

BECKHOFF New Automation Technology

Manual | EN

CP37xx

Panel PC



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1 Notes on the documentation

This description is intended exclusively for trained specialists in control and automation technology who are familiar with the applicable national standards.

The documentation and the following notes and explanations must be complied with when installing and commissioning the components.

The trained specialists must always use the current valid documentation.

The trained specialists must ensure that the application and use of the products described is in line with all safety requirements, including all relevant laws, regulations, guidelines, and standards.

Disclaimer

The documentation has been compiled with care. The products described are, however, constantly under development.

We reserve the right to revise and change the documentation at any time and without notice.

Claims to modify products that have already been supplied may not be made on the basis of the data, diagrams, and descriptions in this documentation.

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2 For your safety

The signal words and their meanings are explained in the chapter on safety. They contain fundamental safety instructions that are essential for preventing personal injuries and damage to property.

Exclusion of liability

Beckhoff shall not be held liable in the event that this documentation is not complied with and the devices are therefore not used in line with the documented operating conditions.

2.1 Signal words

The signal words used in the documentation are classified below.

Warning on personal injuries

 DANGER
High-risk hazard that will result in death or serious injury.
 WARNING
Medium-risk hazard that may result in death or serious injury.
 CAUTION
Low-risk hazard that may result in minor injury.

Warning on property and environmental damage

NOTICE
The environment, equipment, or data may be damaged.

2.2 Intended use

The device is intended for use as a control system for automation, visualization and communication in machine and system engineering.

The device has been developed for an IP65 working environment. It offers full protection against contact (dust-tight) and against water jets (nozzle) from any angle.

The specified limits for technical data must be adhered to.

The device can be used within the documented operating conditions.

Improper use

Do not use the device outside the documented operating conditions.

2.3 Fundamental safety instructions

The following safety instructions must be observed when handling the device.

Application conditions

- Do not use the device under extreme environmental conditions.
- Do not use the device in hazardous areas.
- Do not carry out any work on the device while it is live. Always switch off the supply voltage for the device before mounting it, replacing device components or rectifying malfunctions.
- Never plug or unplug connectors during thunderstorms. There is a risk of electric shock.
- Ensure that the device has a protective and functional earth connection.

Damage to property, loss of data and impairment of functions

- If you change the hardware and software configurations, you must keep within the specified limits of power consumption and power loss (please refer to the respective data sheet).
- Ensure that only trained specialists with a control and automation engineering background, operate the device. Use by unauthorized persons can lead to damage to property and loss of data.
- Fuse the power supply line to protect the supply line in the event of a short circuit according to its cross-section.
- In case of fire, extinguish the device with powder or nitrogen.

2.4 Operator's obligation to exercise diligence

The operator must ensure that

- the products are used only for their intended purpose (see Chapter 2.2 [Intended use](#) [► 6]).
- the products are only operated in sound condition and in working order.
- the products are operated only by suitably qualified and authorized personnel.
- the personnel is instructed regularly about relevant occupational safety and environmental protection aspects, and is familiar with the operating instructions and in particular the safety instructions contained herein.
- the operating instructions are in good condition and complete, and always available for reference at the location where the products are used.

2.5 Notes on information security

The products of Beckhoff Automation GmbH & Co. KG (Beckhoff), insofar as they can be accessed online, are equipped with security functions that support the secure operation of plants, systems, machines and networks. Despite the security functions, the creation, implementation and constant updating of a holistic security concept for the operation are necessary to protect the respective plant, system, machine and networks against cyber threats. The products sold by Beckhoff are only part of the overall security concept. The customer is responsible for preventing unauthorized access by third parties to its equipment, systems, machines and networks. The latter should be connected to the corporate network or the Internet only if appropriate protective measures have been set up.

In addition, the recommendations from Beckhoff regarding appropriate protective measures should be observed. Further information regarding information security and industrial security can be found in our <https://www.beckhoff.com/secguide>.

Beckhoff products and solutions undergo continuous further development. This also applies to security functions. In light of this continuous further development, Beckhoff expressly recommends that the products are kept up to date at all times and that updates are installed for the products once they have been made available. Using outdated or unsupported product versions can increase the risk of cyber threats.

To stay informed about information security for Beckhoff products, subscribe to the RSS feed at <https://www.beckhoff.com/secinfo>.

3 Product overview

With the CP37xx series you can use multi-touch directly in the field. The devices in the robust aluminum housing are designed for mounting arm installation. The connection cables are routed through the mounting arm.

Thanks to its processors, you can use the panel PC for the following applications, among others:

- diverse automation and visualization tasks
- wide range of IoT tasks with data preprocessing
- simple HMI applications
- axis control
- short cycle times
- high-volume data handling
- other PC applications

The panel PC is available in the following display sizes, with corresponding resolutions in 4:3, 5:4 and 16:9 formats:

- 12-inch (800 x 600) 4:3
- 12.1-inch (1280 x 800) 16:10
- 15-inch (1024 x 768) 4:3
- 15.6-inch (1366 x 768) 16:9
- 18.5-inch (1366 x 768) 16:9
- 19-inch (1280 x 1024) 5:4
- 21.5-inch (1920 x 1080) 16:9
- 24-inch (1920 x 1080) 16:9

The device has a multi-finger touch screen and an aluminum housing with all-round IP65 protection. The housing surface is electrically insulating. The rotatable and tiltable mounting arm adapter for installation on the mounting arm is integrated.

In its basic configuration, the CP37xx includes the following features:

- Intel® processor
- DRAM
- CFast
- 24 V DC power supply unit

3.1 Structure

Figure 1 shows the device configuration as an example of all CP37xx versions.

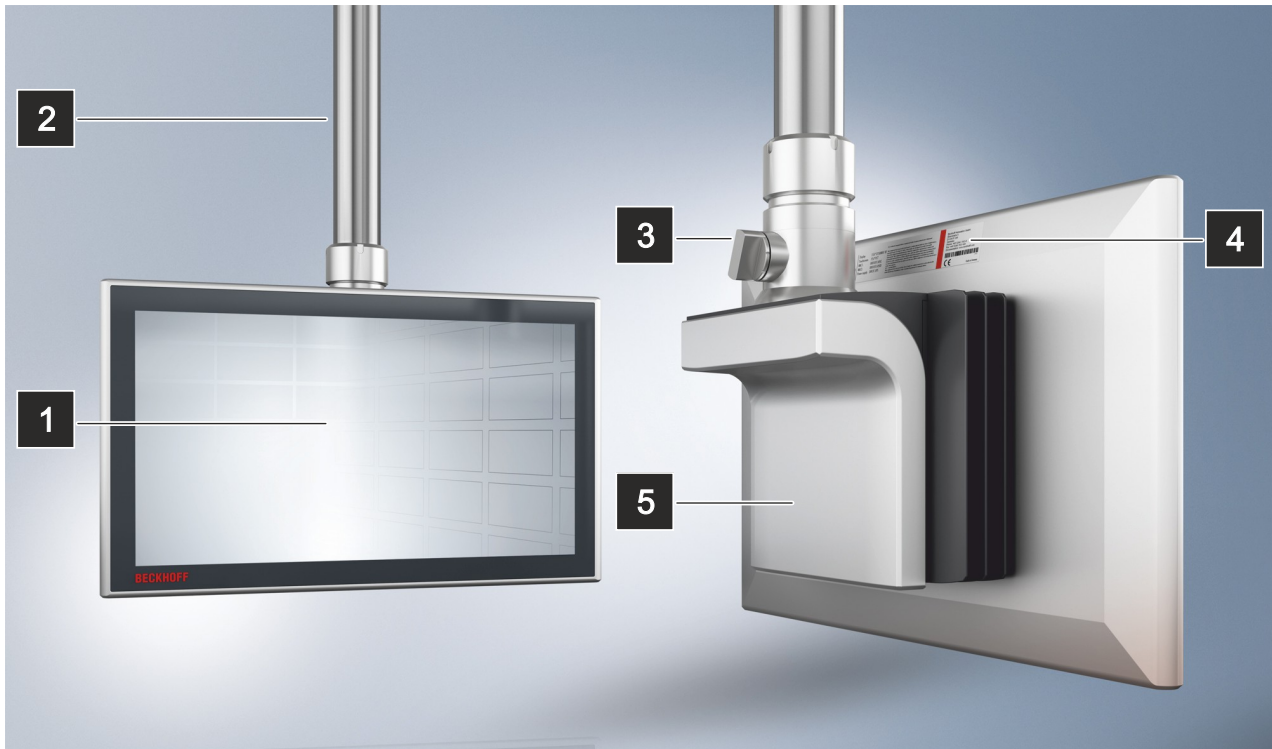


Fig. 1: Structure

Table 1: CP37xx configuration legend

No.	Component	Description
1	Display and touch screen glass	Operation of the panel PC
2	Mounting arm tube	Mounting arm tube for installation from below or above
3	Locking screw	Anti-twist protection of the mounting arm adapter
4	Name plate	Information on the equipment of the panel PC
5	Mounting arm adapter	Adapter for installation on the mounting arm tube, access to the connection compartment

3.2 Interface description

In the basic configuration, the panel PC includes the following interfaces:

- Power supply (X102)
- Ethernet RJ45 (X101)

The interfaces are located at the rear of the panel PC in the connection compartment.

With a mounting arm adapter installed on the panel PC, you must first gain access to the connection compartment of the device. Follow the steps below, as shown in Fig. 2:

1. Use a screwdriver to reach the marked points between the mounting arm adapter and the cover (section A).
2. Bend the cover slightly outwards so that you can push out the latching lugs.
3. Slide the cover downwards off the mounting arm adapter (section B).
⇒ You now have access to the connection compartment of the panel PC (section C).
4. Then push the cover back onto the mounting arm adapter from bottom to top until the latching lugs snap back into place.

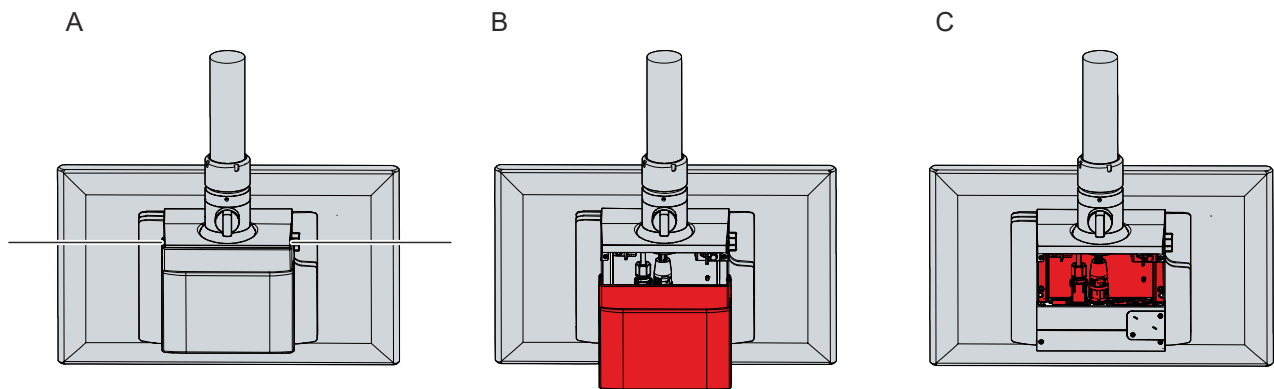


Fig. 2: Access connection compartment

3.2.1 Power supply

The panel PC is supplied with a nominal voltage of 24 V. The power supply and the protective earth of the panel PC are connected via the 12-pin round connector (X102).

