



Operator Interface Business

Frequently Asked Questions for PanelMate® ePro PS

COMMERCIAL TOPICS

1. What is PanelMate ePro PS?

The PanelMate ePro PS is a new family of high performance Operator Interface products. The ePro PS models are available with 8", 12" or 15" color TFT touchscreen displays or as a blind node with no display.

The product features integrated Ethernet and RS-serial communications, built-in OPC Server support, UL, cUL, CSA Class I Div 2 and CE certifications and USB, PCMCIA and Compact Flash support.

2. What are the Catalog Numbers for the PanelMate ePro PS family?

The PanelMate ePro PS Catalog Numbers are:

7685T-8	8" color TFT touchscreen display
7685T-12	12" color TFT touchscreen display, painted steel
7685ST-12	12" color TFT touchscreen display, stainless steel
7685T-15	15" color TFT touchscreen display, painted steel
7685ST-15	15" color TFT touchscreen display, stainless steel
7600	Blind Node (no display)

3. What options and accessories are available for the PanelMate ePro PS

A PCI Adapter Kit is available that allows users to use a 3rd party PCI circuit board with the ePro PS unit. The Catalog Number is 76PCI. In addition, a backup of the manufacturing load (including the Operating System) will be available on CD. The Catalog Number for the backup CD is 76ML and it will be available in Q3.

4. What software is used to create and edit pages for the PanelMate ePro PS?

The ePro Canvas™ development software is used to build and edit pages and to configure unit information for the PanelMate ePro PS. This software package provides an editing environment that delivers state-of-the-art features. The ePro Canvas development software is included in the ePro Software Suite (Cat # CANVAS) along with ePro PS runtime software and supporting OPC server / drivers.

5. Is the PanelMate ePro PS available in stainless steel?

Yes. The PanelMate ePro PS 12" and 15" models are available in stainless steel. All painted steel and stainless steel units with displays are rated NEMA 4, 4X, 12 and IP65 when properly mounted in a correspondingly rated enclosure.

6. Can I customize the front panel of the PanelMate ePro PS?

It is possible to customize the front panels of the display models. Customization is available and quoted on a case by case basis.

7. Are there adapter plates available for installing the PanelMate ePro PS units into the cutouts of other PanelMate products?

Yes. Adapter plates will be available for retrofitting the PanelMate ePro PS units into cutouts of earlier PanelMate models. Releases will be driven by customer need. Adapter plates are designed and will be available for the following:

- 7685T-8 into a PanelMate 3000 touchscreen cutout
- 7685T-8 into a PanelMate 3000 keypad cutout
- 7685T-12 into a PanelMate 5000 keypad cutout (not split)
- 7685T-12 into a PanelMate 5000 split keypad cutout

Market research is being done on the need for an adapter plate / collar for a 7685T-15 to fit into a PanelMate 5000 cutout (split keypad, keypad and/or touchscreen).

8. Are there trade up programs for PanelMate ePro PS?

No. There are no trade-up programs for the PanelMate ePro PS. Contact your local Eaton Electrical Distributor for support with special PanelMate upgrade sales situations.

9. Can I use the communication cables sold for use with the PanelMate Power Pro and PanelMate ePro units?

In most cases. The RS232 serial cables can be used with the PanelMate ePro PS. A DB9 (F) / DB9 (F) port converter (gender changer) is required to convert one of the cable's DB9 (M) connector to a DB9 (F) connector so that it can attach to the DB9 (M) connectors on the PanelMate ePro PS.

10. Can I get the ePro PS product manual in hard copy form from Eaton Electrical?

No. The PanelMate ePro PS hardware manual is supplied on CD-ROM with each PanelMate ePro PS unit. The manual will also be posted on the Eaton Electrical Internet site. The manual is copyrighted but users can make copies of the electronic files for their personal use only.

11. Is the backlight field replaceable on the PanelMate ePro PS display models?

The bulb-life for the 8" display models is 50,000 hours typical and the bulb is field replaceable. For the 12" and 15" display models the bulb life is 50,000 hours typical and the bulb is not field replaceable. These units will need to be returned to have the bulb replaced. The end-user can greatly extend the bulb life by reducing the bulb brightness when not in use. There is a backlight dimming feature on the PanelMate ePro PS where the bulb can be automatically dimmed after a selected time of inactivity.

