



## FAQs

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## Frequently Asked Questions



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## System Overview

### *What is Link<sub>2</sub>?*

The Link<sub>2</sub> product system vehicle data and transmits it to a secure web portal. The data can then be accessed anywhere in the world at any time through a secure account. It includes a Link<sub>2</sub> hardware module that is mounted on the vehicle, and within range of a Wi-Fi network, automatically uploads the data to a web-based software dashboard that allows the user to interact intuitively with collected vehicle data.

### *Who needs Link<sub>2</sub>?*

**End Users** – Fire fighters need simplified, automatic, and reliable truck operations. End users are concerned with extending the life of their trucks and monitoring how their personnel operate their vehicles when they take them to scene events to improve driver training.

**Truck Dealers / Distributors** – Need operational and diagnostics data for timely and cost effective maintenance. The Link<sub>2</sub> offering will give insight to schedule and service vehicles more efficiently and less costly.

**OEM Builders** – Need remote access to trucks data to reduce warranty costs. Need usage characteristics of the use of their product by their customers. The Link<sub>2</sub> offering will allow the OEM builder to use collected data to make future design improvements to their vehicles.



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## System Installation

### ***What do I have to install on the vehicle?***

The Link<sub>2</sub> system consists of a module that gets installed on the vehicle and subscription based access to the dashboard. The module is a sealed Deutsch enclosure that must be installed on the vehicle. It contains the required hardware to transmit vehicle information through a wireless network to the Link<sub>2</sub> remote servers.

### ***Can I install the Link<sub>2</sub> on my own?***

It is recommended that the Link<sub>2</sub> be installed by a trained Link<sub>2</sub> service agent. However, it can be installed by anyone technically capable. The installation includes gaining access to specific circuits on the vehicle and splicing into existing wiring. Installation should only be done by those that have been properly trained. A list of Link<sub>2</sub> service agents can be found at [link2dashboard.com](http://link2dashboard.com)

### ***Does the Link2 use standards based wireless radios and protocols for connecting to a network?***

Yes, the Link<sub>2</sub> uses the same technology as other familiar devices, such as your computer, wireless printer and tablets. All of these devices utilize the 802.11 standard for wireless connectivity to a network.

### ***How do I configure Link<sub>2</sub> to access my wireless network?***

Upon initial installation, the Link<sub>2</sub> must be connected to a computer to configure access to wireless networks. This is done using a standard USB cable like you use to connect your printer to your computer. Using a software program called Definer (available for free download at [link2dashboard.com](http://link2dashboard.com)) the Link<sub>2</sub> module can be configured to connect to and store passwords for wireless networks. The Link<sub>2</sub> module needs to be within range of the Wi-Fi network when it is being configured.

### ***What if my wireless signal is weak in my station?***

An antenna extension is available for areas that have weak Wi-Fi signals. Contact customer service or technical support for additional details. Sometimes this antenna is still not enough and an additional wireless access point or signal booster may need to be installed to boost the signal.

### ***Do I need to configure the Link<sub>2</sub> device to connect to our network, or will it automatically connect?***

Just like any wireless internet device the Link<sub>2</sub> must be informed of the wireless credentials - commonly known as the Access Point ID (also known as the SSID) and the security password of the network to which it will connect.

### ***Once the Link<sub>2</sub> is configured for a network, will it automatically connect, or will the password be required each time?***

Similar to standard computing devices, once the Link<sub>2</sub> is configured for a wireless network, it will automatically connect and join that network whenever it is in range.



## Frequently Asked Questions



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### ***Can I configure my Link<sub>2</sub> to connect to more than one wireless hotspot/network?***

Yes, the Link<sub>2</sub> can connect to four (4) unique access points.

### ***Do I have to disclose the wireless password when I order or specify it on my truck?***

No, the Link<sub>2</sub> is configured by the person that knows the network credentials, by using a simple program (Definer – available for free download at [link2dashboard.com](http://link2dashboard.com)) that runs on a computer. The Link<sub>2</sub> connects to the computer via the USB port for setup.

