

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

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Notes

Safety Precautions and Instructions

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 a hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION



CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.



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 will 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 cloud-based application that allows you to remotely monitor your generator set using a web browser or mobile application on a smart phone or tablet.

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 included with the OnCue Plus kit provided with the generator set.

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	G6-179
OnCue Plus Technical manual	TP-7007
Ethernet Option Board Installation Instructions (RDC/DC only)	TT-1566
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.

- Visit the Kohler Generators website at KOHLEGenerators.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.

Headquarters Europe, Middle East, Africa (EMEA)

Kohler EMEA Headquarters
Netherlands B.V.
Kristallaan 1
4761 ZC Zevenbergen
The Netherlands
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Fax: (86) 10 6518 7955

East China Regional Office, Shanghai
Phone: (86) 21 6288 0500
Fax: (86) 21 6288 0550

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

Section 1 OnCue Plus Navigation

1.1 Introduction

Kohler® OnCue® Plus monitors the generator set continuously via an Internet connection from the generator controller through a local router to a cloud solution. After the application has been configured, the OnCue Plus application will continue to operate when the router is powered and providing Internet connection to the generator controller.

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 StoreSM (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 Smart Phone or Tablet

For smart phones or tablets, obtain the Kohler OnCue Plus app from the App StoreSM (for Apple devices) or Google Play™ (for Android devices).

Note: OnCue Plus works with Android version 5.0 or higher and iOS version 11.0 or higher.

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/oncueplus. The OnCue Plus log-in window opens. See Figure 1-1. Operation of the web application is similar to using the app as described in this manual.

Note: OnCue Plus works with the following web browsers:

- Google Chrome
- Safari
- Microsoft Edge (version 79 or higher)
- Firefox
- Opera

Pop-up blockers may need to be disabled.

1.3 Home Page

After you sign in, you will need to add the generator to your OnCue Plus account. 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 can control the dealer's or distributor's access by providing the generator password.

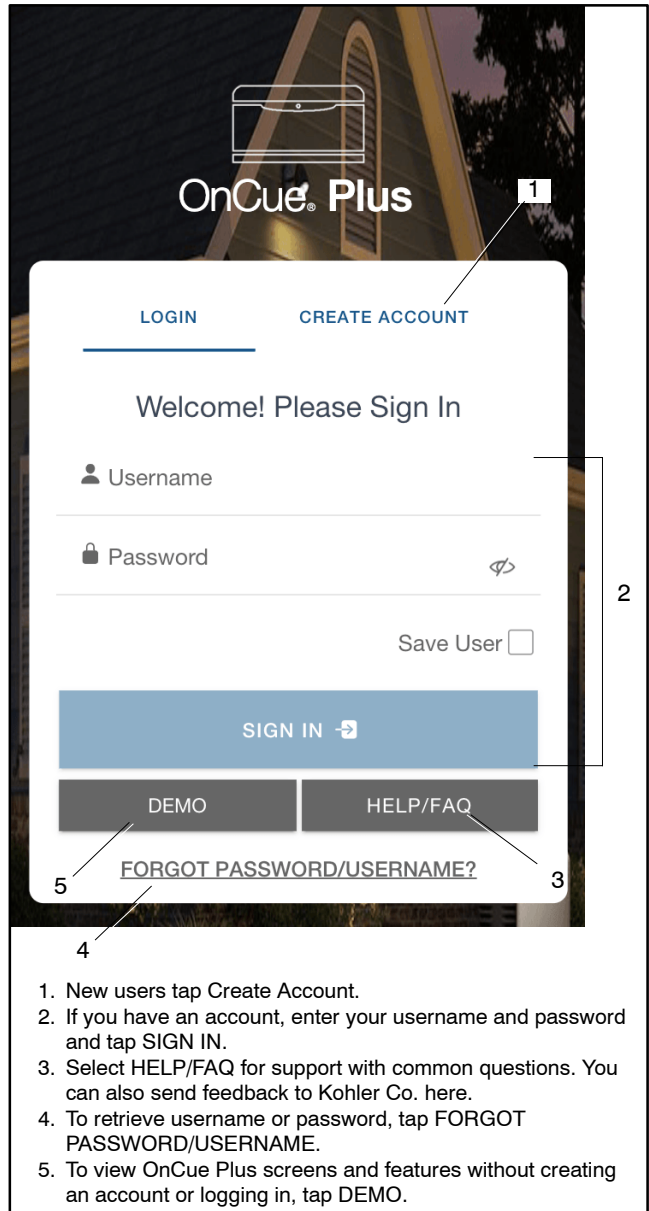


Figure 1-1 OnCue Plus Sign In Screen

1. New users tap Create Account.
2. If you have an account, enter your username and password and tap SIGN IN.
3. Select HELP/FAQ for support with common questions. You can also send feedback to Kohler Co. here.
4. To retrieve username or password, tap FORGOT PASSWORD/USERNAME.
5. To view OnCue Plus screens and features without creating an account or logging in, tap DEMO.

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Android and Google Play are trademarks of Google Inc.

1.3.1 Create Account

When you start OnCue Plus for the first time, select Create Account. See TP- 7007, OnCue Plus Technical Manual, for Instructions to create an account.

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

1.3.2 Log In

Once you have set up your OnCue Plus account, log in to your account. Enter your OnCue Plus username and password, and tap SIGN IN.

1.3.3 DEMO

To preview the OnCue Plus screens and operation without creating an account or logging in, select DEMO. See Figure 1-1. The demo allows you to navigate through 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 menu, view the generator parameters, and rename inputs and outputs.

1.3.4 Forgot Password/Username

You can retrieve your username or password if you forget them. Tap or click on FORGOT USERNAME/PASSWORD at the bottom of the screen. A window like the one shown in Figure 1-2 opens.

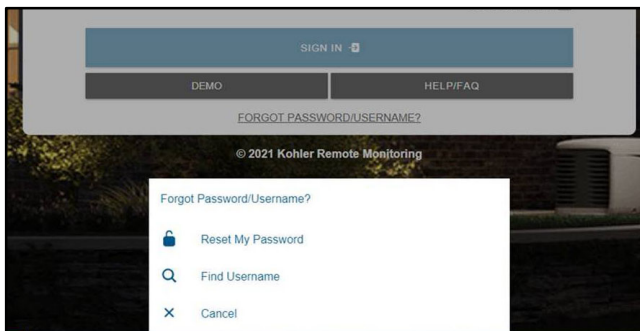


Figure 1-2 Forgot Password/Username Window

Reset My Password

Select “Reset My Password.” In the next window, enter your OnCue Plus username or the email address associated with your account, and tap NEXT. See Figure 1-3. You will receive an email with a code and password reset instructions. Enter the code in the Change Password window and follow the instructions in the email. See Figure 1-4.

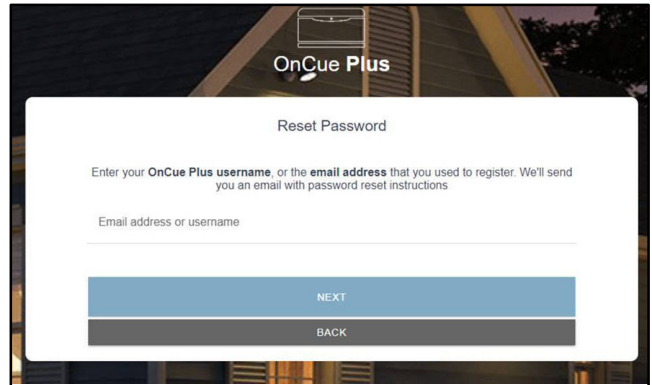


Figure 1-3 Reset Password

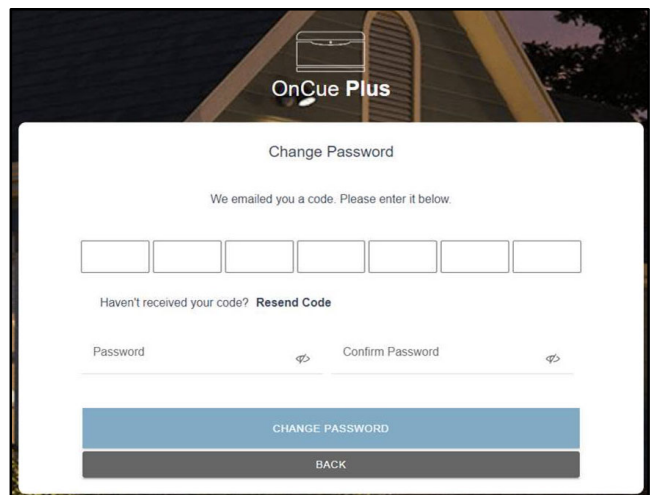
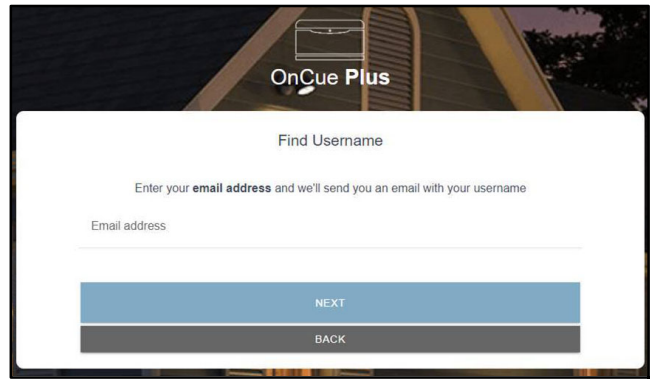


Figure 1-4 Change Password

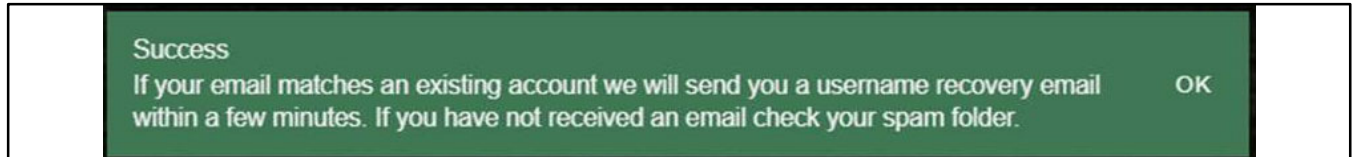
Find Username

If you forget your username, select “Find Username” and enter the email address associated with your account. A confirmation message similar to the window shown in Figure 1-6 will appear. If the email address matches an OnCue Plus account, a username recovery email will be sent to that address. Follow the steps in the email to retrieve your username.



The screenshot shows the OnCue Plus mobile application interface. At the top, there is a header with the OnCue Plus logo. Below the header, the title "Find Username" is displayed. The main content area contains the instruction "Enter your email address and we'll send you an email with your username". There is a text input field labeled "Email address". At the bottom of the form, there are two buttons: a blue "NEXT" button and a grey "BACK" button.

Figure 1-5 Find Username



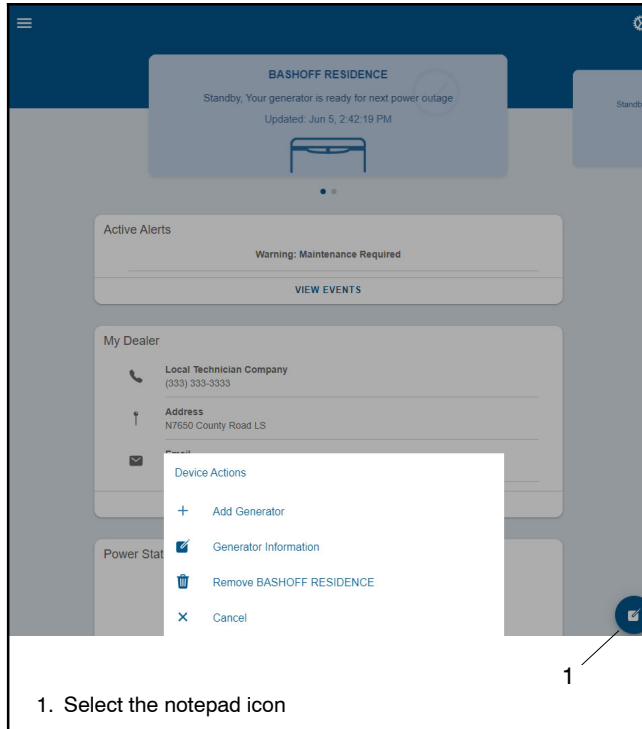
The screenshot shows a green confirmation message box. The text inside reads: "Success. If your email matches an existing account we will send you a username recovery email within a few minutes. If you have not received an email check your spam folder." There is an "OK" button in the top right corner of the message box.

Figure 1-6 Confirmation Message for Username Request

1.4 Device Actions

Device Actions allows you to add and remove generators as well as change the name, location, and password for the generator.

To access device actions, select the notepad icon in the lower right corner. See Figure 1-7.



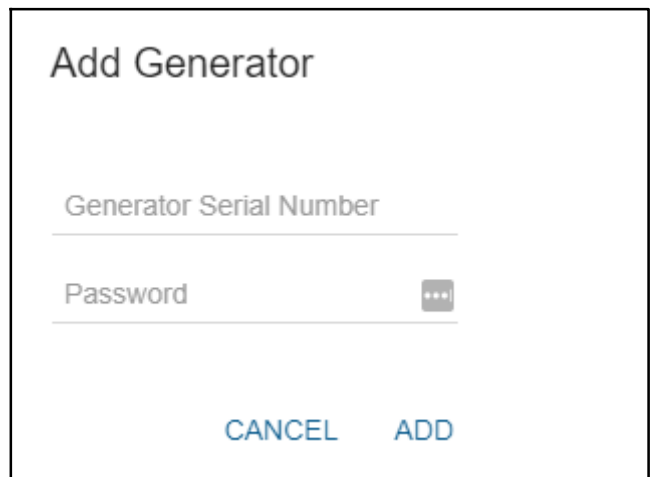
The screenshot shows the OnCue Plus mobile application interface. The main screen displays a status card for "BASHOFF RESIDENCE" with a "Standby" status and a "Warning: Maintenance Required" alert. Below this, there is a "My Dealer" section with contact information for "Local Technician Company". A "Device Actions" menu is open in the bottom right corner, listing options: "Add Generator", "Generator Information", "Remove BASHOFF RESIDENCE", and "Cancel". A blue notepad icon in the bottom right corner of the app is circled in red and labeled with the number "1".

1. Select the notepad icon

Figure 1-7 Device Actions

1.4.1 Add Generator

To add a generator, select Add Generator from Device Actions. See Figure 1-7. Enter the Generator Serial Number and password. Refer to the OnCue Plus Installation/Technical Manual, TP- 7007, for instructions to obtain this information. See Figure 1-8.



The screenshot shows the "Add Generator" form in the OnCue Plus mobile application. The form has two text input fields: "Generator Serial Number" and "Password". The "Password" field has a toggle for visibility. At the bottom of the form, there are two buttons: a blue "CANCEL" button and a blue "ADD" button.

Figure 1-8 Add Generator

1.4.2 Change Generator Information

The generator display name, location, dealer, and password can be adjusted in OnCue Plus. To change these settings, select Generator Information from Device Actions. See Figure 1-7.

