ABB Ability™ Mobile Connect for drives
User manual
ABB Ability™ Mobile Connect for drives

User manual

Table of contents

3. Mobile Connect start-up
7 Disclaimers

Cybersecurity disclaimer ........................................................................................................ 111
Legal disclaimers .................................................................................................................. 111
  Legal agreement .................................................................................................................. 111
Warranty disclaimer ............................................................................................................. 112
HSE disclaimer ...................................................................................................................... 112

Further information
Introduction to the manual

What this chapter contains

This chapter contains general information of the manual, list of related manuals, and a list of terms and abbreviations.

Purpose of the manual

This manual describes how to use the ABB Ability™ Mobile Connect for drives via web portal and mobile device.

Note: Further in this manual "ABB Ability™ Mobile Connect for drives" is referred as "Mobile Connect".

Applicability

This manual applies to ABB Ability™ Mobile Connect for drives support application, version 4.2 or newer, accessed via web portal and mobile devices.

- Web portal links are country or region specific:

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td><a href="https://mobileconnect.motion.abb.com.cn">https://mobileconnect.motion.abb.com.cn</a></td>
</tr>
<tr>
<td>Other countries/regions</td>
<td><a href="https://mobileconnect.motion.abb.com">https://mobileconnect.motion.abb.com</a></td>
</tr>
</tbody>
</table>

- Drivetune mobile app version 4.0 or newer supports the Mobile Connect module.
Compatibility

Mobile Connect supports the following drive families. Note that the functionality may vary for each drive variant.

- ACS380
- ACH480, ACS480
- ACH580, ACQ580, ACS580
- ACS880 (some models), DCS880

All types of Assistant control panels are supported. However, remote access to the drive is possible only if the drive is equipped with following Bluetooth enabled Assistant control panels:

- ACS-AP-W, ACS-DCP-W (for China users only)
- ACH-AP-W

Safety instructions

If it is needed to change the drive parameters at the time of remote support, make sure that the Bluetooth control panel and the drive’s machinery are operated in a safe environment.

Read and obey the complete safety instructions of the Drive. See the Drives hardware manual.

Target audience

The reader is expected to be an automation engineering professional or an electrician and familiar with drive products and the concepts regarding their commissioning and operation, including the parameter system of ABB drives.

Related documents

<table>
<thead>
<tr>
<th>Manual</th>
<th>Code (English)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive hardware and firmware manuals</td>
<td></td>
</tr>
<tr>
<td>Appropriate drive hardware manual</td>
<td>-</td>
</tr>
<tr>
<td>Appropriate drive firmware manual</td>
<td>-</td>
</tr>
<tr>
<td>Tool and maintenance manuals and guides</td>
<td></td>
</tr>
<tr>
<td>Drive composer PC tool user's manual</td>
<td>3AUA0000094606</td>
</tr>
<tr>
<td>Drive option manuals and guides</td>
<td></td>
</tr>
<tr>
<td>ABB Ability™ Mobile Connect for drives User manual</td>
<td>3AXD50000558483</td>
</tr>
<tr>
<td>ACX-AP-x assistant control panels user’s manual</td>
<td>3AUA0000085685</td>
</tr>
<tr>
<td>ABB Drive connectivity control panel User’s manual (for China variant)</td>
<td>3AXD50000515110</td>
</tr>
<tr>
<td>ABB Drive Connectivity Control Panel Quick Start-up Guide (for China variant)</td>
<td>3AXD50000514656</td>
</tr>
<tr>
<td>Manual</td>
<td>Code (English)</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Cybersecurity technical guide</td>
<td>3AXD10000492137</td>
</tr>
</tbody>
</table>

## Terms and abbreviations

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACH-AP-W</td>
<td>Assistant control panel with Hand-Off-Auto functionality and Bluetooth interface</td>
</tr>
<tr>
<td>ACS-AP-W</td>
<td>Industrial assistant control panel with Bluetooth interface</td>
</tr>
<tr>
<td>ACS-DCP-W</td>
<td>Cloud connection assistant control panel with Bluetooth interface</td>
</tr>
<tr>
<td>Android</td>
<td>Mobile operating system developed by Google. It is used in smartphones and tablets.</td>
</tr>
<tr>
<td>DIB</td>
<td>Drives Installed Base. ABB drives management tool.</td>
</tr>
<tr>
<td>Drive</td>
<td>Frequency converter for controlling AC motors.</td>
</tr>
<tr>
<td>Drivetune</td>
<td>Mobile application for managing and controlling ABB drives remotely</td>
</tr>
<tr>
<td>Fault</td>
<td>Event that leads to tripping of the device</td>
</tr>
<tr>
<td>iOS</td>
<td>Mobile operating system developed by Apple Inc. It is used in iPhone, iPod and iPad.</td>
</tr>
<tr>
<td>Mobile app</td>
<td>Mobile application. A software program designed to run on a mobile device (eg. smartphones, tablets, etc.)</td>
</tr>
<tr>
<td>Mobile Connect</td>
<td>Cloud-based support system for providing remote support and for troubleshooting of ABB drives.</td>
</tr>
<tr>
<td>Parameter</td>
<td>In the drive control program, user-adjustable operation instruction to the drive, or signal measured or calculated by the drive. In some (for example fieldbus) contexts, a value that can be accessed as an object, eg, variable, constant, or signal.</td>
</tr>
<tr>
<td>Salesforce</td>
<td>Cloud-based customer relationship management solution to collaborate business with customers.</td>
</tr>
</tbody>
</table>
Overview

What this chapter contains

This chapter gives an overview of the Mobile Connect platform.

Mobile Connect overview

Mobile Connect is a platform for remote drive support, to help commission and troubleshoot ABB drives remotely. The platform includes a web portal for the support user and a mobile application for the user who needs drive support. The Mobile Connect platform allows information exchange between the portal and the mobile device.

- End user, is the mobile application user requesting drive support.
- Support user, is the drive expert providing remote support through Mobile Connect web portal.

When end user requests for drive support, the support user creates a support case with a unique case ID in the Mobile Connect portal. The end user accesses the support case via Mobile Connect in the Drivetune mobile app. If a remote support session is established, the support user and the end user can exchange information about the case by chatting, exchanging voice messages, videos, and pictures. The users can also share Parameter backups and support packages. In addition, the support user can directly access parameters and events, if the end user allows access to the drive using the Bluetooth function supported in the Assistant control panel.

See the connections in below block diagram.
## Block diagram

The block diagram provides an overview of how the end user and support user communicate using the Mobile Connect platform.

