



Help request instructions

The help request tool enables users to open a help dossier with a great deal of information enabling you to resolve your problem and to consult all dossiers sent.

To create a dossier, you can use:

- Peugeot Planet 2000 (PP2000)
- Windows

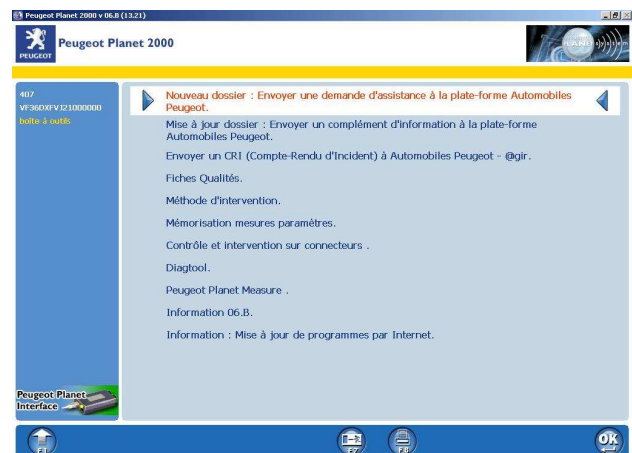
In PP2000:

Just press F5 when you need help.



Then choose either:

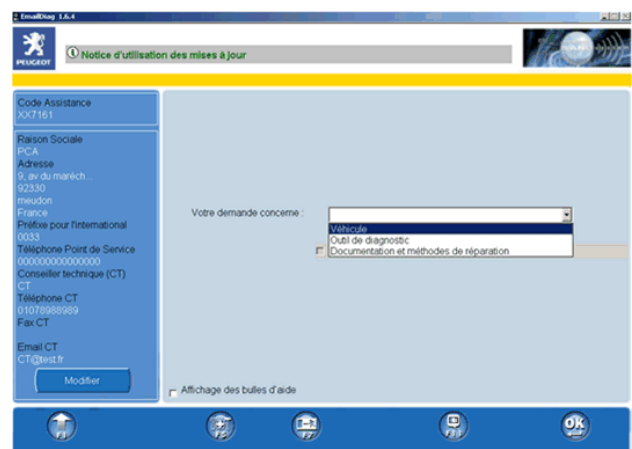
- “Update dossier” when you want to add to a previously created dossier.
- “New dossier” when there is no dossier about the problem you have encountered.




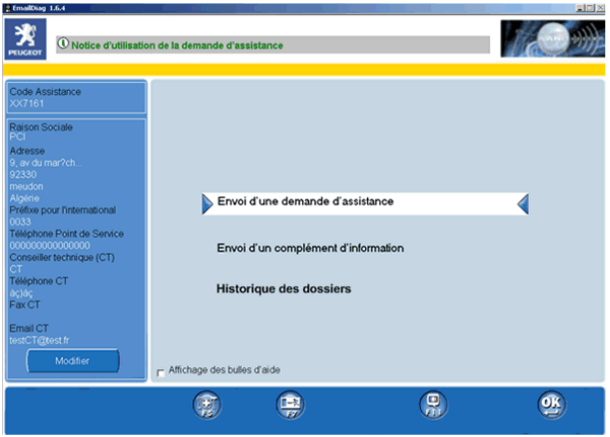
Once the required option has been selected, a help request form is displayed.

PP2000 automatically completes some of the information in this form.

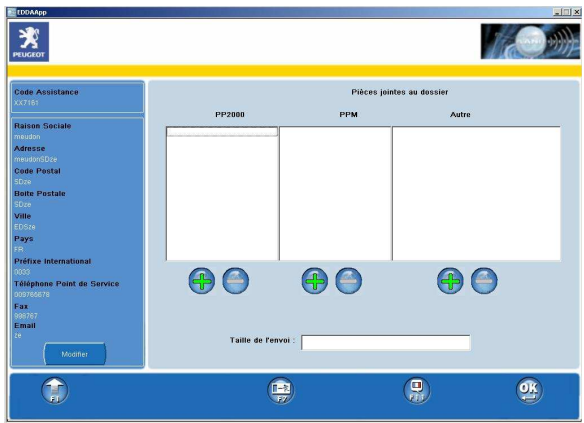
PP2000 automatically adds the current vehicle record so the help request returns as much information as possible.



