

A white line graphic starts from a circle on the left, passes through a dot, and ends with a pulse symbol. It is overlaid on the image of the woman working.

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. At the top, there is a navigation bar with a home icon and a search bar. Below this is a main header with a cityscape background and the text "Improving the flow of urban life". To the right of the header is a summary panel with three data points: 407409 (16/18), 27469 (0/18), and 0/429 (0/18). Below the header is a central grid of cards. The first card is titled "TOTAL ACTIVITIES" and shows a count of 2. The second card is titled "TOTAL EQUIPMENT" and shows a count of 2. The third card is titled "TOTAL INVOICES" and shows a count of 319. The fourth card is titled "TOTAL REPORTS" and shows a count of 18 / 469. Below the grid are two detailed equipment cards. The first card shows a count of 140 and the second card shows a count of 18. A red box highlights the navigation menu on the left, and a green box highlights the bottom two equipment 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.

EQUIPMENT

Equipment

AL PORTFOLIO Search KONE ADMIN

Equipment 10255123

CURRENT STATUS

OK

Based on labor information, this equipment is ready to use for customer.

24/7 CONNECT CONTRACT

This equipment is under a 24/7 Connect contract.

24/7 PREVENTIVE EVENTS

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

To	Reason of state	By order type	Parts replaced
Scheduled 17/5/2018	Planned maintenance	--	--
Scheduled 18/5/2018	Planned maintenance	--	--
Scheduled 18/5/2018	Planned maintenance	--	--
Scheduled 18/5/2018	Inspection	767	--
Scheduled 18/5/2018	Planned maintenance	767	--
Scheduled 18/5/2018	Preventive check	--	--
Scheduled 18/5/2018	Planned maintenance	717	--
Scheduled 18/5/2018	Service request	701	--
Finished 18/5/2018	Planned maintenance	Real-time inspection	--
REASON OF STATE	PREVENTIVE CHECK	DESCRIPTION	
REASON OF STATE	REPAIR	DESCRIPTION	This work order was created as a result of checks as not urgent check list item
REASON OF STATE	INSPECTION	DESCRIPTION	Description of the issue. Please check a note to indicate level of risk occur when elevator stops.
REASON OF STATE	MAINTENANCE	DESCRIPTION	SEQUENTIAL 24/7 PREVENTIVE EVENTS
REASON OF STATE	REPAIR	DESCRIPTION	Repairing system
REASON OF STATE	REPAIR	DESCRIPTION	
REASON OF STATE	REPAIR	DESCRIPTION	

EQUIPMENT DETAILS

EQUIPMENT INFO

DESCRIPTION: 24/7 preventive

EQUIPMENT DESCRIPTION

4000-BL Junction

MANUFACTURE NO.

1750/58788887

EQUIPMENT #

10255123

EQUIPMENT TYPE

ServiceSpace 516

ADDRESS

4000-BL Junction, Helsinki

CREATE SERVICE REQUEST

CREATE SERVICE REQUEST

KONE ONLINE

KONE ONLINE

KONE ONLINE

KONE ONLINE

KONE ONLINE

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.

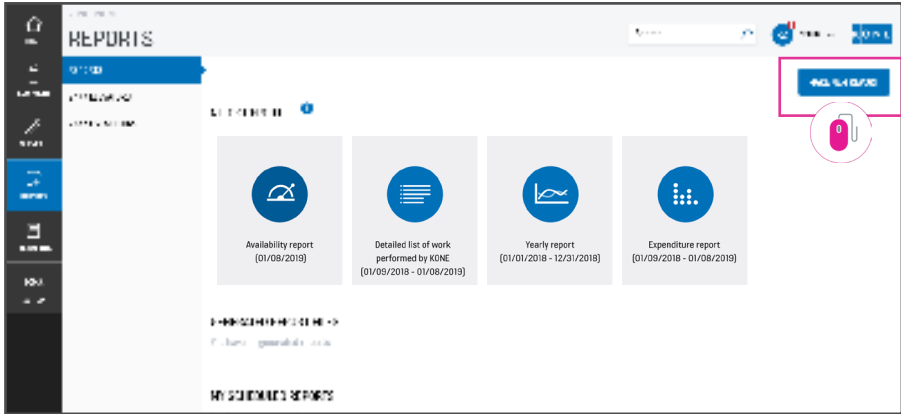
The screenshot displays the 'Services' page in a software application. On the left is a navigation sidebar with icons for Home, Calendar, List, Planned Services (highlighted), Add New, and Settings. The main content area is titled 'PLANNED SERVICES' and includes a sub-header 'These are the estimates for the upcoming service visits.' Below this, there are filter options: 'Show by:' with radio buttons for 'Address', 'Building', 'Contract', and 'Job/Workorder' (selected). The main table lists planned services across months from April to September. Each row includes a service type icon, a description, location details (hookbill junction, address, and phone numbers), a work order number, and a status (Scheduled).

