



At your service Industry Services Quick Help Guide

As the global COVID-19 public health emergency continues to spread, creating challenges for families and businesses worldwide, this is a difficult time for all of us. At Siemens, the safety, health and well-being of our employees, community, and customers is of utmost priority. During these uncertain times, we would like to stay connected and support you in meeting your business-critical needs through our various online self-support tools.



Industry
Services
Helpline



SIOS (Siemens
Industry Online
Support) Portal



Digital
Assistant
chatbot



Siemens
Remote
Services



How-to
Video
library

Industry Services Helpline

- Our service engineers are working from home and will get in touch with you in the shortest time to help you with a possible resolution through telephonic support.
- Kindly call our **toll-free number 1800 209 0987** (Active from 06:00 hours to 24:00 hours)

SIOS (Siemens Industry Online Support) Portal

- SIOS is the one-stop-shop for information on product catalogs, applications, manuals, technical support and discussion forums
- [Click here](#) to know more

Chat with our Digital Assistant

- Reach out to our Digital Assistant for quick technical information on Siemens products
- [Click to chat](#)

Siemens Remote Services (SRS)

- For automations systems that are already connected through Siemens Remote Services, our service experts will support you by connecting and troubleshooting your assets remotely and securely via remote services platforms.

How-to Video library (Get 30 day free access)

- This library hosts an impressive and growing collection of short videos that can be accessed as post training refreshers, a support tool for OJT and technical coaching, and production line fault troubleshooting and resolution.
- [Click here](#) to know more

We thank you for your understanding and solidarity and are confident that together we can overcome this crisis.

Stay safe. We are here to support you.

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