The cable is routed through the mounting arm adapter. The main supply voltage is applied between pins 5 (0 V) and 6 (24 V). If the panel PC is equipped with an integrated uninterruptible power supply (UPS), an external battery can additionally be connected to PIN 1 and PIN 2. The two Beckhoff options C9900-U330 and C9900-U332 are available for this purpose.

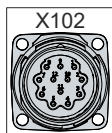


Fig. 3: Voltage socket pin numbering

Table 2: Wiring with 8-core cable

Pin	Core	Signal	Description
1	1	- BAT	Negative pole of the battery pack
2	2	+ BAT	Positive pole of the battery pack
3	3	NC	not used
4	yellow/green		Protective earth
5	4	-	24 V supply voltage, negative pole
6	5	+ 24 V	24 V supply voltage, positive pole
7	6	PC-ON	Input PC-ON
8	7	P-S	Power Status output, minus is the negative pole of the supply voltage
9	-	NC	not used
10	-	NC	not used
11	-	NC	not used
12	-	NC	not used

Table 3: Wiring with 12-core cable (C9900-K275/-K276/-K277)

Pin	Core	Signal	Description
1	1, 8	- BAT	Negative pole of the battery pack
2	2, 9	+ BAT	Positive pole of the battery pack
3	3	NC	not used
4	yellow/green		Protective earth
5	4, 10	-	24 V supply voltage, negative pole
6	5, 11	+ 24 V	24 V supply voltage, positive pole
7	6	PC-ON	Input PC-ON
8	7	P-S	Power Status output, minus is the negative pole of the supply voltage
9	-	NC	not used
10	-	NC	not used
11	-	NC	not used
12	-	NC	not used

3.2.2 Ethernet RJ45

The basic version of the panel PC has an Ethernet RJ45 interface (X101) in the form of a push-pull built-in socket. The 100Base-T and 1000Base-T Ethernet standards enable the connection of corresponding network components and data rates of 100/1000 Mbit/s. The required speed is selected automatically. The cable is routed through the mounting arm adapter.

The RJ45 connection technology with twisted-pair cables is used. The maximum length of the cable connection is 100 m.

The Ethernet port is suitable for cycle times ≤ 1 ms and for distributed clock applications with EtherCAT.

The Intel® i210 is used as controller.

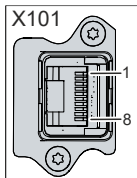


Fig. 4: Ethernet interface pin numbering

Table 4: Ethernet interface pin assignment

Pin	Signal	Description
1	T2 +	Pair 2
2	T2 -	
3	T3 +	Pair 3
4	T1 +	Pair 1
5	T1 -	
6	T3 -	Pair 3
7	T4 +	Pair 4
8	T4 -	

3.3 Optional interfaces

You can extend the Panel PC beyond the basic configuration by additional interfaces. The following ordering options are available:

Table 5: Ordering options interfaces

Options	Description
C9900-E185	IP65 connector in the connection compartment for the second on-board Ethernet adapter, push-pull Ethernet socket
C9900-B416	Third on-board Ethernet adapter on the 3½-inch motherboard for Intel Atom®, led out as IP65 built-in push-pull Ethernet socket 100/1000BASE-T on the connector bracket in the connection compartment
C9900-E186	IP65 connector M12 socket in the connection compartment for a serial interface RS232
C9900-E248	IP65 connector M12 socket in the connection compartment for a serial interface RS422, electrical isolation, overvoltage protection. Configuration as full duplex endpoint: Echo on, Auto send off, Always send on, Auto receive off, Always receive on, Termination on
C9900-E261	IP65 connector M12 socket in the connection compartment for a serial interface RS485, electrical isolation, overvoltage protection. Configuration as endpoint without echo: Echo off, Auto send on, Always send off, Auto receive on, Always receive off, Termination on
C9900-E279	1-port USB 3.0 socket with screw cap IP65 in the side panel
C9900-E281	1-port USB 2.0 socket with IP65 screw cap in the side panel of the PC housing
C9900-E283	IP65 connector in connection compartment for one USB 3.0 port, push-pull USB 3.0 socket
C9900-E187	IP65 connector M12 socket in the connection compartment for a USB 2.0 port
C9900-E304	USB-A socket in the connection compartment for a USB 3.0 port, with IP65 cover
C9900-E190	USB-A socket in the connection compartment for a USB 2.0 port, with IP65 cover

The panel PC can be equipped with a maximum of four interfaces. No further interfaces can be ordered. Any interfaces that are ordered are installed ex factory.

3.3.1 Ethernet RJ45

The additional, optional Ethernet RJ45 interfaces in the form of push-pull built-in sockets enable the connection of appropriate network components with data rates of 100/1000 Mbit/s in accordance with the Ethernet standards 100Base-T and 1000Base-T. The required speed is selected automatically. The cable is routed through the mounting arm adapter.

The RJ45 connection technology with twisted-pair cables is used. The maximum length of the cable connection is 100 m.

The Ethernet ports are suitable for cycle times ≤ 1 ms and for distributed clock applications in EtherCAT.

The Intel® i210 is used as controller.

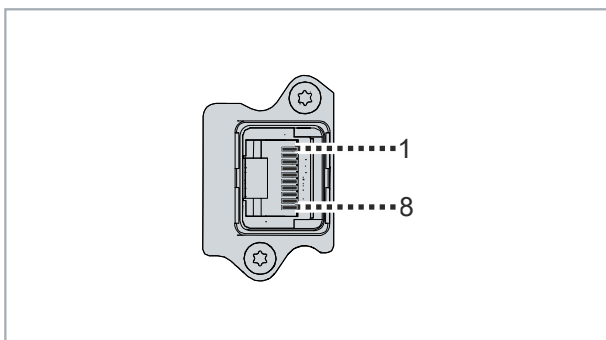


Fig. 5: Ethernet interface pin numbering

Table 6: Ethernet interface pin assignment

Pin	Signal	Description
1	T2 +	Pair 2
2	T2 +	
3	T3 +	Pair 3
4	T1 +	Pair 1
5	T1 -	
6	T3 -	Pair 3
7	T4 +	Pair 4
8	T4 -	

3.3.2 RS232

The optional RS232 interface includes an M12 socket according to IP65. The interface provides an asynchronous, serial communication method defined in the RS232 standard.

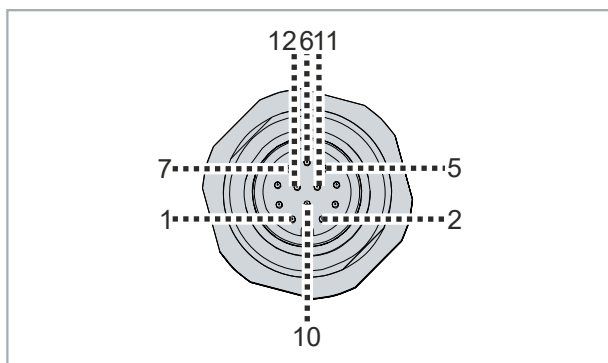


Fig. 6: RS232 interface pin numbering

Table 7: RS232 pin assignment

Pin	Signal	Type	Description
1	DCD		Carrier recognized
2	RxD	Signal in	Receive Data
3	TxD	Signal out	Transmit Data
4	DTR		Data receiver ready
5	GND	Ground	Ground
6	DSR		Ready for operation
7	RTS	Signal out	Request to Send
8	CTS	Signal in	Clear to Send
9	RI	Signal in	Ring Indicator

3.3.3 RS422

The optional RS422 serial interface includes an electrically isolated M12 IP65 socket for serial data transmission.

The channel features overvoltage protection. If an overvoltage occurs, the channel is switched off.

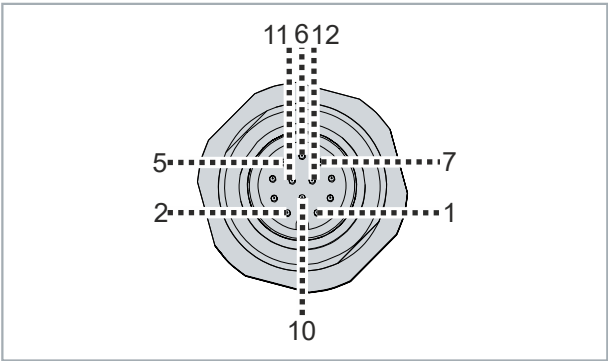


Fig. 7: RS422 interface pin numbering

Table 8: RS422 pin assignment

Pin	Signal	Type	Description
1	-	-	-
2	TxD +	Data-Out +	Transmit 422
3	RxD +	Data-In +	Receive 422
4	-	-	-
5	GND	Ground	Ground
6	VCC	VCC	+5 V
7	TxD -	Data-Out -	Transmit 422
8	RxD -	Data-In -	Receive 422
9	-	-	-

On delivery the interface is configured as a full duplex endpoint as standard:

Table 9: RS422 standard configuration

Function	Status
Echo	on
Auto send	off
Always send	on
Auto receive	off
Always receive	on
Termination	on

3.3.4 RS485

The optional RS485 serial interface includes an electrically isolated M12 IP65 socket for serial data transmission.

The channel features overvoltage protection. If an overvoltage occurs, the channel is switched off.

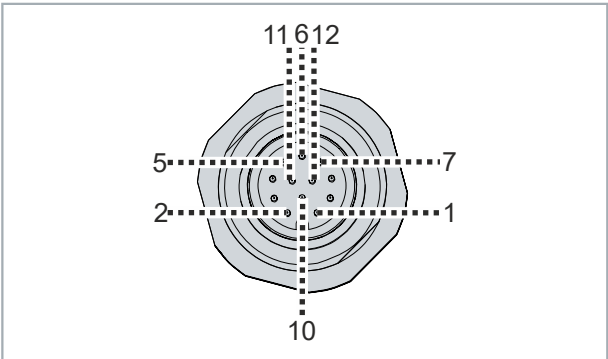


Fig. 8: RS485 interface pin numbering

Table 10: RS485 pin assignment

Pin	Signal	Type	Description
1	-	-	-
2	TxD +	Data-Out +	Transmit 485
3	RxD +	Data-In +	Receive 485
4	-	-	-
5	GND	Ground	Ground
6	VCC	VCC	+5 V
7	TxD-	Data-Out -	Transmit 485
8	RxD-	Data-In -	Receive 485
9	-	-	-

On delivery the interface is configured as a half-duplex endpoint without echo as standard:

Table 11: RS485 standard configuration

Function	State
Echo	off
Auto send	on
Always send	off
Auto receive	on
Always receive	off
Termination	on

3.3.5 USB

The additional optional USB interfaces are used to connect peripheral devices with USB ports. Depending on the ordering option selected, either USB specification 2.0 or 3.0 is supported.

The following ordering options are available:

Table 12: Ordering options for USB interfaces

Options	Description
C9900-E279	1-port USB 3.0 socket with screw cap IP65 in the side panel
C9900-E281	1-port USB 2.0 socket with IP65 screw cap in the side panel of the PC housing
C9900-E283	IP65 connector in connection compartment for one USB 3.0 port, push-pull USB 3.0 socket
C9900-E187	IP65 connector M12 socket in the connection compartment for a USB 2.0 port
C9900-E190	USB-A socket in the connection compartment for a USB 2.0 port, with IP65 cover
C9900-E304	USB-A socket in the connection compartment for a USB 3.0 port, with IP65 cover

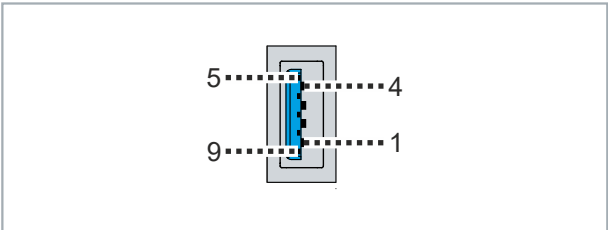


Fig. 9: USB interface pin numbering

Table 13: USB interface pin assignment

Pin	Connection
1	Vbus
2	D -
3	D +
4	GND
5	StdA_SSRX -
6	StdA_SSRX +
7	GND_DRAIN
8	StdA_SSTX -
9	StdA_SSTX +

For USB 2.0, only pins 1 to 4 are relevant.

