

Installation Instructions

POINT I/O 2 Port Ethernet Adapter

Catalog Number 1734-AENTR

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Important User Information

Solid state equipment has operational characteristics differing from those of electromechanical equipment. Safety Guidelines for the Application, Installation and Maintenance of Solid State Controls (Publication SGI-1.1 available from your local Rockwell Automation sales office or online at <http://literature.rockwellautomation.com>) describes some important differences between solid state equipment and hard-wired electromechanical devices. Because of this difference, and also because of the wide variety of uses for solid state equipment, all persons responsible for applying this equipment must satisfy themselves that each intended application of this equipment is acceptable.





In no event will Rockwell Automation, Inc. be responsible or liable for indirect or consequential damages resulting from the use or application of this equipment.

The examples and diagrams in this manual are included solely for illustrative purposes. Because of the many variables and requirements associated with any particular installation, Rockwell Automation, Inc. cannot assume responsibility or liability for actual use based on the examples and diagrams.

No patent liability is assumed by Rockwell Automation, Inc. with respect to use of information, circuits, equipment, or software described in this manual.

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Throughout this manual, when necessary, we use notes to make you aware of safety considerations.

WARNING 	Identifies information about practices or circumstances that can cause an explosion in a hazardous environment, which may lead to personal injury or death, property damage, or economic loss.
IMPORTANT	Identifies information that is critical for successful application and understanding of the product.
ATTENTION 	Identifies information about practices or circumstances that can lead to personal injury or death, property damage, or economic loss. Attentions help you identify a hazard, avoid a hazard and recognize the consequences.
SHOCK HAZARD 	Labels may be on or inside the equipment (for example, drive or motor) to alert people that dangerous voltage may be present.
BURN HAZARD 	Labels may be on or inside the equipment (for example, drive or motor) to alert people that surfaces may reach dangerous temperatures.

Environment and Enclosure

ATTENTION

This equipment is intended for use in a Pollution Degree 2 industrial environment, in overvoltage Category II applications (as defined in IEC 60664-1), at altitudes up to 2000 m (6562 ft) without derating.

This equipment is considered Group 1, Class A industrial equipment according to IEC/CISPR 11. Without appropriate precautions, there may be difficulties with electromagnetic compatibility in residential and other environments due to conducted and radiated disturbances.

This equipment is supplied as open-type equipment. It must be mounted within an enclosure that is suitably designed for those specific environmental conditions that will be present and appropriately designed to prevent personal injury resulting from accessibility to live parts. The enclosure must have suitable flame-retardant properties to prevent or minimize the spread of flame, complying with a flame spread rating of 5VA, V2, V1, V0 (or equivalent) if non-metallic. The interior of the enclosure must be accessible only by the use of a tool. Subsequent sections of this publication may contain additional information regarding specific enclosure type ratings that are required to comply with certain product safety certifications.

In addition to this publication, see:

- Industrial Automation Wiring and Grounding Guidelines, for additional installation requirements, Allen-Bradley publication [1770-4.1](#).
 - NEMA Standards 250 and IEC 60529, as applicable, for explanations of the degrees of protection provided by different types of enclosure.
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Prevent Electrostatic Discharge

ATTENTION

This equipment is sensitive to electrostatic discharge, which can cause internal damage and affect normal operation. Follow these guidelines when you handle this equipment.

- Touch a grounded object to discharge potential static.
 - Wear an approved grounding wriststrap.
 - Do not touch connectors or pins on component boards.
 - Do not touch circuit components inside the equipment.
 - Use a static-safe workstation, if available.
 - Store the equipment in appropriate static-safe packaging when not in use.
-

ATTENTION

POINT I/O is grounded through the DIN rail to chassis ground. Use zinc plated yellow-chromate steel DIN rail to assure proper grounding. The use of other DIN rail materials (for example, aluminum or plastic) that can corrode, oxidize, or are poor conductors, can result in improper or intermittent grounding. Secure DIN rail to mounting surface approximately every 200 mm (7.8 in.) and use end-anchors appropriately.

