
Remote Visual Guidance for technical support

Service product description

Remote technical support for motors and drives is now available using augmented reality technology and live communication through a mobile device. ABB's Remote Visual Guidance tool gives users real-time access to ABB experts who can remotely troubleshoot and offer guidance through the service process. ABB experts answer technical questions and provide advanced product and application support.

User advantages

- Minimized downtime
 - No time lost with ABB expert travelling to site
 - Shorter resolution time and improved first time fix rate
- Lower maintenance costs
 - Faster resolution of motor and drive problems
 - No travel costs
- Easy to use
 - No need to buy special hardware or install software
 - Intuitive user interface, no training required
- Increased work safety
 - Visual guidance reduces human errors with unfamiliar tasks
 - Reduces need for outside personnel to visit a site

Service includes

Service desk

- Support contact phone number or email address to local ABB for service activation
- Remote connection to a local ABB expert. Remote support via Augmented Reality is available. Video collaboration application improves interaction between ABB experts and users by providing live shared views for instructions and targeted guidance. Support availability and response time can be agreed in a service contract.
- After clarifying technical questions with the user and briefly evaluating the case, the ABB expert guides the user through the troubleshooting process or proposes actions to resolve the issue.
- The local ABB expert can call upon the next level of expertise, should additional know-how be required.

Follow-up

- Upon completion, if further ABB support is required, or for technical services that are not included in the Remote Visual Guidance scope, a request will be forwarded to the relevant ABB representative.

Service excludes

- Spare parts, mobile devices/phone or compatible Augmented Reality glasses for support
- Any update or upgrade work
- Application engineering
- On-site visits, if further assistance is needed
- Network connections
- Provision of any hardware or software
- ABB Ability™ Remote Assistance for drives
- ABB Ability™ Condition Monitoring for motors, drives, pumps and general machinery
- Support of equipment in the obsolete or limited phase. This may vary by country.

User responsibility

- Provide sufficient details about the technical inquiry
- Ensure availability of compatible devices (mobile phones, tablets, windows devices)
- Mobile device Internet connectivity (minimum recommended is WLAN > 1 MBPS, 3G Cellular).
- User's operator requires permission to take mobile phone to site and share equipment pictures and/or video.
- General safety of own personnel on site.
- The health, safety and protection of user's employees whilst receiving remote support by ABB.
- User's personnel performing measurements with the remote support provided by ABB must be competent professionals.

Other terms

- According to local legislation and terms of delivery

For more information, please contact your local ABB representative or visit:

new.abb.com/motors-generators/service
new.abb.com/drives/services

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