

Tigercat[®]

LOGON[™]

USER'S MANUAL



ISSUE 1.0, JULY 2023

Tigercat LogOn

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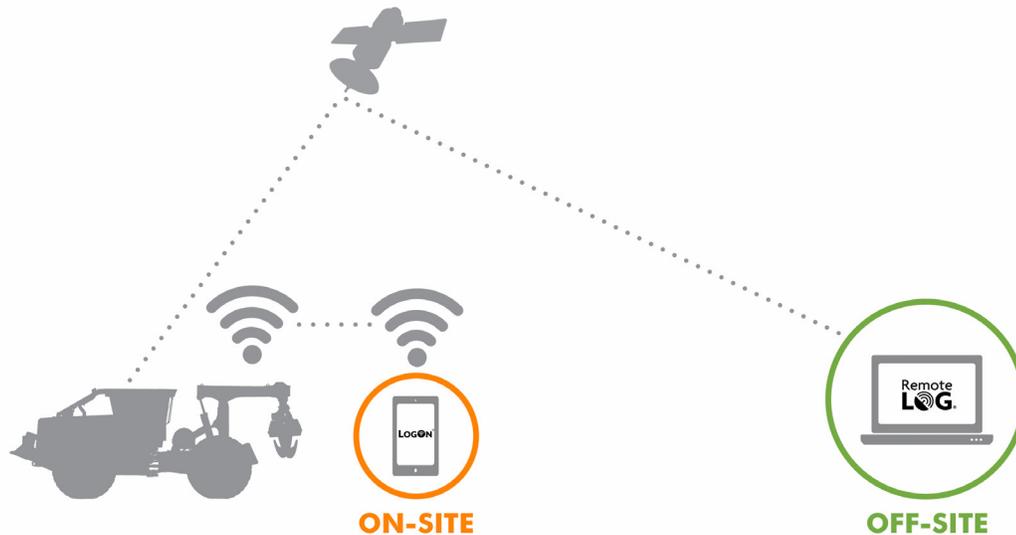
TELEMATICS AVAILABLE LITERATURE

RemoteLog User's Manual	Part No. 47385AENG
LogOn User's Manual	Part No. 72134AENG
LogOn Technician's Manual (this manual)	Part No. 66331AENG
Telematics Field Installation Handbook	Part No. 53902AMUL

Tigercat LogOn

INTRODUCTION

This manual is intended to assist trained and qualified technicians in becoming familiar with the features of the LogOn telematics system for use in the service, maintenance, and troubleshooting of the machine.



Tigercat telematics provides real-time data and machine diagnostics for fleet management and machine monitoring. Reduce downtime and troubleshoot issues faster and smarter.

The Tigercat telematics solution includes two components.



Remotely monitor and manage your fleet of machines OFF SITE using RemoteLog. RemoteLog® allows users to perform fleet management functions remotely. Performance, diagnostic, and location data are transmitted to the RemoteLog online platform via satellite.

- Access remotely while on the road or at the office
- Launch the RemoteLog web interface through your computer or mobile device
- Free subscription to start

NOTE: Not all machines are equipped with RemoteLog.



Access detailed machine data and diagnostic tools with your phone ONSITE using LogOn. LogOn™ allows users to connect directly to a machine's telematics system via a local WiFi signal to access a similar dataset of performance and diagnostic information.

- Access onsite within 15m (49 ft) of the machine using a WiFi capable device
- Launch LogOn easily through the Tigercat mobile app
- LogOn comes standard on all Tigercat models

Tigercat LogOn

SECTION 1–LOGON

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ISSUE 1.1, NOVEMBER 2022

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GENERAL INFORMATION

LogOn provides easy on-site access to view production, activity timeline, and fuel consumption by using a personal mobile device connected to the cellular network by either operator, contractor, or owner through a secure Wi-Fi hot spot. Transfer data from a LogOn-equipped machine and save the information to the mobile device for easy viewing later.

Visit the Tigercat web page to view a LogOn training video.

NOTE: All images in this manual show the mobile version of LogOn. The information may be displayed differently on desktop devices.

LOGON WIRELESS NETWORK

Each machine equipped with a LogOn telematics module broadcasts a local LogOn wireless network. The machine must be powered on (ignition key in the RUN position) to provide the LogOn wireless network.

Each machine's wireless network is named **LogOn-Serial Number** for easy identification.

NOTE 1: If the machine's wireless network starts with 'RemoteLog' instead of 'LogOn,' the machine may not be equipped with the LogOn telematics system.

NOTE 2: The machine's wireless network only broadcasts within a 15 m (50 ft) radius of the machine. If the network does not appear available on your device, try moving closer to the machine.

ACCESSING LOGON

DEFAULT LOGON CREDENTIALS

USERNAME	PASSWORD
Owner	Owner7Q
Operator	Oper3T

Use the default login credentials to access LogOn on a new machine. The owner and operator passwords can be changed by the machine owner. Refer to **SETTINGS–USER–PASSWORDS** in THIS SECTION for more information.

NOTE: Owners should set a secure password to prevent unauthorized access to the machine's settings and data.

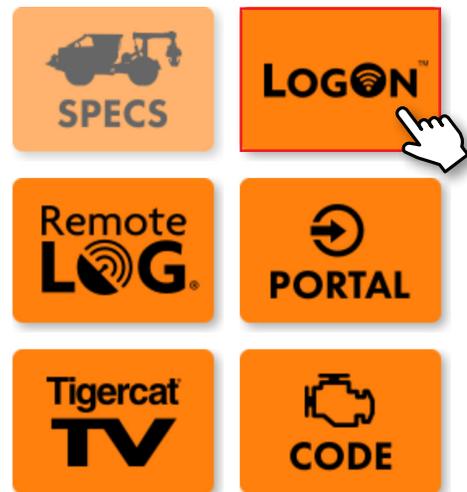
ACCESSING LOGON FROM A BROWSER

1. Open your device's network settings.
2. Connect to the machine's wireless network, named LogOn-Serial Number.
3. Open your preferred browser.
4. Enter the IP address `http://192.168.2.1`.
5. Enter the appropriate login credentials.

NOTE: Passwords are case-sensitive.

ACCESSING LOGON FROM THE TIGERCAT MOBILE APP

1. Turn the ignition key on the machine to the RUN position.
2. Open the Tigercat mobile app.



3. Select the LogOn button from the home screen.



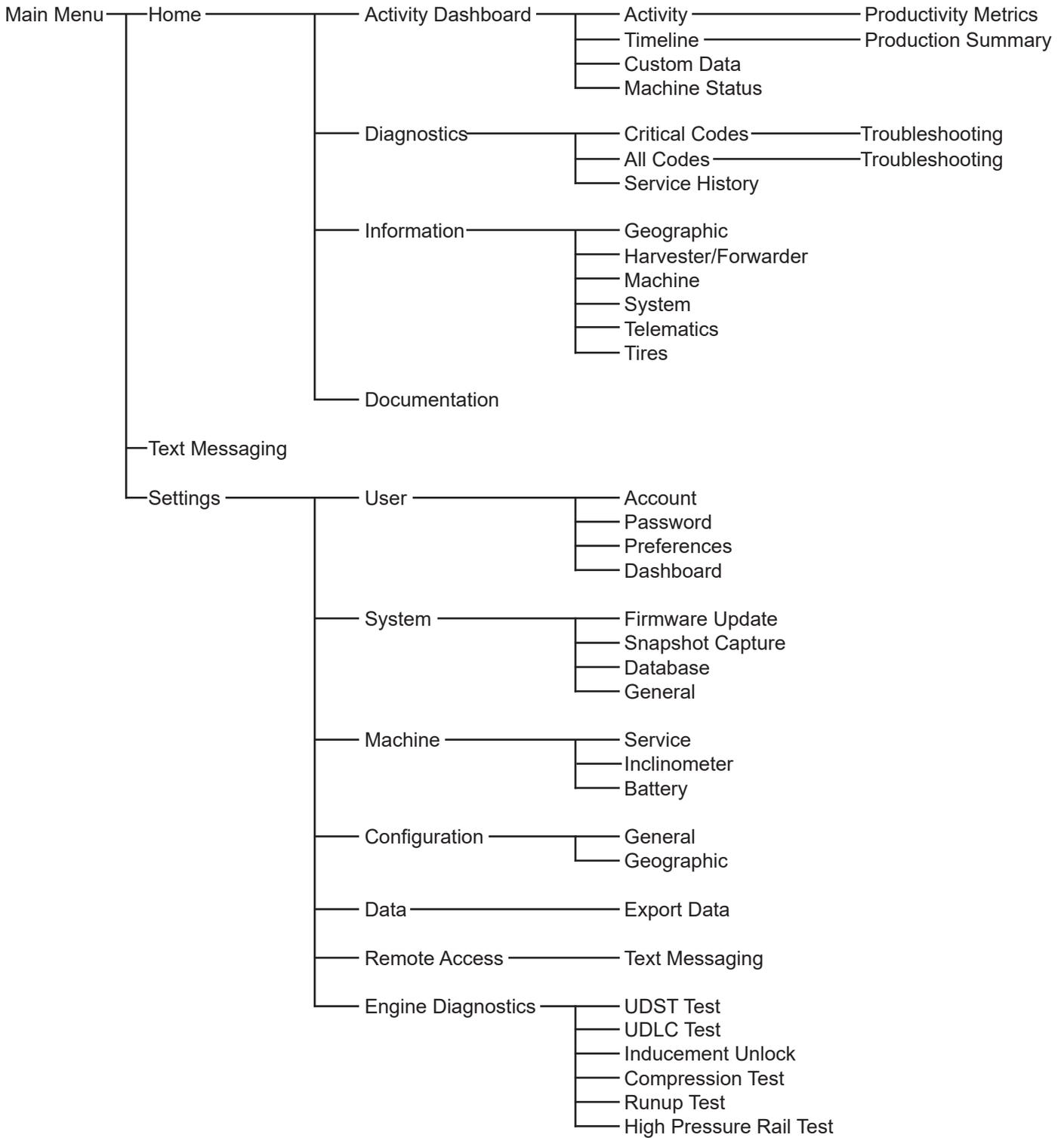
1. Click on **Open Settings**
2. Switch your Wifi network to: **LogOn-XXXXXX**
3. You **must be within a 15m radius** of the machine to connect to the network
4. Then press **Launch LogOn**



4. Select Open Settings.
5. Connect to the machine's wireless network, named LogOn-Serial Number.
6. Select the Back button on your device.
7. Select Launch LogOn
8. Enter the appropriate login credentials.

NOTE: Passwords are case-sensitive.

LOGON SITE MAP



ACCOUNT PERMISSIONS

TAB/MENU	DESCRIPTION	OWNER	OPERATOR	GUEST
Dashboard	Time Bar Graph	✓	✓	-
	Productivity Metrics	✓	✓	-
	Production Summary	✓	✓	-
	Fuel Consumption	✓	✓	-
	Data Export	✓	✓	-
	Custom User-Defined Data	✓	✓	-
	Current Machine Status	✓	✓	✓
	Export Machine Status	✓	✓	-
Diagnostics	Critical Code Information	✓	✓	-
	Export Critical Code Information	✓	✓	-
	All Code Information	✓	✓	-
	Export All Code Information	✓	✓	-
	Record of Service History	✓	✓	-
	Export Service History	✓	✓	-
Information	Geographic Information	✓	✓	✓
	Export Geographic Information	✓	✓	-
	Harvester Information	✓	✓	-
	Export Harvester Information	✓	✓	-
	Service Mode Enable/Disable	✓	✓	✓
	Export Machine Data	✓	✓	-
	Telematics Information	✓	✓	✓
	System Information	✓	✓	✓
Documentation	Network Share Reports	✓	✓	-
	Engine Troubleshooting Guide	✓	-	-
	Telematics Manual	✓	✓	-
	Machine Operator's Manual	✓	✓	-
	Service Manual	✓	-	-
Text Messaging	Texting Accessibility	✓	✓	-
Settings - Data	Data Log, Histograms	✓	-	-

TAB/MENU	DESCRIPTION	OWNER	OPERATOR	GUEST
Settings - User	Account Information	✓	✓	-
	Change Operator Password	✓	-	-
	Change Owner Password	✓	-	-
	Language, Timezone	✓	✓	✓
	Productivity Metrics	✓	✓	-
	Week Start Day	✓	✓	-
	Timeline Display	✓	✓	-
	User-defined Custom Data	✓	✓	-
	Settings - System	Firmware Information	✓	✓
Start Update Manager		✓	✓	-
Remove All Technical Documents		✓	-	-
Download/Send Snapshot		✓	✓	✓
Delete All Collected Data		✓	-	-
Satellite Modem Enable/Disable		✓	-	-
Network Share Enable/Disable		✓	-	-
Tether Mode Enable/Disable		✓	-	-
Check Tether Connection		✓	✓	✓
Factory Reset		✓	-	-
Power Off System	✓	✓	✓	
Settings - Machine	Service Mod Override	✓	✓	✓
	Inclinometer Readings	✓	✓	✓
	Battery Information	✓	✓	✓
Settings - Configuration	Configuration Information	✓	-	-
	Machine Position Data	✓	-	-
Settings - Remote Access	Data Plan Information	✓	✓	-
Settings - Engine Diagnostics	Engine Inducement Unlock	✓	✓	-
	Results	✓	✓	-

NAVIGATION



Main Menu—Select this button to display the Main Menu on any screen in LogOn. Select this button again to minimize the Main Menu.



Expand/Collapse Menu—Select this button on any menu to expand or collapse the list of menu pages.



Expand/Collapse Panel—Select this button on any panel to expand or collapse the information. For panels which do not display this button, select the panel title to expand or collapse the information.



Expand/Collapse Report—Select this button to view more information about the diagnostic message or report.



Sort—Select this button to sort the displayed information alphabetically or reverse alphabetically by the selected column.



Sort (Alphabetical)—This button indicates that the displayed information is sorted alphabetically by this column. Select this button to change the sort order.



Sort (Reverse Alphabetical)—This button indicates that the displayed information is sorted reverse alphabetically by this column. Select this button to change the sort order.



Date Range—Select this button on any panel to open the date range drop-down menu. The user can filter the information shown on the panel by the following date ranges:

- Since Last Engine Start
- Today
- Yesterday
- This Week  Start Day

The week start day can be changed in the settings menu. Refer to **SETTINGS–USER–DASHBOARD** in **THIS SECTION** for more information.

MAIN MENU



Select the Main Menu button at the top of the screen to display this menu.



Home—Select this button to return to the Home screen.



Text Messages—Select this button to open the Text Messaging interface.



Settings—Select this button to open the Settings screen, which manages account settings, system settings, machine settings, remote access, and more.



Log Out—Select this button to bring up the Logout screen. Select this button again to log out the current user or select the Home button to return to the Home screen.

HOME

TAB MENU



The Tab menu displays at the bottom of the Home screen.



Activity Dashboard—Select this tab to view machine activity, timeline, and status, and custom data.



Diagnostics—Select this tab to view the service history and all active diagnostic messages for the machine.



Information—Select this tab to view geographic machine, attachment, telematics, and system information.

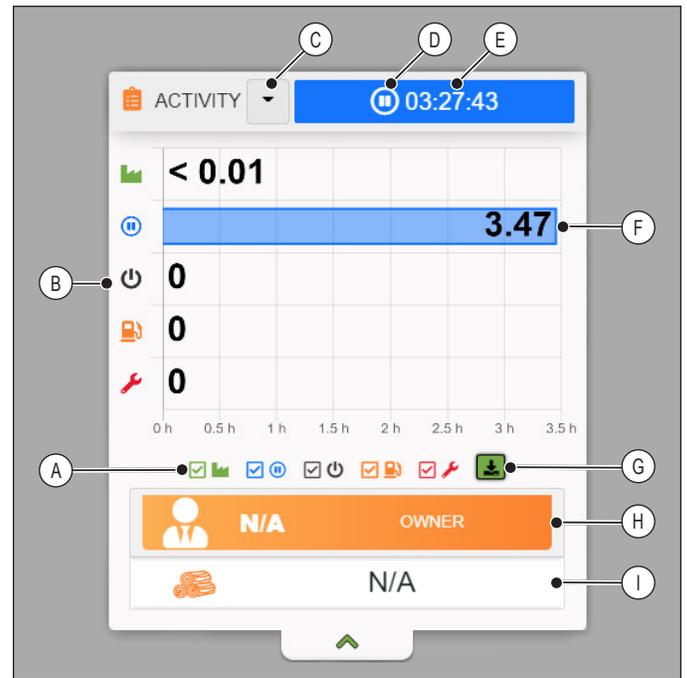


Documentation—Select this tab to access all available machine documentation (depending on account type).

ACTIVITY DASHBOARD



ACTIVITY



Activity Panel

- A Activity Filters
- B Activity Type
- C Date Range Drop-Down Menu
- D Current Activity
- E Current Activity Duration
- F Total Activity Time for the Selected Date Range
- G Download Activity Data
- H Current User
- I Productivity metrics (If Available)

- **Activity Filters**—Check or uncheck the activity filters to show or hide those activities on the display.
- **Download Activity Data**—Select this button to open a pop-up window. Enter the desired start and end dates and then select a file type (CSV or XML) to download the report.

NOTE: If no date range is entered, the report will include today's data by default.

- **Current User**—This indicates if the user is logged into an owner, operator, technician, or guest account. Refer to GENERAL INFORMATION—ACCOUNT PERMISSIONS in THIS SECTION for more information on which features are available to each account type.

ACTIVITY TYPES



Production (Green)—The engine is running and either the engine exertion levels or machine movement indicate that production is in progress.



Idle Time (Blue)—The machine is stationary and the engine has been running at low exertion levels for an extended period of time.



Shutdown (Black)—The engine is stopped.



Refuelling (Orange)—The machine is stationary and fuel levels are increasing. The engine may be running or stopped.



Service (Red)—An operator or technician has enabled service mode to conduct repairs or maintenance work.

PRODUCTIVITY METRICS

The machine type determines which productivity metrics are displayed. Some machines gather no data on production, while others track production loads or stem count.

Productivity metrics may not always be displayed on the Activity panel. To turn productivity metrics on and off, refer to **SETTINGS—USER—DASHBOARD** in THIS SECTION.

