

Customer Center Quick Start Guide

PACSystems/Movicon Customer Center



<https://emerson-css.my.site.com/communities/>

As part of our dedicated focus on improving our customer experience, we've moved to a new platform, and our website looks a little different! After reviewing this guide, if you're still having trouble finding what you need, please [contact](#) our Technical Support Team so we can help you.

If you're having trouble logging in to the site, please [contact](#) our Customer Care Team so we can help you.

Contents

Content Location Summary	2
Software.....	3
Landing Pages.....	4
Knowledge Articles	5
Download Hub	6
Contact Information and Support Guide.....	7

As a result of the platform upgrade, the way you access product content has changed.

Content Location Summary

1. Software

- ISOs for authorized software (no change)

2. Landing Pages

- Easy access to related product content in one convenient location

3. Knowledge Articles

- Troubleshooting, How-To, Programming and Configuration examples, etc.

4. Download Hub (you must login first)

- Other Software (SIMs & more), Firmware, CAD Files, Cybersecurity Alerts, and GSDML/GSD/EDS/ESI Files

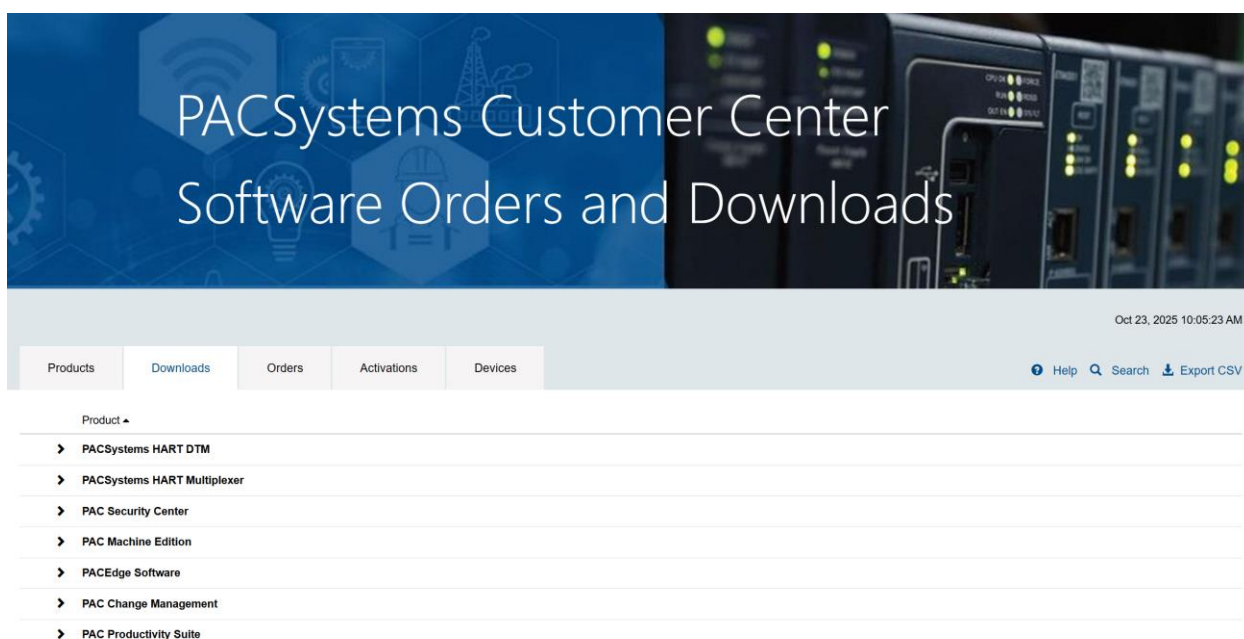
Software

Use the Software selection to access your authorized ISO images. You must be logged in. This option has not changed.

To ensure a smooth experience when you select 'Software', we recommend disabling your browser's pop-up blocker first. If you need help with this setting, [click here](#) for more details.



A new tab will open where you can access your authorized software.



Landing Pages

Landing pages are accessible via the Knowledge tab and are intended to provide easy access to related content in one convenient location.



Simply search by part number (ex: IC695CPE330) or by the term “Landing Page” and then browse.

← Back

IC695CPE330 - Landing Page

Summary : PACSystems RX3i IC695CPE330

Created Date : 12/19/2025

Last Published Date : 12/19/2025

Language: English

Article Type: Product Documentation

Brand: PACSystems

Product: Programmable Logic Controllers (PLC)

IC695CPE330



Security Information	GFK-2830
IPI (Important Product Information)	GFK-2942
Firmware	Latest Version: CPE330 Firmware v11.01 Search for Older Firmware Here
Quick Start Guides	GFK-2941, CPE330 GFK-2939, ACC402
Manuals	GFK-2222, CPU Reference Manual GFK-2950, CPU Programmers Reference Manual GFK-2314, RX3i System Manual GFK-2224, RX3i TCP/IP Ethernet Communications Manual GFK-2722, PACSystems Application Conversion Guide
SoE Application	GFK-3050, SoE User Manual SoE Application Software Bundles
CAD Files	RX3i 2D CAD Files RX3i 3D CAD Files
Commercial Information	https://discreteautomation.emerson.com/product/emerson-ic695cpe330

Knowledge Articles

Used to access articles focused on Troubleshooting, How-To, Programming and Configuration examples, etc.