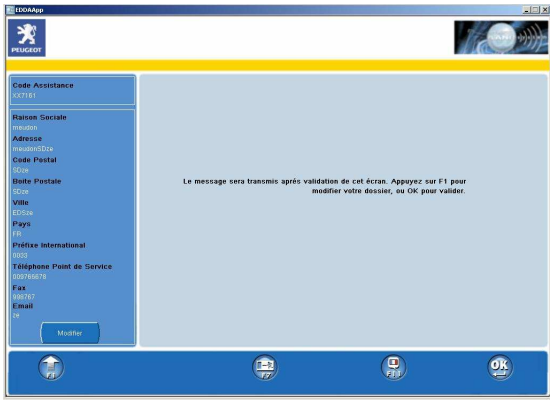
In Windows:

| | |
|---|--|
| <p>Click on the icon on the Windows desktop when you need help.</p> |  EmailDiag.Ink |
| <p>A blank help request form is displayed.</p> |  |

To make your request, complete each screen, following the instructions contained in the help tips.

| | |
|--|--|
| <p>The record file entry screen enables you to send other information, such as images or background files. Please note, though, that some files can be very large! The field in the lower part of the screen shows you the size of your request message. Attachments of over 1Mb are deemed to be very large. Any message that is too large will not be sent and an error message will be displayed.</p> <p>To add or withdraw files, click the +/- icons on the screen.</p> |  |
|--|--|

Confirming the help request:

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| <p>After confirming on this screen, your message will be saved and sent to the help service.</p> |  |
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Sending the help request:

You must be connected to the Internet for the message to be sent! If the message is not sent, a message will be displayed giving details of the problem.

You have two options in the event of your message failing to be sent:

- Select OK after correcting the problem: this will send the message and you will receive confirmation that it has been sent.
- Press F7 to exit the application: Please note: **this will not delete your message!** It will be sent as soon as the problem has been resolved. For example, when you connect to the Internet to download updates, the message will be sent automatically. A good aspect of this system is that you can make help requests without being connected to the Internet. **However, the help service cannot answer any messages that have not been sent!**

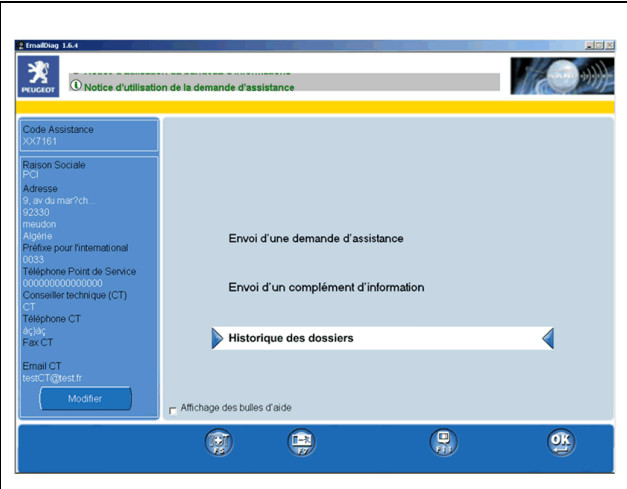
Messages displayed in the PPO or help request information banner enable you to monitor the sending status of your request: sent successfully or failed sending.

Please refer to the information banner instructions for more details about managing these messages.

Access to dossier history record:

A function allows you to display all help requests and all additional information sent from the tool being used.

This function is available when the help request tool is started.
To do this, select "Dossier history record".



Display the contents of a help dossier:

The “Dossier history record” screen shows, in dossier form, all help requests and all additional information sent from the tool being used.

A dossier is always represented by its status (sent successfully / not sent), its creation date and its type (vehicle / tool / doc & method).

