



User Guide

Cummins Guidanz™ Windows

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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™ Windows app helps you speed up repair process and improve customer uptime. All users with a Cummins registered user id will have access to the following Guidanz Windows features: -

- Equipment and device dataplate information
- Prioritized Cummins fault codes, and descriptions
- The ability to share any information in the app via email
- Read industry standard J1939 fault codes
- Multi-language support

In addition to above features, users having Service subscriptions will have access to the following: -

- Ability to monitor and log engine parameter data
- Limited Diagnostic Tests (please see the list attached)



List of supported diagnostic tests

- Engine settings
- Images and Templates
- Ability to manage ECM passwords
- Audit Trail
- Calibration revision update & installation

- FIS Links (Online)

For more details, please refer to release notes to understand which features are supported in each release

Getting Started with Cummins Guidanz™ User Guide

To use Guidanz™ Windows you will need to:

1. Download and install the application
2. Obtain a Cummins datalink adapter
3. Register [here](#)

How to Get the Guidanz™ Windows Application

You can download the Guidanz™ Windows app from SoftwareShelf or Guidanz™ Windows support page. If you already have an old version of Guidanz™ Windows app installed on your PC or tablet, you can use Cummins Inc. Update Manager to upgrade your Guidanz™ Windows app to the latest version.

Datalink Adapters

To use Guidanz™ Windows you will need following Cummins datalink adapter:



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

INLINE 7 adapters can be purchased from [here](#). 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 datalink adapters and supports the use of Guidanz™ in the following countries:

Australia	Georgia	Mexico	Puerto Rico	Uruguay
Bosnia and Herzegovina	Guam	Mozambique	Reunion	USA
Canada	India	Namibia	Russia	Zambia
Chile	Macedonia	New Zealand	South Africa	Zimbabwe
China	Madagascar	Norway	Trinidad and Tobago	
European Union	Mauritius	Peru	Turkey	

Using Guidanz™ Windows for the First Time

In order to be able to use the Guidanz™ Windows app for the first time you will need to register it. You can do so by clicking [here](#) or by clicking on the registration link in the Guidanz™ Windows app. The Guidanz™ Windows app is designed to be easy for anyone to use, but here is the basic process to use the application the first time, and connect to your USB or 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 connect

3. Double-click on the Guidanz™ Windows icon on the desktop to open the application
4. Enter your username and password, and create a PIN
5. Connect the datalink adapter using USB or Bluetooth connection

Some more helpful notes related to Bluetooth connection:

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. The serial number is on a sticker on the adapter.

Service Features

Service functionality allows a user to access features such as Data Monitoring & Logging, Images & Templates, etc. Service subscriptions will be available for purchase through Marketplace by April 2021. You will need to contact your distributor in order to purchase the subscription.

Supported Device

Guidanz™ Windows is compatible with most Cummins engines produced after 2007.

Unsupported Devices

The following Cummins engines are not supported:

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
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
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, CM2358
QSM11	CM570
QST30	CM552
QST30 - Power Gen	CM552
QSX15	CM570
Signature/ISX	CM570
Signature/ISX - CM870	CM870

Problems and Common Questions

Problems Logging Into the Guidanz™ Windows App

To avoid issues logging into the Guidanz™ Windows app, the user needs to make sure that the Operating System (OS) version of Microsoft Windows on the PC, laptop, or tablet being used is Microsoft Windows 10 Enterprise 10.0.17763 - Windows 10 (Build# 1809) or later.

Problems Connecting to an Engine or Other Device

Guidanz™ Windows only supports above listed devices. Please 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 Guidanz™ Windows app and re-launching it.

The Datalink Adapter Does Not Appear in the Guidanz™ Windows App

The first time the user connects to a new datalink adapter it needs to be paired when using Bluetooth. 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 windows supports USB or Bluetooth only, 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.

The User Can See the Adapter, But Not Connect

Remember that Guidanz™ Windows works with INLINE 7 or INLINE 6 adapters. Make sure you have connected to the correct adapter.

Still Have Problems or Questions?

Make sure you have the latest version of the Guidanz™ Windows app. Your issue might be already fixed in an updated version. If it has been a while, try restarting the PC 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 start an email and populate some information about your PC, laptop or tablet and your application version. Be sure to also tell us your name, and any other contact information, as well as a detailed description of the issue. If you know it, please include the Engine Serial Number, Equipment Make and Model. You can also attach the log files and screenshots to the email if you feel it will help. And you can always contact Cummins Care any time at 1-800-CUMMINS.