

475 Field Communicator



475 Field Communicator FREQUENTLY ASKED QUESTIONS For Customer Distribution

475 FIELD COMMUNICATOR VERSION 3.X

Q1. How is the 475 Field Communicator different than the 375 Field Communicator?

The 475 Field Communicator builds on the tremendous success of the 375 Field Communicator. Using the 375's industry-leading foundation of universal support for HART[®], FOUNDATION[™] fieldbus, and WirelessHART[™] devices and intrinsic safety, the 475 Field Communicator also includes:

- A sleeker, smaller enclosure
- A full-color user interface that supports the latest enhanced Device Descriptions (DDs)
- 70% faster boot up time
- Fast HART, WirelessHART, and FOUNDATION fieldbus operation
- Powerful graphics on all units
- Device Configuration Management that allows users to save, store, and print more than 1,000 configurations
- Redesigned *Easy Upgrade* interface for faster and easier upgrades
- Bluetooth[®] for faster communication between the 475 Field Communicator and a PC, including *Easy Upgrade* and AMS[®] Suite
(Bluetooth is available where approved. [Click here](#) for list of countries with Bluetooth approvals.)

Q2. I already have a 375 Field Communicator. Why would I buy a 475 Field Communicator?

In addition to the powerful functionality that you already have in your 375 Field Communicator, the 475 Field Communicator delivers:

- Enhanced full-color graphical diagnostics, including charts, gauges, and trends to enable fast diagnosis and troubleshooting in the field
- The ability to more effectively manage HART configurations, including easy transfer between your 475 and PC
- Flexible communications options, including Bluetooth, IrDA, and SD Card Reader
- Lithium-Ion power module that delivers days – not hours – of battery life
- Faster start up and operating time to save you time in the field
- Optional accessories that give you flexibility in the field – including a magnetic hanging strap and a protective rubber boot

You can upgrade your 375 Field Communicator to include some of these options (including device configuration management and the Lithium-Ion power module), but these features are standard in a new 475 Field Communicator. Some benefits – like color and Bluetooth communication – are only available in the 475 Field Communicator.

Q3. I am not familiar with the use of Bluetooth. What are the benefits and are there any restrictions on how and where this can be used with the 475 Field Communicator?

Bluetooth communication is used as a link between the 475 Field Communicator and a PC. While the 375 Field Communicator used infrared (IrDA) communication, the addition of Bluetooth allows the 475 Field Communicator to communicate almost 2x faster than with IrDA. With Bluetooth, you can quickly and easily

transfer device configurations, device drivers, and system software upgrades between your PC and the communicator.

Because Bluetooth uses wireless communication, spectrum approvals are required in each country where the 475 Field Communicator is used. Currently, Bluetooth is approved in the United States, Canada, and the European Union. [Click here](#) for list of countries with Bluetooth approvals.

Q4. My country does not have Bluetooth approval. Does this mean I can't purchase a 475 Field Communicator?

Good news! You can order a 475 Field Communicator without the Bluetooth capability. Simply select the options for "No Bluetooth" when configuring your 475 Field Communicator model. Your local sales representative can assist you.

Q5. If my 475 Field Communicator does not have Bluetooth, how does it communicate with a PC?

All 475 Field Communicators – with Bluetooth and without Bluetooth – can also communicate using IrDA or an SD Card Reader. You will still be able to establish reliable communication between your communicator and PC.

Q6. My PC doesn't have Bluetooth capability. Can it be added?

Yes. A simple USB to Bluetooth adaptor can be added to your PC. However, not all adaptors work alike. Emerson has done extensive testing and recommends that you purchase part number **00475-0018-0023**. The particular adaptor is the most reliable and has the required spectrum approvals.

Q7. What is Device Configuration Management?

The 475 Field Communicator has a new Device Configuration Management functionality that allows you to store up to 30 MB of HART configurations on the System Card. That is more than 1,000 configurations at any given time!

You can back up configurations and transfer them between a PC and the communicator using the new Easy Upgrade Programming Utility. Configurations can be saved to the PC and then viewed and printed for in-depth analysis and record-keeping.

Q8. Does the 475 Field Communicator interface with AMS Suite: Intelligent Device Manager?

Yes. There is a Handheld Communicator Interface available with AMS Device Manager that allows you to integrate your 475 Field Communicator with your asset management program. This includes the ability to transfer device configurations between AMS Device Manager and the 475 Field Communicator.

Q9. I am concerned about the full-color screen. Is it difficult to see in dark areas? What about outside in the bright sun?

The touch screen display on the 475 Field Communicator uses transfective technology, making it easy to read in both bright sunlight and normal lighting. To make sure all conditions are addressed, a multi-level backlight is included to allow bright display even in plant areas with dim light.

Q10. How many device drivers does the 475 Field Communicator support?