Production Loads

 N/A	OWNER
	500

Production loads are measured for the following machine types:

- Feller Buncher
- Forwarder

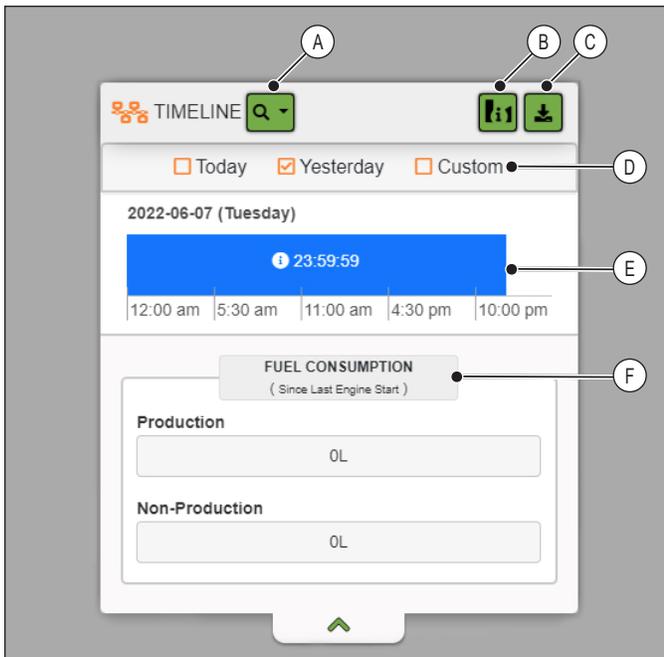
Volume and Stem Count

 N/A	OPERATOR
	5,367 m ³
	750

Volume and stem count are measured for the following machine types:

- Harvester
- Logger
- Shovel Logger
- Processor

TIMELINE

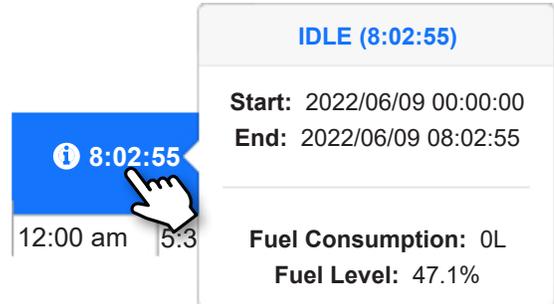


Timeline Panel

- A Zoom Level
- B Production Summary
- C Download Timeline Data
- D Date Range
- E Timeline
- F Fuel Consumption Information

- **Zoom Level**–Select this button and then adjust the slider to change the zoom on all available timelines. Pinch in or out on individual timelines to manually adjust the zoom. Tap and slide on a timeline to view activity from earlier or later in the day.

- **Timeline**–This displays all machine activity for the selected date range, by date. Each activity displays the activity duration and is colour-coded to indicate the activity type. Select the duration to bring up additional information about the event, including start and end times and fuel consumption information.



NOTE: The hours displayed on the timeline can be customized. Refer to SETTINGS–USER–DASHBOARD in THIS SECTION for more information.

- **Download Timeline Data**–Select this button to prepare the timeline data to download. Select this button again to download the data as a PDF. The downloaded file includes the machine serial number and timeline data for all dates currently shown on the timeline.
- **Fuel Consumption**–This panel displays fuel consumption information, split into Production activities and Non-Production activities. When the engine is running, this panel shows fuel consumption since the last engine start-up. When the engine is stopped, this panel shows the fuel consumption for the last engine start-shutdown cycle.

- **Date Range**–Select one of these buttons to filter the information shown on the timeline to the selected date or date range.

To set a custom date range:

1. Select the Custom button.

	30 May, 2022	●	START DATE
	3 June, 2022	●	END DATE
			APPLY

2. Select the Start Date button.

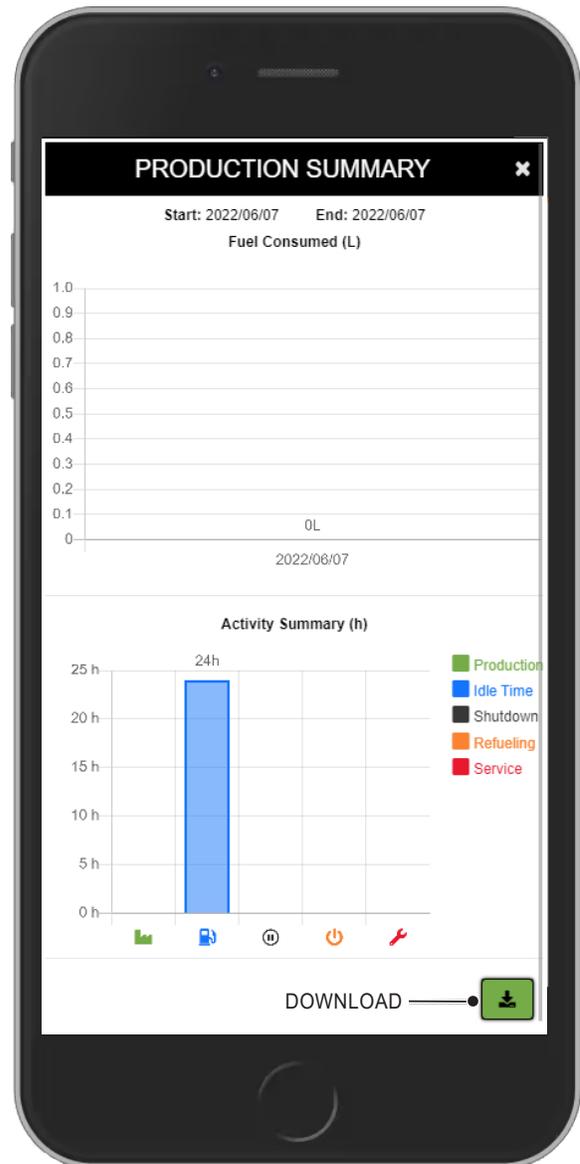
◀ May 2022 ▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

▶ Today
- Clear
× Close

3. Select the desired start date on the calendar.
4. Select the End Date button.
5. Select the desired end date on the calendar.
6. Select the Apply button.

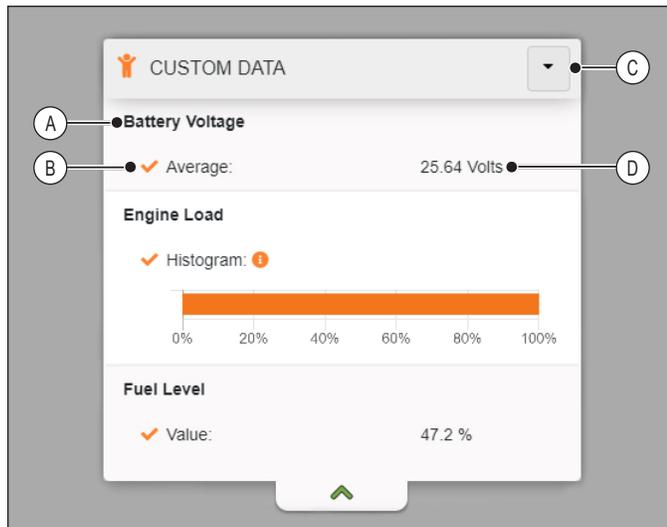
- **Production Summary**–Select this button to view the activity summary and fuel consumption information in graph form.



Select the Download button to download the data as a PDF.

NOTE: The downloaded file includes the machine serial number, the selected date range, the activity summary, and fuel consumption information by date.

CUSTOM DATA



Custom Data Panel

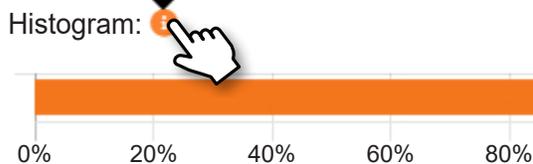
- A Item
- B Metric (Data Type)
- C Date Range Drop-Down Menu
- D Data

This panel displays all custom data items set up by the user. Custom data includes items such as engine speed, coolant temperature, fuel level, and battery voltage. Several metrics are available, including average, minimum, and maximum values over the selected date range. Refer to **SETTINGS-USER-DASHBOARD** in THIS SECTION for more information.

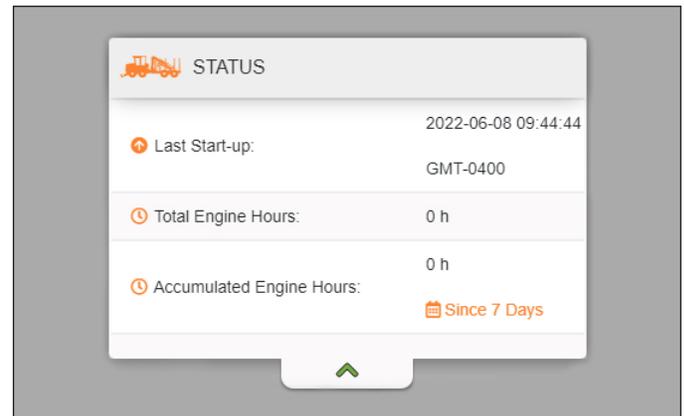


Histogram Information—Select this button to display the histogram legend. The legend shows the defined data categories and what percentage of the data falls into each category.

In this example, engine load data is organized into 0–25% load, 25–50% load, 50–75% load, and 75–100% load categories. 100% of the data collected during the selected date range falls into the 25–50% load category.



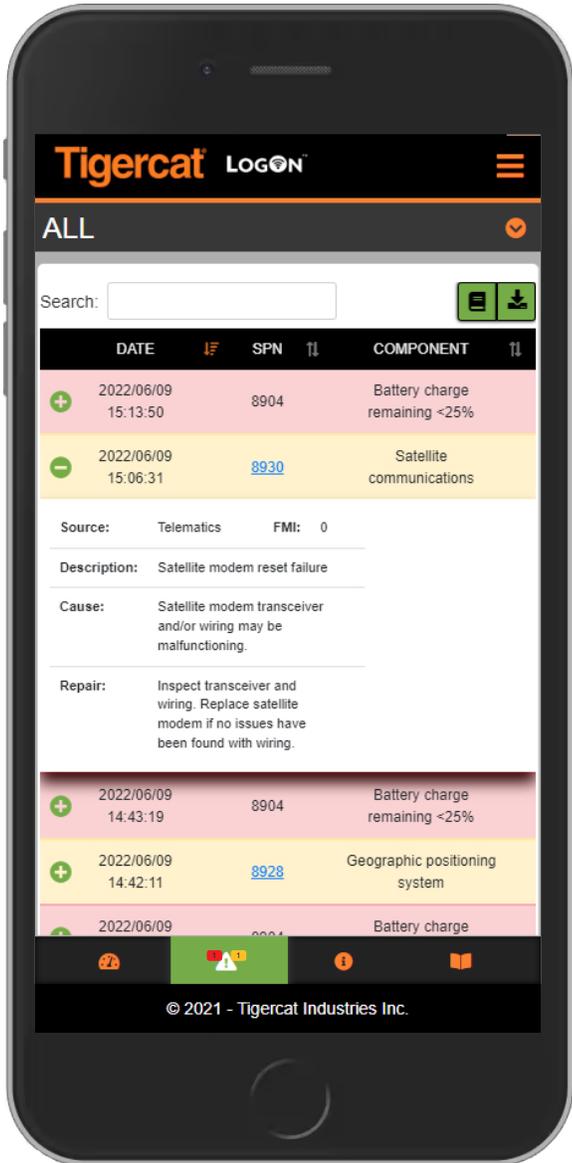
MACHINE STATUS



Machine Status Panel

This panel displays the machine's last start-up time, total engine hours, and engine hours accumulated in the last 7 days.

DIAGNOSTICS



- **Notifications**—Notification icons appear if new diagnostic messages have occurred since the user last opened the Diagnostics tab. Select the Diagnostics tab to refresh the list of displayed messages.



The notifications indicate the number of new critical messages (red) and the number of new alert messages (yellow).

ALL MESSAGES

The All Messages page displays all active diagnostic messages for the machine (critical and alert severity). Select the Expand button on any message to show additional information, including the fault source, cause, and method of repair.



Search—Enter a search term to filter the displayed diagnostic messages. This search applies to the Date, SPN, Component, Source, Description, Cause, and Repair fields.



Troubleshooting—Select this button to open the Telematics Troubleshooting Guide (if available).

[SPN 8920](#)

SPN Code—Select the SPN code, when available, to open the troubleshooting article for that code.



Download Diagnostics Summary—Select this button to open a pop-up window. Enter the desired start and end dates and then select a file type (CSV or XML) to download the report.

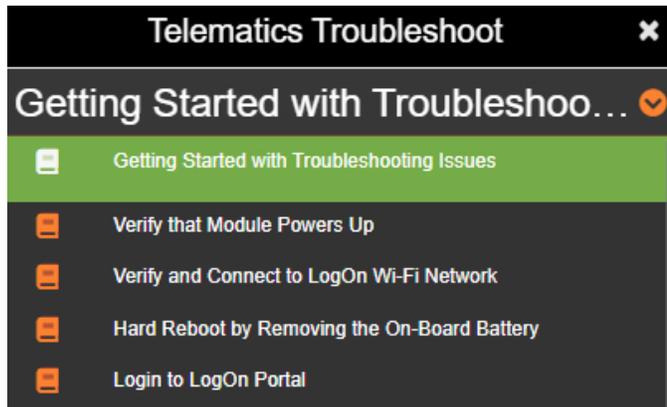
Download a diagnostics summary from the All Messages page to include all critical and alert diagnostic messages. Download a diagnostics summary from the Critical Messages page to download critical diagnostic messages only.

NOTE: If no date range is entered, the report will include today's data by default.

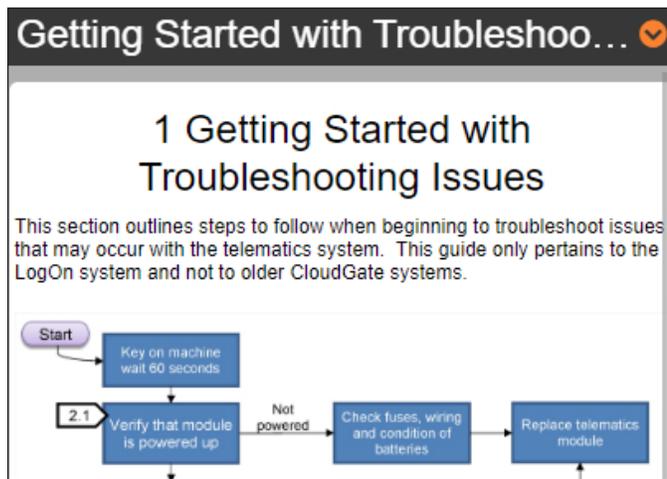
CRITICAL MESSAGES

The Critical Messages page displays active diagnostic messages for the machine (critical severity only). This page has all the same information and features as the All Messages page.

TROUBLESHOOTING



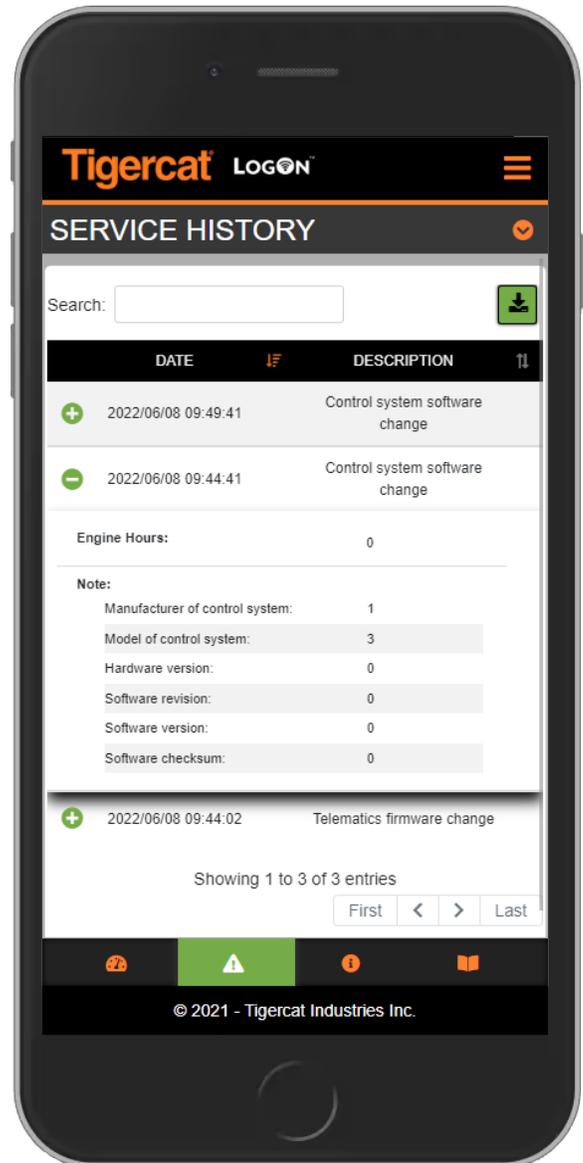
The troubleshooting guide displays all available troubleshooting articles for the telematics system. Select any article from this list to view the article.



Each troubleshooting article includes detailed instructions for fixing various telematics issues. Each article has a built-in search feature at the bottom of the page. Enter a search term to find all instances of that term in the article.

NOTE: This search does not search across other troubleshooting articles.

SERVICE HISTORY



Search—Enter a search term to filter the displayed service reports. This search applies to the Date and Description fields.



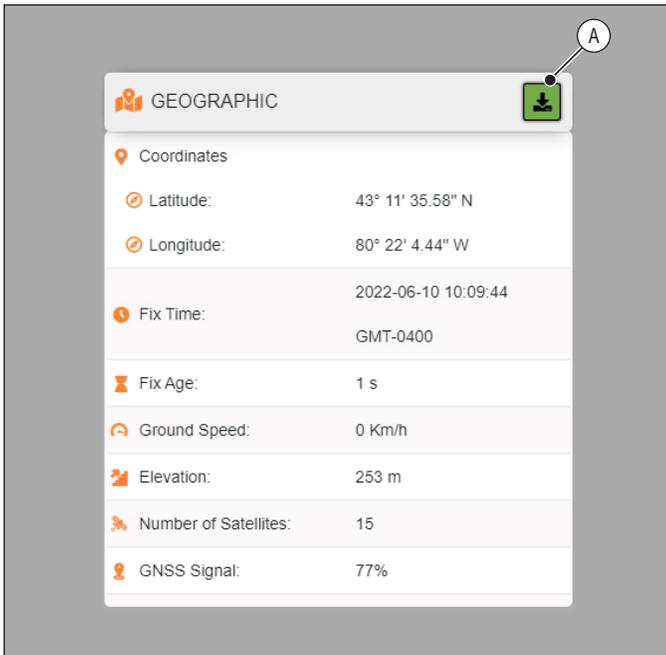
Download Service History—Select this button to open a pop-up window. Enter the desired start and end dates and then select a file type (PDF, CSV, or XML) to download the report.

