keeps, and what leaves your website

On your website

- Conversations, unanswered questions and Insights are stored in your WordPress database.
- Orders are shown only when the order number and billing email match.
- Saved preferences are kept only for signed-in customers who ask ARIN to remember them.
- Set retention periods and automatic clean-up in **Tools → Privacy & data**, and handle customer data requests there.

What can leave your website

Service	What is sent, and when
AI service	Only when the built-in rules can't understand a message and AI is on: that message (email addresses, phone and card numbers removed) and your shop's public product and policy facts.
Languages	If a customer chooses another language without the AI service, their browser translates through Google Translate.
Videos	Review videos play from YouTube in privacy-enhanced mode; video searches go through NearBuyStore.
Outside links	Price comparison and other websites open only when the customer taps them.
Licence & file checks	Your website address, licence key and ARIN version; if ARIN files were changed, the names of those files. Never customer or order data.

PRIVACY POLICY

Tools → Privacy & data gives you ready-made text to add to your store's privacy policy.

11 Troubleshooting

Quick fixes for common situations

You see	What to do
The chat button doesn't appear	Check Settings → Show ARIN on my shop is on and the licence is active on Home . Purge your page and CDN cache, then open the shop in a private window.
"ARIN is hidden from your customers"	The notice explains why. Most often the trial or licence expired, or the licence couldn't be re-checked. Click Check status now on Get Started.
"Could not verify website ownership" when starting the trial	Your site must use HTTPS and allow <code>/wp-json/</code> . Ask your host, or check security plugins and firewall rules.
"Licence is assigned to another domain"	The key is linked to a different website. Use the website entered at purchase, or contact NearBuyStore to move it.
Red note for admins: "serving an old copy of the chat files"	Purge LiteSpeed Cache and your CDN cache, then reload.
"ARIN's files on this website have been changed"	Download ARIN again from nearbuystore.in and upload it in Plugins → Add Plugin → Upload. Settings are kept.
A product isn't found	Make sure it's published and visible in the catalogue. Add the words customers use (Settings → Knowledge) and run Site sync .
A wrong or missing answer	Teach the answer in Teach ARIN , add an FAQ, or fix it in Correction review .
A payment method doesn't work inside the chat	Leave "Online payments inside ARIN" empty; customers then pay on your secure checkout page.
The chat button covers another button	Change the position and distances in Settings → Look & feel .
AI replies stopped	Check Home : AI may be off in Settings, your monthly AI replies may be used up (they reset monthly), or your plan may not include AI. ARIN keeps answering with its built-in rules.

BEFORE CONTACTING SUPPORT

Open **Tools** → **Store readiness** and **Tools** → **Compatibility**. They find most setup issues and tell you how to fix them.

12 Getting help

We're here when you need us

Software Library

Sign in at nearbuystore.in → **My Account** → **Software Library** for your downloads, licence keys, licence status and this manual.

Help Center

Installation guides, version history and troubleshooting articles at nearbuystore.in/software-help.

Product page

Plans, prices, the free trial and current downloads at nearbuystore.in/ar-in-commercebot.

Contact us

Questions about licences, moving a licence or installation: nearbuystore.in/contact-us.

When you write to us, include

- Your website address and the email used for the purchase.
- Your ARIN version (shown in **Plugins**) and your plan (shown on **Home**).
- What you expected, what happened, and a screenshot if possible.

STAY SAFE

NearBuyStore will never ask for your WordPress password, OTPs or payment details. Never share them in support messages.



Your best salesperson never takes a break.

Start with a free 14-day trial of every Pro feature, then choose Lite, Growth or Pro for your store.

Product & plans	nearbuystore.in/arin-commercebot
Downloads & keys	My Account → Software Library
Help Center	nearbuystore.in/software-help
Contact	nearbuystore.in/contact-us

DEVELOPED & POWERED BY

NearBuyStore.in

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