

# Universal Robots Academy





# Contents

Chapter	Duration	Modules	Page
Introduction			04
Free e-Learning			08
Operator Hands-on Training	2 Days	11 Modules	10
Core Training	2 Days	11 Modules	14
Advanced Training	2 Days	7 Modules	18
Industrial Communication Training	1 Day	6 Modules	23
Interfaces Training	1 Day	6 Modules	26
Service Training (light)	1 Day	7 Modules	30
Service & Troubleshooting Training	2 Days	10 Modules	34
Training Centers & Partners			38
Contact			50

# Step into the world of automation

At Universal Robots, we believe that training is one of the cornerstones of our success when it comes to our robots' applications. Our goal is to make automation accessible to everyone and this is why we created a unique and award-winning training platform that is already being used by more than 130,000 people around the world. The combination of our Free e-Learning with hands-on, in-class training sessions means that our users can acquire the know-how required for the implementation and programming of our cobots. This training catalog provides a full and detailed overview of our training portfolio. You can use this catalog to learn more about the training content in advance and to choose the training courses that fit your needs and interests.

More than  
**130,000**  
users worldwide



Take the opportunity to learn how to program our robots. Our easy-to-understand training modules are designed to help users acquire practical know-how in interactive simulations, thereby maximizing their learning success.

# Empowering people

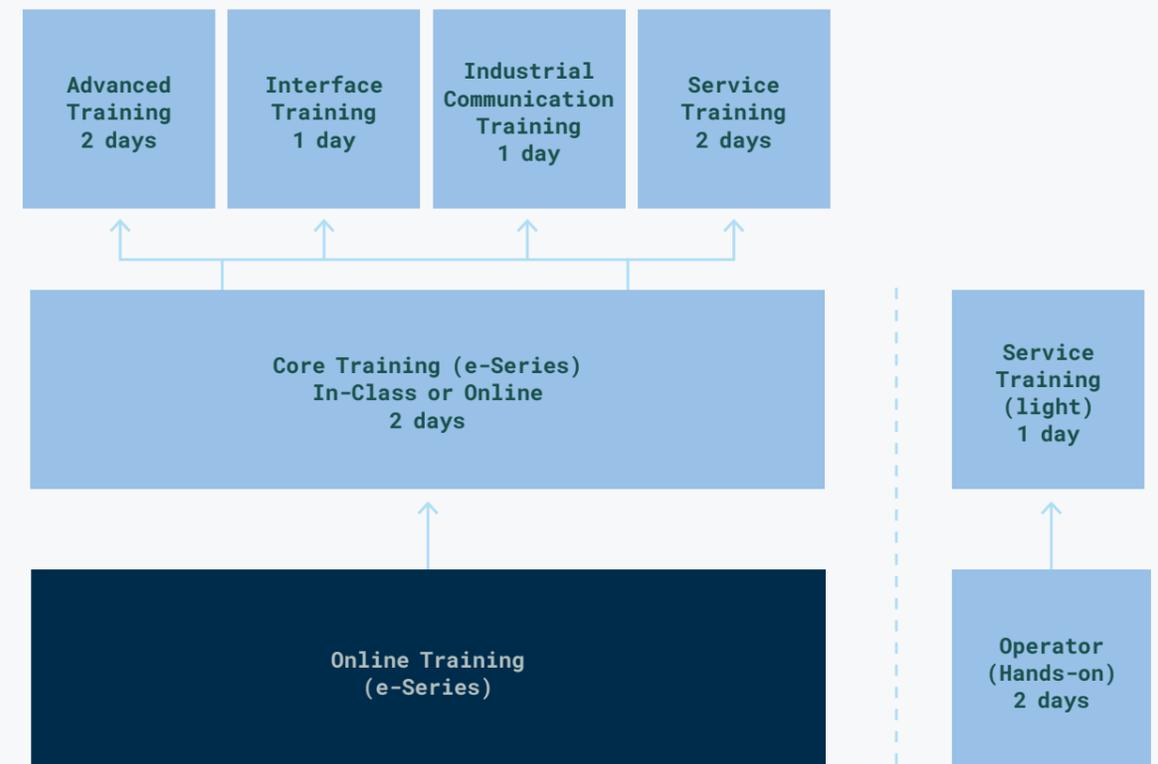


We want our users to be able to utilize the full potential of automation and believe that this can be achieved with the aid of a high-quality training concept. Therefore, in addition to the e-Learning, you also have the option to take part in our hands-on, in-person training courses. In all authorized training centers, our training concept is based on the following foundations:

- 01 High-quality training based on modern teaching concepts
- 02 Practice-oriented, hands-on training according to the motto of "Learning by doing"
- 03 Authorized trainers and training partners working according to strict certification guidelines

## Link to the Academy:

<https://academy.universal-robots.com/>



Note: Our training courses are designed to build on one another.

Set up your Academy account to take our Free e-Learning and learn how to program cobots.

# Interactive, free, simple

Our Free e-Learning modules aim to make the programming of our robots accessible to everyone. The 14 learning modules offer fast, practical learning success through interactive simulations. Register for Universal Robots Academy and learn the basics needed for our in-person training courses.

Get started now at:

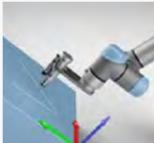
<https://academy.universal-robots.com/free-e-learning/e-series-e-learning/>



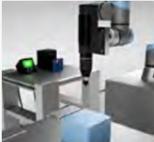
### e-Series Core Track

		
<b>Module 1</b> First look: The robot at a glance 7 mins	<b>Module 2</b> Preparing a robot task 6 mins	<b>Module 3</b> Setting up a tool 17 mins
		
<b>Module 4</b> Creating a program 12 mins	<b>Module 5</b> Interaction with external devices 11 mins	<b>Module 6</b> Controlling conveyors 10 mins
		
<b>Module 7</b> Safety settings 15 mins	<b>Module 8</b> Optimizing 6 mins	

### e-Series Pro Track:

		
<b>Module 9:</b> Program flow 16 mins	<b>Module 10</b> Feature coordinates 13 mins	<b>Module 11</b> Force control 12 mins

### e-Series Application Track:

		
<b>Module 12</b> Palletizing 15 mins	<b>Module 13:</b> Screwdriving 13 mins	<b>Module 14:</b> Machine tending 25 mins

You don't have to be a programmer to set up your e-Series cobot.

# Automation accessible for everyone

Our free e-Learning modules are designed to help you quickly acquire the knowledge you need to perform basic programming and to prepare you for our in-person training courses.

