

# Technical Support Guide



**INNEO<sup>®</sup>**

**That's IT.**



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# 1 General Information

## **Address**

INNEO Solutions  
Technical Support  
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 08:00 (CET)  
Friday, 18:00 to 24:00 (CET)

## 2 Contacting Technical Support

### 2.1 Checklist

1. Check the internet based information resources: You will find numerous documents that help with a range of different problems.
2. Check the documentation to ensure it is suitable and will help achieve 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 (PTC Creo Parametric, PTC Creo Simulate)
  - Software version and datecode (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, take a screenshot.

#### How do I find out which software version is installed?

PTC Creo

Select **File » Help » About Creo...**

PTC Creo Elements/Pro and  
former Pro/ENGINEER versions

Click **Help » About.**

PTC Windchill PDMLink

Click **About Windchill PDMLink** where **Windchill PDMLink** is the name of a Windchill Solution.

### 3 Opening a Call and Tracking its Status

#### 3.1 Opening a Call by Telephone

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

How to proceed:

**During our office hours:**

After dialling the free-phone number, select the desired category in the telephone system (see 4.3 ACD System Dialling Diagram of INNEO Solutions Hotline, page 11).

Your call will be answered directly by one of the qualified 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 at the version information (see 2.1 Checklist), e.g.

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

or refer to your 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

```

Opening a Call and Tracking its Status

### 3.2 Opening a Ticket by e-mail

Send your e-mail to the following address: [hotline@inneo.co.uk](mailto:hotline@inneo.co.uk)

### 3.3 Opening a ticket via the Internet

Go to <http://www.inneo.co.uk/hotline-uk> and select “Login for – For registered customers”.

DEUTSCH SCHWEIZ ENGLISH

HOME LOG IN REGISTER CONTACT

**INNEO**  
That's IT.

**More than just a helping hand!**  
A complete service from hardware, networking and peripherals to software and interface issues

## Welcome to INNEO's Technical Support

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

Different from manufacturers of individual components, we are geared to provide all round support to our customers. Our technical support includes much more than just help with application problems that arise with your CAD/CAM software.

Experienced experts will support you whether it be operating system, networking, data communication and interface issues, or if related to peripheral devices such as printers and plotters as well as Creo and Pro/ENGINEER, Creo Elements/Direct and CoCreate, data management and a host of auxiliary applications.

- [Log in](#) - For registered customers
- [Register](#) - For customers who haven't registered yet
- [Forgot password](#) - Request new password?

