

# Software support



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Overview

**Process step: Selection and sizing**

- New functions:
- New product finder for drives with linear guide
  - New delivery class in the core product range

**Process step: Engineering design**

- New functions:
- New function: PARTdataManager CAD plugins
  - New features in the Festo Design Tool 3D

**Process step: Ordering in the Online Shop**

- New function:
- Generate binding quotations directly in the product basket

**Process step: Commissioning and after sales**

- New function:
- New function: Forward information via the mobile Support Portal



# In which phases can Festo software support you?

Our goal is to increase your productivity. Our software tools, which are constantly being refined, play an integral part in achieving this goal. They support you from the initial contact through to the modernisation of your machine.



## Benefits:

- The effective structure helps you to find the right software quickly and easily, saving you valuable time in everyday projects.
- Our software and online services support you throughout the entire value-creation process.

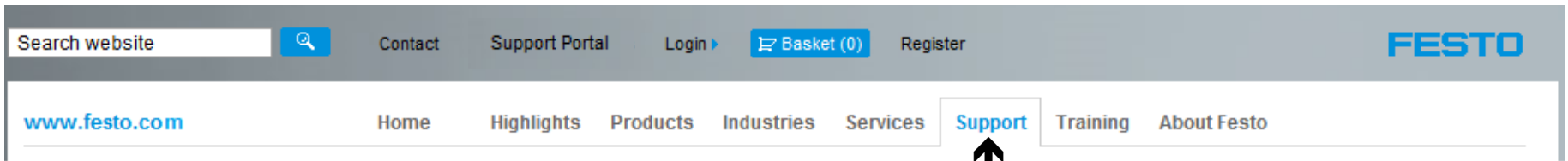
Productivity circle

# Where can you find our software support?

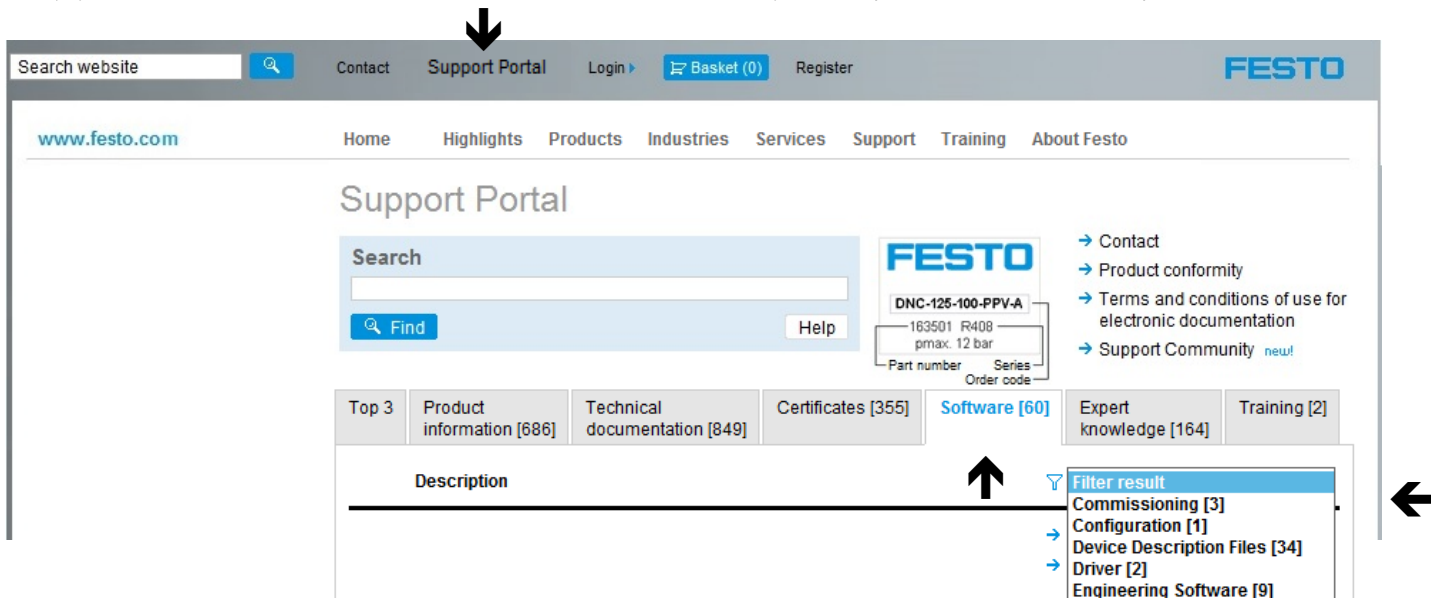
Exit

First page

On the website [www.festo.com](http://www.festo.com) under the "Support" tab



Support Portal - Use the filter function to quickly get to where you want to be



**SOFTWARE SUPPORT  
PROCESS STEP: SELECTION AND SIZING**

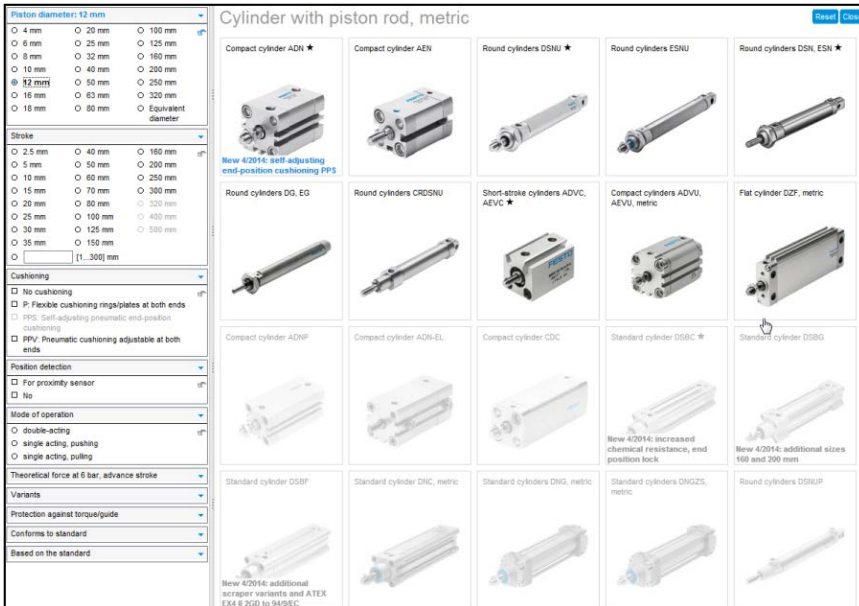
# Software support – Process step: Selection and sizing

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## Product Finder

The product finder in the product catalogue enables the right product to be quickly found by selecting the features. Predefined configurations are transferred to the product configurator and the recommended accessories are suggested when transferring them to the basket.



**Cylinder with piston rod, metric**

**Filters:**

- Piston diameter: 52 mm**
