

# The Service & Support portal - All technical information to support the customer

## Service & Support

### The new functions of the S&S portal

The screenshot shows the Siemens Service & Support portal interface. The main navigation bar includes 'International', 'Automation and Drives', and language options. The secondary navigation bar lists 'Home', 'Product Support', 'Applications & Tools', 'Services', 'Information', and 'Forum'. A search bar and a 'world-wide support' dropdown are also visible. The main content area features 'Support news' and 'Browse Support Documents'. The callout boxes provide detailed lists of functions for each main category:

- Product Support**
  - A&D Products
  - FAQs, Downloads
  - Manuals, Updates
  - Approvals, Certificates
- Application & Tools**
  - A&D Solutions
  - Applications & Samples
  - Configurations & Sets
  - Demonstration Systems
  - Tools .....
- Services**
  - A&D Services
  - Technical Support
  - Technical Consultant
  - Spare parts & Repairs
  - Service on site...
- Information**
  - A&D Information
  - Brochures & Foils
  - Events
  - Automation Value Card
  - INFO Service ....
- Forum**
  - A&D "Customer Stage"
  - Customer - Enquiries
  - Customer - Responds
  - Service Experience
  - Tips .....

Link: <http://support.automation.siemens.com/>

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## Service & Support

## The new functions of the S&S portal

**SIEMENS** → siemens.com Intranet

International → Automation and Drives

Automation and Drives  
Service & Support

Corporate Information →

**Support news**

- Replacement for 3RT1636-1 AV01
- What is the meaning of the parameters that are available
- Sales and delivery release of the laser sensors SIMATIC
- SIMODRIVE 611 insulation voltage, VPM

**Self-help**

**Search Product Support Documents**

Enter your specific product information below to quickly extract the latest related entries from our global database.

Product Name or Part Number

Search Text (key words)

... system interaction and connectivity  
... questions, click below for application examples, samples, demonstration systems and more:  
→ [Application & Tools](#)

**Support by experts worldwide**

**Technical Forum**

View existing conversations and talk to other users about specific product applications and issues. Please note that you will need to Login to actively participate.

[Now start your discussion with other users](#)

**Ask the Siemens expert**

Send your question directly to a Siemens technical support expert via our online Support Request:

→ [Support Request](#)

**Our service offer**

**Repairs, spare parts and consulting**

Our Service products are designed to meet your support needs for the entire life cycle of your installation:

- [Spare parts and repairs](#)
- [Service on-site](#)
- [Optimization and modernization](#)
- [Technical consulting](#)
- [Configuring and Software engineering](#)
- [Technical Support](#)

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**Contact**

- ← Contacts worldwide
- Field Service
- Spare parts

**Help**

- ← Online Help
- ← Guided Tour

**Automation Value Card**

service

Automation & Drives **SIEMENS**

- Info on the AV Card

**User view**

- Intranet

When an MLFB (6SE6440) and a key word (AOP) are entered, then under Product Support (FAQ) as well as under Application & Tools, a search is made for the appropriate articles.

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## Service & Support

**SIEMENS** → siemens.com Intranet

International → Automation and Drives Deutsch | Français | Italiano | Español | 中文

Contact | Sitemap

Automation and Drives Service & Support

Home | **Product Support** | Applications & Tools | Services | Information | Forum

Corporate Information

**Support news** → [Subscribe to our newsletter now!](#)

- Replacement for 3RT1636-1AV01
- What is the meaning of the parameters that are available for the keyboard event actions?
- Sales and delivery release of the laser sensors SIMATIC Sensors PXO500
- SIMODRIVE 611 insulation voltage, VPM

Self-help

Search Product Support Documents

Browse Support Documents

to our global database and explore the product specific Qs, manuals, downloads and approvals/certifications:

- **Product Support**
- Application & Tools

Ask the Siemens expert

Send your question directly to a Siemens technical support expert via our online Support Request:

- **Support Request**

For the entire life cycle of your installation:

- Technical consulting
- Configuring and Software engineering
- Technical Support

Info on Use

world-wide support

Choose a country

mySupport → What is it?

Login

→ to personalization

Contact

- ← Contacts worldwide
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Help

- ← Online Help
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Automation Value Card

service

Automation & Drives SIEMENS

- Info on the AV Card

User view

Intranet

## The new functions of the S&S portal

Under the Product Support link, you will find information on the following arranged according to products:

- **Manuals/ Operating Instructions** – (in electronic form in PDF format)
- **Test certificates** - (to certify successful testing of ratings in compliance with a specific standard)
- **Approvals** - (release for sales in other countries; the approval is usually granted after successful type testing)
- **Updates** - (the latest product information from Marketing/Sales)
- **FAQs** - (frequently asked questions about our products)
- **MLFBs** - (Part No. - information on products including deadlines, technical data, modification manuals and compatibility)
- **Downloads** - (software for downloading (Updates/Upgrades, Service Packs, Support Tools))
- **Characteristics** - (the graphic display of current/time behavior of overcurrent triggers)



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**SIEMENS** → siemens.com Intranet