The downloaded file includes the machine serial number, the selected date range, and all service reports from the selected date range. Each report includes the date of service, engine hours at time of service, description, and notes.

NOTE: If no date range is entered, the downloaded file will include today's data by default.

INFORMATION

GEOGRAPHIC



Geographic Information Panel

A Download Location Data

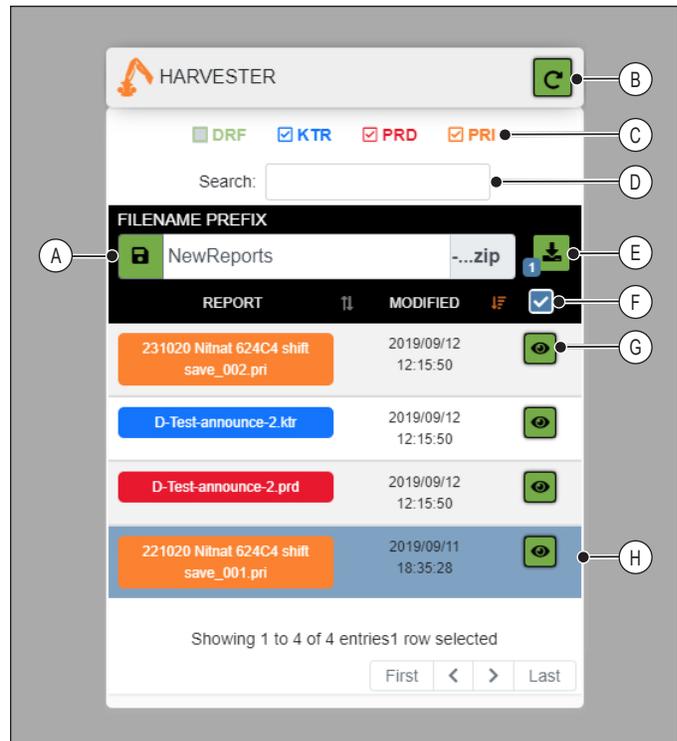
- **Download Location Data**—Select this button to open a pop-up window. Enter the desired start and end dates and then select a file type (KML, CSV, or XML) to prepare the location data for download. Select this button again to download the data.

The downloaded file includes the latitude, longitude, ground speed, and elevation of the machine, and the time when the data was recorded.

NOTE 1: KML files can be viewed in any geospatial software program, such as Google Earth.

NOTE 2: If no date range is entered, the downloaded file will include today's data by default.

HARVESTER/FORWARDER



Harvester/Forwarder Information Panel

- A Edit File Name
- B Refresh Data
- C File Type Filters
- D Search
- E Download Reports
- F Select Multiple Reports
- G View Report
- H Selected Report

The Harvester Information panel is available if Network Share Mode is enabled. This allows report files to be transferred from a Tigercat D5 system to the telematics system for easy download. Refer to SETTINGS—SYSTEM—GENERAL in THIS SECTION for more information.

- **Refresh Data**—Select this button to request data from the Tigercat D5 system.
- **File Type Filters**—Check or uncheck the file type filters to show or hide those file types in the list.

- **Search**–Enter a search term to filter the displayed reports. This search applies to the Report and Modified fields.
- **Edit File Name**–The Filename Prefix determines the default name for downloaded harvester reports.

To edit the Filename Prefix:

1. Select the Edit File Name button.
2. Enter the desired name into the Filename Prefix field.
3. Select the Save File Name button.

- **Download Reports**–Select this button to batch download all selected reports into a ZIP file. The number next to the Download button indicates the number of reports that are selected for download.

To download multiple reports:

1. Edit the Filename Prefix, if desired.



2. Select the Select Multiple Reports button. By default, all available reports are selected.

NOTE: Selected reports are highlighted in blue. The number next to the Download Reports button indicates the number of reports currently selected.
3. Select and deselect individual reports until only the desired reports are selected.
4. Select the Download Reports button.

- **View Report**–Select this button to view an individual report.

Select the Expand button to display a description of the variable.

Enter a search term to filter the displayed harvester reports. This search applies to the Variable, Value, and Description fields.

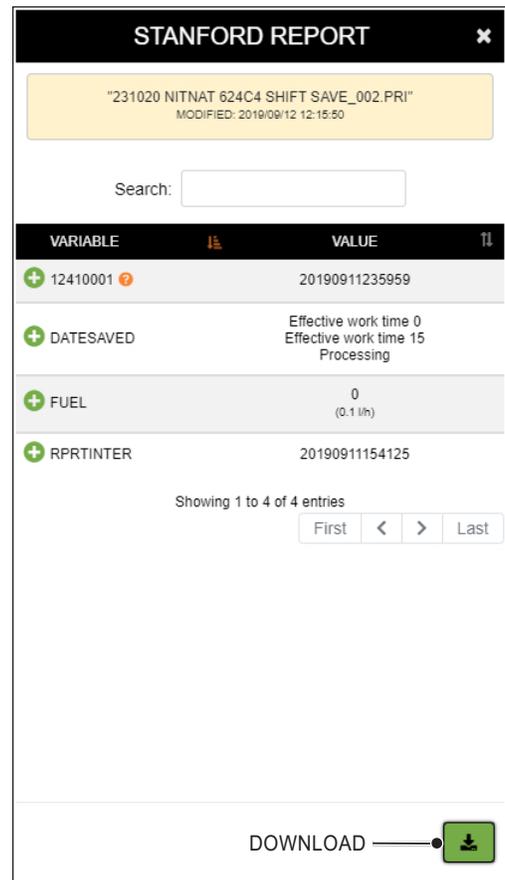
To download a single report:

1. Select the View Report button next to the desired report.



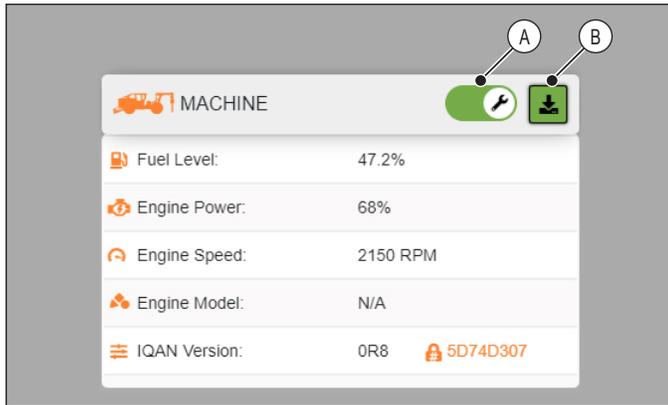
2. Select All or Min to view the report.

NOTE: To view all available information from the report, select All. To view the minimum information recommended for making informed decisions, select Min.



3. Select the Download button to download a PDF with all of the information from the report.

MACHINE



Machine Information Panel

- A Service Mode Enabled/Disabled
- B Download Machine Data

• **Service Mode Enabled/Disabled**—Select this toggle to enable or disable Service Mode. When the toggle is green, Service Mode is enabled. When the toggle is grey, Service Mode is disabled.

When Service Mode is enabled, the machine status in RemoteLog will change to Service and the duration of the Service activity will be recorded.

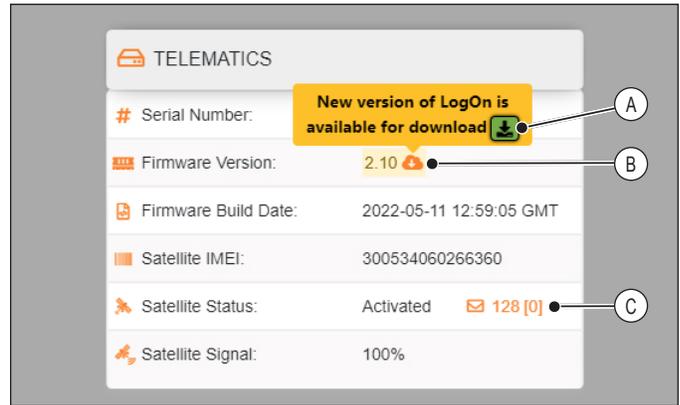
While the machine is in service mode, fault codes from the machine are not sent to RemoteLog.

NOTE: If Service Mode is not disabled at the machine after twelve hours, the system will automatically turn Service Mode back to disabled. The Service Mode timeout can be adjusted. Refer to **SETTINGS—CONFIGURATION—GENERAL** in THIS SECTION for more information.

• **Download Machine Data**—Select this button and then select a file type (CSV or XML) to prepare the machine data for download. Select this button again to download the data.

The downloaded file includes the machine serial number, fuel level, engine power, engine speed, IQAN version, and date of download.

TELEMATICS



Telematics Information Panel

- A Download Firmware
- B New Version Available
- C Messages Sent in the Last 7 Days [Pending Messages]

This panel displays telematics information, including the current satellite status and signal strength, the number of text messages sent in the last 7 days, the number of pending messages, and the current firmware version.

The New Version Available icon appears when the firmware can be updated.

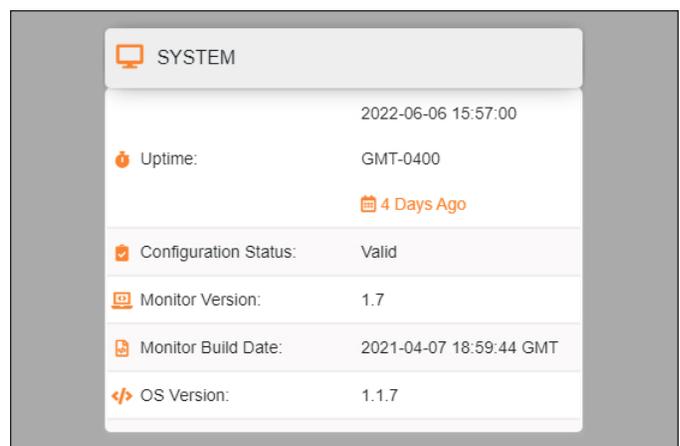
To update the firmware:

1. Select the New Version Available icon.



2. Select the Download Firmware button.

SYSTEM



System Information Panel

This panel displays system information, including the operating system version, monitor version, the time when the machine was started, and the time elapsed since the machine was started.

TIRES

The screenshot shows the TIRES panel with a unit selection dropdown set to 'bar | °C' and a 'Download Tire Data' button. Below is a table of tire data:

	Axle	Pressure	Temperature
C	1	4.100 bar	24 °C
D	1	4.800 bar	21 °C
E	1	4.600 bar	20 °C
F	1	4.200 bar	25 °C
G	2	4.800 bar	20 °C
H	2	4.900 bar	25 °C
I	2	4.800 bar	24 °C
J	2	4.800 bar	20 °C
K	3	5.300 bar	21 °C
L	3	5.200 bar	22 °C
M	3	5.200 bar	20 °C
N	3	4.600 bar	21 °C
O	4	5.200 bar	24 °C
P	4	4.200 bar	23 °C
Q	4	5.100 bar	25 °C
R	4	4.500 bar	22 °C

- **Unit Selection**–Select the desired units system to display the tire pressure and temperature information in either bar/°C or psi/°F. The current units system is displayed in green.
- **Download Tire Data**–Select this button to prepare the tire data for download. Select this button again to download the data.

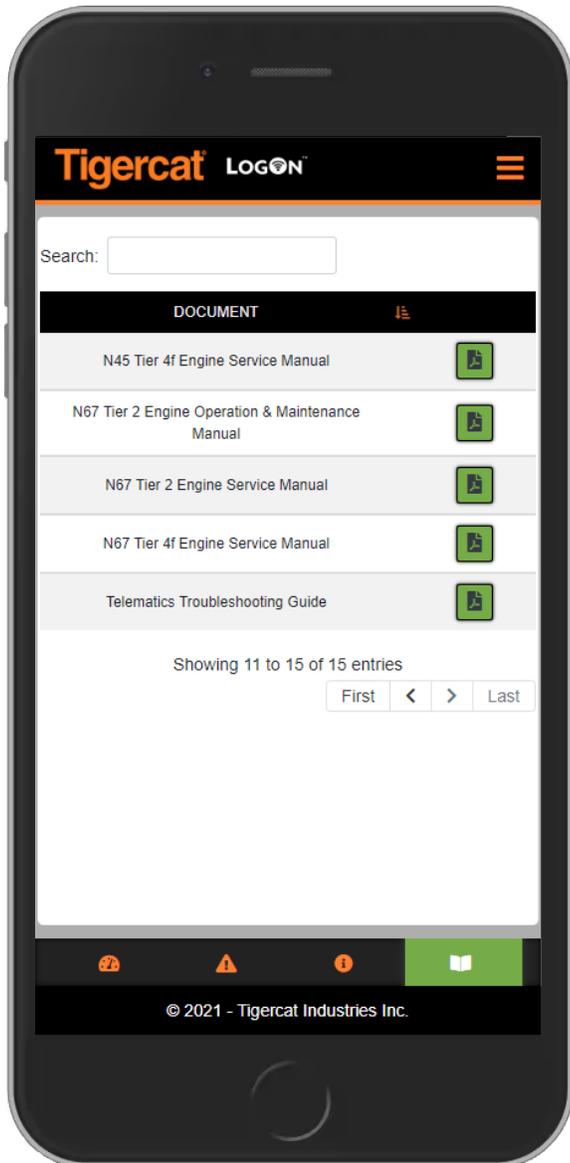
The download includes up to 2 years of data if the data is available. Each CSV file contains up to 6 months of data. The downloaded files include a log of tire pressures and temperatures for each tire equipped on the machine, as well as time stamps indicating when the data was recorded.

Tires Information Panel

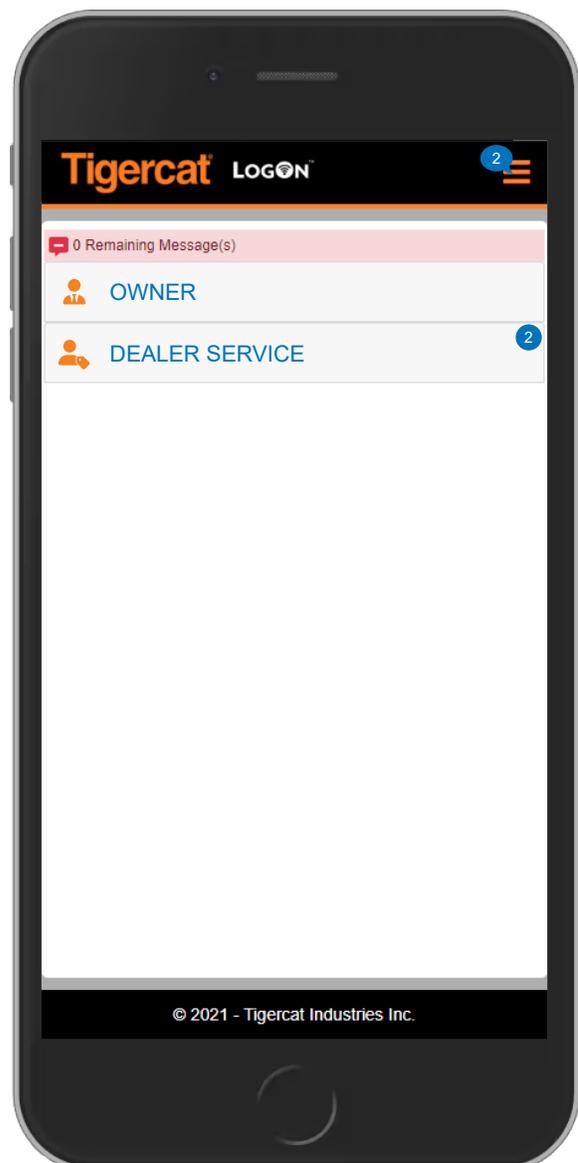
- A Unit Selection
- B Download Tire Data
- C Axle 1 Outer Left Tire
- D Axle 1 Inner Left Tire
- E Axle 1 Inner Right Tire
- F Axle 1 Outer Right Tire
- G Axle 2 Outer Left Tire
- H Axle 2 Inner Left Tire
- I Axle 2 Inner Right Tire
- J Axle 2 Outer Right Tire
- K Axle 3 Outer Left Tire
- L Axle 3 Inner Left Tire
- M Axle 3 Inner Right Tire
- N Axle 3 Outer Right Tire
- O Axle 4 Outer Left Tire
- P Axle 4 Inner Left Tire
- Q Axle 4 Inner Right Tire
- R Axle 4 Outer Right Tire

This panel displays tire pressure and temperature information (if available).

DOCUMENTATION



TEXT MESSAGING



LogOn comes preloaded with technical documents applicable to the machine. Additional document packages can be uploaded. Refer to **SETTINGS–SYSTEM–FIRMWARE UPDATE** in THIS SECTION for more information.



Search—Enter a search term to filter the displayed documents.



Open PDF—Select this button to open a PDF of the desired document.



Text Notification—This icon indicates the total number of unread messages (if any).



Conversation Notification—This icon indicates the total number of unread messages (if any) in the conversation.



Messages Remaining—This indicates how many messages can be sent to and from the machine before additional text messages need to be purchased.

 **CAUTION**

Do not use the telematics text messaging service for emergency communication.

Text messages are only sent and received when the machine is running and has a clear view of the satellite. Messages may not be immediately sent or received.

Pay-As-You-Go text messaging plan packages are available through Tigercat dealerships and are sold in bundles of 25, 50, 100, or 250 messages.

When the text messaging option is purchased, the Text Messaging feature allows the user to send and receive text messages between a machine's LogOn and RemoteLog using a satellite network. With this feature, there is no need for cellular network coverage at the machine's worksite.

The Text Messaging menu gives access to all conversations available to the user. The top of the screen displays information about the satellite data plan, including the number of messages remaining and the number of days before the plan expires (if applicable).

LogOn users can send RemoteLog messages to the Owner and to Dealer Service. Messages can be up to 140 characters in length and cannot contain attachments. This system supports text messages containing non-English language characters.

NOTE 1: The LogOn text messaging feature does not use the device's mobile plan to send messages. All LogOn text messages are sent through the RemoteLog satellite data plan assigned to the machine.

NOTE 2: When the machine is under heavy cover, the telematics module will continue trying to send or receive messages until successful.

MINIMUM REQUIREMENTS FOR TEXT MESSAGING

A machine must meet the following requirements to use the text messaging feature:

- The machine must be equipped with a RemoteLog satellite modem.
- The machine must be equipped with the LogOn telematics system.
- The LogOn firmware must be updated to the latest version.
- A text messaging plan must be purchased for the machine.
- The operator must be connected to LogOn with a cell phone, tablet, or laptop in order to send or receive text messages.