  - 4 mm
  - 6 mm
  - 8 mm
  - 10 mm
  - 12 mm
  - 16 mm
  - 18 mm
  - 20 mm
  - 25 mm
  - 32 mm
  - 40 mm
  - 50 mm
  - 63 mm
  - 80 mm
  - 100 mm
  - 125 mm
  - 160 mm
  - 200 mm
  - 250 mm
  - 320 mm
  - 400 mm
  - Equivalent diameter
- Stroke**
  - 2.5 mm
  - 5 mm
  - 10 mm
  - 15 mm
  - 20 mm
  - 25 mm
  - 30 mm
  - 35 mm
  - 40 mm
  - 50 mm
  - 60 mm
  - 80 mm
  - 100 mm
  - 125 mm
  - 150 mm
  - 160 mm
  - 200 mm
  - 250 mm
  - 300 mm
  - 320 mm
  - 400 mm
  - 500 mm
- Cushioning**
  - No cushioning
  - P: Flexible cushioning rings/plates at both ends
  - PPS: Self-adjusting pneumatic end-position cushioning
  - PPU: Pneumatic cushioning adjustable at both ends
- Position detection**
  - For proximity sensor
  - No
- Mode of operation**
  - double-acting
  - single acting, pushing
  - single acting, pulling
- Theoretical force at 6 bar, advance stroke**
- Variants**
- Protection against torque/guide**
- Conforms to standard**
- Based on the standard**

**Product Grid:**

- Compact cylinder ADH
- Compact cylinder AEN
- Round cylinders DSNU
- Round cylinders ESNV
- Round cylinders ESNR, ESN
- Round cylinders DG, EG
- Round cylinders CRDSNU
- Short-stroke cylinders ADVC, AEVC
- Compact cylinders ADVU, AEVU, metric
- Flat cylinder DDF, metric
- Compact cylinder ADHP
- Compact cylinder ADH-EL
- Compact cylinder CDC
- Standard cylinder DSSC
- Standard cylinder DSSG
- Standard cylinder DSSF
- Standard cylinder DDC, metric
- Standard cylinders DNG, metric
- Standard cylinders DNGZS, metric
- Round cylinders DSRUP

**Annotations:**

- New 4/2014: self-adjusting end-position cushioning PPS
- New 4/2014: increased chemical resistance, end position lock
- New 4/2014: additional sizes 160 and 200 mm
- New 4/2014: additional scraper variants and ATEX EX4 & PGD to 345°C

### Advantages:

- Easier searches thanks to preselected selection criteria.
- Quick and easy product configuration as well as selection of matching accessories.
- Latest product features as blue info text under the product picture.