ATTENTION

To comply with the CE Low Voltage Directive (LVD), this equipment must be powered from a Safety Extra Low Voltage (SELV) or Protected Extra Low Voltage (PELV) compliant source

ATTENTION

Do not remove or replace an Adapter Module while power is applied. Interruption of the backplane can result in unintentional operation or machine motion.

WARNING

When you insert or remove the module while backplane power is on, an electrical arc can occur. This could cause an explosion in hazardous location installations.
Be sure that power is removed or the area is nonhazardous before proceeding. Repeated electrical arcing causes excessive wear to contacts on both the module and its mating connector. Worn contacts may create electrical resistance that can affect module operation.

WARNING



When you connect or disconnect the Removable Terminal Block (RTB) with field side power applied, an electrical arc can occur. This could cause an explosion in hazardous location installations. Be sure that power is removed or the area is nonhazardous before proceeding.

WARNING





If you connect or disconnect the communications cable with power applied to this module or any device on the network, an electrical arc can occur. This could cause an explosion in hazardous location installations. Be sure that power is removed or the area is nonhazardous before proceeding.

WARNING



If you connect or disconnect wiring while the field-side power is on, an electrical arc can occur. This could cause an explosion in hazardous location installations. Be sure that power is removed or the area is nonhazardous before proceeding.

North American Hazardous Location Approval

The following information applies when operating this equipment in hazardous locations:		Informations sur l'utilisation de cet équipement en environnements dangereux :	
Products marked "CL I, DIV 2, GP A, B, C, D" are suitable for use in Class I Division 2 Groups A, B, C, D, Hazardous Locations and nonhazardous locations only. Each product is supplied with markings on the rating nameplate indicating the hazardous location temperature code. When combining products within a system, the most adverse temperature code (lowest "T" number) may be used to help determine the overall temperature code of the system. Combinations of equipment in your system are subject to investigation by the local Authority Having Jurisdiction at the time of installation.		Les produits marqués "CL I, DIV 2, GP A, B, C, D" ne conviennent qu'à une utilisation en environnements de Classe I Division 2 Groupes A, B, C, D dangereux et non dangereux. Chaque produit est livré avec des marquages sur sa plaque d'identification qui indiquent le code de température pour les environnements dangereux. Lorsque plusieurs produits sont combinés dans un système, le code de température le plus défavorable (code de température le plus faible) peut être utilisé pour déterminer le code de température global du système. Les combinaisons d'équipements dans le système sont sujettes à inspection par les autorités locales qualifiées au moment de l'installation.	
<div>WARNING</div> <div></div>	<div>EXPLOSION HAZARD</div> <ul style="list-style-type: none">Do not disconnect equipment unless power has been removed or the area is known to be nonhazardous.Do not disconnect connections to this equipment unless power has been removed or the area is known to be nonhazardous. Secure any external connections that mate to this equipment by using screws, sliding latches, threaded connectors, or other means provided with this product.Substitution of components may impair suitability for Class I, Division 2.If this product contains batteries, they must only be changed in an area known to be nonhazardous.	<div>AVERTISSEMENT</div> <div></div>	<div>RISQUE D'EXPLOSION</div> <ul style="list-style-type: none">Couper le courant ou s'assurer que l'environnement est classé non dangereux avant de débrancher l'équipement.Couper le courant ou s'assurer que l'environnement est classé non dangereux avant de débrancher les connecteurs. Fixer tous les connecteurs externes reliés à cet équipement à l'aide de vis, loquets coulissants, connecteurs filetés ou autres moyens fournis avec ce produit.La substitution de composants peut rendre cet équipement inadapté à une utilisation en environnement de Classe I, Division 2.S'assurer que l'environnement est classé non dangereux avant de changer les piles.

