# SIEMENS

## SIMATIC
## Power PG P4

# First Steps in Commissioning

## Safety guidelines

This Getting Started contains notices intended to ensure personal safety, as well as to protect the products and connected equipment against damage. These notices are highlighted by the symbols shown below and graded according to severity by the following texts:

### Danger

indicates that death, severe personal injury or substantial property damage will result if proper precautions are not taken.

### Warning

indicates that death, severe personal injury or substantial property damage can result if proper precautions are not taken.

### Caution

indicates that minor personal injury can result if proper precautions are not taken.

### Caution

indicates that property damage can result if proper precautions are not taken.

### Notice

draws your attention to particularly important information on the product, handling the product, or to a particular part of the documentation.

## Qualified Personnel

Repair, maintenance and servicing of device only to be carried out by qualified personnel. Qualified persons are defined as persons who are authorized to commission, to ground, and to tag circuits, equipment, and systems in accordance with established safety practices and standards.

## Correct Usage

Note the following:

### Warning

This device and its components may only be used for the applications described in the catalog or the technical description, and only in connection with devices or components from other manufacturers which have been approved or recommended by Siemens.

This product can only function correctly and safely if it is transported, stored, set up, and installed correctly, and operated and maintained as recommended.

## Trademarks

SIMATIC®, SIMATIC HMI® and SIMATIC NET® are registered trademarks of Siemens AG.

Third parties using for their own purposes any other names in this document which refer to trademarks might infringe upon the rights of the trademark owners.

This Getting Started offers you step by step instructions on how to install and start SIMATIC Power PG P4.

The references to the manual are intended to give you an initial overview of the information in the manual.

## Electronic Manual

You can find the electronic manual on the included CD "Backup PG" under the filename "HBPowerPG_b.pdf". This manual offers information on many useful topics, for example, on optional hardware expansion, modification of the device configuration and technical data.

To read or to print out the manual you need the Adobe Acrobat Reader. The Adobe software is preinstalled on the PC and can also be installed from the CD "Backup PG".

The manual also includes declarations of conformity with regard to safety and EMC requirements.

| ⚠ | **Warning** |
|---|---|
| | To avoid damage to assets and for the sake of your own personal safety, please take note of the information on safety in this user guide and in the electronic manual. These notes are partially highlighted with triangular warning signs. They are presented in different ways and in accordance with the degree of risk. |

## Hotline Services

SIMATIC Hotline open round the clock, worldwide:

| **Worldwide** (Nuernberg) | | |
|---|---|---|
| **Technical Support** | | |
| 24 hours a day, 365 days a year | | |
| Phone: +49 (180) 5050-222 | | |
| Fax: +49 (180) 5050-223 | | |
| E-Mail: adsupport@ siemens.com | | |
| GMT: +1:00 | | |
| **Europe / Africa** (Nuernberg) | **United States** (Johnson City) | **Asia / Australia** (Beijing) |
| **Authorization** | **Technical Support and Authorization** | **Technical Support and Authorization** |
| Local time: Mon.-Fri. 7:00 to 17:00 | Local time: Mon.-Fri. 8:00 to 17:00 | Local time: Mon.-Fri. 8:00 to 17:00 |
| Phone: +49 (180) 5050–222 | Phone: +1 (423) 262 2522 | Phone: +86 10 64 75 75 75 |
| Fax: +49 (180) 5050-223 | Fax: +1 (423) 262 2289 | Fax: +86 10 64 74 74 74 |
| E-Mail: adsupport@ siemens.com | E-Mail: simatic.hotline@ sea.siemens.com | E-Mail: adsupport.asia@ siemens.com |
| GMT: +1:00 | GMT: –5:00 | GMT: +8:00 |
| The languages of the SIMATIC Hotlines and the authorization hotline are generally German and English. | | |

# ☞ Unpacking the SIMATIC Power PG P4

Unpack your SIMATIC Power PG P4 as follows:

1. Remove the packing.
2. Do not throw the original packing away. Keep it in case you have to transport the unit again sometime in the future.

## Checking the Contents

3. Check with the packing list to make sure no components are missing.
4. Check the packing and its contents for any shipping or transport damage.
5. Please inform your local dealer of any shipping or transport damages and of outstanding items indicated on the packing list.

## Entering the Serial number (S VP...) and the Ethernet address

6. Enter the **serial number** (S VP...) and the **Ethernet address** of your programming device in the table below. You can find the serial number on the type label attached to the base of the device. The Ethernet address can be found in the BIOS setup settings in the main menu under the 'Hardware Options' function.

   If a PC is stolen and subsequently submitted for repair, the repair center will be able to identify it by these numbers.

## Enter the Microsoft Windows "Product Key" from the "Certificate of Authenticity"

7. Enter the Microsoft Windows "Product Key" from the "Certificate of Authenticity" (COA) in the table. You will find the "Product Key" on the device behind the tiltable display. You need the Windows "Product Key" if you want to reinstall the operating system.

| Serial number | S VP... |
|---|---|
| Order No. | 6ES... |
| Microsoft Windows Product Key | |
| Ethernet Address | |

# ☞ Installing the SIMATIC Power PG P4

1. Set up the SIMATIC Power PG P4 to ensure safety and a comfortable posture.
2. Pull the slide lock at the side of the display forward to open the display.
3. Remove the keyboard. You can change the angle of the keyboard by folding out the feet.
4. Open the battery compartment in the keyboard and insert the four supplied Mignon cells. Close the battery compartment.
5. Open the display towards the top and adjust it to a comfortable angle of vision. The display can be adjusted within any inclination angle from 0 to 180°.



