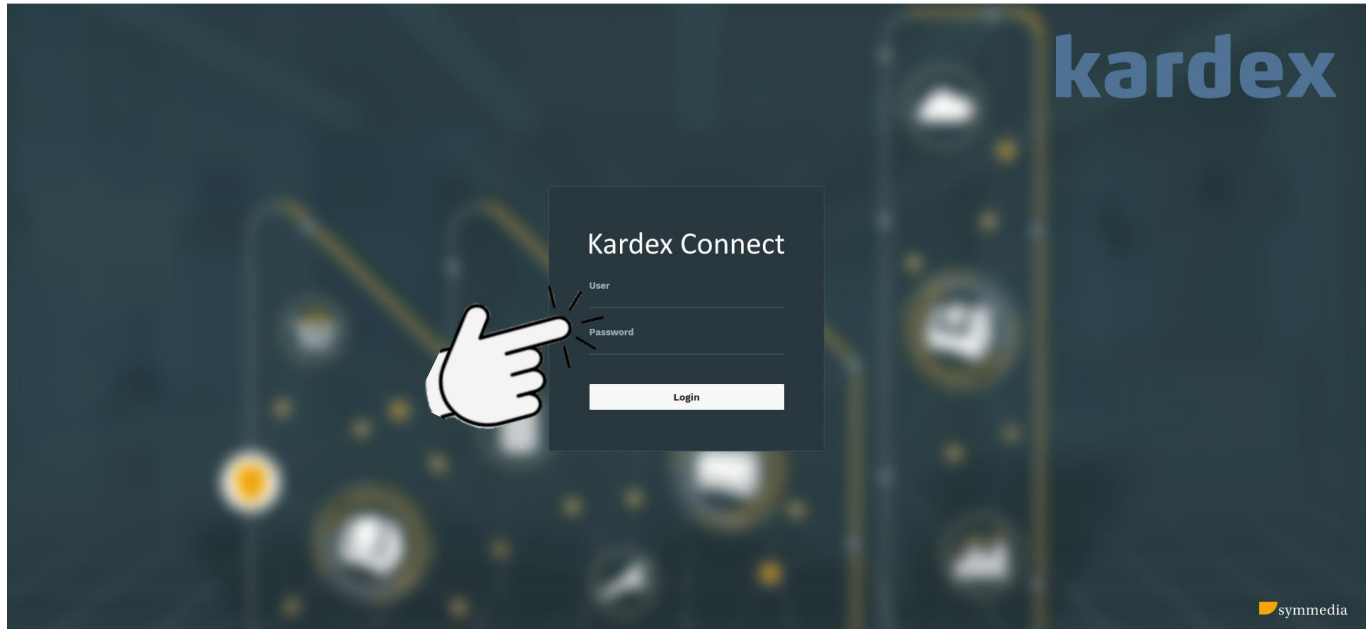


## Logging a remote call via webapp

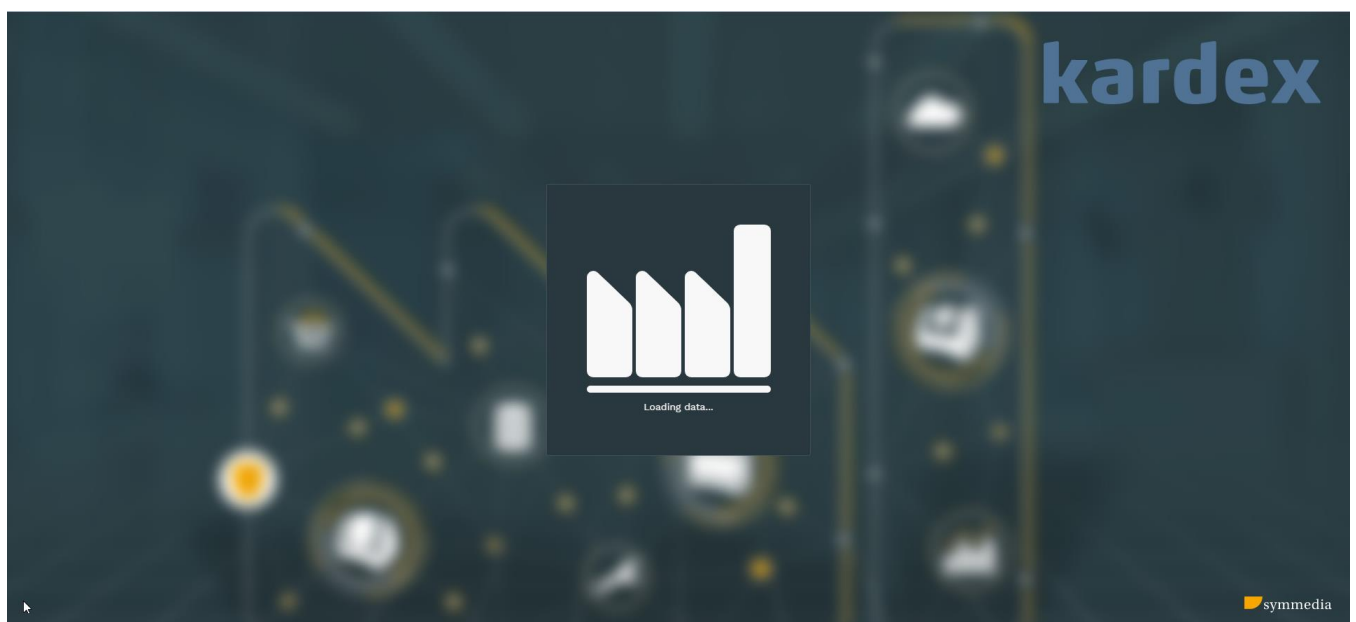
