


# Contents

<b>17. Training and Support .....</b>	<b>17-2</b>
17.1. Any Questions on our Training Courses Offered?? .....	17-3
17.2. <a href="http://www.siemens.com/sitrain">www.siemens.com/sitrain</a> .....	17-4
17.3. Learning path: SIMATIC S7 Programming in the TIA Portal .....	17-6
17.4. Download the training documents .....	17-7
17.5. The Industry Online Support – the most important innovations.....	17-8
17.6. The Principle of Navigation .....	17-9
17.7. Complete product information.....	17-10
17.8. mySupport – Overview.....	17-11
17.9. Support Request .....	17-12
17.10. Support Request .....	17-13
17.11. Industry Online Support – wherever you go .....	17-14
17.11.1. Scanning product/EAN code.....	17-15
17.11.2. Scan functionality.....	17-16
17.12. Forum - the communication platform for Siemens Industry products .....	17-17
17.12.1. Conferences and Forum management .....	17-17
17.12.2. Interactions in the Forum .....	17-19
17.13. Task and Checkpoint .....	17-21

## 17. Training and Support



## 17.1. Any Questions on our Training Courses Offered??

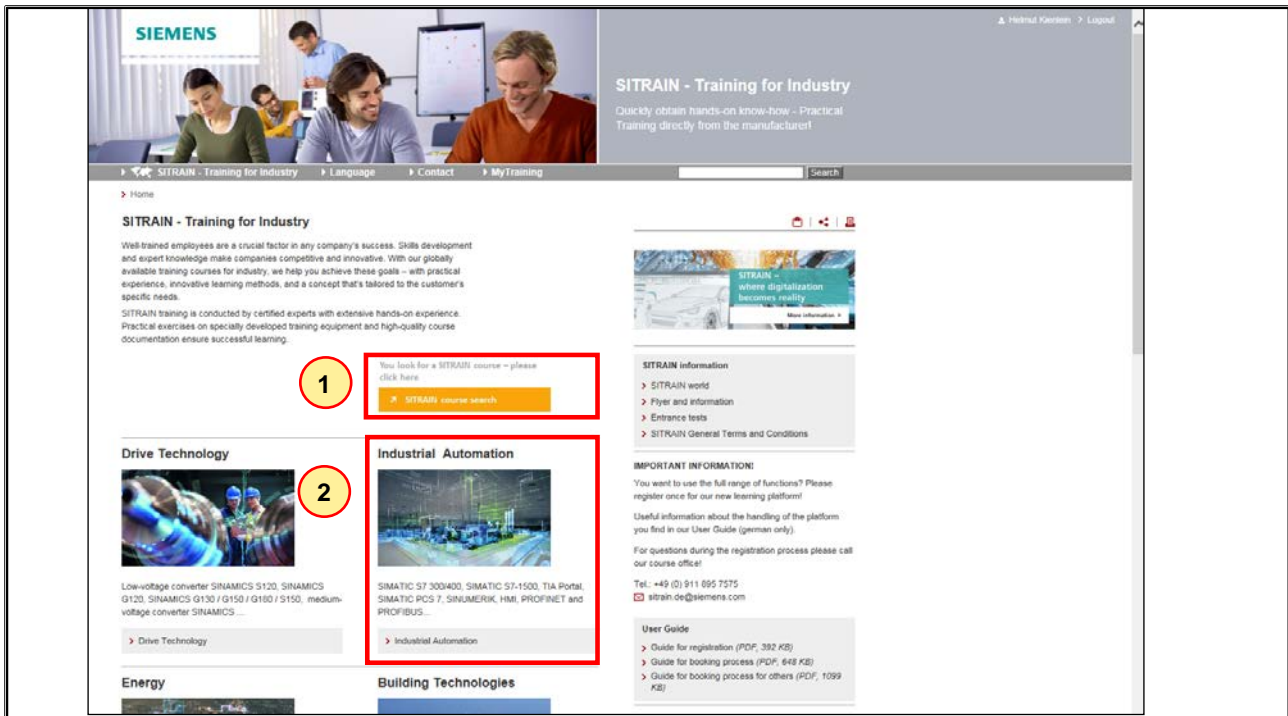


**We'll help you!**  
... on the Internet:  
[www.siemens.com/sitrain](http://www.siemens.com/sitrain)  
or with e-mail:  
[info@sitrain.com](mailto:info@sitrain.com)

### General Information

We'll be glad to help you regarding any questions on our training courses offered.

## 17.2. [www.siemens.com/sitrain](http://www.siemens.com/sitrain)



The complete range of courses offered can be accessed via the following links:

[www.siemens.de/sitrain](http://www.siemens.de/sitrain) or

[www.siemens.com/sitrain](http://www.siemens.com/sitrain)

### Course Search

1

The course search permits the user to find the required courses by applying different search filters such as keyword, target group, etc. The filters can also be combined.

### Course Catalog

The course catalog permits you to find the required course via learning paths or via the Siemens Mall structure.

## Top Links

Various courses, e.g. SIMATIC S7-1500 solution line, etc., can be reached directly via the top links.

2

[> Home](#) [> Industrial Automation](#) [> Automation Systems](#) [> SIMATIC Industrial Automation Systems](#)

## SIMATIC Industrial Automation Systems

### Consistent and efficient



A centerpiece of our comprehensive range of products and services for industrial automation is SIMATIC, a unique, consistent system of first-class products for every field of application, in all industries. Regardless of whether it's manufacturing and process automation or solutions for infrastructure tasks: with SIMATIC we make an important contribution toward improving your productivity.

SITRAIN has a portfolio of training courses that are perfectly matched to your requirements and your plant's lifecycle.