# New function: Another product finder for certifications

New product finder

- Drives with linear guide

With the detailed search in the product finder, you will find the main features, such as piston diameter and stroke, as well as the following ones:

Home GB Highlights **Products** Applications Services Support Training About Festo

## Products

☆/★ = Core product range

Product Finder Engineering ☆/★ Core product range New products → Support Community Print

Pneumatic drives	Cylinder with piston rod, metric	Motors and controllers
Gripper	Drives with linear guides	
Vacuum technology	Rodless cylinders metric	
Valves	Semi-rotary drives	
Valve terminals	Certifications pneumatic drives	Valves
Sensor certification		
Service unit certification		
Pneumatic fittings system		

- Cushioning options
- Position sensing
- Guide types
- Variants such as clamping unit on the piston rod

### Benefit:

- Find the required drives with linear guide quickly and easily.

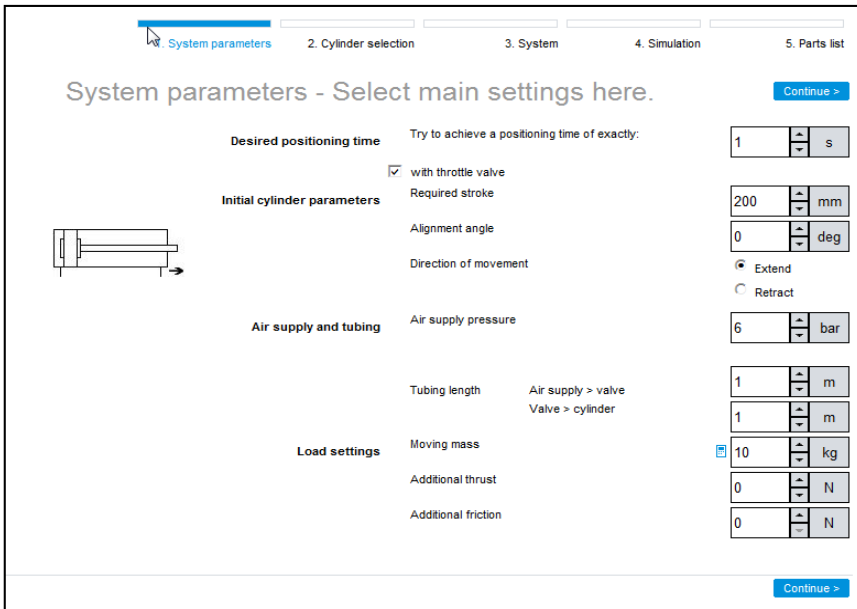
# Software support – Process step: Selection and sizing

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## Engineering

The engineering tools in the product catalogue and Support Portal help you to find the right product by allowing you to specify requirements for the application.



System parameters - Select main settings here. [Continue >](#)

**Desired positioning time** Try to achieve a positioning time of exactly: 1 s

with throttle valve

**Initial cylinder parameters**

Required stroke: 200 mm

Alignment angle: 0 deg

Direction of movement:  Extend  Retract

**Air supply and tubing**

Air supply pressure: 6 bar

Tubing length: 1 m

Air supply > valve: 1 m

Valve > cylinder

**Load settings**

Moving mass: 10 kg

Additional thrust: 0 N

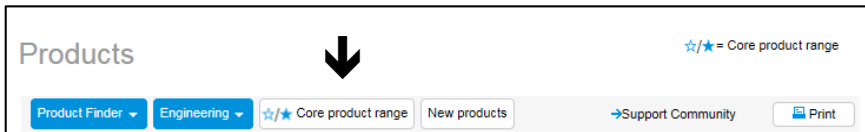
Additional friction: 0 N

[Continue >](#)

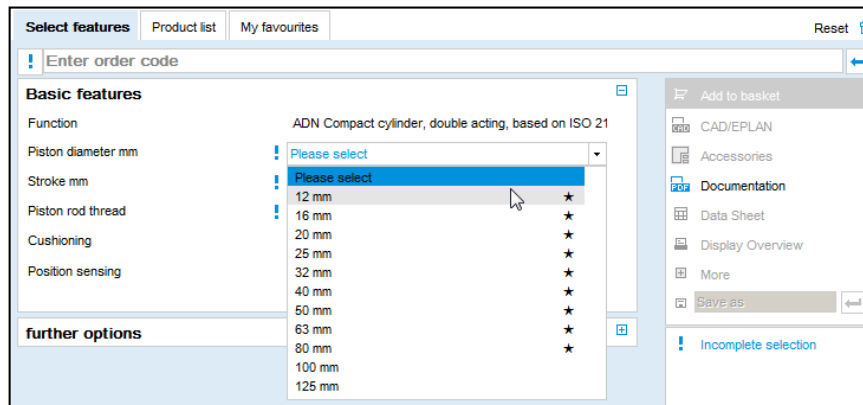
### Advantages:

- Less risk during product selection because product suggestions are based on requirements.
- No need for complex calculations, reality tests or rough estimates.
- Simple and easy-to-use software tools.
- You can confirm and review your own product selection.