Keyboard lock

## ☞ Devices of the SIMATIC Power PG P4
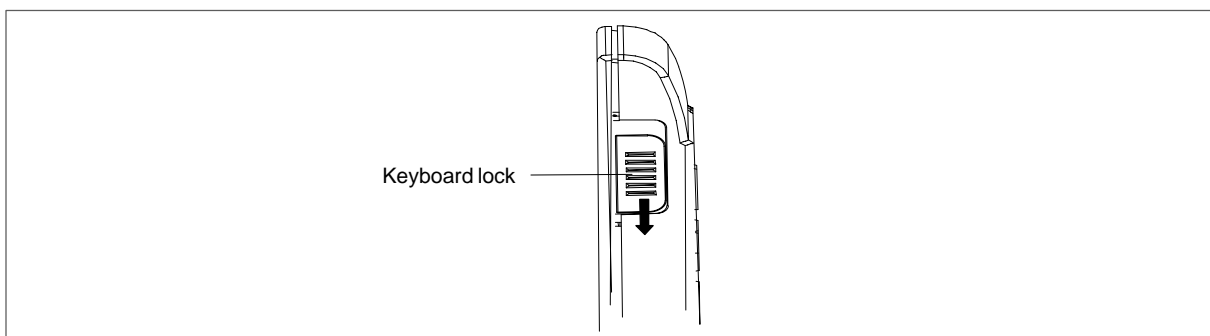
### View with closed display
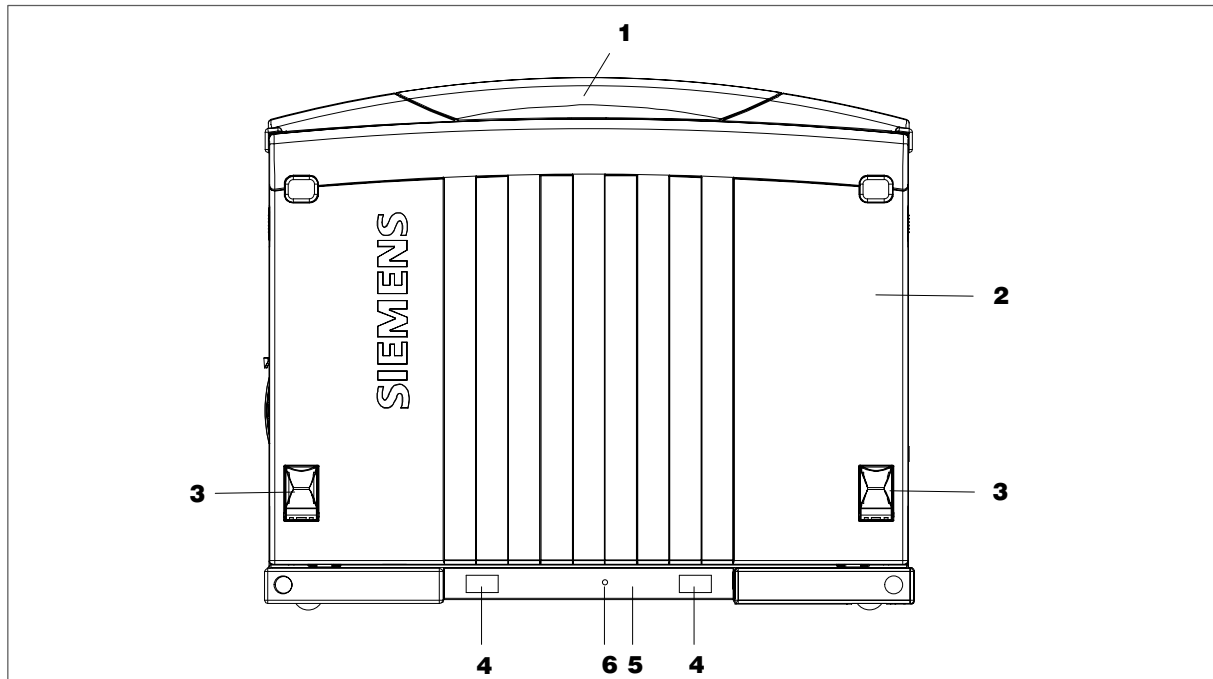


**1  Device handle**

Swing–out handle.

**2  Keyboard placed in front**

The keyboard can be removed and serves as a display cover in a closed state.

**3  Adjustment feet of the keyboard**

The angle of the keyboard can be adjusted by folding out its adjustment field. This ensures that the ergonomic requirements for ideal working consitions are fulfilled.

**4  Adhesive surfaces for keyboard identifier**

The supplied labels with the identifier of the corresponding keyboard can be applied to these adhesive surfaces.

**5  Receiver unit for keyboard signals**

The receiver unit contains the keyboard transmission LED and the infrared receiver for the keyboard signals.

**6  LED for keyboard transmission status**

Green flashing  Keyboard is transferring data.

Red flashing   Faulty data transmission from the keyboard or keyboard identifier is wrong.

Red            Battery in the keyboard is discharged.