NOTE: CloudGate telematics systems do not support text messaging. Machines with CloudGate must be upgraded to LogOn using a retrofit kit. For more information about telematics retrofit kits, contact your local Tigercat dealer.

MESSAGE STATUS

The message status icon next to any sent message indicates if the message has been successfully sent through the telematics system.



Queued—The message has been placed on queue for transmission.



Sent—The message has been successfully sent through the satellite.



Acknowledged—The message has been received by the RemoteLog user.



Timed Out—The message transmission timed out. The telematics system was unable to connect with the satellite to send the message.



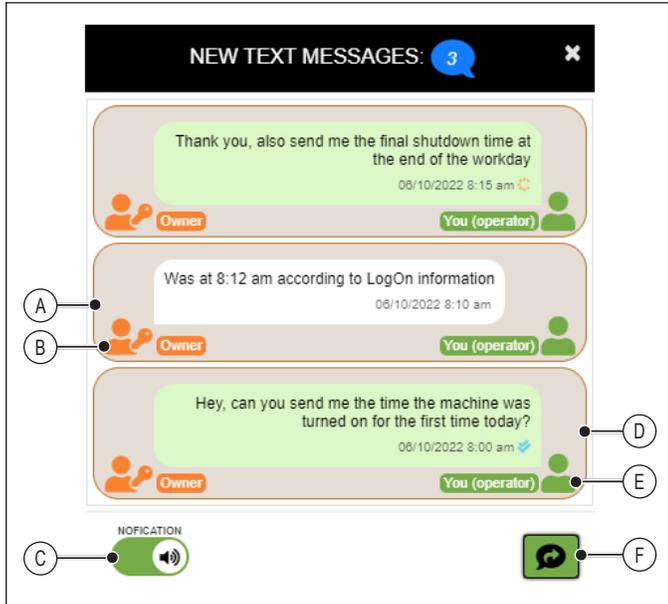
Cancelled—The message transmission was cancelled due to an internal error.



Failed—The message transmission failed due to an internal error.

RECEIVING TEXT MESSAGES

When the user logs into LogOn, a New Messages pop-up window will appear with all new text messages (if any).



New Text Messages

- A Message Received from RemoteLog
- B RemoteLog User
- C Sound Notifications On/Off
- D Message Sent from LogOn
- E LogOn User
- F Go To Text Messaging Menu

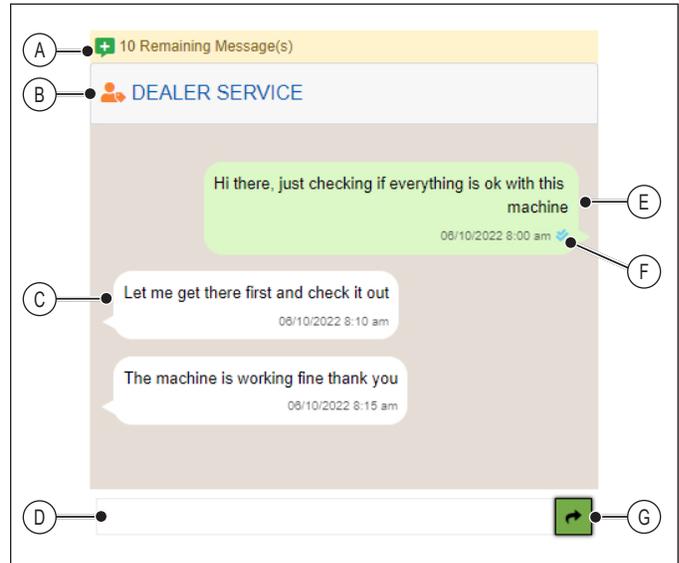
- **New Message**—Each new message displays the LogOn user, the RemoteLog user, the message content, and the time when the message was sent. The most recent messages appear at the top of the window.
- **Sound Notifications On/Off**—Select this toggle to turn sound notifications on or off. When sound notifications are turned on, a sound plays every time a new text message is received. When the toggle is green, sound notifications are turned on. When the toggle is grey, sound notifications are turned off.
NOTE: This setting does not deactivate the text messaging feature or disable visual notifications. Text messaging cannot be disabled.
- **Go To Text Messaging Menu**—Select this button to view all available conversations.

SENDING TEXT MESSAGES



Do not use the telematics text messaging service for emergency communication.

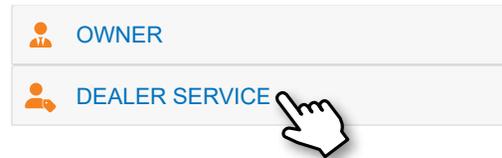
Text messages are only sent and received when the machine is running and has a clear view of the satellite. Messages may not be immediately sent or received.



Text Messaging Conversation

- A Number of Remaining Messages Available
- B Current Conversation
- C Message Received From RemoteLog
- D Message Box
- E Message Sent From LogOn
- F Message Status Indicator
- G Send Button

To send a text message from LogOn:



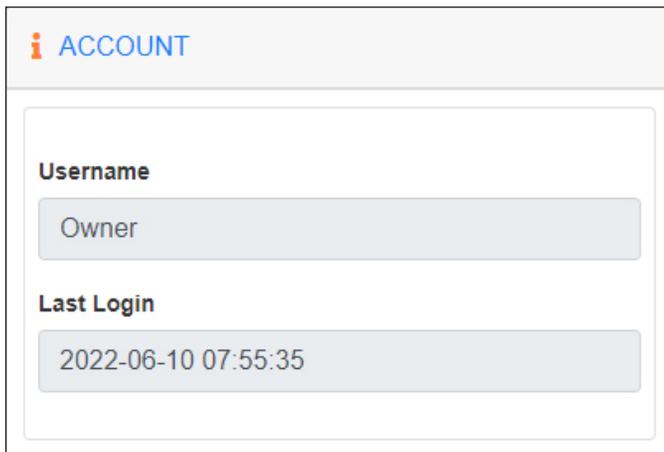
1. Select the desired conversation from the Text Messaging menu.
2. Enter a message in the message box.
3. Select the Send button.

SETTINGS

The settings menu allows users to change account settings, LogOn settings, and telematics reporting settings. Users can also export or delete all machine data.

USER

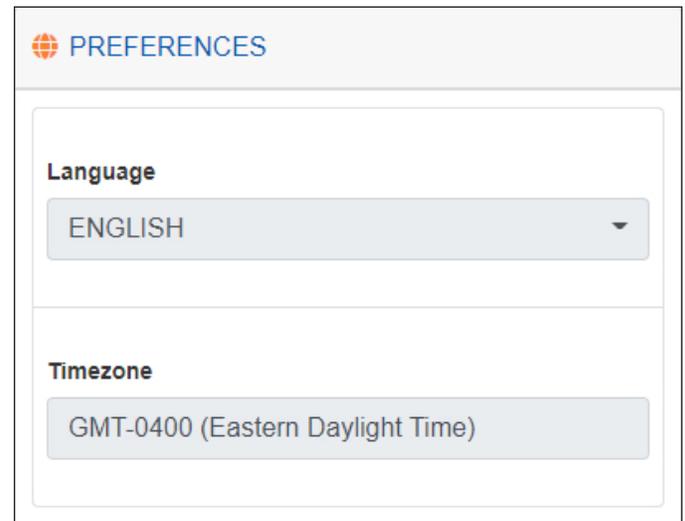
ACCOUNT



The screenshot shows the 'ACCOUNT' panel with a header containing an information icon and the word 'ACCOUNT'. Below the header, there are two sections: 'Username' with a text input field containing 'Owner', and 'Last Login' with a text input field containing '2022-06-10 07:55:35'.

The Account panel displays the current user and last login information.

PREFERENCES



The screenshot shows the 'PREFERENCES' panel with a header containing a globe icon and the word 'PREFERENCES'. Below the header, there are two sections: 'Language' with a drop-down menu showing 'ENGLISH', and 'Timezone' with a text input field showing 'GMT-0400 (Eastern Daylight Time)'.

The Preferences panel displays the current language and the timezone set by the user's device.

To change the language:

1. Select the Language drop-down menu.
2. Select the desired language from the list.

NOTE: Scroll or tap and slide on the list to view more available languages.

PASSWORD

The Password panel allows the owner to change the owner and operator account passwords for the machine. Guest accounts do not require a password.

NOTE 1: Owners should set a secure password to prevent unauthorized access to the machine's settings and data.

NOTE 2: Account passwords are stored locally on the telematics module. Changing the account password on one machine will not affect other machines.

To change a LogOn password:

1. Select Owner or Operator to change that account's password.
2. Enter the new password.
3. Enter the new password again.
4. Select the Save button.

5. Enter the current Owner account password.
6. Select the Accept button.

DASHBOARD

PRODUCTIVITY METRICS

Select the Productivity Metrics toggle to turn on and off the productivity metrics display on the dashboard. Productivity metrics are displayed when the toggle is green (shown above). Productivity metrics are not displayed when the toggle is grey.

WEEK START DAY

The week start day determines the start date when THIS WEEK is selected from the Date Range drop-down menu on any display. The data starts at midnight of the selected weekday.

To change the week start day:

1. Select the Week Start Day drop-down menu.
2. Select the desired weekday from the list.

TIMELINE DISPLAY

The timeline display determines which hours display on the timeline. Set the timeline hours to the operator's typical hours of operation (work shift) to view machine activities in more detail.

To change the timeline display hours:

1. Select the From drop-down menu.
2. Select a start time from the list.

NOTE: Scroll or tap and slide on the list to view more available times.
3. Select the To drop-down menu.
4. Select an end time from the list.

CUSTOM DATA

Custom Data

ITEM	METRIC
Idle-Production Indicator	ElapsedTimeOn

ITEM METRIC

+

Custom Data Settings

- A Remove Data from Dashboard
- B Add Data to Dashboard

Custom data can be added to the dashboard for quick and easy viewing.

Items

Custom data includes items in the following categories.

- **Mechanical**—Includes items relating to the engine, hydraulics, electrical system, tires, and other machine components, such as engine speed, DEF tank temperature, and battery voltage.
- **Fuel**—Includes items such as fuel level, fuel rate, and total fuel used.
- **Activity**—Includes items such as total stem count, ignition status, trip odometer, and idle-production indicator.

Metrics

- **Value**—Displays the last value found in the selected date range (the one closest to the selected end date).
- **Average**—Calculates the average of all values found between the selected start and end dates.
- **Minimum**—Displays the minimum value found between the selected start and end dates.
- **Maximum**—Displays the maximum value found between the selected start and end dates.

To add custom data to the dashboard:

1. Select the Item drop-down menu.

engine

ENGINE COOLANT LEVEL

ENGINE COOLANT TEMPERATURE

ITEM METRIC

2. Enter a search term in the search field, if desired.
3. Select an item from the list.
4. Select the Metric drop-down menu.
5. Select a metric from the list.
6. Select the Add Data button.

NOTE: Scroll or tap and slide on the list to view more available items.

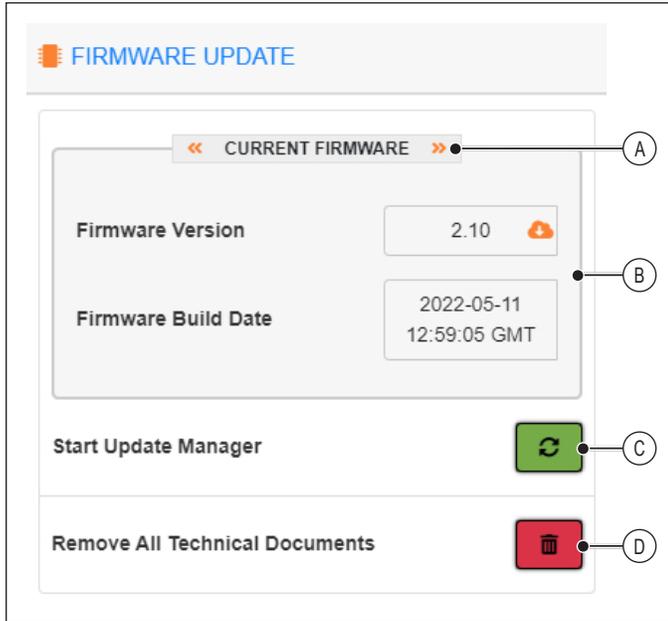
To remove custom data from the dashboard:

1. Select the Remove Data button.
2. Select the Remove Data button again to confirm.

SYSTEM

START UPDATE MANAGER

FIRMWARE UPDATE

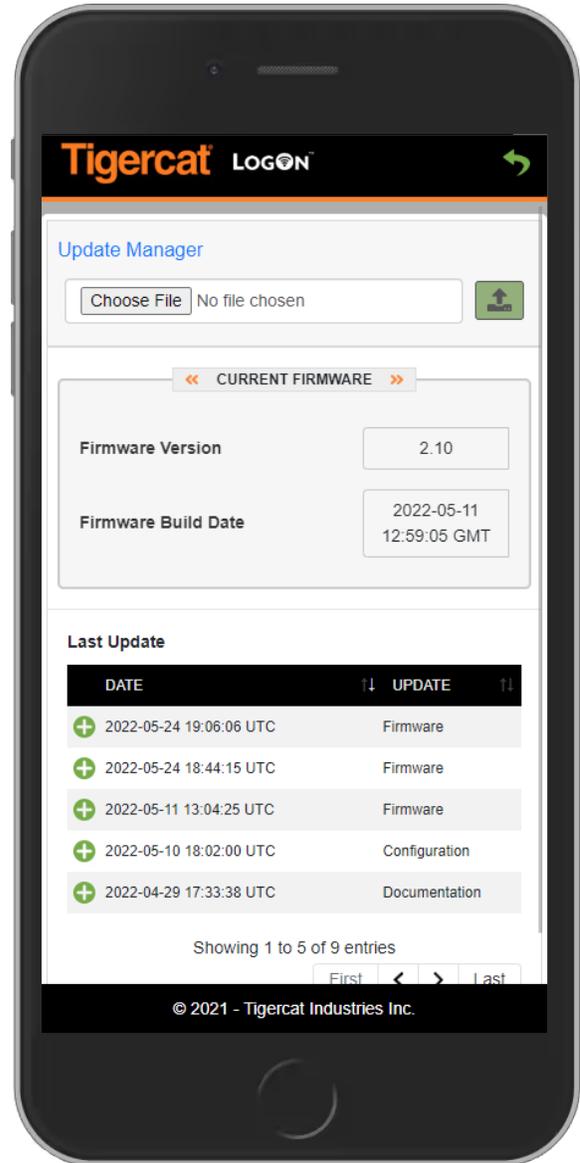


Firmware Update	
A	Next/Previous Information Panel
B	Information Panel
C	Start Update Manager
D	Remove All Technical Documents

REMOVE ALL TECHNICAL DOCUMENTS



Remove All Technical Documents—Select this button, then select this button again to remove all technical documents from the telematics module. To remove individual documents,



The update manager displays a list of previous updates. Expand any update to view the version number and build date. Users can also upload firmware and documentation packages through the update manager.



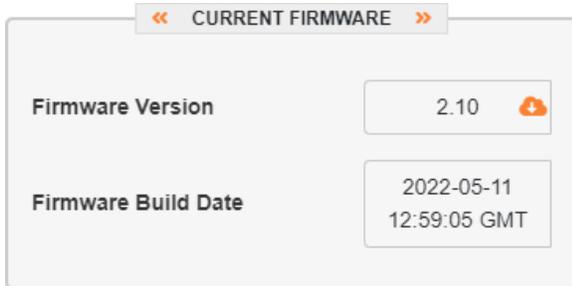
Upload—Choose a firmware or documentation package file, then select this button to upload the package to the telematics module.



Back—Select this button to restart LogOn. Once LogOn restarts, it will display the Home screen.

INFORMATION PANELS

- **Current Firmware**—This panel displays the current firmware version and build date. The New Version Available icon appears when the firmware can be updated.



To update the firmware:

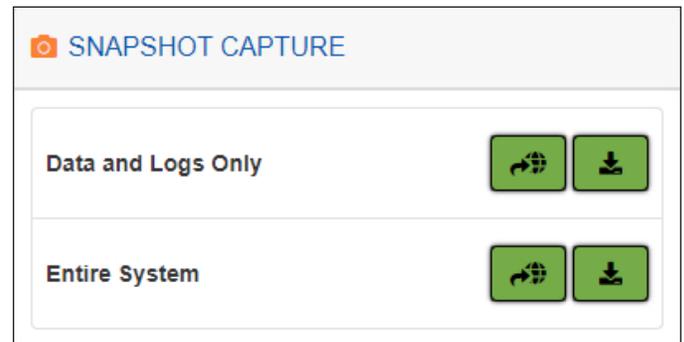
1. Select the New Version Available icon.



2. Select the Download Firmware button.

- **Current Docs**—This panel displays all technical documentation currently available for the machine. Select the Remove Document button to permanently delete the document from the telematics module.
- **Current System**—This panel displays the current operating system and monitor version.
- **Storage System**—This panel displays the storage available on the telematics module for updates and additional technical documentation.

SNAPSHOT CAPTURE



Users can capture snapshots of the telematics system and machine data. These snapshots can be sent to Tigercat service for assistance in troubleshooting machine issues.

Users can capture snapshots of the entire system, or of data and logs only.



Tether—Select this button to send the snapshot information directly to Tigercat service through the device's mobile plan.

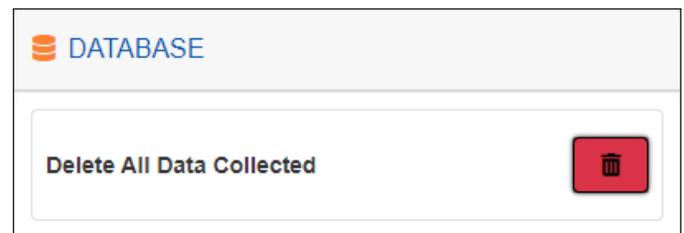
NOTE: Tethering sends the snapshot information over the Internet. The mobile device must have signal from the service provider and have an active data plan to successfully send the information.



Download—If the mobile device has no signal or if tethering is unsuccessful, select this button to download the snapshot information to the device. The downloaded snapshot file can be emailed to Tigercat service at a later time.

