QuickServe DVD | Power Generation Edition

Installation Instructions/User Guide

Covers Software Version 1.2
Commercial/Consumer & Consumer

Document Revision 1

Table of Contents

About the QuickServe DVD | Power Generation Edition

The QuickServe DVD | Power Generation Edition is software created by Cummins Inc. for the purpose of providing a offline and/or mobile solution for utilising Cummins Power Generation and Cummins Onan parts and service information. The application provides a simple and convenient search capability to locate the appropriate documents for your equipment. The parts and service information is provided in PDF format.

System Requirements

Operating System

QuickServe DVD | Power Generation Edition, Version 1.2 has been tested to run on Windows XP® and Windows Vista.

NOTE: Windows XP® Service Pack 3 is recommended for overall operating system performance and stability.

Hardware Requirements

QuickServe DVD | Power Generation Edition requires a DVD-ROM drive to be installed or the installation media cannot be read. Either internal or external DVD-ROM drives will fulfil this requirement. The DVD-ROM drive should be capable of reading both single and double layer discs.

PDF Viewing Software

An external application to view PDF files is required to properly utilise this application. If you do not have any application on your computer to view PDF files, you will need to install such an application (such as Adobe Acrobat Reader). Adobe Acrobat Reader can be freely downloaded from the Adobe web site at http://www.adobe.com. Should you desire an alternative to Adobe Acrobat Reader, Foxit Reader is also freely available from Foxit Software. The Foxit Reader can be freely downloaded from the Foxit Software web site at http://foxitsoftware.com.

Web Browser Software

An external web browser application to view web pages is also required to fully utilise this QuickServe DVD | Power Generation Edition. While most documents found on the QuickServe DVD |

Power Generation Edition are in PDF format and will be installed locally on your computer, some documents may reside online. These documents will either be located on QuickServe Online, or at web sites not maintained by Cummins Inc. Also, the functionality to provide feedback and report issues regarding the product or the documents contained within it via the option within the product, an internet connection and web browser is required.

NOTE: On Microsoft Windows® operating systems, Microsoft Internet Explorer® (IE) is pre-loaded and should fulfil this requirement as long as the software version is at least version 6. However, a modern, standards compliant browser is strongly recommended for an optimal experience such as Mozilla Firefox, Opera, or Google Chrome. These browsers may be downloaded at http://www.mozilla.com/firefox/, http://www.opera.com, and http://www.google.com/chrome respectively.

Disk Space

The minimum disk space requirements for a full installation of the QuickServe DVD | Power Generation Edition are outlined below. Less disk space is required if all of the available languages are not installed and will vary depending on the selections made.

Distributor/Dealer Commercial & Consumer Content

- Approximately 110 MB of free space for the minimal installation with PDF files loaded from the DVD as needed.
- Approximately 3.7 GB of free space for the full, local installation.

Distributor/Dealer Consumer Content

- Approximately 110 MB of free space for the minimal installation with PDF files loaded from the DVD as needed.
- Approximately 5.2 GB of free space for full, local installation.

NOTE: If you have any doubts regarding your computer configuration and the versions of software currently installed, you should contact your local IT support group for assistance.

Upgrading QuickServe DVD

Upgrading the QuickServe DVD | Power Generation Edition to the latest content update simply requires running the standard installation process. All application and data files will be updated, overwritten, or removed as necessary. This is handled completely within the installer and requires no additional user intervention.

If you are upgrading and plan to install in a different location, it is recommended that the previous version be uninstalled first to avoid confusion and ease any future upgrades and any troubleshooting that may be required.

See the section titled *Uninstalling QuickServe DVD* for information on how to uninstall the application.

Installing QuickServe DVD
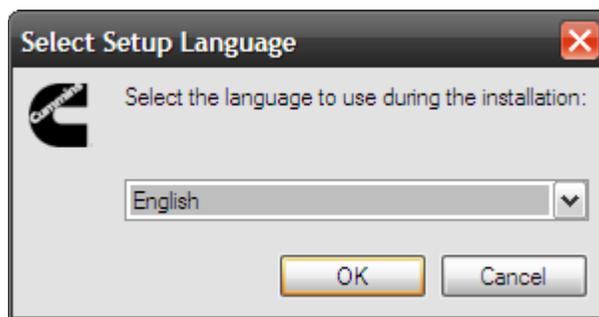
Before Beginning Installation

It is recommended that you close any applications that you are using before beginning the QuickServe DVD | Power Generation Edition installation process.

Beginning the Installation

Insert the QuickServe DVD into your computer's DVD-ROM drive. If your computer is configured to "auto-run" DVDs that are inserted into your drive, the contents of the DVD will display; if this is not enabled, you will need to navigate to your DVD-ROM drive and double-click its icon to view the DVD contents.

