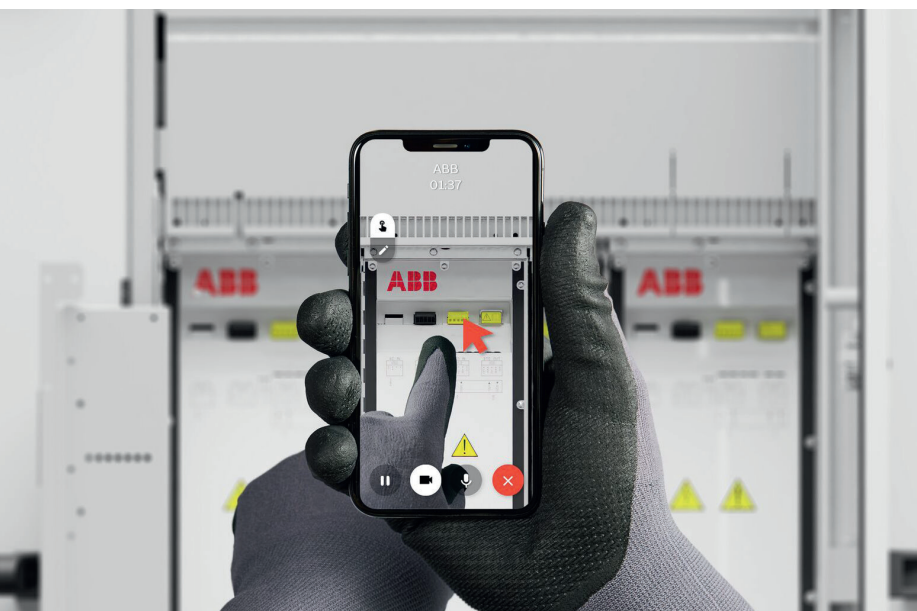


ABB ENERGY INDUSTRIES SERVICE

Visual Remote Support

Reducing time to resolution with live, interactive human-to-human support



Visual Remote Support helps simplify maintenance, reduce downtime, increase equipment effectiveness and improve safety by applying on the spot knowledge. By taking advantage of augmented reality it brings ABB field service to your site virtually which allows you to expand the technical capabilities of your workforce as they gain hands-on maintenance experience from ABB's global network of specialists.

Reimagining how we address field maintenance

ABB offers a wide range of control systems, software, instruments, analyzers and devices for industrial operations. Regardless of your industry, chances are there is an ABB device helping ensure smooth operation at your facility. When an ABB device, or even a device from a third party, does require maintenance, ABB is here to help.

Using any handheld smart device, Visual Remote Support featuring Augmented Reality (AR) brings the ABB specialist directly to site via a secure connection and without having to physically travel. The ABB specialist gets real-time visual insight to the application, accessing chat, images or videos shared by the on-site engineer. Use of Visual Remote Support provides a fast and efficient way to identify the root cause of a problem.

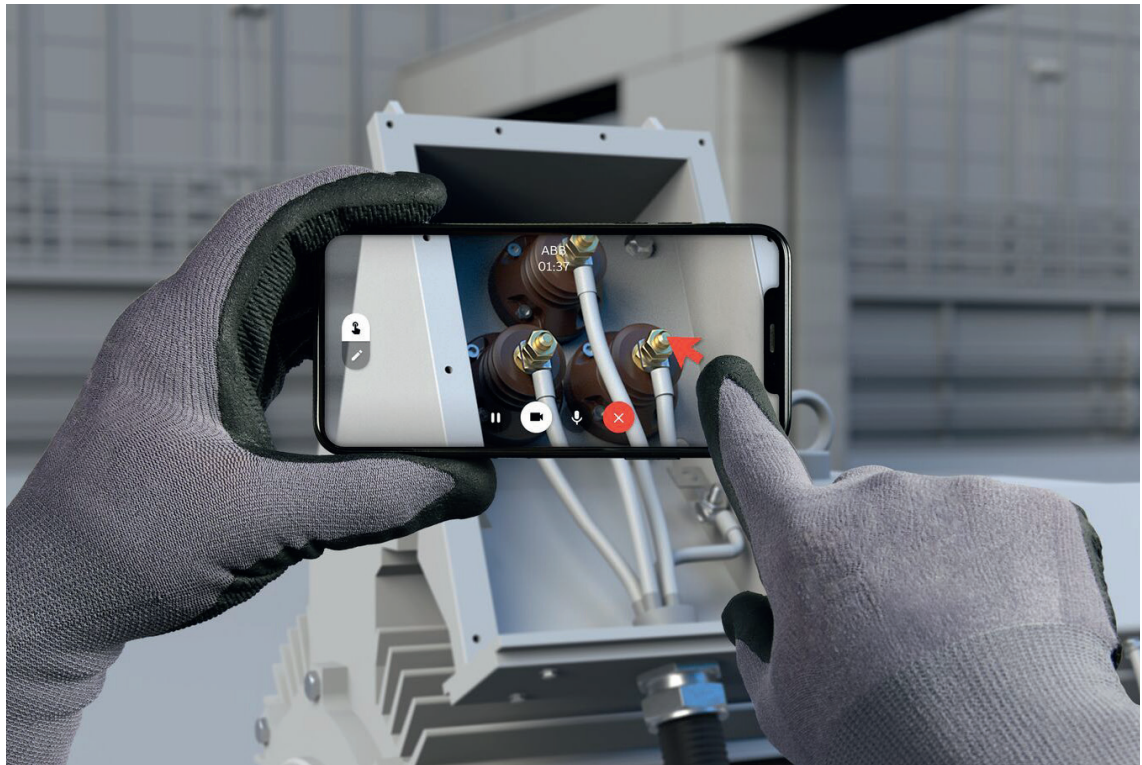
Visual Remote Support is available in ABB Care

