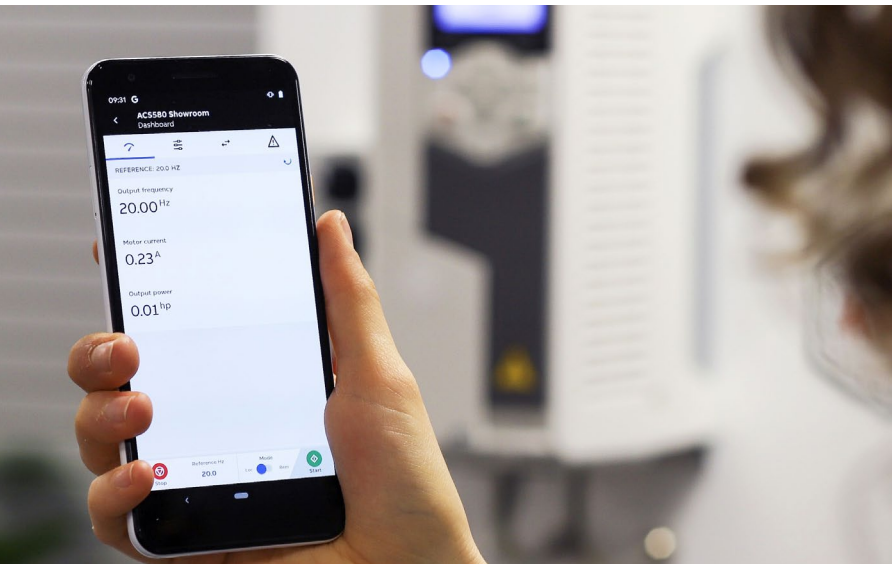


ABB DRIVES

# ABB Ability™ Mobile Connect for drives

Access expert support, onsite, via your smartphone



Commission and troubleshoot your drives, quickly and easily, using the Drivetune mobile app to communicate with our experts.

ABB Ability™ Mobile Connect for drives gives you access to onsite technical support. Complete with sharing of images, chats and data by smartphone.



### Access valuable expertise

Using Mobile Connect we are ready to assist you with expert troubleshooting advice. We can chat, exchange voice messages, videos and pictures, as well as propose parameter changes, create and send parameter backups and support packages.



### Solve problems fast

Expert assistance available via Mobile Connect can save you significant time, compared to waiting for a support engineer to visit the site.



### Minimize your costs

By using on-line help for commissioning and troubleshooting, you get the process running quickly and avoid the unnecessary costs of an on-site visit.



### Increased uptime

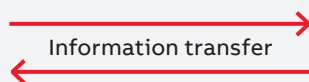
Mobile Connect makes all the necessary data instantly available to your support provider. This can save you time in solving issues, and reduce possible downtime costs.

Use the Drivetune mobile app to connect your drive to a mobile device

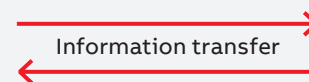
Click Mobile Connect in Drivetune mobile app to start your remote support session



Drive



Mobile device



Expert help

# ABB Ability™ Mobile Connect for drives

## How it works in practice

### What you need to get set up

- ABB drive with a Bluetooth control panel
- Drivetune mobile app
- Your myABB account
- Mobile Connect Case ID from your local support



### Support is needed onsite

When support is needed for commissioning or troubleshooting of drives, simply contact ABB or our local channel partner for support case creation.



### Mobile Connect case is created by the support team

We create a unique case ID for easy reference and security.



### Activate remote assistance

Open Mobile Connect in the Drivetune mobile app and fill in the case ID. This will activate remote support connection with the expert.



### Talking, chatting and parameter sharing

You can exchange details about the issue with our experts by sending us pictures, videos and voice messages. Parameter backups and support packages can also be shared.



### Authorize online access for our support, when needed

For deeper analysis, we can access the drive parameters via your Drivetune mobile app for advanced troubleshooting and viewing of parameters, but only when you authorize such access.



### We can propose parameter changes to resolve the issue

Based on our experience we often see possible solutions. However, for utmost security, you must review and accept all proposed parameter changes before they can be applied in your drive.



### Problem solved; case closed

After solving the problem, the case will be closed in the portal and the case cannot be accessed from the Drivetune mobile app anymore.

Remote and rapid access to ABB's drive experts can save you and your team considerable time, money and headaches.

Contact us today to find out how easy it is to get these valuable benefits by using ABB Ability™ Mobile Connect for drives.