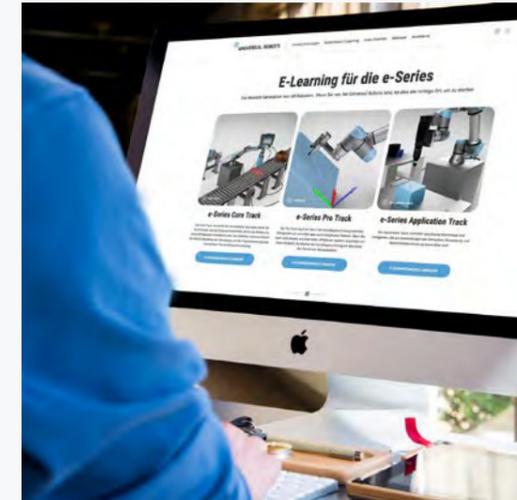
In the 8 basic modules of the Core Track, you will learn how to create a program and how to configure a tool. You will also simulate interaction with external devices, configure safety settings for your cobot and learn how to optimize an application.

In the 3 Pro Track modules you are able to gain in-depth knowledge about more complex topics. Likewise, the 3 modules of the Application Track will teach you how to create complex applications. Practical examples and interactive animations are used in all modules to facilitate learning.

With state-of-the-art robot simulations, the our free e-Learning modules gives you the opportunity to learn the basics of cobot programming without having to access the physical robot. We make robot programming easy so that anyone can automate.

Link to the Online Academy:

<https://academy.universal-robots.com/free-e-learning/>



**24/7**  
available online



Choose your training in German, English, Spanish, French, Italian, Polish, Portuguese, Russian, Turkish, Chinese, Czech, Romanian, Korean, Japanese, Thai or Hungarian.

# Operator Hands-on Training

Once you have completed our Free e-Learning modules, the Operator Hands-on Training gives you the opportunity to learn the basics for the practical use of cobots. Under the guidance of our certified trainers, the training will teach you everything you need to know for day-to-day use.

This training is suitable for individuals that have no previous programming experience and have the task of monitoring and operating machines with an integrated robot. In the Operator Hands-on Training, you will learn everything you need for the day-to-day use of our cobot.

The focus of this training is not on programming, but rather the operation of a cobot that has already been programmed.

No prior knowledge of programming is required for the training – the content and learning goals are purely oriented around the practical handling of robots in the production environment.

Once you have completed the one-day training course, you will be familiar with the basics of your cobot and

- the technical hardware design of the robot,
- you will know your way around the user interface and you will be able to load and run existing programs,
- you will be able to make small program changes and
- you will be able to assess and respond correctly to simple error messages.

## Requirements:

- NO programming experience required

## Description of the modules

In order to maximize the learning effect, in the modules of this training the theoretical concepts are presented first so that these can be subsequently implemented through practical exercises.

## Module 0: Free e-Learning

This module gives an introduction to the free E-Learning modules. You will then work on the Core Track in order to get to know the user interface.

### Learning goals:

- Introduction to the user interface
- Get to know the basic commands

## Module 1: Hardware

The first module sets out to familiarize you with your cobot's hardware. You will learn how to assemble the robot and what types of robots there are. In addition to their respective work areas, their specifications are also explained.

### Learning goals:

- Get to know the robot hardware
- Assembly of the robot

## Module 2: Power up & Initialize

Once you have become familiar with the technical basics of your cobot, you will be introduced to the first steps on a real robot. You will learn how to switch on and initialize the cobot. You will be given practical solutions on how to retract your cobot before it is fully switched on. Such an approach is helpful, for example, if the robot gets stuck after a collision.

### Learning goals:

- Correct switch-on and initialization of the cobot
- Retraction before full switch-on

## Module 3: Tool Setup

Depending on the application, a tool is mounted on the robot. In this module, you will learn how such tools are set up and how the robot's assistants help you with this.

### Learning goals:

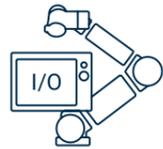
- Application of the assistant
- Correct setting of tool data

## Module 4: Move & Freedrive

In this module, you will learn about the different types of movement of the robot and how it can be retracted in the event of an impending collision.

### Learning goals:

- Move the robot
- Get a feel for the robot



2 Days

11 Modules

## Module 5: Handling programs

Thanks to the high flexibility of the robot, it can be used for a wide range of tasks. This module demonstrates how the respective programs can be created, saved and loaded again. You will also create your first simple program on a real robot.

### Learning goals:

- Create and save programs
- Load and run programs

## Module 6: Program Modification

Programs can vary in complexity depending on the requirements. You will learn the commands relevant for a pick-and-place application in the sixth module. This will allow you to modify and expand your program from the previous module.

### Learning goals:

- Control of UR+ products
- Modify an existing program

## Module 7: Modes / User Level

When your cobot is in use, there are two different operating modes you can switch between: automatic and manual mode. In addition, the robot can be controlled locally via the teach pendant, but also externally (remote control). In this module, you will learn about the differences and when to use them. You will also find out which functions are available to you in which mode.

### Learning goals:

- Distinguish between modes and user levels and know how to use them correctly

## Module 9: Error Analysis

In order to be able to resolve minor incidents with your cobot as quickly as possible and to be able to assess certain error messages, this module will teach you about some of these error messages, their causes as well as the correct remedial measures.

### Learning goals:

- Correctly diagnose and assess error messages
- Initiate the correct measure

## Module 8: Safety Settings

The applications with your cobot must be designed safely to minimize the risk of collisions in the work space. In this module, you will learn about the basic safety features and how they affect the robot. This knowledge will help you to correctly assess the behavior of your cobot in the production environment.

