

INSTRUCTIONS

Original Issue Date: 3/14

Model: 14/20RES, 14/20RESA, 20RESB, 38/48RCL

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.

After transitioning to OnCue Plus, you will no longer be able to use OnCue for remote monitoring. However, you will continue to use OnCue to update firmware or view parameters using a Windows® laptop computer connected directly to the controller through the USB

port. OnCue Plus will be expanded to allow firmware updates and parameter views in a future release.

Required Equipment

- Windows®-based laptop computer. Internet access is required at the beginning of the procedure only to download files from the Kohler website.
- USB cable with one male USB A connector and one male mini-B connector.
- OnCue software and controller firmware (instructions to download these files are given in the following procedure).

OnCue and OnCue Plus Comparison

	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, this will continue to be supported for firmware updates	Not yet *
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	Not yet *
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.

* To be included in an upcoming release of OnCue Plus.

Figure 1 Comparison Between OnCue and OnCue Plus

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Android is a trademark of Google Inc.

Use OnCue to Update the Controller Firmware

1. Visit this web page to download the controller firmware and KohlerOnCue.zip for your Windows laptop computer:
<http://www.kohlerpower.com/residential/solutions/oncue.htm>

See Figure 2.

If the generator is already connected to the Internet

for remote monitoring, no changes are needed to the Internet connection. If the generator is not already connected to the Internet, click on Download Instructions Now and follow the instructions in the Installation Instructions (RDC only) and the OnCue Plus Manual to connect the generator to the Internet.

2. Click on Install OnCue Software and Firmware. See Figure 2. When the dialog box appears, click on Open. The list of files shown in Figure 3 appears.

The screenshot shows a Windows Internet Explorer browser window displaying the 'OnCue Software Installation' page. The page content includes:

- OnCue Software Installation**
- Text: "Whether at home or on the go, you're in control. With the OnCue™ Home Generator Management System, you can manage your KOHLER home generator, receive updates via text or e-mail, view real-time power operation and more. It's peace of mind in the palm of your hand."
- Text: "Instructions below are for generators with a RDC2, DC2, RDC, DC, or VSC controller."
- Step 1: Download OnCue Installation Instructions**
Text: "These instructions will walk you through how to install your OnCue software to monitor your home generator remotely. Also included in this download are the OnCue operation manual and spec sheet."
Link: [Download Instructions Now](#)
- Step 2: Download OnCue Software and Genset Controller Firmware**
Text: "It is recommended that you download this software prior to the day of installation as download may take a few hours."
Text: "Please install both the OnCue software and the Genset Controller Firmware to your laptop."
Text: "Follow the directions in your installation instructions to attach hardware to the generator."
Text: "Finally, the Genset Controller Firmware will have to be loaded onto your generator controller using a USB cable. Please see your installation instructions for details."
Link: [Install OnCue Software and Firmware](#)

A blue arrow labeled '1' points to the 'Install OnCue Software and Firmware' button. The browser's status bar at the bottom shows 'Unknown Zone (Mixed) | Protected Mode: Off' and a zoom level of '130%'.

Figure 2 Web Page for Controller Firmware and OnCue Software

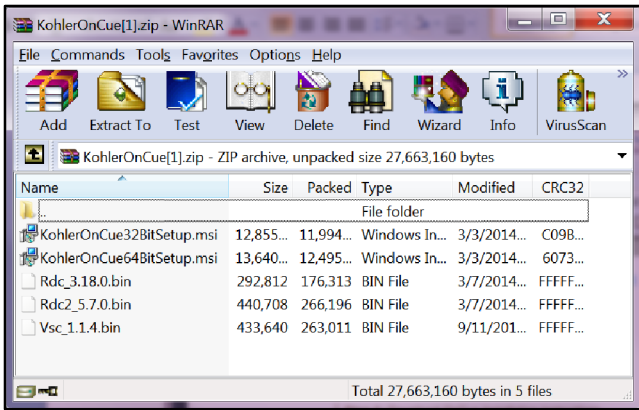


Figure 3 Files for Download

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 Windows laptop. Note the location where you store the file on the computer.
5. Install OnCue on the laptop computer:
 - a. There are different OnCue setup files for 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. Click on the 32 bit setup file (KohlerOnCue32BitSetup.msi) or the 64 bit setup file (KohlerOnCue64BitSetup.msi) as needed for your laptop.

- c. Select Run.
 - d. Review the license agreement and click the box to agree to the terms.
 - e. Click Install.
 - f. Click Finish when prompted.
6. Connect your laptop to the generator with the USB A to USB mini-B cable.
 7. Start OnCue on the laptop by clicking Start> All Programs>Kohler OnCue.
 8. Follow these steps to use OnCue to obtain the controller password and genset serial number. Write them down. They will be needed later for OnCue Plus setup.
 - a. In the panel on the left side of the screen, click on the generator set to be updated. See item 1 in Figure 5. You must select the generator connected directly to the laptop with a USB cable.
 - b. Click the Change Password button. See Figure 5. Passwords can be 6–20 letters and/or numbers. Enter a new password of your choosing and click OK. Write down this password.
 - c. Click on Parameters View in OnCue. The Genset Serial Number is either a 7 digit number or a 9 character value starting with SGM. See Figure 5. Find the Genset Serial Number under the Genset Info group and write it down.

