

# 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.

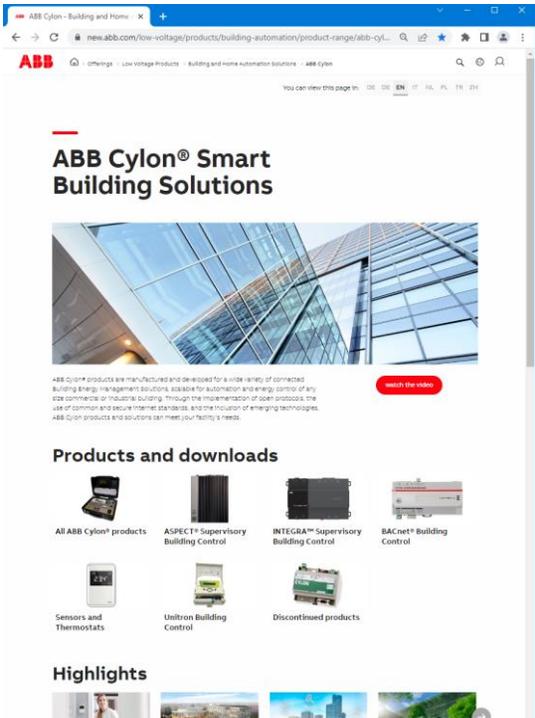
This document describes how to access these resources.

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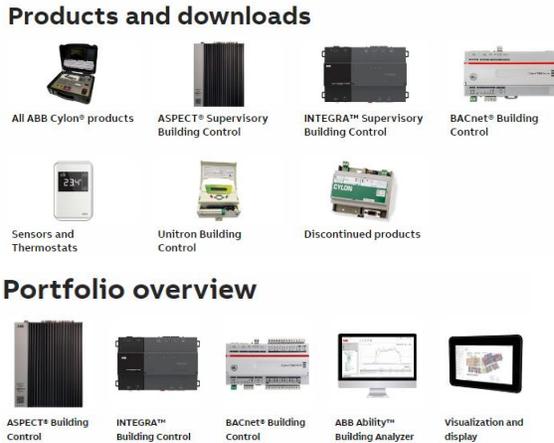
## 2 The ABB Cylon® web page

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.

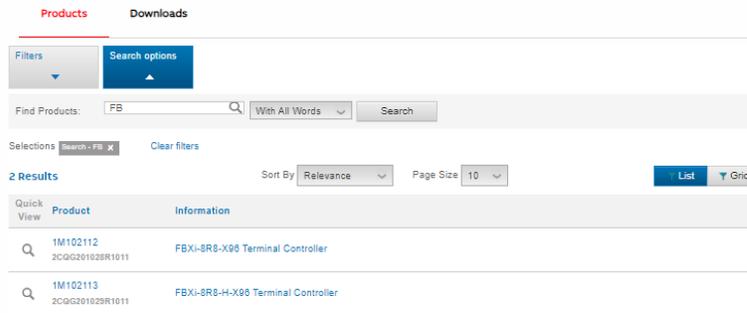


Both the “Products and downloads” and “Portfolio overview” sections of the ABB Cylon® page ...



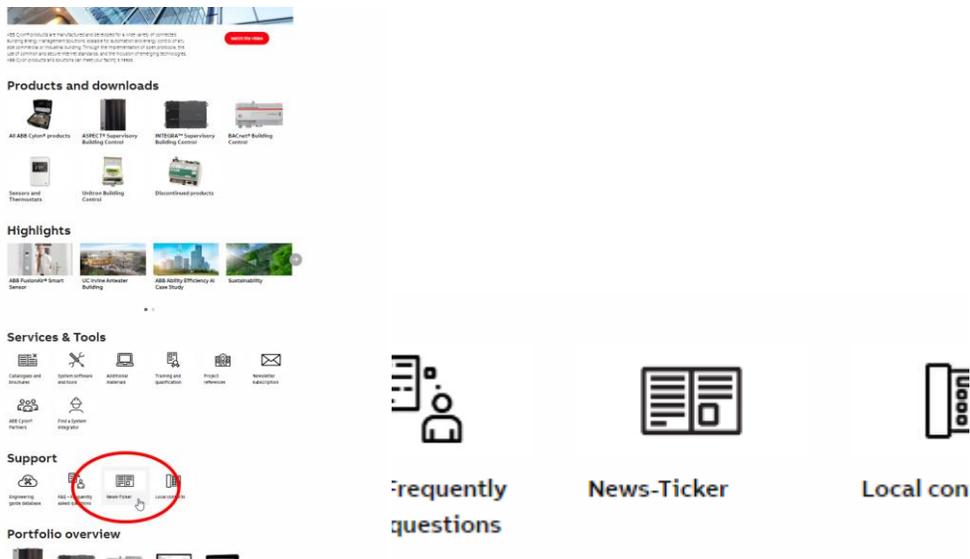
...lead to pages containing the Products and Downloads list:

## 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:



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	
<ul style="list-style-type: none"> <li>Free@Home</li> <li>Clear Edge Systems</li> <li>Integrated Alarm Systems</li> <li>Access Control Systems</li> <li>HVAC / Mechanical Solutions</li> </ul>	<ul style="list-style-type: none"> <li>Software/Firmware Release</li> <li>Technical Information</li> <li>Special Notice</li> <li>General Information</li> </ul>		
ASPECTM Security Improvements	HVAC / Mechanical Solutions	Special Notice	2023-06-09
Cygnus v4.0202 Software update	HVAC / Mechanical Solutions	Software/Firmware Release	2023-05-04
INTEGRA 4.0204, 4.0204, 4.0204 Firmware update	HVAC / Mechanical Solutions	Software/Firmware Release	2023-05-04
Cygnus - How to replace a CBX for a FBX New video tutorial available	HVAC / Mechanical Solutions	Technical Information	2023-06-03
Cygnus - Discover controllers under CS@MHD to your pre-built strategy. New video tutorial available	HVAC / Mechanical Solutions	Technical Information	2023-04-26
636/APP-006, CT523 Busch-Control@TouchM Firmware and App updates available	1-bus® KNX	Software/Firmware Release	2023-04-24
CBT, CBV, CBX Firmware update available	HVAC / Mechanical Solutions	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