To adjust any of the settings, select the appropriate section as shown in Figure 1-9.

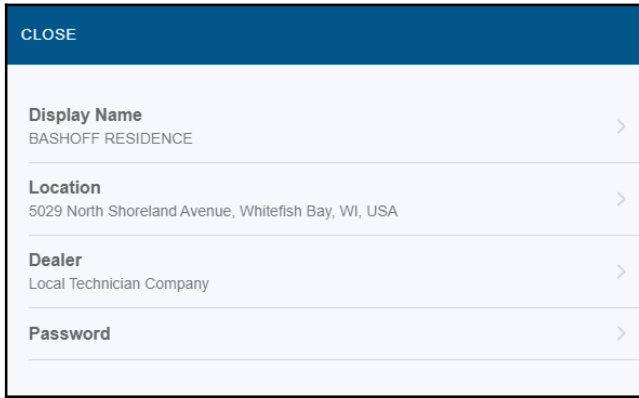


Figure 1-9 Generator Information

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 Display 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.

To assign the name to the generator set, select Display Name. Type in the new name and select SAVE.

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.

See Figure 1-10.

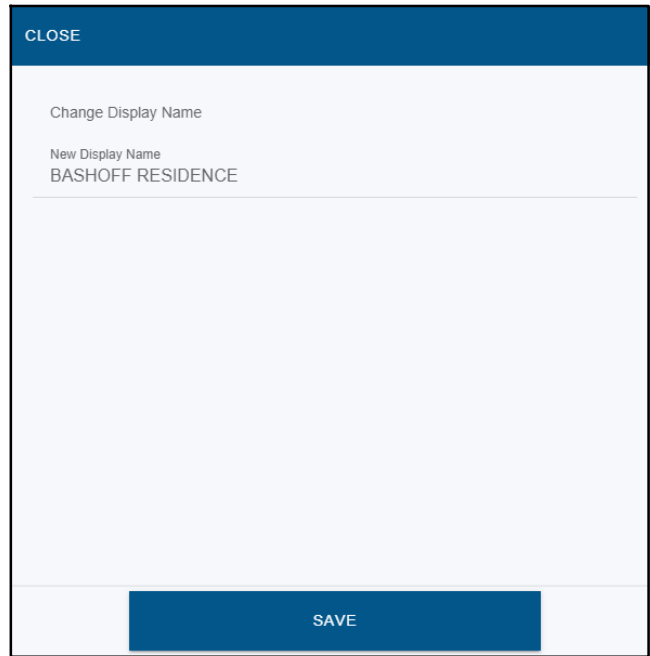


Figure 1-10 Display Name

Generator Location

It is best to include the address of the generator location. This allows the dealer to use a map function to easily find the generator location.

Select Location. Begin typing in the address and select the correct address when you see it in the list. Select SAVE.

See Figure 1-11.

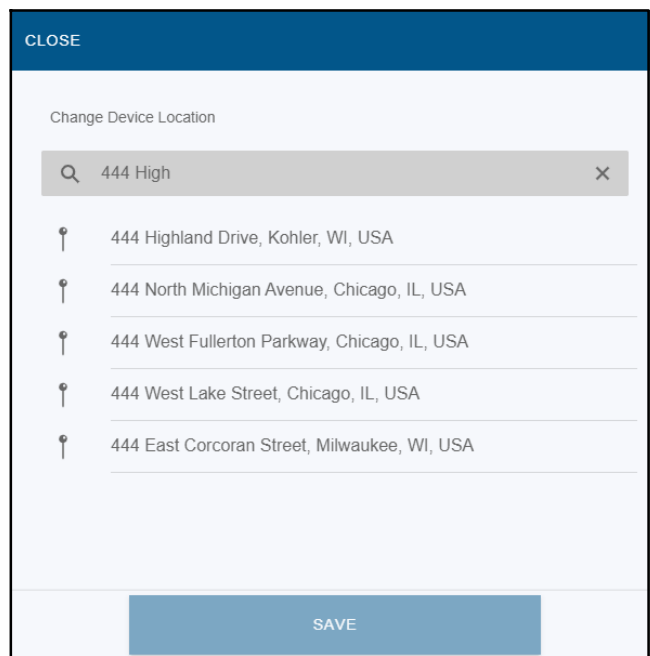
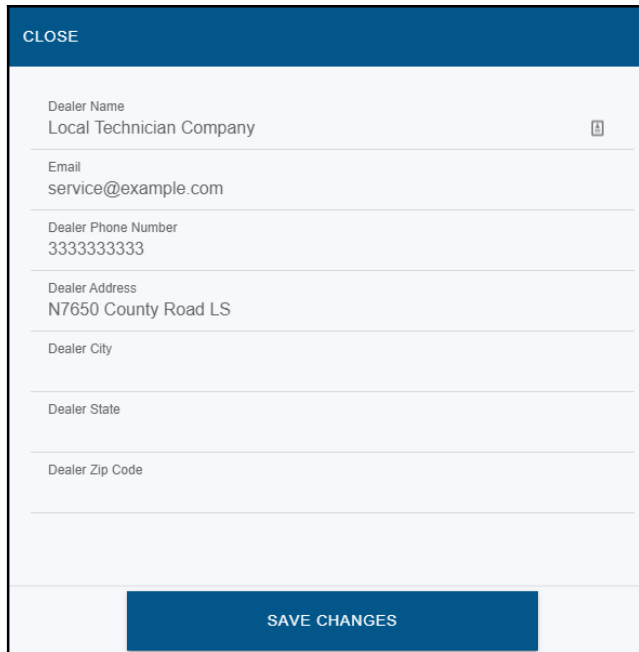


Figure 1-11 Location

Dealer

Enter your dealer's information. See Figure 1-12. This allows you to email and call your dealer directly from OnCue Plus using the Dealer view described earlier.

Note: If no dealer information is entered from Generator Information, the Dealer view will not appear on the main screen. Once dealer information is entered, it can be edited from the main screen, as described earlier, or from Generator Information.



Dealer Name
Local Technician Company

Email
service@example.com

Dealer Phone Number
3333333333

Dealer Address
N7650 County Road LS

Dealer City

Dealer State

Dealer Zip Code

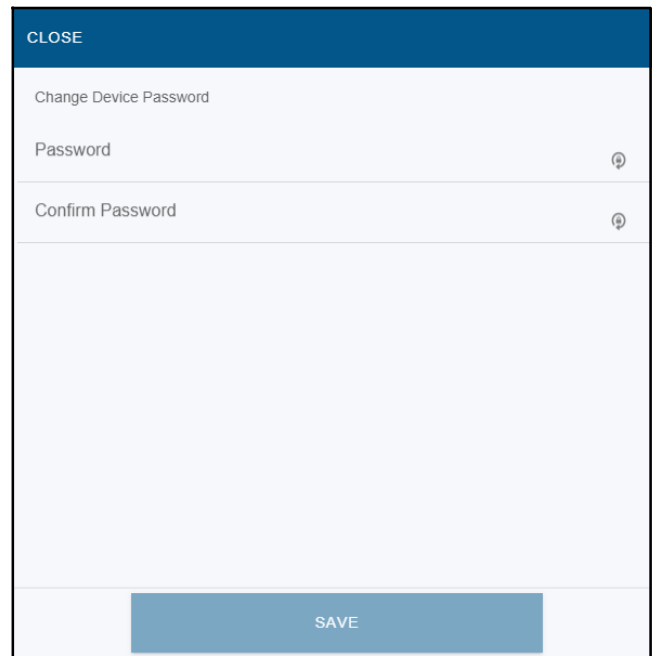
SAVE CHANGES

Figure 1-12 Dealer Information

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 the dealer the new password.

Select Password. See Figure 1-13. Type the new password into both boxes and select SAVE. The controller will restart after the password is changed.



Change Device Password

Password

Confirm Password

SAVE

Figure 1-13 Generator Password

1.4.3 Remove a Generator

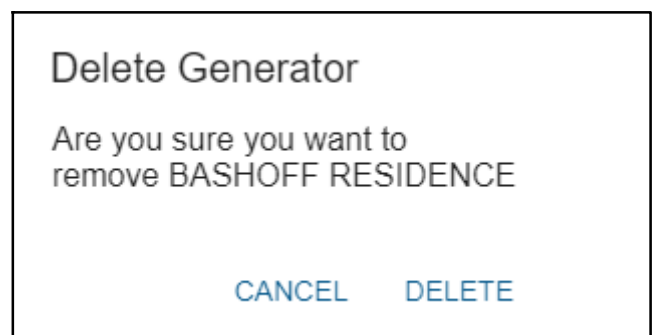
You can remove a generator from your list of monitored units.

To delete a generator, make sure you are on the generator system view before selecting Device Actions. From Device Actions, select Remove {Display Name}. The name of the generator you are removing will be listed. See Figure 1-7.

A confirmation box appears to make sure you want to delete the generator. Select DELETE. See Figure 1-14.

Note: Once deleted, the generator no longer appears in your account.

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.



Delete Generator

Are you sure you want to remove BASHOFF RESIDENCE

CANCEL DELETE

Figure 1-14 Remove a Generator

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 1.4.

At the top of OnCue Plus, scrolling left and right will cycle through the generators that have been added to your account. The selected generator set is displayed at the top. See Figure 1-15.

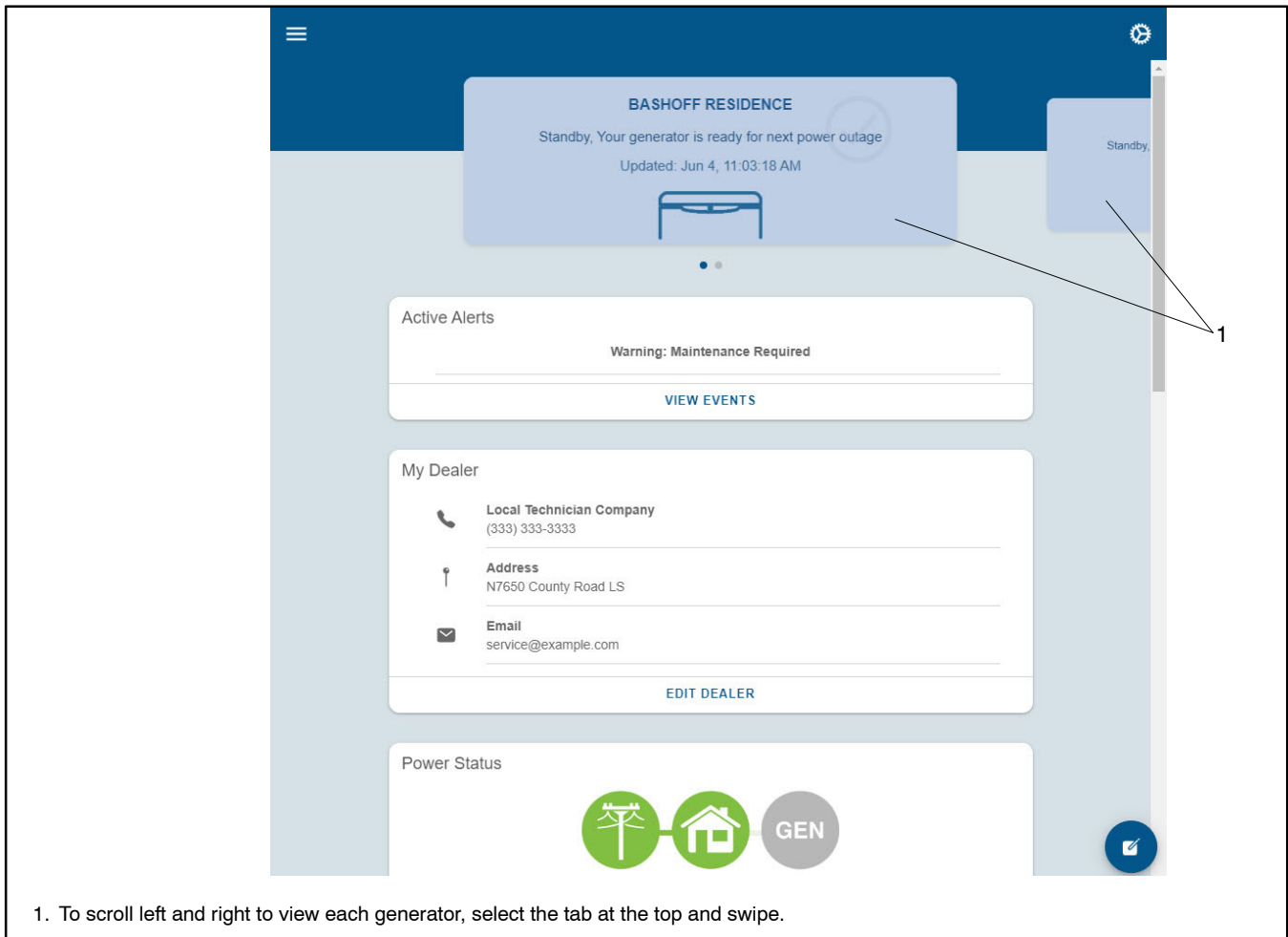


Figure 1-15 Select Generator - Single-Page Scrolling View

1.6 Fleet View

If an account has 10 or more generators, a Fleet view is provided. See Figure 1-16. From the Fleet View, you can select a generator and have the same information as shown in Section 1.7, OnCue Plus Views.

Fleet View allows for generators to be sorted by name, priority (the generator with the most active alerts will be at the top) and by status through the Filter. You can also search for a generator by display name or serial number.