12. Are there any special introductory promotions available?

No. There are no special introductory promotions available at this time.

13. What kind of support is available?

Standard support is available by calling your local Eaton Electrical Distributor or the OI Business Technical Support and Services Group at 1-800-809-2772, 5.

TECHNICAL TOPICS

14. What power supply should be used with the PanelMate ePro PS?

The PanelMate ePro PS voltage specification is 24 VDC -15% / + 20%. The power consumption, current and peak current inrush specifications vary for the 4 different model series (8", 12", 15", BN) so users should refer to the product specification details before procuring a power supply. The Cutler-Hammer power conversion module with Catalog Number 1219B converts 115 /230 VAC to 24 VDC and is recommended for use with the 8", 12" and Blind Node models, The Cutler-Hammer power conversion module with Catalog Number PSS160E also converts 115 / 230 VAC to 24 VDC and is recommended for use with any of the ePro PS models.

15. What communication drivers are available for use with the PanelMate ePro PS?

All of the current Kepware OPC Servers that are listed on the price pages are available for use with the PanelMate ePro PS. These supported KEPServer_ePro OPC servers/drivers are provided with the ePro Software Suite. The more popular drivers include the following:

- Allen-Bradley DF1 Serial, Ethernet, ControlLogix Ethernet (Ethernet/IP)
- AutomationDirect DirectNET, EBC, ECOM
- Cutler-Hammer Serial (D50/D300)
- GE Fanuc Ethernet, Ethernet Global Data (EGD), SNP, SNPX
- Fuji Flex
- Mitsubishi A Series, Ethernet, FX, FX Net
- Modicon Modbus RTU, Modbus Ethernet, Modbus Plus, Modbus ASCII Serial, Modbus RTU Unsolicited
- Omron FINS Ethernet, FINS Serial
- Omron Host Link, Process Suite
- Siemens S5, S7 200, S7 200/300/400 TCP/IP Ethernet, S7 MPI (requires MPI to serial adapter)
- Simatic 505 Ethernet, 505 Serial
- SIXNET EtherTRAK I/O
- Square D SY/MAX
- Telemecanique Uni-Telway
- TIWAY Host Adapter
- Tohsiba Ethernet, Serial
- Yaskawa MP Ethernet, Memobus Plus
- Plus many more over 70 drivers available!

16. How many OPC drivers can I use simultaneously on the PanelMate ePro PS?

Each individual application (.UCF file) can use up to 3 OPC drivers simultaneously on the ePro PS platform.

17. What Industrial Network interface cards can I use with the PanelMate ePro PS?

All PanelMate ePro PS units come with an Ethernet 10/100 Base-T port and 2 serial ports (1 RS232/422/485 optically isolated and 1 RS232) connections for communications. The PanelMate ePro PS also has 2 PCMCIA Type II slots (or 1 Type III slot) in addition to support for a PCI Adapter (excluding 8" models) to support high-speed network interface cards (NIC's). Only authorized NIC's should be used with the ePro PS. Authorized NIC's include the following:

- SST Data Highway + PCI card (5136-SC-PCI)
- 3COM Ethernet PCMCIA card (or other major supplier)
- IBM Microdrive PCMCIA card (1GB with PCMCIA Adapter)

Additional NIC's will be authorized over time.

18. Can I develop and/or edit ePro Canvas data on the PanelMate ePro PS?

PanelMate ePro PS models do not ship with the ePro Canvas pre-installed. The ePro Canvas development software runs on a computer with Microsoft Windows XP or Windows 2000 Operating Systems and can run on the PanelMate ePro PS unit as long as you have enough remaining space on either the internal flash drive or an external memory drive. Because the ePro PS is not pre-licensed to run the ePro Canvas development software you will need to purchase a copy of the software for installation on the ePro PS.

19. Can I run 3rd party software (not supplied by the OI Business) on the PanelMate ePro PS?
Yes. Only authorized 3rd party software is recommended for use on the ePro PS. Contact your local Eaton Electrical Distributor or the OI Business Technical Support and Services Group at 1-800-809-2772, 5 for up-to-date information.