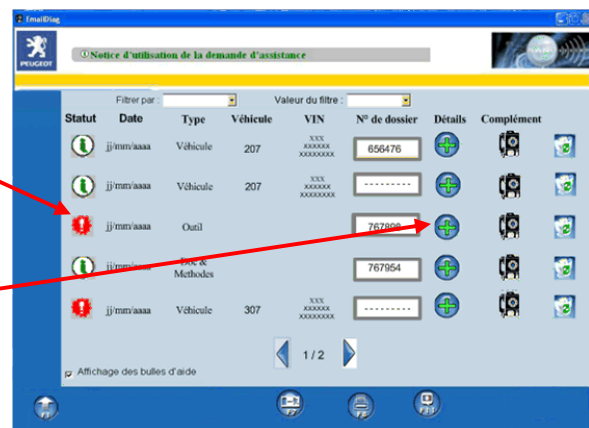
A help dossier may contain:



- a help request,
- a help request and one or more items of additional information,
- one or more items of additional information (if the help request was made by another PPS).

Status indicates the send status of the dossier. If it is “red”, this indicates that some of the information in the dossier has not been sent to the help service.

In this case, the information banner informs you of action that needs to be taken.

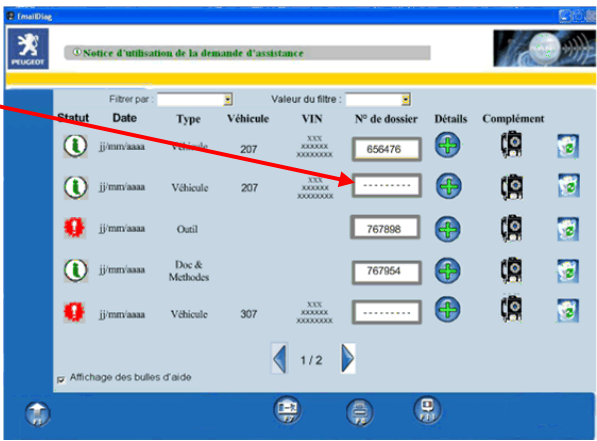
To display the information contained in a dossier, click on the "+" icon of the relevant dossier.



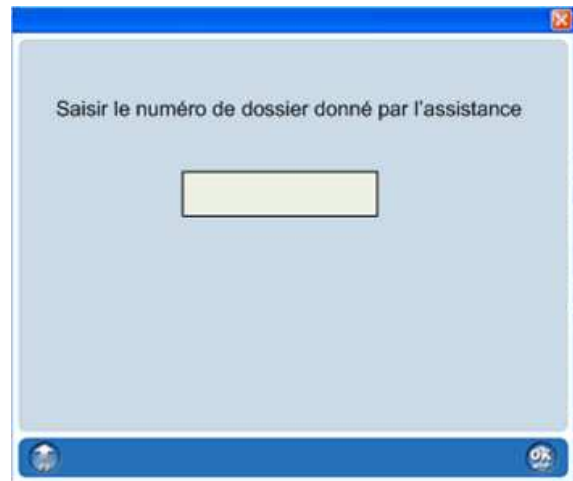
| | |
|---|---|
| <p>A window appears showing the contents of the dossier.</p> <p>Using the mouse or direction arrows on the keyboard, select a help request or item of additional information.</p> <p>Confirm your selection by pressing OK to display it in detail or press F8 to print it.</p> |  |
| <p>Records attached to the help request or additional information can also be displayed. To do this, select and confirm the corresponding icon.</p> |  |

Enter or modify a dossier number in the dossier history record:

For the same dossier number, VINs must be identical!
Two distinct help requests cannot have the same dossier number!