3.4 Name plate

The name plate provides information about the equipment of your panel PC. The name plate shown here serves only as an example.

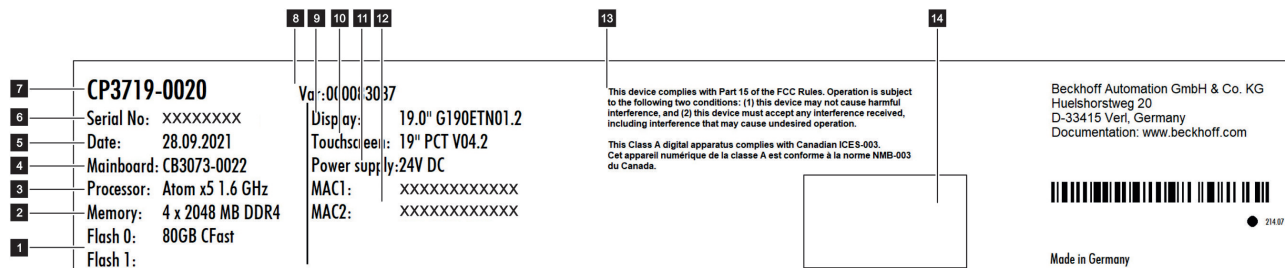


Fig. 10: Name plate

Table 14: Legend for CP37xx name plate

No.	Description
1	CFast
2	Main memory
3	CPU
4	Mainboard
5	Date of manufacture
6	Serial number (BTN)
7	Model: the last four digits indicate the product variant.
8	Variant number: commercial number of the order code including ordering options
9	Display
10	Touch screen
11	Power supply: 24 VDC, NEC class 2
12	MAC addresses of the Ethernet interfaces
13	FCC approval
14	Symbols
	<p>Note: Here are the symbols applicable to the device such as CE, EAC, UKCA, . The approvals of your device can be found on the name plate and in chapter 10.2 Approvals [► 49].</p>

3.5 TwinCAT version

To ensure optimal performance and access to all the functions of your device when using the TwinCAT control software, Beckhoff recommends using the latest TwinCAT version. In addition, you should never go below the minimum requirement for the TwinCAT version. This consists of the hardware requirements and the general TwinCAT system requirements. The general TwinCAT system requirements can be found [here](#). The following table shows the minimum TwinCAT version required for the different device generations, depending on the operating system and based on the hardware requirements:

Table 15: CP37xx-0010 Minimum TwinCAT version

Operating system	Minimum TwinCAT version
Windows 7	2.11 build 2241 or 3.1 build 4016

Table 16: CP37xx-0020 Minimum TwinCAT version

Operating system	Minimum TwinCAT version
Windows 10	3.1 build 4024.7

Table 17: CP37xx-0030 Minimum TwinCAT version

Operating system	Minimum TwinCAT version
Windows 11	3.1 build 4026.19

4 Commissioning

In order to use the panel PC, you must first commission it. The first step is to transport the device to its operating location and unpack it. This is followed by the installation of the device on the mounting arm, the connection of the cables and the power supply and finally the switching on of the panel PC.

Operating the device

The device is operated via the touch screen.

NOTICE

Damage to the touch screen

Operating the touch screen with unsuitable objects may damage the touch screen.

- Operate the touch screen only with bare fingers or wearing suitable gloves.
- If you use gloves, make sure that no hard particles such as metal shavings, glass splinters or similar adhere to the glove.

If you, as the user, require additional protection for the touch screen against dirt and scratching, for example due to dirty hands, this can be achieved with a protective film. The film provides short-term protection for a few days.

You can either order a protective film individually and fit it yourself retrospectively, or you can order the film for fitting directly ex factory. The protective films available for the display size of your device can be found on the Beckhoff website.

Proceed as follows to attach the protective film to the touch screen:

1. Ensure that the environment is as dust-free as possible.
 2. Thoroughly clean the surface of the device to be fitted with the film and remove all grease residues.
 3. Detach the film from the backing at the short edge and place it on the surface.
 4. Gradually remove the film from the backing. At the same time, use a doctor blade or other object with a soft rubber or felt edge to apply the film.
 5. Brush away air bubbles towards the edge with a doctor blade or other object with a soft rubber or felt edge.
- ⇒ The film is now fitted.

You can use the Dimming, Screensaver and Cleaning mode functions with the Display Control Tool. The Beckhoff Information System provides more information about the tool: <https://infosys.beckhoff.com/content/1031/panelconfigurationtools/11725543179.html?id=7993182328699786200>.

4.1 Transport and storage

The specified storage conditions must be observed (see chapter 9 [Technical data](#) [► 47]).

Despite the robust design of the unit, the components are sensitive to strong vibrations and impacts. During transport the device must therefore be protected from mechanical stress. Appropriate packaging of the device, such as the original packaging, can improve the vibration resistance during transport.

NOTICE

Hardware damage due to condensation

Unfavorable weather conditions during transport can cause damage to the device.

- Protect the device against moisture (condensation) during transport in cold weather or in case of extreme temperature fluctuations.
- Do not put the device into operation until it has slowly adjusted to the room temperature.
- Should condensation occur, wait for about 12 hours before switching the device on.

Unpacking

Proceed as follows to unpack the device:

1. Check the packaging for transport damage.
2. Remove packaging.
3. Keep the packaging for possible future transport.
4. Check your delivery for completeness by comparing it with your order.
5. Check the contents for visible shipping damage.
6. In case of discrepancies between the package contents and the order, or in case of transport damage, please inform Beckhoff Service (see Chapter 10.1 [Service and Support](#) [► 48]).

4.2 Mounting

NOTICE

Extreme environmental conditions

Extreme environmental conditions can cause damage to the device.

- Avoid extreme environmental conditions.
- Protect the device from moisture and heat.

The device is designed for installation on a mounting arm system. The environmental conditions specified for operation must be observed.

The panel PC is installed on the mounting arm system using the mounting arm adapter. By default, the panel PC is delivered with the mounting arm adapter for installation on the mounting arm tube from above. Alternatively, you can order the panel PC with the mounting arm adapter for installation from below. The following ordering option is available for this purpose:

- C9900-M184: mounting arm adapter on CP37xx Panel PC for Rittal and Rolec mounting arm systems with 48 mm tube from below instead of from above

Figure 11 shows the standard variant with mounting arm adapter from above (1) and the option with mounting arm adapter from below (2). Regardless of whether the mounting arm adapter is aligned upwards or downwards, it has a locking screw to prevent it from rotating and can be swiveled by $\pm 165^\circ$. The adapter adapts the Panel PC with a 48 mm circular tube. The permissible tolerance is -0.1 to $+0.8$ mm.

Dimensions

The dimensions of the panel PC can be found on the Beckhoff website: <https://www.beckhoff.com/de-de/support/downloadfinder/technische-zeichnungen/>.

All dimensions are in mm.

4.2.1 Mounting arm tube installation

Observe the following points when installing the mounting arm tube on the mounting arm adapter:

- For the correct installation height, use the position of the screen for guidance. This should always be optimally visible to the user.
- Do not expose the panel PC to direct sunlight.

Installing the mounting arm tube

Regardless of the orientation of the mounting arm adapter, you must follow in the same procedure to install the mounting arm tube. Depending on whether you have oriented the mounting arm adapter upwards or downwards, the mounting arm tube has to be installed on the adapter in the same direction.

Among other tools you need a hook wrench for the installation. You can order this from your Beckhoff Sales using the following order identifier:

- C9900-Z263: Hook wrench size 58-62 for tightening and loosening the slotted nut of the C9900-M75x mounting arm adapter

Figure 12 shows an example of the procedure with the standard mounting arm adapter facing upwards.

To install the mounting arm tube on the mounting arm adapter, proceed as follows:

1. Unscrew the hexagon socket screw (1) a few turns with a 3 mm Allen key (section A).
2. Push the connecting cables of the panel PC through the mounting arm tube.
3. Insert the mounting arm tube 50.2 mm into the mounting arm adapter to the stop (section B).

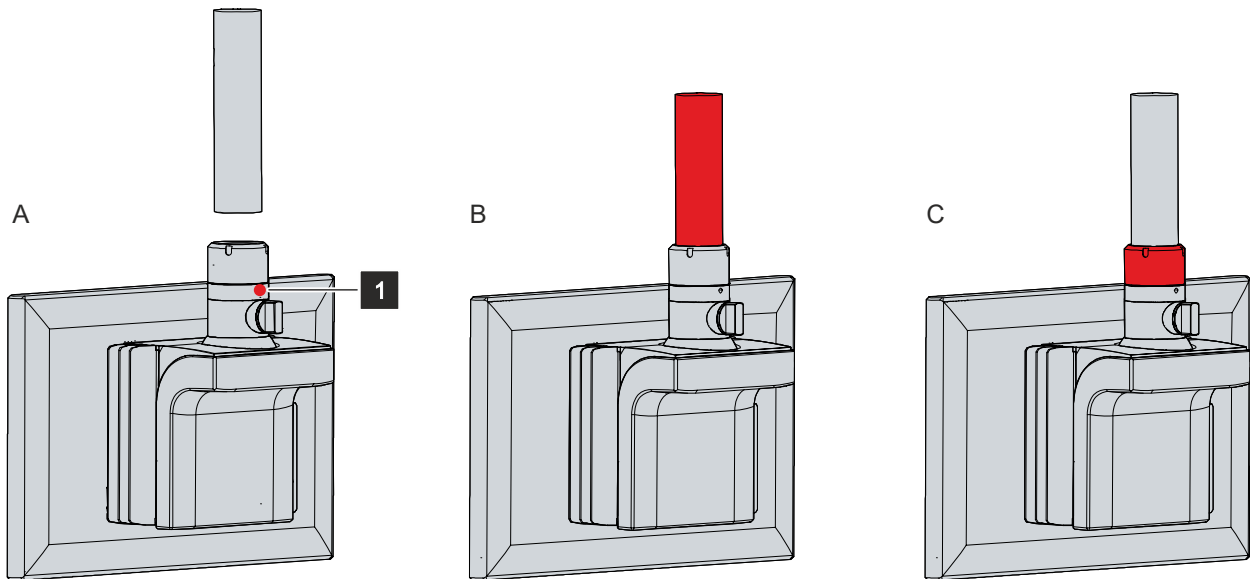


Fig. 11: Mounting arm tube installation

4. Retighten the hexagon socket screw with a torque of 3 Nm to additionally secure the mounting arm tube.
 5. Tighten the slotted nut of the mounting arm adapter with a hook wrench size 58-62 clockwise with a torque of 20 Nm (section C).
- ⇒ You have installed the mounting arm tube on the mounting arm adapter.

