



EMERGENCY CALL  
CONNECTING



# KONE 24/7 EMERGENCY VIDEO 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 text and voice based two-way communication solution which includes video capability, allowing our agents to see inside the elevator car in case of an emergency. 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 Video 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 24/7 Emergency Video Communications 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 hazardous situations and respond to any situation. With our agents connected to the passengers inside the elevator car, you benefit from having a team known for quick, appropriate and effective responses to every call. They consistently achieve an average quality score of 98.5%.

KONE 24/7 Emergency Video Communications can also be monitored in-house or by other monitoring service providers. Consult your KONE sales representative for more information.



SOLUTION FOR NEW BUILDINGS\*

SOLUTION FOR EXISTING BUILDINGS

## SIMPLE OPERATION IN AN EMERGENCY

- Passenger pushes 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.\*\*
- Integrated back-up power supply provides interruption-free service.\*\*

*24/7 Emergency Video Communications is available for conventional car operation panels which register the desired travel direction with the push button. Our destination systems have no buttons on the car operation panel, elevator call is placed on keypad outside the elevator (shown in the images above)*

KONE  
kone.us