

Internet-based technical support and user community SolutionsBank

ABB's on-line technical support and user community solution provides a self-service option for accessing technical information, product support, and user interconnectivity for ABB technology. Site features include auto-notification of new content based on your installed equipment, SupportLine case tracking, software downloads, interactive trouble-shooting guides, customer forums and more.

Benefits:

- 24-hour access to ABB product technical documentation
- Self-help capability expedites and compliments telephone support
- Automatic notification of new releases, fixes and enhancements, based on user defined customization
- Access to electronic product manuals
- Fast problem resolution using a knowledgebase of known solutions
- Interaction with other customers to share valuable information and experiences

Features:

1. Publications¹

Technical product information used by ABB service engineers is available to SolutionsBank subscribers, including:

- **Technical Bulletins:** Keep up to date with technical supplements describing system maintenance and configuration procedures.
- **Product Manuals:** Stop searching for paper copies; locate manuals for ABB products on-line quickly and easily. Electronic copies of many product operation and maintenance information manuals are available on-line.
- **Change Notices:** Access engineering documents, which detail modifications and ABB product enhancements, including new software releases and hardware design changes.
- **Recent Documents:** Search for recently released documentation by date, product or document type.



For access, visit: <http://SolutionsBank.abb.com>

2. Downloads¹

Browse information by product family and download the latest service packs, release notes and updates. New information is immediately available upon release.

3. AutoNotification

Automatic e-mail notifications regarding technical updates and product release information, filtered according to your pre-defined installed ABB hardware profile.

4. Troubleshooting

KnowledgeBankSM includes a variety of hardware and software solutions generated from actual support cases, dynamically incorporated as they are validated. A natural language-query search engine easily locates solutions, as well as technical documentation, software and hardware release notices, and available software downloads.

5. Video Library

AVIBank (ABB Video Instruction Bank) provides video instruction files, which demonstrate step-by-step procedures for ABB software products and tools. Select a topic, then watch and listen to instructions on-line. AVIBank provides just-in-time answers to frequently asked questions regarding software installation, operation, configuration, diagnostics and more.

¹ Availability and conditions apply. Additional subscriptions may be required for some product and program specific content

6. Case Tracking

Support View¹ provides tracking capability for open technical support cases or for reviewing closed case history. You can review resolution time and total number of cases logged.

7. Forums

Forums provide an interactive environment for discussion groups by creating communication channels. Information, ideas and questions can be presented and exchanged with other users.

8. My SolutionsBank

Customize views of your SolutionsBank content based on individual preferences. Product-specific views present publications and downloads for specific products or product lines. The active view search function provides the ability to search for information within a specific product area. Optimize searches with combinations of terms and save for future use.

Other features include:

- Quick product locator
- Personalized knowledge base
- User forum lists

To subscribe to SolutionsBank

Log-on to the SolutionsBank homepage—<http://solutionsbank.abb.com>—and follow the registration instructions.

A SolutionsBank subscription provides 24-hour on-line access to more than 80,000 technical documents and a wide range of proven support solutions. Registration for access to a complimentary subset of ABB technical information is also available

Other ABB Support Services

Remote Diagnostic Services (RDS)

ABB Remote Diagnostic Services enable efficient and effective remote maintenance support assistance. A secure remote connection between on-site equipment and ABB support specialists provides a channel for on-going asset health monitoring and diagnostics. Equipment health can be managed, and performance maintained within optimal levels. ABB Support specialists, including global system and product specialists, are available 24 hours a day to provide fast and effective support.

Service Availability

Remote Diagnostics Services (RDS) are available for the following technologies:

- Process Control Systems
- Drives and Drive Systems
- Robotics
- PID Control Loops
- Analytical Equipment
- Rotating Machinery
- Instrumentation and Valve control
- Paper Industry Quality Control Systems
- And more

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¹ Included with SupportLine Plus