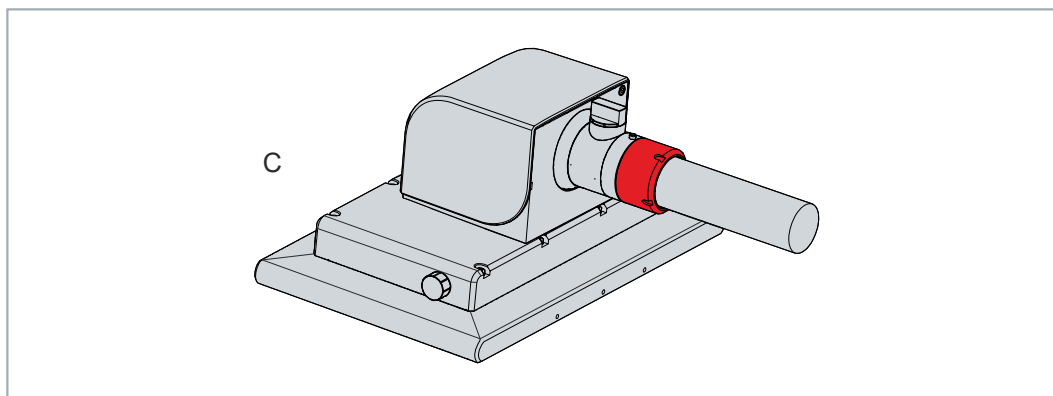


Fig. 12: Tighten the slotted nut

4.2.2 Installing a toolboard and handle

You have the option to mechanically extend your device. The following ordering options are available: Follow the links provided to get to the respective product pages with images of the ordering options:

Table 18: Mechanical extensions

Order identifier	Version
C9900-M406	Toolboard for keyboard or tools, mounted on the underside of a Control Panel or a Panel PC CP3x12 to CP3x24, with integrated IP65 USB socket at the rear, can only be ordered together with the panel PC http://www.beckhoff.com/c9900-m406
C9900-M423	Toolboard for keyboard and mouse or tools, mounted on the underside of a Control Panel or a Panel PC CP3x12 to CP3x24, with integrated 2-port USB A IP65 socket on the rear side and cable channel at the rear for mouse and keyboard cable, can only be ordered together with the panel PC http://www.beckhoff.com/c9900-m423
C9900-M419	Toolboard for keyboard or tools <ul style="list-style-type: none"> • ex factory on CP3x12 to CP3x24, mounted on the bottom of a control panel or panel PC • for retrofitting for CP3xxx-1600 http://www.beckhoff.com/c9900-m419
C9900-M361	Handle, length = 386 mm, anodized aluminum <ul style="list-style-type: none"> • ex factory on CP3x12 to CP3x24, mounted on the bottom of a control panel or panel PC • for retrofitting for CP3xxx-1600 http://www.beckhoff.com/c9900-m361

The ordered extensions are delivered with the device, you must install them yourself afterwards. Install the handle to the bottom of the device using the two M5 screws.

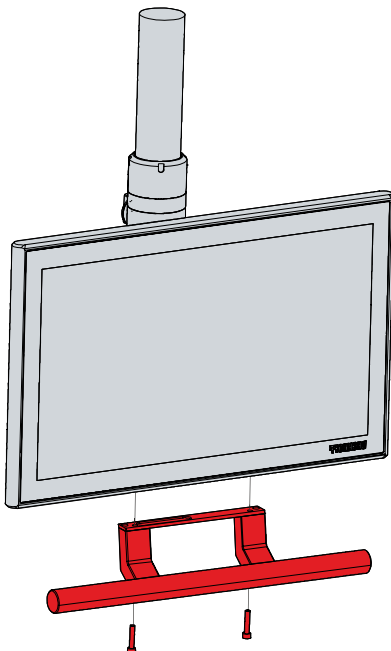


Fig. 13: Installing handle

To mount a toolboard on the device, follow the steps below:

1. Screw the toolboard brackets to the bottom of the device using the three M5 screws (section A).
2. Screw the toolboard to the underside of the bracket using the four M5 screws (section B).

3. Screw the two strain reliefs to the underside of the toolboard using the two M4 screws (section C).

⇒ You have mounted the toolboard on the device.

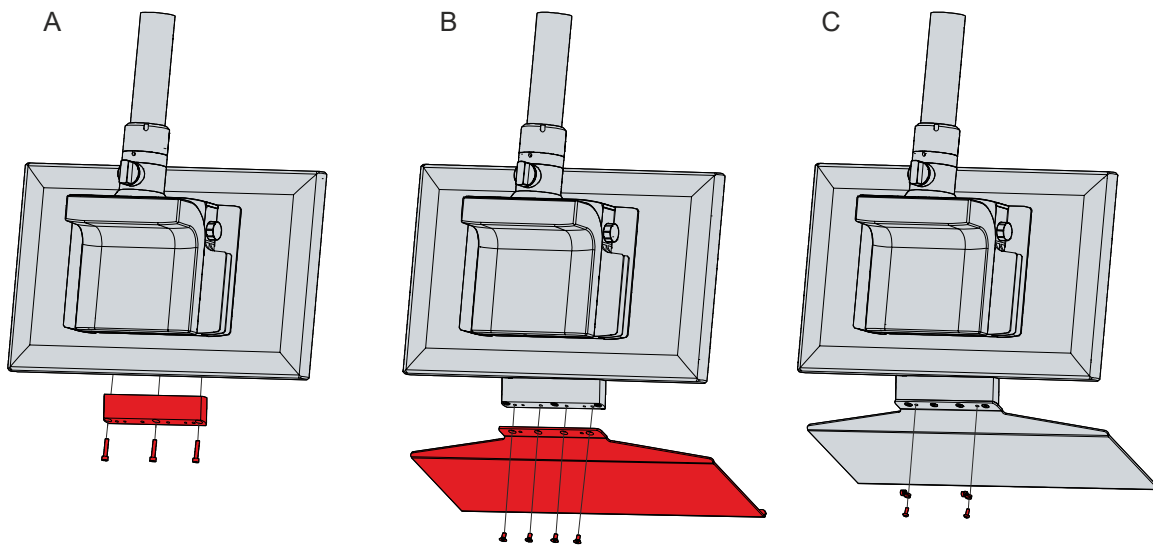


Fig. 14: Installing toolboard

4.3 Connecting the Panel PC

⚠ CAUTION

Risk of electric shock

Dangerous touch voltages can lead to electric shock. To avoid electric shock, observe the following:

- Never connect or disconnect the device cables during a thunderstorm.
- Provide protective earthing for handling the device.

To make the device ready for operation, you have to connect it. The first step is to ground the device. Then you can connect the cables and the power supply.

An external power supply providing 24 V DC from an isolated source is required. This must be protected by a fuse in accordance with UL 248 with a maximum nominal value of 4 A. A nominal voltage of at least 22 V must be applied to the power supply plug of the device at all times.

The cabling of the device in the control cabinet must be done in accordance with the standard EN 60204-1:2006 PELV = Protective Extra Low Voltage:

- The PE conductor (protective earth) and the "0 V" conductor of the voltage source must be on the same potential (connected in the control cabinet).
- Standard EN 60204-1:2006, section 6.4.1:b stipulates that one side of the circuit, or a point of the energy source for this circuit must be connected to the protective conductor system.

Peripheral devices connected to the device with their own power supply must have the same potential for the PE and "0 V" conductors (no potential difference).

4.3.1 Grounding the Panel PC

Potential differences are minimized and electrical currents are diverted to the ground through grounding or potential equalization of electronic devices. This is to prevent dangerous touch voltages and electromagnetic interference.

Protective earth

The protective grounding of a device serves to avoid dangerous touch voltages. According to the EN 60204-1 standard (Chapter 8 Potential equalization), protective grounding is required if:

- the device exceeds dimensions of 50 mm x 50 mm,

- the device can be touched or encompassed over a large area,
- contact between the device and active parts is possible,
- an insulation fault may occur.

Establish low-resistance protective earthing of the panel PC via the voltage connection to avoid dangerous touch voltages. There is a pin in the voltage socket for the protective earth (PE).

EMC

NOTICE

Hardware damage due to electromagnetic interference

The use of the device without a functional earth can lead to material damage due to electromagnetic interference.

- Only use the device with functional earth.

Electromagnetic compatibility (EMC) of the device includes on the one hand not affecting other devices and equipment by electromagnetic interference and on the other hand not being disturbed by electrical or electromagnetic effects itself.

To do this, the device must comply with certain protection requirements. The device has EMC interference immunity according to EN 61000-6-2. The EMC interference emission of the device meets the requirements of EN 61000-6-4.

The functional earth is necessary for the EMC of the device. The functional earth is established via the connection of the grounding bolt in the connection section of the panel PC. Use cables with a minimum cross-section of 4 mm² for the ground connection.

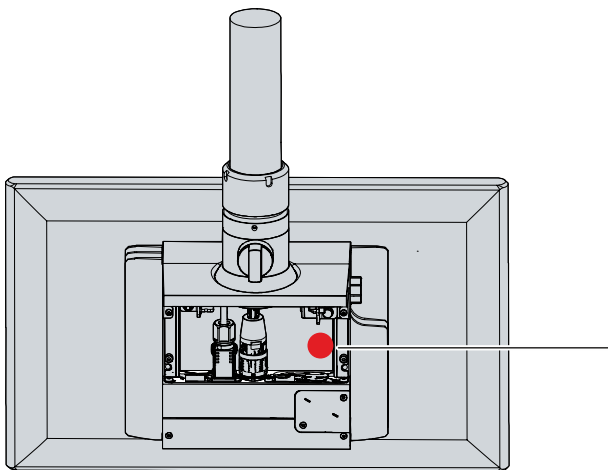


Fig. 15: Grounding bolt for functional earthing

For information on how to access the connection compartment, refer to chapter 3.2 [Interface description](#) [► 11].

4.3.2 Connecting cables and power supply

NOTICE

Incorrect connection procedure

Incorrect procedure when connecting the cables and the power supply can cause hardware damage.

- Follow the documented procedure for connecting the cables and the power supply.
- Always connect the cables first and only then switch on the power supply.
- Please read the documentation for the external devices prior to connecting them.

NOTICE

Connection of incorrect battery packs

Connecting the wrong battery packs can cause damage to the device and the battery packs.

- Only connect the Beckhoff C9900-U330 and C9900-U332 battery packs to your device.

The connections are located at the rear of the panel PC in the connection compartment. The interface cables are routed through the mounting arm tube. To gain access to the connection compartment, first remove the cover of the mounting arm adapter (see chapter 3.2 [Interface description](#) [► 11]).

Connecting cables

Make sure that you first ground the PC (see chapter 4.3.1 [Grounding the Panel PC](#) [► 27]) and then plug in all data transmission cables.

Connecting the power supply

Cables with a maximum cable cross-section of 1.5 mm² can be used for connecting the power supply. For long supply lines, use 1.5 mm² cables to achieve a low voltage drop on the supply line. There should be at least 22 V at the voltage connector of the panel PC, so that the PC remains switched on during voltage fluctuations.

Proceed as follows to connect the 24 V_{DC} power supply unit:

1. Plug the power supply cable into the power supply socket of the panel PC.
2. Connect the panel PC to your external 24 V power supply.
3. Switch on the 24 V power supply.

External battery pack

If you ordered your device with an integrated UPS, then you can connect an external battery pack and install it on a DIN rail near to the PC. Use only Beckhoff battery packs for this:

Table 19: Order identifier battery pack

Order identifier	Version
C9900-U330	Battery pack for PCs with 24 V power supply unit and integrated UPS C9900-P209 or C9900-U209, external for DIN rail mounting, 3.4 Ah, operating temperature 0...50 °C, contains two closed lead-acid batteries VRLA-AGM
C9900-U332	Battery pack for 24 V power supply with integrated C9900-U209 UPS for PCs with Intel-Atom® or Celeron® ULV-827E 1.4 GHz processor, external for DIN rail mounting, 1.2 Ah, operating temperature 0...50 °C, contains two closed VRLA-AGM lead-acid batteries

In the case of the C9900-U330 battery pack, PIN 4 and 5 of the battery pack are available for looping through a 24 V supply. Accordingly, you can connect a three-core sheathed cable with plus and minus of the supply voltage as well as protective earth to the battery pack and then connect to the PC with a five-core sheathed cable. The method of connecting different components can be taken from the wiring diagram in the following Figure.

