

# Field Tips

## User Guide

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Share what you learned on a job — your tips get indexed into the AI knowledge base so the next tech who asks gets the benefit of your experience.

### Quick Reference

Command: /report

Access: Available to all users

Effect: Tips are indexed into the AI knowledge base

Review: Admins review and approve tips in the admin panel

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# 1. Getting Started

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Field Tips let you share hard-won knowledge from the field with your entire team. When you discover a fix, workaround, or gotcha, submit it as a tip. It gets reviewed and indexed into the AI knowledge base — so the next tech who asks about that device gets your insight automatically.

To submit a tip, type `/report` followed by the device name and your tip.

## 2. Submitting a Tip

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Type `/report` followed by the device and your observation. Be specific — include model numbers, terminal labels, voltages, and what you actually did.

### Examples:

- `/report LP4502 RS-485 polarity was backwards from the label on this batch`
- `/report HES 9600 - use 24VDC not 12VDC on the new revision, label says 12 but it's wrong`
- `/report Signo 40 needs firmware update before OSDP works, factory ships with old firmware`
- `/report Von Duprin 99 - the 3ft model has a different template than the 4ft`

The bot confirms your tip was saved. Admins are notified and can review, approve, or reply in the admin panel.

Tip: Submit tips right after you discover something — while the details are fresh. A tip entered 5 minutes after the fix is more accurate than one from memory at the end of the day.

## 3. What Makes a Good Tip

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The best tips are specific, actionable, and reference exact details:

<b>Device name</b>	Include the exact model — "LP4502" not "Mercury controller"
<b>What happened</b>	Describe the problem or discovery clearly
<b>What fixed it</b>	Include the exact fix — terminal, voltage, setting, firmware version
<b>Why it matters</b>	Explain what goes wrong if a tech doesn't know this

Note: Avoid generic tips like "check the wiring" — those don't help the AI give better answers. Be as specific as you would explaining it to a new tech standing next to you.

## 4. How Tips Reach the AI

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Submitted tips go through a review process before they reach the AI:

- Step 1: You submit a tip via /report
- Step 2: Admins are notified and review the tip in the admin panel
- Step 3: Approved tips are indexed into the RAG knowledge base
- Step 4: The AI includes your tip when answering questions about that device

Your tip becomes part of the institutional knowledge — it helps every tech on your team, including future hires who never met you.

## 5. Suggesting a Device

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If you encounter a device that isn't in the database, use /suggest to request it be added.

- Type /suggest to start the suggestion flow
- Enter the manufacturer name
- Enter the model name
- Add any notes (wiring info, where to find specs, etc.)
- Admins review and add the device to the database

## 6. Reporting Bugs

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Found incorrect wiring info, a wrong spec sheet link, or a bug in the bot? Use /bug to report it.

- Type /bug followed by a description of the problem
- Include the device name if it's device-specific
- Admins are notified immediately

## 7. Quick Reference

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Action	How
Submit a field tip	Type /report + device name + your tip
Suggest a new device	Type /suggest and follow the flow
Report a bug	Type /bug + description of the problem
View tip status	Ask your admin in the admin panel