

SupportNet™ Technical Services

Help is Just a Mouse Click Away



Introducing SupportNet Technical Services

Now you can get technical support for your ROC, FloBoss™, Bristol™, and ControlWave™ brand products directly from the Internet with SupportNet Technical Services. Whether you need software or firmware updates or just have a technical question, SupportNet can make your job easier. And best of all, SupportNet is available to you 24 hours a day, 7 days a week.

SupportNet gives you an easy and convenient means to get answers to technical questions or solutions to product problems. You have access to our extensive knowledge base of information, as well as to our factory-trained technical support team.

You can enjoy even more benefits with SupportNet Contract and SupportNet Contract, subscription services that let you download software and firmware updates, among other advantages. SupportNet Contract and Contract give you valuable online tools designed to meet your technical support needs.

SupportNet Features and Benefits

SupportNet gives you a standard set of support tools at no cost. Just sign up for the service and you can start using it immediately.

Search Our Knowledge Base of Frequently Asked Questions

By simply searching our knowledge base of frequently asked questions (FAQs), you may find the answer you're looking for. The database is maintained by our technical support staff and contains problems and solutions we've addressed over many years.

Submit Questions or Problems to Our Technical Support Staff

Using an online form called a ticket, you can submit your question or problem to our technical support staff for follow-up. You can also use a ticket to give us feedback. Tickets let you enter a description of the issue or problem, attach files, and specify the severity of the problem, to name a few examples.

Receive E-mail Responses to Tickets

After you submit a ticket, you will receive status reports of its progress by e-mail. In some cases, you may be requested to provide additional information

After we have thoroughly reviewed your ticket, you will receive an e-mail that either answers your question or recommends a further course of action.

The screenshot shows the SupportNet homepage with a navigation bar containing 'Home', 'Search FAQ', 'New Ticket', 'My Items', and 'My Profile'. Below the navigation bar is a 'Welcome To SupportNet - Your direct link to our support services' section. This section includes a list of features and their availability across different service levels: SupportNet, SupportNet Plus, Software Contract, and Feature. A table below this list details the features available to each service level.

SupportNet	SupportNet Plus	Software Contract	Feature
X	X	X	Search Frequently Asked Questions
X	X	X	Submit questions to our technical support staff
X	X	X	Receive e-mail responses to your support tickets
X	X	X	View your personal ticket database
X	X	X	Access to introductory eLearning modules
X	X	X	Download manuals and specification sheets
X	X	X	Access to all-on-line eLearning modules
X	X	X	Receive notification of new firmware/software updates
X	X	X	Download firmware and software
X	X	X	View company's support tickets (all tickets for the user's company)

The Home Page Gives You Access to the Powerful Features of SupportNet.



View Your Ticket Database

You can view any ticket that you have created, regardless of its status. This can be invaluable if you want to look up the solution to a problem that you previously submitted. In addition to viewing tickets, you can add or edit information on the tickets as required before they are closed out.

Modify Your User Profile

Change your password and edit your contact information as needed. Your User Profile gives us important information that helps us to better serve you. Information is held in strict confidence and will not be made available for unauthorized use.

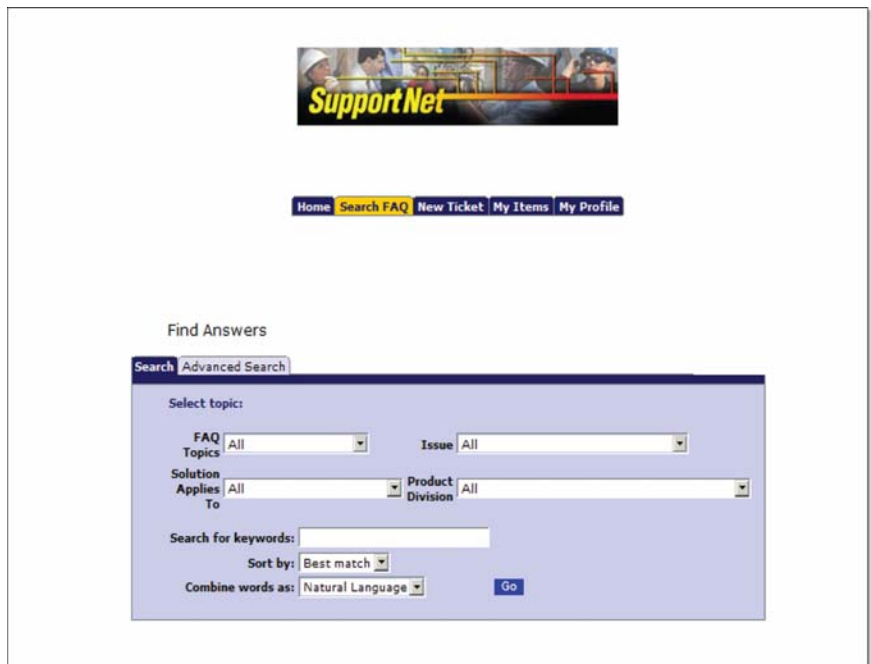
Download Manuals and Specification Sheets

You can download manuals and specification sheets for products receiving updates without going to another website. Manuals provide information on how to configure and use the product, and specification sheets describe the product and list its specifications.

