

CAT® APP: FREQUENTLY ASKED QUESTIONS

FAQS ABOUT CAT APP UPDATES, IMPROVEMENTS AND GENERAL INFORMATION

How have you made the app easier to use?

Based on dealer and customer feedback, we've made these updates:

- Added dealer access to view a customer's fleet
- Created a mobile-specific customer registration flow, making the process easier to complete
- Included a progress indicator for newly registered customers so they know where they are within the account validation and fleet access process
- Started sending customer validation requests directly to dealers, bypassing Cat Digital Support, for faster completion
- Allowed users to stay logged in for up to 90 days
- Enabled users to choose between imperial and metric units of measurement
- Added support for legacy phone models

What new features have you added?

- Customers can now set Asset ID or Serial Number as the preferred asset name.
- Filter by Me option lets customers view equipment within a certain radius of their current location.
- Fuel consumption data is now available for assets on a daily subscription.
- From any asset, customers now have quick access to Cat Inspect.
- Customers can subscribe PL161s (Cat Locator)
- Cat App will scan for broadcasting PL161s within 30 meters and update hours and location

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ADDRESSING COMMON CUSTOMER ISSUES WITH THE CAT APP

Why aren't some of my assets listed in the Cat App (or on My.Cat.com or VisionLink)?

Several unique identifiers are used to assure correct asset ownership. Please review the [Equipment Data Record](#).

Why isn't scanning working for PL161?

There are 2 options for scanning in Cat App - background scanning and pull down to refresh. Background scanning uses the device's Bluetooth capability which consumes battery life. The pull down to refresh option will immediately scan for a PL161, and the information will be sent to the back office. However, the equipment list will not be immediately updated in the Cat App. The information may take up to 30 minutes to update. In addition, a customer's cell phone may limit the number of Bluetooth connections. Close and restart the app if PL61 scanning is not functioning as expected.

Why don't machine hours shown in the Cat App (or on My.Cat.Com or VisionLink) match my SMU gauge?

There are two types of hour meters on Cat machines, an analog hour meter that's driven by an R-Terminal signal from the alternator and a digital hour meter that's connected to the J1939 data link. Analog hour meters do not "sync" to any electronic controllers on the machine - including Product Link, so the two devices will slowly drift over time, similar to how a mechanical wristwatch will slowly drift from standard time and require periodic adjustments. Features/conditions on the machine that can affect the amount of drift, including voltage/quality of the R-Terminal signal, delayed engine shutdown, automatic engine shutdown, varying controller boot-up times, etc. If the analog hour meter is severely lagging, verify the gage has a good electrical connection to the alternator.

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How do I make sure my Product Link device is communicating to gateway?

Three new buttons in the Dealer Service Portal (DSP): Device Status, Last Reported Locations, and Service Meter Hours (see screen shots below). Note that device status is not enabled for locator, PLG, and Legacy devices. Device status is on the top right of the yellow ribbon, to the left of subscription log (gear with wrench). Please note that the PL161 does not use the gateway. The Cat App will determine if a PL161 is broadcasting during the subscription set up process. To determine if a PL161 is broadcasting for trouble shooting purposes use Cat TrackIt App.

<< Back | Search Results for: ejw98600

CAT CDQ TRA... - S/N EJW98600

Asset Type: None

Equipment Data PSR | Review & Submit

Dealer: CATERPILLAR DEMO DEALER TD00 : TD00

Customer: UCID: CAT PRODUCT LINK INTERNAL - 2969600765 DCN: Cat Product Dev & Maint - C00DEV

Equipment S/N: EJW98600 Engine S/N: VIN: Device: 3446F012TR / 0235S016YD GPS Time Rollover Status

Services: VisionLink

Cat Essentials - Hourly

Additional Services

Contract Period: Start Date: - End Date: Select end date

Device Status

Make : CAT Last Check In : 2020/07/20 21:37 UTC

Asset S/N : EJW98600 Last HTTP Transmission : 2020/07/20 21:37 UTC

Device S/N : 3446F012TR Last SABER Transmission : 2020/07/20 21:39 UTC

Event	Status	UTC
	Error processing request, please try again la	

This is one way communication, (Device to Caterpillar back office) this is the last time the device sent information via Saber to Caterpillar. The device will not check the queue or receive commands from the Caterpillar back office during this communication.

Device Status

Make : CAT Last Check In : 2020/07/20 21:37 UTC

Asset S/N : EJW98600 Last HTTP Transmission : 2020/07/20 21:37 UTC

Device S/N : 3446F012TR Last SABER Transmission : 2020/07/20 21:39 UTC

Event	Status	UTC
	Error processing request, please try again la	

Last time that the device sent a data file, or responded to a command from the back office, or sent a message via HTTP instead of Saber. This type of communication will NOT check the queue to download information from the back office.