Once the contents of the DVD are visible, double-click the file named *Setup.exe*. This file should have the Cummins "C" logo as its icon. Double-clicking this file will launch the QuickServe DVD installer.
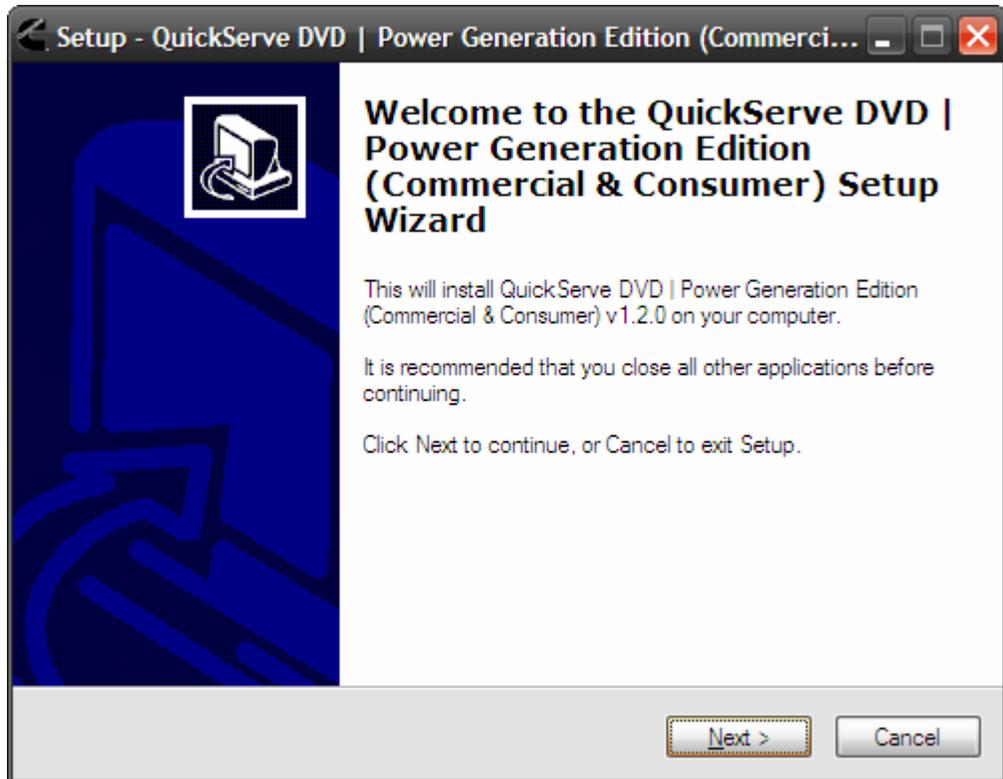
Language Selection

You will be initially presented with a dialogue that asks for a language to be chosen. This selection will determine the display language of the installer. The language that is selected by default should be the language that your computer is set to; otherwise, if your local language is not available, English will be the selected language. This language selection will not necessarily determine

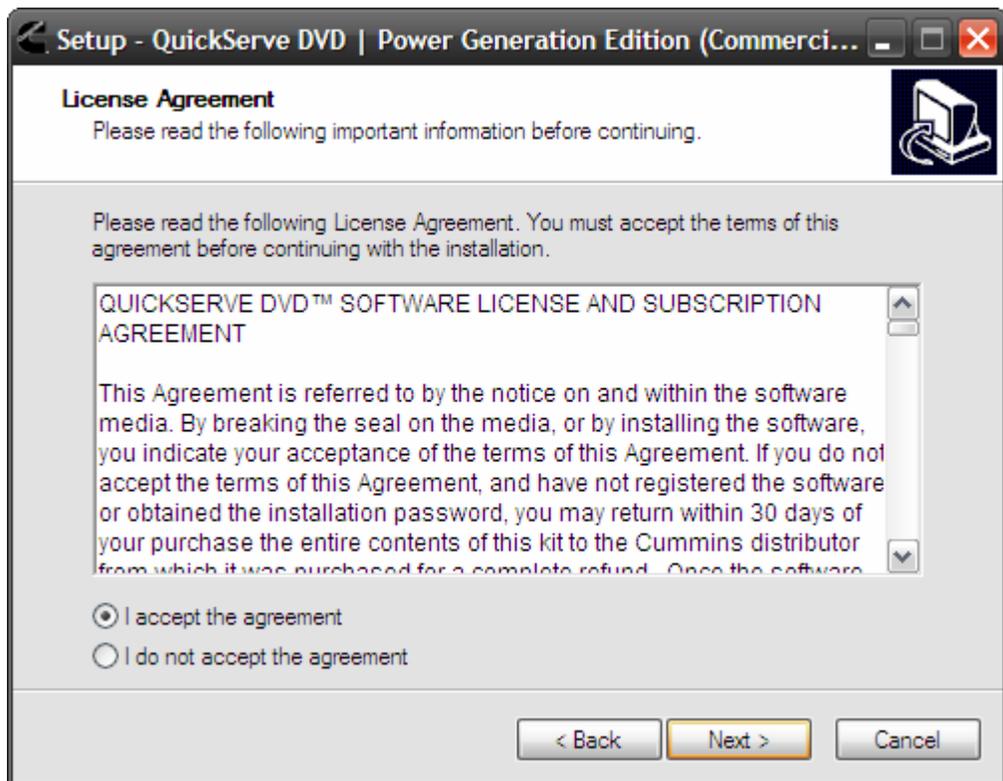the display language of the QuickServe DVD application or the parts and service documents contained within it.

