

# Quick Guide

## my.KUKA – the digital customer portal



[my.KUKA.com](https://my.kuka.com)

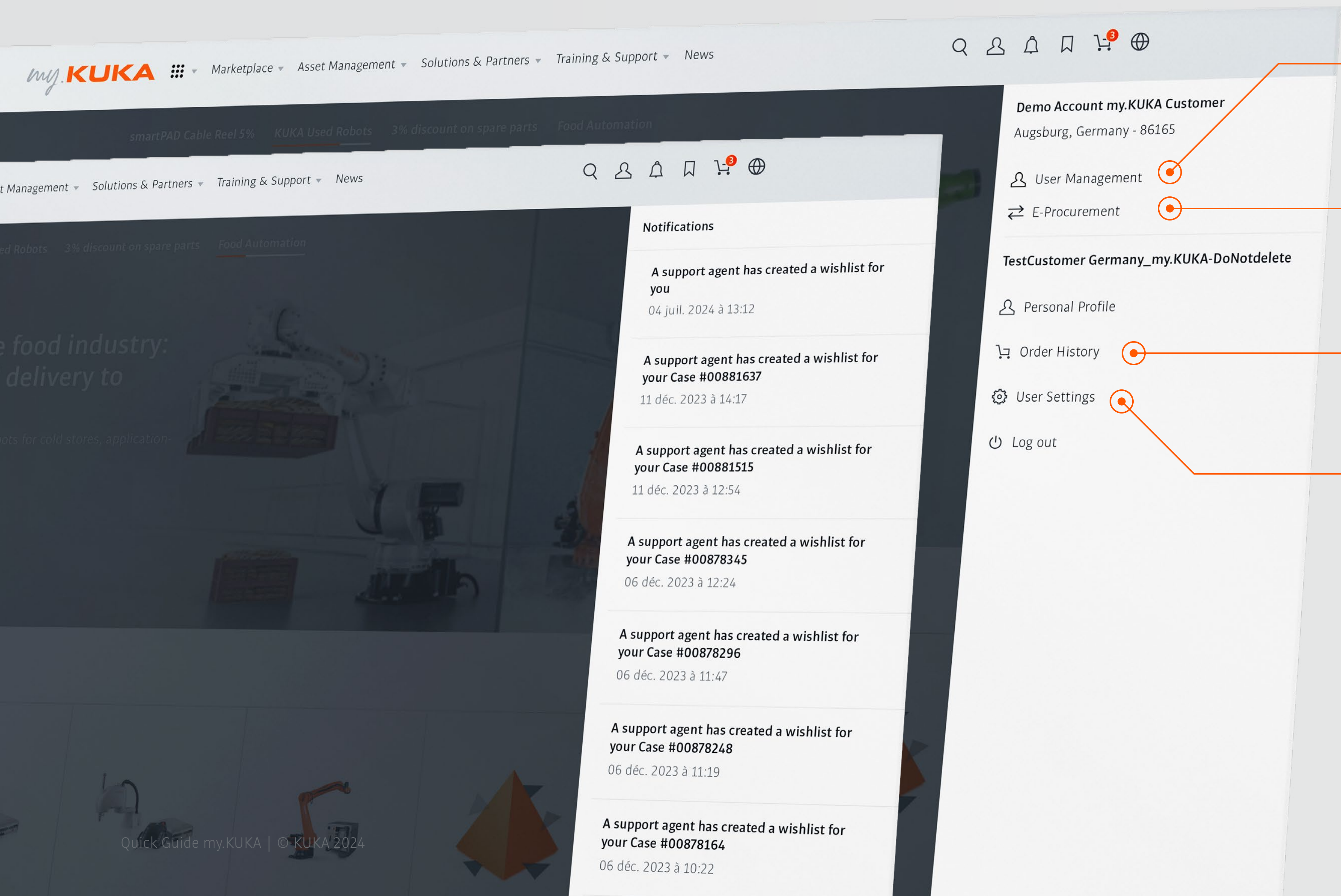
# Content



**my.KUKA is your personal gateway to the entire world of robotics from KUKA.** In one place, you will find everything you need for robot-based automation: from qualified support and digital products to robots and components that you can purchase directly on the my.KUKA Marketplace. This brief Quickguide is designed to help you navigate this world of (nearly) endless possibilities. Turn KUKA into »my.KUKA«!

