

KEEP UP TO DATE IN REAL TIME

User Guide for KONE Online

WELCOME TO KONE ONLINE

KONE Online is a service which gives you access to information regarding previous, current, and future maintenance activities related to your equipment. All the information you need is available round-the-clock on the device of your choice.

THE HOMEPAGE

The homepage provides an overview of your equipment. You can click on almost all areas of the homepage to get more detailed information.

HOME | KONE ONLINE | PORTFOLIOS | ALL EQUIPMENT | Search | K31 ADMIN | KONE

Improving the flow of urban life

24/7

- ALL GOOD: 23/29, 24/29
- SOMETHING GOING ON: 6/29, 5/29
- ENTRAPMENT: 1/29, 0/29

YEARLY REPORT SUMMARY OF THE YEAR | ELEVATOR STATISTICS

YOUR EQUIPMENT

29 / 29
24/7 CONNECTED DEVICES IN TOTAL

13 / 13	0 / 0
16 / 16	0 / 0
0 / 0	0 / 0

OPEN ACTIVITIES

7

MAINTENANCE	0
INSPECTIONS	0
REPAIRS	0
CALLOUTS	1
24/7 CONNECT ...	6

LAST 2 WEEKS

SERVICE REQUEST

1

CURRENTLY OPEN

CREATE NEW

LAST 2 WEEKS

HISTORY

174

MAINTENANCE	70
INSPECTIONS	0
REPAIRS	23
CALLOUTS	15
24/7 CONNECT ...	66

LAST 6 MONTHS

24/7 EVENTS

66

24/7 PREVENTIVE CHECKS	29
TROUBLESHOOTING	37

LAST 6 MONTHS

INVOICES

14

ISSUED	1
OUTSTANDING	13
PAID	0

LAST 6 MONTHS

24/7 EQUIPMENT DATA FEED

29

24/7 Connected Equipment

DATA FEED STATUS

This symbol means that an equipment is under KONE 24/7 contract. Click on "Data Feed Status" to view all units that are sending data.

Click on the different tabs to get more information about your equipment, invoices, or activities.

Information is only available for customers of KONE 24/7 Connected Services.

EQUIPMENT

Under the EQUIPMENT tab, you can:

- Check the status and performance of your equipment.
- See when KONE has carried out or plans to carry out maintenance.
- Click on an address, building, or contract to get more information.

The screenshot shows the 'Equipment' page for a 'PASSENGER ELEVATOR'. On the left, there is a sidebar with navigation options: HOME, EQUIPMENT, SERVICES, REPORTS, and DELIVERIES. Below these are '1-2-3 SET-UP' and 'EQUIPMENT AND CONTRACT DETAILS'. The main area features a calendar view for 'VISITS' from June to November, with a legend for Maintenance/Inspection/Preventive check (blue), Repair/Clinics (yellow), and Callout/Troubleshooting (red). Below the calendar is a table of work orders with columns for Date, Reason of visit, Job description, and Extra expenses. A red box highlights the 'Finished 04/08/2021 Preventive check' row. A red circle with a hand icon points to the bottom right of the table. Below the table, there is a 'PLANNED' section with 'WORK ORDER TYPE: Preventive check' and 'DESCRIPTION: This work order was created based on automatic checks as not-urgent check list item'. A green box highlights a detailed description of a service call on 8/1/2021.

Date	Reason of visit	Job description	Extra expenses
Scheduled 03/2022	Planned maintenance	-	--
Scheduled 12/2021	Planned maintenance	-	--
Scheduled 30/11/2021	Repair	CAT 1 TEST - HP	--
Pending 15/09/2021	Preventive check	-	--
Ongoing 21/08/2021	Planned maintenance	M for Equip000000...	--
Finished 04/08/2021	Preventive check	-	--

The screenshot shows the 'TOTAL 24/7 PREVENTIVE EVENT FINDINGS' section with a count of 3. There are two buttons: 'Show report' and 'Create service request'. Below this is a table of event findings with columns for Date, Entrapment status, and Description. A red box highlights the 'Create service request' button. A red circle with a hand icon points to the bottom right of the table.

Date	Entrapment	Description
Finished 2/23/2021	Planned maintenance	On 2/23/2021 at 9...
Ongoing 9/30/2020	Planned maintenance	B: C-N- Z; C: Co...
Ongoing 6/30/2020	Inspection	CAT1 Hydraulic Tes...

👉 Here you can follow the status of service requests, repairs, or maintenance. Click on each event for more information.

👉 At the bottom of the screen you can create a service request if needed. Select the correct piece of equipment and then click the blue box in the lower left corner.

