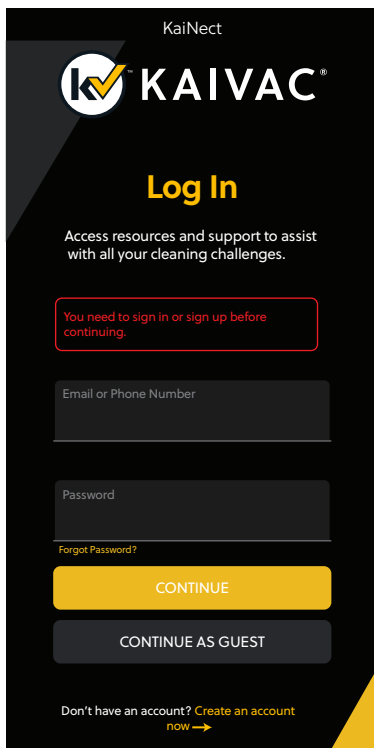


**KaiNect App**

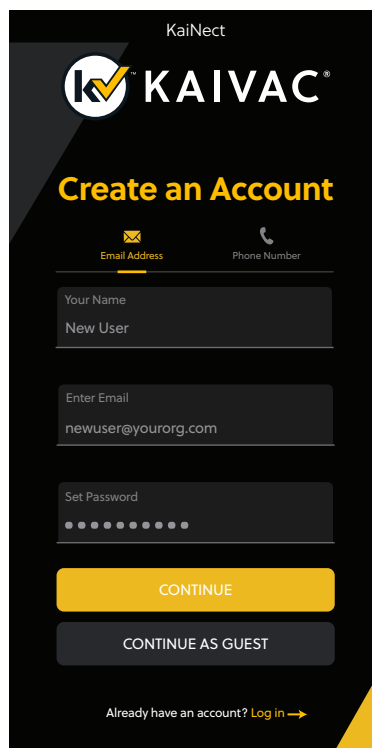
Download the KaiNect App to access training and maintenance videos and transmit machine usage data.



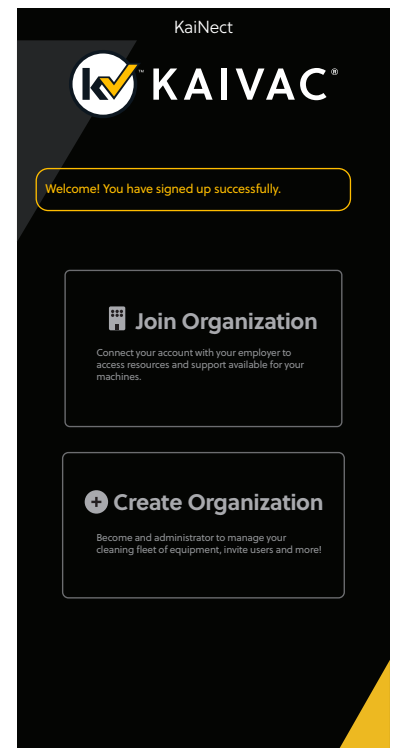
## Setup your KaiNect Account and Join an Organization



Open the KaiNect App. If you do not already have a KaiNect account, please select the "Create an account now" option at the bottom of the screen.



You can create an account based on your email or phone number. Enter your name, e-mail/phone, set a password and then click "Continue."



The next step is to join your new account to your "Organization" so that you can access your organization's videos and manage your equipment and users.

*Continued on next page...*



**KAIVAC®**

SERIAL#: XC-000000



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Hamilton, OH 45015  
Toll Free: (800)287-1136  
KAIVAC.COM

Protected by one or more patents or  
patents pending: kaivac.com/patents



Locate the Serial Number  
and QR Code of your  
specific machine from the  
side of the vacuum tank.

KaiNect

**KAIVAC®**

### Join Organization

Simply scan QR code or enter the serial number found on your Kaivac machine

**Scan QR Code**

Connect your account with your employer to access resources and support available for your machines.

OR

Enter serial number

XC-000000

**CONTINUE**

Don't have a serial number? [Skip →](#)

Need to start a new organization? [Create Organization →](#)

KaiNect

**KAIVAC®**

### This machine belongs to Your Organization

It's official. You now have access to resources and support for all your cleaning challenges.