Welcome Screen (Step 1 of 9)

This is the introductory screen of the installer. This screen indicates the content level of the software, such as Commercial/Consumer, Consumer, etc.

Click the "Next" button to proceed, or click the "Cancel" button to cancel the installation.
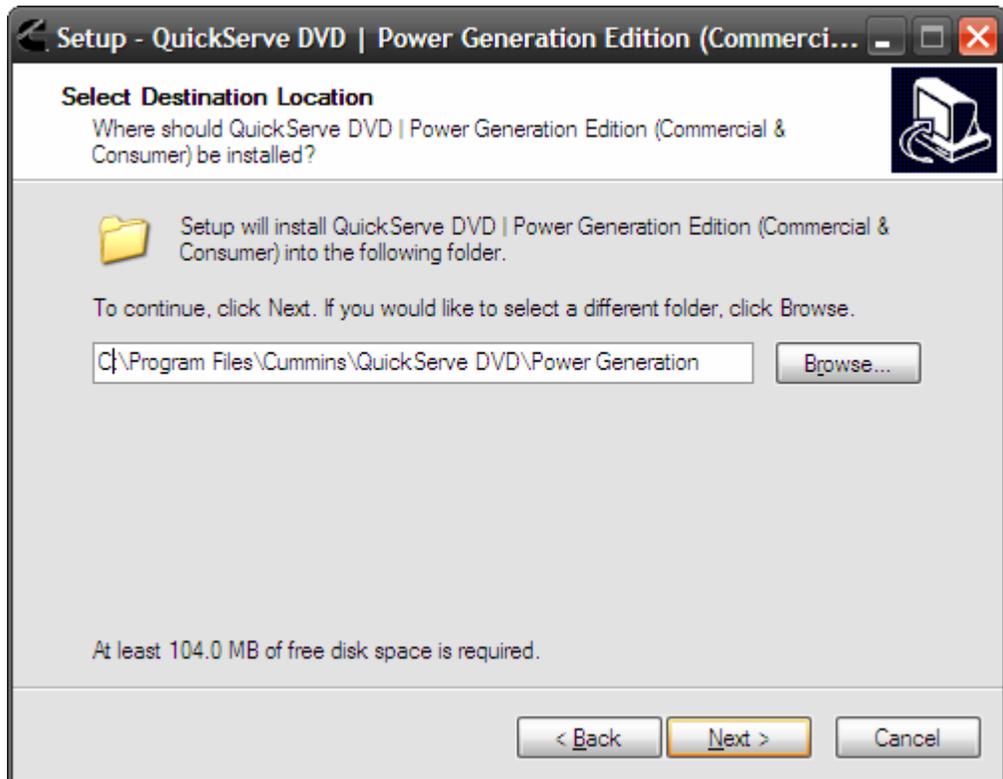
License Agreement (Step 2 of 9)

Carefully read the license agreement. If you accept the terms of the license agreement, click "I accept the agreement" And then click the "Next" button to proceed.

If you do not agree with the license agreement you will not be able to install this software. Click the "Cancel" button to exit the installer.

Destination Location (Step 3 of 9)

This step allows you to select the file path where the QuickServe DVD application will be installed. The path is populated with the default installation location for your system. It is recommended that the default path be used.

NOTE: Installation of this software to a networked/shared drive or a Citrix^{TM} drive is not permitted.

If there is insufficient disk space available to install the software, you will be alerted as to the amount available versus the amount required. Should this notification be displayed, you will have the option to cancel the installation by clicking the "No" button or continue on with the installation anyway by clicking the "Yes" button.