	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
	Planned maintenance	Hookbill Junction • 446C • 101660-2 • 252045223		0403070879		Scheduled
	Planned maintenance	Hookbill Junction • 441E • 1017294 • 252217248		03E0981824 --		Scheduled
	Planned maintenance	Hookbill Junction • L 371 • 123290A • 222045279		03CE221903		Scheduled
	Planned maintenance	Hookbill Junction • F 18 • 22946778 • 12958413		847194943397 --		Scheduled
	Planned maintenance	Hookbill Junction • R 124 • 12987304 • 225634977		092266030C --		Scheduled
	Planned maintenance	Hookbill Junction • 441E • 1078862 • 7816222		9367187108777 --		Scheduled
	Planned maintenance	Hookbill Junction • 441E • 23 4876 • 106426730		87 23 4087730 --		Scheduled

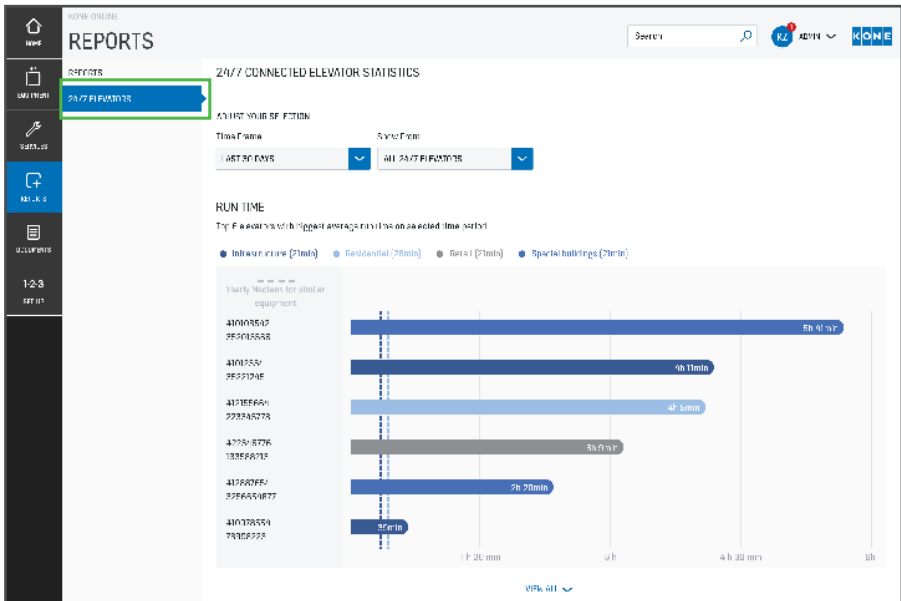
Clicking on the **Calendar** or **List** view gives you an overview of completed and planned service visits. **Scheduled Service** shows you details about future maintenance visits, filterable by address, building, or contract.

REPORTS

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



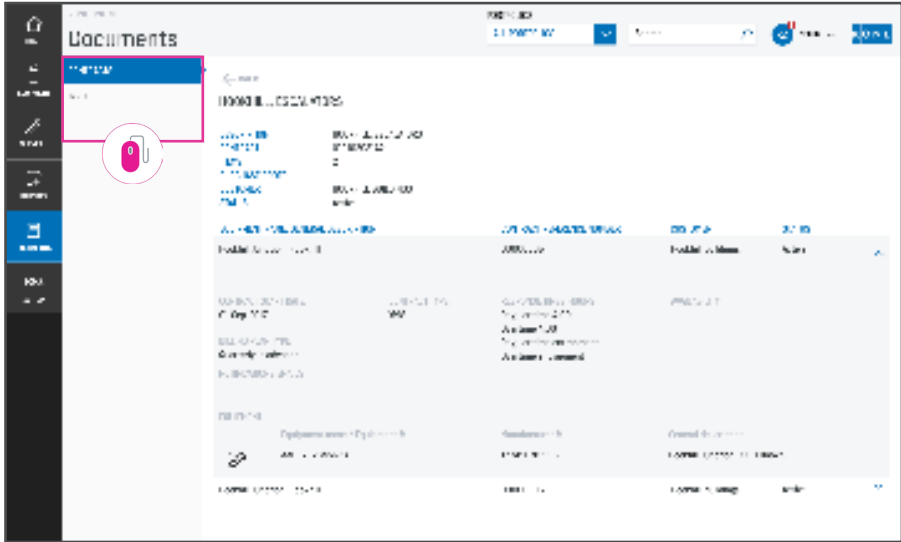
Click on [Create new report](#) and select the kind of report you wish to generate. Follow the steps to select which pieces of equipment you want to include in the report.



