

# Customer Resource Center (cRc)

## Internet Access Solution

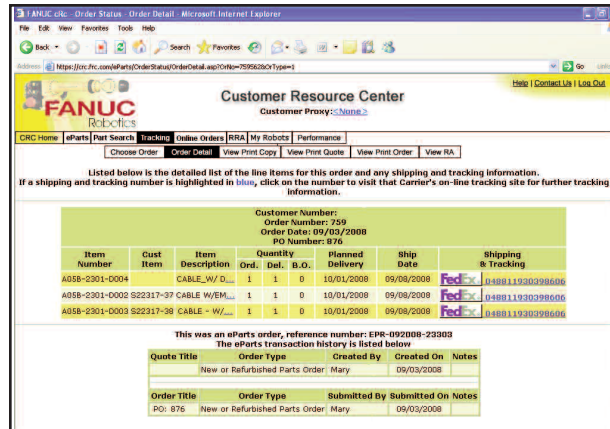
### Basic Description

FANUC Robotics' created the cRc Internet Access Solution as a way for customers to have easy access to the Customer Resource Center and its solutions.

The cRc Internet Access Solution is a secure subscription-based Internet site allowing customers to be able to directly connect to the functions of FANUC Robotics' Customer Resource Center. Customers can register via [www.fanucrobotics.com](http://www.fanucrobotics.com) to gain access.

### With FANUC Robotics' cRc Internet Access, customers can:

- View parts price and availability
- Order parts online.
- Access to online order tracking
- Use online return solutions
- View frequently ordered items
- Access quotes created by "FANUC Robotics"
- Review datasheets
- Access to engineering bulletins
- View "My Robots" to retrieve Technical and Field Service Support Logs
- Obtain free trial PC software downloads
- Access to training schedules and availability, along with web courses offered



Order Tracking Screen - directly links to online carrier information if available.

### Features

- Use the parts search engine to search for custom parts, refurbished items and inventory availability of parts.
- Create and view parts carts online for:
  - New or refurbished parts.
  - Returning parts under a valid robot warranty.
  - Returning parts under a valid spare parts warranty.
  - Returning parts that were previously repaired under a repaired part warranty.
- Within the Shopping Cart and Checkout sessions customers can:
  - Add shipping address.
  - Cross reference XGMF numbers and replacement numbers.
  - Separate delivery dates per line item.
  - View list price and the customer price.
- View an online quote at anytime.
  - Unique eParts tracking number assigned.
  - Printable return labels.
  - Internal e-mail distribution for quotes created online.
- Submit an order online to FANUC Robotics.
  - Use purchase order number or credit card for online payment.
  - Receive an e-mail order confirmation for tracking the status of an order online.
- Utilize the order tracking section to check the status of any orders submitted through FANUC Robotics.
  - Unique eParts tracking number.
  - Multiple tracking options.
  - Order status (including back order information).
  - Detailed shipment breakdowns.
  - Direct link to carrier's web sites.
  - Seamless to customers.
- Receive information for customized Web solutions.
  - e-mail notifications for only the orders they place online.
  - no e-mail notifications at all.

- Receive e-mail notifications for order placement, order shipment, and technical support cases with FANUC Robotics. Registered users have many options to select regarding e-mail notifications. They can select to receive:
  - all e-mail notifications for their company.

**Diagnostic Resource Center (DRC)** – Also available by subscription through the cRc Web site, the DRC is an extensive library of diagnostic information, including manuals, photos and circuit diagrams for the R-J2, R-J3, and R-J3iB controller platforms and mechanical drawings and specifications for most robot models. The DRC is an easy-to-use, Web-browser interface, allowing users to quickly and efficiently diagnose controller issues, whether they are beginners or advanced users. With User Notes, optional process and maintenance solutions, legacy information, SMART features and others, the DRC can provide a complete solution for an entire work cell.

### Minimum System Requirements

- Internet connection
- Internet Explorer 4.0 or higher or Netscape Navigator 4.72 or higher.

