

Support Portal

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Detailed presentation

Navigating the Support Portal

Searches and search results, download package

Phase-out status of a product and alternative product, product key

Mobile version of the Support Portal, RSS feed function for automatic notifications

Evaluation functions for media



Support Portal – Navigation tree

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The screenshot shows the Festo Support Portal interface. On the left is a navigation tree with categories like Products, Industry Segments, and Training and Consulting. The main content area is titled 'Support Portal' and includes a search bar with the text 'fft' and a 'Find' button. Below the search bar are tabs for 'Top 3', 'Product information [1]', and 'Technical documentation'. The 'Latest' section displays a link for 'FFT – Festo Field Device Tool 01/02 Software' with a sub-link for 'Device Tool for service and control'. The 'Top downloads' section also features the same 'FFT – Festo Field Device Tool 01/02 Software' link.

The navigation tree on the left is identical to the tree for the product catalogue. You can drill down to the level of individual product ranges, such as DSBC.

Information such as product overviews can be found in the main categories such as "Pneumatic drives" or "Cylinders with piston rods".

The bottom level (product range) contains general information about the product range, such as PDF catalogues and PSIs. This level may also contain other information such as user documentation.

Support Portal – System Navigator

Displaying the system context via the System Navigator

Terminal CPX
197330

- System Navigator
 - CPX, terminal
 - Fieldbus interface
 - Controllers
 - Power supply
 - Operator unit
 - Digital input modules
 - Digital output modules
 - Digital input/output modules
 - Analogue input modules
 - Analogue output modules
 - Function modules
 - Connection technology
 - Valve terminals
 - Pneumatic interface
 - MPA-S
 - MPA-F
 - MPA-L
 - VTSA

- Display in the catalogue
- CAD / EPLAN
- Spare parts catalogue
- Technical data
- Create download package

For some products an additional "**System Navigator**" is displayed.

The System Navigator displays the system context for individual components in automation systems. It shows components that are part of multiple systems as well as interfaces between systems.

The **link box** may also be displayed for some products. These are direct links between products / product groups or direct links to documents.

Motor controller CMMO-ST-C5-1-DION
1512317

→ Quick Start Guide, CMMO-ST + EPCO

- Display in the catalogue
- CAD / EPLAN
- Spare parts catalogue
- Technical data
- Create download package

Top 3 [Product information \[14\]](#) [Technical documentation \[8\]](#) [Engineering software \[4\]](#) [Firmware and drivers \[1\]](#) [Expert knowledge \[2\]](#)

Benefit:

- Clear and simple way of showing interrelationships and important information.

SEARCHES AND SEARCH RESULTS, DOWNLOAD PACKAGE

Support Portal – Combined searches in the search field

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Search

Find Help

Multiple search terms can be combined in a search field. These search terms use an AND connective. For example, a search for 18200 Profibus will find all documents that are assigned to the PN 18200 and contain the word "Profibus".

The search field permits the following search terms:

- Part number
- Type code
- Order code / ident. code
- Product key
- Document number
- Free text

The search field can also process and resolve complete order codes (e.g. for valve terminals).
Example: 10P-10-6A-MP-N-Y-MMTMIC

Benefit:

- **Quick searches, exact matches thanks to full-text search in all documents**

Search help

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Help

Intelligent search: with part no. or order code
 Search result: all documents relating to the product.
 Position of the document no. on the documentation

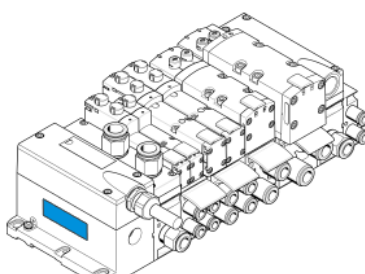
Refined search: combination of part no./order code and search term
 Example: 163309 low temperature
 Search result: all documents relating to part no. 163309 (DNC) that additionally contain the term "low temperature".


Search using a product key
 The product key is an 11-digit alphanumeric code that is assigned upon delivery and uniquely identifies a product. You can use it to call up the following product data:

- Production date
- Full order code (design status at the time of delivery at Festo)
- Order-related information


You already know the document number of the required document?
 Enter the document no. in the search field.

