

# VISIONLINK®

## FREQUENTLY ASKED QUESTIONS: CUSTOMER

### REGISTRATION/LOGIN

#### How do I register?

There are several ways to get access to your organization's VisionLink® account. Two of the most common ways are to:

- » Contact your organization's VisionLink administrator and request access. They should be able to get you set up in no time.
- » If you already have a registered Caterpillar account (also known as a CWS account) and it is associated to your organization, then you will automatically be granted read-only access to your organization's VisionLink account.

#### How do I log in?

- 1) Navigate to VisionLink. A Cat username is required to log in to VisionLink.
- 2) Enter your Cat username and select "Continue."
- 3) Enter your Password and select "Sign In."

#### What if I forgot my password?

- 1) In the Cat Sign-In screen, select "Forgot Password?"
- 2) Verify the username is correct and select "Send Code."
- 3) Enter the verification code from the email in the "Enter Verification Code" screen and select "Continue."  
*Note: If you copy the verification code from the email, be sure to copy just the code. Do not copy the space after the code.*
- 4) If you did not receive an email with a verification code, select "Resend Code."
- 5) Enter a new password and confirm the password.
- 6) Select "Save Password."

#### Can I log in if I have an existing Caterpillar account, like Parts.Cat.com or Cat Inspect?

No. You must be granted specific access to VisionLink, even if you have accounts with other Caterpillar applications.

#### What resources and support will be available for new VisionLink onboarding and helping users adopt the new technology?

VisionLink provides in-app help documentation and tutorial videos to guide new users on features and functions. Additionally, many dealers offer VisionLink training for individuals who are looking for additional help. Please contact your dealer for details.

### GENERAL VISIONLINK

#### Is there a VisionLink mobile app? Is that an extra cost?

There is a mobile app available at no additional cost for both iPhone and Android users. The app is optimized for mobile use and shows machine hours, location, health, fuel level, utilization, and other mobile features.

#### Can I export my data to external files or spreadsheets?

Yes. In VisionLink, you can easily download your data and output it in your choice of formats.

#### Can I integrate with other software applications?

Yes, you can integrate VisionLink with other software applications using APIs

#### Can I customize my reports?

VisionLink reports can be customized to meet your needs. VisionLink offers two report types – Standard and WYSIWYG.

- » **Standard reports** have pre-selected datasets that allow you to quickly create reports to meet many common needs, such as utilization, fuel burn, and asset usage.
- » **WYSIWYG reports** (or "what you see is what you get" reports) can be configured so you can specify the dataset you want in the report.

You can select from several formats (such as PDF or Excel) for either report type. Reports can also be scheduled to be delivered immediately, or daily, weekly, or monthly at a particular day and time.

#### Where can I get assistance to help troubleshoot?

- Contact your dealer
- Cat Digital Support by utilizing one of the following:
  - » Filling out this [form](#)
  - » By calling +1 866-228-2111 Option 1 (Toll Free / U.S.) or +1 513-830-1809 Option 1 (Direct Dial / Rest of World)
  - » Clicking "Contact Support" directly from the Help widget inside VisionLink



#### What hardware do I need on my equipment to use VisionLink?

To use VisionLink, the asset will need to have a Cat Product Link device or third-party device. There are several different types of devices, including the type of connectivity (such as satellite or cellular) and capabilities (such as basic telemetry data or a richer experience). Please contact your dealer for details.

However, VisionLink also supports Manual Maintenance Subscriptions with no device onboard. Users can maintain SOS/Work Order history in VL as well with no PL device.

#### Can I add my other assets?

Absolutely. VisionLink supports both Cat and equipment other than Cat. For other equipment, your Cat dealer can install a Product Link device to collect telemetry data and send it directly to VisionLink. VisionLink can import data directly from certain supported third-party data providers. Other equipment can also be manually added to the application.

## What key changes and improvements can we expect from the new VisionLink?

The consolidation of multiple independent solutions built on multiple platforms with fragmented interfaces into one application. This centralized full-fleet application is scalable for customers of all sizes. (can't read this)

New features include:

- 1) A new Home page
- 2) A supporting VisionLink mobile app
- 3) A "Needs Review" Page
- 4) An Asset Details Timeline, with customizable date ranges and event categories for a deeper dive on a day-by-day basis

## What steps have we taken in the design of the new VisionLink to ensure the accuracy of the data?

In addition to rigorous end-to-end system validations from machine systems to VisionLink, Caterpillar also conducted year-long closed-beta testing with 100+ field follow customers and 25+ Cat dealers to ensure data accuracy. Since the ecosystem is built on Caterpillar technology, it also allows us to work closer across the different Caterpillar teams, and to streamline the process to document and resolve issues more quickly.

## SUBSCRIPTIONS

### What are the changes to the current subscription model?

All legacy subscriptions have a comparable offering available in new VisionLink.

### How do I choose the right subscription for my business?

Subscriptions vary based on your equipment type and business goals. Please reference the questionnaire at [BetterYourBusiness.cat.com](http://BetterYourBusiness.cat.com) to get started with your Cat dealer.

### Can I connect more than one asset using the same subscription?

VisionLink subscriptions are enrolled on an asset-by-asset basis. Please consult your dealer for fleet-based packages.

### Can I use different subscriptions for different assets?

Please consult your dealer to determine the best subscription for your machine/fleet needs.

### Do I need a subscription to create an account/view my assets?

No. Users can log in and manually add assets and update features.

### How do I upgrade my subscription?

For the options available to you, please consult your dealer. For ease, you can do this directly from inside VisionLink – Just click on an asset detail page and then "more" in the top right corner. After this, you will be able to click "View Subscriptions Options" and then you will be directed to contacting your dealer.

## API

### What are APIs, and what do I need to know about them to use VisionLink? Will Caterpillar continue to follow API standards recommended by AEMP?

API stands for Application Programming Interface. Having an API offering allows you to access the data in VisionLink when your use case requires an integration with an End-to-End business system or Enterprise Resource Planning. Assets on a paid/premium subscription will be

## VISIONLINK PRODUCTIVITY

(Formerly known as Cat Productivity)

### What are the differences between VisionLink and VisionLink Productivity?

VisionLink and VisionLink Productivity are both valuable tools to help you maximize the data you need to keep your equipment on the jobsite and maintain productivity. While there are some similarities, each have their unique value.

- » **VisionLink** shows data for each connected machine individually and how to get the most from a machine.
- » **VisionLink Productivity** focuses on the jobsite — or multiple jobsites — as a whole and how to get the most from the jobsite.

### Without a deep dive into the technical details, can you explain how VisionLink and VisionLink Productivity work together to manage and optimize a jobsite?

Both VisionLink and VisionLink Productivity help you maximize productivity and optimize performance, but in different ways.

- » **VisionLink** can help you ensure your machines are performing at their best when they are on the jobsite. But having the machine at its best may not be enough to fully realize all potential productivity and efficiency on the jobsite.
- » **VisionLink Productivity** looks at how machines interact and is scalable to summarize what all connected machines are doing in a jobsite or compare multiple jobsites. It will tell you who loaded what, what zone materials came from, help you visualize the site activity, and much more.

VisionLink Productivity then provides an ability to compare shifts, improve site performance by decreasing idle time, maximize payload and efficiency by taking action based upon that information.

[Click here](#) to see how a customer in Europe used VisionLink Productivity to make smart decisions that improved efficiencies in their quarry.