Support Portal

Support Portal

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

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

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.

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

Search

CPX Fieldbus

🔍 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

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

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

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

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 | Filter result ▾

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

PDF 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 | Filter result ▾

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 | Manual

- 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

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

- 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

- 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

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

Phase-out ▷ ──────■─ - - - - - -‖ · · · ··]

Alternative product ⬅
→ Contact
No information available for alternative product

Pneumatic ejector AWP-50-B
10193

→ Spare parts catalogue

Phase-out ▷ ──────■─ - - - - -‖ · · · ·]
     01/01/2008   31/03/2008   31/12/2009

Alternative product ⬅
No alternative
No replacement

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.

Short-stroke cylinder AVL-5⋯25-S6
14786

→ Spare parts catalogue

Phase-out ▷ ──────■─ - - - - -‖ · · · ·]
    06/03/2001   31/03/2003   31/03/2008

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

Support Portal — Documentation of phased-out products

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

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.

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

Support Portal — Mobile version of the Support Portal

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

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

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.

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.

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

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].
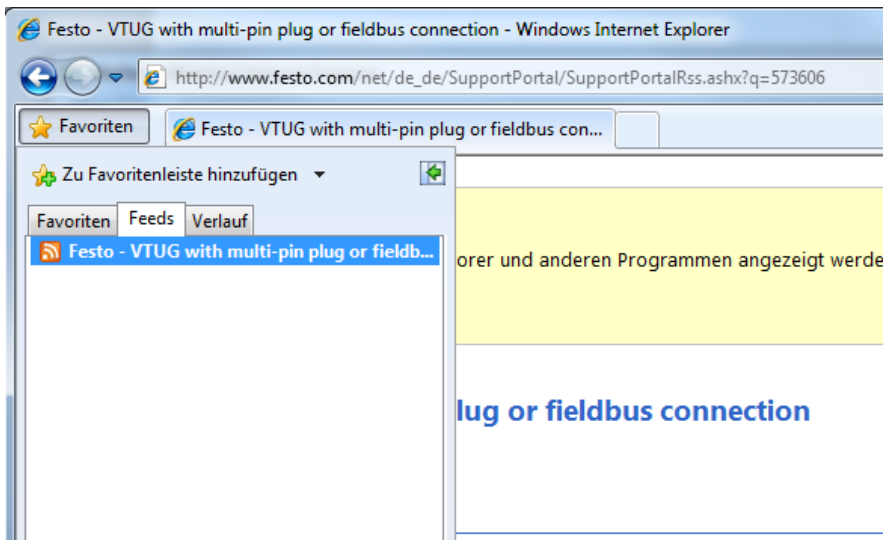
Support Portal — RSS feed function

Retrieving an RSS feed

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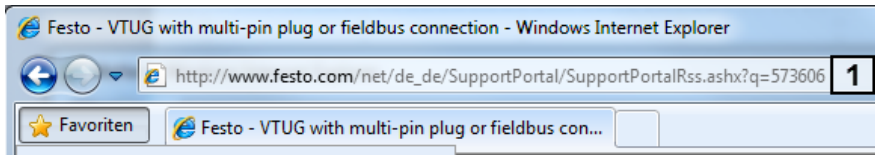
Support Portal — RSS feed function

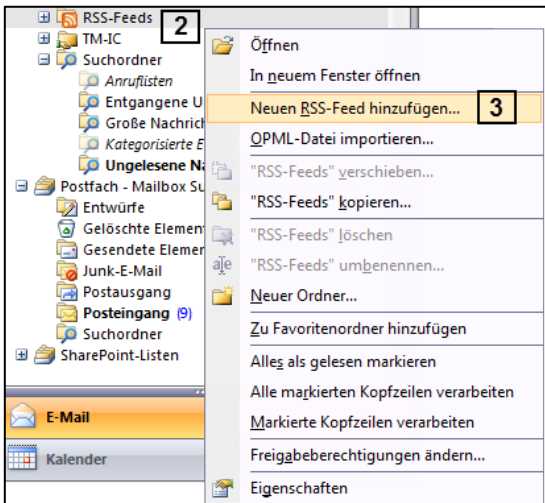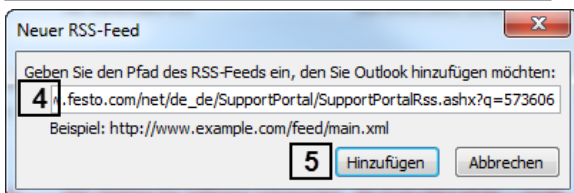## Integrating an RSS feed into Outlook

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

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.
Browse existing answers and address your technical questions to our expert community ➜ Support Community.
For support requests please use our ➜ contact page.

Save

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).