<table>
<thead>
<tr>
<th></th>
<th>Drive</th>
<th>End user's drive</th>
</tr>
</thead>
</table>
| 1 | Mobile Connect module in Drivetune app | End user communicates with support user via mobile app. Login to the Mobile Connect module works with MyABB credentials and a valid Mobile Connect case ID shared by support user. Using Drivetune app and Mobile Connect, end user can:  
   - pair with drive for remote access via Bluetooth connection  
   - allow the support user to remotely access drive parameters and data  
   - chat with support user or send photos, videos and voice messages  
   - share backup and support packages with support user.  
   **Note:** End user can also start/stop the drive via control panel if drive is operating in Local control mode. |
| 2 | Mobile Connect cloud | Cloud Interface for storage and information exchange between end user and support user. |
| 3 | Mobile Connect web portal | Support user communicates with end user using this web portal. See links to the portal in section *Applicability (page 9)*  
Using the portal, support user can:  
   - create a support case  
   - view and change the status of support cases  
   - assign a support user  
   - chat with end user or send voice messages  
   - share backup and support packages with end user  
   - remotely access the drive and configure or troubleshoot  
   - view drive parameters and propose changes  
   - track and store change history  
   - monitor the parameters added to watch list.  
   - view the connected drive information (eg. serial number)  
   - view manuals of the connected drive  
   - view connected drive information in the Drive Installed Base (DIB)  
   **Note:** The drive should be equipped with Bluetooth control panel and enabled with Bluetooth connection. |
Mobile Connect start-up

What this chapter contains
This chapter describes the workflow to use the Mobile Connect platform.

Requirements

<table>
<thead>
<tr>
<th>Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web portal</td>
<td>Access to Mobile Connect portal is limited to your country or region. See</td>
</tr>
<tr>
<td></td>
<td>the web portal links in section <em>Applicability (page 9)</em></td>
</tr>
<tr>
<td>Windows/Mac operating system</td>
<td>Any operating system version able to run the below listed web browsers.</td>
</tr>
<tr>
<td>Web browsers</td>
<td>Chrome, Safari, Edge, Firefox</td>
</tr>
<tr>
<td>Mobile devices</td>
<td>• Android 7.0 or later</td>
</tr>
<tr>
<td></td>
<td>• iOS 13.0 or later</td>
</tr>
<tr>
<td>Assistant control panel</td>
<td>Direct access to the drive is possible only with following Bluetooth control</td>
</tr>
<tr>
<td></td>
<td>panels: (1) ACS-AP-W or (2) ACH-AP-W or (3) ACS-DCP-W [for China users]</td>
</tr>
<tr>
<td>Other applications</td>
<td>Drive composer pro/entry PC tool application</td>
</tr>
</tbody>
</table>
Workflow for remote drive support

The steps below describe the workflow between end user and support user to accomplish remote support for drives using Mobile Connect.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action by</th>
<th>Action</th>
<th>For more information, see section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>End user</td>
<td>Contact your local support and request for drive support. Share drive details: Drive type, serial number, fault code, etc.</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>Support user</td>
<td>In the Mobile Connect portal, create a support case ID and share the case ID with end user.</td>
<td>Creating a support case (page 17)</td>
</tr>
<tr>
<td>3</td>
<td>Support user</td>
<td>Assign a support user. The case status changes from Pending to Active.</td>
<td>Assigning a support user (page 21)</td>
</tr>
<tr>
<td>4</td>
<td>End user</td>
<td>Open Drivetune mobile app and tap Mobile Connect module. Enter the support session using the case ID from support user.</td>
<td>Viewing a support case (page 81)</td>
</tr>
<tr>
<td>5</td>
<td>End user</td>
<td>Chat with the support user.</td>
<td>Chatting with support user (page 85)</td>
</tr>
<tr>
<td>6</td>
<td>End user</td>
<td>Share drive related data, backup file and support packages, if needed.</td>
<td>Creating backups &amp; support packages (page 93)</td>
</tr>
<tr>
<td>7</td>
<td>Support user</td>
<td>Request direct access to drive parameters and events, if needed.</td>
<td>Accessing drive parameters (page 29)</td>
</tr>
<tr>
<td>8</td>
<td>End user</td>
<td>Establish Bluetooth connection and allow support user to access parameters.</td>
<td>Pairing the drive for remote access (page 87)</td>
</tr>
<tr>
<td>9</td>
<td>Support user</td>
<td>Access drive parameters and events. Investigate the issue and propose changes to parameters, if needed. Monitor parameters when drive is operating with parameter references.</td>
<td>Proposing parameter changes (page 31)</td>
</tr>
<tr>
<td>10</td>
<td>End user</td>
<td>Accept/deny proposed parameter changes or change parameter references. Changes are effective only if accepted. <strong>Note:</strong> You can also start/stop the drive via the control panel components of the mobile app when drive is operating in local control mode.</td>
<td>Approve or deny parameter change proposals (page 100)</td>
</tr>
<tr>
<td>11</td>
<td>Support user</td>
<td>Close the connection to the drive.</td>
<td>Closing connection to the drive (page 41)</td>
</tr>
<tr>
<td>12</td>
<td>Support user</td>
<td>Update case summary and set the case status to Resolved, if drive issue is fixed.</td>
<td>Resolving a case (page 42)</td>
</tr>
</tbody>
</table>
Support user - How to use the Mobile Connect web portal

What this chapter contains
This chapter instructs the support user on how to use the Mobile Connect web portal.

Creating a support case
You must be a registered user to the Mobile Connect web portal. If you are granted access to the web portal, you can log in with your MyABB account. If you do not have access, contact your organization’s Mobile Connect responsible, or your local ABB representative.

To create a support case, follow these steps:

1. Open the Mobile Connect portal. See the region specific URLs in section, Applicability (page 9).

2. In the login screen, on the right corner, select your preferred language. Click Log in.
3. In cases management page, select an organization [1] (if you have access to more than one organization) and click New case [2].

4. Enter required details (see description in below table). Click SHOW MORE, if you prefer to add more details.
**NEW CASE**

* Mandatory fields need to be completed.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td>(Mandatory). Organization authorized to view or edit a set of cases.</td>
</tr>
<tr>
<td>Title</td>
<td>(Mandatory). Case title. This title text can be used to search a case in the case management view.</td>
</tr>
<tr>
<td>End user</td>
<td>(Optional). Email ID of end user requesting drive support</td>
</tr>
</tbody>
</table>

5. **Optional**: Enter the additional information. Click **Continue**.
A new Mobile Connect case ID and PIN number is created (e.g. 101 051 HWBD), comprising of ten-digit alphanumeric code; first six digits are numeric, followed by four alphanumeric digits. Share this case ID and PIN number with end user for further communication via the mobile device.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fault code</td>
<td>Fault code description as displayed on the drive control panel</td>
</tr>
<tr>
<td>Salesforce ID</td>
<td>Salesforce case ID</td>
</tr>
<tr>
<td>Support user</td>
<td>Support user associated with an organization</td>
</tr>
<tr>
<td>Related case ID</td>
<td>Case ID of a related issue (if available). Note that a case belonging to the same organization only can be linked.</td>
</tr>
<tr>
<td>Description</td>
<td>Case description</td>
</tr>
</tbody>
</table>
6. Click **Go to created case**, to continue viewing the case details.

