



NEX2U PLUS

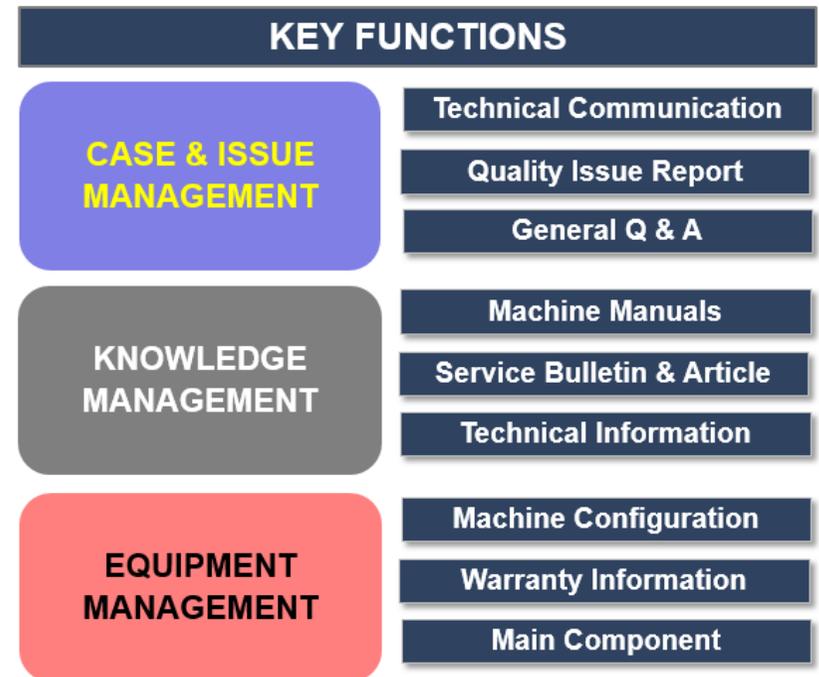
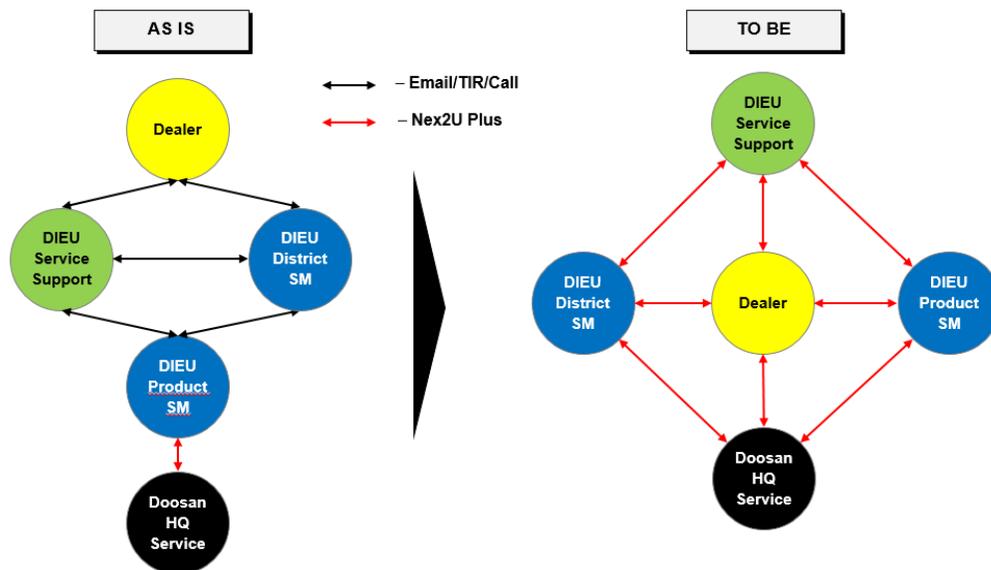
Tutorial Guide