Positions of the name plate and document number
 VTSA, ISO 15405-2, ISO 5599-2, MP, Typ 44





VEMA-LS-8N3-9-D1-M5-22D9
 563303 E802
 Rev 01



3S7PL8
10PFQ

CE

Part number: 563303
 Order code: E802
 Product Key: 3S7PL8
 Series: 10PFQ

You can access the help page by choosing the help button in the search field or by clicking the name plate. This page provides information about all search options. This page also shows the position of name plates on different valve terminals and the position of the document number on printed documents.

Diagrams of the different name plates explain the position of the individual information elements:

- Part number,
- Order code,
- Product key,
- Series.

Support Portal – Search results

Filter function

Terminal CPX
197330
System Navigator

- Display in catalogue
- CAD / EPLAN
- Spare parts catalogue
- Technical data

Top 3 Product information [27] **Technical documentation [64]** Engineering software [10] Firmware and drivers [27] Expert knowledge [15]

Description	Products	Filter result
UL Online Certifications Directory <input type="checkbox"/> You want to know whether a product has an UL certification? Use the query option of the UL Online Certifications Directory. Necessary entries:	→	Filter result Amendment [6] Assembly instructions [13] Certificate [13] Declaration of conformity [4] External Link [1] Manual [22] Short documentation [3] Special documentation [2] File and language versions
Manual P.BE-CPX-FB23-EN Fieldbus node - CC-Link		★★★★★
Manual P.BE-CPX-FVDA-P2-EN Funktion module - output module		Manual → File and language versions ★★★★★
Manual P.BE-CPX-FB38-EN Bus nodes - diagnosis		Manual → File and language versions ★★★★★
Manual P.BE-CPX-CP-EN Manual - Electrical interface		Manual → File and language versions ★★★★★

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A large number of documents are often displayed in the search results for configurable products.

This number can be limited:

- By using additional search terms (see combined search).
- By selecting filters according to document type

Benefits:

- For user documentation, you can restrict your search results to assembly instructions, for example.
- The number of documents included in the results is displayed for every document type.

Support Portal – Search results

Combined searches

Search: 197330 profibus

FESTO

DNC-125-100-PPV-A
 163501 R409
 pmax: 12 bar

Part number Series Order code

- Contact
- Product conformity
- Terms and conditions of use for electronic documentation
- Support Community neuf

Terminal CPX
 197330
 System Navigator

- Display in catalogue
- CAD / EPLAN
- Spare parts catalogue
- Technical data

Top 3 **Product information [12]** **Technical documentation [18]** Engineering software [0] Firmware and drivers [7] Expert knowledge [3]

Description	Products	Filter result
Manual P.BE-CPX-FB13-EN Fieldbus node - PROFIBUS DP		Filter result Assembly instructions [3] Manual [13] Short documentation [2] ★★★★★
Manual P.BE-CPX-FVDA-P2-EN Funktion module - output module		Manual → File and language versions ★★★★★
Manual P.BE-CPX-CMIX-EN I/O Module - Measuring module		Manual → File and language versions ★★★★★
Manual P.BE-CPX-CM-HPP-EN Manual - FHPP interface		Manual → File and language versions ★★★★★

Using the combined search (e.g. 197330 Profibus) together with the tab filter function limits the search results to a minimum.


Benefit:

- This means that you only see the documents that you actually need. Searching requires less effort, thus saving valuable time.

Support Portal – Search results

File and language versions

File and language versions






Operating instructions OVEM-DE/EN
Operation - Component

Available since:
25/01/2008

Associated products

- Vacuum generator OVEM-05-H-B-GO-CE-N-1P (540025)

Version / Date	en	de	es	fr	it	sv
 2010-04b	pdf 752962	pdf 752962	pdf 752963	pdf 752963	pdf 752964	pdf 752964
 2008-12a	pdf 742801	pdf 742801	pdf 742802	pdf 742802	pdf 742803	pdf 742803
 2007-11N	pdf 724664	pdf 724664	pdf 724665	pdf 724665	pdf 724666	pdf 724666

You can choose "File and language versions" to display and open all the available language versions of a document.

The various file versions are also displayed, i.e. the different versions of documents as and when content is updated.

