

Hotline Guide

Technical Support by INNEO Solutions



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1 GENERAL INFORMATION

Address

INNEO Solutions
Hotline
Rindelbacher Straße 42
D-73479 Ellwangen
Germany

Telephone, fax, and e-mail address

Telephone: **00800 4200 4300 (free call)**
Fax: **+49 7961 890 449**
E-mail: **hotline@inneo.co.uk**

Accessibility

During our office hours (Central European Time):
Monday to Friday, 08:00 to 18:00 (CET)

Outside our office hours (in English only):

Monday, 00:00 to 08:00 (CET)
Monday to Thursday, 18:00 to 8:00 (CET)
Friday, 18:00 to 24:00 (CET)



2 CONTACTING THE TECHNICAL SUPPORT

2.1 Checklist

1. Check the internet based information resources: You will find numerous documents that help with a diversity of problems.
2. Check the documentation to ensure that the procedure chosen is suitable for the desired result.
3. Is the problem reproducible?
4. Does the problem recur in new, simplified models?
5. If you cannot solve the problem, please note down the following:
 - Software product causing the problem (Pro/ENGINEER, Pro/MECHANICA, Pro/INTRALINK)
 - Software version (see table below)
 - Which hardware and which operating system (and version) are used?
 - How much main storage is available?
 - Notes and error messages. If required, produce a screenshot.

How do I find out which software version is installed?

Pro/ENGINEER
Exp.: Wildfire 5

Select **Help- About Pro/ENGINEER**
Version: Wildfire 5.0
Pro/ENGINEER date code: M040

Windchill PDMLink
Exp.: Release 9.1

Start Page **About- Windchill PDMLink**
Product: Windchill PDMLink
Release 9.1
Date Code: M050

Pro/INTRALINK
Exp.: Release 3.4

Select **Help-About**
Version: 3.4
Manufacturing code: M062

3 OPENING A CALL AND TRACKING ITS STATUS

3.1 Opening a call by telephone or fax

Contact our Technical Support on the following international free-phone number: **00800 4200 4300**

Our fax number is: **+ 49 7961 890 449**.

How to proceed:

During our office hours:

After dialling the free-phone number, select the desired category in the telephone system (see diagram on page 9).

Your call will be answered directly by one of the responsible engineers.

For each of your inquiries you will receive a call number, which may be used as a reference for follow-up calls.

Outside our office hours (in English only):

After dialling the international telephone number and hearing a short message, you will be transferred to our English speaking night team.

To be allowed access to the telephone system, you will be requested to enter your SCN number.

The SCN number (contract) is found in Pro/ENGINEER by clicking **Help-About Pro/ENGINEER**,

Release:	Wildfire 5.0
Date Code:	M040
Service contract number:	5A123456

or refer to your Pro/ENGINEER license file.

```

***** Summary Table *****
#
# PTC Host ID 00-1A-60-12-34-5D
#FeatureName Qty Product Release Type Expiration Contract
#*****
PROE_FoundAdv 1 Pro/E Found.Adv WF 5.0 Flt Lic perm 5A123456

```



3.2 Opening a call by e-mail

Send your e-mail to the following address: **hotline@inneo.co.uk**

3.3 Opening a call via the internet

Go to <http://www.inneo.co.uk/customersupport>

Select "Send query to Technical Support" to access the page shown here.

Login with your **login name** and **password**. If you have not registered, you can register by clicking "**here**".

Login	
Login:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	
Please register here .	

OPENING A CALL AND TRACKING ITS STATUS

To open a call, select Helpdesk – Create new helpdesk

Create new Helpdesk

Search Term: [Search IB](#)

Sale to Contact No.: Installed Item No.:

Phone: Install Date:

Message to email: Serial No.:

Your Reference: Description:

Please choose a category:

Task:

Notes/Activities:

After specifying your query in the task field, select the menu item Create helpdesks.

3.4 Tracking the call status

To view the status of your query, select <http://www.inneo.co.uk/customersupport>. Login with your login name and password. Under **"Helpdesks"** you may view the status of your query.



4 TECHNICAL SUPPORT - ACCEPTANCE OF CALLS

INNEO Solutions uses an internet based ACD system (Automated Call Distribution). It allows rapid transfer of the caller to the correct contact person.

ACD systems require **multiple frequency dialling**. If your input is not accepted, please contact the person responsible for your telephone system to see whether your system can be switched over to multiple frequency dialling.

4.1 Procedure

1. Dial the international free-call number 00800 4200 4300.
2. You will be welcomed by the system and are prompted to select one of 5 menu items. (This is in German followed by English for each item)
3. Press the corresponding key (e. g. 2 for PTC products).
4. Then further menu items are offered, e. g. installation, components, assemblies etc. (see figure on the next page).
5. After making your selection, you will be informed of the transfer. We endeavour to accept every call directly. However, if our hotline staff are unavailable, you will be able to leave a message after 3 minutes. In this case leave your name, company name and telephone number. We will get back to you as soon as we can.