**Notice**

If the receipt is poor, correct the position of the keyboard to the unit.

If the LED displays the status "Battery discharged", the batteries in the keyboard have to be replaced. A battery set lasts several months.

The keyboard can be supplied via the USB cable if necessary.

When using a USB cable to connect the touchpad/keyboard with the PG, high frequency interference immunity is limited to office environments (3V/m).

## Front View of the Unit Ready-to-operate
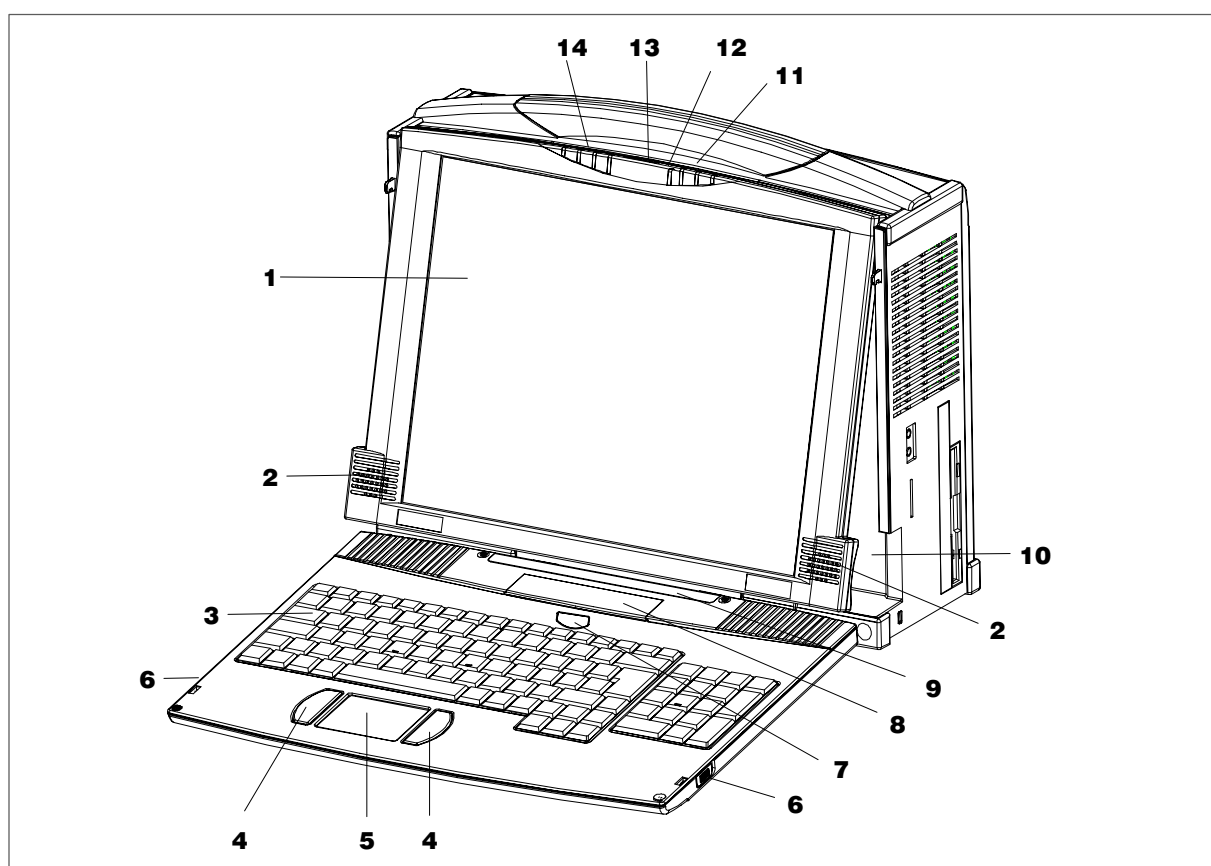


### 1 Adjustable display

The Power PG P4 has a 5" TFT display with a resolution of 1024 x 768 pixels (XGA) or 1400 x 1050 pixels (SXGA+). When the keyboard of the basic unit has been removed, the angle of inclanation of the display can be adjusted.

### 2 Stereo speaker

The speaker outputs system alarm signals and audio signals generated by the software. Loudness is adjusted via speaker icon in the task bar or in the Windows Start menu via **all Programs > Accessories > Entertainment > Volume Control**.

### 3   Keyboard

The keyboard consists of 3 key areas: The alphanumeric keyboard field with special keys, the function keys, the numerical keyboard field with the control keys.

### 4   Mouse buttons

You can use the left or right mouse button to select menu items or process text or graphic objects after having marked the respective object.

### 5   Touchpad

The touchpad has a pressure sensitive surface for precise mouse pointer positioning. The touchpad function (mouse pointer and buttons) can be toggled on and off with the  key combinations Fn + ~, the tap function on the touchpad with Fn + Tab.

### 6   Keyboard interlock

The keyboard is connected to the base unit with two locks. The slide interlock is mounted at the side of the keyboard.

### 7   Additional send window for infrared signals of the keyboard

An additional send window ensures improved transmission of the infrared signals.

### 8   Battery compartment

The battery compartment contains 4 Mignon cells of type AA, LR6 or AM3.

### 9   Send window for infrarot signals of the keyboard

The infrared sender transmits the keyboard signals to the unit. The send window is provided with areas for the keyboard ID stickers.