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# My profile – make my.KUKA your my.KUKA



## User Management

Overview of my.KUKA user, manage Marketplace permissions

## Access to E-Procurement

Information and request to connect your purchasing system to my.KUKA

## Order Overview

History and all details for Marketplace orders

## Profile and Settings

Configure your personal settings



Use additional KUKA Apps such as KUKA Load or KUKA Xpert with the App Launcher!



# User support – we help you in any way

## Access to trainings

Access to KUKA college, your training overview and personal training history

## FAQ

Find most relevant detail information on your processes

## Your knowledge database

Access to KUKA Xpert, find detailed guides and all information for products and services

Also use the direct Feedback Channel to KUKA

## Case Creation & management

History, contact options and advanced case management

Marketplace ▾ Asset Management ▾ Solutions & Partners ▾ Training & Support ▲ News

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My Support Cases

Manage your support cases

🎓 Training

Find and book your training here

❓ Frequently asked questions

🔗 KUKA Xpert

Digital knowledge base for all KUKA products

🌐 Robotic Republic: the KUKA ecosystem

Access the KUKA Ecosystem, forum

my.KUKA

Marketplace ▾ Asset Management ▾ Solutions & Partners ▾ Training & Support ▾ News

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Home / Support Overview / My Support

🔗

My Support

Thank you for visiting this page. We are looking forward to assist you.

For any **information** or **specific documentation**, please use the following link to our digital knowledge database "Kuka Xpert".

In case you have a **specific service request**, you can create a support case by following the link below you will receive a response as soon as possible. The status of all your cases can be viewed and tracked at any time in your account.

In order to get a quick diagnosis and specific support in software queries, it is helpful to attach your WoV project or KRCDiag files.

**Note:** If you want to trigger a technician request for one of your cases, please click on the case to open the detail page. There you can start the process.

Create support case / Search in Xpert

my.KUKA: Open Cases ▾ ⬆

0 items • Sorted by Case Number • Filtered by All cases - 7 more filters applied

🔍 Search this list...

Case Num...	Case Subject	Topic	Status	Sub-Status	Case Origin	Date/Time Opened
No items to display.						

Data protection notice: Any case that you create will be visible to all verified users at your company. The case will include your email address. For further information, please refer to our [data privacy policy](#).

You can also find your contact person via our [global customer service contacts](#).

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# Asset Management – Keep your fleet running

## Roboter Details

See all details and maintenance functions for your robot

## Spare Parts Finder

Find and buy all related spare parts for your chosen robot online

## Service Technician Request

Request an onsite service technician

Active Assets ⓘ  
8

Unconfirmed Assets ⓘ  
0

Confirmation Level ⓘ  
100%

Status  
All Active Assets ▼

Location status  
All ▼








Filter

Create support case

Not my Assets

Set to End of Life

Confirm

<div><div>ⓧ iiQoT</div><div>Confirmed</div><div>▼</div></div> <div></div> <div><div><input type="checkbox"/> Serial Number: 983404 LBR iiwa 14 R820</div><div>Test Dach</div></div>	<div><div>ⓧ iiQoT</div><div>Confirmed</div><div>▼</div></div> <div><div>View/Edit details</div><div>View Documentation</div><div>Go to Marketplace</div><div>Find Spare parts</div><div>Request Service Technician</div><div>Create support case</div><div>Confirm location</div><div>Remove asset</div><div>Set to inactive</div><div>Onboard to iiQoT</div></div> <div><div><input type="checkbox"/> Serial Number: 1070947 KR 120 R2700-2</div><div>Dolor sit amet</div></div>	<div><div>⚠ iiQoT</div><div>Confirmed</div><div>▼</div></div> <div></div> <div><div><input type="checkbox"/> Serial Number: 983801 LBR iiwa 14 R820</div><div>Kunde 1</div></div>	<div><div>ⓧ iiQoT</div><div>Confirmed</div><div>▼</div></div> <div></div> <div><div><input type="checkbox"/> Serial Number: 983801 LBR iiwa 14 R820</div><div>Kunde 1</div></div>
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> Available Actions (more information in our asset management FAQ)