Device Status

Make : CAT Last Check In : 2020/07/20 21:37 UTC

Asset S/N : EJW98600 Last HTTP Transmission : 2020/07/20 21:37 UTC

Device S/N : 3446F012TR Last SABER Transmission : 2020/07/20 21:39 UTC

Event	Status	UTC
	Error processing request, please try again la	

This is two way communication. Last time that the device downloaded any commands from the queue from the Caterpillar back office. This is the only timestamp that matters when wanting the device to download information from the back office, such as an SMH adjustment, or a command to switch subscriptions.

DATA DIFFERENCES BETWEEN THE CAT APP, MY.CAT.COM AND VISIONLINK

Why is data not always the same on the Cat App and My.Cat.Com as it is on VisionLink?

Designed for larger fleet customers, the VisionLink platform was developed separately. In some cases, it uses different calculations and data sources than the Cat App and My.Cat.Com, which may result in data not being identical across these tools. With Caterpillar's commitment to delivering a world class, modern data infrastructure coupled with new unified data platform (Cat® Helios), the data differences between VisionLink, My.cat.com and Cat App will be erased. Click [HERE](#) for more information on Cat® Helios.

Why does the equipment location address display differently?

The Cat App and My.Cat.Com use a different map provider than VisionLink. Even though the GPS location is the same, the address may be displayed slightly differently.

Why is Utilization different between Cat App, MY.CAT.COM and VL?

There may be slight differences due to different data points used in the calculations. My.Cat.com provides daily totals, while VL provides ongoing updates based on subscription. Cat App matches My.cat.com.

Why am I seeing different fault codes?

The Cat App reports only the 130 most critical fault codes. On My.Cat.Com and VisionLink, customers can see all fault codes.

When do hours and location update for an asset on Cat Daily?

Cat Daily subscriptions update shortly before midnight of the local time of the asset.

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GENERAL FAQs

Can I log into my customer's personal mobile app account for troubleshooting?

Cat App dealer accounts are available to help with troubleshooting.

Can I change the parameters for which I'm notified for low utilization rates?

Yes. This is controlled within the "Notifications and Alerts" settings, located on the side menu.

When a customer places an order for hardware, how do I know it's the right one for the machine?

Caterpillar can determine harness compatibility (9-pin or 14-pin) with the machine serial number provided by the customer. Caterpillar will send the dealer this information upon customer orders.

Example: "Customer X is requesting a PL542 for asset Y."

Which Caterpillar group owns the Cat App?

The App is being developed in partnership with Caterpillar Digital Labs in San Francisco, California—part of Caterpillar's Digital Enabled Solutions Division (DESD).

Where does the service request go?

If the dealer already has an email set up on My.cat.com for service requests to go to, any service request from a customer in that dealer's region will also go to that email.

If the dealer has not set up an email, the service request will be directed to the customer's main dealer's general email.

If the customer's dealer can't be determined, the service request is sent to Cat Digital Support, who can help the customer contact their dealer.

What marketing material can we provide to produce a point of sale of new machines?

Click [HERE](#) for more information.

Can Caterpillar employees access the Cat App?

Yes, if the app is available on the App Store or the Google Play Store, anyone can have access to it.

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Can dealers access a demo account to show the features to our customers?

Yes, there is a Demo account that you can access with your CWS ID.

Do dealers need to do anything to onboard to this?

No, there is no onboarding procedure that needs to be done as we are using their existing system and processes.

How do we look for the Cat App in the app store?

The quickest way to find the Cat App is to use the search terms “Cat Fleet Management.”

Does the Cat App monitor only machines or will it support gensets too?

The Cat App is focused on construction customers; if you can see the asset on CEDE and VisionLink®, you will be able to see it in the app.

If a large customer wants to use the Cat App, can he use it considering it was designed for small/medium customers?

Although the Cat App was designed to better fit the needs of small-medium size customers, large customers will also be able to use the Cat App without any issues. Instruct the customer on filter use so that the equipment list is more manageable.

If a machine is not an easy install, would it work with the Cat App?

We are targeting only easy install machines as they can be self-installed by the customer. When the connectivity box needs to be installed with inadequate circumstances, we strongly recommend being done by a technician. Once connected, it can still be linked with the app.

Can the dealer do the self-registration on behalf of the customer for product demonstration?

The Cat App will send you the lead, and it is up to each dealer on how they will handle that lead. You can always register the product on behalf of your customer, but the main idea is that it is meant to be a customer's application. Either way, the dealer's CWS needs to be linked to the UCID of the customer.

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A lot of customers don't have CWS id or any login id, how will it be fixed?