Click the "Next" button to proceed, click the "Back" button to go to the previous screen, or click the "Cancel" button to cancel the installation.
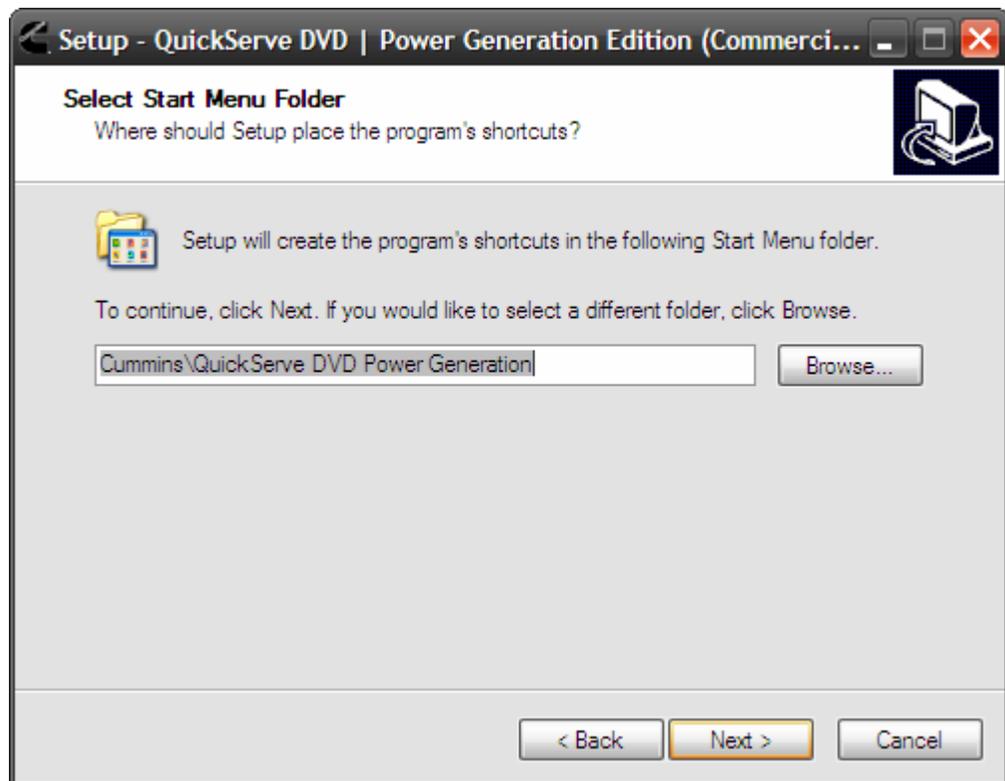
Select Components (Step 4 of 9)

This screen informs you of the required components that will be installed onto your computer and allows you to select any optional

packages to include as well. Currently, the core application and the English parts and service documents are required packages and cannot be excluded. The "Full installation" option includes all available languages. You may select "Custom installation" and tick the appropriate languages to install if you do not require all of the content.

If there is insufficient disk space available to install the software, you will be alerted as to the amount available versus the amount required. Should this notification be displayed, you will have the option to cancel the installation by clicking the "No" button or continue on with the installation anyway by clicking the "Yes" button.
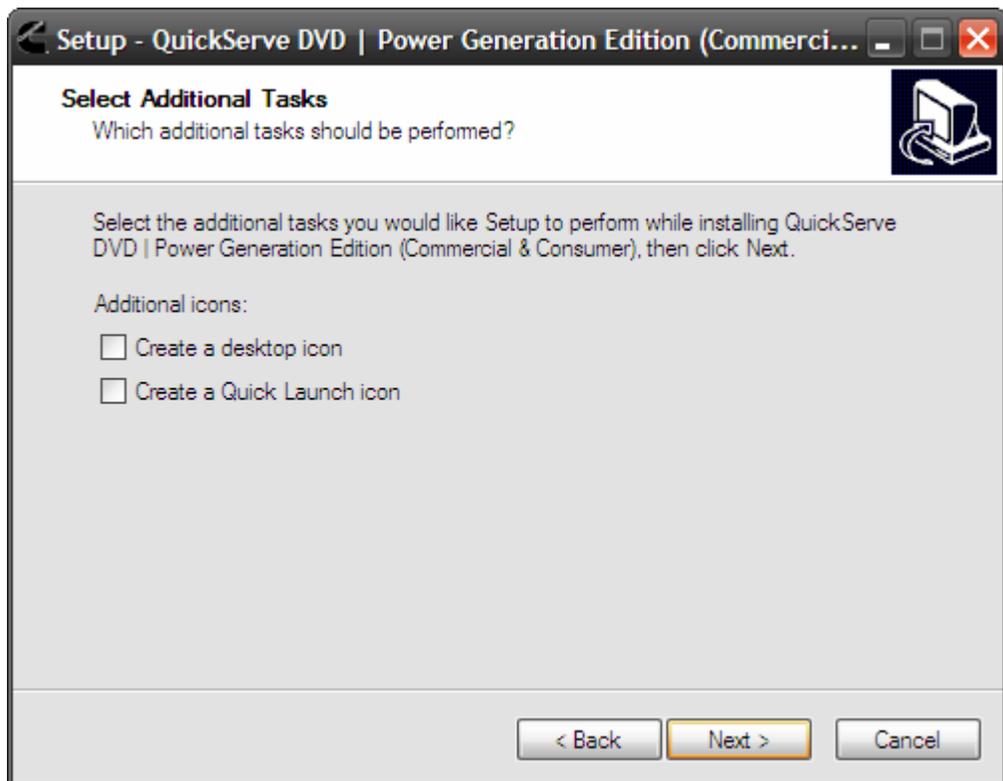
Click the "Next" button to proceed, click the "Back" button to go to the previous screen, or click the "Cancel" button to cancel the installation.

