

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:

<https://rockwellautomation.custhelp.com/app/phone>

DIAL MENU	DIRECT
PACKAGED SOLUTIONS	
RAPID Line Integration™	007
INDUSTRY SOLUTIONS	
PlantPAX® and RapidLaunch	008
ACTIVATION	
Software Activations, Copy Protection, Software Download Issues	010
CONTROLLERS	
ControlLogix®, FlexLogix™, GuardLogix®, Communications, Associated I/O and Instruction Set	100
CompactLogix™, Compact GuardLogix®, Communications, Associated I/O and Instruction Set	101
PLC-5®, Communications, I/O and Instruction Set	102
SLC™ 500, MicroLogix™ Processor, Communications, Associated I/O and Instruction Set	103
SoftLogix™ 5 and 5000, Associated Programming Software, I/O and Instruction Set	105
PowerMonitor™ 500, 1000, and 5000, 1411 Current Transformers	107
Micro800® Hardware	110
Installation and software-generated error support: Studio 5000®, Logix Designer application, RSLogix 5000®, 500 and 5. RSLinx® Classic and RSNetWorx™	111
Installation ONLY support: FactoryTalk® View Machine Edition	
Connected Components Workbench™	112
VISUALIZATION	
FactoryTalk® View SE, RSView® SE, RSView® 32, and FactoryTalk Linx Gateway	200
ThinManager®	201

DIAL MENU	DIRECT
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

DIAL MENU	DIRECT
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

AADvance, Allen-Bradley, Anorad, ArmorBlock, ArmorConnect, ArmorStart, 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, GuardLogix, GML, Historian, IM/ PACT, IntelliCENTER, iTrak, Kinetix, LifecycleIQ, MagneMotion, MachineAlert, MaterialTrack, MegaDySC, Micro800, MicroLogix, MiniDySC, MultiSight, OneGear, OptiSIS, PanelBuilder, PanelView, PlantMetrics, PlantPAX, PLC-2, PLC-3, PLC-5, Point I/O, PowerBrick, PowerControl Builder, PowerFlex, PowerMonitor, ProductionCentre, ProDySC, RAPID Line Integration, Reliance Electric, RSBatch, RSBizWare, RSLinx, RSLogix, RSMACC, RSNNetWorx, RSPower, RSSql, 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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DIAL MENU	DIRECT
PROCESS SAFETY	
AADvance® 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