User Guide

Residential/Commercial Generator Sets

OnCue® Plus

Generator Management System
for Kohler® Residential/Light Commercial Generator Sets
equipped with the following controllers:

RDC/DC
RDC2/DC2
VSC

ISO 9001 KOHLER POWER SYSTEMS NATIONALLY REGISTERED

KOHLER® Power Systems

TP-7006 4/16

Table of Contents

Notes

IMPORTANT SAFETY INSTRUCTIONS. Electromechanical equipment, including generator sets and accessories, can cause bodily harm and pose life-threatening danger when improperly installed, operated, or maintained. To prevent accidents be aware of potential dangers and act safely. Read and follow all safety precautions and instructions. SAVE THESE INSTRUCTIONS.

This manual has several types of safety precautions and instructions: Danger, Warning, Caution, and Notice.

DANGER

Danger indicates the presence of a hazard that ***will cause severe personal injury, death***, or ***substantial property damage***.

WARNING

Warning indicates the presence of a hazard that ***can cause severe personal injury, death,*** or ***substantial property damage***.

CAUTION

Caution indicates the presence of a hazard that ***will*** or ***can cause minor personal injury*** or ***property damage***.

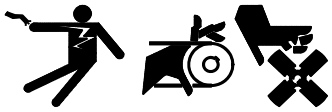
NOTICE

Notice communicates installation, operation, or maintenance information that is safety related but not hazard related.

Safety decals affixed to the equipment in prominent places alert the operator or service technician to potential hazards and explain how to act safely. The decals are shown throughout this publication to improve operator recognition. Replace missing or damaged decals.

Accidental Starting

WARNING



Accidental starting.
Can cause severe injury or death.

Disconnect the battery cables before working on the generator set. Remove the negative (-) lead first when disconnecting the battery. Reconnect the negative (-) lead last when reconnecting the battery.

Disabling the generator set. Accidental starting can cause severe injury or death. Before working on the generator set or equipment connected to the set, disable the generator set as follows: (1) Press the generator set off/reset button to shut down the generator set. (2) Disconnect the power to the battery charger, if equipped. (3) Remove the battery cables, negative (-) lead first. Reconnect the negative (-) lead last when reconnecting the battery. Follow these precautions to prevent the starting of the generator set by the remote start/stop switch.

Hazardous Voltage/ Moving Parts

DANGER

Hazardous voltage.
Will cause severe injury or death.

Disconnect all power sources before opening the enclosure.

Short circuits. Hazardous voltage/current can cause severe injury or death. Short circuits can cause bodily injury and/or equipment damage**.** Do not contact electrical connections with tools or jewelry while making adjustments or repairs. Remove all jewelry before servicing the equipment.

NOTICE

Electrostatic discharge damage. Electrostatic discharge (ESD) damages electronic circuit boards. Prevent electrostatic discharge damage by wearing an approved grounding wrist strap when handling electronic circuit boards or integrated circuits. An approved grounding wrist strap provides a high resistance (about 1 megohm), *not a direct short*, to ground.

Notes

This manual provides operation instructions for the OnCue® Plus Generator Management System. OnCue Plus is a web application that does not require the installation of software on your computer. OnCue Plus allows remote monitoring and control of your generator set using a computer, tablet, or smart phone from any location that provides web access.

OnCue Plus applies to Kohler® Residential and Light Commercial generator sets equipped with the following controllers:

- RDC/DC
- RDC2/DC2
- VSC

Note: The RDC2, DC2, and VSC controllers require an activation code, which is supplied with the OnCue Plus kit.

Note: The RDC and DC controllers must be equipped with the Ethernet option board kit GM62465-KP1. Contact your Kohler authorized distributor or dealer for more information.

Information in this publication represents data available at the time of print. Kohler Co. reserves the right to change this publication and the products represented without notice and without any obligation or liability whatsoever.

Read this manual and carefully follow all procedures and safety precautions to ensure proper equipment operation and to avoid bodily injury. Read and follow the Safety Precautions and Instructions section at the beginning of this manual. Keep this manual with the equipment for future reference.

List of Related Literature

Figure 1 lists related literature.

Literature Type	Part Number
OnCue Plus Specification Sheet	G6-140
OnCue Plus Technical manual	TP-7007
USB Utility Instructions	TT-1636

Figure 1 Related Literature

Service Assistance

For professional advice on generator set power requirements and conscientious service, please contact your nearest Kohler distributor or dealer.

- Consult the Yellow Pages under the heading Generators—Electric.
- Visit the Kohler Power Systems website at KOHLERPower.com.
- Look at the labels and decals on your Kohler product or review the appropriate literature or documents included with the product.
- Call toll free in the US and Canada 1-800-544-2444.
- Outside the US and Canada, call the nearest regional office.

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India, Bangladesh, Sri Lanka
India Regional Office
Bangalore, India
Phone: (91) 80 3366208
(91) 80 3366231
Fax: (91) 80 3315972

Japan, Korea
North Asia Regional Office
Tokyo, Japan
Phone: (813) 3440-4515
Fax: (813) 3440-2727

Latin America
Latin America Regional Office
Lakeland, Florida, USA
Phone: (863) 619-7568
Fax: (863) 701-7131

1.1 Introduction

Kohler® OnCue® Plus monitors the generator set and generates messages continually. After the application has been configured to send email and/or text messages, the OnCue Plus server will continue to send messages when the PC is turned off or disconnected from the Internet.

Note: Sample screens are shown in this document. The actual screens may vary.

OnCue Plus is available as a web version and as an app for Apple® and Android™ devices. For smart phones or tablets, obtain the Kohler OnCue Plus app from the App Store℠ (for Apple devices) or Google Play™ (for Android™ devices). App screens are similar to the web screens shown in this manual.

1.2 Start OnCue Plus

On your PC or Laptop

To use the OnCue Plus web application, use your computer to navigate to the OnCue Plus website www.kohlergenerators.com\oncue. The OnCue Plus log-in window opens. When you start OnCue Plus for the first time, click on Create Account. See Figure 1-1. Instructions in the following sections explain how to set up an account and add your generator to OnCue Plus.

On your Smart Phone or Tablet

For smart phones or tablets, obtain the Kohler OnCue Plus app from the App Store℠ (for Apple devices) or Google Play™ (for Android devices). Follow the Quick Start instructions in the app to set up an account and add your generator to OnCue Plus. Operation of the app is similar to using the web application as described in this manual.

OnCue Plus will remember your generator set and connect to it each time you use OnCue Plus.

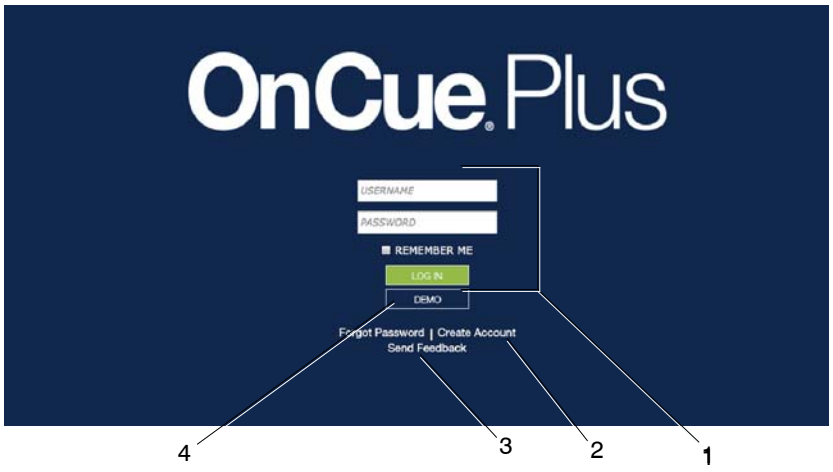
1.3 DEMO Button

To preview the OnCue Plus screens and operation without creating an account or logging in, click on the DEMO button. See Figure 1-1. The demo allows you to navigate through all menus and review the information available through OnCue Plus without connecting to an actual generator set. You can “start” and “stop” the demo generator set from the controls menu, view the generator parameters, and rename inputs and outputs.

1.4 Send Feedback Button

Click on the send feedback button in the sign-in screen or click on the feedback command in the upper right corner of other screens to send your comments to Kohler Co. The screen shown in Figure 1-2 will open.

Touch or click on the relevant feedback topic and follow the instructions on the screen.



1. If you have an account, enter your username and password and click LOG IN.
2. New users click Create Account.
3. To send feedback to Kohler Co., click Send Feedback here or click Feedback near the upper right corner of most other OnCue Plus screens.
4. To view OnCue Plus screens and features without creating an account or logging in, click DEMO.

Figure 1-1 OnCue Plus Sign In Screen

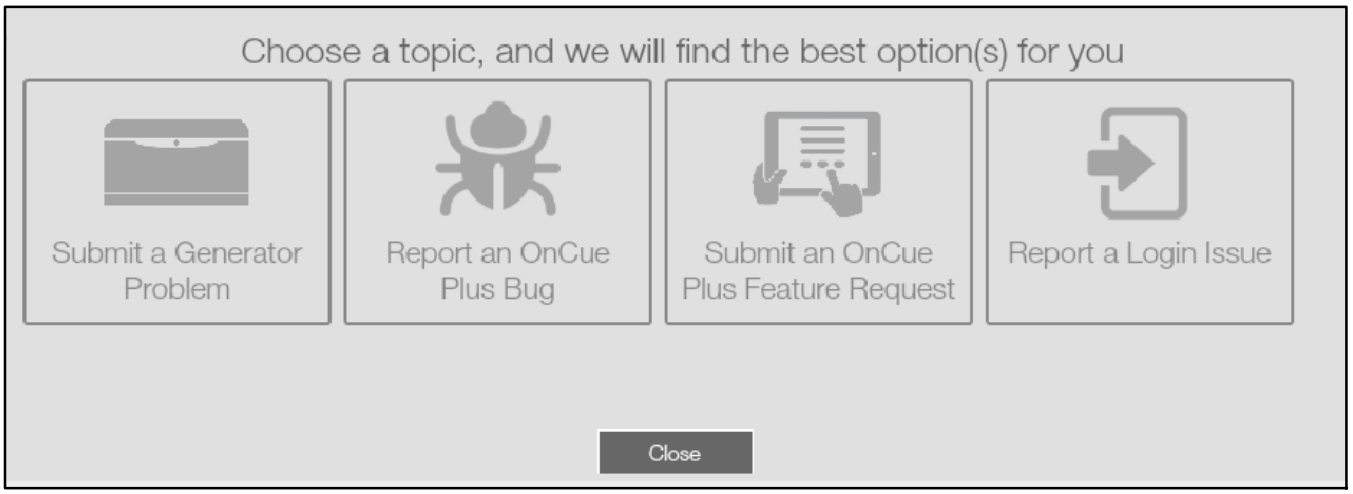


Figure 1-2 Feedback Window

1.5 Select Generator

Multiple generators can be added to your OnCue Plus account. Customers who have more than one generator set can monitor them on one account, and Kohler distributors and dealers can monitor generators for multiple customers. Customers control the dealer's or distributor's access by providing the generator password. See Section 1.13.7.