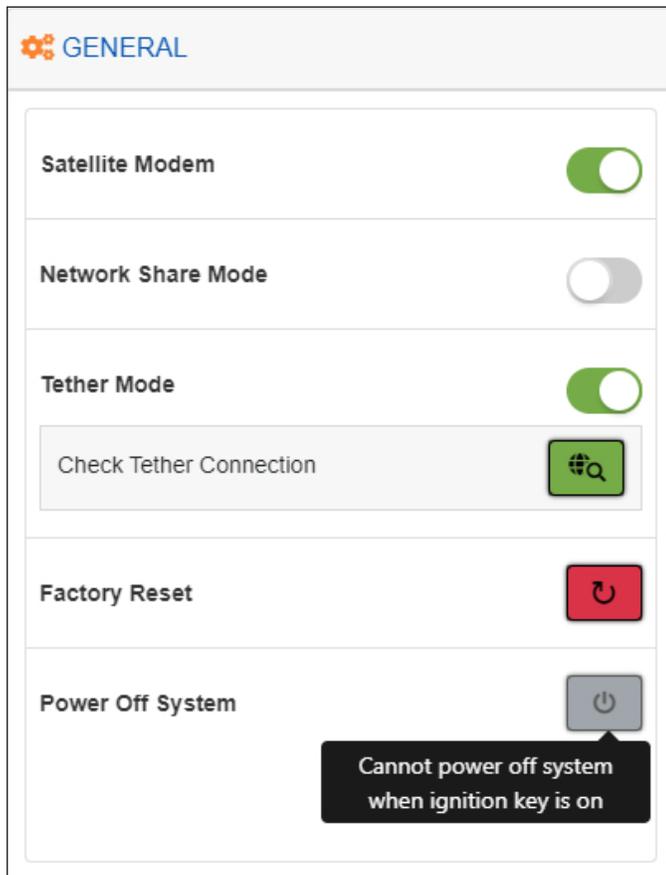
NOTE: Snapshot files are encrypted and not intended for personal use.

DATABASE



Delete All Data Collected—Select this button to remove all information collected from the machine.

GENERAL



- **Satellite Modem Enable/Disable**—Select this toggle to enable or disable the RemoteLog satellite modem (if equipped). When the toggle is green, the satellite modem is enabled. When the toggle is grey, the satellite modem is disabled.
- **Network Share Mode Enable/Disable**—Select this toggle to enable or disable Network Share Mode. When the toggle is green, Network Share Mode is enabled. When the toggle is grey, Network Share Mode is disabled.

Network Share Mode allows report files to be transferred from a Tigercat D5 system to the telematics system for easy download. When Network Share Mode is enabled, the Harvester Information panel is available on the Information tab of the Dashboard.

- **Tether Mode Enable/Disable**—Select this toggle to enable or disable Tether Mode. When the toggle is green, Tether Mode is enabled. When the toggle is grey, Tether Mode is disabled.

Tether Mode allows the telematics system to transmit messages through the mobile device's cellular network. This enables the telematics system to transmit machine data to RemoteLog even if the machine is not equipped with a RemoteLog satellite modem.

When the telematics system detects that a user has connected to the LogOn wireless network, the system tries to contact the RemoteLog server through the user's device. If the tether connection is successful, the telematics system will send machine information to the server using the device's data.



Check Tether Connection—Select this button to test the mobile device's ability to connect to the RemoteLog server.

NOTE 1: Tethering sends information over the Internet. The mobile device must have signal from the service provider and have an active data plan to successfully send the information.

NOTE 2: Tethering only uses a small amount of data (approximately 100 KB per month).

- **Factory Reset**—Select this button to reset all LogOn settings to factory defaults.
- **Power Off System**—The telematics module has an internal battery which retains power for some time after the machine is shut down. Select this button to power off the telematics module to save battery power. The time before the module automatically turns off can be adjusted in the Configuration menu. Refer to **SETTINGS—CONFIGURATION—GENERAL** for more information.

MACHINE

SERVICE

 SERVICE

Service Mode

- **Service Mode Enabled/Disabled**—Select this toggle to enable or disable Service Mode. When the toggle is green, Service Mode is enabled. When the toggle is grey, Service Mode is disabled.

When Service Mode is enabled, the machine status in RemoteLog will change to Service and the duration of the Service activity will be recorded.

While the machine is in service mode, fault codes from the machine are not sent to RemoteLog.

NOTE: If Service Mode is not disabled at the machine after twelve hours, the system will automatically turn Service Mode back to disabled. The Service Mode timeout can be adjusted. Refer to SETTINGS—CONFIGURATION—GENERAL for more information.

BATTERY

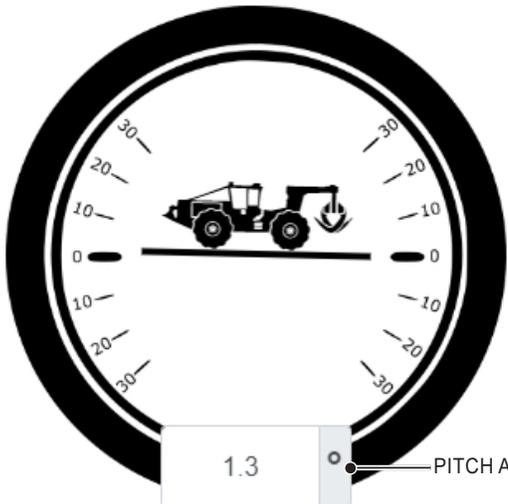
 BATTERY

Main Battery Switch	ON	
Main Battery Voltage	25.64	V
Internal Backup Battery Voltage	8.02	V
Internal Backup Battery Status	OK	

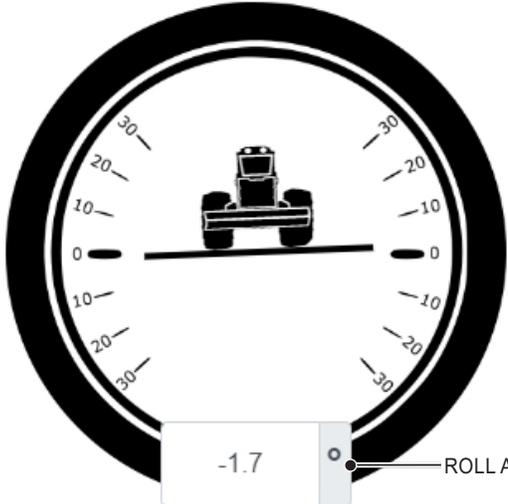
This panel displays battery-related information, such as the current voltage of the main and backup batteries and the position of the battery disconnect switch.

INCLINOMETER

 INCLINOMETER



1.3 PITCH ANGLE



-1.7 ROLL ANGLE

Current Calibration

-90.000	180.000	0.000
---------	---------	-------

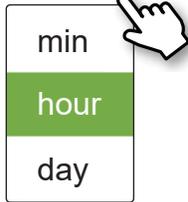
This panel displays the current machine pitch and roll (slope) angles.

- **Pitch**—Indicates the front-to-back motion of the machine.
- **Roll**—Indicates the side-to-side motion of the machine.

CONFIGURATION

(hour) ▾ **Change Units**—Select the carat next to the units to open a drop-down menu of other available units for that setting. The available units may include seconds, minutes, hours, or days.

Hibernation time (hour)



Increase—Select this button to incrementally increase the value. Alternatively, select the current value to enter the desired value directly.



Decrease—Select this button to incrementally decrease the value. Alternatively, select the current value to enter the desired value directly.



Save—Select this button to save all changes to this panel. The button appears faded if no changes have been made.

NOTE: Changes to this menu do not save automatically.

GENERAL

GENERAL

Hibernation Time (day) ▾

− 7 +

Awake Time (min) ▲

− 5 +

Production Max Idle Time (min) ▲

− 5 +

Changing might incur additional data charges

EOD Reporting Mode

ONCE PER 24 HOURS ▾

Changing might incur additional data charges

EOD Report Time (min) ▲

− 5 +

This time indicates the elapsed time after shutdown of the engine to send the EOD report

Battery Low Warning Threshold (V)

− 24 +

Battery Drained Threshold (V)

− 23.5 +

Alive Message Time Interval (hour) ▲

− 24 +

Service Mode Timeout (hour) ▲

− 12 +

Main Battery Switch Left On Time for Warning Alert (hour) ▲

− 2 +

Zero indicates disabled



- **Hibernation Time**—This setting determines how long the telematics module is in Hibernation Mode before fully powering off (in minutes, hours, or days). While in Hibernation Mode, the telematics module periodically wakes up to perform system checks. After the system fully powers off, it no longer performs these checks.
NOTE: Turning the ignition key to the RUN position restarts the Hibernation period.
- **Awake Time**—This setting determines how long the telematics module stays on after the ignition key is turned to the STOP position (in minutes or hours).
- **Production Max Idle Time**—This setting determines how long the machine needs to meet idle operating conditions before the machine activity switches from Production to Idle (in seconds or minutes).
- **End of Day (EOD) Reporting Mode**—This setting determines how frequently EOD reports are sent to the RemoteLog server for processing. Select the drop-down menu to change the Reporting Mode to one of the following:
 - On Demand
 - Fixed Time of Day
 - Once Per 24 Hours
 - Once Per 12 Hours
 - Once Per 8 Hours
 - Once Per 4 Hours
- **End of Day (EOD) Report Time**—This setting determines when EOD reports get sent, based on the EOD Reporting Mode.
 - If the EOD Reporting Mode is set to 'On Demand', an EOD report will only be sent when a Tigercat user requests the data. When the report is requested, it will be sent the next time the engine is stopped for the set amount of time (in seconds, minutes, or hours).
 - If the EOD Reporting Mode is set to 'Once Per X Hours', an EOD report will be sent every X hours when the engine is stopped for the set amount of time (in seconds, minutes, or hours). If an EOD report was already sent within the last X hours, a new report will not be sent until the next time the engine is stopped.
 - If the EOD Reporting Mode is set to 'Fixed Time of Day', an EOD report will be sent every day at the set time (hh:mm).
- **Battery Low Warning Threshold**—This setting determines the voltage threshold at which the machine sends the battery low alert message.
- **Battery Drained Threshold**—This setting determines the voltage threshold at which the machine sends the battery low critical message (SPN 8904). At this point, the batteries are drained, the engine may fail to start, and continued use could damage the batteries.
- **Alive Message Time Interval**—This setting determines how often the telematics module wakes up while hibernating to report to RemoteLog (in minute or hours).
- **Service Mode Timeout**—This setting determines how long Service Mode stays enabled before automatically switching off (in minutes or hours). This timeout applies when the user forgets to disable Service Mode after performing service or maintenance work on the machine.
- **Main Battery Switch Left On Warning**—This setting determines how long the battery disconnect switch needs to be left on after the engine is stopped (in minutes or hours) before sending an alert message (SPN 8920). When the battery disconnect switch is left on when the machine is not in use, the batteries are drained unnecessarily.

GEOGRAPHIC

- **Position Reporting Mode**—This setting determines how frequently position reports are sent to the RemoteLog server for processing.

Geographic data is split into two categories of information. Position Reports provide the fix time, latitude, and longitude of the machine. Geo Tags provide the ground speed and elevation of the machine.

Position Reports can be sent at the following frequencies:

- On Demand
- Every 15 Minutes
- Once Per Hour
- Once Per 4 Hours
- Machine Shutdown
- Once Per Day

Geo Tags can be sent at the following frequencies:

- Once Per Hour
- Once Per 4 Hours

NOTE: Position reports are only sent while the machine is running.

- **Report Data**—If the Position Reporting Mode is set to Geo Tag (any frequency), the user can optionally send a Position Report at the same time so that all position data (fix time, latitude, longitude, ground speed, and elevation) is sent to the RemoteLog server.

Select this toggle enable or disable Report Data. When the toggle is green, all geographic data is included in the position report. When the toggle is grey, only Geo Tag information (ground speed and elevation) is included in the report.

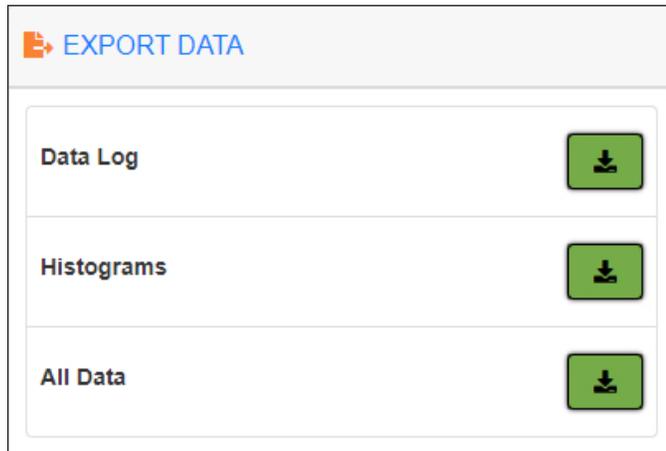
- **Position Measurement Interval**—This setting determines how frequently the machine's geographic data is collected (in seconds or minutes), provided the machine has moved the minimum distance. If the machine has not moved since the last time geographic data was collected, no new information is collected.

NOTE: The Position Measurement Interval determines how frequently the geographic data is collected. The Position Reporting Mode determines how frequently the collected geographic data is sent to RemoteLog.

- **Minimum Motion Distance**—This setting determines the minimum distance that a machine must move before the system logs a new geographic location.
- **Log Position Rate**—This setting determines the frequency at which the machine logs the geographic information (in seconds or minutes) in the on-board database, provided the machine has moved the minimum distance.

DATA

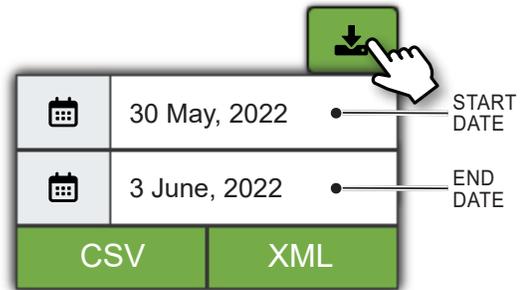
EXPORT DATA



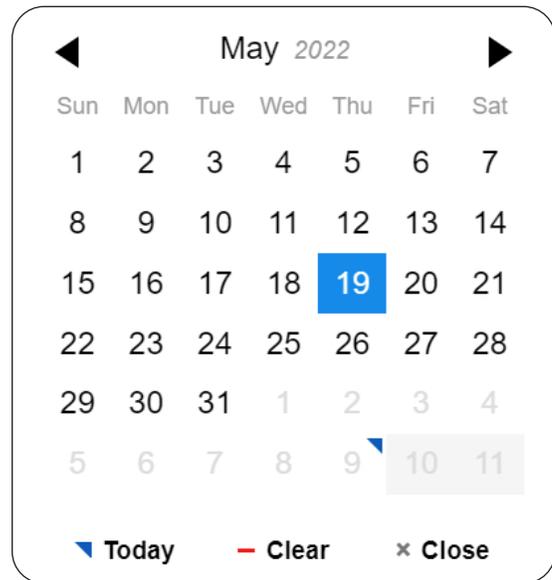
- **Data Log**—Select this button to download a list of all single data points collected during the selected date range. The downloaded file includes the duration, item, value, units, and metric for each data point.
- **Histograms**—Select this button to download a histogram of all data collected during the selected date range. Histograms sort data into specified data ranges and indicate how frequently data falls within each range. For example, engine load data points is organized into different load ranges (0–25% load, 25–50% load, 50–75% load, and 75–100% load). The histogram indicates how often the engine is operating in each load range.
- **All Data**—Select this button to download all data collected during the selected date range. The download includes the following XML files:
 - All Events Data, including every recorded activity with the activity start time, fuel level, fuel consumption rate, and elapsed time since engine start.
 - All Geographic Data, including the report time and the machine's latitude, longitude, ground speed, and elevation.
 - All Histogram Data, including the frequency of reported data.
 - All Log Data, including the duration, item, value, units, and metric for each data point.
 - All Machine Data, including the machine serial number, current fuel level, engine power, engine speed, and IQAN version.
 - All Service Data, including the report time, engine hours at time of service, service type, and additional service information.

To download the desired data:

1. Select the desired Download button.



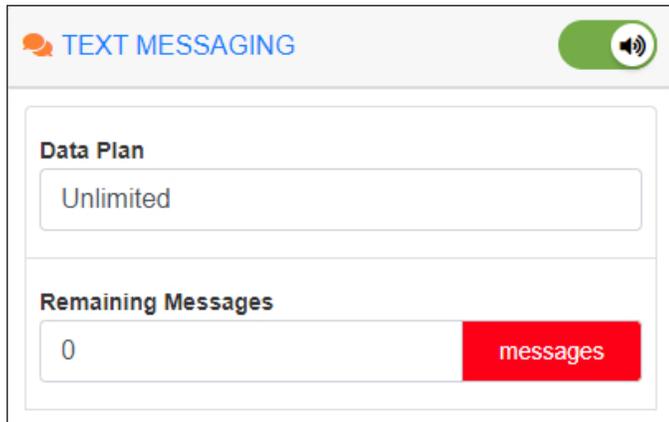
2. Select the Start Date button.



3. Select the desired start date on the calendar.
4. Select the End Date button.
5. Select the desired end date on the calendar.
6. Select the desired file format (CSV or XML).
7. When the telematics system finishes preparing the file, select the Download button.

REMOTE ACCESS

TEXT MESSAGING



- **Sound Notifications On/Off**—Select the toggle to turn sound notifications on or off. When sound notifications are turned on, a sound plays every time a new text message is received. When the toggle is green, sound notifications are turned on. When the toggle is grey, sound notifications are turned off.

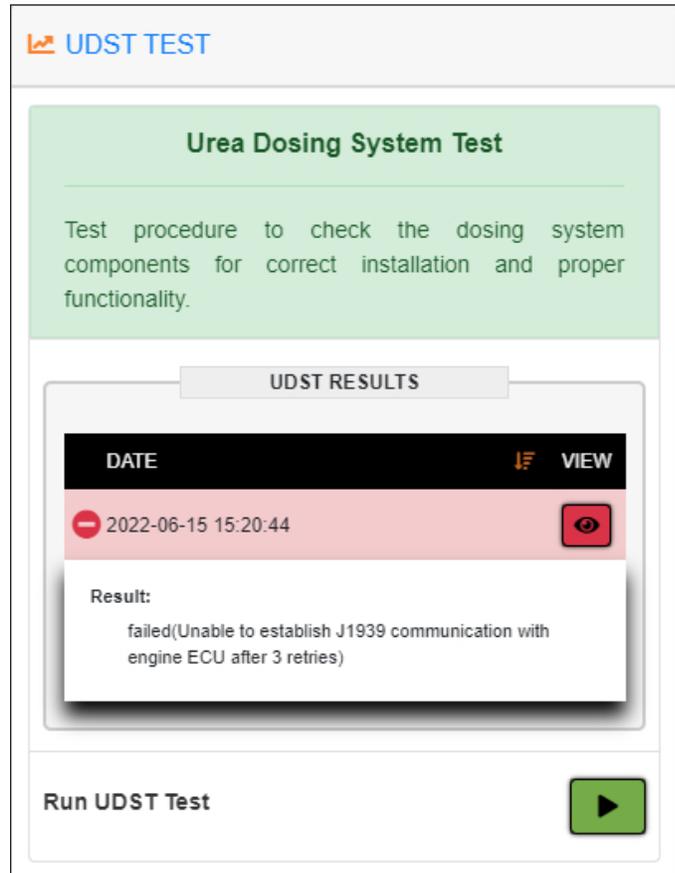
NOTE: This setting does not deactivate the text messaging feature or disable visual notifications. Text messaging cannot be disabled.

