

# TechConnect<sup>SM</sup> Support Direct Dial Numbers

## Instructions

Rockwell Automation customers can reach technical support engineers at the Rockwell Automation U.S. Customer Support Center by dialing

**(TOLL FREE) 1-888-382-1583 or 1-440-646-3434\***

Select Option 3 (Technical Support), then select Option 5 (More Options).  
When prompted, enter the appropriate three digit code from the tables below.

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

For online technical support:

[www.rockwellautomation.com/knowledgebase](http://www.rockwellautomation.com/knowledgebase)

### DIAL MENU

PACKAGED SOLUTIONS	
RAPID Line Integration™	007
PLANTPAX	
PlantPAX®	008
ACTIVATION	
Software Activations, Copy Protection, Software Download Issues	010
TRAINING ADVISOR	
Training Advisor	080
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
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### DIRECT

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Stratix™ Network Switches, 9300-ENA	303
1732 ArmorBlock® I/O, 1734 POINT I/O (not including safety modules)	304

<b>MOTION</b>	
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
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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	410

<b>DRIVES AND MEDIUM VOLTAGE PRODUCTS</b>	
Current Architecture Products - 7 series drives such as PowerFlex® 70/700, PowerFlex® 753/755, and PowerFlex® 700S, drive communications, DriveExecutive™ and DriveExplorer™	500
Current Compact Products - 4 series drives such as PowerFlex® 4, PowerFlex® 40, PowerFlex® 40P, PowerFlex® 400, and 5-series drives such as PowerFlex® 523 and PowerFlex® 525, ArmorStart® Controllers (280-284) and ArmorConnect® Media (290-294)	501
AC Legacy drives - PowerFlex® 700H, 160, 1305, 1336 (Classic), 1336E (IM/PACT®), 1336F (Plus II), 1336R (Regen), 1336S (Plus), 1336T (FORCE™ Technology), 1336Z, 1352 (Series A, B, or C)	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

<b>DATA MANAGEMENT SOFTWARE</b>	
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
FactoryTalk® ProductionCentre®	605
PMX - MES, CTM	606
FactoryTalk® VantagePoint®	607

<b>INTEGRATED CONDITION MONITORING (ENTEK®)</b>	
XM®, Enpac®, Datapac®, Enwatch®, Emonitor®, Enshare®, RSMACC Enterprise Online, Vibration Sensors, Dynamix™ Data Collectors, Accelerometers, Eddy Current Probes	700

<b>PROCESS SAFETY</b>	
ADDvance® Control System, Trusted® Control System, OptiSIS® Solution	750

<b>LOW VOLTAGE INDUSTRIAL CONTROL COMPONENTS</b>	
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

<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™, CenterONE® or PowerControl Builder™)	902
CENTERLINE Motor Control Centers DeviceNet, EtherNet or IntelliCENTER® Software Support	903

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Publication GMSC-QR003L-EN-P – March 2017  
Supersedes publication GMSC-QR003K-EN-P – February 2017