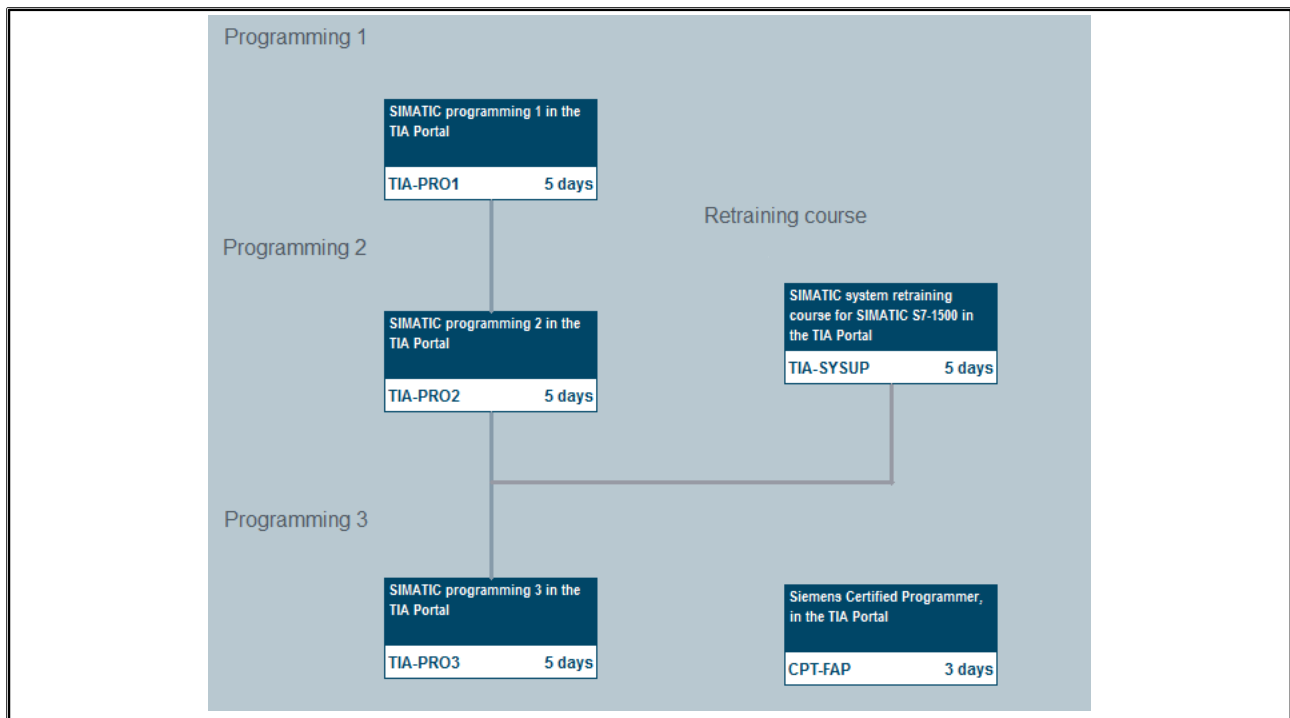
### SIMATIC S7 TIA Portal

- > On the path to the digital enterprise - discover your potential with training courses for SIMATIC S7-1500 training in the TIA Portal
- > SIMATIC TIA Übersicht
- > SIMATIC S7 Programming in the TIA Portal
- > SIMATIC S7 Service Training in the TIA Portal
- > SIMATIC Safety Integrated in the TIA Portal
- > SIMATIC S7 Engineering Tools in the TIA Portal
- > SIMATIC Technology im TIA Portal
- > SIMATIC S7-1200

### SIMATIC S7-300/-400 with STEP 7 V5.x

- > SIMATIC S7 Trainings based on SIMATIC S7-300/-400 with STEP 7 V5.x
- > SIMATIC S7 Programming based on STEP 7 V5.x
- > SIMATIC S7 Service Training based on STEP 7 V5.x
- > SIMATIC Safety Integrated based on STEP 7 V5.x
- > SIMATIC S7 Engineering Tools based on STEP 7 V5.x
- > SIMATIC Technology based on STEP 7 V5.x

### 17.3. Learning path: SIMATIC S7 Programming in the TIA Portal



## 17.4. Download the training documents

The screenshot shows the SITRAIN website interface. Key elements include:

- Navigation Menu:** Home, SITRAIN - Training for Industry, Language, Contact, MyTraining (highlighted with a red box).
- MyTraining Submenu:** My Learning (highlighted with a red box), My Data, Newsletter, My Approvals.
- Registration Prompt:** "Register with your access data" (highlighted with a red box).
- Course Search:** "You look for a SITRAIN course - please click here" with a "SITRAIN course search" button.
- Completed training courses:** A table listing courses. The "History" tab is selected (highlighted with a red box).
- Course Selection:** A specific course "SIMATIC S7 Sequence Control with S7..." is highlighted with a red box.
- Download Link:** "Download documents" link in the details column is highlighted with a red box.

If you want to download the training documents, proceed as follows:

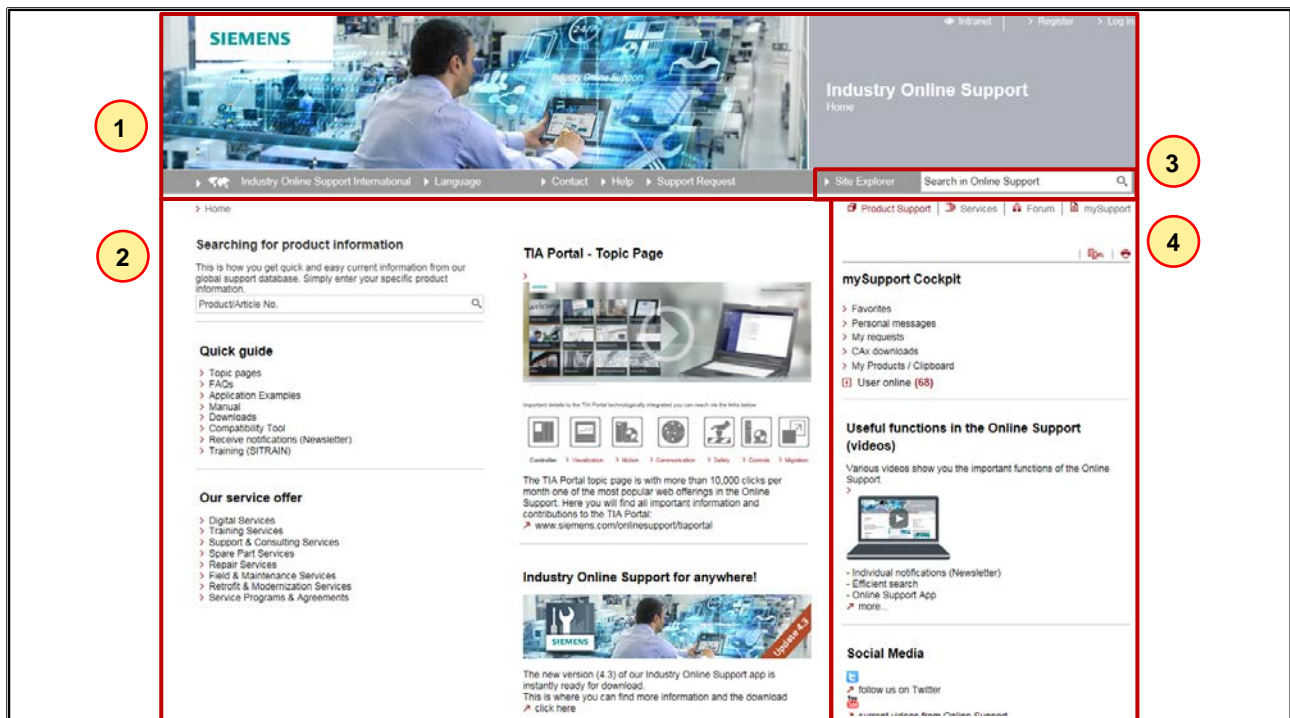
- Visit our new SITRAIN homepage at <http://www.siemens.de/sitrain>
- Register with your access data under the menu option **MyTraining**.
- Select **MyLearning** on the right-hand side of the submenu.
- Select your course and download your documents with a click on "Download documents".