📄 Here you can see the status of your equipment if you have KONE 24/7 Connected Services, including preventive maintenance events and activities performed.

SERVICES

Under the SERVICES tab you can see any future planned service visits.

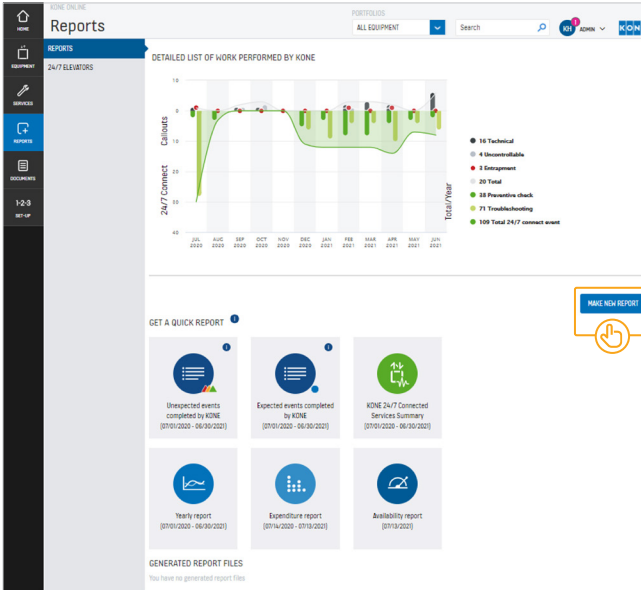
The screenshot displays the 'Services' section of the KONE ONLINE interface. The left sidebar contains navigation options: HOME, EQUIPMENT, SERVICES (highlighted), REPORTS, and DOCUMENTS. The main content area is titled 'Services' and shows 'PLANNED SERVICES'. Below this, there are filter options for 'Show by:' with radio buttons for 'Building', 'Contract', and 'Uncategorized'. The main table lists service visits across months from July to December. Each row includes a service type, equipment details, work order and work description, and status.

	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Preventive check		KENTUCKY INTL CONVENTION CTR - FE2 FE2 ELEVATOR 44032178 ...		9AUS14486207: --		Scheduled
Preventive check		KENTUCKY INTL CONVENTION CTR - #2 ESC: #2 ESCALATOR-28395 43002947 ...		9AUS14483262: --		Scheduled
Troubleshooting		KENTUCKY INTL CONVENTION CENTER - P7 PE P7 PASS ELEV 44178170 ...		9AUS1447412: Repair		Scheduled
Preventive check		KENTUCKY INTL CONVENTION CTR - SE1 SE1 ELEVATOR 44032194 ...		9AUS14473347: --		Scheduled
Preventive check		KENTUCKY INTL CONVENTION CTR - SE1 SE1 ELEVATOR 44032194 ...		9AUS14471560: --		Scheduled
Planned maintenance		KENTUCKY INTL CONVENTION CENTER - P9 PE P9 PASS ELEV 44178173 ...		00073632172: B- Basic module, S- Shaft module		Scheduled

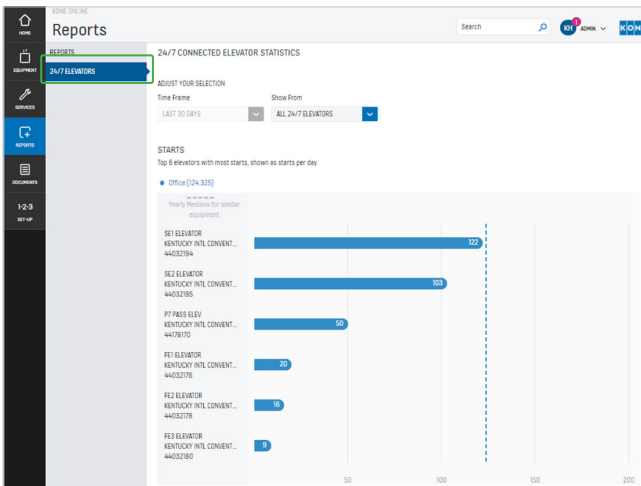
Planned Services shows you details about future planned visits, filterable by address, building, or contact. Click on the [Calendar](#) or [List](#) view for an overview of completed and planned service visits.

REPORTS

Under the REPORTS tab you can export selected information about your equipment, including statistics, service visits, and repair costs.



Click on [Create New Report](#) and select the kind of report you wish to generate. Follow the steps to select which pieces of equipment you want to include in the report.



KONE 24/7 Connected Services shows how long connected elevators have been in operation and how many starts have occurred during the selected time period.