**Quick Start** - get you and your Kaivac machines setup for success  
**Training** - learn the benefits and features of your cleaning fleet  
**Maintenance** - keep your machine running smoothly  
**Troubleshoot** - quickly solve issues with step-by-step processes

Do you manage people and equipment?  No  Yes

**CONTINUE**

Not correct? [Enter manually →](#)

KaiNect

**KAIVAC®**

### This machine belongs to Your Organization

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Do you manage people and equipment?  No  Yes

**CONTINUE**

Not correct? [Enter manually →](#)

Click on "Scan QR Code" and then use your device's camera to capture your machine's serial number. Or enter the serial number manually (including special characters like -) exactly as it is presented on the machine's tag. Then, click "Continue."

If your machine is registered to an organization, your new user account will now be associated with that organization.

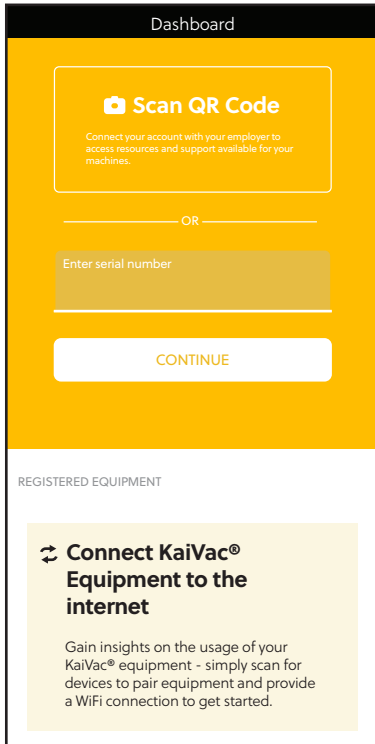
If you manage people or equipment for your organization, make sure to turn on the above toggle located above the "Continue" button. If you do not manage people, leave the toggle off. Click the "Continue" button.

# Connecting your Kaivac machine to the Internet

When you connect your IoT enabled Kaivac machine to the Internet, you will be able to obtain usage information from your machine.

You will need to:

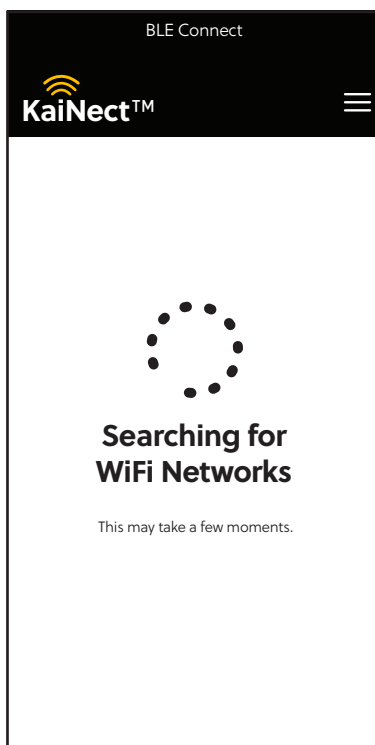
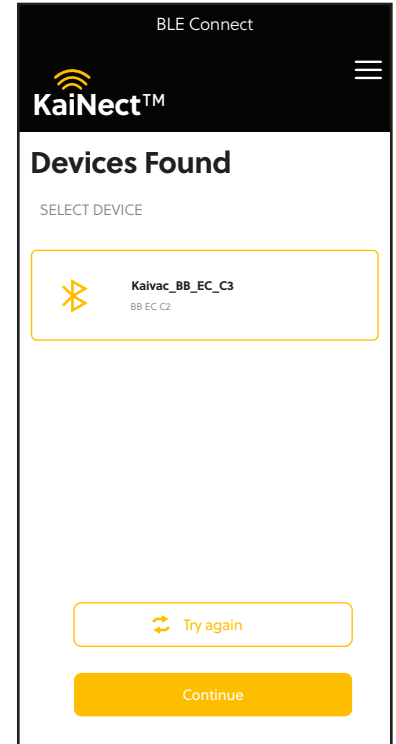
- Ensure your device has the Bluetooth service enabled
- Be within 10 feet of the Kaivac machine that you are connecting to.
- Confirm that your Kaivac machine is turned on or is currently charging
- Obtain your location's WiFi credentials



