



JCB LiveLink

Getting Started Guide

www.jcbl.com





What is LiveLink?

LiveLink benefits you with Higher machine availability, improved fleet control and enhanced machine value.

Below is just a few of the ways LiveLink can work for you:

Increased Uptime

- See when machines are due a routine service on the LiveLink website or register to receive alerts via email.
- An electronic service history of your machine.

Optimised Fleet Management

- Know when your machine needs technical support by e-mail or via the website.
- Know where your machine is and what it was doing.
- Use the reporting tool with a range of comprehensive reports to review your machine's activity or performance history.



Greater Safety and Security

Make your machine safer 24 hours a day through landmark alerts or movement alerts via text, e-mail or the website

- Tow away alerts
- No external antenna
- Internal battery

To get started contact your LiveLink champion at your dealership and you will be given a tenancy, all you need is an e-mail address.

The website address is:

www.jcbl.com

What can your machine tell you?

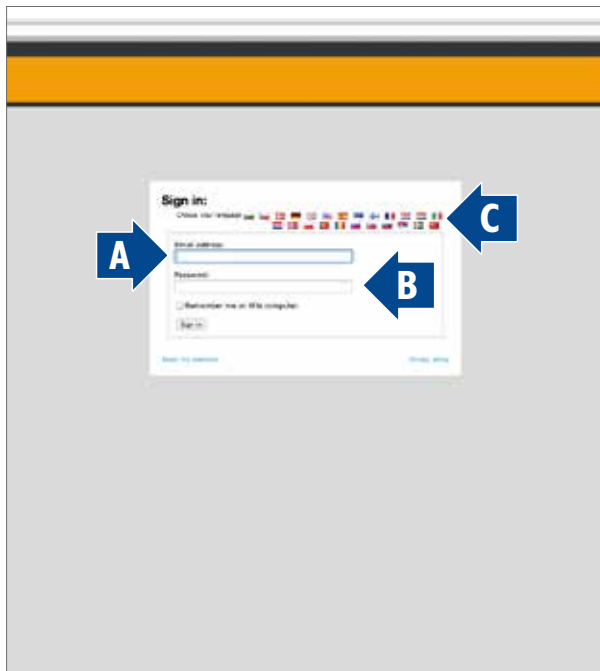
JCB Machine Capability Matrix

MACHINE RANGE	JS MACHINES	LARGE WLS	FASTRAC		TM310	MID-RANGE THL	BHL 3CX / 4CX	COMPACT WLS	OTHER MACHINES*
LOCATION & MAPPING	✓	✓	✓		✓	✓	✓	✓	✓
LANDMARK ALERTS	✓	✓	✓		✓	✓	✓	✓	✓
CURFEW ALERTS	✓	✓	✓		✓	✓	✓	✓	✓
BATTERY BACKUP	✓	✓	✓		✓	✓	✓	✓	✓
TOW AWAY WAKE UP	✓	✓	✓		✓	✓	✓	✓	✓
MACHINE HOURS	✓	✓	✓		✓	✓	✓	✓	✓
WORKING TIME	✓	✓	✓		✓	✓	✓	✓	✓
MACHINE REPORTS	✓	✓	✓		✓	✓	✓	✓	✓
FLEET REPORTS	✓	✓	✓		✓	✓	✓	✓	✓
SERVICE NOTIFICATION	✓	✓	✓		✓	✓	✓	✓	✓
SERVICE HISTORY	✓	✓	✓		✓	✓	✓	✓	✓
SERVICE FUEL LEVELS	✓	✓	-		-	-	✓	-	-
MACHINE CAUTIONS	✓	✓	✓		✓	✓	✓	✓	-
EVENT HISTORY	✓	✓	✓		✓	✓	✓	✓	-
FUEL LEVEL	✓	✓	✓		✓	✓	✓	-	-
IDLE TIME REPORTS**	✓	✓	✓		✓	✓	✓	-	-
ENGINE LOAD**	✓	✓	✓		✓	✓	-	-	-
FUEL CONSUMPTION**	✓	✓	✓		✓	-	✓	-	-
DUTY CYCLE REPORTING**	✓	-	-		-	-	✓	-	-

* Can be installed with LiveLink Lite as an aftermarket fitment

** Capability shown is for machines with electronic engine management system

Your Tenancy



- A** – Enter your email address here
- B** – Enter your unique password here
- C** – Change your language



- D** – User Guide, with instructions and tutorials in here to show you how to use LiveLink

