

A woman with dark hair pulled back, wearing a white high-collared shirt 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, with her hands on the keyboard. 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' tabs. The main header features 'HOME' and a search bar. The dashboard is divided into several sections:

- Summary Panel (Right):** Displays three rows of data: 'ALL GOOD' (467/469), 'SOMETHING IS GOING ON' (2/469), and 'ENTIREMENT' (0/469).
- Open Activities (Left):** Shows 2 activities for the last 2 weeks, with 0 '24/7 Connect events'.
- Contact Kone (Center):** Provides contact information for Vikalmoitukset, including a phone number and email address.
- History (Right):** Shows 2740 history items for the last 6 months, including 1590 maintenance, 10 inspections, 190 repairs, 810 callouts, and 140 '24/7 Connect events'.
- Service Request (Left):** Shows 2 currently open service requests.
- Invoices (Center):** Shows 319 invoices for the last 6 months, including 0 issued, 46 outstanding, and 273 paid.
- Your Equipment (Right):** Shows 18 / 469 equipment items, with 18 '24/7 Connected Devices in Total'.
- 24/7 Benefits (Bottom Left):** Shows 140 benefits for the last 6 months, including 121 preventive checks and 19 troubleshooting items.
- 24/7 Equipment Data Feed (Bottom Right):** Shows 18 '24/7 Connected Equipment' items, with a 'Data Feed Status' button.

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

ORDER #: #3AF144124223

INFORMATION

SOURCE: -

ORDER STATUS: Finished

ENTRAPMENT: No

CREATED: 09.4.2018 12:00 AM

ARRIVED: 13.4.2018 08:00 AM

DEPARTED: 13.4.2018 08:54 AM

DESCRIPTION of the issue: Preventive check to ensure adequate level of ride comfort when elevator stops.

SOURCE OF 24/7 PREVENTIVE EVENTS: Operating system

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 2.3.3

Vikali metakust 03007 150 83

KONE Online (uA) Terve KONE (Inhouse) (07/2018)

Palkkaset physoharkint Lyytikä palveluohje (07/2018)

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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.

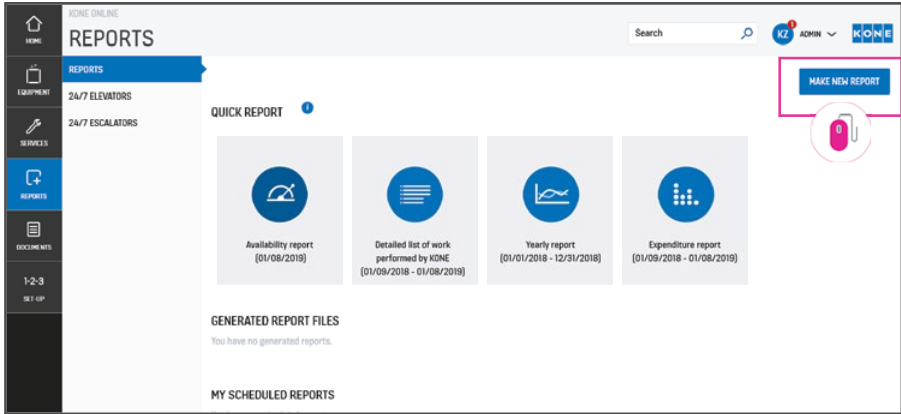
The screenshot shows the 'Services' section of a software interface. The left sidebar contains navigation options: HOME, CALENDAR, EQUIPMENT, SERVICES (highlighted), REPORTS, DOCUMENTS, and 1-2-3 SET-UP. The main content area is titled 'Services' and includes a 'PORTFOLIOS' dropdown set to 'ALL PORTFOLIOS' and a search bar. Below this is the 'PLANNED SERVICES' section, which states: 'These are the estimates for the upcoming service visits.' It offers a 'Show by:' filter with radio buttons for Address, Building, Contract, and Uncategorized (selected). The main area displays a table of planned services, with columns for months from APRIL to SEPTEMBER. Each row includes a calendar icon, 'Planned maintenance' status, 'Hookhill Junction' location, a list of equipment IDs (e.g., AA05, 101085A2, 352013566), a 'Work order and work description' ID (e.g., 9A993170874), and a 'Scheduled' status. A pagination bar at the bottom right shows '<< | < 1/2 > | >>'. A red box highlights the 'CALENDAR' and 'LIST' options in the sidebar, with a red circle around the 'SERVICES' icon.

APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
	Planned maintenance	Hookhill Junction ● AA05 ● 101085A2 ● 352013566	9A993170874 --		Scheduled
	Planned maintenance	Hookhill Junction ● AA16 ● 101233A ● 35221245	000023170674 --		Scheduled
	Planned maintenance	Hookhill Junction ● (L191) ● 1215566A ● 223345778	00652219800 --		Scheduled
	Planned maintenance	Hookhill Junction ● (L13) ● 22346776 ● 133588213	9821997968SE2 --		Scheduled
	Planned maintenance	Hookhill Junction ● (AC130) ● 1288765A ● 3256654877	95P278860055 --		Scheduled
	Planned maintenance	Hookhill Junction ● AB15 ● 10078554 ● 73998223	98N2197006727 --		Scheduled
	Planned maintenance	Hookhill Junction ● AA16 ● 123156775 ● 888008796	8712314097708 --		Scheduled