European Hazardous Location Approval

European Zone 2 Certification (The following applies when the product bears the Ex Marking)

This equipment is intended for use in potentially explosive atmospheres as defined by European Union Directive 94/9/EC and has been found to comply with the Essential Health and Safety Requirements relating to the design and construction of Category 3 equipment intended for use in potentially explosive atmospheres, given in Annex II to this Directive. Compliance with the Essential Health and Safety Requirements has been assured by compliance with EN 60079-15 and EN 60079-0.

WARNING

Observe the following additional Zone 2 certification requirements.

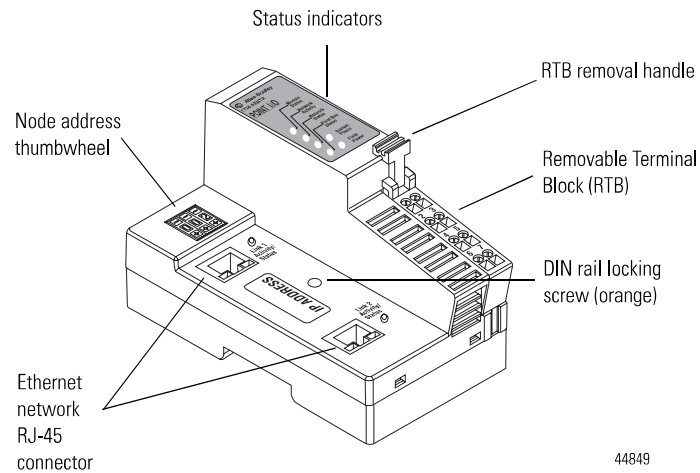
- This equipment is not resistant to sunlight or other sources of UV radiation.
 - This equipment must be installed in an enclosure providing at least IP54 protection when applied in Zone 2 environments.
 - This equipment shall be used within its specified ratings defined by Allen-Bradley.
 - Provision shall be made to prevent the rated voltage from being exceeded by transient disturbances of more than 40% when applied in Zone 2 environments.
 - Secure any external connections that mate to this equipment by using screws, sliding latches, threaded connectors, or other means provided with this product.
 - Do not disconnect equipment unless power has been removed or the area is known to be nonhazardous.
-

About the Adapter

Read this publication for information about the POINT I/O Ethernet adapter, a communications adapter for POINT I/O modules.

This adapter is for the POINT I/O backplane that provides connectivity to an Ethernet network with two RJ-45 connectors for 2 port pass-through to support daisy chain or ring, and the existing star and tree network topologies.

1734-AENTR Adapter



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Before You Begin

To effectively use your adapter, note the following considerations.

Determine Compatibility

RSLogix 5000 version 17 or greater must be used for the 1734-AENTR Add-on Profile. The 1734-AENTR adapters will accept I/O connections with the electronic keying for the 1734-AENT. This allows the 1734-AENTR adapter to be used in a daisy-chain topology with the 1734-AENT profile used for the 1734-AENTR.

If using the adapter with a 1756-ENBT module, 1768-ENBT module or an L3xE processor, use the following required firmware versions for these bridge modules:

- 1756-ENBT firmware version 4.5 or greater
- 1768-ENBT firmware version 2.1 or greater
- L3xE processor firmware version 17 or greater

If you use the BootP utility to assign IP addresses to the adapter, use version 2.3.2 or greater.

Understand Messaging

Class 3 (Explicit Message) requests through the 1734-AENTR adapter to a specific POINT I/O module do not always receive a response from the I/O modules. In the case where the I/O module does not reply to the request, the adapter responds with an error code indicating a time-out.

Establish I/O Connections

When you start a POINT I/O system and establish I/O connections, the outputs transition to the Idle state, applying Idle state data before going to Run mode. This occurs even when the controller making the connection is already in Run mode.

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Configure Autobaud

The adapter cannot reconfigure an I/O module that you previously configured to operate at a fixed baud rate. When you reuse a POINT I/O module from another POINT I/O system, configure the module to autobaud before using it with the adapter.

