



EMERGENCY CALL  
CONNECTING



# KONE 24/7 EMERGENCY COMMUNICATIONS

How to achieve emergency communication compliance for your elevators, in two easy steps:

1. Choose KONE for our comprehensive solution with turnkey installation and 24-hour monitoring
2. Enjoy greater peace of mind, priceless value, month after month

# GO BEYOND COMPLIANCE WITH KONE – AND GET EMERGENCY COMMUNICATIONS, DONE BETTER

## Turnkey Solution Improves Responsiveness

New building codes\* increasingly mandate accessible elevator communications for passengers with hearing impairments. KONE can help you stay ahead of the curve with this two-way, visual solution that provides inclusive, comprehensive emergency communications. Plus, our turnkey solution makes it easy by supplying and installing the equipment, managing all connectivity, and providing live monitoring and response 24/7/365.

## KONE Helps Keep Your Network Safe

Most other emergency communications systems connect to your building network, opening the door to security breaches and requiring coordination with your IT staff. KONE 24/7 Emergency Communications is a self-contained unit that bypasses your building's IT network. This means there is no connection that could allow viruses and malware to enter and threaten your network's security.

## KONE Platform Offers Even More Advantages

KONE's emergency communication system is built on the KONE 24/7 Connected Services platform. You'll get KONE's predictive maintenance service and be able to subscribe to future KONE innovations that simplify operational tasks and elevate the car experience.

## KONE Customer Care Center Delivers Results

Dedicated KONE Customer Care agents are highly trained to identify hazard situations and respond to any situation. Our agents provide quick, appropriate and effective response to every call; they consistently achieve 98.5% average quality score.



SOLUTION FOR NEW BUILDINGS\*

SOLUTION FOR EXISTING BUILDINGS

## SIMPLE OPERATION IN AN EMERGENCY

- Passenger triggers in-car emergency system.
- In-car camera lets KONE monitoring center see and assess situation.
- 10.1" and 15.6" touch-screen display enables easy-to-read, 2-way messaging in addition to standard voice communication.\*\*
- Trained KONE personnel respond to emergencies 24/7/365.
- 4G broadband ensures reliable connectivity.\*\*
- Integral back-up power supply provides interruption-free service.\*\*

This solution is available for conventional car operation panels (shown in images above) and destination systems.