



Q: What is JDLINK?

A: The JDLINK equipment management solution is our John Deere telematics system designed to remotely connect owners and managers to their equipment, providing alerts and machine information including location, utilization, performance, and maintenance data to manage where and how equipment is being used.

Q: How does JDLINK work?

A: JDLINK uses a communications controller, a GPS and cellular antenna, and harnesses installed in a machine to send machine data wirelessly to the JDLINK data server. This machine data is available to the customer through the JDLINK website (www.jdlink.com).

Q: In which countries is JDLINK going to be available?

A: The JDLINK equipment management solution is now available in all EU27 countries, Ukraine, US, Canada, Mexico, Australia, New Zealand, Argentina, Chile. Additional countries will be added at later dates.

The JDLINK system's data transfer capabilities are dependent upon the cellular coverage of John Deere's cellular network providers. Please contact your John Deere Dealer for more information on Cellular Coverage.

Q: In which languages is JDLINK going to be available?

A: The JDLINK equipment management solution is now available in English, German, Spanish, Italian, French and Russian. Additional languages will be added at later dates.

Q: How do I change languages on the JDLINK website?

A: To set the JDLINK website to your language, you need to change the primary language option of your browser (e.g. Explorer) to the desired language.

Note: If you are going to change the primary language for your browser, it will affect all the websites you will navigate.

Q: How many JDLink solutions are available?

A: There are two JDLink equipment management solutions available for Ag:

1. *JDLink Select* is an all-makes solution that delivers engine hours, location, geofencing, curfew, and maintenance tracking. All-new, compact hardware allows quick and easy installation on anything with 12 or 24 volts of power. JDLink Select is also upgradeable to JDLink Ultimate on many current pieces of Deere equipment.
2. *JDLink Ultimate* delivers all of the features of Select and adds Ultimate Utilization reporting, keeping customers informed about what percentage of their machine hours are spent idling instead of working. It also provides critical system temperatures and/or pressures for machine-specific applications including hydraulics, transmissions, and coolant. Ultimate also provides low fuel level warnings, dashboard alerts, idle time and load work levels giving equipment managers better visibility to machine problems. Both dashboard alerts and low fuel level warnings can be accessed on the internet or sent directly to a customer's cell phone, pager, or e-mail address.

Q: How can JDLink subscription be purchased?

A: Customers have two options for where they can purchase JDLink Subscriptions:

- StellarSupport.com, with two options to pay:
 - o Credit Card
 - o Various Regional Options - Farm Plan (US) or Bank Transfer (EU27)

Q: How do I know when my JDLink subscription has ended?

A: StellarSupport will send you an email 30 days and 7 days before the subscription period ends. It is possible to extend or renew your JDLink subscription before the expiration date by purchasing another JDLink subscription. This new purchase will be added to the end date of your current JDLink subscription.

Q: What will happen when my JDLink subscription expires?

A: When your JDLink subscription expires, your JDLink system will be deactivated. You will be notified of the expiration via e-mail. Expiration means cessation of all data collection on all machines and groups. Your machines and terminals will show as inactive on your company's JDLink website. If more than one license exists between an account and a device of the same license type, and one of those licenses expires, data collection for measurements and any related features will continue on the device.

Q: Is JDLink Select upgradeable to Ultimate?

A: JDLink Select is upgradeable to Ultimate on specific Deere machines. Please contact your Dealer for details.

Q: How can I upgrade from JDLink Select to JDLink Ultimate subscription?

A: The Customer can upgrade from JDLink Select to JDLink Ultimate during a current JDLink Select Subscription as the following example explains:

After 6 months the customer wishes to upgrade from JDLink Select to JDLink Ultimate during his JDLink Select Subscription valid for 12 months. The customer will be paying for the difference between JDLink Select and JDLink Ultimate Subscription for the remainder 6 months of their initial Select Subscription and then the additional 1 year of Ultimate Subscription.

Please contact your Dealer for more information.

Q: How can I equip my machine with JDLink?

A: There are two different installation solutions:

- *Field Kit*

A kit of parts ordered by the dealer and installed at the Dealership after machine is bought.

- *Factory Installed*

The machine is delivered from the factory with JDLink system already installed.

For the installation, please contact your Dealer.

Q: What are the models JDLink can be installed on?

A:

JDLink Select

This kit can be installed on every machine with a 12 or 24 volt power source.

JDLink Ultimate

This kit can be installed on every approved John Deere machine with CANbus only. JDLink Ultimate is factory installed in MY2011 on 8R iT4 only 8R iT4.

Please contact your dealer for more information.

Q: How do I log into the JDLink website?

A: Log directly into www.jdlink.com using the LDAP ID and Password (StellarSupport credentials). If you do not have an LDAP ID yet, the Dealer will create one. Important: Account Administrator's User ID/Password will be the only user in the account who will be able to access the website.

If you are logging into the JDLink website for the first time, you need to:

1. Select the country you are in
2. Sign the Telematics System Contract and the Data Privacy Authorization sign it by checking boxes and click on accept.
(The contract is available in all major EU languages and Ukrainian).

Q: Can dealer view customer's machine?

A: Yes, if a customer grants the dealership 3rd party access to their machines. By default, when a dealer transfers a machine to a customer account the transferring dealer will be given 3rd party access to that machine.

The customer can remove the 3rd party access at any time in Equipment Groups on the JDLink Website.

Q: Where can I get help?

A: The following materials are available:

- Stellar Support
<http://stellarsupport.deere.com/>
- JDLink Support Link (North America, South America, Australia, and New Zealand Only) - 800-251-9928
- Operator Manual – Shipped with MTG
- JDLink Help Files
Available on StellarSupport and by clicking the Help link on the JDLink Website
- Contact your John Deere Dealer