Install the Adapter

Follow this procedure to install the adapter on the DIN rail prior to installing other base units.

ATTENTION

Allow 25.4 mm (1 in.) of space between adjacent equipment for adequate ventilation.

1. Position the adapter vertically above the DIN rail.
2. Press down firmly to install the adapter on the DIN rail, noting that a locking mechanism locks the adapter to the DIN rail.
3. Set the node address on the node address thumbwheel.
4. Slide the safety end cap up to remove it, exposing the backplane and power interconnections.

ATTENTION

Do not discard the end cap. Use this end cap to cover the exposed interconnections on the last mounting base on the DIN rail. Failure to do so could result in equipment damage or injury from electric shock.

Set the Network Address

The thumbwheel switches are set to 999 and DHCP enabled, by default. You can set the network Internet Protocol (IP) address in the following ways:

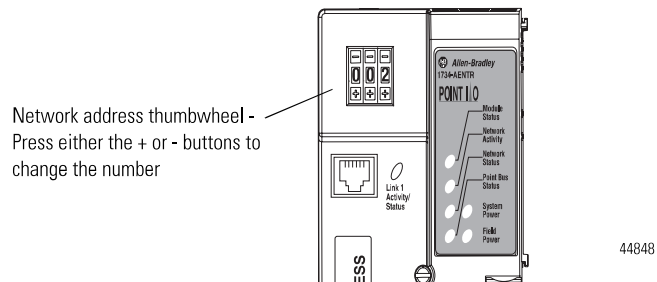
- Use the thumbwheel switches on the module.
- Use a Dynamic Host Configuration Protocol (DHCP) server, such as Rockwell Automation BootP/DHCP.
- Retrieve the IP address from nonvolatile memory.

The adapter reads the thumbwheel switches first to determine if the switches are set to a valid number. You set the node address by using the 3-position thumbwheel switch. Press the + or - buttons to change the number. Valid settings range from 001...254.

When the switches are set to a valid number, the adapter's IP address is 192.168.1.xxx (where xxx represents the number set on the switches).

The adapter's subnet mask is 255.255.255.0 and the gateway address is set to 0.0.0.0. The adapter does not have a host name assigned, or use any Domain Name System when using the thumbwheel settings.

Network Address Thumbwheel



If the switches are set to an invalid number (for example, 000 or a value greater than 254 excluding 888), the adapter checks to see if DHCP is enabled.

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DHCP Enabled and Not Enabled

If DHCP is	Then the Adapter
Enabled	Asks for an address from a DHCP server. The DHCP server also assigns other Transport Control Protocol (TCP) parameters
Not enabled	Uses the IP address (along with other TCP configurable parameters) stored in nonvolatile memory

Refer to publication POINT I/O Ethernet Adapter User Manual, [1734-UM014](#), for more information.

Replace the Adapter

Use these procedures to install a replacement adapter to an existing system.

1. Disconnect the Ethernet connector(s) from the adapter.
2. Pull up on the RTB removal handle to remove the terminal block.
3. Remove the adjacent module from its base.
4. Use a small bladed screwdriver to rotate the DIN rail locking screw to a vertical position. This releases the locking mechanism.
5. Lift straight up to remove.

-
6. Slide the safety end cap up to remove it, which exposes the backplane and power connections.
-

ATTENTION

Do not discard the end cap. Use this end cap to cover the exposed interconnections on the last mounting base on the DIN rail. Failure to do so could result in equipment damage or injury from electric shock.

7. Position the replacement adapter vertically above the DIN rail, making certain the DIN rail lock is in the horizontal position.
8. Slide the adapter down, allowing the interlocking side pieces to engage the adjacent module.
9. Press firmly to seat the adapter on the DIN rail, noting that the adapter locking mechanism will snap into place.
10. Set the node address on the node address thumbwheel.
11. Insert the end of the terminal block opposite the handle into the base unit, noting that this end has a curved section that engages with the wiring base.
12. Rotate the terminal block into the wiring base until it locks itself into place.
13. Replace the adjacent module in its base.
14. Reconnect the Ethernet cable(s) to the adapter.
15. Set the IP Address for this module.
16. Configure the adapter's chassis size.