International → **Automation and Drives** Deutsch | Français | Italiano | Español | 中文

Automation and Drives | Home | Product Support | **Applications & Tools** | Services | Information | Forum

Support news → [Subscribe to our newsletter now!](#)

- Replacement for 3RT1636-1 AV01
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- SIMODRIVE 611 insulation voltage, VPM

**Self-help**

**Browse Support Documents**

Go to our global database and explore the product specific FAQs, manuals, downloads and approvals/certifications:

- **Product Support**
- For automation system interaction and connectivity questions, click below for application examples, samples, demonstration systems and more.
- **Application & Tools**

**Ask the Siemens expert**

Send your question directly to a Siemens technical support expert via our online Support Request:

- **Support Request**

...s for the entire life cycle of your installation:

- **Technical consulting**
- **Configuring and Software engineering**
- **Technical Support**

Terms of Use

**world-wide support**

Choose a country

**mySupport** → What is it?

Login

→ to personalization

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Automation Value Card

service

Automation & Drives **SIEMENS**

→ Info on the AV Card

**User view**

Intranet

## The new functions of the S&S portal

Under the Application & Tools link, you will find application documents arranged according to the following subjects:

- Open-loop and closed-loop control
- Communication
- Operator control & visualization
- Drive technology
- Measuring technology & sensor system
- Safety Integrated
- Process automation
- Switchgear
- Power distribution

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## Service & Support

### The new functions of the S&S portal

SIEMENS → siemens.com Intranet

International → Automation and Drives English | Français | Italiano | Español | 中文

Home | Produkt Support | **Applikationen & Tools** | Services | Infos | Forum

Applikationen & Tools

- Steuerung & Regelung
- Kommunikation
- Bedienen & Beobachten
- Antriebstechnik
- Messtechnik & Sensorik
- Sicherheitstechnik - Safety Integrat
- Prozessautomation
- Schalttechnik
- Energieverteilung

Dokumente filtern nach:

SINAMICS G  Distributed Safety

SINAMICS S  Programmierbeispiele

SINAUT  Textsuche:

SINUMERIK

Sirius

Upd! Beispiel zur Berechnung der Grenzwerte für SS1 und SLS 14.02.2007 24488874

Ansteuerung eines SINAMICS G120 über Profibus Sicherheitsfunktionen über Klemmen in Kategorie 3 (EN 954-1) bzw. SIL 2 (IEC 61508) 22.11.2006 24230051

Beispiel zur Ansteuerung fehlersicherer Funktionen einer CU240S DP-F mittels PROFIsafe 13.11.2006 24091996

Inbetriebnahme von SINAMICS G120 Safety Integrated Funktionen mit Starter 09.11.2006 24096044

Ansteuerung eines SINAMICS G120 über Profibus Sicherheitsfunktionen über Profisafe in Kategorie 3 (EN 954-1) bzw. SIL 2 (IEC 61508) 23.10.2006 24093625

Kontakt

- Support Request
- Ansprechpartner weltweit
- Technical Forum

News

- Newsletter

Hilfe

- Online Hilfe
- Guided Tour

Benutzersicht

- Intranet

Using the selection tool, you can filter-out the required articles. In the documents selected in the folder, the search machine searches for the particular key word.

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**Self-help**

**mySupport** → What

**Login**

→ to personalization

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**Support Request**

**Our service offer**

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- Optimization and modernization
- Technical consulting
- Configuring and Software engineering
- Technical Support

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**You will find an online form under this link to send technical questions directly to Technical Support\* (In all of the other S&S pages, this link is at the outer right).**

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## Service & Support

Automation and Drives  
Service & Support

Home | **Product Support** | Applications & Tools | Services | Information | Forum

Login | Register | [Advanced]

Navigation | Index (A-Z)

- Product Information
  - Drive Technology
    - AC motors

RS485	Automatic mode	better access; e.g. 38400 Baud Online operation without this setting is not possible
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**Device Manager**

**If you have any questions regarding the article or you require technical help, then please use this link.**

**If you have any suggestions regarding a particular article, please use this link.**

- MICROMASTER
- MICROMASTER
- Accessories
- (Engineering) S
- MICROMASTER 3
  - Archive
- Converter for SIMATIC
- SINAMICS G110 chas
- SINAMICS G120 chas
- SINAMICS G130 chas
- SINAMICS G150 cabi
- SIMODRIVE Converte
- SIMOVERT MASTERI
- Built-in and cabinet sy
- SINAMICS S150 cabir
- Medium-voltage converte
- DC converters
- (Engineering) Software
- Supplementary components
- Archive

COM Port Number	COM...	The COM port number can be modified when required/as desired
-----------------	--------	--

 PDF\_USB\_RS232\_Adapter\_en\_V1-1.pdf ( 170 KB )

**Written by:** A&D SD CST

**Keywords:** MICROMASTER4, SINAMICS G120, interface adapter

Entry ID: 24072800 Date: 01/30/2007

deutsch

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**To this entry**

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- Newsletter

**Help**

- Online Help
- Guided Tour

**User view**

- Intranet