



# **REMOTE ASSISTANCE**



**CONNECTED  
SOLUTIONS**

***CONNECTED***  
***CLOSER***  
***SAFER***



**With the advent of the IOT  
(Internet Of Things)  
the traditional concept  
of mobility is evolving towards  
new models of diagnosis,  
support, safety  
and environmental respect.**

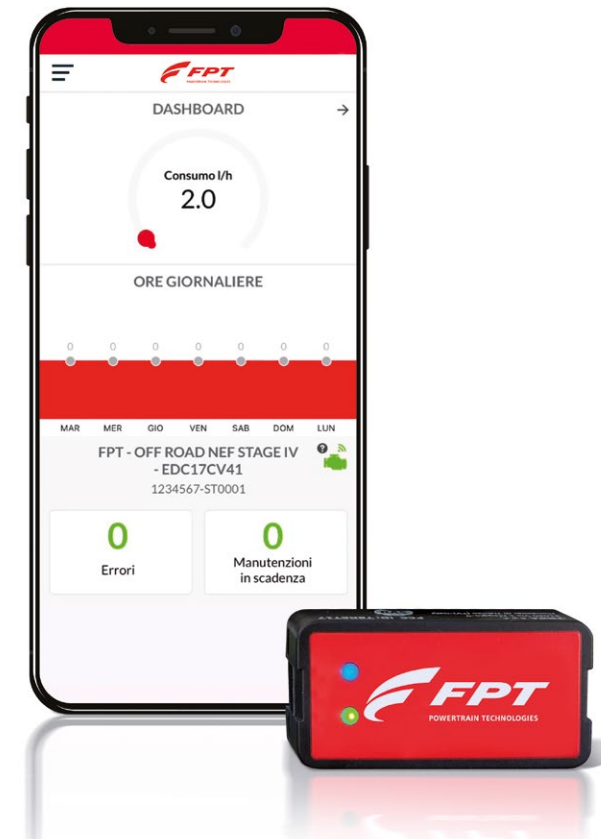
# Remote Assistance

Remote Assistance is the new tool for assistance launched by FPT Industrial which will guide you to a new digital and innovative experience.

Very easy to install and to use.

The technician will just plug the dongle into the machine OBD (On-Board Diagnostics) port and configure it through the FPT RAS Workshop APP.

Remote Assistance will allow you to restore the engine to normal operating conditions thanks to a quick remote diagnostic in case of specific errors / fault codes.



# A new mindset

## Experiencing a new era of digital revolution.

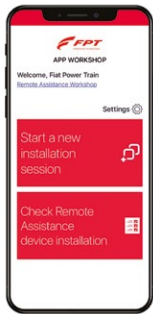
The engine technology is continuously evolving and becoming more and more sophisticated. With the new emission regulations, electronics is playing an even more central role in engine duty and operation. The new workshop has to become digitalized and more connected to its customers, to increase uptime by minimizing the downtime and limitations due to the ATS faults, that cause the ECU intervention. In the above mentioned digital world, Aftermarket is key in the engine-related business, putting the customer at the center and by providing services to enhance its satisfaction and loyalty.



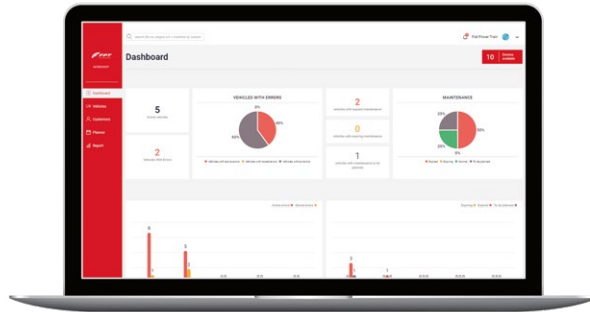
# App and Web Portals

A remote assistance digital structure to be close to different needs.