## Marketplace Access

Directly navigate to the product page for downloads, robot details and spare parts

## Self-Service Function

Manage your robot fleet: add, remove or mark as inactive



# Software & Licenses – retain control at a glance

## My licenses

Find your own licenses,  
license keys, and further details

## My account licenses

Keep track of all the company's  
licenses and maintenance  
agreements, navigate to Market-  
place for orders

## iiQot

Request and access the  
KUKA iiQoT tool to digitaly  
manage your robot fleet

## Report to License Manager

Proactively inform your license manager on expiring  
and recently expired licenses. Ensure that action  
is taken in a timely manner.

## License Transfer

Transfer licenses between locations or to  
another company at any time. Make sure  
that licenses are available where they  
are needed.



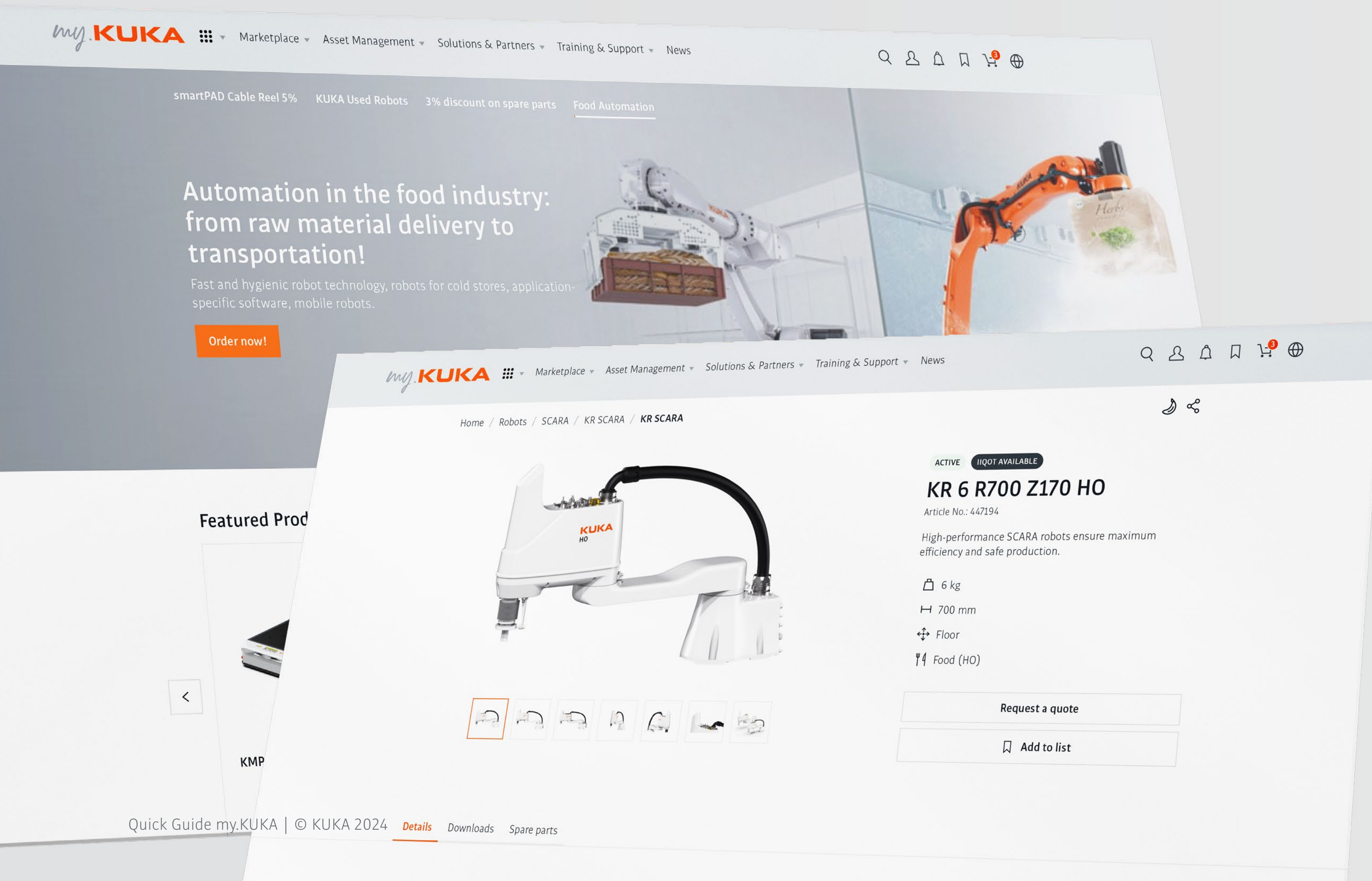
# Marketplace –

## Your online shop for all KUKA products

### Benefits of my.KUKA Marketplace

- ✓ Always online, always available
- ✓ Access to the complete KUKA portfolio
- ✓ Intuitive ordering process
- ✓ Transparent availability and delivery information
- ✓ Fast supply of spare parts

**Transparent, complete, user-friendly and fast:** find exactly what you need without detours and place your order anytime with a click of a button.





# Product detail page – information, configuration and quotation on a single page

## Spare Parts

See all related spare parts at a glance