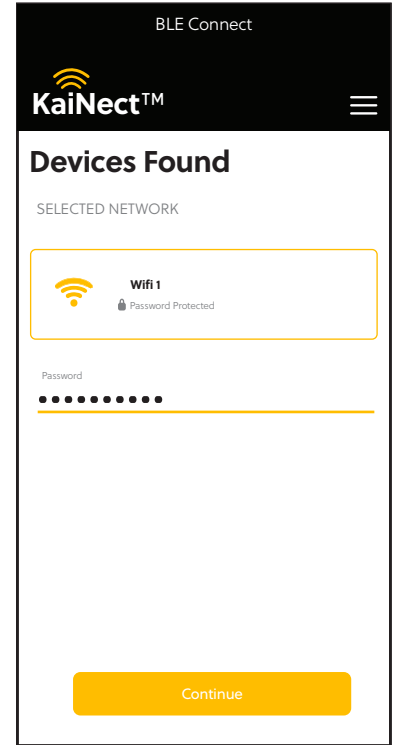
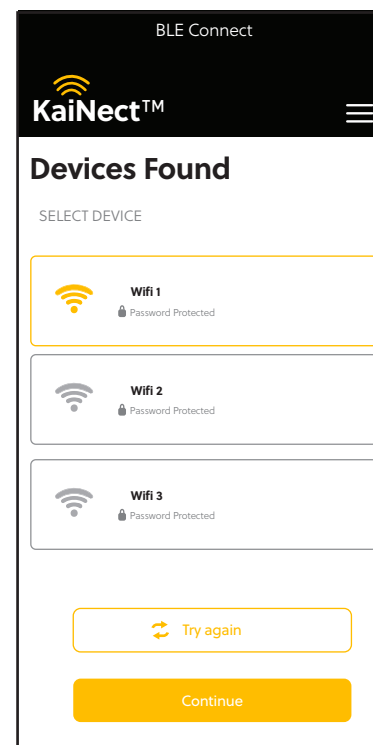
From the dashboard screen, click on the "Connect Equipment" area of the screen.



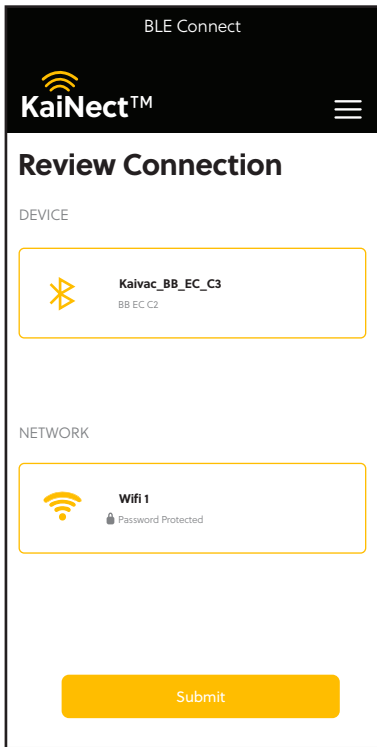
The KaiNect app will scan for the Kaivac machine's Bluetooth identity. Typically, you will only see a single device. Select the device's identity and click the "Connect" button.



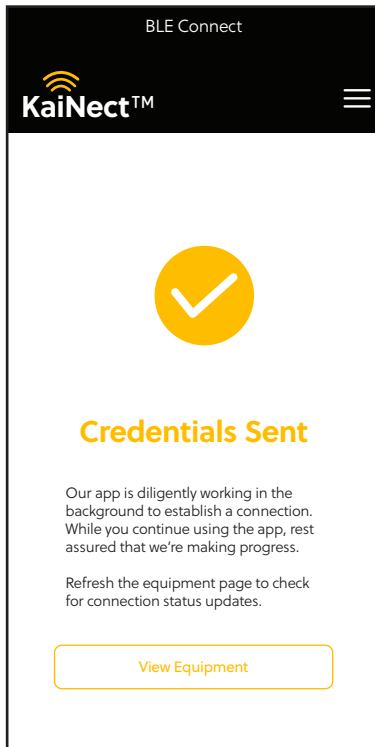
The Kaivac machine will then look for available WiFi networks that it can see. Select the network that you would like to join and then click the "Continue" button.



When prompted enter the WiFi network's password and click the "Continue" button.



