

# Voice Messages

## User Guide

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Speak instead of typing — voice messages are transcribed and routed to device lookup or AI support, with 120+ voice commands in 6 languages.

### Quick Reference

How: Send a voice message in the chat

Access: Requires active subscription or trial

Transcription: Whisper AI transcription

Languages: 6 languages supported

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# 1. Getting Started

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Voice messages let you interact with the bot hands-free. Instead of typing, hold the microphone button in Telegram and speak your request. The bot uses OpenAI Whisper to transcribe your audio into text, then routes it exactly as if you had typed it.

## How it works:

- Hold the microphone button in the Telegram chat and speak
- Release to send the voice message
- The bot transcribes using Whisper AI and confirms: "🔊 Heard: [your text]"
- The transcribed text is routed to AI support or device lookup automatically

Voice messages are supported in all 6 languages: English, Spanish, French, Portuguese, Chinese, and Japanese. Whisper auto-detects the language from your speech.

Tip: If you're in an active AI support session, your voice message is routed directly to the session — no need to switch back to typing.

# 2. Voice Commands

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Approximately 120 preset voice phrases are recognized and trigger bot commands directly. These phrases are matched before any AI or device lookup processing, so they respond instantly.

## Common voice commands:

Say This	Bot Action
"find" or "search"	Opens device search
"favorites"	Shows your saved favorites
"start job" or "new job"	Starts job tracking (/job)
"training"	Opens training library
"safety"	Shows safety tips
"subscribe"	Shows subscription info
"help"	Opens help guide
"diagnose"	Starts diagnostic session
"stock" or "inventory"	Opens stock inventory
"estimator"	Opens Job Estimator

All voice commands are available in all 6 supported languages. For example, saying "buscar" (Spanish for "search") triggers the same device search as saying "find" in English.

Note: Voice commands are exact phrase matches. If Whisper transcribes your speech slightly differently (e.g., "searching" instead of "search"), the command may not trigger — the text will be routed to AI or device lookup instead.

### 3. Questions and Device Lookup

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If your voice message doesn't match a preset command, it's routed through normal query handling — the same logic as typed text. This means you can ask questions or look up devices entirely by voice.

#### **Ask questions naturally:**

- "How do I wire a mag lock to a fire alarm?"
- "What's the default IP address for a Mercury LP4502?"
- "Can I use an HID Signo reader with a Lenel controller?"

#### **Device lookup by voice:**

- Say a device name clearly — e.g., "Mercury LP4502" or "HID Signo 20"
- The bot detects the device name, runs a fuzzy search, and shows the device card
- If you include extra words (e.g., "LP4502 RS-485 wiring"), the bot extracts the device and routes your question to AI with full device context

If you're already in an active support session, your voice message is treated as the next turn in the conversation — the AI responds with full thread context.

## 4. Tips for Clear Transcription

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Whisper is highly accurate, but field conditions can reduce quality. Follow these tips for the best results:

- Speak clearly and at a normal pace — don't rush or mumble
- Mention model numbers distinctly — say "LP four five zero two" or "LP4502" with clear enunciation
- Keep messages substantive — very short messages (under 3 words) may not be understood and will prompt a retry
- Minimize background noise — loud job sites, machinery, and wind reduce accuracy
- Technical terms are primed — the transcription model is tuned for access control vocabulary: Mercury, Wiegand, OSDP, RS-485, Lenel, HID, etc.

Tip: If transcription is consistently poor on a noisy job site, try stepping to a quieter area or switching to typed messages temporarily.

## 5. Quick Reference

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Action	How
Send a voice message	Hold microphone button in Telegram, speak, release
Trigger a command	Say a preset phrase: "find", "favorites", "training", etc.
Ask a question	Speak naturally: "How do I wire..."
Look up a device	Say the device name: "Mercury LP4502"
Continue a session	Voice messages route to active AI sessions automatically
Change language	Set language via /language — Whisper auto-detects speech language
Check daily limit	Voice uses the same AI limit as text (50 per day)