

Cummins Guidanz™ (Mobile App) Training

July 05, 2018

Public

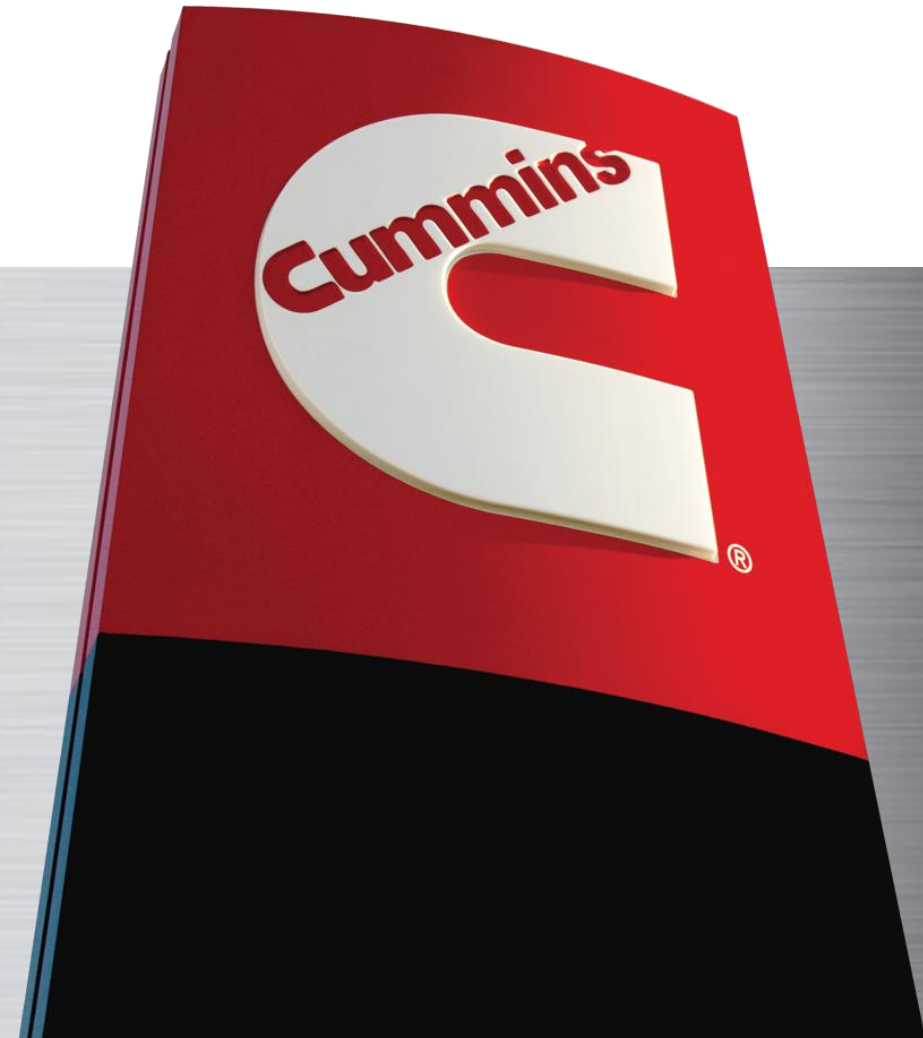


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Versions 1.2 - 1.4

■ Version 1.2 Released Dec 18, 2017

- Update includes but not limited to:
 - Estimated Service Time probability graphs
 - Location coordinates in share emails
 - Other minor improvements

■ Version 1.3 Released Jan 17, 2018

- Update includes but not limited to:
 - Performance update to improve connection time
 - Known Issue:

Connection failure on some trucks with IOS and INLINE mini – We believe this is an issue with INLINE mini and are working with Nexiq on priority.

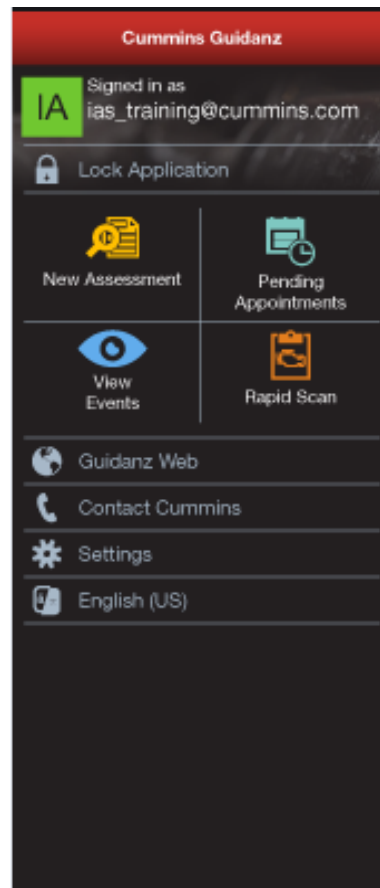
■ Version 1.4 Released Feb 10, 2018:

- Update includes but not limited to:
 - INLINE Mini new firmware update:
 - J1939 device support has been limited to RPM, Engines, Transmission and Brakes to reduce connection failures

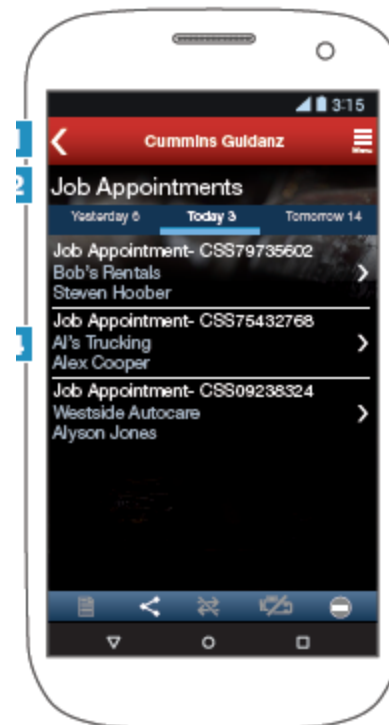
Version 2.0 Release April, 2018

Version 2.0 updates include but not limited to:

Start Page



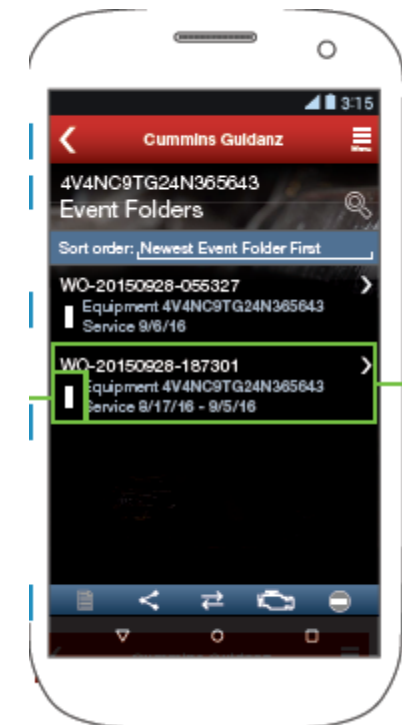
Job Appointment List



Event Folder Summary



Event Folder History



Version 2.1 Release July, 2018

- **Release Date: 02 July, 2018**
 - **Update includes but not limited to:**
 - **Minor bug fixes**



Cummins Guidanz

- Guidanz™ is Cummins' new suite of genuine service products, features and capabilities. <https://cumminsengines.com/guidanz>
- Guidanz mobile app will start with INSITE like capability and will eventually combine everything from diagnostics, training, repair, warranty, metrics and performance feedback
- Initially Guidanz app will be available for download in US, Canada, Australia, EU (including UK), Mexico, Peru and Columbia (Immediate Assessment Subscriptions are available only for US, Canada, and EU (including UK))

Functionality

- **Guest User Functionality**
- **Subscribers to Immediate Assessment:**

Supported Products

- Core II ECMs
 - List of unsupported devices is available on the user guide at <https://insite.cummins.com/guidanz/>
- ADEPT Route Parameter Manager (RPM) Module
 - For More info
 - <https://cumminsengines.com/adept>
 - <https://insite.cummins.com/ADEPT>
 - Note: Currently you do not need a subscription to service the RPM module. Users can select the “Use without Account” option.

Hardware Requirements

■ IOS

- IOS 9 or higher
- Bluetooth compatible devices only
- Only 64 bit processors are supported
 - Supported Devices
 - Phones – iPhone 5S and newer
 - Tablets – iPad Air and newer, iPad mini 2 and newer, iPad Pro and newer

■ Android

- Android OS 4.4 or higher
- Bluetooth compatible devices only
- If you have compatibility questions please email the make and model of your device to servicetoolsupport@cummins.com



Download/Installation and Subscriptions

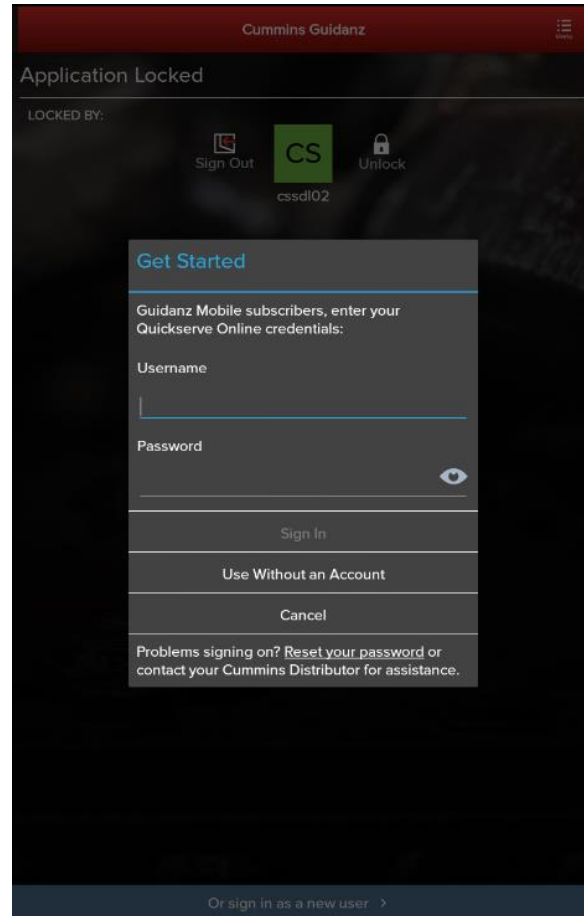
- App available for download in US, Canada, Australia, EU (including UK), Mexico, Peru and Columbia
- Free Download
 - Android
 - Search for “Cummins Guidanz” on Google Play
 - iOS
 - Search for “Cummins Guidanz” on the App Store
- Immediate Assessment Feature Subscriptions
 - Immediate Assessment Subscriptions are available for US, Canada, and EU (including UK)
 - Dealer/Distributor users needs to contact their regional distributor channel admin to get a subscription ([Licensing Support](#)). In EU (including UK), please contact Customer Assistance EMEA (emea.customerassistance@cummins.com).
 - Subscriptions are for a location. If a subscription is purchased for a location, multiple people can be added under that subscription.
 - Cummins Internal employees (**non-Distributor employees**) who need a subscription should contact ServiceToolSupport@cummins.com
 - Subscribed users can sign into the app using their QSOL user ID and password

Supported Adapters

- INLINE 7
 - Has Wired/Wi-Fi/Bluetooth, but Guidanz only works in Bluetooth mode
 - Works with INSITE as well
- INLINE Mini
 - Bluetooth
- More information about Adapters
 - <https://cumminsengines.com/INLINE>
- How to purchase adapters?
 - For Cummins internal employees (non-Distributor) go to Ariba, use Non-catalog items and order the part using part number and enter MDC as the supplier
 - Distributors and dealers can purchase it directly from <https://store.cummins.com/>
 - For all others, users need to contact their local distributor

General Functionality

Signing In



Cummins Guidanz

Application Locked

LOCKED BY:

Sign Out CS Unlock

cssdl02

Get Started

Guidanz Mobile subscribers, enter your Quickserv Online credentials:

Username

Password

Sign In

Use Without an Account

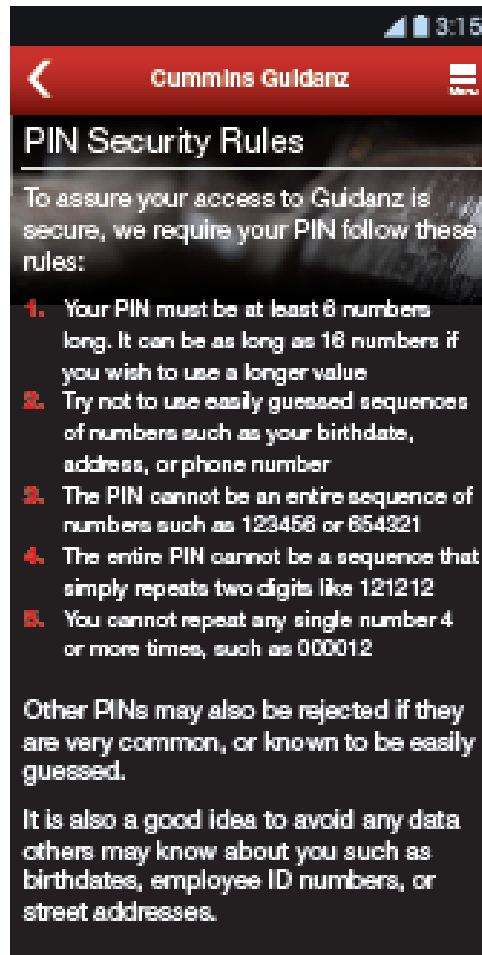
Cancel

Problems signing on? [Reset your password](#) or contact your Cummins Distributor for assistance.

Or sign in as a new user >

Guest users can use the app without signing in.
Immediate Assessment subscribers need to get an account.

