

# How to access ABB Cylon online resources

## 1 Introduction

A login is required to access software for configuring ABB Cylon® systems, and for accessing some other resources. In addition, technical updates are broadcast to customers using a “News Ticker” system, so that in order to receive Technical Bulletins etc., customers must subscribe to that system.

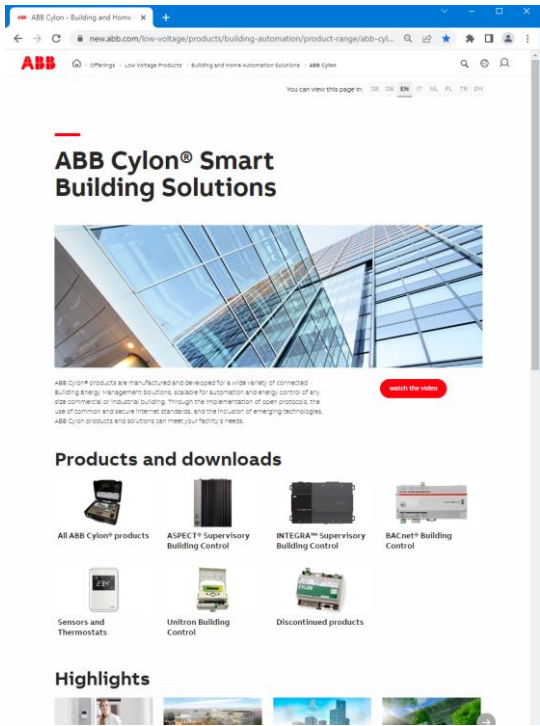
This document describes how to access these resources.

- 1 INTRODUCTION ..... 1
- 2 THE ABB CYLON® WEB PAGE ..... 1
- 3 TECHNICAL BULLETINS : THE ‘NEWS TICKER’ ..... 3
- 4 SOFTWARE DOWNLOADS: PRODUCT PAGES AND THE DOWNLOAD ‘WIDGET’ ..... 5
- 5 HOW TO REGISTER FOR ACCESS TO SOFTWARE DOWNLOADS ..... 7

## 2 The ABB Cylon® web page

The homepage for products, news and resources in the ABB Cylon® BEMS range is <https://new.abb.com/low-voltage/products/building-automation/product-range/abb-cylon>.

The shortcut [cylon.com](http://cylon.com) is also linked to this page.



Both the “Products and downloads” and “Portfolio overview” sections of the ABB Cylon® page ...

### Products and downloads

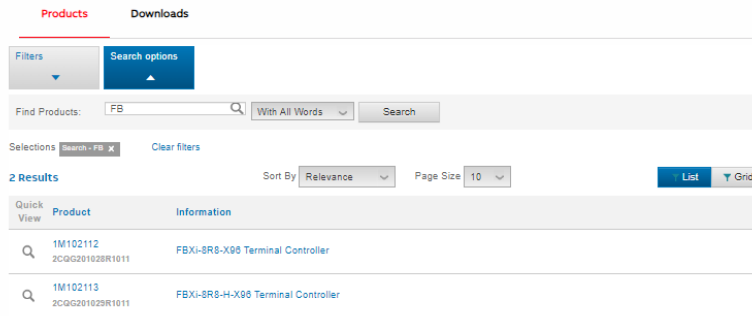


### Portfolio overview



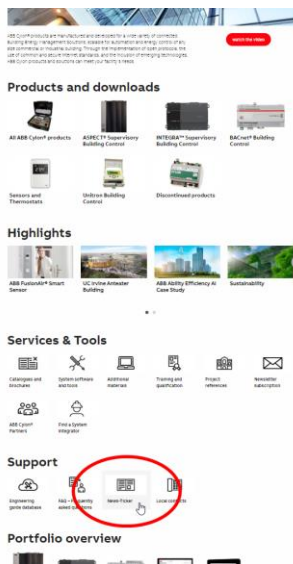
...lead to pages containing the Products and Downloads list:

## Products and Downloads



This ‘widget’ offers facilities to search through the list of ABB Cylon® products, and links to individual product pages (see section *Software downloads: Product Pages and the Download ‘widget’* on page 5).

The Support section on the ABB Cylon® page contains a link to the News Ticker:



frequently questions


News-Ticker

Local con

This is where you can sign up for notifications of Technical Bulletins (see *Technical Bulletins : the ‘News Ticker’* on page 3)

### 3 Technical Bulletins : the ‘News Ticker’

**News-Ticker**



With the Building Automation News-Ticker you can see all important technical news and information about our product range. Simply subscribe to the news service and receive a short message informing you of latest information.