Just like the 375 Field Communicator, the 475 supports all HART, FOUNDATION fieldbus, and WirelessHART devices. That's over 1,000 devices! All of these drivers can be stored on your 475 Field Communicator system card with room for new devices in the future.

Q11. How much faster is the boot up on the 475 Field Communicator than on the 375 Field Communicator? What about operating time?

The 475 Field Communicator boots up over 70% faster than the current 375 Field Communicator does. We have also made significant performance improvements in the applications that the 475 Field Communicator performs, including a 185% improvement in the time needed to launch the *Easy Upgrade* application. Basic HART and FOUNDATION fieldbus applications are also significantly faster.

Q12. How long does the Lithium-Ion power module last before it needs to be recharged?

The battery life of the Lithium-Ion power module varies based on usage. With constant use and full backlight, the Lithium-Ion power module lasts over twice as long as the the NiMH battery used on the 375 Field Communicator. This is more than 12 hours of constant use.

In more likely scenarios that include some standby times and less backlight, the Lithium-Ion power module can last over 100 hours.

Q13. The 375 Field Communicator was intrinsically safe. Does the 475 Field Communicator have these same approvals?

Yes. The 475 Field Communicator has all major Intrinsic Safety approvals, including FM, CSA, ATEX, IECEx, and FISCO. Visit www.fieldcommunicator.com to see the approval certificates for the 475 Field Communicator.

Q14. Will the 375 Field Communicator continue to be supported? I have an active *Easy Upgrade* license for my 375.

Support and services for the 375 Field Communicator will continue to be available. Software updates and DDs will be available through *Easy Upgrade* for 375 users with current licenses. [Click here](#) for more information.

Q15. What is *Easy Upgrade*?

Easy Upgrade provides users with unlimited upgrades of HART and FOUNDATION fieldbus Device Descriptions (DDs), as well as enhancements to HART and FOUNDATION fieldbus applications for 3 years. Near the end of the 3 years, before the *Easy Upgrade* option has expired, you will be notified and given the opportunity to renew this option.

Q16. Can I upgrade my 475 Field Communicator via the Internet?

Yes! If you have purchased the *Easy Upgrade* option, you can use the **Check for Updates** feature in the 475 Easy Upgrade Programming Utility to download updates via the Internet to your PC. This feature allows you to keep your 475 Field Communicator up-to-date with the latest DDs and System Software, without having to send them to a service center. *Easy Upgrade* gives you the ability to manage updates onsite and provides significant benefits, both from a cost and convenience perspective.

Q17. How will I know when new devices or application updates are available?

Whenever new System Software or DDs are available for download (view using the **Check for Updates** feature in the 475 Easy Upgrade Programming Utility), they are listed [here](#).

This site will display the latest System Software and list new DDs for each protocol. You can also find a list of all available DDs.

Q18. How do I calibrate my 475 Field Communicator?

It is not necessary to calibrate the 475 Field Communicator. The 475 Field Communicator is an interface tool that communicates digitally with HART and FOUNDATION fieldbus devices.

Voltage measurements made by the 475 Field Communicator are for use in detection of power or noise on a network and are for reference purposes only. NIST standards are not applicable to the 475 Field Communicator.

Q19. Do I need to purchase the *Easy Upgrade* license with my 475 Field Communicator?

The *Easy Upgrade* license is strongly recommended for 475 Field Communicators licensed for only HART devices. It is required for 475 Field Communicators licensed for both HART and FOUNDATION fieldbus devices.

Q20. What warranty coverage is provided with the 475 Field Communicator?

Any hardware or software failure in the 475 Field Communicator is covered under warranty for a period of 12 months from receipt of the unit by the user. Depending on the nature of the failure, the unit will be either repaired or replaced. Failures caused by obvious misuse or physical damage are not covered under warranty.

Q21. Should my 475 Field Communicator become defective, under what circumstances would the total unit be replaced at no charge?

If the 475 Field Communicator does not work correctly “out of the box,” it will be replaced at no charge. “Out of the box” means that the unit has not yet been put into full service. Out of the box failures must be reported within 30 days of receipt of the unit by the user. After 30 days, complete unit replacement will only take place if Emerson determines that it is the most cost effective means to perform the warranty repair.

Q22. Under what conditions might warranty coverage for my 475 Field Communicator be extended beyond the normal 12-month period?

If Emerson determines that a quality problem has affected the 475 Field Communicator product line, Emerson may (for a limited time) cover the replacement or repair of impacted units at no charge to the customer – regardless of the warranty expiration date of the unit.

Q23. What warranty is provided on parts and services performed on my 475 Field Communicator?

A 90-day warranty is provided on all parts replacement and service performed on a customer’s 475 Field Communicator.

Q24. Where do I get more information about the 475 Field Communicator?

Additional information about the 475 Field Communicator is available by contacting your local Emerson sales office or representative. You can also visit www.fieldcommunicator.com.

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