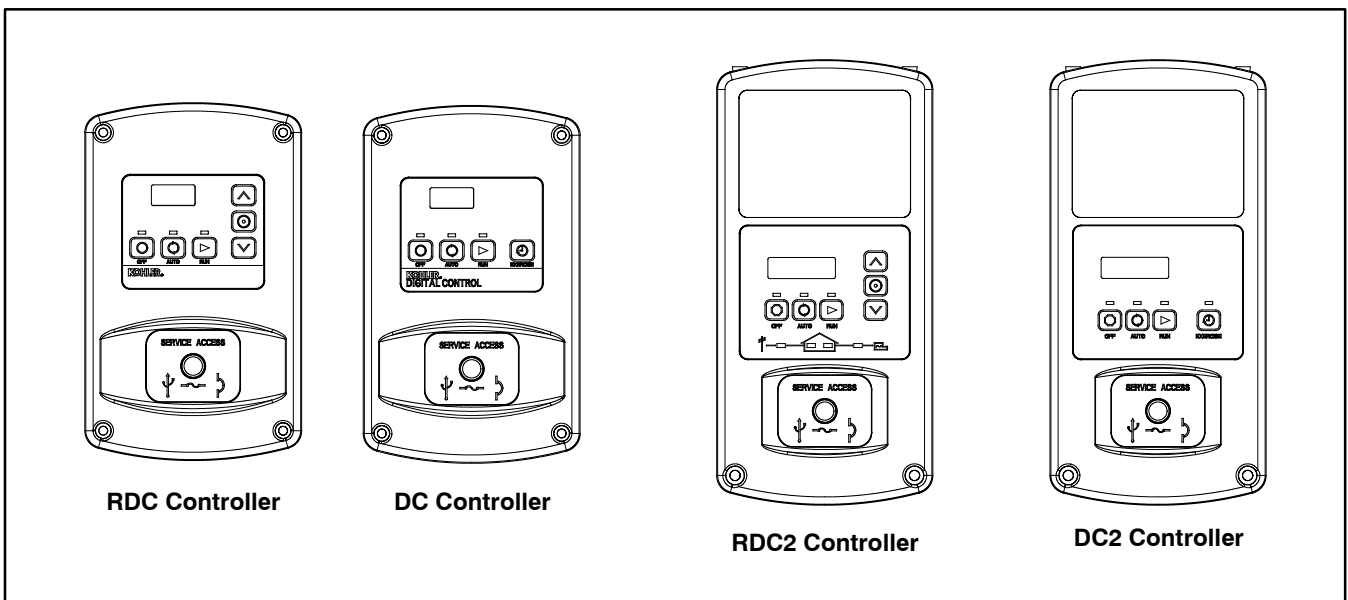


Figure 4 Controller Identification

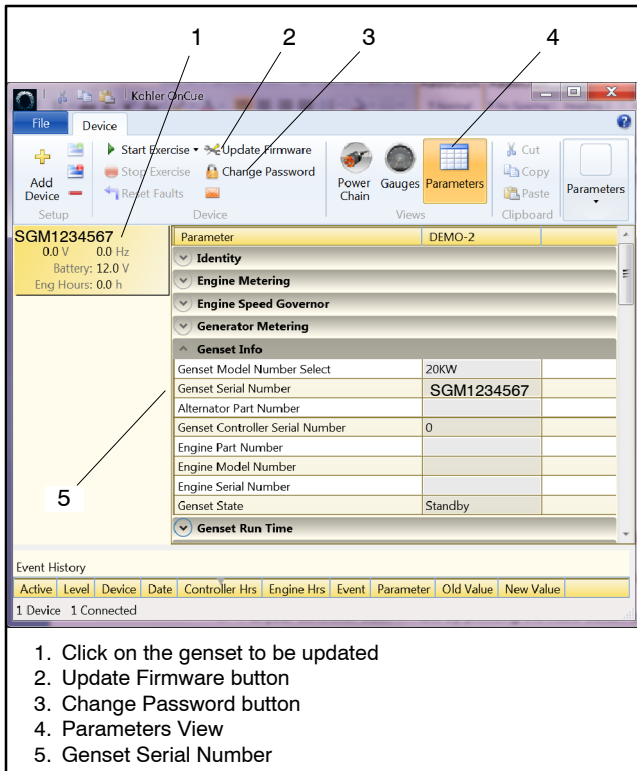


Figure 5 OnCue Parameters View

9. Update the **RDC/DC controller** firmware using OnCue®, your Windows® PC and a USB cable:

Note: For the RDC2/DC2 controller, go to step 10.

- In the panel on the left side of the screen, click on the generator set to be updated. See item 1 in Figure 5. You must select the generator connected directly to the laptop with a USB cable.
- Click on the Update Firmware button. See Figure 5.
- Click Browse for firmware file. Navigate to the location where the firmware file Rdc_3.18.0.bin was stored in step 3.

d. Double click on the .bin file and then click update firmware. A message will appear on the computer screen when the firmware is successfully updated.

e. Put your controller back in Auto by pressing the **Auto** button on your RDC controller.

10. Update the **RDC2/DC2 controller** firmware using OnCue, your Windows PC and a USB cable:

a. In the panel on the left side of the screen, click on the generator set to be updated. See item 1 in Figure 5. You must select the generator connected directly to the laptop with a USB cable.

b. Click on the Update Firmware button.

c. Click Browse for firmware file. Navigate to the location where the firmware file Rdc2_5.7.0.bin was stored in step 3.

d. Double click on the .bin file and then click update firmware. A message will appear on the computer screen when the firmware is successfully updated.

e. After the RDC2 firmware is updated, the controller display will prompt you to set the date, time, and exerciser.

f. The setting will flash on the controller display. Press the up or down arrow button to change the setting. Press the select button to save the setting. The next setting will flash.

g. After setting the date, time, and exerciser, put the controller back in Auto by pressing the **Auto** button on your RDC2 controller.

11. Close OnCue and disconnect the laptop from the controller.

Using OnCue Plus

12. 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>
13. 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.
14. Sign in to OnCue Plus with your username and password.
15. Click the Add New Generator button.
16. Enter the genset serial number and password that you wrote down in step 8. Then click the Connect button.
17. 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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