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myIB External User Manual
1 The idea

myIB is a mobile application increasing service quality for ABB products by:

- Registering installations
- Enabling Site location
- Enabling Reporting product issues
- Allowing you to create a draft in offline mode

At the very beginning it is worth mentioning that access to individual elements is dictated by Access Rights from myABB Business Portal. This also applies to individual actions that can be performed on various elements.

Let’s go step by step through all the functions and possibilities provided by myIB.

2 How to install

my Installed Base is an application available for iOS and Android. To download it please open App Center link here on your device and select the installer for Android or iOS.

3 Main screen

The main screen contains some of the most important functionalities to facilitate the use of the application. In the upper left corner you can see the menu, which after clicking shows other options.

In this document we will go through each of these options in turn.
4 Sites

Let's take a look at the Sites screen. On the main screen there are a lot of options, let's focus on each of them.
At the main view of the Site list you can see the elements in a list. Here you can find all basic information about the site like Site name, City, Address and how far away is site from your current location.

4.1 Search
Search engine enables searching by key words. You can search by company name, country or text fragment.

4.2 Download site
This button allows you to download the Site to your phone. When you go to Offline mode, thanks to this option, site will still be visible to you and you will still be able to work on it. More information in the Offline Mode section.

4.3 Favorites
This little star allows you to add Site to your favorites list/section. Section Favorites is fully synchronized with myABB Portal Favorite list. Thanks to this, you can have on hand all the sites that are most useful to you, where you work most often. If the star is displayed in blue - it means that Site has already been added to the favorites list.

4.4 Site details
Clicking on this marker, application moves you to another display where you will be able to see more details regarding the site.

Site details are divided into three sections:
4.4.1 Site details - main tab

In this tab you can find general information about the site, information about the owner and operator, like also at the very bottom of the section you will find a map with the site's location marked by pin.

4.4.2 Documents

At Documents section you will see all attached documents into specific installation with possibility to download into mobile device.

4.4.3 Contracts
This tab shows the Contracts signed for installation. Their details contain basic information such as the name of the contract, description, expiration date, standard number and start day.

4.4.4 Products

All Installations on the site you are currently browsing should be listed in this section. To make life easier you can find here some additional features like: search engine, installation download for Offline Mode purposes like also you can register new Installation by clicking on the ‘plus’ button. How to register new product? Please see Chapter 3.

4.4.5 Statistics

Statistics allow for quick representation of data contained on Site. They represent few categories such as Warranty information, Installations covered by Service Agreements, Upcoming Recommended Services, Last Service Events and Lifecycles.
4.5 Nearby Sites
By clicking this button the application will take you to the map mode and thanks to this you can easily see all sites within a 100km radius.
If you see any discrepancy on the map or a site is missing, you can easily add it by clicking the 'Add new site' button at the bottom of the screen and next filling the form. How to do it? Please see the chapter 5 Register new site.

4.6 Add button

‘Add button’ in the right corner enables you to register new site.

5 Register new site

This functionality allows you to register a new site. By choosing this option, the application will take you to the form in which virtually all fields are mandatory. After completing the form and clicking on the 'Register site' button, the data will be sent to myABB Business Portal and will be waiting for approval/confirmation.

To speed up the work, a small convenience has been provided, where after clicking the map icon in the upper right corner - the data will be read from your location and later entered into the form.
To grab a site's location from the map, indicate the site's location using the pin and then press the Save button.

After clicking the Save button a small window will pop up summarizing the information collected from the map. At this point, you can reject them by making a correction or confirming.

In case of correction, the application will try again read your location but more accurately determine the location of the phone. After that the summary window will pop up again.

In case of data approval a full list of site results will be displayed close to the marked pin on the map. After that all data would be provided into the form and remains only to enter the missing data.

You can monitor the status of all your registrations in the chapter 10 Pending registration.

6 Favorites

Favorite section enables users to save the most used Sites and Installations in one place. Additional functionality of Favorites is full synchronization with myABB Business Portal for Stage and Production environment (depending on the environment selected on the mobile application).
To make it even more convenient to use the Favorites section has been divided into two: Sites and Products.

To remove a Site or Product from the favorites tab just click delete button (on the right) ×. This way the item will no longer be displayed on the list.

Additionally, you can go to Site or Installation details from favorites - just click on the selected element and application moves you to specified information.
7 Add product

On the main view you can notice a button ‘Add Product’ which you can use for adding new product or you can Add Product from the hamburger menu on the left.

After choosing this option, the application will take you to the new product registration window. As you can see there are 3 options of addition of the new product.
7.1 Add product through form
The form is very simple and transparent. First, select Product Group from the list. As a convenience, a search engine has been added that lets you search by name, country or string of characters.
7.2 **Scan of the QR code**
When you run the button ‘Scan QR code’, the phone screen will change to a camera mode. Then point your phone at the QR code to allow it to be scanned. When the application recognizes the code, it will enter the appropriate string of characters in the Serial Number box. At this point, you can start the search by clicking the magnifying glass next to the Serial Number field.