In the status view, click on the arrow on the left side of the screen to reveal the list of generators that have been added to your account. All generator sets that you have added to your account will appear in a list on the left side of the screen. Scroll down if necessary and click on the generator that you want to monitor. The selected generator set is displayed at the top of the list and also displayed in the Status view.

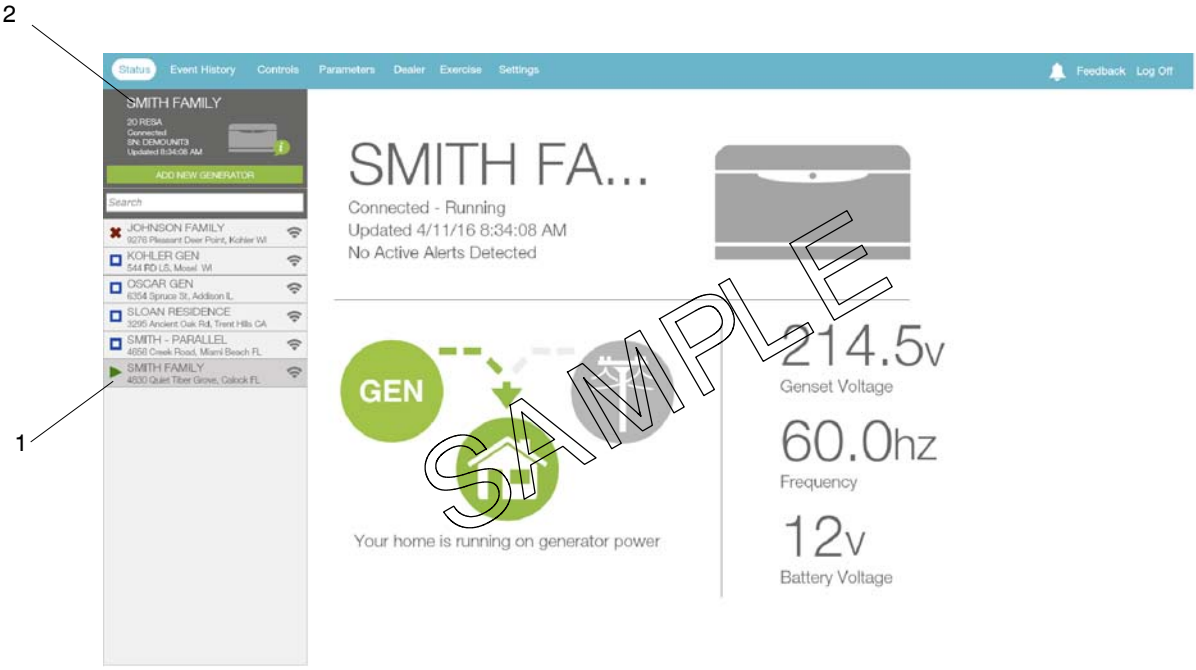
If you have multiple generator sets in your account, keep the list open to identify the selected generator set.

1.6 OnCue Plus Views

OnCue Plus opens in the Status view. The following views are available:

- Status
- Event History
- Controls
- Parameters
- Dealer
- Exercise
- Settings

To select a view, click on the desired view in the toolbar near the top of the screen. The selected view is highlighted in the toolbar. See Figure 1-4.



1. Click on the generator set that you want to monitor and control.
2. Selected generator is shown at the top

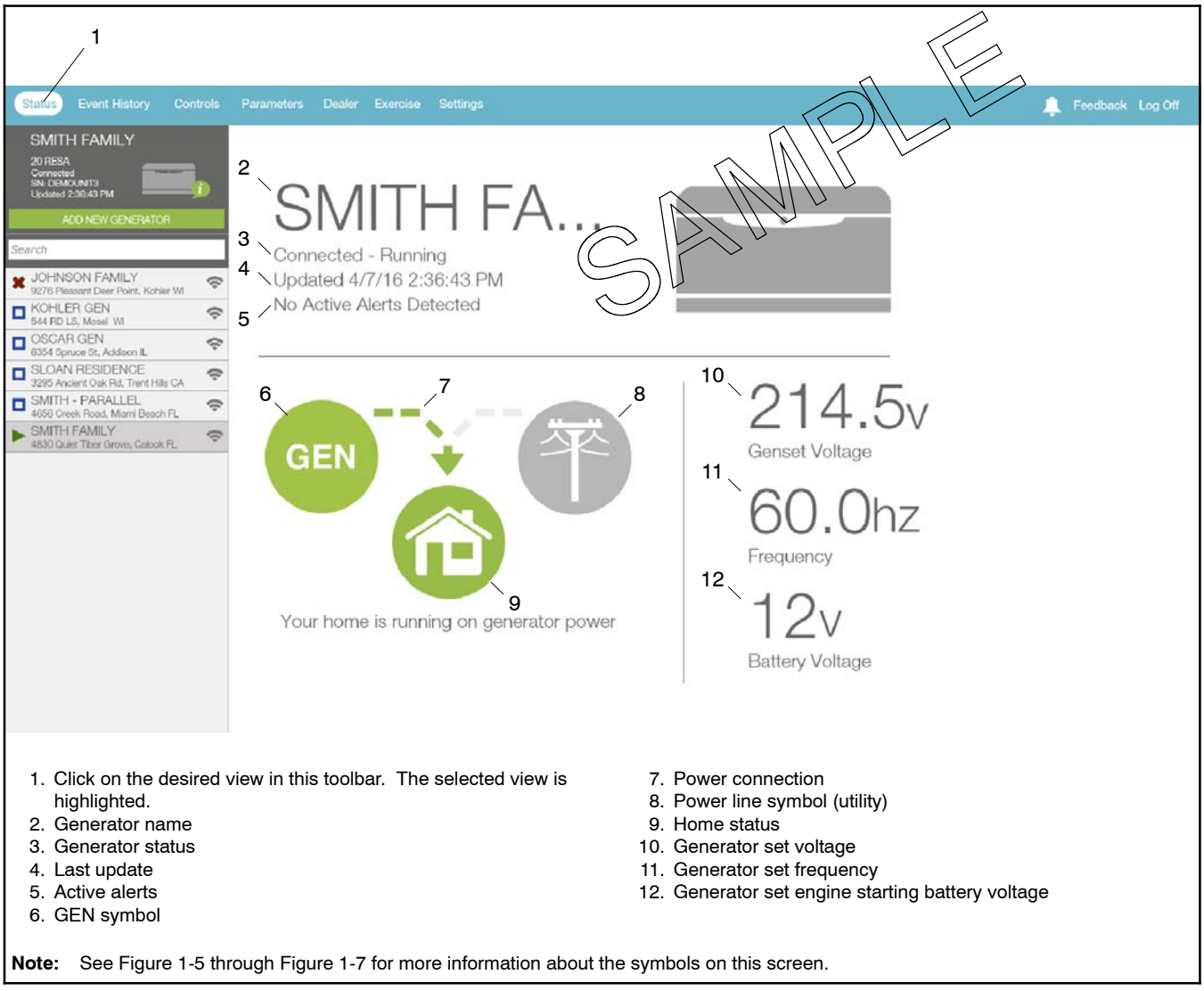
Figure 1-3 Select Generator

1.7 Status

The status screen is shown in Figure 1-4.

Symbols in the generator list on the left side of the screen indicate the status of each generator set. See Figure 1-5. The symbol to the left of the generator name indicates whether the generator is running, on standby, shut down, or turned off. See Figure 1-6 for illustrations and definitions of the symbols. The symbol to the right of the generator name shows whether the generator is connected to the OnCue Plus server. If the symbol indicates no connection.

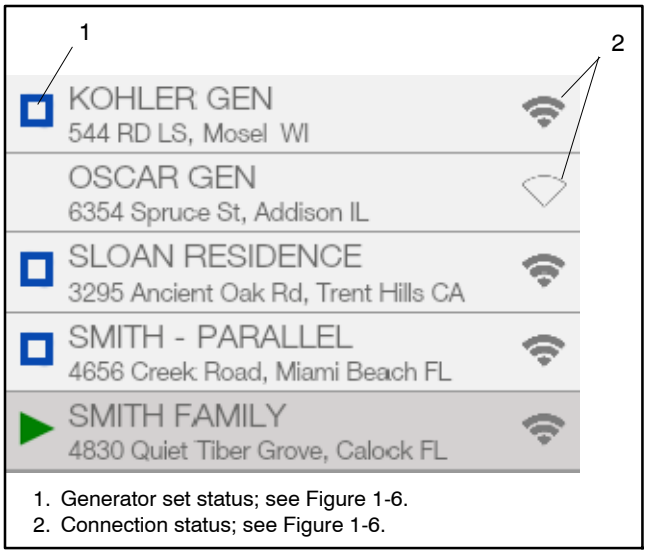
See Figure 1-7 for an explanation of symbols and information displayed in the body of the status screen.



1. Click on the desired view in this toolbar. The selected view is highlighted.
2. Generator name
3. Generator status
4. Last update
5. Active alerts
6. GEN symbol
7. Power connection
8. Power line symbol (utility)
9. Home status
10. Generator set voltage
11. Generator set frequency
12. Generator set engine starting battery voltage

Note: See Figure 1-5 through Figure 1-7 for more information about the symbols on this screen.

Figure 1-4 Power System Status



1. Generator set status; see Figure 1-6.
2. Connection status; see Figure 1-6.

Figure 1-5 Generator Set Status and Connection Indicators

Indicator		Status	Description
	Blue square	Standby	Generator set is ready to start.
	Green triangle	Cranking or running	Engine is starting or running.
	Red X	Fault shutdown	The controller has detected a fault condition and the generator set has shut down.
	Red circle	Off	Controller is OFF.
	Connection symbol	Connected	Generator set is connected to the OnCue Plus server.
	Open symbol	Not Connected	Generator set is not connected to the OnCue Plus server.

Figure 1-6 Generator Set Status Indicators

Status Screen Item *	Indicates	Notes
Name (2)	Name of generator that you are monitoring	Select the generator from the list on the left side of the screen. (Click on the arrow symbol to reveal the list.)
Generator status message (3)	The status of the generator that you have selected	Examples of status messages are “Generator Running” and “Standby.” If a fault condition is indicated, check the Event History view or the controller display to identify the fault.
Updated (4)	The last time that generator information was updated in OnCue Plus	The frequency of updates can be changed through the Settings screen.
Active alerts (5)	Generator set alerts	Indicates any active generator set faults or warnings. See Section 1.8.
GEN symbol (6)	Generator Status	Green when active, gray when not available.
Power connection (7)	Power source connected to the home.	A green line indicates which power source, generator or utility, is connected to the home.
Power line symbol (8)	Utility power status	Green when active, gray when not available.
Home symbol and home status message (9)	Home does or does not have power	Symbol is green when the home has power from either the generator or utility.
Genset Voltage (10)	Output voltage from the generator set.	Displays voltage when the generator is running.
Frequency (11)	Frequency of the generator set output.	Displays frequency when the generator is running. Nominally 50 or 60 Hz.
Battery Voltage (12)	Generator engine starting battery voltage	Typically 12–15 volts DC. A voltage below 12.5 VDC will trigger a low battery voltage warning, indicating that the battery should be charged or replaced. A voltage less than 12 volts DC will be displayed in red.

* Item numbers in parentheses ( ) refer to Figure 1-4.