### Learning objectives:

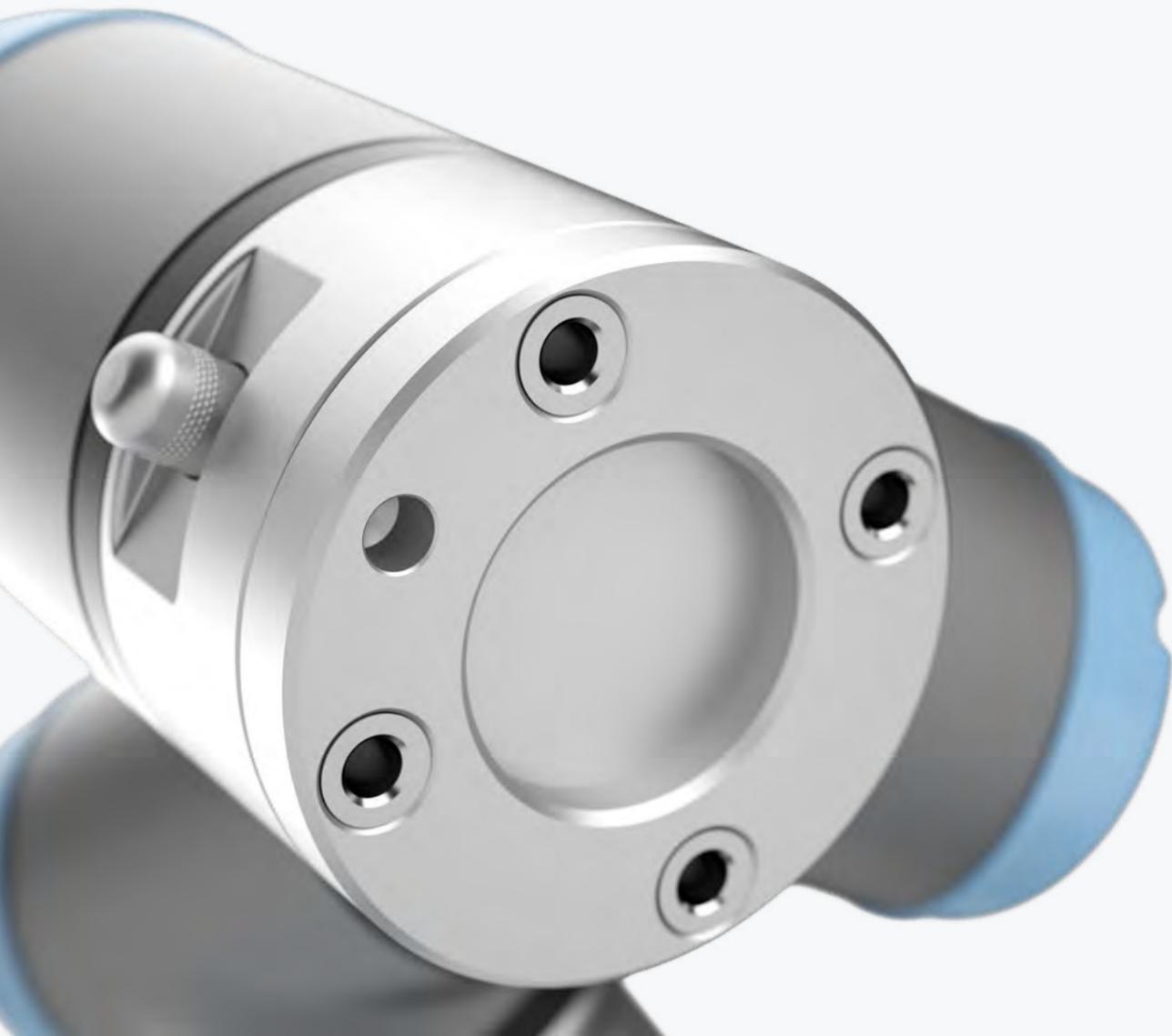
- Get to know the safety settings and the effects of these settings
- Operate a robot that is restricted by its safety settings

## Module 10: Support

Our support site contains a wide range of useful information and free downloadable materials to help you get the most out of your cobot. In addition, the focus in this module is on how to act in the event of an error to ensure that the application can get running again as quickly as possible.

### Learning goals:

- Get to know the support resources
- Correctly use the support tools
- Correct procedure in a support case



# Core Training

Once you have completed our free e-Learning, Core Training offers you the chance to deepen the knowledge you have acquired on a real cobot and to learn the basic skills for programming. Under the guidance of our certified trainers, you will learn how to program various applications in training cells under realistic conditions. Unlike Operator Training, Core Training delves deeper into the programming of the cobot and does not primarily focus on the operation and handling of the robot.

This course is suitable for you if, once you have completed the free e-Learning, you would like to learn how to program a robot in a practical way and implement the applications that are used the most. It is also useful for those who want to experiment with the robot's capabilities to explore possible applications in their own production processes.

Once you have completed the two-and-a-half day training course, you will be able to

- safely program the robot in its basic functions,
- create and optimize programs for a wide variety of typical applications like pick-and-place, palletizing, polishing or dosing,
- connect peripheral devices such as sensors, grippers or conveyor belts to the robot and control and query them from the robot program,
- integrate logics into your robot program,
- correctly configure the safety settings of the robot and
- use the tools and online resources that are available to you when programming applications.

#### Requirements:

- Successful completion of the free e-Learning modules
- NO programming knowledge required

#### Description of the modules

In order to maximize the learning effect, the theory is first presented in each training module and subsequently implemented through practical exercises. At the end of each module, each participant can perform a self-assessment of their results.

### Module 1: Pick-and-place Application

You are ready to program your first application. The pick-and-place application, which you already worked on during the e-Learning, will now be implemented with a real robot and real equipment.

#### Learning goals:

- Move the robot using the "Move" tab
- Apply the skills acquired in the e-Learning to the real robot

### Module 2: Safety Settings

You already have a functional application, but it still needs to be designed so that it is safe. In this module, your task is to apply the safety functions available on the robot to the existing pick-and-place application in order to minimize the risk of collisions in the work area. To do this, you use, for example, safety levels, joint limits, speed limits and force limits.

#### Learning goals:

- Correct use and configuration of the available safety functions

### Module 3: Optimizing a Pick-and-place Application

In Module 1, you created the pick-and-place application and you also applied the safety settings to this application. Your next task is optimization in terms of the waypoints, program structure and cycle time.

#### Learning goals:

- Use the correct types of movement
- Understanding of and use of blend radii
- Configure speed and acceleration for movements and individual waypoints
- Creation of a clear program structure

### Module 4: Easy Startup

For some applications, it can make sense for the robot to automatically load and start a specific program after switching on. Your task in this module is to configure the robot in such a way that it is initialized automatically or via defined inputs when it is switched on and your program from Module 3 starts.

#### Learning goals:

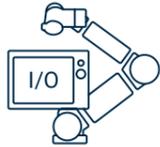
- Configure a standard program that is automatically loaded and started when the robot is switched on

### Module 5: Program Flow

The task in this module is to integrate quality control into your application. To do this, you must add a subprogram that uses an if/else command to extract every fifth workpiece for quality control.

#### Learning goals:

- Use and configure the if/else command
- Create and use variables
- Insert and call up programs



2 Days

11 Modules

## Module 6: Palletizing

It is now your task to add a pallet to your application in order to be able to store the finished, packaged workpieces. The integrated Palletizing Template is available to you to perform this task. It allows you to program a complete palletizing within a short period of time.

### Learning goals:

- Use and configure the Palletizing Template

## Module 7: Force Control (simple)

In this module, you will learn how to (simply) configure the Force Template and read out the data from the force torque sensor. Program the cobot to detect the height of a stack and pick up the workpiece from the detected height.

### Learning goals:

- Insert and use threads
- Configuration of the ForceTemplate (simple)
- Read out and use the data from the integrated force torque sensor

## Module 8: Process Application with Operator Selection

In this module, you will create a new application in which you will simulate applying glue to three different parts. By means of an input using the teach pendant, you can decide which workpieces the adhesive should be applied to.

### Learning goals:

- Configuration of TCP, orientation and payload using the available assistants
- Use of loops and switch/case commands
- Assignment of a variable value by the user

## Module 9: Flexible Redeployment

Your next task is to apply simulated glue again. The challenge with this application is that the logo can be in different positions. As it doesn't make sense to perform the programming from scratch each time, another solution must be found: Programming relative to a coordinate system.

### Learning goals:

- Creation of a coordinate system (level)
- Programming relative to a coordinate system

## Module 10: Implementation Plan

To ensure that no important points are forgotten, we will provide you with an implementation plan. This is intended to serve as an aid or guideline for the implementation of applications.