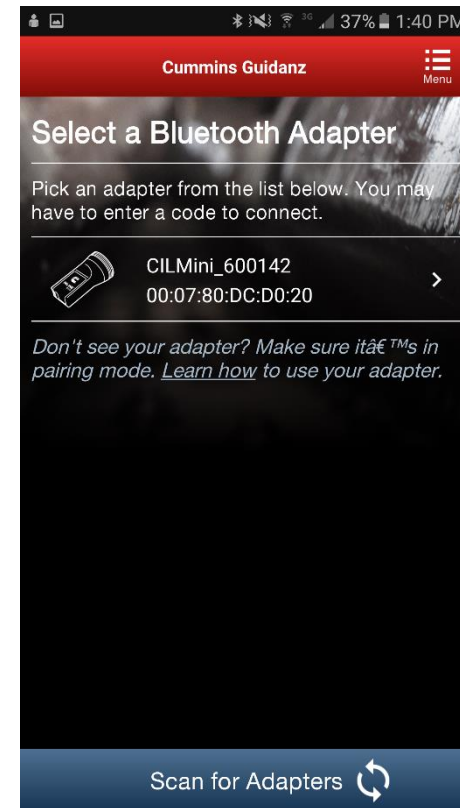
New Pin Security Rules



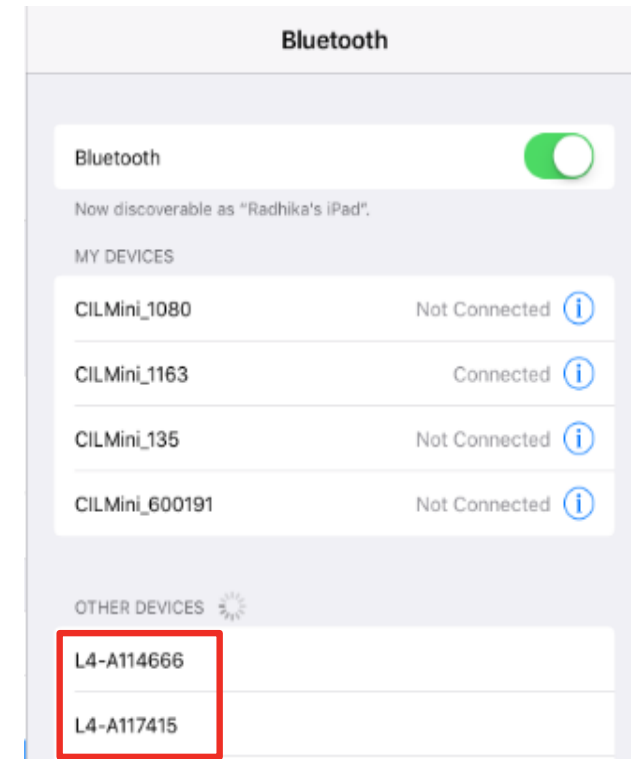
- Pin must be between 6 and 16 numbers.
- No entire sequences can be used.
- Two or more digits cannot be repeated.
- No single number can be repeated 4 or more time.

Connecting Adapter to Guidanz

- For Initial Pairing, the adapter has to be put on pairing mode
 - Hold the reset button at the end of the adapter for about 2-3 seconds
 - The light on the adapter will flash for about 2 minutes
 - You have to pair it to the device within that time
- Subsequent connections
 - The device would be able to find the adapter without needing to press the button on the adapter
- The adapter can be identified by the last few digits of the s/n on the label



Android
Pairing screen is within the app



IOS
Pairing and connection
is done on the devices
Bluetooth settings
window

Connecting Adapter to Guidanz

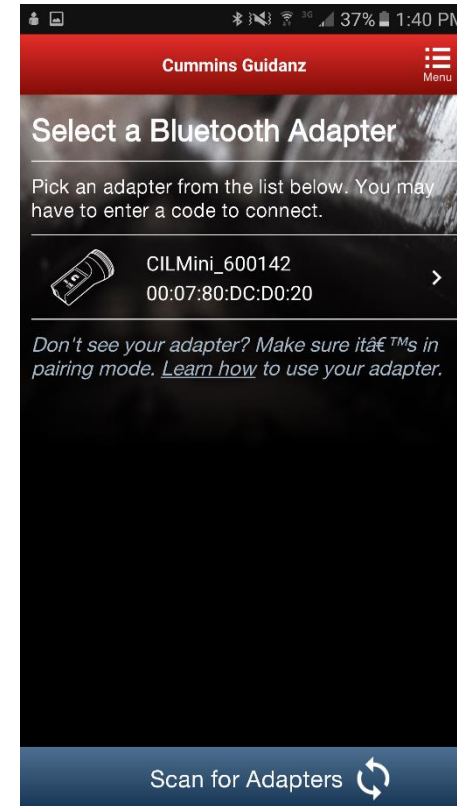
— Known Issue

This is not a bug.

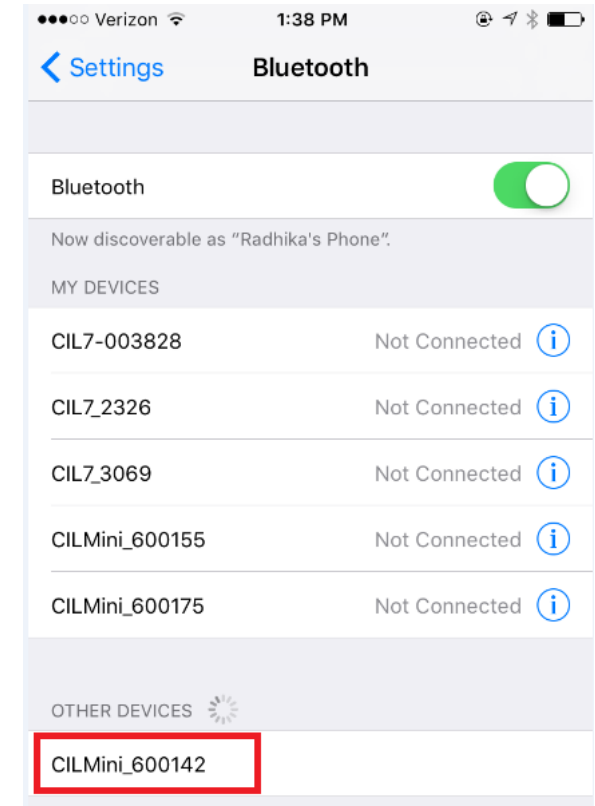
App does not auto connect to the adapter.

Unlike some adapters in the market the INLINE 7 and INLINE mini do not auto connect to the mobile device after the initial connection. This is by design to prevent unintended auto connection in locations where multiple users share the adapters.

We are investigating if something can be done to make it easier to the user, while we (Cummins) must keep our security protocol in place.



Android
Pairing screen is within the app



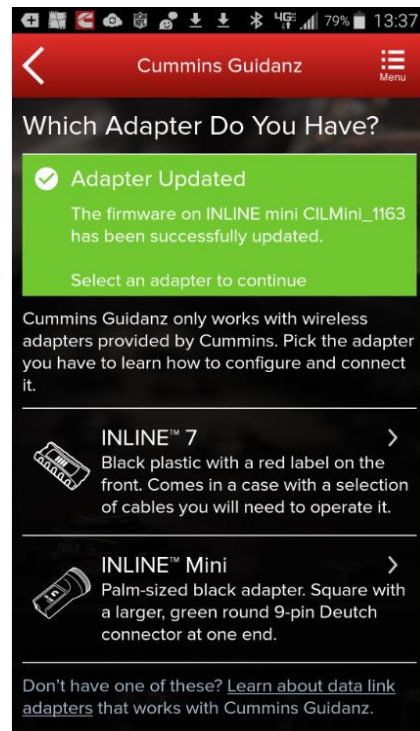
iOS
Pairing and connection
is done on the devices
Bluetooth settings
window

Connecting Adapter to Guidanz

— Firmware Update of INLINE Mini

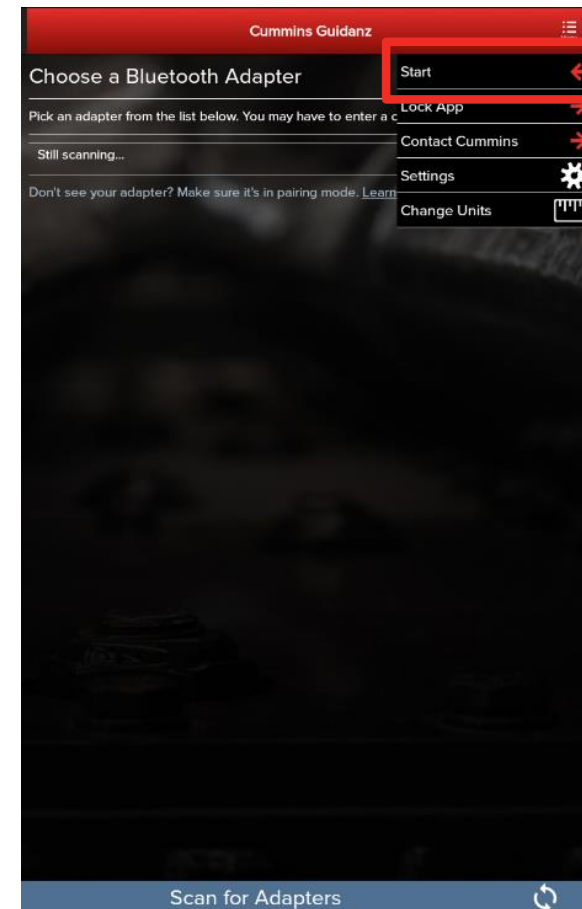
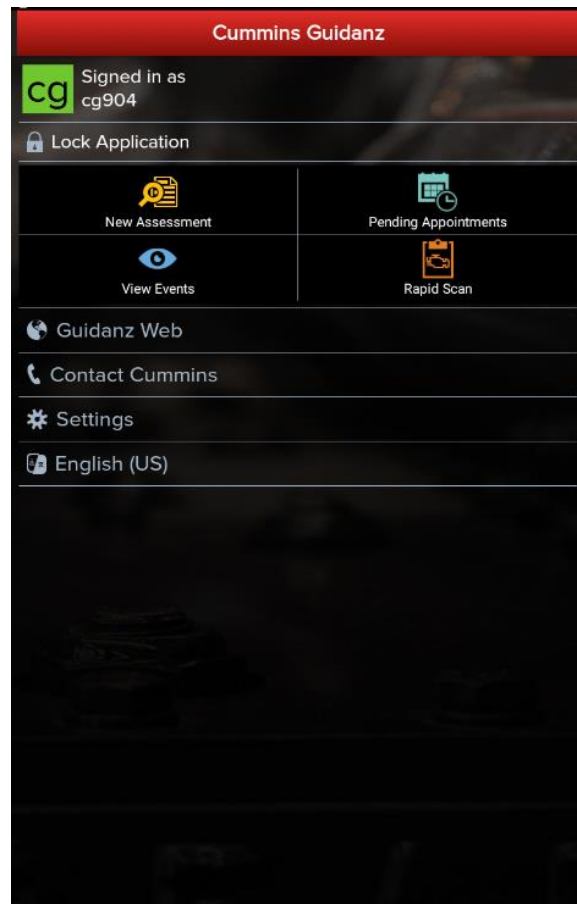
If the firmware of the INLINE Mini needs to be updated, once you have selected the INLINE Mini adapter in the app, the app will automatically update it and display a status update once completed.

If a firmware update has been completed, please be aware that you will have to reconnect again the INLINE Mini.

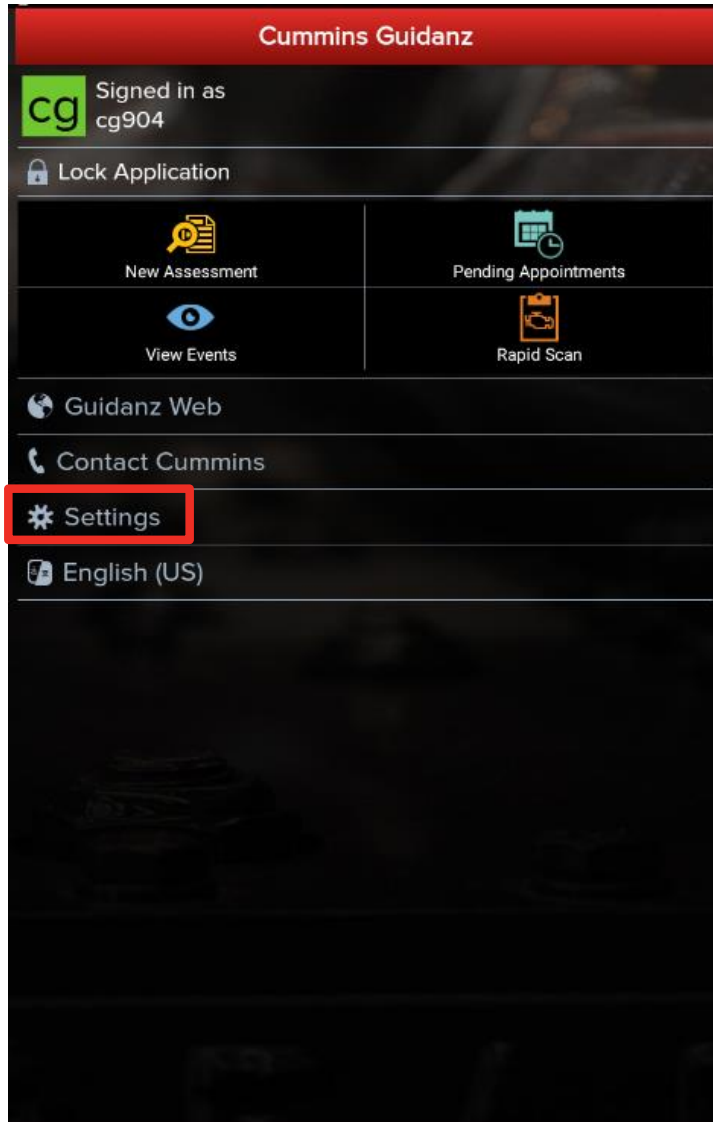


Home Page/Start Page

- To get to the Home page/Start page, click on Menu → Start. This will disconnect you from the ECM.



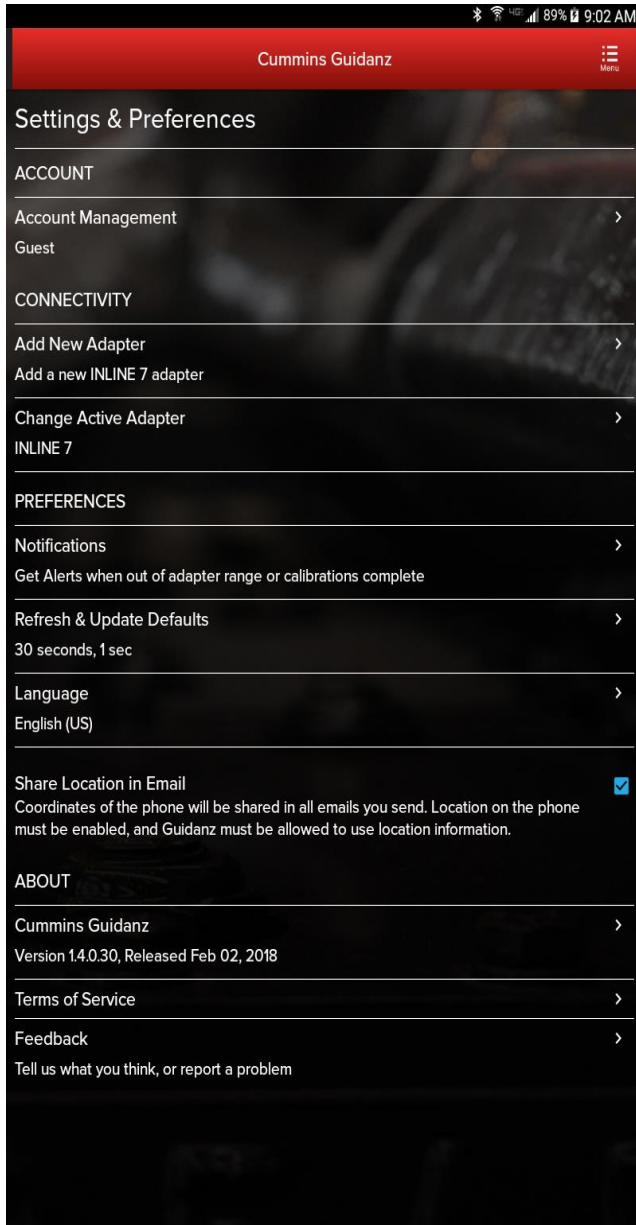
Menu - Settings and Preferences



To access Settings and Preferences:

- In the Start page, click on the Settings button
- When connected, click on Menu → Settings

Menu - Settings and Preferences



ACCOUNT

Account Management - Allows user to view subscription status, change pin, remove user profiles, add new users, enable/disable background/foreground locks and time, change PIN

CONNECTIVITY

Add New Adapter - Allows user to add a new adapter

Change Active Adapter - Allows user to add a new adapter

Change Storage Limits – Allows user to change the duration IA records are stored for. By default they are stored for 30 days.

