



ABB MEASUREMENT & ANALYTICS

Dynamic QR Code assistance for analyzers my Installed Base (myIB) app



Data handling with the ABB myIB app

ABB's Dynamic QR Code assistance for analyzers is a unique feature enabling comprehensive product health check and effective troubleshooting, without physically connecting to your system.

In addition to providing static information for analyzer identification, the QR code contains dynamic information on system configuration and current health status. ABB specialists are able to use this data to identify the problem and provide a rapid response solution.

ABB's Dynamic QR Code assistance for analyzers is very simple, follow these steps:

- 1 Error occurs causing the analyzer to display, **maintenance request** or **error**.
 - 2 Access the QR code page on the device display.
 - 3 Open the myIB app on your mobile device, scan the QR code and send data to the ABB team.
 - 4 ABB service specialists review the data and troubleshoot the problem.
 - 5 ABB provides an action plan to fix the problem.
- The customer only needs a QR code reader app or to download the new ABB myIB app.

About the myIB app

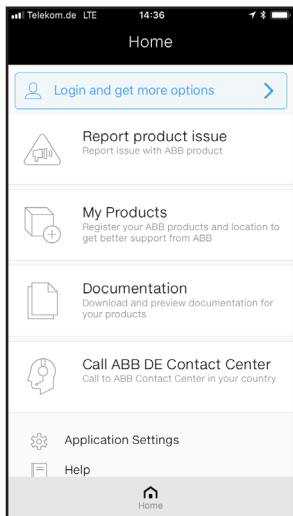
The myIB app allows you to register ABB products, access a comprehensive set of useful information related to products and services including documentation, contact centers and more.

For logged-in users, the app provides additional functionalities including visibility of registered products, visualization of the full service history along with the possibility to request recommended services from ABB specialists.

ABB's myIB is available in
Android and iOS app stores

Using myIB app

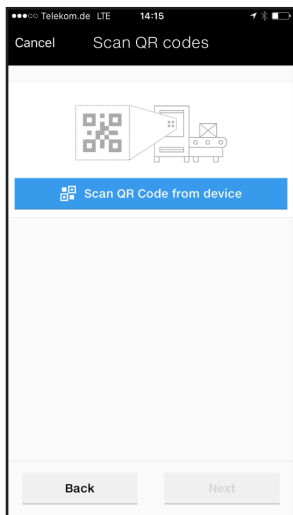
Once downloaded to your mobile device, please start the myIB app. The page below opens for non-logged users:



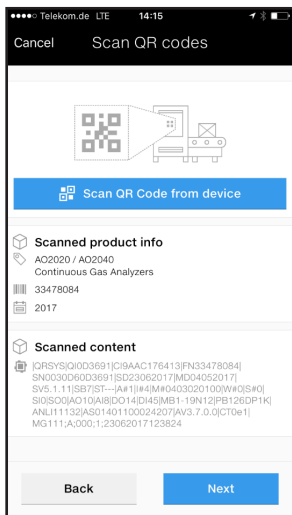
Press
Report product issue



Press
Yes

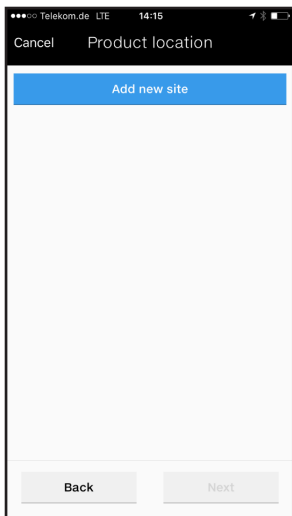


Press
Scan QR Code from device

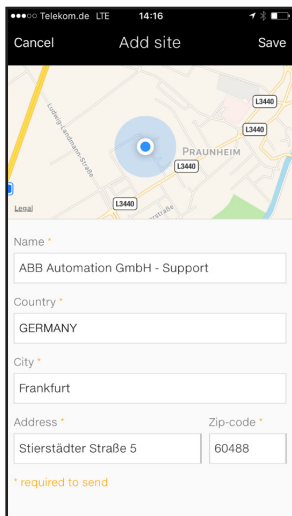


Scan the QR code from the device display. If multiple QR codes are displayed press **Scan QR Code from device** again then press **Next**.

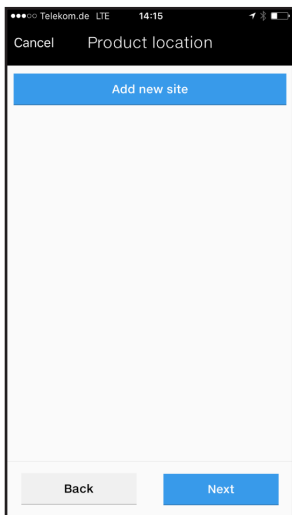
Note. The device QR Code **must** be scanned to access the next step.



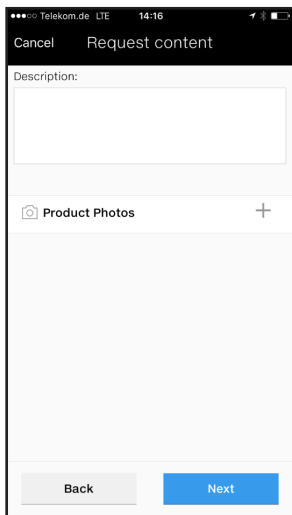
Press
Add new site



All required data is received via
GPS and can be modified. Press
Save (upper right corner).



Choose location and press **Next**.

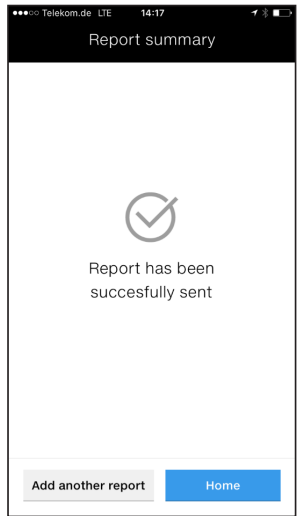


Option: enter a description of
the problem, take a photo of the
device / location, or press **Next**.



Press **+** to add recipient.

Press **Send** to submit the QR code data.



Report submitted.

The myIB app displays **Report has been successfully sent.**

Press **Home** to return to the main menu.

Notes.

- An email with the QR code data is sent to the entered recipients.
- Our specialists can now look at the product health status and help fix the problem!

Contact

ABB Measurement & Analytics

For your local ABB contact, visit:

www.abb.com/contacts

For more product information, visit:

www.abb.com/measurement

Dynamic QR Code
assistance



myIB app
Googleplay store



myIB app
AppleStore

