

# 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 - Foundation Fieldbus	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

<b>Drives and Motors</b>	
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

<b>Data Management Software</b>	
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

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

<b>Industrial Control Components</b>	
NEMA and IEC Motor Control Products (Contactors, Safety 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

<b>Centerline Motor Control Centers</b>	
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