Introduction to NEX2U PLUS

Introduction Nex2U Plus

• Nex2U Plus

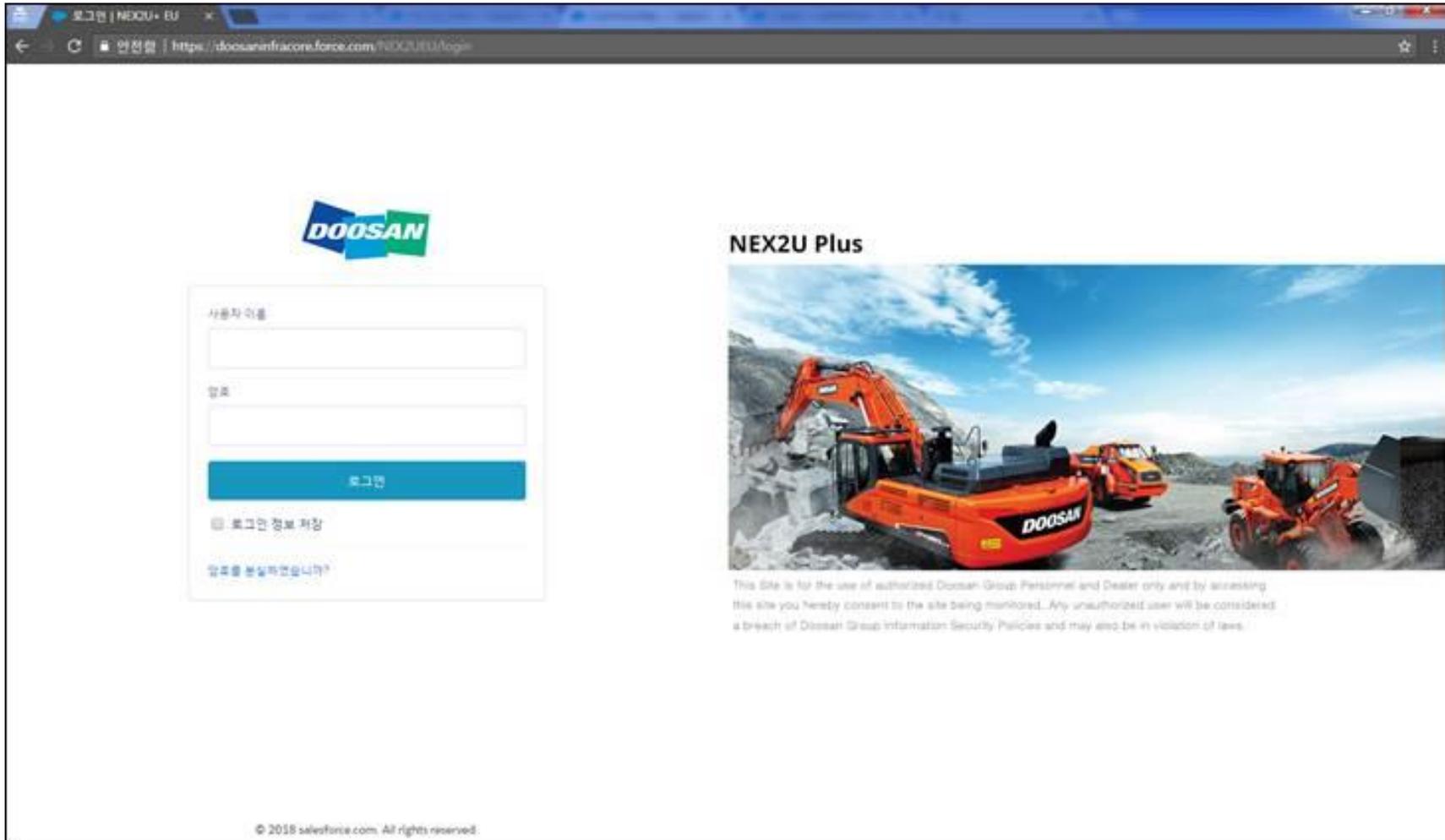
- ✓ Nex2U Plus is Doosan Service Knowledge Management system to enhance service speed and service quality thru unified service portal system from Doosan to Dealer.
- ✓ It is providable main function thru Nex2U Plus as follows.



Tutorial on NEX2U PLUS

HOW TO LOGIN Nex2U Plus

1. DOOSAN PASSPORT (* Assigned Dealer Service Manger Only*)
2. Direct Login : <https://doosaninfracore.force.com/NEX2UEU/login>



HOW TO LOGIN Nex2U Plus

Assigned Dealer Service Manager will receive systemic email for activation of Nex2U Plus.

