

## Now our around-the-clock service is even more accessible.

We've harnessed the power of the Internet to deliver information and support directly to your workstation. Access technical documentation, track service calls, download hardware and software updates, register for training, and solve your own maintenance issues – on-line...whenever it's most convenient for you!

<http://SolutionsBank.abb.com>

**TechInfoBank<sup>SM</sup>** opens the door to the entire product information repositories used by ABB service engineers. Find information quickly and easily, including:

**Quick References:** Conveniently organized service instructions, drawings, parts lists and specifications, with the latest revision and compatibility information.

**Technical Bulletins:** Keep up to date with technical supplements describing system maintenance and configuration procedures.

**Change Notices:** Engineering documents, which detail modifications and ABB product enhancements, including new software releases and hardware design changes.

**Recent Documents:** The answers are out there. Search for recently released documentation by date, product or document type.

**KnowledgeBank<sup>SM</sup>** A valuable resource when searching for hardware and software solutions. Take advantage of a variety of solutions generated from actual support cases dynamically incorporated as they become available. A natural language query search engine easily locates solutions, as well as technical documentation, software and hardware release notices, and available software downloads.

**AVIBank** provides video instruction files which demonstrate step-by-step procedures for ABB software products and tools. Select a topic from the AVIBank and 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.

**Customer Forums** provide an interactive environment for discussion groups by creating communication channels. Information, ideas

and questions can be presented and exchanged with other users.

**DownloadBank** allows browsing and downloading the latest service packs, release notes and updates which are immediately available upon product release. Information is organized by product family for easy retrieval.

**Manuals OnLine** provides on-line access to product instruction manuals for ABB products. Locate valuable product operation and maintenance information quickly and easily.

**Auto Notification** generates automatic email notifications of technical updates and product release information filtered according to your installed equipment profile. This provides the most efficient method of delivering update information relevant to your ABB equipment.

**Support View\*** provides the flexibility to track the progress of an open support case or review closed case history, which includes resolution time and total number of cases logged.

**Customize your SolutionsBank home page**

**My SolutionsBank** allows you to create custom views of SolutionsBank content based on your individual preferences. Product-specific views can present publications and downloads for a specific product or product line.

The active view search function provides you with the ability to search for information within a specific product area. You can also optimize your searches with combinations of search terms, and save them for future use.

**Other features include:**

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

Visit us on the Internet at [www.abb.com/service](http://www.abb.com/service)

### **ABB Service Solutions**

ABB offers a complete portfolio of value-added support services to enhance and increase productivity and performance. We are continually working to expand our services beyond traditional offerings, focusing on improving the utilization and optimization of our customers' assets.

#### More SolutionsBank Features

**Knowledge Navigator** provides a set of aspects and objects used to create workstation maintenance displays for Industrial IT control systems, currently Extended Automation System 800xA and Process Portal A. This enables service and support engineers to access technical information and product knowledge bases directly from ABB system terminals.

**emmediateAgent<sup>SM</sup>\*** provides accelerated response time via direct on-line access to technical support personnel. "Chat" live, on-line with technical support engineers or request immediate "desktop delivery" of product support documentation or technical information.



ABB Inc.

#### **Industrial IT**

Industrial IT is the ABB vision for real-time integration of automation, information and collaborative business systems. Our compatible enterprise building blocks, single architecture and domain industry expertise are helping customers around the globe to achieve greater productivity, return on investment and shareholder value.

ABB's portfolio of service agreement solutions complement the Industrial IT strategy by delivering improved process performance and cost savings.

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