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	OnCue Plus	
Supported devices for remote monitoring	Windows [®] PC	Windows [®] PC and Mac [®] via most web browsers	
		iPhone®, iPad®, and Android™ devices with OnCue Plus app	
Email Alerts	Yes	Yes, and improved alert management is coming	
USB support	Yes (only for Windows-based laptops)	Separate USB utility software is now available for Windows or Mac. See TT-1636	
System status view	Yes	Yes	
Control generator remotely	Yes (Start/Stop Exercise, Control Programmable Interface Module loads)	Yes (Start/Stop Exercise, Control Programmable Interface Module loads)	
View active alerts and event history	Yes	Yes	
Parameters view to get more detail	Yes	Yes, 20 parameters available	
Power chain view	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)	
Monitor multiple generators	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.	

OnCue and OnCue Plus Comparison

Figure 1 Comparison Between OnCue and OnCue Plus

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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: <u>http://www.KohlerGenerators.com/usb</u>

See Figure 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.

	KOHLER. Generators My Account Contact Resources				
	Home Generators Small Business Generators				
	My Account My Folders My Favorite Dealers Account Information Email Subscriptions				
	Residential / Light Commercial Controller Firmware Installation Using the Kohler USB Utility				
	Install Your Controller Firmware with the Kohler USB Utility APPLICABLE GENERATOR SET CONTROLLERS				
	To update the controller firmware, download the instructions and USB utility for your MAC® or PC taptop computer. The instructions are designed for generators with an RDC2, DC2, RDC, DC or VSC controller.				
	We'll show you how to use the USB utility to update the firmware. NDC2 Cuesder DC2 Cuesder NDC Cuesder NDC Cuesder DC2 Cuesder NDC Cuesder DC3 Cuesder DC3 Cuesder NDC Cuesder DC3 Cuesder NDC Cuesder NDC Cuesder DC3 Cuesder NDC Cuesder NDC Cuesder DC3 Cuesder NDC Cuesder				
	STEP 2: Download the Kohler USB Utility and Genset Controller Firmware				
	You'll need to install both the USB utility and the genset controller firmware to your laptor. The genset controller firmware is also loaded onto your generator controller with a USB cable; see installation instructions for details.				
1. Click here to downl	oad controller firmware and USB utility.				

Figure 2 Web Page for Controller Firmware and USB Utility

C:\Users\ko82386\Downloads\KohlerUsbUtility.zip\								
<u>File Edit View Favorites Iools H</u> elp								
💠 🚥 🤝 📫 📥	🗙 i							
Add Extract Test Copy Move D	elete Info							
C:\Users\ko82386\Downloads\KohlerUsbUtility.zip\								
Name	Size	Packed Size	Modified	C				
KohlerUSBUtilityMac.dmg	81 022 389	80 456 868	2014-07-15 09:44					
BUSBUtilityWindows64Setup.msi	68 128 768	67 176 397	2014-06-25 09:02					
BUSBUtilityWindows32Setup.msi	65 138 688	64 4 71 390	2014-06-25 09:02					
Rdc_3_18_0.bin	292 812	176 313	2014-04-11 12:38					
Rdc2_5_10_0.bin	441 280	266 560	2014-06-24 08:23					
•				Þ				
0 object(s) selected								

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 communcation 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).

KOHLER. Gen	erators
Getting St	arted Update Firmware Communication Test About
	te genret controller
USB Device Information	genset controller
Serial Number:	Input Serial Number *
Server Name: Network Connection F	Require Genset Serial Number to test server connection
Vour computer	Please enter your genset serial number:
Genset commu minutes before	OK Cancel put 3
Start Communication	on Test
1. Pop-up n	nenu box

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.

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KOHLER. Genera	tors				
Getting Started	Update Firmware	Communication Test	About		
USB connected to ge	nset controller				
USB Device Information					
Serial Number: 3777770					
Network Connection Establ	r.com ished:true				
Your computer can communicate with the Kohler Server					
Genset communicating with server ("Network Connection Established" must be true for about 3 minutes before a server connection is fully established)					
Start Communication Te	st				

Figure 7 Communication Test Screen

1.5 Using OnCue Plus

- 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: <u>https://www.kohlergenerators.com/oncue</u>
- 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.
- 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.

Availability is subject to change without notice. Kohler Co. reserves the right to change the design or specifications without notice and without any obligation or liability whatsoever. Contact your local Kohler[®] generator set distributor for availability.

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