## WEB Support Solutions

	F Number	Model	Controller	Ship Date
<a href="#">-Parts List</a> <a href="#">-Support Log</a>	F835	R-2000iA/165F	R-J3i Controller	09/11/07
<a href="#">-Parts List</a>	F817	R2000iB/F210	R-30iA Controller	08/31/07
<a href="#">-Parts List</a>	F794	R2000iB/F165	R-30iA Controller	01/01/00
<a href="#">-Parts List</a> <a href="#">-Support Log</a> <a href="#">-Field Service</a>	F723	R-2000iA/165F	R-J3i Controller	01/30/06

CRc Home | [eParts](#) | [Part Search](#) | [Tracking](#) | [Online Orders](#) | [RRA](#) | [My Robots](#) | [Performance](#)

Home > [eParts](#) > [Part Search](#) > [Item Usage Report](#)

Top 25 Items ordered since 10/22/07

Click to Order	Description	Current Stock	# of Orders Placed	Total Qty Ordered	Last Order Date	Qty Ordered Online
<a href="#">ASBL-0031-0012</a>	3V LITHIUM GREEN BATTERY CR174	1718	22	239	10/20/08	172
<a href="#">XGMF-10784</a>	FUSE 3.2A LM32C FL1	1990	4	90	08/01/08	80
<a href="#">XGMF-00503</a>	FUSE GREEN RECTANG DAITO MP10	1524	6	69	10/09/08	55
<a href="#">XGMF-ARL-0001-0046#1.0</a>	PCB W/ IC - ADR16G DC OUT.MDL	159	48	66	05/24/08	0
<a href="#">AD3B-0819-C161</a>	GREASE NIPPLE / A110	160	2	63	10/10/08	0
<a href="#">XGMF-11455</a>	*SIT GREASE VIGO RE NO.0 16 KG	1230	12	61	10/21/08	32
<a href="#">XGMF-ARL-0040-0174#16G</a>	CONNECTOR PINS	974	31	59	05/16/08	1
<a href="#">AD3B-0819-C104</a>	CONNECTOR PINS	464	4	56	06/09/08	56
<a href="#">ASBL-0001-0850</a>	FUSE GREEN RECTANG DAITO MP75	663	4	41	08/01/08	25
<a href="#">XGMF-02172</a>						
<a href="#">XGMF-ARL-0001-0046#7.5</a>						

**FANUC Robotics** Customer Resource Center

CRc Home | [eParts](#) | [Part Search](#) | [Tracking](#) | [Online Orders](#) | [RRA](#) | [My Robots](#) | [Performance](#)

Home > [eParts](#) > [Part Search](#) > [Cart](#) > [Shopping Cart](#)

Parts | [Shopping Cart - Edit](#) | [Print Copy](#)

Item	Description	In Stock	On Order	Availability	Qty	My Price
<a href="#">Delete</a> <a href="#">Expand</a>	A05B-0115-B104 BETA 0-9/6000IS STR	13	1	In Stock	1	\$
<a href="#">Delete</a> <a href="#">Expand</a>	A05B-0115-B204 MOTOR BETA I0.5/6000 NO BRK	7	0	In Stock	1	\$
<a href="#">Delete</a> <a href="#">Expand</a>	ME-R33C-161-010 M-4108 Aux Beta 4-1 Power 3m	5	0	In Stock	1	\$
<a href="#">Delete</a> <a href="#">Expand</a>	ME-R33C-162-010 M-4108 Aux Pulse Cable 15.23m	1	9	In Stock	1	\$

Total: \$

[Search for More Parts](#) | [Update Quantities](#) | [Check Out](#)

[View Other Shopping Carts](#)

**FANUC Robotics** Photo Center

Photo Center | [Alarms](#) | [Diagnostics](#) | [Prets](#) | [Connections](#) | [Mechanical](#) | [IO Setup](#) | [Manuals](#) | [Download](#)

Select the Item You Wish to View

[Teach Pendant](#) | [Operator Panel](#) | [Controller Cabinet](#)



**FANUC Robotics** Customer Resource Center

Engineering Bulletins

- CRc Engineering Bulletins
  - R-B Controller
  - R-C Controller
  - Other
    - EB-00004 Using Software Structure Diagrams
  - R-F Controller
  - RF Line Products
    - EB-01404 G4MCDMM V2.11P Communications Program Software Release Note (SRN)
  - Other
    - R-D Controller
    - R-E Controller
    - R-J Controller
      - ArTool
      - Communications
      - ResponseTool
      - Res-Tool
    - Hardware
      - EB-00077 Overhaul Conditions in Serial Pulse Codes Guidelines
      - EB-01000 Limiting W Pulse Codes M3 Connection
      - EB-01166 R-J CSFS and DSPRI Compatibility
      - EB-01164 1 Limitation on Number of I/O points in modular I/O rack
      - EB-01168 NEW VERSION R0GC CONVERTER FOR P-165 ROBOTS



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