User Guide

Cummins Guidanz®Diagnostic Toolkit Mobile Application

Version 6.7

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Guidanz is your all-in-one servicing technologies suite. Achieve greater technician and service bay productivity while improving customer repair time and order workflow management.

You want it to be simple… We listened. Guidanz brings together front- and back-office capabilities into a single application so your service personnel can now all use the same tools for access to event scheduling, work order creation, diagnostics, training manuals, warranty claim processing and service histories.

Visit Guidanz (cummins.com)to learn more about Guidanz.

Getting Started with Guidanz Diagnostic Toolkit

To use Guidanz on your mobile device you will need to:

- Download and install the application.
- Obtain a Cummins wireless datalink adapter.
- Have available data access on the mobile device (4G Cellular and/or Wi-Fi access)

- Connections over Wi-Fi require HTTPS protocol ports (port 443) to be open.

Many of the best features require a Cummins account. To register your service location to use Guidanz in the US or Canada, contact your local distributor.

Minimum System Requirements For The Mobile App

Android	IOS
Bluetooth compatible devices only	Bluetooth compatible devices only
Minimum OS: Android 11 or higher	Minimum OS: iOS 15 or higher
Processor: ARMv8-A (64-bit)	Minimum storage requirements: 1GB
Minimum storage requirements: 1GB	Recommended storage: 2 GB
Recommended storage: 2 GB	

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How to Get the Mobile Application

Android — Compatible with most Android phones and tablets running Android OS version 10 and above.

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

iOS — iOS version 9.0 and above required.

* 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, Wi-Fi, and Bluetooth so works on INSITE as well as Guidanz Diagnostic Toolkit PC Application.

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

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

SUBSCRIPTIONS

Guidanz Mobile requires users to register before connecting to any Engine. New users can register for a free account by selecting the "register now" link or online at: New User Registration

Included Capability	Registered User (no subscription)	Immediate Assessment	Service Diagnostics
Read Faults and Dataplate	✅	✅	✅
Perform Calibration Revision Update (if connected to an eligible ESN)	✅	✅	✅
ADEPT Route Parameter Manager Support	✅	✅	✅
Fast Track Repairs and Smart Analytics		✅	✅
Ability to perform Immediate Assessment		✅	
Ability to create Service Requests		✅	
Reset Fault Codes and Fault Information Links			✅
Perform Diagnostic Sessions			✅

Perform Calibration Changes (Intapp units required)			✔
View and Adjust Settings			✔
Monitor and Log Parameters			✔

Using Guidanz Diagnostic Toolkit Mobile App for the First Time

The app is designed to be intuitive 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.

4. If your adapter is shared between multiple users, check that no one is paired before attempting a connection.

4. Turn off Power save mode on the mobile device.

5. Enable "Stay Awake" in the Guidanz mobile app settings

6. Check for and install any OS updates (Android/IOS)

7. Discuss potential issues with your IT department (if applicable.)

    a) Ensure HTTPS port 443 is open.
    b) Will any anti-virus software cause delays or issues?
    c) Does your device switch between multiple Wi-Fi routers?
    d) Does your location use a firewall? Are *cummins.com sites accessible?

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.

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

Unsupported Devices

The following Cummins engines are not supported:

Engine Program	ECM	Engine Program	ECM
480C-E	CM552	ISBe (4 and 6 Cylinder)	CM800
B5.9G	CM420	ISBe2/3 - CM850	CM850
C Gas Plus/B Gas Plus	CM556	ISBe4 (4 and 6 cylinder)	CM850
C8.3G	CM420	ISC / Transit Bus ISL8.3 - CM850	CM850
CELECT	ECM-B		
CELECT Plus	ECM-C	ISC/ISL	CM554
CELECT Plus Industrial	ECM-C	ISL8.9 - CM850	CM850
Centinel	CM400	ISLe4 (6 cylinder)	CM850
CENTRY	CM400	ISM	CM570
Gas Compression GTA3.9/5.9/8.3GC, KTA19/38GC - SSM558/CM556/ CM2358	CM556	ISM - CM870	CM870
		ISM - CM875	CM875
		ISM - Fuel Control Module - CM570	CM570
SSM558		KTA19, G855 CM558 G Drive	CM558
ISB	CM550	L Gas Plus	CM556
ISB - CM850	CM850	L10G	CM420
ISB Daimler Chrysler	CM551	PIM	CM550
QSB5.9/44, 5.9/30, 4.5/30, 3.9/30	CM550	CM2358	
		QSM11	CM570
QSC8.3/QSL9	CM554	QST30	CM552
QSK 23/60/78 CM500 Power Gen	CM500	QST30 - Power Gen	CM552
		QSX15	CM570
QSK19/23/45/60/78	CM500	Signature/ISX	CM570
QSK19G/38G/60G, QSV81/91 - CM700/ SSM558/CM2358	CM700, SSM558	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 Wi-Fi 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.