PREFERENCES

Notifications - Allows user to enable/disable onscreen notification when the adapter goes out of range or when a time consuming task(like calibration update) is completed

Refresh & Update Defaults – Allows user to set faults and monitor refresh rates

Language – Allows user to change the language

Share Location in Email – Shares location GPS coordinates in email

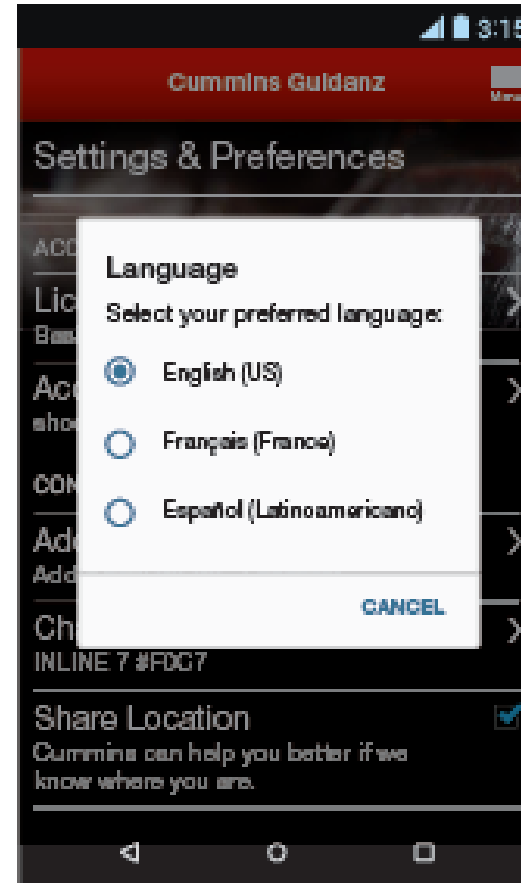
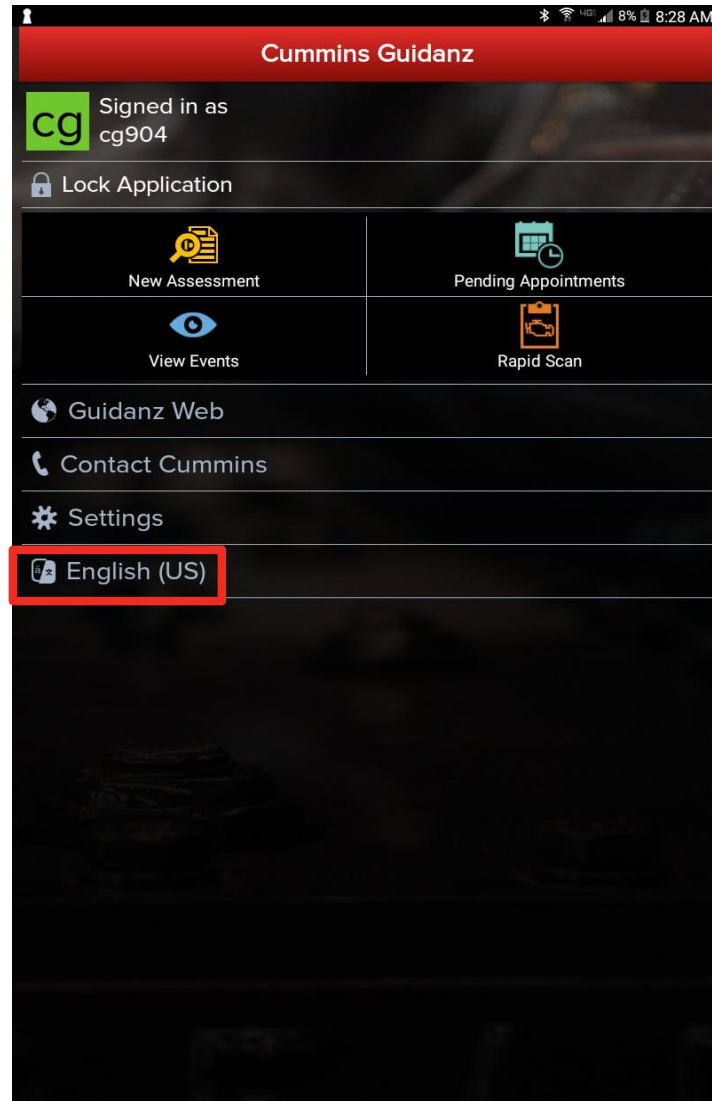
ABOUT

Cummins Guidanz link – Shows app version and displays intro screen again

Terms of Service – Shows user the End User License Agreement

Feedback – Allows user to contact servicetoolsupport@cummins.com

New Language Settings

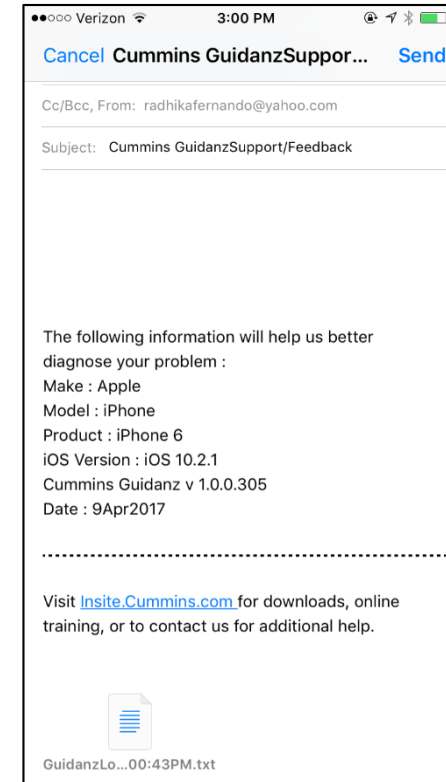
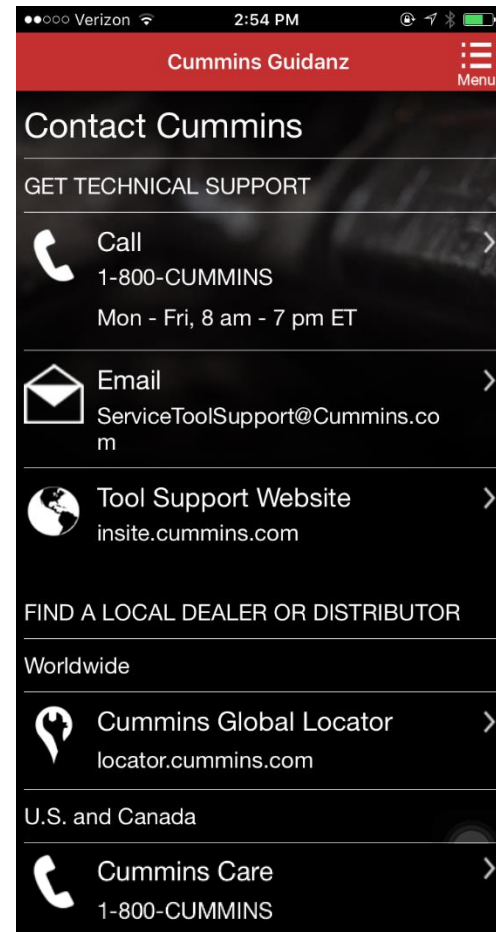
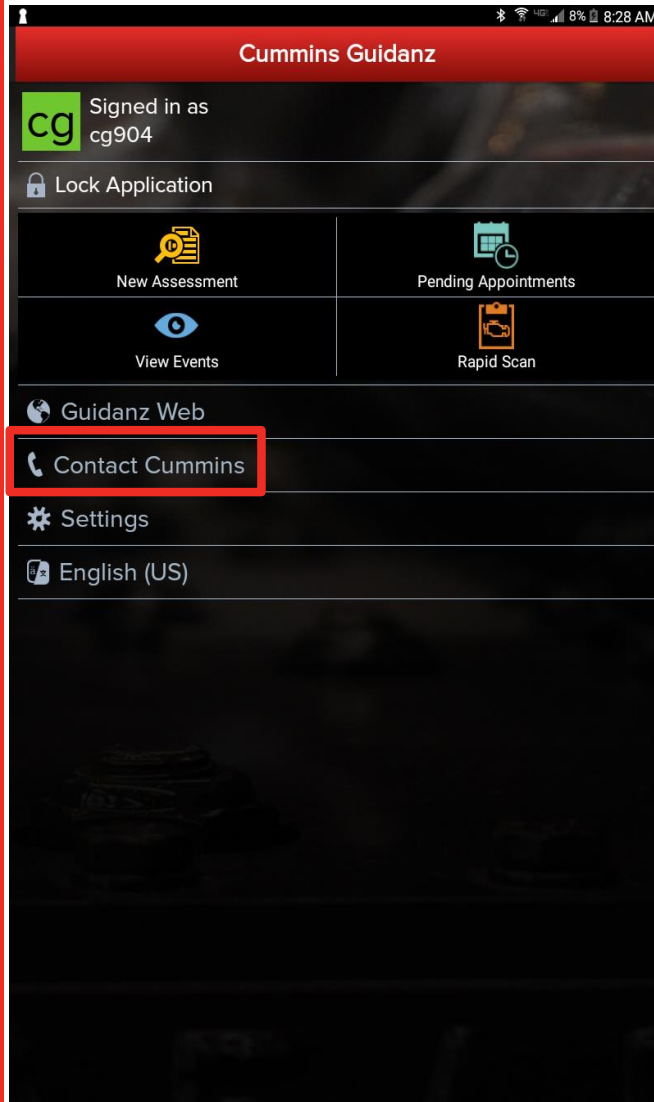


Available languages

- English
- French
- Spanish



Menu – Contact Cummins



Allows user to call or email technical support.

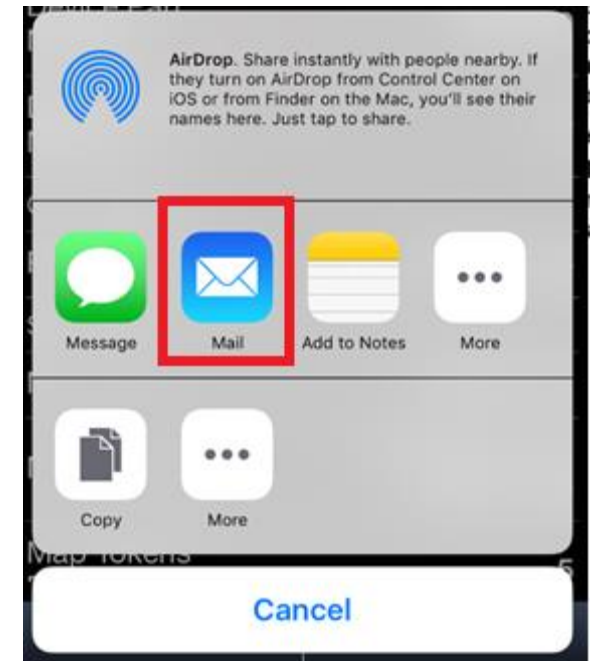
In Start page, click on Contact Cummins.

Or when connected, click on Menu → Contact Cummins → Email

The email contains device details that will help the support personnel troubleshoot issues.

Share Button

- User can share the content in the screen via email



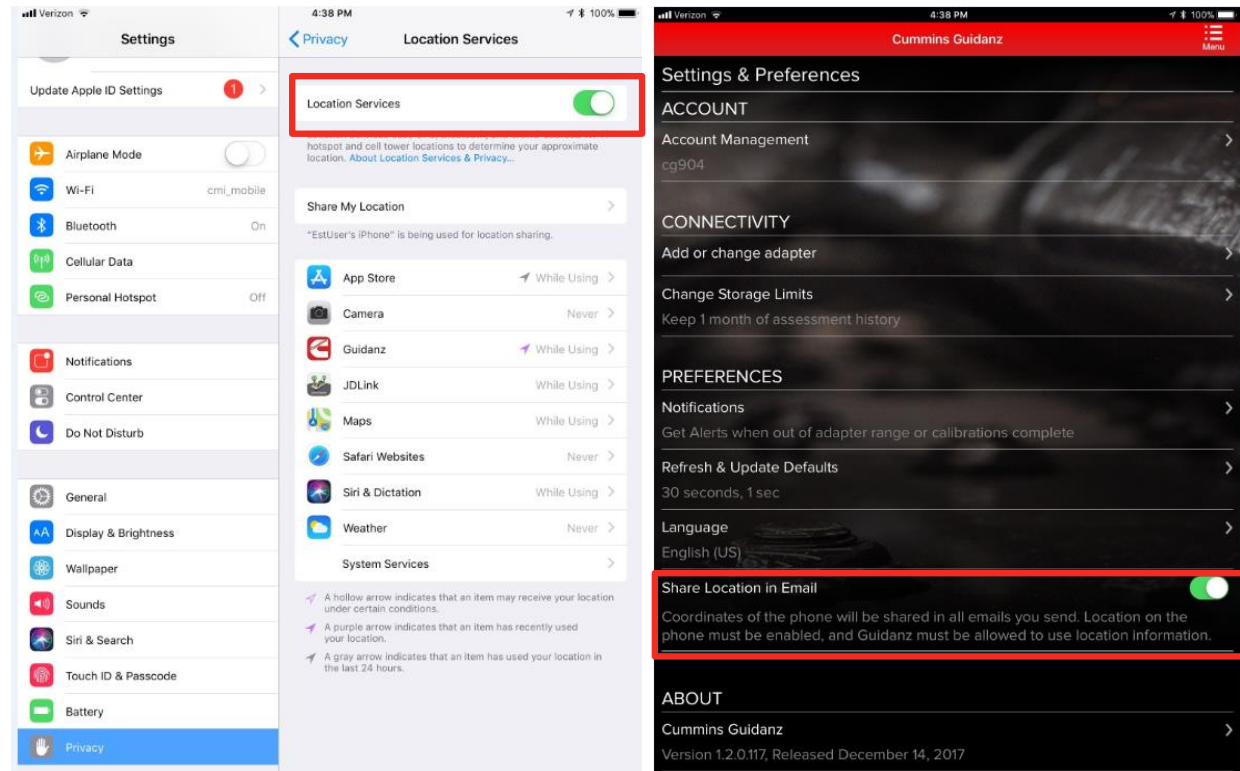
Sharing Fault Results



- User can click the “Share” button from the Faults screen or from the Immediate Assessment summary page to email the results
- Emailing from either page will share the same results
- It appends VIN, ESN, and some other information from the Dataplate and individual fault details page so that the user doesn't need to go to individual pages and email
- “Share” button from any other page will email only the content in that page.