### ***Our trucks have a mobile hotspot that connects through the cellular plan already that we use for our computers on scene - can the Link<sub>2</sub> connect to that?***

Yes, generally, if you can connect your computer to the mobile hotspot, then the Link<sub>2</sub> will also connect to it. All of these type devices utilize the 802.11 wireless standard.

### ***What happens if my Link<sub>2</sub> tries to upload but can't find the first network that was configured on the unit?***

If multiple networks have been configured, the Link<sub>2</sub> will cycle through all of the stored networks and attempt to connect and upload. If any of them are within range the Link<sub>2</sub> module will connect and upload automatically.



## System Functions and Details

### ***How does the Link<sub>2</sub> collect data from the fire apparatus?***

The Link<sub>2</sub> collects data from the apparatus through the J1939 connections to the vehicle data link and other wired sensors as installed.

### ***How does the Link<sub>2</sub> hardware upload collected data?***

The Link<sub>2</sub> hardware uses an established connection to any configured Wi-Fi 802.11 a/b/g/n network access point. Data is automatically uploaded through the configured network when the vehicle is within range of the network and the power is turned off to the vehicle. At power down, the Link<sub>2</sub> remains active for a short period of time to transmit data and then powers itself off.

### ***Where do I access the collected Link<sub>2</sub> vehicle data?***

Link<sub>2</sub> vehicle data can be accessed via the web, anytime, anywhere at [link2dashboard.com](http://link2dashboard.com)

### ***How do I get access to the collected Link<sub>2</sub> vehicle data?***

A subscription to [link2dashboard.com](http://link2dashboard.com) is required to access Link2 vehicle information. Reference subscription details in the Link2 Dashboard Subscriptions section. Every Link2 purchase comes with subscription access and will have a 1, 2 or 5 year subscription included depending on which part number is specified.

### ***Which vehicles are compatible with Link<sub>2</sub>?***

All heavy duty chassis J1939 vehicles, 2001 and newer.

### ***What vehicles are NOT compatible with Link<sub>2</sub>?***

Vehicles older than 2001 or those that do not have a J1939 network on them. Generally, van type ambulances and light duty pickup trucks are not compatible with Link2.

### ***What vehicle data can the Link<sub>2</sub> hardware capture?***

The Link<sub>2</sub> hardware module is designed for heavy duty chassis vehicles, connecting into the chassis J1939 Controller Area Network (CAN) data bus. Engine, transmission, ABS, aerial, fuel levels, tank levels, and PTO information is some of the types of information recorded and captured with the hardware. The data is then transmitted automatically via a Wi-Fi internet connection. Reference [link2dashboard.com](http://link2dashboard.com) for a complete list of parameters that can be recorded with Link<sub>2</sub>.

### ***Will Link<sub>2</sub> monitor tire pressure?***

Link<sub>2</sub> currently does not have the capability to monitor tire pressure.

### ***Does the Link<sub>2</sub> product require an additional cellular data plan?***

No, Link<sub>2</sub> doesn't need a cellular plan to collect and transmit data. Its uses a standard 802.11 a/b/g/n Wi-Fi connection.

### ***Does the Link<sub>2</sub> hardware meet NFPA 1901 recording requirements?***

Yes, the Link<sub>2</sub> product fully meets all recording requirements of NFPA 1901.



## Frequently Asked Questions



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### ***Do I need to install a receiver in the station to collect data from the Link<sub>2</sub> device?***

Link<sub>2</sub> does not require a receiver at the station as it connects directly to the internet through the Wi-Fi hot spot. Link<sub>2</sub> automatically populates a web-based dashboard to display collected data in a user friendly format.

### ***What's the difference between Link<sub>2</sub> and the current Weldon VDR?***

Although both devices satisfy NFPA 1901 recording requirements, the Weldon VDR offers connectivity into the Weldon V-Mux system, 6 seat belt and occupancy inputs as well as a CAN gateway port. The Link<sub>2</sub> hardware currently does not offer this functionality. The Link<sub>2</sub> module offers Wi-Fi access to recorded data, something the VDR does not offer.



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### Purchasing Link<sub>2</sub>

#### *What is the standard lead time for the Link<sub>2</sub> module?*

The standard lead time for the Link<sub>2</sub> module is 2 weeks. The first modules from Weldon will ship the week of January 6<sup>th</sup>, 2014.