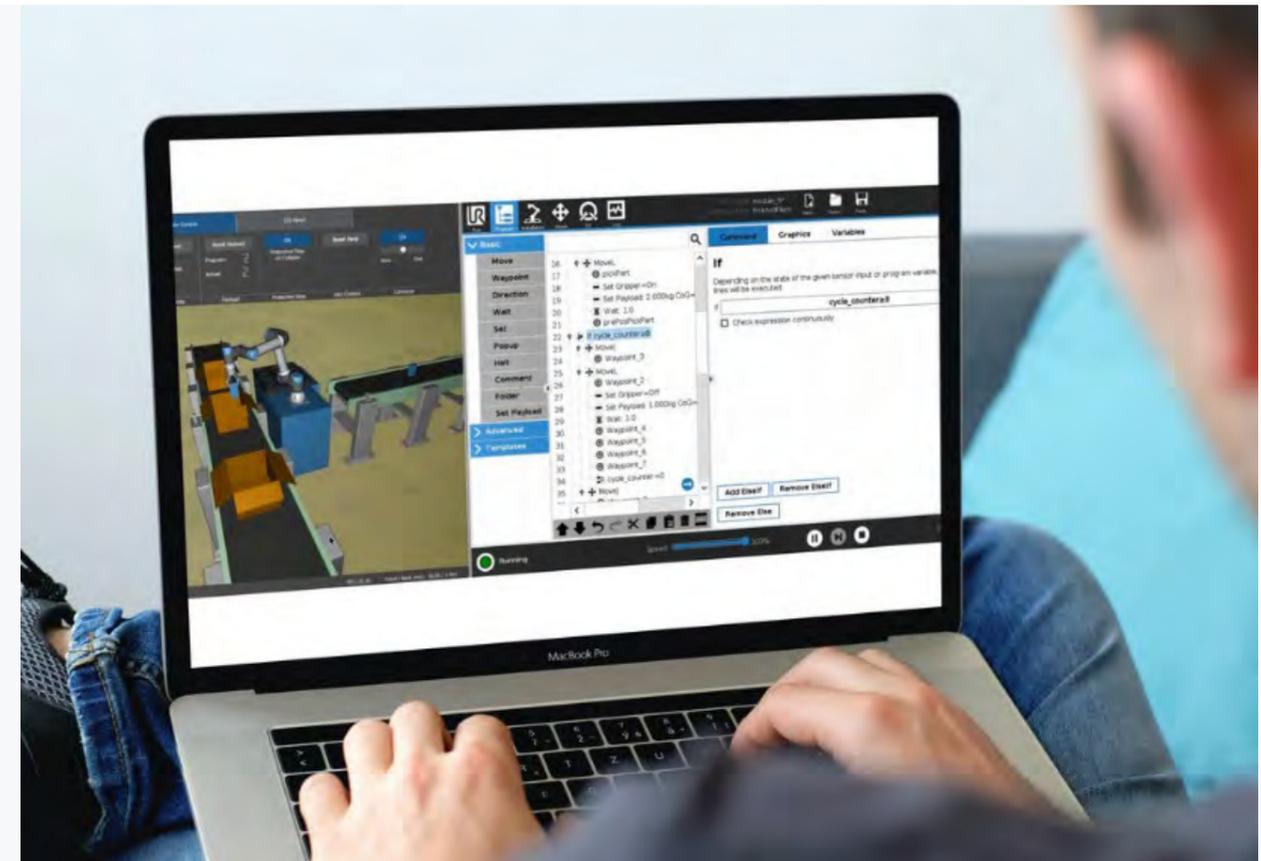
### Learning goals:

- Use of a structured method (10 steps) to identify and evaluate the complexity of the automation options with your cobot

## Module 11: Online Resources

The last module shows you how to use the support website and access important information. Our support website is a tool that contains a lot of useful information, such as:

- Free software updates, user manuals, service manuals and script manuals
- CAD data for the robots, teach pendant and controller
- Free offline simulator
- Digital documentation
- Help articles on various topics



# Simulator-based Core Training (e-Series)

The scope and content of this training is the same as that of the Core Training described above, and it is implemented as usual under the direction of our certified trainers – it's just 100% virtual.

Thanks to our browser-based simulator, the practical tasks of Core Training can be completed fully virtually. You are connected to the trainer and to the other participants via a video conferencing system such as Microsoft Teams, Zoom or similar. As is the case with our in-person training courses, the theoretical basics are explained by certified trainers and illustrated using live demos on real robots. This is also the format of the online version of our Simulator-based Core Training. With a click of the mouse, the trainer switches from the PowerPoint to

the robot camera during demonstrations, and you can follow the steps on the teach pendant at the same time.

Even when performing the practical tasks, the effort for you as a participant is minimal, since the simulation environment runs in the browser and there is no installation necessary. The access data for the simulator and the online meeting will be sent to you automatically a few days before the training.

- Identical duration and content to the in-person Core Training
- Comfortably from home or from the office
- No travel expenses

# Advanced Training

The purpose of Advanced Training is to deepen the knowledge you acquired in Core Training and to master more complex challenges when programming cobots. In this training course, too, and under the guidance of certified trainers, you implement your theoretical knowledge in practical tasks directly on the robot.

This course is aimed at users who would like to perform complex applications with their cobots in order to evaluate their implementation in their own production processes.

After completing Advanced Training, you will be able to

- create robot programs in a professional and structured way,
- use basic functions in URScript programming,
- work with pose variables and some important URScript functions,
- create programming relative to your own coordinate system and perform a shifting of the coordinate system within the robot program,
- create applications with multiple TCPs (Tool Center Points),
- use the Conveyor Tracking Template and,
- in addition to the force function (simple) from Core Training, you will also be able to use the force functions motion, frame and point.

#### Requirements:

- Successful completion of the free e-Learning modules
- Successful completion of Core Training

#### Description of the modules

In order to maximize the learning effect, the theory is first presented in each training module and subsequently implemented through practical exercises. At the end of each module, each participant can perform a self-assessment of their results.

### Module 1: Program Structure

You want to load a CNC machine with workpieces and then place these workpieces on a conveyor belt to be cleaned of cooling lubricants. At the end of the belt, the task of the cobot is to pick up the workpiece and bring it to quality control. If the camera analyzing the quality does not give a "high" signal within three seconds, this indicates that the quality of the part is not optimal. If the workpiece is of inferior quality, it is the robot's job to reject the workpiece. If the quality is good, the cobot should bring the part to the position for good parts.

Using this application as an example, you will learn how to create a program flow chart and implement a good program structure.

#### Learning goals:

- Plan a robot program using a program flowchart
- Program with a structure that is easy to maintain and capable of being extended
- Proper use of folders and their naming

### Module 2: Basics of URScript

You are organizing an in-house exhibition. For this, you are using our robot to program a vending machine to attract customers. Via the teach pendant, the robot will ask the visitors what and how much they would like to drink.

In order to implement this application, you will need the script functions that you previously learned in the theoretical part.