Figure 1-7 Status Screen Displays

1.8 Event History

Click on event history to view recent activity on your generator. The controller hours for recent generator operation, including exercise runs or other generator set starts and stops, are displayed. Generator fault conditions including warnings and shutdowns are also displayed.

Active alerts appear in boldface. Click on Clear Active to clear the active fault conditions. Contact your local dealer or distributor for service if fault conditions continue to appear.

If you would like more information about a particular event, please click/touch that particular event to bring up the event details screen. See Figure 1-10 for information contained on the event details screen. Click on the arrow near the upper left corner of the details screen to return to the previous screen.

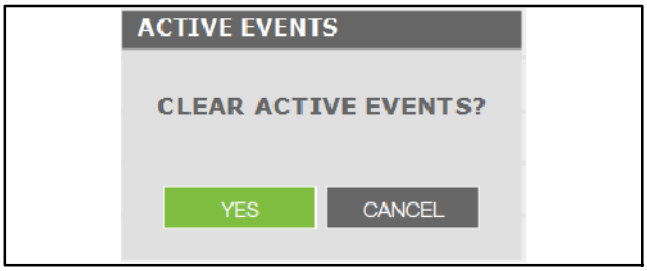
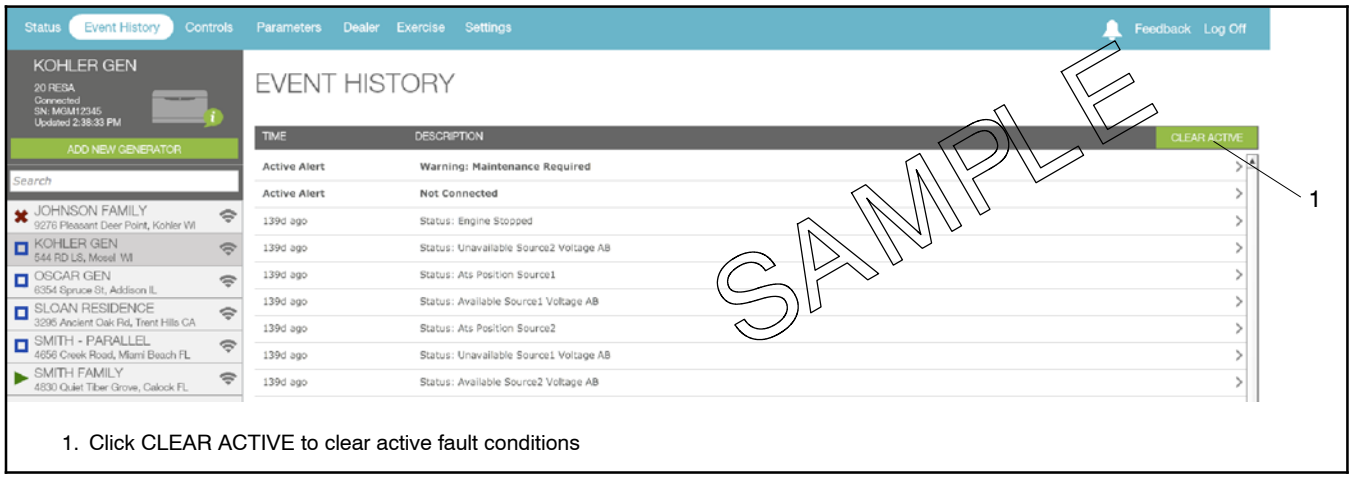


Figure 1-8 Clear Active Events Confirmation



1. Click CLEAR ACTIVE to clear active fault conditions

Figure 1-9 Event History

1. Back arrow returns to previous screen.

Figure 1-10 Event Details

1.9 Controls

From the controls view, you can:

- Start and stop a generator exercise
- View the status of outputs connected to the PIM or LCM
- Turn outputs connected to the PIM on and off.

The generator set controller must be in AUTO mode for remote start/stop using OnCue Plus.

1.9.1 Start Exercise

To start an exercise, click Start in the controls screen. The dialog box shown in Figure 1-11 opens. click on START to confirm you want to start the generator set or CANCEL to exit and not start an exercise.

The exercise runs for 20 minutes (default setting) and then stops. Use the stop exercise command to stop the generator earlier, if necessary.

Exercise runs started through this command are unscheduled. Starting and stopping the engine using these commands does not change the exercise schedule on the generator set.

The exercise mode and duration can be changed through the Exercise screen. See Section 1.12.

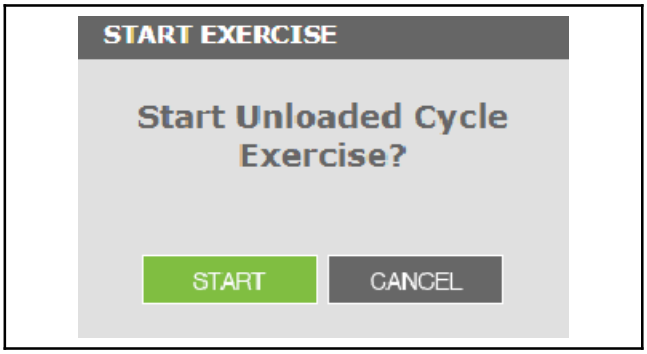
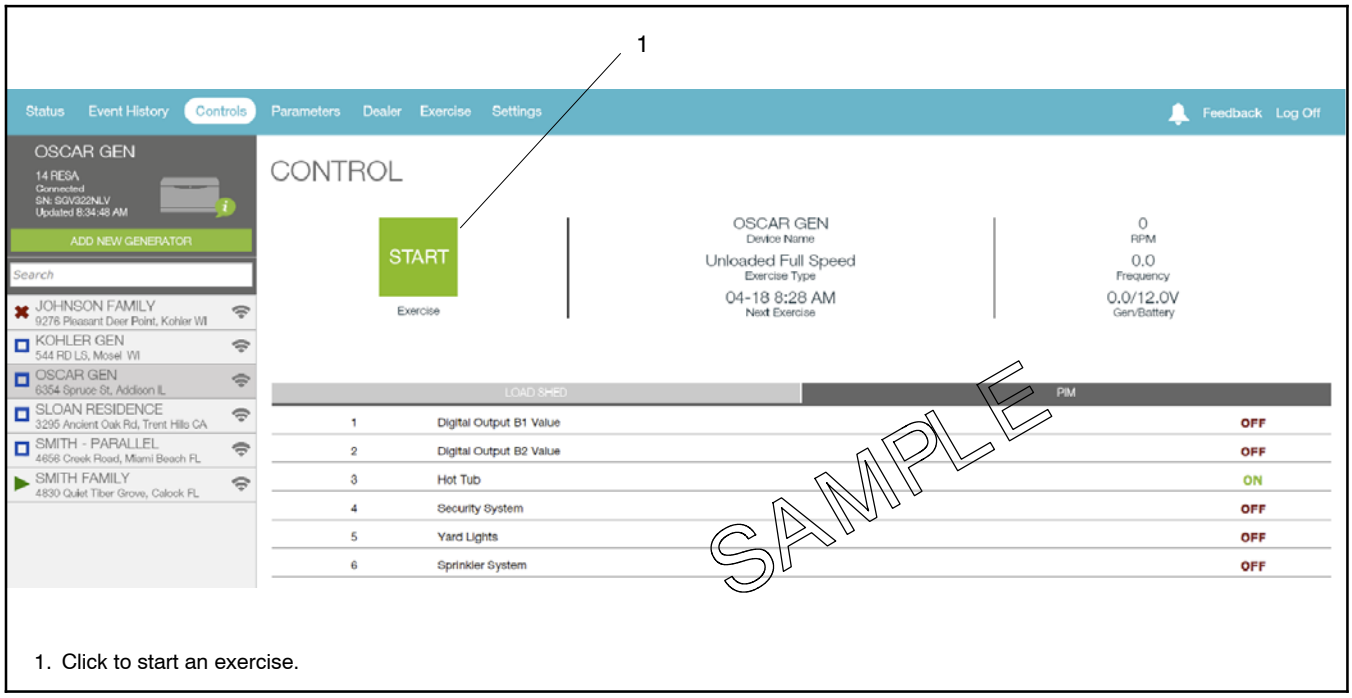


Figure 1-11 Select Exercise Type



1. Click to start an exercise.

Figure 1-12 Controls, Start Exercise

1.9.2 Stop Exercise

After starting the engine using the Start button, click on Stop in the controls screen to stop the engine before the programmed stop time, if necessary. Then confirm by clicking on YES in the STOP GENERATOR window that appears in the center of the screen. See Figure 1-13.

The generator set controller must be in AUTO mode for remote start/stop using OnCue Plus.

Note: The Stop Exercise command will not stop the generator set if it was started at the controller by pressing RUN, by a remote start command from an ATS, or by a scheduled exercise set at the controller. If communication is lost, the generator will automatically shut down after the exercise period is elapsed.

1. Click Stop to shut down the generator before the exercise time expires. This only stops an exercise that was initiated by clicking the START button in OnCue Plus.
2. Click Yes to confirm, or Cancel to continue exercising.

Figure 1-13 Controls, Stop Exercise

1.9.3 PIM

OnCue® Plus allows remote control of items in your home. Controlling items remotely requires an installed and properly connected Programmable Interface Module (PIM). The programmable interface module (PIM) is available for purchase as an optional kit.

Electrical items such as appliances, outdoor lighting, storm shutters, etc. can be connected to outputs on the PIM and then turned on and off using OnCue Plus through your personal computer, smart phone,or tablet with Internet access.

The PIM provides two programmable inputs and six programmable outputs for connection to customer-supplied equipment. The PIM operates only with generator sets equipped with the Kohler RDC2, DC2, or VSC controller. See TT-1584 for PIM installation and setup instructions.

Note: PIM outputs 1 and 2 are factory-set to generator running and common fault. Outputs 1 and 2 cannot be controlled remotely through OnCue® Plus.

Use the controls screen to remotely control items in your home connected to outputs 3 through 6.

1. Select the controls screen in the OnCue Plus Toolbar.
2. Click on the tab labeled PIM.
3. Click on the name of the output to turn it on or off. The status indicator (ON/OFF) flashes for approximately 5 seconds before changing to the new status.

Once OnCue Plus is used to turn a PIM output on or off, the output will no longer be controlled by the generator set. For example, output 4 may initially be set to the engine oil low pressure warning. If OnCue Plus is used to turn that output on or off, the output will no longer turn on when the generator's low oil pressure warning is activated. The output must be operated through OnCue Plus.

Use OnCue Plus to rename the output functions to identify the equipment connected to each output. See section 1.13, Settings, for label renaming instructions.

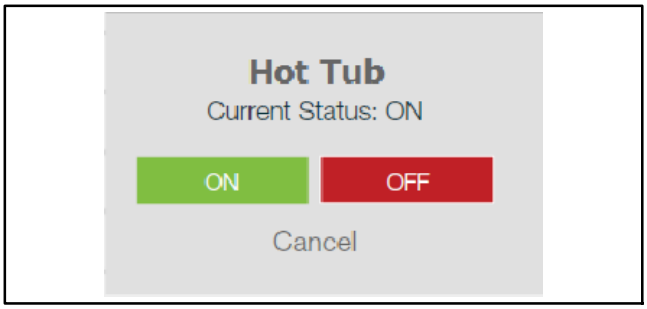


Figure 1-14 Manual Management

1.9.4 Load Shed

Click on the Load Shed tab in the controls screen to see the status of items connected to the load control module (LCM) or load shed kit. Non-essential loads connected to the load control relays are disconnected automatically when essential equipment is running to prevent generator set overload.

