


System Support

User Guide

Get expert AI support for 14 access control platforms — Lenel, Genetec, Brivo, Verkada, and more — with platform-specific documentation.

Quick Reference

Access: Tap  Systems on home screen or persistent keyboard

Subscription: Requires active subscription or trial

Platforms: 14 platforms supported

Documentation: RAG documentation search



Contents

1. Getting Started
2. Supported Platforms
3. Starting a Session
4. During a Session
5. Platform Favorites
6. Quick Reference

1. Getting Started

System Support gives you AI-powered expert assistance for 14 major access control platforms. Whether you need help with configuration, integration, troubleshooting, or firmware updates, the AI has access to indexed platform documentation and can guide you step by step.

To open System Support:

- Tap  Systems on the home screen, or
- Tap  Sys on the persistent keyboard bar at the bottom of every screen

You'll see an alphabetically sorted list of all 14 supported platforms. Each platform has dedicated AI expertise backed by indexed documentation.

Tip: The persistent keyboard bar is always visible — you can jump to Systems from anywhere in the bot without going back to the home screen.

2. Supported Platforms

The following 14 access control platforms are supported with dedicated AI sessions and indexed documentation:

Platform	Manufacturer
Avigilon Alta	Motorola Solutions
Bosch APE	Bosch Security
Brivo ACS	Brivo
Gallagher Command Centre	Gallagher
Genetec Security Center	Genetec
Honeywell Pro-Watch	Honeywell
Illumia	Mercury Security
Kisi	Kisi
Lenel S2 OnGuard	LenelS2 / Honeywell
Paxton Net2	Paxton
PDK io	ProdataKey
Software House C•CURE 800/900	Johnson Controls
Software House C•CURE 9000	Johnson Controls
Verkada Access Control	Verkada

Note: Platform coverage depends on available documentation. Some platforms have extensive admin and install guides indexed; others may have fewer docs. The AI will indicate when documentation is limited.

3. Starting a Session

Tap any platform from the Systems list to start an AI support session. Here's what happens behind the scenes:

- The bot loads the platform description and technical context
- It searches the RAG knowledge base for indexed documentation (admin guides, install guides, configuration manuals)
- An AI session starts with all this context preloaded
- You're prompted to describe your question or issue


Ask about anything related to the platform: configuration, user management, integration with hardware, troubleshooting errors, firmware updates, database maintenance, and more.

Tip: Be specific about what you need. Instead of "help with Lenel", try "How do I add a Mercury LP4502 to Lenel OnGuard?" — the AI gives better answers with detailed context.

4. During a Session

System support sessions work like device support sessions — multi-turn, threaded conversations where the AI remembers your previous messages.

Session features:



Threaded memory	The AI remembers all messages in the current session for context-aware follow-ups
RAG documentation	Every turn searches indexed platform docs for relevant information
Auto-expiry	Sessions auto-expire after 30 minutes of inactivity
End Session	Tap the  End Session button when you're done
Voice support	Send voice messages during the session — they're transcribed and routed automatically

If the platform has limited documentation indexed, the AI will let you know and provide general guidance based on its training knowledge.

Note: System sessions count toward your daily AI limit (50 turns per day). Each message you send and each AI response counts as one turn.







5. Platform Favorites

If you frequently work with certain platforms, you can star them for quick access.

- Tap the  button next to a platform name to add it to your favorites
- Starred platforms appear in your  Fav's list on the home screen, alongside your device favorites
- Tap a favorited platform to jump straight into a support session
- Tap the star again to remove it from favorites

Tip: If you primarily work with 2-3 platforms, starring them saves time — you won't need to scroll through the full alphabetical list each time.

6. Quick Reference

Action	How
Open Systems	Tap   Systems on home screen or persistent keyboard
Start a session	Tap any platform from the list
Ask a question	Type or speak your question after selecting a platform
Follow up	Continue typing — the AI remembers the full conversation
End a session	Tap  End Session button
Star a platform	Tap  next to the platform name
View favorites	Tap  Fav's on home screen
Go back to list	Tap  Back button to return to platform list
Use voice	Send a voice message — routed to active session automatically