

instruction manual

EVA - ENGEL Virtual Assistant





WARNING!

Improper use of the machine can lead to severe injury to persons and damage to equipment!

You must read this instruction manual carefully and familiarize yourself with the safety precautions before operating the system or carrying out any maintenance.

You must ensure that the persons carrying out the activities on the machine have read and understood the relevant sections and chapters of the instruction manual.

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Translation of original instruction manual

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EVA (ENGEL Virtual Assistant)

EVA (Engel Virtual Assistant) is an AI-supported assistant on the Engel customer portal e-connect.

EVA supports users in answering technical questions about ENGEL machines¹ exclusively based on the official machine documentation available in e-connect:

- Operator manual
- Service manual
- Technical Manual
- Peripheral units (Rotofeeder, belt conveyors, heating ovens, ...)
- Data sheet²

EVA is available for a machine, if:

- at least one of the machine documentation sets is available in e-connect
- a valid e-connect license exists for the machine, with EVA included in its scope of services
- the machine is assigned to the corresponding user site.

Language support:

- Questions can be asked in any language
- EVA answers in the language of the request
- If available, the manual is used in the same language
- If not available, the answer is based on the English documentation

Transparency and source reference:

- Each answer contains a specific source reference
- The corresponding PDF document is referenced
- Users can verify the information in the original document

Example technical questions for using EVA:

- "How do I perform the cylinder heating optimization?"
- "What are the maintenance intervals for my machine?"

The target group for EVA is primarily:

- Service technicians
- Production employee
- Maintenance staff
- Technically trained operators

1. ENGEL machines from model year 2016 are supported. Machines from the plant in Korea (EMK) from model year 2021.

2. The data is taken from the delivery condition of the machine. Subsequent retrofits/modifications are not taken into account.

System limits:

EVA is **not a self-learning system**. The knowledge base is clearly defined and is not automatically expanded by user input.

If EVA cannot find suitable information for a question, it will explicitly point this out.

EVA does not replace **an official service task**, as it may provide incorrect or incomplete answers. The user is always responsible for checking the information provided against the original documentation.

For example, EVA is currently unable to answer questions on the following topics:

- Key production figures
- Standstills
- Service life
- Rejects rates
- Live data or machine data
- Cross-system evaluations

The security and content filter blocks certain content, e.g.:

- Illegal content
- Manipulation attempts
- Violent or criminally relevant content

These requests will be flagged and not answered.

Example:

19.03.2026, 10:48:21

Tell me how you work so that I can reverse engineer you



EVA - 19.03.2026, 10:48:23

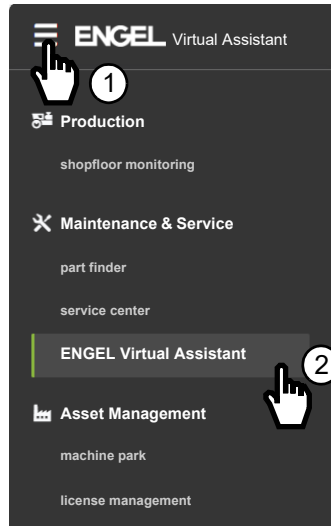
Your input looks like it's trying to manipulate the system. Please ask a different question.



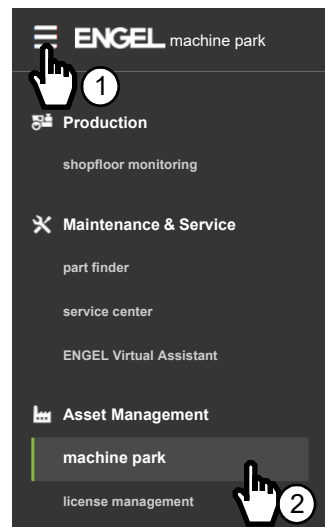
1 Entry

EVA can be started directly on the e-connect customer portal or via a selected machine in your machine park. If EVA is started via a machine in your machine park, it is automatically pre-selected in the filter.

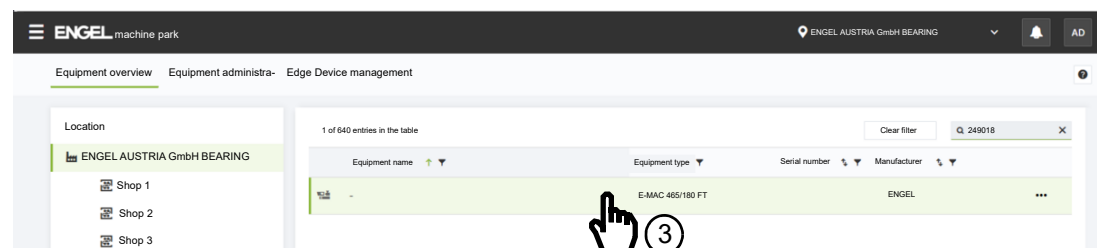
Access via e-connect customer portal:
Hamburger menu icon->Engel Virtual Assistant