## Software support — our core product range at a glance

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Complete overview of the core product range — now accessible with a single click.



Product configurator for cylinders — with the core product range clearly marked.

### Benefits:


- **Identification (star)** and automated preselection of our standard global core product range. Outstanding features:
  - Fast and excellent availability
  - Easy online ordering
  - Festo quality at an attractive price
- Many other product options such as ATEX certification, low temperature, wiper rings, etc. for special requirements.

# New function: Additional delivery class in the core product range

Motors and controllers ☆/★ = Core product range

★ Core product range
New products
→ Support Community
Print

**Servo motors**



- Size 32 ...140
- Torque 0.15 ... 48.8 Nm
- Voltage 24, 48, 360 ... 565 V DC.

☆EMME EMMS MTR


Feature search

Next

☆ Core product range

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**Stepper motors**



- Sizes 42, 57, 87
- Torque 0.34 ... 8.6 Nm
- Voltage 24 ... 72 V DC.

☆EMMS

Feature search

Next

☆ Core product range

New star ☆ for delivery class:  
 Ready for dispatch from the Festo factory in no more than 5 days.

## Advantage:

Even more products in our standard global core product range

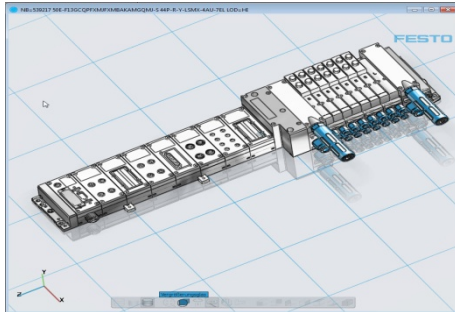
Outstanding features:

- Fast and excellent availability
- Easy online ordering
- Festo quality at an attractive price.

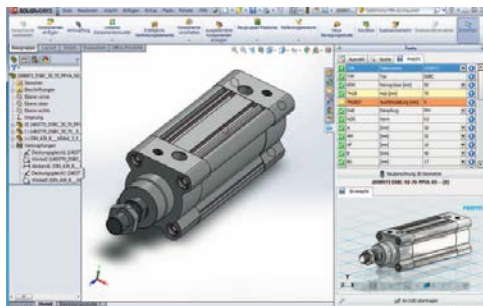
# **SOFTWARE SUPPORT — PROCESS STEP: ENGINEERING DESIGN**

## Software support – Process step: Engineering design

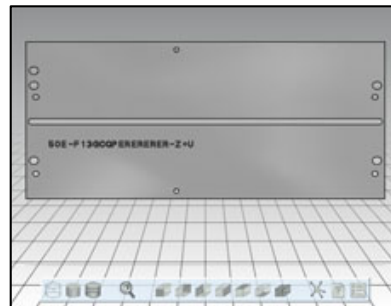
Rapid and reliable engineering design – mechanical and electrical:



CAD module of a valve terminal



CAD plug-in



Drilling template

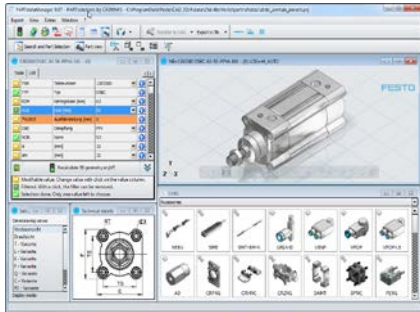
Reduce complexity – with 2D/3D CAD data for over 32,000 products, suitable Eplan macros and FluidDraw data for creating electrical and pneumatic circuit diagrams.

### Advantages for mechanical design:

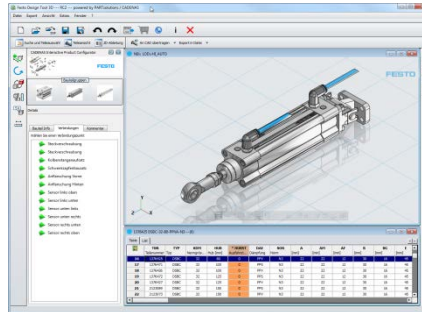
- 45 CAD formats allow direct installation in your CAD system without time-consuming geometry imports and missing component links.
- The CAD plug-in allows the products to be selected within your CAD system and the use of the company's own templates.
- 2D and 3D drilling templates for valve terminals help you to minimise design work.

