NEW HOLLAND Fleet360° App

Quick User Guide

03/09/2022

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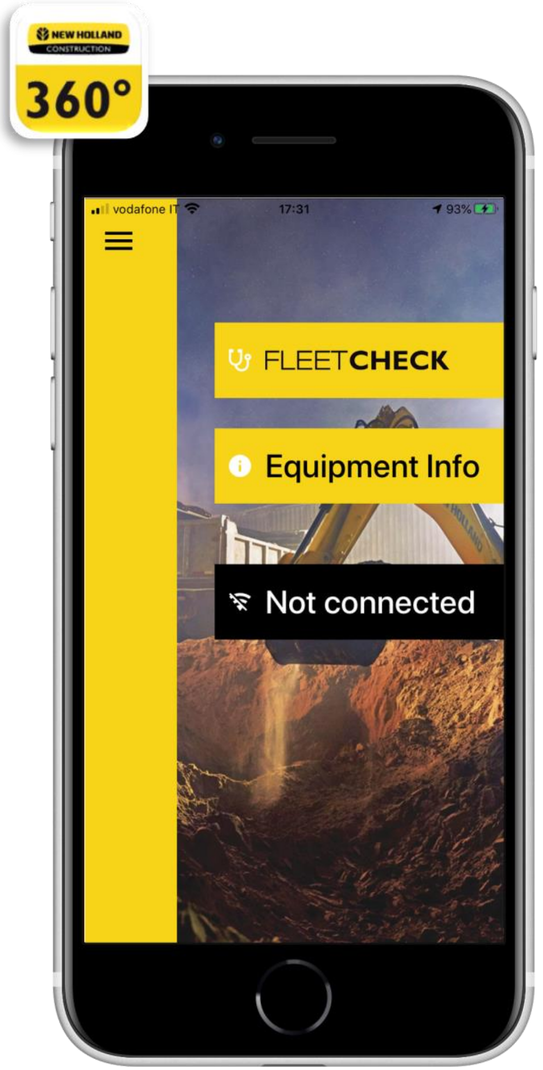
INTRODUCTION

INTRODUCTION

Overview

Each user will be able to:

- Connect a new equipment with the support of a wizard
- Get equipment information
- Manage connection
- Perform a Remote Diagnostic Session with RST (Remote Service Tool)
- View all his account information as well as changing his password



INTRODUCTION

Compatibility

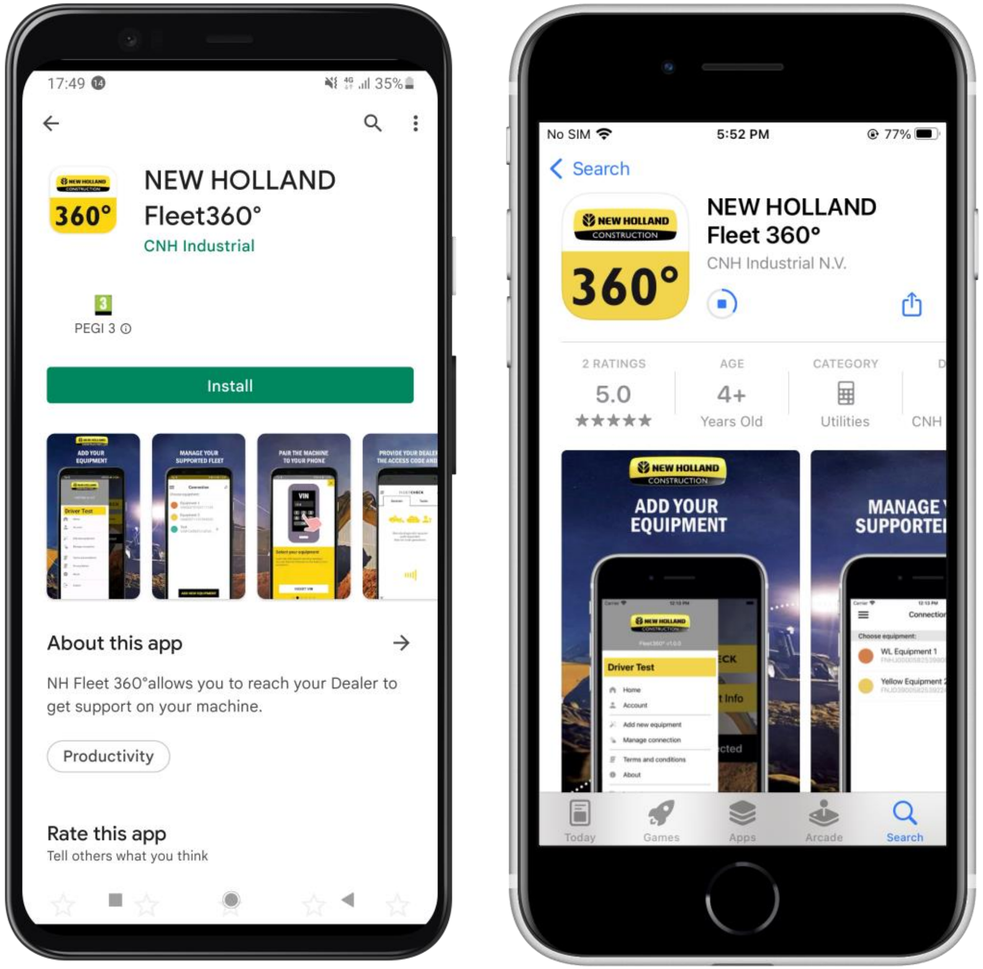
The app is compatible with all Android and iOS mobile devices (smartphones and tablets).