7.3 **Scan of the Serial Number**
To scan a Serial Number, press the button to start a specific option and the application will switch to camera mode. At this point a rectangle will appear on your screen. You can adjust its size and position to your needs, indicating where the application should scan the Serial Number. Once you adjust the frame, then you must click on the 'Take Photo' button. Now, the application will analyze the image and on this basis display the scan result. If everything is correct - just confirm and run the search by serial number.

Please look below for examples of using scans to support OCR:
In case product you tried to add is already in database – application will fill in the form with details of the device.

8 Products

The products in the application are not visible anywhere directly. To get to the details of the Products, we can choose one of two ways, such as:

- from the Sites tab
- from the Favorites tab

8.1 Products visible from Site

From the main screen select the category Site and then Site to which the installation is assigned.

Going to Site's details, select the Products tab. It will show all Installations assigned to the site.

8.2 Opening products from Favorites

From the main menu select the favorites category and then the favorites product category.

This list will display all products that you have previously marked as favorites or you have marked them directly on myABB.
No matter which path you choose, the details of the Installation are the same everywhere.

8.3 Product details
In the product details tab you will find all the necessary information about the Installation gathered in one place, such as:

8.3.1.1 General information
Here you will find all necessary information about the installation.
8.3.1.2 Technical Details
If you have all the necessary rights the 'View technical details' button will appear under the General Information section. After clicking it, a window with all technical details on the installation will pop up.

8.3.1.3 Site info
In this section you will find some basic information regarding the site on which the installation is located.

8.4 Recommended services
Here you can preview a list of recommended services planned for specific installation. Additionally, by clicking on a single element you can display its details.

A button has also been added, thanks to which you can submit a recommended service by pressing the 'plus' button in the bottom right corner.

When adding a new recommended service, the application will ask you to fill in some mandatory fields (marked with *) and those that are 'nice to have' to facilitate later work with the recommended service.
8.5 Service Events
Here you can preview a list of Service Events for specific product. It’s just a simple list of all Service Events located on specific installation. To see more details just click on the selected item.

8.6 Documents
If any documents are attached to a specific installation in the Documents tab, you can easily download them to your device.

9 Report product issue
If you noticed an issue with your equipment, you can easily report it through the application. A section Report Product Issue has been created to report any bugs - all you have to do is select the button from the main menu.

In the next step you will have the possibility of one of three possibilities to report a bug:

- via QR code (1)
- S/N scan (2)
- by entering the serial number (3)
- from the picture (4)
9.1 Scan QR code

When you run the button ‘Scan QR code’, the phone screen will change to a camera mode. Then point your phone at the QR code to allow it to be scanned. When the application recognizes the code you will be informed by short vibration and sound (in silent mode only vibration) about that, then if there is already a registered device with matched serial number in the database - it will display the results. Otherwise it will display the message 'QR code not found'.

*here* you will find more information about QR codes and a list of supported devices.
9.2 Scan S/N
Thanks to the quick scan, you can directly point the phone camera at the object to be scanned and take a picture. On the photo, select the area which should be captured.

If everything is correct - confirm your choice and the application will recognize the string and enter it into the S/N search engine.

9.3 Manual report
Just provide the string of characters into the S/N search engine and run.

9.4 Scan S/N from the picture
By this functionality you can choose a picture from your device from which you would like to scan the serial number. After selecting the image, a thumbnail image will appear at the top of the screen.
After that you can run ‘Scan from the Photo’ button. The image will be displayed in full scale and at this point a rectangle will appear on your screen.

You can adjust its size and position to your needs, indicating where the application should scan the Serial Number. Once you adjust the frame, then you must click on ‘Take Photo’ button. Now, the application will analyze the image and on this basis display the scan result.

If everything is correct - just confirm by ‘Looks good’ button and run the search by serial number.
9.5 Report Issue overview

As the specific S/N has already been scanned, let's move on to reporting issue. When the application finds the result, it will list its details on the screen, please confirm your choice by clicking on the name from the list.

Then the application will display two types of reporting problems with the option to send each of them. The first is the submission of the Recommended Service to ServiS, the second is Email to Case for SalesForce.

As you may have noticed, the values below the slider have changed and require you to complete some data, such as:

- evaluation message - here you can describe what the problem is about
- is Externally visible - decide here whether all attachments will be visible for external users
- it is also possible to add an attachment
Here you can also copy the displayed errors to the phone's memory and paste in any other place, e.g. in the text box when creating an email.

*here you will find more information about QR codes and a list of supported devices.

## 10 Pending registration

As an additional functionality in the mobile application has been provided the ability to monitor all actions, i.e. adding sites or installations in a special tab.

To open it, select the Pending registration section you can find it on the main screen like also inside the hamburger menu in the upper left. After selecting it, a list of all actions and their statuses will appear. After approving any of the elements by Approver, they will disappear from the list.