| <p>To enter or modify a dossier number, click on the button corresponding to the dossier.</p> |  <table border="1"> <thead> <tr> <th>Statut</th> <th>Date</th> <th>Type</th> <th>Véhicule</th> <th>VIN</th> <th>N° de dossier</th> <th>Détails</th> <th>Complément</th> </tr> </thead> <tbody> <tr> <td></td> <td>jj/mm/aaaa</td> <td>Véhicule</td> <td>207</td> <td>xxx xxxxxx xxxxxxxx</td> <td>856476</td> <td></td> <td></td> </tr> <tr> <td></td> <td>jj/mm/aaaa</td> <td>Véhicule</td> <td>207</td> <td>xxx xxxxxx xxxxxxxx</td> <td><input type="text"/></td> <td></td> <td></td> </tr> <tr> <td></td> <td>jj/mm/aaaa</td> <td>Outil</td> <td></td> <td></td> <td>767898</td> <td></td> <td></td> </tr> <tr> <td></td> <td>jj/mm/aaaa</td> <td>Doc & Methodes</td> <td></td> <td></td> <td>767954</td> <td></td> <td></td> </tr> <tr> <td></td> <td>jj/mm/aaaa</td> <td>Véhicule</td> <td>307</td> <td>xxx xxxxxx xxxxxxxx</td> <td><input type="text"/></td> <td></td> <td></td> </tr> </tbody> </table> | Statut | Date | Type | Véhicule | VIN | N° de dossier | Détails | Complément | | jj/mm/aaaa | Véhicule | 207 | xxx xxxxxx xxxxxxxx | 856476 | | | | jj/mm/aaaa | Véhicule | 207 | xxx xxxxxx xxxxxxxx | <input type="text"/> | | | | jj/mm/aaaa | Outil | | | 767898 | | | | jj/mm/aaaa | Doc & Methodes | | | 767954 | | | | jj/mm/aaaa | Véhicule | 307 | xxx xxxxxx xxxxxxxx | <input type="text"/> | | |
|---|--|----------------|----------|---------------------------|----------------------|---------|---------------|---------|------------|--|------------|----------|-----|---------------------------|--------|--|--|--|------------|----------|-----|---------------------------|----------------------|--|--|--|------------|-------|--|--|--------|--|--|--|------------|----------------|--|--|--------|--|--|--|------------|----------|-----|---------------------------|----------------------|--|--|
| Statut | Date | Type | Véhicule | VIN | N° de dossier | Détails | Complément | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | jj/mm/aaaa | Véhicule | 207 | xxx xxxxxx xxxxxxxx | 856476 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | jj/mm/aaaa | Véhicule | 207 | xxx xxxxxx xxxxxxxx | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | jj/mm/aaaa | Outil | | | 767898 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | jj/mm/aaaa | Doc & Methodes | | | 767954 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | jj/mm/aaaa | Véhicule | 307 | xxx xxxxxx xxxxxxxx | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

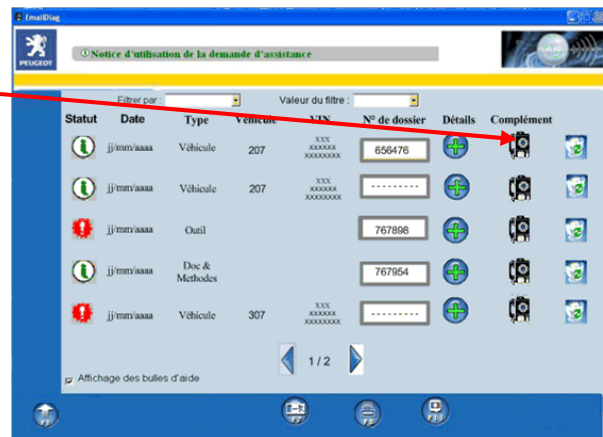
A window appears in which you can enter or modify the dossier number.
Enter a number and confirm with OK.



Send additional information via the dossier history record:

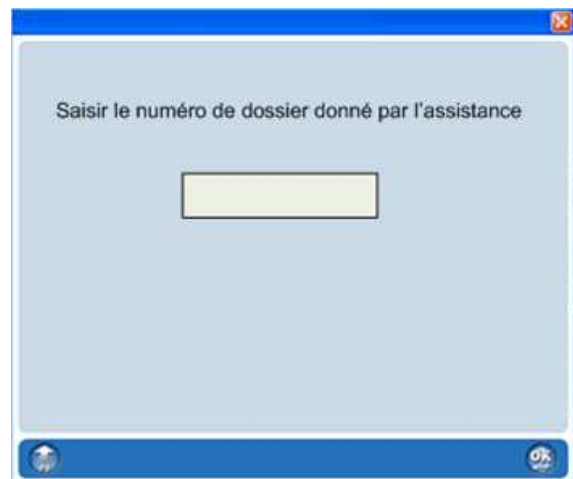
To send additional information from the “dossier history record” screen, the dossier number must be present in the dossier. If this is not the case, you will be asked to enter the dossier number in order to continue the operation.

