

**PLUGIN NEXUS**

# PINXS AI Comment Manager Customer Setup and User Guide

Version 1.0.34 | Retail end-user documentation

**A short message from Mike Edmonston**

Thank you for choosing Plugin Nexus. This guide has been written to help you install, activate, configure and operate PINXS AI Comment Manager with confidence. If you need help, please use the support options available through Plugin Nexus, including our website chatbot, customer ticket system and documentation resources. We are continuing to improve the software, documentation and support experience as the Plugin Nexus product range grows.

Website: <https://pluginnexus.com>

Product: PINXS AI Comment Manager

Supplier: Plugin Nexus

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**Purpose of this guide**

This document explains the plugin from the point of view of the site owner or administrator. It covers installation, licence activation, API setup, knowledgebase building, moderation, simulator testing, reply timing, reply limits, logs, troubleshooting and everyday operation.

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## 1. Overview

PINXS AI Comment Manager is a WordPress plugin for generating AI-assisted replies to site comments. It is designed for site owners who want more consistent comment replies, safer moderation and better use of existing site knowledge when responding to customer or visitor questions.

The plugin can monitor comments, queue AI replies, apply delay rules, limit reply volume, check for profanity or promotional/spam intent, use selected site content as a knowledgebase, and provide tools for testing and diagnostics from the WordPress admin area.

Area	What it does
AI replies	Generates replies to visitor comments using OpenAI, DeepSeek or Anthropic, depending on the selected provider and API key.
Knowledgebase	Uses selected posts, pages, manual entries, imported files and WooCommerce product data as context for more relevant replies.
Moderation	Can block profanity with a modal message and hold spam-like or promotional comments for moderation.
Scheduling	Supports immediate replies, fixed delays, random delays, daily limits and per-post limits.
Testing tools	Includes a simulator, comment audit tool, logs, diagnostics and manual processing actions.

### Important

AI replies should be treated as assisted automation, not a replacement for responsible site moderation. Always test with your own content, review the tone, configure limits, and monitor the first live replies before relying on automation.

## 2. Requirements and compatibility

Before installing, check that the website meets the minimum requirements and that the administrator understands the external AI account requirement.

Requirement	Recommended value
WordPress	WordPress 6.0 or newer.
PHP	PHP 8.1 or newer.
Administrator access	Required to install plugins, activate the licence, configure API keys and manage settings.
AI provider account	OpenAI, DeepSeek or Anthropic account with a valid API key.
SSL certificate	Strongly recommended for all production WordPress sites.
Comments enabled	Required on posts/products/pages where AI comment replies should operate.

Requirement	Recommended value
WP-Cron or traffic	Required for background processing unless replies are processed manually or immediately.

If your site uses heavy caching, security hardening, disabled WP-Cron or custom comment handling, test the plugin on a staging site before using it on a production site.

### 3. Licence activation and customer account requirements

The retail version includes Plugin Nexus licensing. The plugin should be activated using the licence key and customer email supplied with the purchase. A valid licence is required for normal operation and for access to updates according to the purchased licence terms.

1. **Purchase or download the plugin from Plugin Nexus.** The order and licence details are made available through your Plugin Nexus customer account and email notifications.
2. **Install and activate the plugin.** After activation, the Plugin Nexus licence screen or setup notice will appear if the licence is not active.
3. **Open the licence screen.** Use the admin notice link or the plugin licence menu entry for PINXS AI Comment Manager.
4. **Enter the licence key and licence email.** Use the exact email address associated with the licence.
5. **Click Activate License.** When successful, the licence status will show active. If the licence is expired or invalid, follow the message shown on screen.

#### Licence notes

Keep the licence key private. Do not publish it, add it to screenshots, paste it into public support forums, or share it with unlicensed third parties. If a site is moved to a new domain, deactivate the licence on the old site where possible before activating it on the new one.