## Downloads

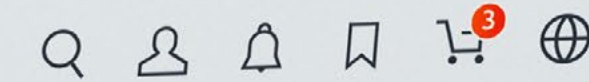
Get product information, documentations, CAD data and many other important files

## Overview

Find the most important technical data of the products



Marketplace ▾ Asset Management ▾ Solutions & Partners ▾ Training & Support ▾ News



Home / Robots / Small robots / KR AGILUS / KR 4 AGILUS



ACTIVE IIQOT AVAILABLE

## KR 4 R600

Article No.: 356043

Top performance in practice at a reasonable price. You can depend on the robot carrying out its work reliably in a wide variety of applications and environments.

4,63 kg

601 mm

Floor, Ceiling, Wall, Desired angle

### Variants

Custom configuration  
Starting at 22 068,00 €

Express Pack Variant (preconfigured)  
22 644,95 €

Request a quote

Add to list

## Custom Configuration

Configure your robot online with a lean amount of required parameters and purchase it directly on the website at customer-specific prices

## Request Quote

Request an individual offer for the chosen product

## Add to List

Create a wishlists together with your colleagues and prepare a common cart



# Stay up-to-date – find documents, training and knowledge

## Webinars for products, releases and new functionality

Get full access to a wide range of high-quality webinars. Keep your knowledge up to date and take advantage of new opportunities.