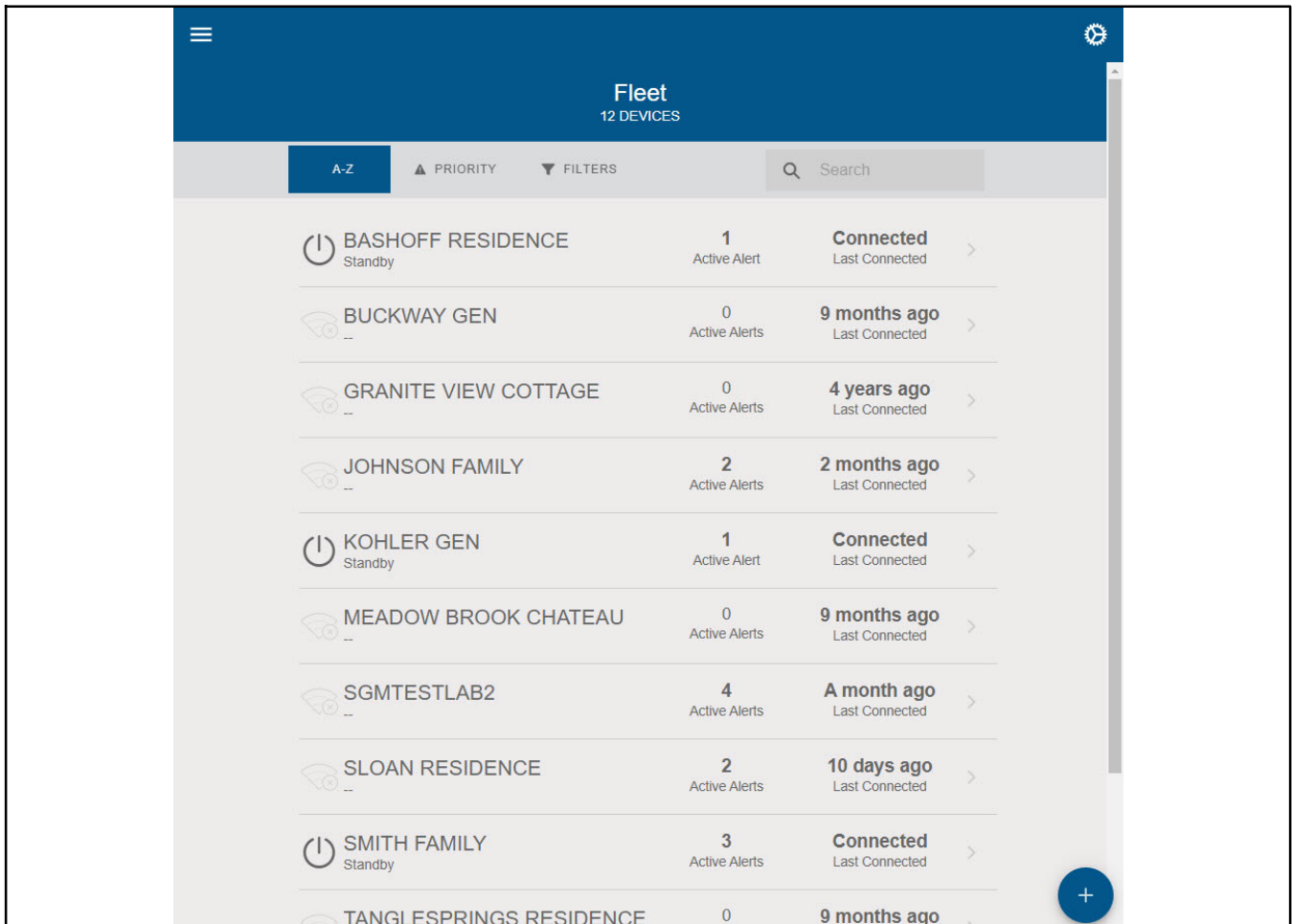


Figure 1-16 Select Generator - Fleet View

1.7 OnCue Plus Views

OnCue Plus provides a scrolling view of key information about the generator system. The following information is available:

- Active Alerts
- My Dealer – if configured
- Power Status – if using RXT transfer switch
- Loads – if PIM and/or Load Shed installed
- Exercise
- Favorite Parameters

See Figure 1-17.

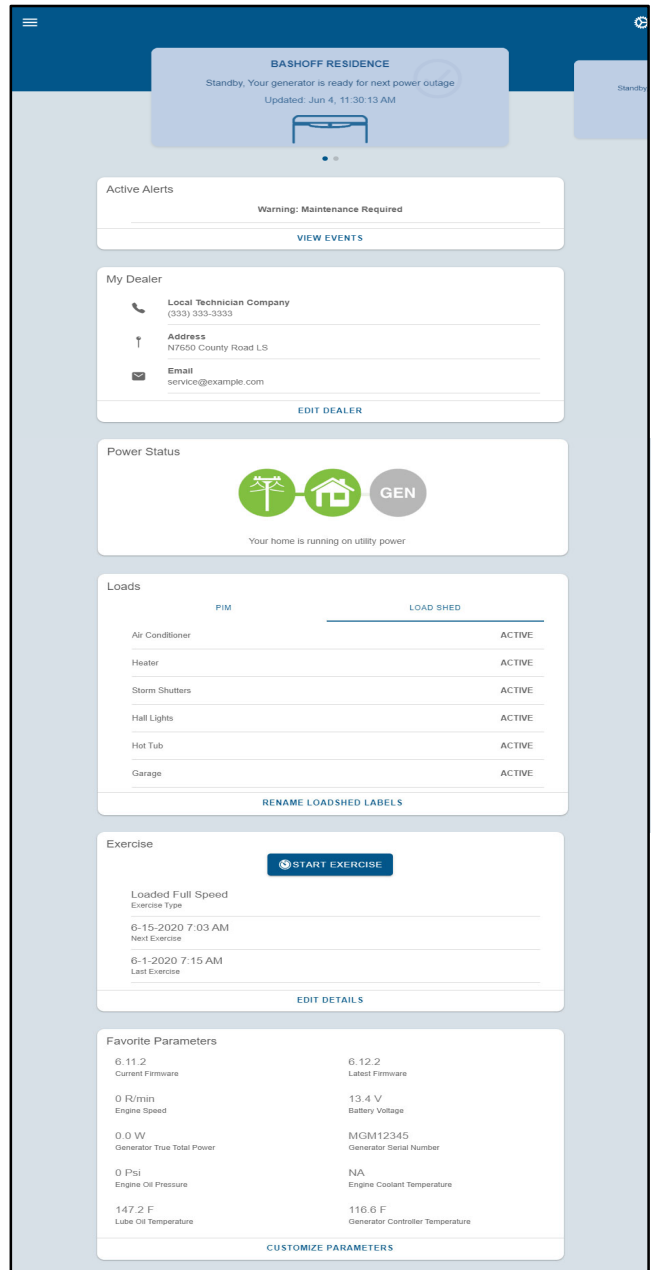


Figure 1-17 Generator System Information

1.8 Active Alerts

If the generator system has any active fault conditions, including warnings or shutdowns, they will appear in the Active Alerts section. If there are no active faults, “No Active Alerts” is displayed. See Figure 1-18.

Select VIEW EVENTS to view recent activity on your generator. All events are listed in chronological order, with most recent at top, and an indication of how long ago the event occurred. Events include generator

operation, such as exercise runs or other generator set starts, as well as generator fault conditions, both active and inactive. See Figure 1-19.

If you would like more information about a particular event, select the arrow to the right to expand the event details. See Figure 1-20 for event details. Select the arrow again to reduce the event details.

Select BACK in the upper left corner to return to the main generator system view.

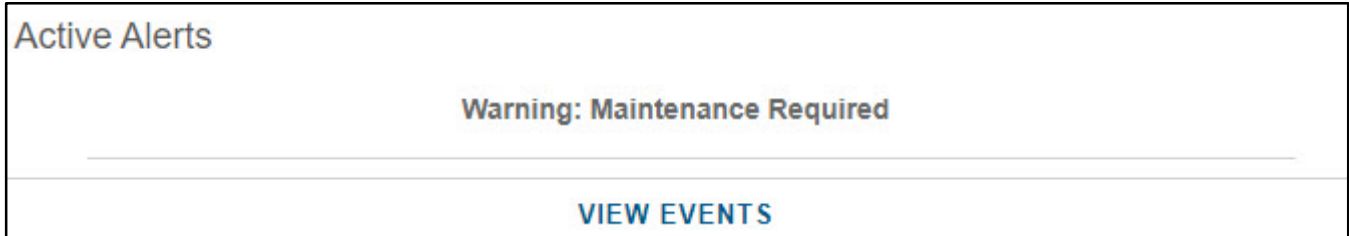


Figure 1-18 Power System Status

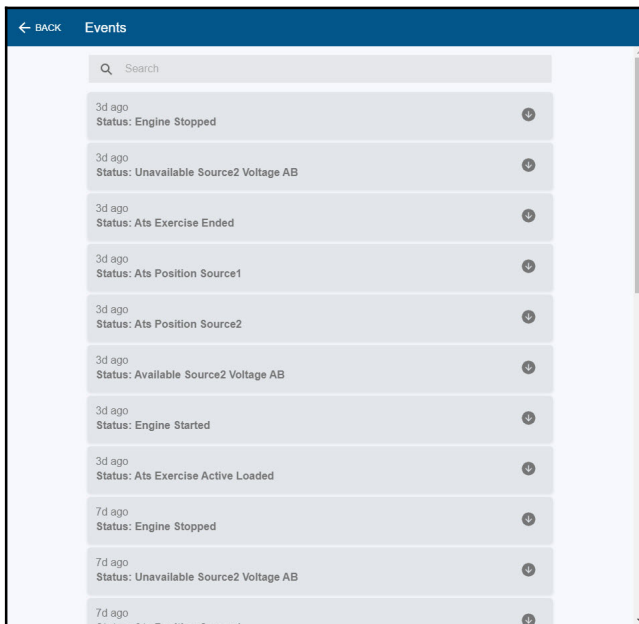


Figure 1-19 Event History

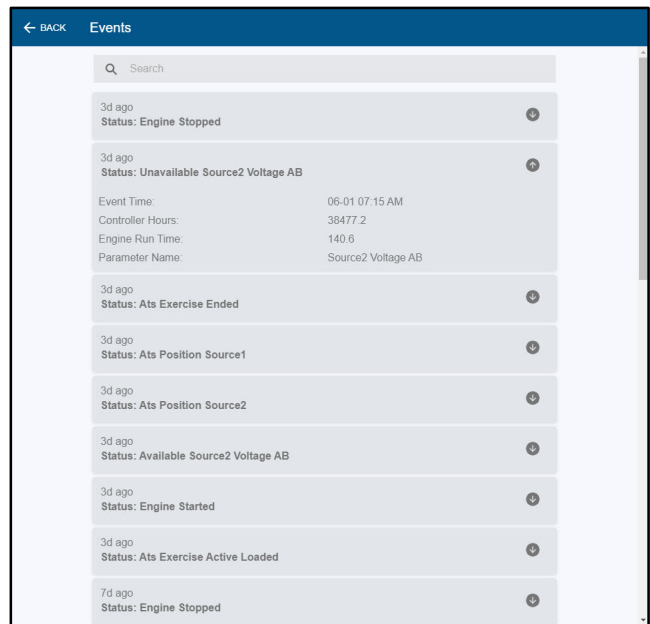


Figure 1-20 Event Details

1.9 My Dealer

If dealer information is set up for the generator system, the My Dealer section will appear as shown in Figure 1-22. If the dealer information is not set up, this section will not appear.

You can contact the dealer directly through the OnCue Plus app.

- **Call** – If on a device that supports cellular calls, select the phone number to initiate a call.
- **Email** – To initiate an email directly from OnCue Plus, select the email address.
- **Map** – To pull up a map, select the Address.

To set up dealer information for the first time, see Section 1.4.2.

To edit dealer information, select EDIT DEALER and update the information as needed. Select SAVE CHANGES at the bottom when complete. See Figure 1-21.

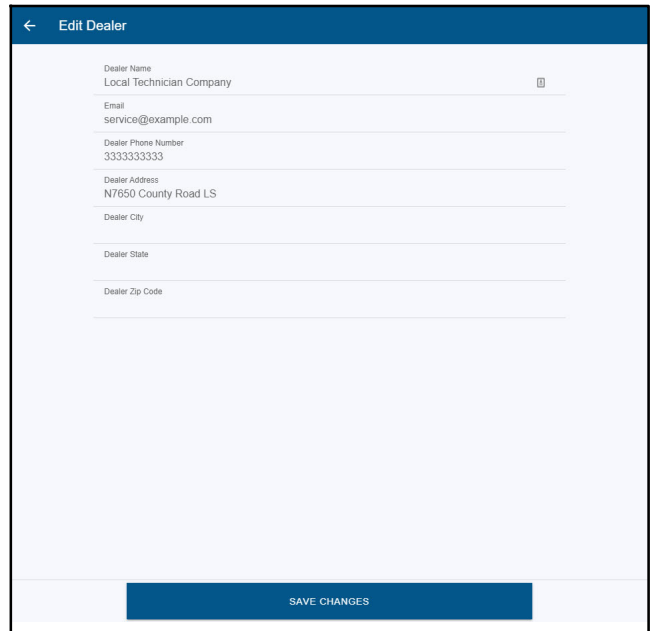


Figure 1-21 Edit Dealer

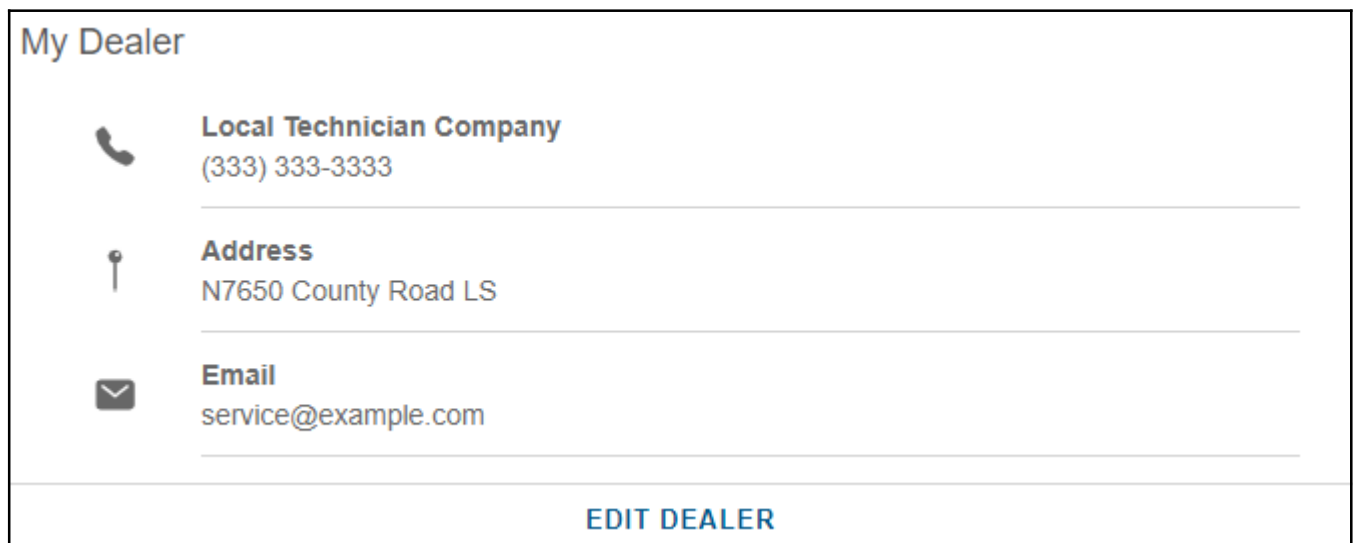


Figure 1-22 My Dealer

1.10 Power Status

The Power Status screen is shown in Figure 1-23.

The Power Status view indicates power source (utility or generator) availability and which source is providing power to the house.

Green indicates active, meaning that source is providing power. Note that the GEN symbol will be green when the generator is running but the generator will not be supplying power to the home unless the connection between the home and the generator is green. The

generator could be running due to an unloaded exercise or a cooldown.

If the utility is not available, the utility symbol will be grey. If the house does not have power, it will be grey.

If the generator is in Standby, meaning it is not running but ready to run when commanded, the GEN symbol is grey. If the generator has a warning it will be yellow. The generator can still run but it has a condition that should be evaluated and fixed. If the generator has a shutdown, it will be red. When the generator has a shutdown, it will not run and is not available to provide power. The generator requires immediate attention.