7. Assign a support user, to activate the case. Otherwise the case is in *Pending* status. See *Assigning a support user (page 21)*.

**Assigning a support user**

A support case is inactive or shows *Pending* status, if a support user is not assigned. You can assign a support user either while creating a new case or after the case ID is created.

To assign a support user, follow these steps:

1. In cases management page, against the case pending for activation, click **View case**.

2. In the case ID page, select a **SUPPORT USER** from the available drop-down list and click **Assign**.

**Note:** If you are a

- *Organization admin*, you can add a new support user to your authorized organization.
- *Super admin*, you can add new support users for any organization.

See also, section *Adding a support user (page 52)*.
The selected support user is assigned and case status changes to **Active**. The support user assigned to the case receives an E-mail notification. The **Assign** action replaces with **Change**. You can change the support user at any time. Select the new support user and click **Change**.
Viewing a support case

To view a support case, follow these steps:

1. In cases management page, type the case ID or case related search text, for example, case ID, title, serial number, support user name, etc.

2. Select the required filer options: My cases, Active, Pending, Resolved and Rejected cases.
The case IDs that match your search criteria are displayed. Click **View case** to view a specific case.
Editing a support case

To edit a support case, follow these steps:

1. In cases management page, on the case Id that you want to edit, click the drop-down arrow at the right-hand side → vertical dots icon → Edit.

2. In Edit case window, edit the change. Click Save, to save the changes.
   **Note:** Organization name is auto filled. You can edit the rest of the fields.
Managing a support case

You can manage a support case based on the case status.

<table>
<thead>
<tr>
<th>If status is</th>
<th>Meaning</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>Case ID is not active.</td>
<td>If case status is <em>Pending</em>, the support user can still chat with end user and view the backup/support packages or the drive history. A pending case can also be rejected any time. To activate the case, assign a support user (self or another).</td>
</tr>
</tbody>
</table>
| Active       | Support is in progress. | If case status is *Active*, you can:  
  • chat with end user and get more details of the case, such as, backup files, voice messages, images, etc.  
  • get direct connection to drive parameters and events via Bluetooth control panel  
  • propose parameter changes  
  • access DIB for drive information  
  • view manual of the connected drive  
  • move the case to *Resolved* status. |
| Resolved     | Case is resolved. | If case status is *Resolved*, you can view the case summary or can create a related case, if needed. |
| Rejected     | Case is rejected. The case cannot be reopened. | If case status is *Rejected*, you can view the case summary or can create a related case, if needed. |
Chatting with end user

On the Mobile Connect portal, you can use the chat window to communicate with the end user. In the chat window you can receive images and videos from the end user. You can also send and receive voice messages.

**Note:** Ask the end user to make sure that the shared image size (height and width) is less than 1000 pixels. Otherwise the image may be resized or may take a long time to load.
- **Sending a voice message**

  **Note:** If your browser is Chrome, make sure that you enabled the option for Mobile Connect portal to access your microphone.

  In the Mobile Connect portal chat window, click on the microphone icon and hold the mouse button to record your voice. Release the mouse button to send the recording.

- **Receiving a voice message**

  In the Mobile Connect portal chat window, if you received a voice message, click on play button to play the voice.
Accessing drive parameters

On the Mobile Connect web portal, you can request the end user for direct access of the drive and view the parameters and events. Make sure the end user has made the required configurations to access the drive remotely. See *Pairing the drive for remote access (page 87)*.

**WARNING!** Make sure the drive and its running accessories are safe for operation during remote access.

To access drive parameters, follow these steps:

1. In cases management page, click **View case**, against a case ID.
2. At the top right corner of the page, click **Request connection**.
   
   **Note:** You cannot request connection for a case that is in **Pending** status.

3. If connection is successful, the message **Connection established** appears on your web portal chat window, and also on the end user's mobile app chat window.

   You can now access parameters and events log, propose changes to parameters, and view the change history. Proceed with *Proposing parameter changes (page 31)*.

   **Note:** Active connection to Drive composer and Mobile Connect is not possible at the same time.
• If a Mobile Connect session is ongoing with the drive paired to Drivetune, and during this time if you tried to connect the drive to Drive composer PC tool, the Mobile Connect session is deactivated, i.e. the connection to mobile device is automatically disconnected.

• If the connection between drive and Drive Composer PC tool is active, the Bluetooth option is not available to pair the drive with Drivetune.
Proposing parameter changes

After end user allowed access to the drive parameters, you can view and propose parameter changes in the Mobile Connect web portal. If you proposed parameter changes, they are sent to the end user for review and approval.

To propose parameter changes, follow these steps:

1. In the case ID page, click **Parameters → Full list**.
2. In the Full list view, click on a parameter index.
3. In the parameter edit window, set the new value and click **Save**. To add this parameter to the Watch list, click **Add to watch list**. You can remove this from list later. If you prefer to set the value to default, click **Set to default**. Close the window.

   ![Parameter Edit Window](image)

   - Mouse hover on **What are these?**, to know the parameter type, for example, if the parameter was modified earlier or protected.
4. Click **Change history** to view the changed parameters. The number count balloon indicates the number of parameters changed. Click **Send for approval**.
5. The following warning message (in below figure) appears. If end user has confirmed, select **Yes** and click **Send**, to send the parameter changes. If end user has not confirmed, select **No** and click **Cancel** and wait for confirmation. Note that changes are not made until the end user confirmation is obtained.

![Warning Message]

You are about to send change proposals to a potentially unskilled user of Drivetune Mobile Connect.

Is the user aware of potential downstream equipment consequences of the changes?

- ☐ Yes  ☑ No

⚠ Changes cannot be made until confirmation from user is obtained.

[Cancel] [Send]
6. On the mobile app, a message appears to confirm for the end user to be aware of the consequences of accepting the proposal. The list of parameter changes also appears. The proposed changes are effective only after the end user approves the changes. The end user can also reject the proposed changes.

**Note:** If the end user did not approve the changes within five minutes, the changes are automatically rejected.

In the portal, the **Change history** page lists the approved or rejected parameters.

![Image of the mobile app interface showing parameter changes and approval options.](image1.png)

You can also view the changes in the Modified parameters list. Click **Parameters → Modified parameters.**

![Image of the parameter change history page.](image2.png)

7. At the top right corner, click **End connection** to close the connection.

**Note:** The pending parameter changes are automatically rejected in the following conditions:

- If you closed the connection to the drive before the parameter changes are approved or rejected.
- If you did not approve or reject the proposed parameter changes within five minutes.

You can view the rejected parameters in the Change history page.
See also sections:

- *Sharing parameter backup and support packages (page 37)*
- *Viewing event logger (page 41).*
Creating a watch list

On the Mobile Connect web portal, you can monitor specific parameters by adding them to the watch list.

