

KONE Mobile – Frequently Asked Questions

Is KONE mobile compatible with my device?

The application is compatible with Apple and Android smartphones and tablets.

How do I access KONE mobile on my device?

Download the free application from the [Google Play Store](#) or [Apple's App Store](#) to your device and follow the login instructions.

Can I access the KONE Mobile on my PC?

No, the application is only for use on mobile devices such as a smartphone or tablet. However it is part of our KONE Care Online family which is designed for desktop use.

Can I use the KONE Mobile on multiple devices?

Yes, you can access the application on several tablets and mobile phones at the same time.

I have lost my password and/ or username, what can I do?

Simply follow the steps on the login page for the application on your device to reset the password, if you still have trouble please contact your local KONE representative (please note: our customer contact centre does not currently handle any requests regarding KONE mobile).

I do not have a KONE Care Online account, how do I get one?

In order to use the KONE Mobile you will need an account setup in our online customer portal, KONE Care Online. Please contact your local KONE representative to organise an account setup or [complete our online form](#).

What information is required for setup?

If you are an existing KONE service customer, we will need to know your device type, contact name, email and phone number.

How long will it take to get setup?

Once you have provided the details required for setup, access is usually granted within five working days.

Who should be using KONE Mobile?

We have designed the application for use by our customers - specifically buildings or facilities managers working onsite.

Is KONE Mobile available 24/7?

Yes, the application is live and available 24/7.

Notifications are not working on my device, what can I do?

First check that in your device application settings for KONE mobile that you have enabled notifications. In some Android phones you need to activate notifications: go to Settings > Privacy & Security > Notification Center > Choose KONE Mobile > Change notification options to receive notifications.

Secondly check your app store for any update available for the app and run the update if one is available.

If you still do not receive notifications please contact your local KONE representative to ensure that you have the required access level in place.

Can I use KONE Mobile for reporting?

No. The app is designed for live information and so is not setup for reporting functionality. For each asset there is a maximum of 3 events shown in the history; e.g. the past three maintenance visits. However, it is part of our KONE Care Online family, which is designed for reporting.