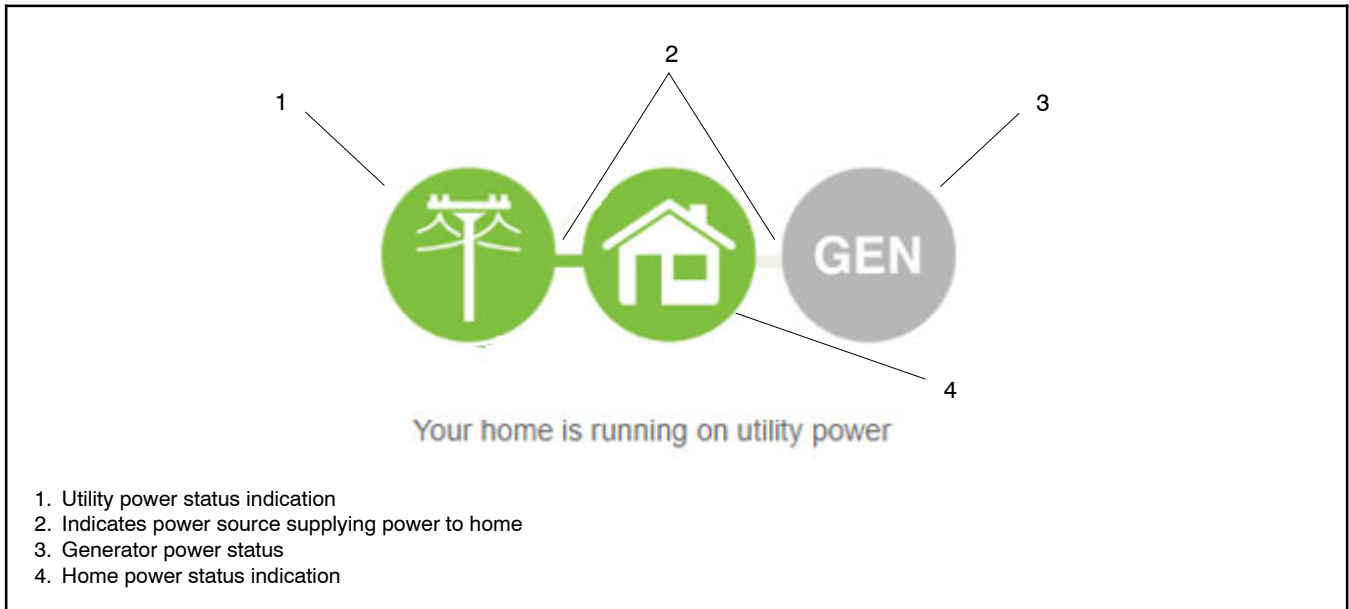


Figure 1-23 Power Status

1.10.1 Loads

If the generator system has a Programmable Interface Module (PIM) or Load Shed option, the Loads section will appear. If the generator system does not have either, this section will not appear. Figure 1-24 shows a system with both a PIM and Load Shed. To switch between the two, select the PIM or Load Shed label at the top. If a system only has a PIM, only the PIM information will appear. If a system only has a Load Shed, only the Load Shed information will appear.

Loads	
PIM	LOAD SHED
Run	OFF
Common Fault	OFF
Hot Tub	OFF
Storm Shutters	ON
Kitchen Fridge	ON
Sprinkler System	OFF

[RENAME PIM LABELS](#)

Figure 1-24 Loads, PIM

1.10.2 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 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.

Note: The PIM provides six outputs. PIM outputs 1 and 2 are factory-set to generator running and common fault. Outputs 1 and 2 cannot be programmed to a different function and cannot be controlled remotely through OnCue Plus. OnCue Plus shows the status.

Control items in your home connected to outputs 3 through 6 through OnCue Plus.

1. Select the output label or status in the PIM section.
2. In the dialog box, select the status desired. See Figure 1-26.
3. OnCue Plus will indicate in a green box at the bottom that the command was sent successfully. See Figure 1-27. Select OK. It will take several seconds for the system to receive confirmation that the command was executed. Once confirmation is received, the status of the output will change.

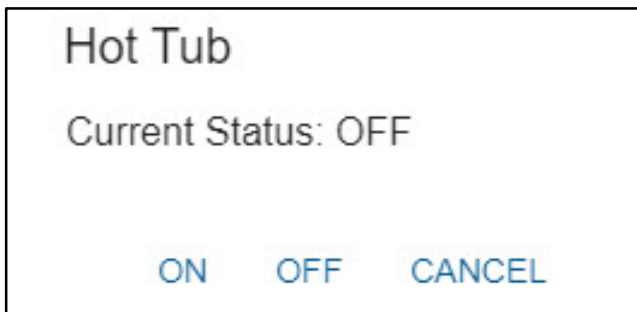


Figure 1-25 Manual PIM Control

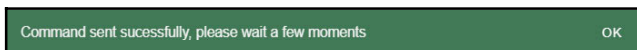


Figure 1-26 Command Sent Successfully

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 change the output label to identify the equipment connected to each output. To change the label, select RENAME PIM LABELS at the bottom of the Loads section. The four outputs that can be reprogrammed and controlled are shown. See Figure 1-27.

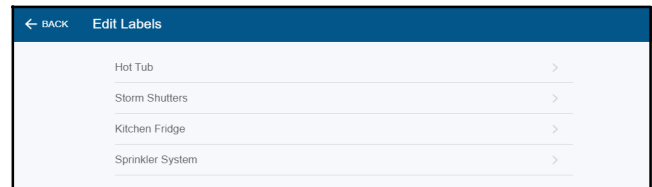


Figure 1-27 Rename Pim Labels

Select the label or the arrow on the far right to bring up the label change dialog. Enter the new label and select RENAME. See Figure 1-28.

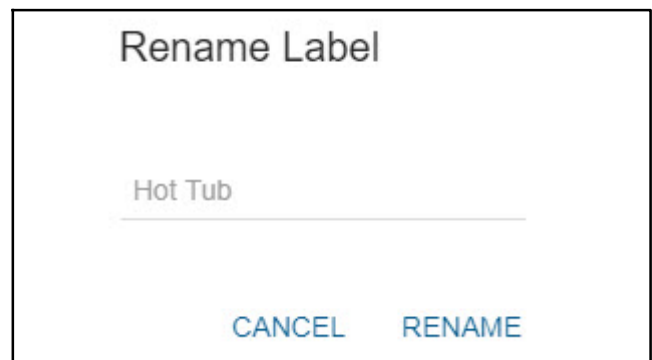


Figure 1-28 Rename PIM Label

1.10.3 Load Shed

OnCue Plus shows the status of items connected to the load control module (LCM) or load shed kit. The LCM and load shed kit are available for purchase as optional kits. Non-essential loads connected to the load control relays are disconnected automatically when essential equipment is running to prevent generator set overload. See Figure 1-29.

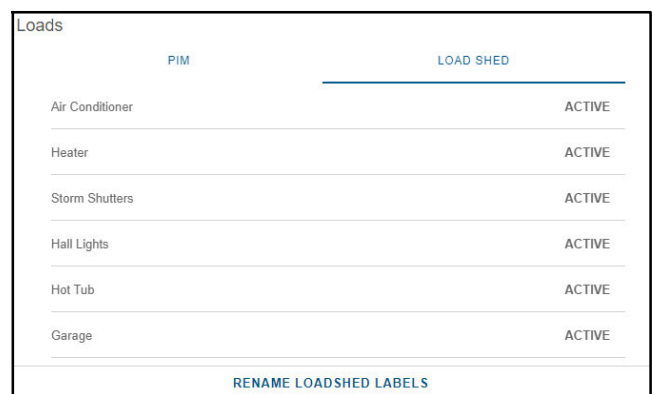


Figure 1-29 Loads, Load Shed

Loads are prioritized from priority 1 to priority 6. Priorities are fixed and cannot be changed using OnCue Plus. Priority 1 is considered the most critical; it will add first and shed last. Priority 6 is considered the least critical; it will add last and shed first. For more information about the load shed options, refer to the instructions provided with the kits.

- TT-1574, Load Control Module for generator sets equipped with the RDC2 or DC2 controller
- TT- 1609, Load Shed Kit for RDT and RXT automatic transfer switches

Use OnCue Plus to change the output label to identify the equipment connected to each output. To change the label, select RENAME LOADSHED LABELS at the bottom of the Loads section. See Figure 1-30.

Select the label or the arrow on the far right to bring up the label change dialog. Enter the new label and select RENAME. See Figure 1-28 as an example.

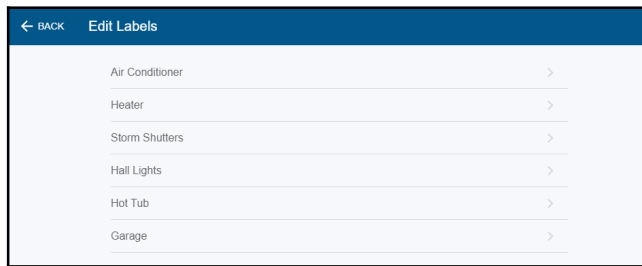


Figure 1-30 Rename Loadshed Labels

1.11 Exercise

The exercise settings are displayed in the Exercise section as shown in Figure 1-31.

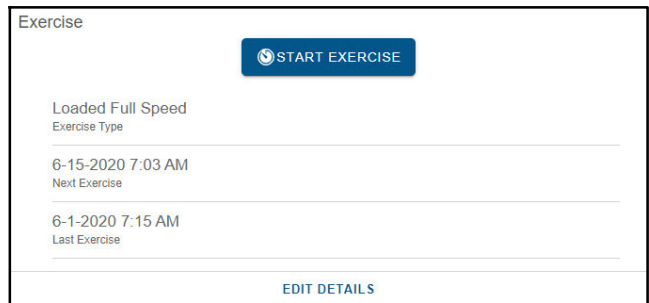


Figure 1-31 Exercise

1.11.1 Changing a Scheduled Exercise

Select EDIT DETAILS to change the exercise settings for the generator. See the generator operation and installation manuals for recommended exercise settings.

Note: The exercise start time and day can only be changed at the controller.

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.

Save Changes

See Figure 1-32.

Be sure to select SAVE CHANGES at the bottom of the screen to save your settings.

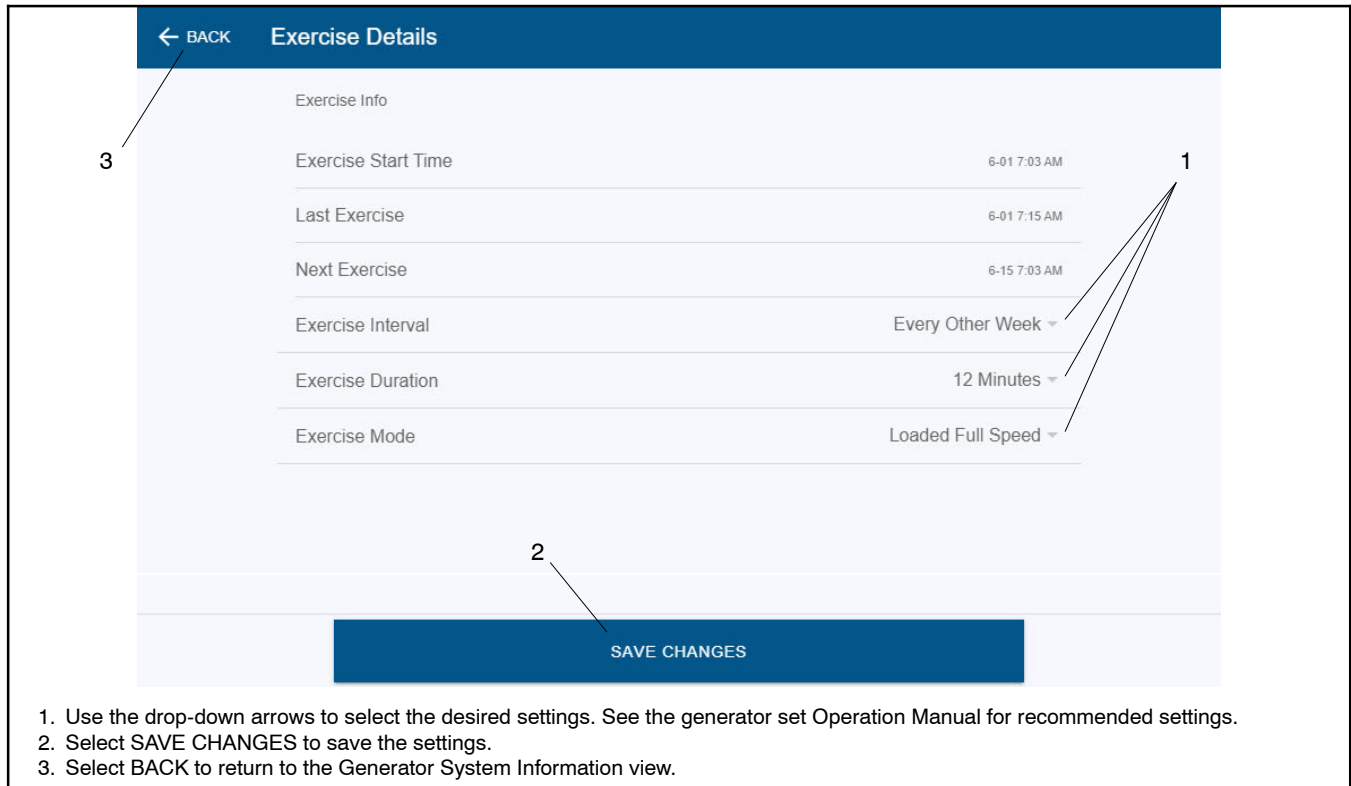


Figure 1-32 Edit Exercise Details

1.11.2 Start Exercise

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

To start an exercise, select START EXERCISE in the Exercise section. See Figure 1-31. The dialog box shown in Figure 1-33 opens. Select START to confirm you want to start the generator set or CANCEL to exit and not start an exercise.

Note: 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.

It will take several moments for OnCue Plus to send the command to the generator and receive confirmation back that the generator is started. While waiting for confirmation, OnCue Plus will still show START EXERCISE. When OnCue Plus receives confirmation, the status will change to STOP EXERCISE. See Section 1.11.3 for more information on stopping an exercise.

The exercise runs for the duration time (10-30 minutes) and then stops. Use the stop exercise command to stop the generator earlier, if necessary.

The exercise mode and duration can be changed through Edit Exercise Details. See Figure 1-32.

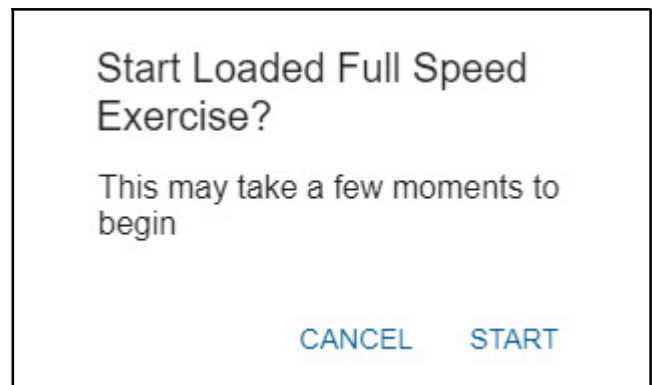


Figure 1-33 START EXERCISE

1.11.3 Stop Exercise

After starting the engine using START EXERCISE, select STOP EXERCISE to stop the engine before the programmed stop time, if necessary. See Figure 1-34.