Select Start Menu Folder (Step 5 of 9)

This screen allows you to alter the structure of the shortcut to the QuickServe DVD application in your "Start Menu". It is recommended that the default path be used.
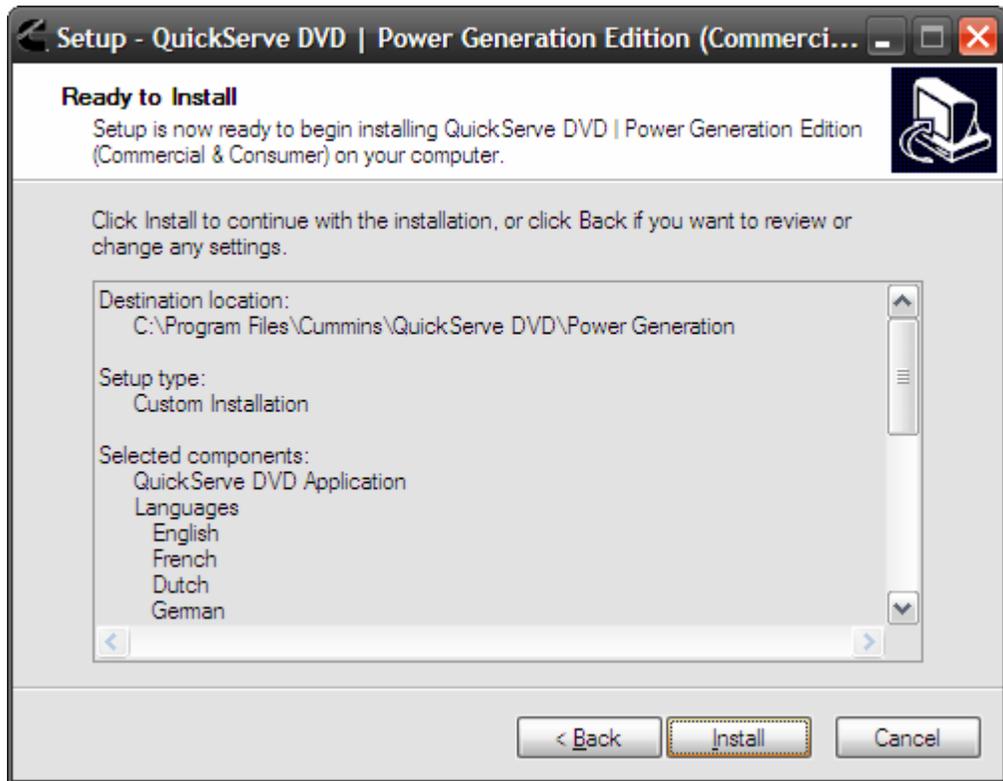
Select Additional Tasks (Step 6 of 9)

This screen allows you to add shortcut icons to your "Desktop" as well as to your "Quick Launch" menu. It is recommended that both shortcuts be selected.

Click the "Next" button to proceed, click the "Back" button to go to the previous screen, or click the "Cancel" button to cancel the installation.

Ready to Install (Step 7 of 9)

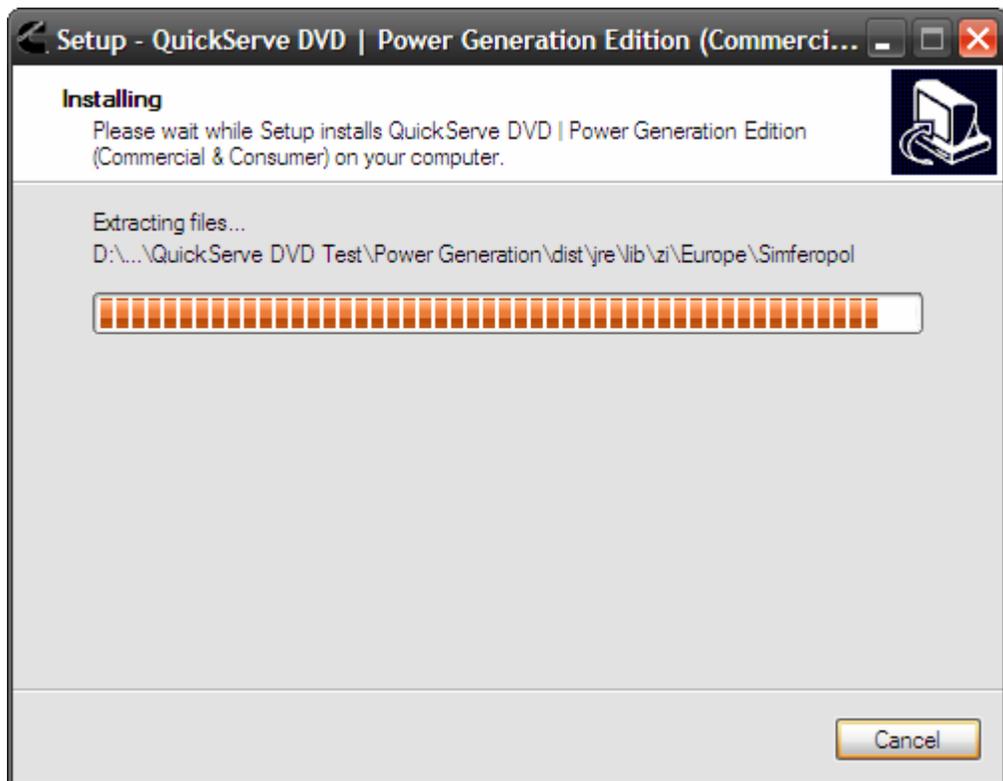
This screen provides a summary of your installation details including the path that the QuickServe DVD application will be installed to, a list of the packages that will be installed, as well as any shortcuts that will be created.