- **Data Plan**—This indicates the expiry date of the current plan.
- **Remaining Messages**—This indicates the number of remaining messages. If there are 0 remaining messages, additional messages must be purchased before the Text Messaging feature can be used.

ENGINE DIAGNOSTICS

NOTE: Most engine diagnostic information is only accessible to authorized technicians. Do not attempt to perform any diagnostic tests or repairs without proper training.

UREA DOSING SYSTEM TEST (UDST)



Expand/Collapse Results—Select this button to display or hide a summary of the test results.



View Results—Select this button to open the full test results for the desired test.

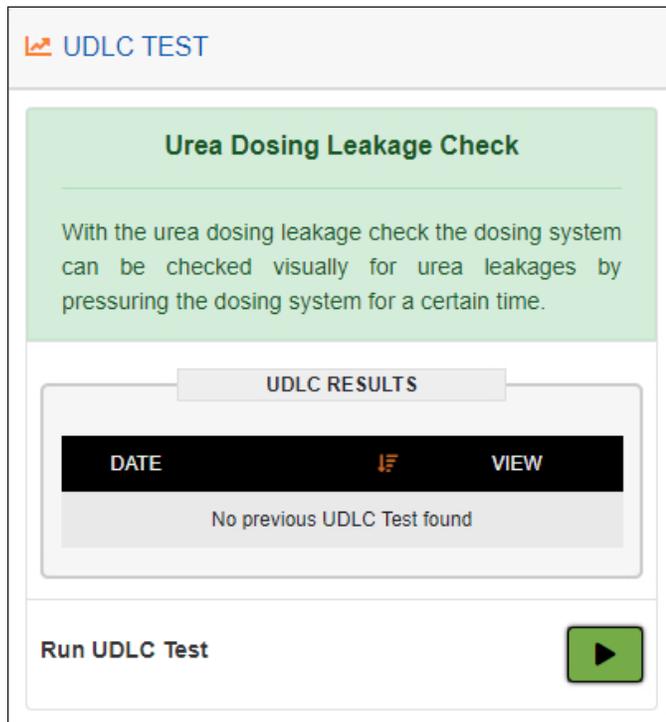


Run Test—Select this button to run the diagnostic test. The UDST checks the dosing system for correct installation and proper functionality.

The UDST checks the diesel exhaust fluid (DEF) system for the following information:

- Overall DEF system health
- DEF pump performance
- System air ingress
- DEF injector functionality
- Reverting valve functionality

UREA DOSING LEAKAGE CHECK (UDLC)



Expand/Collapse Results—Select this button to display or hide a summary of the test results.



View Results—Select this button to open the full test results for the desired test.



Run Test—Select this button to run the diagnostic test. The UDLC pressurizes the dosing system for a set amount of time, allowing the technician to visually check for leaks.

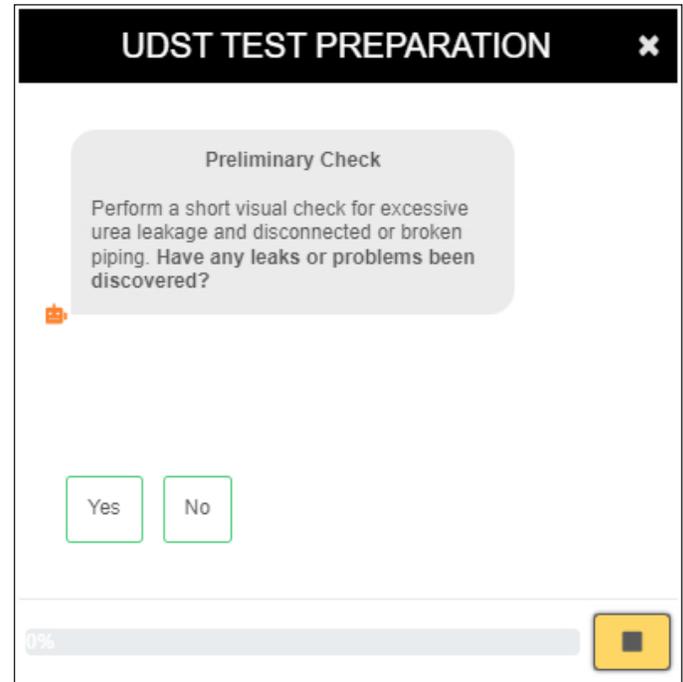
The UDLC provides the following information:

- System leakage
- Faulty hose connections
- Failing O-rings
- Air ingress

PERFORMING A UDST OR UDLC DIAGNOSTIC TEST

To perform a UDST or UDLC test:

1. Select the Run Test button for the desired test.



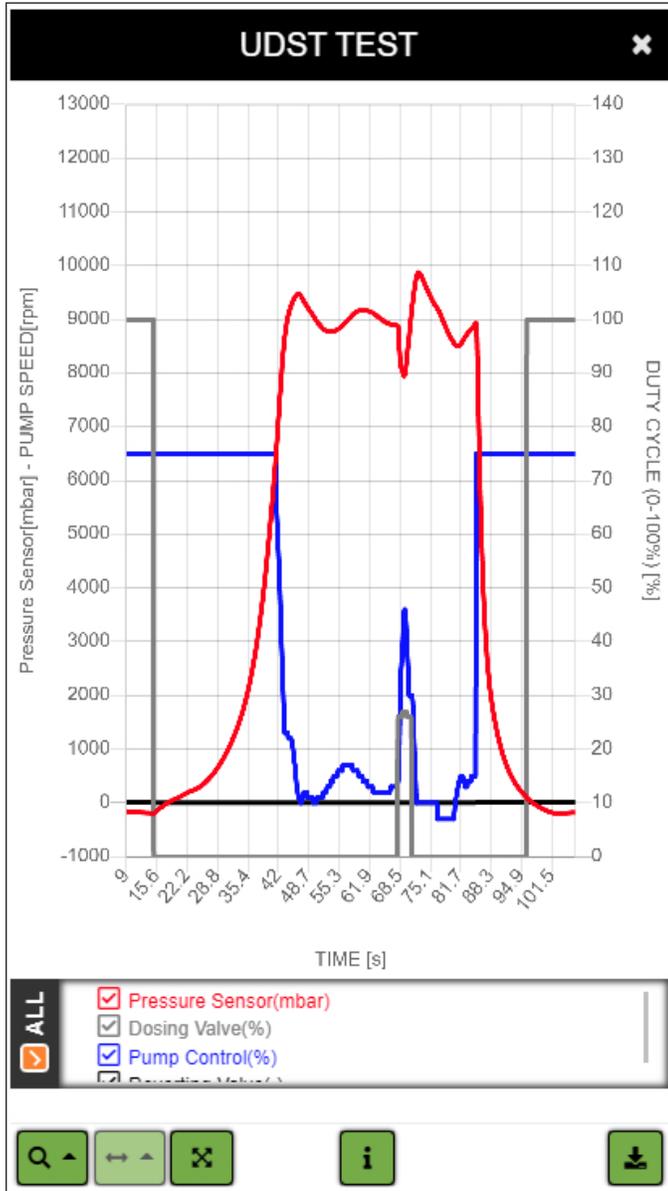
2. Complete any required preliminary checks according to the test instructions.

NOTE 1: If any leaks or problems exist with the dosing system, the test will not function properly. Correct any problems before proceeding with the test.

NOTE 2: Refer to the machine's OPERATOR'S MANUAL and SERVICE MANUAL for more information on component locations and machine configuration.

3. If no leaks or problems are found with the dosing system, select No. The test will proceed and automatically display the results when finished.

TEST RESULTS



Variable Filters—Check or uncheck the variable filters to show or hide those variables on the graph. Tested variables include pressure detected at the pressure sensor, dosing valve health, pump health, and reverting valve functionality.

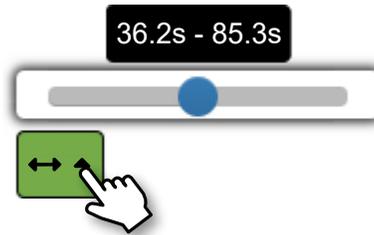


Zoom—Select this button, then tap and slide on the zoom bar to change the zoom level of the test results.

NOTE: This zoom only affects the horizontal (time) axis and not the vertical axes.



Scroll—Select this button, then tap and slide on the scroll bar to view earlier or later test data. The numbers indicate the time range visible, based on the current zoom level.



Maximize—Select this button to maximize the graph on the screen.



Minimize—Select this button to return to the test results screen.



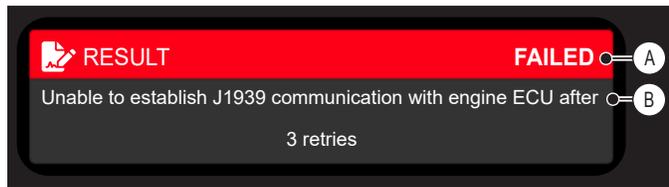
Summary—Select this button to display a summary of the test results.



Download—Select this button to download the test results. The download includes the following files:

- A CSV file with the data points from the test
- A PDF file of the test results in graph form
- A PDF file of the machine information and the test summary, data, and results.
- A TXT file of the machine information and the test summary, data, and results.

TEST FAILED



Test Failed	
A	Result
B	Summary

- **Result**–The result indicates that the test FAILED.
- **Summary**–The summary indicates the reason for the failure.

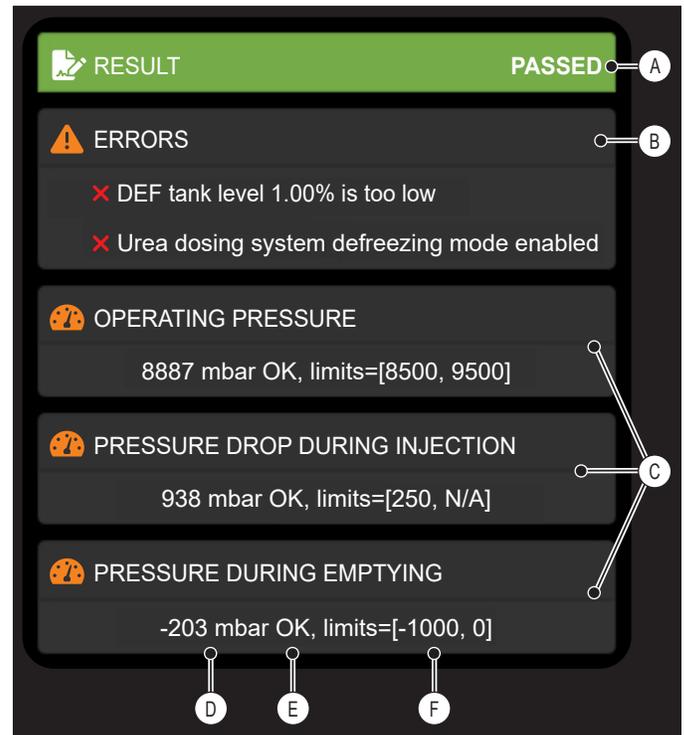
TEST NOT RUN



Test Not Run	
A	Result

- **Result**–The result indicates that the test was cancelled before it was completed. Cancelled tests do not display any test information or identify any errors.

TEST PASSED



Test Passed	
A	Result
B	Errors Found
C	Test Criteria
D	Measured Value
E	Criteria Test Result
F	Value Limits

- **Result**–The result indicates that the test PASSED.
- **Errors**–This indicates any errors that the test identified with the dosing system.
- **Test Criteria**–This indicates which parts of the dosing system are measured during the test, along with the measured value, the acceptable limits for the value, and whether the value was within those limits or not.
- **Measured Value**–This indicates the value which the test measured for that criteria. For example, operating pressure was measured as 8887 mbar.
- **Criteria Test Result**–This indicates whether the measured value was an acceptable value. For example, operating pressure was OK.
- **Value Limits**–This indicates the range of acceptable values for that criteria. For example, operating pressure must be between 8500 mbar (lower limit) and 9500 mbar (upper limit). N/A indicates that there is no limit on that side.

INDUCEMENT UNLOCK

NOTICE

The engine may be locked out when severe aftertreatment faults are detected. Do not unlock the engine unless all faults are corrected. Operating the engine with active aftertreatment faults will damage the engine and the aftertreatment system.



Download—Select this button to download PDF and TXT files with the unlock results.

The downloaded files include the test result, test information, machine information, engine identifiers, and a list of SPN codes which occurred prior to the engine lockout.



Engine Inducement Unlock

To unlock the engine:

1. Verify that all aftertreatment system faults have been corrected.
2. Contact Tigercat Service to obtain a 4-digit security code.
3. Enter the security code in the Engine Inducement Unlock panel.
4. Select the Unlock button. A pop-up window displays the unlock progress until the unlock is completed.

🔒 **INDUCEMENT UNLOCK**

ENGINE INDUCEMENT UNLOCK RESULTS

DATE	🔽	DOWNLOAD
2021-03-04 18:45:02	🔽	📄
2021-03-04 18:32:32	🔽	📄
2021-03-04 18:31:47	🔽	📄

Engine Inducement Unlock

4-Digit Security Code

🔓

COMPRESSION TEST

COMPRESSION TEST RESULTS

DATE	VIEW
2022-11-28 00:34:05	
2022-05-12 19:00:46	

Run Compression Test



Expand/Collapse Results—Select this button to display or hide a summary of the test results.



View Results—Select this button to open the full test results for the desired test.



Run Test—Select this button to run the diagnostic test. The compression test identifies if one or more cylinders have low compression relative to the others. The test does not give absolute pressure measurements.

COMPRESSION TEST

ENGINE CYLINDERS

PARAMETERS	1	2	3	4	5	6
α_{dev} (%)	-0.3	-5.0	+0.3	+4.1	-5.6	+1.4

hover/click for parameter description

COMPRESSION TEST DIAGNOSTIC PARAMETERS

Parameter	Description	Units
α_{dev}	Percent deviation of angular acceleration relative to median	%



Summary—Select this button to display the routine results. The result indicates if the routine was cancelled or if it was completed successfully.



Download—Compression test results can only be downloaded by the technician.

RUNUP TEST

RUNUP TEST

RUNUP TEST RESULTS

	DATE		VIEW
+	2022-11-28 00:35:59	i	
+	2022-09-19 13:50:20		

Start Runup Test
▶



Expand/Collapse Results—Select this button to display or hide a summary of the test results.



View Results—Select this button to open the full test results for the desired test.



Run Test—Select this button to run the diagnostic test. The runup test checks the fuel injection system for proper operation and performance.

RUNUP TEST
✕

ENGINE CYLINDERS

PARAMETERS	ALL CYLINDERS	1	2	3	4	5	6
Dev (%)	-15.7	-0.1	-1.4	0.2	-0.3	5.4	0.1
Out (%)	103.5	99.3	92.5	101.1	98.3	129.1	100.7

i hover/click for parameter description

i
↓

RUNUP TEST DIAGNOSTIC PARAMETERS		
Parameter	Description	Units
Dev	Deviation of cylinder from the median (percentage)	%
Out	Cylinder output compared to median value	%



Summary—Select this button to display the routine results. The result indicates if the routine was cancelled or if it was completed successfully.



Download—Runup test results can only be downloaded by the technician.

HIGH PRESSURE RAIL TEST



Expand/Collapse Results—Select this button to display or hide a summary of the test results.



View Results—Select this button to open the full test results for the desired test.



Run Test—Select this button to run the diagnostic test. The high pressure rail test checks the fuel rail system for proper operation and performance.

The high pressure rail test provides the following information:

- Fuel rail pump performance
- Fuel rail system leakage
- Fuel pressure regulator (MPROP) tightness variation
- Fuel pressure control instability

HIGH PRESSURE RAIL TEST				
PARAMETERS	STEPS			
	1	2	3	4
Press. Build up time (ms)	150	130	130	130
Status press. Build up	Valid	Valid	Invalid	Valid
Mean value ripple (bar)	1252.5	1251	1250.8	1251.2
Standard dev. Ripple (bar)	3.4	4	2.9	3.1
Pressure drop time (ms)	740	570	410	320
Status press. Drop	Valid	Invalid	Valid	Valid
Time step 1 (ms)	170	N/A	N/A	N/A
Time step 2 (ms)	690	N/A	N/A	N/A
Time step 3 (ms)	1090	N/A	N/A	N/A
Drop step final 0-3 (ms)	70	70	80	90
Drop step final 4-7 (ms)	90	100	120	100
Drop step final 8-11 (ms)	110	120	120	150
Drop step final 12-15 (ms)	150	170	160	220



Summary—Select this button to display the routine results. The result indicates if the routine was cancelled or if it was completed successfully.



Download—High pressure rail test results can only be downloaded by the technician.

HIGH PRESSURE RAIL TEST DIAGNOSTIC PARAMETERS		
Parameter	Description	Units
Press. build up time	Time for fuel rail pressure to rise	ms
Status press. build up	Status of fuel rail pressure build up test	-
Mean value ripple	Average fuel rail pressure during ripple test	bar
Standard dev. ripple	Standard deviation of fuel rail pressure during ripple test	bar
Pressure drop time	Time for fuel rail pressure to fall	ms
Status press. drop	Status of fuel rail pressure drop test	-
Time step 1	Time for pressure to drop from 1250 to 1100 bar	ms
Time step 2	Time for pressure to drop from 1100 to 800 bar	ms
Time step 3	Time for pressure to drop from 800 to 600 bar	ms
Drop step final (0-3)	Pressure drop time for 10 bar steps from 1250 to 1210 bar	ms
Drop step final (4-7)	Pressure drop time for 10 bar steps from 1210 to 1170 bar	ms
Drop step final (8-11)	Pressure drop time for 10 bar steps from 1170 to 1130 bar	ms
Drop step final (12-15)	Pressure drop time for 10 bar steps from 1130 to 1090 bar	ms



THIS IS A LEGAL AGREEMENT BETWEEN YOU AND TIGERCAT INTERNATIONAL INC. AND ITS AFFILIATES (COLLECTIVELY, "TIGERCAT," "WE," "US" or "OUR") STATING THE TERMS OF USE THAT GOVERN YOUR USE OF THE TIGERCAT TELEMATICS SERVICES (THE "SERVICES" OR "TELEMATICS SERVICES"). THE SERVICES INCLUDE ONLY THOSE SERVICES PROVIDED DIRECTLY TO YOU BY TIGERCAT AND ITS SERVICE PROVIDERS HEREUNDER AND EXPRESSLY EXCLUDE ANY THIRD PARTY SERVICES PROVIDED BY CELLULAR, WIRELESS AND SATELLITE PROVIDERS. A DETAILED DESCRIPTION OF THE SERVICES CAN BE FOUND ON <<https://telematics.tigercat.com>> (THE "SITE").