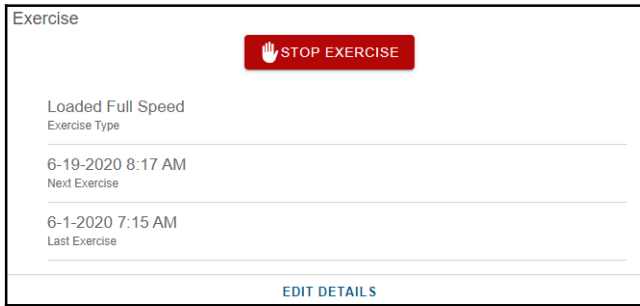


Figure 1-34 Stop Exercise

The dialog box shown in Figure 1-35 opens. Select STOP to confirm you want to stop the generator set or CANCEL to exit and let the exercise finish.

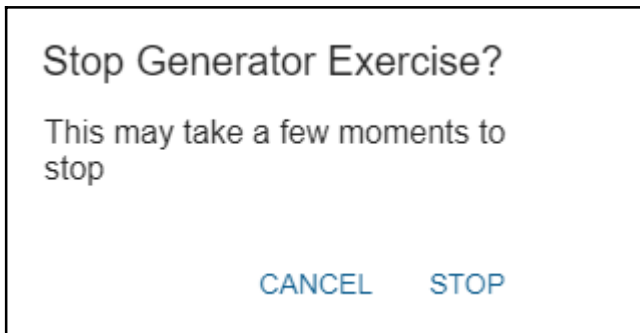


Figure 1-35 STOP EXERCISE

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 or by a remote start command from an ATS. A scheduled exercise set at the controller will stop if a STOP command is sent using OnCue Plus. If communication is lost, the generator will automatically shut down after the exercise period is elapsed.

1.12 Favorite Parameters

Favorite Parameters displays details about specific generator readings and settings. The list of parameters can be different for each unit. See Figure 1-36 for an example.

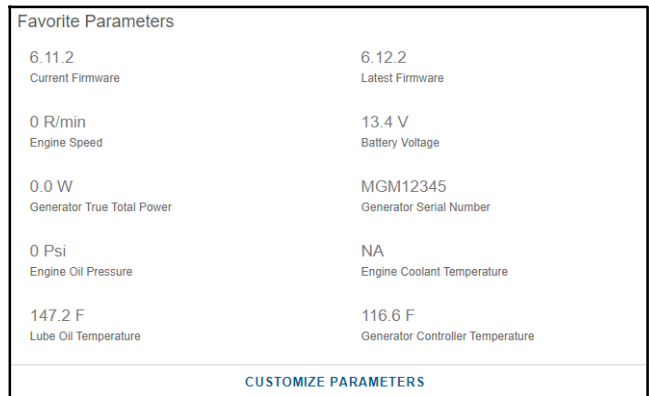


Figure 1-36 Favorite Parameters

If the value of a parameter changes, the parameter will be bold to signal a change to the value.

To customize, select CUSTOMIZE PARAMETERS at the bottom. Select each parameter you want to include. Parameters with a box around them will be displayed. Select SAVE CHANGES at the bottom to update Favorite Parameters. See Figure 1-37.

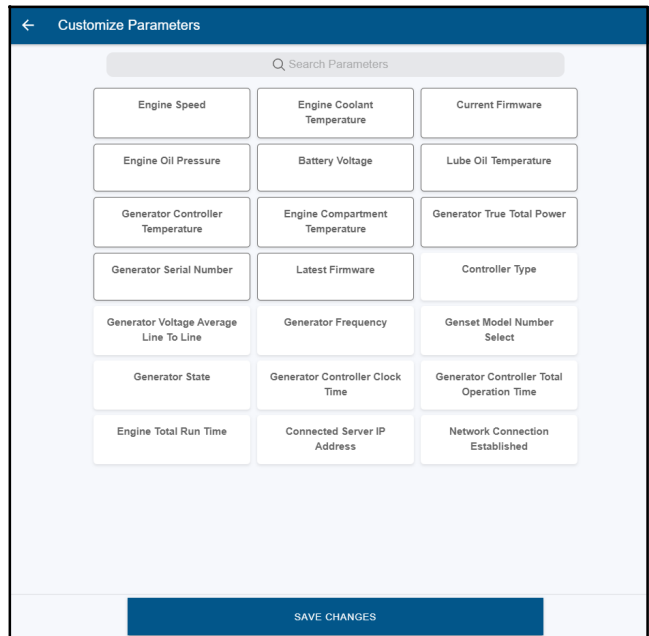
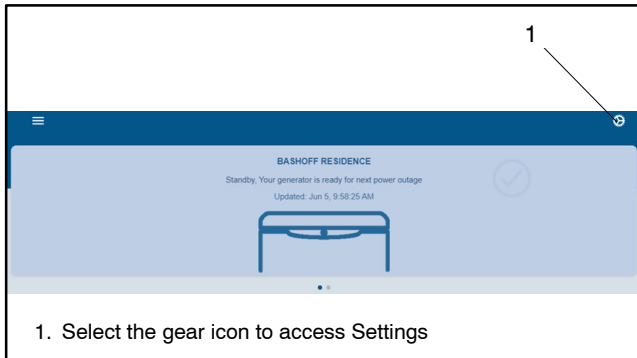


Figure 1-37 Customize Favorite Parameters

1.13 Settings

Settings allows you to change your user information as well as adjust the theme and notifications. To access Settings, select the gear icon in the upper right corner. See Figure 1-38.

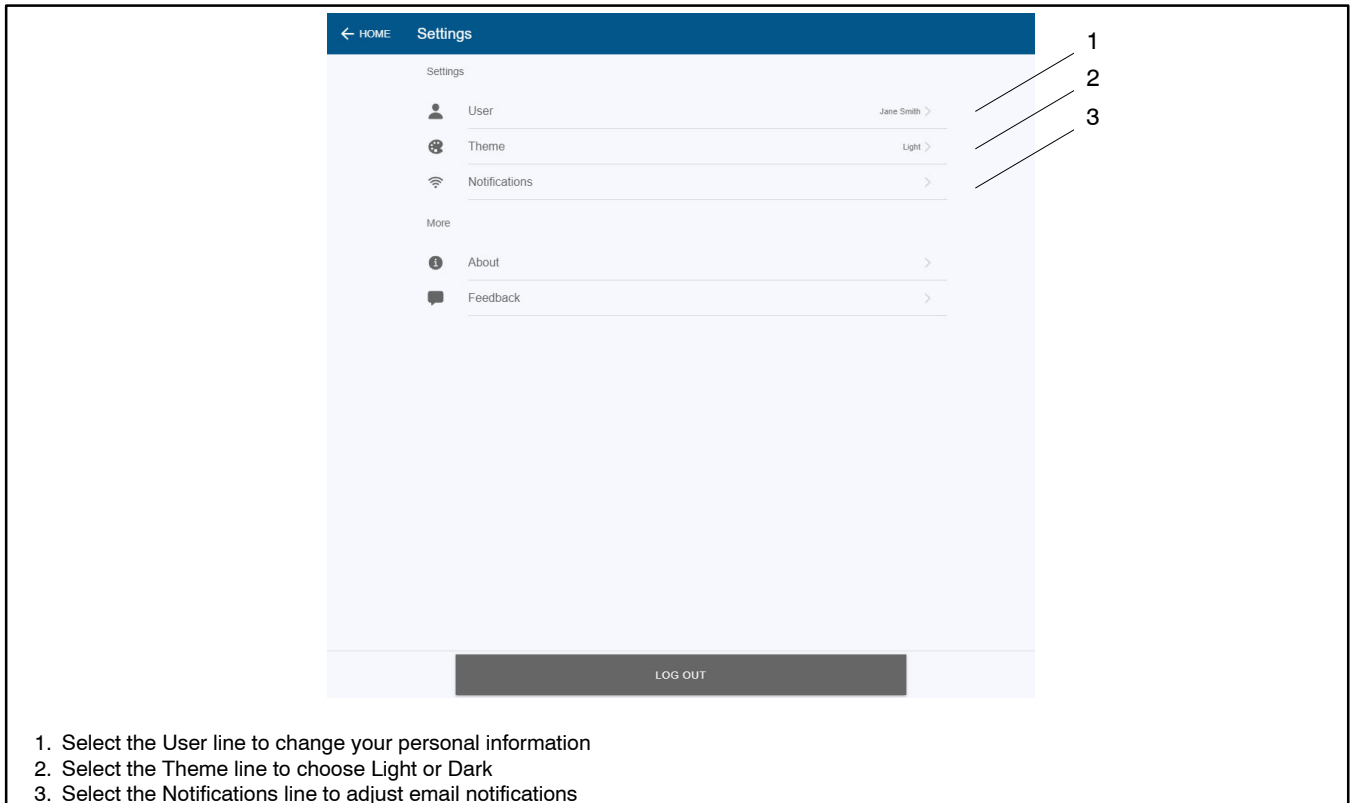


1. Select the gear icon to access Settings

Figure 1-38 Access Settings

Note: Settings are universal, so changes will apply to all generators linked to your account. For example, if you change the notification email address or the events that will cause a notification, this will apply to all generators on the account.

To adjust a setting, select the line to be adjusted. See Figure 1-39.



1. Select the User line to change your personal information
2. Select the Theme line to choose Light or Dark
3. Select the Notifications line to adjust email notifications

Figure 1-39 Settings

1.13.1 User Information

Select the User line in Settings to change your information. See Figure 1-39.

Edit the information and then select SAVE CHANGES. See Figure 1-40.

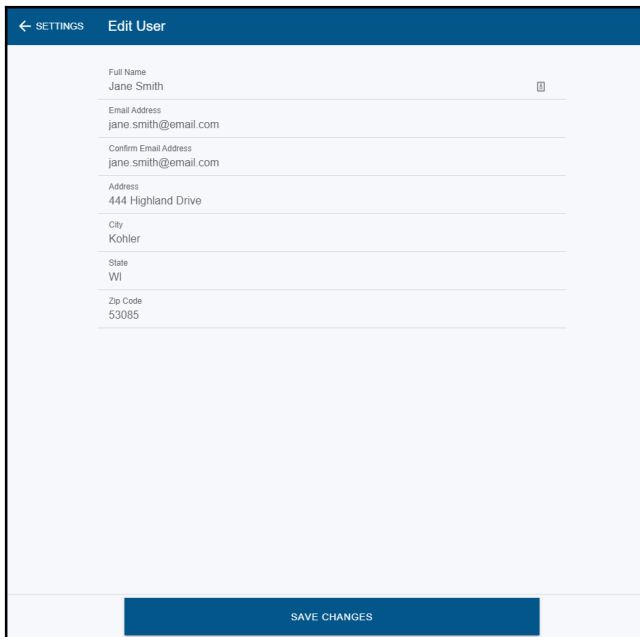


Figure 1-40 Edit User Settings

1.13.2 Theme

OnCue Plus allows you to use a Light Theme (as shown in most examples in this document) or a Dark Theme. To adjust, select the Theme line in Settings. See Figure 1-39.

Select the desired theme color. See Figure 1-41.

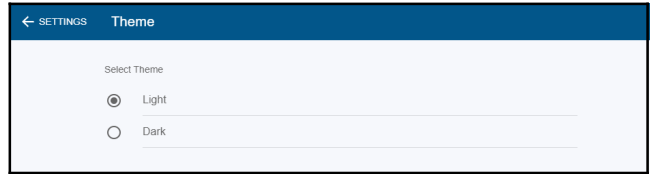


Figure 1-41 Theme

Figure 1-42 is an example of OnCue Plus with the Dark theme.

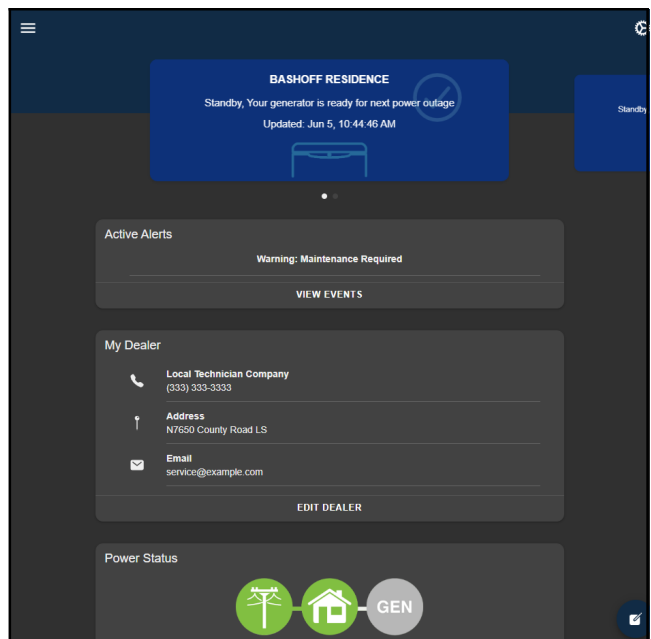


Figure 1-42 Dark Theme Example

1.13.3 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:

- Display name
- Generator state
- Description of the event

The events shown in Figure 1-43 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.

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 1-43 Power System Events that Can Generate an Email or Text Message

1.13.4 Add or Delete Email Recipients

To set up email notifications, select the Notifications line in Settings. See Figure 1-39.

To add a new recipient, select NEW RECIPIENT. See Figure 1-44.

Note: A recipient does not have to have an OnCue Plus account or have access to the generator through OnCue Plus in order to receive email notifications. However, if the recipient does not have access to the generator through OnCue Plus, they will not be able to follow the links through the notification message that link into OnCue Plus for the generator.

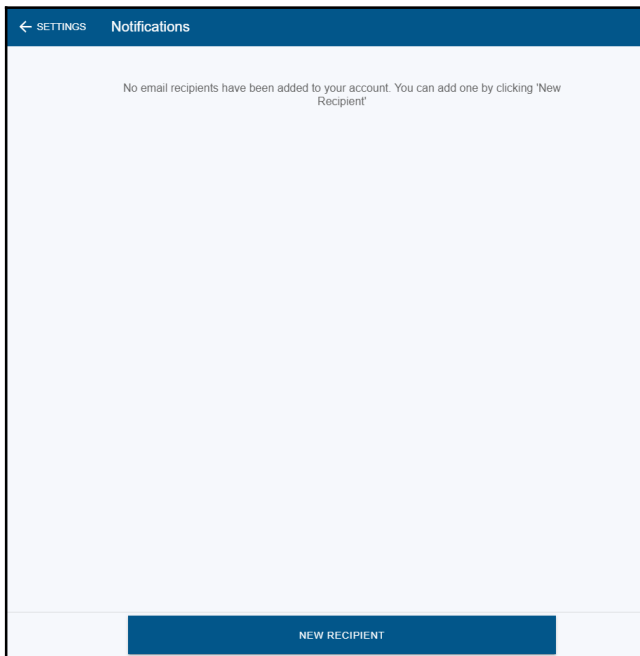


Figure 1-44 New Recipient Notification

Enter the recipient information and select SAVE at the bottom. See Figure 1-45.