#### Learning goals:

- Creation of own script functions
- Transfer parameters to and from functions
- Indexing of pose and/or list variables

### Module 3: Pose Variables

Your task in this module is to program a pick-and-place application that incorporates a (simulated) camera as a special function. This "camera" detects the exact position of the workpiece, which the cobot subsequently picks up.

In addition, the application should contain a routine for a safe starting position. When restarting a program, the robot should move to a safe position where collisions cannot occur.

#### Learning goals:

- Structure of a pose variable
- Use pose\_add() and pose\_trans() differences between pose\_add() and pose\_trans()
- Use the script command get\_actual\_tcp\_pose()



2 Days

7 Modules

## Module 4: Coordinate Systems

In this module, you program an adhesive application. The challenge here is that the robot has to apply glue to a whole pallet of parts. The workpiece in the form of a logo should only be taught once relative to a coordinate system. The robot should only process the parts on the pallet by shifting the coordinate system variable.

### Learning goals:

- Use a coordinate system as a variable
- Carry out programming relative to a coordinate system variable
- Transfer programming to another coordinate system
- Shift or move coordinate system variables

## Module 5: Advanced TCP

Here, you program another adhesive application. For this special application, however, two independent TCPs are required for two different glue nozzles. Both glue nozzles (TCPs) must be taught. In the program, the robot should automatically switch between them.

### Learning goals:

- Teach the position and orientation of a TCP
- Adjust the focus within the robot program
- Switch between two TCPs in a robot program

## Module 6: Conveyor Tracking

Create an application that uses the "Conveyor Tracking" Template to pick up workpieces from a moving conveyor belt. To do this, the robot moves in the same direction and speed as the conveyor belt. So it is no problem to picking up the parts from the running belt.

### Learning goals:

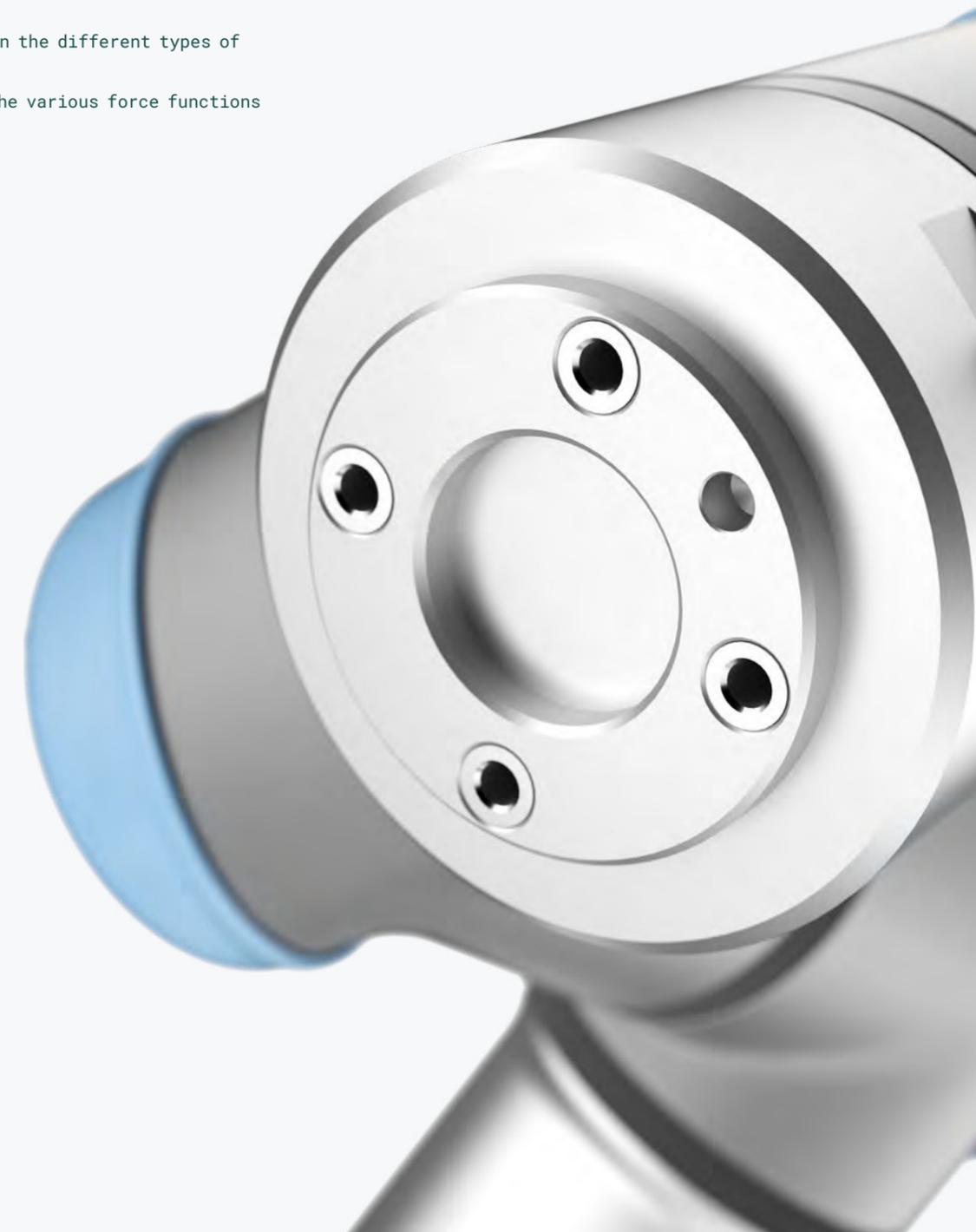
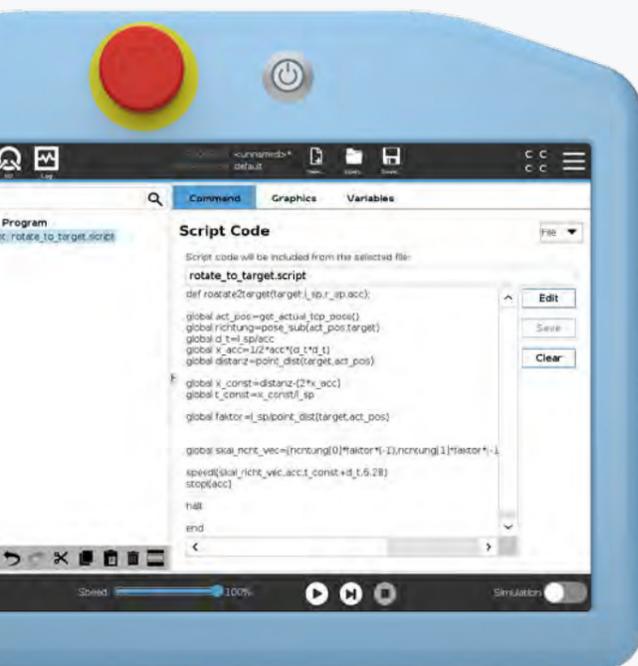
- Configurations for the "Conveyor Tracking" Template
- Use the "Conveyor Tracking" Template in a program
- Pick up workpieces from a running conveyor belt

## Module 7: Force Control (advanced)

You would like to deburr a round and a rectangular workpiece using the force function and the integrated force torque sensor. Your task is to carry out a feasibility study to determine whether the requirements can be implemented with a cobot. To do this, carry out some tests with the workpiece.

