

# STEP 1: CONFIGURE PRODUCT LINK ECM

This is the **Installer's** responsibility and requires Cat ET and a Comm Adapter in most cases.

## 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/PL/ToolBox> (CWS Login will be required)

Product Link ECM Flash File Information
» <a href="#">Current ECM Flash Files : Product Link Hardware Variants PL121SR, PL321SR (PL300) &amp; PL522</a>
» <a href="#">Current ECM Flash Files : VIMS Hardware Variants PL321VSR &amp; 523 (Link to mining.cat.com)</a>
» <a href="#">How to Find Flash Files in SIS Reference - English</a>
» <a href="#">How to Find Flash Files in SIS Reference - Spanish</a>

- **For Product Link standalone installations (NON-VIMS) use:**  
CURRENT ECM FLASH FILES: PRODUCT LINK HARDWARE VARIANTS PL121SR, PL321SR (PL300) & PL522
- **For Product Link + VIMS variants (PLVIMS) use:**  
CURRENT ECM FLASH FILES: VIMS HARDWARE VARIANTS PL321VSR & 523

**Note that VIMS variants will require to be configured via VIMSpC:** [See REHS7428](#)

**Note:** PL321 consists of two modules, the PL121 radio and PL300 ECM. Two ECMs needs to be flashed via ET in order to completely update the Product Link. Follow instructions **Electronic Control Module (ECM) - Flash Program** under media [REN7911](#). Only **dealer version of ET** will be able to flash both ECMs. Customer versions of ET will only be able to flash the PL121SR radio.

On cellular devices the radio portion is built-in on the single ECM. The ECM portion (excluding the radio) has to be updated via **dealer version of Cat ET**. The radio portion is updated **over the air** by sending a request to [visionlink@finning.com](mailto:visionlink@finning.com).

## 1 b) CONFIGURING PRODUCT LINK ECM

- **Satellite Devices (PL121 & PL321)**  
To configure a Satellite Product Link module you need to **register** the Product Link with Cat ET using the **Service** menu and **configure the installation parameters** as instructed on the media [REHS2365](#). When completed successfully the email address used during the **registration** will receive a confirmation message resembling this;

*Registered (Dealer: N030 Make: AA Serial Number: 3DN00291 Module Code: **DQCAT0225700Q1**)*

**If this message is not received, then the registration process has not been completed!**

**The Module Code coming on the confirmation message will be required to complete STEP 2!**

Registration Status: Deregistered/Not Registered

Product Link Registration

Please enter registration details, and click the "Register" button to send the Registration PLM Command:

Machine Make Code: AA

Machine Serial Number: 3DC00000

Primary Dealer Code: N030

Confirmation Email Address: VYKREMAA@COMMAN.COM

Service Meter Hours: 185

Register

The Module Code can also be found under *Wireless Transmission Device Serial Number* on the ECM summary as shown below;

Product Link	
- Machine Serial Number	CFF00611
- Dealer Identification Code	N030
- DBS Machine Make Code	AA
- ECM Serial Number	3104B059LQ
- Wireless Transmission Device Serial Number	DQ0200015183
- Software Group Part Number	3118375-00
- Software Group Release Date	APR2007
- Software Group Description	PL-300 3.0 PROD

➤ **Cellular Devices (PL420, PL421, PL522 & PL523)**

**IMPORTANT! Record the *Device Serial Number* accurately as it will be required to complete STEP 2.**

- **PL420 (Only for CT660 On Highway Trucks) [REHS5595](#)**

**Record the *Device Serial Number* accurately as it will be required to complete STEP 2!**



The Serial Number is printed on label of the device and will look similar to 121501316.

- **PL421 (Machines) [REHS5596](#)**

**Record the *Device Serial Number* accurately as it will be required to complete STEP 2!**

The correct Device Serial Number can be found on the larger label that includes the Cat® logo and is printed directly below the part number.



- **PL421 (GenSets) [REHS7443 \(with wiring instructions for bypassing battery disconnect\)](#)**

**Record the *Device Serial Number* accurately as it will be required to complete STEP 2!**

The correct Device Serial Number can be found on the larger label as shown above.

- **PL522/PL523** [REHS2368](#)

**Record the ECM Serial Number accurately as it will be required to complete STEP 2!**

The ECM Serial Number can be found on the ECM summary and will also be printed on the label of the device and will look similar to **12345678RN** for PL522 and **12345678RM** for PL523.

Description	Value
VIMS Main Module	
Machine Serial Number	CAT00000
Product ID	CAT00000
Equipment ID	
ECM Part Number	3402413-03
ECM Serial Number	01229068RN
Software Group Part Number	3809732-00
Software Group Release Date	JUL11
Software Group Description	PLGSM 2011_Q1_PROD 3.1
Application Software Part Number	Unavailable
Telematic Device Software Group Part Number	3825982-00
Telematic Device Software Group Release Date	JAN2011
Telematic Device Software Group Description	PROD_REL-3.3.0

➤ **Next Generation Devices (PL1X1, PL24X, PL542, PL631, PL641, PLE631 & PLE641)**

**Record the Device Serial Number accurately as it will be required to complete STEP 2!**

- **PL131, PL141 & PL161** [SEHS0377](#)

These Locator devices do not interface with the assets electronics. They ONLY provide location. The Device Serial Number can be found on the label. Alternately you can use a QR Code reader to read the information from the label.