**Contact Information Technical Support**  
D, CH, A, GB: 00800 4200 4300 (toll free)  
Other: +49 (0) 7961 890-800 (toll)  
E-mail: [hotline@inneo.com](mailto:hotline@inneo.com)

**Downloads and Links**

- › Brochure: [Hotline Call Schematics](#)
- › Brochure: [Hotline Guide](#)
- › Link: [Available PTC software updates](#)
- › Link: [Latest software versions from the INNEO portfolio](#)

Opening a Call and Tracking its Status

Login with your **e-mail** and **password**. If you have not registered, you can register by clicking “**Register**”.

DEUTSCH SCHWEIZ ENGLISH

HOME LOG IN REGISTER CONTACT

## Log in

E-mail  
E-mail

Password  
Password

Save login data?

Log in now >

To open a new ticket, select “**create ticket**”.

The screenshot shows a web interface for creating a ticket. At the top is a dark blue navigation bar with the following links: HOME, TICKETS, CREATE TICKET, INSTALLED BASE, CONTACT, and LOG OFF. Below the navigation bar is the main heading "Create Ticket".

The form is divided into two main sections. The first section contains four dropdown menus for selection:

- Main Category: Select
- Group: Select
- Group 2: Select
- Version: Select

Below these dropdowns is a red button labeled "Search in you installed base". Underneath this button is a note: "For hardware warranty claims or inquiries, select the Installed Base."

The second section contains three input fields:

- Subject: A text input field with the placeholder text "Subject".
- Description: A larger text area with the placeholder text "Description".
- File upload: A file selection input field with a "Durchsuchen..." button next to it.

Below the file upload field is a note: "Permitted file extensions: .Zip, .pdf, .doc, .docx, .txt, .rtf, .jpg, .gif, .png. Note: File names can not contain special characters. You want to transfer data with more than 10MB? Please click Help." To the right of this note is a red button labeled "Help".

At the bottom left of the form is a red button labeled "Save".

After specifying your query in the description field, select the “**Save**” button.



### 3.4 Tracking the Ticket Status

To view the status of your query, select “Tickets” from the menu.

The screenshot shows the INNEO web application interface. At the top, there are language options (DEUTSCH, SCHWEIZ, ENGLISH) and navigation links (HOME, TICKETS, NEW TICKET, INSTALLED BASE, DETAIL, LOG OUT). The 'TICKETS' link is highlighted with a red box. The main content area is titled 'Your tickets' and contains a filter section, customer information, and a table of tickets.

**Filter**

Status:  All,  Open,  Completed

from: 11/6/2012 to: 5/6/2013

Subject: [Text input field]

Ticket No.: [Text input field]

Buttons: Search, Reset

**Customer information:**

Inneo Kalenderfirma  
Renetta Kleemann  
Rindelbacher Str. 42  
73479 Ellwangen

Ticket No.	Creation date	Status	Main Category	Contact person	Subject	Helpdesk No.	External Helpdesk No.
114408	11/12/2012	Closed	WINDCHILL	Renetta Kleemann	Save a copy in Creo überspringt Nummern	HD0102625	
