



# Apertura richieste di supporto via Web

Accedendo al Sito <u>https://support.automation.siemens.com</u> selezionando "Support Request"

Si ha la possibilità di avere le risposte al vostro quesito senza necessariamente aprire un case telefonico al "Technical Support".

Semplicemente inserendo la problematica ed il prodotto vengono visualizzate immediatamente le FAQ con la soluzione al problema.

Nel caso in cui la risposta non sia contemplata nei suggerimenti dati si può continuare con gli step operativi fino ad aprire la richiesta di supporto direttamente dal Web.

Non è necessario contattare telefonicamente il "Dispatch Center".

Di seguito i 6 step operativi









#### Indicare il prodotto che evidenzia Il problema

Step 2: Selezionare il tipo di richiesta



#### Indicare l'applicazione del prodotto



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## Step 3: Soluzioni proposte (Faq)

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refied;	Select ar	n application case	Describe a protriem	Summery & Send				
	Hits from our Knowlegebase							
	Selected product: CP	PU 416-2 DP						
	Your search criteria:	CPU 416-2 DP Technic	al data	(G0>>)				
	CPU 41x - Product im environments with 1 - White Miller White StMATIC 37 - Which drives supp - Where do you find - Retentivity behavio - ST-400: Operating - Images, graphics, 5 - Which ST CPUs, ST CPs	formation Technical d iMATIC modules of the pro- dight concentrations of corror unces between the Ethernet components support clock- cartificates and approvals for cartificates and approvals for or 157-400 CPUs and the CM Mode Switch at the new CPL symbols and screensholds for and ST IME support the "DV	Ita wort families 57-300, 57-400 ive gas communication services? synchronized operation? synchronized operation? SIMATIC 57 in the Internet PU 318-2 CPUs 2138-2 CPUs EMATIC Industrial automation set Data Exchange" fanctor	; ET 200M, ET 2005 and ET 2005P in 17: 10: 10: 10: 10: 10: 10: 10: 10				
	What are the order numb	ers of the back-up batteries	for the various CPUs?					
	How great is the power requirement (from the backup battery) of the modules to be backed up at "Power OII" and what is the relationship between the backup current and the length of the backup time?							
	When should you replace	the back-up battery on you	57 300/400 controller?					
	How can I backup my pro	How can I backup my program from the load memory?						
	Automation System 57-4	00 CPU Specifications						
	Automation System 57-4	Automation System 57-400 CPU Specifications						
	S7-400 Automation Syste	87-400 Automation System, CPU Specifications						
	How can you back up the	actual values of DBs and b	t memories?					
	Why does my new CPU :	315-2DP (Order No: 6ES7 3	15-2AG10-0AB0) not proces	as the SFC13 correctly?				
	leochrone Mode							

In questa fase vi vengono proposte tutte le FAQ legate al prodotto ed alla applicazione da voi indicata. Se le FAQ non identificano o danno soluzioni soddisfacenti potete inserire la descrizione del vostro problema e proseguire per l'apertura del case.

Step 4:

Please specify your request precisely as possible. Please do not forget to attach fies or documents if applicable

Descrizione della richiesta

Selected product: CPU 416-2 DF Usecase / Topic: Technical data

elect an application of

Pase pack your attachments (e.g. screensbots, log files, projects... (Datei auswählen) Keine Datei ausgewählt Aiready attached enclosures (0.00 KB):

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Our solution

Support Request





## Step 5: Dati per essere ricontattato

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	Data privacy statement:								
	Protecting the security and privacy of your personali statis is important for Samera. Below you will fod us that personal data and information we may collect and how use a. It is only cellicit, process and use your personali data with your innovatings and your approval. At any time you have the right to withdraw your approval for the hume. When you provide us with personal data (e.g. your many address), implement and datas), we usually collect, store and use 1 to improve our products and services, respond to your inquiry, process your order or provide personal data the advertisment purposes to rider to collect you alkout a Beeners offer you may be kiterested in, or to conduct colles excitively to understate date date or used and the advertisment with your may be kiterested in, or to conduct colles excitively to understate date date or used and the advertisment in advertisment is many advertisment purposes to rider to collect you alkout all sements offer you may be kiterested in, or to conduct colles excitively to understate date date or used and there can calculate the advertisment purposes.								
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Indicare i dati necessari per essere ricontattati

#### Step 6: Sommario richiesta

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one more time or print it out	1 2 3	5 4	5 0				
Click "Back" to return to a previous page and make	Select an application case	Describe a problem	Summary & Sen				
changes, if needed. You will first information on your	Summary of your request						
Support Request <u>them</u>	Personal data						
	First name: Max Surname: Muster e-mail: max.muster@musternet.de Company: Company Department: Town: Town Post code: 12345 Street: Street Country: USA Phone: 1234						
	Technical data						
	Selected product: CPU 416-2 DP Topic/Key words: Technical data Details: Describe a problem Attachment:						
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