

Rockwell Automation Technical Response Center

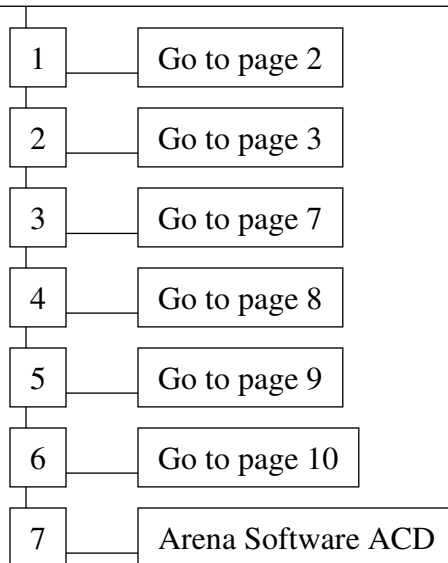
440.646.5800

Monday through Friday
8:00am to 5:00pm (local time zone)

Revised: March 31st, 2010

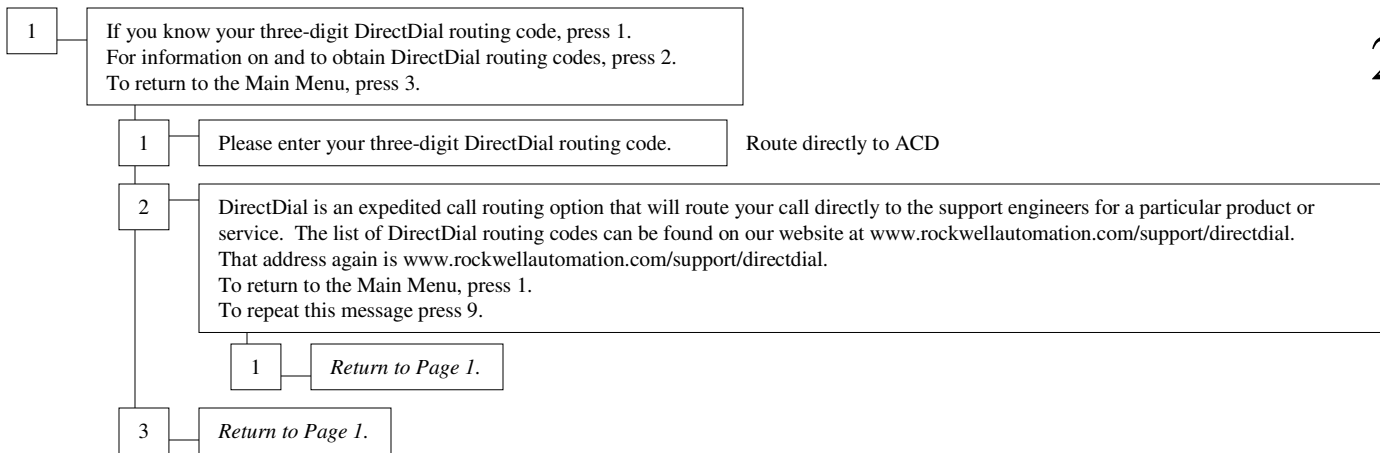
440.646.3434, Option 3
enters here →

Welcome to the Rockwell Automation Technical Response Center
Please listen carefully before making your selection.
You may make your selection at any time.
To enter your DirectDial routing code & for information on DirectDial, press 1.
For Allen-Bradley brand products, press 2.
For Rockwell Software brand products, press 3.
For Reliance Electric brand products, press 4.
For Dodge brand products, press 5.
For ICM, XM, and Entek brand products, press 6.
For Arena Software, press 7.
To repeat this menu, press 9.