Your home of knowledge

The screenshot shows the JCB LiveLink dashboard. At the top is a navigation bar with the JCB logo and links for Dashboard, Machines, Notifications, Reports, Map, and Admin. Below this are two main sections: 'All machines' and 'Map'. The 'All machines' section contains two tables. The top table, 'Notifications', has columns for Notification, Machine, Time, Location, and Action. The bottom table, 'Machines', has columns for Machine, Model, Machine serial, Fuel (litres), Fuel (%) (litres), Service engine hours (calendar), Location, Last parked, Engine status, Total life (hours), Service life (calendar), Machine profile, and Serial number. The 'Map' section shows a map of the United Kingdom with a red pin indicating a machine's location. Below the map is a timestamp 'May 06 09:35 GMT' and a section for 'All machines Today's best settings' with fields for Engine hours, S.P. (Engine off hours), and UTR.

Callouts are as follows:

- A**: Points to the navigation bar.
- B**: Points to the 'Notifications' table.
- C**: Points to the map.
- D**: Points to the 'Machines' table.
- E**: Points to the 'Machines' table header.

A – You can go into more detail of any of the sections here

B – Open notifications on your machine

C – Pinpoint accuracy

D – Your machines

E – Ability to customise your view

Your machine

Powered by: [My machine](#)

JCB Overview Machines Notifications Reports Help Admin

+ All machines Today's fuel list

Step machine, machine parts, oils, history and so on search...

Machine	Model	Total machine life hours	Fuel (%)
is 360	407 45.0	0.0	80%
is 360	394 37.0	0.0	17%
is 360	7500000 32.0	307.0	30%
is 360	752 34.0	300.0	8%
is 360	329 30.0	0.0	90%
is 360	3500 30.0	350.0	85%
is 360	4040 30.0	400.0	90%
is 360	407 30.0	0.0	80%
is 360	3200	300.0	80%
is 360	320	0.0	90%
is 360	3200	300.0	70%
is 360	300 25.0	250.0	10%
is 360	7500000 20.0	0.0	80%
is 360	300 18.0	300.0	90%
is 360	407 18.0	300.0	90%
is 360	407 18.0	0.0	100%
is 360	409 18.0	100.0	90%
is 360	3200	300.0	80%
is 360	3200	300.0	80%
is 360	3200	300.0	10%
is 360	407 15.0	400.0	100%
is 360	3200	300.0	90%
is 360	407 15.0	300.0	100%
is 360	409	0.0	100%

Page size: [20] | displaying page 1 of 5, items 1 to 24 of 24

⚠️ We have upgraded from 2008 May 2012 and need your agreement to serve you content.

- A** – Search for specific machines
- B** – Select the blue text to view a specific machine

Powered by: [My machine](#)

JCB Overview Machines Notifications Reports Help Admin

Machines Machine overview

is 360
Excavator / 36360

Machine information
Last contact :
Customer :
Contract :
Expires on :
Total machine life hours :

Photo: 

VIN : JCBJ5360E03050752
Serial : 2050752

Current Activity Notifications Servicing Service updates

Status
Service updates : There are no service updates for this machine.
Engine : Off for 2d 15hrs 47m
Status : Operational



Search

- C** – Select a tab to see detail of your machines history, notifications and service records
- D** – View all your current activity here in real time

Notifications for your machine

The screenshot displays the JCB LiveLink interface. At the top, there is a navigation bar with 'JCB' logo and tabs for 'Overview', 'Machines', 'Notifications', 'Reports', 'Map', and 'Admin'. The 'Notifications' tab is active.

Below the navigation bar, there is a section titled 'All machines Notifications'. A blue arrow labeled 'A' points to the filter tabs: 'All', 'Critical', 'Error', and 'Warning'. The 'All' tab is selected.

The main content area shows a table of notifications. The first row is highlighted in red and indicates a '500 hours service due' alert for a machine with ID '201470210044'. A blue arrow labeled 'B' points to the detailed view of this alert on the right side of the page.