The item descriptions can be edited through the Settings view. See Section 1.13.

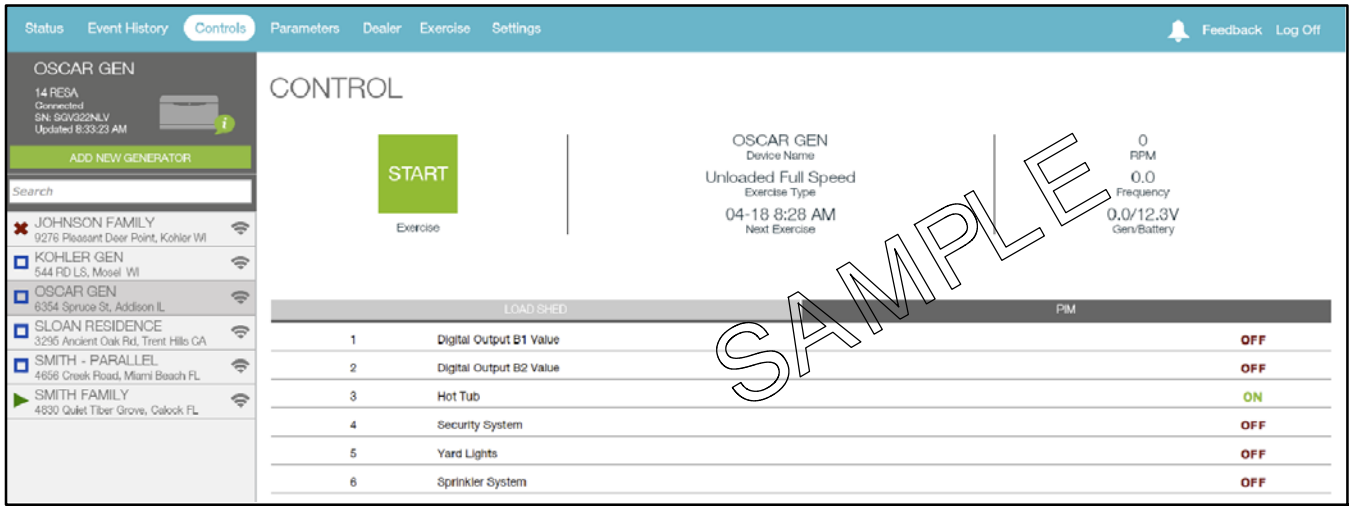


Figure 1-15 Controls, PIM

1.10 Parameters

The parameters shown in Figure 1-16 can be viewed from this screen. To change generator settings, go to the Settings tab and see Section 1.13.

Power

Total power and percent of rated power are displayed only for the following generator set models:

- 10RESV
- 12RESV
- 38RCL
- Two 14RESAs paralleled using the PowerSync™ APM
- Two 20RESAs or 20RESBs paralleled using the PowerSync™ APM

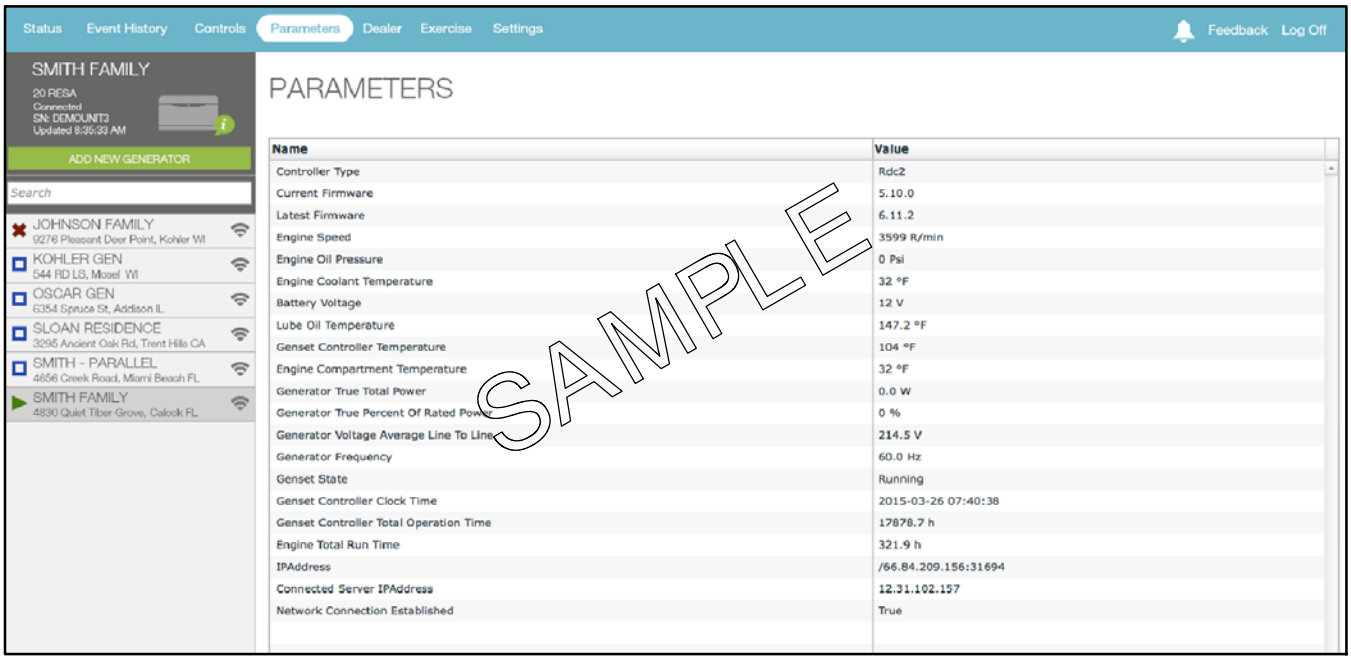


Figure 1-16 Parameters

1.11 Dealer Communication

1.11.1 Enter Dealer Information

Use the Settings view to enter your dealer's information before using the Dealer feature. See Section 1.13, Settings.

1.11.2 Email Your Dealer

Clicking on the EMAIL command will open the email application on your device and open a new email addressed to your dealer. Type in your message and send.

The OnCue Plus App on your smart phone or tablet will also allow you to call your dealer from this screen.

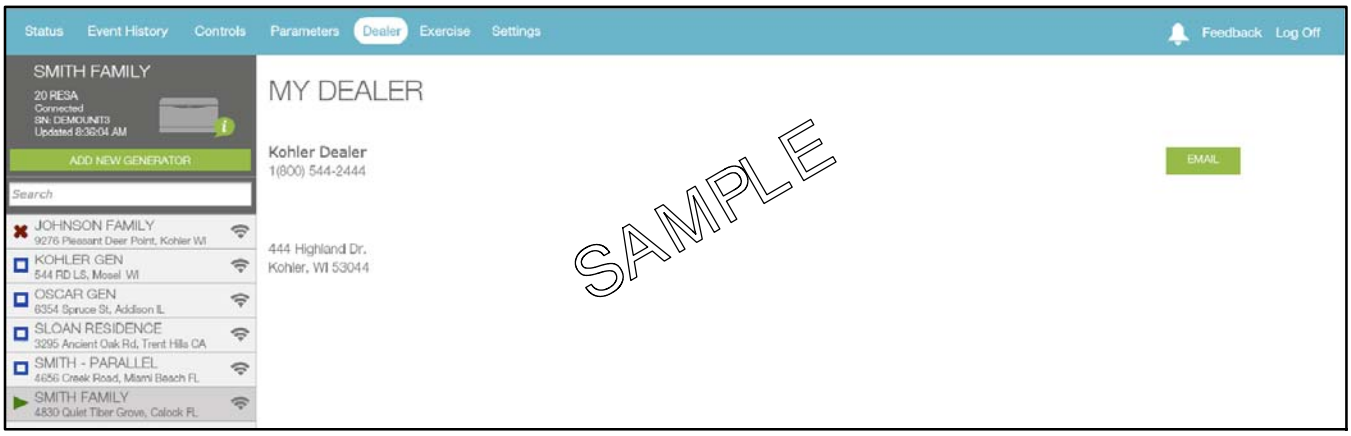


Figure 1-17 Dealer

1.12 Exercise

Click on Exercise to see and adjust the exercise settings. The exercise settings are displayed on the Exercise screen as shown in Figure 1-18.

Click on MANAGE in the upper right corner of the Exercise screen to change the exercise settings for the generator. See the generator operation and installation manuals for recommended exercise settings. The following settings can be changed:

Exercise Interval

Use the drop-down arrows to select weekly or every other week.

Exercise Run Duration

Choose how long the generator will run during exercise. Use the drop-down arrows to select from 10 to 30 minutes. 20 minutes is the default setting and is typically the minimum recommended duration.

Exercise Mode

Use the drop-down arrows to select the exercise mode.

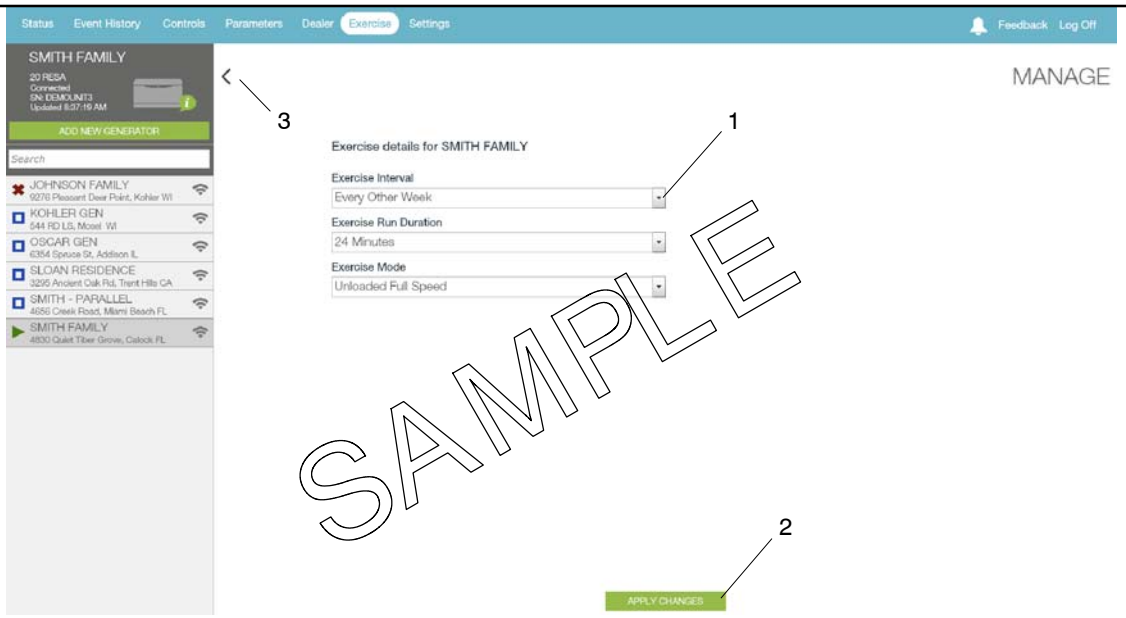
- Unloaded Full-Speed Exercise. Runs the generator set at full speed without transferring the load from utility. The model VSG generator set runs at rated no-load speed.
- Unloaded Cycle Exercise. Runs the unloaded cycle exercise with complete system diagnostics. See generator set Operation Manual for information about the unloaded cycle exercise and diagnostics.
- Loaded Full-Speed Exercise. Runs the generator set at full speed and transfers the load from utility to the generator. At the end of the exercise cycle, the load is transferred back to utility before the generator stops.