[Subscribe](#)

Search

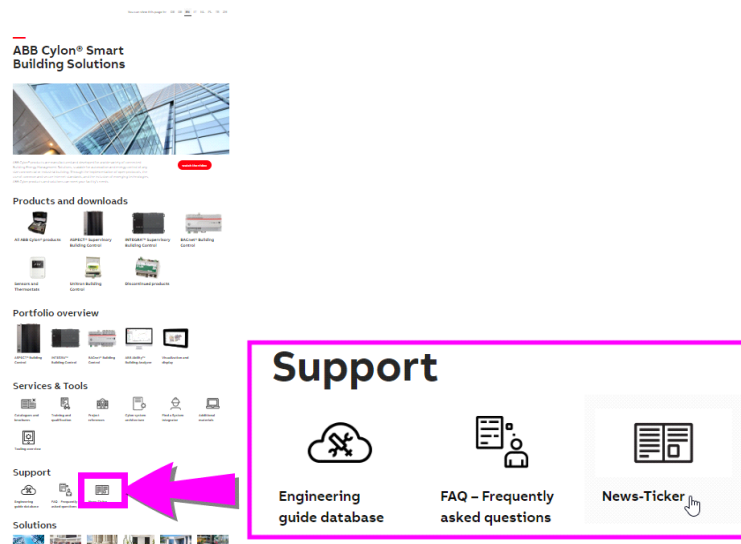
System	Category	Published	
<a href="#">ASPECT™ Security Improvements</a> ASPECT™ Security Improvements	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Special Notice</a> Special Notice	2023-06-09
<a href="#">Ckgrm™ v4.0202 Software update</a> Ckgrm™ v4.0202 Software update	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Software/Firmware Release</a> Software/Firmware Release	2023-05-04
<a href="#">INTEGRA 4.0204, 4.0204, 4.0204 Firmware update</a> INTEGRA 4.0204, 4.0204, 4.0204 Firmware update	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Software/Firmware Release</a> Software/Firmware Release	2023-05-04
<a href="#">CkgrmD - How to replace a CBX1 for a FBX. New video tutorial available</a> CkgrmD - How to replace a CBX1 for a FBX. New video tutorial available	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Technical Information</a> Technical Information	2023-06-03
<a href="#">CkgrmD - Discover controllers under CkgrmD to your pre-built strategy. New video tutorial available</a> CkgrmD - Discover controllers under CkgrmD to your pre-built strategy. New video tutorial available	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Technical Information</a> Technical Information	2023-04-26
<a href="#">636/APP-006, CT52.1 Busch-Control/Touch™. Firmware and App updates available</a> 636/APP-006, CT52.1 Busch-Control/Touch™. Firmware and App updates available	<a href="#">1-bus™ KNX</a> 1-bus™ KNX	<a href="#">Software/Firmware Release</a> Software/Firmware Release	2023-04-24
<a href="#">CBT, CBV, CBX. Firmware update available</a> CBT, CBV, CBX. Firmware update available	<a href="#">HVAC / Mechanical Solutions</a> HVAC / Mechanical Solutions	<a href="#">Software/Firmware Release</a> Software/Firmware Release	2023-04-18

The Smart Buildings “News Ticker” allows customers to receive notifications about any changes or updates to the HVAC product ranges