• Temporary ID Set up E-mail/Reset Password



Description

1. Receive Email from Salesforce
 - Permanent User ID
 - Temporary Password
2. Click the link the e-mail
3. Password reset windows appears
4. Reset the password

1. Home Page

- Shows general information overview of your profile

Your account name and setting

The screenshot shows the Doosan NEX2U+ EU home page. The top navigation bar includes 'Home', 'Accounts', 'Contacts', 'Cases', 'Bulletins', 'Equipment', 'Reports', 'Articles', 'Content', 'Special Tool', and 'Libraries'. The left sidebar contains 'Product Support for EU', 'DOOSAN CONNECT', 'Welcome', 'My Company Profile', 'My Profile', 'Channel Manager', 'English user manual', 'Manual for Nex2UPlus_Dealer', 'NEX2U Plus Manual(full)_Dealer', and 'Recent Items'. The main content area is divided into several sections: 'Bulletin Affected Machine List' (with columns for Bulletin No., Class Type, Subject, Affected machines, Complete machines, Non-completed machines, and Comment), 'Updated Cases' (with columns for Case Number, Type, Elapsed time text, Subject, Model, and Serial No), 'Latest Bulletin' (with columns for Doc No., Subject, Status, Affective branch, Creator, and Published date), 'Latest Technical Articles' (with columns for Doc No., Title, Model, Parts No., Product Group, Failure Group, Creator, and Published date), 'Latest General Articles' (with columns for Doc No., Title, Product Group, Creator, and Published date), and 'Updated Content' (with columns for Title, Owner Name, and CreatedDate). Red annotations highlight the 'Bulletin Affected Machine List' and 'Updated Cases' sections, and the 'Channel Manager' link in the sidebar.

Information related to open field modification campaigns

Your open technical cases

Latest bulletins and articles

Your service manager name

Description

- At the home page you can see overview of information
- You can set your profile and access all functions
- Your recent activities are visible there

2.1. Profile setting – Option 1

Profile setting – Option 1

1. Open a draw bar menu and choose My Settings

2. Set a correct language date and time

3. Set your password and personal information

The screenshot shows the NEX2U+ EU interface. At the top, there is a search bar and a navigation menu. A user profile icon in the top right corner has a dropdown menu with options: My Settings, Edit Contact Info, and Logout. The 'My Settings' dialog box is open, showing several settings cards: Location Settings (Date, time, and language), Email Settings (Personal and group notifications), Security Settings (User name, password and security), Activity Reminders (Reminders and alerts for events and tasks), and Approved Connections (Apps authorized to access this account). A 'Close' button is at the bottom of the dialog box.

Description

- Set your language and password first

2.2. Profile setting – Option 2

Profile setting – Option 2

2. Edit an information

3. Change a password

1. Click on My Profile

Description

- Set a language and profile information
- Change the password

3. Contacts

Select contact group

See, edit and add your contacts

Description

- You can see, manage and edit all contacts related to your account
- Contacts are sorted in groups:
 - Dealers Customer
 - Dealer Service Manager
 - Dealer Service Technician

4. Cases

The screenshot shows the 'Cases' section of the Doosan support portal. At the top, there is a navigation bar with 'Cases' highlighted. Below it is a search bar and a menu with options like Home, Accounts, Contacts, Cases, Bulletins, Equipment, Reports, Articles, Content, Special Tool, and Libraries. The main content area is titled 'Cases Home' and includes a dropdown menu to select cases, a 'View' filter set to 'CPEUE-All Open Cases for Dealer', and a 'Go!' button. A 'Recent Cases' table is displayed with columns for Case Number, Type, Elapsed time(text), Subject, Model, and Serial No. The table lists four cases: a technical issue (2018-000003790), another technical issue (2018-000003850), a system issue (2018-000004137) with an elapsed time of 6.18 days and subject 'test', and an 'Others' category (2018-000003877). The left sidebar contains links for 'Product Support for EU', 'My Company Profile', 'My Profile', 'Channel Manager', and 'External user manual'.

Case Number	Type	Elapsed time(text)	Subject	Model	Serial No
2018-000003790	Technical			DX210WE-5	
2018-000003850	Technical			DX300LC-3	
2018-000004137	System	6.18 day	test		
2018-000003877	Others				

Description

- This function helps to speed up and monitor of technical issues, for which Doosan support is requested
- Every technical issue, you need to help with, should be registered here
- Case is then automatically forwarded to responsible people in Doosan
- You can monitor a progress of a case and will be notified by email about case update

4.1 Cases – home page

Cases – home page

NEX2U+ EU

DOOSAN

Search... Search

Home Accounts Contacts **Cases** Bulletins Equipment Reports Articles Content Special Tool Libraries

