

A woman with dark hair pulled back, wearing a white turtleneck and a bright orange blazer, is seated at a round wooden table in a modern office or cafe setting. She is looking down at a laptop on the table. The background features large windows with a view of buildings outside. A white line graphic with a dot and a pulse symbol is overlaid on the image, extending from the laptop area towards the right.

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.

The screenshot shows the KONE Online homepage dashboard. The top navigation bar includes 'HOME ONLINE' and 'PORTFOLIOS ALL EQUIPMENT'. The main header features the slogan 'Improving the flow of urban life' over a cityscape image. A summary table displays key metrics: 'ALL GOOD' (467/469), 'SOMETHING IS GOING ON' (2/469), and 'ENTIREMENT' (0/469). Below this, there are several data cards: 'OPEN ACTIVITIES' (2), 'CONTACT KONE' (Vikalmoitukset), 'HISTORY' (2740), 'SERVICE REQUEST' (2), 'INVOICES' (319), 'YOUR EQUIPMENT' (18 / 469), '24/7 BENEFITS' (140), and '24/7 EQUIPMENT DATA FEED' (18). A red box highlights the left sidebar navigation menu, and a green box highlights the '24/7' status indicators in the summary table and the '24/7' data cards.

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. You can see when KONE has carried out or plans to carry out maintenance. You can also click on an address, building, or contract to get more information.

Elevator 10255123

CURRENT STATUS

IN OPERATION

Based on latest information, this equipment is ready to serve customer.

REMOTE MONITORING

CONNECTED

This equipment is under KONE 24/7 Connect contract.

LAST TRAVEL TIME
25.06.2018
23:55

CURRENT PREVENTIVE EVENTS
Based on information from remote monitoring, a preventive check has been logged for this elevator.

TOTAL 24/7 PREVENTIVE EVENT FINDINGS
6

EQUIPMENT DETAILS

EQUIPMENT NAME
Park side entrance

GENERAL DESCRIPTION
HOOKHILL Junction

MANUFACTURER #
123456783332

EQUIPMENT #
12345678

EQUIPMENT TYPE
MonoSpace Std

ADDRESS
Hookhill Junction, Hookhill

VISITS

- Maintenance/Inspection/Preventive check
- Repair/Clinica repair
- Callout/Troubleshooting

Date	Reason of visit	Job description	Extra expenses
Scheduled 12/2018	Planned maintenance	--	--
Scheduled 08/2018	Planned maintenance	--	--
Scheduled 06/2018	Planned maintenance	--	--
Scheduled 8.6.2018	Inspection	Y07	--
Scheduled 15.5.2018	Planned maintenance	Z07	--
Scheduled 1.5.2018	Preventive check	-	
Scheduled 19.4.2018	Planned maintenance	Y16	
Scheduled 8.4.2018	Service request	Z01	--
Finished 13.4.2018	Planned maintenance	Basic inspection	

WORK ORDER
TYPE: Preventive check
DESCRIPTION: This work order was created based on automatic checks as not-urgent check list item

INFORMATION
WORK ORDER: #3AF144124223
SOURCE: -
ORDER STATUS: Finished
ENTRAPMENT: No
Description of the issue: Preventive check to ensure adequate level of ride comfort when elevator stops.

SOURCE OF 24/7 PREVENTIVE EVENTS:
Operating system

CREATED: 09.4.2018 12:00 AM
ARRIVED: 13.4.2018 08:00 AM
DEPARTED: 13.4.2018 08:54 AM

1.4.2018 Service request JUNE Y02_17 --

LAST INSPECTION
8.6.2018

EQUIPMENT AVAILABILITY
Agreed: 88.5
Last 12 months: 100

Create service request

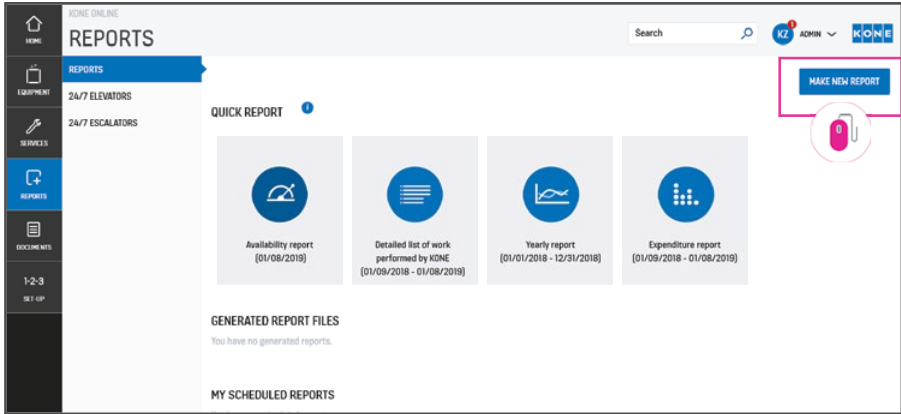
KONE Online version 2.3.2 Vikalmetuikut 03/07 15:03 KONE Online (uA) Tärkeä KONE (Inhouse) (07/2018) Pakkaset.phys@kone.fi Lippu pakkausten prosessointi © KONE 2018 Terms & Conditions

Here you can follow the status of fault notifications, repairs, or maintenance. Click on each event for more information. At the bottom of the screen you can create a fault notification if needed. Select the correct piece of equipment and then click the blue box in the lower left corner.