### 10  Certificate of Authenticity

"Certificate of Authenticity" with the Microsoft Windows "Product Key". You need this to install new software.

### 11 Keyboard-LEDs

The keyboard LEDs display the current status of the shift keys Num Lock 🔒1 , Caps Lock 🔒A  and

Scroll Lock 🔒↑ . When the unit is powered up, the displays of these keys are actuated briefly. The keyboard Is ready for operation.

### 12 Infrared receiver for the keyboard

The infrared receiver can be used to receive keyboard signals.

### 13 On/Off-button (Power Button)

Use the On/Off pushbutton to power up the Power PG P4 (into active state) or to switch it from active to inactive state (Off or Hibernate). The Power Button can be parameterized under Windows. The Windows NT versions do not support this power management. *Refer to Chapter 2.5 of the electronic manual.*

### 14 System-LEDs

The system LEDs (device 🔲On , drives 🗄 , MPI/DP **MPI/DP** and Memory Card 🔲 ) indicate the operate state of the rechargeable battery, unit, drives, MPI/DP and Memory Card interface.

The drive access displays are arranged on the right hand side of the corresponding drives.
*For detailed information on the LED displays refer to Chapter 2.4 of the electronic manual.*

**Left-hand Side View**
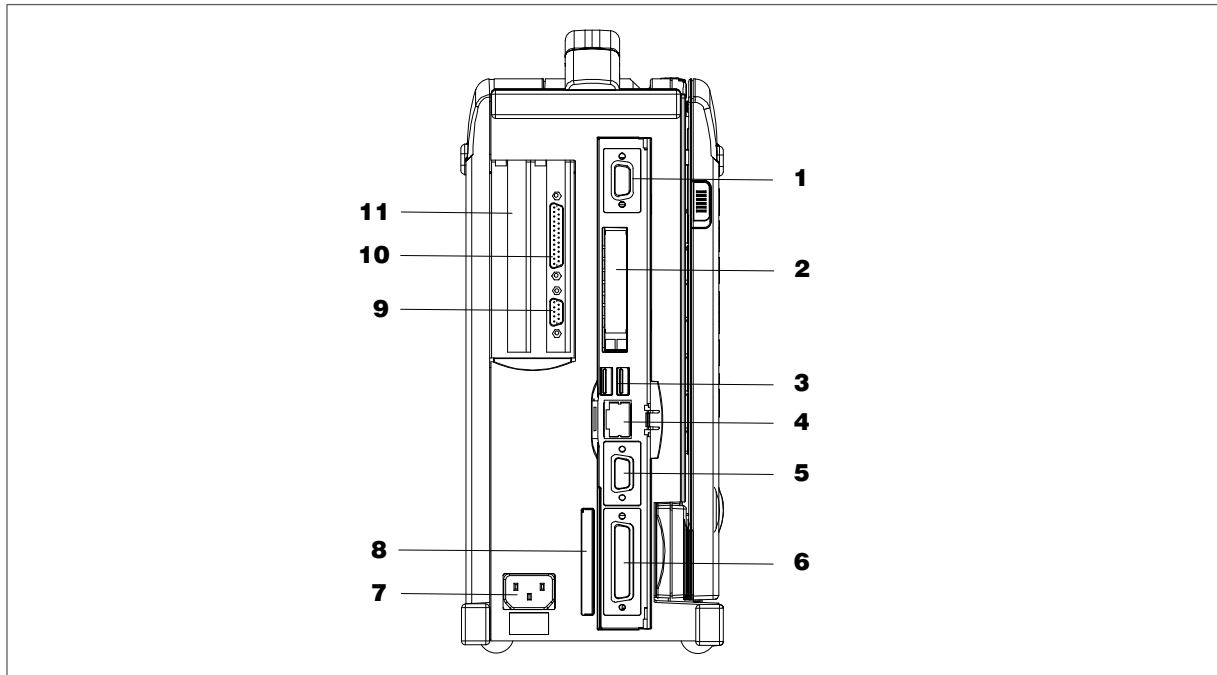


The connector shaft is positioned behind a hinged door.

**1  VGA**

You can connect an appropriate external monitor to this connector.

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**Caution**

Ensure the monitor can handle the resolution and refresh rate settings. Otherwise, it can result in damage.

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**2  PC-Card slots**

The PC-Card slots can be used for Cardbus (32 Bit) and PCMCIA (16 bit) cards. You can insert card-size communication modules for MODEM, FAX-MODEM, ISDN, Token Ring, ETHERNET, memory expansions and SCSI interfaces. CardBus Cards are not supported by Windows NT. *Refer to Chapter 3.9 of the electronic manual.*

**3  USB 2.0**

Two Universal Serial Bus connectors. You can use the USB port to connect external devices, for example, CD drives, printers, modems as well as a mouse and keyboard. The Windows NT versions only support mouse and keyboard.

**4  Ethernet**

RJ45 Ethernet connector. Ethernet is a local area network with a bus structure for data communication with a data transfer rate of 10 or 100 megabit per second (Mbps).