Location

- When user selects the Location option in Settings in the device, as well as the Share Location in Email in Settings in the app, the device location will be included in the email.



The following information will help us better diagnose your problem :

Make : Apple
Model : iPhone
Product : iPhone6
OS Version : iOS 11.1.2
Cummins Guidanz v 1.2.0.116
Username :cssd102
Date : 20Dec2017

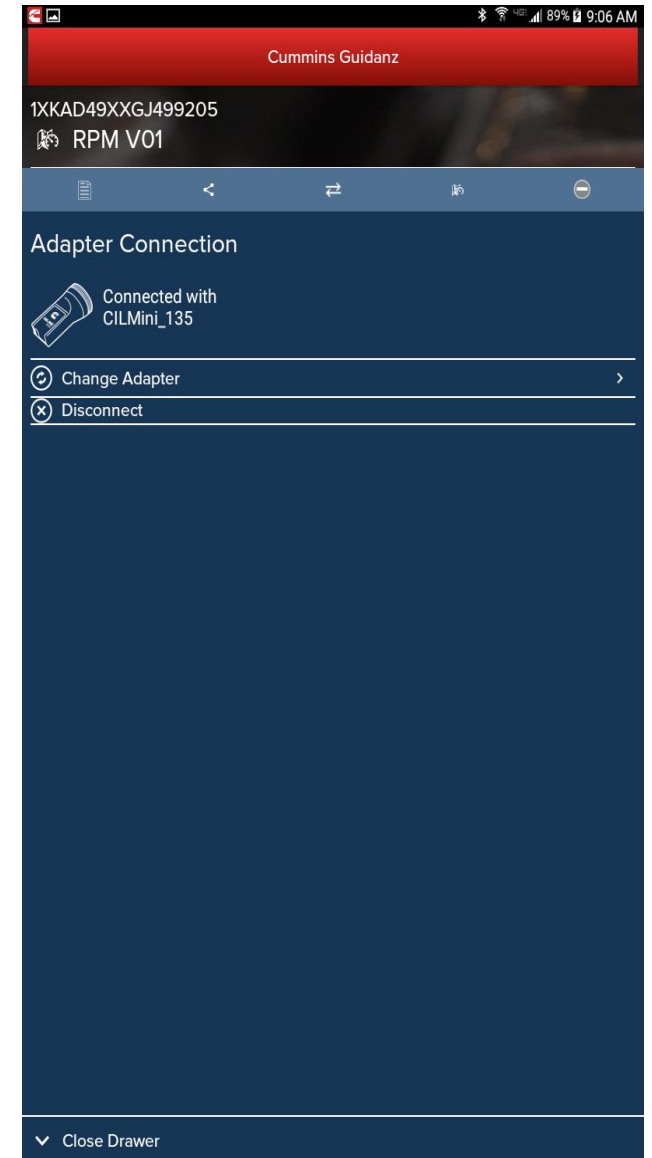
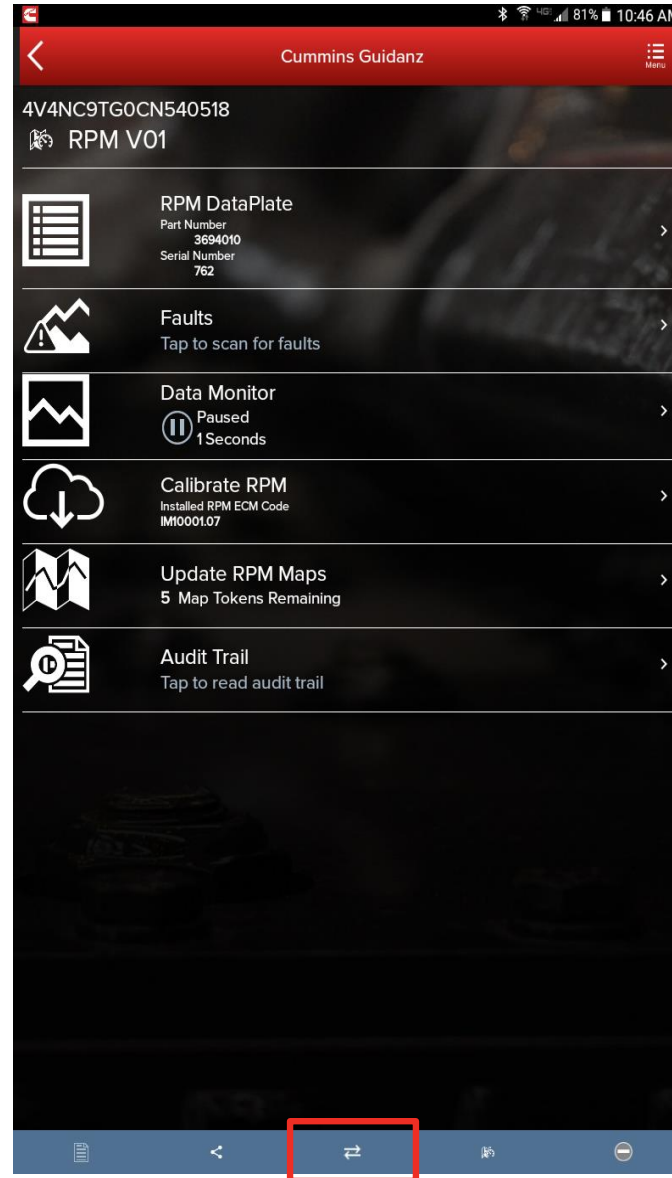
Your Location: [google.com/maps?q=39.1957599543729,-85.8936142118446](https://www.google.com/maps?q=39.1957599543729,-85.8936142118446)

Visit [Insite.Cummins.com](https://insite.cummins.com) for downloads,online training, or to contact us for additional help.

Connection Button



- Adapter Tab - Allows user to change adapter or disconnect app from adapter

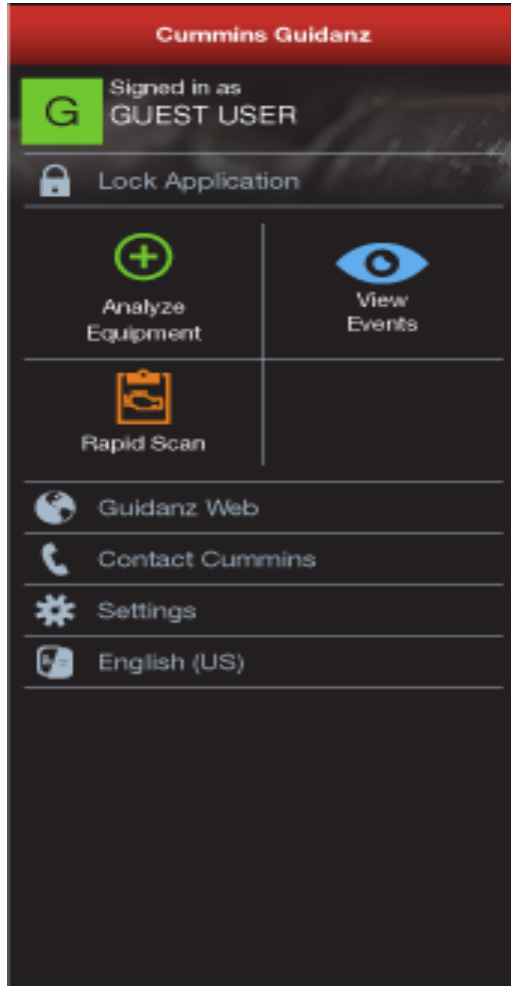


Manual Refresh

- Users can manually refresh the screen by swiping down the screen

Guest User

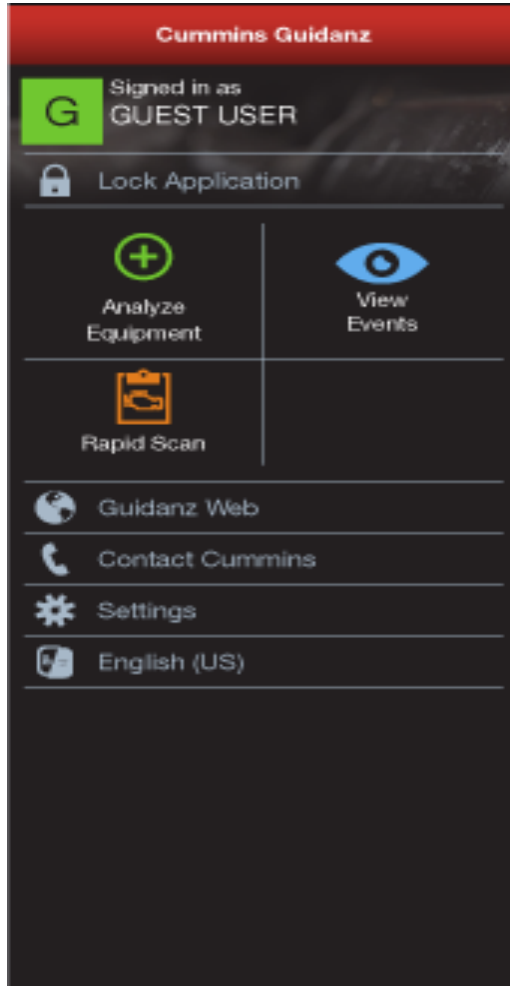
Home Page



- **Guest User Functionality**

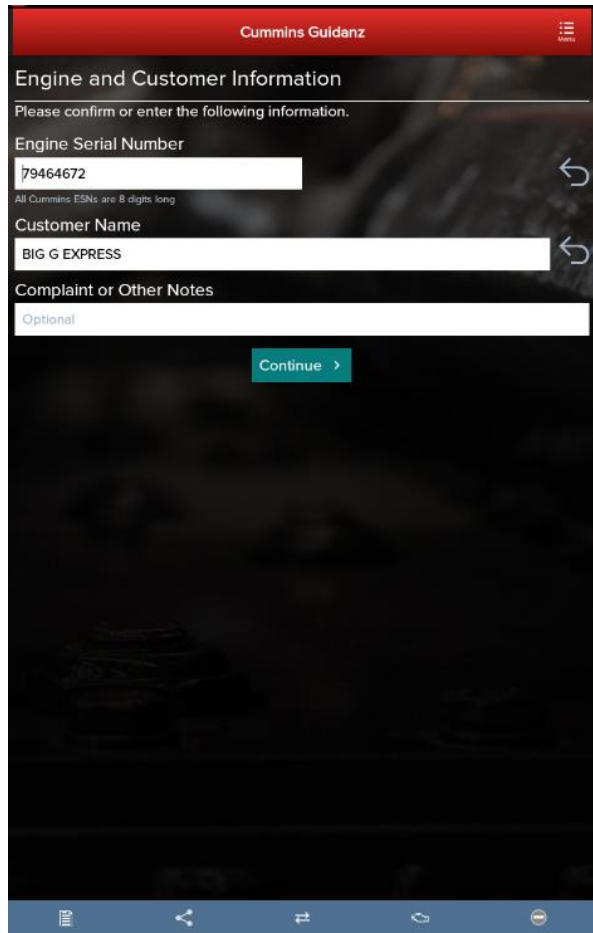
- Enter ESN and customer information
- Create Events and View Events
- RPM module support
- Equipment and device dataplate information
- Prioritized Cummins fault codes, and descriptions
- J1939 Device Fault
- The ability to share any information in the app via email
- French and Spanish language support

Rapid Scan



- When selecting Rapid Scan the user is taken directly to the Equipment Dashboard
- No prioritized fault codes will be displayed
- Event folder will be created

Analyze Equipment

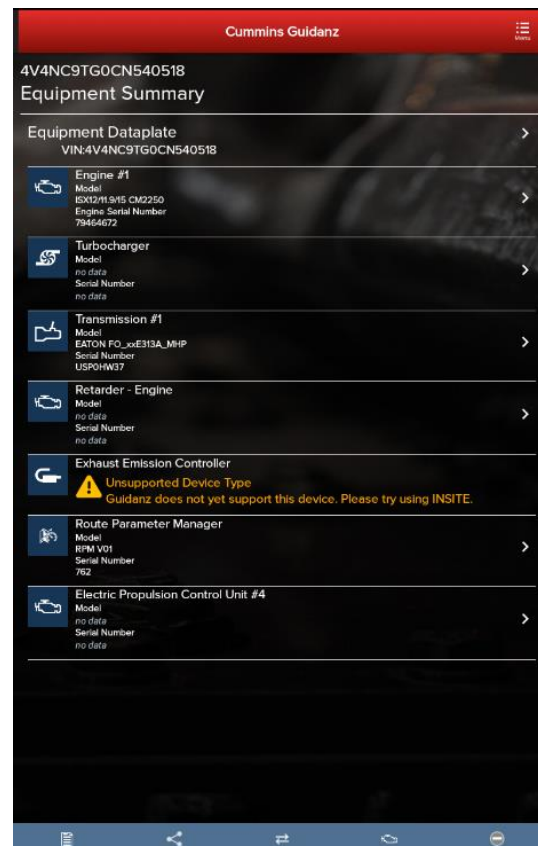


The screenshot shows the 'Cummins Guidanz' app interface. At the top is a red header with the text 'Cummins Guidanz' and a menu icon. Below the header is the title 'Engine and Customer Information' followed by the instruction 'Please confirm or enter the following information.' There are three input fields: 'Engine Serial Number' with the value '79464672', 'Customer Name' with the value 'BIG G EXPRESS', and 'Complaint or Other Notes' with the placeholder 'Optional'. Each input field has a back arrow icon to its right. Below the input fields is a green 'Continue' button with a right arrow. At the bottom of the screen is a blue navigation bar with five icons: a list, a magnifying glass, a gear, a location pin, and a person.