This Telematics Services Agreement ("**Agreement**"), including the Privacy Statement which is hereby incorporated into this Agreement by reference, sets forth the legally binding terms for Your use of the Services. Please review the Privacy Statement before You (the "**Customer**") complete the account registration process and/or attempt to access or use the Services. A copy of the Privacy Statement is attached hereto as Appendix A.

If You sign up for additional features and services that are governed by additional terms and conditions, We will inform You accordingly when You sign up for these additional features and services. Unless the additional terms explicitly stipulate the contrary, they are hereby incorporated into this Agreement by reference.

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE SERVICES OR PARTS THEREOF. BY CHECKING OFF THE ACKNOWLEDGEMENT CONTAINED ON YOUR WARRANTY REGISTRATION AND DELIVERY REPORT OR OTHERWISE BY ACCESSING AND/OR USING THE SERVICES YOU AGREE TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO LEGALLY BIND SUCH ENTITY AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO SUCH ENTITY AND ITS AFFILIATES. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MUST NOT ACCEPT THIS AGREEMENT AND MAY NOT USE THE SERVICES.

1. DEFINITIONS

"**Account**" means having access to the system by submitting Account Information to register to become a Customer.

"**Account Information**" means information that You provide to Us when setting up your Account and using the Services, including but not limited to, Your name, a password, phone number, address and/or other contact information, and/or other biographical information.

"**Affiliate**" means any entity which directly or indirectly controls, is controlled by, or is under common control with the subject entity. "Control," for purposes of this definition, means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity.

"**Content**" or "**TIGERCAT Content**" means all content provided by Us or Our Service Providers, including but not limited to all programming, text, software (in source and object code form), information, visual, oral or other digital material, works of authorship, text, files, images, captions, and all other content of any description embedded in the Services, including all Intellectual Property Rights.

"**Data**" or "**Telematics Data**" means any data, information and material in whatever form or medium: (i) provided or transmitted by Customer in the course of utilizing the Services; and/or (ii) created as a result of Customer utilizing the Services.

"**Intellectual Property Rights**" means all patents, rights to inventions, utility models, copyright and related rights, trade-marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered, and all similar or equivalent rights or forms of protection in any part of the world.

"**Order Document**" means any purchase order or quote, invoice, order confirmation, bill of lading or other document issued by or on behalf of TIGERCAT and/or its Service Providers (as hereinafter defined) that refers to, accompanies or to which are attached this Agreement, including but not limited to any applicable Warranty Registration and Delivery Report provided by Us or Our Service Providers.

"**Personal Information**" means information found on Your Account profile and/or provided or transmitted in the course of utilizing the Services that is personally identifiable.

2. YOUR ACCOUNT

- 2.1 Account.** In order to use the Services (and to become a Customer), You will be asked to provide Us with Account Information in order to create an Account.
- 2.2 Eligibility.** By using the Services, You represent and warrant that: (a) all registration information You submit is truthful and accurate; (b) You will maintain the accuracy of such information; (c) You are eighteen (18) years of age or older upon registration; and (d) Your use of the Services does not violate any applicable law or regulation, or any other obligation (including contractual obligation) You might have towards third parties.
- 2.3 Password.** When You sign up to become a Customer, You will also be asked to choose a password for Your Account. You are entirely responsible for maintaining the confidentiality of Your password, and You may not transfer Your password or Account to any other person. You agree not to resell your Account to any third party, or use the Account or password of another Customer at any time. You agree to notify Us immediately if You suspect any unauthorized use of Your Account or access to Your password. TIGERCAT reserves the right to require You to alter Your password if TIGERCAT believes Your password is no longer secure. You are solely liable for any and all use of Your Account.
- 2.4 Account Ownership.** As a Customer, You agree to provide certain rights to TIGERCAT and third parties You authorize to use the Your Account Information in order to provide the Services and improve the Services. You also give permission to TIGERCAT to access, gather and use Your Account Information, including all data and information related thereto, including but not limited to statistical information by logging IP addresses, browser type, operating system, referring/exit page, and date/time stamp for various purposes, including but not limited to research, advertising, Customer experience testing and due diligence.
- 2.5 Access to Services.** You may permit Your employees, agents and independent contractors (each a "**Customer Party**") to use the Services provided that You are responsible for Your Customer Parties' compliance with this Agreement. You are responsible for identifying and authenticating all Customer Parties, for approving access by such Customer Parties to the Services, for controlling against unauthorized access by Customer Parties, and for maintaining the confidentiality of all Data, Personal Information and passwords. You further hereby acknowledge that You shall remain liable for all acts and omissions of Your Customer Parties. YOU ARE RESPONSIBLE FOR ENSURING THAT ALL OF YOUR CUSTOMER PARTIES HAVE APPROVED THE COLLECTION AND USE OF ALL CUSTOMER PARTY DATA, WHICH MAY CONTAIN CUSTOMER PARTY PERSONAL INFORMATION, IN ACCORDANCE WITH THIS AGREEMENT. THIS DATA MAY INCLUDE HIGHLY SENSITIVE INFORMATION THAT MUST BE PROTECTED. YOU HEREBY ACKNOWLEDGE THAT EXPOSING ANY SUCH DATA TO UNAUTHORIZED USERS MAY CAUSE IRREPARABLE HARM FOR WHICH DAMAGES MAY NOT BE AN ADEQUATE REMEDY AND THAT, IN ADDITION TO ANY OTHER REMEDIES THAT MAY BE AVAILABLE, IN LAW OR IN EQUITY, THE AGGRIEVED PARTY SHALL BE ENTITLED TO SEEK INJUNCTIVE RELIEF TO RESTRAIN ANY SUCH THREATENED OR ACTUAL DISCLOSURE.
- 2.6 Miscellaneous.** You will not attempt to impersonate another Customer or person, including any of Our employees.

3. THE TELEMATICS SYSTEM

- 3.1 Rights and Restrictions.** For the duration of the Term and subject to Your payment obligations, and except as otherwise set forth in this Agreement or any applicable Order Document, TIGERCAT hereby grants to You the non-exclusive, non-assignable, royalty free, worldwide limited right to access and use the Services that You ordered, including anything developed by TIGERCAT and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and the Order Document. You agree to provide TIGERCAT with all information, access and cooperation reasonably necessary to enable TIGERCAT to provide the Services and You will perform the actions identified in this Agreement and any applicable Order Document as Your responsibilities. You do not acquire under this Agreement any right or license to use the Services in excess of the scope and/or duration of the Services stated in this Agreement or the applicable Order Document. Upon expiration of the Term, or termination of this Agreement or the applicable Order Document, Your right to access and use the Services will terminate.

3.2 Modifications to the Services and Customer Documentation. TIGERCAT may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Term, including to reflect changes in technology, industry practices, patterns of system use, and availability of third party content. Any such changes will not result in a material reduction in the level of performance or availability of the applicable Services provided to You for the duration of the Term.

3.3 Acknowledgement.

YOU ACKNOWLEDGE THAT YOUR TIGERCAT EQUIPMENT IS EQUIPPED WITH A TELEMATICS SYSTEM, WHICH CONSISTS OF HARDWARE AND SOFTWARE COMPONENTS, INCLUDING A TELEMATICS DEVICE WHICH CONSISTS OF ONE OR MORE RECORDING DEVICES (COLLECTIVELY, THE “**TELEMATICS SYSTEM**”). YOUR TELEMATICS DEVICE COLLECTS AND/OR STORES DATA RELATED TO THE USE AND OPERATION OF THE EQUIPMENT. THE TELEMATICS DEVICE HAS THE ABILITY TO TRANSMIT INFORMATION TO A CENTRAL COMMUNICATIONS SYSTEM OR EXTERNAL DEVICE. YOU EXPRESSLY CONSENT TO TIGERCAT’S USE OF AND ACCESS TO THE TELEMATICS DEVICE AND THE INFORMATION IT CONTAINS AND TRANSMITS. YOU EXPRESSLY CONSENT TO TIGERCAT’S COLLECTION OF INFORMATION AND DATA FROM YOUR TIGERCAT EQUIPMENT. YOU ACKNOWLEDGE THAT THE INFORMATION CONTAINED IN YOUR TELEMATICS DEVICE MAY BE PERIODICALLY TRANSMITTED TO OR OTHERWISE ACCESSED BY TIGERCAT AND OTHERS AUTHORIZED BY TIGERCAT, INCLUDING SERVICE PROVIDERS, AND YOU CONSENT TO SUCH TRANSMISSION AND/OR ACCESS.

YOU ACKNOWLEDGE THAT THE PURPOSES OF THIS TELEMATICS SERVICES AGREEMENT MAY INCLUDE ALL ACCESS TO AND USE OF THE TELEMATICS DATA BY TIGERCAT, INCLUDING ACCESS IN CONNECTION WITH THE SERVICING OF YOUR TIGERCAT EQUIPMENT.

YOU FURTHER ACKNOWLEDGE THAT TIGERCAT MAY USE, STORE, AND OTHERWISE EXERCISE CONTROL OVER ANY DATA OR INFORMATION SO TRANSMITTED OR ACCESSED, IN ANY MANNER WHATSOEVER, WITHOUT LIMITATION, INCLUDING THE RIGHT TO SHARE INFORMATION SO TRANSMITTED OR ACCESSED WITH ITS SERVICE PROVIDERS, AFFILIATES, OR OTHERS AUTHORIZED BY TIGERCAT.

IF YOU OR ANYONE USING YOUR TIGERCAT EQUIPMENT DISABLES DATA TRANSMISSION FROM YOUR TIGERCAT EQUIPMENT, CERTAIN OF THE SERVICES WILL ALSO BE DISABLED.

YOU AGREE TO NOTIFY TIGERCAT IMMEDIATELY IN THE EVENT THAT ANY PORTION OF THE TELEMATICS SYSTEM BECOMES LOST, STOLEN OR DAMAGED.

YOU WILL USE THE SERVICES IN A MANNER CONSISTENT WITH ANY AND ALL APPLICABLE LAWS AND REGULATIONS.

3.4 Third Party Service Providers. TIGERCAT may engage one or more third party service providers, including but not limited to TIGERCAT dealers, wireless service providers, carriers, suppliers, licensors, distributors and other designated parties (each a “**Service Provider**”) to provide the Services.

3.5 Availability of Services. The Services work using satellite wireless communication networks and the Global Navigation Satellite System (“GNSS”). The Services cannot work unless your TIGERCAT equipment is positioned in a location where Our wireless services providers are engaged. Not all features of the Services are available everywhere at all times, including but not limited to heavy tree canopy, remote, or enclosed areas. In addition, certain of the Services may not be available if satellite communication is not functioning, or otherwise, if the satellite signals are obstructed.

- 3.6 Electronic Messaging.** If you elect to receive email, text and/or short message service messages (collectively, “**Electronic Messaging**”) on your mobile device in conjunction with your access to and use of the Services, you hereby consent that TIGERCAT and its Service Providers can communicate with You by means of Electronic Messaging. You acknowledge that your receipt of short message service messages may result in additional charges from your wireless carrier for which you will be liable.
- 3.7 Equipment Transfers.** As may be required by TIGERCAT on a case-by-case basis, You agree to include, as a condition of any sale, lease, rental or other transfer of Your TIGERCAT equipment to a third party, the requirement that such third party assume this Agreement and any associated Order Document. You agree to notify TIGERCAT in the event You sell Your TIGERCAT equipment and to notify the purchaser that such equipment is equipped with the Telematics System.
- 3.8 Fees.** The fees for the Services are set out in Your Order Document. You agree to pay the fees applicable to your subscription in accordance with the applicable Order Document. Fees on overdue accounts will incur a late payment charge of 1.5% per month. At TIGERCAT’s sole option, TIGERCAT may suspend or terminate the Services of any Customer whose account is more than thirty (30) days overdue. Unless otherwise stated in an Order Document, all fees are exclusive of excise, goods and services, sales or similar taxes (collectively “**Taxes**”), which Taxes are the Customer’s sole responsibility. In the event that TIGERCAT pays any Taxes on Your behalf, You agree to reimburse TIGERCAT within thirty (30) days of a notice from TIGERCAT.

4. RESTRICTIONS AND ENFORCEMENT

- 4.1 Restrictions.** You shall not (i) use the Services for any fraudulent, illegal or unlawful purpose, (ii) use the Services to interfere with the use of the Services by other Customers, (iii) create derivative works based on the Services, (iv) engage in any unauthorized access, use, alteration or destruction of any Data, system files, procedures, or Customer information, (v) modify the radio signals and frequencies upon which the Services are provided, (vi) copy, frame or mirror any part or content of the Services, other than copying or framing on Your own intranets or otherwise for Your own internal business purposes, (vii) reverse engineer the Services, (viii) interfere with, disrupt, or modify the functionality of the Services, or (ix) access the Services in order to (a) build a competitive product or service, or (b) copy any features, functions or graphics of the Services.
- 4.2 Enforcement by TIGERCAT.** Any use of the Services in violation of this Agreement may result in, among other consequences, termination or suspension of Your rights to use the Services. We reserve the right (but have no obligation) to investigate and take appropriate legal action in Our sole discretion against You if You violate this provision or any other provision of this Agreement, including without limitation, terminating Your subscription and Account, reporting You to law enforcement authorities, and taking legal action against You.

5. OWNERSHIP – TIGERCAT CONTENT AND SERVICES

- 5.1 TIGERCAT Content and Services.** You acknowledge that all Intellectual Property Rights in the TIGERCAT Content and Services are owned by TIGERCAT, or TIGERCAT’s licensors, and are protected by applicable intellectual property and other laws, including but not limited to copyright, trade-mark, patent, confidential information and trade secret, and You will not use such proprietary information or materials in any way except for use of the Services in compliance with the terms of this Agreement. In particular, You agree not to: (a) copy, reproduce, alter, adapt, aggregate, modify, publish, translate, deface, transmit, distribute, publicly perform or display, sell, decompile, disassemble, reverse engineer, or create derivative works from any aspect of the Services or the TIGERCAT Content; or (b) rent, lease, loan, license, sublicense, sell or resell or otherwise transfer or convey the Services, or access to the Services, without prior written consent from TIGERCAT. You hereby agree to waive all claims of rights to the TIGERCAT Content, rights of privacy concerning Data, or the maintenance of such Data by TIGERCAT. You hereby acknowledge that the Data may reside on servers located outside your jurisdiction and may be subject to judicial process.

6. DATA

- 6.1 Telematics Data.** In this Agreement, Data includes, but is not limited to, information related to the use and operation of Your TIGERCAT equipment (e.g. equipment mechanical operating data, equipment performance data, and equipment location data). For reference, the Telematics System may collect the following types of Data through your use of the Services: (i) engine monitoring data (e.g. fuel consumption, engine hours, technical engine parameters, etc.), equipment performance parameters (e.g. hydraulic system performance, use of various equipment functions, distance traveled, etc.), telematics systems information (e.g. Data used, signal performance, software versions, etc.), equipment geographical position, operator identification, equipment internal alerts and/or alarms, logs of acceptance and/or cancellation of alarms by the operator, time stamps, time when the equipment was performing its functions above settable thresholds, equipment down-time, equipment idle-time, equipment off-line time, other equipment location information, altitude, equipment performance, diagnostics and error codes, etc.
- 6.2 Ownership of Data and License.** You shall own all right, title and interest in and to the Data collected from Your TIGERCAT equipment and provided to You through the Services. You hereby grant to TIGERCAT a worldwide, royalty-free, fully paid, transferable, assignable, sublicensable (through multiple tiers), perpetual license to access, collect, analyze, use, and otherwise exercise control over any and all Data collected through the Telematics System outfitted on Your equipment, including the right to share the Data with TIGERCAT's Service Providers (including dealers), affiliates and other parties authorized by TIGERCAT. TIGERCAT has no obligation under this Agreement to provide you with Data collected through the Telematics System except via Your subscription to the Services.
- 6.3 Use of Data.** YOU ACKNOWLEDGE THAT TIGERCAT WILL ACCESS AND USE THE DATA, AND WILL PERMIT ITS SERVICE PROVIDERS TO ACCESS AND USE THE TELEMATICS DATA, IN ORDER TO: UNDERSTAND ALL ASPECTS OF THE USE AND OPERATION OF YOUR TIGERCAT EQUIPMENT, UPDATE SOFTWARE, HELP FACILITATE MAINTENANCE AND REPAIRS TO YOUR TIGERCAT EQUIPMENT, REMOTELY SERVICE, ALTER OR UPGRADE THE PERFORMANCE OF YOUR TIGERCAT EQUIPMENT, AGGREGATE AND EXAMINE ALL COLLECTED INFORMATION WITH LIKE INFORMATION FROM OTHER SUBSCRIBERS, MAKE REPORTS TO REGULATORY AND LAW ENFORCEMENT AUTHORITIES BASED ON COLLECTED INFORMATION, MONITOR AND OPTIMIZE YOUR TIGERCAT EQUIPMENT MAINTENANCE AND SERVICE, ENABLE TIGERCAT AND ITS SERVICE PROVIDERS TO IMPROVE OR DEVELOP PRODUCTS AND SERVICES, OR COMPONENTS THEREOF, IDENTIFY NEW USAGE TYPES OF THE TIGERCAT EQUIPMENT, AND OFFER PRODUCTS AND/OR SERVICES TO YOU.
- 6.4 Jurisdiction.** You acknowledge and agree that the Data may be transferred out of the country where the Data is generated in other jurisdictions, including but not limited to Canada and the United States of America.
- 6.5 Personal Information.** You hereby consent to the collection, use and disclosure of Your Personal Information, including with respect to the transfer of Your Personal Information to other jurisdictions for the purpose of enabling TIGERCAT and its Service Providers to access and use the Data generated through Your use of the Services.
- 6.6 Third Party Consents.** YOU HEREBY WARRANT THAT YOU HAVE OBTAINED NECESSARY CONSENTS FROM YOUR EMPLOYEES, INDEPENDENT CONTRACTS, AND ANY OTHER THIRD PARTIES, INCLUDING WITH RESPECT TO THE TRANSFER OF DATA TO OTHER JURISDICTIONS, TO COMPLY WITH ANY APPLICABLE PRIVACY LAWS OR CONTRACTUAL AGREEMENTS WITH SUCH EMPLOYEES, INDEPENDENT CONTRACTS, AND ANY OTHER THIRD PARTIES AND TO PERMIT TIGERCAT AND ITS SERVICE PROVIDERS TO ACCESS AND USE THE DATA AS SET FORTH IN THIS AGREEMENT.
- 6.7 Use in Aggregate Form.** Notwithstanding anything to the contrary contained herein, TIGERCAT may also: (i) use Your Data to create aggregate, anonymized data sets; and (ii) compile statistical and other information related to Your TIGERCAT equipment, and use such information in aggregate form, for security and operations management, to create statistical analyses, improve and enhance the Services, and for research and development purposes.
- 6.8 Data Retention.** TIGERCAT will store the Data for at least the minimum time required by law. Except as otherwise required by law, TIGERCAT will have the right, but not the obligation, to store the Data indefinitely, or to delete the Data at any time upon expiration of such minimum retention period.