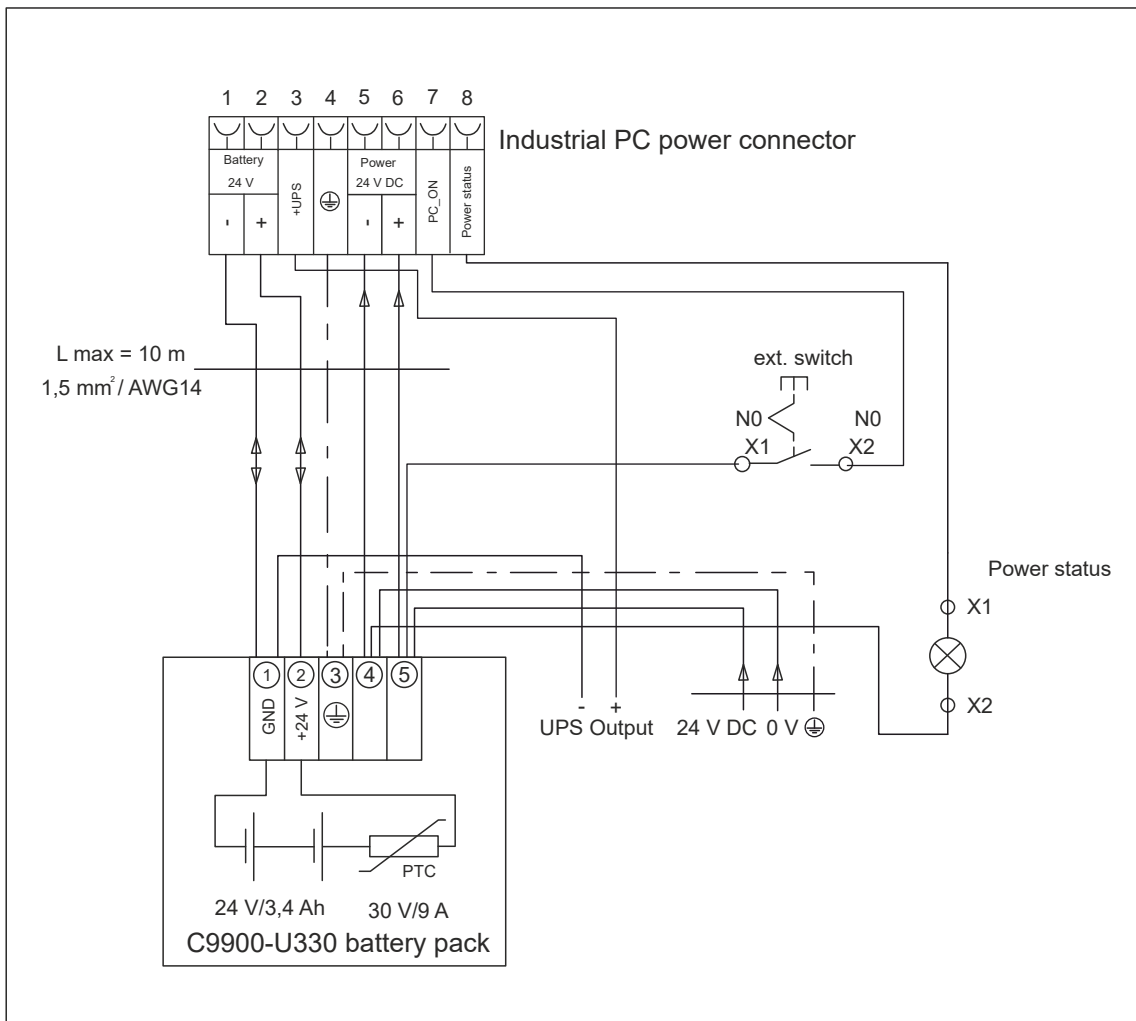


Fig. 16: Wiring diagram C9900-U330

In the case of the C9900-U332 battery pack, PIN 5 and 6 of the battery pack are available for looping through a 24 V supply. Accordingly, you can connect a three-core sheathed cable with plus and minus of the supply voltage as well as protective earth to the battery pack and then connect to the PC with an 8-core sheathed cable. The method of connecting different components can be taken from the wiring diagram in the following Figure.

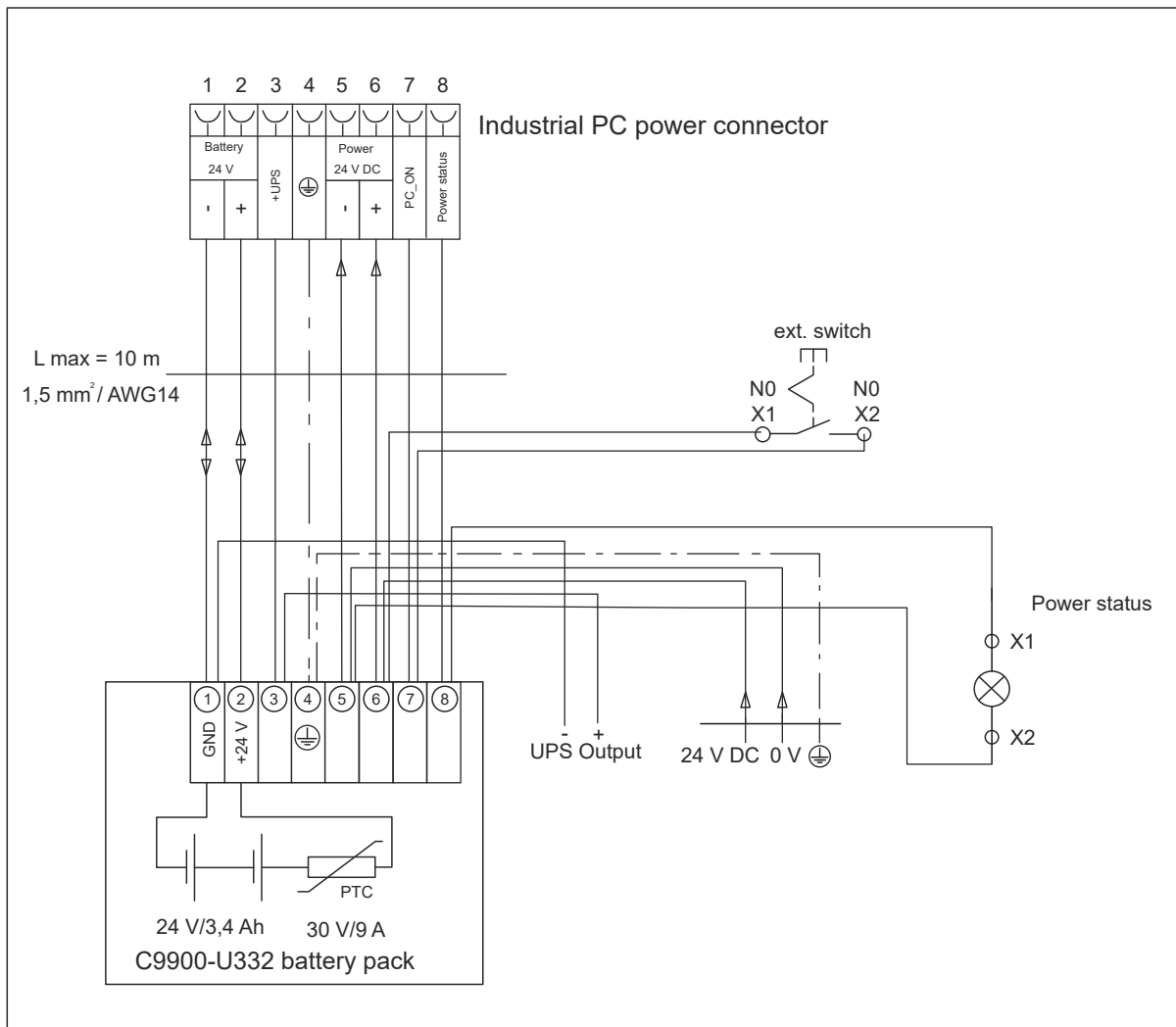


Fig. 17: Wiring diagram C9900-U332

For more information on the battery pack, please refer to the corresponding manuals [C9900-U330](#) and [C9900-U332](#).

4.4 Switching the Panel PC on and off

NOTICE

Public networks

Connecting the device to public networks without additional protective measures can compromise the safety of the device.

- Protect the device before connecting it to public networks.

NOTICE

Data loss due to switching off the device while the software is running

Switching off the device before the running software is terminated and the operating system is shut down can lead to data loss.

- Quit the running software and shut down the operating system before switching off the device.

NOTICE

Data loss due to switching off the power supply when the UPS battery is empty

Switching off the power supply when the UPS battery is empty can lead to data loss, as the operating system cannot be shut down properly without battery power.

- Ensure that the UPS battery is charged in the event of a power failure.
- For UPS C9900-P209 and C9900-U209, charge the battery exclusively via the switched-on PC. Never connect a charger.

NOTICE

Shortened battery life due to switching off the power supply

If the power supply is simply switched off, the operating system shuts down via the battery. With daily use, this significantly shortens the life of the battery.

- Avoid switching off the power supply before shutting down the operating system.
- Use the PC-ON input (see the following description) to shut down the operating system in a battery-friendly manner.

The industrial PC is started or switched off when the system is switched on or off or when the power supply to the PC is connected or disconnected.

You can use the PC-ON input of the PC to control the startup and shutdown of the operating system. The PC-ON signal is inverted, which is why the operating system boots up at 0 V at the input and shuts down at 24 V. During operation, 0 V must therefore be permanently applied to the input. If you want to shut down the operating system, you must apply 24 V to the PC-ON input. Once the operating system has shut down, the PC power supply unit sets the Power Status output from 24 V to 0 V. This indicates that the shutdown is complete. You can then switch off the power supply. If you remove the 24 V from the PC-ON input before you have switched off the power supply, the operating system restarts. Therefore, 24 V must be applied to the PC-ON input until you have switched off the power supply.

To shut down the operating system properly, you can install an additional ON/OFF switch next to the machine's main switch to turn the machine on and off. The main switch can thus remain switched on in principle and thus ensures that the PC is still supplied with power during the shutdown of the operating system. Via the Power Status output, you can switch, for example, a contactor that switches off the entire system. The load capacity of the Power Status output is limited to max. 0.5 A. No fuse protection is required.

Driver installation

When you switch on the device for the first time, the optionally pre-installed operating system will be started. For any additional hardware you have connected, you have to install the drivers yourself afterwards. In addition, the Beckhoff Device Manager starts automatically. The Device Manager is a software from Beckhoff that supports you in configuring the device.

If you have ordered the device without an operating system, you must install this and the driver software for the additional hardware you have connected and for the components inside the device. Please follow the instructions in the documentation for the operating system and the additional components.

UPS software components

The UPS software components with the corresponding drivers must be installed on the PC in order to operate the power supply unit as a UPS. The software components and drivers are already installed on delivery of the PC with operating system. If they are not, you have to install the installation package *Beckhoff UPS* yourself.

You can obtain the installation package from Beckhoff Service (service@beckhoff.com). You then use the installation package to install the UPS software components. The UPS software components come with a detailed help function. Call up the help files either directly from the configuration register by clicking the Help button or start the file under *Start > Programs > Beckhoff > UPS software components*.

5 Configuration

The configuration chapter provides an overview of the Beckhoff Device Manager and the Wake on LAN (WOL) function.

The Beckhoff Device Manager is a tool for detailed system diagnostics of hardware and software components. The procedure after the first start and after manually starting Beckhoff Device Manager is explained.

