GENERAL USER GUIDE

This General User Guide offers a comprehensive guide to all the functions included in the Diag**Box** diagnostic tool. This User Guide is valid regardless of the brand selected: Peugeot or Citroën. It is recommended that you read this Guide carefully before using the software.

Contents

INSTALLATION AND START-UP

The Diag**Box** software is compatible with equipment sold by ACTIA and SPX as of 2007 and those sold by PSA as of 2009.

Diag**Box** therefore only works with approved PPS, Lexia3 and Proxia3 tools sold from 2007 onwards.

• If you already have one of these tools, Diag**Box** can be installed using the installation CD-ROM provided by your country/subsidiary.

• If you are ordering a new tool, the software will be preloaded.

Diag**Box** is started by clicking on the Diag**Box** icon on the desktop.

When starting Diag**Box** for the first time, the tool will ask you to activate your account. To do this, connect to the Internet and enter your activation code.

Note: *The activation code is the RRDI code provided by the sales outlet.*
For further information, please refer to the Installation Manual.

DESCRIPTION OF THE MMI

The software consists of a zone that is permanently available while you use the software (at the top of the screen). This is called the **Supervisor**.

The second layer of the software changes depending on how the program is used and the operations selected.

THE SUPERVISOR

The Supervisor includes three elements. The first two (the menu bar at the top and retractable sidebar) can be accessed regardless of the type of screen:

❶ Menu bar
❷ Retractable sidebar
❸ Tab bar

The menu bar

❶	Brand	Brand logo
❷	Information banner	A clickable information banner with a drop-down display zone showing information for users. The message changes colour depending on the nature of the information (red = very important; yellow = important; and green = for information purposes). The information banner also provides access to user manuals for certain functions within the tool.
❸	Download Updates button	The Download Updates button allows you to download product updates. The Download Updates button may be accessed when the tool is activated and an Internet connection is available. **Click on the button or press F10 to search for the updates available for your tool.** If an update is available, the button icon will be blue and will change to green when the download has been successfully completed, or red if this has failed.

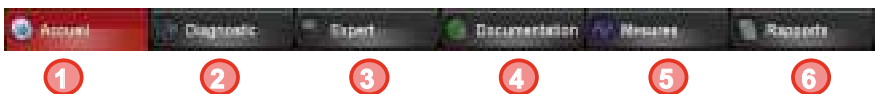|		
❹	Authentication button	A PSA PEUGEOT CITROËN authentication indicator for the manufacturer's information systems (DXXXXXX). If the PSA PEUGEOT CITROËN authentication details are entered and valid the button will be bright green, if not it will be greyed out. **Click on this button or press F11 to access Authentication.** *When the button is clicked, a pop-up appears allowing you to authenticate yourself (PSA ID and password) or change user.* *Note:* *The pop-up may appear at any time while using the DiagBox at which point you will not be authorised to send various data to PSA servers.*
❺	Internet Connection Status button	A button indicating the connection status. This changes colour depending on the status and the availability of the Internet or Intranet connection. • **Grey** = the tool has not yet performed the test. • **Orange** = the tool is partially connected (either to the Internet only or the PSA Intranet only) • **Green** = the tool is connected to the Internet and the PSA Intranet. • **Red** = the tool is not connected (to the Internet or the Intranet). **Click on the button or press F12 to get the status of your Internet connection.**
❻	Zoom buttons	These two buttons allow you to increase or reduce the size of the items displayed within the active tab (except under the Home tab).
❼	Version indicator	The version number for the software you are using.
❽	Vehicle Communication indicator	Indicates communication with the vehicle. When the button is green, this indicates that the software is communicating with the vehicle, if not it is grey. Only one component at a time can communicate with the car.
❾	Minimise button	A button to minimise the application in the Windows taskbar without closing it.
❿	Close button	A button to close the application. A message appears asking you to confirm this request.