When logging in for the first time, the customer will find a "Get Started" button on the login screen, and that will direct them to create a My.cat.com ID. This ID will enable them to access for free, but the dealers will still need to connect the customer's new ID with a UCID.

How many languages is the Cat App going to be available on?

33 Languages are available for now, but we can add more languages if required with the adequate support.

• Arabic	• Bulgarian	• Portuguese
• Czech	• Danish	• German
• English	• Spanish	• Estonian
• French	• Hebrew	• Croatian
• Hindi	• Italian	• Japanese
• Korean	• Lithuanian	• Latvian
• Macedonian	• Mongolian	• Norwegian
• Dutch	• Polish	• Romanian
• Russian	• Slovak	• Slovenian
• Albanian	• Serbian	• Swedish
• Thai	• Turkish	• Chinese

Can you highlight the registration process for a customer who has already purchased connectivity hardware?

If the customer has already purchased the device, they should go to "Select the Desired Asset" and then follow the activation steps.

Is the dealer going to be notified if the customer wants to subscribe to additional services beyond My Cat Daily?

The customer will need to reach out directly to the dealer. If the customer wants to do it from the app, the request will be directed to the local dealer.

CAT® APP: FREQUENTLY ASKED QUESTIONS

If a customer purchased the connectivity box directly from the dealer, not through the Cat App, is the customer still able to install the box through the Cat App?

Yes, they should be able to do it as long as the machine is an easy installation machine.

Does the Cat App support PL161?

Yes, the Bluetooth functionality on the PL161 for background scan is supported.

Is the marketing material going to be available for dealers on all 36 languages?

We will market together with the dealers, but we will not be translating the material. The working files will be available to you for translation.

Will the Cat App allow dealers to see customer's information using their logins?

Yes, if dealers have permission to view their customer's UCID/fleets on other platforms, they will be able to use their dealer CWSID and use the customer view feature to view their customer's fleets

If a customer requests support from a dealer regarding the Cat App, which tools will the dealer have available for product support?

The dealer will be able to use the same platforms that are available today for tech support. If specific support is needed, the customer should reach out to Cat Digital Support for troubleshooting.

How does a customer know if their machine is eligible to order the hardware taking into consideration machine compatibility?

We will show availability, not eligibility. The dealer may give the customer support regarding eligibility.

There is already an app to activate Product Link™, will the Cat App replace this app?

The Cat App allows customers to activate easy install Product Link devices. Currently, it's not a direct replacement for Cat Activate.

Will the Cat App help the customer order parts easily?

The Cat App links to the mobile Parts.cat.com store website so that customers can order parts. However, the Cat App has no control over what is on this website – please reach out to Parts.cat.com for any assistance with this website.

CAT® APP: FREQUENTLY ASKED QUESTIONS

When will the asset id functionality be available on the Cat App?

Currently, the app shows the asset id of a machine in the equipment list if there is an asset id for that machine. Otherwise, it will default to showing the serial number.

Is the data consistent in the Cat App with the reality on the machines?

We pull the information from other platforms, so it depends on how updated the other platforms are.

How far back will the Cat App track information, and will the information be available through the Cat App?

Yes, the information will be available through the Cat App. One week of information will be stored to keep the app light.

How do we report machine related issues through the Cat App?

Through the request service feature, the customer can add pictures or data as necessary. The app will also push notifications only for critical fault codes.

How does the customer's subscription management process go, how does it start and what are the plans to enhance their subscription level?

It will start with My Cat Daily which has no cost now. There are features that will be shown in the app but will only be available if the customer upgrades his or her subscription. We expect this to drive them to enhance customer's subscription.

How will the Cat App interface with VisionLink®?

This is not a replacement for VisionLink, although it will work better if a customer has a subscription for VisionLink.

Is the Cat App pulling information from RAM?

Cat App shows RAM assets but does not support certain UOMs or fault codes for RAM assets.

Why is the Cat App only focusing on high level data instead of deep level information?

That was what the Voice of the Customer asked for. We already have a deep level solution with VisionLink, but our customers were looking for a lighter solution with key insights that provide value for customers at the job site.

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If a customer updates his PM status on the Cat App, will it sync with all the other solutions (My.Cat.com and VisionLink)?

Yes, it will automatically update over all the available platforms. Likewise, if the customer updates the PM over any of the other platforms, it will update in the Cat App too.

Can we push marketing information through the Cat App?

Not at the time, the focus is to drive value for customers.

How can I have access to the cat get connected sales guide for dealers?

You can access it on Dealer.Cat.com with the media number PEBJ0143-00.

Does the Cat App require DSP access?

Not for the customer. Our goal is to keep it simple for the customer.