Allen-Bradley • Rockwell Software

Rockwell
Automation



DirectDial

Branch



2 For Programmable Controllers, PLC-2, 3, & 5, SLC's, Logix, Guard PLC, Associated I/O, PanelView, Computer and Communications products, and Message Display products, press 1.
 For Standard Drives & Systems, such as Powerflex and 1336, but not including MotionServo or Spindle Drives, press 2.
 For Motion Control, Spindle, and Servo Drive products, press 3.
 For Industrial Control products, such as presence sensing, safety, pushbuttons, relays, contactors, starters, overload relays, or SMC's, press 4.
 For Low Voltage Motor Control Centers, press 5.
 For Medium Voltage Products, press 6.
 For 1734 Point I/O, 1738 Armor Point, and 1732 Armor Block products, press 7.
 For all other Allen-Bradley Brand products, press 8.
 To repeat this menu, press 9.

1 **CTI Authentication Application - then GOTO PAGE 6**

2 **Mequon Technical Support**

3 For ControlLogix Motion, press 1.
 For all servo & spindle drive/motor products, such as 2094 Kinetix 6000, 2098 Ultra 3000 or 5000, 8720, classic AC & DC servo drives and motors, press 2.
 For all 1394 Drive and Controls, S-Class, and Creonix, press 3.
 For CNC products, press 4.
 For Classic Control products, such as HSRV, HSTP1, and IMC, press 5.
 For Electro-Craft products, press 6.
 For Anorad Linear Motors, press 7.
 To repeat this menu, press 9.

1 **CLogix Motion ACD**

2 For all Kinetix, 2098 Ultra drives, and servo motors, press 1.
 For 1398 Ultra drives, press 2.
 For 8720 and legacy drives and motors, including: 1387, 1388, 1389, 1391, & 1392, press 3.
 To repeat this menu, press 9.

1 For all DeviceNet drives, press 1.
 For Ultra 5000 drives, press 2.
 For all other Kinetix and Ultra drives, press 3.
 To repeat this menu, press 9.

1 **Ultra DNet ACD**

2 **Ultra 5000 ACD**

3 **Lead Products ACD**

2 For DeviceNet drives, press 1.
 For 1398 DDM Ultra 100s, 200s with Ultra Master software, press 2.
 For 1398 PDM Ultra Plus with GML Ultra or IQ Master software, press 3.
 To repeat this menu, press 9.

1 **Ultra DNet ACD**

2 **Lead Products ACD**

3 **Ultra Plus/IQ ACD**

3 For 8720 Products, press 1.
 For AB Legacy products, such as: 1387, 1388, 1389, 1391, & 1392, press 2.
 To repeat this menu, press 9.