## FPT REMOTE ASSISTANCE FOR THE WORKSHOP



DEDICATED APP



WEB PORTAL

### MAIN FEATURES:

- Fleet creation and monitoring
- Remote diagnostics (selected parameters monitoring)
- Remote error cancellation
- Remote DPF (Diesel Particulate Filter) regeneration
- Inducement counter reset (selected errors)

## FPT REMOTE ASSISTANCE FOR THE USER



### DIRECT LINK BETWEEN ENGINE AND THE WORKSHOP:

- Selected parameters visualization
- Workshop notification
- Quick assistance request



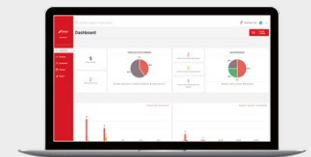
DEDICATED APP

In addition, for the vehicle fleets:

## FPT REMOTE ASSISTANCE FOR FLEET

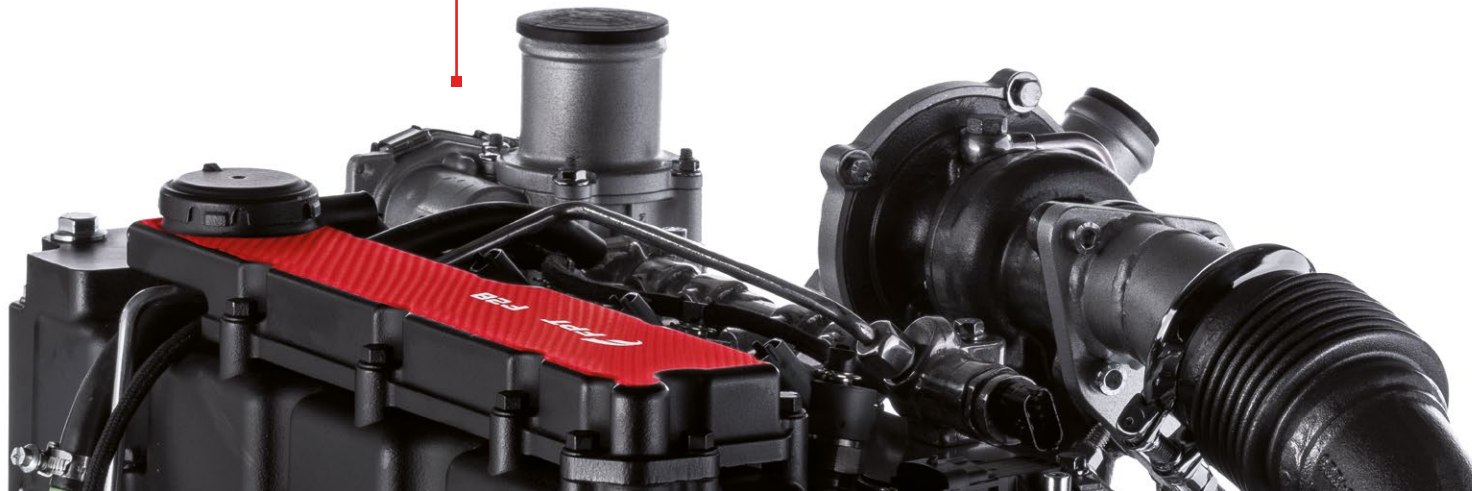
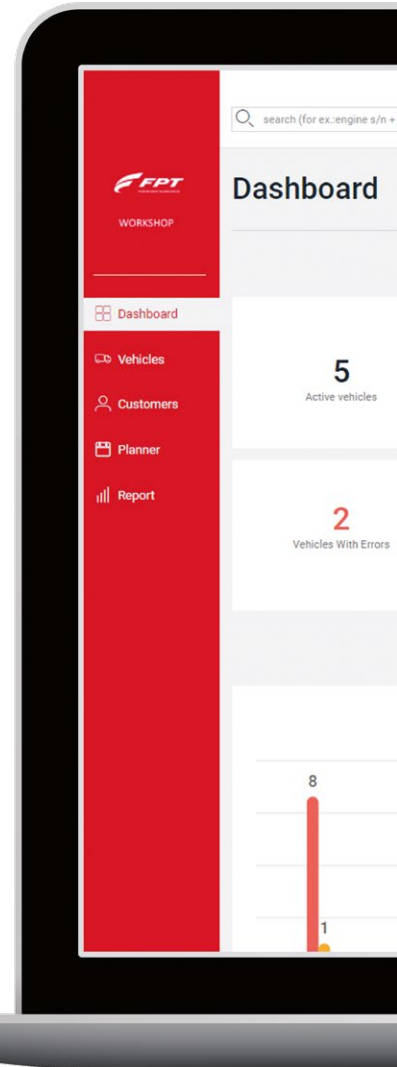
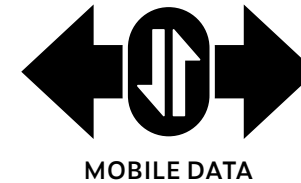
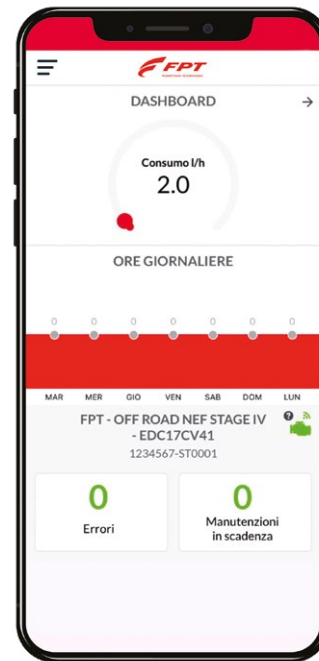
### MAIN FEATURES:

- User profiles creation and management
- Fleet connected engines monitoring and statistics
- Regulations and interventions visualization



# How Remote Assistance works

The dongle is installed directly in the Diagnostic Engine Port and through the bluetooth connection it communicates to the end user smartphone. The engine information received on the smartphone is directly sent to the Workshop Web Portal.



# Easy to connect

Easy configuration, easy assistance.

## 1. CONNECTION

The Bluetooth dongle is plugged in the OBD port of the engine (for 9 or 19 pin connection, an adapter is needed).



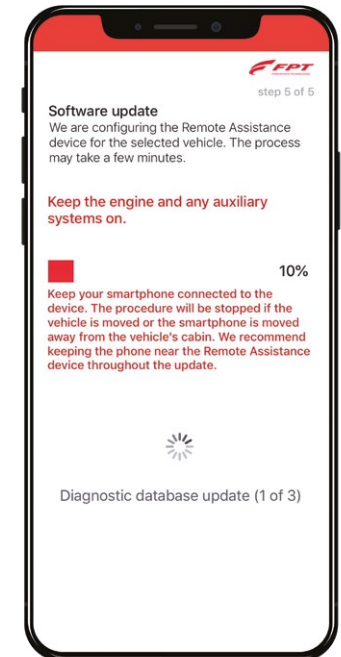
## 2. CONFIGURATION

With the FPT Remote Assistance for Workshop APP, the Bluetooth dongle is configured by the service point following simple on-screen instructions.



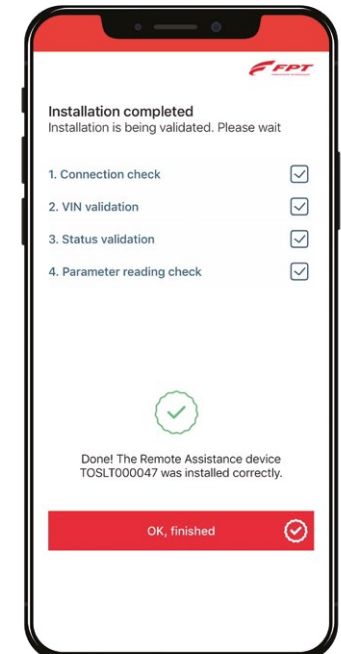
## 3. SETTING

After the configuration phase, the installation proceeds with the latest software update and settings, for which the instructions will be present on screen.



