



# ARTIFICIAL INTELLIGENCE SUPPORT PLATFORM

## USER MANUAL FORM

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### 1. General Informations ;

- **Platform Name:** [Emko Asistance]
  - **What is the purpose?:** Providing instant support to users' questions for [Proop HMI], [Ipertu Series] & Generator series devices.
  - **Technology:** OpenAI-based artificial intelligence support system
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### 2. Entry Steps

1. Enter the product model or product code. Or ask your question directly.
  2. Write your question or request for information (example: "Which ECU options are available for J1939 communication in the TRANS-AMF device?").
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### 3. Usage Recommendations

- Write your questions briefly and clearly.
  - Specifying technical terms (e.g. "set point", "modbus", "sensor type") increases response accuracy.
  - You can directly type the error codes (e.g. "Err1") on the front panel of your product.
  - It is recommended that you write down the information on your device's model label.
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### 4. Platform Features

Feature	Description
 Technical Support	You cannot get information about the installation or parameter settings.
 Technical Support	The products respond according to the content of the user manual.
 Documet Access	You may be directed to the user manual or product catalogue.
 Smart Chat	AI responds based on its product line-specific knowledge base.
 Question History	You can access the questions you have asked before.

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## 5. Things to Consider

- The platform provides technical support only for [Emko Elektronik] products.
- Beta version actively supports only Proop HMI series, Ipertu Series and Generator series.
- Emko Assistance may make mistakes, please check important information.
- For malfunctions that require physical service, please direct the service to the authorized service.
- For security reasons, do not share your personal data (phone number, address, etc.).

This platform is an AI-powered information system that generates responses based on a broad technical knowledge base and historical documentation. However, the system's responses may not always be 100% accurate or up-to-date. They may vary.

### Artificial Intelligence Model :

- Sometimes, it may mislead the user based on incomplete or incorrect information.
- It may not be instantly aware of new updates made to the product software or hardware.
- Provides technical recommendations as preliminary information; product technical documentation or authorized service approval must be obtained before final operation.

Therefore, the information obtained from the system is of an auxiliary nature and does not determine the final technical decision or warranty coverage.

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## 6. Support Line

- 📞 Phone: [+90 (224) 261 19 00]
- ✉️ E-Mail: [emko@emkoelektronik.com.tr]
- 🌐 Web: [www.emkoelektronik.com.tr]

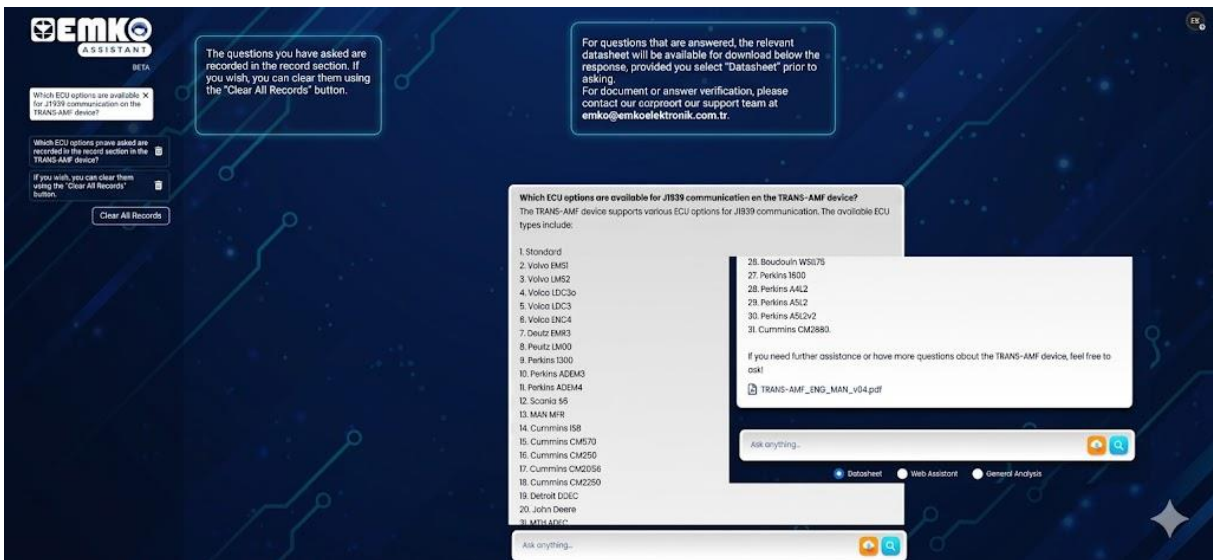
## 7. Usage Examples



Step : 1



## Step : 2



## Step : 3



## Step : 4

### The Device with Two Relays

### The Device with One Relay

**What's in the image?**

The image shows the connection diagrams for two different devices. The left shows the connection details for a two-relay device, and the right shows the connection details for a single-relay device. The diagrams explain how to connect components such as serial communication, alarm and process outputs, supply voltage, and process input. The connection points and functions of both devices are also specified.

You can ask questions here and get answers about any Emko product you've installed. If you can't get an answer or believe it's incorrect, please contact Emko Elektronik [emko@emkoelektronik.com.tr](mailto:emko@emkoelektronik.com.tr) for support. The analysis results provided are generated directly from the artificial intelligence infrastructure. Their accuracy cannot be guaranteed.

Ask anything... Upload Image!

Datasheet  
  Web Assistant  
  General Analysis

EmkoAssistant may make mistakes. Please verify important information.

### Step 5

Attention ! Emko Elektronik is not responsible in any way for any problems that may arise as a result of use. The system version, Beta V.1.0, has been released for trial and testing purposes.