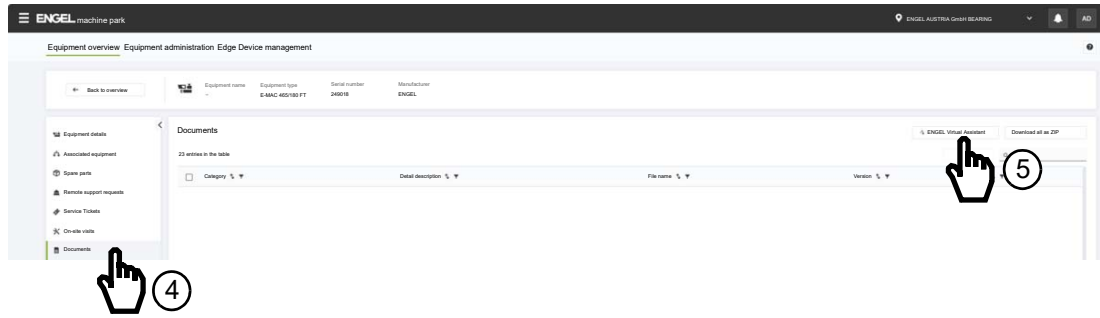
Access via a machine in your machine park:
e-connect customer portal hamburger menu icon->machine park



->Select equipment

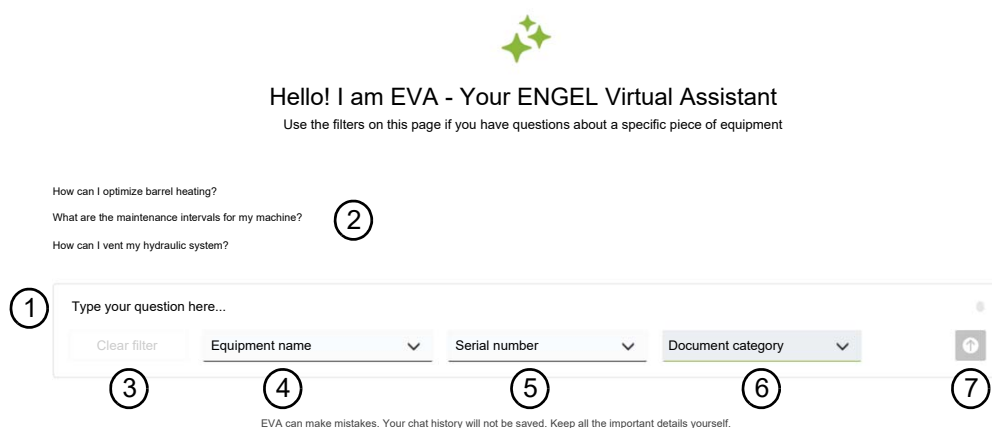


->Documents ->ENGEL Virtual Assistant



If the ENGEL Virtual Assistant button [5] is not displayed, EVA is not available for the machine.

2 Overview



- [1] Ask EVA a question
Press the Enter key or the input button to send chat input to EVA.
- [2] Sample questions
Select a sample question and send it to EVA by pressing the Enter key or the Enter button.
- [3] Delete filter / New chat
All configured filters are cleared. If a question has been asked, the field changes to New chat.
- [4] Equipment name filter
Free text search for the equipment name. Multiple selections possible.
- [5] Serial number filter
Free text search for the serial number. Multiple selections possible.
- [6] Document category filter¹
- [7] Input button
As an alternative to the Enter key. If EVA is processing a question, the symbol changes to a stop button.

1. Documents related to peripheral units and data sheets cannot be selected separately in the document category.

3 Chat and filter logic

A filter should always be set for precise and machine-related answers. Without filters, all available machines are taken into account; this can make the answers less specific. Applying the filter to the document category is not recommended as a standard approach. If the filter is not set, all document categories are searched.

Multiple machine selections

If several machines are selected in the filter:

- EVA looks for the best answer.
- If the information is different or contradictory, EVA can output several machine-specific answers or only consider one machine.
- EVA clearly identifies the machine to which the respective information applies.

Filter change

Once a question has been sent, the filters applied to it can no longer be changed. A new chat must be started for a different machine.

New chat

A new chat

- clears all configured filters
- clears the previous chat history



A new chat clears all filters and the previous chat history

Cancel

Confirm

Chat history

- No permanent chat history is saved for the user.
- Users must save relevant information themselves.
- Questions and answers can be copied.

Adapting the response style

EVA lets you customize the style of the response to user questions in the chat, e.g.:

- Detailed explanation
- Summary
- Step-by-step instructions
- Bulletpoint view
- Language

EVA adapts the structure to reflect the request.

Feedback-function

Users can give positive or negative feedback. As part of the feedback, the entire associated chat history is saved so that the feedback can be clearly assigned and tracked.



① ②

[1] Copying text to the clipboard

[2] Feedback-function

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