1 **8720 MC/SM ACD**

2 **Mequon Classic ACD**

3 **1394 / S Class ACD**

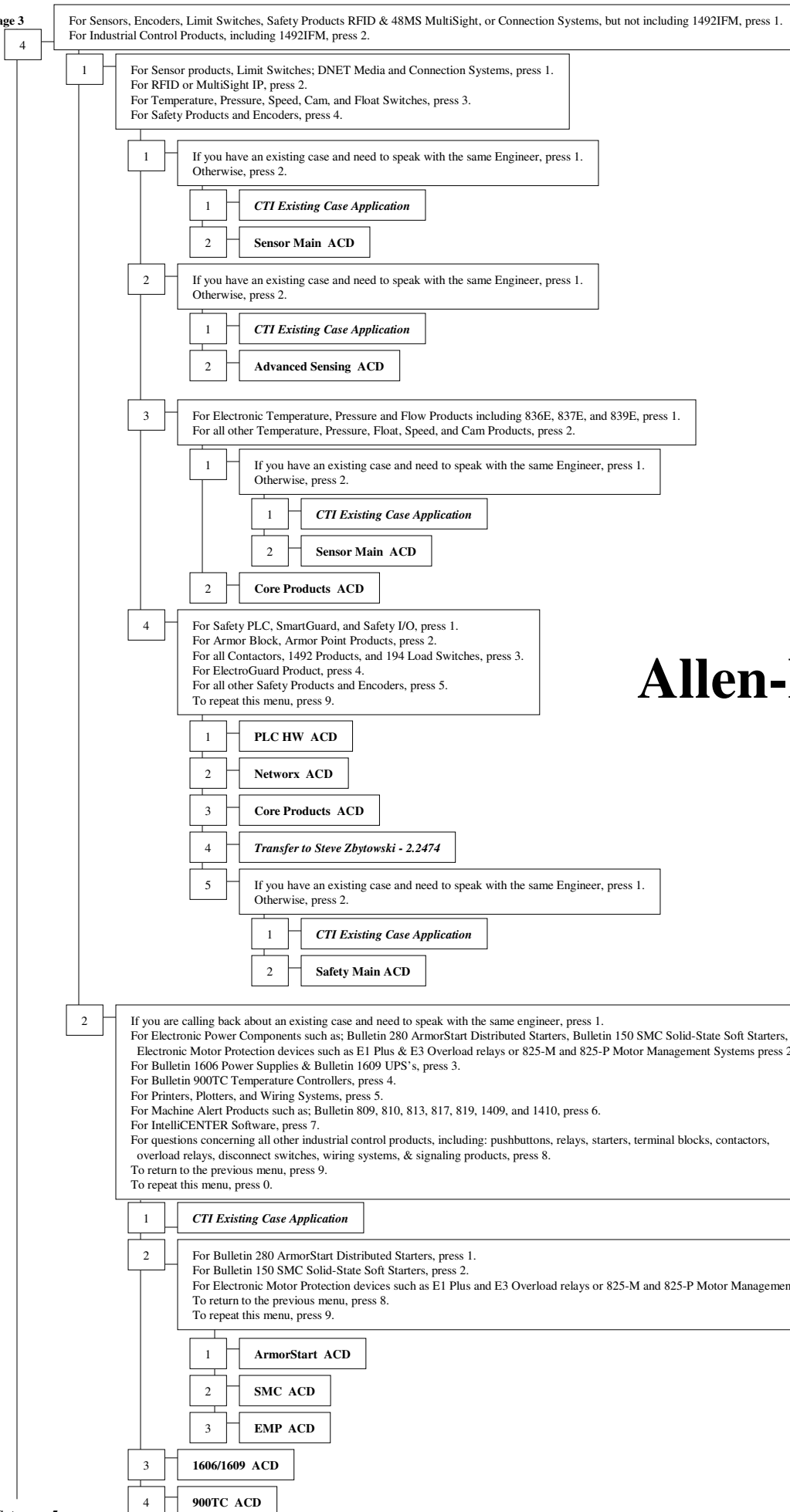
4 **CNC Motion ACD**

5 **IMC Motion ACD**

6 **ElectroCraft ACD**

7 **Transfer to 631.344.6600**

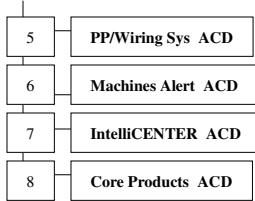
Allen-Bradley Branch



Allen-Bradley

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5

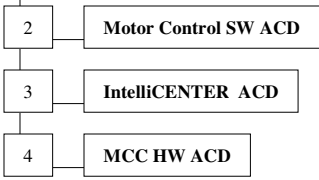
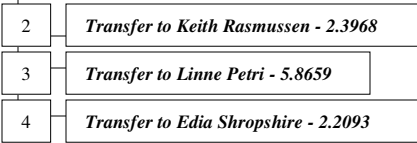
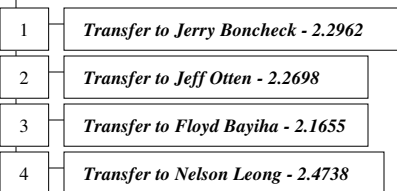
For Sales support, including: pricing, quotes, and other pre-ship order information, press 1.
 For Configurator Software, including: Center One and CIRCE, press 2.
 For DeviceNet or IntelliCENTER support, press 3.
 For Post-ship hardware technical support, renewal parts, price & availability, and warranty inquiries, press 4.