The retractable sidebar

❶	Retractable Sidebar button	To display or hide the retractable sidebar at the left of your screen, simply click on the ① button or press the **F1** key . *Note: By default, the sidebar is hidden.*
❷	Vehicle information	The banner above the fields displays all the information relating to the vehicle (trade name, VIN, DAM or OPR). The banner is populated as the software is used.
❸	Tree structure information	The **Information panel** located to the right contains an **Expert** tree structure allowing you to navigate through the different menus in this mode. The text can be clicked to access the selected menu.
❹	Global Test	The **Global Test** button displays a summary of the status of the vehicle components during the Global Test performed in the session. If a Global Test has not been performed the button is greyed out.
❺	Fault Log	The **Fault Log** button presents a summary of the faults found on the vehicle. *The button is greyed out if the function is not accessible.*
❻	Print Screen	The **Print Screen** button allows you to save an image of the screen in use, which can be attached to the report for the current session, under the **Reports** tab. If there is no vehicle session in progress, the tool will indicate where to find the Print Screen button.
❼	Configuration	The **Configuration** button allows you to configure the tool (activation, languages, Internet access, etc.). *This menu can only be clicked on when there is no vehicle session in progress.*
❽	Help	The **Help** button provides access to the General User Guide.
❾	Assistance	The **Assistance** button allows you to send a request for assistance (EmailDiag) or launch the Webex application for remote support. It is possible to send additional information and consult the assistance file log. *Notes:* *You can also access EmailDiag via the EmailDiag shortcut on the desktop.* *• When requesting assistance, you can send all the reports and logs associated with the current session.*
❿	Close	The Close button allows you to quit the application and close the tool. A message appears asking you to confirm this request.

The tab bar

The tab bar makes it possible to navigate through the different functions within the software. The available tabs are displayed depending on the operation selected and the activation profile. Below is an example of the tabs available after choosing the vehicle and the **Search for Faults** operation.

❶ Home tab	The Home tab allows you to choose the vehicle and access the Operations menu. **In the Operations screen, if the Search for Faults menu is selected, the Diagnostic and Expert tabs are available.**	Press the **F2** key to access this directly.
❷ Diagnostic tab	The **Diagnostic** tab allows you to proceed to the first stages of the diagnostic process. *Important: The **Diagnostic** tab is only accessible if the Internet Connection button (@) is green.*	If the tab is available you can access it by pressing the **F3** key.
❸ Expert tab	The **Expert** tab allows you to perform repair operations and access the content of computers (parameter measurements, TA, downloads, etc.). *The **Expert** tab is always available.*	If the tab is available you can also press the **F4** key to access it directly.
❹ Documentation tab	The **Documentation** tab provides access to the diagnostic documentation and the PSA PEUGEOT CITROËN documentation sites (e.g: Citroën Service/Service Box, etc.). The **Documentation** tab also allows you to access all documents opened via DiagBox.	If the tab is available you can also press the **F5** key to access it directly.
❺ Measurements tab	The **Measurements** tab allows you to access operations for physical measurements (oscilloscope, multimeter, etc.). *This tab is always accessible.*	If the tab is available you can also press the **F6** key to access it directly.
❻ Reports tab	The **Reports** tab allows you to access the current session and previous sessions (operations reports, parameter measurements reports, navigation reports, etc.).	If the tab is available you can also press the **F7** key to access it directly.

Note: *The other tabs available depending on the operation selected are:*

Delivery tab	Prepare a new vehicle or perform upgrading operations.
Maintenance tab	Perform maintenance operations on the vehicle.
Repair tab	Perform remote operations for encoding, purging, pairing, etc. as part of an intervention on a vehicle.

*These tabs replace the **Diagnostic** and **Expert** tabs within the **Search for Faults** operation.*

THE PORTAL

The first screen allows you to select the vehicle model.

If necessary, a second screen will ask you to specify the variant of the vehicle chosen.

Once the vehicle has been chosen, a first connection is established between the tool and the vehicle. Information relating to the vehicle, such as the VIN and the mileage, are recovered.

If the automatic recovery of the VIN could not be performed, a screen will ask the user to provide this information manually.

