

# Photo Detection

## User Guide

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Snap a photo of any access control device and the AI identifies it — using OCR text reading, visual analysis, and a 362-device database.

### Quick Reference

Usage: Send a photo in the chat or use /id  
Access: Requires active subscription or trial  
Detection: 3-pass identification (caption, OCR, visual)  
Coverage: Supports 362+ devices across 73 brands

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# 1. Getting Started

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Send a photo of any access control device directly in the chat. The AI analyzes the image and identifies the device, then shows you its full device card with wiring, specs, and support info.

You can also type `/id` to get a camera-ready prompt reminding you to snap a clear photo.

## Supported device types:

- Readers (card readers, keypads, biometric units)
- Controllers (access control panels, SIO modules)
- Locks (electric strikes, mag locks, electrified locksets)
- Power supplies and batteries
- Intercoms and door stations
- Panic bars, door closers, and pedestals

Tip: Photo detection is available to subscribers and users on a free trial. Each photo counts toward your daily vision limit (50 per day).

# 2. How Detection Works

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The bot uses a 3-pass identification system. Each pass builds on the previous one, moving from fastest and cheapest to most thorough.

## Pass 1 — Caption Pre-Match

If you include a caption with the photo (e.g., "LP4502"), the bot matches it against the device database instantly. This is free — no AI call is made. If a match is found, the device card is shown immediately.

## Pass 2 — OCR Text Reading

GPT-4o reads all visible text in the photo — model numbers, brand names, part numbers, and serial labels. The extracted text is fuzzy-matched against the 362-device database to find the best match.

## Pass 3 — Visual Analysis

If no text is readable, the AI analyzes the device's physical characteristics: form factor, LEDs, connectors, mounting style, size, and color. It compares these against a catalog of 362 devices grouped by manufacturer to find the closest match.

Results from any pass are shown as tappable confirmation buttons so you can verify the identification before seeing the full device card.

Note: Passes run in order. If Pass 1 (caption) finds a match, Passes 2 and 3 are skipped entirely — saving AI credits and time.

### 3. Multi-Match Results

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When the AI finds multiple possible matches, it presents them as tappable buttons so you can choose the correct device.

- Up to 3 devices are shown as buttons, ranked by confidence
- Tap the correct one to see its full device card
- Tap "None of the above" if no match is correct
- Tap "Ask AI" to get help identifying the device from an AI assistant

Tip: If multi-match keeps showing, try adding a caption with the model number — this triggers an instant exact match and skips the vision analysis entirely.

### 4. Adding a Caption

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Include the device name or model number as a caption when sending the photo. This triggers instant matching — the Vision API is skipped entirely, saving AI credits and returning results faster.

#### When to use captions:

- You know the device but want to pull up its details quickly
- The label is damaged or hard to read in the photo
- You want to save your daily vision limit for unknown devices
- You're in a low-light environment where photo quality may be poor

#### Caption examples:

- "LP4502" — matches Mercury LP4502 controller
- "HID Signo 20" — matches HID Signo 20 reader
- "Von Duprin 99" — matches Von Duprin 99 Series panic bar

## 5. Photos During Jobs

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When you have an active job (started with /job), photos sent to the bot are captured for the job record instead of triggering device detection.

- The bot confirms each photo with "Photo added (X total)"
- Photos are included in the job completion report generated by /done
- There is no limit on the number of photos per job

To identify a device while a job is active, complete the job first with /done, or use /id separately.

Note: Job photos and device detection are mutually exclusive. While a job is active, all photos go to the job record. Use /id or complete the job first if you need to identify a device.

## 6. Tips for Better Detection

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Follow these guidelines to get the most accurate identification results:

<b>Label / Nameplate</b>	Get a clear shot of the device label or nameplate. This gives OCR the best chance of reading model numbers.
<b>Model Numbers</b>	Include model numbers, part numbers, and brand text in the frame whenever possible.
<b>Lighting</b>	Good lighting helps OCR accuracy. Avoid shadows falling across the label.
<b>Angle</b>	Photograph from the front, straight on — not at an angle. Perspective distortion makes text harder to read.
<b>Retry Strategy</b>	If the first attempt fails, try a closer shot focused on the label. Zoom in on the text area.
<b>Caption Fallback</b>	Add the device name as a caption for a guaranteed instant match — useful when conditions are poor.

## 7. Quick Reference

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Action	How
Identify a device	Send a photo directly in the chat
Camera prompt	Type /id for a camera-ready reminder
Instant match	Add a caption with the model number to your photo
Confirm match	Tap the correct device from the result buttons
No match found	Tap "None of the above" or "Ask AI" for help
During a job	Photos go to job record; use /id or /done first
Daily limit	50 photo identifications per day
Better OCR	Clear label, good lighting, straight-on angle