The ABB Care program is designed to support your assets for life. Customizable ABB Care packages allow you to tailor the support and services so that they match your maintenance and life cycle strategies.

If your ABB Care contract does not yet include Visual Remote Support service, please contact your local ABB representative.



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It is not always practical to have an ABB specialist physically at the site to fix a problem. On-site maintenance engineers can now call upon the help of ABB technical specialists using Visual Remote Support to help rapidly and efficiently navigate to the root of the problem.



Instant access to expertise

- Resolve issues quickly
- Improve quality of repairs
- Take advantage of global ABB network of specialists



Easy to use mobile tool

- Connect with a click on the link provided by ABB
- Share video using a handheld device, smart glasses or HoloLens
- Provides secure, efficient human-to-human interaction



Save time

- Chat instantly with specialists
 - Eliminate travel time
 - Accelerate problem recognition and resolution



Increase safety

- Reduce human errors with complex or unfamiliar tasks
- Troubleshoot issues in hazardous areas from a safe distance using video zoom



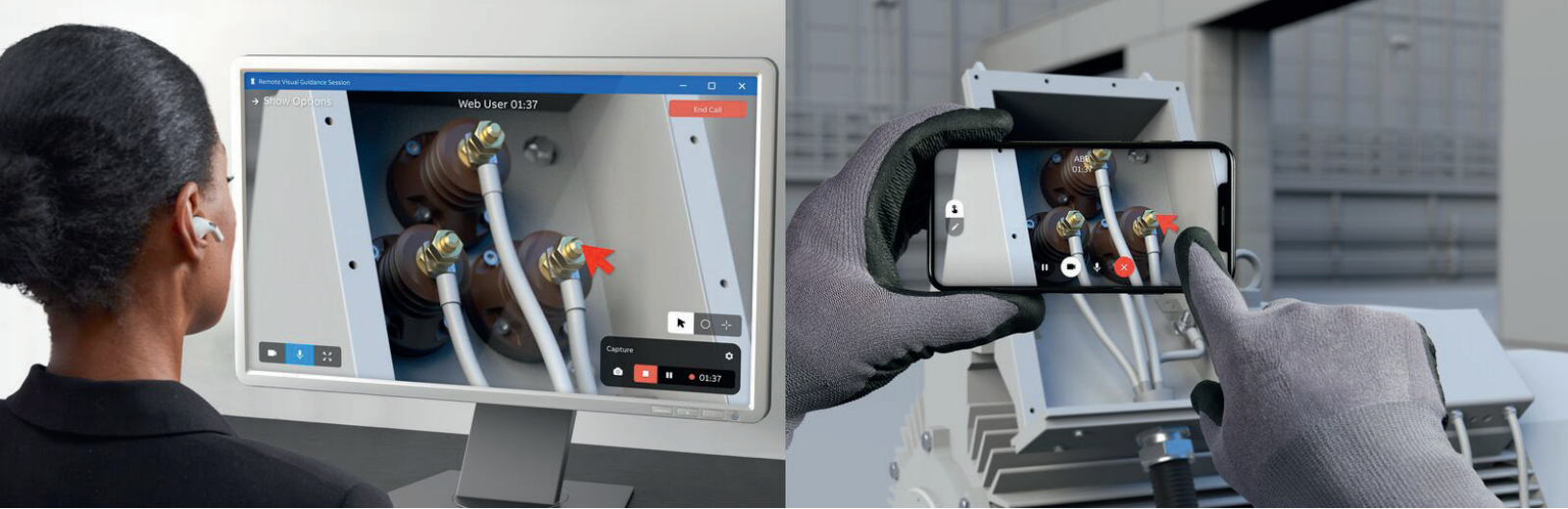
Reduce costs

- Live audio and video support
 - Reduce unplanned downtime
 - Eliminate travel expenses
- Supports typical handheld devices such as smartphones and tablets
 - Use equipment already on hand



Improve collaboration

- More effective knowledge transfer through visual guidance
- Enable faster learning



Three simple steps to access Visual Remote Support from an ABB specialist



Contact an ABB support representative through your normal support channel

- The representative will review the case and ensure that the right specialist is assigned to support your case



Connect to Visual Remote Support

- Click on the link sent to you by an ABB specialist via email or SMS to start a remote session via a secure VPN channel
- The link opens a web browser, and a call is automatically placed to the ABB specialist
- When the call is connected, the ABB specialist can directly see the on-site video



The ABB specialist helps resolve the problem

- The ABB specialist guides through the troubleshooting process with the aid of interactive tools that visualize the instructions

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