4.2 Important information for use

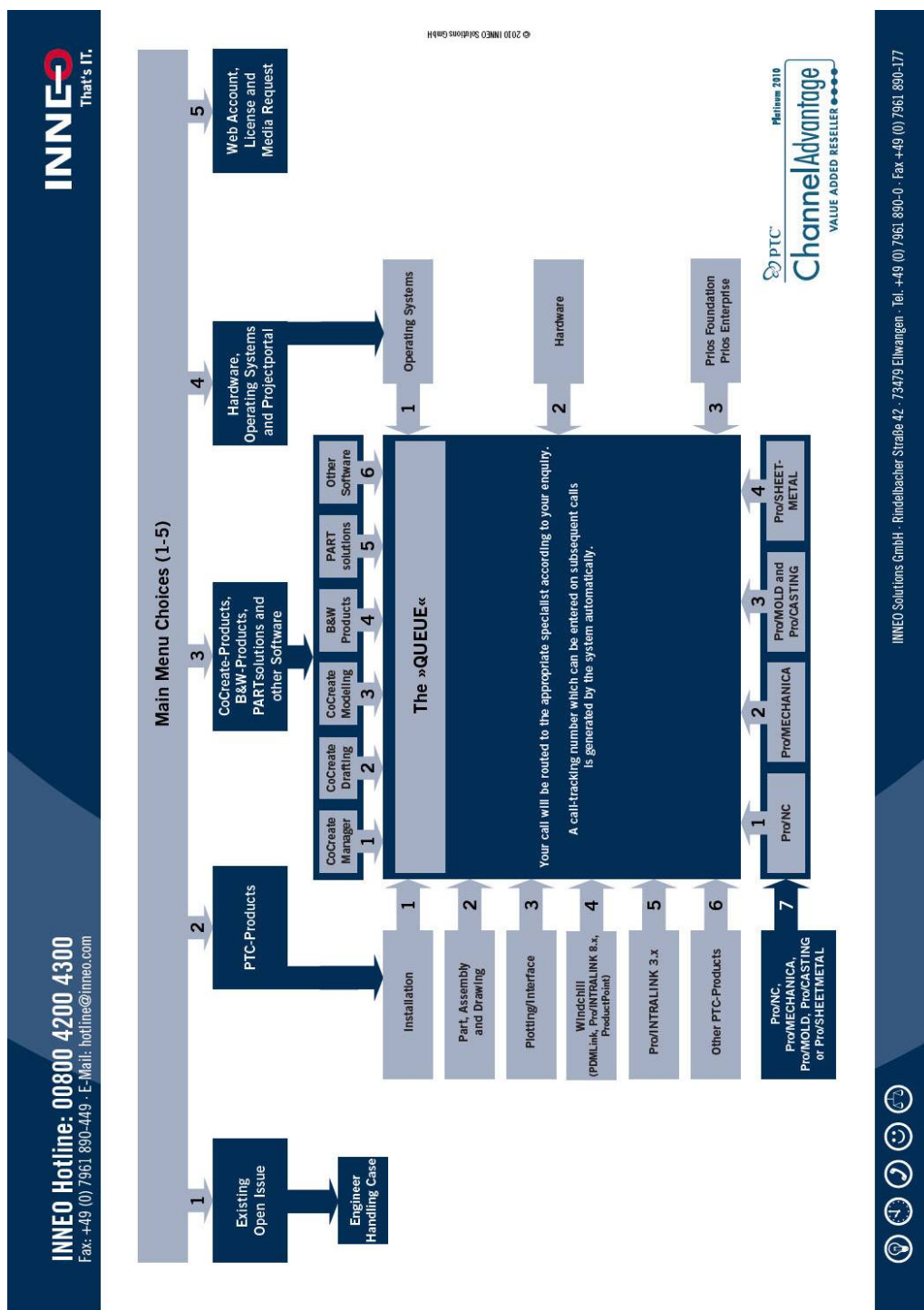
You do not need to wait until a message is complete. As soon as you hear the voice, you can select the next menu. This speeds up the process until your call is accepted.

If you cannot use a telephone with multiple frequency dialing:

Wait until the entire message is complete (options 1 to 5). You will then be redirected automatically to a central call acceptance desk. Your call will then be answered as soon as possible.

4.3 ACD system dialling diagram of the INNEO Solutions Hotline

This diagram allows you to determine the correct keystroke sequence even before calling, which will speed up acceptance of your call.





4.4 Technical Support via the internet

More than just lending a hand

To customers with maintenance contracts, our technical support is available for clarification of technical issues. We offer a full-service, from hardware, networking and peripherals support to aid in coping with software and interface issues.

Different from manufacturers of individual components, we are geared to provide all round support to our customers. Technical support thus includes much more than help with application problems arising in connection with CAD software.