Diag**Box** is the software you will use regardless of the type of vehicle requiring diagnostics. If the vehicle is old and has not been incorporated into the new software, you can launch the old software (PP2000 or Lexia) from the Diag**Box** portal.

The software will then give you a choice of operations to be performed on the vehicle.

❶	Customer Delivery operation	Menu allowing a new vehicle to be prepared or upgrading operations to be performed.
❷	Repair operation	Menu for performing remote encoding, purging and pairing operations as part of an intervention on a vehicle.
❸	Search for Faults operation	Menu allowing you to diagnose a fault and repair the fault found.
❹	Maintenance operation	Menu allowing you to perform maintenance operations on the vehicle.

The example provided in the User Manual below describes what occurs when the **Search for Faults** operation is selected.

Once the **Search for Faults** operation has been chosen, a Global Test is automatically launched and two tabs become available: the Diagnostic and Expert tabs.

> **Note:** *During the Global Test, an Internet connection and authentication test is performed. The availability of the Diagnostic tab depends on the results of these tests.*

By default, the application then suggests starting in **Diagnostic** mode in accordance with the recommendations included in the diagnostic process. However, you can navigate through the different tabs at any time, including **Expert** mode.

OPERATIONS

CUSTOMER DELIVERY

This menu allows the user to access the following three functions:
- New Vehicle Preparation.
- Upgrade.
- Measure Battery Charge Status.
- Operations carried out in the upgrade menu enable the vehicle configuration to be updated in the manufacturer's central systems (change of set of tyres, activation/deactivation of the tyre pressure monitor function...).

REPAIRS

Selecting this menu will launch a Global Test (without fault reading), the result of which will be displayed for the user.

Selecting a computer from the list displayed will provide access to a Repair Pack, which will include, depending on the possibilities offered by the computer, the following functions and menus:

Repair Pack

This menu includes the different repair operations available for the computer and their actuators. These include purging, part replacement, programming, etc.

Remote Encoding

If there is an active Internet connection, the Automatic Remote Encoding function will be launched. This can also be completed manually.

If there is no active Internet connection, the Manual Remote Encoding function will be launched.

Download

If there is an active Internet connection, the Internet Download function will be launched.

If there is no active Internet connection, it will not be possible to download computers and the following message will be displayed: "You must be connected to the Internet to access the download function".

Note: *These operations are also available from the Expert mode.*

SEARCH FOR FAULTS

This menu allows the user to resolve a fault via the Guided Diagnostic mode or the Expert mode. These two modes will be available under two different tabs and Diagnostic mode can only be accessed if there is an active Internet connection.

MAINTENANCE

This menu allows the user to access the following three functions:
- Inspection.
- Maintenance.
- Measure Battery Charge Status.

DIAGNOSTIC MODES

When the user chooses the **Search for Faults** operation, two diagnostic modes are proposed. These two modes are described in more detail below.

GUIDED DIAGNOSTIC MODE

- Navigation phase

After the Global Test, if you have provided authentication and are connected to the Internet, you will be automatically directed to the **Diagnostic** tab, which includes the Guided Diagnostic operation. To access the diagnostic methods you first of all need to choose a domain, then one (or several) sub-domain(s) and finally a customer complaint.

General remark:
in some screens, icons giving access to the documentation are present. Below are the two types of icons:
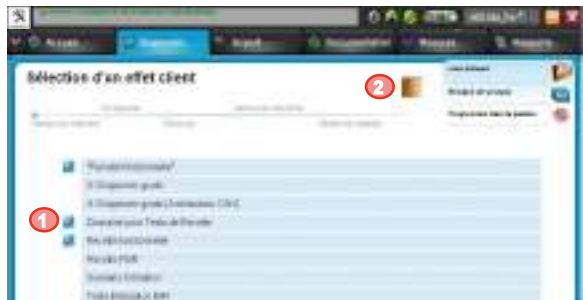
❶	Navigation Documentation icon	This icon is a link to on-line documentation (present on CS/SB sites) relating to the corresponding navigation category.
❷	Contextualised Documentation icon	This icon allows you to access all documentation relating to the current vehicle session.

