## TechConnect Support Direct Dial Numbers

For customers with Active TechConnect℠ Support contracts

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.

### DIAL MENU | DIRECT
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**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
| RSLinx 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 | 200
| ThinManager® | 201
| FactoryTalk® View ME, RSView® ME, PanelView™ Plus Graphic Terminals, Studio 5000 View Designer® and PanelView™ 6500 | 202
| PanelView™ Classic, Standard, Enhanced Terminals and PanelBuilder™ Software | 203
| PanelView™ Component and PanelView™ 800 | 204
| Message Displays | 205
| Industrial Computers and Monitors | 206

### DIAL MENU | DIRECT
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**NETLINX** | DeviceNet, ControlNet, EtherNet/IP and Associated RSNetWorx™ Software | 300
| RSLinx® Classic, RSLinx® Enterprise and FactoryTalk Gateway | 301
| 1784 Communications Cards, Remote Access Dial in Modems, 9300-USBS | 302
| Stratix® Network Switches, 9300-ENA | 303
| 1732 ArmorBlock® I/O, 1734 POINT I/O (not including safety modules) | 304

### 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
DRIVES AND MEDIUM VOLTAGE PRODUCTS


Compact AC Drive Products
PowerFlex® 4M/4, 40/40P, 400 drives
PowerFlex® 525/525/527 drives
ArmorStart® Controllers (290, 291, 294, 280, 281, 284)
ArmorConnect® Media (280-PWRM)
Power Conditioning Products
Connected Components Workbench™ Software

AC Legacy drives - PowerFlex® 700H, 700AFE, 160, 1305,
1336 (Classic), 1336E (IM/PACT®), 1336F (Plus II), 1336R (Regen), 1336S (Plus), 1336T (FORCE™ Technology), 1336Z

DC Legacy drives - 1395, 1397
PowerFlex® DC drives
Reliance Electric™ - LiquiFlo and Standard Drives
Medium Voltage - PowerFlex® 7000, PowerFlex® 8000 and 1557™ Drives, 1500 Contactors and Soft Starters, 857 and 865 Feeder/Motor Protection Relay, OneGear™ Controllers, 1591 Load Break Switches, PowerBrick™ Technology

DATA MANAGEMENT SOFTWARE

FactoryTalk® AssetCentre, RSMACC™
RSBizWare™ (Historian™ Classic, PlantMetrics™, Scheduler™)
FactoryTalk® Historian SE
FactoryTalk® Transaction Manager, RSSql™
FactoryTalk® Batch, RSBatch™, eProcedure®, Material-Track™
Manufacturing Execution Systems (MES)
PMX – MES, CTM
FactoryTalk® VantagePoint®

INTEGRATED CONDITION MONITORING (ENTEK®)

XM®, Enpac®, Datapac®, Enwatch®, Emonitor®, Enshare®, RSMACC Enterprise Online, Vibration Sensors, Dynamix™ Data Collectors, Accelerometers, Eddy Current Probes


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