20. How many pages can I have in an ePro PS configuration?

There is no fixed limit to the number of pages built using the ePro Canvas software. The standard hardware platform will typically support applications with hundreds of pages.

21. How many controller references can I have in an ePro PS configuration?

There is no fixed limit to the number of controller references included in a configuration.

22. What type of memory is used on the ePro PS models?

There is internal CompactFlash memory that is used to store the operating system, and support files along with the PanelMate ePro PS Runtime software and application files. No rotating or magnetic media is used.

The internal CompactFlash memory is partitioned and the section that contains the operating system and other non-user files is protected at all times by the exclusive Protect Mode. This means that the storage device can not become corrupted by viruses, power outages or cluttered with unwanted files.

23. Can I add more memory to my ePro PS unit?

There is an external CompactFlash memory card slot that can be used with most commercially available CompactFlash memory cards to provide additional storage space. The SanDisk memory cards have been tested and are recommend for use with the ePro PS.

24. Can I remove or insert an external CompactFlash memory card while the ePro PS is running?

No. A CompactFlash memory card should not be removed or inserted while the ePro PS is running. The unit should be shut down or power disconnected before removing or inserting a CompactFlash memory card in order to protect the integrity of the CompactFlash.

25. Can I remove or insert PCMCIA or PCI cards while the ePro PS is running?

PCMCIA cards should be removed per the manufacturer instructions. If the manufacturer supports hot insertion and removal of their PCMCIA card, the "Safely Remove Hardware" tool in the start bar's System Tray should be used to stop the associated driver prior to removing the card. The ePro PS should have power disconnected prior to removing or inserting PCI cards in the PCI Adapter.

26. What Operating System is used on the PanelMate ePro PS?

The PanelMate ePro PS utilizes Microsoft's Windows XP Embedded operating system. Stability and reliability is achieved through solid-state hardware design and the exclusive Protect Mode feature that protects against changes to the operating system and installed software.

27. What are the mounting ratings of the PanelMate ePro PS?

The PanelMate ePro PS display models are rated for NEMA 4, 4X, 12 and IP65 installations when mounted in a correspondingly rated enclosure. The Blind Node is designed for mounting inside a cabinet so these ratings do not apply.

28. What agency certifications does the PanelMate ePro PS carry?

The PanelMate ePro PS models come with UL, cUL, CSA Class I, Div 2 and CE Mark certifications.

29. What communication ports are included on the ePro PS?

All PanelMate ePro PS models have

- 1 Ethernet 10/100 Base-T port
- 2 DB9 (M) serial ports. The first port supports RS232 and the second supports RS232/RS422/RS485 and is optically isolated.
- 4 USB ports (2 ports are USB V1.1 and 2 are USB V2.0)

30. What USB devices can I use.

Recommended USB devices include:

- M-Systems DiskonKey and similar devices
- Standard keyboards and mice
- CD-ROM drives such as Iomega
- USB Hubs

31. Can USB devices be connected and disconnected while the PanelMate ePro PS is running?

USB devices should be connected and disconnected per the manufacturers recommendations.

Most devices can be added and removed without powering down. In many cases it is recommended to use the "Safely Remove Hardware" tool in the Start bar's System Tray to stop the associated driver prior to removing the USB device.

32. Can I see my PanelMate ePro PS unit when I browse the network computers?

Yes. The PanelMate ePro PS's Computer Name appears like any other computer when browsing the network.

33. Why is there a cover plate on the back of my PanelMate ePro PS unit?

On the 12", 15" and Blind Node models there is a cover plate that protects the PCI Adapter connector. If you intend on mounting a PCI Adapter to the back of the ePro PS then the cover plate will need to be removed to access the PCI slot on the internal processor card.

34. How do I turn my PanelMate ePro PS unit on and off?

There is no ON/OFF switch on the back of the unit. It is good practice to use the **Start>Turn Off Computer** menu selection prior to disconnecting power to the unit. Once the Turn Off Computer program has been run you must reapply power to restart the unit.

35. What should I do if my PanelMate ePro PS unit needs to be repaired?

If your PanelMate ePro PS unit needs to be repaired you should follow the same procedures you have used in the past for other Cutler-Hammer Operator Interface products. Contact your local Eaton Electrical Distributor for additional information.

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