1

For Bulletin 2100 Motor Control Center Pricing, Quotations, or Agreements, Press 1.
 For Bulletin 2500 Motor Control Center Pricing, Quotations, or Agreements, Press 2.
 For Credits and Returns, Press 3.
 For other order related or other information, Press 4.

1

If you are in the Boston or St Louis region, Press 1.
 If you are in the Dallas, Charlotte, Cleveland, Asia, or Intercompany region, Press 2.
 If you are in the Nashville, Chicago, Detroit, or Latin American region, Press 3.
 If you are in the Seattle, Los Angeles, Milwaukee, Europe region, Press 4.

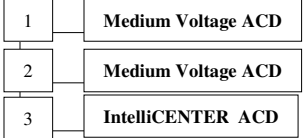


Allen-Bradley

Branch
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For Medium Voltage Drives, press 1.
 For Medium Voltage Starters and SMC's, press 2.
 For Medium Voltage DeviceNet MCC's and IntelliCENTER software, press 3.



7 - Networx ACD

8 - Call Agents ACD

Allen-Bradley Branch Continued

1 If you have an existing case number and need to speak with the same engineer, press 1.
 If you do not have a case number or would like to speak to the next available engineer, please select your product from the following menu.
 For SLC, MicroLogix, CompactLogix, PICO Controller, Communications, and their associated I/O products and applications, press 2.
 For PLC-2, 3 & 5, ControlLogix, FlexLogix, Guard PLC, Communications, and their associated I/O products and applications, press 3.
 For Modems or Computer Resident Communications Cards, such as PCMK, PCC, or PKTX, press 4.
 For Operator Interface and Display products, including Industrial Computers, press 5.
 For DeviceNet, ControlNet, Ethernet - including Stratix, Data Highway products, or ControlLogix Gateway and Bridges, press 6.
 For Process Logix products, press 7.
 For additional products, press 8.
 To repeat this menu, press 9.

1 Please enter your case number, followed by the pound sign. **CTI Application**

2 For SLC, MicroLogix, CompactLogix, Communications, and their associated I/O products and applications without Motion Control, press 1.
 For SLC applications specific to Motion I/O, press 2.
 For PreSale Support on SLC and MicroLogix, press 3.
 For PICO Controller and its associated I/O products and applications, press 4.
 For DataSite, press 5.

1 For SLC and MicroLogix Processors, Communications, and Instruction Set, press 1.
 For SLC and MicroLogix I/O, press 2.
 For CompactLogix, press 3

- 1 **SLC Hardware ACD**
- 2 **SLC I/O ACD**
- 3 **Compact HW ACD**

- 2 **IMC Motion ACD**
- 3 **PICO Controller ACD**
- 4 **PICO Controller ACD**
- 5 **DataSite ACD**

3 For PLC-2, 3, and 5, ControlLogix, FlexLogix, Guard PLC, Communications, & their associated I/O products & applications without Motion Control, press 1.
 For PLC applications specific to Motion I/O, press 2.
 For ControlLogix and CompactLogix applications specific to Motion I/O, press 3.

1 For PLC-2, 3, & 5, and 5/250 Processor, Communications, & Instruction Set, press 1.
 For PLC-2, 3, & 5, and 5/250 I/O, press 2.
 For ControlLogix, FlexLogix, & Guard Processor, Communications, & Instruction Set, press 3.
 For ControlLogix, FlexLogix, and Guard I/O, press 4.