Will fault codes diagnose on the Cat App like VisionLink does?

On the Cat App, fault codes will give you suggestions of things you should improve or change. It will notify only for the top 130 most critical codes and show the required action for that specific fault code.

How is the user notified after they've been given access to the Cat App?

We will give them a push notification about their activity.

Is the Cat App replacing the MyEquipment app?

Yes, this will replace the Myequipment App as well as Corelink and Trackit.

Will SOS results be posted on the Cat App?

Yes, you will be able to see SOS in Cat App.

After you have verified your log on can you use biometrics to login in the future?

Yes, Face ID and Touch ID are already included.

How do updates for the Cat App get processed?

The process will be the same as any other app in your App Store or Google Play Store.

CAT® APP: FREQUENTLY ASKED QUESTIONS

What is the requirement on the device for using the Cat App?

It is a light app (45 MB), so you will need an Android or iOS smartphone that must run the updated version of your operating system.

Will location data be available even if the master power switch on the equipment is turned off?

It will be limited to the hardware and whether it has a battery backup. If it does, it will report until the battery on the device dies. In short, if you want to see where your asset is, you need to leave the master power switch on.

How does the PL161 work within Cat App?

You can activate/subscribe and track your assets similar to TrackIt.

Where will Cat App users be directed when they click “order parts”?

Currently,

- Customers with less than 4 machines in their fleet will be directed to Myparts.Cat.Com (MyPCC).
- Customers with 4machines in their fleet will be directed to Parts.Cat.Com (PCC).

Where can I go for additional dealer resources?

Please reference the list below for additional resources:

[CWSID creation flow](#)

[Cat Link \(subscription\) FAQ](#)

[Product Link™ Homepage](#)

[Cat Digital Support](#)

CUSTOMER CAT APP FAQs

Can anyone access the Cat App?

A valid CWS ID is required to log into the Cat App. A user's CWS ID must be tied to a local dealer's UCID before logging into the Cat App. Click [HERE](#) to access the CWS ID creation tool.

What if my equipment information appears inaccurate?

Try the following tips for help troubleshooting:

- Reference the last reported information
- Verify that the Master switch is on for report (depending on P/L device)

Note: Some Product Link™ boxes and older Cat machines do not report certain data points

What if my equipment is not showing up on the App's dashboard?

First, verify all machines are connected. Then, provide your PL admin with the asset's Serial Number to check their UCID connection.

How do I add more of my equipment?

At this time, the Cat App only supports Cat equipment fitted with Product Link telematics hardware. If your Product Links are connected to Cat equipment are not appearing on the Cat App, or if you would like to connect a new machine with telematics hardware, please contact your PL admin.

How often will my data refresh?

Data will typically refresh at least once a day, with higher paid subscriptions being refreshed more frequently. To see the exact time a machine's data last refreshed, see the "Last Reported" timestamp under the hours reading of the machine. Assets with Cat Daily subscriptions are set to report a few minutes before midnight local time. Please contact Cat Digital Support if daily data update times need to change or regular updates are not occurring.

How do I change my notification preferences?

To change your notification preferences, go to the "Settings" page by tapping the gear in the upper left-hand corner of your equipment list page. From there, tap "Notifications and Alerts" and choose which notifications you would like to receive.

CAT® APP: FREQUENTLY ASKED QUESTIONS

How do I upgrade my telematics subscription?

If you would like to upgrade your telematics subscription on any of your listed assets, please reach out to the application support team by using the chat feature or by contacting your Cat dealer representative.

How do I change my subscription level?

You can update or change your subscription level by activating Cat Daily, and then contact the application support team by using the chat feature or by contacting your Cat dealer representative.

Why is some of my equipment data missing or wrong?

In some cases, there may be interruptions in data communications, which result in missing or old machine data. While site conditions are the likely reason for data loss, please reach out to Cat Digital Support for troubleshooting.

Why can't I see all of my equipment?

If any of your Cat equipment is not appearing on the Cat App, or if you would like to connect a new machine with telematics hardware, please reach out to Cat Digital Support.

How do I request service for my equipment?

You can request service for any piece of Cat equipment by tapping the “Request Service” button located at the top of the equipment details page. You will be prompted to fill in details about the request and tap submit. After submission, a product support representative from your local Cat dealer should reach out to coordinate service needs directly.

How do I onboard to the Cat App?

To onboard other individuals from your company, please reach out to your Cat dealer representative, or to the application support team using the chat help feature.

Where can my customers go for dealer resources?

Please reference the list below for additional resources:

[CWSID creation flow](#)

[Cat Link \(subscription\) FAQ](#)

[Product Link™ Homepage](#)

[Cat Digital Support](#)