#### HOW TO SUBSCRIBE TO THE SMART BUILDINGS NEWS TICKER

1. On the [ABB Cylon® web page](#), click on the News-Ticker icon:

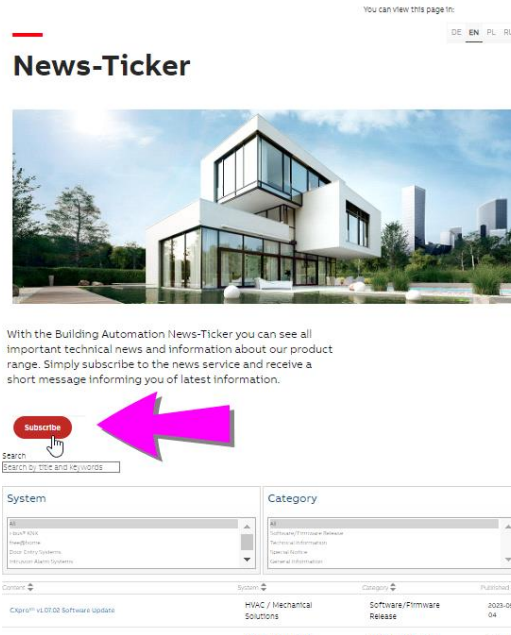
**ABB Cylon® Smart Building Solutions**



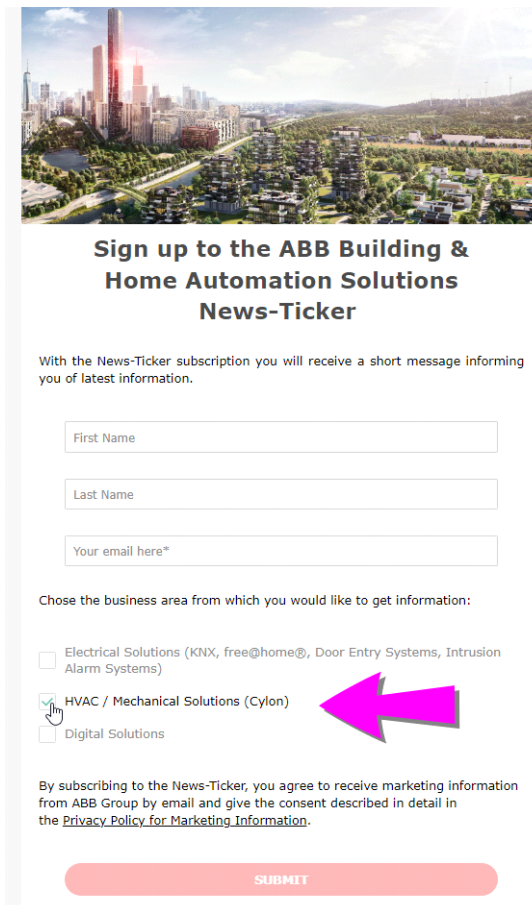
**Support**

- Engineering guide database
- FAQ – Frequently asked questions
- News-Ticker**

2. On the News-Ticker page, click on the Subscribe button:



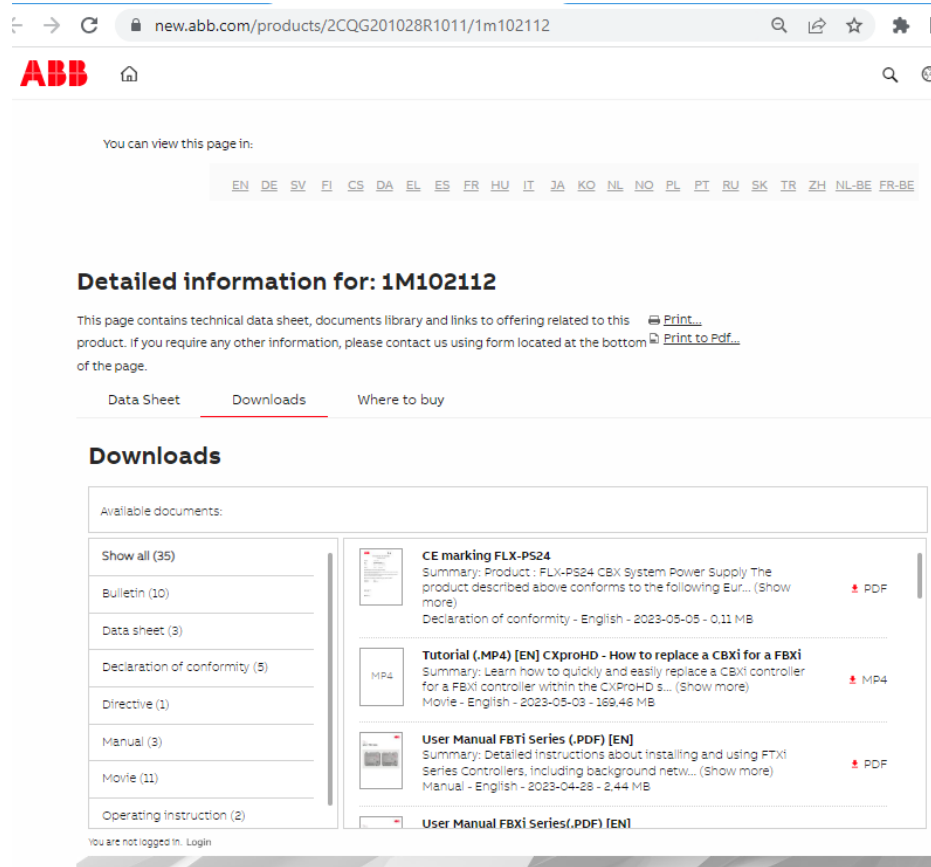
3. Enter your details, and click on the “HVAC / Mechanical Solutions (Cylon)” option:



You will then be added to the mailing list for alerts about technical updates to the ABB Cylon® product range.