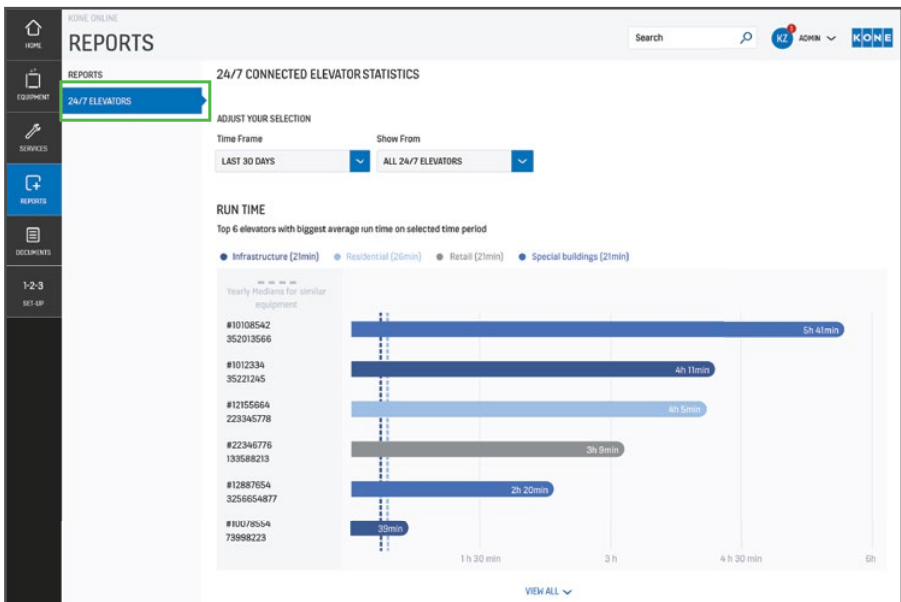
Here you can see the status of your connected equipment, preventive maintenance events, and number of 24/7 preventive activities performed.

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.



Elevators connected with KONE 24/7 Connected Services will show how long the equipment has 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 left sidebar has a 'DOCUMENTS' tab selected. The main content area displays details for a contract titled 'HOOKHILL, ESCALATORS'. A red circle highlights a mobile phone icon in the top left corner of the main content area.

HOOKHILL, ESCALATORS

DESCRIPTION: HOOKHILL, ESCALATORS
CONTRACT: 010102931A2
ITEMS: 2
PURCHASE ORDER: -
CUSTOMER: HOOKHILL BUILDINGS
STATUS: Active

EQUIPMENT NAME, GENERAL DESCRIPTION	CONTRACT REFERENCE NUMBER	CUSTOMER	STATUS
Hookhill Junction, Hookhill	00000005	Hookhill buildings	Active

CONTRACT START DATE: 01-Sep-2017
CONTRACT TYPE: YHVV
RESPONSE TIME(S)(HOURS): Regular time A.00, Overtime A.00
BILLING PLAN TYPE: Quarterly in advance
NOTIFICATIONS EMAILS: -

EQUIPMENT

Equipment name / Equipment #	Manufacturer #	General description
AA01 / 12345678	123456783332	Hookhill Junction, AA01 Hookhill

Hookhill Junction, Hookhill | 00000006 | Hookhill buildings | Active

Under the **Contract** 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.

The screenshot shows the 'Documents' page with the 'INVOICES' tab selected. A red circle highlights a mobile phone icon in the top right corner of the main content area. A red box highlights a 'CONTACT REQUEST' button. The page displays a table of invoices and contract details.

Show invoices issued: LAST 6 MONTHS (dropdown) Also show expired contracts (checkbox)

ALL ISSUED	PAID	ISSUED	OUTSTANDING		
01-Oct-2018	01-Dec-2018	12812371487	Customer PO	Type	Amount
				Maintenance contract Invoice	EUR 1,234.72

CONTRACT # 010102931A2
CUSTOMER NAME Hookhill buildings
CONTRACT DESCRIPTION HOOKHILL, ESCALATORS
CONTRACT STATUS EXPIRED

INVOICE STATUS Paid
PARENT INVOICE -
WORK ORDER -
BUILDING Hookhill building 1

CONTACT REQUEST

You can easily send a message to us via **Contact Request**, for example to change your billing address.

1-2-3 SETUP

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

Set-up

Search [] KZ ADMIN KONE

MY SETTINGS

- PORTFOLIOS
- TEAMS

MY INFORMATION

FIRST NAME: Tina

LAST NAME: Test

EMAIL ADDRESS*: Tina.Test@kone.com

PHONE: +358123 123 123

ROLE: Admin contact

ACCOUNT: ADMIN

LANGUAGE: English

LOCALE: Finnish

*Email address is also your user name

MY NOTIFICATIONS

	KONE MOBILE
MAINTENANCE	<input checked="" type="checkbox"/>
ENTRAPMENT	<input checked="" type="checkbox"/>
BREAKDOWN	<input checked="" type="checkbox"/>
REPAIR	<input checked="" type="checkbox"/>

CHANGE INVOICE INFORMATION

CONTACT REQUEST

To change invoice address or add a new one, please use the link above to send a contact request to KONE.

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

Select what activities we should keep you informed about

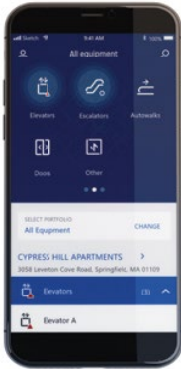
SAVE



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

Under [My Messages](#), you can adjust what information you wish to receive via the KONE Mobile app.

KONE MOBILE



With the KONE Mobile app, you get access to all 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 or fault notification.

Search for KONE Mobile in your app store.



Do you have any questions about KONE Online?

Please don't hesitate to get in touch!

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www.kone.be