To add parameters to the watch list:

1. In the case ID page, go to Parameters → Full list or Modified parameters.
2. Click on a parameter index and click Add to watch list.

The selected parameter is added to watch list. The Add to watch list tab is replaced with Remove from list. Later, if you prefer to remove from watch list, click Remove from list.

3. In Parameters page, click Watch list.
   The watch list parameters are listed in the order of parameter index. The number in the balloon shows the count of watched parameters.

   Note: The system automatically updates the list every five seconds.
Sharing parameter backup and support packages

On the Mobile Connect web portal, you can share backup and support packages.

- **Download backup and support packages**

To download a backup and support package, follow these steps:

1. In the case ID page, click **Backups & Support packages → Backups or Support packages**.

2. Click **Download** icon to download the file. You can also click the right arrow to view file details.
   
   Open the backup file in Drive composer pro PC tool. Make the required changes and save the parameter file.
   
   To upload the saved backup file, see *Upload backup and support packages (page 38)*.
Upload backup and support packages

To upload a backup and support package, follow these steps:

1. In the case ID page, click Backups & Support packages → Backups or Support packages.

2. Click Upload a backup.

3. In the Upload a backup window, browse or drag and drop a backup file (.dcparamsbak format). Click Continue.

4. In the Upload a backup window, describe the file, if needed. Click Upload.
In the Upload a backup window, *Upload complete* message appears. Click **Done**.

The uploaded backup file appears in the backups page and is also shared via the chat window.
40 Support user - How to use the Mobile Connect web portal
Viewing event logger

If you are connected to the drive via Mobile Connect, you can view active faults, active notifications and drive history. To view the list, on the Mobile Connect web portal, click Event logger.

Closing connection to the drive

In the Mobile Connect web portal, if you have direct access to the drive, you can end the connection at any time or after the drive support is completed.

In cases management page, at the top right corner, click End connection.

The message Connection closed by support user appears in the chat window.

Note: If you proposed parameter changes and closed the connection to the drive before the changes are applied, the pending parameter changes will automatically expire.
Resolving a case

On the Mobile Connect web portal, if you have direct access to the drive, you can end the connection at any time or after the support is completed.

**Note:** After you set the case ID to *Resolved*, any live connection to the drive is terminated and does not allow to initiate a new connection. You cannot further chat with the end user. ABB recommends that you inform the end user before resolving the case, when the chat window is still active.

To resolve a case, follow these steps:

1. In the case ID page, at the top right corner, click **Resolve**.

![Resolve the case](image)

2. In the Resolve the case window, enter required drive details and case summary. Read also the warning message. Click **Resolve the case**.

![Resolve the case](image)

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case category</td>
<td>Optional: Select Troubleshooting or Commissioning.</td>
</tr>
<tr>
<td>Problem</td>
<td>Optional: Select a suitable problem or select Unknown.</td>
</tr>
<tr>
<td>Root cause</td>
<td>Optional: Select a suitable root cause or select Unknown.</td>
</tr>
<tr>
<td>Case summary</td>
<td>Optional: Edit a suitable case summary. This information is useful in investigating related cases.</td>
</tr>
</tbody>
</table>

3. The case ID status is set to *Resolved*.

To view the resolved case history, at the top right corner of the case management page, click **Case summary**.
Escalating the case

- **Activate the escalate option**

In Mobile Connect portal, you can escalate a case to the parent organization for further support.

**Note:** By default, the Escalate option is deactivated for all European regions.

To activate, follow these steps:

1. **For Super admin only:** At the top right corner of the portal, in the drop-down list next to account ID, click *Group administration*.

2. In group administration page, against the organization that you need to activate for escalation (eg. Test), click drop-down arrow → vertical dots icon → **Edit**.
The Edit organization window appears.

3. Enter required details and in Escalation field, select **Activate**. Click **Save**.
The Escalate option is activated. Proceed with section, *Using the escalate option (page 46)*.
Using the escalate option

You can escalate a case to its parent organization for further support.

Note:

- Only active cases can be escalated.
- The Escalate option is deactivated by default for all European regions. To activate, see section Activate the escalate option (page 43).
- A Super admin only can activate the escalate option.

To escalate a case, follow these steps:

1. In cases management page, select the organization of the case you want to escalate (eg. Test). Make sure the Escalate option is activated for the organization.

![Cases management](image)

2. On the case ID you want to escalate, click View case.
3. In the case ID page, at the top right corner, click Escalate.

![Case ID page](image)

The Escalate case window appears.

4. Select a case category and problem type. Edit the reason for escalating the case which may be useful for investigating the case. Read also the warning message. Click Escalate the case.
**Note**: The support users from the current organization cannot see the case after escalation.

The case is escalated to its parent organization and appears in the parent organization's case list. By default, the escalated case will have *Pending* status. You must have access to the parent organization to view the case and assign a support user.

Any live connection to the end-user is terminated. The following message appears on the chat screen - "This case has been escalated. Please exit the chat and wait until the next level support gets in touch".
This case has been escalated. Please exit the chat and wait until the next level support gets in touch.
Creating a related case

You can create a related case ID using either of the below two options:

• Creating a new case using a related case ID (page 49)

or

• Creating a related case ID using the rejected/resolved case summary (page 49)

Creating a new case using a related case ID

On the Mobile Connect web portal, you can create a new case based on a related case ID.

To create a related case, follow these steps:

1. Follow the steps of Creating a support case (page 17).

2. In Related case ID field enter the first 6-digits of the related case ID and PIN number (eg. 100215). Click Continue.

A new case is created based on the related case ID.

Note: The original case and the related case must both belong to the same organization.

Creating a related case ID using the rejected/resolved case summary

On the Mobile Connect web portal, you can copy rejected or resolved case details and create a related case.

To create a related case, follow these steps:

1. In the case ID page, at the top right corner, click Case summary.
The rejected case summary window appears.

2. View the history of the rejected case and click **Create a related case**.

The NEW CASE window appears. Proceed with **Creating a support case (page 17)**.

**Note:** The original case and the related case must both belong to the same organization.
Rejecting a case

In the Mobile Connect web portal, you can reject a case, if the case is not active or a support user is not yet assigned.

To reject a case, follow these steps:

1. In the case ID page, at the top right corner, click **Reject the case**.

2. In the REJECT CASE window, type the reason for rejecting the case. Click **Reject**.

3. The case ID status is set to **Rejected**.
   
   To view the rejected case history, at the top right corner of the case view page, click **Case summary**.
Managing users

■ Viewing drop-down list

At the top right corner of portal, the list in the drop-down next to account ID may vary for different user roles, as shown below:

<table>
<thead>
<tr>
<th>User roles</th>
<th>Super Admin:</th>
<th>Organization Admin:</th>
<th>Support user:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop-down list</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Support user: Organization Admin: Super Admin: User roles Drop-down list" /></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

■ Adding a support user

If you are a

- *Organization admin*, you can add a new support user to your authorized organization and to its child organizations (if any).
- *Super admin*, you can add new support users to any organization.