Product Support for EU

DOOSAN CONNECT

Welcome,

My Company Profile
My Profile

Channel Manager

CPEUE-All Closed Cases for Dealer
CPEUE-All Open Cases for Dealer
Recently Viewed Cases

List Feed

New Case

Action	ElapsedTime ↑	Case Number	Contact Name	Model	Subject	Date/Time Opened	Last Modified
Edit +							
Edit +							
Edit +							
Edit +							

Description

- At the initial screen you can see all cases related to your account

- They are sorted into two groups:

Open cases – Active cases, actually in progress

Closed cases – Historical cases, already solved/closed

4.2.1 Cases – new case

New case

Home Accounts Contacts **Cases** Bulletins Equipment Reports Articles Content Spec

Product Support for EU
DOOSAN CONNECT

Cases Home
Select the cases you want to view from the dropdown.
View: CPEUE-All Open Cases for Dealer Go

1. Create a new case

Recent Cases [Create New Case](#)

Case Number	Type	Elapsed time(text)	Subject
-------------	------	--------------------	---------

Home Accounts Contacts **Cases** Bulletins Equipment Reports Articles Content Sp

Product Support for EU
DOOSAN CONNECT

Welcome,
Natalia Mackowiak
[My Company Profile](#)
[My Profile](#)
Channel Manager

External user manual
Manual for Nex2UPlus_Dealer
NEX2U Plus Manual(full)_Dealer

Recent Items

New Case
Select Case Record Type
Select a record type for the new case.

2. Select a case type

Select Case Record Type

Record Type of new record

- General
- Parts Technical
- Technical**

[Continue](#) [Cancel](#)

3. Continue

Available Case Record Types

Record Type Name	Description
General	System, Manual, Market sensing and Others
Parts Technical	Parts Technical
Technical	Case must have Product, Model, Serial no

Description

You can choose 3 types of cases:

1. Technical case
 - Related to technical issue on certain machine, with certain serial number
2. General case
 - General questions and cases, not related to certain machine
 - Cases about manuals, system, etc.
3. Parts technical

4.2.2 Cases – how to create

How to create a case

Description

- Fields marked with I = are mandatory to fill and case can't be registered without this information
- In case you can't find a certain machine, contact ServiceSupport

Lookup

DX300LC-5 Go!

Search Name All Fields

< Clear Search Results

Search Results

Models [3]

Model	SUFFIX	Product
DX300LC-5	CECBC	Crawler Excavator
DX300LC-5	CECEA	Crawler Excavator
DX300LC-5K	CECEA	Crawler Excavator

Lookup

1229 Go!

Search Name All Fields

< Clear Search Results

Search Results

Equipment [1]

Serial No	Product	Model	Dealer	Dealer Region	Dealer Country
1229	Crawler Excavator	DX300LC-5	Grausch i Grausch Maszyny Budowlane Sp.	EMEA	Poland

4.2.2 Cases – how to create

How to create a case

Subject Information

Subject **Fill a subject of a case (see the subject format in description)**

Description of the Problem

Describe a problem here

Attach main image if possible

Insert Image

Upload Image Web Address

Select Image Procházet...

Maximum size 1 MB. Only png, gif or jpeg

Description

Enter a description of the image for visually impaired users

Insert Cancel

Troubleshooting Performed

Describe:

- What did you investigate already
- How did you try to solve the issue (parts change, software change etc.)

Description

- For subject use this format:
ModelClass_ModelName_title
- Example: *DX_140LCR-5_case*
- If possible attach a general picture to Description,
- Describe what troubleshooting has been already done (whole history is important)