Using the Wake on LAN (WOL) function, you can switch on your device remotely.

5.1 Beckhoff Device Manager

The Beckhoff Device Manager enables detailed system diagnostics with uniform secure access to the existing hardware and software components. System data is recorded, analyzed and evaluated during operation. The data helps to detect deviations at an early stage and prevent device downtimes.

The user interface screenshots shown in this chapter are examples only and do not represent the actual state of your device.

The Beckhoff Device Manager always starts automatically after the device has been booted. In addition, you have the option of manually starting the previously closed Device Manager at any time.

The device is supplied with predetermined access data by default:

- User name: Administrator
- Password: 1

You also have the option of using the Beckhoff Device Manager to remotely configure the device via a web browser. More detailed information is available in the Beckhoff Device Manager [manual](#).

First start of Beckhoff Device Manager

When your device is booted for the first time, the Beckhoff Device Manager also starts automatically for the first time. The Security Wizard opens. It informs you that you should reset the default password set by Beckhoff. Proceed as follows:

1. Click **Next** on the Security Wizard start page.
⇒ This will take you to the **Change Passwords** page:

Fig. 18: Beckhoff Device Manager – Change passwords

2. Enter the access data of the Device Manager on delivery.
3. Choose a secure new password. Instructions for choosing a secure password are given below.
4. Confirm the changes by clicking on the tick in the red box on the right.
5. Exit the Security Wizard.

⇒ You have reached the Device Manager start page.

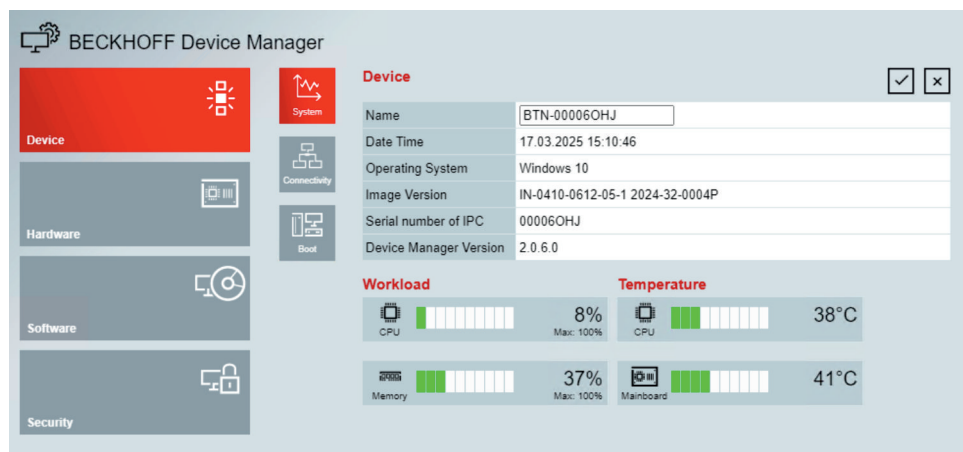


Fig. 19: Beckhoff Device Manager – Start page

Continue to navigate in the menu and to configure the device. Note that modifications only become active once they have been confirmed.

Manual start of Beckhoff Device Manager

To start the Beckhoff Device Manager manually, proceed as follows:

1. Open a web browser locally on the device.
2. Enter `localhost/config` in the web browser to start the Beckhoff Device Manager.

⇒ The Beckhoff Device Manager starts. The Security Wizard appears.

Secure passwords

Strong passwords are an important prerequisite for a secure system.

Beckhoff supplies the device images with standard user names and standard passwords for the operating system. It is imperative that you change these.

Controllers are shipped without a password in the UEFI/BIOS setup. Beckhoff recommends assigning a password here as well.

Please note the following:

- Passwords should be unique for each user and service.
- Only change passwords after an incident in which passwords have become known without authorization.
- Train the device users in the use of passwords.

A secure password has the following characteristics:

- Password complexity: The password should contain capital and lower-case letters, numbers, punctuation marks and special characters.
- Password length: The password should be at least 10 characters long.

5.2 Wake on LAN (WOL)

Wake on LAN (WOL) allows you to turn on your device remotely when it receives a special network signal. WOL is enabled by default in Beckhoff standard images. You can configure this function in the operating system.

The following device does not support the WOL function:

- CP37xx-0020

Configuration under Windows

To configure the Wake on LAN function, follow these steps:

1. Open the Device Manager.
2. Navigate to the **Network adapters** section.
3. Double-click the appropriate Ethernet controller.
⇒ A window containing the Ethernet controller's properties will open.
4. Click on the **Advanced** tab.
5. Set the **Wake on Magic Packet** and **Wake on Magic Packet from S5** properties to **Enabled**. If the installed controller has the **Enable PME** property, it must also be set to **Enabled**.
6. Confirm with **OK**.

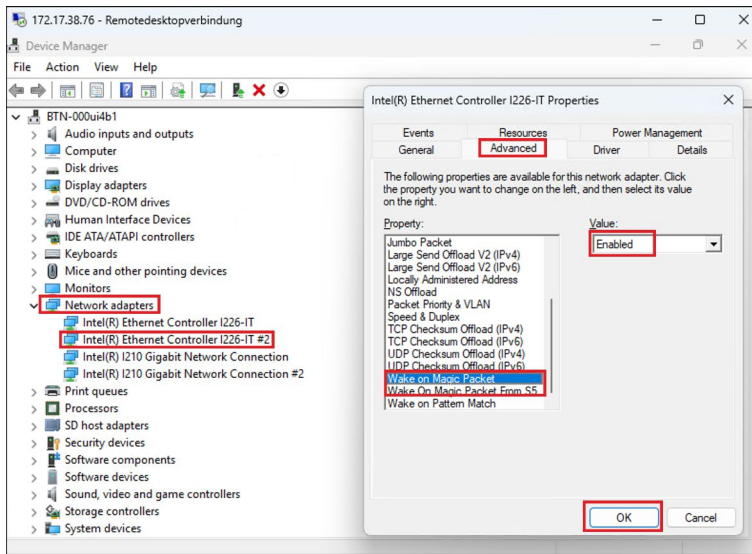


Fig. 20: Activate function

7. Click the **Power Management** tab.
8. Check the box next to **Allow this device to wake the computer**.
9. Confirm with **OK**.

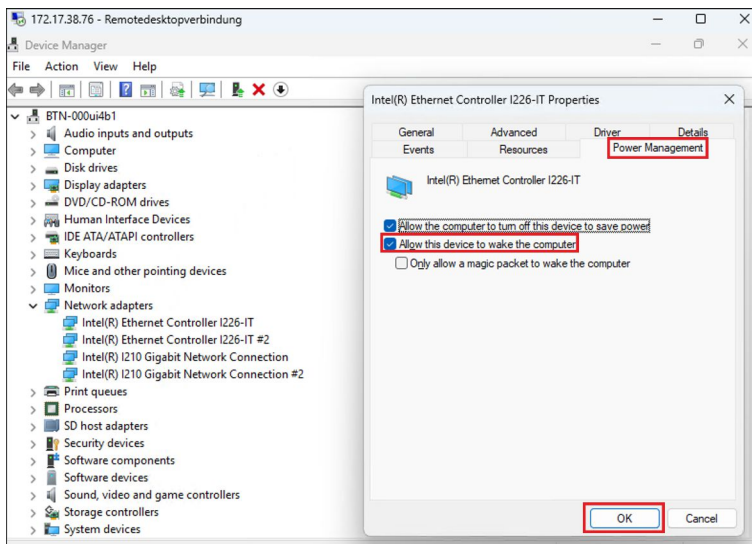


Fig. 21: Enable Function

⇒ You have configured the Wake on LAN function.

6 Decommissioning

NOTICE

Hardware damage due to power supply

A connected power supply can cause damage to the device during disassembly.

- Disconnect the power supply from the device before starting to disassemble it.

As part of the decommissioning of the panel PC, you must first disconnect the power supply and cables. Afterwards, you can dismount the device from the mounting arm.

If you do not want to continue using the panel PC, Chapter 6.2 [Disassembly and disposal](#) [► 38] provides information on the correct disposal of the device.

6.1 Disconnecting the power supply and cables

⚠ CAUTION

Risk of electric shock

Dangerous touch voltages can lead to electric shock. To avoid electric shock, observe the following:

- Never connect or disconnect the device cables during a thunderstorm.
- Provide protective earthing for handling the device.

Before disassembling the panel PC, disconnect the cables and the power supply. Follow the steps below:

1. Shut down the panel PC.
 2. Gain access to the connection compartment of the panel PC (see chapter 3.2 [Interface description](#) [► 11]).
 3. Disconnect the panel PC from your external 24 V power supply.
 4. Pull the power supply plug out of the power supply socket.
 5. Make a note of the wiring of all data transmission cables if you want to restore the cabling with another device.
 6. Disconnect all data transmission cables from the panel PC.
 7. Finally, disconnect the ground connection.
- ⇒ You have disconnected the cables and the power supply.

6.2 Disassembly and disposal

To be able to dismount the panel PC from the mounting arm, you must first have disconnected the power supply and the cables (see Chapter 6.1 [Disconnecting the power supply and cables](#) [► 37]).

Disassembly mounting arm tube

NOTICE

Damage to property due to falling down

If the panel PC is suspended from the ceiling and you undo the cap nut of the mounting arm adapter without securing it, the panel PC will fall down.

- Make sure the panel PC is secured against falling down before you undo the slotted nut of the mounting arm adapter.

To remove the panel PC from the mounting arm tube, follow the steps below:

1. Loosen the slotted nut of the mounting arm adapter with a hook wrench size 58-62 (C9900-Z263) in counterclockwise direction (section A).
2. Unscrew the hexagon socket screw (1) a few turns with a 3 mm Allen key (section A).
3. Pull the mounting arm tube out of the mounting arm adapter (section B).

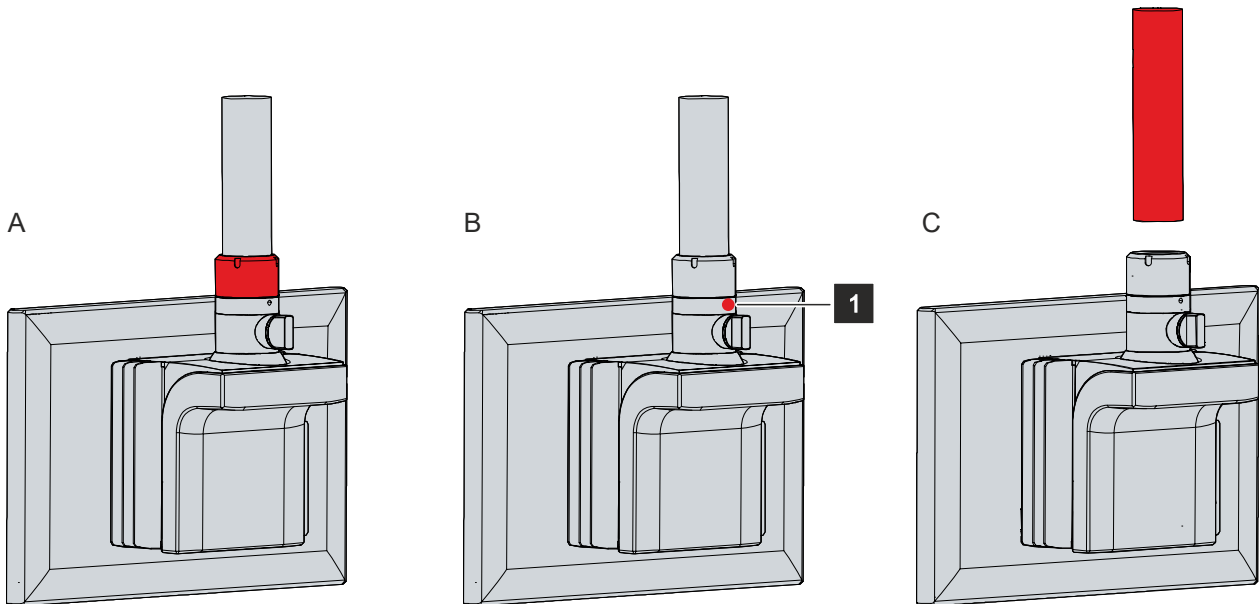


Fig. 22: Disassembly mounting arm tube

4. Pull the connecting cables out of the mounting arm tube.
 5. Screw in the hexagon socket screw until it no longer protrudes on the outside.
- ⇒ You have removed the mounting arm tube from the mounting arm adapter.