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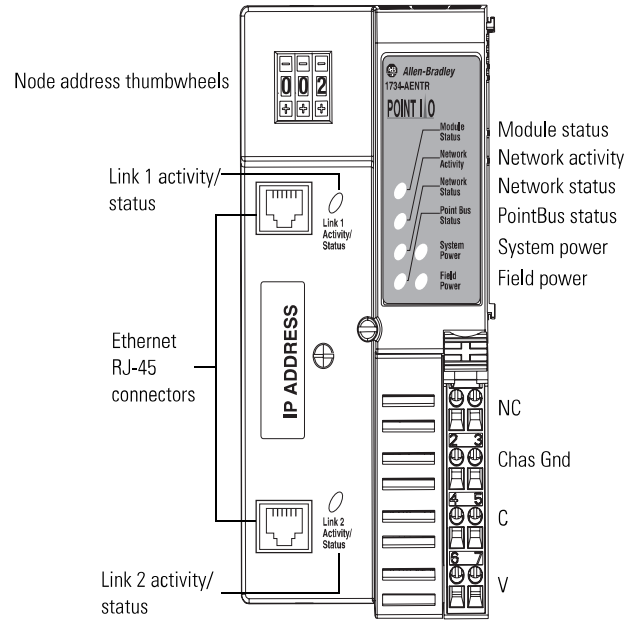
Wire the Adapter

See the 1734-AENTR Adapter figure for information about how to wire the adapter.

ATTENTION

Do not wire more than two conductors on any single terminal.

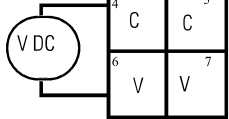
1734-AENTR Adapter



12/24V DC

Do not connect 120/240V AC power to this supply.

This DC supply will be connected to the internal power bus.



0	1
NC	NC
2	3
Chas Gnd	Chas Gnd
4	5
C	C
6	7
V	V

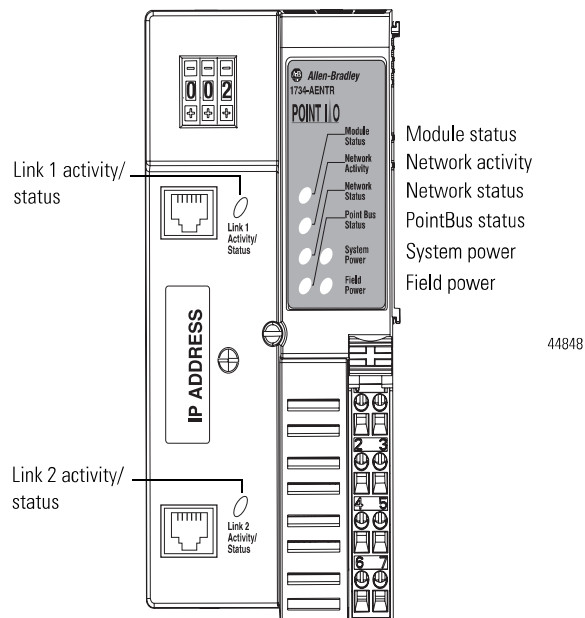
NC = No Connection
Chas GND = Chassis Ground
C = Common
V = Supply

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About the Status Indicators

See Interpret the Status Indicators for information about troubleshooting with the status indicators.