Our specialists have access to all popular operating systems (Windows, Unix, Linux) and processor platforms, to ensure optimum, customer-oriented support.

Experienced experts will support you regarding operating system, networking, data communication and interface issues pertaining to peripheral devices such as printers and plotters as well as Pro/ENGINEER, CoCreate, data management and a host of auxiliary applications.



INNEO Hotline
Phone: 00800 4200 4300
E-mail: hotline@inneo.com

YOUR BENEFITS	
OUR CUSTOMERS ABOUT US	
PTC CERTIFIED	
	<ul style="list-style-type: none">▶ If issues come up, these can be settled with just one contact, instead of having to address them with numerous different providers. We will check your query and trigger the necessary steps promptly and unbureaucratically.▶ More than 80 % of all queries are directly accepted online and are processed immediately – without long wait-times in an answering system loop.▶ Use of state-of-the-art communication tools, such as E-mail, FTP, Odette or Netviewer, guarantees rapid solution finding.

Downloads and Links
▶ Brochure: Hotline Guide
 Login for customers from UK and USA

INNEO Solutions offers the following options on the internet around the clock:

- Open new calls
- Track the status of calls and add comments
- Access INNEO Solutions support database
- Order software updates
- Propose improvements
- View current installation descriptions for version change
- Connect to the PTC database
- Find differences between versions by means of the TAN tracker
- Access reference documentation such as version notes, installation instructions
- License management tools (configure licenses via the internet or re-license)

TECHNICAL SUPPORT EXTENDED SERVICES

In addition to Technical Support, INNEO Solutions offers further services. These can be ordered directly via our Technical Support.

4.5 Data conversion

Conversion of data from Catia Version 4 to Pro/ENGINEER

INNEO Solutions Technical Support offers different options for conversion of Catia models to pro/ENGINEER models. Depending on the application the most suitable procedure may be chosen, with a view to optimisation of the output file. The result always depends on the quality of the source file. A summary of the result including pictures can be created as a sample. You will only be billed for this service if you actually order conversion of the model.

If the conversion does not lead to the desired results, INNEO Solutions Technical Support can perform surface repair for which there is a charge. On request we can estimate the cost of this. For further questions concerning transfer of files please contact the following e-mail address: **convert@inneo.co.uk**

Sending files to Technical Support:

There are several options for transfer of our files to our Technical Support. We create a job number for every call, which you can then use as the filename for the transfer.

Compress the file(s) required for processing of your call using Winzip (Windows) or gzip (Unix) and name the compressed file according to the job number (e.g. HD0005050.zip or HD0005050.Z).

The most commonly used method is transfer by e-mail:

State the job number in the subject field and attach the compressed file to your e-mail with "Attach" – "File". Send your mail to the following mail address: **hotline@inneo.co.uk**

If the data volume is >50 MB, you can transfer files by means of "FTP", "Fritzcard" or "Bianca Brick". Further information concerning their use is available from our Technical Support team.

**Fritz-Card or Odette:**

Manufacturer	Type	Transfer type	Software	Telephone number
AVM	Fritzcard	Eurofile	Fritzdata	+49 7961/890 447
Bianca	Bianca Brick	ISDN	Odette	+49 7961/564 503

Transfer by ftp:

Required input is given in ***bold/italics***.

Upload:

(Example: Customer sends file C:\temp\part.zip to INNEO's FTP server)

Starting the prompt:

START / EXECUTE / ***cmd***

In the prompt:

C:\>***cd C:\temp***

C:\TEMP>***ftp ftp.inneo.de***

Connected to ftp.inneo.de.

220 FTP Server of INNEO Solutions Ellwangen

220 Please enter your user name.

User (ftp.inneo.de:(none)): ***inneo***

331 Password required for inneo

Password: ***inneo***

230 Logged on

ftp> ***bin***

200 Type set to I

ftp> ***put part.zip***

200 Port command successful

150 Opening data channel for file transfer.

226 Transfer OK

FTP: XXXXXX,XX Bytes sent in XXX,XX seconds XXXX,XX KB/s

ftp> ***bye***

221 Goodbye

C:\TEMP>

Download:

(Example: Customer downloads file part.zip from INNEO's FTP Server to his local disk C:\TEMP)

Starting the prompt:

START / EXECUTE / ***cmd***

In the prompt:

>***cd C:\temp***

C:\TEMP>***ftp ftp.inneo.de***

Connected to ftp.inneo.de.

220 FTP Server der INNEO Solutions Ellwangen

220 Please enter your user name.

```
User (ftp.inneo.de:(none)): inneo  
331 Password required for inneo  
Password: inneo  
230 Logged on  
ftp> bin  
200 Type set to I  
ftp> get part.zip  
200 Port command successful  
150 Opening data channel for file transfer.  
226 Transfer OK  
FTP: xxxxxxxx Bytes received in xxx,xx seconds xxx,xx KB/s  
ftp> bye  
421 Connection timed out.  
C:\TEMP>
```