



FREQUENTLY ASKED QUESTIONS

PanelView Plus 6 400/600 Terminals

May 2013

PanelView Plus 6 400/600 and Compact 400/600

Frequently Asked Questions

1. When will existing PanelView Plus 400/600 models be discontinued?

By mid-May of 2013, the existing 400/600 family will no longer be stocked by Rockwell Automation and will carry a 90 day build-to-order lead time. Customers should transition immediately to PanelView Plus 6 400/600 to avoid procurement delays. Existing PanelView Plus 400/600 terminals are currently in an abbreviated Silver Series period ending June 30, 2013.

PanelView Plus 6 400/600 was designed to be a drop in replacement with application and cutout compatibility. Ethernet & RS232 based models are 90% of existing applications and those networks are 100% supported on new PanelView Plus 6 400/600 models.

Of the remaining 10%, the vast majority are DH485 and that protocol is supported over RS232 Serial on PanelView Plus 6 400/600 as standard functionality. RIO/DH+/DNET/CNET networks are not supported on PanelView Plus 6 400/600. Those networks are estimated to remain available as configured terminals on existing 400/600 platform through 2014.

2. Will existing PanelView Plus 400/600 units be repairable?

Yes, repair services will remain available for existing models.

3. Can PanelView Plus 400/600 units be returned under warranty?

Yes, valid warranties will be honored.

4. Will my existing PanelView Plus 400/600 application be supported?

Yes, 3.2, 4.0, 5.0, and 5.1 runtime applications will be supported. Existing applications will run without modifications required.

5. Will the new PanelView Plus 6 400/600 fit into the existing PanelView Plus 400/600 cutouts?

Existing panel cutouts are compatible.

6. What networks are supported on PanelView Plus 6 400/600?

PanelView Plus 6 400/600 supports Ethernet and Serial (DF1 and DH485) communications. Plug in network cards such as RIO, DNET, CNET, and DH+, will not be supported nor sold separately. They will be supported on the old platform as configured terminals under network specific catalog numbers (i.e., DH+---->2711P-T6M8D) until December 31, 2014 as parts last.

7. Will PanelView Plus 6 400/600 support two RS-232 networks as it did in the past?

No, PanelView Plus 6 400/600 will only support one built-in RS232 port without the ability to plug in a second RS232 network card.

8. Will PanelView Plus Compact also be a part of the PanelView Plus 6 platform?

Yes, PanelView Plus Compact will also be supported on the PanelView Plus 6 platform, including PanelView Plus Compact 1000 by Fall 2013.

9. Will PanelView Plus 6 400/600 have the same feature set as the larger size PanelView Plus 6 700-1500 terminals?

The intent is to have a common feature set. Not all current features on PanelView Plus 6 700-1500 will be available at the time of release for PanelView Plus 6 400/600 terminals. Reference the feature chart within the PanelView Plus 6 400/600 launch deck for available features (i.e., ViewPoint and Backup/Restore will not be in the initial release).

10. Can I firmware flash my existing PanelView Plus 400/600 to a PanelView Plus 6 400/600?

Existing models are not upgradeable to PanelView Plus 6 400/600. Reference the Stepforward program to obtain discount credit towards new terminal upon return of old terminal.

11. Can I upgrade just the existing PanelView Plus 400/600 logic module to PanelView Plus 6 400/600?

No, the complete terminal must be replaced. Unlike the larger PanelView Plus 6 700-1500 terminals, the display and logic module are not modular replacements.

12. Which version of FactoryTalk Studio can I use to develop application files for PanelView Plus 6 400/600?

FactoryTalk View Studio v5.10, v6.0, v6.10, or 7.0 can be used to create 5.10 runtime applications for the PanelView Plus 6 400/600 terminals. However, the terminals will run an existing MER v3.2 and higher. Reference "PanelView Plus 6 400/600 Quick Start Guide" (available on Knowledge Base under ID # 543728) for more details.

13. What is the base version of firmware for PanelView Plus 6 400/600?

For the initial release, PanelView Plus 6 400/600 will ship from manufacturing with v6.10 firmware.

14. Can I firmware flash a PanelView Plus 6 400/600 terminal down to an earlier version such as 4.0 or 5.10?

No, PanelView Plus 6 400/600 can't be downgraded to an earlier version of firmware prior to its base release of v6.10. However, you can run pre-existing application files on PanelView Plus 6 terminals with v6.10 firmware.

15. Are Compact Flash cards supported?

With the redesign, Compact Flash cards are not supported. A SD card can be used to flash firmware or load application files.

16. Will my existing price agreement be supported on new PanelView Plus 6 400/600?

Pricing managers will support existing price levels on the new replacement – it must be catalog equivalent. Just add an “8” to your existing catalog number. In example, existing “2711P-T6C20D” catalog number converts to new “2711P-T6C20D**8**” catalog number.

17. What is the list price for new PanelView Plus 6 400/600?

The list price will be equivalent to the FY13 list price for existing PanelView Plus 400/600

18. How do I upgrade my existing PanelView Plus 400/600 to new PanelView Plus 6 400/600?

Existing models cannot be upgraded to PanelView Plus 6 400/600. The complete unit must be replaced. Use Stepforward for trade in credit towards the new unit.

19. Is there a catalog conversion tool for PanelView Plus to PanelView Plus 6?

Yes, publication 2711P-AP003 on literature library.

20. Do I need to update my existing agreement with new Price Group Codes (PGC)?

No, the existing PGC will remain current for PanelView Plus 6 400/600.

21. Will there be a PanelView Plus 6 Compact 1000?

Yes, its estimated AFC date is by Fall 2013. More details will be provided later.

22. Is KEPServer supported for communication to third party devices?

Yes, Kepserver drivers are built-into the terminal’s firmware package. Reference “PanelView Plus 6 400/600 Quick Start Guide” for out of the box details.