Remote Services

Technology that reduces downtime and enables a more efficient jobsite.

Remote Services is a suite of cutting-edge technologies that significantly improve jobsite efficiency. Two of its key functions are *Remote Troubleshoot* and *Remote Flash*.

Remote Troubleshoot

Remote Troubleshoot enables your Cat® dealer to run diagnostic testing on your connected machine, pinpointing potential issues while the machine is in operation.

Dealer technicians can efficiently diagnose the cause of a fault code or alarm. If a repair is required, Remote Troubleshoot ensures the technician arrives with the correct parts, service tools, and instructions, allowing the repair to be completed correctly in a single visit. This helps your machine be back up and running as soon as possible, saving you time and money.

Benefits

- Remote diagnostic testing on machines that are in operation
- Cat dealer receives vital machine information, allowing timely consultation on the best course of action
- Technicians are sent with the correct information, parts, tools, and instructions to perform repairs in the shortest time possible
- Issues are resolved more quickly with less downtime
- Improved jobsite efficiency, saving you time and money

Remote Flash

Remote Flash enables remote updates to the on-board software of connected machines without a technician being present. A notification from your Cat dealer will inform you that a new software update is available. The update can be deployed while the machine is on the jobsite without having to wait for a dealer technician to arrive.

Remote Flash ensures your machines are always operating at their optimum performance levels, resulting in maximum efficiency with minimum downtime.

Benefits

- Reduce time taken for updating machine software by as much as 50%
- Potentially eliminate the wait for a dealer technician to arrive on site
- Ensures the benefits of software updates are gained as soon as possible, without the machine leaving the jobsite
- Updates can be installed when convenient to the operation
- Improved jobsite efficiency, saving you time and money

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Remote Troubleshoot process

1 Customer calls the dealer to report an issue with the machine.

2 The dealer technician initiates a Remote Troubleshoot session, accessing live machine diagnostics information, and remotely identifies problems.

3 Dealer identifies any software updates required on the machine, and downloads latest version of software to the machine using Remote Flash.

4 If required, the technician arrives on site to carry out the repair, with the correct parts in hand.

5 Machine is operating at full efficiency with minimal downtime.

How does Remote Troubleshoot work?

A Remote Troubleshoot session is initiated via the Remote Services website, using a unique link. The machine must be powered on, and can be in operation during Troubleshoot session.

During the session, the dealer will receive critical, real-time information on the machine.

A dealer technician can then arrive on the job site with the necessary parts and tools to perform the required repairs, rectifying any issues quickly and efficiently.

How does Remote Flash work?

When an eligible asset with the latest telematics hardware requires a software update, your Cat dealer will push available flash files to targeted machines. Next, an authorized user (customer employee or dealer representative) will perform the following steps on their mobile device:

- Confirm the asset is ready to begin flash
- Initiate the flash
- Confirm post-flash performance

To find out more or to see a list of current eligible machine models, contact your local Cat dealer.

**To find out more about Cat Remote Services,
contact your local Cat dealer.**

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