- 6.9 Data Access.** During the Term, Customer will have access to undeleted Data for up to one (1) year from the date of collection. If Customer transfers ownership of any TIGERCAT equipment to another party, Customer may no longer have access to the Data affiliated with such TIGERCAT equipment that is collected after the transfer.
- 6.10 Return of Data.** At Customer's written request, during the term of this Agreement and for thirty (30) days after the effective date of termination or expiration of this Agreement for any reason: (i) At TIGERCAT's option, TIGERCAT shall: (A) provide Customer with a copy of all of Customer's Data in TIGERCAT's possession, including all Data stored on TIGERCAT's servers, systems and files; or (B) permit Customer to retrieve all Data in TIGERCAT's possession, including all Data stored on TIGERCAT's servers, systems and files.
- 6.11 Security.** TIGERCAT shall have in place appropriate technical, physical and organizational security safeguards in place to protect the Data against unauthorized access, collection, use, loss, theft, threats, alteration, disclosure, copying, destruction or disposal, and provide a level of security for the Data that is appropriate to the sensitivity of the Data.

7. TERM AND TERMINATION

- 7.1 Term of Agreement.** This Agreement commences on the date You accept it and will continue in effect until all Customer subscriptions granted in accordance with this Agreement and any Order Document have expired or been terminated, unless specifically terminated earlier by TIGERCAT or You (the "Term"). Upon expiration or termination of this Agreement, You will stop using the Services.
- 7.2 TIGERCAT Termination.** TIGERCAT reserves the right to immediately discontinue the Services for any period of time, or to cancel all Services or this Agreement or any Order Document without penalty to TIGERCAT upon: (i) Your breach or default of this Agreement, (ii) the institution by or against You of insolvency, receivership or bankruptcy proceedings or any other proceedings for the settlement of Your debts, any assignment by You for the benefit of creditors, or Your dissolution or ceasing to do business, or (iii) at any time for TIGERCAT's convenience upon thirty (30) days' notice to You. Termination of this Agreement will disable the Services provided to You and may prevent or limit TIGERCAT from assisting You in the operation and maintenance of Your TIGERCAT equipment. Declining to enter into this Agreement, or canceling this Agreement, will not end the transmission of Data from Your TIGERCAT equipment or the collection of such Data by TIGERCAT. TIGERCAT representatives may access Data, to the extent it is available, and use it in connection with providing services and equipment improvements to You. In the event that this Agreement or any Order Document is terminated by TIGERCAT in accordance with s. 7.2(iii) hereof, TIGERCAT agrees to reimburse you a prorated portion of any prepaid fees (calculated on a straight-line basis from the effective date of termination). You have the right not to enter this Agreement at the time of original purchase of the TIGERCAT equipment, or to cancel this Agreement at the end of any subscription term as set out in an Order Document.
- 7.3 Customer Termination.** You may terminate this Agreement or any Order Document for Your convenience on thirty (30) days prior written notice to TIGERCAT, provided, however, that You shall not be entitled to any refund (or reimbursement of any fees or prepaid fees) or other remedy with respect to any such termination except as expressly provided in this Agreement. In no event will termination relieve You of Your obligation to pay any fees payable to TIGERCAT for the period prior to the effective date of termination.

8. NOTICES

- 8.1** At TIGERCAT's sole discretion, notices by TIGERCAT to You regarding matters pertaining to this Agreement and/or the performance of this Agreement may be given by means of posting on the Site and/or via e-mail to You.

9. WARRANTY DISCLAIMER

9.1 Disclaimer. YOUR USE OF THE SERVICES IS AT YOUR OWN RISK. TIGERCAT ASSUMES NO RESPONSIBILITY PERTAINING TO OUR CONTENT OR YOUR USE OF THE SERVICES. THE TIGERCAT CONTENT AND SERVICES ARE PROVIDED "AS-IS" AND AS AVAILABLE WITH NO WARRANTIES OR CONDITIONS WHATSOEVER. WE EXPRESSLY DISCLAIM ANY WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THE WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, OR NON-INFRINGEMENT. WE MAKE NO WARRANTY THAT: (A) THE SERVICES WILL MEET YOUR REQUIREMENTS; (B) THE SERVICES WILL BE AVAILABLE ON AN UNINTERRUPTED, TIMELY, SECURE, VIRUS-FREE OR ERROR-FREE BASIS; OR (C) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE. UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY UNAUTHORIZED USE OF THE TIGERCAT CONTENT AND/OR SERVICES. UNDER NO CIRCUMSTANCES SHALL WE BE RESPONSIBLE FOR ANY LOSS OR DAMAGE, INCLUDING PERSONAL INJURY OR DEATH, RESULTING FROM USE OF THE SERVICES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

9.2 Remedy. IN THE CASE OF ANY SERVICE INTERRUPTIONS OR DEFICIENCIES, YOU WILL NOT BE CREDITED OR REFUNDED ANY FEES AND YOU ACKNOWLEDGE AND AGREE THAT YOUR EXCLUSIVE REMEDY AND TIGERCAT'S ENTIRE LIABILITY IN THE CASE OF A SERVICE INTERRUPTION OR DEFICIENCY SHALL BE THE CORRECTION OF THE INTERRUPTED OR DEFICIENT SERVICES.

10. INDEMNITY

10.1 Customer Indemnity. You will indemnify, defend and hold harmless TIGERCAT, its affiliates, service providers, licensors, and each of their respective officers, directors and employees from and against any and all losses, claims, demands, actions, damages and expenses (including attorneys' fees) arising out of or related to: (i) any interruption of Services which are caused or claimed to have been caused directly or indirectly from Your (including Your employees or independent contractors) negligent use or intentional misuse of the Services or the Telematics System; (ii) any use of the Services for an unauthorized or unlawful purpose; (iii) Data or other information transmitted by You, Your employees or independent contractors via the Telematics System; (iv) any material breach by You of any of the terms and conditions of this Agreement; or (v) any third party intellectual property infringement claims arising out of or relating in any way with respect to Your use of the Services.

11. LIMITATION OF LIABILITY

IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE OR INDIRECT DAMAGES RESULTING FROM OR ARISING IN CONNECTION WITH THE CONTENT, THE SITE, THE SERVICES, THE PRIVACY STATEMENT OR THIS AGREEMENT, INCLUDING WITHOUT LIMITATION LOSS OF REVENUES, LOSS OF USE, THE INCAPACITY TO REACH ANY OBJECTIVE, LOSS OF DATA OR DAMAGE TO ANY COMPUTER SYSTEMS, EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES BY YOU OR ANY OTHER PERSON.

WITHOUT IN ANY WAY LIMITING THE GENERALITY OF THE FOREGOING, IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE LIABLE TO YOU OR ANY PERSON: (A) ON ACCOUNT OF YOUR OR THAT PERSON'S USE OR MISUSE OF OR RELIANCE ON THE TIGERCAT CONTENT OR SERVICES; OR (B) FOR ANY LOSS OR DAMAGE SUFFERED AS A RESULT OR IN CONNECTION WITH THE FAILURE, MALFUNCTION, INTERRUPTION, CHANGE, MODIFICATION, AMENDMENT OR WITHDRAWAL OF THE SERVICES.

IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE RESPONSIBLE FOR ANY DAMAGES YOU OR ANY THIRD PARTY MAY SUFFER AS A RESULT OF THE TRANSMISSION, STORAGE OR RECEIPT OF CONFIDENTIAL, PERSONAL OR PROPRIETARY INFORMATION THAT YOU MAKE OR THAT YOU EXPRESSLY OR IMPLICITLY AUTHORIZE TIGERCAT TO MAKE, OR FOR ANY ERRORS OR ANY CHANGES MADE TO ANY TRANSMITTED, STORED OR RECEIVED INFORMATION.

WITHOUT LIMITING THE FOREGOING IN THIS SECTION, THE LIMIT ON THE TOTAL CUMULATIVE LIABILITY OF TIGERCAT TO YOU OR ANY OTHER PERSON, FOR ANY CLAIMS ARISING FROM OR RELATING TO THE SITE, THE SERVICES, THE CONTENT, THE PRIVACY STATEMENT OR THIS AGREEMENT, WILL NOT EXCEED THE GREATER OF (I) \$500 OR (II) THE TOTAL AMOUNT PAID BY YOU FOR THE PORTION OF THE SERVICES GIVING RISE TO THE CLAIM DURING THE SIX (6) MONTH PERIOD PRECEDING THE DATE ON WHICH YOUR CLAIM AROSE. THIS AMOUNT IS THE SOLE AND EXCLUSIVE LIABILITY TO YOU OF TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES.

THE LIMITATIONS SPECIFIED ABOVE SHALL APPLY REGARDLESS OF THE CAUSES OR CIRCUMSTANCES GIVING RISE TO THE CLAIM, EVEN IF SUCH CLAIM IS BASED ON BREACH OF CONTRACT, NEGLIGENCE OR OTHER TORT, AND SHALL SURVIVE A FUNDAMENTAL BREACH OR FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY OR THIS AGREEMENT.

12. MISCELLANEOUS

- 12.1 Amendments.** We reserve the right, in Our sole discretion, to change, modify or otherwise alter this Agreement (including the Privacy Statement) from time to time, for any reason. When such changes occur, We will post the updated version of the Agreement on the Site together with the date on which it was revised. Such changes become effective immediately upon posting. If You do not agree to be bound by (or cannot comply with) the Agreement as amended, Your only remedy is to cancel Your Account and to cease using the Services. You will be deemed to have accepted the Agreement as amended thirty (30) days after the updated version of the Agreement is posted if you continue to use the Services. All other terms of this Agreement will continue in effect.
- 12.2 Force Majeure.** Any delay in the performance of any duties or obligations of either party will not be considered a breach of this Agreement if such delay is caused by circumstances beyond Our reasonable control, including without limitation, acts of God, acts of government, floods, shortage of materials, fires, earthquakes, civil unrest, war, acts of terror, strikes or other labor problems (other than those involving Our employees), failures of common carriers (including cellular, wireless and satellite providers), denial of service attacks, or any other event beyond the control of such party, provided that such party uses reasonable efforts, under the circumstances, to notify the other party of the circumstances causing the delay and to resume performance as soon as possible.
- 12.3 Survival.** Any Section of this Agreement, which, by its nature shall survive the expiration or termination of this Agreement, shall so survive, including, but not limited to the provisions under Sections 3, 6, 7, 10 and 11.
- 12.4 Export.** Export laws and regulations of Canada, the United States and any other relevant local export laws and regulations apply to the Services. You agree that such export laws govern Your use of the Services provided under this Agreement, and You agree to comply with all such export laws and regulations. You agree that no Data, information, software programs and/or materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.
- 12.5 No Agency.** The parties hereto agree that each is an independent party to this Agreement and nothing in this Contract is intended to create, nor does it create, any employment or agency relationship between the parties.
- 12.6 Order of Precedence.** In the event of any conflict between the terms of this Agreement, the Privacy Statement and any Order Document, the terms of this Agreement shall prevail, but only to the extent of such conflict.

- 12.7 Governing Law.** This Agreement shall be governed by the laws of the Province of Ontario, Canada without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction. You agree to submit to the personal jurisdiction of the provincial and federal courts located in Ontario, Canada.
- 12.8 Violations of this Agreement.** Should You violate these terms and conditions or any other rights of TIGERCAT, TIGERCAT reserves the right to pursue any and all legal and equitable remedies against You, including, without limitation, restricting, suspending or terminating Your access to all or any part of the Services.
- 12.9 Entire Agreement.** This Agreement, including all exhibits and addenda hereto, constitutes the entire agreement between the parties and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement shall be effective unless in writing and either signed or accepted electronically by the party against whom the modification, amendment or waiver is to be asserted. If a court of competent jurisdiction deems any provision of this Agreement unenforceable, that provision will be enforced to the maximum extent permissible, and the remaining provisions will remain in full force and effect.
- 12.10 Assignment.** We may assign this Agreement, in whole, or in part, at any time, with or without notice to You. You may not assign Your rights or delegate Your duties under this Agreement, either in whole or in part, without Our prior written consent.
- 12.11 Other.**
- You agree to waive any right You may have to a trial by jury, or commence or participate in any class action against Us related to the Site, the Services or the Agreement.
- This Agreement will ensure to the benefit of and be binding upon the parties to this Agreement and their respective successors, heirs and permitted assigns.
- This Agreement was written in English (US). To the extent any translated version of this Agreement conflicts with the English version, the English version governs.
- No provision of this Agreement will be interpreted against any party merely because that party or its legal representative drafted the provision.
- Our failure to exercise or enforce any right or provision of this Agreement shall not operate as a waiver of such right or provision.
- The section titles in this Agreement are for convenience only and have no legal or contractual effect: as used in the Agreement, the word "including" means "including but not limited to."
- Please contact Us with any questions regarding this Agreement by e-mailing Us at: info@tigercat.com .

This Agreement was last updated on **November 18, 2016**.

PRIVACY STATEMENT

TIGERCAT takes the privacy and protection of Your Personal Information very seriously. By registering for and/or using the Telematics Services and/or creating an Account, You acknowledge that You accept the practices and policies outlined in this Privacy Statement. Unless otherwise defined herein, capitalized terms shall have the meanings assigned to such terms in the Telematics Services Agreement which incorporate this Privacy Statement by reference.

1. COLLECTION AND USE OF INFORMATION

This Privacy Statement describes TIGERCAT's practices with respect to the Account Information and Personal Information (collectively referred to herein as "Information") that We collect when You use the Telematics Services. This Privacy Statement does not apply to the use of Information that is collected by third parties that TIGERCAT does not own or control or that do not support TIGERCAT in providing the Telematics Services.

BY USING THE TELEMATICS SERVICES OR SUBMITTING INFORMATION THROUGH THE TELEMATICS SERVICES, YOU EXPRESSLY CONSENT TO THE PROCESSING OF YOUR INFORMATION ACCORDING TO THIS PRIVACY STATEMENT. YOUR INFORMATION MAY BE PROCESSED IN THE COUNTRY WHERE IT WAS COLLECTED AS WELL AS OTHER COUNTRIES (INCLUDING CANADA AND THE UNITED STATES OF AMERICA) WHERE LAWS REGARDING PROCESSING OF INFORMATION MAY BE LESS STRINGENT THAN THE LAWS IN YOUR COUNTRY AND BY USING THE TELEMATICS SERVICES OR TRANSMITTING INFORMATION VIA YOUR USE OF THE TELEMATICS SERVICES, YOU ARE EXPRESSLY CONSENTING TO SUCH PROCESSING.

We may combine the Information with Telematics Data in order to identify an operator of the TIGERCAT equipment, and any such operator identifying information shall be treated as Personal Information for the purposes of the Telematics Services Agreement and this Privacy Statement.

In addition to the uses of such Information permitted under the Telematics Services Agreement, We may use Your Information for our own internal purposes, including, but not limited to, processing Your Account registration, providing You with information and contacting You via phone or e-mail. We also reserve the right to disclose Information where such disclosure is required by law, considered necessary to prevent or investigate an apparent breach of law, and/or in any other instance where the applicable privacy or other legislation permits such disclosure.

We may disclose Information to our Service Providers and other third parties, including, but not limited to customer service agencies research and analysis purposes so that we can monitor and improve the Telematics Services we provide. We may disclose Information to other third parties if you consent.

In the event that TIGERCAT goes through a business transition such as a merger, acquisition by another company, or sale of all or a portion of its assets, Your Information will likely be among the assets transferred. You acknowledge that such transfers may occur, and that any acquirer of TIGERCAT or its assets may continue to use Your Information as set forth in this Privacy Statement. You hereby consent to TIGERCAT sharing Your Information under the above circumstances.

2. FEEDBACK

If You provide feedback about the Telematics Services to Us, We may use and disclose such feedback for any purpose, provided We do not associate such feedback with Your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this Privacy Statement. We shall have a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into the Telematics Services any suggestions, enhancement requests, recommendations or other feedback provided by You, relating to the Telematics Services.

3. SECURITY AND CONFIDENTIALITY

As We are committed to protecting the security of your Information, We employ a number of security information technologies and procedures designed to help protect your Information from unauthorized access, use and/or disclosure. We will retain your Information for a reasonable period or as long as the law requires. While We endeavour to limit access to your Information, We are not responsible for the retention or use of Information obtained by other third parties who have gained access to our database(s).

4. AMENDMENTS TO THIS PRIVACY STATEMENT

We may update this Privacy Statement from time to time as the need arises. We will post any updated Privacy Statement on the Site together with the date on which it was revised. Such changes become effective immediately upon posting. If You do not agree to be bound by (or cannot comply with) the Privacy Statement as amended, Your only remedy is to cancel Your Account and to cease using the Telematics Services. You will be deemed to have accepted the Privacy Statement as amended thirty (30) days after the updated version of the Privacy Statement is posted if you continue to use the Telematics Services. All other terms of this Privacy Statement will continue in effect.

5. CONTACT

If You have any questions or suggestions regarding Our Privacy Statement, please contact Us by sending Us an e-mail to info@tigercat.com.

Tigercat LogOn

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