PRODUCT LINK™
FREQUENTLY ASKED QUESTIONS
FREQUENTLY ASKED QUESTIONS

BASICS

What is Product Link™?

Product Link™ is a remote-monitoring solution that enables efficient and effective fleet management.

Product Link transmits information from the (ECMs) on your equipment via cell towers and satellites to VisionLink®. This web-based application enables customized health and utilization reports, enhanced mapping functionality and mixed-fleet capabilities.

Product Link hardware and VisionLink application subscription come standard on a variety of equipment and can be used with Cat® and mixed fleets. Consult your Cat dealer for details.

How does Product Link work?

Product Link hardware is deeply integrated into equipment, interacting with the ECMs that power and monitor systems, such as engine, hydraulic and transmission.

Events and diagnostic codes as well as hours, fuel, idle time and more are sent via satellite or cellular communications to a secure web-based application, VisionLink.

Product Link’s reliable hardware, robust integration and flexible reporting options enable equipment management anywhere, anytime.

What is VisionLink?

VisionLink allows you to quickly and easily view all of your equipment, regardless of make, in a secure web-based application hosted by Trimble.

Information from your Cat equipment allows insight into the operation, health and productivity of your fleet. Your Cat engine will provide working and idle hours, fuel consumption, start and stop times and more while event and diagnostic codes are provided from a variety of electronically controlled systems.

VisionLink also integrates with other Cat data and applications, like Cat PartStore™ for online parts ordering and S•O•S℠ Services for fluid analysis results.

What about solutions for my mixed fleet of equipment?

Cat Product Link is as much a part of the modern Cat machine as the engine or transmission. However, this expanded capability is extended to the entire fleet, regardless of make or model, allowing all equipment to be monitored in one secure web-based application—eliminating the need to visit different applications with varying functionality.

The VisionLink application has been developed by VirtualSite Solutions, a Caterpillar and Trimble joint venture company. VirtualSite Solutions is responsible for developing solutions to transform the way owners of mixed fleets can efficiently and safely manage their equipment fleets, reduce operating costs and improve productivity in the areas of fuel consumption, maintenance, worksite productivity and fleet logistics.
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### SOFTWARE

**How do I access the telematics data from Product Link?**

Your Cat dealer can provide access to VisionLink, the web-based application used to access telematics information from your equipment. Visit your dealer’s web page to request access to VisionLink and other online tools, such as Cat PartStore and S•O•S Services online.

**Can I integrate the information from VisionLink into my other business systems?**

A data feed service allows you to seamlessly integrate information that is remotely reported from your equipment into your business applications. For example, machine location can easily be used in a dispatching application or hours and utilization information in a resource planning system (ERP). Contact your Cat dealer for more information about VisionLink integration.

**What languages are supported?**

VisionLink supports:

- Czech
- English
- French
- German
- Greek
- Hungarian
- Italian
- Polish
- Portuguese
- Romanian
- Russian
- Simplified Chinese
- Spanish
- Swedish
- Turkish

**What are the advantages of a web-based application?**

VisionLink is a secure web-based application available 24 hours a day, seven days a week. VisionLink does not require client-side software or data storage. A common internet connection and web browser are all that is needed to access all features and telematics data transmitted from your equipment.

### RETURN ON INVESTMENT

**How can Product Link help me control costs?**

- Manage inefficient use, maintenance, health and more.
- Efficiently identify and complete maintenance needs.
- Identify harsh operation or other training needs that can degrade component life.
- Extend component life by proactively managing health and maintenance needs.
- Manage working vs. idle time and fuel usage.
FREQUENTLY ASKED QUESTIONS

How can Product Link help me improve operations and uptime?

- Efficiently and effectively manage your equipment with remote monitoring of key information.
- Know where your assets are and how they are being used.
- Keep your equipment running well with the help of your Cat® dealer.
- Identify over/under-utilization so assets can be best utilized to keep jobs on schedule.
- Take advantage of tools that allow support personnel to efficiently manage the fleet.
- Identify small problems before they cause unscheduled downtime.

For gen sets, you can monitor state, utilization data (start/stop information), tracking usage and more.

How can Product Link help me reduce emissions from equipment and more effectively support my fleet?

- Helps you identify and reduce inefficient fuel use with idle time and fuel consumption monitoring.
- Information supports you by driving the best equipment management decisions. When equipment operates in peak condition, it produces fewer emissions.
- Remote transmission of telematics data saves you time and labor by eliminating the need for personnel to manually collect hours, location and condition information.
- Extends product/component life by providing actionable information that allows you to proactively identify problems and keep your OS well-maintained.

Also improves logistics for support services

- Knowing the exact location of equipment helps dispatch fuel, haul and service trucks more efficiently and effectively.
- Integration with online parts ordering enables pre-planning, consolidation of pickup/drop-off parts services and less wait time.

Can I customize hardware and service plans to meet my needs?

- Hardware and service plan options allow you to select a solution that fits your operation’s needs.
- Hardware options support communication via both cellular networks and satellites, so whether your work is metropolitan, suburban or rural, you can stay connected.
- Bundles of features that support basic asset management, security, condition and maintenance, as well as utilization and productivity, can be selected to manage small or large fleets of equipment.
- Data feeds can be established to automatically provide information, such as hours or location, to dealer or customer business systems. This saves time by eliminating the need to manually collect and transfer information from your fleet.