## **SIMATIC Micro-Drive Virtual Product Launch**

10<sup>th</sup> June 2020 - 09:00 - 12:30





# Agenda

### Session 1 - 09:00 - 10:00

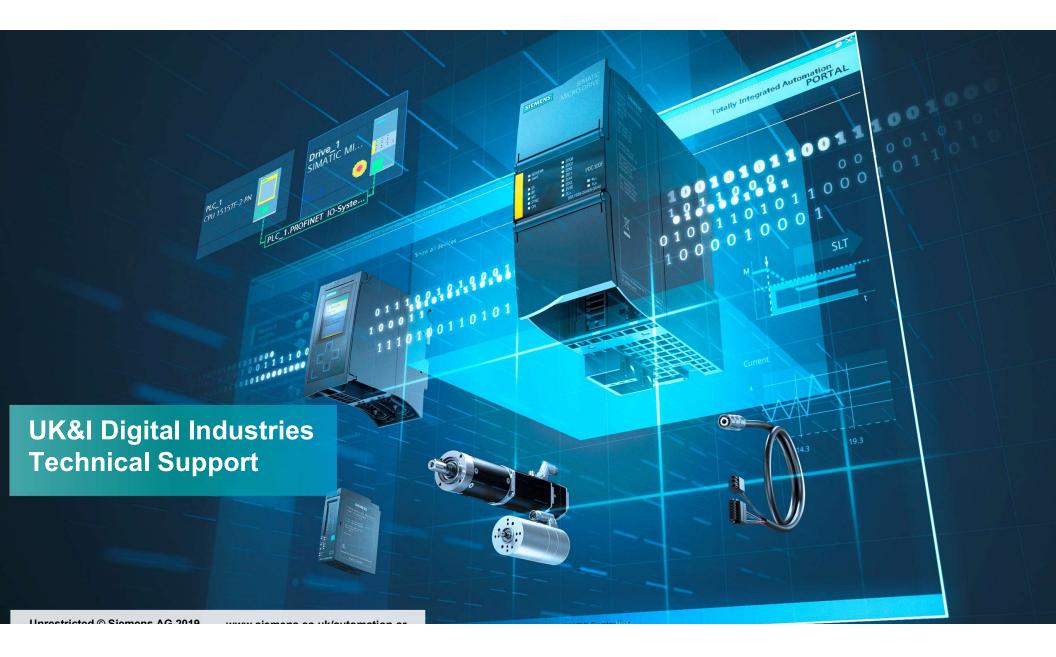
Micro-Drive Product Details, distribution, and product partners.

### Session 2 – 10:15 – 11:15

Micro-Drive Product Support, Technical Details, and Demonstration.

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# Digital Industries – Business Units



Software	Factory Automation	Motion Control	Process Automation	Customer Services
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# **Technical support – Support Functions**





Factory Automation Process Automation Technology & Motion



### Support Hub

Open 8:30 - 17:00 Monday to Friday

Support provided via telephone, email and remote services

Providing a call back service, with >90% of customers called back within 1 Hr

~18,000 enquiries per year



#### **Automation Specialists**

Located throughout the UK, delivering pre-sales guidance to our customers and providing second level technical support to our customers

Product selection guidance, proof of concept, technical sales presentations on DI product portfolio

Providing in-depth technical support and guidance on FA/PA/MC Product portfolio

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# **Technical support – Web Logging**



#### Customer / Partner Factory Automation Process Automation Technology & Motion Product search Problem description Check and submit Confirmation Support Request > **Support Hub Product Search Details and attachments** Summary Cancel Send 1<sup>st</sup> Fix rate: Search via Product name or Solution Suggestion Full Details of the issue 55% By Phone MLFB (Part Number) Forum Entries Drag & Drop files 64% web Logged Microdive, TM-Servo, 6BKxx Manuals Downloads Full detail including projects Call back time < 1 hour **Reduced number of logging** Start to diagnose straight away errors 10% of web logged entries are Services requests are saved **Currently 68% Cases Web** not completed under your logon Contact Details - zero errors, call back or email.

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# **Industry Online Support**





Siemens industrial Support: https://support.industry.siemens.com

> Home					
Filter criteria for entries					
All Products      My Products					
# Product tree					
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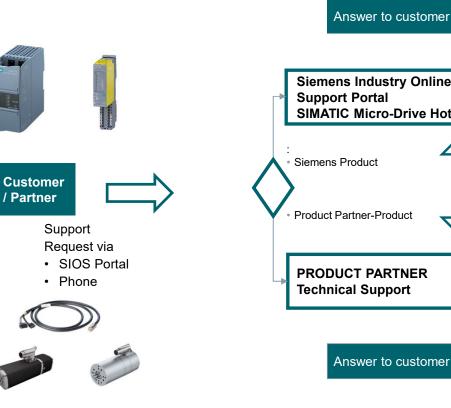


Manuals

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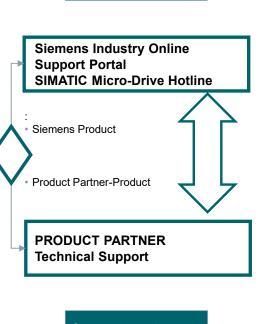
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### **Siemens Hotline Structure**



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SIMATIC MICRO-DRIVE; Ted Mi Sel SolDpivet

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**Live Demo** S7-1500 + Microdrive PDC 100F **Motion Control in the PLC** 

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## **On line Tutorials**

Coming soon..

- Part 1: Example configuration on TIA Selection Tool ٠
- Part 2: TIA Portal Hardware configuration and commissioning ٠
- Part 3: Technology object: configuration and programming ٠
- Part 4: SINA SPEED: configuration and programming ٠
- Part 5: Safety commissioning; STO control, SLT control, Profisafe ٠

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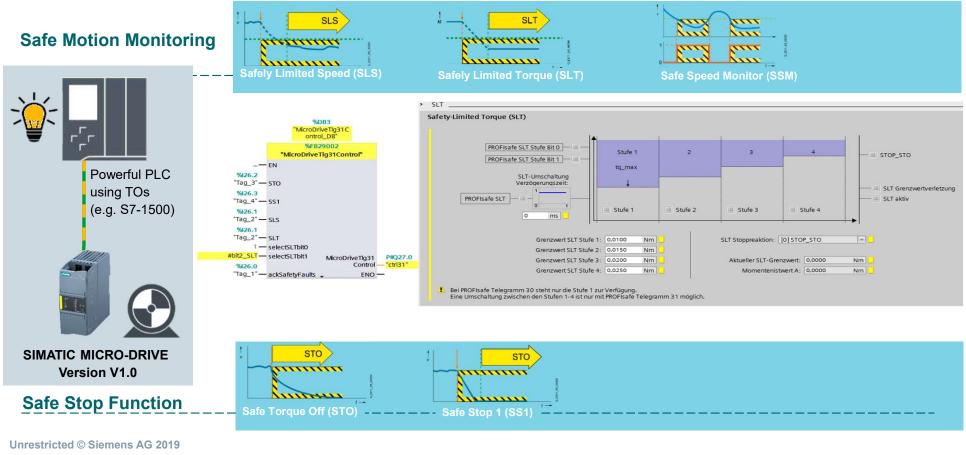
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### **Live Demo**

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