Documents		
Name		Size
> SIMATIC S7 Sequence Control with ...		18,47 MB

### Hint:

Please note that the training documents may be used for personal purposes exclusively. You agree that you will not copy the training documents or make them accessible to third parties and that you will be liable for any damage resulting thereof.

## 17.5. The Industry Online Support – the most important innovations



The most important functions are always in the same place on all the pages:

1

The menu bar links to the main areas of the site. You can subscribe and register at any time to benefit from the features the personalized mySupport option offers.

2

Links to our service offerings are in the center. On the start page, you will find up-to-date information and links, which quickly brings you to your destination in other areas of Online Support.

3

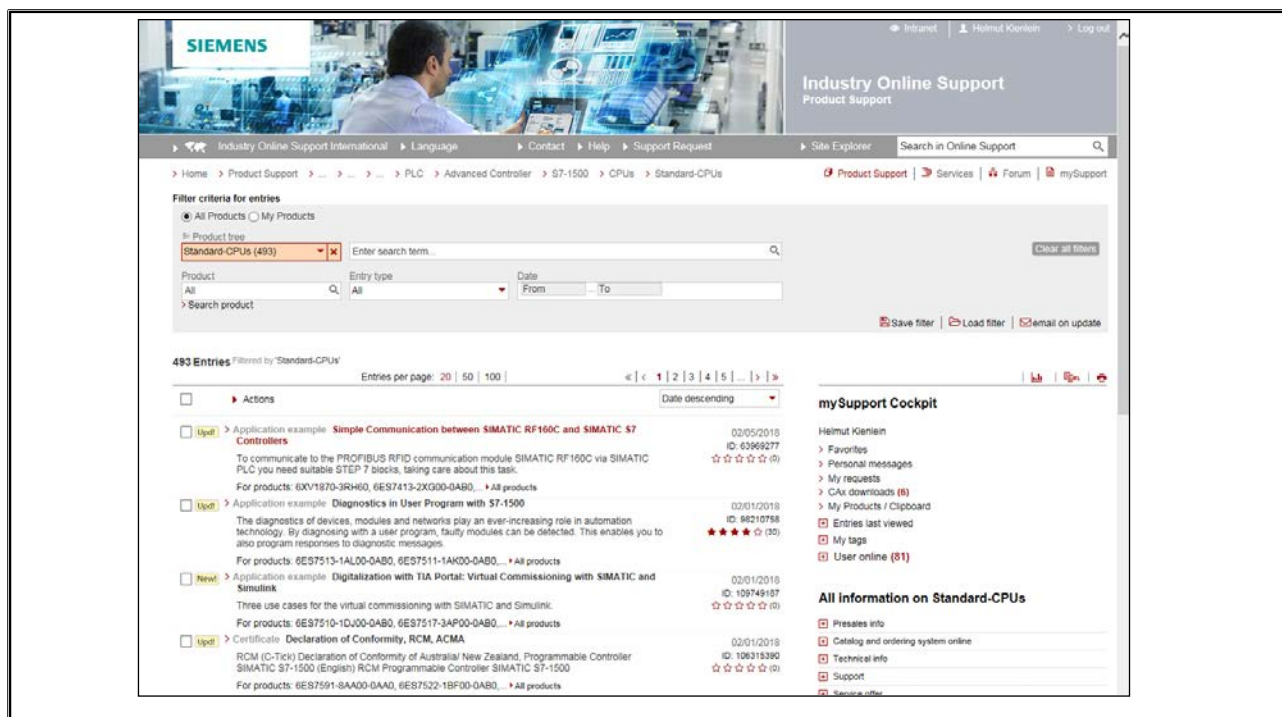
Links from the menu bar are repeated at the top of the page: Product Support, Services, Forum and mySupport.

4

On every page, you will find your personal mySupport cockpit. There, for example, you can see when the status of your support inquiry changes.



