KLEEMANN Live Functionalities

ALL Features, Benefits & availability

Feature	How it works	Description	Benefit	KLEEMANN Live web platform	Mobile applications		Basic	Advanced	PRO
					Lift Control PRO	Lift Control			
Current & Connectivity Elevator Status	Monitor elevator status & connectivity through a widget or map view	Group elevators per customer or other criteria	Real-time monitoring, faster issue identification, better portfolio overview	●	●	●	●	●	●
Real Time (Live) Elevator Status	View and remotely control elevators with functionalities similar to a handheld terminal	Remote control capabilities for quick interventions: elevator calls, door commands, block landing calls	Minimize visit durations and allow service to more customers in less time	●	●			●	●
Customizable Dashboard	Personalize your dashboard to prioritize valuable information	Enhanced user experience, focused insights and quick access to critical data	Reliability and performance combined with a technology that evolves with you	●			●	●	●
View, Edit & Compare Genius20 Controller Parameters *	Access and adjust most used Genius20 controller parameters, review & compare timestamped history, simulating physical presence	Efficient troubleshooting and configuration customization without jeopardizing the elevator's safety or the passenger's security. Parameter comparison enables further optimization.	Reduce on-site visits and serve, support, and provide service to more customers in less time	●	●		●	●	●
View & Edit Genius SafetyLine Autodialer Parameters (available with Genius SafetyLine) *	Access and adjust Genius SafetyLine autodialer most common parameters	Efficient troubleshooting, configuration customization simulating physical presence	Reduce on-site visits, and service more customers in less time	●	●		●	●	●
Ride Data & Statistic Insights	Analyze travel data, floor accuracy (levelling), doors performance and other key metrics	Optimize performance, identify operational patterns and improve overall efficiency	Ensure reliability & prevent future errors or downtimes. Strengthen customer trust.	●	●	●	●	●	●
Event & Error Notifications	Receive real-time notifications for elevator events and errors. Access historical logs for detailed review	Reduce downtime with quick issue detection through email or platform notifications	Improve First-Time Fix Rate & optimize Technician Time	●	●		●	●	●
Preventive Maintenance Notifications	Get preventive maintenance alerts with suggestive actions	Receive alerts via email, mobile app push notifications, or SMS	Minimize breakdowns and maintenance visit costs. Extend elevator lifespan.	●	●				●
SMS Alerts	Receive SMS alerts on your mobile device for critical events	Configure which alerts need immediate attention and respond accordingly	Immediate awareness of emergencies and enhanced safety	●	●			●	●
Mobile Apps & Notifications	Monitor elevators via the Lift Control Pro app (Android & iOS) with instant push notifications	Use it to monitor your portfolio remotely and utilize most of the features available on the web platform	Instant updates and fast responses to issues		●		●	●	●
Control Internal User Access	Provide access to technicians, subcontractors or other internal users, and monitor their activity	Secure tailored access based on user roles, via the Lift Control PRO mobile app (Android & iOS)	Improve collaboration, demonstrate professionalism and accountability	●				●	●
Control End User Access	Provide access to end users such as building owners, tenants, facility managers	Secure user access via the Lift Control mobile app (Android & iOS)	Enhance your professional image through innovation. Strengthen customer trust.	●			●	●	●
KLEEMANN Tech Support Request	Grant temporary access to KLEEMANN's after-sales support team for comprehensive assistance	Allow our experts to offer you tailored guidance remotely	Peace of mind, quick problem resolution and minimize downtime	●			●	●	●
Ride Quality Insights	Get ride quality data on demand by using your mobile device	Compare ride quality data by date to ensure consistent service quality and identify issues affecting ride comfort	Offer flexible solutions to your customers and increase customer satisfaction	●	●	●			●
Genius20 Controller Remote Error Reset	Reset Genius20 controller errors	Non-critical errors can now be safely and remotely reset	Fast error resolution. Reduce the need for physical presence. Minimize downtime.	●				●	●
Remote End of Alarm (available with Genius SafetyLine)	End the alarm on Genius SafetyLine Autodialer when activated	End of alarm can now be remotely & safely reset using a secure PIN	Resolve alarms faster. Minimize disruption. Improve safety.	●				●	●
Document & Ticket Management	Distribute and manage elevator-related documents and offer customer support ticketing capabilities	Streamlined communication, efficient document handling and organized issue tracking	Improve communication, demonstrate professionalism and gain trust	●	●	●			●
Maintenance Event Management & Calendar Tool	Utilize a built-in calendar for tasks and events, shareable with customers and technicians	Assign maintenance tasks to your team, organize visits on-site and inform. the customer about your progress	Improved coordination, better resource planning and effective tracking of maintenance activities	●	●	●			●
KL LiveBot – your AI assistant	Interact with our 24/7 available virtual assistant and receive answers related to our product and services	Our AI bot is here to help navigate the platform, looking for product details or troubleshooting technical questions instantly	Acting as your first point of contact for support can guide you to quick solutions and reduce the need for direct support requests	●			●	●	●

* Edit & Compare Parameters functions are available only on Advanced & Pro subscription plans.