

LifecycleIQ™ Services Direct Dial Numbers

For customers with Active TechConnectSM and Integrated Service Agreement Support agreements

Call the Rockwell Automation U.S. Customer Support Center:

1.888.382.1583 (toll free) or **1.440.646.3434**

Monday through Friday from 8:00am to 6:00pm ET.

1 Select **Option 3**
Technical Support

2 Select **Option 5**
More options

3 Enter the **three digit code**
from the tables below.

For online technical support:
rockwellautomation.com/knowledgebase

| DIAL MENU | DIRECT |
|---|--------|
| PACKAGED SOLUTIONS | |
| RAPID Line Integration™ | 007 |
| PLANTPAX | |
| PlantPax® | 008 |
| ACTIVATION | |
| Software Activations, Copy Protection, Software Download Issues | 010 |
| CONTROLLERS | |
| ControlLogix®, FlexLogix™, Safety Processor, Communications, Associated I/O and Instruction Set | 100 |
| CompactLogix™, Communications, Associated I/O and Instruction Set | 101 |
| PLC-2®, PLC-3® and PLC-5®, and PLC-5/250 Processor, Communications, I/O and Instruction Set | 102 |
| SLC™ 500, MicroLogix™ Processor, Communications, Associated I/O and Instruction Set | 103 |
| Pico™ Controller, Associated Software and Instruction Set | 104 |
| SoftLogix™ 5 and 5000, Associated Programming Software, I/O and Instruction Set | 105 |
| AutoMax®, AutoMate (for drives see Reliance Electric) | 106 |
| PowerMonitor™, RSPower™ (1414 Sensors, 1402 and 1407 Modules, 1411 Current Transformers) | 107 |
| RSTestStand™ | 108 |
| ProcessLogix™ | 109 |
| Micro800® Hardware | 110 |
| RSLogix 5000®, 500 & 5 installation and fatal errors | 111 |
| Connected Components Workbench™ | 112 |

| DIAL MENU | DIRECT |
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| VISUALIZATION | |
| FactoryTalk® View SE, RSView® SE, RSView® 32, and FactoryTalk Linx Gateway | 200 |
| ThinManager® | 201 |
| FactoryTalk® View ME, RSView® ME, PanelView™ Plus Graphic Terminals, Studio 5000 View Designer® and PanelView™ 5500 | 202 |
| PanelView™ Classic, Standard, Enhanced Terminals and PanelBuilder™ Software | 203 |
| PanelView™ Component and PanelView™ 800 | 204 |
| Message Displays | 205 |
| Industrial Computers and Monitors | 206 |
| NETLINX | |
| DeviceNet, ControlNet, EtherNet/IP and Associated RSNetWorx™ Software | 300 |
| RSLinx® Classic, RSLinx® Enterprise and FactoryTalk Linx | 301 |
| 1784 Communications Cards, Remote Access Dial in Modems, 9300-USBS | 302 |
| Stratix® Network Switches, 9300-ENA | 303 |
| MOTION | |
| ControlLogix Motion, Interface Cards and Associated Software | 400 |
| Kinetix® Servo Drives and Motors and Associated Software (includes Ultra 3000) | 401 |
| 1394, S-Class, GML™ Commander | 404 |
| CNC™ Motion 8500, 8520, 9230, 9240, 9260, 9290, 9440, 9 Series | 405 |
| IMC Motion (121, 123, 110, ODS Software), HSRV, HSTP | 407 |
| Allen-Bradley® Legacy Servo Drives (1326, 1387, 1388, 1391, 1392, 1398), 8720 | 408 |
| Anorad® Linear Motors and iTrak® Support, MagneMotion® | 410 |