- Choice of item (Procedure)

The diagnostic step consists of four stages to be performed, preferably, according to the order specified:

- **Pre-Diagnostic**: This stage allows you to ascertain the nature of the problem and reminds you of the basics to be performed before a more advanced diagnostic.

- **Straight to the Point**: This allows you quick access to a solution if the problem is already known and may be applied to your vehicle.

- **Procedures by Fault Code**: This allows you to execute the tests to be performed to diagnose a malfunction based on **one or more fault codes** present on the vehicle.

- **Procedures by Symptom**: This tool allows you to execute the tests to be performed in a specific order to diagnose the customer complaint.

NOTE: *Not all of the above stages have a corresponding procedure.*

- Description of screen navigation options:

❶	Process reminder	This is an indicator advising you of your status within the process. The stages in blue correspond to the stages in progress or completed.
❷	Fault List	Clicking on **Fault List** displays the faults present and identified on the vehicle. You can access the list of faults by clicking here.
❸	Session Summary	Provides access to a **Session Summary**: a summary document containing the status of the session in real-time (vehicle information, procedures executed, list of faults present...). The Session Summary is also displayed systematically at the end of each session.
❹	Procedure Status	Clicking on the **Procedure Status** icon displays a table summarising the list of tests performed, your current position within the procedure and the list of remaining tests. Each test performed has a status (e.g: fault identified, rejected, etc.).
❺	Coloured balls	These represent the diagnostic stages. The figure inside the ball indicates the number of diagnostic items to be executed during each stage. Clicking on one of the coloured balls allows you to access the corresponding part (Pre-diag/Straight to the Point/Procedure by Fault Code/Procedure by Symptom).
❻	Diagnostic stages	Diagnostic stages: Pre-diagnostic, Straight to the Point, Procedure by Fault Code, Procedure by Symptom. The stage does not appear if none of the diagnostic items concern the current diagnostic session.
❼	Diagnostic items	A diagnostic item is a route proposed for the resolution of the customer complaint. It is filtered based on the customer complaint, the vehicle diagnosed and the fault codes present on the vehicle. Double click on the diagnostic item to select and access the corresponding tests.
❽	Confirmation zone	The blue box is for confirming your choice. It also allows you to provide additional information. Click on the green tick to access the procedure.

- Executing the procedure

Once the diagnostic item has been chosen, you proceed to the Contextualisation stage. This screen provides information on the conditions under which the following test(s) must be performed (e.g. with engine running).
Having followed the instructions and confirmed the screen, the test screens can be accessed. The buttons in the confirmation zone are used to progress through the procedure.

NOTE: *Progression through the procedure may be voluntarily interrupted at any time (in particular by clicking on one of the Back buttons or one of the coloured balls).*

Notes:
Several types of instructions can be found on the test screen (standard messages, notes, information, obligatory messages). You can also find images, technical features, links to documentation (diagrams, etc.). During a diagnostic procedure, tools such as Read faults, Parameter Measurements, Actuator Tests and Remote Encoding may be used.

❶	Contextualised Documentation icon	This icon allows you to access all documentation relating to the current vehicle session.
❷	"Standard Instruction" icon	This icon shows a standard instruction message.
❸	Note icon	This icon warns the user or calls their attention to a specific point.
❹	Warning icon	This icon is followed by a Warning instruction.
❺	Critical icon	This icon is followed by a Critical instruction.
❻	Parameter Measurement	This section of the screen allows you to view the result of a parameter measurement.

End of procedure

If the user follows the diagnostic right to the end without interrupting the procedure, there are two possible outcomes:
- A fault is identified (merging of tool): the result of the diagnosis is displayed and the session is closed.
- No fault is found: the user can select a new diagnostic item or close the session.
In both cases, if the session is closed, the end of session report will be displayed.

NOTE: *You will eventually be asked to delete the faults.*

EXPERT DIAGNOSTIC MODE

In Expert mode, each of the Global Test computers has Communication/Repair Computers functions (Identification, Read Faults, Parameter Measurement, Actuator test, Remote Encoding/Download, etc.).

