

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.

	СС Номе	KONE ONLINE				PORTFOLIOS ALL EQUIPMENT	~	Search	<u>ب</u>	ADMIN V KONE
	Ő		and the second second		- Theat				THIS PORTFOLIO	
	EQUIPMENT	Improv	ving the flo) WC	of urban	life	1	ALL GOOD	467/469	9 18/18
			1				IL.		2/469	0/18
	DOCUMENTS		YEARLY REPORT SJAMMARY OF THE YEAR		ELEVATOR STATISTICS	Statistics		ENTRAPMENT	0/469	0/18
	SET-UP	OPEN ACTIVITIE	S	2/22	CONTACT KONE			HISTORY		Z EDIT WIDGETS
	🕛 կ 📜		Maintenance	0		Vikailmoitukset			Maintenance	1590
		2	Inspections	0		TEL. 0800 150 63 vikailmoitukset@kone.com	2740	Inspections	10	
			Repairs	0			e.com	_/	Repairs	190
		LAST 2 WEEKS	Callouts	2				LAST 6 MONTHS	Callouts	810
			24/7 Connect events	0					24/7 Connect	events 140
		SERVICE REQUE	EST		INVOISES			YOUR EQUIPMEN	1	
		2	CURRENTLY OPEN		319	ISSUED U	0	18 / 4	0.0	16/96 RE 0/335
						OUTSTANDING	46		+03	-
ľ									CTED	÷ 0/0
		LAST 2 WEEKS	CREATE NEW	- 1	LAST 6 MONTHS	PAID	273			0 / 25
		-M 24/7 BENER	ITS		- √- 24/7 EQUIPI	MENT DATA FEED				
		140	24/7 PREVENTIVE CHECKS	121	₩- 18 24/7 Connected	This symbol means that is under KONE 24/7 con analyze the data collect ment, and take action v cates a need for interve	tract. We ted from equip- when it indi- ention			
		LAST 6 MONTHS		15	Equipment	DATA FEED STAT				

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.

	KONE ONLINE			p	ORTFOLIOS			
₩ НОМЕ	Equipment				ALL PORTFOUOS	Search	P KZ ADMIN	
EQUIPMENT SERVICES	← BACK		VISITS Maintenance/Inspect Repair/Clinica repair Callout/Troubleshoot	ing	•••	∳		s
	Elevator 10255123		Mar	Apr	May	Jun Jul	Aug	5
1-2-3 SET-UP	CURRENT STATUS		Date	Reason of visit	Job description	Extra e	expenses	
	equipment is ready to serve customer.		12/2018 Scheduled	Planned maintenance				
	REMOTE MONITORING CONNECTED	₩.	08/2018 Scheduled	Planned maintenance				
	This equipment is under KONE 24/7 Connect contract.		06/2018 Scheduled 8.6,2018	Inspection	Y07			////// ~
	LAST INAREL TIME 25.06.2018 23.55 CURRENT PROVENTIVE EVENTS Based on Information from remote monitoring, a preventive check has been logged for this		Scheduled 15.5.2018	Planned maintenance	Z07			~
			Scheduled	Preventive check			₩-	~
			Scheduled 19.4.2018	Planned maintenance	Y16		₩-	~
L	elevator. TOTAL 24/7 PREVENTIVE EVENT FINDINGS		Scheduled 8.4.2018	Service request	Z01			~
	6 EQUIPMENT DETAILS FOURIER INFORMATION Park side entrance ENTER: DESCRIPTION HOOKHILL Junction		Finished 13.4.2018	Planned maintenance	Basic Inspection		-1/-	^
			WORK ORDER TYPE: WORK ORDER: INFORMATION	Preventive check #9AFI44124223	DESCRIPIION: This worl order was created checks as not-urgent check			
			SOURCE: ORDER STATUS: ENTRAPMENT:	Finished No	Description of the issue: Preventive check to ensure comfort when elevator stop:			
	MANUFACTURER # 123456783332 EQUIPMENT #		CREATED: ARRIVED: DEPARTED:	09.4.2018 12:00 AM 13.4.2018 08:00 AM 13.4.2018 08:54 AM	SOURCE OF 24/7 PREVENTIVE Operating system	E EVENTS:		
	12345678 EQUIPMENT TYPE		1.4.2018	Service request	JUNE Y02_17			~
	MonoSpace Std ADDRESS Hookhill Junction, Hookhill						<< < 1/10)

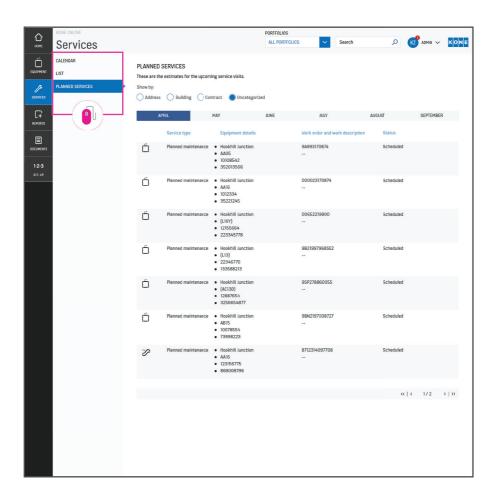
LATEST RESPECTION 8.8.2018 EQUIPMENT AVAILABILITY Agreed: 99.5 Last 12 months: 100 Create service request			
KONE Online Vikailmoitukset	KONE Online tuki	Palkaliset yhteyshenkiöt	© KONE 2018
version 2.0.5 0800 150 63	Tukea KONE Onlineen liittyvissä	Löydät paikallisen yhteyshenkilösi	Terms & Conditions

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.

