

## INSTRUCTIONS

Original Issue Date: **3/14**

Model: **RDC2/DC2/RDC/DC Controllers**

Market: **Residential/Light Commercial**

Subject: **OnCue® to OnCue® Plus Transition**

### Introduction

OnCue® Plus is Kohler’s next generation remote monitoring tool for residential and light commercial generators. To update your generator to use the OnCue Plus remote monitoring application, install the latest firmware update onto your RDC/DC or RDC2/DC2 generator controller. The new firmware will direct the controller to connect to the new OnCue Plus server.

Use Kohler USB Utility to update the controller firmware. Instructions for downloading USB Utility are included in the following pages along with instructions for using OnCue Plus.

After transitioning to OnCue Plus, you will no longer be able to use OnCue for remote monitoring.

### Required Equipment

- Windows®- or Mac®-based laptop computer.
- Internet access (only required to download files from the Kohler website).
- USB cable with one male USB A connector and one male mini-B connector.
- Kohler USB Utility and controller firmware (instructions to download these files are given in the following procedure).
- Genset serial number (found on the generator nameplate)
- OnCue password and OnCue activation code

### OnCue and OnCue Plus Comparison

	OnCue	OnCue Plus
<b>Supported devices for remote monitoring</b>	Windows® PC	Windows® PC and Mac® via most web browsers  iPhone®, iPad®, and Android™ devices with OnCue Plus app
<b>Email Alerts</b>	Yes	Yes, and improved alert management is coming
<b>USB support</b>	Yes (only for Windows-based laptops)	Separate USB utility software is now available for Windows or Mac. See TT-1636
<b>System status view</b>	Yes	Yes
<b>Control generator remotely</b>	Yes (Start/Stop Exercise, Control Programmable Interface Module loads)	Yes (Start/Stop Exercise, Control Programmable Interface Module loads)
<b>View active alerts and event history</b>	Yes	Yes
<b>Parameters view to get more detail</b>	Yes	Yes, 20 parameters available
<b>Power chain view</b>	Yes (Power source and peripheral devices like ATS, PIM and LCM in one screen)	Yes (Power source on Status view and peripheral devices like PIM and LCM on controls view)
<b>Monitor multiple generators</b>	Yes, associate multiple generators with a local installation of OnCue	Yes, associate multiple generators with a user account. Set them up once and then monitor them from any supported device.

**Figure 1** Comparison Between OnCue and OnCue Plus

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Android is a trademark of Google Inc.