- Global Test

The Global Test is launched automatically by the portal after an operation such as **Search for Faults** or **Repair** is selected. This identifies the computers present in the vehicle and the corresponding faults.
The Global Test is presented by function. Each computer has three levels: the computer, the faults and the contexts of the fault.

For each function, a computer can be recognised. To access the computer menu, select and click on the green tick (❽).
To access the fault properties and the context in which this appeared, click on the icon to the left of the fault.

🔲 : This icon means that there is a computer in the vehicle, not present in the BSI.

❶	Function/computer	The name of the computer recognised appears beside the function.
❷	Number of Faults	The icon on the computer indicates the number of faults on that computer. Click on the icon to access the computer faults.
❸	Fault Properties	Provides details on the origin, status and type of fault.
❹	Associated Variables	Provides information on the context in which the fault appeared.
❺	Access	Accesses details of the selected fault.
❻	Graphic display	Access the Graphic Display for the Global Test.
❼	Fault Log	Provides access to the Fault log (FL).
❽	Confirmation	Provides access to the menu for the selected computer.
❾	Show/Hide Details	By clicking on the "+" button, the details of the fault properties will be displayed, and subsequently the associated variables. To close, click on the "-" button.
❿	Print	A document will be created when you click on the Print icon. This document includes all the information available on the current screen.

The result of the Global Test can be viewed at any time (from when it is launched for the first time), thanks to the Global Test function on the retractable sidebar (press the **F1** key - see Figure 4).

- Computer Menu

The Computer menu is launched by clicking on the Confirmation button in the Global Test window (❽ in the figure on page 14). Depending on the computer selected and the operation chosen, you will have access to more or fewer functions, such as Identification, Read and Delete Faults, Parameter Measurements, Actuator Tests and Repair Pack, among others.

- FL (Fault Log)

If the vehicle is equipped with a BSI with the Fault Log function, the function will be accessible via the Global Test under the **Expert** tab. This log is like a report recording all the events and contexts during different tests performed within the BSI.

You can access it from the Global Test screen by selecting the specific button at the bottom of the screen. In addition, using the sidebar, if you click on the **Fault Log**, you will see a pop-up summarising the result of the last Fault Log read.

The table lists all the events linked to the fault, i.e. when the fault appeared (red arrow) and disappeared (green arrow), as well as the conditions surrounding the event.

If the number of faults is high, the list of faults will be divided into lots (Cf. buttons ❺ and ❻ to move from one lot to another).

It is possible to modify the filter for the Fault Log. By default, the Fault Log is sorted in reverse chronological order. You can filter by chronological order, by the number of events per fault selected, …

❶	Appearances	Indicates the conditions under which the fault appeared.
❷	Disappearances	Indicates the conditions under which the fault disappeared.
❸	Filter pop-up	The Filter pop-up enables the configuration of the filter parameters.
❹	Filter	The Filter button displays the Filter pop-up.
❺	Previous page	Clicking this will bring you back to the previous page.
❻	Next page	Clicking this will bring you to the next page.
❼	Access	You can access the details of the fault selected and its related variables by clicking on "Access".

- Parameter Measurements and Graphic Parameter Measurements

This function provides real-time information on the parameters relating to the computer selected. The menus for graphic parameter measurements and standard parameter measurements are available from the Expert menu.
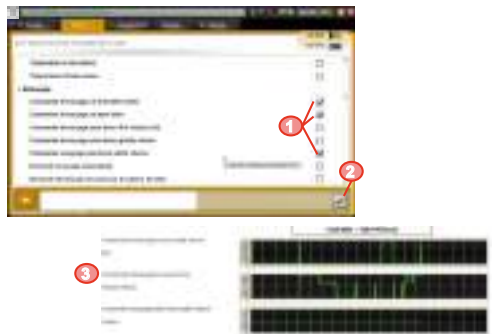
❶	Computer name/sub-function
❷	Name of the variable measured
❸	Variable value
❹	Variable value unit
❺	Access to Global Test
❻	Access to the Graphic Parameter Measurement
❼	Allows you to go back to the previous screen.
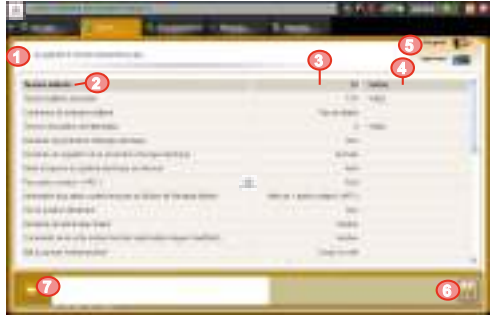
There is also a Pause button to pause measurements.

