FREQUENTLY ASKED QUESTIONS

Q: Why do I have trouble seeing the JLG logo that enables the machine visualization or kit visualization tool?

A: Sometimes shiny floors or areas with low light make it hard for the app to recognize the surroundings. For shiny floors - try moving the logo to a darker or duller background/floor. Once you see yellow dots/pixels, the JLG logo should appear soon. For areas of low light, try using the app in an area with more light or brighter light and fewer shadows.

Q: What if I do not see the JLG logo appear when using the machine or kit visualization tools?

A: Continue to point the phone at the floor. Ensure the background/floor is not shiny/does not have too much light. When you see yellow dots/pixels, continue to move your phone slightly until the JLG logo appears.

Q: Why is my screen still dark? Why doesn't vibration work?

A: Some features are dependent upon the phone settings. Please check and change your phone settings to allow these features.

Q: Why do I have to allow the app access to my camera, photo, video, or microphone?

A: The setting in the phone to "allow access" for the app should be switched on. Users must allow photo/video/microphone access to use the camera feature for augmented reality tools. Video and microphone are requested by iOS for in-app capture access; however, we are not saving this data, only photos. Access to the photo library is required for the screenshot feature in machine visualization and kit visualization to work properly.

Q: Under Machine visualization, why does the machine appear on other nearby obstacles (table, counter, etc.)?

A: The plane detector in the app will pick up any visible surfaces. Try placing the image on the ground, away from any other surfaces.

Q: Why do I not see my language supported in the app?

A: The user's phone operating system language will automatically be the language displayed in the app. If your phone's default language did not automatically populate in the app, it is most likely not a supported language within the app.

Apple: Click here

Google: Click here

Q: Which phones are compatible with the app?

A: Most iPhone 6 and newer devices are compatible. Click on the below links to check compatibility for iOS and Android.

Apple: Click here

Google: Click here

Q: Which tablets can support the app?

A: Typically, newer iPad versions - 5th gen and above and all iPad Pros - will work. iPad Air and iPad mini will not support the augmented reality app. For additional reference, please check the following link to figure out how to identify which device you have via the model number engraved on the back of your device.

Apple: Click here

Q: Why, when I try to view the app from my iPad in landscape view, don't the app tools translate well when rotated?

A: This can happen. The tools can still be utilized, but to get the best experience, users should view the app through the portrait view.

Q: In which countries can the app be downloaded?

A: The Augmented Reality app is allowed wherever Apple and Android apps can be downloaded. For a Country list, please visit:

Apple: Click here

Google: Click here

NOTE: AR app not available in China for Google Play

Q: How do I move the machines or kits within the app?

A: To turn, use two fingers and twist. To move a machine or kit, just touch the image on your screen and place where you want.

Q: How can I extend the scissor platform or change the boom angle?

A: By clicking on the Stowed 🔧, Max Reach 🔧, and Max Height 🔧 icons you can change the boom position, height and reach, and adjust the scissor platform extension and reach by toggling through the icon.

Q: After I have placed a model in Machine Visualization, how do I place the model again?

A: After a model is placed, click on the ↻ icon to place the model again.

For more information on what each icon means, see below:

JLG Augmented Reality App Icons

✕ Exit	📖 Library	Stowed - Scissor Lift	Sequence of Operations
📷 Screenshot	🌐 View Online	Max Reach - Scissor Lift	Controls
∧ Up	View in 3D/AR	Max Height - Scissor Lift	Barcode Scanner
∨ Down	Decal Viewer	Stowed - Telehandler	State of Inspection Field
> Right	Operation Guidance	Max Reach - Telehandler	✕ Failed
< Left	Machine Inspection Assistant	Max Height - Telehandler	✓ Passed
→ Navigation Forward	🔒 Lock State	Reach Diagram	⊘ Not Applicable
← Navigation Backward	🔓 Unlocked State	Occlusion Tool	Fixed
⚙ Settings	Stowed - Boom Lift	Delete Occlusion Box	+ Add
🔍 Search	Max Reach - Boom Lift	↻ Refresh	Export
Filter	Max Height - Boom Lift	✓ Complete	Delete
? Help	Stowed - Low Level Access	↶ Undo	✏ Edit
Fleet	Max Reach - Low Level Access	Move Vertically	Add Photo
Add to Fleet	Max Height - Low Level Access	Move Horizontally	Add Comment
Remove from Fleet			

Q: Can this be used as a substitute for formal training and review of the included Operations Manuals?

A: No. All operators are required to complete the appropriate training and must read and understand all included manuals prior to operating the lift.

Q: What if I don't have internet access? How do I save something offline?

A: You can save models offline by selecting the Add to Fleet icon to add it to your fleet. Anything added to your fleet can be accessed via the 'Fleets' page. This model content is downloaded to your device and available offline.

Features such as View in 3D/AR, Decal Viewer, and Operations Guidance are also available offline.

Q: How do I save changes to my profile?

A: All changes to your profile is automatically saved. You don't need to do anything else to save them.

Q: How do I save my inspection form?

A: Everything you do in an inspection form is automatically saved. You don't need to do anything else to save them. You can close the form and pick up where you left off at any time.

Q: How do I remove a machine or asset from Fleet?

A: Remove assets from Fleet by tapping the desired asset from the Fleet machine listing and tapping "Delete Asset." Remove a machine from Fleet by visiting the original machine product page and selecting the Remove from Fleet icon, which has switched from 'Add to Fleet' to 'Remove from Fleet'. Be aware that by deleting a machine from Fleet, all associated assets and inspections will be deleted.