To add a support user, follow these steps:

1. At the top right corner of portal, in the drop-down list next to account Id, click **User management**.
   
   **Note**: The list in this drop-down may vary for different user roles. See section [*Viewing drop-down list*](page 52).

2. In the User management page, select the organization you want to add a user to and click **Add User**. Note that the organization list is visible only if you have access to more than one organization.
Note: Only an organization admin or super admin can add users.

3. In the Add user to organization window, provide user information and click **Continue**.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><strong>Mandatory:</strong> Email ID of the new user</td>
</tr>
<tr>
<td>Notes</td>
<td><strong>Optional:</strong> Any useful information, e.g. contact number</td>
</tr>
<tr>
<td>Organization</td>
<td><strong>Mandatory:</strong> The organization a user is added to</td>
</tr>
<tr>
<td>User role</td>
<td><strong>Optional:</strong> The new user can be given a <strong>organization admin</strong> role or an existing user can be deactivated from this organization</td>
</tr>
</tbody>
</table>

The new user is added to the organization list of the User management page.
Activate/Deactivate a support user

If you are a

- *Organization admin*, you can activate/deactivate a support user to your authorized organization and to its child organizations (if any).

- *Super admin*, you can activate/deactivate a support user to any organization.

Deactivate a support user

To deactivate an active support user, follow these steps:

1. At the top right corner of the portal, in the drop-down list next to account Id, click **User management**.
   
   **Note:** The list in this drop-down may vary for different user roles. See section *Viewing drop-down list* (page 52).

2. In the User management page, select the organization from where you want to deactivate a user. Note that the organization list is visible only if you have access to more than one organization.
   
   **Note:** Only an *organization admin* or *super admin* can deactivate users.

3. In the user row that you want to deactivate, click drop-down arrow → vertical dots icon → **Deactivate for Organization**.

4. In the deactivate user for organization window, type the reason for deactivating the user and click **Deactivate for Organization**.
The user is deactivated and appears greyed-out (disabled state) in the user management page. You can anytime activate again. See section *Enable a support user for organization (page 55)*

**Enable a support user for organization**

To enable a deactivated support user, follow these steps:

1. At the top right corner of portal, in the drop-down list next to account Id, click **User management**.
   
   **Note:** The list in this drop down may vary for different user roles. See section *Viewing drop-down list (page 52)*.

2. In the User management page, select the organization from where you want to enable the user. Note that the organization list is visible only if you have access to more than one organization.
   
   **Note:** Only an organization admin or super admin can activate users.

3. In the user row that you want to enable, click the drop-down arrow → vertical dots icon → **Enable for Organization**.
4. In the enable user for organization window, type the reason for activating the user and click **Enable for Organization**.

![Enable User for Organization](image)

The user is enabled and appears in *active* state in the user management page. To deactivate user, see section *Deactivate a support user* (page 54)

- **Editing user details**

To edit the support user details, follow these steps:

1. At the top right corner of portal, in the drop-down list next to account Id, click **User management**.
   
   **Note:** The list in this drop down may vary for different user roles. See section *Viewing drop-down list* (page 52).

2. In the User management page, select the organization from where you want to edit a user detail. Note that the organization list is visible only if you have access to more than one organization.
Note: Only an organization admin or super admin can edit user details.

3. In the user row that you want to edit, click drop-down arrow → vertical dots icon → Edit.

4. In the edit user role for organization window, type the user email ID, and type any information you want to add (for future reference, if needed).
5. **Optional**: If you want to add or remove *admin* role, check or uncheck **Organization admin**. If you want to activate/deactivate the user for this organization, check or uncheck **Deactivated for this Organization**.

6. Click **Save**. Saved changes are updated in the User management list.

### Managing organizations

If you are a **Super admin**, you can **Add new organization**, **Edit organization details**, **Activate an organization**, **Deactivate an organization** or **Remove an organization**.

- **Add new organization**

To add a new organization, follow these steps:

1. **For Super admin only**: At the top right corner of the portal, in the drop-down list next to account ID, click **Group administration**.

   ![Group administration](image)

2. In group administration page, click **New Organization**.

   ![New Organization](image)

   The NEW ORGANIZATION window appears.
3. Enter the required details.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Organization*</td>
<td>Mandatory: Select a parent organization.</td>
</tr>
<tr>
<td>Organization name*</td>
<td>Mandatory: Type an organization name.</td>
</tr>
<tr>
<td>Contact person name</td>
<td>Optional: Type the name of person responsible for the organization.</td>
</tr>
<tr>
<td>Field name</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Contact email*</td>
<td><strong>Mandatory:</strong> Type the email ID of person responsible for the organization. This enables to send organization related notification messages.</td>
</tr>
<tr>
<td>Escalation email</td>
<td><strong>Optional:</strong> Type the email ID of the organization contact or a group mail ID. This enables to send escalated notification messages.</td>
</tr>
<tr>
<td>Phone</td>
<td><strong>Optional:</strong> Type the phone number of organization contact.</td>
</tr>
<tr>
<td>Address</td>
<td><strong>Optional:</strong> Type the address of organization contact.</td>
</tr>
<tr>
<td>Notes</td>
<td><strong>Optional:</strong> Type any text related to the organization.</td>
</tr>
</tbody>
</table>

4. Activate or deactivate the Escalate case function. For instructions, see section *Using the escalate option (page 46)*.

5. Click **Continue**, to save and create a new organization.

6. The organization created successfully message appears. Note that a unique ID is assigned for the organization. Click **View all Organizations** to view the new organization or click **Create another Organization** if you want to create another new organization.

![Organization Test1](image)

7. In the group administration page, the new organization appears in the organization list. Note that organization names are sorted in alphabetical order. Use the left and right arrows to navigate between pages.
Edit organization details

To edit the organization details, follow these steps:

1. **For Super admin only**: At the top right corner of the portal, in the drop-down list next to account ID, click **Group administration**.

2. In group administration page, against the organization that you need to edit (eg. Test), click drop-down arrow → vertical dots icon → **Edit**.
3. In the Edit organization window, edit required details.
<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Organization</td>
<td>Optional: Parent organization name.</td>
</tr>
<tr>
<td>Organization name*</td>
<td>Mandatory: Organization name.</td>
</tr>
<tr>
<td>Organization ID</td>
<td>Unique ID for organization.</td>
</tr>
<tr>
<td>Contact person</td>
<td>Optional: Name of person responsible for the organization.</td>
</tr>
<tr>
<td>Email*</td>
<td>Mandatory: Email ID of person responsible for the organization. This enables to send organization related notification messages.</td>
</tr>
<tr>
<td>Escalation email</td>
<td>Optional: Email ID or group mail ID of the organization contact(s). This enables to send escalated notification messages.</td>
</tr>
<tr>
<td>Field name</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Phone</td>
<td>Optional: Phone number of organization contact.</td>
</tr>
<tr>
<td>Address</td>
<td>Optional: Address of organization contact.</td>
</tr>
<tr>
<td>Notes</td>
<td>Optional: Description of organization.</td>
</tr>
</tbody>
</table>

4. Activate or deactivate the Escalate case function. For instructions, see section *Using the escalate option*(page 46).