**5  MPI/DP Multipoint  Interface**

The MPI/DP interface is isolated from line potential. You can use it to connect the SIMATIC Power PG P4 to an S7 automation system or to a PROFIBUS network. *Refer to Chapter 3.11 of the electronic manual.*

### 6  S5 Online/AG

The COM 1(TTY) interface is used to connect, for example, S5 automation units (AG). *Refer to Chapter 3.10 of the electronic manual.*

### 7  Inlet connector for non-heating apparatus

The Power PG P4 can be operated at 120V and 230V circuits. The transition is carried automatically.

### 8  SIMATIC Memory Card interface ▢

This interface can be used to read, program or delete SIMATIC Memory Cards for SIMATIC S5 and SIMATIC S7. The supplied S5 adapter can also be used to program or read out SIMATIC S5 EPROM modules.

### 9  COM2 Standard V.24  |○|○|

This interface can be used to connect serial interface devices (standard V.24) such as a modem, mouse or printer.

### 10 LPT1/Printer

The parallel port connection for devices with parallel port (e.g. printer)

### 11 Expansion slots

The expansion slots are covered by blanking covers. The mounting shaft is covered by a sliding door.

## Right-hand Side View
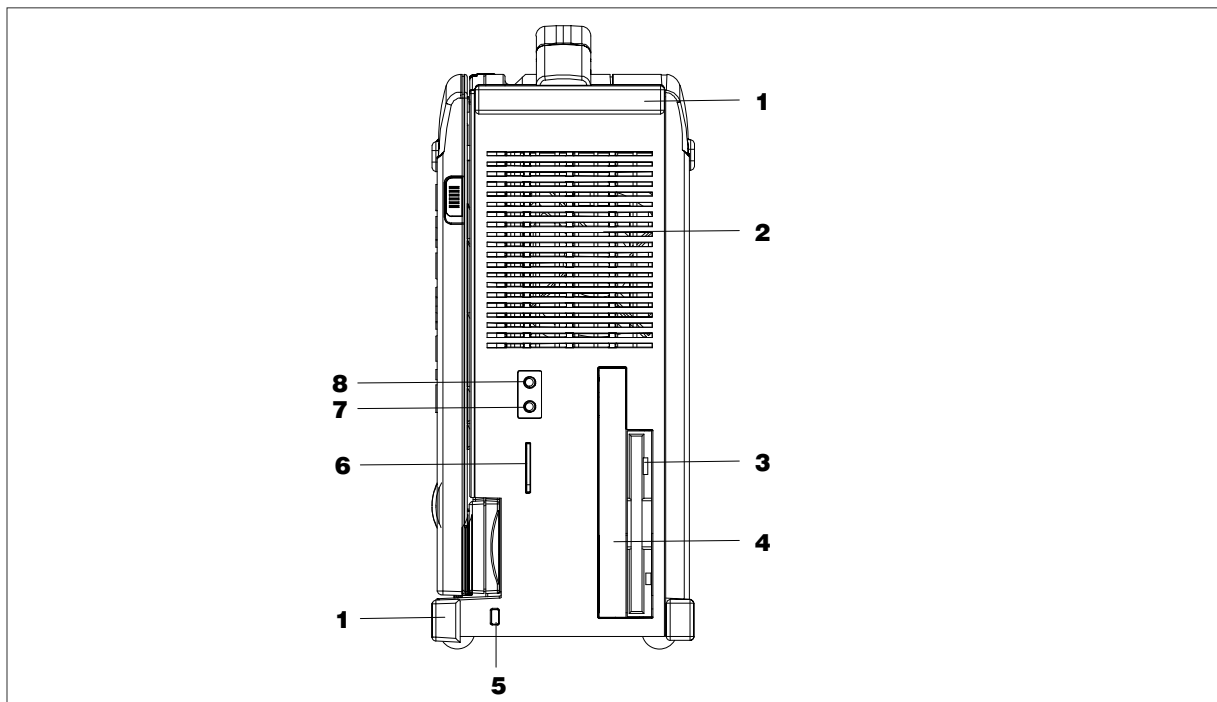


### 1  Protectors

These are used to protect the corners of the unit.

### 2  Air venting slots

Here is the ventiduct.

> ⚠ **Caution**
> The ventiducts for outgoing air must not be obstructed. Otherwise, there is a risk of overheating.

### 3  Floppy disk drive

You can use 3.5 disks with 1.44 Mbytes or 720 Kbytes of memory.

### 4  Optical drive

Depending on the device configuration, it can come with a DVD/CD-ROM, a DVD-R/-RW or a DVD-ROM/CD-RW drive. For example, you can read the electronic manual of the supplied "Backup PG" CD with this drive.

### 5  Opening for the Kensington lock

A security cable with a lock is connected to this opening. You can use it to protect your PG against theft by locking the cable to the writing desk or any heavy appliance.

### 6  SIMATIC Micro Memory Card interface

This interface can be used to read, program or delete SIMATIC Micro Memory Cards.

### 7  Microphone

You can connect an external microphone or another audio output device to this microphone jack.

### 8  Headphones

You can connect an external stereo headphone or another audio output device to this headphone jack. The internal speaker is automatically disabled when a headphone is connected.

