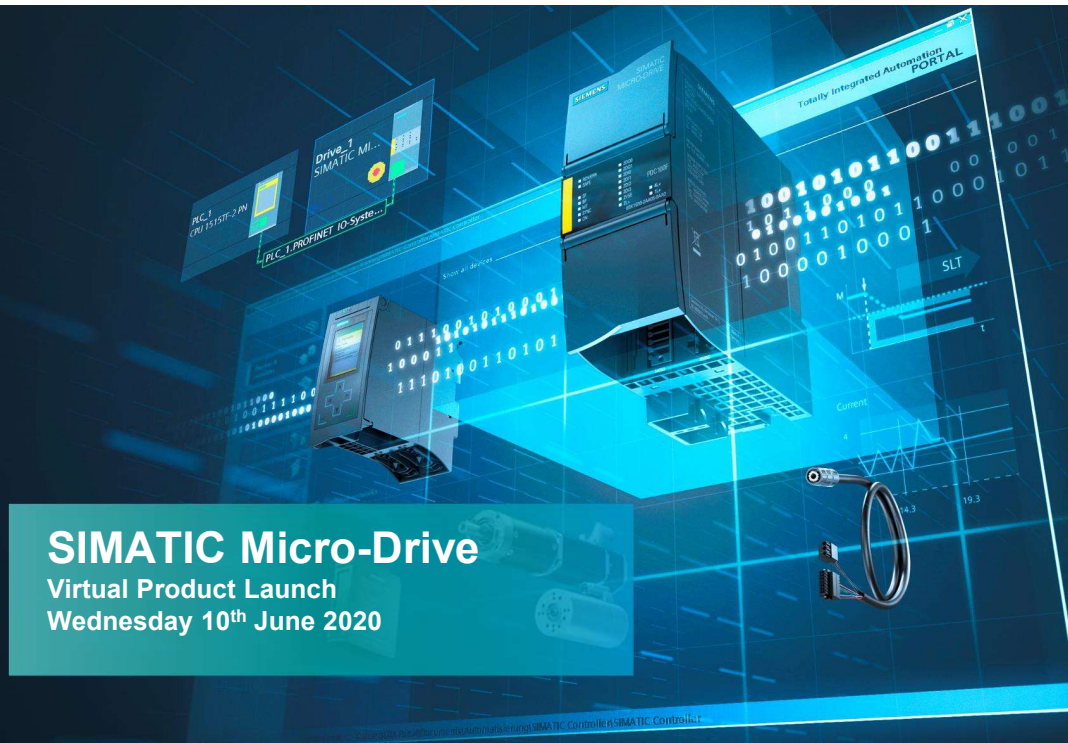


SIMATIC Micro-Drive Virtual Product Launch

10th 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.

UK&I Digital Industries Technical Support

Digital Industries – Business Units

SIEMENS
Ingenuity for life

Software



Factory Automation



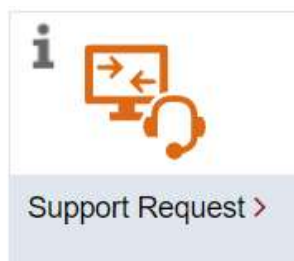
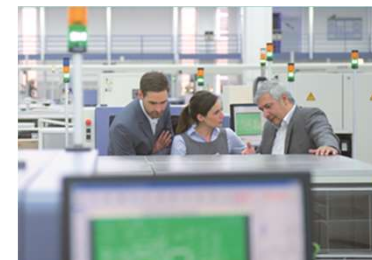
Motion Control



Process Automation



Customer Services



Technical Support

Delivering free of charge product support on all current products during working hours, and pre sales support to our customers