Benefit:

- All versions and languages at a glance

Support Portal – Search results

Tab: Product information

Top 3 **Product information [30]** Technical documentation [80] Engineering software [9] Firmware and drivers [17] Expert knowledge [46]

Description

Maximum productivity: Terminal CPX.
Automation platform

CPX is ideal as automation platform, valve terminal partner or remote I/O - it is electric, open and direct. It is also the perfect platform for electrical peripherals. With CPX, you can integrate

Product information in brief
→ File and language versions
★★★★★ (8)

All pre-sales information such as

- PDF catalogue
- Product Short Information (PSI)
- Product overviews
- ...

A small preview of each document is displayed.

Tab: User documentation

Top 3 Product information [30] **Technical documentation [80]** Engineering software [9] Firmware and drivers [17] Expert knowledge [46]

Description

UL Online Certifications Directory

You want to know whether a product has an UL certification? Use the query option of the UL Online Certifications Directory. Necessary entries:

→ External Link
→ File and language versions
★★★★★ (14)

Manual P.BE CPX 27E2DA EN

- Manuals
- Operating instructions
- Declarations of conformity
- Certificates

The direct link next to the document type opens the current version of the document in the language of the Festo site you are using.

Support Portal – Search results

Tab: Engineering software



Top 3	Product information [256]	Technical documentation [153]	Engineering software [2]	Firmware and drivers [0]	Expert knowledge [0]
Description		Version		Engineering Software [2]	
	Vacuum component selection <input checked="" type="checkbox"/> The program calculates the right vacuum suction cup for your application. All you need to do is input the required parameters and the program will then	3.22.2.18 01/10/2012	→ Engineering Software → File and language versions ★★★★★ (4)		
	Product finder vacuum generators		→ Engineering Software → File and language versions ★★★★★ (1)		

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This area contains further information about:

- This tab contains software for product selection and sizing
- CAD plug-ins
- Product finder
- Software for commissioning, configuration and diagnostics

You can choose "File and language versions" to display and download all other language versions of the software.

Benefit:

- The appropriate engineering software solution for a topic / product is immediately displayed and can be downloaded.

Support Portal – Search results

Tab: Firmware and drivers



Top 3	Produkt-information [25]	Anwender-dokumentation [5]	Engineering-Software [3]	Firmware und Treiber [2]	Experten-wissen [2]
Beschreibung		Version	Firmware [2]		
Firmware		V01.08.0013	→ Firmware		
CPX-CMAX-C1-1, Release 1.8		01.08.2013	→ Datei- und Sprachversionen		
<input checked="" type="checkbox"/> Unterstützte Systeme: <ul style="list-style-type: none"> Achscontroller CPX-CMAX-C1-1 benötigt ECT CMAX Blue Version 1.9 			★★★★★ (3)		

- Firmware for updating products
- Drivers for configuring and commissioning products, e.g. Target Support Package or GSD / EDS files

Benefit:

- This overview allows fast commissioning without time-consuming searches for the right data

Tab: Expert knowledge

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Top 3	Product information [30]	Technical documentation [80]	Engineering software [9]	Firmware and drivers [17]	Expert knowledge [46]
Description		Filter result			
CMAX Comms with Omron DRM Devicenet Master				→ Support Community Post	
<input checked="" type="checkbox"/> The servo unit that has been ordered is a 50E-F11GAQST21T21-Z (197330) I have downloaded the EDS files for the unit from information sent to me by Festo. We are using an Omron PLC with a				→ File and language versions ★★★★★	
DP Module IFB-13-03 problem / diagnostic		→ Support Community Post			

- Wiki articles by our experts
- Posts from support communities
- Information about training courses

Benefit:

- Eliminates time-consuming Internet searches for responses to specific problems or frequently asked questions.

Support Portal – Creating download packages

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The download link for the download package is sent to the e-mail address saved in the registration information.

You can now easily create a document in a few simple steps.

- Select products
- Select document, e.g. assembly instructions, user manual and drivers
- Select the language of the documents you want to send

Benefit:

- Efficient because all the necessary information can be downloaded.
- Documentation is easier because packages can be obtained in different languages.

PHASE-OUT STATUS OF A PRODUCT AND ALTERNATIVE PRODUCT PRODUCT KEY

Support Portal – Displaying the phase-out status and alternative product

Description P.BE-SL50-02
126676 [→ Spare parts catalogue](#)

Phase-out

Alternative product
[→ Contact](#)
No information available for alternative product

Pneumatic ejector AWP-50-B
10193 [→ Spare parts catalogue](#)

Phase-out

Alternative product
No alternative
No replacement

Short-stroke cylinder AVL-50-25-S6
14786 [→ Spare parts catalogue](#)

Phase-out

Alternative product
[→ Compact cylinder AEN-50- \(536420\)](#)
Compatible according to function
Different port pattern, longer (with sensing)

Products that are no longer available are clearly marked with a phase-out status.