## Bottom View
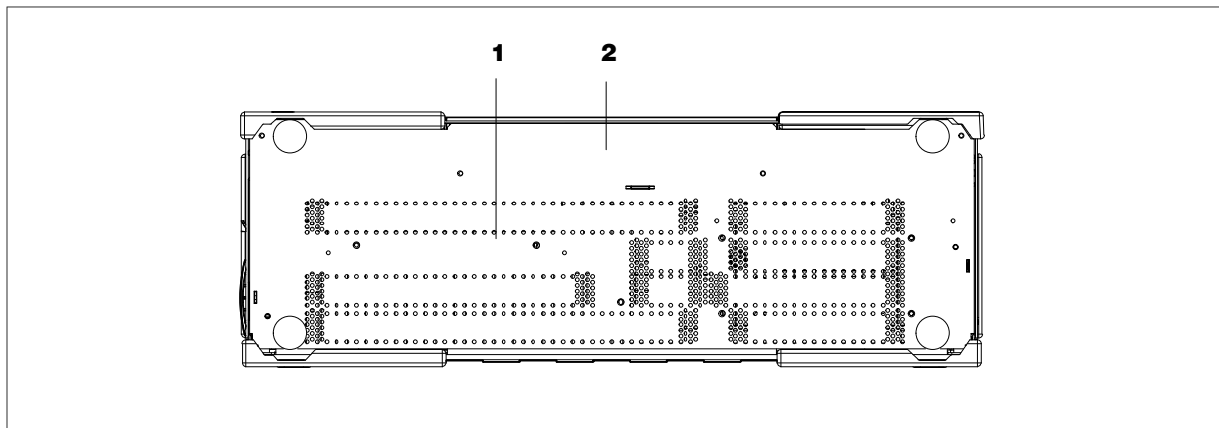


### 1  Air venting slots

Here is the ventiduct.

| ⚠ | **Caution** |
|---|---|
|   | The ventiducts for incoming air must not be obstructed. Otherwise, there is a risk of overheating. |

### 2  Rating plate

The rating plate displays the identification data of your data, e.g. the serial number (S VP...).

## ☞ Connection to the Power Supply Unit

The SIMATIC Power PG P4 can be operated on 120 V/230 V power supply networks. The power supply automatically selects the voltage.

1. Plug the supplied patch cord into the unit's inlet connector for non–heating apparatus.
2. Connect the power supply to a socket outlet with grounded protective conductor.

> ⚠ **Warning**
>
> For reasons of safety you must use the patch cord that is included in the delivery. Operation of the unit is only permitted on grounded 120V/230V power supply networks.

## ☞ Powering Up the SIMATIC Power PG P4

- Press the On-/Off pushbutton (Power Button) to power up the unit.

The operating system and system software supplied with the SIMATIC Power PG P4 are preinstalled on the hard disk. Time consuming installation of the operating system and SIMATIC software programs is not required. Just unpack and power up your unit and you can immediately start your programming tasks without having to take extensive setup actions.

When powering up the device you have to distinguish between the following:
- **Initial start** to set up the SIMATIC Power PG P4's software and a
- **Complete restart** after initial start and software activation.

## ☞ Initial Start of the SIMATIC Power PG P4

### Assigning a New Keyboard Identifier

In the factory setting, your device uses 0 as its specific keyboard ID. A message (ERROR) on your screen however means no specific keyboard ID was given; you are the prompted to enter a keyboard ID.

- If you now respond with F1 to this message, the unit continues to operate without a specific keyboard identifier and all the keyboards can act on the unit.

- If you respond with F2 to this message, the system starts the BIOS Setup.

Proceed as follows:

1. Select one of the offered IDs in the menu **Main > Keyboard Features > Keyboard ID:**.
2. Open the keyboard ID menu with the enter key and select a "Num ID" (ID = 0-9) with the cursor keys.
3. After selecting, it is necessary to synchronize the keybord via the key combination Fn + ALT + ID (ID = 0-9 of the numeric keyboard area).

### Example (setting the Num ID to 5):
Select the menu **Main > Keyboard Features > Keyboard ID:** in the BIOS setup. Use the enter key, then the cursor keys to select the Num ID **5** and acknowledge with the enter key. Synchronize the keyboard with the PG via the key combination Fn+Alt+5 .

## Powering up to the first time

When powering up the SIMATIC Power PG P4 for the **first** time the operating system is set up automatically (depending on the version delivered: Windows NT, Windows 2000 Professional or Windows XP Professional). Please proceed as follows:

1. Switch on the SIMATIC Power PG P4.

2. The PC executes a self-test. During self-test the following message appears on the screen:

   ```
   Press <F2> to enter SETUP or <ESC> to show Bootmenu
   ```

Wait until the message disappears and follow the instructions displayed on the screen.

3. If necessary, enter your product key. The product key can be found on the device behind the adjustable display in the line "Product Key" of the "Certificate of Authenticity".

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**Caution**

Do not switch off the PG during initial startup. Otherwise, full initialization will fail.
Do **not** change the BIOS default values.

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## Startup under Microsoft Windows

The operating system is set up once you have entered the requisite information. The **Welcome to Windows** screen helps you to get familiar with the Desktop  user interface.

Now, the user interface is displayed following system startup every time you power  up or reset the P.

## Authorization / License Key

To use the STEP 5 or STEP 7 programming software, you require a product-specific authorization or a License Key. Software protected thus may only be used with the corresponding activation. The authorizations and license keys for the SIMATIC software can be found on the License Key Disk supplied with your PG.

To perform the software activation:

- Insert the License Key Disk in drive A:
- Click on the Windows **Start** button and
- select the menu command **Simatic > License Management > Automation License Manager** to open the Automation License Manager. It will guide you through the installation routine of the authorizations or License Keys onto your hard disk.