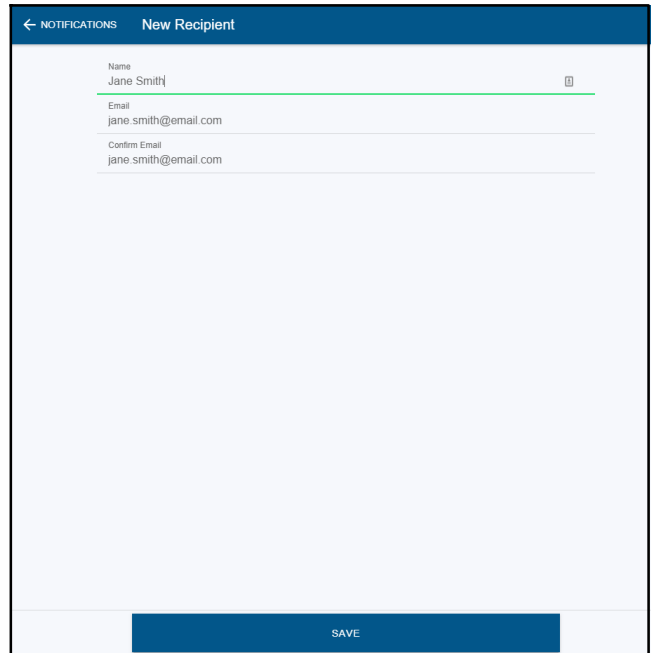


Figure 1-45 New Recipient Information

To remove an email address from the list, select the recipient to be removed. See Figure 1-46.

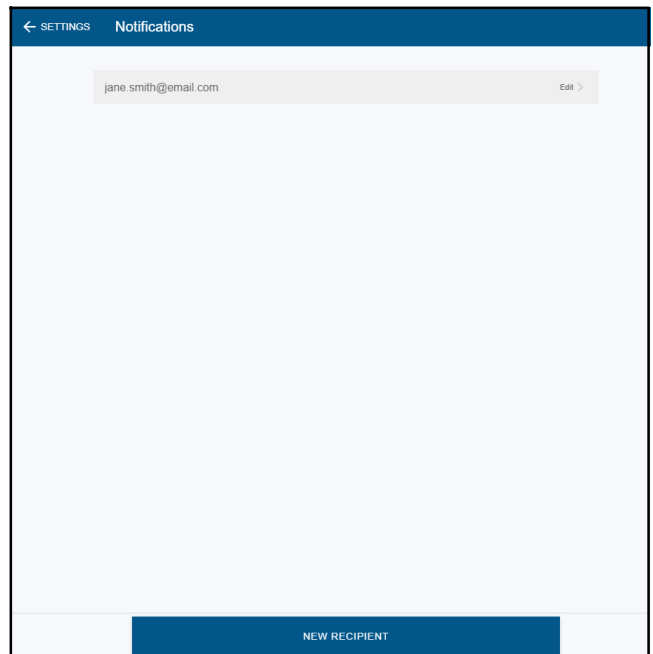


Figure 1-46 Recipient List in Notifications

At the bottom of the screen, select DELETE. See Figure 1-47 in the next section.

1.13.5 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, select the recipient name from the Notifications recipient list. See Figure 1-46. For each event listed, move the slider to turn notification ON or OFF for each event. Each recipient can have a different combination of event notifications. Select SAVE after making the selections. See Figure 1-47.

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. Selecting RESTORE DEFAULTS turns on all notifications for the selected recipient.

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

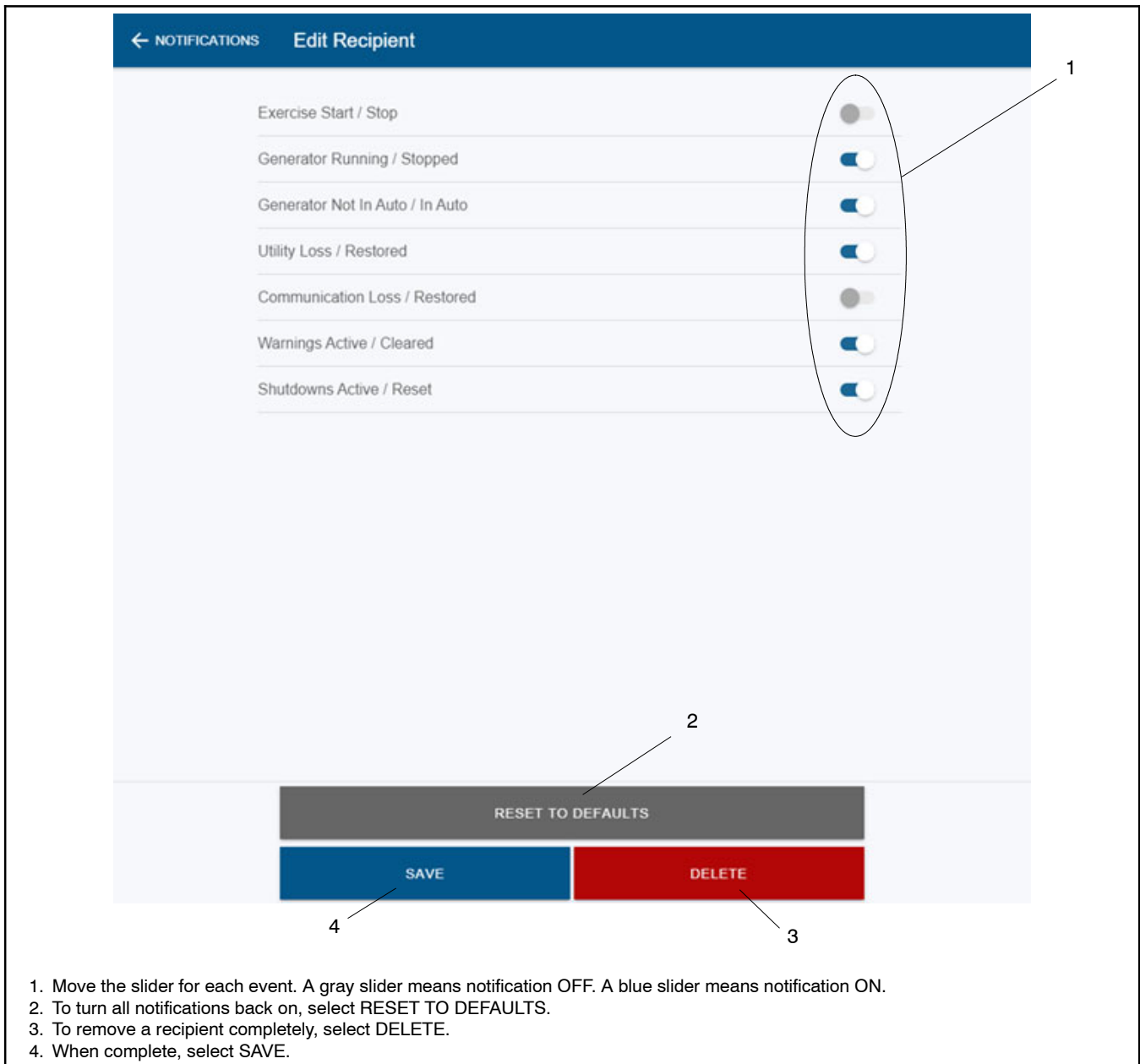


Figure 1-47 Edit Email Recipients to Select Events for Notification or Delete an Address from the List

1.13.6 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.

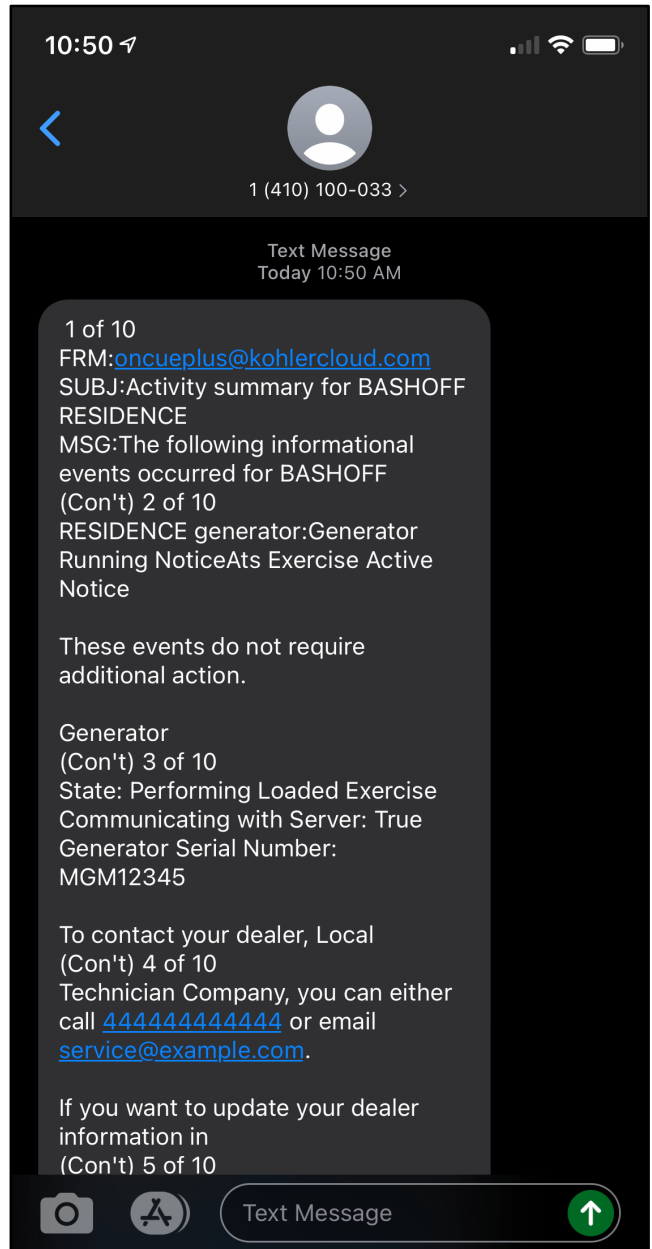


Figure 1-48 Sample Text Message

1.13.7 Push Notifications (Mobile App Only)

The OnCue Plus mobile app includes a Push notification setting for your smart phone or tablet. The default setting will send notifications for all generator events shown in Figure 1-43. You can turn off the push notifications for events in the same manner as email notifications. See Figure 1-49.

See Figure 1-50 for an example of a push notification.

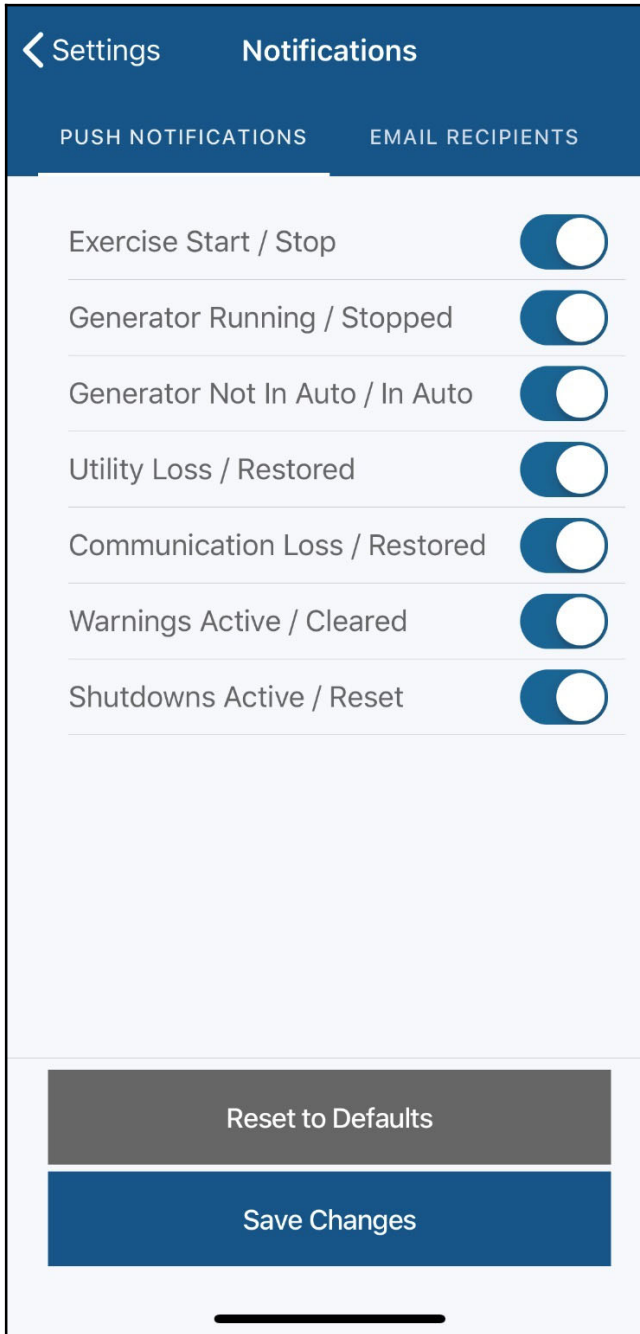


Figure 1-49 Push Notification Settings

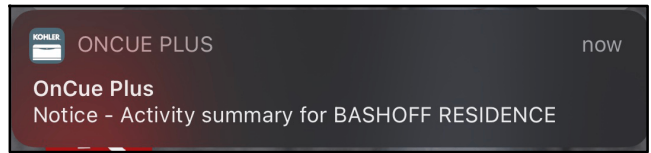


Figure 1-50 Push Notification

1.13.8 Viewing Notifications

Notifications can be viewed within the OnCue Plus application. Selecting the three lines in the upper right corner exposes a drop down that includes notifications. If there are new notifications since the last time the notifications screen was viewed, the bell will be red and have a number indicating the amount of new notifications.

Note: Notifications is a system setting and includes notifications from all generators in one list.

See Figure 1-51.

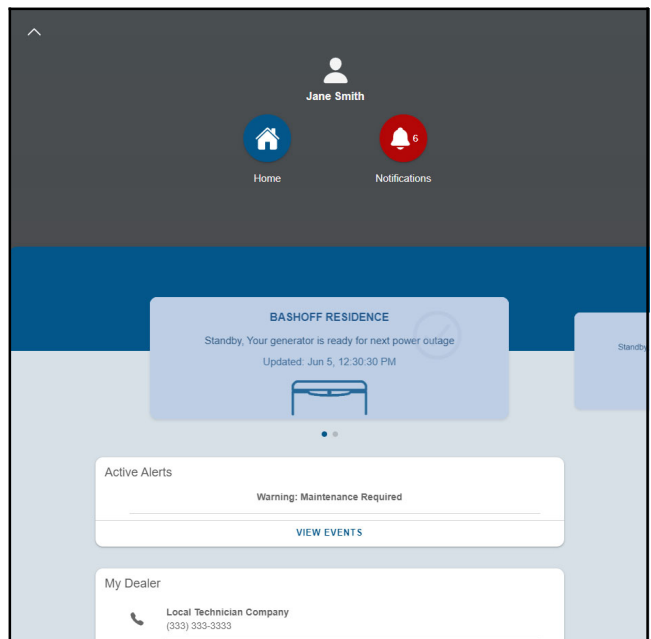


Figure 1-51 Notifications

Select the bell icon to view all notifications. The list includes notifications from all generators linked to the user account. See Figure 1-52.