Apply Changes

Be sure to click on Apply Changes at the bottom of the screen to save your settings.

1. Click on MANAGE to change exercise settings

Figure 1-18 Exercise



1. Click on the drop-down arrows and select the desired settings. See the generator set operation manual for recommended settings.
2. Click on Apply Changes to save the settings.
3. Click on the back arrow to return to the previous screen.

Figure 1-19 Manage Menu for Exercise Settings

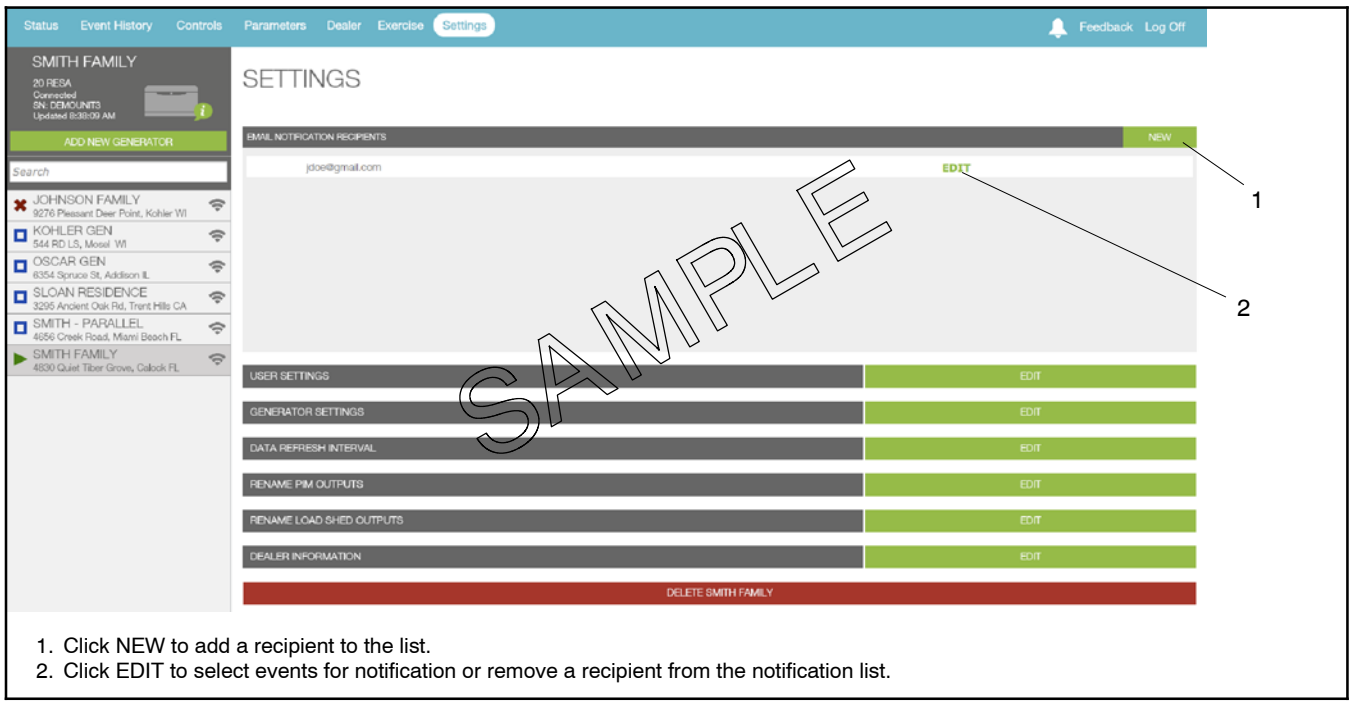
1.13 Settings

Use the Settings view to set up email and text notifications, and also to change system settings, including the frequency of generator data updates and the labels on the PIM and load shed outputs. See Figure 1-20. This view also contains a Delete command that allows you to remove a generator from your list of monitored generators.

1.13.1 Add or Delete Email Recipients

To set up email notifications, click NEW to the right of Email Notification Recipients in the settings view. See Figure 1-20. In the Add Email Recipient view, type the recipient's name and email address. Click SAVE. See Figure 1-21.

To remove an email address from the list, click EDIT to the right of the address to be deleted. Then click DELETE at the bottom of the Edit Email Recipient screen. See Figure 1-23.



1. Click NEW to add a recipient to the list.
2. Click EDIT to select events for notification or remove a recipient from the notification list.

Figure 1-20 Settings

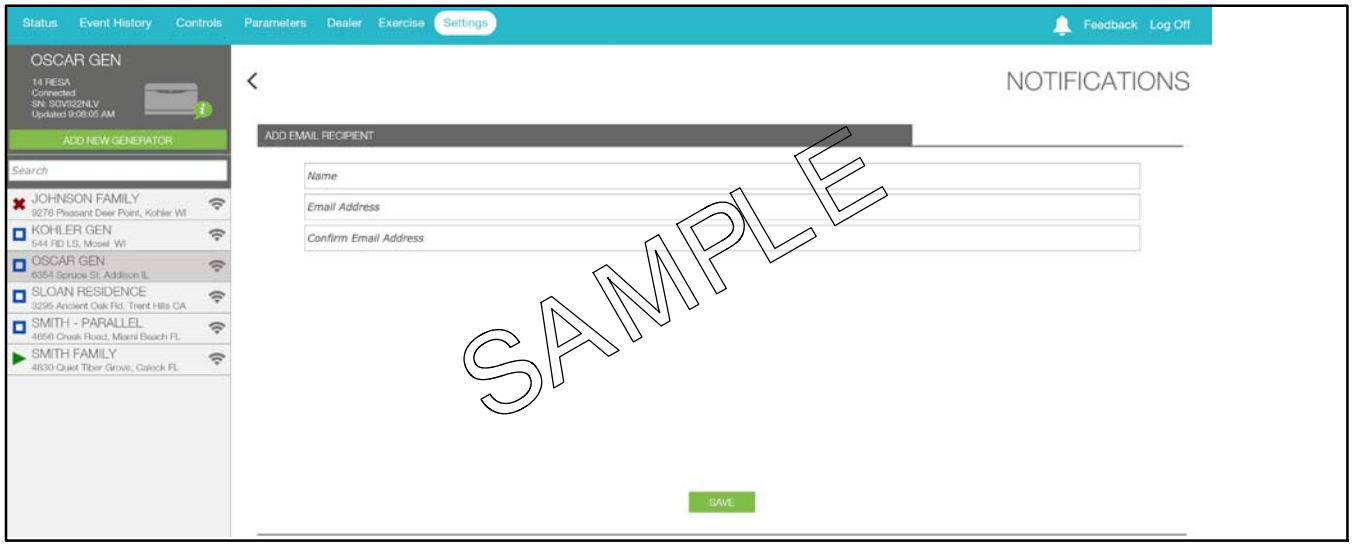


Figure 1-21 Add Email Recipient

1.13.2 Text Message Configuration

Text messages can be sent by sending an email to your cell phone.

SMS text messaging to a cellular telephone or other device is accomplished by sending an email to the cellular provider's email-to-SMS system. For example, if the customer is a subscriber of Verizon Wireless with the cellular telephone number 920-555-1212, a text message can be sent to their cell phone by sending an email to 9205551212@vtext.com. Contact your cell service provider for the email address to use for SMS text messaging.

Determine the customer's cellular telephone service provider and verify that their cell phone is equipped to receive SMS messages. Consult the cell phone provider or the provider's website for the email address configurations for text messaging. Make sure that the customer is aware of any text messaging charges the cellular telephone provider may charge for received text messages.

1.13.3 Email and Text Notifications

OnCue® Plus can be configured to send email or SMS text messages alerting the recipient of generator set faults, exercise updates, and maintenance reminders.

Email and text messages include:

- Device description (user-defined)
- Generator state
- Description of the event

The events shown in Figure 1-22 will generate an email message.

A separate message is sent for each active warning and shutdown. If multiple warnings clear or shutdowns reset at the same time, you will receive one email indicating all information. See the generator set Operation Manual for a list of warnings and shutdowns.

See Section 1.13.4 for instructions to select the type of messages sent to each recipient.

Event	Notes
Exercise start/exercise ended	Exercise messages are available if a Kohler Model RXT transfer switch is connected to the generator.
Generator running/generator stopped	If a Kohler Model RXT transfer switch is connected to the generator, you will see these messages and the exercise messages when the generator exercises, if both messages are selected.
Generator in auto/not in auto	If the OFF or RUN buttons on the generator controller are pressed, the unit is not in AUTO. Remote start/stop commands will not work and scheduled exercises will not run when the unit is not in AUTO. When AUTO is pressed again, a message is sent to notify you that the generator has returned to AUTO mode.
Utility loss/utility restored	If a Kohler Model RXT transfer switch is connected to the generator, you will see these messages indicating utility power outage and restoration.
Communication loss/restored	Loss of communication has no bearing on the generator functioning as a standby source of power.
Warnings active/cleared	Warning messages are dependent on the generator set. The message will include information about the cause of the warning; for example, low oil pressure. **Note:** Maintenance reminders are considered warnings. Turn on Warnings active/cleared to receive notifications of maintenance reminders.
Shutdown active/reset	Shutdown messages are dependent on the generator set. The message will include information about the cause of the shutdown; for example, high engine temperature.

Figure 1-22 Power System Events that Can Generate an Email or Text Message

1.13.4 Select Event Notifications

You can customize the email notifications sent to each recipient by selecting the events that will send an email notification for each email address. After adding email recipients, return to the Settings page and click on EDIT after the recipients email address. For each event listed in the Edit Email Recipient screen (see Figure 1-23), click on the ON/OFF box on the right to turn notification ON or OFF for each event. Each recipient can have a different combination of event notifications. Click SAVE after making the selections.

Maintenance Reminders. To receive notifications for maintenance reminders for your generator set, turn ON Warnings active/cleared. See the generator Operation Manual for a list of scheduled maintenance tasks that must be performed at regular intervals.

The default selection will send notifications for all events. Clicking RESTORE DEFAULTS turns on all notifications for the selected recipient.

Clicking DELETE will remove the recipient from the email notification list.

1. Click to turn notification on or off for each event.
2. SAVE notification selections for the email recipient.
3. RESTORE DEFAULTS turns all notifications on for the selected recipient.
4. DELETE removes the recipient from the notification list.

