



User Guide

Cummins Guidanz™ Mobile

Version 1.0.2

May 2017

Guidanz™ is a new suite of genuine service products, features, and capabilities available from Cummins. Visit cumminsengines.com/guidanz to learn more about Guidanz.

The Cummins Guidanz mobile app helps you speed up repair process and improve customer uptime. Among the features are:

- Equipment and device dataplate information
- Prioritized Cummins fault codes, and descriptions
- The ability to share any information in the app via email
- Route Parameter Manager diagnosis, repair and update functionality

Cummins certified service providers who subscribe to the Immediate Assessment feature of Guidanz also have access to:

- Prioritized faults, and the top three most likely root causes
- Estimated service times
- A history of recently retrieved information, faults, and analysis right on your phone
- The ability to turn assessments into Guidanz Job Orders to track the equipment throughout the service event

Getting Started with Cummins Guidanz

To use Guidanz Mobile you will need to:

1. Download and install the application
2. Obtain a Cummins wireless datalink adapter

Many of the best Guidanz features require a Cummins account. To register your service

location to use Cummins Guidanz in the US or Canada, contact your local distributor.

Subscription services are not available outside North America at this time.

How to Get the Mobile Application

Android — Guidanz Mobile works on most Android phones and tablets running Android OS version 4.4 and above.



If you are unable to find or download the app in the Google Play store, contact servicetoolssupport@cummins.com with the details of your device so we can check for compatibility.

iOS — Guidanz Mobile for iOS requires iOS version 9.0 and above and works on the following devices:

- iPhone 5S or newer
- iPad Air, iPad Mini 2, iPad Pro or newer iPads



Bluetooth is required and must be enabled to connect to the datalink adapter.

Datalink Adapters

To use Guidanz you will need one of the new Cummins wireless datalink adapters:



INLINE™ 7 is a complete kit, with 9, 6 and 3 pin cables to connect to equipment. It supports USB, WiFi, and Bluetooth so works on INSITE as well as Cummins Guidanz.



INLINE™ mini is an inexpensive, palm-sized, Bluetooth adapter with no need for additional cables, designed especially for Guidanz.

For more information, or to purchase Cummins datalink adapters, visit CumminsEngines.com/INLINE or contact your local distributor.

At this time, Cummins officially sells the wireless datalink adapters and supports the use of Guidanz in the following locations:

	INLINE 7	INLINE mini
United States	✓	✓
Canada	✓	✓
Australia		✓
European Union	✓	✓

Using Guidanz Mobile for the First Time

The app is designed to be self-explanatory, and easy for anyone to use, but here is the basic process to use the application the first time, and connect to your Bluetooth datalink adapter:

1. Plug your datalink adapter into the 9-pin diagnostic port on the equipment
2. Turn the equipment key on, and assure there is sufficient electrical power to complete the service event
3. Tap the Guidanz icon to open the application
4. Enter your username and password, and create a PIN, or choose Use Without an Account to use the application with limited features
5. Connect the datalink adapter:
 - a. **Android**
 - i. A list of available Bluetooth datalink adapters is shown in the app.
 - ii. When first connected, Bluetooth devices must be “paired” with the phone or tablet. See instructions below.
 - iii. Select the adapter and follow any further instructions shown on screen.
 - b. **iOS**
 - i. Go to the phone Settings and select Bluetooth to find and connect to the datalink adapter

- ii. When first connected, Bluetooth devices must be “paired” with the phone or tablet. See instructions below.
 - iii. Select the adapter and follow any further instructions shown on screen.
 - iv. When connected, switch back to the Guidanz Mobile app
6. Once connected, the devices on the equipment will be summarized.

That’s it! Now just select the engine or other device you need to service, and pick the features or functions available for each device.

Some more helpful notes:

1. To enter pairing mode, press the small button on the bottom of the adapter for a few seconds. A light will blink on the adapter indicating it is in pairing mode.
2. Pairing mode only lasts a few minutes, so complete the connection soon.
3. Adapters in the list will display with a short label followed by the last few digits of the serial number. CIL7_ is the prefix for the Cummins INLINE 7 and CILMini_ is the prefix for the Cummins INLINE mini. The serial number is on a sticker on the adapter.

Immediate Assessment

In a matter of minutes, connect to customer equipment, and with just a few taps on your smartphone, get labor hours and likely root causes. An internet connection is required at the time of service for Immediate Assessment data.

Please contact your local distributor for pricing information and to purchase an Immediate Assessment subscription.

Please note that subscription services are not available outside of North America at this time.

Viewing and Sharing Immediate Assessment Results

Immediate Assessment results are automatically saved every time you connect to a piece of equipment. You can see the results under Assessment History in the app menu.

Results are only saved for so long to make sure not too much space is taken up on your phone. To change this, go to Settings in the app menu and select Change Storage Limits.

Assessment results—and most other content inside Cummins Guidanz Mobile—can be shared via email. Just get to the information you want to share, then click the Share icon in the bottom left of any screen and select the email application you prefer to use.

Supported Devices

Guidanz Mobile is compatible with the Route Parameter Manager module, and most Cummins engines produced after 2007.

