HITACHI

Operator's Manual
ConSite Air

Remote Software Update

Series
ZX-7
ZXW-7

ConSite

ConSite Air

(For customers)

Objective

ConSite Air is an application that communicates with machines equipped with mobile communication devices so as to perform software updates. This feature minimizes downtime and maintains and improves the performance and productivity of machines by delivering software in a timely manner without the need for the dealer to come on-site.
If you have a machine that is eligible for a software update, it will ask for your permission to perform the software update.

How to Use

• Required items: A Global e-Service account user ID and password are required.
                    *If you do not have a Global e-Service account, please contact your dealer.
• Recommended browsers: Internet Explorer 11, Microsoft Edge, Google Chrome

■ If you have a Global e-Service account
1. Receive e-mail
  If you have software that can be updated, an email requesting approval of the remote software update (below, "approval request") will be sent from [softwareupdate@globalservice.com] to the email address registered with the applicable Global e-Service account .
  *If you have set up anti-spam features or only receive emails from designated domains, please ensure [softwareupdate@globalservice.com] has been whitelisted.

2. Accept/reject the software update
  Please log in to your Global e-Service account via the URL provided in the approval request,
and respond indicating whether or not you consent to the software distribution and update.
 Select "Schedule software distribution" or "Distribute immediately," according to your preferred timing for the software distribution.
If selecting "Schedule software distribution," please register the date for distribution.

3. Software distribution
  Software distribution for the target machine will begin according to the registered
software distribution time.
*During distribution, the monitor inside the target machine's cab will not display the "Transmission" symbol.
  *Once the software has been distributed, the software update must be performed by the in-cab monitor
   to apply the software to the machine.
  *Some types of software update are applied automatically once they are received.

4. Software update
Check the precautions and run the software update using the monitor.
  Once complete, the machine will be ready to operate after turning the key OFF and ON again.
  *The machine cannot be operated during the software update, but turning the key to OFF
will interrupt the software update and allow the machine to run.

■ If you do not have a Global e-Service account, your dealer will advise you regarding software updates.
  After approval, the dealer will distribute the software to the target machine.
  Please perform the software update once the icon is displayed.

Table of Contents

Here is the latest infomation for ConSite

+---+
| |
| **Safety Precautions** |
| |
+---+

Please read these safety precautions before use, and ensure they are followed.

⚠ Danger

🚫

Forbidden

Always stop the machine in a safe place when updating software, operating the monitor or looking at the screen.

Not doing so could lead to accidents, personal injury, or malfunction of the machine.

🚫

Forbidden

Do not perform software updates in areas where machine safety is not guaranteed

Doing so could lead to accidents, personal injury, or malfunction of the machine.

+---+
| |
| ⚠ **Caution!** |
| |
+---+

❗

Be aware

You cannot perform software updates while the engine is running.

For safety reasons, switch off the engine and carry out the software update with the key set to ON.

❗

Be aware

During the software update, the machine will not be operational.

If you wish to operate the machine, interrupt the software update by turning the key to OFF.

Once interrupted, the software update can be started again.

❗

Be aware

When the software update is complete, switch the key to OFF.

Carry out the software update with the key set to ON.
If the key is left in the ON state after completion, the battery may drain.

Notes/Disclaimer
• Please refer to the operator's manual for the machine before using.
• The screens shown may be different from those shown in the manual. If the manual and the actual screen differ, treat the actual screen as the correct one.
• Group companies are not responsible for any damages incurred by customers during software update operations using this function, regardless of the reason.

Procedure

● **Software update workflow**

<Customers with a Global e-Service account>

1. Receive email

If you have software that can be updated, [softwareupdate@globaleservice.com] will send
an approval request email to the email address registered with your Global e-Service account.

*If you have set up anti-spam features or only receive emails from designated domains,
please add [softwareupdate@globaleservice.com] to your whitelist.

2. Accept/reject the software update

Log in to your Global e-Service account from the URL provided in the approval request
and select whether you want to accept the software update for each target machine displayed.

*Only the Global e-Service user ID that received the approval request will be able to log in.
*If you have mistakenly rejected the software distribution, please contact your dealer.

When approving the software distribution, please select your preferred distribution method.
<A. Schedule software distribution>
Please register your preferred date for distribution. Software distribution will begin
at the registered date and time.

<B. Distribute immediately>
Once you have approved the software distribution, it will begin immediately.

3. Software distribution

Software distribution to the target machine will automatically begin according to the method
you have registered.
Once this is complete, an update icon will be displayed on the monitor screen inside the cab of
the target machine.

*During distribution, the monitor inside the target machine's cab will not display
the "Transmission" symbol.

<Customers without a Global e-Service account>

Your dealer will advise you when there is a software update.
After approval, the dealer will distribute the software to the target machine.
Please perform the software update once the icon is displayed.

4. Software update(Excavators/Wheeled Excavators)

Status display when software update is available
(1) and (2) indicate when the software distribution is complete and software updates are available.
*If there is a warning, the machine warning symbol will be given priority, meaning that (2)
will not be displayed.

> Reference:
> • Software may be downloaded by your main dealer with the consent of the owner
>   or the administrator responsible for managing the machine.
> • Once accepted, (1) and (2) will be displayed when the software distribution is complete.