Figure 1-23 Edit Email Recipients to Select Events for Notification or Delete an Address from the List

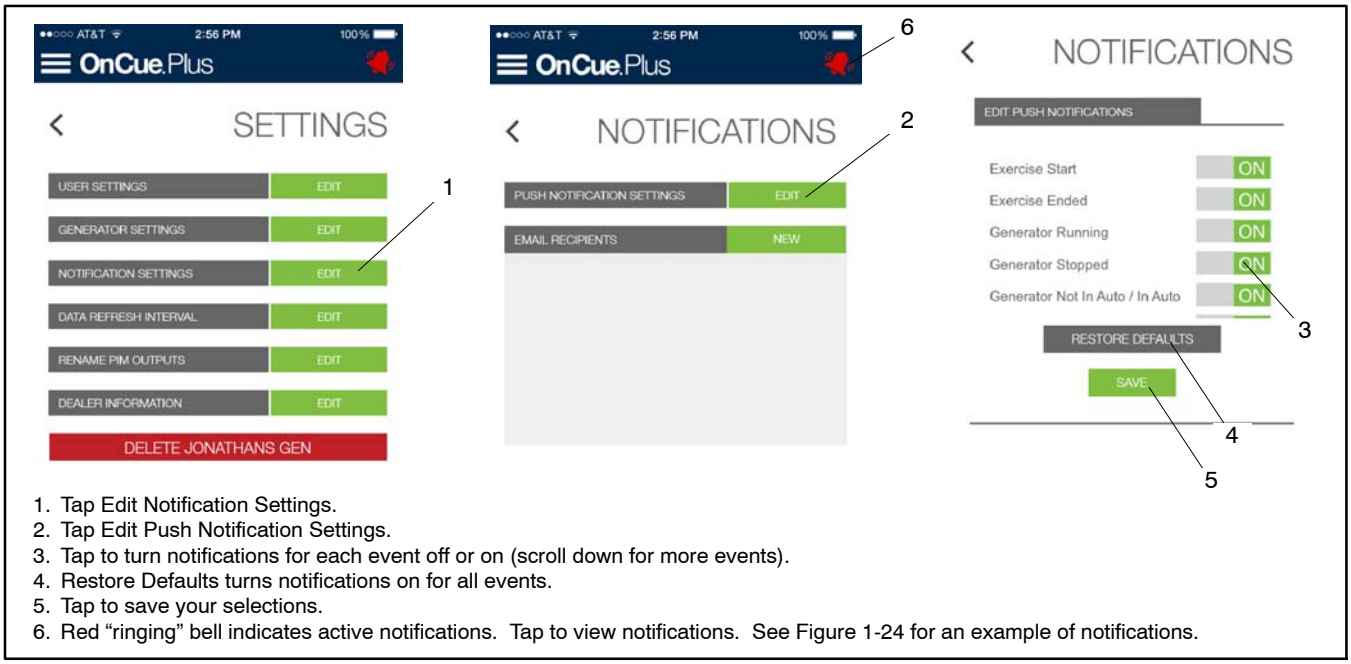
1.13.5 Push Notifications

Using the OnCue Plus App to Manage and View Notifications

The OnCue Plus app includes a notification center for your smart phone or tablet. The default setting will send notifications for all genset events shown in Figure 1-22. You can turn off the notifications for some events if you don't want to receive them. In order to manage your notifications, go to the Settings screen > Notification Settings > Push Notification Settings. See Figure 1-25.

See Figure 1-24 for an example of notifications.

Figure 1-24 View Notifications



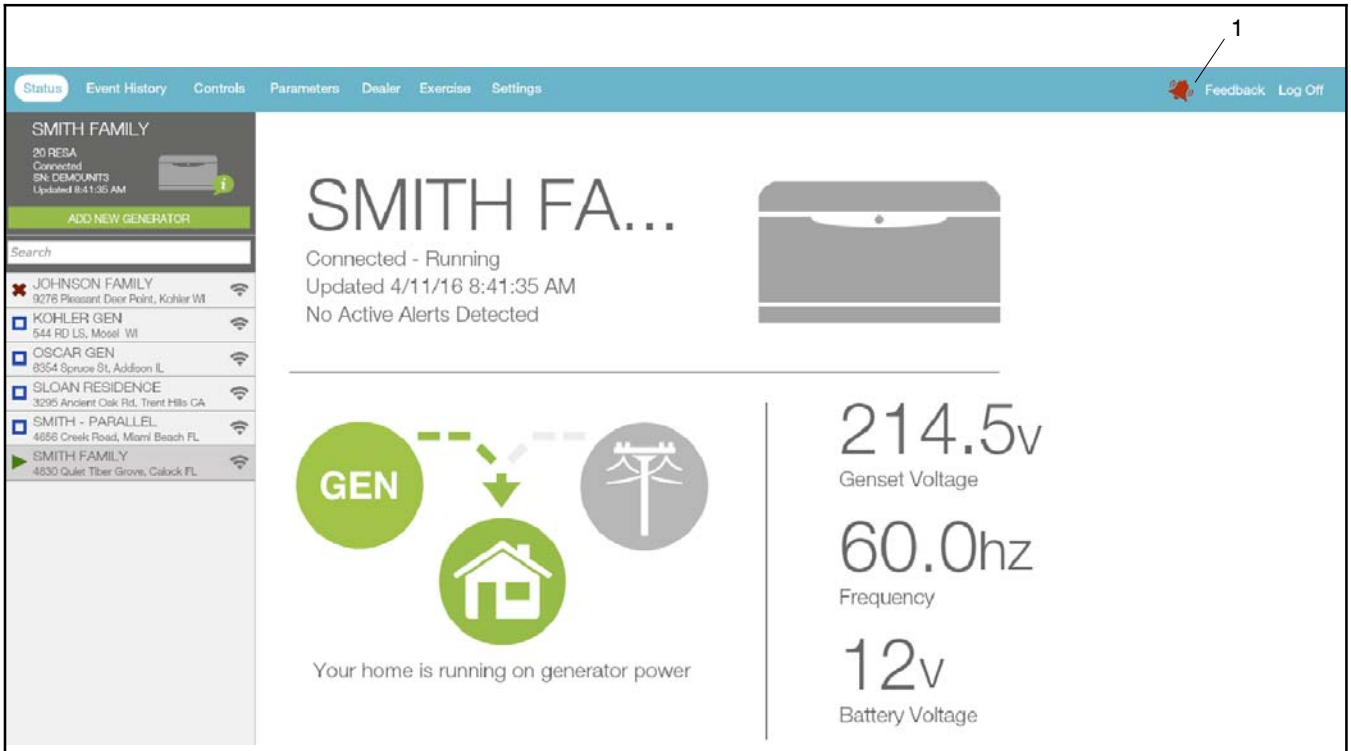
1. Tap Edit Notification Settings.
2. Tap Edit Push Notification Settings.
3. Tap to turn notifications for each event off or on (scroll down for more events).
4. Restore Defaults turns notifications on for all events.
5. Tap to save your selections.
6. Red "ringing" bell indicates active notifications. Tap to view notifications. See Figure 1-24 for an example of notifications.

Figure 1-25 Push Notification Settings in the OnCue Plus App (for smart phones and tablets)

Viewing Notifications in the Web Application

In-app notifications can be viewed using the OnCue Plus web application. The bell icon at the top of the screen turns red to indicate that there are notifications. See Figure 1-26. Click on the red bell icon to view the active notifications.

See Figure 1-24 for an example of notifications.



1. The red “ringing” bell indicates active notifications. Click on the bell to view notifications.

Figure 1-26 Notification Indicator on the Web Version of OnCue Plus

1.13.6 Data Refresh Interval

Generator data is updated in OnCue® Plus as soon as possible. In some cases, you may want to change the data updates to send data less often. For example:

- If you have a data plan that charges by the amount of data or limits the amount of data received, you may want to update less often.
- When the utility power is out and your generator set is supplying your home, you may want to select updates every 5 minutes until the utility power returns and the generator set shuts down.
- Selecting “On page load” will update the data only when you change your view in OnCue Plus.

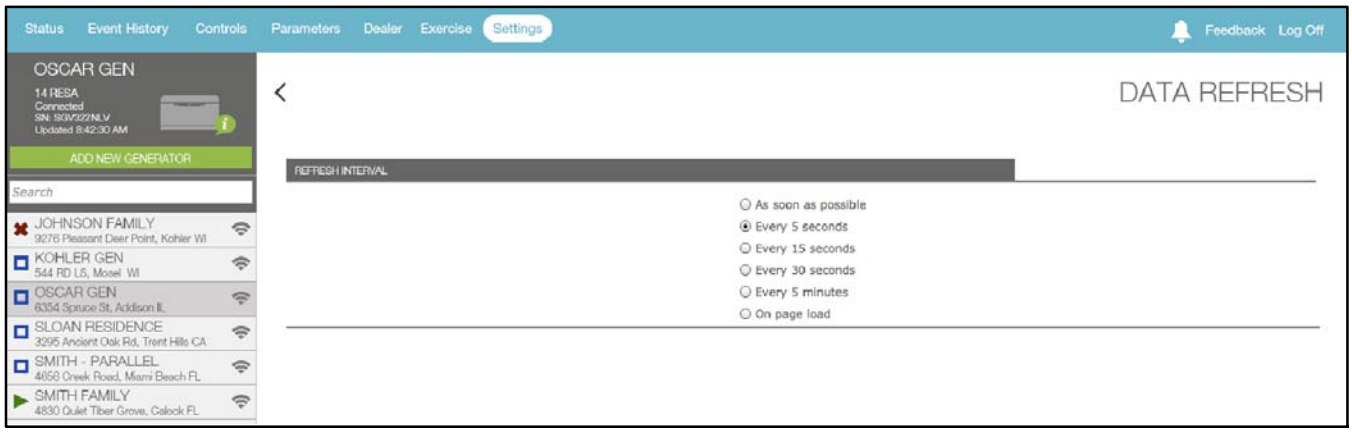


Figure 1-27 Data Refresh

1.13.7 Generator Settings

The Generator Settings view allows you to change the name and password for the generator.

Change Generator Display Name

When a generator is connected for the first time, the generator name displayed in OnCue® Plus will be the generator serial number. Use the Genset Name setting to change the name to something that identifies the generator. For example, you can rename the unit using your name or a location. If your dealer or distributor will be monitoring the generator, use a name that distinguishes your unit from other customers' equipment. Names must contain at least four characters, and can use letters and numbers.

Click on GENSET DISPLAYNAME. Type in the new name and click on the green box labeled RENAME.

Note: Changing the display name will change it on all accounts that monitor the generator. The customer and the dealer cannot have different names for the same generator.

Change Generator Password

Change the generator password from the 4-digit controller password to a password of your choice. If the password is changed, other users will lose the OnCue Plus connection to that generator. If your dealer is monitoring your generator, be sure to give him/her the new password.

Click on GENSET PASSWORD. Type the new password into both boxes and click CHANGE PASSWORD.

