Regardless of your business goals, TechConnect™ can help you unlock the potential of your operation. Using the valuable tools packaged with every TechConnect contract and our team of trained experts, you have ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

**For More Information**

For TechConnect Support Direct Dial Numbers


To Chat With Our Engineers

Go to: [http://www.rockwellautomation.com/global/support/americas/us.page#tab3](http://www.rockwellautomation.com/global/support/americas/us.page#tab3)

---

**Standard Products**

*Support is provided for all products listed within a product family.*  
(e.g., Automation Control)

**Automation Control**

Programmable Controllers — Compact GuardLogix®, CompactLogix™, ControlLogix® (1756 Family), GuardLogix®, MicroLogix™, SLC™ 500, SmartGuard™ 600, SoftLogix™ 5800, Pico™ Controller and PicoSoft (1760 Controllers)

Operator Interface — DTAM™ 2707, Industrial Computer, InView™, PanelView 5500, PanelView Plus, MobileView™ (Only includes 2711T)

Distributed I/O — Block I/O™, Expansion I/O, Flex™ I/O, POINT I/O™ and Remote I/O

Networks — ControlNet, DeviceNet, DH+™, DH-485, EtherNet/IP, RSLogix® Lite, RSNetWorx™, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

Networks Security & Infrastructure — Stratix® switches

Sensors & Switches — RFID

Related Software — RSEmulate™, RSLadder™, RSLogix™, Studio 5000™, FactoryTalk® View ME

Condition Monitoring — Integrated Machine Condition Monitoring (Including 1444)

Power Monitors — PowerMonitor™ 500, PowerMonitor 1000 and PowerMonitor 5000

Power Energy — RSPower™

**Drives and Starters**

2362Q 700 Common Bus, 2362S 7005 Common Bus, ArmorStart®, PowerFlex® Series, including PowerFlex 755T

Medium Voltage Drives — 1500-1599

**Medium Voltage Drives**

857, 865, 1500-1599, 1900-1999, 7000A-RPDTD, 7000L-RPDTD, 7000L-R18TX, 7000A-RPTX, 7000L-RPTX, 7000A-RPTXI, 7000-RPTX, 7000-R18TX, 7000-RPTXI, 7760, 7761, 7762, 7703

**Industrial Motion Control**

Rack-Based Motion Products — ControlLogix Motion (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02 and 1758M04SE)

Servo Drives and Motors — Integrated Drive Module (IDM), Kinetix® Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500 and 7000), Ultra™ 3000 (2098DSO) and Kinetix VP and MP-Series™ Motors (Rotary and linear motor families)

Programming Software — MotionView, RSLogix Motion Commands, UltraWARE

**Component Class**

Outside North America:

- Complimentary call-back support available with one business day response time 24x7
- Telephone or chat support available 8:00am to 5:00pm or 24x7 with support agreement
Component Class, cont.

In North America:
- Complimentary support available 8:00am to 5:00pm
- Support agreement required for 24x7 support

Computer & Operator Interface – PanelView Component and PanelView 800
Industrial Control Products
Motor Control Center – IntelliCENTER® (Low Voltage MCC)
Programmable Controllers – Micro800® Control Systems
Safety, Sensors, Connection System Business Products
Software – Connected Component Workbench Software

Process Safety
Requires a Process Safety Support contract. No toolkit support.
AADvance®, OptiSIS®, Standard 9000 (Euro9000 and Euro FP) and Trusted®

ESAFE
Condition Monitoring – Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

RAPID
RAPID Line Integration™

Advanced Software
Support is provided for each software package you select within a family (e.g., FactoryTalk View)

HMI/Communication
FactoryTalk Gateway, FactoryTalk View SE, FactoryTalk ViewPoint, RSLinx Classic (Single Node, OEM, Gateway), RSView® 32 Works and Runtimes

Information
FactoryTalk AssetCentre, FactoryTalk Historian, FactoryTalk PlantMetrics (formerly RSBizWare® PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql®), FactoryTalk VantagePoint, FactoryTalk ViewPoint, RSMACC™ Server and FactoryTalk Analytics®

Application
RSJunctionBox™, RSLogix Frameworks and RSTrainer®

Process
eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), FOUNDATION Fieldbus®, MaterialTrack, PlantPAx® and Profibus PA Fieldbus (1788 Line)

Power Energy
FactoryTalk EnergyMetrix

Mobility
FactoryTalk TeamONE (Email support only)

Legacy Products
Support is provided for each software package you select within a family (e.g., FactoryTalk View). Legacy products will only be supported Monday through Friday 8:00am to 5:00pm.

Hardware
Programmable Controllers – FlexLogix™, GuardPLC™, PLC-5® and 1755
Operator Interface – PanelBuilder® 32, 2711 PanelView 1400, PanelView 1400E and 2711 PanelView Standard
Power Monitor – PowerMonitor 1400 Series (1400, 1403, 1405)
Motion Products – Ultra 5000 (2098IPD), Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM)
Allen-Bradley Drives and Starters – 160, 1305 Configured Drive, 1305 Standard Drive, 1336 Classic AC Drive and Accessories, 1336 Dynamic Braking Units and Chopper Modules, 1336 FORCE™ (1336T), 1336 FORCE Series A, 1336 VT, 1336E, 1336F PLUS™ (A-C Frames), 1336F PLUS II Standard Drive, 1336 PLUS (D-G Frames), 1336R Regen, 1336S, 1336T, 1336Z Spider Drive, 1395 Digital DC and 1397 Digital DC, PowerFlex 700H, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000
Reliance Electric Standard – DC (old line), FlexPak AC and GV3000/SE
Reliance Electric Standard Drives – SP600, DC1, DC2, DC3, FlexPak Plus – Single Phase, GV3000, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and VTAC 7 & 9
Application – Automation Desktop®
Networks – 1785-KE, 1761-NET-DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTC5/ KTCX15/KTX2/KTXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMK5)
Process — FOUNDATION Fieldbus (1757 FFLD)
Rack-Based Motion Products — SLC™ Motion (1746-HSRV, 1746-HSTP)
Servo Drives and Motors — 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500

Software
Programming Software — GML™ Commander and Ultra Master
Related Software — Change Management & Network Health and RSGuardian™

Products Not Under Support
Support is not provided for each family below.