## Introductions and discontinuations of KUKA products

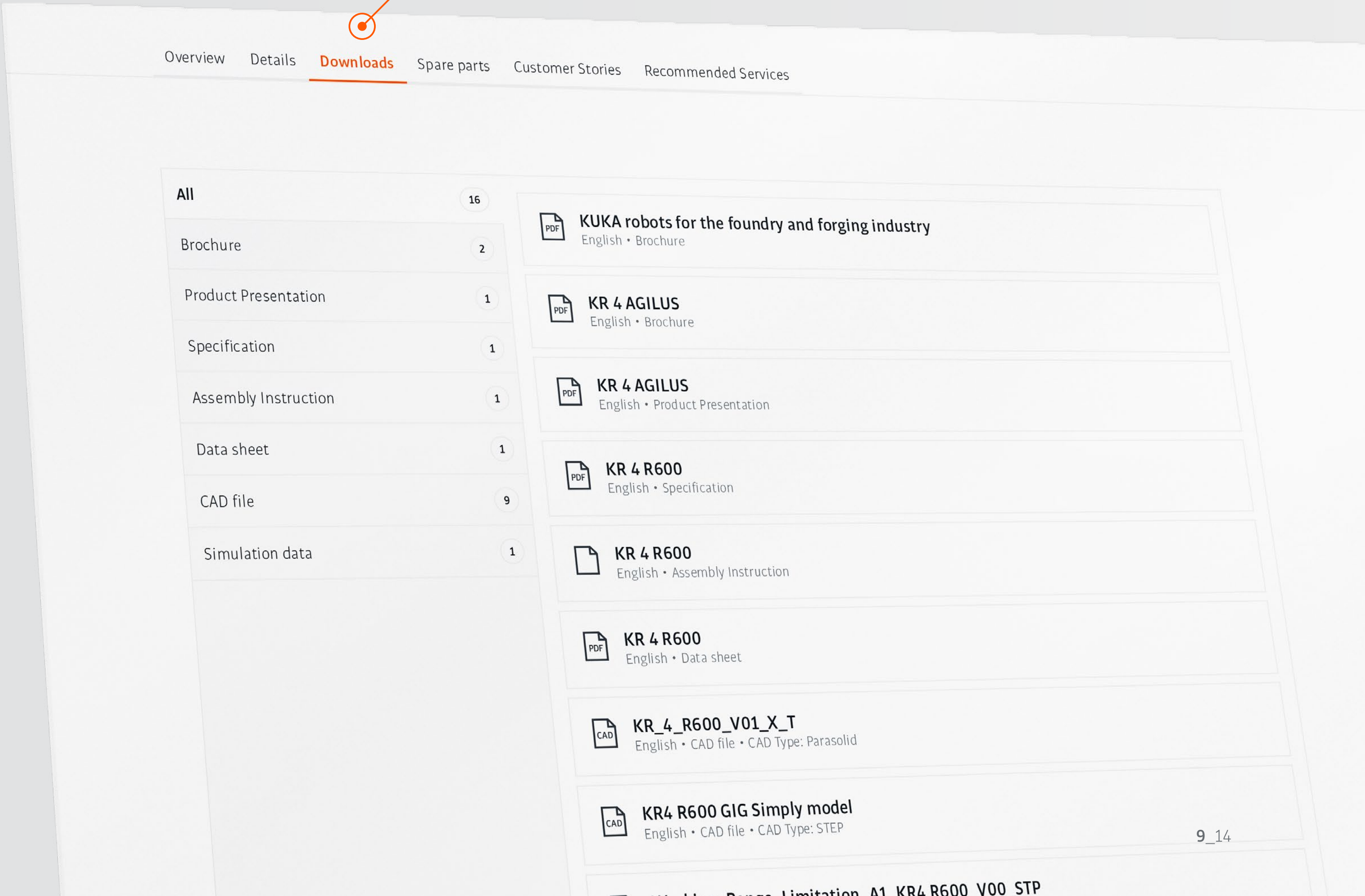
Be the first to know when new solutions are available, find out how they can help you and plan ahead if one product is replaced by another.