Generator Location

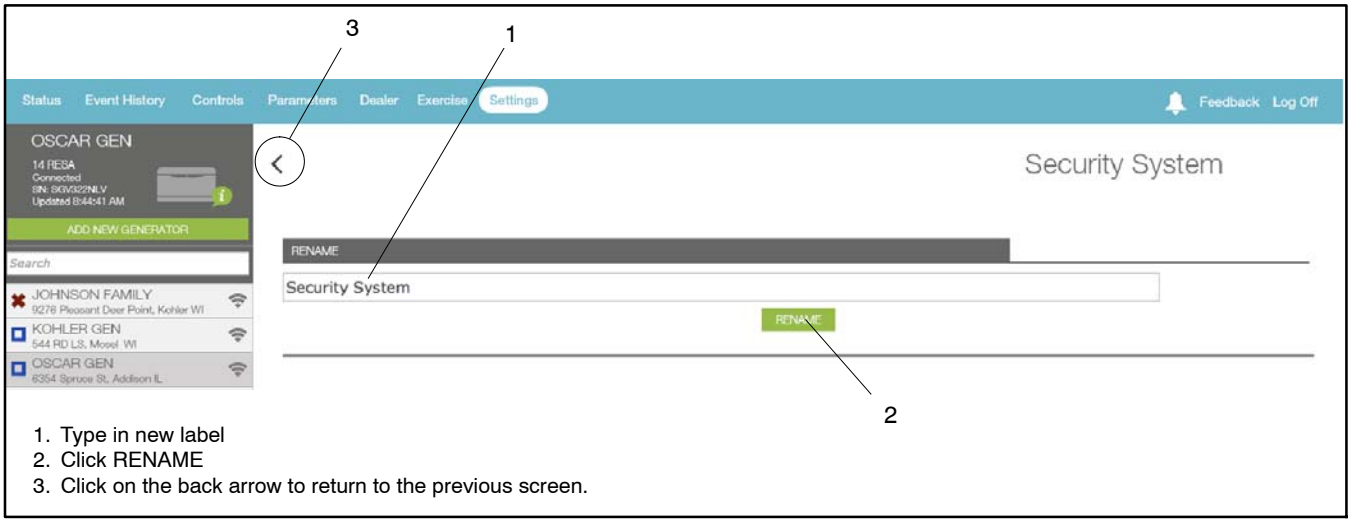
Click on GENSET LOCATION. Type in the new address or other information that identifies the generator location, and click on CHANGE LOCATION.

Figure 1-28 Generator Settings

1.13.8 Rename Outputs (PIM and Load Shed)

Use the Settings view to change the PIM and load shed output labels to show what is being controlled. For example, connect output 3 to the storm shutters on your vacation home and label it Storm Shutters. When bad weather is forecast, you can use OnCue Plus to close the storm shutters from a remote location. See Section 1.9, Control.

Click on EDIT after RENAME PIM OUTPUTS or RENAME LOAD SHED OUTPUTS in the Settings screen. See Figure 1-20. The RENAME screen appears. Click on the label that you want to change. Type in the new label and click RENAME. See Figure 1-29. Click on the back arrow near the upper left corner of the screen to return to the previous screen.



1. Type in new label
2. Click RENAME
3. Click on the back arrow to return to the previous screen.

Figure 1-29 Editing PIM or Load Shed Labels

1.13.9 Dealer Information

Enter your dealer's information, including their email address. See Figure 1-31. This allows you to email your dealer using the Dealer view described earlier.

1.13.10 Delete a Generator

The Delete *Generator* command, where *Generator* is replaced with the name of the currently selected generator, allows you to remove the generator from your list of monitored units.

Go to the Add Generator view on the left and select the unit that you want to delete. Then go to Settings, and check that the Delete command shows the name of the unit that you want to remove. Touch Delete *Generator* to remove the unit from your list. A confirmation box appears to make sure you want to delete the generator. Click Delete or Cancel.

Note: Once deleted, the generator no longer appears on the list in the Add Generator view.

After a unit has been removed, you will need to follow the Add Generator procedure to add it again if you want to put it back on your list.

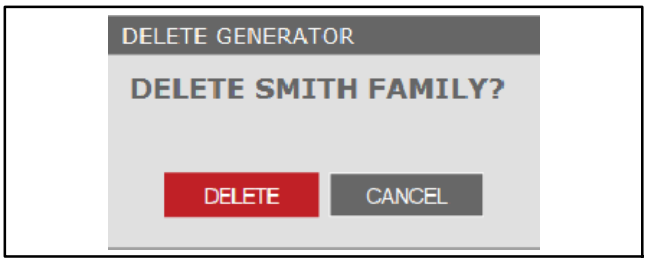


Figure 1-30 Delete a Generator

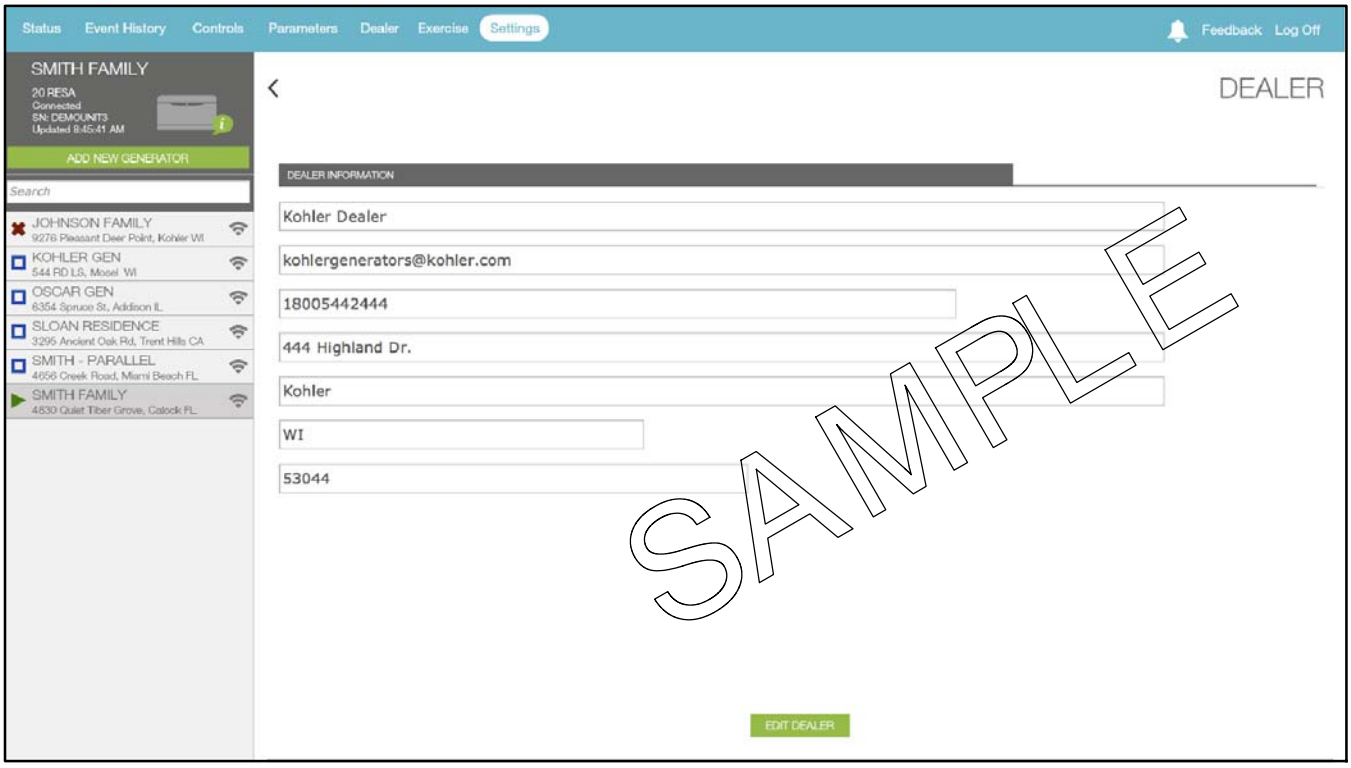


Figure 1-31 Edit Dealer Information

Section 2 Frequently Asked Questions

This section includes answers to questions that are frequently asked by customers. Please review this section if you have questions about OnCue® Plus operation.

Q) If an exercise is started from OnCue Plus, will this affect the previously scheduled exercise on the controller?

A) Using OnCue Plus to start an exercise has no impact on the exercise schedule set from the RDC/DC/RDC2/DC2 controller. This is more of a manual exercise than a scheduled exercise. However, the times listed in the Maintenance tab for Exercise Start Time and Next Exercise will temporarily reflect the times associated with the last exercise performed from OnCue Plus, until the next regularly scheduled exercise occurs, at which point the times will once again reflect the correct information.

Q) Can exercises be scheduled from OnCue Plus and override the controller schedule?

A) No, currently there is no way to schedule an exercise from OnCue Plus. However, you can adjust the exercise mode, interval (every week or every two weeks), and duration.

Q) Can OnCue Plus clear faults from a remote location?

A) OnCue Plus can clear warnings, but cannot reset shutdown faults remotely. This has no effect in the event log; it just resets active alerts.

Q) Can the OnCue Plus password be changed once initial setup is completed and the generator is connected?

A) Yes, the password can be changed within the OnCue Plus settings menu. However, changing it directly on the controller is not recommended as this will cause the generator to disconnect from the server.

Q) How can the password be changed at startup if the generator is failing to connect?

A) The power to the controller needs to be disconnected and then reconnected in order for the controller to communicate to the KOHLER server. We suggest that you have this completed by an authorized KOHLER dealer.
Another solution is to reboot the controller by updating the firmware (even if updating to the same version), which will achieve the same purpose. You can update the firmware using a laptop computer and a mini-B USB cable. Instructions can be downloaded from: www.kohlergenerators.com/usb.

Q) Why does my OnCue Plus say “No ATS Detected”?

A) If your system uses a RXT transfer switch, then the generator has disconnected from the server or the communications have fallen off line between the transfer switch and generator. If you have an RXT ATS and this message is being displayed, it likely indicates a loss of communication between the generator and the ATS, and KOHLER recommends contacting your dealer for support.
Other transfer switch models do not communicate with the controller except for the engine start signal, and are not detected by OnCue Plus. In this case, this message has no bearing on the generator performing its backup duties in case of a power outage. OnCue Plus is specifically designed to integrate with generators paired with an RXT automatic transfer switch (ATS). If an ATS other than an RXT is paired with the generator, OnCue Plus will be unable to recognize its presence, and the message of “No ATS Detected” will be displayed. This will not affect generator operation, but if the exercise cycle is being scheduled by the ATS, you will be unable to adjust the exercise cycle settings from OnCue Plus.

Q) Why does my generator disconnect frequently?

A) If there is a disruption to your Internet service, the generator will lose connection to our server. Such disruptions are not all that uncommon, and your generator will typically reconnect to our server within a matter of seconds or minutes. However, if the disconnection lasts longer, the generator's controller may need to be rebooted in order to re-establish the connection. You can do this yourself if you have a laptop and a mini-B USB cable. The process involves updating the controller firmware, which will reboot the controller (you can do this even if you already have the most recent version of firmware installed). Instructions can be downloaded from:
www.kohlergenerators.com/usb.
Otherwise, please contact your local Kohler dealer for assistance.

Q) Why do some values on the parameters page never seem to change, even when the generator is running? Specifically, the oil pressure parameter and the true total power parameters always seem stuck at 0.

A) Not all parameters apply to all generator models. In cases where the parameter does not apply to your model, the value will always show 0. For example, the low oil pressure gauge on our air-cooled models is a switch, not a continuous sensor, and therefore the oil pressure parameter for those models will always remain at 0.

Q) The old OnCue system had gauges that were very helpful; what happened to those with OnCue Plus?