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| DRIVES AND MEDIUM VOLTAGE PRODUCTS⁽¹⁾ | |
| Current Architecture-Class Drive Products - PowerFlex [®] 70, 700, 700S, 700L, 753, 755, 755TL/TR/TM and 755 On-Machine drives, power conditioning products, drive communications, DriveExecutive [™] , DriveExplorer [™] , Connected Components Workbench [™] Software, MegaDySC [®] 1608M, MiniDySC [®] 1608N, SCR Bus Supply and ProDySC [®] 1608P | 500 |
| Compact AC Drive Products PowerFlex [®] 4M/4, 40/40P, 400 drives PowerFlex [®] 523/525/527 drives ArmorStart [®] Controllers (290, 291, 294, 280, 281, 284) ArmorConnect [®] Media (280-PWRM) Power Conditioning Products Connected Components Workbench [™] Software | 501 |
| AC Legacy drives - PowerFlex [®] 700H, 700AFE, 160, 1305, 1336 (Classic), 1336E (IM/PACT [®]), 1336F (Plus II), 1336R (Regen), 1336S (Plus), 1336T (FORCE [™] Technology), 1336Z | 504 |
| DC Legacy drives - 1395, 1397 | 510 |
| PowerFlex [®] DC drives | 511 |
| Reliance Electric [™] - LiquiFlo and Standard Drives | 512 |
| Medium Voltage - PowerFlex [®] 7000, PowerFlex [®] 6000 and 1557 [™] Drives, 1500 Contactors and Soft Starters, 857 and 865 Feeder/Motor Protection Relay, OneGear [™] Controllers, 1591 Load Break Switches, PowerBrick [™] Technology | 513 |
| DATA MANAGEMENT SOFTWARE | |
| FactoryTalk [®] AssetCentre, RSMACC [™] | 600 |
| RSBizWare [™] (Historian [™] Classic, PlantMetrics [™] , Scheduler [™]) | 601 |
| FactoryTalk [®] Historian SE | 602 |
| FactoryTalk [®] Transaction Manager, RSSql [™] | 603 |
| FactoryTalk [®] Batch, RSBatch [™] , eProcedure [®] , MaterialTrack [™] | 604 |
| Manufacturing Execution Systems (MES) | 605 |
| PMX - MES, CTM | 606 |
| FactoryTalk [®] VantagePoint [®] | 607 |
| FactoryTalk [®] Edge Gateway | 610 |
| INTEGRATED CONDITION MONITORING (ENTEK[®]) | |
| XM [®] , Enpac [®] , Datapac [®] , Enwatch [®] , Emonitor [®] , Enshare [®] , RSMACC Enterprise Online, Vibration Sensors, Dynamix [™] Data Collectors, Accelerometers, Eddy Current Probes | 700 |

(1) Real-time remote assistance with the Live View Support[™] Tool available

ADDvance, Allen-Bradley, Anorad, ArmorBlock, ArmorConnect, ArmorStart, AutoMax, CenterONE, CENTERLINE, CIRCE, CNC, CompactLogix, Connected Components Workbench, ControlLogix, Datapac, DriveExecutive, DriveExplorer, Dynamix, Emonitor, Enpac, Enshare, eProcedure, Entek, Enwatch, FactoryTalk, Flex I/O, FlexLogix, FORCE, GML, Historian, IM/PACT, IntelliCENTER, iTrak, Kinetix, LifecycleIQ, MagneMotion, MachineAlert, MaterialTrack, MegaDySC, Micro800, MicroLogix, MiniDySC, MultiSight, OneGear, OptiSIS, PanelBuilder, PanelView, Pico, PlantMetrics, PlantPAX, PLC-2, PLC-3, PLC-5, Point I/O, PowerBrick, PowerControl Builder, PowerFlex, PowerMonitor, ProcessLogix, ProductionCentre, ProDySC, RAPID Line Integration, Reliance Electric, RSBatch, RSBizware, RSLinx, RSLogix, RSMACC, RSNetWorx, RSPower, RSSql, RSTestStand, RSView, RSView, Scheduler, SLC, SMC, SoftLogix, Stratix, Studio 5000 View Designer, TechConnect, Trusted, Ultra, VantagePoint and XM are trademarks of Rockwell Automation, Inc.

ControlNet, DeviceNet and EtherNet/IP are trademarks of ODVA, Inc.

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| PROCESS SAFETY | |
| ADDvance [®] Control System, Trusted [®] Control System, OptiSIS [®] Solution | 750 |
| LOW VOLTAGE INDUSTRIAL CONTROL COMPONENTS | |
| Contactors and Starters, Pushbuttons, Terminal Blocks, 700 Relays and Timers, Circuit Breakers, Disconnect Switches, 1497 Transformers, 4983 Surge Protection | 800 |
| Condition Sensing Switches (Bul. 836-840 Mechanical Pressure, Temperature and Float, 808 Speed, 803 Rotating Cam Switches) | 801 |
| Signaling Alarms, Beacons, Horns and Lights (Bul. 854, 855) | 802 |
| 150-154 SMC [™] Smart Motor Controllers and 156 Solid-State Contactors | 804 |
| Electronic Motor Protection (E1 and E3 Plus, E300, 825 Overload Relays, 193-DNENCAT, 2100-ENET EtherNet Comm Modules, 1608 Voltage Sag Monitors) | 805 |
| 1606 and 1607 Power Supplies, 1609 Uninterruptible Power Supply, 1492 Printer/Plotter and IFM Modules | 806 |
| 900TC Temperature Controllers, 931 Conditioners, 937 Intrinsic Safety Modules | 807 |
| Motor Protection Relays (Bul. 809-819, 1409) and Motor Winding Heaters (Bul. 1410) | 808 |
| Limit, Photoelectric and Proximity Switches, Connection Systems and Media | 809 |
| Safety Mats (Bul. 440, 442), Relays and Switches, Laser Scanners, Encoders (Bul. 842-847) | 810 |
| Advanced Sensing (54RF, 55RF, 56RF RFID Tags, MultiSight [™] Sensors) | 811 |
| Hazardous Location Applications | 812 |
| 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 [™] , CenterONE [®] or PowerControl Builder [™]) | 902 |
| CENTERLINE Motor Control Centers DeviceNet, EtherNet or IntelliCENTER [®] Software Support | 903 |