

KEEP UP TO DATE

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 ONLINE PORTFOLIOS ALL EQUIPMENT Search KZ ADMIN KONE

Improving the flow of urban life

STATUS	THIS PORTFOLIO	24/7
ALL GOOD	467/469	18/18
SOMETHING IS GOING ON	2/469	0/18
ENTIREMENT	0/469	0/18

OPEN ACTIVITIES CONTACT KONE HISTORY EDIT WIDGETS

2	Maintenance	0
	Inspections	0
	Repairs	0
	Callouts	2
	24/7 Connect events	0

LAST 2 WEEKS

Vikalmoltukset	
TEL. 0800 150 63	
vikalmoltukset@kone.com	

2740	Maintenance	1590
	Inspections	10
	Repairs	190
	Callouts	810
	24/7 Connect events	140

LAST 6 MONTHS

2	CURRENTLY OPEN	
	CREATE NEW	

LAST 2 WEEKS

319	ISSUED	0
	OUTSTANDING	46
	PAID	273

LAST 6 MONTHS

18 / 469	
24/7 CONNECTED DEVICES IN TOTAL	

16 / 96	
0 / 335	
2 / 13	
0 / 0	
0 / 25	

24/7 BENEFITS

140	24/7 PREVENTIVE CHECKS	121
	TROUBLESHOOTING	19

LAST 6 MONTHS

24/7 EQUIPMENT DATA FEED

18	This symbol means that an equipment is under KONE 24/7 contract. We analyze the data collected from equipment, and take action when it indicates a need for intervention.	
	24/7 Connected Equipment	DATA FEED STATUS

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.

Equipment

← BACK

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 15.2018	Preventive check	-	
Scheduled 13.4.2018	Planned maintenance	Y16	
Scheduled 8.4.2018	Service request	Z01	--
Finished 13.4.2018	Planned maintenance	Basic Inspection	--

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

SOURCE OF 24/7 PREVENTIVE EVENTS: Operating system

14.2018 Service request JUNE Y02_17 --

LATEST INSPECTION: 8.6.2018

EQUIPMENT AVAILABILITY: Agreed: 99.5 Last 12 months: 100

Create service request

KONE Online version 2.1.0 Vikahinnoituset 03002 TCO 03 KONE Online Ltd | Takeva KONE Onlineen (lityyloä) Pakalhoist pölypuhuri-ARX Leydäi pakalhoiston pölypuhuri-ARX © 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.

SERVICE

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

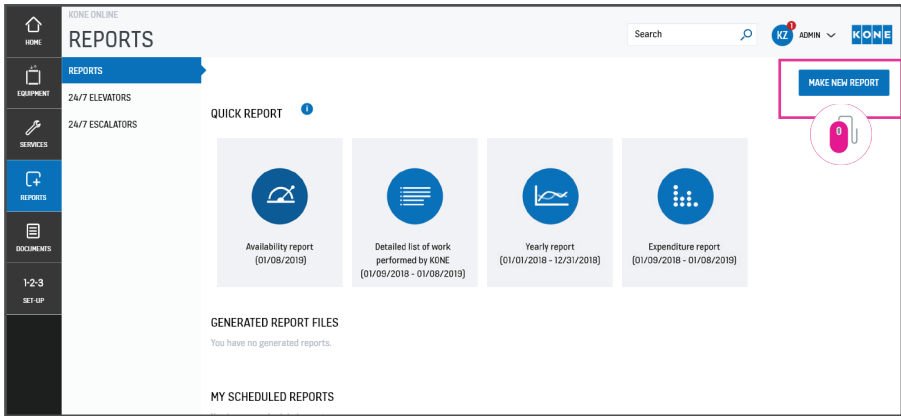
The screenshot displays the 'Services' section of the KONE ONLINE portal. The left sidebar contains navigation options: HOME, CALENDAR, EQUIPMENT LIST, SERVICES (highlighted), REPORTS, DOCUMENTS, and 1-2-3 SET-UP. The main content area is titled 'Services' and shows 'PLANNED SERVICES'. A red box highlights the 'CALENDAR' and 'LIST' options in the sidebar, with a red circle around the 'LIST' icon. The 'PLANNED SERVICES' section includes a sub-header 'These are the estimates for the upcoming service visits.' and a 'Show by:' filter with radio buttons for Address, Building, Contract, and Uncategorized (selected). Below this is a monthly calendar view for APRIL, MAY, JUNE, JULY, AUGUST, and SEPTEMBER. The table lists planned maintenance visits with columns for Service type, Equipment details, Work order and work description, and Status.

APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Planned maintenance	Hookhill Junction ● AA05 ● 10108542 ● 352013566		9A993170874 --	Scheduled	
Planned maintenance	Hookhill Junction ● AA16 ● 1012334 ● 35221245		00023170874 --	Scheduled	
Planned maintenance	Hookhill Junction ● (L16V) ● 1215566A ● 223345778		00652219800 --	Scheduled	
Planned maintenance	Hookhill Junction ● (L13) ● 22346776 ● 133588213		98219579685E2 --	Scheduled	
Planned maintenance	Hookhill Junction ● (AC13D) ● 12887654 ● 3256654877		9SP278860055 --	Scheduled	
Planned maintenance	Hookhill Junction ● AB15 ● 10078554 ● 73998223		96N2197008727 --	Scheduled	
Planned maintenance	Hookhill Junction ● AA16 ● 123156775 ● 6680036796		871231A097708 --	Scheduled	

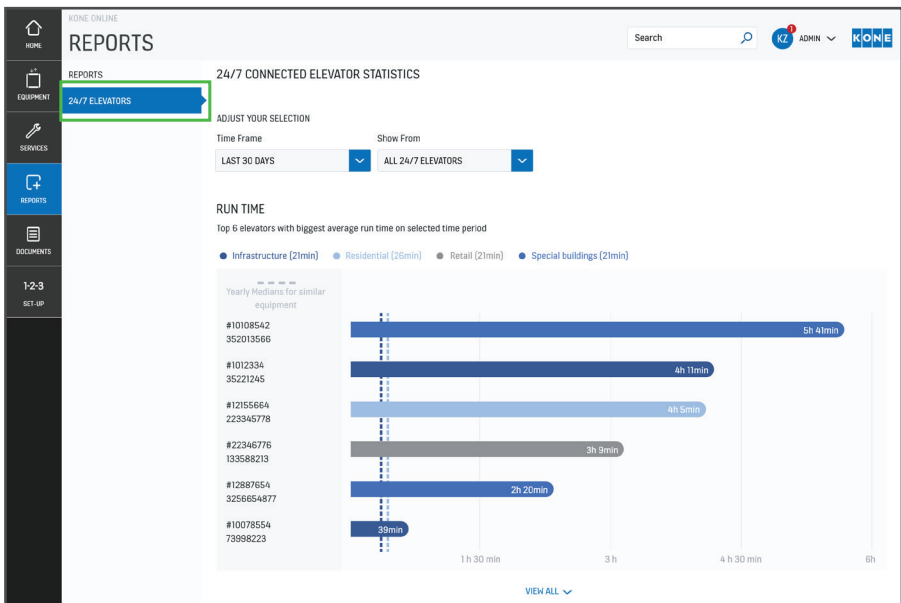
Clicking on the **Calendar** or **List** view gives you an overview of completed and planned service visits. **Scheduled Service** shows you details about future maintenance visits, filterable by address, building, or contract.

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.



Lifts 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 the 'INVOICES' link in the sidebar. The contract details include:

- DESCRIPTION:** HOOKHILL, ESCALATORS
- CONTRACT:** 01010293142
- 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	CONTRACT TYPE	RESPONSE TIME(S)(HOURS)	AVAILABILITY
01-Sep-2017	YwV	Regular time 4.00 Overtime 4.00	Regular time entrapment Overtime entrapment

BILLING PLAN TYPE	NOTIFICATIONS EMAILS
Quarterly in advance	-

EQUIPMENT	Equipment name / Equipment #	Manufacturer #	General description
	AA01 / 12345678	12345678332	Hookhill Junction, AA01 Hookhill

EQUIPMENT NAME, GENERAL DESCRIPTION	CONTRACT REFERENCE NUMBER	CUSTOMER	STATUS
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 the 'CONTACT REQUEST' button. The page displays a list of invoices with the following details:

Show invoices issued: LAST 6 MONTHS Also show expired contracts

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

CONTRACT #	CUSTOMER NAME	CONTRACT DESCRIPTION	CONTRACT STATUS
01010293142	Hookhill buildings	HOOKHILL, ESCALATORS	EXPIRED

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

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.

KONE ONLINE

Set-up

Search

KZ ADMIN KONE

HOME

EQUIPMENT

SERVICES

REPORTS

DOCUMENTS

1-2-3 SET-UP

MY SETTINGS

PORTFOLIOS

TEAMS

MY INFORMATION

FIRST NAME Tina

LAST NAME Test

EMAIL ADDRESS* Tina.Test@kone.com

PHONE +358 123 123 123

ROLE Admin contact

ACCOUNT ADMIN

LANGUAGE English

LOCALE Finnish

*Email address is also your user name

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

MY NOTIFICATIONS

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

Select what activities we should keep you informed about

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.

SAVE



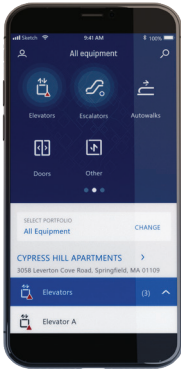
Under the [My Settings](#) tab, you can update your contact information.

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 smartphone. 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 with your sales representative!

www.kone.co.uk

www.kone.ie

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