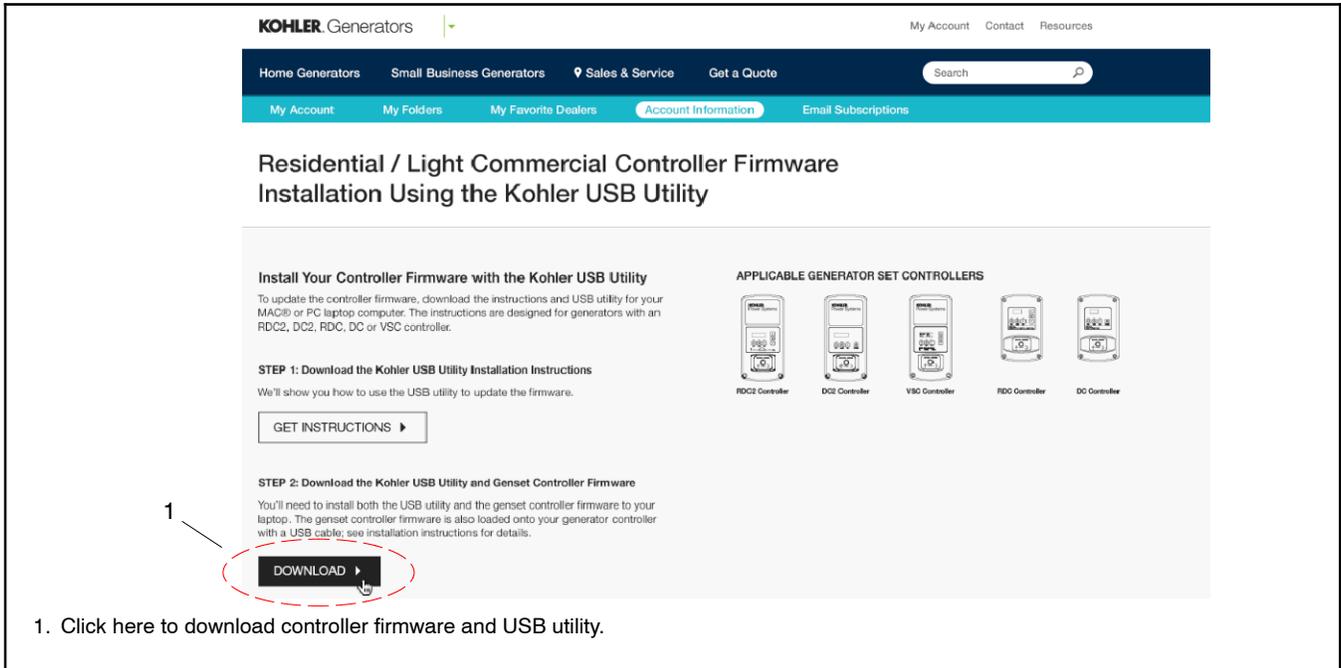
## 1.1 Download USB Utility and the Controller Firmware

1. Visit this web page to download the controller firmware and KohlerUSBUtility.zip for your Windows or MAC laptop computer:  
<http://www.KohlerGenerators.com/usb>

See Figure 2.

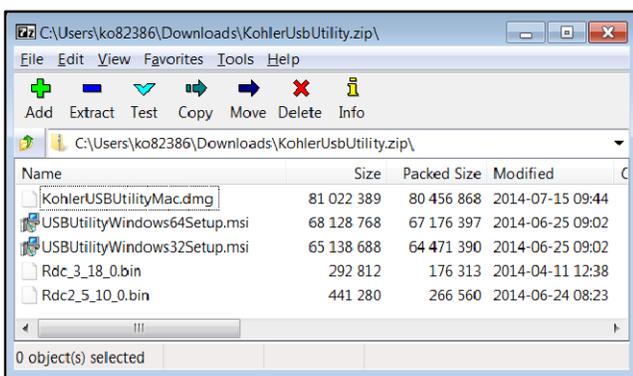
2. Select the **Download** button. See Figure 2. When the dialog box appears, select **Open**. The list of files shown in Figure 3 appears.

3. Determine whether your generator uses an RDC/DC or RDC2/DC2 controller. See Figure 4 for controller identification. The DC controller uses RDC firmware; the DC2 controller uses RDC2 firmware.
4. Save the applicable RDC or RDC2 firmware file (.bin file) to your laptop computer. Note the storage location on your computer to access the downloaded files during the installation procedure.