Click the "Install" button to begin the installation, click the "Back" button to go to the previous screen, or click the "Cancel" button to cancel the installation.
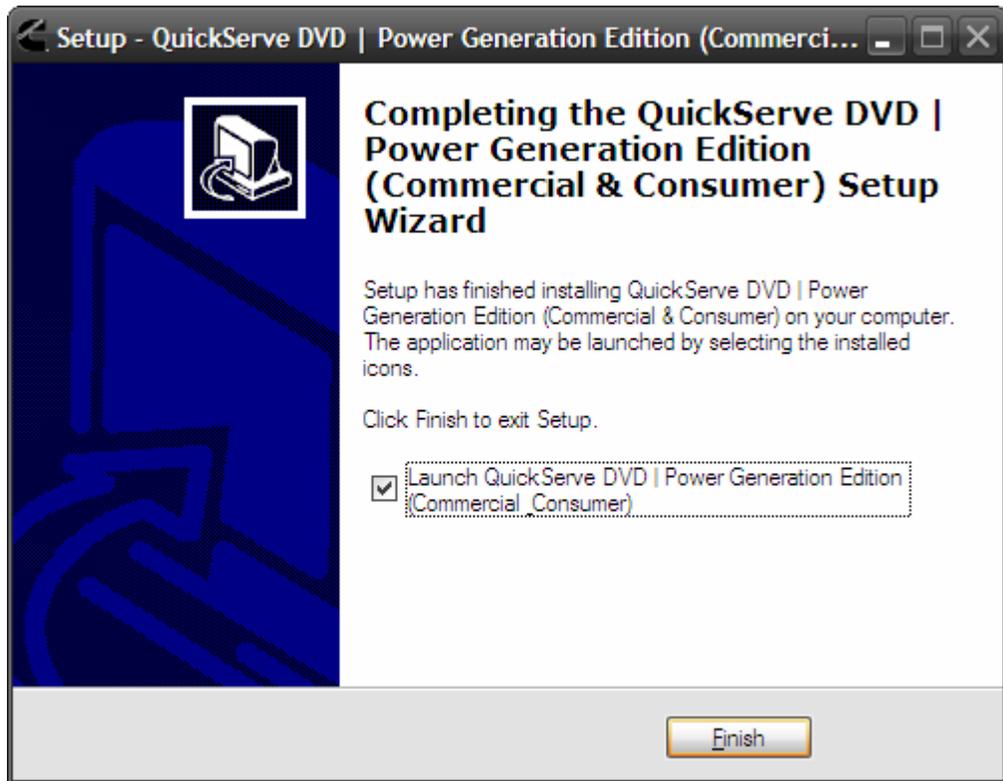
Installation (Step 8 of 9)

This screen provides real-time information on the installation process. If you click the "Cancel" button, the software installation is stopped and a rollback of all changes is performed.

When the installation of the core application has completed, the progress bar will appear as though the installation is completed. At this point, several windows will pop up in succession which will install the actual PDF documents onto your computer. This may take several minutes to complete. Once the installation has completed, you will be forwarded on to the "Finished" screen.

Installation Finished (Step 9 of 9)

This screen provides confirmation that the QuickServe DVD application was successfully installed onto your computer.

Click the "Finish" button to complete the QuickServe DVD installation process. You may tick the box indicating that you would like the application to launch after installation is complete to launch the QuickServe DVD application after the "Finish" button is clicked. You can now begin using the application.

Uninstalling QuickServe DVD

During installation, a shortcut for uninstalling the application was added to the "Start Menu" in the same location as the shortcut to launch the QuickServe DVD application itself. Simply click the shortcut called "Uninstall QuickServe DVD Power Generation" to launch the uninstaller.

You will be asked if you are sure you want to uninstall the application and all of its components. Click the "No" button to cancel the software removal, or click the "Yes" button to proceed with the software removal.
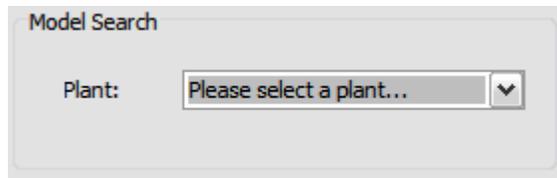
Installation Problems

If you encounter any problems during the installation process, please contact your local Cummins distributor or the QuickServe Online customer support group by creating a QuickServe Online feedback ticket.