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**Notice**

The License Key Disk supplied with the PG contains only authorizations or
License Keys for the SIMATIC software you ordered only. The SIMATIC software you receive will correspond to your order form.
The License Key Disk of the supplied version "Upgrade Installation" contains only the software for upgrading already existing authorizations or License Key.
Software without authorizations or a License Key in the scope of supply cannot be used when installed on the PG.

Keep the License Key Disk in a safe place so that you can save the authorizations or License Keys to diskette.

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## Additional software

You can now install the the supplied operating software for the DVD-ROM, the DVD-ROM/CD-RW or the DVD-R/–RW drive. Place the CD in the drive and follow the instructions on the screen.

## ☞ Complete restart of the SIMATIC Power PG P4

Once the SIMATIC Power PG P4s operating system is set up, the user interface of the operating system is displayed following system startup every time you switch on or reset the PC.

### Starting the SIMATIC software programs

**STEP 5** (does not exist on all delivered versions)

- Click **Start** on the Windows task bar and select the desired program choosing **Simatic > STEP 5**.

  Please note that you have to install the authorization disk before working with STEP 5.

### STEP 7

- Click on the icon **SIMATIC Manager** on the Windows desktop or
- Click **Start** on the Windows task bar and select the desired program choosing **Simatic > STEP 7**.

> **Note**
>
> The transfer of a STEP 7-configuration from one PG to another is supported by the archive/retrieve options in STEP 7.
> Open the SIMATIC Manager. For the transfer select the menu command **File > Archive**  or **File > Retrieve**.
> The procedure is explained in detail in the Online Help of STEP 7, in the chapter "Steps for File Archiving/Retrieval".

### STEP 7-Micro/WIN 32

- Click on the icon **STEP7-MicroWIN** on the Windows desktop or
- Click **Start** on the Windows task bar and select the desired program choosing **Simatic > STEP 7-MicroWIN 32**.

## ☞ Shut down the SIMATIC Power PG P4

Press the On-/Off-pushbutton (Power Button) or select the respective Windows Start menu command to switch the Power PG P4 from normal mode to one of the following modes:

- Hibernate (save to Disk),
- Off (Windows is shut down).

If the unit is shut down under Windows OS it is switched off automatically. If not operated under Windows you can switch the unit off via On-/Off-pushbutton.

> **Notice**
>
> The Windows NT versions do not support the hibernate operating mode. After shut down the Power PG P4 always has to be switched off via the Power Button.

Hold down the On-/Off pushbutton for more than 4 seconds to trigger the "Override" function. The device is switched off.

For details on operate states refer to Chapter 2.5 in the electronic manual. We strongly recommend to read this chapter.

> **Note**
>
> Via **Setup > Control Panel > Power Management** under Windows 2000 and Windows XP you can parameterize the reaction of the On-/Off-pushbutton and of the display lid.
>
> To isolate the unit totally from the power supply network, you must unplug the patch cord and remove the rechargeable battery. *Refer to Chapter 3.2 in the electronic manual.*

# ☞ Reinstallation of the Software

In case of software errors reinstall your software using the Recovery CD, the Backup PG CD and the Restore CD.

**Recovery CD**:  contains the tools for installing the hard disk and the operating system.

**Backup PG CD**:  contains the documentation, the SIMATIC Software and the hardware drivers.

**Restore CD**:  contains an hard disk Image file with the original delivery software (Operating system with installed hardware drivers).

To restore the delivery state, proceed as follows:

- Insert the **Restore CD** in the drive, restart the device and press the **ESC button** when the BIOS message "Press <F2> to enter Setup" is output. After initialization, a "Boot Menu" is displayed.

- Press Enter to confirm your entries.

- Select the **CD-ROM Drive** using the cursor.

- Now follow the instructions on the screen.

> **Caution**
>
> All the existing **data**, **programs**, **user settings** and **authorizations or License Keys** on the drives **will be deleted** in the process and will thus be lost.

You will find the description of the functions in the README.TXT file on the Restore CD.

# ☞ Error Diagnosis

The information in the following section offers support for you to diagnose and partially remedy common errors by yourself.

| Error/Cause | Remedy |
|---|---|
| **Power-ON LED is not lit** | |
| • PG is switched off and power supply is disconnected.<br>• Power supply connection error | • Push the Power Button<br>• Check the connection to the power supply, mains cable, mains plug |
| **External monitor stays dark** | |
| • LCD enabled is entered in SETUP | • CRT enabled or SIMULTAN entered in SETUP |
| **The message: "Invalid configuration information... Press the F1 key for continue, F2 to run Setup utility" appears on the display/monitor** | |
| • Incorrect configuration data | • Press the "F2" key, check the configuration data in the Setup program, enter default values if necessary, check error messages in the first Setup mask |
| **The message: "No boot device available" appears on the display/monitor** | |
| • No bootable disk in the drive<br>• Wrong hard disk type entered in Setup | • Use the "Fixed Disk Function" in the Setup program |
| **The message: "Keyboard stuck key failure" appears on the display/monitor** | |
| • A blocked key was found during the system self-test of the keyboard | • Check keyboard<br>• Restart system |
| **Every time a key is pressed, a beep sounds without characters being displayed** | |
| • Keyboard buffer overflow | • <CTRL > <PAUSE> |

| **< \ > Key does not exist** | |
|---|---|
| • Incorrect keyboard driver being used | • Load correct keyboard driver <ALT> <9>< 2> |
| **Entered characters are not transmitted correctly by the keyboard** | |
| • Transmission path is faulty LED for keyboard transmission status flashes red | • Align the keyboard better to the device |
| • Battery set in the keyboard is discharged LED for keyboard transmission status lights up red | • Replace the battery set or connect the keyboard via the emergency cable to the USB port |
| • Keyboard and device have different identifications | • Assign keyboard ID correctly (see Section 2.2.1 of the electronic manual) |