HOW TO DOWNLOAD

HOW TO DOWNLOAD

Traditional procedure

Depending on your mobile device, go either to *App Store* (iOS) or *Google Play* (Android) and search for the **NEW HOLLAND Fleet360°** app.



To find and install the apps:

1. On your device, open App Store or Google Play
2. Tap the Search icon
3. Enter *NEW HOLLAND Fleet360°* in the search field
4. Select *NEW HOLLAND Fleet360°* in the search results to go to the app page
5. Follow the standard installation procedure

HOW TO DOWNLOAD

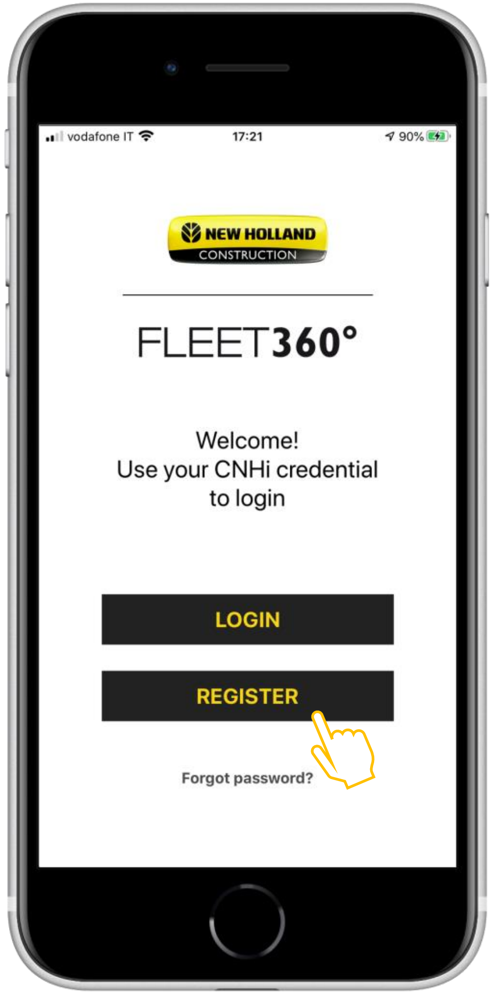
With QR code

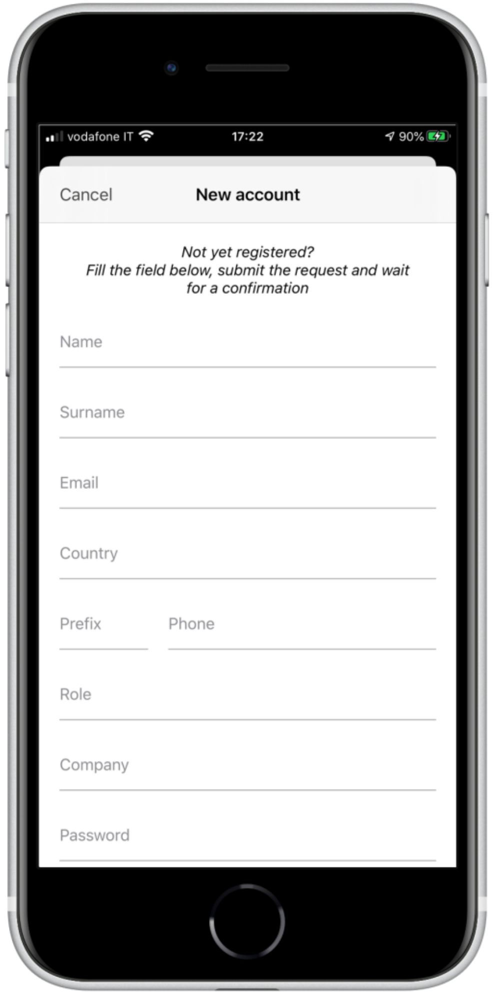
Alternatively, you can simply scan the following **QR codes** via your device's camera to be automatically redirected to the app page on the stores and proceed with the installation.

LOGGING IN

LOGGING IN

Register





On the **New Account** page, fill all the field, submit the request and wait for a confirmation e-mail.