- **PL631, PL641** [REHS9111](#)

These devices ONLY communicate via J1939/CAN. The Device Serial Number can be found on the label. Alternately you can use a QR Code reader to read the information from the label.

**Note: For non-Cat machines you might need to add a 9 pin Service Port connector with 120 ohms resistor in order to connect and communicate with the device via Cat ET using a Comm Adapter.**

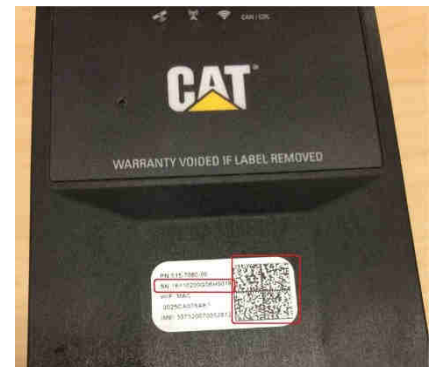
- **PLE631, PLE641** [REHS8850](#)

The Device Serial Number can be found on the label. Alternately you can use a QR Code reader to read the information from the label.

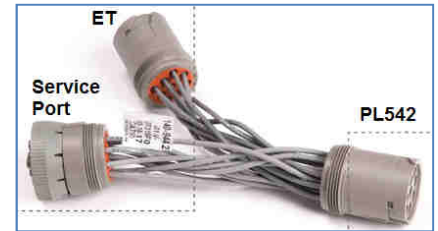
- **PL542** [M0077632](#)

The Device Serial Number can be found on the ECM summary and will also be printed on the label of the device and will look similar to **16110200G01A0123**. Alternately you can use a QR Code reader to read the information from the label.

For non-Caterpillar assets you will require to use the online forms in order to request the over the air configuration of the asset Serial Number and hours initialization.



For Caterpillar machines you will require to use a “Y” harness to be able to configure the Product ID using Cat ET while the device is connected to the asset’s service port. This “Y” harness can remain installed on the asset or used from asset to asset to allow multiple device configuration with only one “Y” harness. There are two versions of the Cat “Y” harness, a 9 pin and 14 pin (for newer machines). Alternately you can also use for Caterpillar assets the online forms to request the over the air configuration of the asset Serial Number and hours initialization.



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

This is the **Installer’s** responsibility when **STEP 1** is completed.

**The Device/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.com/en\\_CA/technology/productivity/visionlink/add-a-machine-.html](http://www.finning.com/en_CA/technology/productivity/visionlink/add-a-machine-.html)

### Multiple Configurations Submissions

When trying to submit multiple configuration and subscriptions request at once you can click on **Multiple** on the above online form and that will allow you to download an excel document where you can submit multiple configurations and activations on a single document. When completed email the excel file to [visionLink@finning.com](mailto:visionLink@finning.com) for processing.

**Note: When Multiple/Express activation is used, there is no need to complete Step 4 since you are requesting the Configuration and Subscription on a single request. Still a VisionLink Agreement is required between Finning and the Customer or any other method of payment is in place to cover the monthly subscriptions fees.**

## STEP 3: VERIFY CUSTOMER’S VISIONLINK AGREEMENT STATUS

This is the **Sales Coordinator’s** responsibility for new machines and a **PSSR/CSA** responsibility for retrofits.

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

**VisionLink Coordinator**

**Direct Line: 780-443-7981**

**Tool Free:(1)855-558-2200**

**Email:visionlink@finning.com**

If no **VisionLink Agreement** is in place, a blank copy of the **VisionLink Agreement** can be downloaded from [http://www.finning.com/content/dam/finning/en\\_ca/Documents/Technology/Productivity/VisionLink/VisionLink-Agreement-Finning.pdf](http://www.finning.com/content/dam/finning/en_ca/Documents/Technology/Productivity/VisionLink/VisionLink-Agreement-Finning.pdf).

After the **VisionLink Agreement** is signed please mail the hardcopy of the signed document to the address below. In the meantime you can email a color copy of the signed document to [visionlink@finning.com](mailto:visionlink@finning.com) or by fax to (1) 780-443-7848.

**VisionLink Team**  
EMSolutions  
Finning (Canada)  
10910 - 170 Street NW  
Edmonton, AB T5S1H6

**Until a VisionLink Agreement is in place between Finning and the Customer or any other method of payment is in place to cover the monthly subscriptions fees, NO subscriptions will be purchased.**

## **STEP 4: REQUEST VISIONLINK SUBSCRIPTIONS (FORM ONLINE)**

This is the **Sales Coordinator's** responsibility for new machines or the **PSSR/CSA/Technician/Customer** responsibilities for retrofits. 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 **Customer Account** and **Agreement Number** are required fields on this form.

The online form can be found here: [http://www.finning.com/en\\_CA/technology/productivity/visionlink/add-a-machine-/request-visionlink-subscription.html](http://www.finning.com/en_CA/technology/productivity/visionlink/add-a-machine-/request-visionlink-subscription.html)

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

### **Multiple Subscriptions Request**

Please reference **Multiple Configurations Submissions** on Step 2.

### **Factory Equipped Complimentary Period**

**Note that for NEW machines part of the Caterpillar Standardization Program that comes with Product Link from factory and 6 months complimentary subscriptions. The free period starts as per customer request within the first year of the machine purchase (sold date on SIMSi)**