ABB Ability™ Mobile Connect for drives
Service description

ABB Ability™ Mobile Connect for drives is an online platform that allows the "Customer" to provide the "Third Party User" drive support from anywhere. The "Customer" is a contracting entity having a signed "Contract" with ABB entity.

Mobile Connect allows the Customer to remotely communicate with Third Party Users, helping them easily commission and troubleshoot drives. The product features include chats, sharing images and backups, viewing parameters online and sending support packages, making technical support process quick and efficient.

Value to Customer

Support via innovative digital tools	**ABB Ability™ Mobile Connect for drives** is a new way to easily support the Third Party User with an expert troubleshooting advice. It includes such features as a chat, voice messaging, receiving videos and pictures, parameter changes proposals, parameter backups and support package exhange.
Easy connectivity for high-quality support	**ABB Ability™ Mobile Connect for drives** supports the Customer to increase opportunities to provide online technical support to the Third Party User without complex connectivity infrastructure. The Third Party User onsite only needs a smartphone with an Internet connection and a Drivetune app installed, as well as a Bluetooth control panel on the drive.
Productivity and prioritizing	**ABB Ability™ Mobile Connect for drives** helps the Customer solve easy cases online, thus prioritizing onsite visits to third parties only when truly needed. In case the visit onsite is a must, the Customer can be better prepared in advance, saving time for both Customer and the Third Party User.
Solve issues faster, for increased uptime	**ABB Ability™ Mobile Connect for drives** can make all the necessary data of the Third Party User drive instantly available for the Customer (subject to available connectivity). This possibility saves time in solving problems and reduces possible downtime costs.
Real time access for expert analysis	For deeper analysis, the Customer can ask the Third Party User to authorize the Customer to access the drive's data, with the Drivetune app. Once access is granted, the Customer can view the drive's parameter values and event logs. The Customer can also exchange backup and support packages with Third Party Users. The backup packages are compatible with a Drive Composer, a start-up and maintenance tool for ABB's common architecture drives. The support packages can be viewed with a Drive Composer pro tool that can be bought separately. For more information please visit https://new.abb.com/drives/software-tools/drive-composer
Parameter change proposals	After the access to drive parameters is authorized by the Third Party User, the Customer can view the parameter values in real time and propose parameter changes for the Third Party User to review and decide whether or not to accept and apply the changes.

—

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

www.abb.com/drives
www.abb.com/searchchannels

—

We reserve the right to make technical changes or modify the contents of this document without prior notice. With regard to purchase orders, the agreed particulars shall prevail. ABB does not accept any responsibility whatsoever for potential errors or possible lack of information in this document.

Service includes

ABB Ability™ Mobile Connect for drives offers two different interfaces based on the user profile:

- a web portal for the Customer, available at
  https://mobileconnect.motion.abb.com
- a free of charge Drivetune mobile app for a Third Party User available for download at
  https://new.abb.com/drives/mobile-tools/drivetune

Cases are managed in the web portal and accessed via a unique case ID and MyABB account.

The Customer can nominate remote support engineers from its organization to participate in a free-of-charge Mobile Connect eLearning, up to the limit of users of the subscription license plan. Upon completion of the eLearning, the users will be granted access to the Mobile Connect web portal.

The Customer can purchase and view license details in the Ability Marketplace, for more information please visit https://ability.abb.com/solutions/catalog/

Service does not include

The following is **NOT** included in **ABB Ability™ Mobile Connect for drives**:

- network connections (the platform can be used over the public Internet)
- the provision of any hardware
- installation of any software

How it works in practice

For the Customer

To set up a remote support session which was preliminarily agreed with the Third Party User, the Customer needs to log in to the **ABB Ability™ Mobile Connect for drives** portal in the web browser, create a new support case ID and share it with the Third Party User. Then, the Customer instructs Third Party Users to open the Drivetune mobile app, connect it to the drive via Bluetooth and open the **ABB Ability™ Mobile Connect for drives** case per given ID.

For the Third Party Users

The Drivetune app can be downloaded free of charge from Google Play or App Store.
To log into a support session, the Third Party User should click the Mobile Connect icon in the Drivetune app, login to MyABB account and enter the provided Mobile Connect case ID. After the case has been resolved it cannot be accessed from the Drivetune app anymore.