Running the Application

Using the QuickServe DVD | Power Generation Edition is very similar to using QuickServe Online for Power Generation content.
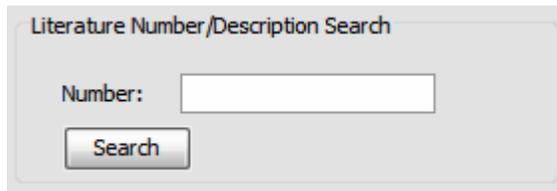
Model Search

The model search is located on the left side of the application and is the upper-most search area. This area is labelled "Model Search". Initially you are only presented with a single drop-down menu for the build plant. You will first need to select the appropriate build plant, then you a list of models built at the plant selected will display. Select the appropriate model, and then if the selected model has spec levels, a third drop-down menu will appear, otherwise a search button will appear. Select a spec level if one applies, and click the "Search" button.

After clicking the "Search" button, the "Model Documents" tab in the table to the right of the search area is populated with search results. The number of results is displayed to the right of the tab title in parenthesis. Each line in the table represents a document. To launch the PDF file, single click the line representing the document that you need to open.

NOTE: If your PDF viewing application has not recently been launched, you may experience a delay before the PDF is launched. This could take several seconds, however, it should only be noticeable for the first launch.

Literature Number/Description Search

Literature Number/Description Search

Number: [   ]

[Search]

The literature number/description search is located directly below the "Model Search". Enter the global literature number, or a keyword that would be found in the document's description that you are looking for in the search box, and click the "Search" button found directly below. Focus will be shifted to the "Search Results" tab and the number of search results found will be displayed to the right of the tab title in parenthesis. To launch the PDF file, single click the line representing the document that you need to open.

NOTE: You may search for a global literature number using the complete number or any portion of it. For instance, to locate "971-0230" you may search on the full number, or search for "971", "971-02" or even "0230". Any such combination will work.

NOTE: When searching for keywords, keep in mind that this is only searching the document description, and not the actual content of the document. Also, remember that the search is not case sensitive, and just as when searching for a literature number, portions of a word will also match results. For instance, searching for the word "start" would match results with the word "Starter" in the description.

NOTE: If your PDF viewing application has not recently been launched, you may experience a delay before the PDF is launched. This could take several seconds, however, it should only be noticeable for the first launch.

Common Documents

Model Documents	Common Documents	Miscellaneous Documents	Search Results

Literature Number	Language	Document Type	Description
0900-0019	English	Parts Reference	Onan Tool Catalog
L835	English	Price List	Service Parts Price List
1117-0002	English	Warranty Manual	Warranty Administration Manual V...
F1115C	English	Warranty Manual	Fail Code Manual
F1117	English	Warranty Manual	Warranty Administration Manual

The "Common Documents" tab provides documents that are common across all product models. The include documents such as Common Manuals and Warranty manuals. To launch the PDF file, single click the line representing the document that you need to open.

NOTE: If your PDF viewing application has not recently been launched, you may experience a delay before the PDF is launched. This could take several seconds, however should only be noticeable for the first launch.
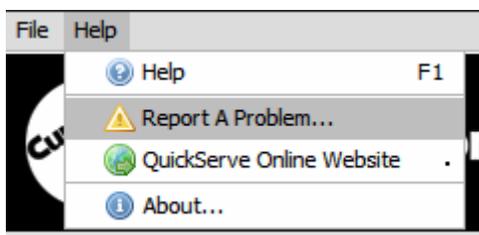
Miscellaneous Documents

Model Documents	Common Documents	Miscellaneous Documents	Search Results

Literature Number	Language	Document Type	Description
70050A-01	English	General Reference	SPECIFICATION LIST FOR L & P S...
D-3315	English	General Reference	Supported Messages on SAE J1939
URL	English	General Reference	Comfort Guard RPV Web Site: Au...
SPC	English	General Reference	Spec number to model number & ...
SERNUMID	English	General Reference	Serial number ID
PARTSAVA	English	General Reference	Parts Availability

The "Miscellaneous Documents" tab provides general reference documents. To launch the PDF file, single click the line representing the document that you need to open.

NOTE: If your PDF viewing application has not recently been launched, you may experience a delay before the PDF is launched. This could take several seconds, however should only be noticeable for the first launch.