For graphic parameter measurements, you can select different parameters from the computer.

You can access the graphic report of your measurement from the "**Reports**" tab.

ADDITIONAL TABS

DOCUMENTATION

Allows you to access information and documents present on the different Peugeot and Citroën documentation sites.

You can access the tab by clicking on ❶ or pressing **F5**. The content of this tab is structured into three sections, as shown in the figure opposite.

The two upper sections list the documents or documentation sites that are available.

The left section (❷) contains the documentation corresponding to the vehicle and filtered using the vehicle's VIN in the current session. The documents may be electrical diagrams or Intervention Files (IF).

In the section on the right (❸) there is a list of general documentation. Here you will find access to sites such as: Citroën Service/Service Box, Pocket Maintenance Guides.

The lower section (❹) provides a log of documents consulted in DiagBox. Click on one of the document links to open this document again.
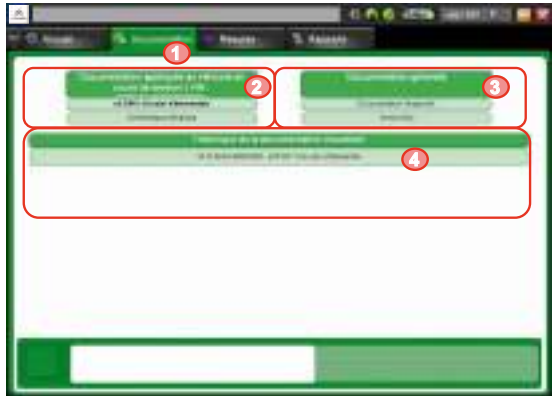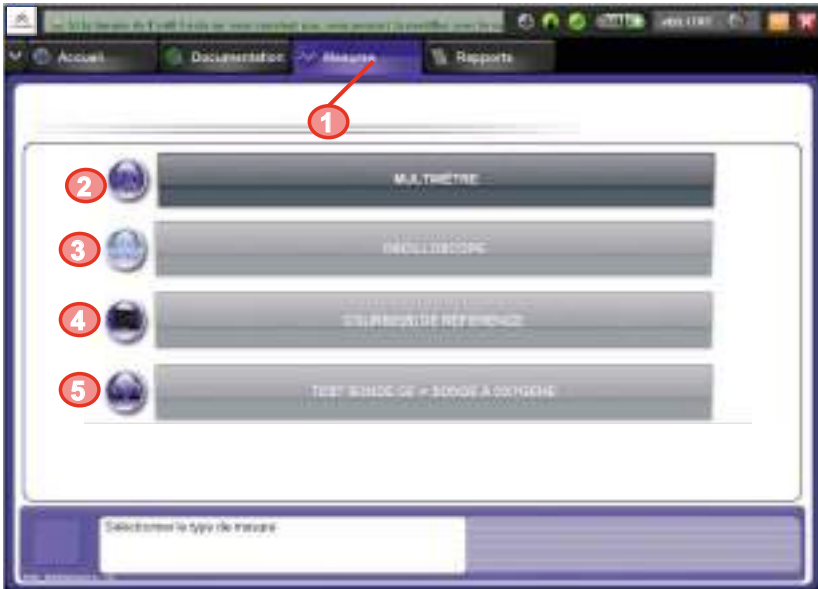
> **Note:** *The Documentation tab appears when the tool is opened using a single-brand profile or after choosing the brand in the case of a dual-brand profile.*

MEASUREMENTS

The Measurement tab allows you to take physical measurements at any time within the diagnostic tool.