114409	11/21/2012	Closed	CREO	Renetta Kleemann	Wo wird die Config.pro überall gelesen?	HD0103146	

## 4 Technical Support – Automatic Call Answering

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 Call Procedure

1. Dial the international free-call number **00800 4200 4300**.
2. You will be welcomed by the system and prompted to select your language (for English, press “2”).
3. Press the corresponding key ,e.g. “1” for PTC Creo Parametric (*see 4.3 ACD System Dialling Diagram of INNEO Solutions Hotline, page 11*).
4. 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

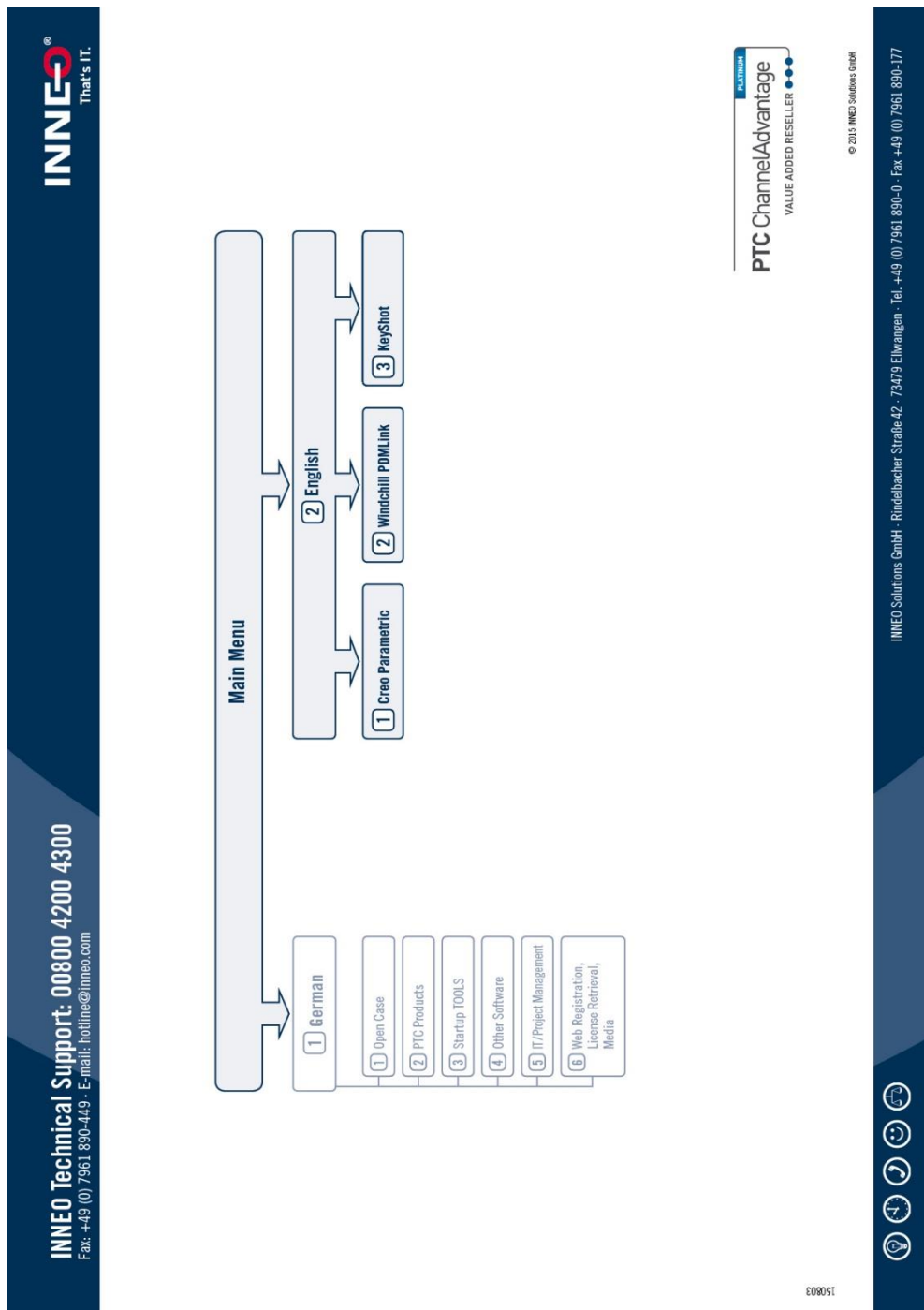
You do not need to wait until a message is complete. As soon as you hear the voice, you can select the next menu. This speeds up the process until your call is accepted.

**If you cannot use a telephone with multiple frequency dialing:**

Wait until the entire message is complete. 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 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

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

- Open new ticket
- Track the status of ticket 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)



The screenshot shows the INNEO website's technical support page. At the top, there is a navigation bar with a search field, a 'Webcode' field, and links for 'Home', 'Shop', and 'Language'. The main menu includes 'SOLUTIONS', 'PRODUCTS', 'SERVICES', 'TRAINING', 'ABOUT US', 'NEWS', and 'CONTACT'. The page features a large banner image of a customer service representative with the headline 'INNEO Technical Support – a complete service for customers'. Below this, there is a breadcrumb trail: 'Home > Services > Technical Support > INNEO Technical Support'. The main content area is titled 'Technical Support – More than just a helping a hand' and includes a 'Login for Customers with Service Contract' section with flags for the UK and USA. A 'CONTACT' sidebar on the left lists 'ACCESSIBILITY INNEO Technical Support' with the text: 'You can access Technical Support Monday to Friday, 08:00 – 18:00 (CET)'. On the right, there are social media share buttons for Facebook, Twitter, and Google+, and buttons for 'CONTACT REQUEST' and 'CALLBACK'. A small inset image shows a woman on a phone call, with contact details: 'Technical Support GB, D, CH, A: 00800 4200 4300 (Toll free) Other Countries: +49 (0) 7961 890-800 (Toll) E-Mail: hotline@inneo.com'.

### Technical Support Extended Service

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

## 4.5 Sending Files to Technical Support:

There are several options for transferring 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 to help process 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 >10 MB, you can transfer files by means of “FTP”, “Fritzcard”. Further information on how to use this is available from our Technical Support team.

**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: XXXXXXXX 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>
```