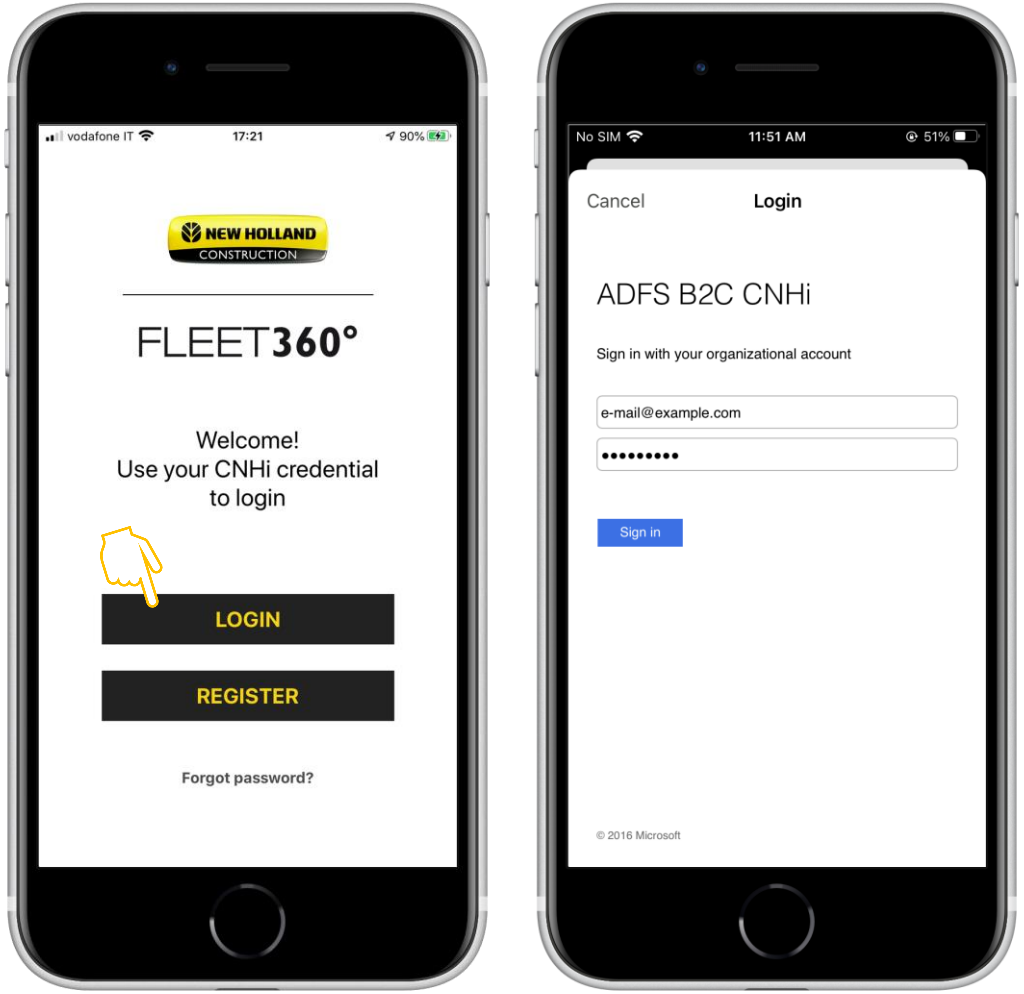
If you are a new user, click **REGISTER** to start the registration process.

LOGGING IN

Login

If you have already registered (<u>or you have the CNHi credential</u>*), click **LOGIN** and input your credential to log in.

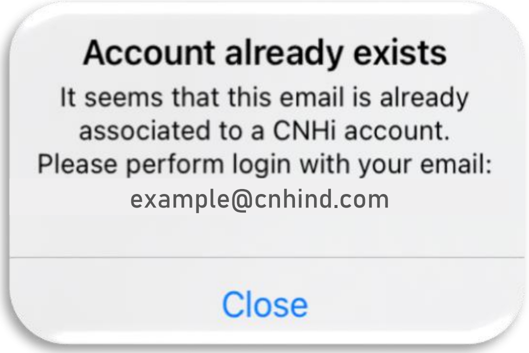
**See the next slide for further information on how to log in with the CNHi credential.*



LOGGING IN

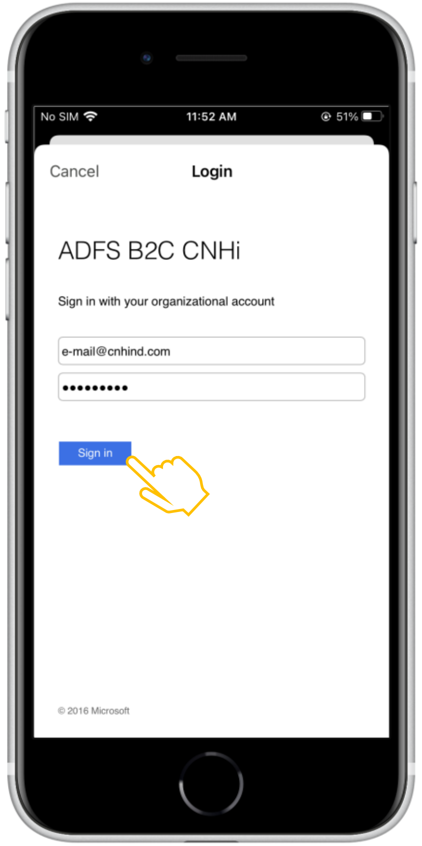
Log in with CNHi credential

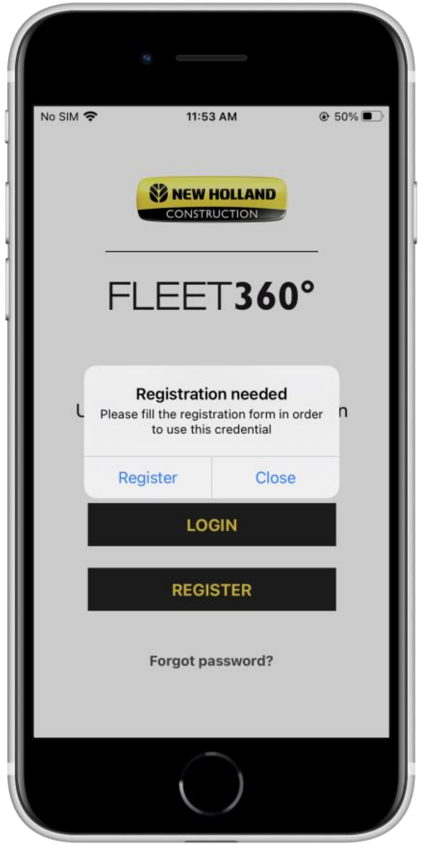
If you have the CNHi credential, you can log in directly.
If you try to register, you will receive a popup error message.