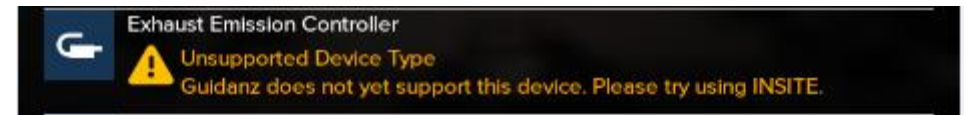
- When selecting Analyze Equipment the app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- The user is taken directly to the Equipment Dashboard
- Faults will be displayed in a prioritized order
- An event folder will be created

Equipment Dashboard (Equipment Summary Screen)

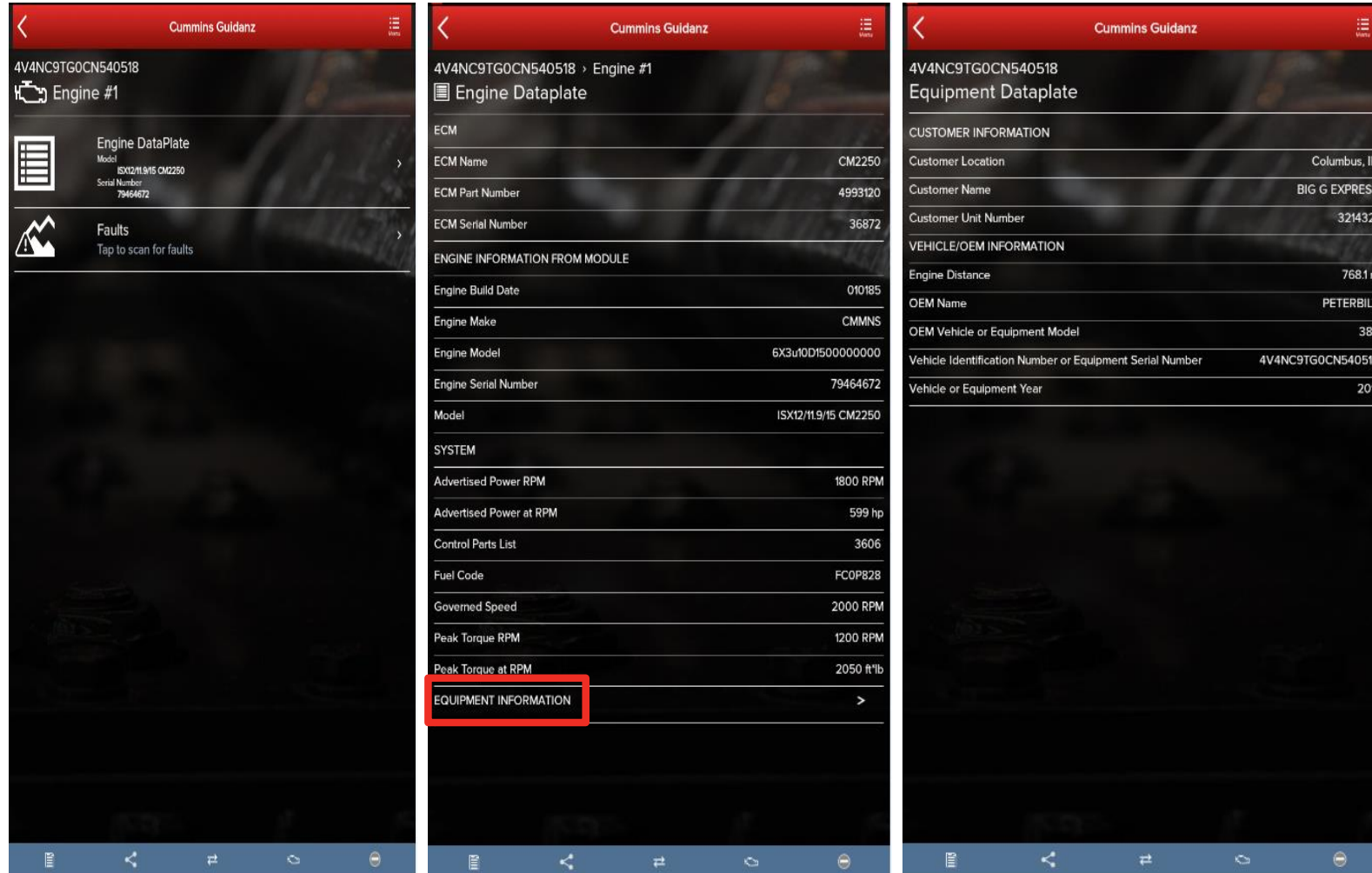
- The equipment summary screen will show Engine #1, and all J1939 devices, such as Transmission #1, Brake Controller, and Route Parameter Manager (if available).
- A yellow indicator will show unsupported devices.



Eg: ROM booted devices

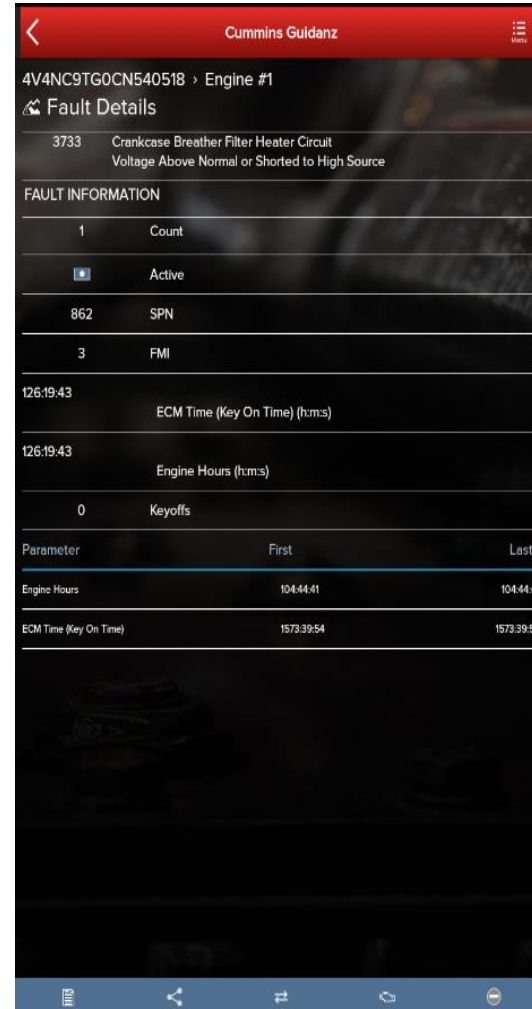
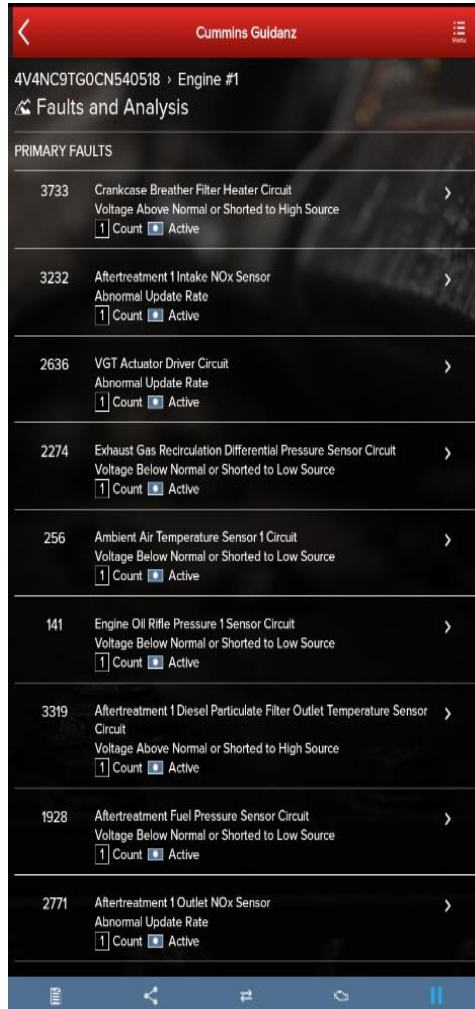


Equipment Dataplate



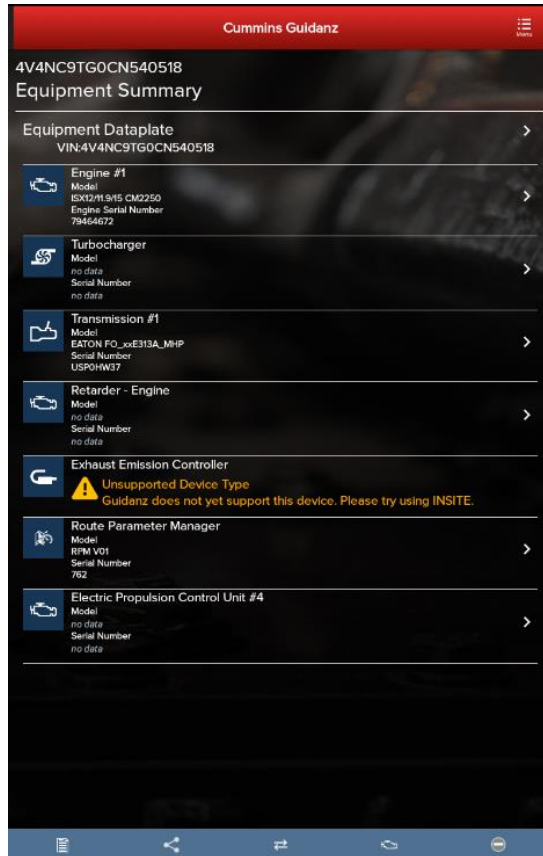
- Equipment Dataplate can be accessed via the ECM Device Dashboard and Engine Dataplate
- It contains the information the user enters such as customer name, manufacturer, model, etc., as well as other information

ECM Fault Screens

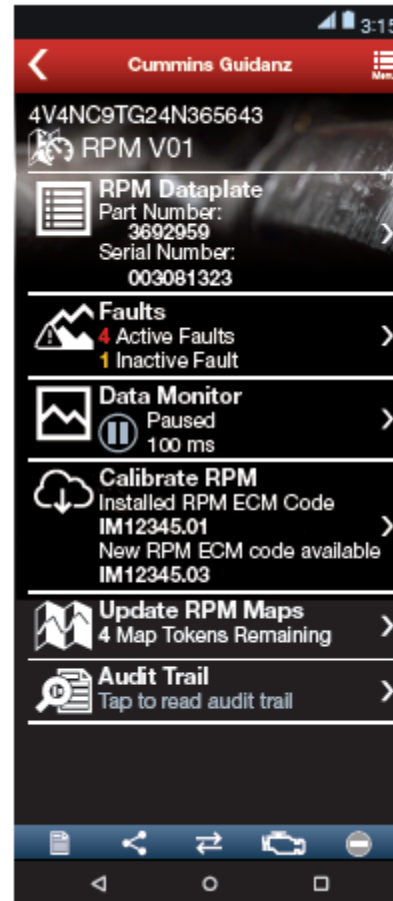


- Clicking on Faults in the ECM Device Dashboard displays the Faults and Analysis screen
- Clicking on an individual Cummins fault code displays the Fault Details

Device Dashboard



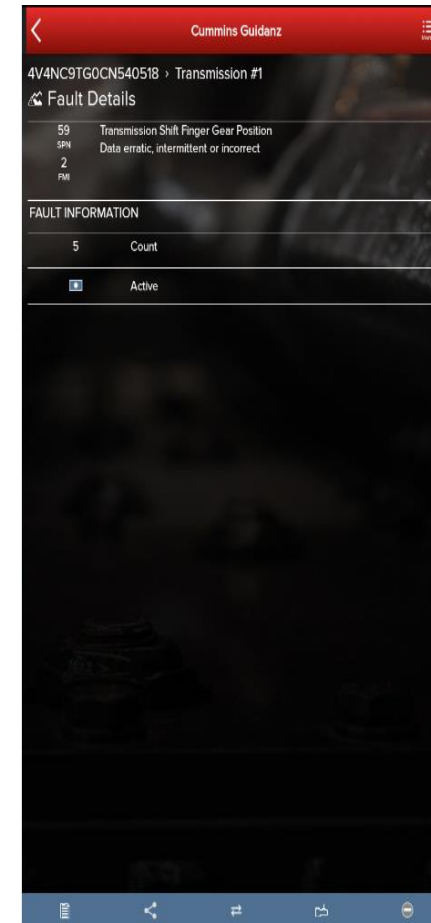
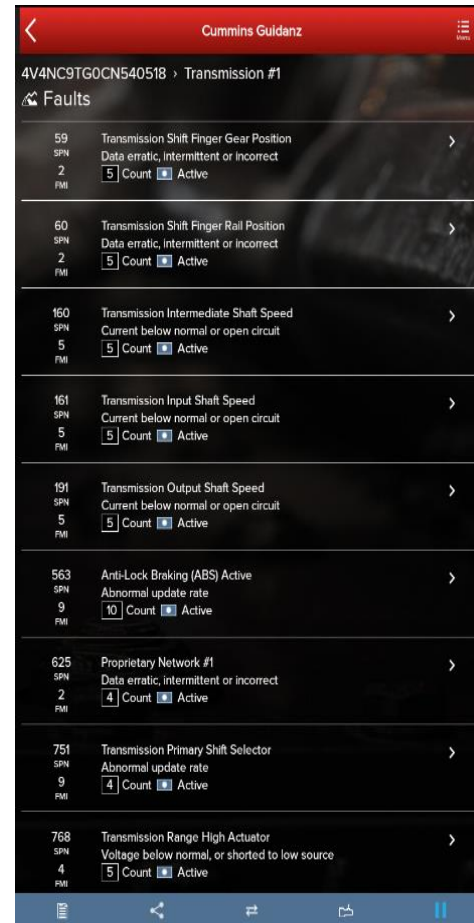
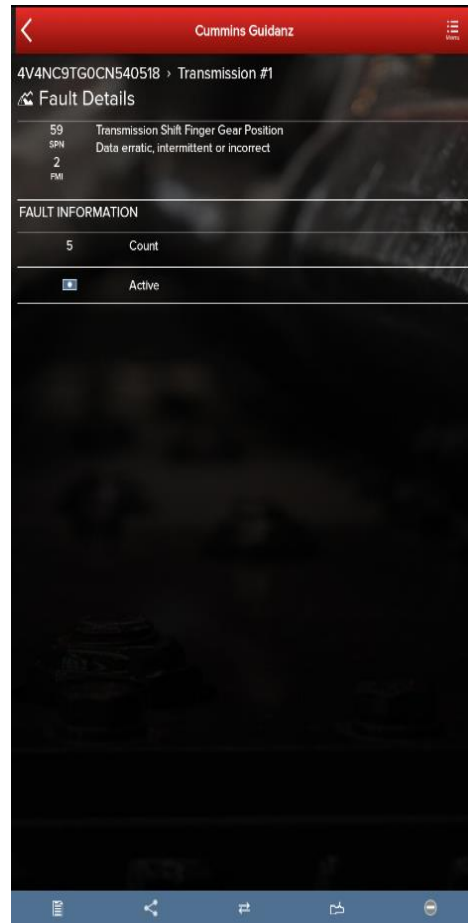
Core II ECM - Device Dashboard
Currently only "Engine Dataplate" and
"Faults" functionality is available