- 1 **PLC Hardware ACD**
- 2 **PLC I/O ACD**
- 3 **CLogix HW ACD**
- 4 **CLogix I/O ACD**

- 2 **IMC Motion ACD**
- 3 **CLogix Motion ACD**

4 For Computer Resident Communication Cards, such as PCMK, PCC or PKTX, press 1.
 For RAD Kits, press 2.
 For 3rd Party modems or SCADA applications connected to Rockwell Automation PLC's, press 3.
 For modem drivers or help with a modem in your home computer, please contact your computer or modem manufacturer. Rockwell Automation does not manufacture or provide drivers for modems.
 To repeat this menu, press 9.

- 1 **Comms ACD**
- 2 **Networx ACD**
- 3 **Comms ACD**

5 For Message Display products, such as; InView, DTAM, Dataliner, and MessageView, press 1.
 For PanelView Plus or RSView Machine Edition, press 2.
 For PanelView Component products, press 3.
 For all other PanelView products, press 4.
 For Industrial Computer products, press 5.
 For all other products, press 6.
 To repeat this menu, press 9.

- 1 **MDSP ACD**
- 2 **RSView ME/PV+ ACD**
- 3 **PanelView Component ACD**
- 4 **PanelView ACD**
- 5 **Industrial Computer ACD**
- 6 **Networx ACD**

6 For DeviceNet products, press 1.
 For ControlNet products, press 2.
 For Ethernet products including Stratix, press 3.
 For Data Highway products, press 4.
 For ControlLogix Gateway and Bridges, press 5.
 For all other products, press 6.
 To repeat this menu, press 9.

- 1 **Networx ACD**
- 2 **PLC Hardware ACD**
- 3 For PLC5 or ControlLogix Ethernet, press 1.
 For SLC Ethernet issues, press 2.
 For Stratix, press 3.
 - 1 **PLC Hardware ACD**
 - 2 **SLC Hardware ACD**
 - 3 **Stratix ACD**
- 4 **Comms ACD**
- 5 **Comms ACD**
- 6 **Call Agents ACD**

7 **ProcessLogix ACD**

8 For part number, documentation, or firmware shipment information, press 1.
 For Reliance Electric brand AutoMax products, press 2.
 For 1403 Power Monitor products and RSPower32 products, press 3.
 For ICM, XM, & Entek brand products, press 4.
 For all other products, press 5.
 To repeat this menu, press 9.

- 1 **Parts and Documentation**
- 2 **AutoMax ACD**
- 3 **Power ACD**
- 4 **Entek ACD**
- 5 **Call Agents ACD**

3 Please listen carefully before making your selection.
 For Activation, Copy Protection, or Master Disk issues, press 2.
 If you have an existing case number and need to speak with the same engineer, press 3.
 Otherwise, press 4. **(CTI Authentication Application)**

2 **Activations ACD**

3 Please enter your case number, followed by the pound sign. **CTI - Previous Case Application**

4 In order to receive Technical Support you will be required to provide your software serial number.
 For Activation, Copy Protection, or Master Disk issues, press 1.
 For Ladder Logic Programming and Communications Software, press 2.
 For HMI and Communications Software, press 3.
 For Advanced Communications issues, such as: OPC, SDK, SCADA, Bridging, Multi-Hop messaging, and RSNetwox, press 4.
 For FactoryTalk Transaction Manager, RSSql, RSBizware, FactoryTalk Production Centre and FactoryTalk VantagePoint, press 5.
 For RSEnergyMetrics, press 6.
 For additional products, such as Arena, SoftLogix, Process Control, RSMACC, and FactoryTalk AssetCentre, press 7.
 To repeat this menu, press 9.

1 **Activations ACD**

2 For SLC Programming and Communication Software, such as; RSLogix 500, RSLinx, AI500, and APS, press 1.
 For PLC Programming and Communication Software, such as; WinLogic5, RSLogic5, RSLinx, AI5, and 6200, press 2.
 For RSLogix 5000 Programming and Communication Software for ControlLogix, press 3.
 For RSWire, press 4.
 For all other Logic products, press 5.
 To repeat this menu, press 9.