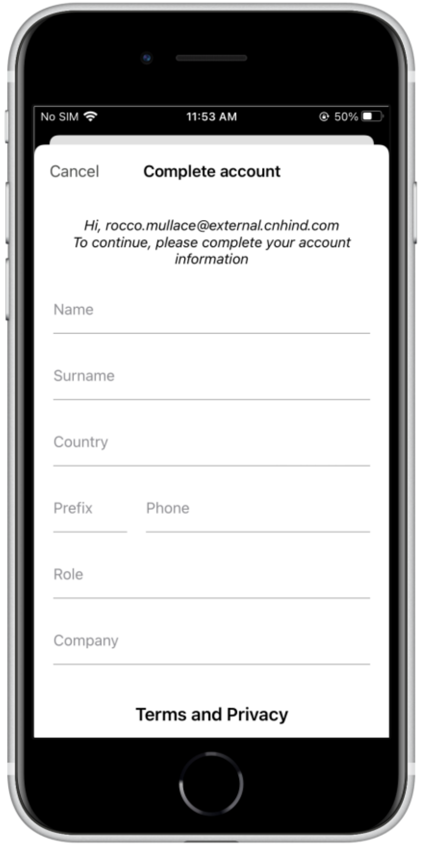


Once logged in, you will have to fill in the *registration form* (without e-mail/password) and accept the *Terms and Privacy* policies in order to use the CNHi credential.

In this case you will NOT receive the account activation email.







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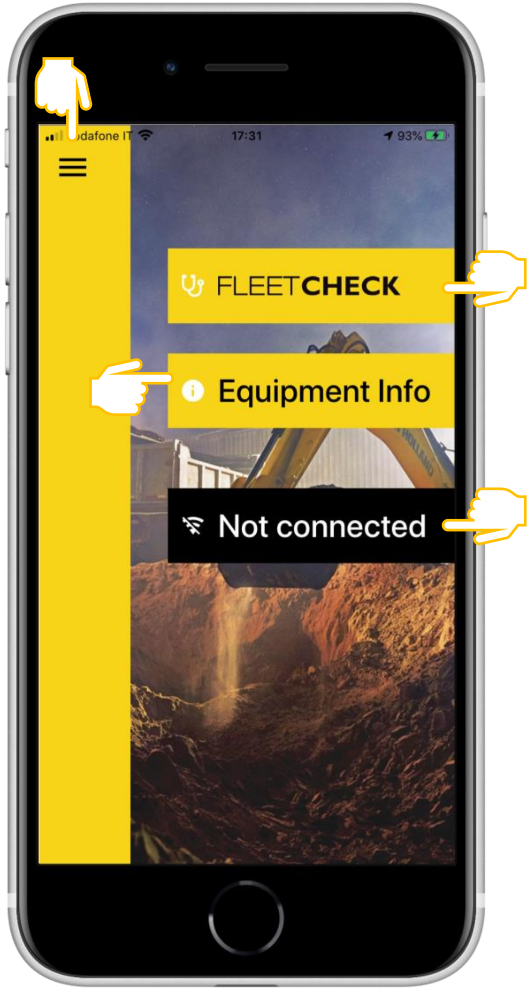
HOME

HOME

From the **Home** screen, you can choose to:

Open the **main menu**.

Get **Equipment Info** *(available only while connected to the Telematic Box).*



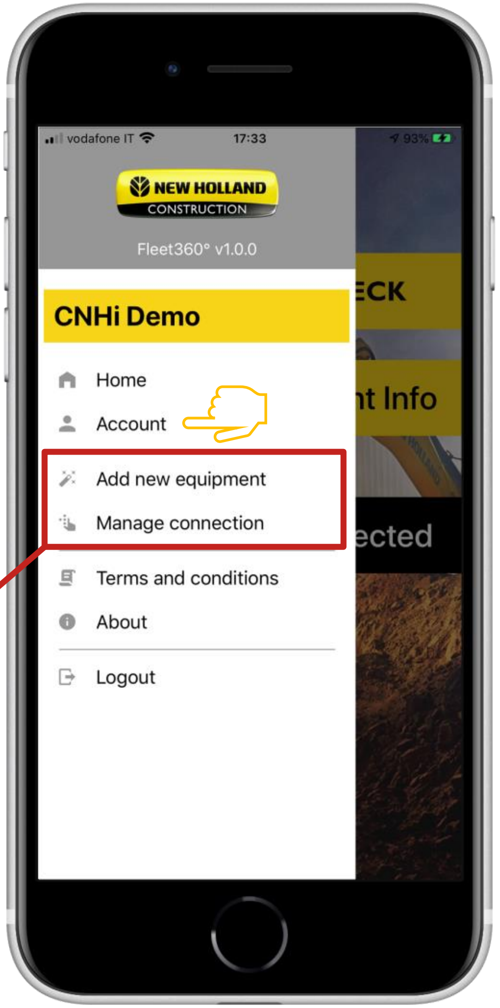
Start an RST session by clicking on **Fleet Check** *(to use this feature you need to connect your device to the Telematic Box).*