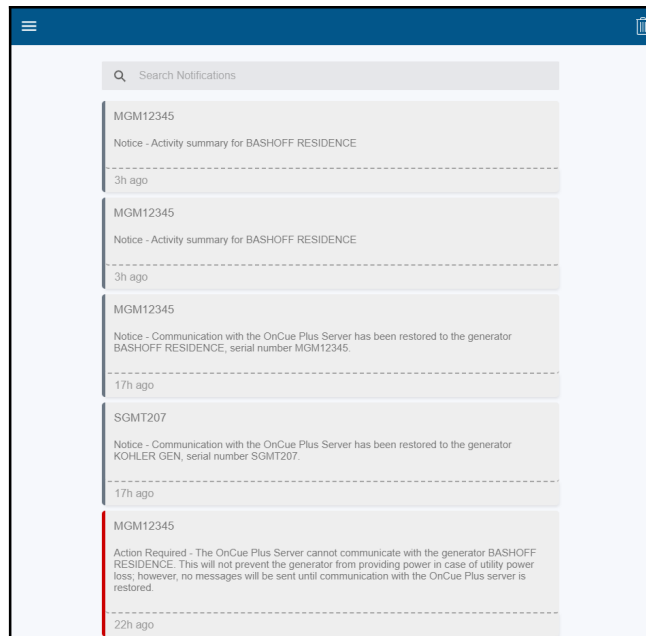


Figure 1-52 Notification List

To clear the list, select the garbage can in the upper right corner and then select Clear. See Figure 1-53.

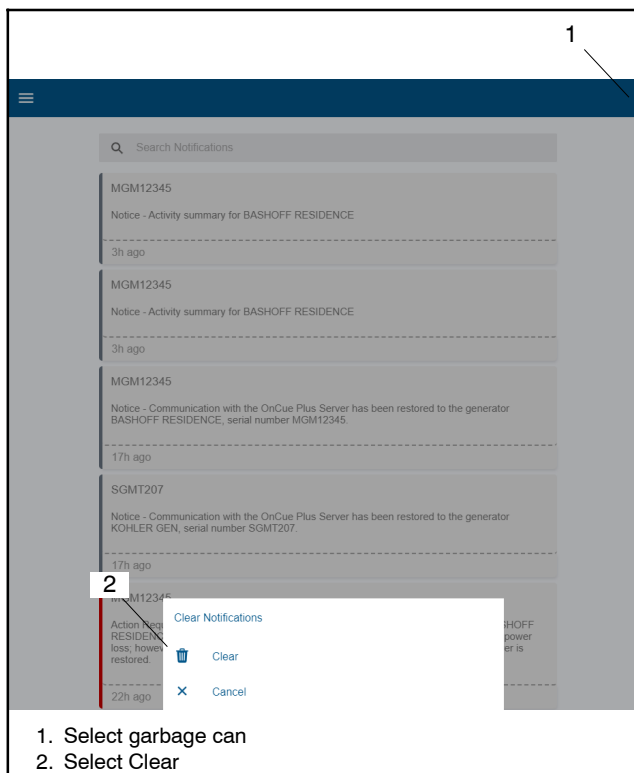


Figure 1-53 Clear Notifications

1.14 HELP/FAQ

Select HELP/FAQ to find answers to commonly asked questions. See Figure 1-54. If your question is not answered, select MY ISSUE ISN'T LISTED ABOVE on the bottom of the screen to be directed to multiple options

for contacting Kohler Co. The Feedback window shown in Figure 1-55 will open.

Select the relevant feedback topic and follow the instructions on the screen.

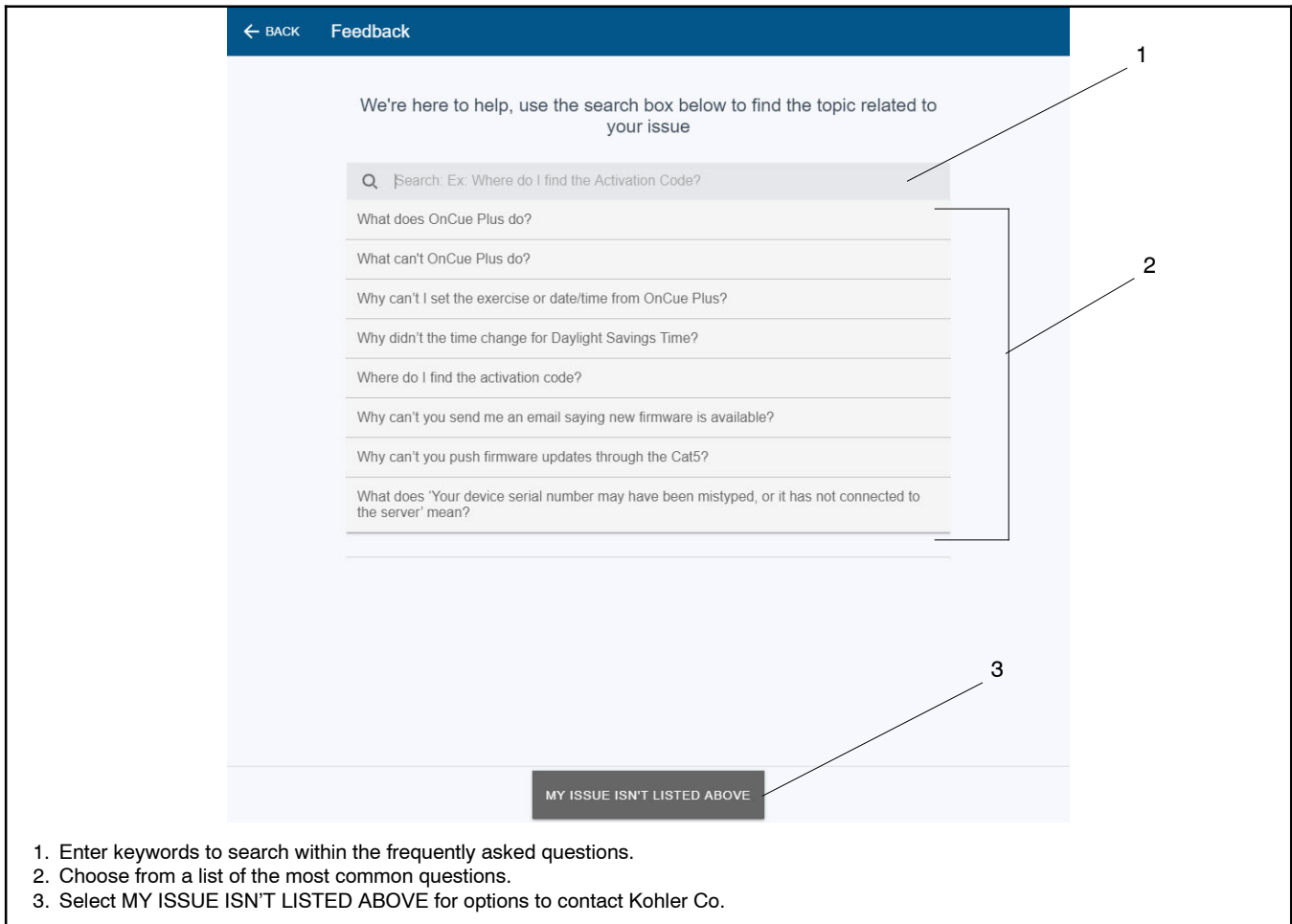


Figure 1-54 OnCue Plus HELP/FAQ Screen

We're here to help, use the search box below to find the topic related to your issue

Q Search: Ex: Where do I find the Activation Code?

Other ways we can help



Submit a Generator Problem



Report an OnCue Plus Bug



Submit an OnCue Plus Feature Request



Report a Login Issue

Figure 1-55 Feedback Window

Notes

Section 2 Voice Control Activation

2.1 Voice Control Options

Using the OnCue Plus Action on Google or the OnCue Plus skill on Amazon Alexa, you can control your generator(s) using just your voice. Get helpful information like generator status or active alerts or simply ask it to start or stop an exercise.

2.2 Generator Connection

The generator must be connected to the Internet and OnCue Plus.

- Use a network cable to connect the generator controller to the owner's router. See the generator set installation manual for instructions to connect the generator set to the owner's router.

or

- Use the OnCue Plus Wireless kit to connect the generator set to the router. See the installation instructions provided with the wireless kit.

Set up an OnCue plus account. See the OnCue Plus Technical Manual TP- 7007, provided with the generator set or OnCue Plus kit. Contact your local distributor or dealer for assistance, if necessary.

2.3 Getting Started

If you are using any Alexa or Google smart device at your home, you probably already have an account with them. Follow the steps below to link your OnCue Plus account.

If you have not used Alexa or Google assistant before, Download Amazon Alexa or Google Assistant from the Apple App or Google Play store.

For detailed instructions, look for demo videos on how to get started with Google Assistant and Amazon Alexa on our KOHLER Power YouTube channel.

2.3.1 Getting Started with Amazon Alexa

1. Open the Amazon Alexa app and sign in with your Amazon account credentials.
2. Go to More > Skills & Games.
3. Search for “OnCue Plus.”
4. Tap LAUNCH. You will then be redirected to the OnCue Plus sign-in page.

5. Authorize your OnCue Plus account with Amazon Alexa using your OnCue Plus username and password.

Now your OnCue Plus is linked with your Alexa app and connected devices.

Start talking to your generator(s) anytime, anywhere by saying, “Alexa, ask OnCue Plus.”

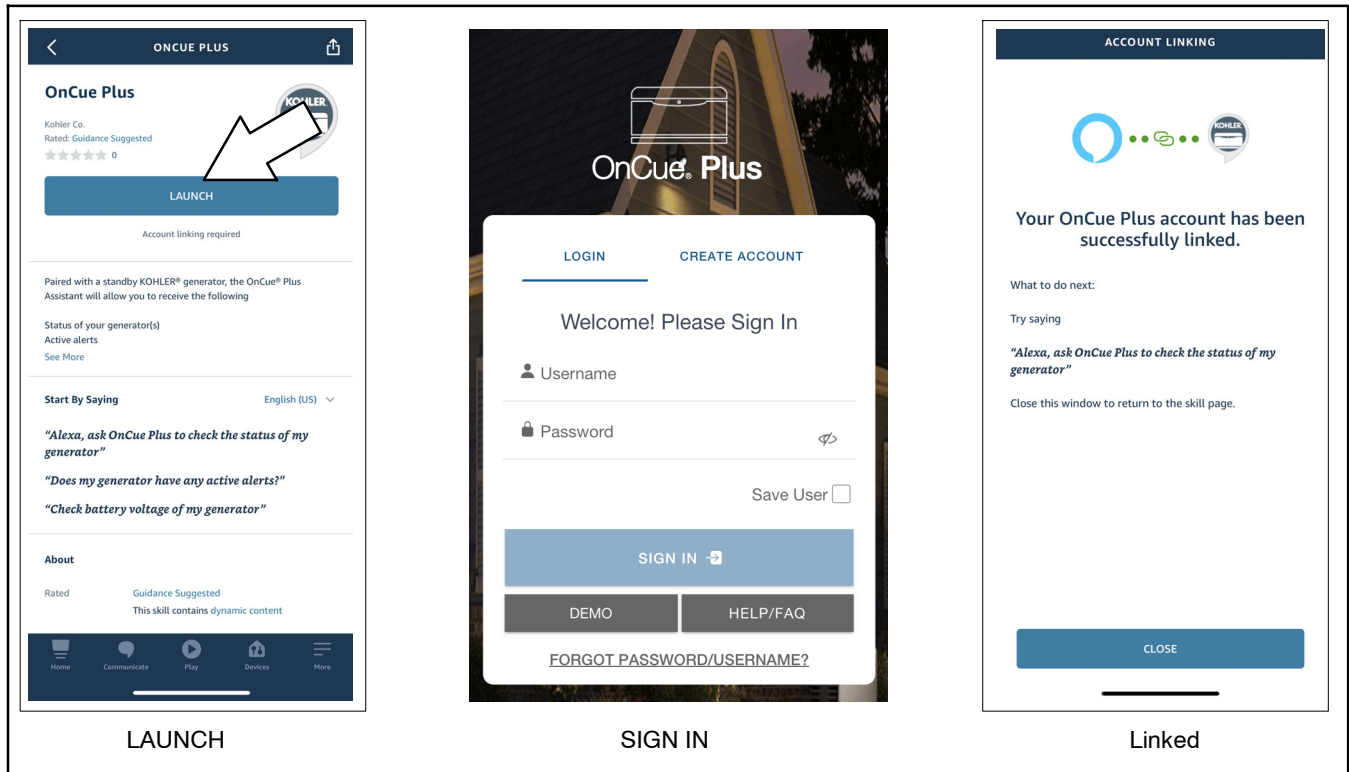


Figure 2-1 Getting Started with Amazon Alexa

2.3.2 Getting Started with Google Assistant

There are two ways to get started with Google Assistant.

Method 1

1. Open the Google Assistant app and sign in with your Google credentials.
2. Tap the Explore button.
3. Search for “OnCue Plus.”
4. On the OnCue Plus Assistant page, tap LINK.
5. You will be redirected to the OnCue Plus log-in page. Authorize your OnCue Plus account with Google by using your OnCue Plus username and password.
6. You will see a confirmation message. Tap TRY IT.

Now your OnCue Plus is linked with Google and connected devices.

Start talking to your generator(s) anytime, anywhere by saying, “Hey Google, ask OnCue Plus.”

Method 2

1. Open the Google Assistant app and sign in with your Google credentials.
2. Start by saying, “Hey Google, ask OnCue Plus.”
3. When you activate for the first time, the voice response will be, “To use OnCue Plus, I need to link your OnCue Plus account to Google. Is that OK?” Say “Yes” or “OK” to proceed to the next step.
4. You will be redirected to the OnCue Plus log-in page. Authorize your OnCue Plus account with Google by using your OnCue Plus username and password.

Now your OnCue Plus is linked with Google and connected devices.

Start talking to your generator(s) anytime, anywhere by saying, “Hey Google, ask OnCue Plus.”