1 **SLC Software ACD**

2 **PLC Software ACD**

3 For RSLogix 5000 Programming and Communications Software used with ControlLogix or FlexLogix, press 1
 For RSLogix 5000 Programming and Communications Software used with CompactLogix, press 2.

1 **RS5000 ACD**

2 **Compact SW ACD**

4 **PLC Software ACD**

5 **PLC Software ACD**

3 For PanelView Plus or RSView Machine Edition, press 1.
 For PanelView Component products, press 2.
 For RSView Supervisory Edition & associated communications, press 3.
 For RSView 32 products, press 4.
 For RSPower 32 products, press 5.
 For all other PanelView products, press 6.
 For all other products, press 7.
 To repeat this menu, press 9.

1 **RSView ME/PV+ ACD**

2 **PanelView Component ACD**

3 **RSView SE ACD**

4 **HMI SW ACD**

5 **Power ACD**

6 **PanelView ACD**

7 **HMI SW ACD**

4 For DeviceNet, ControlNet, Ethernet or associated RSNetwox software, press 1.
 For FactoryTalk OPC or DDE communications, press 2.
 For SDK or Factory Talk communications, and all other Communications products, press 3.

1 **Netwox ACD**

2 For RSView related issues, press 1.
 For RSBizware, FactoryTalk Transaction Manager, or RSSql related issues, press 2.
 For RSBatch or other Process Software related issues, press 3.
 For non-Rockwell Automation data servers or clients, press 4.

1 **RSView SE ACD**

2 **Information Automation ACD**

3 **Process Software ACD**

4 **Comms ACD**

3 **Comms ACD**

Rockwell Software Branch

1
 5 For Historian SE and ME, or PlantMetrics, press 1.
 For FactoryTalk Transaction Manager or RSSql, press 2.
 For RSBatch, eProcedure, or MaterialTrack, press 3.
 For FactoryTalk ProductionCentre, press 4.
 For FactoryTalk VantagePoint, press 5.
 For all other products, press 6.

1 **Information Automation ACD**

2 **FactoryTalk Transaction Manager ACD**

3 **Process Software ACD**

4 **FactoryTalk ProductionCentre ACD**

5 **FactoryTalk VantagePoint ACD**

6 **Information Automation ACD**

6 **PEMS Appl. Support**

7 For Simulation Modeling products, such as Arena Software or RSTeststand, press 1.
 For Components Products, such as RSTools or RSData, press 2.
 For SoftAutomation or PC based controls, such as SoftLogix5800 or SoftLogix5, press 3.
 For Process Software Products, press 4.
 For RSMACC or FactoryTalk AssetCentre, press 5.
 For all other products, press 6.
 To repeat this menu, press 9.

1 For Arena Software, press 1.
 For RSTeststand, press 2.

1 **Arena Software ACD**

2 **RSWire ACD**

2 **Components ACD**

3 **SoftLogix ACD**

4 **Process Software ACD**

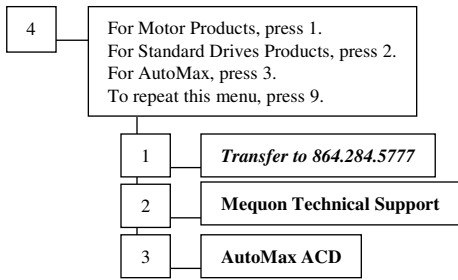
5 For Change Management Software, such as: RSMACC Server, FactoryTalk AssetCentre, RSVerification, RSSecurity Server, & the Archive module, press 1.
 For Network Health, press 2.
 For Enterprise Online Condition Monitoring, press 3.

1 **FactoryTalk AssetCentre ACD**

2 **Netwox ACD**

3 **Entek ACD**

6 **Activations ACD**



Reliance Electric

Branch



Dodge

Branch



Entek

Branch