5. Click **Save**, to save the changes.

6. View the updated organization in the group administration page. Note that organization names are sorted in alphabetical order. Use the left and right arrows to navigate between pages.

**Deactivate an organization**

A *Super admin* can deactivate an organization that has no child organizations or has no pending or active support cases. Note that the members of that organization cannot access any of its support cases.

To deactivate an organization, follow these steps:

1. **For Super admin only:** At the top right corner of the portal, in the drop-down list next to account ID, click **Group administration**.

2. In group administration page, against the organization that you need to deactivate (e.g. Test), click drop-down arrow → vertical dots icon → **Deactivate organization**.
3. In the Deactivate organization window, type the reason for deactivating and click **Deactivate organization**.

The organization is deactivated and appears greyed-out in the group administration list. If you want to activate the organization, see steps in section **Activate an organization (page 66)**.
Activate an organization

To activate an organization, follow these steps:

1. In the group administration page, the deactivated organization appears greyed-out (disabled). On the right-hand side, click drop-down arrow → vertical dots icon → Activate organization.

2. In the Activate organization window, type the reason for activating. Click Activate organization.
In the group administration page, the organization appears in active state.

Remove an organization

You can remove an organization that has no child organizations or has no pending or active support cases. To remove an organization, follow these steps:

1. For **Super admin** only: At the top right corner of the portal, in the drop-down list next to account ID, click **Group administration**.
2. In group administration page, against the organization that you need to remove (eg. Test), click drop-down arrow → vertical dots icon → **Remove organization**.

**Note:** Organization names are sorted in alphabetical order. Use the left and right arrows to navigate between pages.

3. In the Remove organization window, type the reason for removing the organization and click **Remove organization**.
The organization name is removed from the group administration list.

**Connecting to DIB**

On the Mobile Connect web portal, you can look for the connected drive information in the Drive Installed Base (DIB) portal, based on the serial number.

**Prerequisite**

Make sure that

- end user has paired the drive for remote access. See section *Pairing the drive for remote access (page 87).*
- you have access to the DIB portal.

1. In the case ID page, click **DIB**.

2. In the DIB portal, the equipment details of the connected drive appears.
Accessing the drive manual

On the Mobile Connect web portal, you can view manuals related to the connected drive, based on the serial number. Make sure that you are connected to the end user's drive (see section *Accessing drive parameters (page 29)*).

To access the drive manual,

1. In the case ID page, click **Manual**.

2. The related manuals list (similar to the sample list below) of the connected drive appears. Click on the required manual.

![Manual list ACS580 result 28](image-url)
Know your Mobile Connect portal version

At the top right corner of portal, in the drop-down list next to account Id, click **About this application**.

The About this application screen appears. In this screen you can view following details:

- **Release notes**: This tab displays the latest version information. You can copy this information using the **Copy** icon on the right-hand side. You can also know about the implementations is latest and previous versions. The latest version includes new features, bug fixes and known issues (if any). The previous versions include new features and bug fixes in that release.
**About this application**

<table>
<thead>
<tr>
<th>Release notes</th>
<th>Privacy policy</th>
<th>Third party licenses</th>
</tr>
</thead>
</table>

**Release notes**

**Version 4.2.2**

2021-03-06

- **What's New**
  - Add 'About this application' menu option with legal documents and version information.
  - Show a unique ID for the organizations.
  - Replace the cryptic message 'Message type: SupportUserAssigned'.
  - Consistent Menu + Page names.
  - Update automated email text title and contents.
  - Prevent Support User with no groups logging in.
  - Parent drop down in how org page should be more friendly.
  - Prevent more than 10 drives connecting to a case.
  - Case details can be edited.

- **Bug Fixes**
  - Escalation email field should show when the child organization activates the escalation.
  - Manual-AC5580: the manual should search by drive type.
  - Manual-AC5580: the manual should search by drive type.
  - The icon for manual doesn't display in Manual list.
  - No response when tap on the download button of a support package.
  - The parent of the root organization should not be modifiable.
  - 'Sending' text should be removed, because the request of sharing connection has been sent.
  - The width of Description field in 'Upload a backup/support package' tool is small.
• **Privacy policy**: This tab displays the privacy policy statement applicable for Mobile Connect platform.
• **Third party licenses**: This tab displays the license information of third-party software tools that support the Mobile Connect platform.
Installing Drivetune mobile app

What this chapter contains
This chapter describes how to install the Drivetune mobile app and access the Mobile Connect module.

Installing Drivetune app on Android device
If you are the end user, you must install the Drivetune mobile app to access the Mobile Connect module.

To install the Drivetune mobile app on your Android device, do these steps:

1. On your Android device, open your Google Play Store account and search for Drivetune app.
2. Against the Drivetune app, tap INSTALL and follow the instructions displayed on your screen.
3. After installation is completed, tap OPEN, to open the app. Proceed with Using Mobile Connect (page 78).

Installing Drivetune app on iOS device
1. On your iOS device, open App Store and search for Drivetune app.
2. Against the Drivetune app, tap INSTALL and follow the instructions displayed on your screen.
3. After installation is completed, tap OPEN, to open the app. Proceed with Using Mobile Connect (page 78).
Using Mobile Connect

1. On your Android or iOS device, open the Drivetune app.
2. On the Drivetune home page, tap **Mobile Connect** module.

   ![Drivetune app interface]

   **Note:** If Mobile Connect module is not displayed, make sure that you are using Drivetune version 4.0 or later.

3. For first time use only:
   a. Accept the End user license agreement.
   b. View the Feature walk-through or tap on **Skip**.
   c. Select your ABB support contract location, eg. People’s Republic of China, or any other region.

4. Log in with your MyABB account, choose
   - **Login**, if you already have an account.
   - **New user? Sign up**, if you need to create an account.
5. If login is successful, the Mobile Connect welcome screen appears.
Proceed with [Viewing a support case (page 81)](#).

**Note:** You can also log in from the About the app screen.
End user - How to use Mobile Connect in mobile app

What this chapter contains

This chapter instructs the end user on how to use Mobile Connect module in the mobile device.

Prerequisites

- Install Drivetune mobile app in your Android or iOS device and make sure you have access to the Mobile Connect module. See chapter Installing Drivetune mobile app.
- Make sure you received the Mobile Connect case ID and PIN number (e.g. 100 160 936F) from the support user.
- If support user requests direct access to the drive, connect the drive to Bluetooth control panel and enable Bluetooth connection on your mobile device.