Optional

Assign using active assignment rules

Submit Save & Close Submit & Add Attachment Save & New Cancel

4.2.2 Cases – how to create

How to create a case

Probable Root Cause of Failure & Comment

Possible causes of the problem

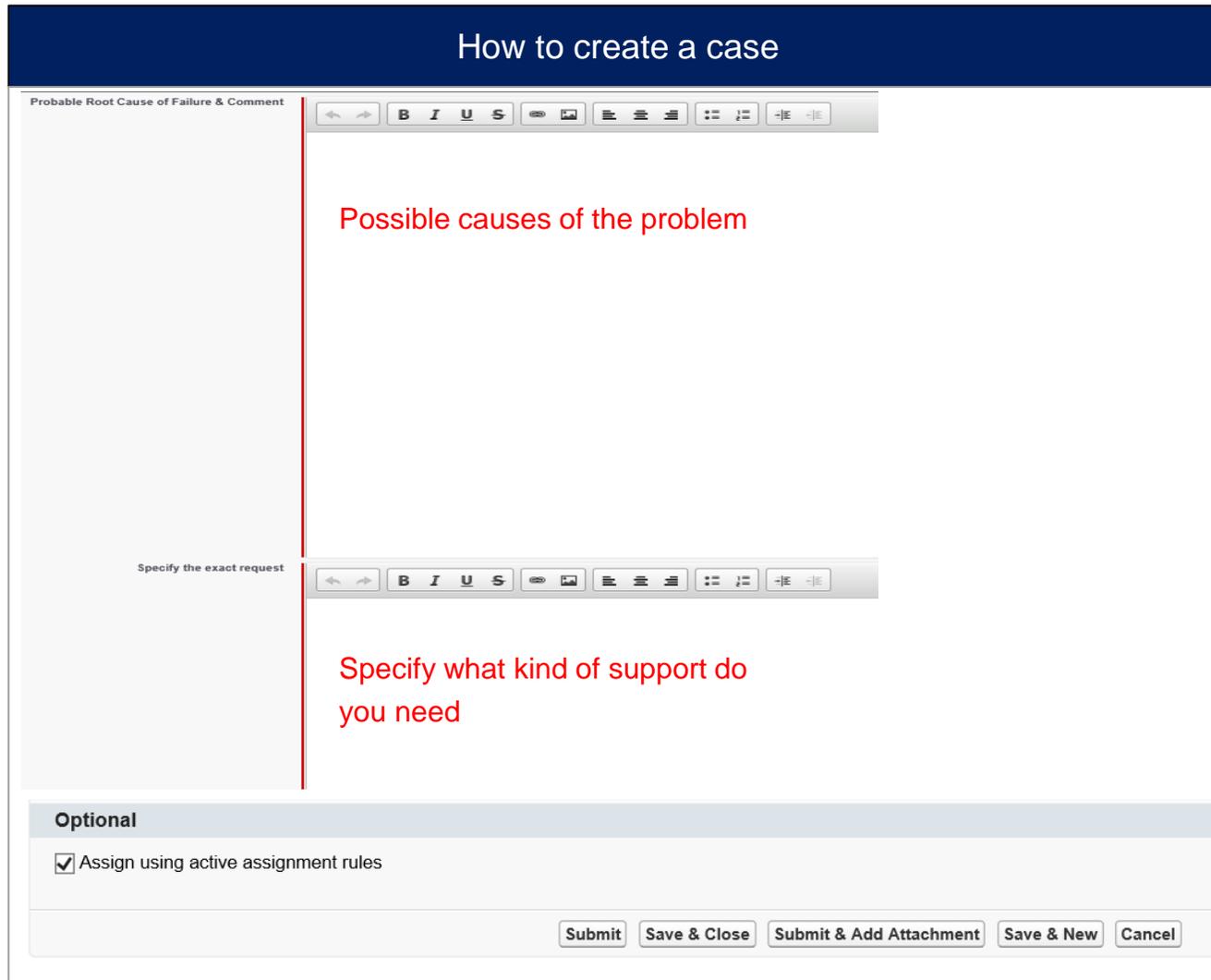
Specify the exact request

Specify what kind of support do you need

Optional

Assign using active assignment rules

Submit Save & Close Submit & Add Attachment Save & New Cancel

The screenshot shows a web form titled "How to create a case". It has a dark blue header. Below the header, there are two text input areas. The first is labeled "Probable Root Cause of Failure & Comment" and contains the text "Possible causes of the problem". The second is labeled "Specify the exact request" and contains the text "Specify what kind of support do you need". Both text areas have a rich text editor toolbar above them with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, bulleted list, numbered list, indent, and outdent. At the bottom of the form, there is an "Optional" section with a checked checkbox for "Assign using active assignment rules". At the very bottom, there are five buttons: "Submit", "Save & Close", "Submit & Add Attachment", "Save & New", and "Cancel".

Description

- Describe what can be a possible root cause of a issue
- Specify your exact request, what kind of support do you need, what do expect

4.2.2 Cases – save a case

Optional

Don't change default setting.
Keep active.