### 4. Installing the plugin

#### Install through WordPress admin

6. Sign in to WordPress admin as an administrator.
7. Go to Plugins > Add New.
8. Click Upload Plugin.
9. Choose the PINXS AI Comment Manager ZIP file.
10. Click Install Now.
11. When installation completes, click Activate Plugin.
12. Complete the Plugin Nexus licence activation if prompted.

#### Install by FTP or file manager

13. Extract the plugin ZIP on your computer.
14. Upload the plugin folder to `/wp-content/plugins/`.
15. Go to Plugins in WordPress admin.
16. Activate PINXS AI Comment Manager.

17. Complete licence activation and API setup.

### Do not rename the plugin folder

When updating or reinstalling, keep the original plugin folder structure intact. Renaming folders can create duplicate plugin entries or prevent WordPress from updating the correct plugin.

## 5. First setup checklist

- **Activate the licence.** The retail plugin requires a valid Plugin Nexus licence to operate correctly.
- **Choose an AI provider.** Select OpenAI, DeepSeek or Anthropic based on the API account you want the site to use.
- **Enter the API key.** The plugin cannot generate replies until a valid API key is saved.
- **Set the model name.** Use a model supported by the chosen provider.
- **Test the connection.** Confirm the provider accepts the key and model before enabling live replies.
- **Build the knowledgebase.** Add or import the content that the AI should use as context.
- **Configure timing and limits.** Start cautiously with small limits and delay settings.
- **Run the simulator.** Test reply quality before allowing public comments to be processed.
- **Monitor logs.** Review early behaviour and adjust settings as needed.

## 6. AI provider and API key setup

PINXS AI Comment Manager uses your own AI provider account. This gives you control over cost, model choice and data processing, but it also means that API usage may create charges on your AI provider account.

Provider	Typical key location	Example model names
OpenAI	OpenAI platform API keys area	gpt-4.1-mini, gpt-4o-mini or another supported model.
DeepSeek	DeepSeek API key area	deepseek-chat or another supported DeepSeek model.
Anthropic	Anthropic console API keys area	claude-3-haiku-20240307 or another supported Claude model.

18. Go to Comments > AI API Settings.
19. Select the same AI provider you intend to use in the main settings.
20. Paste the API key into the API key field.
21. Save the API key.
22. Return to AI Comment Manager settings and choose the matching AI Provider and model name.
23. Use Test Connection to confirm the key and model are working.

### API key security

API keys are stored by the plugin and should be treated like passwords. Do not share them with other users, paste them into public tickets, or leave them visible in screenshots.

## 7. General settings

The General Settings area controls whether the plugin is active, which content can be processed, what provider/model is used, reply length, creativity, language handling and several operational defaults.

Setting	Guidance
Enable plugin	Turn on only after licence, API key, knowledgebase and testing are complete.
Enabled posts (IDs)	Optional list of post IDs where AI replies are allowed. Leave blank only if the plugin should be available broadly according to its other rules.
AI response length	Higher max tokens allow longer replies but can increase API usage and cost.
AI creativity	Lower values give more consistent replies. Higher values add more variation but may be less predictable.
Reply to admin comments	Normally leave disabled unless you specifically want AI to reply to administrator comments.
AI reply display name	Use a clear name such as Site Assistant, Plugin Nexus Support or the brand name.
AI reply avatar image	Optional image used to visually identify AI replies.
Retain settings on uninstall	Enabled by default so settings survive reinstall. Disable before uninstall only when you want a clean reset.

## 8. Reply timing, queue and limits

Reply timing controls when generated replies are posted. Limits protect your site from excessive automation, unexpected API usage and replies appearing too quickly.

Mode or control	Use case
Immediate	Useful for testing or small sites where quick replies are acceptable.
Fixed delay	Posts replies after a consistent delay, such as several minutes or hours.
Random delay	Makes replies look less robotic by using a min/max delay range.
Daily site-wide limit	Caps the total number of AI replies in a day. Set 0 for no limit.
Per-post-per-day limit	Prevents one busy page from consuming all replies. Set 0 for no limit.
Background runner	Processes due replies on a heartbeat interval. Useful when delayed replies are enabled.