# Software support – Process step: Engineering design

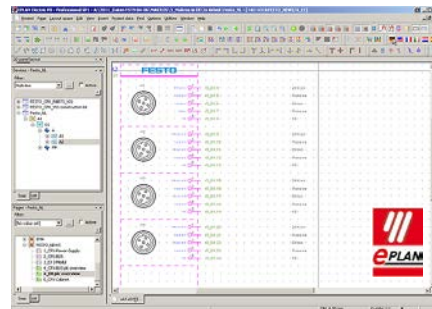
Rapid and reliable engineering design – mechanical and electrical:



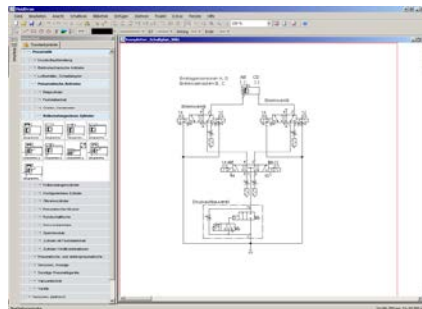
PARTdataManager



Festo Design Tool 3D



EPLAN P8 macros



FluidDraw

## Advantages for mechanical design:

- The visual selection of matching accessories and product data sheets directly at the product speeds up the selection process.
- Creation of CAD product combinations with an automatically generated assembly drawing (PDF format) as well as an order item for the order.

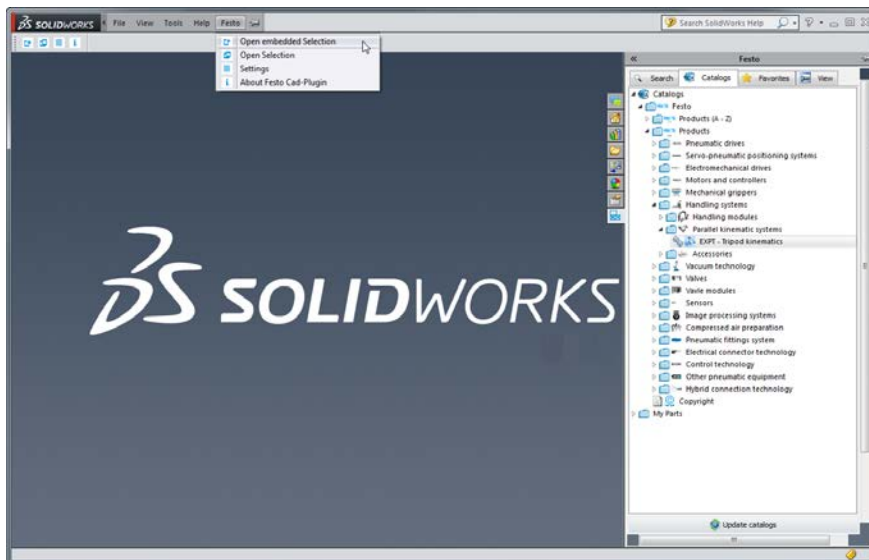
## Advantages for electrical design:

- Function and 2D graphics macros for Eplan for quick and easy generation of circuit diagrams.
- FluidDraw for easy creation of electrical and pneumatic circuit diagrams.
- Article database with over 32,000 part numbers in 20 languages.

## New function: PARTdataManager CAD plugins

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An additional "Festo" menu has been added to your CAD system for seamless integration of the parts selection process.



New functions in the plugins:

- Geometry search
- Links to product accessories
- Interface update for current CAD systems such as Inventor 2016, SolidWorks 2016 ...

### Benefits:

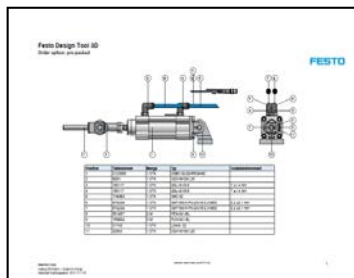
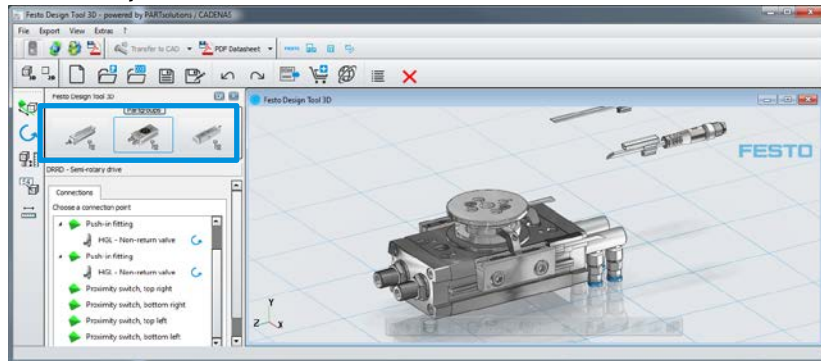
- Faster component generation including matings
- Product selection in your CAD system
- Fast retrieval of matching accessories
- Individual configuration of interface details