Products and downloads

Portfolio overview

Services & Tools

Support

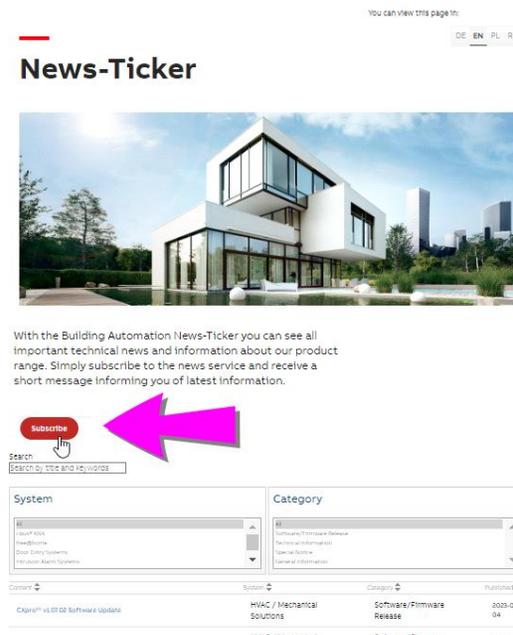
Solutions

**Support**

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

# How to access ABB Cylon online resources | Technical Bulletins : the ‘News Ticker’

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



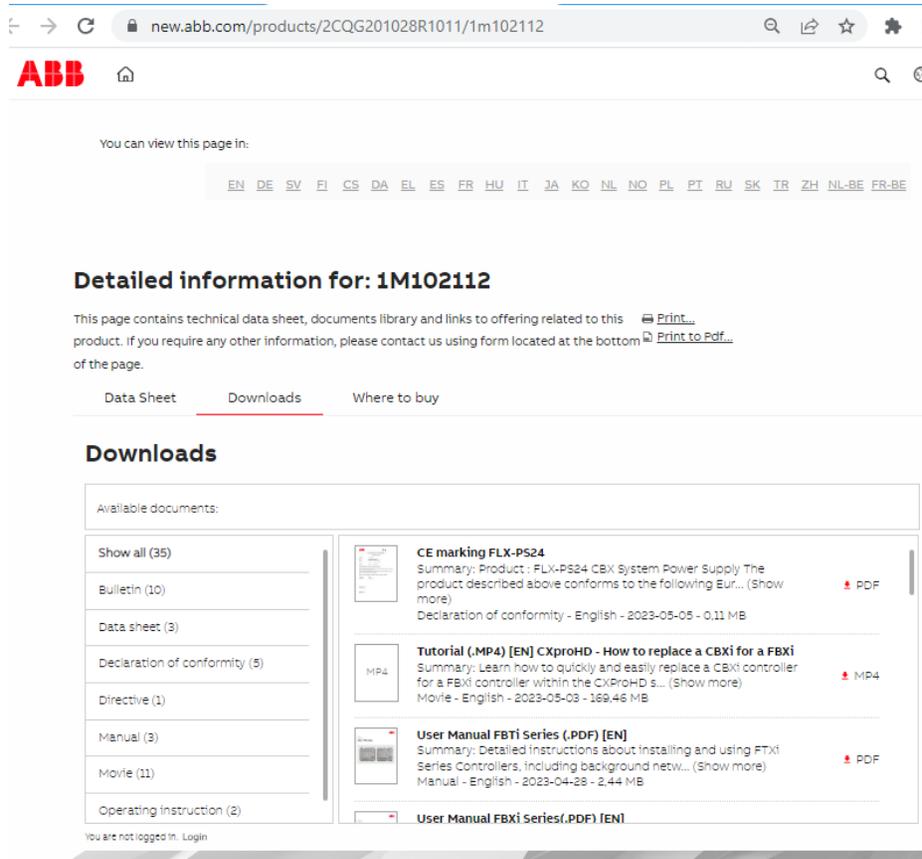
3. Enter your details, and click on the “HVAC / Mechanical Solutions (Cylon)” option:

The screenshot shows the sign-up form for the ABB Building & Home Automation Solutions News-Ticker. The title is "Sign up to the ABB Building & Home Automation Solutions News-Ticker". Below the title is a paragraph: "With the News-Ticker subscription you will receive a short message informing you of latest information." There are three input fields: "First Name", "Last Name", and "Your email here\*". Below these fields is a section titled "Chose the business area from which you would like to get information:". There are three radio button options: "Electrical Solutions (KNX, free@home®, Door Entry Systems, Intrusion Alarm Systems)", "HVAC / Mechanical Solutions (Cylon)", and "Digital Solutions". A red arrow points to the "HVAC / Mechanical Solutions (Cylon)" option, which is selected. Below the radio buttons is a paragraph: "By subscribing to the News-Ticker, you agree to receive marketing information from ABB Group by email and give the consent described in detail in the [Privacy Policy for Marketing Information](#)." At the bottom is a red "SUBMIT" button.

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

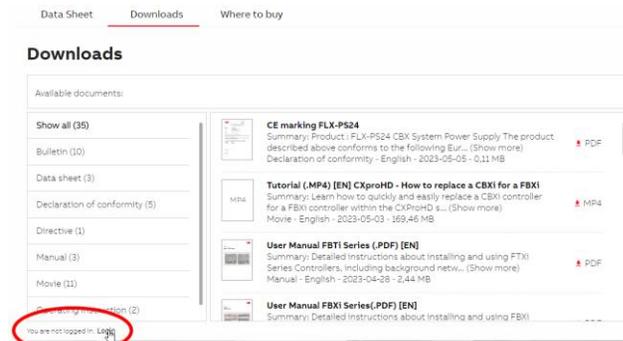
## 4 Software downloads: Product Pages and the Download 'widget'

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

Data Sheet   Downloads   Where to buy

## Downloads for FLXeon Series Controllers

Available documents: [→ Advanced search](#) [→ Documents in all languages](#)

CAD outline drawing (1)	ZIP	<b>CXproHD 1.07.02 Software Download</b> Summary: Downloadable software with Software License Key. CXproHD software application provides all tools req... (Show more) English - 2023-05-03 - 152,93 MB - <a href="#">△</a> For approved users only	↓ ZIP
Data sheet (3)			
Declaration of conformity (3)			
Manual (3)	CXB	<b>CXproHD Sample Applications (SI Units)</b> Summary: Strategies illustrating typical applications for ABB Cylon products. Based on SI units. English - 2022-10-10 - 0,78 MB - <a href="#">△</a> For approved users only	↓ CXB
Movie (11)			
Operating instruction (3)	CXB	<b>CXproHD Sample Applications (US Imperial Units)</b> Summary: Strategies illustrating typical applications for ABB Cylon products. Based on US (imperial) units. English - 2022-10-10 - 0,80 MB - <a href="#">△</a> For approved users only	↓ CXB
Presentation (3)			
Software (3) >			

