Stressometer systems
Basic Remote Assistance

Fast remote troubleshooting makes the difference.

Good to know ABB’s specialists can help when it matters most.

Measurement made easy

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About Basic Remote Assistance for Stressometer
This service is based on commercially reasonable effort only during the warranty period for Stressometer systems 9.x. It can also be a part of a Preventive Maintenance Agreement (PMA) or as a part of a Care contract (service contract) with agreed response times and fees (only Stressometer systems 9.x or newer).

For usage as a remote service tool for Stressometer a standalone PC must be provided by the customer (connected to the Internet) with MS Teams (recommended Licence type: Microsoft 365 Basic), two Ethernet connections, Internet Explorer web browser (version 10 or 11), configured for the Stressometer and Java version 1.6. connected to the Stressometer system so the Stressometer web HMI can be shared with ABB.

MS Teams can then be used for web HMI screen sharing to see the Stressometer web HMI and guide the customer during the troubleshooting and recommended actions to solve the problem.

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What is included?
As part of the ABB Digital offering, ABB provides ondemand experts availability via Microsoft Windows 365 Teams to secure fast problem identification and solution.

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Benefits

• Improved process up time – quick issue identification and resolution.
• Cost savings – avoid unnecessary on-site visit and optimize cost of ownership.
• Reliable troubleshooting – troubleshooting provides cost-savings.
• No burden of knowledge – remote access to the Stressometer system.

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New service approach
With ABB’s digital solution

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The Basic Remote Assistance for Stressometer systems includes:
• Commercially reasonable effort basic remote assistance in case of failure during the warranty period.
• Possibility to sign service contract after the warranty period with defined response time and working hours.
• Access to local support.
• Dedicated phone number for urgent communication with ABB.
01 Experts at work to support you
02 Stressometer web HMI
03 Basic Remote Assistance overview

Customer location

Remote assistance locations

Stand-alone PC with MS Teams and Internet Explorer

Communication through Internet Explorer Port 80, 3000 and 42042

ABB Stressometer system with RedFox firewall

Local service desk PC with MS Teams

Secured communication through MS Teams

FM service desk PC with MS Teams

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For more information visit:

abb.com/measurement

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