RPM - Device Dashboard

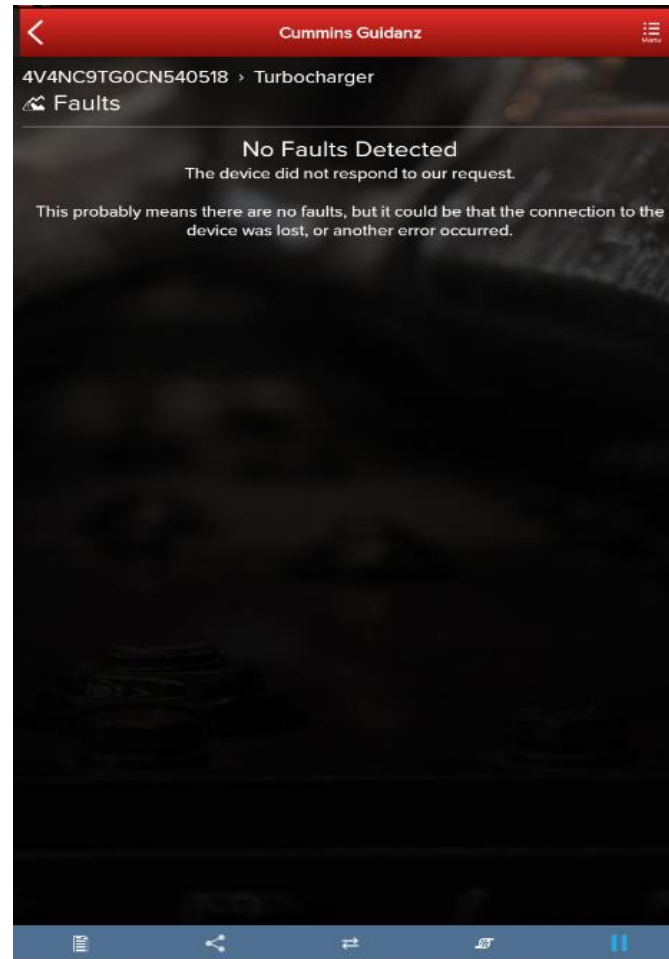
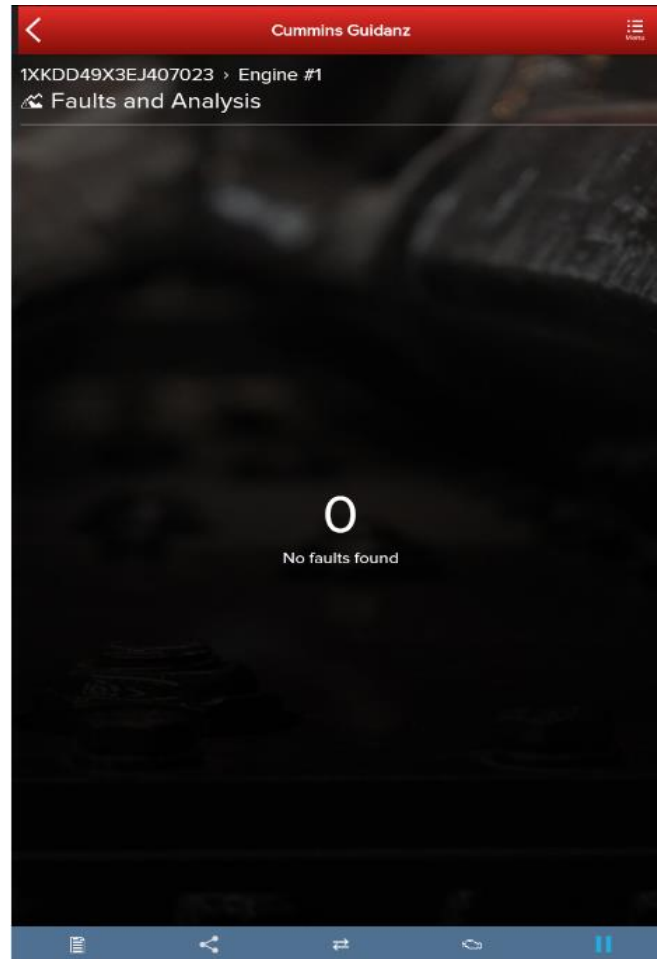
- Clicking on a device on the equipment dashboard displays the device dashboard
- The device dashboard screen shows all the functionality that is available for that device

J1939 Device Dashboard and Faults



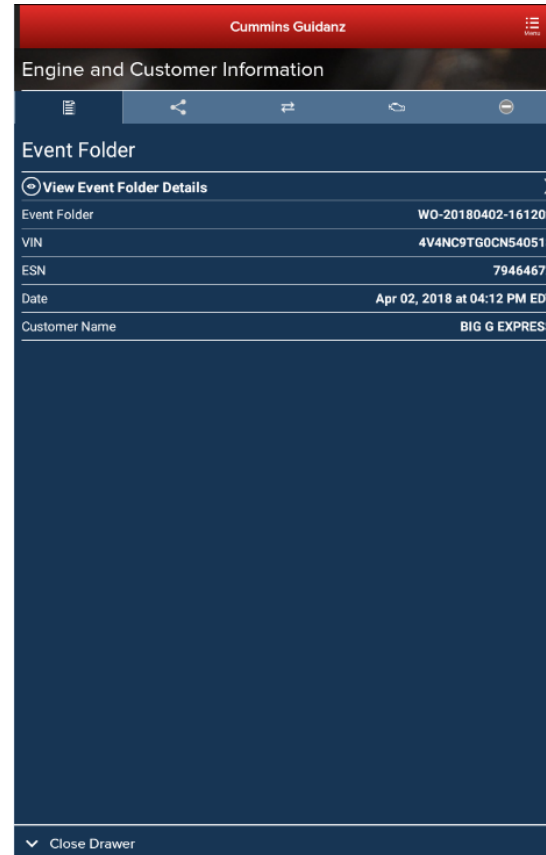
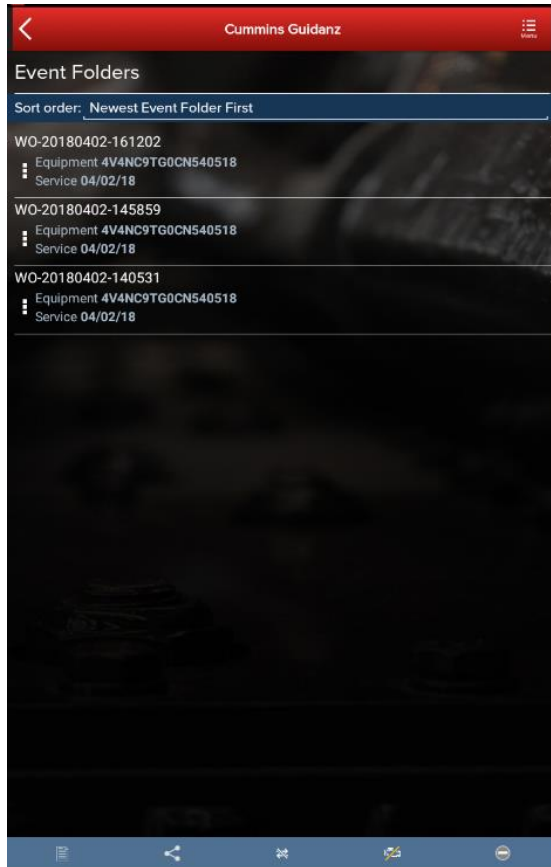
- Clicking on a J1939 device on the equipment dashboard displays the J1939 device dashboard
- The device dashboard for J1939 devices allows you to view the faults and fault details.

ECM and J1939 Zero Faults



- ECM will display 0 No faults found if no faults are detected.
- J1939 devices will display No Faults Detected if no faults can be found.

Event Folder



Event Folders can be viewed by clicking on View Events in the Start screen

Event Folder Details can be viewed by

- clicking on an event in the Event Folders screen
- clicking on the bottom left icon on the chyron

Immediate Assessment

Immediate Assessment

- When a truck pulls up to a shop, the service writer pulls up the faults and estimate how long the service will take
- Based on the estimated time to service, the truck gets directed to the appropriate service bay



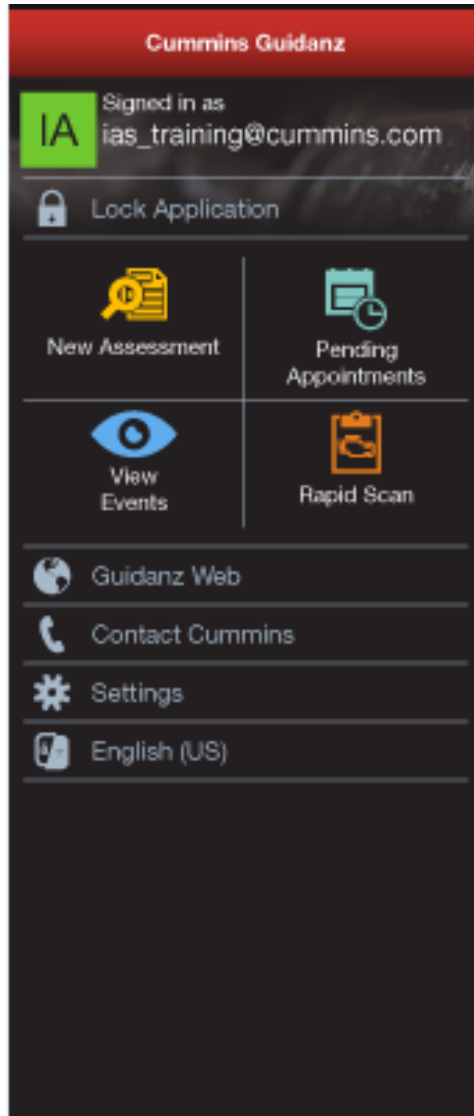
Immediate Assessment Service

Old process

1. The customer is met in the lot by the Service Writer
2. The SW plugs in a datalink adapter and uses a smart phone app (Fault Advisor App) to get public (SPN/FMI) fault code information from the ECM
3. QSOL is used to convert the SPN/FMI info into a Cummins fault code
4. QSOL FCA is used to prioritize the faults
5. The prioritized faults and engine make/model are plugged into a spreadsheet that predicted the Average Repair Time and Root Causes by percentage

With the Guidanz App, this process can be done within a few minutes. In addition, a Guidanz web (CSS) job can be created using Immediate Assessment Results to reduce intake on Guidanz web.

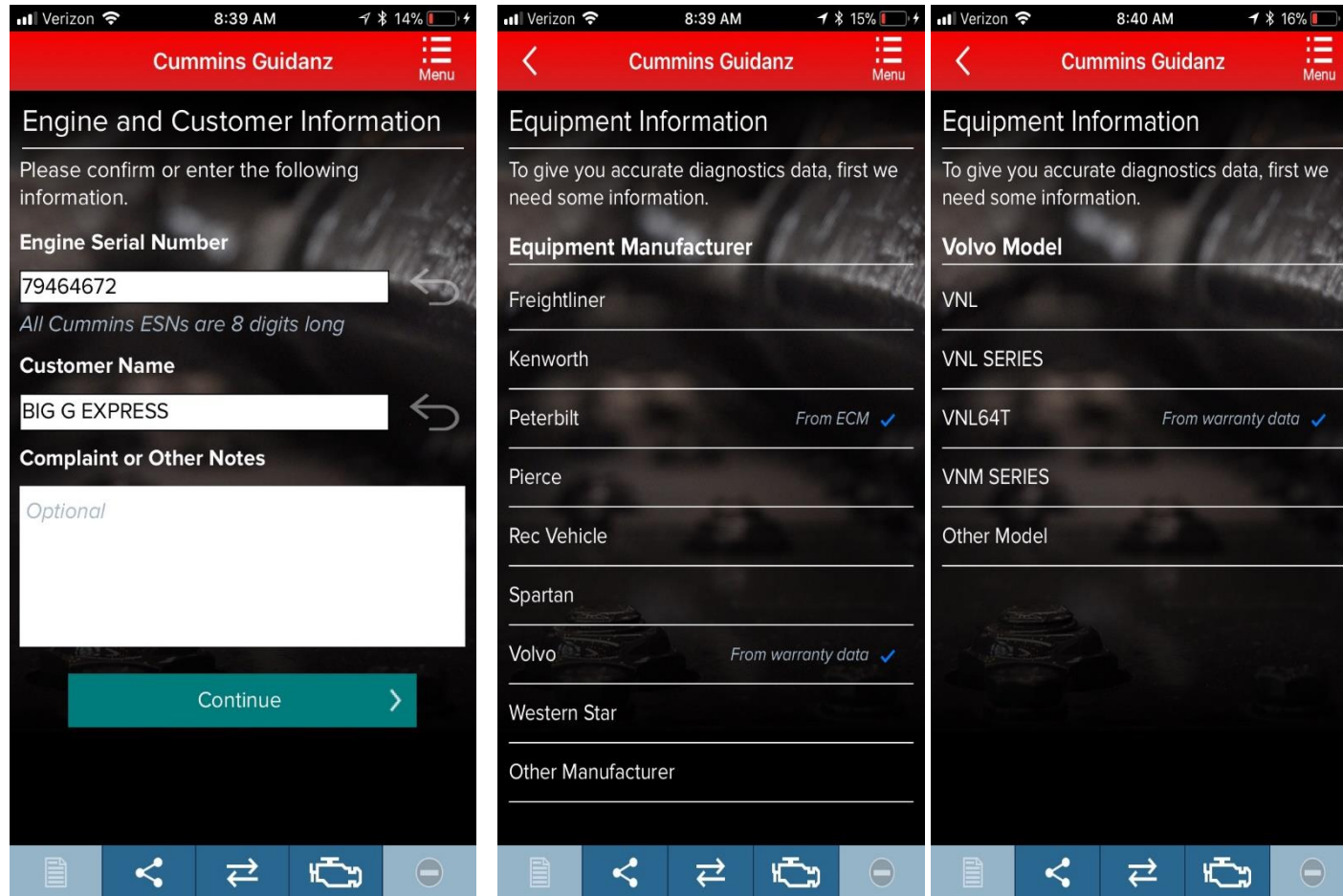
Home Page



- **Subscribed User Functionality**

- Prioritized Cummins fault codes, descriptions, and the top three most likely root causes
- Estimated service times
- Ability to update Guidanz Web Appointments
- Enter ESN and customer information
- Select manufacturer and model
- Equipment and device data plate information
- Create, View, Resume, Delete Events
- RPM module support
- Create a Guidanz Web Job
- J1939 Device Fault
- The ability to share any information in the app via email
- French and Spanish language support

Immediate Assessment Input



The image displays three sequential screenshots of the Cummins Guidanz mobile application interface, showing the steps for entering information for a new assessment.

