

Stressometer systems

Basic Remote Assistance



—
New service approach
With ABB's digital
solution

About Basic Remote Assistance for Stressometer

This service is based on commercially reasonable effort only during the warranty period for Stressometer systems 9.x. It can also be a part of a Preventive Maintenance Agreement (PMA) or as a part of a Care contract (service contract) with agreed response times and fees (only Stressometer systems 9.x or newer).

For usage as a remote service tool for Stressometer a standalone PC must be provided by the customer (connected to the Internet) with MS Teams (recommended Licence type: Microsoft 365 Basic), two Ethernet connections, Internet Explorer web browser (version 10 or 11), configured for the Stressometer and Java version 1.6. connected to the Stressometer system so the Stressometer web HMI can be shared with ABB.

MS Teams can then be used for web HMI screen sharing to see the Stressometer web HMI and guide the customer during the troubleshooting and recommended actions to solve the problem.

What is included?

As part of the ABB Digital offering, ABB provides ondemand experts availability via Microsoft Windows 365 Teams to secure fast problem identification and solution.

Fast remote troubleshooting makes the difference.

Good to know ABB's specialists can help when it matters most.

Measurement made easy

The Basic Remote Assistance for Stressometer systems includes:

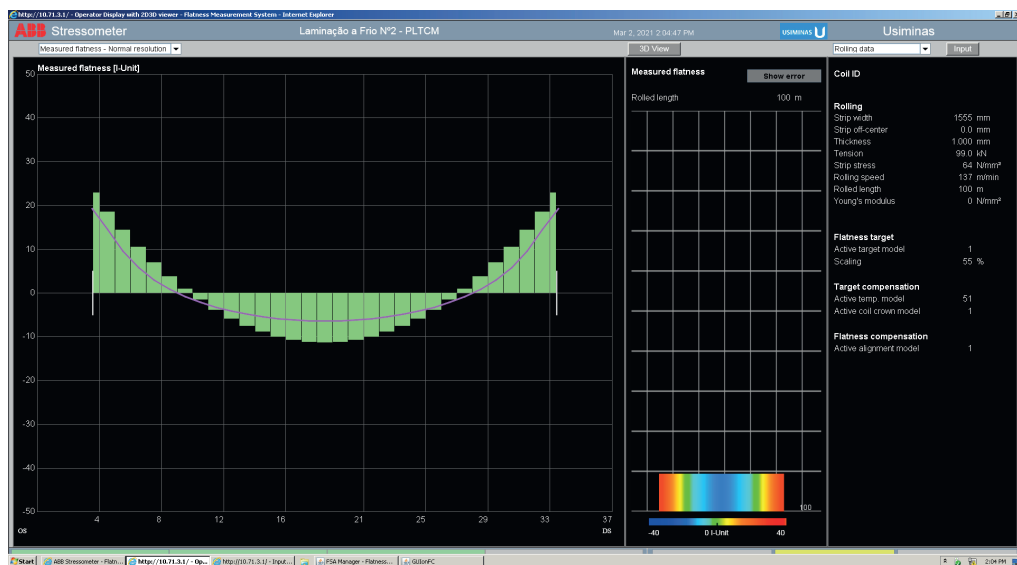
- Commercially reasonable effort basic remote assistance in case of failure during the warranty period.
- Possibility to sign service contract after the warranty period with defined response time and working hours.
- Access to local support.
- Dedicated phone number for urgent communication with ABB.

Benefits

- **Improved process up time** – quick issue identification and resolution.
- **Cost savings** – avoid unnecessary on-site visit and optimize cost of ownership.
- **Reliable troubleshooting** – troubleshooting provides cost-savings.
- **No burden of knowledge** – remote access to the Stressometer system.

Service





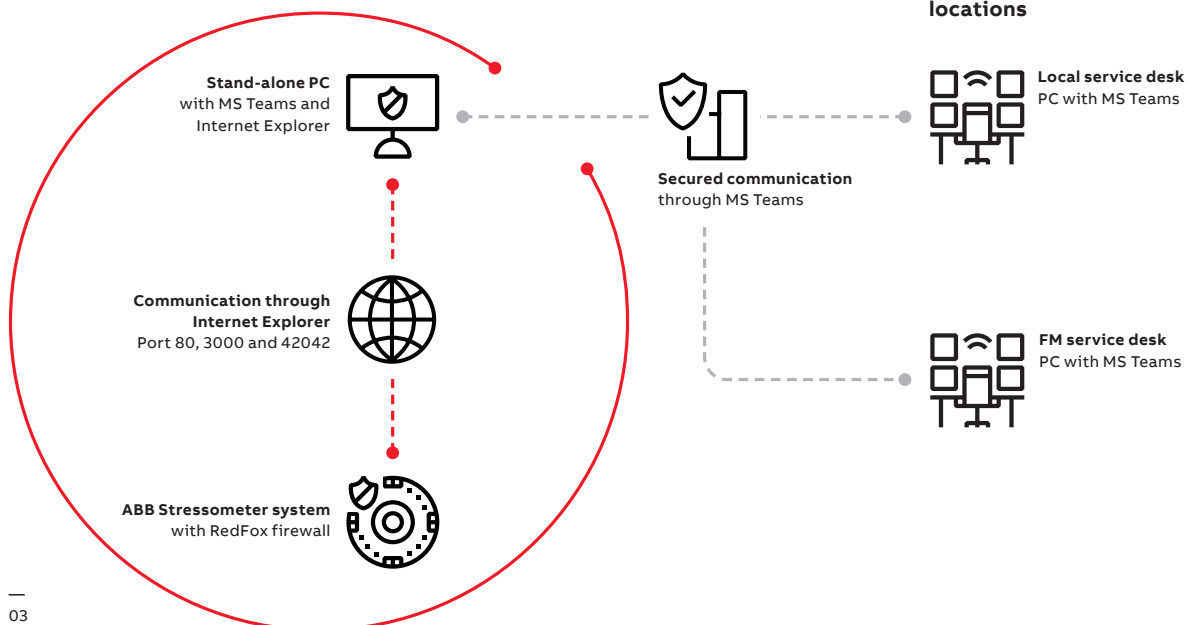
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Customer location

Remote assistance locations



03

To find your local ABB contact, visit:
abb.com/contacts

For more information visit:
abb.com/measurement

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