#### *What is the pricing for the Link<sub>2</sub> product offering?*

The purchase of a module includes a 1 year subscription. It can also be purchased with a 2 year or 5 year subscription. Contact a local Link<sub>2</sub> service agent for detailed pricing information.

#### *How will Link<sub>2</sub> be sold?*

The Link<sub>2</sub> hardware module can be purchased by OEM builders and Dealers / Distributors directly from Weldon. The Link<sub>2</sub> module includes either a 1, 2 or 5 year subscription depending on the part number specified. Renewal for Link<sub>2</sub> software subscriptions purchased by the end user can only be purchased through Dealers / Distributors. Each Link<sub>2</sub> hardware module installed in a vehicle requires a minimum of one (1) subscription to view collected data on the web dashboard. Subscriptions can be purchased on a 1 year, 2 or 5 year basis. Subscription pricing is per truck. Subscriptions to [link2dashboard.com](http://link2dashboard.com) are purchased by Dealers / Distributors and then sold to end users for use.





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### Link<sub>2</sub> Dashboard Subscriptions

#### *How long is my subscription and when does it expire?*

Subscriptions can be purchased in 1 year, 2 year or 5 year lengths. The subscription expiration date is set either 1 year, 2 years or 5 years after the date that the module first transmits data to the Link<sub>2</sub> servers.

#### *Who can access my vehicle information if I have an active subscription?*

The administrator for the Link<sub>2</sub> dashboard account can setup users to access the account. The dealer that you purchased the module through is also able to access your information through their account.

#### *How do I know when my subscription needs to be renewed?*

Subscription reminder e-mails will be automatically sent 30, 60 and 90 days before the subscription is due to be renewed. The renewal date is set based on the first date the Link<sub>2</sub> module uploaded data.



## Link<sub>2</sub> Dashboard

### *How many users can I add to my account?*

There is no limit to the number of users you can add to your account.

### *Are there different administrative roles or permissions for access to the dashboard?*

Yes. There are three roles. They are as follows:

Administrators: have full account access with no restrictions.

Users: Cannot edit or add Vehicles or User profiles and cannot see other user profiles. All other functions are available.

Notification: Cannot add, edit or see Vehicles or other Users profiles. This role is used for people that need e-mail notifications only.

### *Where is my data stored?*

Data is stored on secure, redundant servers located in a remote location. Link<sub>2</sub> dashboard accesses these servers to display the data in a user friendly format on the website.

### *Is my data secured and backed up?*

Yes. The servers are backed up and are mirrored for additional security so data is always available.

### *How far back can I view the data?*

All data that was collected from the time the module was first activated can be viewed at any time as long as the user has an active paid subscription.

### *What Can I See on the Dashboard?*

With your online access, you can view and analyze your vehicle data to:

- Configure event-triggered email alerts based on your custom requirements
- Setup maintenance reports and email reminders
- Create custom inspection forms and notifications
- View vehicle activity logs and graphs

### *Can I customize my reports?*

Reports cannot be customized by the end user on link2dashboard.com at this time. However, custom reports can be configured by Weldon. Contact technical support to discuss your specific needs.

### *Who owns the vehicle data?*

The vehicle data is owned by Weldon. For more details, please read the terms and conditions available on link2dashboard.com.



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### Customer and Technical Support

#### *Will existing Reach Engineering LLC customer agreements continue to be honored?*

Yes, all customer agreements established by Reach Engineering prior to the date of the acquisition will be honored after the acquisition is completed.

#### *Who should Link<sub>2</sub> users contact for product support?*

Weldon customer service and application engineering will support ordering and technical support inquiries.

### Contact Information

#### **Link<sub>2</sub> Product Inquiries:**

Jeff Zook, Product Line Manager  
jzook@weldoninc.com or 330-263-9540

#### **Link<sub>2</sub> Ordering:**

Weldon Customer Service  
1.800.989.2718  
orders@weldoninc.com

#### **Link<sub>2</sub> Technical Support:**

Weldon Applications Engineer  
1-800-989-2718