

- 1. How much does Cat® Inspect cost?**

There is no cost to download the Cat Inspect mobile app or access the Cat Inspect Web platform.
- 2. What devices are supported by Cat Inspect?**

Cat Inspect supports devices with iOS version 10 and newer, and Android version 5.2 and newer.
- 3. How do I get access to Cat Inspect?**

As long as you login with a validated Caterpillar Web Security (CWS) account, you will automatically have access upon downloading the app or visiting the website. If you do not have a valid CWS login, contact your local dealer to create your account.
- 4. Is Cat Inspect available in multiple languages?**

Yes. The mobile app fields will be in the default language of the mobile device if it is one of the following languages: Arabic, Chinese, English, French, German, Indonesian, Italian, Japanese, Portuguese (Brazil), Russian, and Spanish. The website is available in the following languages: Arabic, Chinese, English, French, Japanese, Russian, and Spanish.
- 5. How will updates be shared and communicated to users?**

You will be notified when updates to the application are available via push notifications. Related information (major updates, training, release notes) also may be shared through notifications or on [cat.com/catinspect](https://cat.com/catinspect).
- 6. Who do I contact for technical support?**

Contact the dedicated Cat Inspect support team at [catinspect@catsupport.com](mailto:catinspect@catsupport.com), or by calling toll-free in the U.S. (844) 275-8325, or internationally +1 (309) 670-2786. Additionally, your dealer may be able to assist you with any technical support needs.
- 7. What inspections and checklists are available?**

The list of forms available in Cat Inspect is continually growing, and includes classics like Preventive Maintenance Checklists (PMs), Technical Analysis (TA-1) (Visual), Daily Walk-Arounds, and more inspections and checklists for your specific needs. Your organization can also create your own custom forms through Cat Inspect Web at <https://catinspectweb.cat.com>.
- 8. Will additional checklists and forms be added?**

Yes, new forms are always being added, and you can create custom forms on Cat Inspect Web.
- 9. Who would benefit from using the app?**

Cat Inspect is useful to customers with Cat or mixed fleets, field technicians, shop technicians, operators, owners, site inspectors, and many more roles throughout your business.
- 10. Where do I get the app?**

Go to your mobile device's App Store (iTunes or Google Play) and search "Cat Inspect", or click on the download links provided on [cat.com/catinspect](https://cat.com/catinspect).
- 11. Are other app users able to see my data?**

Only you and others within your company, as well as your dealer, will see the inspection forms you complete within the app. Completed inspections can also be shared by email if configured this way in the app.

12. Can I reassign an inspection to other users at my organization?

Yes. You can reassign partially completed or not started inspections within the app at the push of a button.

13. Can I use the app if I don't have an internet (Wi-Fi, 3G/4G) connection?

You only need a connection to download or upload your inspections. Once you have saved inspection forms to the app, you do not need to be connected to perform the inspections. A Wi-Fi or 3G/4G data connection is required to sync your information, depending on the type of device you have.

14. What happens if I get a phone call as I download or upload my inspections?

Cat Inspect has auto-save and real-time syncing so you can shut down the app and reopen it at any time to continue where you left off.

15. How can I share a completed inspection with others?

Multiple email addresses can be added during the inspection process; it will send a report to that email when synced. Additionally, a PDF can be generated from the mobile app or the website for distribution.

16. Can I print a copy of the completed inspection and/or checklist?

Yes. From Cat Inspect Web or the mobile app, an email can be created upon completion of the inspection. This email generates a PDF of the completed inspection which can be printed.

17. Will the completed inspections be displayed in other platforms?

Most inspection results flow into integrated applications (such as VisionLink and My.Cat.Com), along with the ability to view a PDF of the inspection form.

18. Will my dealership use the information from my inspections?

Your dealership may use the data from your completed inspections to help make better recommendations on your equipment.

19. Will Cat Inspect be a source for locations, service meter units, and customer and equipment information?

Yes, the header of each inspection will have these fields as well as additional information that can be populated and made available after sync.

20. Who do I contact, or where do I go, to obtain additional information or answers?

For more information regarding this application, including training and documentation, please visit [cat.com/catinspect](http://cat.com/catinspect) or contact your local Cat dealer.