A phase-out status contains the following stages:

- Product to be discontinued. Do not use for new designs
- Now only available as a replacement
- No longer available

Benefit:

- Prompt notifications about products that are to be phased out and possible alternative products

In addition to current parts for sale, information on products that are no longer available can also be found on the Support Portal.

In addition, many of these products offer information about alternative products. Some of these include information about the degree of interchangeability and other details.

Support Portal — Documentation of phased-out products

Round cylinder DSW-32-100-P-B
161425

[Spare parts catalogue](#)



Alternative product

[Round cylinder DSNU-32- - \(193992\)](#)

Compatible according to function

Different piston rod thread, dimension VH and shorter installation length

- Highlights
- Product information [1]**
- Techn. documentation [0]
- Engineering software [0]
- Firmware and drivers [0]

Description



Double acting cylinder

- with elastic cushioning rings in end positions
DWS-...-P-B
DWS-...-P-A-B


- with adjustable end position cushioning at both ends
DWS-...-P-B
DSW-...-PPV-A-B

[Product information](#)

[File and language versions](#)

For products that are no longer available, the most recent catalogue information is provided along with the phase-out status. Catalogue information also has technical data, dimensions and information about accessories. The data should be fully available in German and English.

Support Portal – Product Key



Soft start/quick exhaust valve MS6-SV-1/2-E-10V24-AG
548715

Product Key: 3S7PL810HZ7

- 2D/3D-CAD
- Spare parts catalogue
- Technical data
- Display in catalogue

Type description	MS6-SV-1/2-E-10V24-AG
Production Date	12.07.2010
Change Number	0520132320
Order Code	MS6-SV-1/2-E-10V24-AG
Identcode 1	MS6-SV-1/2-E-10V24-AG
Identcode 2	
Revision Document Number	548713
Revision Version Number	04
Festo Serial Number	A743
Sales Order	2520215152
Sales Order item	10

The product key is an 11-character alphanumeric code that uniquely identifies a product. Each product has its own product key, with which the following data can be accessed:

- Type designation
- Manufacturing date
- Ident. code 1 und 2 for reordering
- Revision (hardware/software version)
- Serial number
- Customer job number and job position

With the "Display in catalogue" link, the complete ident. codes 1 and 2 can be transferred to the catalogue. This then opens up the pre-populated configurator.

Soft-start/quick exhaust valve MS6-SV

Select features | Product list | My favourites

MS6-SV-1/2-E-10V24-AG

Basic configuration

Series	MS Standard
Size	6
Function	SV Soft-start and exhaust valve
Connection size	<input checked="" type="checkbox"/> 1/2 Thread G1/2
Performance level	E Category 4, 2-channel with self-monitoring, maximum

**THE MOBILE VERSION OF THE SUPPORT PORTAL
RSS FEED FUNCTION FOR AUTOMATIC
NOTIFICATIONS**

Support Portal – Mobile version of the Support Portal

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More and more products have a data matrix code on the rating plate, which includes the direct link to the mobile Support Portal and the product key of the product. With a scanning app, you can view all information for a product wherever you are.

Almost any information in the Support Portal can be accessed from a mobile browser application. This browser can be used with any smartphone with Internet access.

Benefit:

- All documents can be quickly and easily accessed from anywhere using a mobile phone

Support Portal – Mobile version of the Support Portal

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To use the functionality of the product key, you need a scan app that can read such codes, e.g. i-nigma. You can download this app for free from the usual app portals. You also need a connection to the Internet, either via wi-fi or mobile network.

Further information about i-nigma can be found at www.i-nigma.com

Support Portal – RSS feed function

The screenshot shows the 'Top 3' tab selected in the Support Portal. The 'Latest' section displays three items:

- Product Overview for Process Automation** (25/06/2014) with a program summary, file and language versions, and a 5-star rating (19 reviews).
- Automation Technology - 2014** (09/05/2014) for pneumatic and electrical components, including sub-categories like pneumatic drives, servopneumatic positioning systems, and electromechanical drives. It features a catalogue, file and language versions, and a 5-star rating (43 reviews).
- Operating conditions and standards in pneumatics** (27/03/2014) with a catalogue, file and language versions, and a 5-star rating (21 reviews).