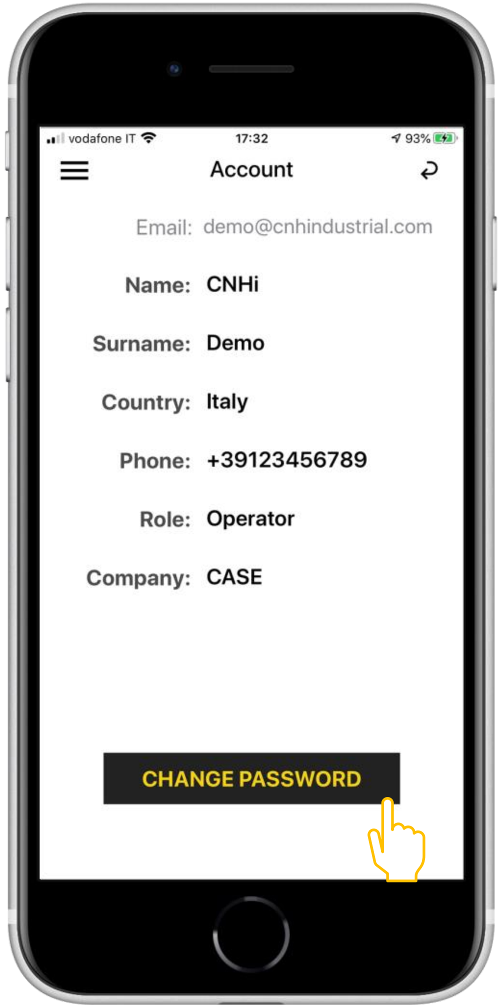
Manage your connection.

HOME

Main menu – Account

From the main menu, you will be able to see all your account information by clicking on **Account**.





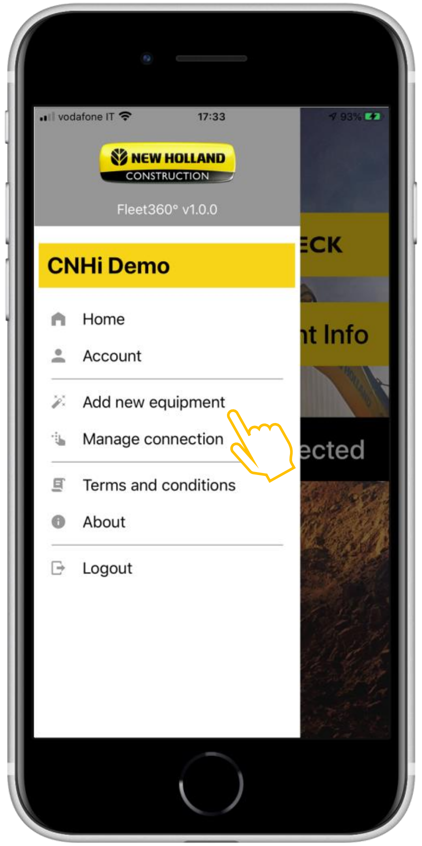
Also, from the main menu, you can **Add a new equipment** and **Manage connection** *(see next slides).*

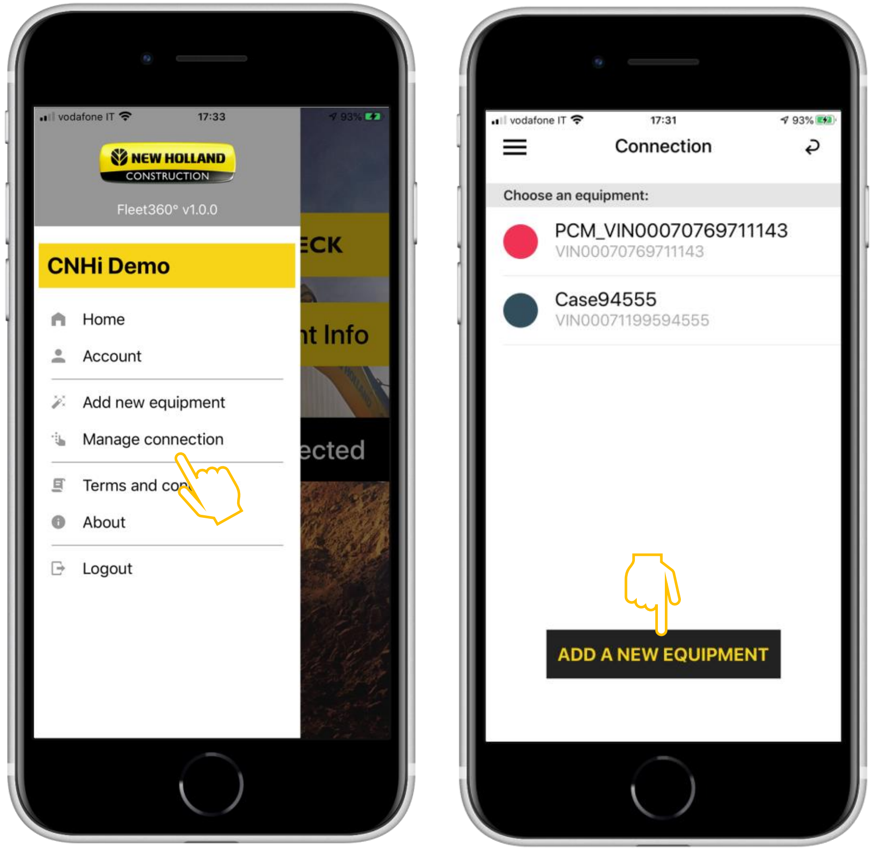
From the **Account** section, you can also change your password.