## 17.6. The Principle of Navigation



Here, you will find information about all the current and discontinued products, such as:

- Frequently Asked Questions (FAQ)
- Manuals and Operating Instructions
- Downloads
- Product Notes (product announcements, discontinuation, etc.)
- Certificates
- Characteristics
- Application Examples

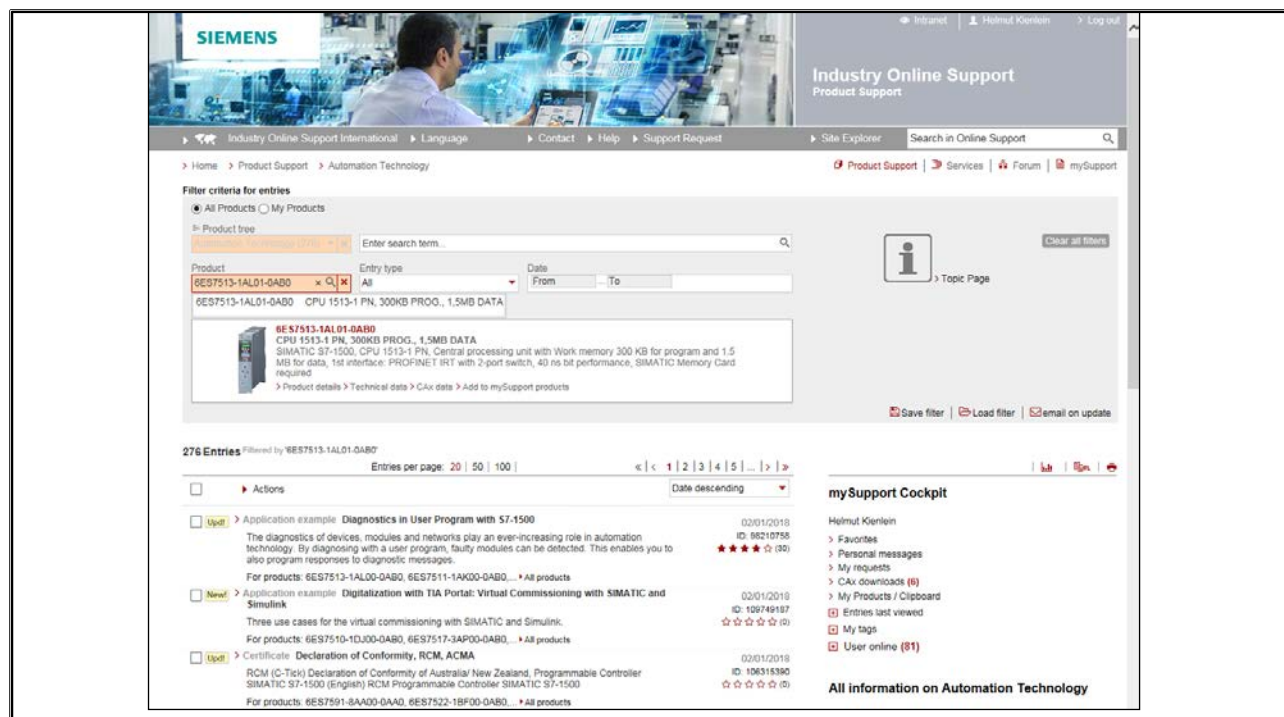
You will not only be able to access these articles through the product tree, but also through a central filter bar. The integration of various search filters will give you access to relevant information after only a few clicks. The product tree has been moved to an equivalent filter. This has the effect that several filter steps can be combined clearly and comprehensibly.

Based on the preview numbers you can see the expected set of results before using a filter. This makes finding relevant information considerably easier and more efficient.

For example, you can customize your search by combining the product tree, a search keyword and a document type in your search.

There will be no hidden search parameters; all the settings and results will be clearly displayed.

## 17.7. Complete product information



A powerful function of the Industry Online Support is the direct access to complete product information. You can use it if you are looking for a quick and easy access to all the technical information about a Siemens Industry product. For example, for comparing products, if you are expanding your system or replacing individual components, this is how to do it:

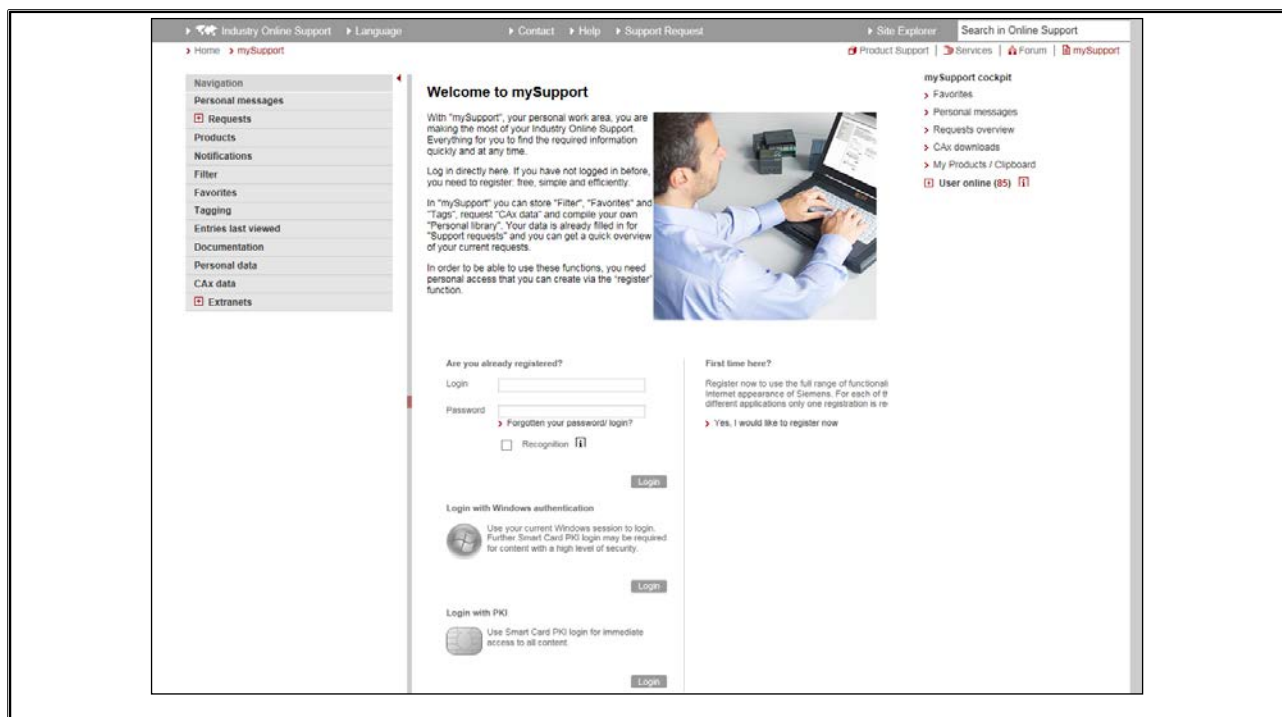
In the Product Support area, there is the central navigation bar.