Access eLearning Modules

Get online training for your ROC, FloBoss, Bristol, and ControlWave products. Through SupportNet, you can view introductory level training modules which

introduce you to product specifications and functionality. SupportNet Plus and SupportNet Contract provide additional access to more in-depth eLearning modules.



Search Our Knowledge base for Answers to Common Questions and Problems.



SupportNet Plus Features and Benefits

SupportNet Plus helps you take greater advantage of the world-class performance of our ROC, FloBoss, Bristol, and ControlWave products.

In addition to the standard features in SupportNet, SupportNet Plus offers you the tools to keep you in the front of the class. Advanced eLearning modules, and e-mail notifications on the latest software and firmware updates keep your products running at their best.

Advanced eLearning

With SupportNet Plus, you can access advanced level training modules that provide in-depth configuration and application training for your ROC, FloBoss, Bristol, and ControlWave products.

Receive E-mail Notification of Software and Firmware Updates

You'll receive e-mail notification of the latest software and firmware updates for your products. You only receive notifications for the

products you have identified in your User Profile, so you won't be bothered with unnecessary e-mail.

Submit Questions or Problems to Our Technical Support Staff Using Tickets.



SupportNet Contract Features and Benefits

SupportNet Contract gives you all the features of SupportNet Plus with the added features of being able to download software and firmware updates, and view all of your company's users and their support tickets.

Download Software and Firmware Updates

Now it's easier than ever to keep your ROC, FloBoss, Bristol, and ControlWave products up-to-date with the latest software and firmware updates.

Our commitment to continuous product improvement results in periodic upgrades to product software and firmware. SupportNet Contract keeps you aware of updates and gives you easy access for downloading them.

When you receive notification of an update, simply log on to SupportNet and proceed to the Downloads page. There, you will find a listing of available updates for your products. You can view the readme file for

any listed update to help you determine if it is appropriate for your application. Once you download the update to your PC, you can update your Emerson product at your convenience.

View	Summary	Manual	Spec Sheet	Latest Version	Documentation
	3808-30A Modbus Configuration Files for the FB107 and ROC800.			3808 Modbus Configuration for ROC800 and FB107.zip	110006_3808 Tech View.pdf; 110007_3808 Modbus for ROC800.pdf
	Advance Pulse Module (APM) Firmware Version 1.01 (Series 2 Only)			APM (Advanced Pulse Module) Firmware 1.01 (Series 2 Only).zip	APM Flash ReadMe.txt
	Bristol - 3305 Firmware L8502.2			l8502_2.bin	3305 Release Notes l8502_2.htm
	Bristol - 3310/3330/3335 386-Based Real Mode			BMS04_12.bin	rms04_12.doc
	Bristol - 33XX PES - PCF Firmware	Manual P139		FW50508 PES - PCF.exe	
	Bristol - 33XX PEX - PCF Firmware	Manual P139		FW50507 PEX - PCF.exe	
	Bristol - 33XX PLS - PCP Firmware	Manual P139		FW50504 PLS - PCP.exe	
	Bristol - 33XX PLX - PCP Firmware	Manual P139		FW50502 PLX - PCP.exe	
	Bristol - Application - ControlWave® CFM TechView App	Users Manual		mfcm1_99.exe	
	Bristol - Application - ControlWave® GFC TechView App - Support Station Manager SH_2_362_XX	Users Manual		mfoc2_29.exe	
	Bristol - Application - ControlWave® VFC TechView App - Support Station Manager SH_2_362_XX	Users Manual		mfvc1_59.exe	
	Bristol - Application - Integrated Pump Control	Users Specif			

Download Software and Firmware Updates as Well as Documentation with SupportNet Contract.



View Your Company's Ticket Database

SupportNet Plus gives you the capability to view tickets created by other SupportNet users in your company. This is an especially useful tool when a company has operations at several locations.

Support Net

User: [username] - Language: [language]

Home Search FAQ New Ticket **My Items** My Profile

My Tickets

Search

Show: All Records

Filter by Keyword(s):

Status: 49 record(s) found (Search: User Login='rocsubscriber' or Creator Login='rocsubscriber' or Assigned To='rocsubscriber')