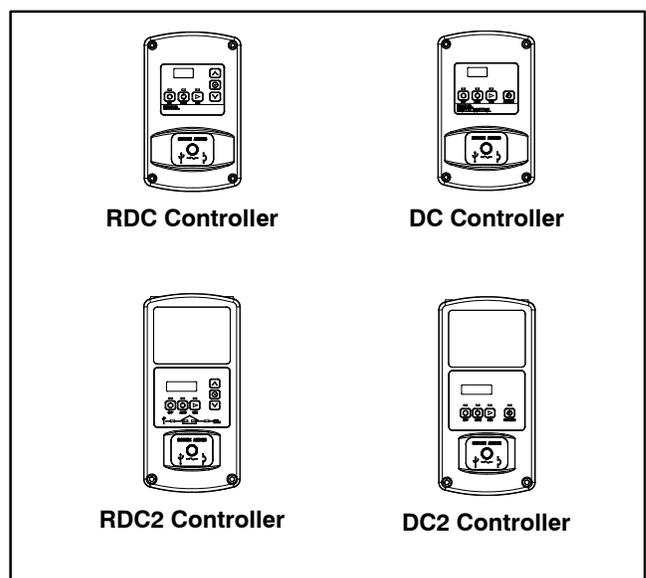


1. Click here to download controller firmware and USB utility.

**Figure 2** Web Page for Controller Firmware and USB Utility



**Figure 3** Files for Download



**Figure 4** Controller Identification

## 1.2 Install USB Utility

1. Install the USB Utility on your laptop computer:
  - a. There are different setup files for Windows-based 32 bit and 64 bit computers. If you are not sure whether your laptop uses 32 or 64 bits, go to this website:  
<http://support.microsoft.com/kb/827218>
  - b. Select the setup file as needed for your laptop computer:
    - KohlerUSBUtilityWindows32BitSetup.msi for 32 bit Windows-based computers,
    - KohlerUSBUtilityWindows64BitSetup.msi for 64 bit Windows-based computers, or
    - KohlerUSBUtilityMac.dmg for a MAC.
  - c. **To install on Windows:**
    - Double-click on the **setup** file to launch the installation wizard or right-click and select **Install**.
    - Review the license agreement and check the license agreement box to agree to the terms.
    - Select **Install** to start the installation and select **Finish** when the installation is complete.
  - d. **To install on MAC:**
    - Double-click **KohlerUSBUtilityMac.dmg**.
    - When prompted, drag the **Kohler USB Utility** to the desktop or the application folder on your laptop computer.

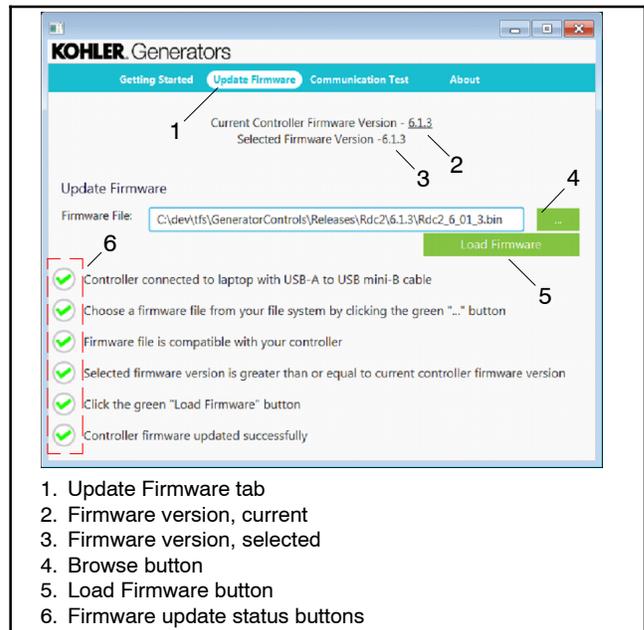
## 1.3 Update the Firmware

2. Connect your laptop computer to the generator with a USB A to USB mini-B cable.
1. Launch USB Utility on your laptop.
2. Select the **Update Firmware** tab at the top of the screen. See Figure 5.
3. Verify that the controller is connected to your laptop computer with a USB cable (first status button should display a green checkmark).

4. Select the **Browse** or “...” button and choose the previously downloaded firmware file from the storage location on your laptop computer.
5. USB Utility will verify that the selected firmware is compatible and is a newer version than the firmware currently loaded (first four status buttons should display green checkmarks).

**Note:** USB Utility will not load a firmware version that is earlier than the firmware version currently loaded on your controller (example: version 5.2 is earlier than version 5.5). To load an earlier version of firmware, use SiteTech™ or OnCue®.
6. Select the **Load Firmware** button. When the firmware updates successfully, all status buttons should display green checkmarks.