Unsupported Devices

The following Cummins engines are not supported at this time:

Engine Program	ECM
480C-E	CM552
B5.9G	CM420
C Gas Plus/B Gas Plus	CM556
C8.3G	CM420
CELECT	ECM-B
CELECT Plus	ECM-C
CELECT Plus Industrial	ECM-C
Centinel	CM400
CENTRY	CM400
Gas Compression GTA3.9/5.9/8.3GC, KTA19/38GC - SSM558/CM556/ CM2358	CM556
SSM558	
ISB	CM550
ISB - CM850	CM850
ISB Daimler Chrysler	CM551

Engine Program	ECM
ISBe (4 and 6 Cylinder)	CM800
ISBe2/3 - CM850	CM850
ISBe4 (4 and 6 cylinder)	CM850
ISC / Transit Bus ISL8.3 - CM850	CM850
ISC/ISL	CM554
ISL8.9 - CM850	CM850
ISLe4 (6 cylinder)	CM850
ISM	CM570
ISM - CM870	CM870
ISM - CM875	CM875
ISM - Fuel Control Module - CM570	CM570
KTA19, G855 CM558 G Drive	CM558
L Gas Plus	CM556
L10G	CM420
PIM	CM550

Unsupported Devices *Continued*

Engine Program	ECM
QSB5.9/44, 5.9/30, 4.5/30, 3.9/30	CM550
QSC8.3/QSL9	CM554
QSK 23/60/78 CM500 Power Gen	CM500
QSK19/23/45/60/78	CM500
QSK19G/38G/60G, QSV81/91 - CM700/ SSM558/CM2358	CM700, SSM558

Engine Program	ECM
CM2358	
QSM11	CM570
QST30	CM552
QST30 - Power Gen	CM552
QSX15	CM570
Signature/ISX	CM570
Signature/ISX - CM870	CM870

Problems and Common Questions

The Datalink Adapter Doesn't Appear in the Phone or App

The first time you connect to a new datalink adapter it is paired. Make sure it is set to pairing mode first, as described in the instructions above.

If using an INLINE 7, note that it has WiFi as well as Bluetooth. Since Guidanz Mobile only supports only Bluetooth, make sure the adapter is in the right mode. If the light on the adapter next to the Bluetooth/Wi-Fi symbol on the front panel is white, press and hold the button at the bottom of the adapter for about 10 seconds until the light turns blue.

You Can See the Adapter, But Not Connect

Remember that Guidanz Mobile only works with INLINE 7 and INLINE mini adapters. Other Bluetooth adapters may not work, or not work properly.

Make sure you have connected to the correct adapter. Check the serial number on the adapter sticker, and confirm you are selecting the correct one in the app.

In iOS, go to the phone Settings and make sure the adapter is still connected.

Make sure you are the only person connected to the adapter. Multiple people can't be connected to the adapter at the same time. If you are unsure if someone else is connected, key off the equipment to force a disconnect.

Problems Connecting to an Engine or Other Device

Guidanz Mobile only supports some devices at this time. Please see the list above and make sure you are attempting to connect to a supported device.

The datalink adapter is powered by the equipment. Make sure the equipment key is on, and it has sufficient voltage.

If so, try turning the equipment on and off, or force quitting the app and re-launching it.

No Fault Code Analyzer Results Are Shown

Fault Code Analyzer will organize faults into categories such as Primary, Related, and Un-Prioritized. If you do not see them, it is most likely that there is no Internet connection, or that the Cummins service has temporarily had an issue.

This can also occur if the engine serial number is not correctly stored on the ECM. Immediate Assessment users should check that the ESN was entered properly.

No Estimated Labor Hours are Shown

The Immediate Assessment service will show estimated hours for primary faults. If you do not see them, first check that there is a working Internet connection, and see any messages where the labor hours should appear.

If you are not seeing labor hours based off the equipment manufacturer and model you selected, try selecting an accessibility code. A link on the faults page should allow you to do this easily.

Estimated labor hours are based on historical data. Cummins may simply not have

enough information yet for that fault, on that configuration of engine, so it is possible that no data is available even once an accessibility code has been entered.

No Root Causes are Shown

The Immediate Assessment service will also show estimated root causes for primary faults. If you do not see them, first check that there is a working Internet connection, and check for any messages in the proper area on the faults screen.

Root Causes are estimated based on historical data. Cummins may simply not have enough information yet for that fault, on that configuration of engine, in that equipment manufacturer and model combination.

Still Have Problems or Questions?

Make sure you have the latest version of the app. Your issue might be already fixed in an updated version.

If it has been a while, try restarting the phone or tablet.

If you still have problems, the best way to contact us is from inside the application. Select the Contact Cummins link inside the app Menu. This will automatically populate some information about your phone, and your application version.

Be sure to also tell us your name, and any other contact information if email is not best for you, as well as a detailed description of the issue. If you know it, please include the engine serial number, equipment make and model, and for Immediate Assessment, the Accessibility Code if you selected one. You can also attach screenshots to the email if you feel it will help.

And you can always contact Cummins Care at 1-800-CUMMINS, Monday through Friday 7am to 7pm U.S. Eastern Time.