### Recommended starting point

For a production site, start with low daily limits and a fixed or random delay. Increase limits only after reviewing reply quality, moderation behaviour and API costs.

## 9. Knowledgebase setup and management

The knowledgebase gives the AI contextual material to use when answering comments. A good knowledgebase helps replies stay relevant to your site, products, services and documentation.

24. Go to Comments > AI Knowledgebase.
25. Review the available management tools.
26. Choose whether to import posts, pages, WooCommerce products, PDFs or CSV files.
27. Add manual entries for content that does not exist elsewhere on the site.
28. Use categories and tags to keep entries organised.
29. Click Rebuild Knowledgebase after changing import rules or content sources.
30. Inspect entries after rebuilding to confirm the correct content is available.

Knowledge source	When to use it
Posts and pages	Useful for FAQs, documentation, service explanations, blog guides and product information.
Pinned knowledge pages	Use for authoritative content that should be preferred as context.
Manual entries	Useful for answers, policies or private knowledge that should not be a public page.
PDF import	Useful for product manuals, guides and reference documents.
CSV import	Useful for structured knowledge, product data or prepared Q&A sets.
WooCommerce products	Useful when comment replies need product descriptions, SKUs or catalogue information.

### Knowledgebase quality matters

The AI can only use the context it is given. Keep knowledgebase entries accurate, current and written in a way that matches the answer style you want customers to see.

## 10. Question scope and answer focus

Question scope controls what types of comments the AI should answer and how unrelated questions are handled. This is important because public comments often include off-topic questions, promotional comments or questions outside your business area.

Control	Recommended use
Questions to answer	Choose the mode that matches how broad or narrow you want AI replies to be.
Unrelated questions	Choose whether to give a brief reply, refuse politely or use a custom out-of-scope message.
Out-of-scope message	Write a friendly message for questions the AI should not answer.
Knowledge page IDs	Pin important posts/pages so they are treated as primary context.
Max context characters	Controls how much content from an item may be sent as context.
Max total context characters	Controls the overall context budget for each AI request.

### Best practice

For business sites, keep answer focus narrow enough that the AI does not become a general chatbot. It should answer questions related to the site, product, service, post or configured knowledgebase.

## 11. Profanity and spam moderation

The plugin includes moderation tools to help reduce abusive language and promotional/spam-like comments before or during the comment flow.

Feature	How it behaves
Profanity check	Can block a comment and show a custom popup message when unsuitable language is detected.
Spam intent check	Uses AI intent scoring to hold comments that appear promotional or spam-like.
Spam sensitivity	1 is least sensitive; 100 is most sensitive. The default balanced range is designed for practical public-site use.
Modal messages	Admin-editable messages shown to the visitor when profanity or spam handling is triggered.
Custom modal CSS	Allows site-specific styling for popup messages.
Manual spam blocklist	One word, phrase, domain, email or IP per line.
Learn from spam/trash	Can learn from spam or trashed comments depending on settings.

### Sensitivity guidance

Start with a balanced spam sensitivity and review the comments held for moderation. If good comments are held too often, reduce sensitivity. If promotional comments slip through, increase sensitivity or add blocklist entries.

## 12. Comment audit and manual processing

The comment audit tools help you find comments that do not yet have AI replies and process them manually when needed.

31. Go to Comments > AI Comment Manager.
32. On the Settings tab, click Check All Comments.
33. Review the results. The table shows comment ID, author, a short excerpt and links to open the comment/page.
34. Use Process Now beside a comment if you want to generate a reply immediately.
35. If a reply has already been queued, the row shows Pending.
36. Use Process Due Now in the Recent Log Entries area to process replies that are scheduled and due.

### Manual processing is useful for launch

When first configuring the plugin, use manual processing and the simulator before enabling broad automatic replies. This lets you confirm tone, knowledgebase quality and moderation behaviour.

