

STEP 1: CONFIGURE PRODUCT LINK ECM and UPLOAD CONFIG FILE

This is the **Mechanic's** responsibility and requires Cat ET and a Comm Adapter.

1 a) ENSURE ALL ECM FLASH FILES ARE UP TO DATE

To obtain the current flash files, go to SERVICE TECHNICIAN'S TOOLBOX

<https://dealer.cat.com/en/products/technology/construction-technology/product-link/service-technicians-toolbox.html>

(CWS Login will be required)

<https://engines.cat.com/en/cat-connect0/cat-connect-homepage.html>

1 b) Upload Configuration File

Note: Not all equipment has a standard Configuration File. All configuration file part numbers are at

<https://dealer.cat.com/en/products/technology/construction-technology/product-link/service-technicians-toolbox.html>

(CWS Login will be required)

<https://engines.cat.com/en/cat-connect0/cat-connect-homepage.html>

If there is not a Configuration File listed for your product, a Configuration File is not needed.

For equipment that has a configuration file created, it will be already installed on the product that was built with a PLE601 Network Manager at the factory. A configuration will need to be installed if one of the following have been performed.

- Replaced a failed network manager
- Retrofit kit installation

Configuration files can be found on SISweb by searching for the product serial number in the "Service Software Files" section of SISweb. If you are unsure of what configuration file you need for a retrofit installation, your TC can enter a Product Technology service request through the PSCRM system.

The installation procedure is as instructed on the media REHS8850 for Elite series and on REHS9111 for Pro series

STEP 2: SUBMIT PRODUCT LINK Web CONFIGURATION (FORM ONLINE)

This is the **Mechanic's** responsibility when **STEP 1** is completed. **The ECM information recorded on STEP 1 is required to be able to submit the form!**

The online form can be found here:

http://www.finning.ca/Services/Technology_Services/Power_Systems_Technology/Product_Link_Web/Configuration_Confirmation.aspx

STEP 3: VERIFY Product Link Web AGREEMENT STATUS

Contact the **Product Link Web Coordinator** to find out the *Product Link Web Agreement* Status for the end customer of the machine via phone or email.

Product Link Web Coordinator

Direct Line: 1-855-558-2200

Tool Free:

Email:

ProductLinkWeb@finning.com

If no *Product Link Web Agreement* is in place, a blank copy of the *Product Link Web Agreement* can be downloaded from

http://www.finning.ca/Services/Technology_Services/Power_Systems_Technology/Product_Link_Web/Hardware_Activation.aspx

Product Link Web Agreement should be signed and submitted along with *Equipment List* containing Equipment serial numbers and required Product Link Web subscription levels. The type of subscriptions to be ordered depends on the level of service the customer is expecting and will also depend on the type of Product Link module installed. The *Equipment List* template can be downloaded from

http://www.finning.ca/Services/Technology_Services/Power_Systems_Technology/Product_Link_Web/Hardware_Activation.aspx

After the *Product Link Web Agreement* and Equipment List are signed please mail the hardcopy of the signed documents to the address below. In the meantime you can email a color copy of the signed document to ProductLinkWeb@finning.com.

Product Link Web Team

10910 - 170 Street

Edmonton, AB T5S 1H6

The **Product Link Web Coordinator** will purchase the subscriptions ordered via the Order Subscription Form once steps 1-3 have been completed and the equipment will show in Product Link Web under the Customer account within 24 hours after processing.