A) We understand that some of the visual aspects of the OnCue software were important to our customers, and our developers are continuing to investigate improvements to OnCue Plus which could include aspects from OnCue.

Appendix A Abbreviations

The following list contains abbreviations that may appear in this publication.

A, amp	ampere
ABDC	after bottom dead center
AC	alternating current
A/D	analog to digital
ADC	advanced digital control; analog to digital converter
adj.	adjust, adjustment
ADV	advertising dimensional drawing
Ah	amp-hour
AHWT	anticipatory high water temperature
AISI	American Iron and Steel Institute
ALOP	anticipatory low oil pressure
alt.	alternator
Al	aluminum
ANSI	American National Standards Institute (formerly American Standards Association, ASA)
AO	anticipatory only
APDC	Air Pollution Control District
API	American Petroleum Institute
approx.	approximate, approximately
APU	Auxiliary Power Unit
AQMD	Air Quality Management District
AR	as required, as requested
AS	as supplied, as stated, as suggested
ASE	American Society of Engineers
ASME	American Society of Mechanical Engineers
assy.	assembly
ASTM	American Society for Testing Materials
ATDC	after top dead center
ATS	automatic transfer switch
auto.	automatic
aux.	auxiliary
avg.	average
AVR	automatic voltage regulator
AWG	American Wire Gauge
AWM	appliance wiring material
bat.	battery
BBDC	before bottom dead center
BC	battery charger, battery charging
BCA	battery charging alternator
BCI	Battery Council International
BDC	before dead center
BHP	brake horsepower
blk.	black (paint color), block (engine)
blk. htr.	block heater
BMEP	brake mean effective pressure
bps	bits per second
br.	brass
BTDC	before top dead center
Btu	British thermal unit
Btu/min.	British thermal units per minute
C	Celsius, centigrade
cal.	calorie
CAN	controller area network
CARB	California Air Resources Board
CAT5	Category 5 (network cable)
CB	circuit breaker
CC	crank cycle
cc	cubic centimeter
CCA	cold cranking amps
ccw.	counterclockwise
CEC	Canadian Electrical Code
cert.	certificate, certification, certified
cfh	cubic feet per hour
cfm	cubic feet per minute
CG	center of gravity
CID	cubic inch displacement
CL	centerline
cm	centimeter
CMOS	complementary metal oxide substrate (semiconductor)
com	communications (port)
coml	commercial
Coml/Rec	Commercial/Recreational
conn.	connection
cont.	continued
CPVC	chlorinated polyvinyl chloride
crit.	critical
CSA	Canadian Standards Association
CT	current transformer
Cu	copper
cUL	Canadian Underwriter's Laboratories
CUL	Canadian Underwriter's Laboratories
cu. in.	cubic inch
cw.	clockwise
CWC	city water-cooled
cyl.	cylinder
D/A	digital to analog
DAC	digital to analog converter
dB	decibel
dB(A)	decibel (A weighted)
DC	direct current
DCR	direct current resistance
deg., °	degree
dept.	department
dia.	diameter
DI/EO	dual inlet/end outlet
DIN	Deutsches Institut fur Normung e. V. (also Deutsche Industrie Normenausschuss)
DIP	dual inline package
DPDT	double-pole, double-throw
DPST	double-pole, single-throw
DS	disconnect switch
DVR	digital voltage regulator
E^2PROM, EEPROM	electrically-erasable programmable read-only memory
E, emer.	emergency (power source)
ECM	electronic control module, engine control module
EDI	electronic data interchange
EFR	emergency frequency relay
e.g.	for example (*exempli gratia)*
EG	electronic governor
EGSA	Electrical Generating Systems Association
EIA	Electronic Industries Association
EI/EO	end inlet/end outlet
EMI	electromagnetic interference
emiss.	emission
eng.	engine
EPA	Environmental Protection Agency
EPS	emergency power system
ER	emergency relay
ES	engineering special, engineered special
ESD	electrostatic discharge
est.	estimated
E-Stop	emergency stop
etc.	et cetera (and so forth)
exh.	exhaust
ext.	external
F	Fahrenheit, female
FHM	flat head machine (screw)
fl. oz.	fluid ounce
flex.	flexible
freq.	frequency
FS	full scale
ft.	foot, feet
ft. lb.	foot pounds (torque)
ft./min.	feet per minute
ftp	file transfer protocol
g	gram
ga.	gauge (meters, wire size)
gal.	gallon
gen.	generator
genset	generator set
GFI	ground fault interrupter
GND, ⏚	ground
gov.	governor
gph	gallons per hour
gpm	gallons per minute
gr.	grade, gross
GRD	equipment ground
gr. wt.	gross weight
H x W x D	height by width by depth
HC	hex cap
HCHT	high cylinder head temperature
HD	heavy duty
HET	high exhaust temp., high engine temp.
hex	hexagon
Hg	mercury (element)
HH	hex head
HHC	hex head cap
HP	horsepower
hr.	hour
HS	heat shrink
hsg.	housing
HVAC	heating, ventilation, and air conditioning
HWT	high water temperature
Hz	hertz (cycles per second)
IBC	International Building Code
IC	integrated circuit
ID	inside diameter, identification
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronics Engineers
IMS	improved motor starting
in.	inch
in. H_2O	inches of water
in. Hg	inches of mercury
in. lb.	inch pounds
Inc.	incorporated
ind.	industrial
int.	internal
int./ext.	internal/external
I/O	input/output
IP	internet protocol
ISO	International Organization for Standardization
J	joule
JIS	Japanese Industry Standard
k	kilo (1000)
K	kelvin
kA	kiloampere
KB	kilobyte (2^{10} bytes)
KBus	Kohler communication protocol
kg	kilogram

kg/cm^2	kilograms per square centimeter
kgm	kilogram-meter
kg/m^3	kilograms per cubic meter
kHz	kilohertz
kJ	kilojoule
km	kilometer
kOhm, kΩ	kilo-ohm
kPa	kilopascal
kph	kilometers per hour
kV	kilovolt
kVA	kilovolt ampere
kVAR	kilovolt ampere reactive
kW	kilowatt
kWh	kilowatt-hour
kWm	kilowatt mechanical
kWth	kilowatt-thermal
L	liter
LAN	local area network
L x W x H	length by width by height
lb.	pound, pounds
lbm/ft^3	pounds mass per cubic feet
LCB	line circuit breaker
LCD	liquid crystal display
LED	light emitting diode
Lph	liters per hour
Lpm	liters per minute
LOP	low oil pressure
LP	liquefied petroleum
LPG	liquefied petroleum gas
LS	left side
L_{wa}	sound power level, A weighted
LWL	low water level
LWT	low water temperature
m	meter, milli (1/1000)
M	mega (10^6 when used with SI units), male
m^3	cubic meter
$m^3/hr.$	cubic meters per hour
$m^3/min.$	cubic meters per minute
mA	milliampere
man.	manual
max.	maximum
MB	megabyte (2^{20} bytes)
MCCB	molded-case circuit breaker
MCM	one thousand circular mils
meggar	megohmmeter
MHz	megahertz
mi.	mile
mil	one one-thousandth of an inch
min.	minimum, minute
misc.	miscellaneous
MJ	megajoule
mJ	millijoule
mm	millimeter
mOhm, mΩ	milliohm
MOhm, MΩ	megohm
MOV	metal oxide varistor
MPa	megapascal
mpg	miles per gallon
mph	miles per hour
MS	military standard
ms	millisecond
m/sec.	meters per second
mtg.	mounting
MTU	Motoren-und Turbinen-Union
MW	megawatt
mW	milliwatt
μF	microfarad
N, norm.	normal (power source)
NA	not available, not applicable
nat. gas	natural gas
NBS	National Bureau of Standards
NC	normally closed
NEC	National Electrical Code
NEMA	National Electrical Manufacturers Association
NFPA	National Fire Protection Association
Nm	newton meter
NO	normally open
no., nos.	number, numbers
NPS	National Pipe, Straight
NPSC	National Pipe, Straight-coupling
NPT	National Standard taper pipe thread per general use
NPTF	National Pipe, Taper-Fine
NR	not required, normal relay
ns	nanosecond
OC	overcrank
OD	outside diameter
OEM	original equipment manufacturer
OF	overfrequency
opt.	option, optional
OS	oversize, overspeed
OSHA	Occupational Safety and Health Administration
OV	overvoltage
oz.	ounce
p., pp.	page, pages
PC	personal computer
PCB	printed circuit board
pF	picofarad
PF	power factor
ph., ∅	phase
PHC	Phillips® head Crimptite® (screw)
PHH	Phillips® hex head (screw)
PHM	pan head machine (screw)
PLC	programmable logic control
PMG	permanent magnet generator
pot	potentiometer, potential
ppm	parts per million
PROM	programmable read-only memory
psi	pounds per square inch
psig	pounds per square inch gauge
pt.	pint
PTC	positive temperature coefficient
PTO	power takeoff
PVC	polyvinyl chloride
qt.	quart, quarts
qty.	quantity
R	replacement (emergency) power source
rad.	radiator, radius
RAM	random access memory
RBUS	RS-485 proprietary communications
RDO	relay driver output
ref.	reference
rem.	remote
Res/Coml	Residential/Commercial
RFI	radio frequency interference
RH	round head
RHM	round head machine (screw)
rly.	relay
rms	root mean square
rnd.	round
RO	read only
ROM	read only memory
rot.	rotate, rotating
rpm	revolutions per minute
RS	right side
RTDs	Resistance Temperature Detectors
RTU	remote terminal unit
RTV	room temperature vulcanization
RW	read/write
SAE	Society of Automotive Engineers
scfm	standard cubic feet per minute
SCR	silicon controlled rectifier
s, sec.	second
SI	*Systeme international d'unites,* International System of Units
SI/EO	side in/end out
sil.	silencer
SMTP	simple mail transfer protocol
SN	serial number
SNMP	simple network management protocol
SPDT	single-pole, double-throw
SPST	single-pole, single-throw
spec	specification
specs	specification(s)
sq.	square
sq. cm	square centimeter
sq. in.	square inch
SMS	short message service
SS	stainless steel
std.	standard
stl.	steel
tach.	tachometer
TB	terminal block
TCP	transmission control protocol
TD	time delay
TDC	top dead center
TDEC	time delay engine cooldown
TDEN	time delay emergency to normal
TDES	time delay engine start
TDNE	time delay normal to emergency
TDOE	time delay off to emergency
TDON	time delay off to normal
temp.	temperature
term.	terminal
THD	total harmonic distortion
TIF	telephone influence factor
tol.	tolerance
turbo.	turbocharger
typ.	typical (same in multiple locations)
UF	underfrequency
UHF	ultrahigh frequency
UIF	user interface
UL	Underwriter's Laboratories, Inc.
UNC	unified coarse thread (was NC)
UNF	unified fine thread (was NF)
univ.	universal
URL	uniform resource locator (web address)
US	undersize, underspeed
UV	ultraviolet, undervoltage
V	volt
VAC	volts alternating current
VAR	voltampere reactive
VDC	volts direct current
VFD	vacuum fluorescent display
VGA	video graphics adapter
VHF	very high frequency
W	watt
WCR	withstand and closing rating
w/	with
WO	write only
w/o	without
wt.	weight
xfmr	transformer

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