The RSS feed thus informs you about all new statuses in all tabs relating to the product or product category you have selected. You no longer need to check the items to find the latest ones.

With the RSS feed function, you can make sure you are informed of new content on the Support Portal about particular products or product categories.

An RSS feed subscription is activated in the "Top 3" tab. The "Current" section displays the three newest content items from all tabs.

It is possible to subscribe to more than one RSS feed. You can theoretically subscribe to one for every product and product category.

Support Portal – RSS feed function

Subscribing to the RSS feed

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Search for information about your product via the part number or the type code [1] or select a category in the product tree [2].

Click the Top3 tab [3] in the search results.

When you click the link “Subscribe to RSS” [4], you are taken to a dialogue page in your web browser.

There you can subscribe to the feed with the “subscribe to feed” function [5] or view more information about feeds [6].

The screenshot shows the Festo Support Portal search results for the product "FFT – Festo Field Device Tool".

- 1**: Search input field containing "fft".
- 2**: Product tree on the left side of the page.
- 3**: "Top 3" tab selected in the search results.
- 4**: "Subscribe to RSS" link next to the product entry.
- 5**: "Feed abonnieren" button in the RSS feed information section.
- 6**: "Weitere Informationen über Feeds" link in the RSS feed information section.

Search Results:

Product Information [1]	Technical documentation [1]	Engineering software [1]	Firmware and drivers [0]	Expert knowledge [0]
FFT – Festo Field Device Tool 01/01/0001 Software 2.4.7.64875 06/06/2014 → Configuration → File and language versions ★★★★★ (50)				
Top downloads				
FFT – Festo Field Device Tool Software 2.4.7.64875 06/06/2014 → Configuration → File and language versions				

RSS Feed Information:

Festo
 Der aktuelle Feed enthält Inhalte, die häufig aktualisiert werden. Wenn Sie einen Feed abonnieren, wird dieser zu der gemeinsamen Feedliste hinzugefügt. Aktualisierte Inhalte des Feeds werden automatisch auf den Computer heruntergeladen und können in Internet Explorer und anderen Programmen angezeigt werden. [Weitere Informationen über Feeds](#)

Feed abonnieren

FFT – Festo Field Device Tool
 Heute, 3. September 2014, 09:52:10 →
 Device Tool for service and commissioning. The Festo Field Device Tool includes various services for all Ethernet-based Festo field devices. It supports, among other features, the update of firmware files to selected devices from Festo.

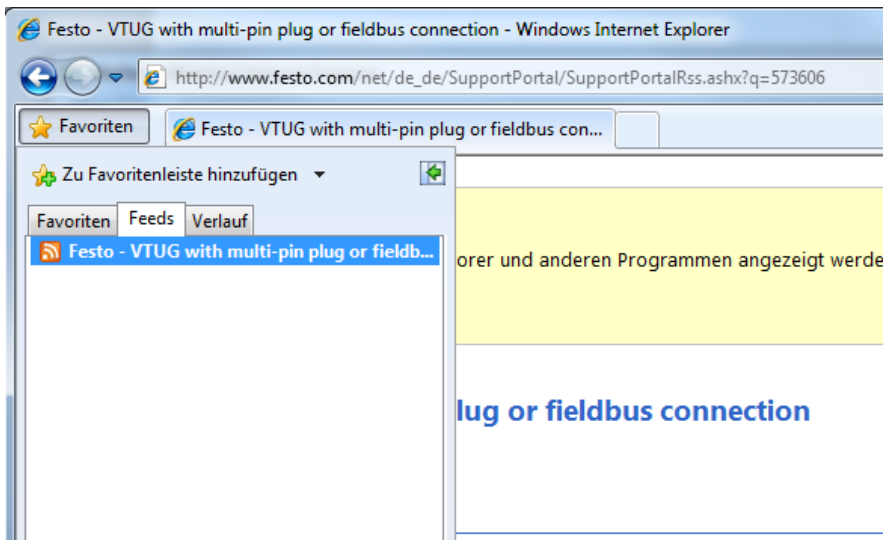
Supported systems:

Support Portal – RSS feed function

Retrieving an RSS feed

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The RSS feed is retrieved automatically by the function in your browser at an adjustable time interval. (Default is usually once a day).