## 4 Software downloads: Product Pages and the Download ‘widget’

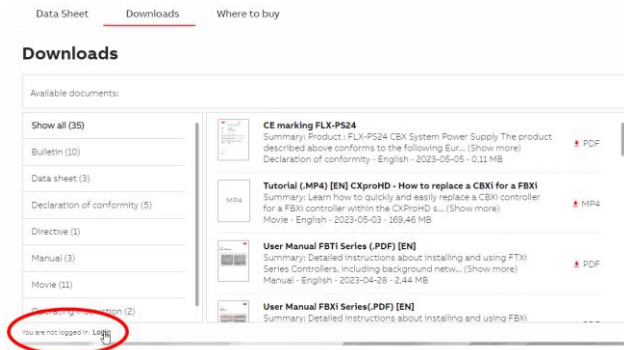
On an individual product page, clicking the “Downloads” tab at the top of the page opens a link to the ABB Library, listing all of the resources related to the selected product



**Note:** Only public resources will be displayed (i.e. Software will not be listed) unless you are logged in with an Authorized Login.

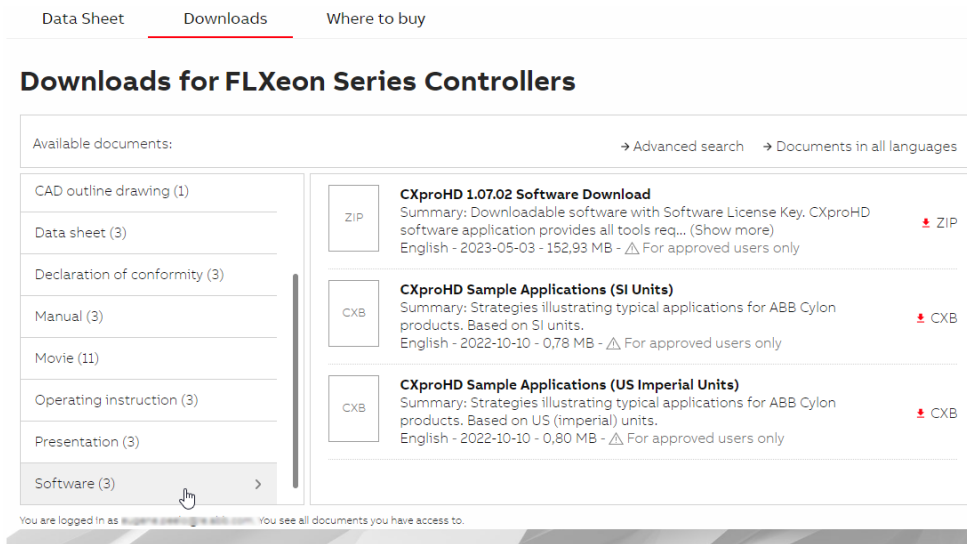
In order to access software downloads, you must Log in to the ABB Library by clicking the Login link at the bottom left of the Library ‘widget’:

# How to access ABB Cylon online resources | Software downloads: Product Pages and the Download 'widget'



Enter your myABB email and password.

If you are authorized to download ABB Cylon® resources, you will be able to see and access Software downloads