ADD A NEW EQUIPMENT

ADD A NEW EQUIPMENT

There are two ways to add a new equipment (both of them will take you to the **pairing** procedure):





1. By clicking **Add new equipment** from the main menu.

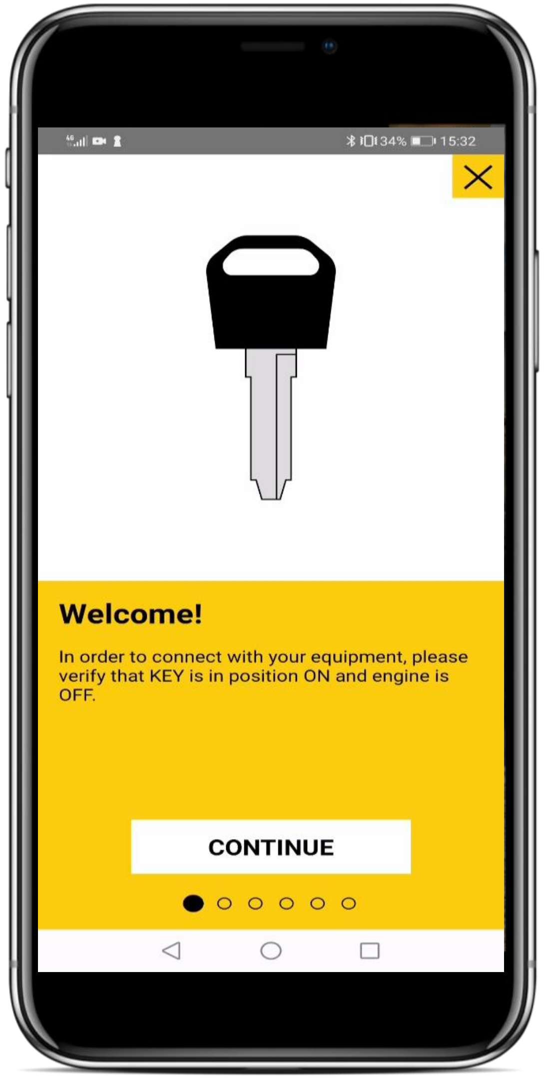
2. By clicking **Add a new equipment** from the Manage connection section.

CNH INDUSTRIAL

ADD A NEW EQUIPMENT

Pairing procedure

Once you have chosen to add a new equipment in one of the two ways shown before, you will be guided through the **pairing** procedure by a wizard (*watch video*)



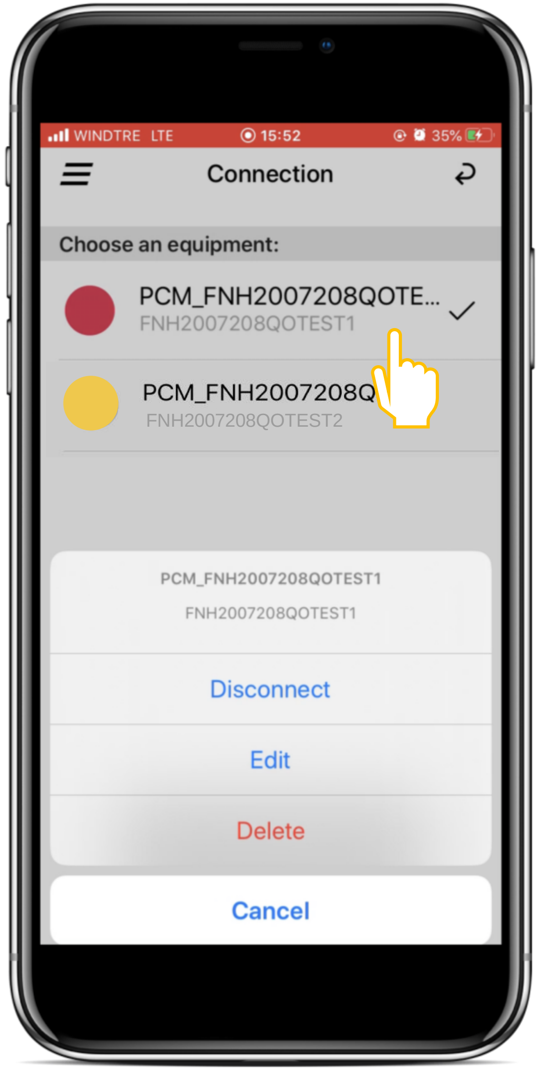
Pairing procedure steps:

1. Verify that vehicle is in safe condition (i.e. parking brake is active), key is in position ON and engine is OFF.
2. Connect with the equipment by specifying the VIN.
3. Make a key cycle (OFF/ON).

MANAGE CONNECTION

MANAGE CONNECTION

From the **Manage connection** section, you will be able to select an already paired equipment from a list and:



1. Connect / Disconnect it.

2. Edit the equipment-related data.

3. Delete (i.e. unpair) it - you MUST restart the pairing procedure in order to connect it again.

MANAGE CONNECTION

Customize equipment’s appearance

For each equipment in the list, you will be able to (*watch video*):

Assign a custom **nickname**.

Assign a **color**.