How to update software
Once (1) is displayed on the monitor, perform the software update by following these steps:

1. Park the vehicle in a safe location and lower the front to the make contact with the ground.

2. Set the engine control dial to low idle.

3. Turn the shut-off lever to the lock position and the key to the OFF position.

4. Turn the key to OFF, and then to ON

   *The battery disconnect switch must be in the ON position.

5. Press the Home switch while in (1) and then select (3).

6. Press the software update request (4).

7. After reviewing the precautions, press the run button (5).

8. The software update will start.

   *During the update, (6) and (7) will be displayed alternately.
   *If you need to interrupt the update, select (8).

9. Once complete, (9) will be displayed. Turn the key to OFF to complete the update.

   *Error code 73022-2 will occur during operation, but there is no problem with the software update.

Important:
> • During the software update, do not interrupt the battery power circuit,
>   and keep the key set to ON.
>
> • Leaving on (9) or (11) may cause the battery to drain.
>   Be sure to turn the key to OFF.
>
> • Do not run the engine when performing a software update.
>   (10) will be displayed if you run the update while the engine is running,
>   and the software update cannot be carried out.
>
> • The machine cannot be operated during the software update.
>   If an immediate interruption is required in an emergency, switch the key to OFF.
>   The machine can be operated once the key is turned to OFF.
>
> • If (9) is displayed, turn the key to OFF.
>   If you see (11), please contact your main dealer.
>   Once the key is set to OFF, the vehicle will return to normal mode
>   and the vehicle can then be operated.
>
> • If there is a network failure between the controllers on the machine,
>   the software update may not be possible.
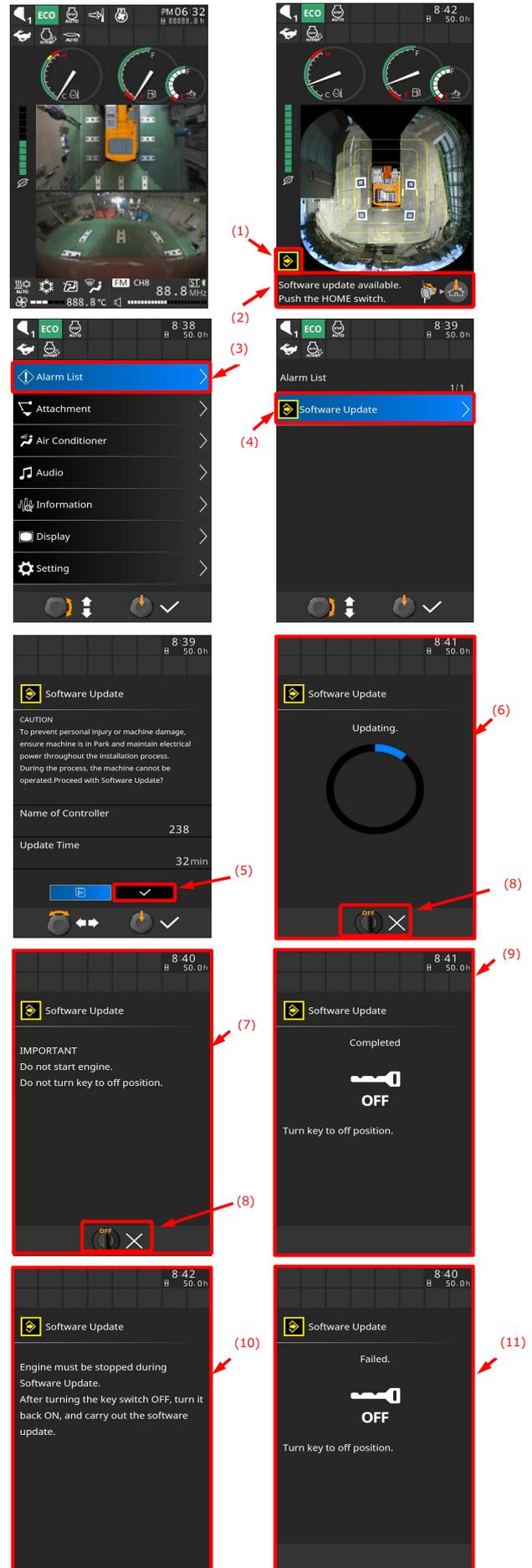
Fixes (Troubleshooting)

I cannot log in after accessing the URL in the approval request email.
The URL takes you to the login screen specifically for software updates. Please log in using the Global e-Service account registered to the email address that received the approval request.

I accidentally refused the request to accept the software update.
Please contact your main dealer to have it sent to you again.

I am unable to carry out the software update.
The engine may be running. Switch the key to OFF to stop the engine, then turn the key to ON and run the update.

I need to move the machine and want to stop the software update.
The software update can be interrupted by turning the key to OFF. You can restart the software update after interrupting it.

The software update failed.
If the software update fails, contact your main dealer. The machine can be operated after turning the key OFF and then ON again.

I have forgotten my Global e-Service account user ID or password.
Follow the instructions on the Global e-Service login screen.

The email address has changed due to a change in the Global e-Service account user ID or to the person in charge.
You may not receive an approval request email. Please contact your main dealer to change the email address.