

Rockwell Automation Remote Support Services

DIRECT DIAL MENU

440-646-3434 Option 3 for Tech Support, Option 1 for Direct Dial. Option 1 to enter code

Direct
Dial
Code

Activation

Software activations, Copy protection

010

Controllers

ControlLogix, FlexLogix, RSLogix 5000, Safety Processor, Communications, Associated I/O and Instruction Set

100

CompactLogix, RSLogix 5000, Communications, Associated I/O and Instruction Set

101

PLC-2, 3, & 5, and 5/250 Processor, Communications & Associated Programming Software, I/O & Instruction Set

102

SLC 500, MicroLogix Processor, Communications & Associated Programming Software, I/O & Instruction Set

103

Pico Controller, Associated Software and Instruction Set.

104

Softlogix 5 & 5800, RSLogix 5000 Emulate, Communications, Programming Software, I/O and Instruction Set

105

Automax, Automate, Shark

106

Power Monitor, RSPower

107

RSTestStand

108

Process Logix

109

Visualization

FactoryTalk View SE, RSView SE

200

RSView 32

201

FactoryTalk View ME, RSView ME, PanelView Plus and PanelView Plus CE

202

PanelView Classic, Standard, Enhanced Terminals and PanelBuilder Software

203

PanelView Component

204

Message Displays

205

Industrial Computers and Monitors

206

NetLinx

DeviceNet, ControlNet, Ethernet Associated RSNetwork Software

300

RSLink Classic, RSLink Enterprise and Factory Talk Gateway

301

Communications Cards, 1784-PCM, PCD, PCC, PKTX, KT, KTX

302

Rockwell Automation Network Switches (Managed and Unmanaged)

303

Remote Access Dial-in Modems

304

Motion

ControlLogix Motion, Interface Cards and Associated Software.

400

Kinetix and Ultra Servo Drives and Motors and Associated Software (includes Ultra 3000, 100, 200)

401

Ultra Servo Drives with DeviceNet

402

Ultra 5000

403

1394, S-Class, GML Commander

404

CNC Motion 7100, 7300, 8200, 8400, 8600, Bandit, 9 Ser./PC9

405

Electrocraft Servo Drives and Motors

406

IMC Motion(121, 123, 110, ODS Software), HSRV, HSTP

407

AB Legacy Servo Drives (1387, 1388, 1391, 1392), 8720

408

1398 PDM Ultra Plus, IQ2000 / 5000 with GML Ultra and IQ Master Software

409

Anorad Linear Motors

410

Drives and Motors	
PowerFlex 70/700 - PF70, PF70EC, PF700VC	500
PowerFlex 4/40 - PF4, PF4M, PF40, PF40P, PF400	501
PowerFlex 755	502
Comm Networks - Drives with any communication module except the Cnet or any PF700S drive	503
AC Legacy -1302, 1329I, 1330, 1331, 1332, 1333, 1334, 1335, 1336(Classic), 1340, 1341, 1350, 1351, 1352, 161, 3400	504
AC Vector - 1336T (Force), 1336E (Impact)	505
Plus/Plus II - 1336S (Plus), 1336F (Plus II)	506
160/1305	507
700S	508
ControlNet - Drives with Cnet except the 700S	509
Application - Presales calls	510
DC Drives - 1395, 1397 and PFDC	511
Reliance	512
Medium Voltage	513
Motor Products	514

Data Management Software	
FactoryTalk AssetCenter, RSMacc,	600
RSBizware (Historian Classic, PlantMetrics, Scheduler)	601
FactoryTalk Historian SE	602
FactoryTalk Transaction Manager, RSSQL	603
FactoryTalk Batch, RSBatch, eProcedure, Material Track, Campaign Manager	604
FactoryTalk Production Centre	605
PMX	606
FactoryTalk VantagePoint	607

Integrated Condition Monitoring (Entek)	
XM, Enpac, Datapak Enwatch, Emonitor, Enshare, RSMACC Enterprise Online, 6600, Sensors	700

Industrial Control Components	
NEMA and IEC Motor Control Products (Contactors, Overload Relays, Starters, Pushbuttons, Terminal Blocks, Disconnect Switches, Transformers, Circuit Breakers, Control Relays and Timers)	800
Condition Sensing Switches (Pressure, Temperature, Float, Rotating Cam, and Speed Sensing)	801
Signaling Devices	802
Distributed Starters (Armorstart)	803
Solid-State Soft Starters (SMC's)	804
Electronic Motor Protection (E1 Plus and E3 Overload relays, 825-M and 825-P Motor Management Systems)	805
Power Supplies	806
Temperature Controllers (Bul. 900TC)	807
Machine Alert Products (Bul. 809, 810, 813, 817, 819, 1409, and 1410)	808
Sensors and Connection Systems	809
Safety	810
RFID / Multisight	811

Centerline Motor Control Centers	
Centerline Motor Control Centers Sales Support	900
Centerline Motor Control Centers Hardware Post-Sales Technical Support	901
Centerline Motor Control Centers Configuration Software (CIRCE or CenterOne)	902
Centerline Motor Control Centers DeviceNet or IntelliCENTER Software Support	903