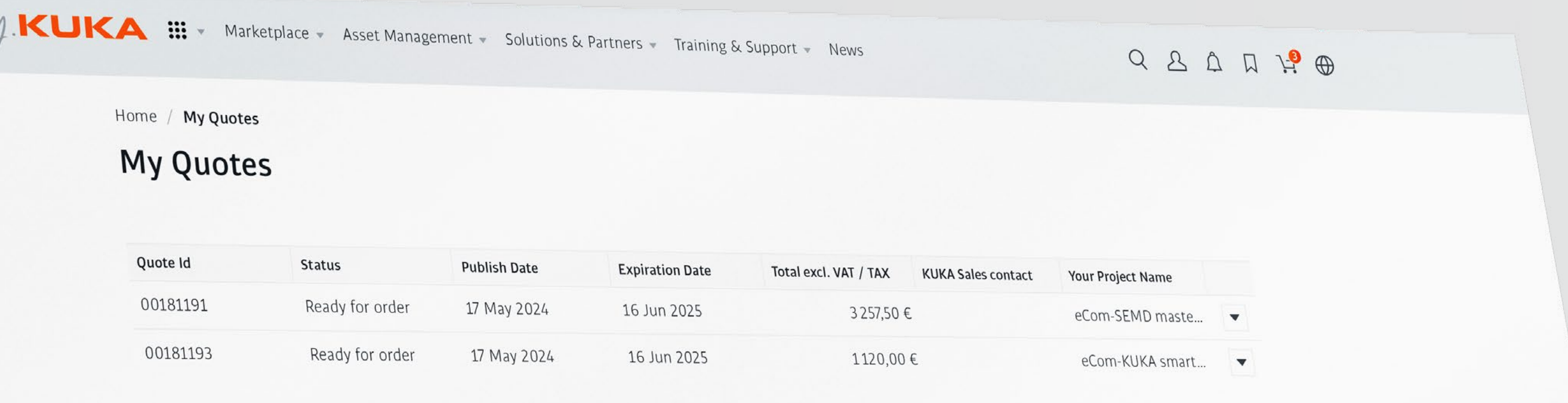


Use additional KUKA Apps  
such as KUKA Load or KUKA  
Xpert with the App Launcher!

## Download Tab

Find all product relevant down-loads in one single tool without searching in other sources






## My Quotes – access all your offers at any time

Buying robots, accessories, spare parts, software or services has never been so easy. my.KUKA provides you with a long-term, clear overview of all your quotes. You can view and download them or place your order directly at any time. This saves time, creates transparency and also makes it particularly easy to purchase past orders again.

### Order overview for your quote

 **Quote 00181193.pdf**  
PDF

#### Purchase order information

Purchase/Customer order number

eCom-KUKA smartPAD cable reel-Germany-DemoCustomer\_Account\_Germany - do not dele

Purchase order document (PDF only)

 **Upload Files** or drop files

Cancel

Next



#### Transparent

All quotations are accessible on a long-term basis



#### Time saving

Quick and easy order process (click & buy)