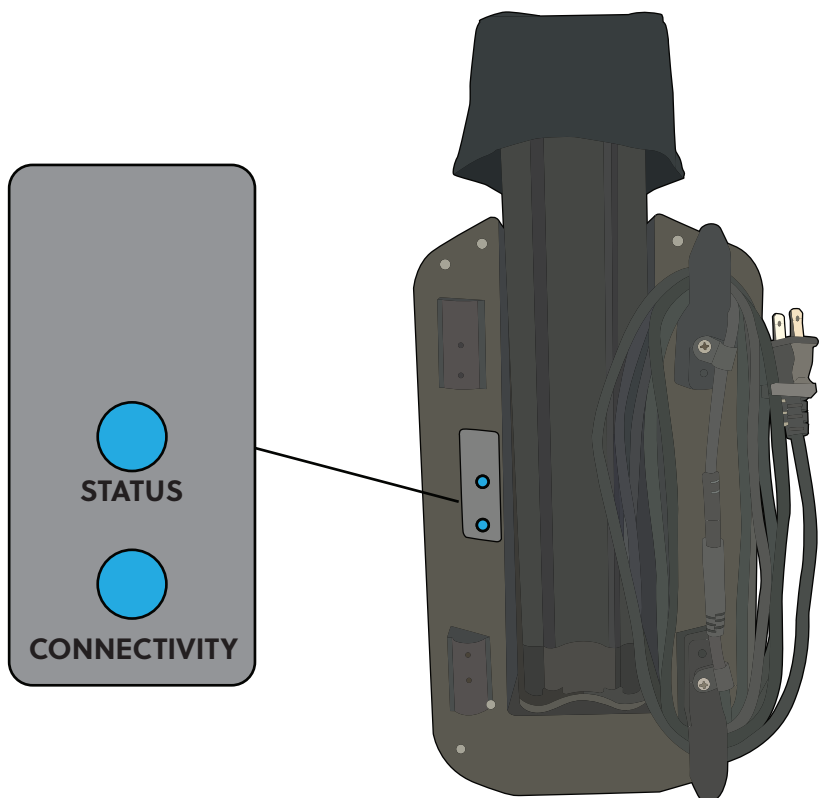
You will be presented with a review screen showing the Bluetooth device and WiFi network that you are wanting to join. Hit the "Submit" button.



You will be presented with a "Credentials Sent" screen in the app letting you know that the Kaivac machine has now been connected to the Internet and the machine is starting to submit data to the KaiNect app.

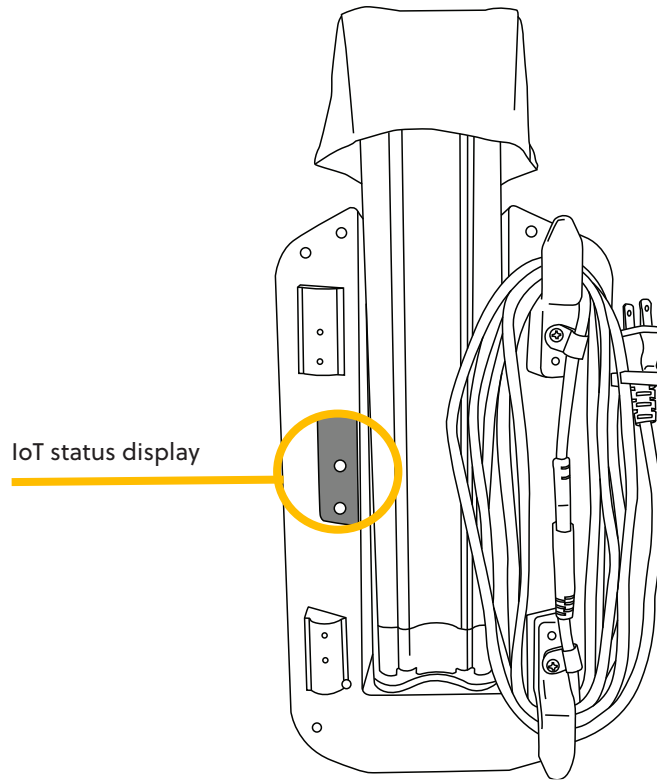
You can verify the Kaivac machine connection to the internet when both the Status and Connectivity LEDs on the side of the machine are blue in color.

Your Kaivac machine is now connected and will transmit machine usage data.

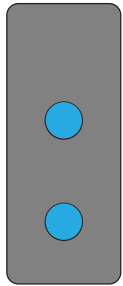


# IoT Troubleshooting Guide

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**NOTE:**  
Before connecting Kaivac IoT, ensure a charged battery is in the battery housing



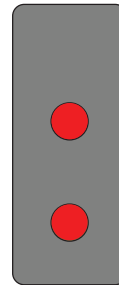
## Blue Lights

Unit is powered and connected properly to the Internet.



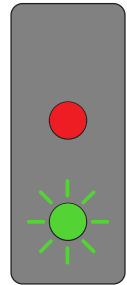
## No Lights

No power, either the battery or connected wires became disconnected.



## Red Lights

Unit is provisioned to wifi but unit does not have Internet.



## Green Flashing

Device needs to be provisioned through the app.

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## Troubleshooting

If the device is not tracking the date, confirm the lights are on and the machine has power. Next, make sure all lights are indicating that the device is connected to WiFi and that it has internet. If no blue lights, then the IoT device needs to be provisioned using the app. If the lights are all blue but no data is captured, then there may be another issue - contact Kaivac Tech Support.