**Note:** If the pop-up message “Please reconnect the USB cable to your controller” appears, unplug and then reconnect the USB cable.
7. You are now ready to perform a communication test.



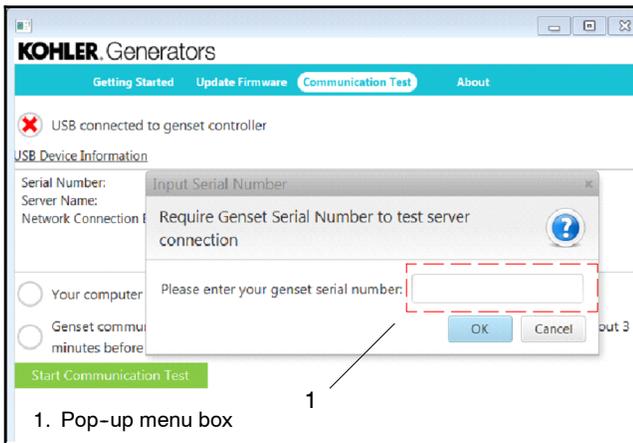
**Figure 5** Kohler USB Utility Screen

## 1.4 Perform a Communication Test

Perform this communication test to confirm that your generator is communicating properly with the Kohler server.

1. Select the **Communication Test** tab at the top of the USB Utility screen. See Figure 7.
  2. Select the **Start Communication Test** button.
  3. The computer will test the USB connection, automatically fill in the generator serial number, and display a green check mark in the status circle next to “USB connected to genset controller” when successful.
- If the test is not successful, a pop-up screen will appear. To continue the test, either connect a USB cable to the controller with a USB A to USB mini-B cable or enter the generator serial number in the pop-up menu box (found on the generator nameplate).

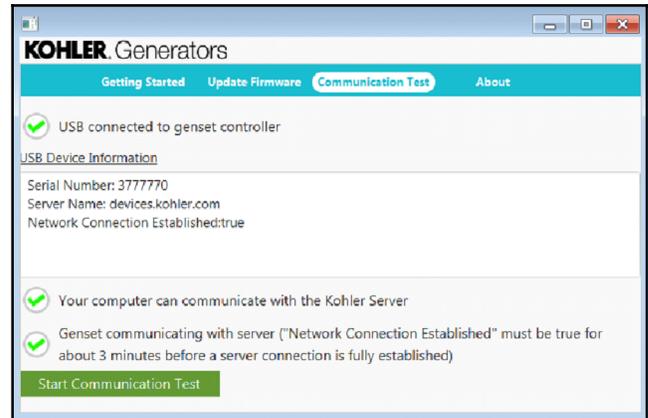
**Note:** Write down the generator serial number.



**Figure 6** Communication Test Screen

4. Next, the computer will check if your computer can communicate with the Kohler server.
- If the test is successful, the status circles will be marked with green checkmarks.
  - If the test is unsuccessful, red x's will appear in the status circles. Check your setup and confirm that all cables or wireless items are properly connected.

5. Close the USB utility program and disconnect the laptop from the controller.



**Figure 7** Communication Test Screen

## 1.5 Using OnCue Plus

1. To access OnCue Plus, install the OnCue Plus app onto your iPhone®, iPad®, or Android™ mobile device or use your web browser on your Mac® or Windows® PC to go to: <https://www.kohlergenerators.com/oncue>
2. Create an Account by clicking the Create Account link on the OnCue Plus login screen. You will receive an activation email within a few minutes of registering. Then use the information from the email to activate your account.
3. Sign in to OnCue Plus with your username and password.
4. Click the Add New Generator button.
5. Enter the genset serial number (found on the generator nameplate or the communication test, see Figure 7) and password (same as previously used with OnCue). Then click the Connect button.
6. When prompted, enter your OnCue activation code (same as previously used with OnCue).
7. You are now ready to start using OnCue Plus.

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