

Device Lookup

User Guide

Type any device name or model number and get wiring specs, installation notes, common issues, spec sheets, and manufacturer support contacts — all in one card, in under a second.

Quick Reference

Command: /find or type any device name

Access: Free (5 lookups/day) or unlimited with subscription

Database: 362 devices across 73 brands

Search: Fuzzy matching — works with typos, partial names, and aliases

Contents

1. Getting Started
2. Searching for a Device
3. The Device Card
4. Wiring, Notes & Issues
5. Documentation Links
6. Manufacturer Support
7. Browsing by Category
8. Browsing by Manufacturer
9. Favorites & Recent
10. Inline Mode
11. Quick Reference

1. Getting Started

Device Lookup is the core feature of ArklyTech. Type any device name, model number, or alias directly in the chat — no command needed. The bot searches a database of 362 access control devices from 73 brands and returns a full device card with everything you need in the field.

Ways to search:

- Type a device name directly — e.g., LP4502 or HES 9600
- Type /find to get a search prompt
- Tap Devices on the persistent keyboard
- Use inline mode: type @arklytechbot LP4502 in any Telegram chat

Tip: You don't need to type the full name. "LP4502", "lp4502", or even "lp 4502" all find the Mercury LP4502. Fuzzy matching handles typos and partial names.

2. Searching for a Device

The search engine uses fuzzy matching to find devices even when you don't type the exact name. It searches device names, manufacturers, and aliases.

Search behavior:

- Exact match — typing "Mercury LP4502" shows the device card immediately
- Partial match — typing "LP4502" or "4502" still finds it
- Fuzzy match — typing "LP4052" (typo) suggests the closest match
- No match — shows the 3 closest suggestions as tappable buttons, plus "Ask AI" and browse options

Aliases:

Many devices have aliases — alternative names techs commonly use. For example, "Signo 20" also matches "HID Signo 20", and "EP1502" matches "Mercury EP1502". Aliases are shown on the device card as "Also known as: ..."

Note: Free users get 5 device lookups per day. Subscribers get unlimited lookups.

3. The Device Card

Every device card shows the device name, manufacturer, and category at the top, followed by action buttons for everything available. Buttons only appear when data exists — no empty placeholders.

Card layout:

Header	Device name (bold), manufacturer (italic), category with emoji
Aliases	"Also known as: ..." — shown only if aliases exist
Quick Reference	Wiring, Install Notes, Common Issues buttons
Documentation	Spec Sheet, Install Manual — direct links to manufacturer PDFs
Diagrams	Wiring Diagram (PNG) for wired devices
Video	Video Guide button — shown only if a video URL is set
Support	Phone and Email buttons for manufacturer tech support
AI	"Ask About This Device" and "Diagnose Issue" buttons
Actions	Favorite (star) to save for quick access

Tip: Tap the star button to save a device to your favorites. Access favorites anytime from the home screen or with /favs — up to 10 devices.

4. Wiring, Notes & Issues

The three Quick Reference sections contain the most commonly needed field information. Each opens in a separate message with a Back button to return to the device card.

Wiring	Terminal labels, pin assignments, wire colors, voltages, and connection details. Formatted with bold terminals (TB1, J7, COM, NO, NC) and monospace for wire gauges and voltages.
Install Notes	Step-by-step installation guidance, mounting details, DIP switch settings, jumper configurations, and setup procedures.
Common Issues	Known problems, failure modes, and field-tested solutions. Covers the issues techs encounter most frequently with each device.

Content is translated on-demand for non-English users. Translations are cached so repeat views are instant.

5. Documentation Links

Device cards can include direct links to manufacturer documentation:

Spec Sheet	Product specification PDF — dimensions, electrical ratings, features
Install Manual	Manufacturer installation guide with wiring diagrams and procedures
Wiring Diagram	Visual wiring diagram image (PNG) generated from device data
Video Guide	Link to manufacturer installation or setup video

Documentation buttons only appear when URLs are available for the device. Currently 265 devices have spec sheets and 251 have install manuals linked.

6. Manufacturer Support

Most device cards include manufacturer tech support contact information. Tap the phone or email button to get a tappable link that Telegram auto-dials or opens your email app.

- Phone — tap to see the number, then tap again to call directly
- Email — tap to see the address, then tap to compose an email
- 328 out of 362 devices have phone support linked

Tip: When the AI can't solve a problem, manufacturer support contacts are right there on the device card — no searching the web for the right number.

7. Browsing by Category

Don't know the exact device name? Browse by category to find it.

- Tap Devices on the persistent keyboard or type /find
- Select a category to see all devices in that group
- Tap any device to open its full card

Categories (15 total):

Category	Examples
Controllers	Mercury LP4502, LNL-2220, iSTAR Ultra
Readers	HID Signo 20, iCLASS SE, Schlage MT15
Locks	Schlage NDE, AD-400, Von Duprin EL99
Electric Strikes	HES 9600, HES 1006, Adams Rite 7400

Power Supplies	Altronix AL600ULM, AL400ULM
Panic Bars	Von Duprin 22/33/98/99 Series
Door Closers	Norton 7500, dormakaba TS93
Intercoms	2N IP Verso, Aiphone IX-DV
SIO Modules	Mercury MR50, MR52, MR62e
+ 6 more	Biometric, Cameras, Enclosures, Pedestals, REX, Batteries

8. Browsing by Manufacturer

You can also browse by manufacturer to see all devices from a specific brand.

- Tap Devices then select By Manufacturer
- Choose a manufacturer from the alphabetical list
- See all their devices, then tap any one to open the card

The database includes 73 brands — from major manufacturers like HID Global, Allegion, and ASSA ABLOY to specialized brands like Farpointe Data, Seco-Larm, and Dortronics.

9. Favorites & Recent

Save devices you use frequently and access your recent searches for quick recall.

Favorites:

- Tap the star button on any device card to save it
- Access favorites from the home screen or type /fav
- Up to 10 device favorites stored per user
- Tap a favorite to instantly open the device card

Recent searches:

- Your last 5 device lookups are tracked automatically
- Access from the home screen or type /recent
- Tap any recent device to open its card again

10. Inline Mode

Use ArklyTech from any Telegram chat — without opening the bot. Type @arklytechbot followed by a device name in any conversation.

- Type @arklytechbot LP4502 in any chat
- Up to 10 matching results appear as suggestions
- Tap a result to send the device name, manufacturer, and category into that chat
- Useful for quickly sharing device info with colleagues

Tip: Inline mode is great for group chats — share device specs with your team without leaving the conversation.

11. Quick Reference

Action	How
Search for a device	Type the device name directly in the chat
Search with command	Type /find to get a search prompt
Browse by category	Tap Devices > select a category
Browse by manufacturer	Tap Devices > By Manufacturer
View wiring	Device card > Wiring button
View install notes	Device card > Install Notes button
View common issues	Device card > Common Issues button
Open spec sheet	Device card > Spec Sheet (opens PDF)
Call manufacturer	Device card > Phone button
Save to favorites	Device card > Star button (max 10)
View favorites	Type /favs or tap Favs on home screen
View recent	Type /recent or tap Recent on home screen
Inline search	Type @arklytechbot + name in any chat
Ask AI about device	Device card > Ask About This Device
Diagnose device	Device card > Diagnose Issue