To select a product, simply select the filter "Product." Enter an order number or a product name here. You will be supported by a dynamic display of suitable products (list of suggestions).

One more click and the details of the selected product will be displayed – always up to date:

- Product life cycle, consisting of milestones with dates (e.g. delivery release, discontinuation of the product, ...). You will find out whether the selected product is a current product or whether the product is already in the discontinuation phase.
- Successor products for discontinued products and new developments will be suggested. If there is a successor product, you will get a direct link to the product information of this product.
- Technical data – clear, compact and complete. You get all the available technical data concerning the selected product here – dimensions, operating voltage or the number of inputs/outputs, etc.

## 17.8. mySupport – Overview



### mySupport

The mySupport area will always remain your personal workplace; with this feature you can make the best of your Industry Online Support experience.

The most important thing, if you're already working with mySupport, you can take all your previous personal data and information you've filed away with you to the Industry Online Support.

In this area, you can compile the information that is important for your daily work – we provide you with the suitable tools. Create your own folder structures and file information such as bookmarks. There are numerous options, whether you want to file items by project or by products.

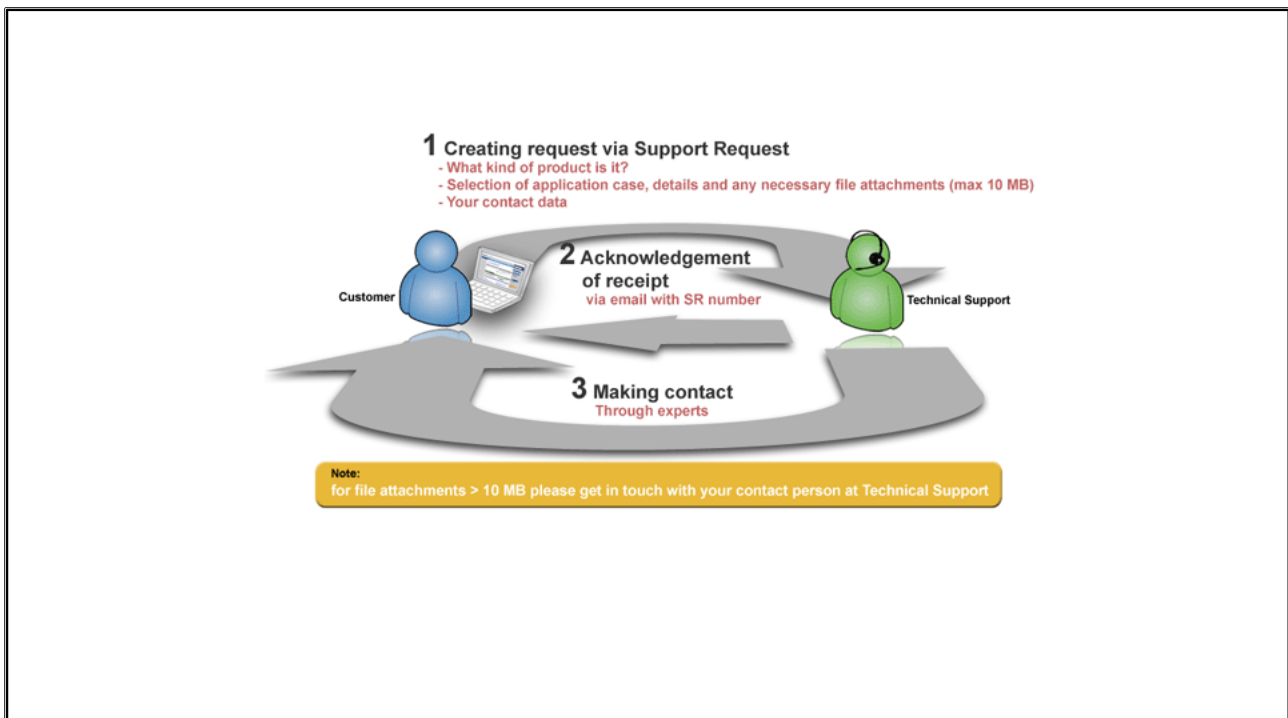
Moreover, you can now add notes, comments and tags (keywords). The system automatically creates a "Tag Cloud" based on your entries so you can access information quickly and easily by means of your own terms. The operation is consistent throughout mySupport so that you will easily find your way around. "Drag & drop" is also possible.

As soon as you are logged on, the mySupport cockpit is always at your side. It will immediately show you when the status of a support request changes, or when you receive new personal messages. You also have direct access to your personal keywords in the tag cloud, to the entries last visited, and you can see which user is online.

Here, just a few highlights:

- The previous MyDocumentationManager is now completely integrated into mySupport under the name of "mySupport-Dokumentation." The function category "Documentation" contains all the functions of the MyDocumentationManager and provides a few innovations, too.
- The Service & Support Newsletter has been completely revamped. An individual messaging system will more than replace it.

## 17.9. Support Request



### Support Request

To create a Support Request, different options are available to you in Online Support:

- You will find the "Support Request" option in the menu on all Online Support pages.
- Alternatively, you can create a new request in mySupport in the "Requests" category.
- Or directly click on the following link:

<http://www.siemens.com/automation/support-request>

Tips for creating a request:

- Select your product and use case as accurately as possible; try to avoid selecting "Other". By doing so, you ensure optimum support by our experts and appropriate suggested solutions.
- Did other users have a similar problem? This step already offers frequent problems and solutions. Take a look – it will be worth your while!
- Describe your problem with as much detail as possible. Pictures or explanatory attachments allow our experts to consider your problem from all sides and develop solutions. You can upload multiple attachments up to 10 MB per file.
- Before each sending, verify your personal contact information and the data you have entered. The final step additionally offers the option to print the summary.

As a logged in user, you can track the status of your requests online. To do so, navigate to "My requests" in the "Requests" category in mySupport.

## 17.10. Support Request

Industry Online Support | Language | Contact | Help | Support Request | Site

Home > mySupport > Requests

Navigation

- Personal messages
- Requests
- Overview
- Create new request
- Products
- Notifications
- Filter
- Favorites
- Tagging
- Entries last viewed
- Documentation
- Personal data
- CAX data

### My requests

Search in "My requests" for

Status:

Actions: ✱ New request ☐ Show details...