Technical support – Support Functions



Factory Automation Process Automation Technology & Motion

Customer / Partner



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

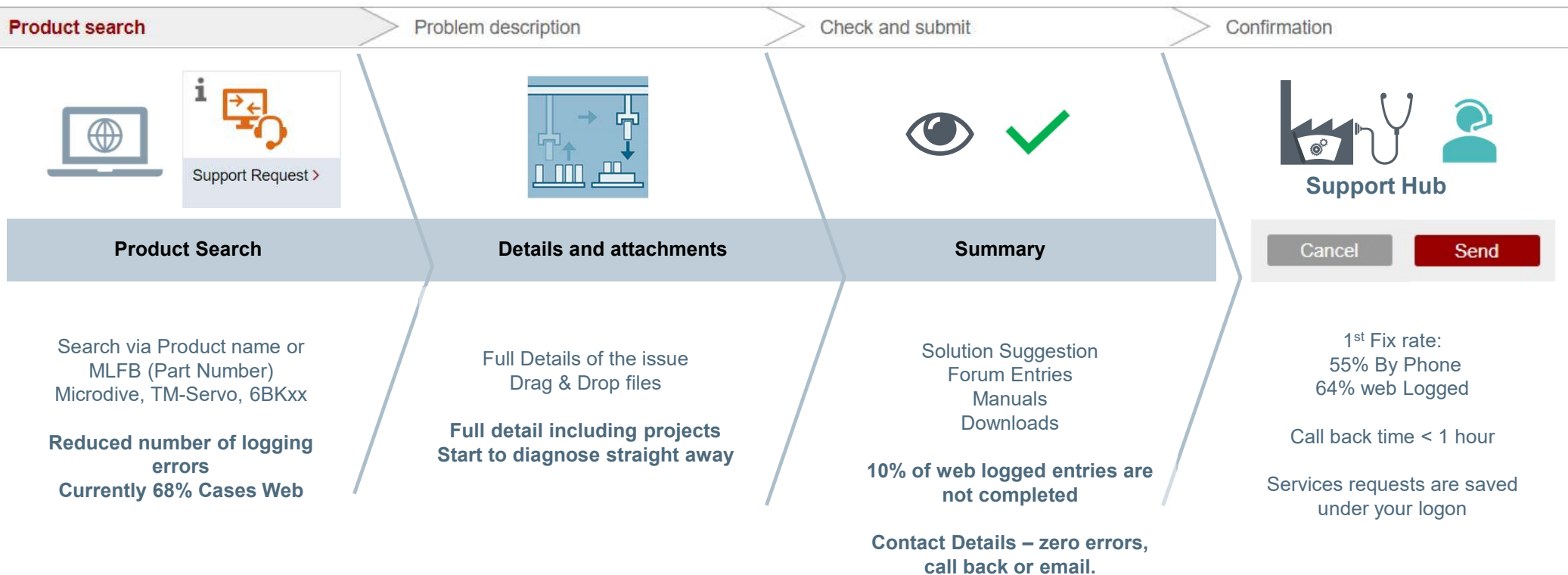
Providing in-depth technical support and guidance on FA/PA/MC Product portfolio

