



KONE ONLINE USER GUIDE

VER 1A: 2018

1. DASHBOARD

MAIN MENU

EQUIPMENT:
View equipment details

SERVICE:
View service orders in detail

REPORTS:
Create annual report, detailed service performance report, cost report

DOCUMENTS:
View contracts or invoices

1-2-3 SET-UP:
Set up portfolio, request new users, set up KONE Mobile, user settings

QUICK LINKS

Quick links to Annual Report (for previous year), Planned maintenance visits and Completed maintenance visits

The dashboard is titled 'KONE ONLINE Home' and features a main banner with the text 'Improving the flow of urban life'. Below the banner are three quick links: 'ANNUAL REPORT SUMMARY OF THE YEAR', 'VIEW SCHEDULED SERVICE VISITS', and 'VIEW COMPLETED SERVICES'. The dashboard is divided into several sections:

- HISTORY:** A table showing maintenance, inspections, repairs, and callouts over the last 6 months. Total count: 158.
- ONGOING ACTIVITIES:** A table showing maintenance, inspections, repairs, and callouts over the last 2 weeks. Total count: 2.
- ENTRAPMENT ASSISTANCE:** A section for customer care with contact information for Australia.
- GENERAL SERVICE REQUEST:** A section showing 1 currently open request with a 'CREATE NEW' button.

At the bottom, there is a footer with contact information for KONE Online Support and Customer Care Centre Australia.

PORTFOLIOS

Portfolio drop down menu shows all portfolios created on this account, if no portfolio available, it shows all equipment

CURRENT STATUS

Current status of all equipment at a glance

WIDGETS

PERSONALISED WIDGETS
Select EDIT WIDGETS to reorder or hide unnecessary one

ONGOING ACTIVITIES:
All work orders that are still open in the last 2 weeks

HISTORY:
All service orders created in last 6 months

INVOICES:
All invoices created last 6 months

GENERAL SERVICE REQUEST:
Displays number of open callouts created in last 2 weeks and option to raise a service order (non-entrapment)

2. REPORTS

1/5 Choose report type
Select one of the following types of report

CREATING REPORTS
Click on the reports tab on the main menu and follow the instructions.

1. REPORT TYPE
2. EQUIPMENT
3. TIME PERIOD
4. REPORT DETAILS
5. FINISHING

by KONE
Selected equipment over your specified time period. You can filter planned maintenance, repairs, callouts, and costs.

difficult to schedule Maintenance, Service Callouts, or parts.

all maintenance, service orders completed for the 14 performed by KONE as a glance.

KONE ONLINE
Version 2.2.4
Customer Care Centre Australia
Development & Operations Services
1300 362 222
www.koneonline.com.au

KONE Online Report
Planned and Completed Equipment
1300 362 222
www.koneonline.com.au

16 JUNE 2018
Home & Connections
Save the Presentation
Offline Reporting

Scheduled: Not set

Edit & Share

PDF REPORT (.PDF) CREATE

ANNUAL REPORT
KCOL LM INVESTA BRISBANE
Time frame: 01-Jan-2017 - 31-Dec-2017

A simple overview of your portfolio in KONE maintenance, service orders completed for the equipment, and main KPIs. See all the work performed by KONE at a glance.

Your Portfolio: KONE Maintained Equipment

Your Equipment Activity	Contracts
57	9
DEVICES IN TOTAL	TOTAL

Activity History

Planned Events Unplanned Events

SCHEDULE REPORTS
Click **Edit & Share** set schedule time (weekly / monthly), add recipient email address and save.

Scheduled: Not set

Edit & Share

PDF REPORT (.PDF) CREATE

ANNUAL REPORT
KCOL LM INVESTA BRISBANE
Time frame: 01-Jan-2017 - 31-Dec-2017

A simple overview of your portfolio in KONE maintenance, service orders completed for the equipment, and main KPIs. See all the work performed by KONE at a glance.

Your Portfolio: KONE Maintained Equipment

Your Equipment Activity	Contracts
57	9
DEVICES IN TOTAL	TOTAL

Activity History

Planned Events Unplanned Events

Planned Events	Unplanned Events
519 PLANNED MAINTENANCE	125 CALLOUTS
REPAIRS	ENVIRONMENT RELEASED

DOWNLOAD REPORTS
Select either pdf or csv format from the dropdown menu and click the **CREATE** button.
Downloadable reports are stored in Reports mainpage, go to "Reports" and select the file to download to your computer.

Edit & Share

Name of the report:
Annual Report

Scheduled:
NOT SET

Customer name:
KCOL LM INVESTA BRISBANE

Shared with:
Type email address

How only users with access rights to KONE Online will be able to view the reports.

TIP
Scheduled reports are stored in Reports main page, go to "Reports" to terminate scheduled reports.

3. PORTFOLIO

CREATING A PORTFOLIO

- 1 Click on 123 set-up
- 2 Select "Create new portfolio" – give it a name
- 3 Click "Add"

Click the portfolio you just created. You can click on the **+** icon to assign portfolio to team members/ or yourself.

Newly created portfolio will now be shown in the dropdown menu on the dashboard.

HISTORY		ONGOING ACTIVITIES		ENTRAPMENT ASSISTANCE	
158	Maintenance: 90	2	Maintenance: 0		Customer Care Centre Australia
	Inspections: 0		Inspections: 0		TEL: 1300 362 032
	Repairs: 39		Repairs: 1		lea.service@kone.com

KONE ONLINE AND KONE MOBILE ARE AVAILABLE FOR OUR MAINTENANCE CUSTOMERS

Contact us for more information at KEA.KONEOnline@kone.com



KONE AUSTRALIA: www.kone.com.au

KONE NEW ZEALAND: www.kone.co.nz

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