Items per page: 10 | 20 | 30 << | < | 1 | > | >>

<input type="checkbox"/>	SR number	Product and subject	Status	Created on
<input type="checkbox"/>	1-3871916175	STEP7 Professional V13	Closed	2/12/2015 8:49 AM

☐ Show details...

☐ Add note

Items per page: 10 | 20 | 30 << | < | 1 | > | >>

## 17.11. Industry Online Support – wherever you go



- Mobile access to more than 300,000 entries on all Siemens Industry products
- Reduced to the essential functions
- Application case: initial diagnosis of problem or in case of failures directly at the system or machine

 *Quick and easy access to technical information, anytime. Scanning function, search and Support Request – everything at your fingertips at any time.*

### The app supports you, for example, in the following fields:

- Problem solving during the implementation of a project
- Troubleshooting of failures
- Expanding or restructuring your system

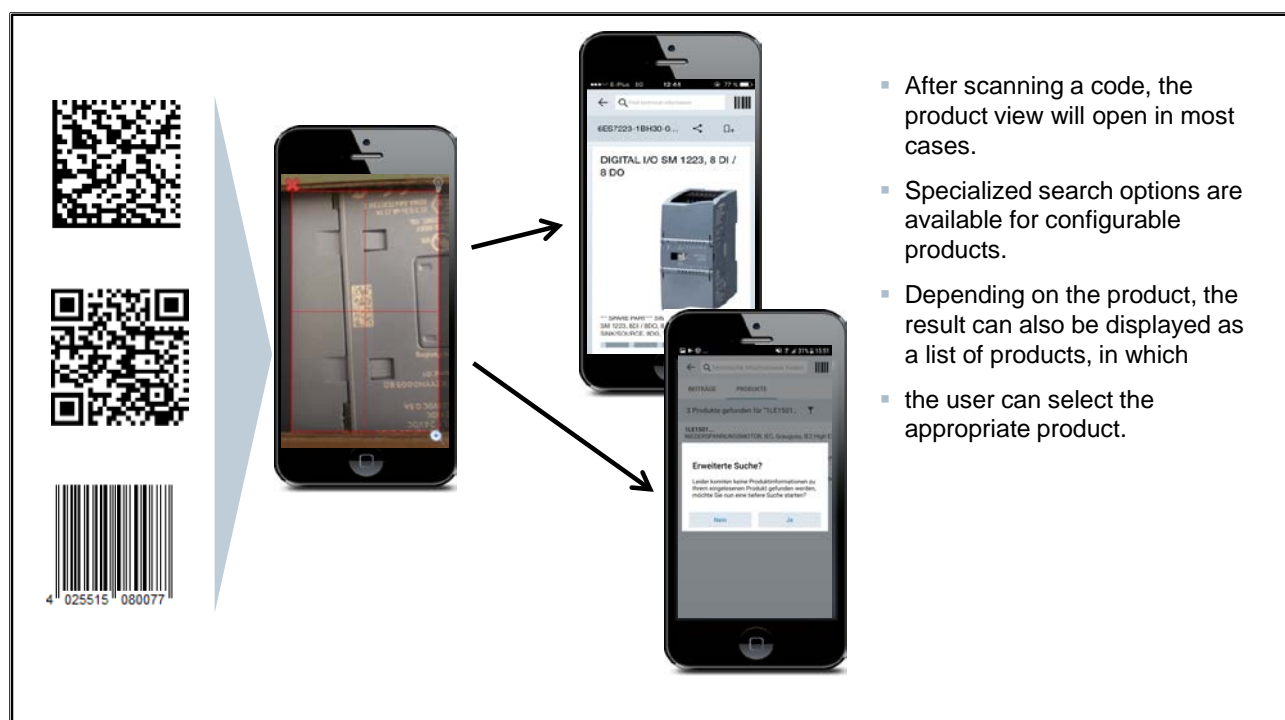
It also provides you with access to the Technical Forum and to further entries created for you by our experts:

- FAQs
- Application examples
- Manuals
- Certificates
- Product notes and many others

### The main functions at a glance:

- Scan your product codes / EAN codes for a direct display of all technical and graphic data (e.g. CAX data) about your Siemens Industry product.
- Send your product information or entries per e-mail in order to process the information directly at the workstation.
- Send your requests to Technical Support at your convenience. Detail information can easily be added using the scan or photo function.
- Use the offline cache function to save your favorites to your device. In this way you can call these entries, products and conferences even without network coverage.
- Transfer PDF documents to an external library.
- The contents and surfaces are available in six languages (German, English, French, Italian, Spanish and Chinese) - including a temporary switching to English.

### 17.11.1. Scanning product/EAN code



### 17.11.2. Scan functionality

#### Data matrix codes



on Siemens products  
as per standard SN60450

#### QR code



e.g.: in advertisements  
relating to Siemens content

#### EAN13 bar code



on Siemens products

#### Code39 bar code



(very hard to recognize /  
scan) on Siemens products  
as per standard SN60450

The scan functionality in the  
Online Support app supports the  
following types of code:

Data matrix code

QR code

EAN13 bar code

Code39 bar code

When one of these codes is  
recognized, the respective  
product view is called up in the  
app.