DOCUMENTS

Under the DOCUMENTS tab you will find information about your contracts and invoices.

The screenshot shows the 'Documents' page in the KONE ONLINE system. The 'INVOICES' tab is selected in the left sidebar. The main content area displays the following information:

Contracts Summary:

EQUIPMENT NAME, GENERAL DESCRIPTION	CONTRACT REFERENCE NUMBER	CUSTOMER	STATUS
S3 PASS ELEV. KENTUCKY INTL CONVENTION CENTER - S3 PE	00000026	KENTUCKY INTERNATIONAL CONVENTION	Active
S3 PASS ELEV. KENTUCKY INTL CONVENTION CENTER - P7 PE	00000027	KENTUCKY INTERNATIONAL CONVENTION	Active
P8 PASS ELEV. KENTUCKY INTL CONVENTION CENTER - P8 PE	00000028	KENTUCKY INTERNATIONAL CONVENTION	Active
P9 PASS ELEV. KENTUCKY INTL CONVENTION CENTER - P9 PE	00000029	KENTUCKY INTERNATIONAL	Active

Contract Details for S3 PASS ELEV. KENTUCKY INTL CONVENTION CENTER - S3 PE:

- DESCRIPTION: KENTUCKY INTL CONVENTION CENTER
- CONTRACT: 0041755501
- ITEMS: 29
- PURCHASE ORDER: DZ1*24237
- CUSTOMER: KENTUCKY INTERNATIONAL CONVENTION
- STATUS: Active

Contract Parameters:

- CONTRACT START DATE: Jun 22, 2020
- CONTRACT TYPE: YwW
- RESPONSE TIMES(HOURS): Regular time, OverTime, Regular time entrapment, OverTime entrapment
- BILLING PLAN TYPE: Monthly in advance
- NOTIFICATIONS EMAILS: -

Equipment Details:

Equipment name / Equipment #	Manufacturer #	General description
S3 PASS ELEV / 44178169		KENTUCKY INTL CONVENTION CENTER - S3 PE

Under the [Contracts](#) tab you can see the billing interval, contract type, and contract start date.

Under the [Invoices](#) tab you can see all invoices which have been issued or paid, as well as any which are unpaid or overdue.

1-2-3 SETUP

Under the 1-2-3 SETUP tab you will find your personal settings.

KONE ONLINE

Set-Up

Search ADMIN KONE

- HOME
- MY SETTINGS
- EQUIPMENT
- PORTFOLIOS
- TEAMS
- SERVICES
- REPORTS
- DOCUMENTS
- 1-2-3 SET-UP

MY INFORMATION

FIRST NAME

LAST NAME

EMAIL ADDRESS*

MOBILE PHONE** Verified

ROLE

ACCOUNT

LANGUAGE

LOCALE

*Email address is also your user name
**SMS Notifications will be sent to this phone number

Keep your contact info up to date so KONE and other KONE online members in your team can contact you.

MY ACTION IS NEEDED

WHAT CHANNELS YOU WANT TO USE FOR THE NOTIFICATIONS 1

	Email	SMS	KONE Mobile app
Equipment Alerts:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information Events:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolved:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

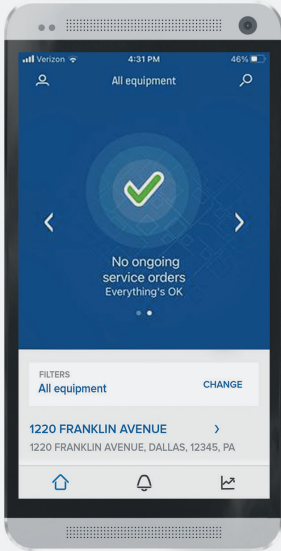
Notify me when my action is needed on my equipment

Under the [My Settings](#) tab, you can update your contact information.

Under the [Portfolios](#) tab, you can create different portfolios if you want several people to have visibility into your equipment.

The [Teams](#) tab shows which users have access to your KONE Online account. You can also add new users here.

Under [My Action Is Needed](#), you can adjust what information you wish to receive via email, text, or the KONE Mobile app.



KONE MOBILE

With the KONE Mobile app, you get access to your KONE Online information on your mobile phone. You'll receive push notifications about the status of your service activities in real-time – from registering your service request until the work has been completed.

You can also use the app to create a service request and notify us if anything is wrong.

Search for KONE Mobile in your app store.



Do you have any questions about KONE Online?
Please don't hesitate to get in touch!

kone.us/contact

KONE

www.kone.us

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