## ☞ Further Support and Sales Information

If you have further questions on how to use the SIMATIC Power PG P4, please contact your Siemens representative or the SIMATIC Hotline:

• You can obtain general up-to-date information in the **Internet** under
  `http://www.siemens.com/simatic-pg`

• You can find your local partner for Automation & Drives in our Partner Database in the **Internet** under the URL
  `http://www.siemens.com/automation/partner`

### Repair Centers

| Country | City | Code | Phone | Fax |
|---|---|---|---|---|
| Argentina | Buenos Aires | +54 | 11 4738 7323 | 11 4738 7279 |
| Australia | Melbourne | +61 | 3 9721 7519 | 3 9721 7500 |
| Austria | Vienna | +43 | 0 51707 23235 | 0 51707 53730 |
| Belgium | Huizingen | +32 | 2 536 4971 | 2 536 6851 |
| Brazil | Sao Paulo Lapa | +55 | 11 3833 4455 | 11 3833 4848 |
| China | Shanghai | +86 | 10 64719990 | 10 64719991 |
| Czech Republic | Mlada Boleslav | +420 | 326 713 888 | 326 713 889 |
| Denmark | Copenhagen | +45 | 4477 4844 | 4477 4005 |
| Finland | Helsinki | +358 | 10 511 3835 | 10 511 3661 |
| France | Paris | +33 | 0 821 801 144 | |
| Germany | Augsburg | +49 | 821 2595 248 | 821 2595 252 |
| Germany | Berlin | +49 | 30 386 33212 | 30 386 34947 |
| Germany | Bielefeld | +49 | 521 291 479 | 521 291 538 |
| Germany | Bremen | +49 | 421 364 2111 | |
| Germany | Chemnitz | +49 | 371 475 3870 | 371 475 3877 |
| Germany | Erlangen | +49 | 9131 7 34219 | 9131 7 35263 |
| Germany | Essen | +49 | 201 816 1382 | 201 816 1522 |
| Germany | Hamburg | +49 | 40 2889 2938 | 40 2889 4362 |
| Germany | Hamburg | +49 | 40 2889 2061 | 40 2889 3618 |
| Germany | Hannover | +49 | 511 877 2241 | 511 877 1320 |
| Germany | Karlsruhe | +49 | 721 595 4183 | 721 595 8709 |

| Country | City | Code | Phone | Fax |
|---------|------|------|-------|-----|
| Germany | Cologn | +49 | 221 576 2997 | 221 576 3112 |
| Germany | Leipzig | +49 | 341 210 2049 | 341 210 2480 |
| Germany | Mannheim | +49 | 621 456 1334 | 621 456 3334 |
| Germany | Munich | +49 | 89 9221 6213 | 89 9221 4080 |
| Germany | Nuremberg | +49 | 911 654 6117 | 911 654 6125 |
| Germany | Saarbrücken | +49 | 681 386 2145 | 681 386 1066 |
| Germany | Stuttgart | +49 | 711 137 6001 | 711 137 6203 |
| Great Britain | Manchester | +44 | 161 446 6400 | 161 446 5232 |
| India | Bombay Mumbai | +91 | 22 4949838 | 22 4931358 |
| Italy | Milan | +39 | 02 24362000 | 02 24362100 |
| Japan | Tokyo | +81 | 3 3570 3050 | 3 3570 3066 |
| Mexico | Mexico D.F. | +52 | 5  328 2060 | 5 328 2058 |
| Netherlands | The Hague | +31 | 70 333 3515 | 70 333 3414 |
| Philippines | Makati City | +63 | 2 814 9685 | 2 814 9894 |
| Poland | Warsaw | +48 | 22 870 9162 | 22 870 9149 |
| Portugal | Lisbon | +351 | 21 417 8823/8824/8843/8875 | 21 417 8050 |
| Russia | Moscow | +7 | 0 95 737 2416 | 0 95 737 2398 |
| Singapore | Singapore | +65 | 6490 8866 | 6490 8867 |
| South Africa | Johannesburg | +27 | 12 309 0162 | 12 309 0142 |
| South Korea | Seoul | +82 | 2 5277 797 | 2 5277 875 |
| Spain | Madrid | +34 | 91 514 8400 | |
| Sweden | Stockholm | +46 | 8 728 1100 | 8 728 1411 |
| Switzerland | Zurich | +41 | 0 848 222/811 | 0 848 815 |
| Taiwan | Taipei | +886 | 2 2376 1849 | 2 2378 8959 |
| Thailand | Bangkok | +66 | 2 715 4141 | 2 715 4871 |
| USA | Johnson City, TN | +1 | 423 262 2510 | 423 262 2337 |