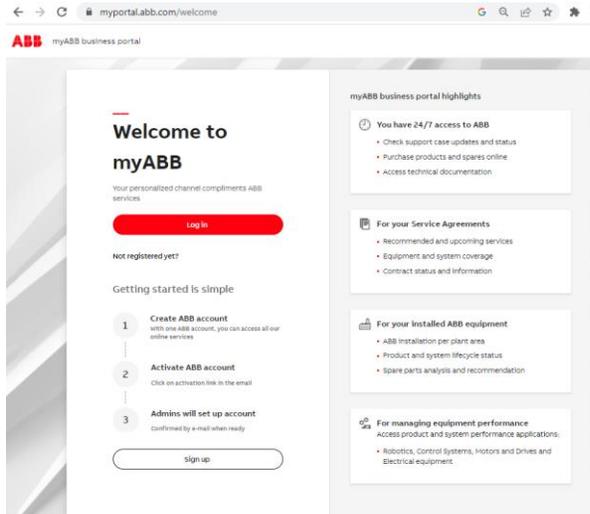
You are logged in as [suparna.pandey@abb.com](#). You see all documents you have access to.

# 5 How to register for access to Software Downloads

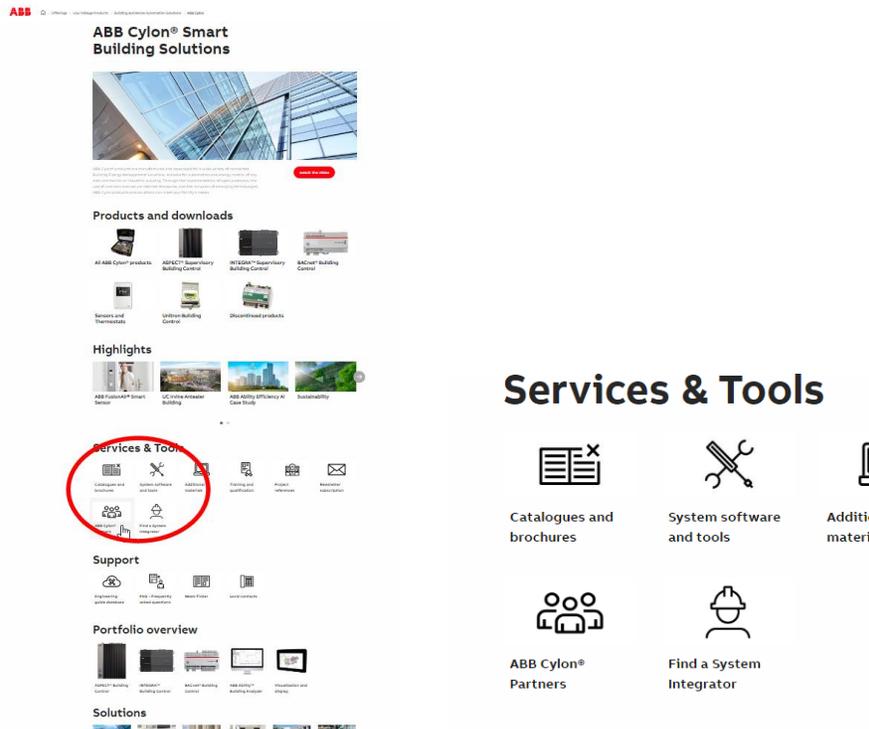
In order to be able to access ABB Cylon® software downloads, the following must apply:

- 4. a myABB account must be set up
- 5. 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

# How to access ABB Cylon online resources | How to register for access to Software Downloads

**ABB** [Home](#) > [Offerings](#) > [Low Voltage Products](#) > [Building and Home Automation Solutions](#) > [ABB Cylon](#) > [ABB Cylon® Partners](#)

## 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 email with an activation notice.

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 

[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.