Disassembly toolboard and handle

To remove the handle from the device, loosen the two M5 screws on the bottom of the device. Make sure that the handle is secured against falling.

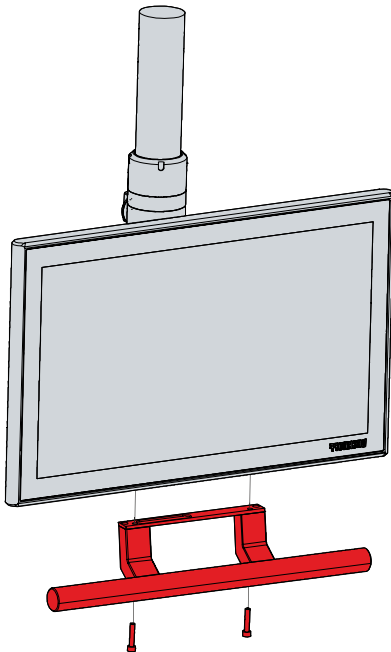


Fig. 23: Disassembly handle

To remove a toolboard from the device, follow the steps below. During disassembly, ensure that the individual components are secured against falling:

1. Loosen the two M4 screws of the strain relief (section A).
2. Loosen the four M5 screws on the toolboard (section B).
3. Loosen the three M5 screws of the toolboard bracket (section C).

⇒ You have dismantled the toolboard.

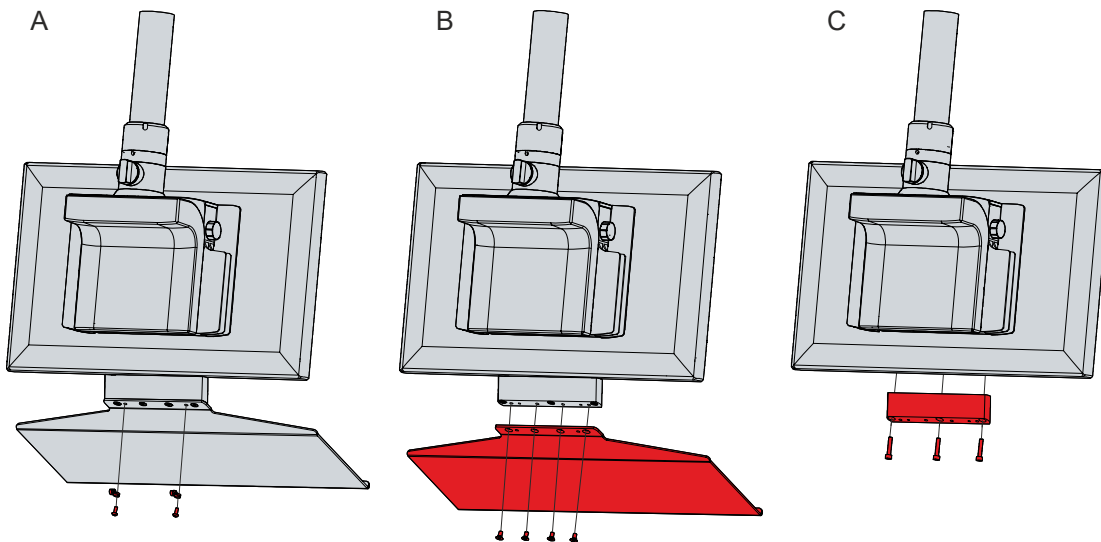


Fig. 24: Disassembly toolboard

Disposal of the panel PC

When disposing of the panel PC, be sure to observe the national electronic waste regulations.

7 Maintenance

⚠ CAUTION

Risk of electric shock

Working on the device when live can lead to electric shock.

- Switch off the power supply before replacing device components. This does not apply to the replacement of storage media in a RAID configuration.

Maintenance measures increase the efficiency of the device by ensuring long-term functionality. Cleaning and maintenance by replacing certain device components contribute to this.

7.1 Cleaning

NOTICE

Unsuitable cleaning agents

The use of unsuitable cleaning agents can damage the device.

- Clean the device only as specified.

NOTICE

Faulty touch screen function

Cleaning the front screen without cleaning the edge of the glass screen can lead to faulty touch screen functions due to liquid residue.

- Always clean the front screen including the edge of the glass pane to avoid liquid residue.

It is essential to observe the following points when cleaning the PC:

- Keep to the boundary conditions of protection rating IP65.
- Never use compressed air to clean the PC.
- Maintain an ambient temperature range of 0 °C to 45 °C.

Cleaning agents

You must use suitable cleaning agents to avoid damaging the front of the device during cleaning. Examples include:

- Benzine
- Spirit
- Glass cleaner

Avoid the following cleaning agents:

- Detergents with scouring or abrasive components
- Metal cleaning objects such as razor blades or steel spatulas
- Steam jet cleaner or very hot water
- Cold water with a heated device
- High water pressure, e.g. high-pressure cleaner

Cleaning the front screen

You can clean the front screen of the device during operation. In order to avoid inadvertent touch entries when doing this, you must first set the device to "Cleaning Mode" with the help of the Beckhoff Display Control Tool. Also make sure that you not only clean the display area, but also the edge of the glass pane. Impurities in the edge area or liquids that do not run down the glass pane as drops but as a long short-circuit bridge create an electrically conductive connection between the touch screen area and the metal housing of the device. This unintentionally triggers a touch event at the edge of the touch screen, which can lead to incorrect operation.

The Beckhoff Display Control Tool does not start automatically when the device starts up. Proceed as follows to activate the "Cleaning Mode" of the tool:

1. Click the Beckhoff Display Control Tool icon to start it.
⇒ When the tool is started, a small sun symbol appears in the taskbar.
2. Right-click the sun symbol.
3. Select the "Cleaning Mode" (see Fig.).

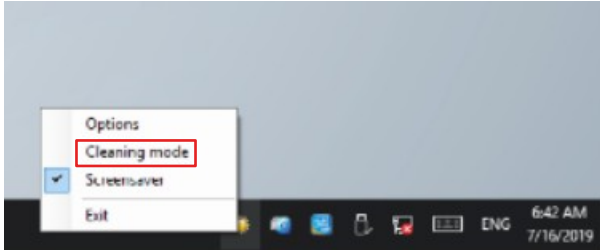


Fig. 25: Select "Cleaning Mode"

⇒ "Cleaning Mode" is activated. You can now clean the front panel.

You can set the duration for which the device should remain in "Cleaning Mode". The period can be set between 5 and 120 seconds. Right-click the sun symbol again and click "Options". Now select the appropriate duration (see figure.).

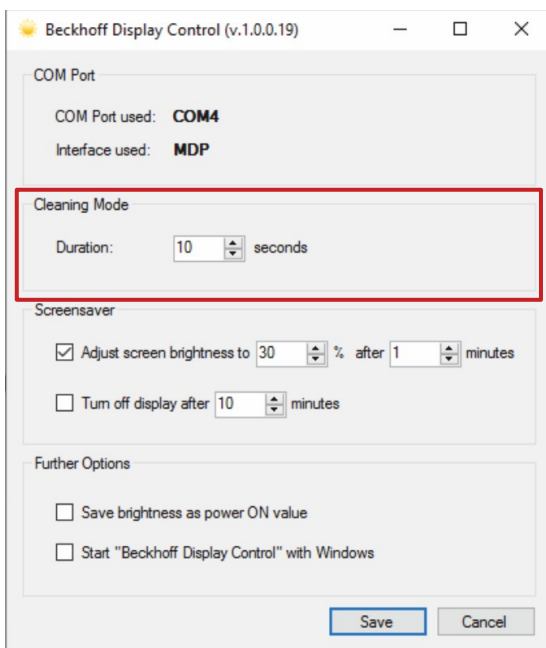


Fig. 26: Configuration "Cleaning Mode"

7.2 Maintenance

NOTICE

Use of incorrect spare parts

The use of spare parts not ordered from Beckhoff Service can lead to unsafe and faulty operation.

- Only use spare parts that you have ordered from Beckhoff Service.

Beckhoff devices are manufactured from components of the highest quality and robustness. They are selected and tested for best interoperability, long-term availability and reliable function under the specified environmental conditions.

Nevertheless, some components of the devices may be subject to a limited service life if they are operated under certain conditions, such as at increased ambient temperatures during operation or during storage or during long periods of storage out of operation.

Beckhoff therefore recommends replacing some of the components of the devices after the time after which predictions of the remaining service life of such components can no longer be reliably calculated.

The following table provides recommendations for the regular, precautionary replacement of the device components:

Table 20: Device component replacement recommendations

Component	Recommendation for replacement intervals (years)
UPS battery pack	5 years
2.5-inch hard disk	5 years or after 20,000 operating hours at more than 40 °C or after 30,000 operating hours at less than 40 °C
3.5-inch hard disk	5 years, irrespective of the operating hours
Fan	7 years
CFast, SSD, MicroSD, Compact Flash	10 years
Motherboard battery	5 years

Beckhoff is excluded from liability in the event of possible damage occurring during maintenance work. In order to avoid damage caused by electrostatic discharge when replacing device components, protective measures are recommended. Below are some suggestions.

ESD protection

NOTICE

Electrostatic discharge

The replacement of device components without ESD protection can lead to functional impairment and destruction of the device.

- If possible, apply ESD protection measures during maintenance work.

When working on electronic devices, there is a risk of damage due to ESD (electrostatic discharge), which can impair the function or destroy the device.

Protect the device and create an ESD-protected environment in which existing electrostatic charges are safely discharged to ground and charging is prevented.

An ESD-protected environment can best be created by setting up ESD protection zones. The following measures serve this purpose:

- ESD-compliant floors with sufficient conductivity to the reference potential PE;
- ESD-compatible work surfaces such as tables and shelves;
- Wrist grounding strap, especially for sedentary activities;
- grounded and electrostatically dissipating equipment and operating materials (e.g. tools) within the ESD protection zone.

If it is not possible to create an ESD protection zone, you can still protect the device against ESD damage. For example, the following measures can be used:

- Use conductive mats connected to the ground potential as underlays.
- Dissipate possible charges from your own body by touching grounded metal (e.g. control cabinet door).
- Wear a wrist grounding strap.
- Only remove new electronic components from the ESD packaging (tinted plastic bag) after putting on the wrist grounding strap.
- Do not walk around with electronic components in your hand if they are not in ESD packaging.

Access to battery and storage medium

To be able to replace the battery and the storage medium, you must first gain access to these device components. Follow the steps below:

1. Remove the cover of the mounting arm adapter on the rear of the panel PC (see chapter 3.2 [Interface description](#) [► 11]).
 2. Remove both M3 screws from the cover (section A).
 3. Remove the cover (section B).
- ⇒ You now have access to the battery (1) and the storage medium (2) (section C).