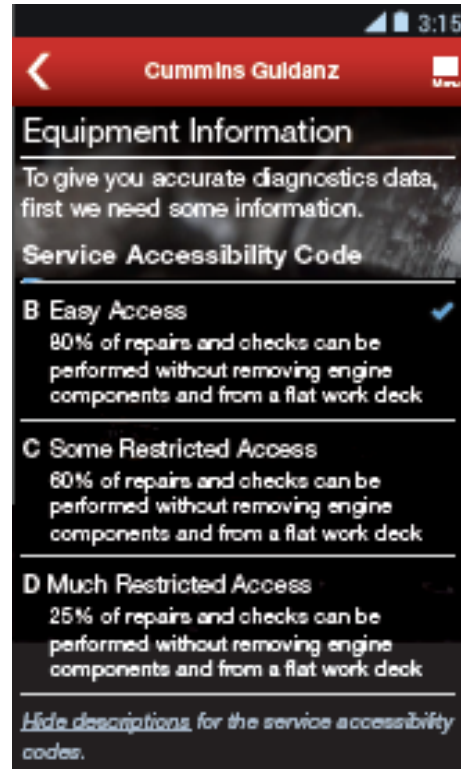
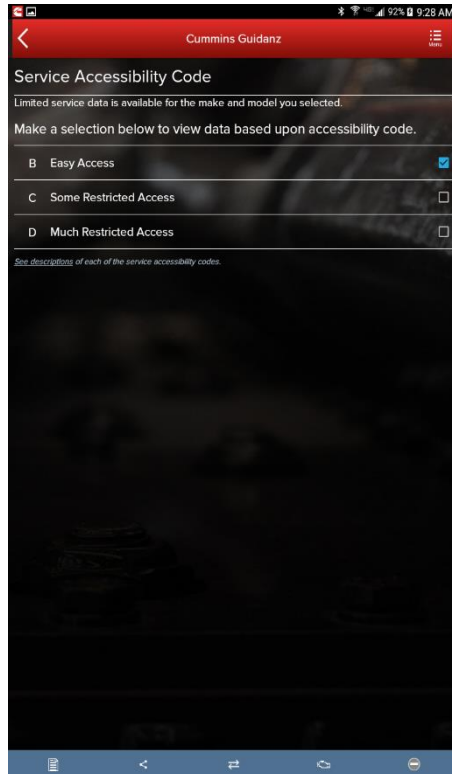
Screenshot 1 (Left): Engine and Customer Information
The screen shows a red header with "Cummins Guidanz" and a menu icon. Below the header, it says "Engine and Customer Information" and "Please confirm or enter the following information." There are two input fields: "Engine Serial Number" with the value "79464672" and a note "All Cummins ESNs are 8 digits long", and "Customer Name" with the value "BIG G EXPRESS". Below these is a text area for "Complaint or Other Notes" with the placeholder "Optional". A teal "Continue" button is at the bottom.

Screenshot 2 (Middle): Equipment Information
The screen shows a red header with "Cummins Guidanz" and a menu icon. Below the header, it says "Equipment Information" and "To give you accurate diagnostics data, first we need some information." There is a list of "Equipment Manufacturer" options: Freightliner, Kenworth, Peterbilt (marked "From ECM" with a blue checkmark), Pierce, Rec Vehicle, Spartan, Volvo (marked "From warranty data" with a blue checkmark), Western Star, and Other Manufacturer.

Screenshot 3 (Right): Equipment Information
The screen shows a red header with "Cummins Guidanz" and a menu icon. Below the header, it says "Equipment Information" and "To give you accurate diagnostics data, first we need some information." There is a list of "Volvo Model" options: VNL, VNL SERIES, VNL64T (marked "From warranty data" with a blue checkmark), VNM SERIES, and Other Model.

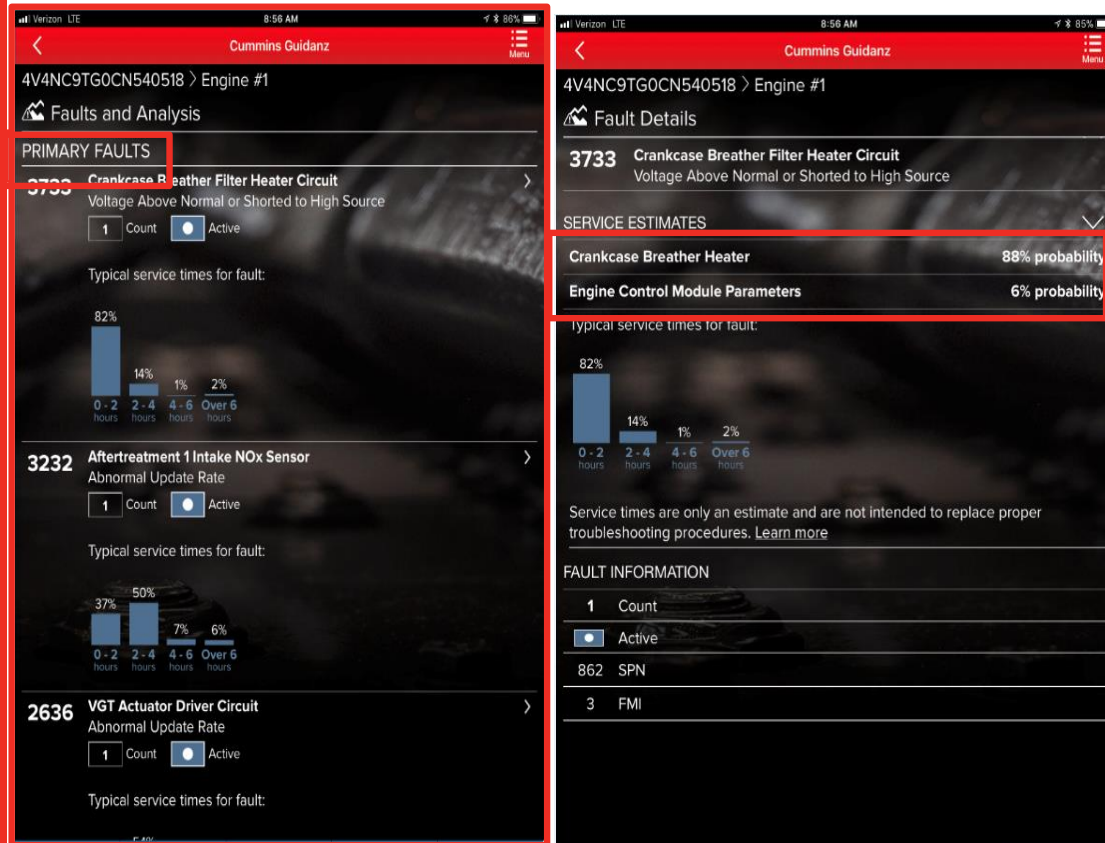
- When clicking on New Assessment, user connects the adapter to the truck and pairs to the adapter via the app
- The app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- Based on the confirmed ESN, the equipment make and model list is retrieved from the server.
- App pre-selects the data received from warranty data on the server and from the ECM if available, but the user has to make a selection.
- If there is no manufacturer list, it can be caused by:
 - No data based on the ESN provided
 - No Internet
 - Server issue

Immediate Assessment Input (continued)



- If the user selects 'Other Manufacturer', the app prompts the user for the accessibility code
- The results are more accurate with manufacturer and model than with accessibility code

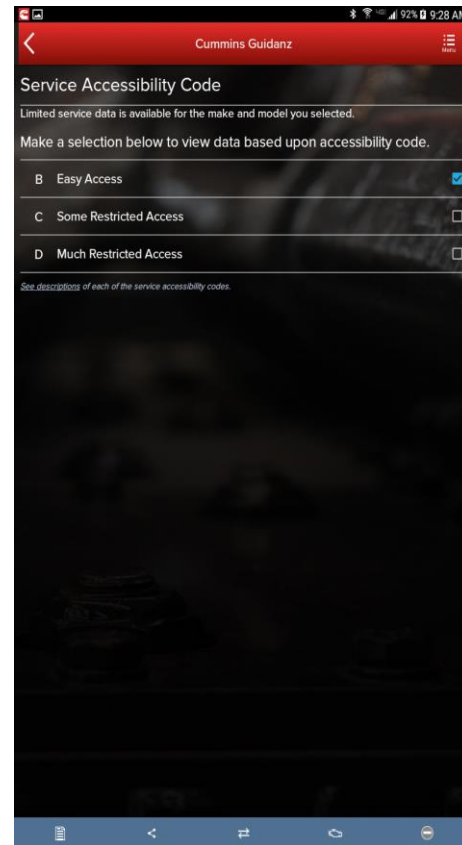
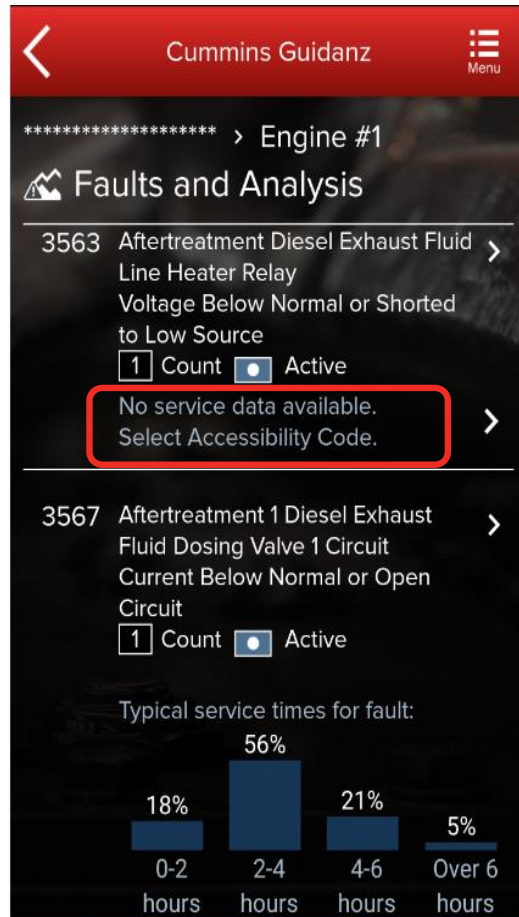
Immediate Assessment Output



The faults screen displays the following for each **prioritized** fault

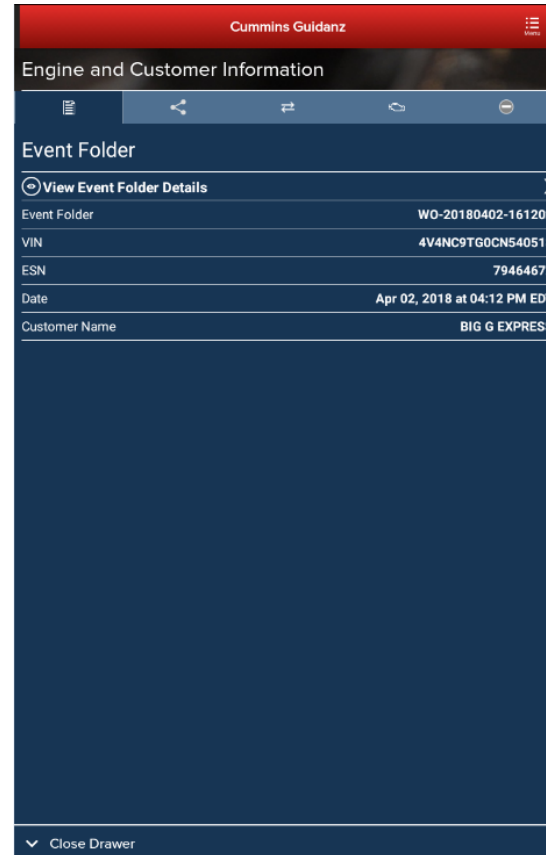
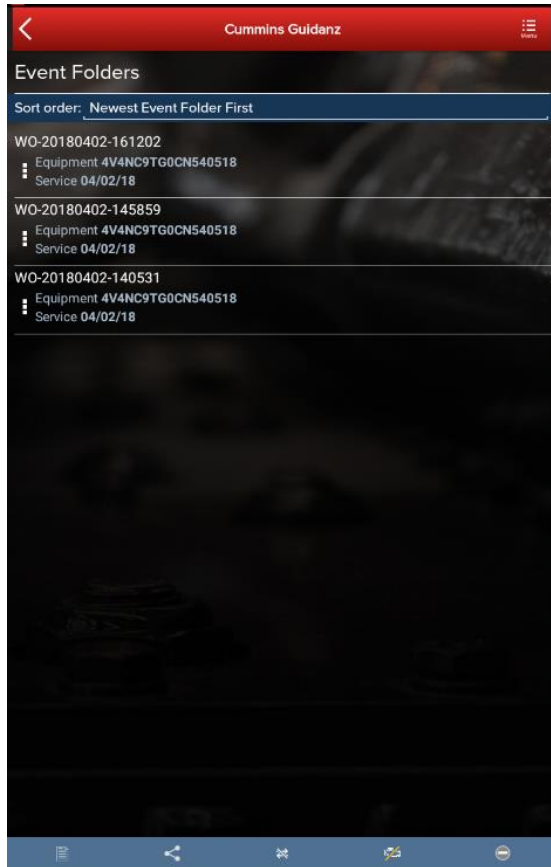
- Typical Service Times for fault (if available)
- Top Likely Root Causes

Immediate Assessment Output (Continued)



- Not all faults will have estimated service time based on manufacturer and model
- If estimated service time is not available, the user can select to enter accessibility code
- If data is available based on accessibility code, the app will display estimated service time for the faults that didn't have data before. (It is possible that even with the accessibility code, some faults still may not have estimated service times)
- If there are no faults detected, 0 Faults will be displayed.