#### Re-buy of configuration

Use the same configurations for later purchases



#### Easy access 24/7

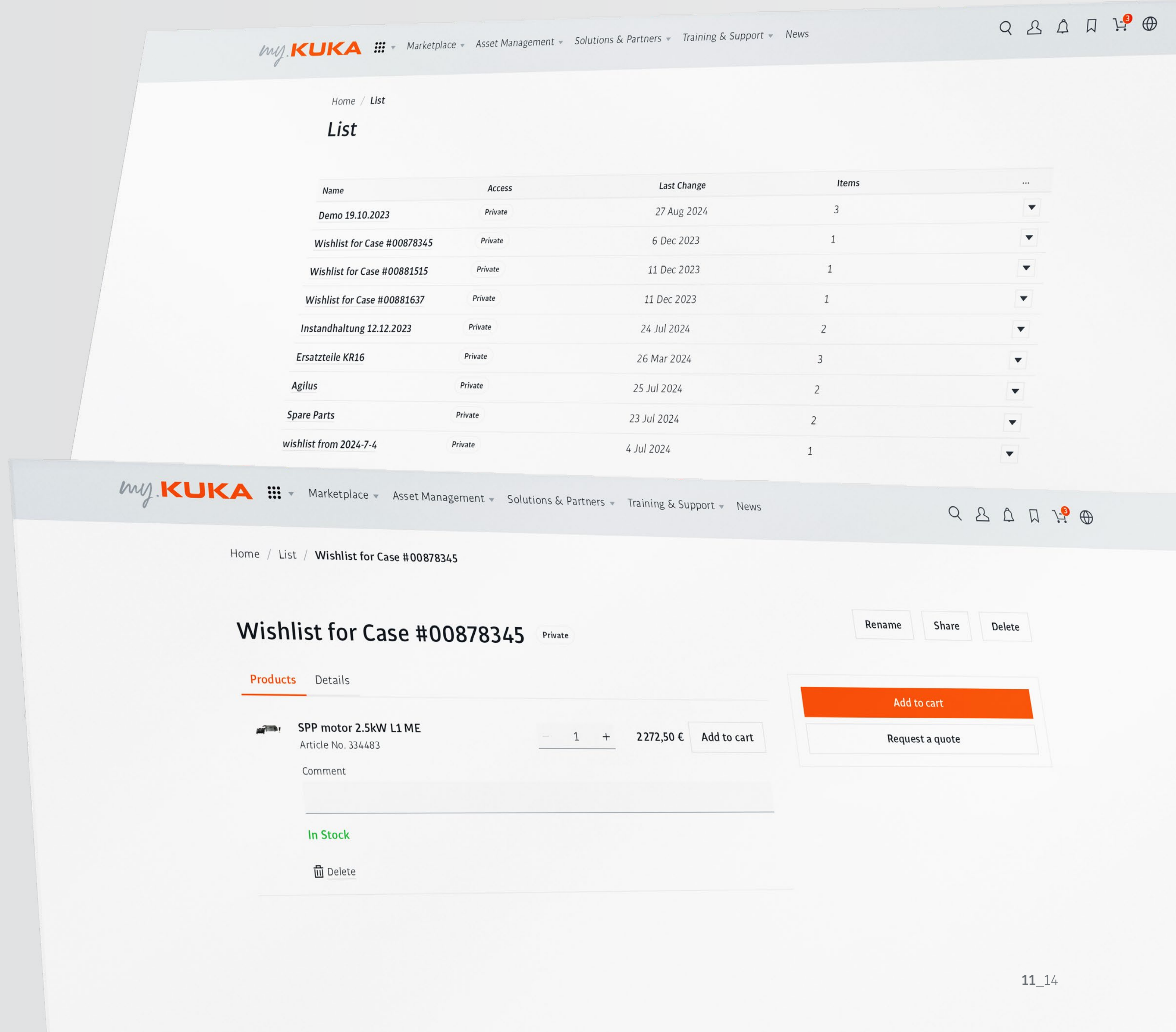
Buy whenever you want and from wherever you want



# Wishlist – gather, share and synchronize your requirements

The Wishlist is the ideal function if you want to prepare more complex purchases. It allows you to conveniently collect all the needed items. This not only gives you an overview, you can also share the Wishlist with your colleagues and coordinate purchases together. You can create a separate Wishlist for each case. You are able to download the list at any time. And, of course, it is always quick and easy to make a purchase based on the Wishlist.

**By the way:** The Wishlist is also ideal if you want to conveniently organize recurring purchases, for example, of spare parts.





# System Partner Benefits – let's create success together

✓ Take advantage of the option to maintain relevant company data and information about your products and services and make it available to all my.KUKA users.

✓ Benefit from the option for KUKA customers to send their requests directly to the System Partner.

✓ **my.KUKA Customer Stories**  
Create your success stories with KUKA directly online and make them available to all my.KUKA users.

The screenshot shows the my.KUKA website interface. At the top, there is a navigation bar with links: Marketplace, Asset Management, Solutions & Partners, Training & Support, and News. Below this, a sidebar on the left contains several menu items: Applications / Industries (Discover the future of automation with our wide range of robot applications.), my.KUKA Customer Stories (Find success stories of KUKA partners and inspirati...), System Partner Search (Search KUKA System Partners, access profiles and...), KUKA Robot Guide (Get case studies, application videos and KUKA ro...), and Information for System Partners & Internal Use (Here you will find additional information to spec... KUKA internal employee.). The main content area is titled 'Find KUKA System Partner' and features a map of Europe with various countries marked by numbers. Below the map, there are filters for 'Industries' and 'Product line', with 'Germany' selected under the latter. The bottom of the page shows a dark sidebar with a list of recent activity, including 'Anfrage 270011770', 'KUKA Takes Action', and 'Prepare Quotati...'. The footer includes the text 'Quick Guide my.KUKA | © KUKA 2024'.