Technical support – Web Logging



Customer / Partner

Factory Automation Process Automation Technology & Motion



Industry Online Support

SIEMENS
Ingenuity for life



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

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Product tree

Safety extra-low voltage con... ✕

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Product

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Entry type

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Date

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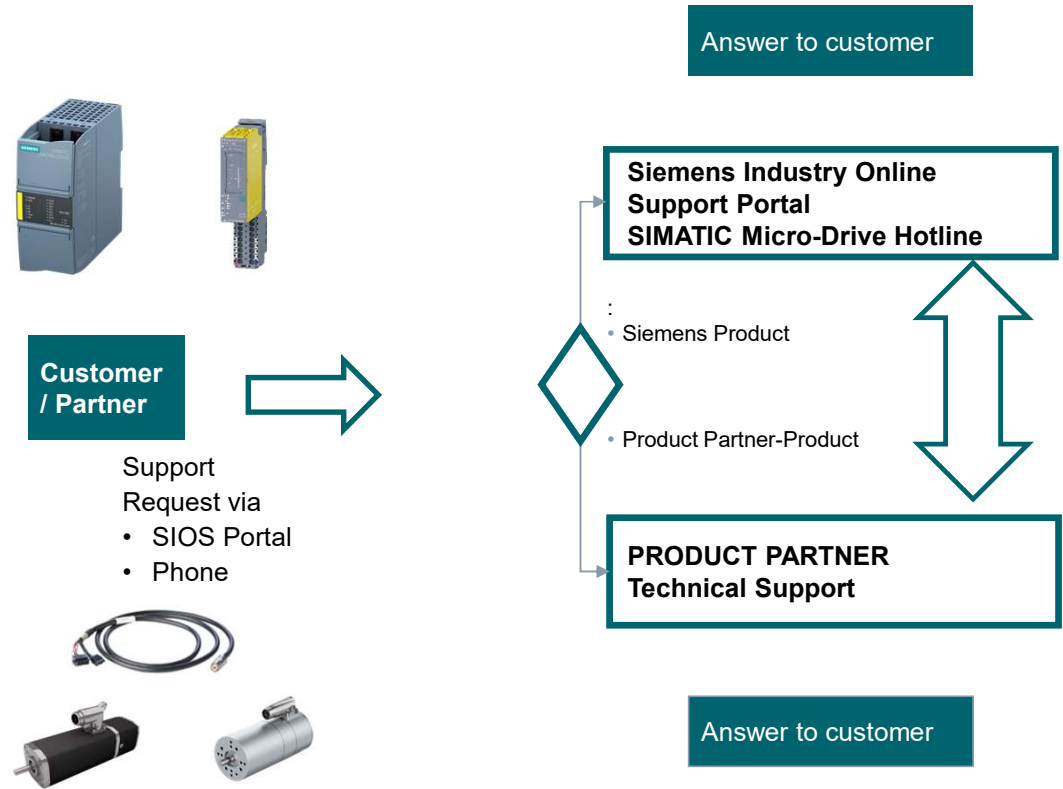
All ▼

Manuals



Support Request >

Siemens Hotline Structure





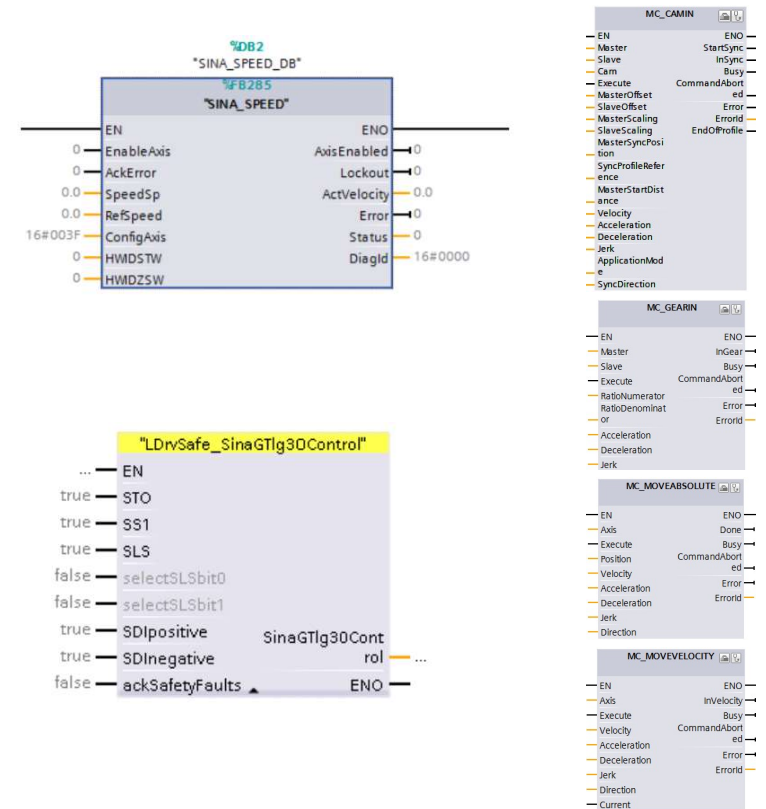
Live Demo S7-1500 + Microdrive PDC 100F Motion Control in the PLC