Assign using active assignment rules

Submit

Save & Close

Submit & Add Attachment

Save & New

Cancel

Register the case and forward to responsible people

Register a case and close it. Case won't be forwarded further. Only Informative cases

Register a case and open window to add attachment

Register the case and open a window to create a new one.

Cancel the case without saving

Attachments

Attach File

Attach File to Case 2017-0000036433

1. Select the File
Type the path of the file or click the Browse button to find the file.
 Procházet...
2. Click the "Attach File" button.
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
3. Click the Done button to return to the previous page.
(This will cancel an in-progress upload.)

Description

- Every case may be updated afterwards
- Attach to every case important documents like Diagnostic tool snapshot, DMS history data, pictures, videos etc.

5. Bulletins

Bulletins

NEX2U+ EU

DOOSAN CONNECT

Search... Search

Home Accounts Contacts Cases **Bulletins** Equipment Reports Articles Content Special Tool Libraries

Product Support for EU

DOOSAN CONNECT

My Company Profile
My Profile

Channel Manager

External user manual

Manual for Nex2UPlus_Dealer
NEX2U Plus Manual(full)_Dealer

Bulletins Home

View: CPEUE-All Bulletin for Dealer CPEUE-Field Modification for Dealer CPEUE-Technical Bulletin for Dealer CPEUE-Warranty Bulletin for Dealer Go!

Recent Bulletins Recently Viewed

No recent records. Click Go or select a view from the dropdown to display records.

Description

- You can find bulletins related to your dealer account
- Field modification bulletins
- Technical bulletins
- Warranty bulletins
- Service informations

6. Equipment – main page

Equipment

NEX2U+ EU

DOOSAN

Search... Search

Home Accounts Contacts Cases Bulletins **Equipment** Reports Articles Content Special Tool Libraries

Product Support for EU

DOOSAN
CONNECT

View: CPEUE-ADT for Dealer
CPEUE-ALL Equipments
CPEUE-Crawler Excavator for Dealer
CPEUE-Wheel Excavator for Dealer
CPEUE-Wheel Loader for Dealer Go!

My Company Profile
My Profile

Channel Manager

External user manual

Manual for Nex2UPlus_Dealer
NEX2U Plus Manual(full)_Dealer

Recent Equipment Recently Viewed

Serial No	Model	Dealer	Equipment	Dealer Region	Dealer Country	Shipping Date	Warranty Start	Warranty end
1192	DX170W-5	Grausch i Grausch Maszynv Budowlane Sp.	CEWAP-001192	EMEA	Poland	31.08.2016	04.11.2016	
1229	DX300LC-5	Grausch i Grausch Maszynv Budowlane Sp.	CECBC-001229	EMEA	Poland	24.07.2015	30.09.2015	
10230	DX340LC-5	Grausch i Grausch Maszynv Budowlane Sp.	CECBD-010230	EMEA	Poland	29.07.2015	29.01.2016	
10121	DX380LC-5	Grausch i Grausch Maszynv Budowlane Sp.	CECBE-010121	EMEA	Poland	28.06.2016	31.08.2016	
1876	DX225LC-3	Grausch i Grausch Maszynv Budowlane Sp.	CEBAO-001876	EMEA	Poland	28.01.2015	27.10.2017	

Description

- Shows a machines belongs to your dealer account
- Can be filtered according machine type
- You can open detailed information about machine by clicking on machine serial number
- You can open detailed information about model by clicking on model name

6. Equipment – machine information and new case

Equipment

Recent Equipment

Serial No	Model	D
DX170W-5		:
DX300LC-5		:
DX340LC-5		:
DX380LC-5		:
DX225LC-3		:

[Show 5 more »](#) | [Go to list \(10\) »](#)

[New Case](#)

Action	Case Number	Type	Status	Elapsed time(text)
Edit Cls				

Options

Action	Material	Boom	Arm	Bucket
	DX170W-5-EUN1	Articulated Boom	2.5m Arm ; ART1	Only Dummy Link No Bucket

Main Component

Action	Main Component Name	Characteristic description	Characteristic Value
	CEWAP-001192_001	Engine Number	DL06P629740E09
	CEWAP-001192_024	Arm No.	ABC123 DJ
	CEWAP-001192_025	Arm Cylinder Lot No.	ABC123 DJ
	CEWAP-001192_026	Boom No.	ABC123 DJ
	CEWAP-001192_067	Bucket Cylinder	ABC123 DJ

[New Case](#)

Select Case Record Type

Select a record type for the new case.