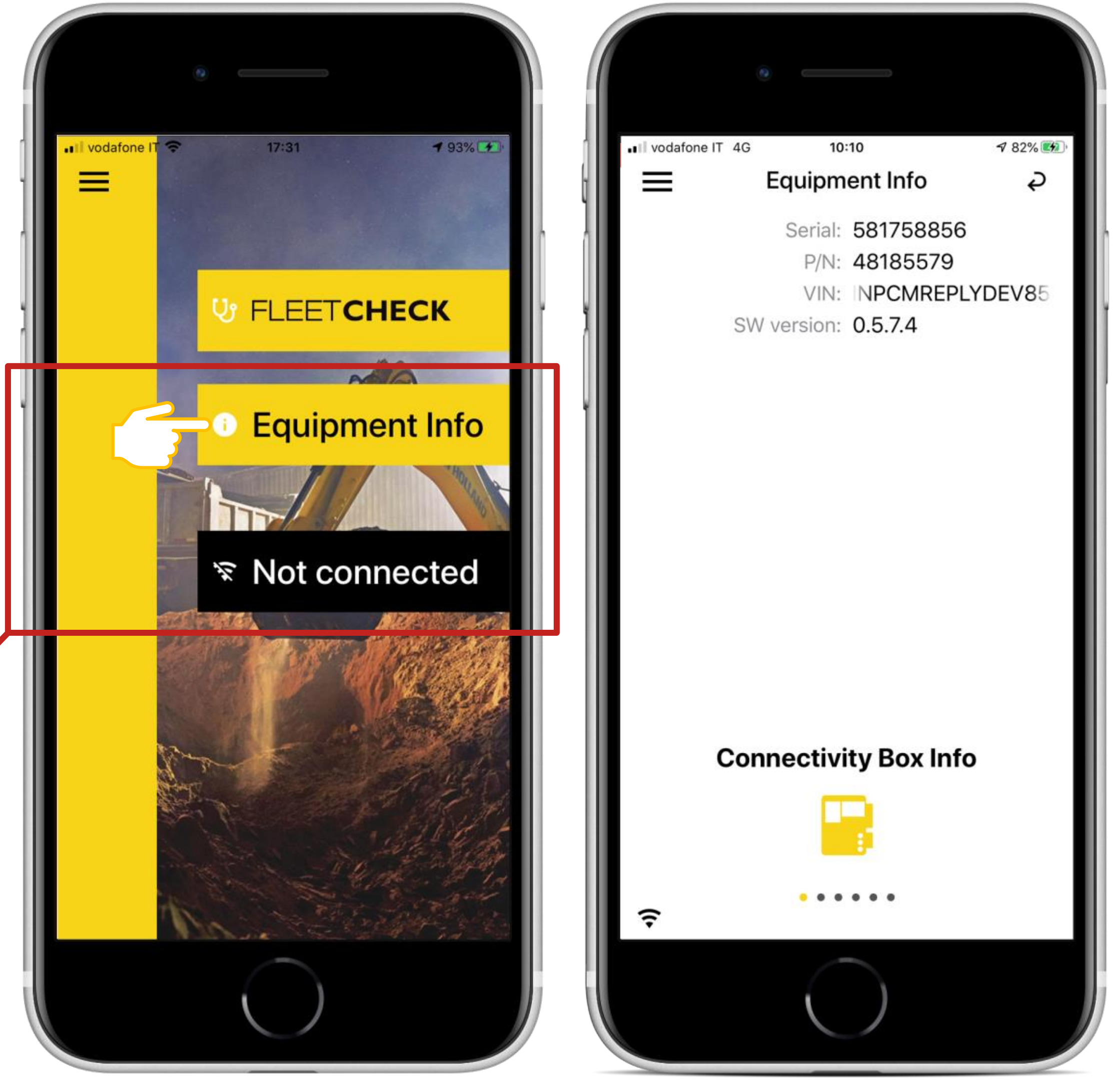
EQUIPMENT INFO

EQUIPMENT INFO

Equipment info include the following information:

- Connectivity Box Info
- GPS
- Modem
- Bluetooth
- Wi-Fi
- Software Update

Remember that Equipment info are available ONLY while connected to the Telematic Box.



STARTING A REMOTE DIAGNOSTIC SESSION

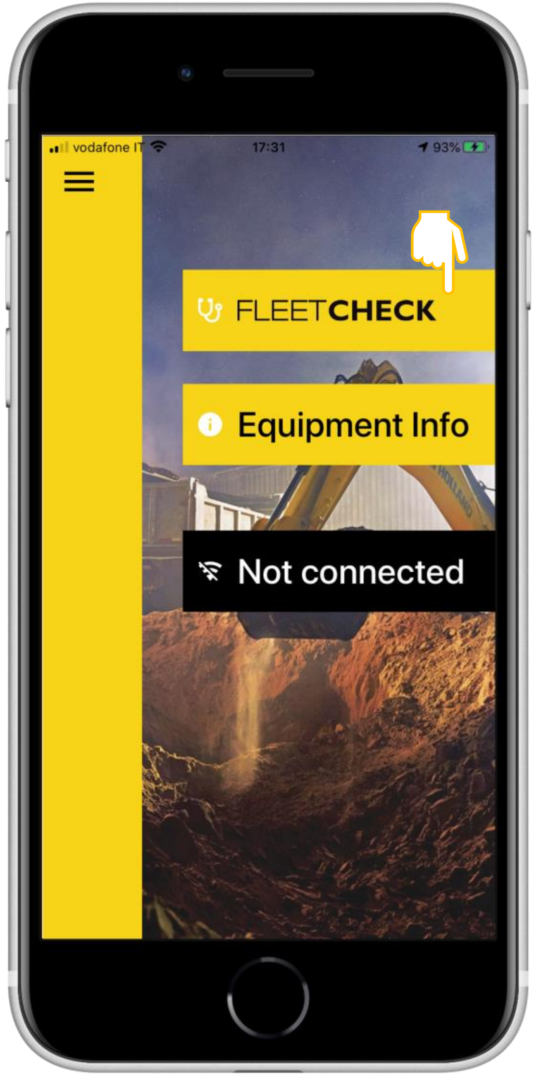
STARTING A REMOTE DIAGNOSTIC SESSION

Assumptions

- Each Remote Diagnostic Session MUST be initiated (and granted) by the driver in the machine's cabin. No session can be started by the Dealer Manager / Technician and without an explicit "consensus" provided by the driver.

- The driver can request and accept a Remote Diagnostic Session by clicking on **Fleet Check** on the mobile app. The constraint is that the app MUST be connected with the vehicle (i.e. the mobile phone must be connected to the vehicle's P&CM).