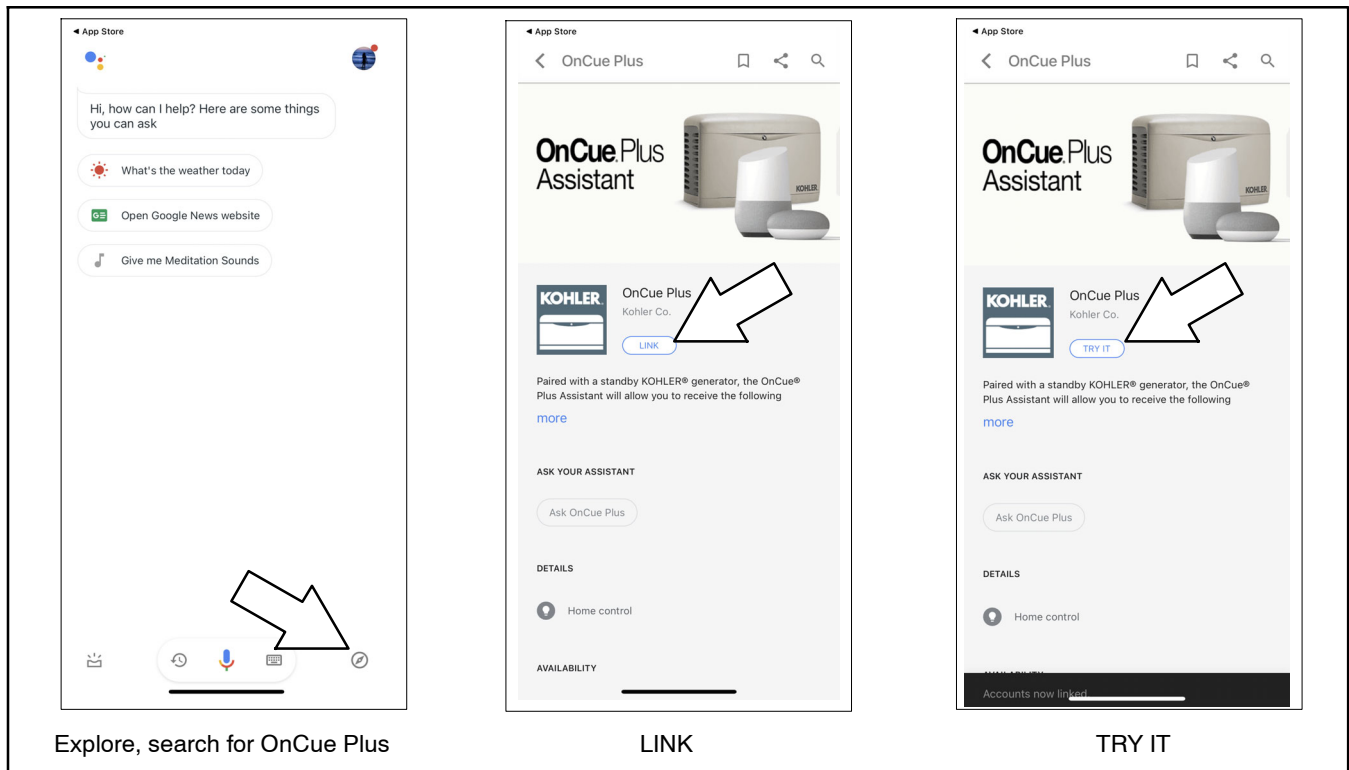


Figure 2-2 Getting Started with Google Assistant, Method 1

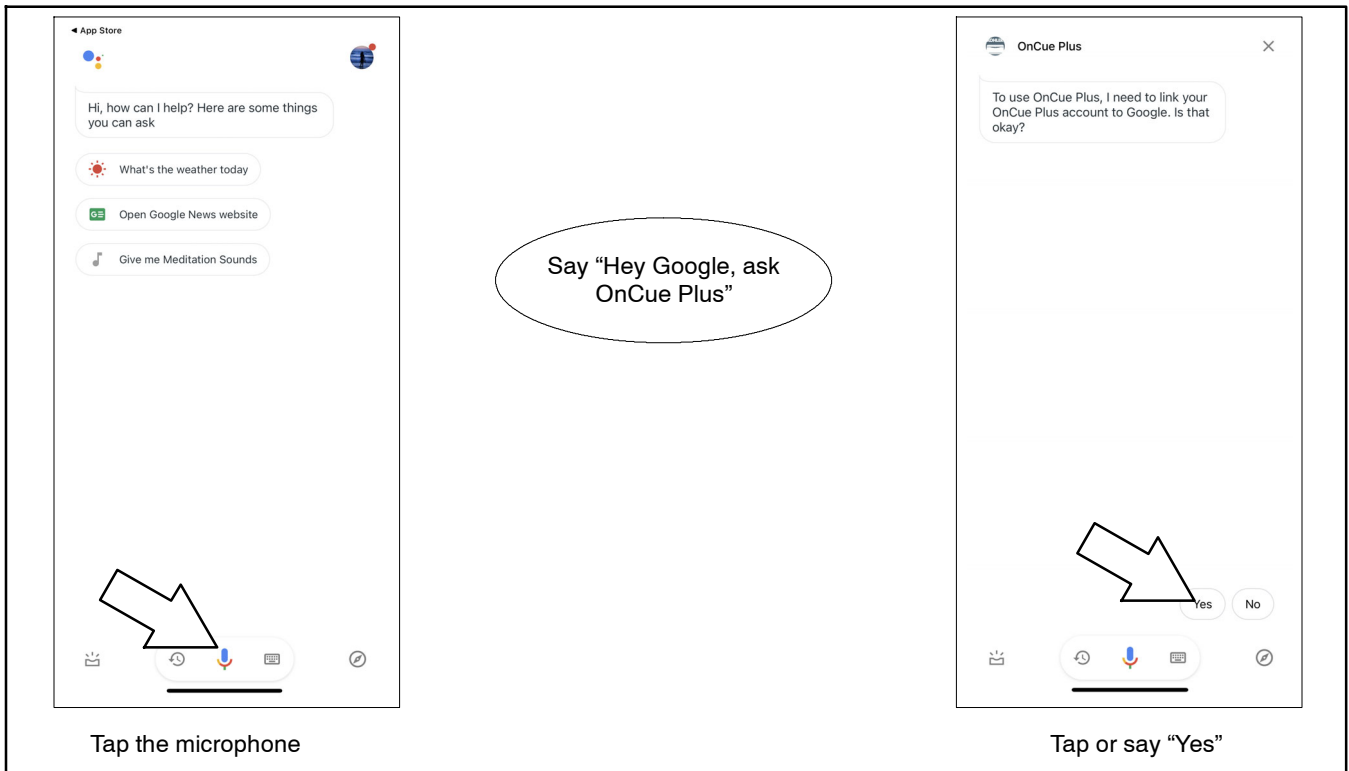


Figure 2-3 Getting Started with Google Assistant, Method 2

2.4 Voice Commands

Use this document as a guide to understand how to use voice commands to monitor and control your Kohler standby generator with OnCue Plus. Start by waking up your smart device by saying “Alexa, ask OnCue Plus” or “Hey Google, ask OnCue Plus.”

If your generator name has more than one word, pause between the words when speaking to your Google Assistant or Alexa smart devices.

If you have only ONE generator in your account, you can refer to it by its name or say “my generator.” For example, “Alexa, ask OnCue Plus to check active alerts for my generator” or “Hey Google, ask OnCue Plus to check the status of my generator.”

Sample Voice Commands

- What is the status of my generator?
- List my generators.
- Does my generator have any active alerts?
- What is the battery voltage?
- What is the oil temperature?
- What is the engine temperature?
- When was my last exercise?
- Start an exercise.
- Stop an exercise.
- Change my next exercise details
- Switch generators

2.5 Unlinking your OnCue Plus Voice Assistant Account

If you no longer want to use voice control with OnCue Plus and would like to unlink your OnCue Plus account from your Alexa or Google devices, please follow the steps below:

2.5.1 Unlinking from Amazon Alexa

1. Open the Amazon Alexa app.
2. Go to **More** -> **Skills & Games**.
3. Search for “OnCue Plus.”
4. Tap **SETTINGS**.
5. Tap **DISABLE SKILL**.
6. Tap **DISABLE** to confirm.

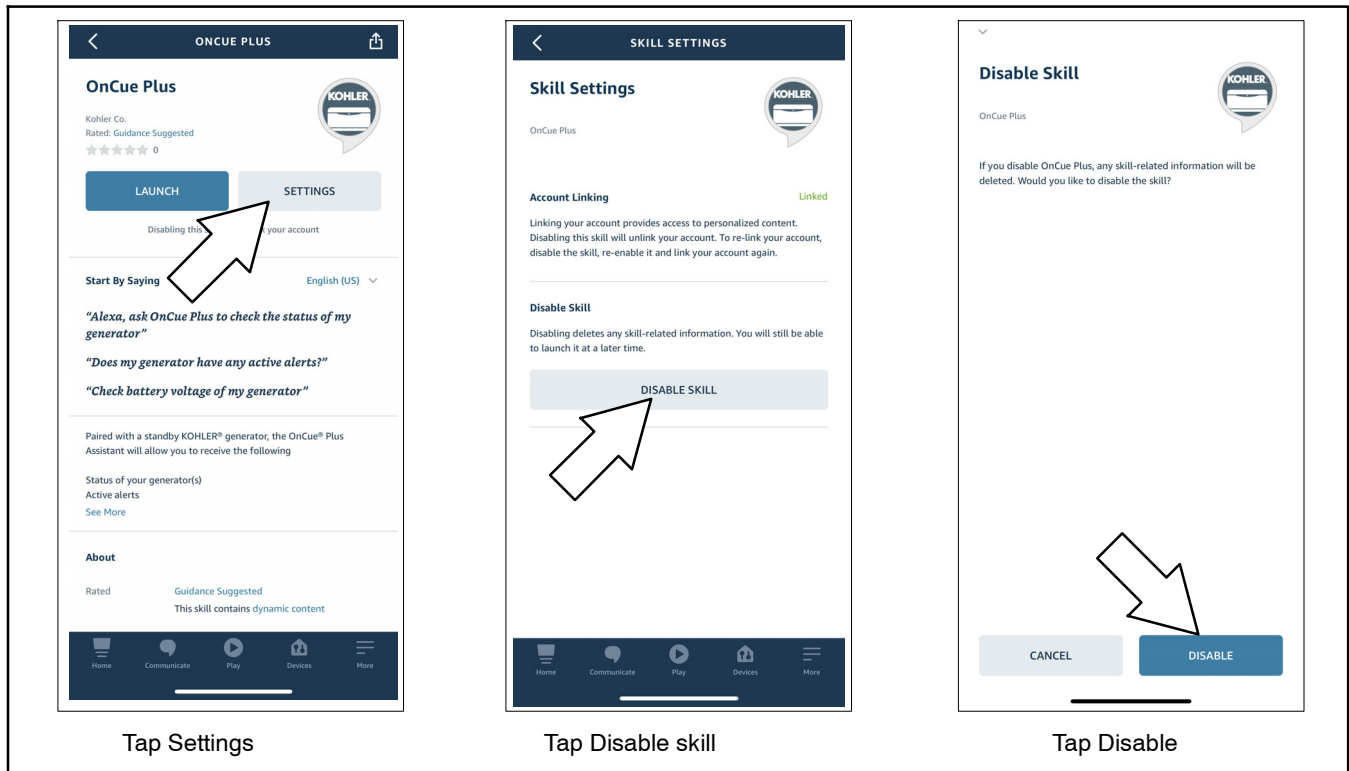


Figure 2-4 Unlinking your Account from Amazon Alexa

2.5.2 Unlinking from Google Assistant

1. Open the Google Assistant app and tap the Explore button.
2. Search for “OnCue Plus.”
3. Scroll down on the OnCue Plus Action page to find the UNLINK Button. Tap UNLINK.
4. A dialog box opens. Tap UNLINK.

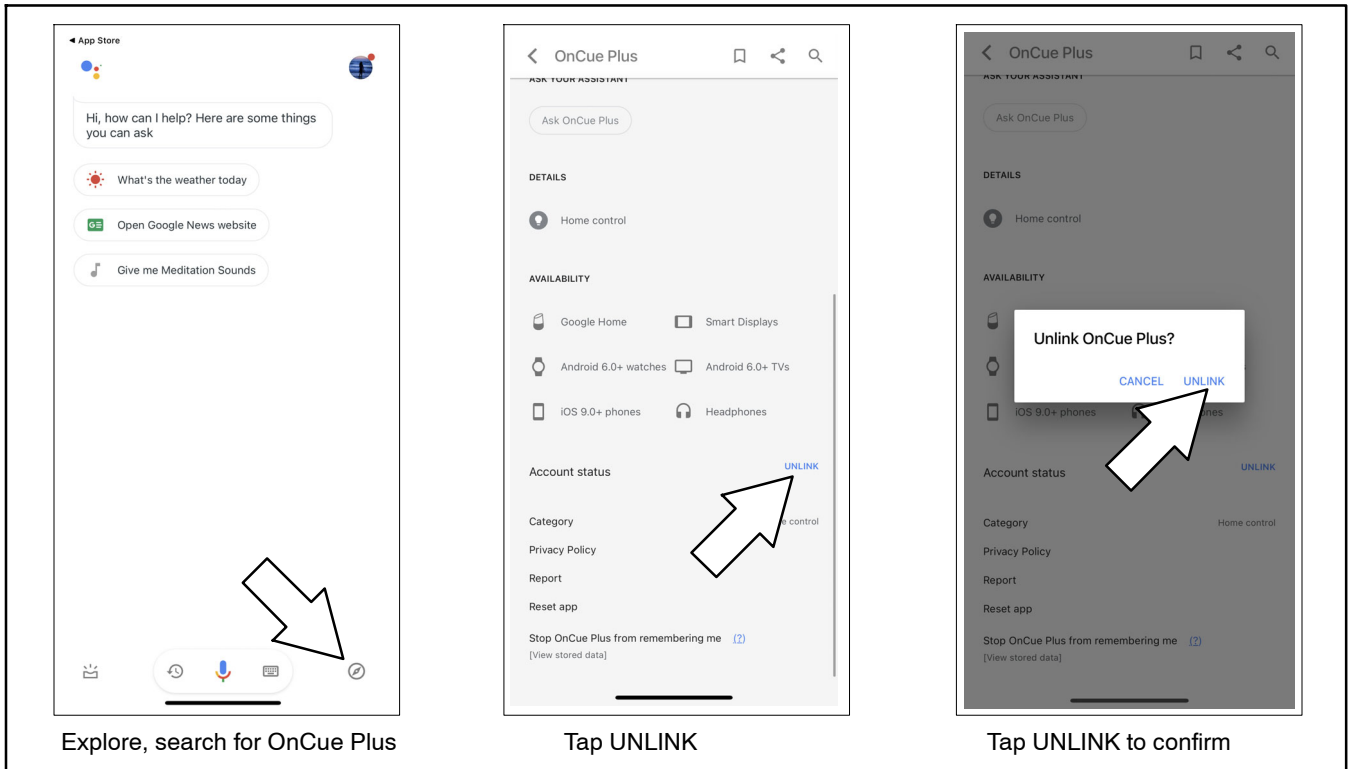


Figure 2-5 Unlinking your Account from Google Assistant

Appendix A Abbreviations

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

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

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

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