The PPS, Lexia3 and Proxia3 measurement cards are compatible with DiagBox.

❶	Measurements tab	Click on the tab to access the Measurement function or press **F6** to access this directly.
❷	Multimeter menu	This menu includes the following functions: • Voltmeter • Ohmmeter • Ammeter
❸	Oscilloscope menu	This menu provides access to the one-way/two-way oscilloscope.
❹	Reference Curve function	This menu provides access to the Reference Curve function (one-way/two-way) only for vehicles available in DiagBox.
❺	Oxygen Sensor Test function	This menu provides access to the Oxygen Sensor Test function.

REPORTS

By clicking on the **Reports** tab or pressing **F7** you can access the reports available in the different sessions.

Each column allows the identification of a session based on type of vehicle, VIN and date of session.
Each session contains at least one Navigation Report.

You can run a search by type (**5**):
- Navigation Report
- Parameter Measurements Report
- Inspection Report
- Preparation of New Vehicle Report
- Physical Measurement Report
- Accounting Operations Report
- Diagnostic Report
- Fault Log Report
- Print Screen

A Navigation Report is created when the vehicle is identified and ends at the end of the session (when a new vehicle is selected or the DiagBox is closed). All operations performed during a session are recorded: Customer Delivery, Search for Fault (customer complaint and offending element), Maintenance, Repair.

❶	Report tab	Click on the tab to access the reports. Press **F7** to access this directly.
❷	Session	Select the session.
❸	Column header	Allows you to sort the sessions by type (vehicle, VIN, by date, etc.).
❹	Confirmation	Allows you to access the reports for the session selected..
❺	EmailDiag	Allows you to access EmailDiag and attach all reports for the session selected.
❻	Filter	Allows you to search for a session according to selection criteria.
❼	Delete	Delete the selected sessions.

You can also access the NVP reports via the **Reports** tab.

❶	Content of the Navigation Report.
❷	Access to other session reports.
❸	Access to EmailDiag. The session will be attached to the EmailDiag.
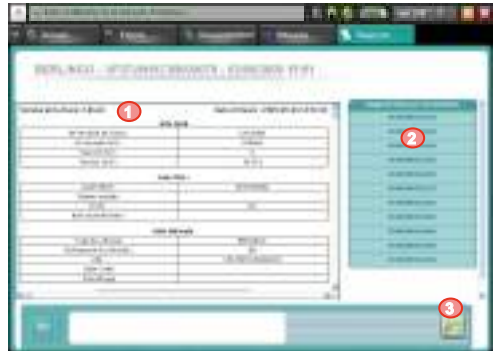
KEYBOARD SHORTCUTS

Domain		Function	Shortcut key
Useful navigation area		Confirm/ Yes	Enter key ↵
		No	Delete key ← (above Enter)
		Backspace	F9
Supervisor	Main unit	Updates	F10
		Authentication	F11
		Internet connection	F12
		Quit	Escape key
	Tabs	Home	F2
		Guided mode	F3
		Expert Mode/Delivery/ Maintenance/Repair	F4
		Documentation	F5
		Measurements	F6
		Reports	F7
	Zoom	Zoom in	Ctrl +
		Zoom out	Ctrl -

Domain		Function	Shortcut key
	Sidebar	Open/close sidebar	**F1**
		Global Test	
		FL	
		Print Screen	Launch sidebar, use the ↑ and ↓ key to select the function and Enter to access it
		Configuration	
		Help	
		Assistance	
		Close	

IN THE EVENT OF A PROBLEM

The procedure to follow in the event of a problem is to go the **Assistance** menu on the retractable sidebar. You will then see the EmailDiag option. The Technical Support Team will respond as soon as possible. However, the problem may be resolved by simply restarting the machine.

Important: You must be connected to the Internet to send the message!

See the notice on the information banner for more information on requesting assistance.

NOTES