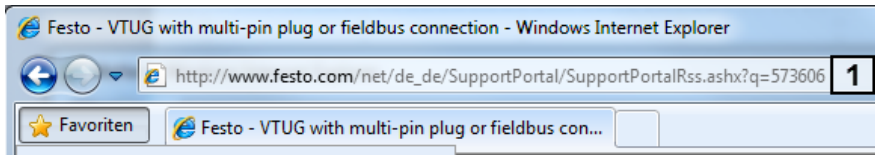


Support Portal – RSS feed function

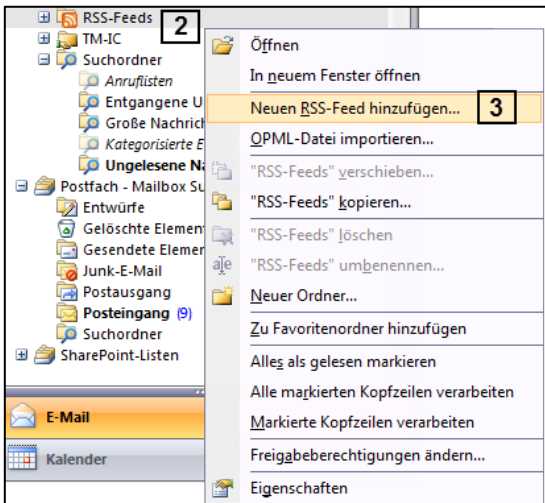
Integrating an RSS feed into Outlook

Exit
Home

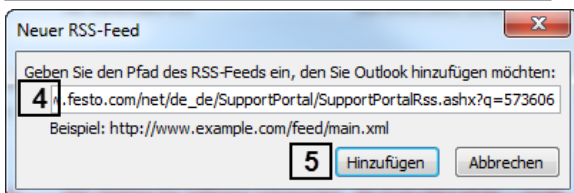
Copy the address of the RSS feed [1].



In Outlook, right-click on "RSS feeds" [2] and select "Add new RSS feed..." [3].



Insert (paste) the address of the RSS feed (its path) [4] and confirm with "Add" [5].



EVALUATION FUNCTIONS FOR MEDIA

Support Portal – Rating function

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Home

Top 3 **Product information** [5] Technical documentation [0] Engineering software [0] Firmware and drivers [0] Expert knowledge [0]

Latest Subscribe to RSS

	Product Overview for Process Automation 25/06/2014	Program summary File and language versions ★★★★★ (19)
	Automation Technology - 2014 09/05/2014 Pneumatic and electrical components <ul style="list-style-type: none"> • Pneumatic drives • Servopneumatic positioning systems • Electromechanical drives 	Catalogue File and language versions ★★★★★ (43)
	Operating conditions and standards in pneumatics 27/03/2014	Catalogue File and language versions ★★★★★ (21)

Thank you.

Your rating has been submitted and will soon be published on this page.

[Comment](#)

Each document has a rating from one to five stars. The average of all ratings is always displayed. The number of stars defines how others have rated the information.

- 1 star: "Not at all helpful"
- 2 stars: "Not very helpful"
- 3 stars: "Somewhat helpful"
- 4 stars: "Helpful"
- 5 stars: "Very helpful"

Anyone can give a rating. You can also leave a comment on your rating.

Benefit:

- An independent rating helps you to find out what others think of the content.

Support Portal — Rating function

Comment on the rating ✕

You've rated the content „CPX“ as „Helpful“.

Comment on your rating (will not be published):

We would appreciate it if you could answer a few more questions about the Support Portal. These will not be published either.

Why did you visit the Support Portal today?

Looking for specific technical information

Looking for general product information

Did you find the information you needed?

Yes

Some

No

How satisfied are you generally with our Support Portal?

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Your suggestions:

I have noted that Festo does not respond to this feedback.

[Save](#)

Browse existing answers and address your technical questions to our expert community → [Support Community](#).
For support requests please use our → [contact page](#).

Comment on your rating

- To explain your rating, you can send us additional information using a feedback form.
- This information is not shown on the Internet, but is used internally to improve our documents.
- You are helping us to improve our documents for you and other customers.
- Please note that Festo will not reply to this feedback. For support questions, please use our contact page (see link on the form).