Status Indicators



Interpret the Status Indicators

Indicator	State	Description
Module status	Off	No power applied to device
	Solid green	Device operating normally
	Flashing red/green	Module self-test
	Flashing red	Recoverable fault. Complete firmware update, verify address switches.
	Solid red	Unrecoverable fault, may require device replacement
Network status	Off	Device is not on-line - Device has not completed dup_MAC_id test. - Device not powered - check module status indicator
	Flashing green	Device is on-line but has no CIP connections in the established state.
	Solid green	Device on-line and has CIP connections in the established state.
	Flashing red	One or more CIP connections in timed-out state. Check for I/O module failure and controller operation.
	Solid red	Duplicate IP address detected. Verify IP address setting and correct, as needed.
	Flashing red/green	Module self-test

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Indicator	State	Description
Network Activity	Off	No link established with Port 1 or Port 2.
	Solid green	Link established with Port 1 and/or Port 2 @ 100 Mb.
		Link established with Port 1 and Port 2. One port @ 100 Mb and the other port @ 10 Mb.
	Flashing green	Transmit or receive activity present on Port 1 and/or Port 2 @ 100 Mb.
		Transmit or receive activity present on Port 1 and/or Port 2. One port @ 100 Mb and the other port @ 10 Mb.
	Solid yellow	Link established with Port 1 and/or Port 2 @ 10 Mb.
	Flashing yellow	Transmit or receive activity present on Port 1 and/or Port 2 @ 10 Mb.
Link 1 or Link 2 Activity / Status	Off	No link established.
	Solid green	Link established @ 100 Mbps.
	Flashing green	Transmit or receive activity present on indicated port @ 100 Mbps.
	Solid yellow	Link established @ 10 Mbps.
	Flashing yellow	Transmit or receive activity present on indicated port @ 10 Mbps.

Indicator	State	Description
POINTBus status	Off	Device is not online. Device has not completed Dup_MAC_JD test. Device not powered - check module status indicator.
	Flashing green	Device is online but has no connections in the established state. Firmware (NVS) update in progress.
	Solid green	Adapter online with connections established.
	Flashing red	Recoverable fault occurred: <ul style="list-style-type: none"> • At cycle power, the number of expected modules does not equal the number of modules present. • A module is missing. • Node fault (I/O connection timeout) occurred.
	Solid red	Unrecoverable fault occurred - the adapter is bus off.
	Flashing red/green	LED powerup test is in progress.
System power	Off	Not active. Adapter power is off or there is a DC-DC converter problem.
	Solid green	System power is on, DC-DC converter output is active (5V).
Field power	Off	Not active. Adapter power is off.
	Solid green	Power is on, 24V input is present.

Specifications

POINT I/O Ethernet Adapter - 1734-AENTR

Attribute	Value
Expansion I/O capacity	<ul style="list-style-type: none"> • 63 modules max • 5 rack optimized connections (for digital modules only) max • 20 direct connections max • 1734-AENTR backplane current output = 0.8 A. • Actual number of modules can vary. • Add up current requirements of modules you want to use to make sure they do not exceed the amperage limit of 0.8 A for the 1734-AENTR adapter. • Backplane current can be extended beyond 0.8 A by using 1734-EP24DC backplane extension power supplies. • Add multiple 1734-EP24DC modules to reach the 63 module max.
POINTBus current requirements	<ul style="list-style-type: none"> • 75 mA (Catalog numbers 1734-IB2, 1734-IB4, 1734-IB8, 1734-IV2, 1734-OB2, 1734-OB4, 1734-OB8, 1734-OB2E, 1734-OB2EP, 1734-OB4E, 1734-OB8E, 1734-OV2E, 1734-OV4E, 1734-IE2C, 1734-OE2C, 1734-IE2V, 1734-OE2V, 1734-IA2, 1734-IM2, 1734-OA2, 1734-232ASC, 1734-485ASC) • 80 mA (Catalog number 1734-OW2) • 100 mA (Catalog number 1734-OX2) • 110 mA (Catalog number 1734-SSI) • 160 mA (Catalog number 1734-IJ2) • 175 mA (Catalog number 1734-IT2I) • 180 mA (Catalog number 1734-VHSC5, 1734-VHSC24) • 220 mA (Catalog number 1734-IR2)
Module location	Starter module - left side of the 1734 system

