

# AI Troubleshooting

## User Guide

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Ask any access control question and get an expert answer instantly — with device-specific context, wiring details, and manufacturer documentation.

### Quick Reference

Access: Ask questions in plain text or tap on device cards

Subscription: Requires active subscription or trial

Coverage: Supports 362+ devices across 73 brands

Sessions: Auto-expire after 30 minutes of inactivity

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# 1. Getting Started

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Just type a question — no command needed. The AI detects questions automatically and responds with expert answers. It works with or without a specific device in mind.

There are several ways to start an AI conversation:

- Type a question directly in the chat (e.g., "How do I wire an LP4502?")
- Tap Ask About This Device on any device card
- Send a voice message with your question

Subscribers with an active plan or free trial get unlimited AI support. Free users after trial expiry can look up devices but cannot use AI features.

Tip: You don't need to use /support or any special command. Just type your question naturally and the AI takes over.

## 2. Asking a Question

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Type naturally — the AI understands plain language questions about access control devices, wiring, configuration, and troubleshooting.

### Example questions:

- "How do I wire an LP4502 to a mag lock?"
- "What's the default Wiegand format for Signo readers?"
- "My HES 9600 strike isn't releasing — what should I check?"
- "What gauge wire do I need for a 200ft reader run?"

### What happens behind the scenes:

- The AI extracts the device name from your question
- It looks up the device's full specs — wiring diagram, installation notes, common issues
- It searches 591 manufacturer PDFs (37,000+ indexed chunks) for relevant documentation
- It combines all context and gives you a specific, actionable answer

If the AI detects a device in your question, it automatically uses that device's full wiring diagram, installation notes, and common issues to provide the most accurate answer possible.

Note: If you type a device name without a question (e.g., just "LP4502"), the bot shows the device card instead of starting an AI session.

## 3. Device-Specific Support

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For targeted help with a specific device, use the device card button. This pre-loads the full device context so the AI has everything it needs from the start.

### How to start:

- Search for a device (type its name or use /find)
- On the device card, tap Ask About This Device
- The bot responds: "What's the issue with [device name]?"
- Describe the problem and get targeted help

Follow-up questions maintain context about the same device. You can ask multiple questions in a row without re-stating the device name — the AI remembers what you're working on.

Tip: The device card button is the fastest way to get help — it skips the device detection step and loads wiring, notes, and issues immediately.

## 4. How Sessions Work

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Sessions start automatically when you ask a question. There is no explicit "start session" step — the AI creates a conversation thread that persists for follow-up messages.

### Session behavior:

<b>Auto-start</b>	Typing a question creates a session automatically
<b>Follow-ups</b>	Subsequent messages continue the same conversation thread
<b>Auto-expire</b>	Sessions expire after 30 minutes of inactivity
<b>Device switch</b>	Mentioning a different device clears the thread and starts fresh with the new device's context
<b>Manual end</b>	Tap " End Session" to close the session manually
<b>Daily limit</b>	50 AI turns per day per user (counter resets at midnight)

The AI keeps full conversation history within a session, so it remembers what you discussed earlier. This is useful for multi-step troubleshooting where each answer builds on the previous one.

Note: Rate limit warnings appear at 10 remaining turns and again at 3 remaining. The counter resets each day.

## 5. What the AI Knows

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The AI draws from a comprehensive knowledge base built specifically for access control field technicians:

<b>Device Database</b>	362+ devices with wiring diagrams, installation notes, and common issues
<b>Manufacturer PDFs</b>	591 indexed documents — install guides, spec sheets, and admin manuals (37,000+ searchable chunks)
<b>Platform Knowledge</b>	14 access control platforms including Lenel, Genetec, Brivo, Software House, Gallagher, and more
<b>Code Compliance</b>	NEC Article 725 wire gauge and classification requirements
<b>Support Contacts</b>	Real manufacturer phone numbers and email addresses for escalation

On every turn, the AI searches the manufacturer documentation (RAG) for the most relevant passages, so answers cite specific terminal labels, wire gauges, and configuration steps from official sources.

Tip: If the AI can't fully resolve your issue, it provides the manufacturer's tech support phone number and email so you can escalate quickly.

## 6. Voice Questions

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Send a voice message instead of typing — useful when your hands are busy on a job site. The bot uses Whisper AI to transcribe your speech, then routes it through the same AI pipeline as text questions.

### How it works:

- Hold the microphone button in Telegram and speak your question
- The bot transcribes your audio and sends a confirmation: "Heard: [your text]"
- If you're in an active session, the transcription continues the conversation
- If you're not in a session, the bot routes through normal question detection

### Supported languages:

English, Spanish, French, Portuguese, Chinese, and Japanese. Whisper auto-detects the language — no configuration needed.

There are also approximately 120 voice command phrases recognized across all 6 languages for common actions like "find a device", "start a job", "favorites", "training", and more.

Note: Voice messages shorter than 3 words are rejected with a "Didn't catch that" message. Speak clearly and include enough context for best results.

## 7. Tips for Better Answers

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The AI works best when you give it specific information to work with. Here are some guidelines for getting the most accurate and useful responses:

- Include the device name or model number. "LP4502" is better than "the controller." The AI uses the exact model to pull up the right wiring diagram and documentation.
- Be specific about the symptom or question. "LED flashing red every 2 seconds" is better than "it's not working."
- Mention what you've already tried. This prevents the AI from suggesting steps you've already ruled out.
- Include error codes or LED patterns if applicable. Many devices communicate status through LED sequences — include these for faster diagnosis.
- Ask one question at a time. The AI gives the clearest answers when focused on a single issue. Use follow-ups for additional questions.

### Example — good vs. vague:

<b>Vague</b>	"My reader isn't working"
<b>Better</b>	"HID Signo 20 — red LED solid, no beep on card tap, Wiegand to Mercury LP4502"

Tip: If the AI asks a clarifying question, answer it specifically. The diagnostic flow is designed to narrow down the root cause step by step.

## 8. Quick Reference

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Action	How
Ask a question	Type naturally in the chat — no command needed
Device-specific help	Device card > Ask About This Device
Voice question	Hold mic button > speak > bot transcribes and answers
Follow up	Keep typing — session remembers context
Switch device	Mention a new device name — thread resets automatically
End session	Tap End Session or wait 30 minutes
Check daily limit	Warnings appear at 10 and 3 remaining turns
Diagnose an issue	Device card > ■ Diagnose Issue (guided diagnostic flow)
System platform help	Systems > select platform > ask questions
Start from home	Tap Home to return to the main menu