The screenshot shows the my.KUKA Customer Stories section. At the top, there is a navigation bar with links: Marketplace, Asset Management, Solutions & Partners, Training & Support, and News. Below this, the page is titled 'my.KUKA Customer Stories' with a subtitle: 'Discover a diverse range of applications in the ever-evolving robot industry. Whether you're a curious enthusiast, seasoned professional, or simply intrigued by possibilities, you'll find suitable products and case studies to explore.' The main content area features three featured stories, each with a photo and a title: 1. 'Palettierung von Betonpflastersteinen inklusive Palettenhandling' (Palletizing of concrete paving stones including pallet handling) with a photo of an orange KUKA robot arm. 2. 'Ein KR AGILUS in der Endoskopie-Produktion schenkt freie Sicht ins Innere' (A KR AGILUS in endoscopy production gives free sight into the interior) with a photo of a robotic workstation. 3. 'Automatisierte Spülmaschine' (Automated dishwasher) with a photo of a robotic arm. Each story has a 'Palletizing' tag. The bottom of the page shows a dark sidebar with a list of recent activity, including 'Anfrage 270011770', 'KUKA Takes Action', and 'Prepare Quotati...'. The footer includes the text 'Quick Guide my.KUKA | © KUKA 2024'.



# my.KUKA

## Your key benefits at a glance



### View product data

The digital product catalogue gives you a comprehensive overview of our robot portfolio, the associated spare parts and our digital products.

➤ [my.KUKA.com > category > robots](https://my.kuka.com/category/robots)



### Use cloud-based software

Get free access to KUKA Xpert Basic and KUKA Compose. Use the login for KUKA Connect or test KUKA Sim Pro.

➤ [my.KUKA.com/s/software-and-licenses](https://my.kuka.com/s/software-and-licenses)



### Register & manage products

Register your KUKA products quickly and easily online and gain access to complete product documentation.

➤ [my.KUKA.com/s/robots-and-periphery](https://my.kuka.com/s/robots-and-periphery)



### Check product availability

Check online delivery times and stocks of used robots, spare parts and KUKA Ready Packs (only for KUKA partners) and request specific products.

➤ [my.KUKA.com > category > Buy KUKA robots online easily](https://my.kuka.com/category/robots)



### Support-Management

Create your support requests online and view the processing status. This way you are always up to date and receive the support you need promptly.

➤ [my.KUKA.com/s/my-support](https://my.kuka.com/s/my-support)



### Knowledge database

The KUKA Xpert digital knowledge database provides comprehensive technical information such as instructions and documentation for your KUKA products.

➤ [xpert.KUKA.com](https://xpert.kuka.com)



### Buy products online

Buy KUKA products, e.g. spare parts or software packages, easily and conveniently online and submit inquiries for our robots. (\*country-specific function)

➤ [my.KUKA.com > category > components](https://my.kuka.com/category/components)



### KUKA System Partner

For System Partner, you benefit from special advantages in my.KUKA. Contact us to find out more!

➤ [my.KUKA.com/s/system-partner-search](https://my.kuka.com/s/system-partner-search)









Take advantage of all the benefits that my.KUKA offers you and register today.

Make my.KUKA your digital home when it comes to robots, accessories, spare parts, software or services. Stay up to date and find answers to all your needs and questions at my.KUKA.



Register now at:  
[my.KUKA.com](https://my.KUKA.com)



-  [my.KUKA.com](https://my.KUKA.com)
-  [facebook.com/kukaapec](https://facebook.com/kukaapec)
-  [youtube.com/kukarobotgroup](https://youtube.com/kukarobotgroup)
-  [twitter.com/kukaglobal](https://twitter.com/kukaglobal)
-  [linkedin.com/company/kukaglobal](https://linkedin.com/company/kukaglobal)
-  [instagram.com/kukaglobal](https://instagram.com/kukaglobal)

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