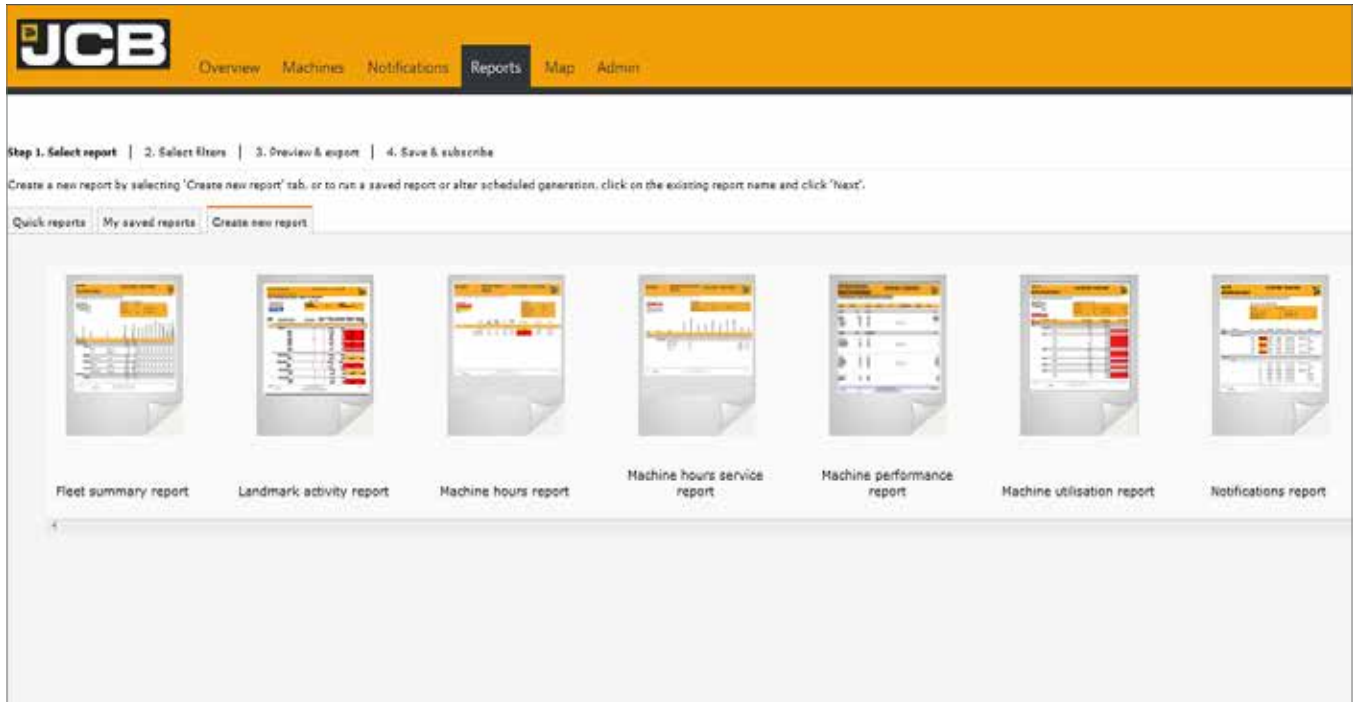
The detailed view for the '500 hours service due' alert includes the following information:

- Description:** The machine is nearing its required service interval based on 500 engine run hours since the last service.
- Current hours:** 527.6
- Driver:** J20400110044
- Time:** 12:00
- Machine:** Hydraulic Drive, Backhoe, mini 1415, UK
- Site:** 0204001000000000
- Machine profile:** 000 - Backhoe
- Customer:**

A note at the bottom of the alert details states: 'NOTE: This notification will be issued automatically when the machine is serviced.'

A – Filter by type of alert
B – See your alert details

Reports you can run/subscribe to



The screenshot displays the JCB LiveLink interface. At the top, the JCB logo is on the left, and navigation tabs for Overview, Machines, Notifications, Reports, Map, and Admin are on the right. The Reports tab is active. Below the navigation, a progress bar shows four steps: 1. Select report (current), 2. Select filters, 3. Preview & export, and 4. Save & subscribe. A text instruction reads: "Create a new report by selecting 'Create new report' tab, or to run a saved report or alter scheduled generation, click on the existing report name and click 'Next'". Below this, there are three tabs: Quick reports, My saved reports, and Create new reports. The main area features seven report thumbnails, each with a preview image and a label below it: Fleet summary report, Landmark activity report, Machine hours report, Machine hours service report, Machine performance report, Machine utilisation report, and Notifications report.

JCB Overview Machines Notifications **Reports** Map Admin

Step 1. Select report | 2. Select filters | 3. Preview & export | 4. Save & subscribe

Create a new report by selecting 'Create new report' tab, or to run a saved report or alter scheduled generation, click on the existing report name and click 'Next'.