## 13. Simulator and safe testing

The simulator is designed for testing AI reply behaviour without waiting for a public visitor comment. It runs a real-time test using your settings, provider, model, style guide and knowledgebase context.

- **Use a realistic author name.** This helps you see how the reply appears in a real comment-style context.
- **Write realistic test comments.** Include common customer questions, edge cases, short comments and long comments.
- **Test unrelated questions.** Confirm the out-of-scope handling works as intended.
- **Test spam-like wording.** Confirm the moderation rules behave sensibly.
- **Adjust and retest.** Change the style guide, model, temperature, context settings or moderation values, then run the simulator again.

### Test before going live

Do not switch on broad automatic replies until you have tested several realistic examples and are satisfied with the tone, accuracy and boundaries of the replies.

## 14. Logs, diagnostics and background processing

Logs and diagnostics are the first places to check when replies do not appear, queue behaviour looks unexpected or API requests fail.

Tool	Purpose
Recent Log Entries	Shows recent plugin events and helps identify API failures, queue actions or processing issues.
Process Due Now	Runs due scheduled replies immediately. Useful when testing delayed replies.
Comment Diagnostics	Provides a quick view into scheduling and queue state.

Tool	Purpose
Background runner	Runs processing on a heartbeat interval.
WordPress cron	Must be functional for scheduled processing on many sites.

### If delayed replies do not post

Check that the background runner is enabled, the interval is sensible, the site receives traffic or has server cron configured, and that the comment has not been held by limits or moderation.

## 15. Style guide, tone and language awareness

The style guide tells the AI how replies should sound. This is one of the most important settings for brand consistency.

- **Set tone.** For example: friendly, concise, helpful, professional, non-salesy.
- **Set structure.** For example: reply in one short paragraph unless the question needs steps.
- **Set boundaries.** For example: do not invent policy details; do not make guarantees; do not include links unless relevant.
- **Set escalation wording.** Tell users to contact support or use your ticket system for account-specific or sensitive issues.
- **Use commenter language carefully.** Enable Reply in commenter's language if you want the AI to detect the comment language and reply in that language.

### Example style guide

Write helpful, natural replies in a professional tone. Keep answers focused on the page, product or knowledgebase. Do not make unsupported claims. If the question needs account-specific help, ask the visitor to contact support through the official support channel.

## 16. Security, privacy and API cost control

AI comment replies involve sending comment text and selected context to the chosen AI provider through your own API account. Site owners are responsible for deciding whether this is suitable for their privacy and business requirements.

- **API costs.** Monitor token usage directly with your AI provider. Longer replies, large context and high comment volume can increase cost.
- **Sensitive information.** Avoid using AI automation for comments that may include private customer details unless your policies and provider terms allow it.
- **User expectations.** Consider disclosing AI-assisted replies in your comment policy if appropriate.
- **Access control.** Only trusted administrators should have access to API keys and AI settings.
- **Backups.** Back up the site before major configuration changes or plugin updates.

### Responsibility note

Plugin Nexus provides the plugin tools, but the site owner controls the chosen AI provider, API key, content sent as context, moderation settings, comment policy and customer-facing use of AI replies.

## 17. Settings retention, uninstall and updates

The plugin includes a Retain settings on uninstall option. This is enabled by default to help preserve configuration across reinstall or troubleshooting workflows.

Action	Expected behaviour
Deactivate plugin	Stops plugin operation but normally leaves settings in place.
Uninstall with retain setting enabled	Removes plugin files but keeps saved settings where supported.
Uninstall after disabling retain setting	Removes saved plugin settings for a cleaner reset.
Update plugin	Updates files while keeping settings and licence details. Always back up first.
Move site/domain	Deactivate licence where possible before activating on a new domain.

### Before updating

Back up the site files and database. After updating, test licence status, API connection, simulator, knowledgebase, comment audit, queue processing and a small number of real comment replies.