# New function: New features in the Festo Design Tool 3D

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## 6 new product families and accessories



Component group drawing



Download package for module

### Advantages:

- Simple overview and selection of accessories
- Many products from our core product range ★
- Transfer all components to a CAD module
- No need to log on for access to native CAD data in order to retain component designations and avoid conversion processes from neutral CAD data such as \*.step.
- Automatically generated module drawings and bills of materials (PDF format)
- Download package for product documentation via the support portal

# **SOFTWARE SUPPORT — PROCESS STEP: ORDERING FROM THE ONLINE SHOP**

# Software support – Process step: Ordering from the Online Shop

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## Basket

Basket

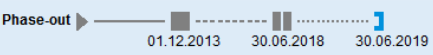
1. Basket | 2. Order Information | 3. Place Order | 4. Confirmation

Add to basket  Quantity

Action...

Part No.	Quantity	Your part number	Type Article designation	Your price / unit	Total GBP	Delivery Date
2123087	1	PC	DSBC-32-60-PPSA-N3 Standard cyl.	96.87	96.87	26.08.2014
543861	2	PC	SME-8M-DS-24V-K-0.3-M8D Prox. sensor	22.20	44.40	26.08.2014
547497	1	PC	VMPAF-AP-2-1-EMM-2 Sub-base	52.38	52.38	27.08.2014

Warning: Product to be discontinued, only available as series product during the year 2019. Do not use for new designs. Alternatives on request.

Phase-out  Alternative product: no alternative. System change to MPA-S, MPA-L and VTSA.

Total 193.65 GBP

The basket contains many functions that make your work easier. In the basket, you can view the following information at a glance:

- Part number and quantity
- Product description
- Price, **new: delivery time also without registration**
- Important notes about the product directly above the relevant item
- Additional information about products that are being phased out

### Benefits:

- No need to wait for a quotation; prices and availability are immediately visible.
- Prompt notifications about products that are to be phased out.

# Software support – Process step: Ordering from the Online Shop

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## Basket

**Order Tracking**

Your purchase ref.  Order date between  and   
 Festo Doc. No.  and   
 Part No.  Document Type   
 Your part no.  Status  [Search](#)

List of your Orders [Print](#) [View 10](#) [30](#) [50](#) [All](#)

Your purchase ref.	Originator	Order date	Festo Order no.	Delivery Status	Document	Repeat Order		
29581		18.08.2014	2080302370	Full	<a href="#">PDF</a> <a href="#">XLS</a>	<a href="#">↔</a>		
47-200169		13.08.2014	2080301758	Open	<a href="#">PDF</a> <a href="#">XLS</a>	<a href="#">↔</a>		
📍 Lockwell Electrical Distributors Unit 3&4 Homchurch Close CV1 2QZ Cheylesmore, Coventry								
Item No.	Part No.	Type Article designation	Your part no.	Quantity Ordered	Date Ordered for	Shipment no.	Invoice	Pos
10	574333	SMT-8M-A Prox. sensor		10	18.08.2014	1756263818		<a href="#">PDF</a> <a href="#">XLS</a>
		SMT-8M-A-PS-24V-E-0.5-OE		10	21.08.2014			<a href="#">PDF</a> <a href="#">XLS</a>
				10				
190255					08.08.2014	2080300993	Full	<a href="#">PDF</a> <a href="#">XLS</a> <a href="#">↔</a>

Status 20.08.2014 [«](#) [1](#) [2](#) [»](#)

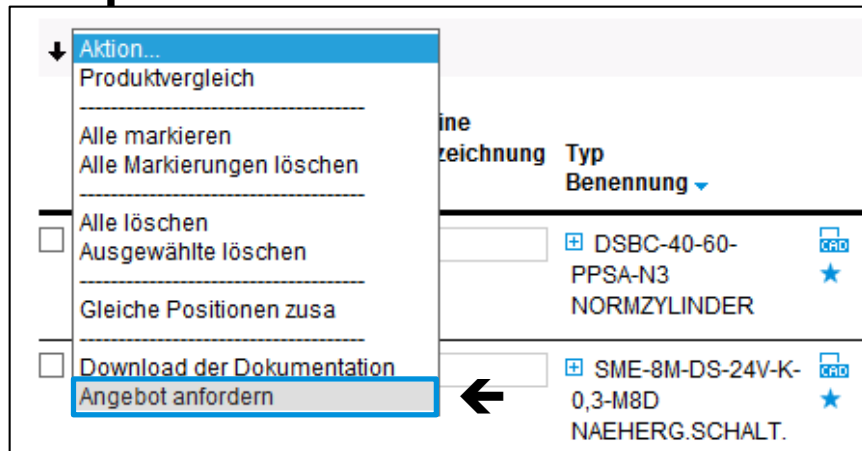
Special functions that we offer:

- Importing parts lists for using data directly on your own system
- Order tracking, including for fax and phone orders
- Downloading complete documentation

### Advantages:

- Importing the parts list eliminates the risk of typing errors and incorrect orders.
- Delivery status can be viewed quickly and easily at any time, optimising project management.
- You receive all documents for your order with one download + language selection.

# New function: Generate binding quotations directly in the product basket



This new function allows you to generate a quotation for all products directly in the Online Shop (currently available only in DE, other countries to follow).

**Angebot anfordern** ✕

**Kontakt**

Anrede  Vorname  Name

**Ihre Anfragenummer**

✕

**Angebotsversand**

E-Mail

[Anfordern](#) [Abbrechen](#)

## Benefits:

- You can generate quotations yourself quickly and conveniently.
- You can easily forward quotations by e-mail or to a user account which you have set up.



**SOFTWARE SUPPORT –  
PROCESS STEP: COMMISSIONING AND AFTER SALES**

## Software support – Process step: Commissioning and after sales

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### Support Portal

Search

 Find

Help

The Support Portal offers all product information at a glance - throughout the entire service life of a product:

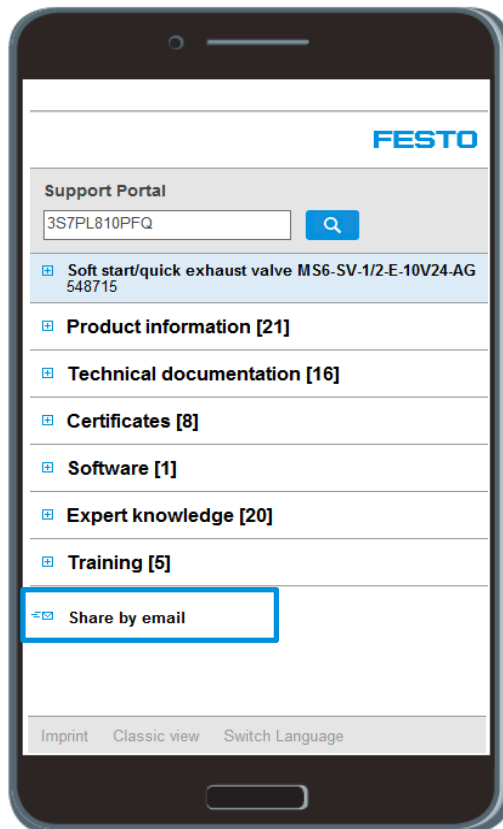
- Product documentation
- User documentation
- Engineering software
- Firmware and drivers
- Expert knowledge
- CAD data
- Data on products that are to be phased out and notes on alternative products
- etc.

# New function: Forward information via the mobile Support Portal

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Mobile Support Portal



The new function enables product information to be sent directly to other people via mobile phone. This will enable your service employees, for example, to send the required information directly to the purchaser by scanning the data matrix product key on the product or by entering the product key on the mobile Support Portal.

(Scan app for a Data Matrix Code required)

## Benefits:

- Error-free and simply product identification
- Reduced downtimes thanks to faster transmission of the required information

## Software support – Process step: Commissioning and after sales

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Festo offers extensive software support for commissioning and programming

- Commissioning and parameterisation software
- Function elements for control systems of various manufacturers
- Comprehensive CODESYS libraries for integration of Festo products
- Diagnostics and condition monitoring software
- The Support Portal