### Learning goals:

- Distinguish between the different types of force function
- Configuration of the various force functions





# Industrial Communication Training

In simple applications, the robot is able to communicate with peripheral devices such as grippers, sensors or other actuators. Here, communication takes place via simple, digital signals, while the sensors and actuators are connected directly to the I/O interface in the controller or on the robot's tool flange. For more complex applications, on the other hand, it is often necessary for the robot to communicate with a PLC, an HMI or other peripheral devices and to exchange data.

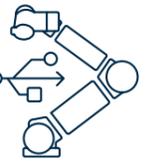
This training is suitable for you if, once you have completed Core Training, you would like to learn how to integrate the robot into a fieldbus communication system.

Once you have completed the Industrial Communication Training, you will be able to use the following communication options on your robot, whereby the "Profinet" module is given the most attention due to the current high demand in Europe:

- Modbus TCP FTP
- Ethernet Sockets
- Dashboard Server
- Ethernet/IP
- Profinet  
*(full second day of training)*

#### Requirements:

- Successful completion of the free e-Learning modules
- Successful completion of Core Training
- Recommended: Successful completion of Advanced Training
- Important: Experience in working with the TIA portal from Siemens



1 Day

6 Modules



### Description of the modules

In order to maximize the learning effect, the theory is first presented in each training module and subsequently implemented through practical exercises. At the end of each module, each participant can perform a self-assessment of their results.

## Module 1: Modbus TCP

You would like to automate the palletizing process in your production line. Two different products (stock-keeping units, or SKUs for short) are running on the conveyor belt of this line, and these have to be identified by an employee. For the automatic identification of the SKU, implement an image processing system at a fixed position, above the conveyor belt, which can only communicate via Modbus TCP.

### Learning goals:

- Configure the network settings of the robot
- Link the robot with a Modbus device
- Create an application with which the robot can send and receive data to and from the Modbus device
- Access to the robot's internal Modbus register

## Module 2/3: FTP and Dashboard Server

In your current application, programs should be sent via FTP and started remotely via a control unit. The status of the robot should be monitored remotely at all times and some of the functions locked in Polyscope to restrict access by external operators.

### Learning goals:

- Transfer files via the network
- Activate, load and run programs via remote control

## Module 4: Socket Communication

In the next step, add additional pick-and-place application lines to your application with image processing. For the new line, however, another image processing system was selected that can only communicate via TCP/IP. The processes of the new application are still the same as the previous ones. Your task is to test the new interface.

### Learning goals:

- Establish socket connections between the robot and external devices
- Use the robot program to accept/change input from a server
- Send and receive several types of variables

## Module 5: Ethernet/IP Adapter

After implementing the imaging processing system, you want the cobot to communicate with a PLC device to trigger output signals for another process in the line. In this module, this device is an Ethernet/IP PLC.

### Learning goals:

- Correct configuration of the network settings of the robot and the PLC
- Send and receive different types of data between the robot and the PLC

## Module 6: Profinet I/O

You would like to control your system completely via a PLC. The system consists of an infeed belt, a processing center, two robots and a conveyor belt for removal.

The following functions should be possible:

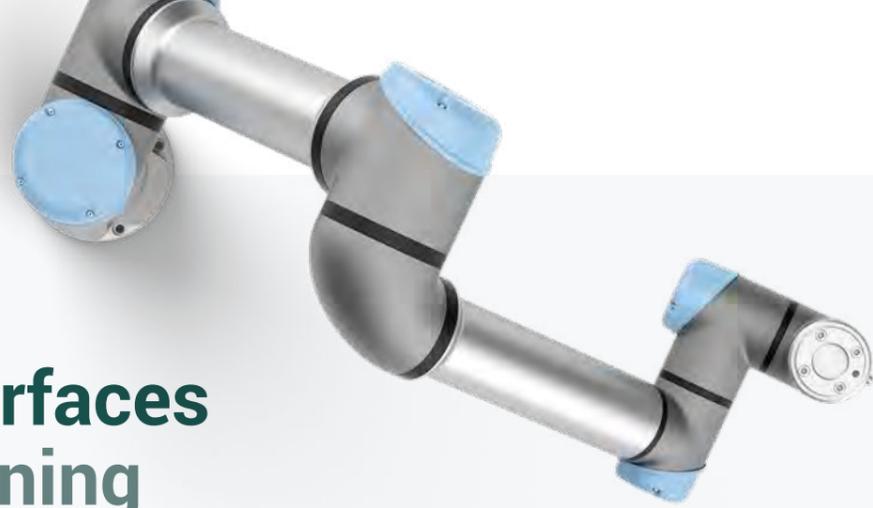
- Automatic initialization
- Starting, stopping and pausing the program
- Error message on an LED

Your task is to implement the requirements using a Siemens PLC and communication via Profinet I/O.

### Learning goals:

- Correct configuration of the network settings for the cobot and the PLC
- Send and receive different types of data between the robot and the PLC
- Integration of dashboard communication





# Interfaces Training

Our Interfaces Training will give you the necessary skills to communicate with and remotely control your cobot in real time. In this training, you will therefore get to know the different client interfaces that are available in your robot.

This training is suitable for you if, once you have completed Core Training, you would like to externally monitor the status of your cobot, control it completely using external software or exchange specific process data with PCs or other devices via TCP/IP Ethernet sockets.

In Interfaces Training, you will explore the following topics in detail:

- Basics of programming in Python
- Basics of programming in URScript
- Ethernet socket communication
- Client interfaces (port 30001-30003)
- Real Time Data Exchange (RTDE)
- XML-RPC communication

## Requirements:

- Successful completion of the free e-Learning modules
- Successful completion of Core Training
- Recommended: Successful completion of Advanced Training
- Important: Experience in programming with Python

## Description of the modules

In order to maximize the learning effect, the theory is first presented in each training module and subsequently implemented through practical exercises. At the end of each module, each participant can perform a self-assessment of their results.

### Module 1: URScript

Many advanced applications, such as the use of interfaces, require a basic knowledge of programming with URScript. The purpose of this module is to provide a recap of the basics that were taught in Advanced Training.

#### Learning goals:

- Development of user-defined functions
- Use of a function or a script together with robot commands

### Module 2: Socket Communication

Simple TCP/IP socket communication is very helpful for communication between the cobot and other devices. With this type of communication, the robot is the client, while the other devices play the role of servers. The servers wait on the socket for a connection request from the client. In this module, the robot serves as the client and the laptop represents the server. For this exercise, use a program to test the socket connections.

#### Learning goals:

- Establish socket connections between the robot and external devices
- Use the robot program to accept and change input from a server
- Send and receive several types of variables

### Module 3: Client Interfaces (ports 30001-30003)

In this module, the cobot is the server and the laptop is the client. Script commands should be sent to the robot via the primary or secondary interface. Use the script manual to find out which script commands are required for the tasks and test them.