Reporting Problems

To report problems; either with the application itself or with data contained within the manuals, you can click the "Report a Problem…" link found under the "Help" menu at the top of the application. This will launch your web browser and take you to the QuickServe Online feedback form.
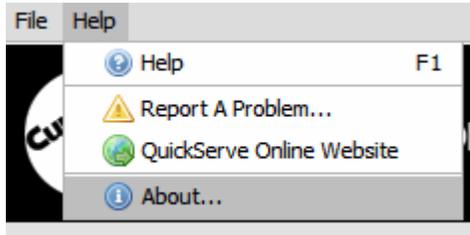
NOTE: A network/internet connection is required to provide online feedback.
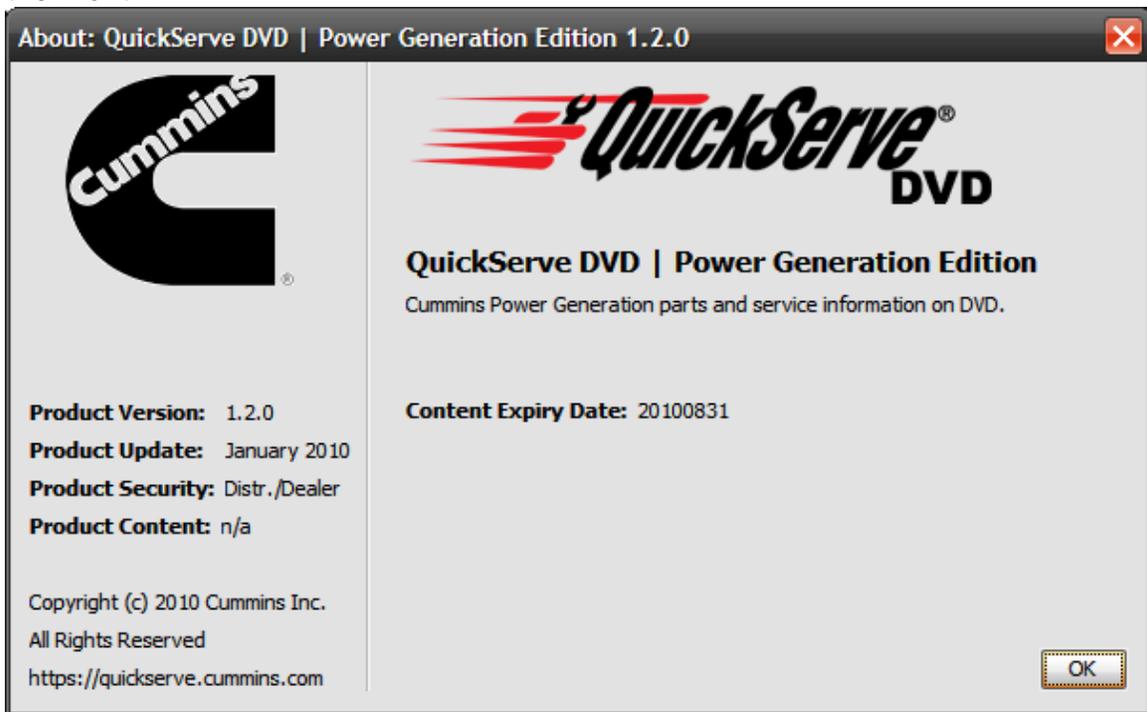
Application & Content Expiry

Every installation of the QuickServe DVD | Power Generation Edition has a date specified internal to the application upon which the application and related content will expire, and cease to function. This feature is to ensure that users of the software are updating to the newest version of the application and content rather than continuing to use old information. New publications are added, and

revisions to existing publications are made frequently, so it is important to install the updated QuickServe DVD when it is made available.

To determine what the expiry date is for your current installation, you may click the "About…" link found under the "Help" menu at the top of the application.
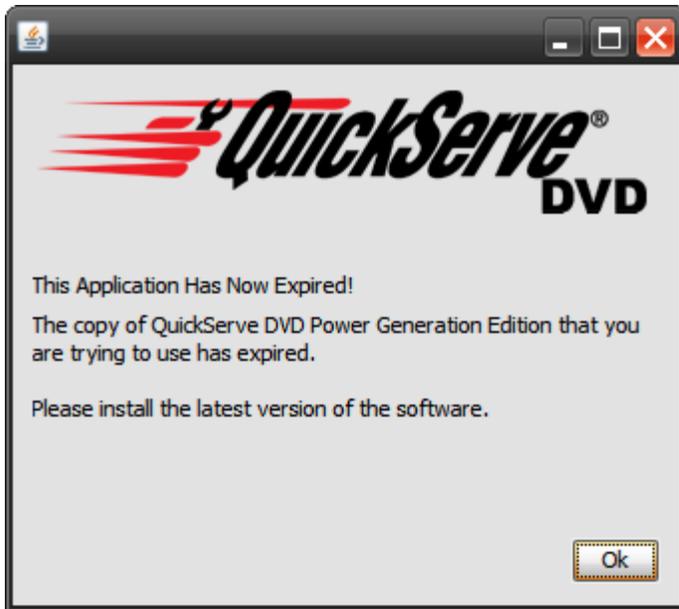

The about dialogue will provide you with basic application information such as the software version, the content update information, and the expiry date. The content expiry date will be located in the centre of the dialogue. The format is YYYYMMDD, where YYYY is the year, MM is the number of the month (01 would represent January, while 12 would represent December), and DD is the day of the month.

If your subscription to QuickServe Online and the QuickServe DVD is in good standing, you should receive an updated version of the software prior to the expiry date.

In the event that your application has expired and you have yet to install a current update to the application, you will be presented with the following error message:

QuickServe Online

For the most current parts and service information for either your Cummins generator, or Cummins engine, visit QuickServe Online.

https://quickserve.cummins.com