SERVICE

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

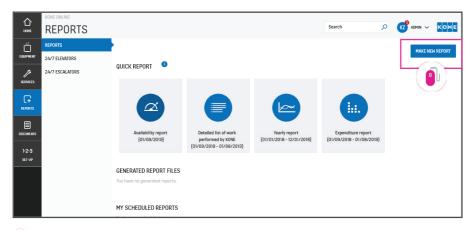


Clicking on the Calendar or List view gives you an overview of completed and planned service visits. Scheduled Service shows you details about future maintenance visits, filterable by address, building, or contract.

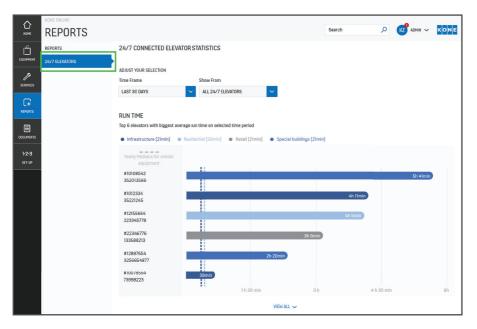
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REPORTS

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



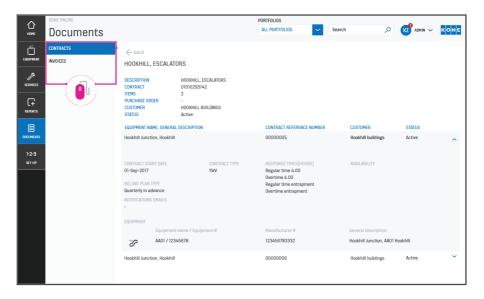
Click on Create new report and select the kind of report you wish to generate. Follow the steps to select which pieces of equipment you want to include in the report.



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.



Under the Contract tab you can see the billing interval, contract type, and contract start date. Under fliken Under the Invoices tab you can see all invoices which have been issued or paid, as well as any which are unpaid or overdue.

ЮМЕ	RONE ONLINE			PORTFOLIOS ALL PORTFOLI	os 🗸	Search	🔎 🥵 Admin 🗸 K	ONE
Ő	CONTRACTS	Show invoices issued:					nge invoice address or add a new	
	INVOICES	LAST 6 MONTHS	V Also sh	contac	one, please use the link above to send contact request to KONE.			
SERVICES		ALL ISSUED	PAID	ISSUED OUTSTAN	IDING		CONTACT REQUEST	
		Invoice date	Service date	Invoice number	Customer PO	Туре	Amount	
		01-0ct-2018	01-Dec-2018	12812371487		Maintenance cor Invoice	ntract EUR 1,234.72 ¿	^ ^
1-2-3 SET-UP		CONTRACT # 01010293142	CUSTOMER NAME Hookhill buildings	CONTRACT DESCRIPTION HOOKHILL, ESCALATORS	CONTRACT STATU: EXPIRED			
		INVOICE STATUS Paid	PARENT INVOICE	WORK ORDER	BUILDING Hookhill building	1		
		DUE DATE		REASON DESCRIPTION				



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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.

心	KONE ONLINE							
номе	Set-up			Search 🔎 KZ ADMIN 🗸 KONE				
ń	MY SETTINGS	MY INFORMATION		Keep your contact info up to date so KONE and other KONE online members in your team can contact you.				
EQUIPMENT	PORTFOLIOS	FIRST NAME	Tina					
ß	TEAMS	LAST NAME	Test					
SERVICES	\frown	EMAIL ADDRESS*	Tina.Test@kone.com					
G L	(<mark>]</mark>	PHONE	+358 123 123 123					
REPORTS		ROLE	Admin contact 🗸					
		ACCOUNT	ADMIN					
DOCUMENTS		LANGUAGE	English					
1-2-3 SET-UP		LOCALE	Finnish					
SEI-OP		*Email address is also yo	ur user name					
	-	MY NOTIFICATIONS		Select what activities we should keep you informed about				
		MAINTENANCE	KOWE MOBILE					
		ENTRAPMENT						
		BREAKDOWN						
		REPAIR						
				SAVE				
	L	CHANGE INVOICE INI						
		CONTACT REQUEST						
		To change invoice addres please use the link above request to KONE.	st or add a new one, e to send a centact					
		request to KONE.						

Under the My Settings tab, you can update your contact information.

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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!

Email: KEA.KONEOnline@kone.com kone.com.au / kone.co.nz

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