Select Case Record Type

Record Type of new record: Technical

Available Case Record Types

Record Type Name	Description
General	System, Manual, Market sensing and Others
Parts Technical	Parts Technical
Technical	Case must have Product, Model, Serial no

Description

- List of actual service tools
- Including part numbers and detailed information

1. Select serial number

2. Create a new case

You will see machine detailed information

3. Fill information

7. Articles

The screenshot shows the 'Articles' section of a Doosan website. At the top, there is a dark blue header with the word 'Articles' in white. Below this is a navigation bar with links for Home, Accounts, Contacts, Cases, Bulletins, Equipment, Reports, Articles (highlighted), Content, Special Tool, and Libraries. A search bar is located in the top right of the navigation bar. On the left side, there is a search sidebar with a search input field, a 'Search' button, and checkboxes for 'General' and 'Technical' article types. Below the search sidebar is a 'Filter Your Results' section with dropdown menus for 'Article Language' (set to English), 'Series', 'Component Group', and 'Language'. The main content area is titled 'New Articles' and features a yellow warning box stating: 'Only articles modified within the last 30 days are displayed. To view older articles, specify a search term or filter.' Below this is a table with columns for 'New Article Title', 'Type', 'Published Date', and 'Ratings'. The table contains several rows of article information, including titles like '[Service information]Publication of 'DPMS Service handbook'', '[Service Information]Excavator_Basic Operation Instruction training Movie Clip', and '[Service Information] Recommended Usage Limits of Doosan Lubricants'. A pagination bar at the bottom shows '1-7' and navigation arrows.

Description

- Articles visible to your dealer account are present here
- You can use filters for searching in articles

8. Special Tool

Special tool

NEX2U+ EU [User Icon]

DOOSAN

Home Accounts Contacts Cases Bulletins Equipment Reports Articles Content **Special Tool** Libraries

Product Support for EU

DOOSAN
CONNECT

Special Tool

Priority: Item: Product Group:
Series:

No. ▼	Priority	Item	Series	Part Description	Part No.	Product Group
20180622-0000141	B : Optional	Engine Special Tool	DL-Model (3);DX-Model	Special cable for Scania, Perkins from DMS port	310207-04115	Crawler Excavator;Wheel Excavator
20180622-0000140	A : Mandatory	Engine Diagnostic Tool	DX-Model	Perkins Engine Tool (E.S.T)	850329-00356	Crawler Excavator
20171123-0000119	B : Optional	Engine Diagnostic Tool	SD-Model	Weichai engine Diagnostic Tool	850329-00571	Wheel Loader

External user manual

Description

- List of actual service tools
- Including part numbers and detailed information

9. Libraries

Libraries

NEX2U+ EU

DOOSAN

Search...

Home Accounts Contacts Cases Bulletins Equipment Reports Articles Content Special Tool **Libraries**

Content Search

All Libraries

Search

Recent Items

20180622-0000141
20151202-0000011
20151202-0000002
[Service information]Pub...
1192
DX170W-5
2018-0000038500
2018-0000038777
2017-0000036433

Libraries Overview

< Back

Use this page to view and manage shared libraries.

Shared Content

My Libraries

Actions	Library Name
Browse	Circuit
Browse	Circuit(EU) Circuit for EU
Browse	Competitor's Info(EU)
Browse	Diagnostic Program(EU)
Browse	ECU & EPOS program(EU)
Browse	Engine Manual(EU)
Browse	Injection pump Cal. data
Browse	Injection pump Cal. Data(EU)
Browse	Labor time guide
Browse	Labor time guide(EU)

Next >

Popular Tags

Sort Alphabetically | Sort By Popularity

C50 DL550 DX260LCA **Electric circuit**
Hydraulic circuit Injection pump calibrati...
K200 K250 K450 K550 Labor Time Guide
Performance data QDK220 **Spec sheet** V05W
V14 V14RTS V14W V16W SR V17W V21WE V22
V23N V23RTS V25 V30LL V38 V42 V49 VDK22LL
VDK38LL

Recent Activity

Leopoldo Passos likes SD300,SD300N,SD200_LTG in Labor time guide 1 week ago

Tmc_sub subscribed to S250LC-V SPEC EN in Spec sheet 3 weeks ago

Description

- Contains information previously present in Doobiz
- Machine schematics, operation manuals, shop manuals
- Engine manuals and labor time guides