Pages: First 0 1 2 3 4 >> Last

<input type="checkbox"/>	Edit	<input type="checkbox"/>	View	ID	Full Name	State	Summary	Product	Product Series	Creation Date	Attach file #1	Attach file #2 / Images	Attach file #3
<input type="checkbox"/>		<input type="checkbox"/>		30889	ROC Subscriber	Closed	Modem cannot connect	ROC809		Mar 25 2008 14:54:17			
<input type="checkbox"/>		<input type="checkbox"/>		37446	ROC Subscriber	Closed	DS800 - Writing to the Event Log or Alarm Log	ROC809		Dec 11 2007 21:12:03	AlarmAndEvent.txt; AlarmTest.zip		
<input type="checkbox"/>		<input type="checkbox"/>		37422	ROC Subscriber	Closed	Config600 HowTo - How to reprint a report	FB-5600		Dec 11 2007 14:12:46	13-how-to-04-reprint-01.pdf; how-to-reprint1.zip		
<input type="checkbox"/>		<input type="checkbox"/>		35242	ROC Subscriber	Closed	FB407 comma issue	FB407		Oct 03 2007 14:57:07			
<input type="checkbox"/>		<input type="checkbox"/>		29560	ROC Subscriber	Closed	Config600 HowTo - How to initialize totals via Modbus	FB-5600		Jul 09 2007 12:59:12	64-how-to-init-totals-01.pdf; how-to-62-init-mod1.zip		
<input type="checkbox"/>		<input type="checkbox"/>		29527	ROC Subscriber	Closed	Config600 HowTo: Add vapor pressure calculation to liquid volume correction	FB-5600		Jul 05 2007 13:04:32	92-how-to-to15-01.pdf; how-to-92-v30cov1.zip		
<input type="checkbox"/>		<input type="checkbox"/>		29460	ROC Subscriber	Closed	FB5600 HowTo - Peer to Peer Link	FB-5600		Jul 02 2007 15:01:28	peer2peer_rev2.pdf		
<input type="checkbox"/>		<input type="checkbox"/>		29186	ROC Subscriber	Closed	Config600 HowTo - Enabling Chapter 12 rounding	FB-5600		Jun 25 2007 13:36:27	91-how-to-enable-chapter12-01.pdf; how-to-91-chap12.zip		
<input type="checkbox"/>		<input type="checkbox"/>		29148	ROC Subscriber	Closed	Config600 HowTo - Connect to a calculation table in Logicalc	FB-5600		Jun 22 2007 15:10:14	33-how-to-32-user-calc-tab-logic-01.pdf; dino-usercalstab1.zip		
<input type="checkbox"/>		<input type="checkbox"/>		29147	ROC Subscriber	Closed	Config600 HowTo - Access history via Modbus using SSP attributes	FB-5600		Jun 22 2007 14:46:36	60-how-to-modbus-hist-01.pdf; modbus-hist-01.zip		

SupportNet Contract Lets You View Tickets Submitted by Anyone in Your Company.

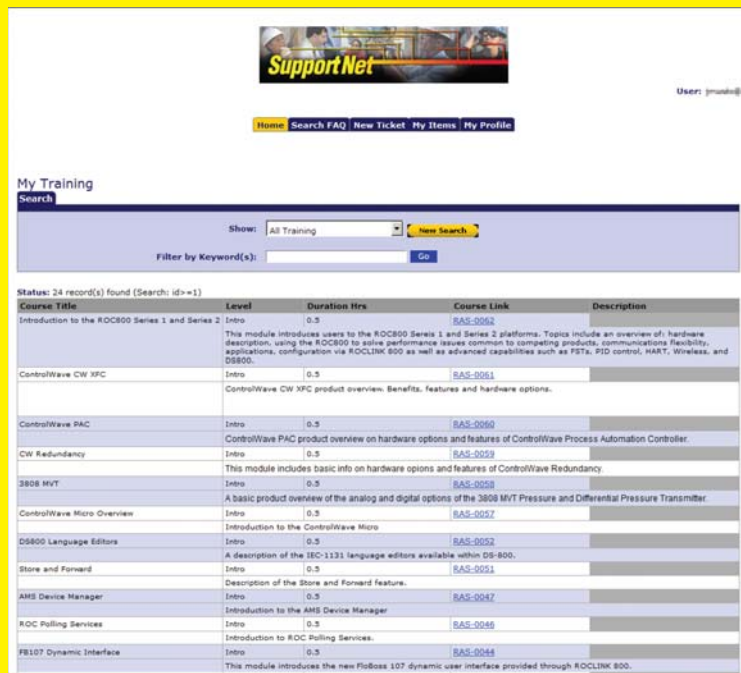
SupportNet levels and features at a glance

SupportNet	SupportNet Plus	SupportNet Contract	Feature
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Search Frequently Asked Questions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Submit questions to our technical support staff
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Receive e-mail responses to your support tickets
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ View your personal ticket database
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Access to introductory eLearning modules
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Download manuals and specification sheets
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Access to advanced eLearning modules
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Receive notification of new firmware / software updates
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ View company's support tickets (all tickets for the user's company)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■ Access to new OpenBSI suite releases

Let SupportNet Work for You

Using SupportNet is easy. To sign up for either standard SupportNet, SupportNet Express, or SupportNet Contract, contact your Emerson Process Management sales office. For the office nearest you, call toll free 1-800-807-0730 (U.S. & Canada) for ROC/FloBoss support, 1-800-395-5497 (US & Canada) for Bristol support or visit us on the web at www.emersonprocess.com/remote.

Once you've signed up, you can start enjoying the benefits immediately. And you can upgrade from standard SupportNet to SupportNet Plus or SupportNet Contract at any time by simply contacting your Sales Representative.



SupportNet Gives You Access to Training Through eLearning Modules.

Find us around the corner or around the world

For a complete list of locations please visit us at www.EmersonProcess.com/Remote



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