

# 475 Field Communicator Silver Edition



## 475 Field Communicator Silver Edition

## FREQUENTLY ASKED QUESTIONS

**475 FIELD COMMUNICATOR SILVER EDITION**

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**Q1. What is the significance of the 475 Silver Edition?**

The Silver Edition commemorates Emerson's 25 years in the handheld communicator business. During this time, Emerson has set the industry standard for handheld configurators with products that include the 475 Field Communicator, the 375 Field Communicator, the 275 HART Communicator, and the 268 HART Communicator.

**Q2. What is the difference between the Silver Edition and the standard 475 Field Communicator?**

The primary difference between the Silver Edition and the standard communicator is the silver-colored keypad. The 475 Silver Edition is delivered with the latest software (version 3.8). Version 3.8 includes an updated ValveLink Mobile application that supports FOUNDATION fieldbus digital control valves. Version 3.8 also supports the latest HART and FOUNDATION fieldbus device descriptions.

**Q3. Is Version 3.8 available for my standard 475 Field Communicator?**

Yes, existing 475 Field Communicator users who have an active support agreement can upgrade to Version 3.8 using the Easy Upgrade Utility.

**Q4. If I update my existing communicator to Version 3.8, will it have the same capabilities as the Silver Edition?**

Yes, any communicator, whether Silver Edition or standard, that is operating Version 3.8 will have the same capabilities.

**Q5. Are 475 Field Communicators with the standard black keypad still available?**

No. All new 475 Field Communicators have the new silver keypad.

**Q6. Can I have the keypad on my existing communicator updated to a silver keypad?**

Yes, you can have your keypad updated at an Emerson Service Center for a fee.

**Q7. Is the Silver Edition a temporary or permanent enhancement to the 475 Field Communicator?**

This is a permanent change. All future deliveries of the 475 Field Communicator will include the silver keypad.

**Q8. If the black keypad on my existing communicator fails and I sent it to Emerson for repair, will it be replaced with a black or silver keypad?**

Your keypad will be replaced with the silver version.

**Q9. Does the Silver Edition have the same list price as the standard 475 Field Communicator?**

Yes, the list price is the same for the Silver Edition as it has been for the standard version.

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