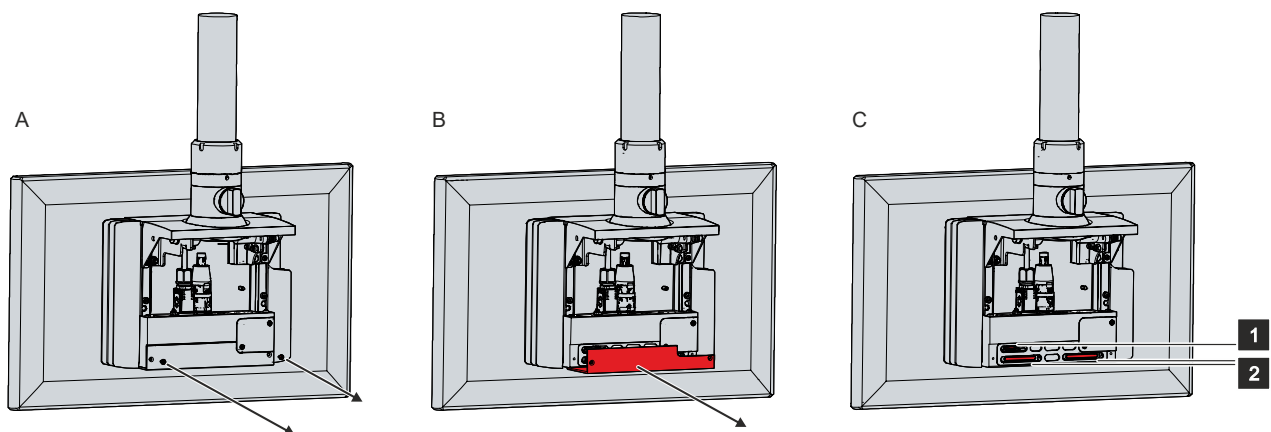


Fig. 27: Access to battery and storage media

7.2.1 Replacing the battery

⚠ WARNING

Incorrect battery type

Using a different type of battery can lead to a fire or explosion.

- Only replace the battery with a type R/C (BBCV2) battery, article number RC2032, nominal voltage 3 V.
- When replacing the battery, make sure that the polarity is correct.

⚠ WARNING

Incorrect handling of the battery

Handling the motherboard battery incorrectly can cause an explosion.

- Do not recharge the battery.
- Do not disassemble the battery.
- Do not dispose of the battery in fire.
- Do not open the battery.
- Protect the battery against direct sunlight and moisture.

NOTICE**Failure of the electronics due to mechanical damage**

Scratches or damaged components on PCBs can cause the electronics to fail.

- Be very careful when replacing the battery and avoid mechanical damage to the electronics.

The device does not contain a lithium-ion battery. The motherboard battery is a CR2032 lithium-metal cell. It is used to supply power to the clock integrated on the motherboard. If the battery is depleted or missing, the date and time are displayed incorrectly.

Table 21: Technical data of the battery

Battery type	Electrical properties (at 20 °C)		Dimensions		
	Nominal voltage	Nominal capacity	Diameter	Height	Weight
CR2032	3.0 V	225 mAh	20.0 mm	3.20 mm	3.1 g

Chapter 7.2 [Maintenance](#) [► 42] shows how to access the battery.

To change the battery, proceed as follows:

1. Pull the battery out of the panel PC with needle-nose pliers.
2. Insert the new battery into the PC by hand. Make sure that the polarity is correct as shown.

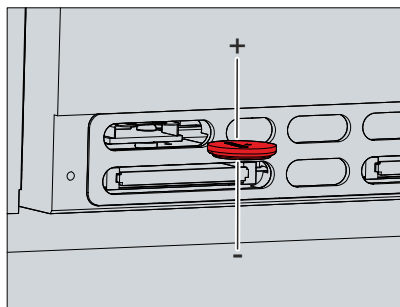


Fig. 28: Replacing the battery

Battery disposal

To dispose of the battery, remove it, tape off the poles and put it in the battery disposal.

7.2.2 Replacing the storage media

For new storage media, please contact your Beckhoff Sales only. Hard disks from Beckhoff are optimized for industrial applications. SSDs from Beckhoff have a considerably higher lifetime expectancy than commercially available SSDs.

Data transmission before replacement

If you want to exchange a storage medium according to Beckhoff's recommendation, you must copy the data from the old to the new storage medium. You can use the Beckhoff Service Tool (BST) for this purpose. BST is a graphical backup and restore program for devices with a Windows operating system. You can create an image of your operating system and use it to back up the operating system. Then you can restore the created image to a new data carrier. The BST is available on a bootable BST USB flash drive. This includes Windows and a backup tool. Select the size of the BST USB flash drive according to the size of the backup copy of your operating system. You can then keep the flash drive as a backup copy. For this purpose, the BST USB flash drives are designed for particularly long data preservation by means of special flash. For more information on the function of the BST, please refer to the corresponding [manual](#).

If your storage medium is defective and there is no backup, Beckhoff Service can provide you with a fresh Windows image. For this to be possible, your Beckhoff device must already have been delivered with a valid operating system license. After installing the fresh image, the applications must be reinstalled.

Replacing the CFast

Chapter 7.2 Maintenance shows how to access the CFast.

To replace the CFast, follow the steps below:

1. Press lightly against the CFast, as if pressing a button (section A).
⇒ When you release the CFast, the push-pull mechanism guides the CFast out of the slot far enough for you to grab it.
2. Pull the CFast out of the panel PC (section B).

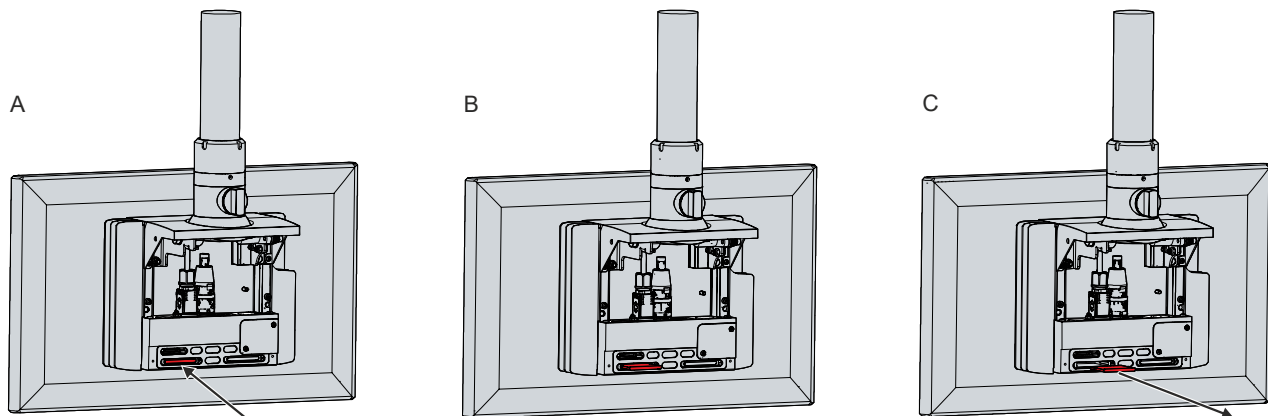


Fig. 29: Replacing the storage media

3. Insert the new CFast into the panel PC in the same orientation until it protrudes just a bit from the PC.
4. Press the CFast into the panel PC.
⇒ You have replaced the CFast.

Disposal of storage media

Delete confidential or technologically important data from the storage media before disposing of it. If a storage medium is defective, you must destroy it mechanically to prevent access to the data.

The old storage media must be disposed of in accordance with the national electronic waste regulations.

8 Troubleshooting

Table 22: Troubleshooting

Fault	Cause	Measures
No function of the panel PC	No power supply to the panel PC Other cause	Check the power supply cable Call Beckhoff Service
The panel PC does not boot completely	BIOS setup settings are incorrect Other causes	Check BIOS setup settings (load defaults) Call Beckhoff Service
Panel PC boots, software starts, but controller does not work properly	The cause of the error is the software or plant parts outside of the panel PC	Call the machine and software manufacturer
The panel PC only works partially or only temporarily (e.g. dark screen image or none at all)	Defective backlight in the display Defective components in the panel PC	Call Beckhoff Service Call Beckhoff Service
Malfunction of the touch screen	Poor or missing functional earth of the device Poor or missing ground connection of the user	Establish functional earth User must stand on the floor with normal shoes
USB error during access with TwinCAT via USB	Cycle times in TwinCAT set to 10 ms (default)	Increase the cycle times to between 50 ms and 80 ms

9 Technical data

Table 23: Technical data

Product designation	CP37xx		
Weight	CP3712: 5.5 kg CP3713: 5.7 kg CP3715: 6.1 kg CP3716: 6.8 kg CP3718: 7.9 kg CP3719: 8.6 kg CP3721: 9.1 kg CP3724: 10.1 kg		
Supply voltage	22-30 V _{DC} (24 V _{DC} power supply unit, NEC class 2)		
Power consumption	Data sheet for calculating power consumption and power loss in the download finder - Data sheets: http://www.beckhoff.com/downloadfinder		
Secure element	fTPM 2.0 enabled (see TPM manual)		
Protection rating	IP65		
Vibration resistance (sinusoidal vibration)	EN 60068-2-6:	10 ... 58 Hz:	0.035 mm
		58 ... 500 Hz:	0.5 G (~ 5 m/s ²)
Shock resistance (shock)	EN 60068-2-27:	5 G (~ 50 m/s ²), duration: 30 ms	
EMC interference immunity	conforms to EN 61000-6-2		
EMC interference emission	conforms to EN 61000-6-4		
Permissible ambient temperature	Operation: 0 °C to +45 °C Transport / storage: -20 °C ... +65 °C		
Permissible relative air humidity	Maximum 95%, no condensation		
Transport and storage	The same values for air humidity and shock resistance are to be observed during transport and storage as in operation. The vibration resistance during transport can be improved by suitable packaging of the device.		

10 Appendix

In the appendix you will find information for servicing and details of the approvals that your device has.

10.1 Service and support

Beckhoff and its worldwide subsidiaries offer comprehensive service and support, providing fast and competent assistance for all issues relating to Beckhoff products and system solutions.

Beckhoff Service

The Beckhoff service center provides support in all forms of after-sales service:

- on-site service
- repair service
- spare parts service
- hotline service

Hotline: + 49 5246/963-460
email: service@beckhoff.com

If your device requires attention, please state its serial number, which you can find on the name plate.

Beckhoff Support

Support offers you comprehensive technical assistance to help you with the application of individual Beckhoff products, and also with other extensive services:

- world-wide support
- design, programming, and commissioning of complex automation systems
- extensive training program for Beckhoff system components

Hotline: + 49 5246/963-157
email: support@beckhoff.com

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Phone: + 49 5246/963-0
email: info@beckhoff.de

The addresses of the worldwide Beckhoff branches and agencies can be found on our website at <http://www.beckhoff.com/>.

You can also find further documentation for Beckhoff components there.

10.2 Approvals

Your device has at least the following approvals:

- CE
- FCC

You will find all other applicable approvals on the name plate of your device.

FCC approvals for the United States of America

FCC: Federal Communications Commission Radio Frequency Interference Statement

This device was tested and complies with the limits for a digital device of class A, according part 15 of the FCC regulations. These limits are designed to provide adequate protection against adverse interference, if the device is used in a commercial environment. This device generates, uses and may emit radio frequency energy and may cause adverse interference with radio communications, if it is not installed and used in accordance with the operating instructions. If this device is used in a residential area it is likely to cause adverse interference, in which case the user must take appropriate countermeasures in order to eliminate the interference at his own expense.

FCC approvals for Canada

FCC: Canadian Notice

This device does not exceed the class A limits for radiation, as specified by the Radio Interference Regulations of the Canadian Department of Communications.

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