## 18. Recommended launch workflow

37. Install and licence the plugin on a staging site where possible.
38. Enter the API key and verify connection.
39. Build a small, accurate knowledgebase using public pages, documentation or manual entries.
40. Set low reply limits and a fixed or random delay.
41. Create a clear style guide with answer boundaries.
42. Run simulator tests for normal questions, short comments, long comments, unrelated questions and spam-like comments.
43. Enable moderation checks and review the results.
44. Enable the plugin for a small number of posts/products first.
45. Review logs and replies daily during the first launch period.
46. Expand usage only when results are consistent and costs are understood.

## 19. Troubleshooting

Problem	Likely cause	What to check
Plugin does not operate	Licence not active or plugin disabled	Check licence status, Enable plugin setting and user permissions.

Problem	Likely cause	What to check
No replies generated	Missing API key, invalid model or background runner issue	Test connection, check model name, logs and diagnostics.
Replies are delayed too long	Fixed/random delay or cron not running	Check timing settings, background runner, runner interval and WP-Cron.
Replies are too short	Max tokens too low or style guide too brief	Increase max tokens and add style guidance.
Replies are too creative	Temperature too high	Lower AI creativity/temperature.
AI gives unrelated answers	Knowledgebase missing or scope too broad	Rebuild KB, pin pages, adjust out-of-scope handling.
Comments are held unexpectedly	Spam sensitivity too high or blocklist too broad	Reduce sensitivity and review blocklist.
API costs higher than expected	High volume, long context or long replies	Lower limits, reduce context sizes and max tokens.

## 20. FAQ

### Does the plugin include AI usage credits?

No. The plugin uses your own AI provider API key. Usage may create costs on your provider account.

### Can I use OpenAI, DeepSeek or Anthropic?

Yes. The plugin includes provider support for OpenAI, DeepSeek and Anthropic. Use the correct API key and model for the provider selected.

### Can I stop the AI replying everywhere?

Yes. Use the Enable plugin setting, enabled post IDs, limits and moderation settings to control where and when replies are generated.

### Can I make replies match my brand tone?

Yes. Use the Style guide field, reply display name, avatar and language settings to control presentation and tone.

### Can the plugin answer questions about my products?

Yes, if relevant product content exists in the knowledgebase or WooCommerce product import is used.

### Can I test before going live?

Yes. Use the simulator, comment audit, manual Process Now actions and low limits before enabling wider automation.

### What happens if I uninstall the plugin?

If Retain settings on uninstall is enabled, settings are preserved where supported. Disable that option before uninstall if you want a clean reset.

## 21. Appendix: field reference

Field group	Fields and purpose
Activation	Enable plugin; enabled posts; licence status.
Provider	AI Provider; API key; model; max tokens; temperature.
Reply behaviour	Reply timing; daily limits; per-post limits; reply to admin comments.
Identity	AI reply display name; AI reply avatar image.
Language	Reply in commenter's language.
Knowledgebase	Pinned knowledge pages; import rules; context character limits; fallback chunk size.
Moderation	Profanity check; spam intent check; sensitivity; modal messages; modal CSS; blocklist; learning options.
Processing	Background runner; runner interval; process due now; diagnostics.
Retention	Retain settings on uninstall.

## 22. Final pre-launch checklist

- Plugin installed and activated.
- Plugin Nexus licence activated with the correct licence email.
- AI provider selected and API key saved.
- Model name checked and Test Connection successful.
- Knowledgebase built and inspected.
- Pinned pages selected where authoritative context is needed.
- Style guide written and tested.
- Reply timing and daily/per-post limits configured.
- Moderation checks tested with safe examples.
- Simulator tested with realistic comments.
- Comment audit run and manual processing tested.
- Logs and diagnostics checked.
- Privacy and AI usage/cost responsibilities understood.
- Site backup created before public launch.

### Support and help

For help with Plugin Nexus products, visit <https://pluginnexus.com> and use the available support options, including the website chatbot, customer account resources and ticket system where available.