

Start with a Free K-Tech Connect Account

The K-Tech Connect online web app (<https://connect.ktechonline.com>) is the central hub for activating, managing and monitoring K-Tech Connect devices. In order to use our web app, you will need to contact us to set up your free account.

Call us at [1-800-993-9399](tel:1-800-993-9399) or send an email to connect@ktechonline.com to register.

Device Activation & Management

Every K-Tech Connect needs to first be activated in order to be used, and then managed. **This is usually done by the company that installs the device and has the service contract on the elevator where the device is installed.**

When the device is powered up and connected to the internet, the activation details will be shown on the screen. Using the web app, navigate to the [Activate Device](#) page via the main menu and enter the details you see on the screen, then press the [Activate](#) button.

Upon successful activation, the device is ready to use. We recommend entering the device's [Elevator ID](#) and [Address](#) at this time to avoid losing track of which device is where.

Device Monitoring (Self Monitoring)

Any device that you activate & manage, you will also be able to monitor with no extra steps needed. Using the web app, navigate to the [Live Dashboard](#) via the main menu to interact with emergency devices.

By clicking the [Interact](#) button next to a particular device on the live dashboard, a live call will be initiated where you have the ability to send and receive text messages from the emergency device, and also view the live video feed from the cab.

Device Monitoring (3rd Party)

As the installer, you may want a 3rd party call center to perform the monitoring. Utilizing the K-Tech Connect System, you can easily send a registered call center a request to monitor a specific emergency device directly through the web app.

To send a monitoring request, navigate to the [Emergency Devices](#) page via the main menu within the web app. Click on the device ID of the emergency device you would like to have monitored. Scroll down to the [Monitoring](#) section and click [Manage Device Monitoring](#). Here you will find a list of available 3rd party call centers. Simply click [Send Request](#) next to the desired call center, review the request and click the [Send Request](#) button.

The request will have a **pending** status and the call center will receive a request alert. Once they approve the request, the emergency device will be available to them on their Live Dashboard and the status of the request will be set to **approved**.

All monitoring requests, incoming and outgoing, can be view and managed within the web app simply by clicking the [Monitoring Requests](#) link via the main menu.

More to Explore

Our web app provides emergency device customization such as themes and slide shows, managing company users & permissions, device connectivity status, email alerts, preset messages and more! Explore the app and see why our system is the best!