Viewing a support case

1. On your mobile device, open Drivetune app and tap Mobile Connect.
2. On the Mobile Connect home screen, enter a valid case ID and PIN number (shared by support user). The case ID comprises of a ten-digit alphanumeric code (e.g. 100 209 W84S) - first six digits are numeric, followed by four alphanumeric digits.

**Note:**

- If you entered an invalid case ID and PIN number, a communication error message appears. Tap **OK** and enter the correct ID.
- If you entered an inactive case ID and PIN number (Pending/Resolved/Rejected status) and with the drive paired, the case not active error message appears. To access the case, you must unpair the drive.
- Random entry of invalid case ID and PIN number, can block the next entry. For more information, contact your Mobile Connect representative.
3. The chat [1] screen appears. Proceed with *Chatting with support user (page 85)*.
On this screen you can also navigate to following screens:

- share backup and support packages [2]. See Creating backups & support packages (page 93) or
- Change history [3]. This screen requires Bluetooth connection, see Pairing the drive for remote access (page 87).
Chatting with support user

On the chat screen, you can interact with support user. You can text messages, send voice messages, share images and videos. You can also upload and share case related drive backup file and support packages.

Note: Make sure the image size is within the maximum limit of 1000 pixels. Otherwise the image may be resized or may take a longer loading time.

<table>
<thead>
<tr>
<th></th>
<th>Text messages</th>
<th>Voice messages</th>
<th>Share live pictures</th>
<th>Share saved pictures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Type the message [1] and tap <strong>Send</strong> or <strong>Enter</strong> key.</td>
<td>Tap on the microphone [2] icon. Follow instructions displayed on the mobile screen. Tap on <strong>Hold and talk</strong>. Hold while you record the speech. After the recording is complete, do either of the following actions: • To remove, tap <strong>X</strong> • To play before sending, tap on <strong>Play</strong> • To send, tap on <strong>Send</strong>.</td>
<td>To share a live picture, tap + icon → <strong>Picture</strong>. Capture a live picture and tap <strong>Send</strong>.</td>
<td>To share a saved picture, tap + icon → <strong>Browse Images</strong>. Select a saved picture and tap <strong>Send</strong>.</td>
</tr>
<tr>
<td></td>
<td>Share live videos</td>
<td>To share a live video, tap + icon → <strong>Video</strong>. Record a live video (.mp4 format) and tap <strong>Send</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Share saved videos</td>
<td>To share a saved video, tap + icon → <strong>Browse videos</strong>. Select a saved video and tap <strong>Send</strong>.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Pairing the drive for remote access

- **Pairing the drive via Mobile Connect**

To pair the drive and mobile device via Mobile Connect, follow these steps:

1. On your mobile device, login in to Mobile Connect using a valid case ID.
2. When support user requests for connection to drive, the message *A connection request has been received* appears on your chat screen.
3. Tap **Accept** to connect, otherwise tap **Deny**.
4. **First time only**: If Bluetooth connection is not turned on, the message "*Drivetune wants to turn on Bluetooth*" appears. Tap **Allow**. Follow the instructions displayed on the mobile screen.
5. On the Bluetooth Assistant control panel, press and hold the ? button for two seconds to make it discoverable. A blinking Blue LED indicates that Bluetooth is turned on. The control panel displays a PIN. Enter this PIN when your mobile prompts for Bluetooth connection.
6. Tap **Scanning**.

The application automatically scans after you allowed Bluetooth and enabled Location services on the mobile device for the Drivetune app. Wait while the application checks for connected drives (enabled via Bluetooth).

7. The detected drives are listed in the Connect to drive screen. Tap on the appropriate drive to connect.

8. The message *Connection established* appears on your mobile screen. The support user now has direct access to your drive parameters. The support user can end the connection at any time.

Drive is now connected and ready for remote access.

**Note:** Active connection to Drive composer and Mobile Connect is not possible at the same time.

- If a Mobile Connect session is ongoing with the drive paired to Drivetune, and during this time if you tried to connect the drive to Drive composer PC tool, the Mobile Connect session is deactivated, i.e. the connection to mobile device is automatically disconnected.

- If the connection between drive and Drive Composer PC tool is active, the Bluetooth option is not available to pair the drive with Drivetune.
You can also connect the drive without the Mobile Connect module. See Pairing the drive via Drivetune (page 91).
Pairing the drive via Drivetune

You can also pair the drive via Drivetune app without opening the Mobile Connect module:

1. On your mobile device, open Drivetune app.
2. Tap **Pair to drive**.

3. If Bluetooth connection is not turned on, the message "**Drivetune wants to turn on Bluetooth**" appears. Tap **Allow**.
4. Follow the instructions displayed on the mobile screen.
5. On the Bluetooth Assistant control panel, press and hold the ? button for two seconds to make it discoverable. A blinking Blue LED indicates that Bluetooth is turned on. The control panel displays a PIN. Enter this PIN when your mobile prompts for Bluetooth connection. Tap **Scan**, to connect to the drive.

Drive is paired with Drivetune app and ready for remote access.

**Note:** Active connection to Drive composer and Mobile Connect is not possible at the same time.

- If a Mobile Connect session is ongoing with the drive paired to Drivetune, and during this time if you tried to connect the drive to Drive composer PC tool, the Mobile Connect session is deactivated, i.e. the connection to mobile device is automatically disconnected.

- If the connection between drive and Drive Composer PC tool is active, the Bluetooth option is not available to pair the drive with Drivetune.
Creating backups & support packages

You can create a backup file or a support package while the drive is paired to Mobile Connect. You can share the file with support user after accepting the connection request from portal.

1. In the Backups & Support packages screen, tap **Create**.

2. Tap on **New backup** or **New support package**.
Backups & Support packages

- New backup
- New support package

Reference Hz: 0.0
Mode: Loc
Start
3. The New backup file or New support package screen appears based on your selection. Type a name and description.

4. Tap Save.
5. The new backup file is saved and prompts to select the following options:

- **Restore** - This option is available only for backup function and if the drive type of the backup file and that of paired drive is identical. This function restores the parameter values from the backup file. Tap **Confirm** and follow the instructions displayed on the mobile screen. When restore is completed, tap **OK**.
End user - How to use Mobile Connect in mobile app 97

Confirm backup restore
Do not switch off drive or disconnect Drivetune app from panel throughout the restore process! The process might last a few minutes...

Cancel
Confirm

Created at
2020-03-16 14:04:13

Drive name
ACS560

Referenced Hz
0.0

Mode
Loc
Rem

Start

Stop
• **Share** - Allows sharing the backup file to the contacts on your mobile device or send the file via email.
• **Edit** - Allows editing the backup file and support package information.