- From now on, we will assume the target vehicle has been previously registered (or paired) with the app.

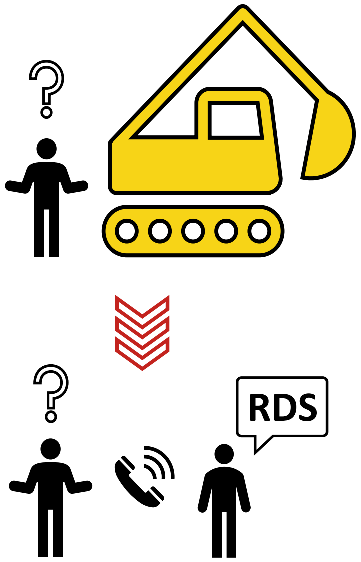


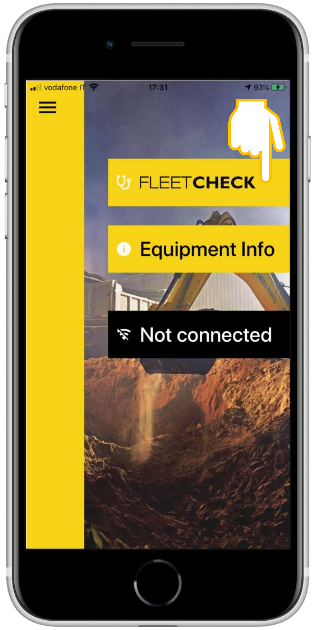
STARTING A REMOTE DIAGNOSTIC SESSION

Real world scenario

Let's go through a typical, real world scenario:

1. Driver has some trouble with his vehicle.
2. Driver has a first contact with his Dealer by calling him by phone, providing an early report of what is happening. Dealer suspects an electronic related issue and asks the Driver to open a **Remote Diagnostic Session (RDS).**



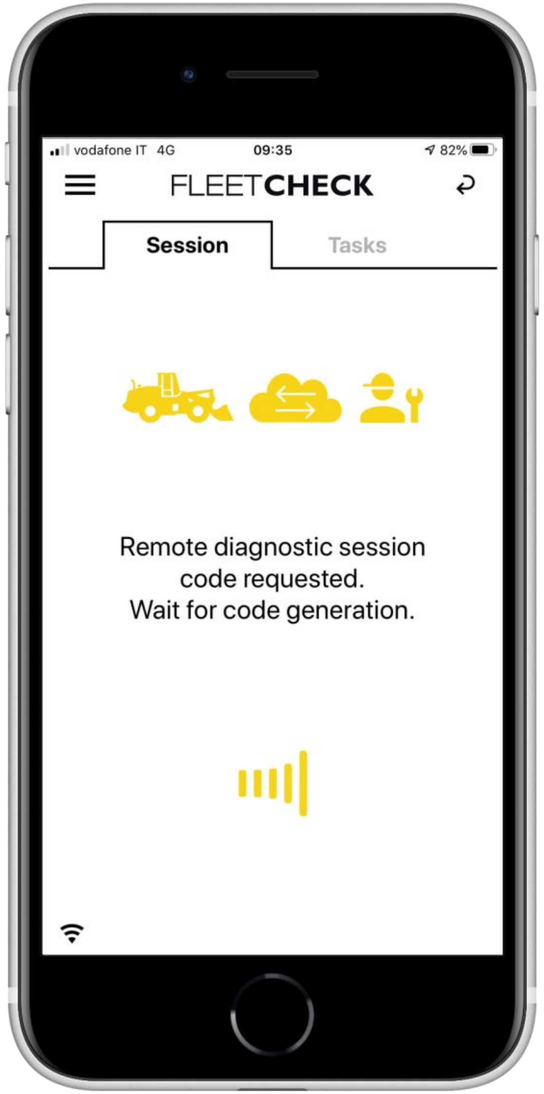


3. Driver launches the function to run a RDS on his smartphone.

STARTING A REMOTE DIAGNOSTIC SESSION

Real world scenario

4. Driver confirms the request of assistance, gets an **access code**, and communicates the code to his Dealer.
5. Dealer launches the **Remote Session Tool (RST)** on his laptop in the workshop adding the code in the system.
6. Driver gets a notification on the app indicating that the Dealer is attempting to start a RDS on his vehicle. The Driver can reject or continue, accepting the request.
7. Once the Driver has accepted the incoming request, both RST and the vehicle / P&CM are "virtually" connected with a full-duplex, always-on, streamed connection.
8. Dealer will select from RST web portal all diagnostics and programming functionalities and perform the task(s) needed.
9. Driver can aborts the RDS process at any time, otherwise the dealer closes the session at the end of the process.



CNH INDUSTRIAL

TROUBLESHOOTING

TROUBLESHOOTING

The following table lists some common issues and their possible resolutions

Section	Symptom	Reason	Resolution
RAS	**When the user makes a request for remote assistance via the mobile app, the request fails and an error message is shown**	The vehicle is running (i.e. safe conditions are not respected): the RAS application cannot start	Check that the vehicle is off and that the parking brake is activated. Then try again to make a new request for remote assistance by clicking on “Start New”
MANAGE CONNECTION	**When a user tries to connect to an already paired vehicle from the list in the Manage Connection section, an error message is shown**	If an error occurs while updating the software bundle on the vehicle, wipe data must be performed. This involves resetting the Wi-Fi / Bluetooth password used to connect the device to the vehicle	It is necessary to carry out the pairing procedure again