Quick reports | My saved reports | **Create new reports**

Fleet summary report Landmark activity report Machine hours report Machine hours service report Machine performance report Machine utilisation report Notifications report

Create and subscribe to reports that you can use to monitor and enhance your machine's performance

Maintain your tenancy

The screenshot shows the JCB Admin interface. At the top, there's a navigation bar with 'JCB' logo and menu items: 'Dashboard', 'Machines', 'Notifications', 'Security', 'Help', and 'Admin'. Below the navigation bar, there are links for 'Add new', 'View all', and 'Audit log'. The main content area is titled 'Admin options' and contains a grid of nine cards, each representing a different management function. Blue arrows labeled A through F point to specific cards: A points to 'Machines', B to 'Notification profiles', C to 'Security', D to 'Security' (bottom), E to 'Users', and F to 'Landmarks'.

Admin options
From this page you can go to all the areas needed to manage your machines, notifications and all other administrative options.

- Machines**: Manage your machine details such as machine name, update the machine group to show status, etc.
 - View all machines
 - Add machine group
 - Add machine group
 - View machine group
- Landmarks**: Manage your points of interest for your fleet.
 - Add landmark
 - View landmark details
 - Edit landmark details
- Users**: Add users into the system and manage their details.
 - Add user
 - View user
- Notification profiles**: Manage email and text message notifications of performance indicators, servicing and machine warnings.
 - View notification profile
- Schedules**: Manage your machine service schedules.
 - View service schedule
 - Create new service schedule
- Machine management**: Manage the location and location of machines to customers.
 - View machine location
 - Add machine location
- Tenancy creation**: Manage the creation of new tenancy profiles.
 - View tenancy profile
 - Add tenancy profile
- Security**: Manage security settings.
 - View security settings
 - Add security settings
- Contract renewals**: Manage JCB contracts towards the user. Also get information on existing contracts in quick reports.
 - View contract renewal
 - Add contract renewal

A – Edit your machine details and machine groups

B – Select notifications you want to receive and how you want to receive them

C – Your dealer will manage your service requirements here

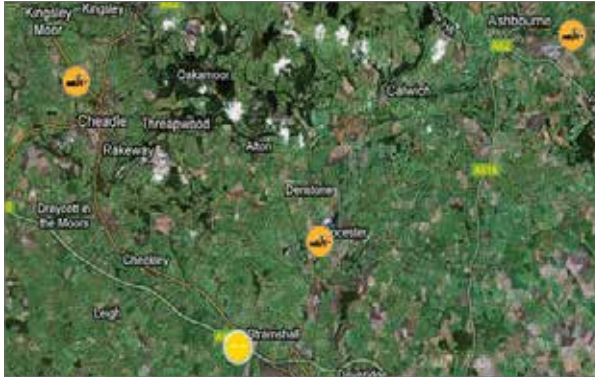
D – Edit your machine security hours

E – Create users in your tenancy

F – Create landmarks for your machine

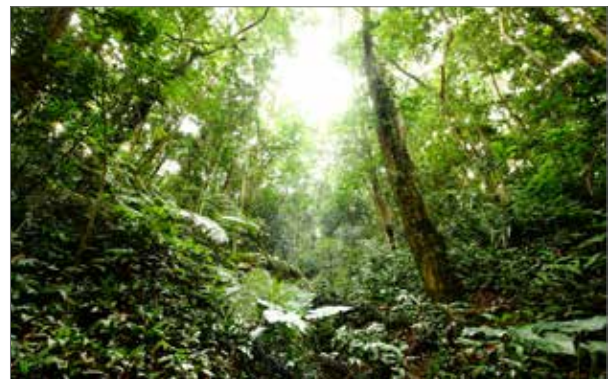
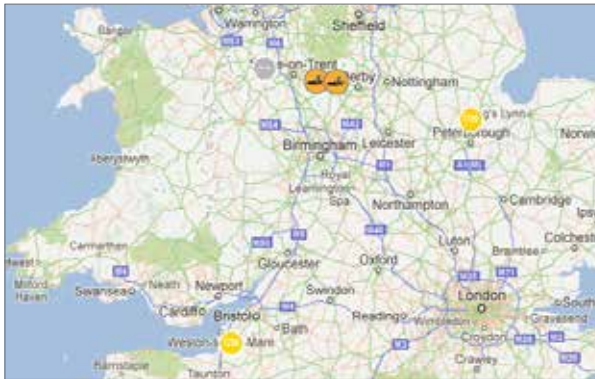
See your machines from satellite, map...

...and street view



SATELITE VIEW

STREET VIEW



MAP VIEW

FIND YOUR HIDDEN MACHINES

Useful Information

- Don't forget, contact your LiveLink champion at your dealer for more information and to create your user ID / customer tenancy.
- LiveLink is regularly updated with new features, lookout for our newsletter in your inbox.

The Livelink website address is:



Take a look at the JCB website for more information
on all of the JCB products www.jcb.com



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