In the additional information column, click on the "Email diag" icon.



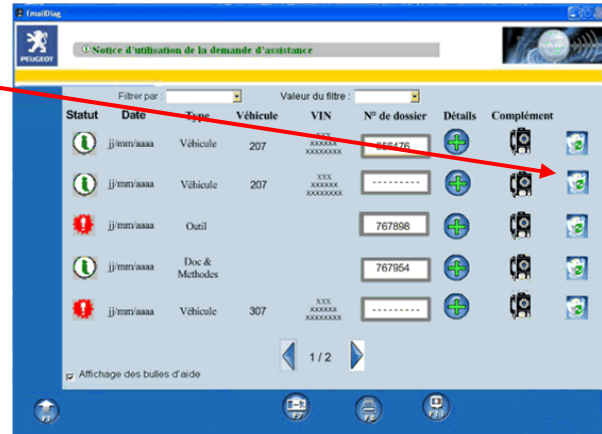
Because the dossier number is compulsory when sending additional information, if it is not already entered in the dossier, a window will appear asking you to enter the dossier number.

Enter a number and confirm with OK.



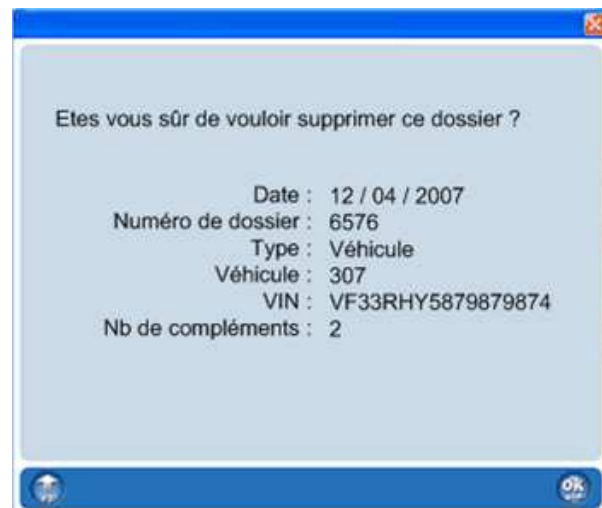
Delete a dossier from the dossier history record:

To delete a dossier, click on one of the "waste bin" icons.



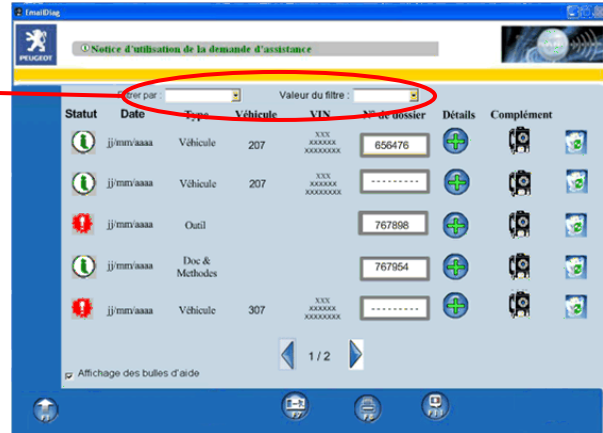
This action deletes the entire dossier! All help requests and additional information present in the dossier will be deleted!

Click on OK to confirm the deletion.

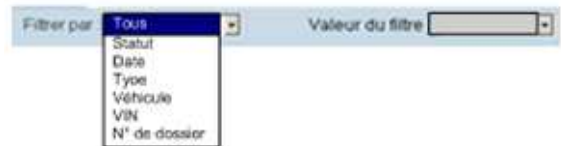


Filter dossiers in the dossier history record:

You can search for one or more specific dossiers easily using the filter function.



First, select the type of data to be filtered.
(The type "(All)" displays all dossiers when a filter has been applied.)



Next, select the value of the data to be filtered.
(The value "(empty)", in this example, displays all dossiers with no number entered.)