On line Tutorials



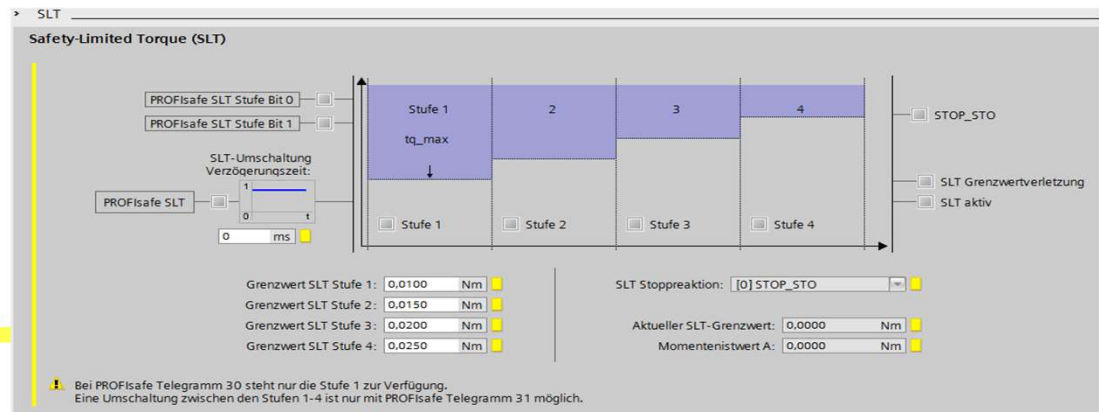
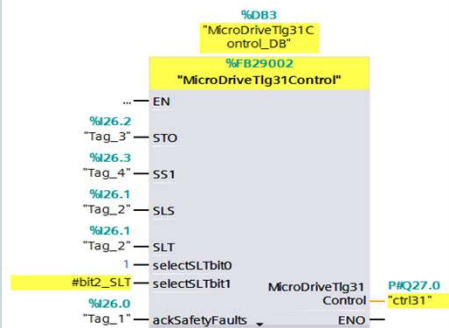
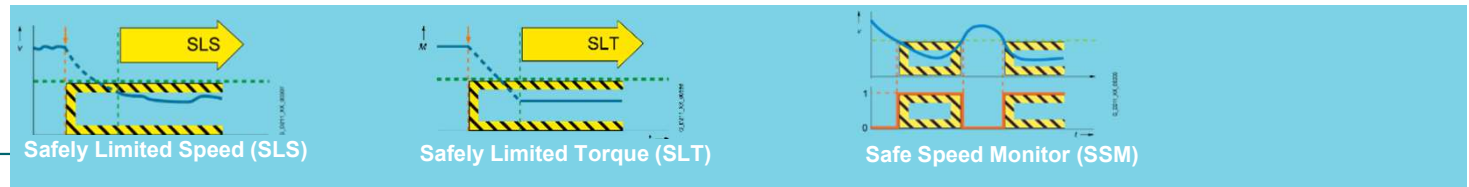
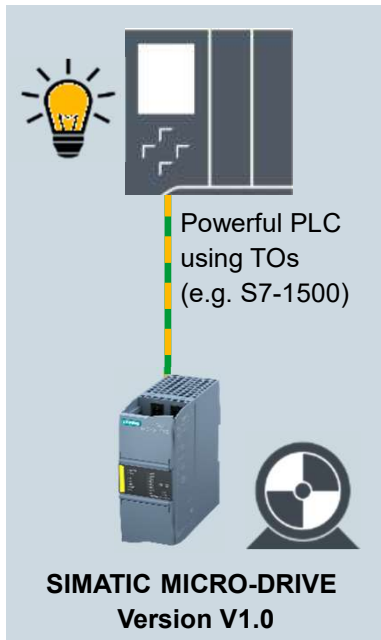
Coming soon..

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



Live Demo

Safe Motion Monitoring



Safe Stop Function

