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Solving the alert message

⇒ **Your request for assistance was unable to be sent because your Internet connection is inactive or your email settings are incorrect.**

- **For an error related to your email settings**, please carry out the operations below:
 - 1) Open your Email Diag (link present on the “Windows desktop”)
 - 2) Click on F5
 - 3) Verify and correct your email settings
 - 4) Establish your Internet connection
 - ⇒ The request for assistance is sent automatically
- **For an error related to the absence of an Internet connection**, please check the points below:
 - Check the quality of your WIFI reception (in the task bar in the bottom right-hand corner of the screen).
 - Check the cabling, power supply and operation of your connection hardware (Modem/Router and WIFI terminal).
 - Restart your Peugeot Planet System (PPS) and disconnect, then reconnect the electrical power supply to the modem/router and your WIFI terminal.

If the error persists, ask your ISP to check the status of your Internet line.

When you are connected to the Internet and your email settings are correctly completed, your request for assistance will be sent. This will automatically remove the alert message present in the information banner.