Power Supply

Attribute	Value
Input voltage rating	24V DC nom 10...28.8V DC range
Field side power requirements	24V DC @ 400 mA nom 12V DC @ 800 mA nom 10...28.8V DC, 1000 mA max
Inrush current	6 A max for 10 ms
Input overvoltage protection	Reverse polarity protected
PointBus output current	0.8A max @ 5V DC
Interruption	Output voltage stays within specifications when input drops out for 10 ms at 10V with max load

Ethernet Communication

Attribute	Value
Ethernet communication rate	10/100 Mbps/s, half or full-duplex
Ethernet ports	2 - configured as Embedded Switch
Ethernet network topologies supported	Star, Tree, Daisy chain/Linear, and Ring
Ethernet connector	RJ-45, Category 5
Ethernet cable	Category 5: shielded or unshielded
Ethernet wire connections	See Wire size on page 23

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General

Attribute	Value
Indicators	3 red/green status indicators on CPU: - Module status - Network status (Ports 1 and 2 combined) - PointBus status 1 green/yellow status indicator on CPU: - Network activity (Ports 1 and 2 combined) 2 green/yellow status indicators on base: - Link 1 activity/status - Link 2 activity/status 2 green power supply status indicators on DC-DC Converter: - System power (5V DC to PointBus Out) - Field power (24V DC from Field In)
Power consumption	10.4 W max @ 28.8V DC
Power dissipation	6.3 W max @ 28.8V DC
Input overvoltage protection	Reverse polarity protected
Thermal dissipation	21.5 BTU/hr max @ 28.8V DC
Isolation voltage	50V (continuous), Basic Insulation Type, Network to Power, Network to Backplane, Power to Backplane, and Network to Network. Type tested at 1930V DC for 60 s
Field power supply	10...28.8V DC, 10A max
Field power output	10...28.8V DC, 9A max
Module input	10...28.8V DC, 1000 mA
PointBus output	5V DC, 0.8A max
Dimensions (HxWxD), approx.	76.2 x 73.0 x 133.4 mm (3.0 x 2.87 x 5.25 in.)
Enclosure type rating	None (open-style)
Terminal base screw torque	0.8 Nm (7 lb-in)

General

Attribute	Value
Weight, approx.	280 g (0.62 lb)
Wiring category ⁽¹⁾	1 - on power ports 2 - on communications ports
Wire size	Power connections: 0.34... 2.1 mm ² (22... 14 AWG) solid or stranded copper wire rated at 75 °C (167 °F) or greater, 1.2 mm (3/64 in.) insulation max Ethernet connections: RJ-45 connector according to IEC 60603-7, 2 or 4 pair Category 5e minimum cable according to TIA 568-B.1 or Category 5 cable according to ISO/IEC 24702
North American temp code	T4
IEC temp code	T4

⁽¹⁾ Use this Conductor Category information for planning conductor routing. Refer to Industrial Automation Wiring and Grounding Guidelines, publication [1770-4.1](#).