• **Sync** - Uploads the backup file or support package to support user.
Approve or deny parameter change proposals

If you shared a backup or support package or if the support user accessed the drive parameters, the support user can propose changes to the parameters. The changes are effective only after you approve them.

**Note:** You must be aware of the potential risks of applying the parameter changes to the drive and make sure that it is safe to apply the proposed parameter changes. The Mobile Connect expert confirms with you before sending the parameter changes to you.

1. When Mobile Connect expert proposed changes, e.g. parameter values, the message appears on the chat screen. Read the safety message that you confirmed to the expert. Tap **View**, to navigate to the Change history page and view the proposed parameter changes.

   ![Example chat screen](image)

2. In the Change history page, tap **Apply** to apply the changes, otherwise tap **Reject**.

   **Note:** If you did not apply the changes within five minutes, the pending parameter changes are automatically rejected.
Pending to apply

99.07 Motor nominal voltage
400 → 401

99.06 Motor nominal current
1 → 2

99.09 Motor nominal speed
1430 → 1445

[Buttons: Reject, Apply]
3. If you accepted the changes, you are prompted about the safety risks. Read the message and if you agree, tap **Yes** to proceed with the changes. Otherwise tap **No**. 

**Note:** Proposed changes are applied only after you confirm.
4. If you tapped **Yes**, a re-confirmation message appears to check the safety of the drive before applying the changes. Read the message and confirm. Tap **Apply**, to proceed with sending the parameter changes to the drive, otherwise tap **Cancel**.

**Note:** Proposed changes are applied only after you confirm.

---

**WARNING!** You must know the potential risk of applying the parameter changes to the drive and make sure that the proposed parameter changes are safe to apply.
5. If you tapped **Apply**, proposed parameter changes are applied to the drive.

The changes applied successfully message appears.
Note: If the connection to the drive closed (either by closing Bluetooth connection or by closing the mobile app) before you apply the parameter changes, the pending parameter changes will automatically expire. You can view them in the Change history page. The pending parameter changes are automatically rejected in either of the following conditions:

- If the connection to the drive closed when you ended Bluetooth connection.
- If you closed the Mobile Connect module.
Shake the mobile to report a problem

From any screen inside the Drivetune app, you can report a problem with the Drivetune app.

**Note:** For any drive related problem contact your local support.

To shake the mobile device and report a drive issue, follow these steps:

1. From the Drivetune screen, shake the mobile to display the Report a problem feature.

   ![Report a problem feature](image)

   2. Activate the **Shake to report** switch and tap **Report**.

   3. In the **Feedback / Bug report** screen, enter an appropriate description.
4. The captured screen is attached by default. Provide extra information, if needed and tap **Pair to drive**.

5. Follow the instructions displayed on the mobile screen, to pair with drive.
6. If you changed the drive parameters, activate the **Send all modified parameters** switch.

7. In the mobile app, tap the Send button at the top.

8. Pick an Email app from the available list and tap **Send**, to send the Email.
9. If the Email was sent successfully, a confirmation message appears. Tap **OK** to confirm.
Disclaimers

Cybersecurity disclaimer

This product is designed to be connected to and to communicate information and data via a network interface. It is the Customer's sole responsibility to provide and continuously ensure a secure connection between the product and Customer network or any other network (as the case may be). Customer shall establish and maintain any appropriate measures (such as but not limited to the installation of firewalls, application of authentication measures, encryption of data, installation of anti-virus programs, etc) to protect the product, the network, its system and the interface against any kind of security breaches, unauthorized access, interference, intrusion, leakage and/or theft of data or information. ABB and its affiliates are not liable for damages and/or losses related to such security breaches, any unauthorized access, interference, intrusion, leakage and/or theft of data or information.

Legal disclaimers

- **Legal agreement**

  Force majeure. ABB shall not be in breach of the Agreement nor liable for delay in performing, or failure to perform, any of its obligations under the Agreement if such delay or failure result from events, circumstances or causes beyond its reasonable control, including: (i) acts of God, flood, drought, earthquake or other natural disaster; (ii) epidemic or pandemic; (iii) terrorist attack, civil war, cyberattacks, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations; (iv) nuclear, chemical or biological contamination or sonic boom; (v) any Laws or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition, or failing to grant a necessary license or consent; collapse of
buildings, fire or explosion; and (vi) any labor or trade dispute, strikes, industrial action or lockouts;

- **Warranty disclaimer**

DISCLAIMER. EXCEPT AS OTHERWISE PROVIDED HEREIN, ABB MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCT, OR ANY MAINTENANCE PROVIDED BY ABB INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT, AND ABB EXPRESSLY DISCLAIMS ANY SUCH WARRANTIES. IN ADDITION, ABB DOES NOT WARRANT THAT: (a) THE PRODUCT WILL OPERATE UNINTERRUPTED OR ERROR-FREE; (b) ALL ERRORS CAN BE CORRECTED; (c) THE PRODUCT IS INVULNERABLE OR THIRD PARTY DISRUPTIONS OR UNAUTHORIZED THIRD PARTY ACCESS CAN BE PREVENTED; OR (d) THE APPLICATIONS CONTAINED IN THE PRODUCT ARE DESIGNED TO MEET ALL OF YOUR BUSINESS REQUIREMENTS. YOU ACKNOWLEDGE THAT YOU HAVE ASSESSED FOR YOURSELF THE SUITABILITY AND SECURITY ASPECTS OF THE PRODUCT FOR ITS REQUIREMENTS. IN ADDITION TO OTHER LIMITATIONS OF LIABILITY, ABB IS NOT LIABLE FOR ANY DOWNTIME OR SERVICE INTERRUPTION, FOR ANY LOST, STOLEN OR CORRUPTED DATA, OR FOR ANY OTHER DAMAGES ARISING OUT OF OR RELATING TO ANY UNAUTHORIZED THIRD PARTY ACCESS. THE REMEDIES STATED HEREIN CONSTITUTE THE YOUR EXCLUSIVE REMEDIES AND ABB’S ENTIRE LIABILITY FOR ANY BREACH OF WARRANTY.

- **HSE disclaimer**

It is the sole responsibility of the end user to make sure that it is safe to apply the proposed parameter changes to the drive. ABB is not liable for any personal injury, material damage or monetary losses due to non-functionality or incorrect behavior of the application program due to unsuitable parameter settings.
Further information

Product and service inquiries
Address any inquiries about the product to your local ABB representative, quoting the type designation and serial number of the unit in question. A listing of ABB sales, support and service contacts can be found by navigating to www.abb.com/searchchannels.

Product training
For information on ABB product training, navigate to new.abb.com/service/training.

Providing feedback on ABB manuals
Your comments on our manuals are welcome. Navigate to new.abb.com/drives/manuals-feedback-form.

Document library on the Internet
You can find manuals and other product documents in PDF format on the Internet at www.abb.com/drives/documents.