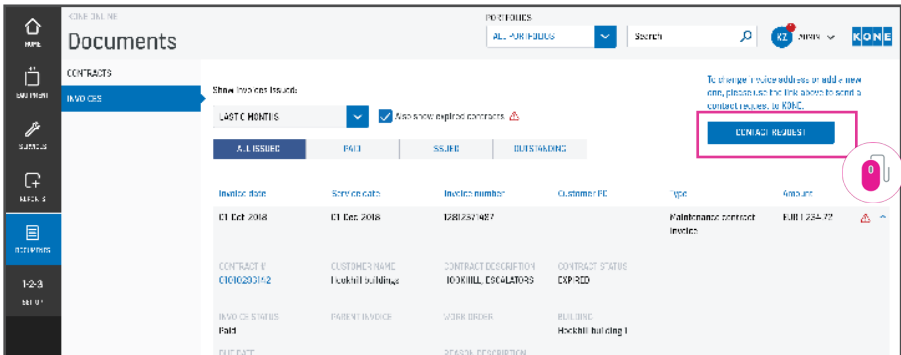
Elevators connected with KONE 24/7 Connected Services will show how long the equipment has been in operation and how many starts have occurred during the selected time period.

DOCUMENTS

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



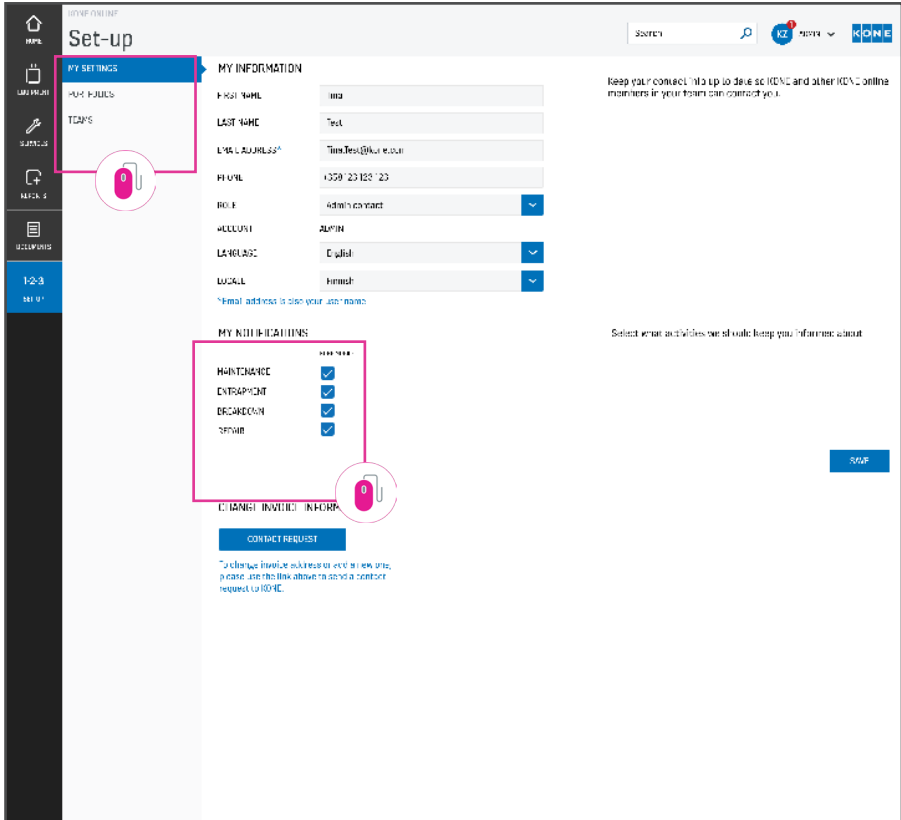
Under the **Contract** tab you can see the billing interval, contract type, and contract start date. Under the **Invoices** tab you can see all invoices which have been issued or paid, as well as any which are unpaid or overdue.



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.



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 provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace® DX, KONE NanoSpace™ and KONE UltraRope®.

KONE employs close to 57,000 dedicated experts to serve you globally and locally.

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