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Environmental

Attribute	Value
Temperature, operating	IEC 60068-2-1 (Test Ad, Operating Cold), IEC 60068-2-2 (Test Bd, Operating Dry Heat), IEC 60068-2-14 (Test Nb, Operating Thermal Shock): -20...55 °C (-4...131 °F)
Temperature, storage	IEC 60068-2-1 (Test Ab, Unpackaged Non-operating Cold), IEC 60068-2-2 (Test Bb, Unpackaged Non-operating Dry Heat), IEC 60068-2-14 (Test Na, Unpackaged Non-operating Thermal Shock): -40...85 °C (-40...185 °F)
Relative humidity	IEC 60068-2-30 (Test Db, Unpackaged Damp Heat): 5...95% noncondensing
Vibration	IEC 60068-2-6 (Test Fc, Operating): 5 g @ 10...500 Hz
Shock, operating	IEC 60068-2-27 (Test Ea, Unpackaged Shock): 30 g
Shock, nonoperating	IEC 60068-2-27 (Test Ea, Unpackaged Shock): 50 g
Emissions	CISPR 11: Group 1, Class A
ESD immunity	IEC 61000-4-2: 6 kV contact discharges 8 kV air discharges
Radiated RF immunity	IEC 61000-4-3: 10V/m with 1 kHz sine-wave 80% AM from 80...2000 MHz 10V/m with 200 Hz 50% Pulse 100% AM at 900 MHz 10V/m with 200 Hz 50% Pulse 100% AM at 1890 MHz 3V/m with 1 kHz sine-wave 80% AM from 2000...2700 MHz
EFT/B immunity	IEC 61000-4-4: ±4 kV at 5 kHz on power ports ±3 kV at 5 kHz on communications ports

Environmental

Attribute	Value
Surge transient immunity	IEC 61000-4-5: ±1 kV line-line(DM) and ±2 kV line-earth(CM) on power ports ±2 kV line-earth(CM) on communications ports
Conducted RF immunity	IEC 61000-4-6: 10V rms with 1 kHz sine-wave 80% AM from 150 kHz...80 MHz

Certifications

Certification (when product is marked) ⁽¹⁾	Value
c-UL-us	UL Listed Industrial Control Equipment, certified for US and Canada. See UL File E65584. UL Listed for Class I, Division 2 Group A,B,C,D Hazardous Locations, certified for U.S. and Canada. See UL File E194810.
CE	European Union 2004/108/EC EMC Directive, compliant with: EN 61326-1; Meas./Control/Lab., Industrial Requirements EN 61000-6-2; Industrial Immunity EN 61000-6-4; Industrial Emissions EN 61131-2; Programmable Controllers (Clause 8, Zone A & B)
C-Tick	Australian Radiocommunications Act, compliant with: AS/NZS CISPR11; Industrial Emissions
Ex	European Union 94/9/EC ATEX Directive, compliant with: EN 60079-15; Potentially Explosive Atmospheres, Protection "n" EN 60079-0; General Requirements II 3 G Ex nA nL IIC T4 X
EtherNet/IP	ODVA conformance tested to EtherNet/IP specifications

⁽¹⁾ See the Product Certification link at <http://www.ab.com> for Declaration of Conformity, Certificates, and other certification details.

Additional Resources

Refer to these related publications, as needed.

Resource	Description
POINT I/O Ethernet User Manual, publication 1734-UM014	Provides details about how to install, configure, and troubleshoot your module

You can view or download publications at <http://www.literature.rockwellautomation.com>. To order paper copies of technical documentation, contact your local Rockwell Automation distributor or sales representative.

Notes:

Rockwell Automation Support

Rockwell Automation provides technical information on the Web to assist you in using its products. At <http://support.rockwellautomation.com>, you can find technical manuals, a knowledge base of FAQs, technical and application notes, sample code and links to software service packs, and a MySupport feature that you can customize to make the best use of these tools.

For an additional level of technical phone support for installation, configuration, and troubleshooting, we offer TechConnect support programs. For more information, contact your local distributor or Rockwell Automation representative, or visit <http://support.rockwellautomation.com>.

Installation Assistance

If you experience a problem within the first 24 hours of installation, please review the information that's contained in this manual. You can also contact a special Customer Support number for initial help in getting your product up and running.

United States	1.440.646.3434 Monday – Friday, 8 a.m. – 5 p.m. EST
Outside United States	Please contact your local Rockwell Automation representative for any technical support issues.

New Product Satisfaction Return

Rockwell Automation tests all of its products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning and needs to be returned, follow these procedures.

United States	Contact your distributor. You must provide a Customer Support case number (see phone number above to obtain one) to your distributor in order to complete the return process.
Outside United States	Please contact your local Rockwell Automation representative for the return procedure.

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