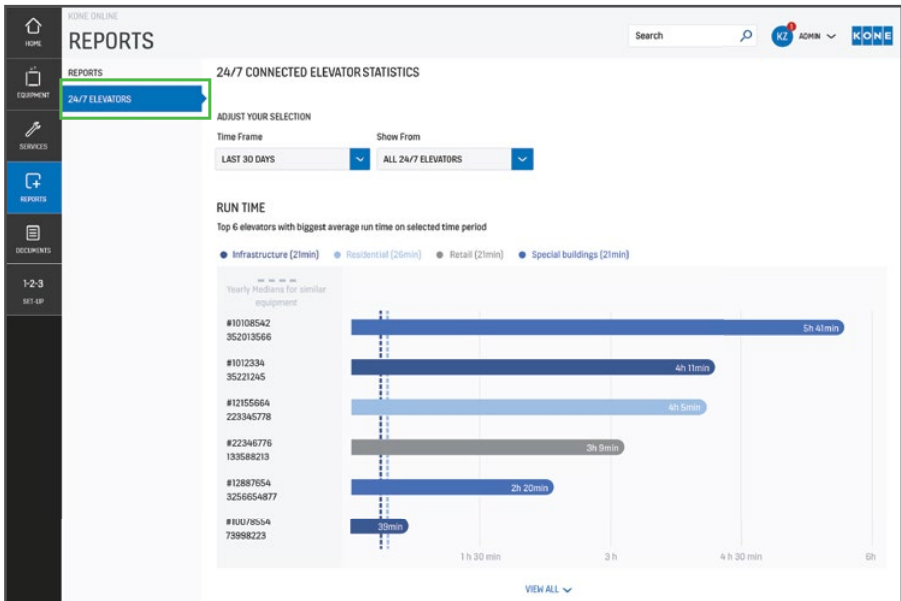
Clicking on the **Calendar** or **List** view gives you an overview of completed and planned service visits. **Scheduled Service** shows you details about future maintenance visits, filterable by address, building, or contract.

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.

The screenshot shows the 'Documents' page in the KONE ONLINE system. The left sidebar has 'DOCUMENTS' 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: 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	CONTRACT TYPE	RESPONSE TIME(S)HOURS	AVAILABILITY
01-Sep-2017	YHv	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	

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 filter for 'LAST 6 MONTHS' and a checkbox for 'Also show expired contracts'. Below the filter is a table with columns: ALL ISSUED, PAID, ISSUED, and OUTSTANDING. The main table shows the following invoice details:

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

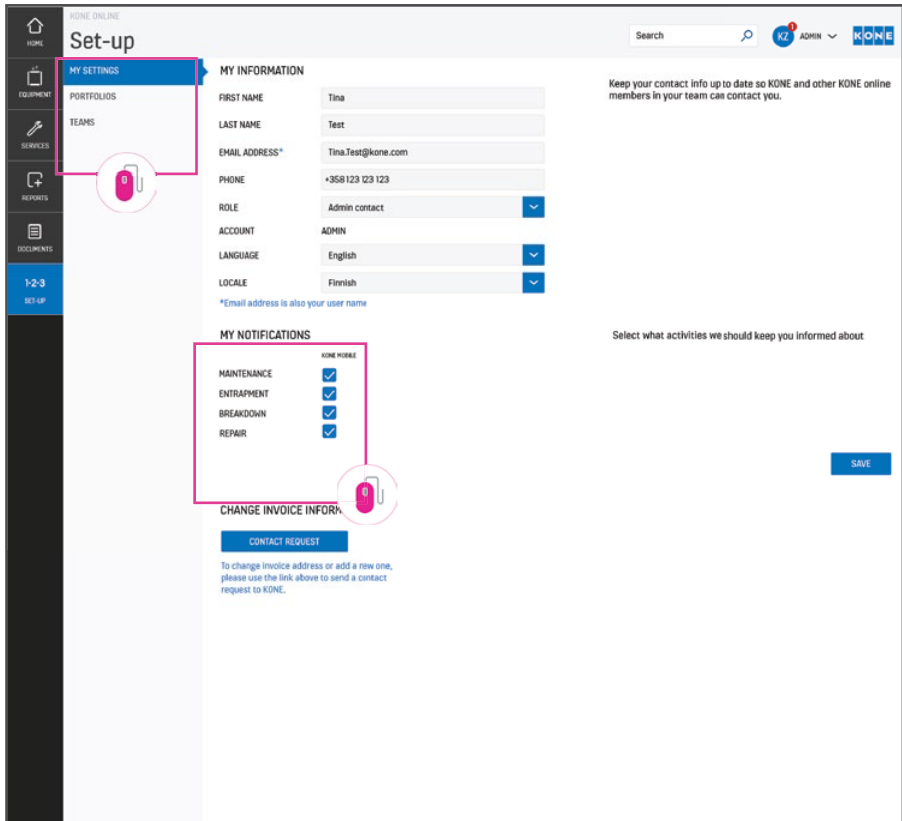
CONTRACT #	CUSTOMER NAME	CONTRACT DESCRIPTION	CONTRACT STATUS
010102931A2	Hookhill buildings	HOOKHILL, ESCALATORS	EXPIRED

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.



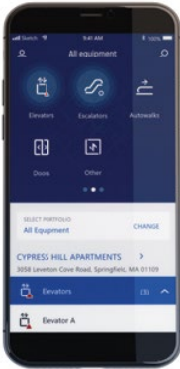
Under the [My Settings](#) tab, you can update your contact information.

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.com