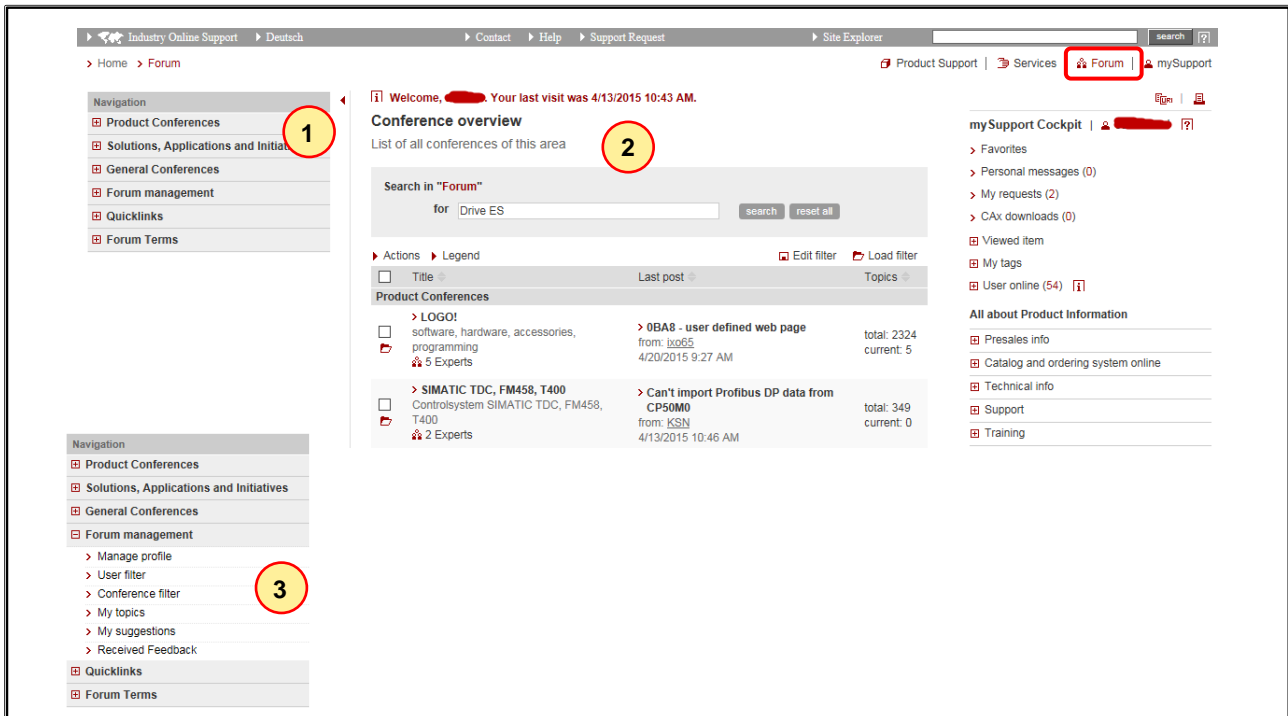
#### Exception:

The QR codes contain URLs –  
these are directly called up and  
displayed in the app by the  
integrated browser (but only, if  
"siemens" is contained in the  
URL).

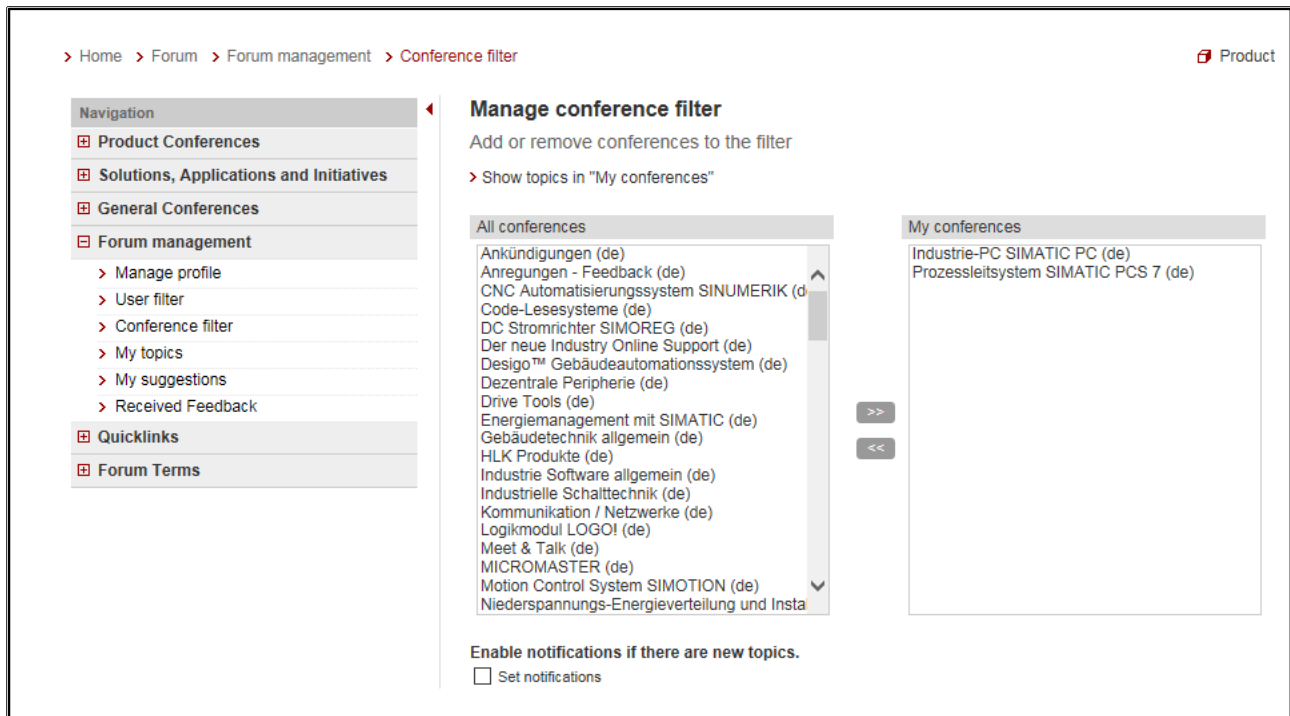


## 17.12. Forum - the communication platform for Siemens Industry products

### 17.12.1. Conferences and Forum management



- 1 On the left side, you will find the so-called conference tree. It allows you to navigate through the individual discussion areas.
- 2 The conference overview is the central discussion area of the Technical Forum. This is where the community meets to discuss technical questions about Siemens Industry products.
- 3 In forum management, you will find your personal control center for the Technical Forum. It allows you to manage your specific profile data and filters.



## Conference filter

Add conferences to your personal filter of preferred conferences.

This allows you to enable a notification that informs you when new topics are started in these conferences.

In Quicklinks, the Technical Forum additionally offers an overview page that contains all topics of your preferred conferences.

## Managing profile

Profile management provides interesting information and functions:

- You get an overview of your activities in the Technical Forum.
- You can view your rank, any special permissions and your ranking progress.
- You can store a signature and a personal description for your profile in the forum.
- You have direct access to the quick links to get an overview of all topics you have contributed to.

## User filter

Have you found a user in the Technical Forum who posts entries that are particularly interesting? Then add this user to your list of "preferred users".