1<sup>st</sup> open you web app page



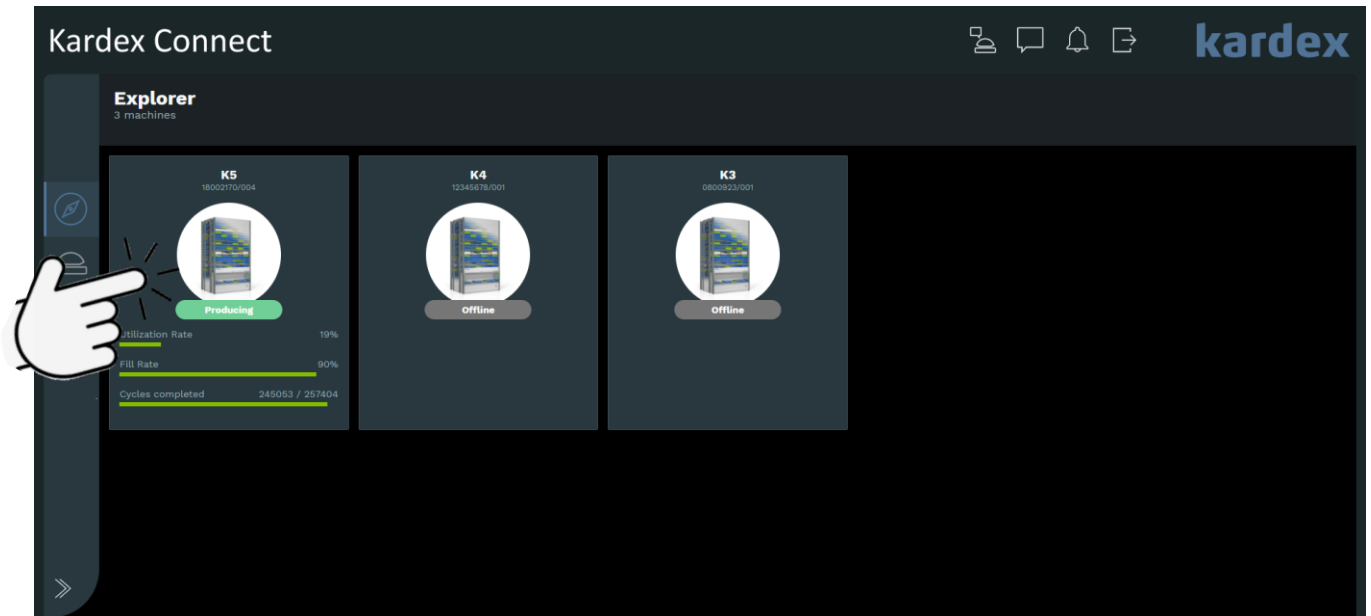
Input your login if you don't know it you can try

