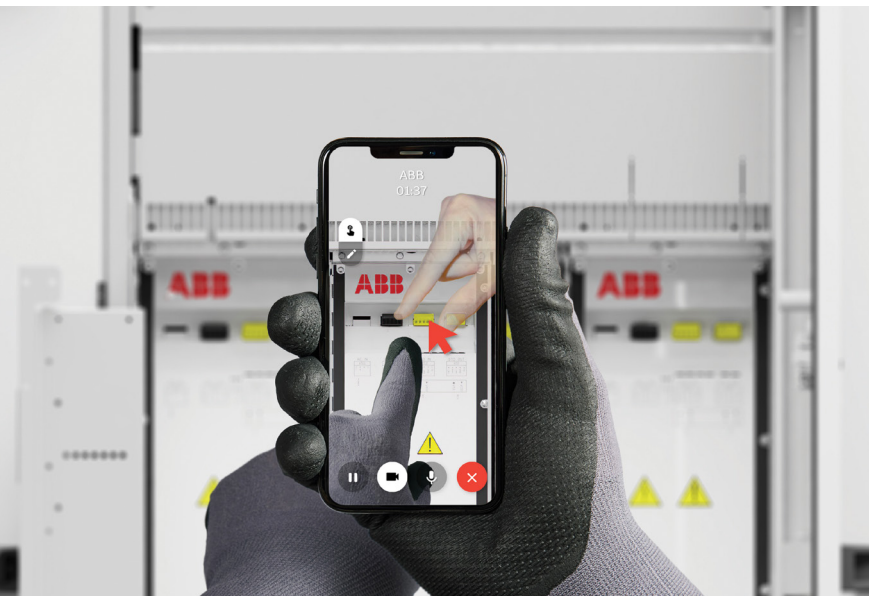


Remote Visual Guidance

Simplify troubleshooting with live and interactive support from an ABB expert



On-site engineers can now use their mobile device to access remote visual guidance from an ABB expert, by simply clicking on a received text message or email link. With its built-in augmented reality, the Remote Visual Guidance tool provides a fast and efficient way to navigate to the heart of a drive or motor issue.

Fast and efficient expert support

The unpredictable nature of equipment breakdown means it is not always practical to have an ABB expert physically attend site to fix a problem. However, an on-site maintenance engineer can now call upon the help of an ABB technical expert using the Remote Visual Guidance tool to help rapidly and efficiently navigate to the heart of the problem.

Remote Visual Guidance

Using a mobile phone, Remote Visual Guidance featuring Augmented Reality (AR) brings the ABB expert directly to site, via a secure connection and without having to physically travel. The installation of an app or special software is not required.

The expert gets real-time visual insight to the application, accessing chat, images or videos shared by the on-site engineer. The ABB expert helps the on-site engineer troubleshoot by guiding through the service process with the aid of interactive tools that visualize the instructions.

Key benefits



Minimized downtime

Rapid troubleshooting process reduces equipment downtime



Lower maintenance costs

- Faster resolution of problems
- Reduced travel time and costs



Improved personnel safety

- Fewer human errors caused by complex or unfamiliar tasks
- Reduced need for outside personnel to visit a site



Easy to use tool

Mobile-enabled, yet no app or software required, providing a secure, efficient and easy-to-use tool

Three simple steps to access remote visual guidance from an ABB expert



Contact your local ABB representative

ABB reviews the case and ensures that the right expert is available to support your case.



Connect to ABB's Remote Visual Guidance tool

- The ABB experts sends you a link by email or text message to start a remote session via a secure VPN channel
- The link opens a web browser and a call is placed to the ABB expert's Remote Visual Guidance app
- When the call is connected, the ABB expert can directly see the on-site application and is better positioned to assess the problem being experienced



The ABB expert helps resolve the problem

The ABB expert guides through the troubleshooting process with the aid of interactive tools that visualize the instructions.

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

new.abb.com/motors-generators/service
new.abb.com/drives/services

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