Search or use the Filters to locate content for the product you are interested in.

Knowledge Center

The screenshot shows the 'Knowledge Center' interface. At the top is a search bar with the placeholder text 'Search articles, guides, tutorials...'. Below the search bar is a 'Filters' sidebar on the left with categories: 'Languages', 'Article Types', 'Brands', and 'Product Categories'. The main content area displays 'Showing 10 of 711 articles' and a 'Sort by: Relevance' dropdown. Two article listings are visible. The first article has the title 'ERROR: 'PSB Called by a Block Whose %L or %P Memory is not Large Enough to Accommodate this Reference' - Occurs in Controller Fault Table', Article Number: 000083070, Version Number: 1, and Published Date: 10/23/2025. The second article has the title 'ERROR: '8552: Newer Version of Logic Exists on Controller. Cannot Store Logic Until Controller is Cleared', Unable to Download Project to RX3i ENIU (IC695NIU001)', Article Number: 000083071, Version Number: 1, and Published Date: 10/23/2025. Both articles are associated with 'PACSystems RX3i'.

Download Hub

The Download Hub requires users to login and is accessible via links provided in Landing Pages or by the Download Hub knowledge article.

PACSystems/Movicon Customer Center

Login

Contact Us

- The Download Hub is used to access the following content:
 - Other Software (SIMs & more)
 - Firmware
 - Cybersecurity Alerts
 - CAD Files
 - GSDML/GSD/EDS/ESI Files

Search or use the Filters to locate content for the product you are interested in.

Machine Automation Solutions Download Hub
Software / Firmware / CAD Files

Search

Filters: PACSystems Select Product Li Firmware Catalog # **APPLY**

Sort: Select Sort by **Clear All**

Resources: Authorized Software Hub PACSystems Movicon

Brand : PACSystems
Product Line : PACSystems RX3i
Catalog # : IC694ALG392
ID : 52462
File Type : Firmware
File Name : 41G1289-MS10-000-A4.zip
File Description : IC694ALG392 Firmware Rel...
Posted : 10/12/2025
Size : 870 KB
SHA-256 HASH : -
Compatibility Statement : Please note FW re...

Download **Notes**

Brand : PACSystems
Product Line : PACSystems RX3i
Catalog # : IC695PMM335
ID : 45854
File Type : Firmware
File Name : 41G1444-MS10-000-A6.zip
File Description : PACMotion RX3i Multi-axis ...
Posted : 10/12/2025
Size : 2mb
SHA-256 HASH : -
Compatibility Statement : 41G1444-MS10-000

Download **Notes**

Brand : PACSystems
Product Line : PACSystems RX3i
Catalog # : IC694ALG222
ID : 52416
File Type : Firmware
File Name : 41G1485-MS10-000-A2.zip
File Description : IC694ALG222 - Rx3i Analog...
Posted : 10/12/2025
Size : 500 KB
SHA-256 HASH : -
Compatibility Statement : 82A1744-ms10-00...

Download **Notes**

- **Download** the file
- Select **Notes** for additional information
- The **Link** icon is used to obtain a Shareable Link

Contact Information and Support Guide

Questions? We are here to help.

Before starting a case or making a call, try searching our Knowledge Base on the Customer Center website, it might have the answer you need right away.

If you have a question, try the following steps:

1. Search our Knowledge Center	2. Open a Support Ticket	3. Register for a Customer Account
		
pacsystems.co/knowledge	pacsystems.co/support	pacsystems.co/signup

Other Helpful Links

Customer Center Home Page	Commercial Website	Contact Information
		
pacsystems.co/customercenter	pacsystems.co/commercial	pacsystems.co/contactus

You can also contact us directly by phone using one of the following options:

Americas

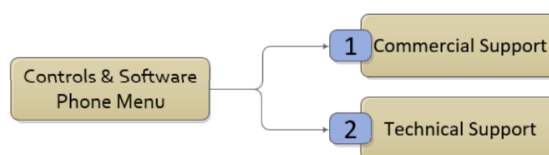
- 1-888-565-4155
- 1-434-214-8532 (if toll free 800 option is unavailable)
- Primary languages of support: English, Spanish

Europe, Middle East, and Africa

- +800-4-444-8001
- +420-225-379-328 (if toll free 800 option is unavailable or dialing from a mobile telephone)
- +39-0362-228-5555 (from Italy - if toll free 800 option is unavailable or dialing from a mobile telephone)
- Primary languages of support: English, German, Italian, Spanish

Asia Pacific

- +86-400-842-8599
- +65-3157-9591 (India, Indonesia & Pakistan)
- Primary languages of support: Chinese, English



1. Commercial Support

(Inside Sales, Quotes, Orders, Returns, Software Licensing/Authorizations)

2. Technical Support

(Technical/Engineering Product Assistance)