Automation Control
HMI/Communication — INTERCHANGE™
Programmable Controllers — RSCompanion, All DOS-Based Programming Software (Al Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator™, Automax® PLC, PLC (1774/1778, 2, 3, 4, 5/250), Programming Terminals (1770T1, T2, T3, T4, 1784, T4S, T47 and T50), SLC 100/150, SLC 500 I/O (HSRV, BTM, QS, QV), DataSite™, 2760-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-CA, 1785-KA, 1785-VME, ControlNet 1.25 (Including 1794-ACN and 1771-ACN), 1756HP (Not including 1756HP-TIME), VAX/VMS, Proset, and RSPocketLogix
Operator Interface — Dataliner™ 2706, DTAM (Excludes 2707), PanelBuilder® 1200, 2711 PanelView 1200, MobileView 2727, 1784-T30 and RediPANEL™ (2705, 2706, 2707)
Networks — 6001-NET, IOLinx, AdaptaScan, 2755, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD)
Application — RSWire

Drives & Starters
Reliance Electric Standard — GP1000, GP1200, GP1500, GP2000, GV3000 (1-60 HP, 75-150HP and 200-400HP), LiquiFlo, SP100, SP120, SP200, VVI, VSM500, VIVC 3 & 5 and Webpack 3000
Reliance System Drives — AutoMate®, AutoMax® 3 Card Set, AutoMax Field Regulator 3, AutoMax Generic 3, AutoMax RRC Support 3, DC55000 3, SC3 3, SA30000 3, SA31000 3, SA5000 3, SB30000 3, SF3000 3

Industrial Motion Control
Motion Products — 1771-QA/QB/QC, Electro-Craft Brand Products (IQ 2000, IQ 5000, IQMaster Software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100) and PLC (IMC 120, 121, 123) and SLC (IMC 110) & ODS™ Software
CNC Products and Programming Software — Fast Track, 7100, 7300, 8200, 8400, 8600, All 9 Series Controllers (including 8500, 8520, 92XX and 9400), Bandit and Machine Pro

Advanced Software
ControlView™ Builder, AdvisorPC™, ControlView, RSView for Windows, RSTools, ControlView for Windows, DH+™ Driver, DH485 and WINtelligent™ Series (WINtelligent View, WINtelligent Linx)

Process
ProcessLogix™ and ProcessPak5™

Application
RSData™ and RSLinx C SDK

HMI/Communication
RSView

Information
FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler)

1 Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.
2 Support for this product beings in late 2017.
3 Supported by the Rockwell Automation Global Solutions unit - See http://ab.rockwellautomation.com/
4 1788 Lines are included with the exception of 1788-CN2FF. RSFieldBus™ Software is also under support.
**TechConnect Support Options**

<table>
<thead>
<tr>
<th>Self-Assist Support</th>
<th>SOFTWARE MAINTENANCE I</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Software update downloads</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ONLINE SUPPORT CENTER ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Support*</th>
<th>REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard product and programming software / Telephone and live chat support available in 20+ languages / Remote desktop troubleshooting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAINING ADVISOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>An online assessment tool to help you determine the knowledge of your workforce and to build a tailored training plan</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SOFTWARE MAINTENANCE II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software update media / Emergency software replacement</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENIUS WEBINARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extend and apply knowledge gained via access to on-demand library of online technical seminars</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>System Support*</th>
<th>REAL-TIME, SYSTEM-LEVEL SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADVANCED ENGINEERING EXPERTISE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single point of contact from our experienced system-level engineers with proactive call follow up</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application Support*</th>
</tr>
</thead>
<tbody>
<tr>
<td>REAL-TIME APPLICATION-LEVEL SUPPORT</td>
</tr>
<tr>
<td>Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SURVEILLANCE AND ALARMING OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device and / or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPLICATION-LEVEL ADMINISTRATION OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency backup / Performance tuning / Guaranteed field service call-out</td>
</tr>
</tbody>
</table>

* Optional 24x7x365 upgrade

**NOTE:** You may select different TechConnect Support service levels for different areas of your plant or application. Please contact your local Rockwell Automation sales representative or distributor for details.

---

Rockwell Automation, Inc. (NYSE:ROK), the world’s largest company dedicated to industrial automation, makes its customers more productive and the world more sustainable. Throughout the world, our flagship Allen-Bradley® and Rockwell Software® product brands are recognized for innovation and excellence.

---

www.rockwellautomation.com

**Power, Control and Information Solutions Headquarters**

- Americas: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA. Tel: (1) 414.382.2000, Fax: (1) 414.382.4444
- Europe/Middle East/Africa: Rockwell Automation NV, Pegasus Park, De Klodelaan 12a, 1831 Diegem, Belgium. Tel: (32) 2 663 0600, Fax: (32) 2 663 0640
- Asia Pacific: Rockwell Automation, Level 14, Cose E, Cyberport 3, 100 Cyberport Road, Hong Kong. Tel: (852) 2887 4788, Fax: (852) 2508 1846