## 4. COMPLETION

Installation completed, you're now ready to use FPT Remote Assistance.





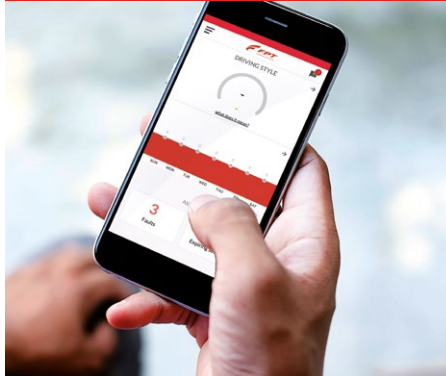
# Ready for a digital rescue?

Changing habits in our working routine has never been so easy. Compare the two different scenarios. The traditional one, and the new connected one thanks to FPT Remote Assistance.



A machine break occurs. A quick intervention is needed. It could even be a dangerous situation. You need to restart in the shortest time possible.

## CONNECTED WITH FPT REMOTE ASSISTANCE



### DIRECT CONTACT WITH THE ASSISTANCE

**FEW SECONDS**



In real time the FPT operator checks the reason for the failure and unlocks remotely the breakdown.

**REAL TIME SOLUTION**



Your work can restart immediately with your relief and satisfaction.

**UPTIME GUARANTEED**

BREAKDOWN



CONTACT

INTERVENTION

RESULT

**SEVERAL MINUTES**



You look for the nearest Assistance Contact Number.



**LONG TIME TO WAIT**



Time wasted on the spot before the machine is towed to a service center.



**DOWNTIME**

The problem isn't fixed, exposing you to additional losses and risks.



## TRADITIONAL SCENARIO

# Remote Assistance Benefits

Discover the comfort and the pluses of our new digital first aid.

- For the Dealer or OEM**
- Immediate support to its customers (more efficient network);
  - Possibility for Service Points to intervene remotely.

- For the Workshop**
- Increased workshop's efficiency;
  - Reduced field interventions through remote assistance.

- For the Final User or Fleet**
- Increased uptime (especially in mission-critical profiles, i.e feed mixers, vehicles blocked in critical points);
  - Customer satisfaction;
  - Easy and quick assistance channel with the preferred workshop.



# Service availability



## **ON ROAD**

F1/NEF : from Euro V on  
CURSOR: Euro VI



## **OFF ROAD**

NEF/CURSOR: from Tier 3/ Stage IIIB  
F5: Tier 4 Int./Final , Stage V



## **MARINE**

CURSOR: C9 / C9 EVO / C13 / C16  
NEF: 450 / 40 / 60 / EVO



## **POWER GEN**

NEF/CURSOR: from Stage IIIA  
F5: Tier 4 Final

## Homologation



**CE EAC**



**UK  
CA**



**ANATEL**



**FCC**

IC COMPLIANT

Frame or click on the QR code  
to check the availability  
of the Service in your country.



# FAQ

Consult the most common questions and put them at the service of your new experience with FPT Remote Assistance.

**I have installed the device on a machine, now I'd like to switch to another one. Is it possible?**

Yes, it's possible. Please note that the service is subjected to a subscription payment, linked to the engine serial number. After the first installation, in case of problems or mistakes, you'll have the possibility to perform a new installation (on the same engine, or on a different one) within 15 days. After this period, a new subscription fee can be charged.

**Why do I need to use a smartphone for the data connection?**

The RAS device isn't including a data SIM inside, so that the User smartphone becomes the central point for the Workshop to connect to the engine in case of required assistance.

**Is the Remote Assistance substituting other diagnosis tools (such as PT Box or FPT Telematics)?**

No, Remote Assistance is a service meant for quick and real time assistance for base faults, that can be associated with other Connectivity and / or Diagnostic tools for a complete analysis and remote monitoring.

**For any further information please contact us at [remoteassistance@fptindustrial.com](mailto:remoteassistance@fptindustrial.com)**