#### Learning goals:

- Use of the robot as a server
- Control of the robot using URScript

### Module 4: Programming

This module explains how socket connections are programmed and how data is exchanged via these connections. The focus is on the connection between the robot interfaces and your own server or client applications

#### Learning goals:

- Familiarization with some basic Python syntax
- Use of Python to generate various results



1 Day

6 Modules

---

## Module 5: Real Time Data Exchange

The RTDE (Real Time Data Exchange) interface was implemented in our cobots to facilitate the integration of external SW applications and their execution in real time. For this purpose, the interface should be able to interact with the GUI and the robot controller. In this module, you will learn by means of an example about the options offered by the RTDE interface and how you can use them in your application.

### Learning goals:

- Run the RTDE example
- Change an existing script

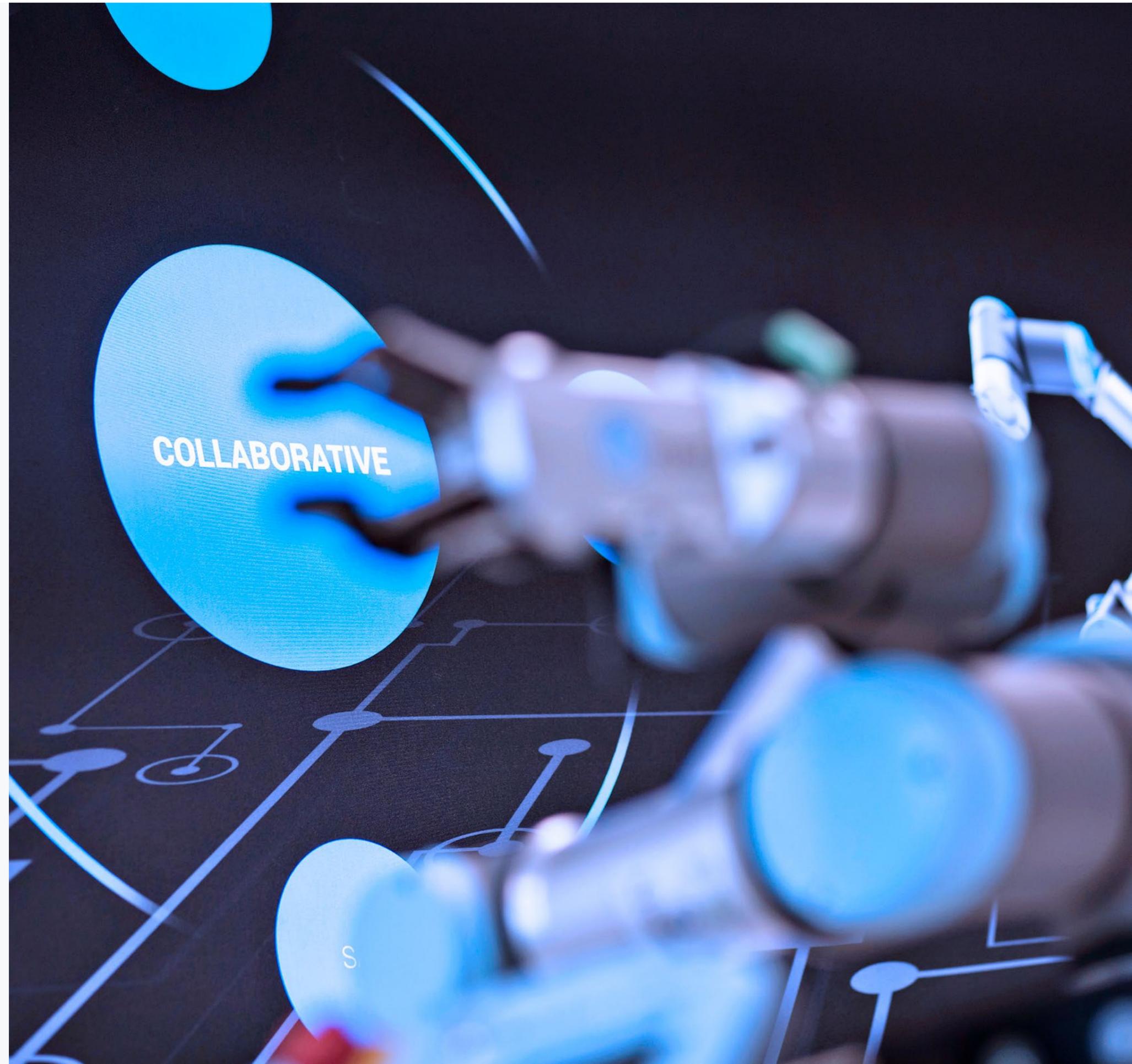
---

## Module 6: XML/RPC

XML-RPC is a remote procedure call method that uses XML to transfer data between programs via sockets. This allows the controller to call methods or functions (with parameters) on a remote program or server and retrieve structured data. This module will show you how to utilize these benefits.

### Learning goals:

- Run an XML/RPC example
- Change the existing script
- Add functions to a program



# Service Training (light)

The first applications can be implemented with our cobots within hours or a few days. In order for your cobot to remain productive at all times, you should be able to efficiently diagnose and resolve any errors.

Once you have completed the Core Training, our Service Training (light) will give you an introduction to the service topic. Together with our certified trainers, you will use practical exercises to learn how to diagnose and resolve errors in a targeted manner.

This training is suitable for you if you are responsible for maintaining a system, whereby you replace defective parts on the robot yourself rather than repairing them. In order for you to be able to do this, we will teach you all you need to know with respect to the software and hardware of your cobot, particularly in the area of error messages.

Once you have completed the Service Training (light), you will be able to

- exchange complete assemblies (robot arm or controller),
- correctly perform any necessary data transfer,
- resolve common error messages and
- understand the software and hardware of your cobot.

## Requirements:

- Successful completion of the free e-Learning modules
- Successful completion of the Operator (Hands-on) Training

## Description of the modules

In order to maximize the learning effect, the training modules are first presented in theory so that these can then be explored further in practical exercises.

### Module 1: Overview and Insights

In this module, we will give you an overview of the different robot generations and their special features. We will also show you the distinguishing features and the structure of serial numbers so that you can confidently identify the robot you are working with. You will also be shown the inside of a controller.

#### Learning goals:

- Know the distinguishing features of the different robot generations
- Interpret serial numbers

### Module 2: Updates

In this module, we will show you how to perform software updates on your robot and how you can decide whether a software update is necessary. We will also provide you with practical tips on what to look out for when updating software.

#### Learning goals:

- Download software updates
- Knowledge of how to carry out software updates and what to look out for
- Perform software updates

### Module 3: Error Analysis

The error analysis module presents strategies that you can use to analyze and localize errors. You will also find out which errors occur or can be made on the robot arm, controller, teach pendant and in programs. You will also gain interesting insights into the hardware and useful background knowledge.