**CODESYS**  
The IEC 61131-3 Programming System  
provided by Festo

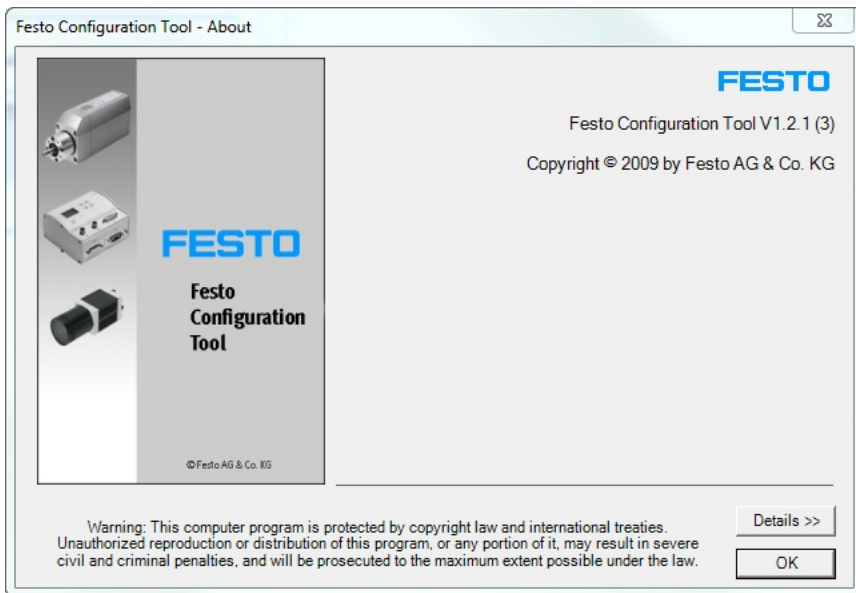


### Advantages:

- Quicker and easier programming and commissioning.
- Less production downtime thanks to diagnostics and condition monitoring software.

# Software support – Process step: Commissioning and after sales

## Festo Configuration Tool

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The Festo Configuration Tool allows convenient and easier parameterisation and commissioning of axis systems

### Advantages:

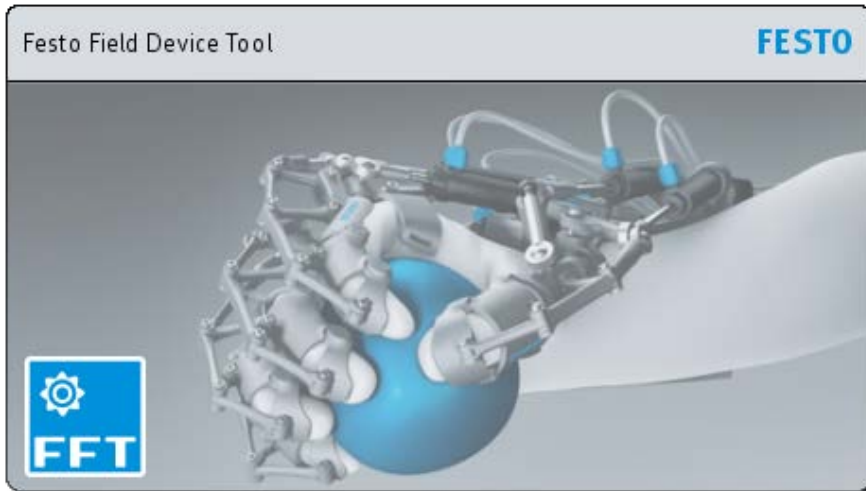
- Convenient configuration both offline and online.
- Reliable commissioning through setting of default values for end positions and homing as well as values for maximum acceleration and travel speed.
- Graphically supported parameter entry.
- Managing and archiving all drives in one project.

# Software support – Process step: Commissioning and after sales

## Festo Field Device Tool

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Higher-level commissioning and service tool for Ethernet and fieldbus-based Festo automation devices.

### Advantages:

- Simpler and faster commissioning + maintenance, e.g. using parallel firmware updates on multiple devices.
- Implemented functions for parameterising, configuring and updating Festo automation devices.

## Software support — Process step: Commissioning and after sales

### Spare parts catalogue

**Spare Part Catalogue**

Search spare parts for... [Advanced Search](#)

**FESTO**

DNC-125-100-PPV-A  
163501 R408  
pmax. 12 bar

Part number

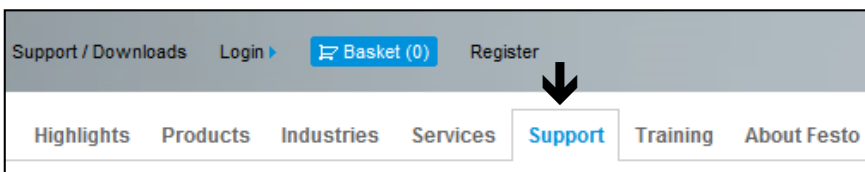
Series number (optional)

▶ **Search**

Search result Show 10

Part no.	Type	Article designation	Product series	from ...	to ...	?

You will find the spare parts catalogue on the "Support" tab under "Commissioning and after sales".



1. Check which spare parts can be used for the application.
2. Save exploded views and parts lists as PDFs or print them out directly.
3. Select matching spare parts online from our spare parts catalogue and conveniently order them from our Online Shop.

#### Advantages:

- Many Festo products can be repaired very cost-effectively.
- Exploded views and parts lists can be called up directly without having to perform a separate search.