This allows you to enable a notification that informs you when the user has posted a new entry.

In Quicklinks, the Technical Forum additionally offers an overview page that contains all topics of your preferred users.

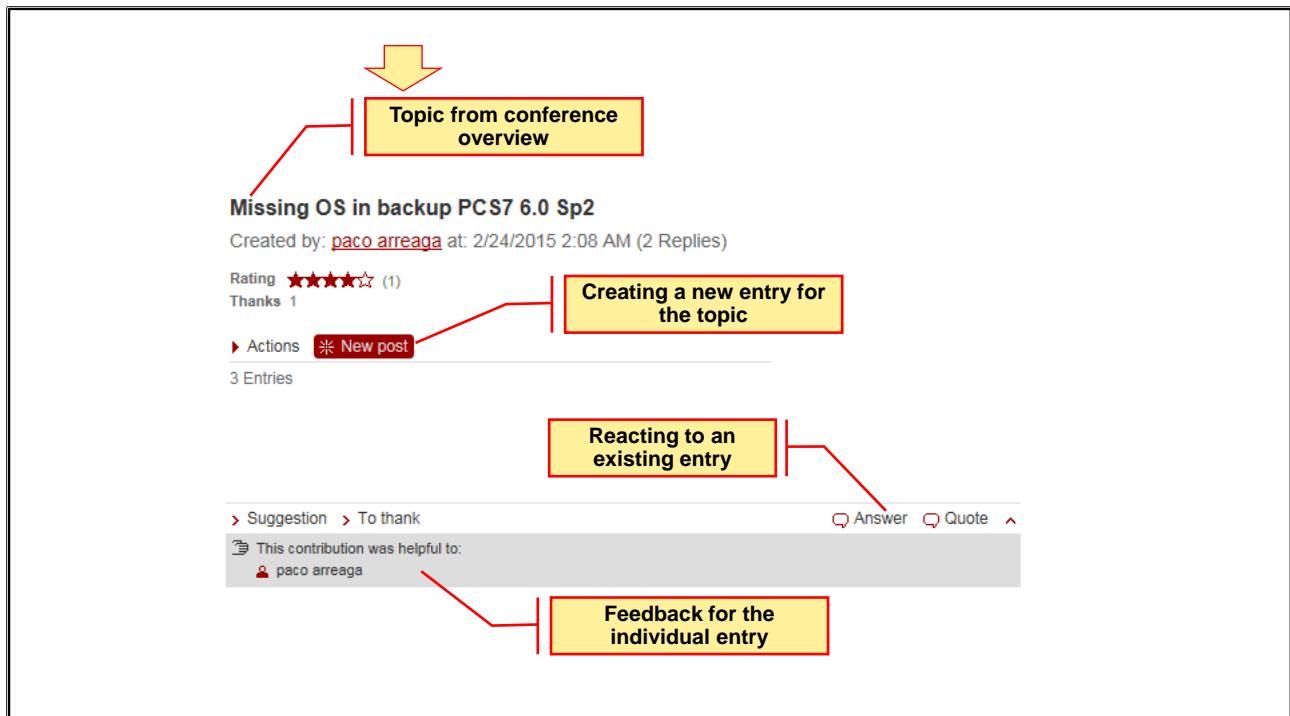
## 17.12.2. Interactions in the Forum

The screenshot displays the SIMATIC PCS 7 forum interface. At the top, the title "Process Control Systems SIMATIC PCS 7" is shown. Below it is a search bar with the text "Search in 'Process Control Systems SIMATIC PCS 7'" and a "for" field. To the right of the search bar are "search" and "reset all" buttons. Below the search bar, there are navigation links: "Actions", "Legend", "Experts", and "New topic" (highlighted with a red box and an annotation "Creating a new topic in a conference"). To the right of these links are "Edit filter" and "Load filter" buttons. Below the navigation links, it says "4748 Entries" and "Entries per page: 10 | 20 | 50". A pagination bar shows "1 | 2 | 3 | 4 | 5 | ... | > | <".

The main content area shows a list of forum entries. The first entry is titled "> Missing OS in backup PCS7 6.0 Sp2" and is from user "paco arreaqa" on "2/26/2015 3:41 AM". To the left of the title is a checkbox labeled "Status: solved" (highlighted with a red box and an annotation "Status: solved"). To the right of the title is a rating of 5 stars (highlighted with a red box and an annotation "Rating of the topic"). Below the title is a yellow arrow pointing down.

Annotations:

- Creating a new topic in a conference**: Points to the "New topic" button.
- Status: solved**: Points to the checkbox next to the first forum entry.
- Topic from conference overview**: Points to the first forum entry.
- Rating of the topic**: Points to the 5-star rating of the first forum entry.



### Creating a new entry

Do you want to create or format a new entry? The entry editor provides all the necessary functions.

- You can upload and publish in the forum a file with "Add attachment".
- You would like to check before the publication how your entry will actually look? A preview is available for this purpose.
- You would like to look at the topic again to which you create an entry? Please, you used the link over the input area (right mouse button > open in a new tab or window)

### Posting / replying to an entry

Do you want to participate in an existing discussion with your own entry? Click on "Reply" and post your personal entry to support other users in answering the question.

- Use the "Reply" link to go to the entry editor and create a reply without quoting the entry.
- If you want to quote the entry, possibly only excerpts of it, use the "Quote" link. The content of the quoted entry is then displayed accordingly in the entry editor.

### Rating an entry / saying thank you

Do you find an entry particularly interesting? Use the available functions and rate the entry or say thank you to provide personal feedback. Ratings and thank yours are the rewards our community members get for the support they provide. When you rate an author or entry, this will be added to the already existing ratings. The average value of all ratings is displayed.

Aside from feedback to the author of the entry, you also draw other readers' attention to particularly valuable entries and helpful authors.

## 17.13. Task and Checkpoint

### Task: Software compatibility

#### Goal

Find out which current version of virus scanners is compatible with your engineering software.

Use all information sources available:

- Readme files in the installation folder
- The compatibility tool of the Industry Online Support
- Entries in the Product support
- Entries in the Forum
- Create a Support Request.

#### Checkpoint



#### Let's think about this:

- Name some reasons for registration in MySupport.
- What do you think is the best way to have always the latest version of the required manuals for your job with you?