#### Learning goals:

- Recognize and localize errors
- Knowledge of error phenomena and how to respond to them



1 Day

7 Modules

## Module 4: Using the UR Log Viewer

The UR Log Viewer software is a helpful tool for identifying errors and analyzing log files. All errors that have occurred during the robot's lifetime are stored chronologically in these log files. With the UR Log Viewer, you can examine and evaluate these files. This module is designed to familiarize you with the specific application and use of this software.

### Learning goals:

- Knowledge about the structure of log files
- Handling the UR Log Viewer

## Module 5: Data Backup and Creation of Data Carriers

If a robot is replaced due to an error, the programs must be transferred from the memory card of the defective robot to that of the new one. Your task is to safely perform such a data backup and transfer. You will also learn about the various options for backing up data.

### Learning goals:

- Knowledge of the different types of data backup
- Creation of a new data carrier

## Module 6: Compatibility of Assemblies

If an error occurs, it can be useful to take components from a robot that is currently not being used and to use these on the defective robot. However, it is important to know which components are compatible with one another.

### Learning goals:

- Get to know the compatibility of components
- Replacement of components

## Module 7: Service Processes and Preventative Maintenance

The last module introduces you to our service processes. We will show you how to communicate with our Technical Support via the myUR platform and explain the service advantages you can benefit from. You will also learn how to prepare your robot for shipping and which preventative maintenance measures you can implement.

### Learning goals:

- Get to know the service processes
- Prepare the robot for shipping
- Correctly implement measures for preventative maintenance



# Service & Troubleshooting Training

Once you have completed Core Training, Service & Troubleshooting Training will give you a deeper insight into the service topic. Here, too, you will receive practical training on our cobots under the guidance of our certified trainers. Both the CB3 series and the e-Series will be discussed.

This training is suitable for you if you want to identify and resolve errors in the hardware and in robot programs. It is also targeted at individuals who have to carry out service work on the cobot when needed. In contrast to our Service Training (light), this Service & Troubleshooting Training course will teach you how to replace individual components such as joints, safety control board, motherboard or power supply. By performing practical troubleshooting on the robot, you will learn which error symptoms indicate which defective component.

Once you have completed the Service & Troubleshooting Training,

- you will be familiar with the electrical and mechanical structure of the robot arm and controller,
- you will be familiar with the interaction of the hardware components,
- you will understand the structure and operation of the UR software,
- you will be able to carry out practical troubleshooting on the robot arm and controller (this is the primary part of the training along with practical, small project work on a real robot) and
- you will be able to update the hardware of a CB3.0 robot to a CB3.1.

## Requirements:

- Successful completion of the free e-Learning modules
- Successful completion of Core Training
- Note: To be able to take part in practical troubleshooting, participants must be qualified electricians. If you do not meet this requirement, you CANNOT take part in the practical exercises for "Troubleshooting the controller".

## Description of the modules

In order to maximize the learning effect, the theory is first presented in each training module and then subsequently implemented in practical exercises. In our Service & Troubleshooting Training course, most of the time is spent on exercises. These exercises give you the opportunity to perform real troubleshooting on real robots. Of course, this does not just include troubleshooting, but also the installation of functioning components.

## Module 1: General Information

This module addresses general concepts, tools and necessary precautionary measures to be taken into account during training and during a real service assignment.

### Learning goals:

- Get to know the effects of ESD on electronic components and learn the preventative measures
- Gain an overview of the UR service kit
- Use of online resources for diagnosis, service and maintenance

## Module 2: Overview of a UR robot

It is essential to know the hardware in order to be able to act efficiently and safely during diagnostic or service tasks on the cobot. In this module, you will learn about the different generations and models of our robots, as well as their main technical characteristics.

### Learning goals:

- Get to know the different robot models and generations

## Module 3: Troubleshooting

We want any incidents you have with your robot to be resolved as quickly as possible. In this module, you will get to know all the tools that we make available to you in order to be able to diagnose a failure as quickly and efficiently as possible.

### Learning goals:

- How to deal with errors
- Get to know the log files, the support Log Reader and the Log Analyzer

## Module 4: Structure of the Robot Arm

In this module, you will learn about the individual components of your robot arm and its basic functional principles. You will perform practical troubleshooting and practice diagnosing and correctly resolving the most common errors. You will learn how to replace a joint on your cobot.

### Learning goals:

- Acquire detailed knowledge about the hardware of your robot arm
- Get to know the structure of the joint and transmission
- Replace a joint



2 Days

10 Modules

## Module 5: Controller Structure

In this module, you will learn about the components in our controller. You will become familiar with the functional principles of the individual components and their relationship with one another. Through practical exercises, you will acquire the knowledge necessary to diagnose, troubleshoot, and replace a component in your robot's controller.

### Learning goals:

- Get to know the hardware of your controller (CB3 and e-Series)
- Replace the various components in the controller
- Upgrade a CB3.0 controller to CB3.1
- Use of the FTP server
- Diagnose and resolve the most common errors



## Module 6: Software Structure

Polyscope is our GUI and it is the most well-known component of the software. However, it is not the only component running on your cobot. In this module, you will get to know the entire software architecture of your cobot and how the different parts relate to each other. You will acquire the knowledge and skills to diagnose and resolve the most common software/programming problems. You will also learn how to update the software on your cobot and thus benefit from the new features that we regularly integrate free of charge.

### Learning goals:

- Get to know the software architecture
- Common errors in programming and their impact

## Module 7: Safety-relevant Components

Working safely with the cobot is one of its most fundamental functions. This module goes into detail on the safety system and all the safety features included in your robot. You will learn how to avoid and resolve the most common errors during commissioning of the safety systems. You will also become familiar with the interaction of the safety components.

### Learning goals:

- In-depth knowledge of the safety system in your cobot
- Diagnosing and resolving the most common errors

## Module 8: Preventative Maintenance

Compared to conventional industrial robots, our cobots are maintenance-free. Nevertheless, you can take certain preventative measures to avoid unexpected downtimes that could affect your production. In this module, you will learn which options are available to you for preventative maintenance and how you can implement them yourself.

### Learning goals:

- Tips for preventative maintenance on your robot

## Module 9: Case Handling

Does a part of your cobot need to be replaced or sent in for repair to make it fully functional again? Our goal is to achieve this in record time. In this module, you will learn how you can positively influence the processing time for warranty or service cases.

### Learning goals:

- Knowledge of the support processes and communication in cases of failure

## Module 10: Project Activities

Learning success is maximized by practically implementing knowledge that has been acquired. For this reason, this module consists of small projects that are carried out in teams of two.

### Learning goals:

- Calibration of a robot arm
- Data transfer
- Application check
- Logfile analysis
- Joint replacement e-Series



---

**Are you interested  
in our training courses?**  
We'd be delighted to advise you!

---

## Contact

---

Universal Robots A/S  
Energivej 25  
DK-5260 Odense S

T: +45 89 93 89 89  
[academy@universal-robots.com](mailto:academy@universal-robots.com)  
<https://academy.universal-robots.com/>

