



REMOTE MASTER



***CONNECTED
SOLUTIONS***

***OVERCOMING
DISTANCES
TOGETHER***

**Experiencing
a new era of assistance
with the virtual inspection.**



Remote Master

The Remote Master is a platform for Virtual Assistance.

The system integrates hands-free vision device and innovative tools for the diagnosis, so the remote expert can follow the field technician step by step to solve the issue as if they were standing there on site.

This is possible thanks to the streaming of audio and video, the connection of diagnostic tools to the platform, the real time share of the data and the integration of Augmented Reality's elements that overlap to the images or PDFs to clarify the procedure that the technician has to follow.



Not just a platform

The Remote Master platform allows the connection of different tools, whose streaming of data is shared in real-time directly to the back-end.

The tools can be connected via:

- Wi-fi
- Bluetooth
- Cable

AVAILABLE TOOLS



Periscopic endoscope (Wi-fi)



Smart glasses (Wi-fi)



Microscope (Wi-fi)



Thermal camera (Wi-fi)



Multimeter high voltage (Bluetooth)



Multimeter (Bluetooth)



Manometer and thermometer (Bluetooth)



Endoscope 3.9 and 5 (USB)



How Remote Master works

The system connects a technician present on field near a damaged machine with an expert from remote, able to guide the operator step by step to the resolution as if they were standing together on site.

BREAKDOWN



A machine break occurs. A quick intervention is needed.

CONNECTION WITH FPT REMOTE MASTER



Using the mobile devices and the smart glasses is possible to start a direct connection with the remote expert (back-end).



PROBLEM SOLVED



The combination of the technician experience together with the support of the diagnostic tools*, helps the operator on field to solve the issue in real time.



*The Remote Master service is also available without the tools. The diagnostic tools can be added at every time from the first purchase. For further information, see the «Selling Availability» section.

Remote Master benefits

Discover the comfort and the pluses of the Remote Master system.



MAXIMIZE UPTIME THANKS TO REDUCED TIME OF RESOLUTION



AUTOMATIC REPORT GENERATION



MONEY SAVED THANKS TO THE VIRTUAL ASSISTANCE



DECREASED IMPACT ON THE ENVIRONMENT DUE TO CO₂ EMISSION REDUCTION



AUDIT TRAIL AND FUTURE TRAINING IMPROVEMENT

Service availability



ON-ROAD



OFF-ROAD



MARINE



POWER GEN



E-POWERTRAIN

Selling availability

The Remote Master is available in three different kits.

REMOTE MASTER LICENSE

INCLUDES:

- 12 months license

REMOTE MASTER ENTRY-LEVEL KIT

INCLUDES:

- 12 months license
- The kit case
- Tablet
- Router
- Endoscope 3,9mm (USB)
- Endoscope 5mm (USB)
- Multimeter (BT)
- Manometer & Thermometer (BT)

REMOTE MASTER MARINE KIT

INCLUDES:

- 12 months license
- The kit case
- Tablet
- Router
- Periscopic endoscope (Wi-fi)
- Thermal camera (Wi-fi)
- Multimeter (BT)
- Manometer & Thermometer (BT)

All the kits can be customized to your needs by adding diagnostic tools also afterwards the first purchase. You can also customize the kit with your brand logo.

FAQ

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

The Remote Master replaces the Remote Assistance?

No, the Remote Master offers a different service to the clients. The Remote Master offers a real time technical support in a remote location, connecting two people, and the remote expert guides the field technician as if he/she was standing there on-site. It transforms a support request in a training opportunity and a final solution for the final customer.

With the Remote Master do I have a direct access to FPT's experts?

The Remote Master can be used to contact an FPT's expert only after the opening of a THD on the Asist platform. The direct contact with the FPT expert is the last step, when he/she decides that it is necessary a virtual visit to better understand the problem.

Is the Remote Master system capable of generating automatic reports?

Yes, the Remote Master system has the capability to generate automatic reports at the end of virtual inspections with all the photos taken. This feature ensures that a detailed summary of the inspection is available, providing documentation for future reference and analysis.

What role do the smart glasses play in the Remote Master system?

Smart glasses, such as the Realwear HTM-1, are used for augmented reality applications as an alternative to the smartphone or the tablet for the technician on field. They enable the person on-site to have a hands-free experience while still being connected to the expert. This facilitates efficient communication and problem-solving during the inspection and maintenance processes.



**For any further information
please scan or click the QR code**

