ABB introduces Remote Access, the first remote product specifically developed for partners to perfect troubleshooting, as if you were sitting right there at the controller.

Remote Access is an extension of ABB's Remote Services architecture, allowing remote access to robots and connected equipment like the PLC and HMI. This enables configuration, programming and diagnostics with the standard PC-based configuration tool from anywhere, just as if you were there on site. Once a customer grants permission, after ensuring hardware and software related security conditions are met, ABB or partner service personnel can access and supervise connected equipment remotely. Ultimately leading to increased efficiency and fast troubleshooting.

Secure access
Remote Access works like this. The customer provides access details to an outside person who connects his PC through a secure VPN tunnel to the robot equipment via an Ethernet LAN port in the Remote Services box. All conducted under strict customer supervision and responsibility and logged by the system. Once the session has ended, the Remote Service Box switches back to Remote Monitoring functionality. Remote Access mode is only activated when a set of security conditions are fulfilled.¹

Remote Access benefits
Remote Access helps reduce commissioning and warranty costs. It ensures quick access to the cell to react to unplanned tasks. You will be able to obtain instant detailed information on cell performance, process quality and health.

Benefits include:
- Remote Access and Remote Monitoring on the same secure platform
- Remote solution to perfect troubleshooting
- Reduction of service incidents
- Faster issue resolution
- Improved Technical Support efficiency
- Access to all benefits of the MyRobot platform
- Increased flexibility with common support platform with partners

Example of tested functionalities with Remote Access

<table>
<thead>
<tr>
<th>Functionalities</th>
<th>RobotStudio®</th>
<th>PLC¹</th>
<th>HMI¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection to a controller</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Modifying or loading of a system</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Viewing Event Logs</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Backup and restore</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Teach Pendant Display</td>
<td>In Low Bandwidth Mode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reboot the controller</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>File Transfer</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Debug program</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View and configure input/output</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

¹ Depending on PLC and software

Remote Services Infrastructure

1. Remote Services servers: Application server with diagnostics and benchmarking tools
2. Global Service Intelligence Unit: Certified ABB Engineers monitoring robot status 24/7
3. Customer production location: Robots and other control devices with Internet connection
5. ABB Local Service Center: Certified ABB Support Engineers on stand-by
6. Partner Service Center: System and application support
7. ABB Support Engineer: Field Service Engineer supporting onsite services

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