Event Folder

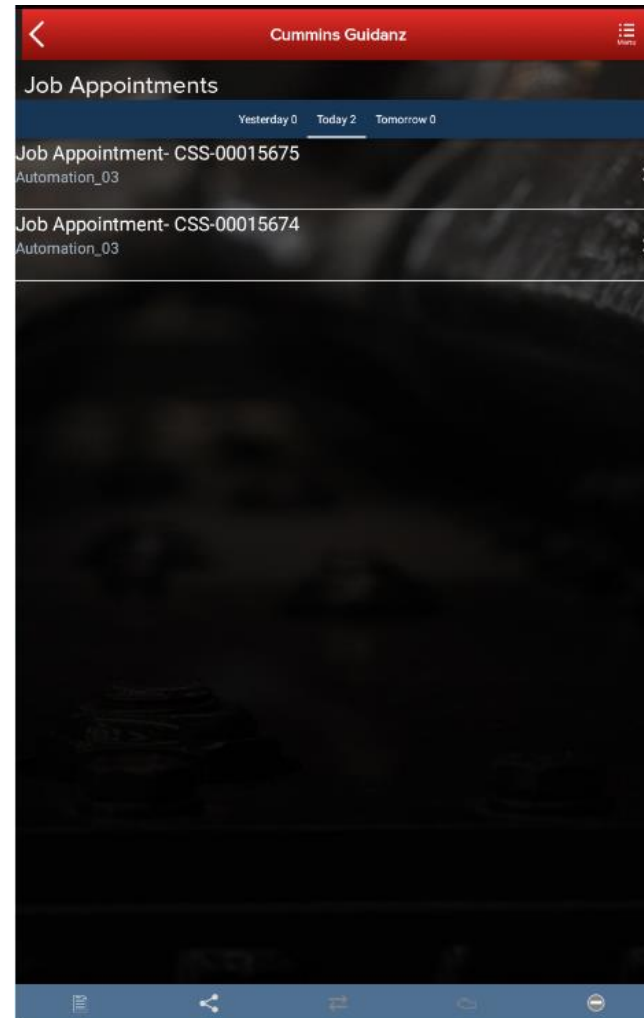
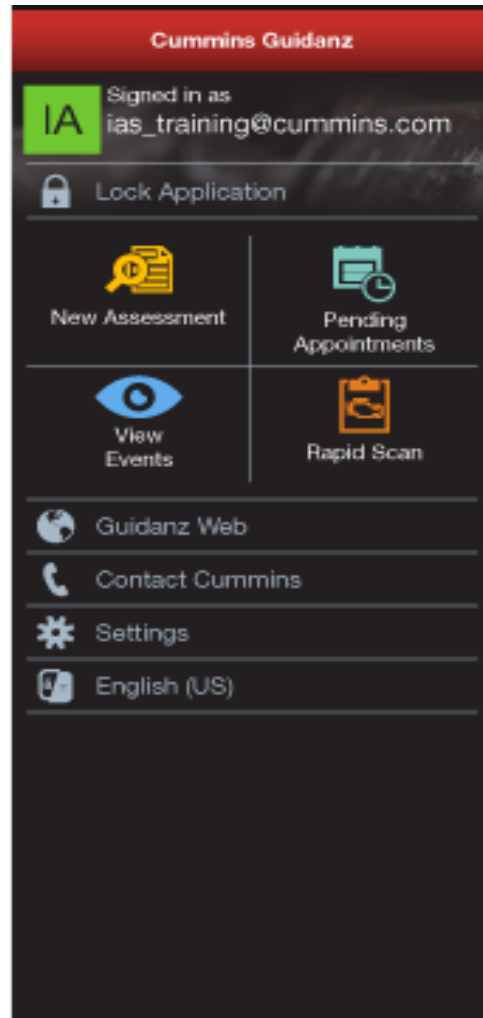


An Immediate Assessment will create an Event Folder. Event Folders can be viewed by clicking on View Events in the Start screen

Event Folder Details can be viewed by

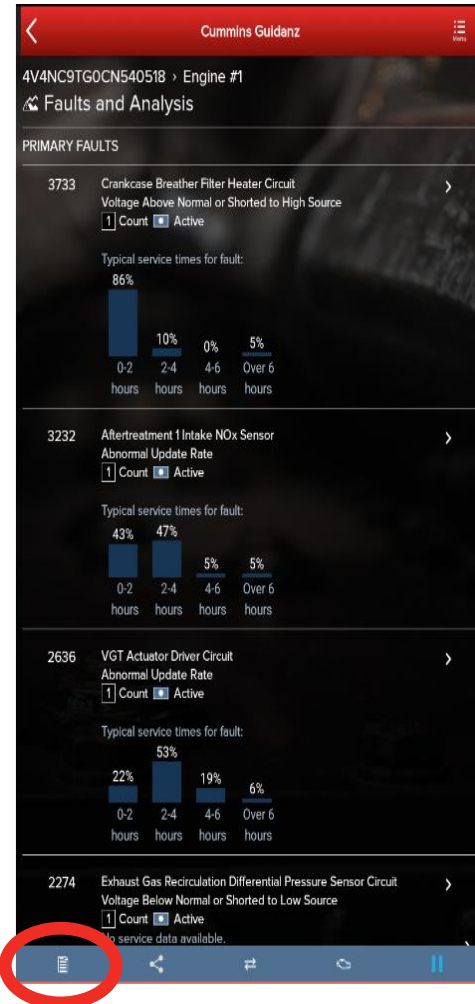
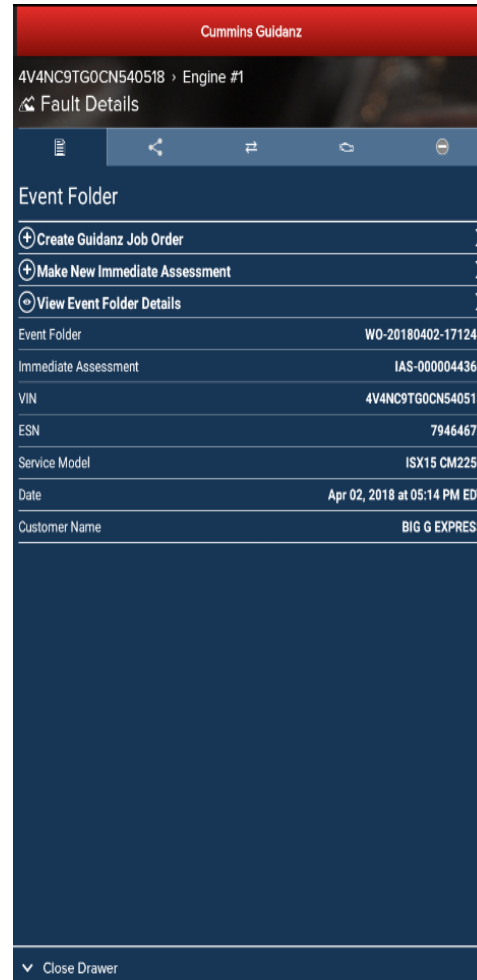
- clicking on an event in the Event Folders screen
- clicking on the bottom left icon on the chyron

Pending Appointments



User can create an Immediate Assessment from a pending appointment. Pending appointments are created in Guidanz Web.

Creating Guidanz Web job from Faults and Analysis Screen

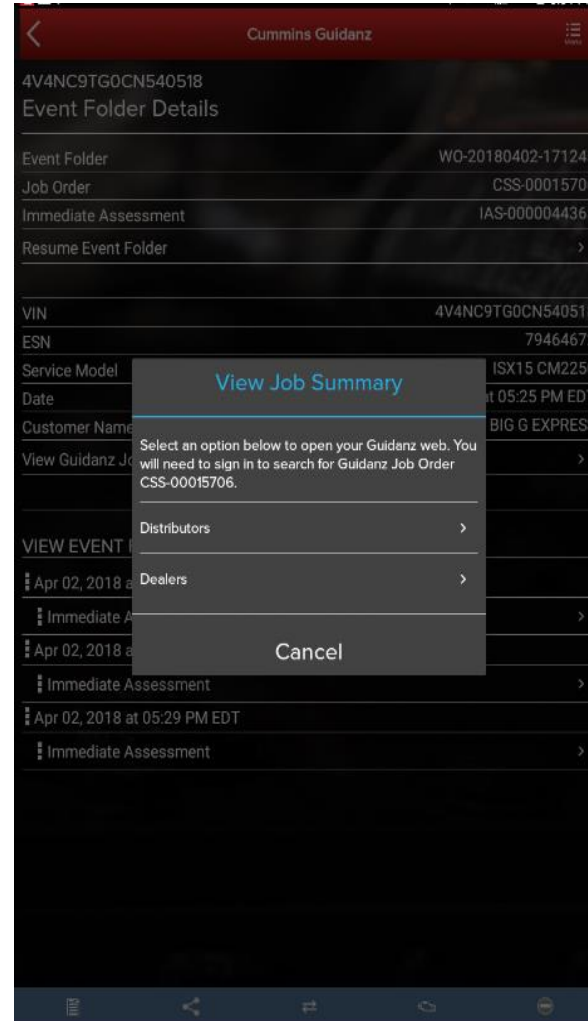
Event Folder	
Create Guidanz Job Order	>
Make New Immediate Assessment	>
View Event Folder Details	>
Event Folder	WO-20180402-171245
Immediate Assessment	IAS-0000044362
VIN	4V4NC9TG0CN540518
ESN	79464672
Service Model	ISX15 CM2250
Date	Apr 02, 2018 at 05:14 PM EDT
Customer Name	BIG G EXPRESS



Event Folder	
Job Order created successfully	
Create Guidanz Job Order	>
Make New Immediate Assessment	>
View Event Folder Details	>
Event Folder	WO-20180402-171245
Immediate Assessment	IAS-0000044362
VIN	4V4NC9TG0CN540518
ESN	79464672
Service Model	ISX15 CM2250
Date	Apr 02, 2018 at 05:14 PM EDT
Customer Name	BIG G EXPRESS

- When immediate assessment has been performed, **the user works for a Guidanz Web (CSS) location**, and there is an Internet connection, the bottom left icon on the chyron will allow the user to Create a Guidanz Job Order.
- Selecting Create Guidanz Job Order will initiate the job creation process.
- The Guidanz Job Order number, the Event Folder number as well as the Immediate Assessment number are shown
- The user can also Make New Immediate Assessment or View Event Folder Details

Viewing the Guidanz Web job



- To view the Guidanz Web job, go into the respective Event Folder details and click on View Guidanz Job Order Details.
- Guidanz web has two different links for distributors vs dealers. Clicking on the link will open Guidanz web on a web browser that the user will need to sign into to view the job.

Viewing the Guidanz Job Created - Home



Home View All Jobs

[Create a New Job](#)

Last Saved	Customer	Location	Job	Shop Work Order	Unit	Service Model	Status	Sub Status	Repeat/ Recent Visit	Assignee	Available for Service	Created
17 Jul 2017 09:46 AM EDT	JOHN BROWN		CSS-00009977					Edit				Jul 11 2017 08:26 AM EDT
15 Jul 2017 06:10 PM EDT	Open Close Images	Schnider Electric	CSS-00009712		12	ISX15 CM2350 X101	Repair	Work in Progress 10 Jul 2017 02:08 AM EDT Edit		Technician 2 South Technician 1 South Technician 3 Tech1 Edit	06 Jun 2017 12:00 PM EDT	Jun 06 2017 03:06 PM EDT
14 Jul 2017 10:57 AM EDT	TRACY TRUCKIN 171	Cummins East-Bristol	CSS-00					Edit			14 Jul 2017 12:00 PM EDT	Jul 14 2017 10:35 AM EDT
14 Jul 2017 10:16 AM EDT	ABC SUPPLY, INC.	Cummins East-Bristol	CSS-00					Vehicle on Lot 14 Jul 2017 09:29 AM EDT Edit		Pesari Anirudh Edit	14 Jul 2017 12:00 PM EDT	Jul 14 2017 09:26 AM EDT

Guidanz Job is now located in your worklist

Note: The Guidanz job number is provided in IA at the time of creation

Certain fields on Guidanz web will be automatically populated from the data from the app

Viewing the Guidanz Job Created - Customer

EXTRA GUIDANZ ADVANCED 1 EAST FORMS CUSTOMER SUPPORT LANGUAGES

Guidanz

Home Service Jobs

All Search names or Job numbers

Intake Triage & Diagnosis Job Plan Repairs Warranty Claim Invoice

Customer Unit & Engine Customer Complaint Visual Inspection View History Warranty Review Job

* Required for Customer Creation

Customer

Location Cummins East-Bristol

Customer/Company * John Brown

Location Code 03742-03735

Customer Code

Phone Number * (###) ### - ####

First Name *

Last Name *

Customer Contact's Phone * (###) ### - ####

Address *

City *

Country * ---None---

State * ---None---

Zipcode * [Enter valid Zipcode]

Primary Market Segment * ---None---

Charge Account Status

Shop Work Order ?

Job Created 7/11/2017 8:26 AM

Available For Service 7/11/2017

Reset Create Account

Unit & Engine

Viewing the Guidanz Job Created– Unit & Engine



* Required for sending for assignment of job.

Unit & Engine Information

PSN Not Available? ☐

Mobile PSN 79838572 Use this PSN? **Go**

Product Serial Number

Unit Number

Application * 130 - AUTOMOTIVE

Service Model

Make * ----None----

Model * ----None----

VIN

Warranty Start Date

Before In Service ☐

Failure Date 7/11/2017

Product Mileage/Kilometers

☒ Miles ☐ Kilometers

Product Hours

Warranty Authorization Flag Not Applicable

Location Certification Not Applicable

Unit Type * ----None----

Repair Location In Shop

Sub Type * IS - INSHOP

Click "Go" to use the Mobile PSN value

Viewing the Guidanz Job Created– Customer Complaint



Customer Complaint

General Symptoms

Engine light on. Multiple faults

Remaining Characters: 3968

Category *
----None----

Complaint Type *
----None----

Preventive Maintenance No


Expedited Service No

[+ Add Another Complaint](#)

Customer Complaint as entered within the IA application is added automatically








Viewing the Guidanz Job Created– Triage and Diagnosis

**Guidanz**

Home | Service Jobs

Intake | **Triage & Diagnosis** | Job Plan | Repair | Warranty Claim | Invoice

 **Job Overview**  **View History**  **Visual Inspection**  **Troubleshooting**  **Review Job**

Overview



Immediate Assessment Fault Code Information

ECM (0) Primary

Prioritized Fault Codes	Last Occurrence	Status	Count
1 1894 Related Codes: 5177,1898	6161:09:38	Inactive	40
2 6341 Related Codes:	6168:11:05	Inactive	6168
3 3714 Related Codes:	6167:54:28	Active	7

Not Prioritized Fault Codes

	Last Occurrence	Status	Count
1 3712	4513:00:43	Inactive	2
2 2963	5952:46:16	Inactive	4
3 1117	6078:37:53	Inactive	35
4 3418	6161:12:29	Inactive	1

 View History  Review Job

Fault Code information from IA is documented in Troubleshooting Chevron

Questions