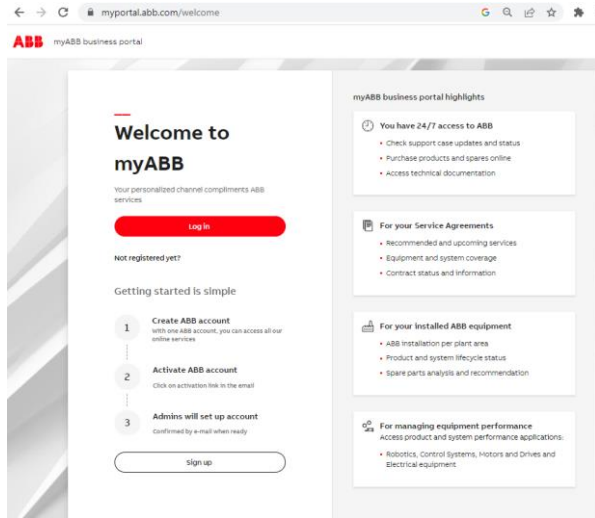


# 5 How to register for access to Software Downloads

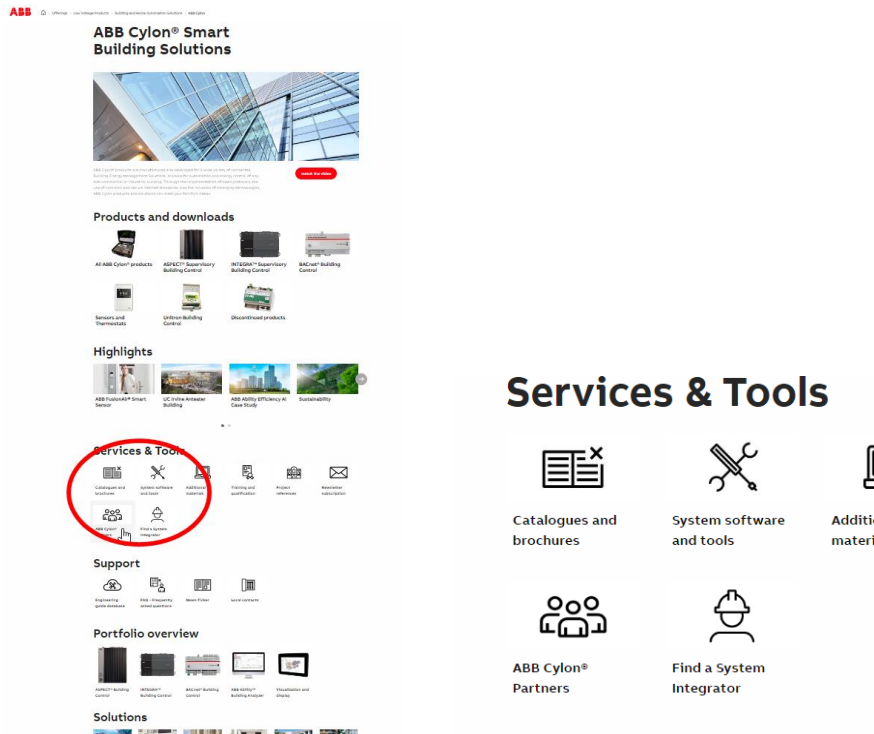
In order to be able to access ABB Cylon® software downloads, the following must apply:

1. a myABB account must be set up
2. the myABB account must be authorised for access to ABB Cylon® resources

To set up your myABB account, go to <https://myportal.abb.com/welcome>, click the Sign Up button, and follow the process detailed there.:



Once your email has been registered with myABB, and you have set up a password, next go to the [ABB Cylon Homepage](#) and select [ABB Cylon® Partners](#):



On the partners page, click the “[Form](#)” link

**ABB Cylon® Partners**

As a certified ABB Cylon® Partner you have qualified as one of ABB's authorized channel partners. As such you now have the possibility to access the full portfolio of ABB Cylon® resources and services to support your daily business needs. To find out more about becoming a certified ABB Cylon® partner please contact your local ABB Cylon® sales representative.

### Register

For new partners requiring access, please register below. This involves two easy steps.

#### Steps

- 1 First, create a [myABB account](#). Should you already possess a myABB account please proceed directly to step 2.
- 2 Next, request access by completing the [form](#).

Once your information is verified, you will be notified via e-mail with an activation notice.

**SUBMIT FORM**

and fill in the form that opens:

### ABB Cylon Partner Access Request

Use this form to link your **myABB** account to your System Integrator qualification, so that **ABB Cylon** partner downloads (Firmware, Software and Documentation) can be made available to you.

**Note:** You must have already signed up to myABB at [myportal.abb.com](http://myportal.abb.com)

#### Partner Details

Please provide details that will identify you as a Cylon System Integrator or Partner.  
*NOTE: The contact details here must be identical to those in your myABB account.*

**First / Last name\***

**Email address linked to your myABB account\***

**Company Name\***

#### ABB Contact Information


Please give the contact details for the ABB personnel who acts as your primary point of contact for Cylon sales.

**ABB Contact First / Last name\***

**ABB Contact Email address\***

**Verification\***

I'm not a robot

 reCAPTCHA  
Privacy - Terms

**SUBMIT FORM**

This form will send a request to the ABB Sales Contact email that you specify in the form, and that contact will assess your request for access. They will contact you when access is authorized.