kardex (all lower case) for the user

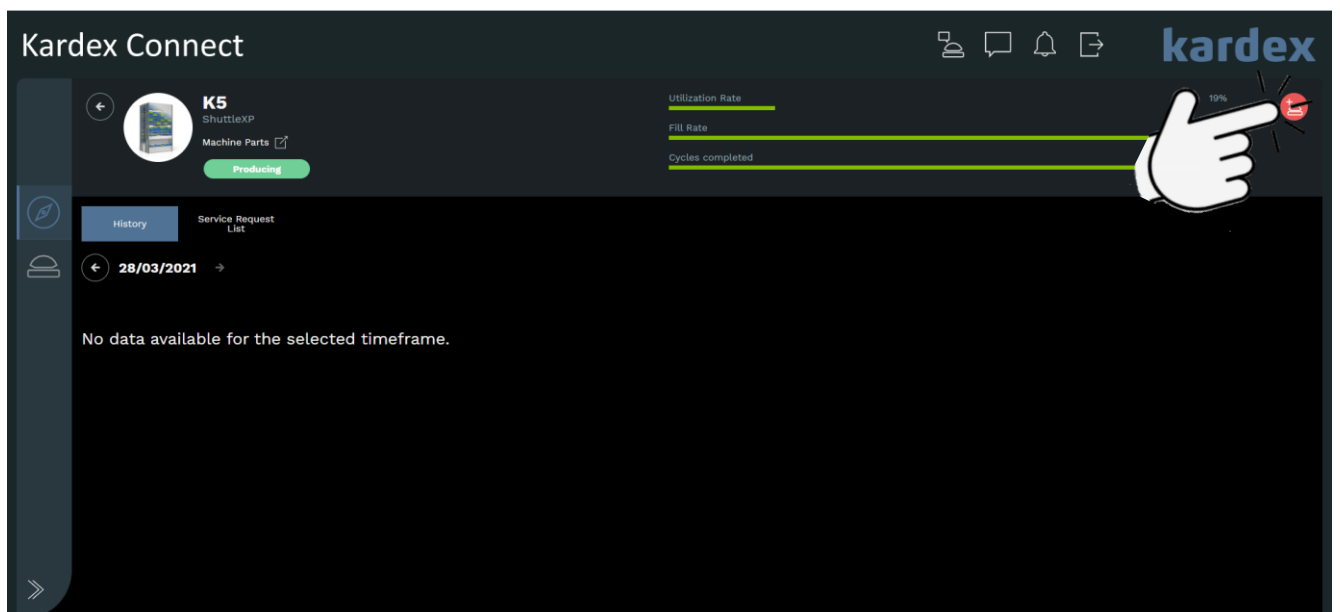
Kardex-1 for the password



Once pass the loading page you will get to the main page. You will then need to pick the unit you would like to make the call for.



Now click to the plus in the top right corner



Now fill out all of your info and the fault info and press publish.

Kardex Connect

New Service case

KS

Facility name: training UK -

Machine ID: 18002170/004

Machine type: ShuttleXP

Draft

Contact name

Contact address (Tel. / E-Mail)

Phone number (optional)

Last error code (optional)

Machine state

Error symptoms (optional)

Counteractive measures (optional)

Attachments (optional)

Drop files here or [Browse](#)

[Publish](#)

You will now see the called you logged.



Someone from Kardex will call you soon.