KOHLER®

UPDATING FIRMWARE FOR RDC/DC2 CONTROLLERS- FOR HOMEOWNERS

Thank you for contacting KOHLER® Home Energy regarding being disconnected from OnCue® at this time. We suggest updating generator controller firmware to reestablish connection. Any owner of a generator can perform the update with a laptop and a mini-USB cable. In addition to these items, you will need to download the program 'USB Utility' from the link below and save the attached firmware to your desktop or download folder.

Please read through the instructions completely before beginning. You will need a laptop computer and a USB cable with a mini-B connector (commonly used to connect digital cameras) to perform the firmware update.

Make sure you have the CONTROLLER password before doing the update. If you do not have the generator password, follow the instructions below _before_ updating firmware.

Instructions for Resetting Generator Password:

RDC2 Controller

1. Press Select and then press the down arrow button to navigate to the networking Information menu.

2. Press Select. Networking Status is displayed.

3. Press the Down arrow button. Networking Configuration is displayed.

4. Press Select. Reset OnCue Password is displayed.

5. Press and HOLD the Select button until Reset OnCue Password? No appears. The word No will flash.

6. Press the Up arrow button to change the word No to Yes.

7. The generator set serial number and new password will be displayed for 10 seconds. Be sure to write down the new password for entry into OnCue Plus.

DC2 Controller

1. Press the OFF button and verify that the generator set is not running.

2. Press and HOLD the EXERCISE button until _Press Again to Reset OnCue PW_ is displayed.

3. Release the EXERCISE button and press it again within 5 seconds.
   **Note:** If the EXERCISE button is not pressed within 5 seconds, the controller exits the password reset mode.

4. The generator set serial number and new password will be displayed for 10 seconds. Be sure to write down the new password for entry into OnCue Plus.

Instructions for Updating Firmware:

1. **SAVE** the attached firmware file (for example 6.12.2, 3.3.2, or appropriate) to an easily accessible location on your laptop, such as the desktop. *(You will not be able to open this file-SAVE ONLY)*

2. Install the applicable program based on your operating system (32 and 64-bit options for Windows). Please click 'RUN'.

    a. 32 Bit Download USB Utility Software >

    b. 64 Bit Download USB Utility Software >

3. Once the program is installed, take your laptop to the generator and **connect** it to the controller's mini-B USB port located in the service access panel. You will need a USB-Mini like the one pictured below.

Connect to the controller:

RESV/RESVL
RCL/RCLH

RDC2 (RESA/RESC)   DC2 (RESAL/RESCL)
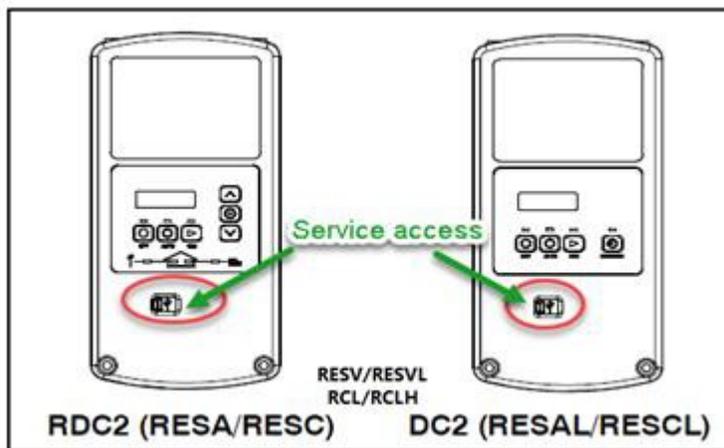
4. Once connected, open the Kohler USB Utility program that you installed and **click Update Firmware** at the top.

5. Follow the on-screen prompts, and when prompted to select a firmware file, choose the attached **6.12.2** (or appropriate) file that you saved to your laptop as referenced in step 1 above. (The top circle must have a green check mark indicating the cable is communicating with the controller if it is not green try using another cable or disconnecting and reconnecting the cable or try a different port on your computer.)

6. **Click the Load Firmware** button and be sure not to disconnect the USB cable until the update is complete and the controller screen comes back online - it will likely prompt you to select the language.
(The bottom circle that says, 'CONTROLLER FIRMWARE UPDATED SUCCESSFULLY' must have a green check mark in the circle. You will see red and amber flashing lights when you are doing this. The actual update should take less than 2 minutes. If it takes longer than 2 minutes to get the green check mark disconnect cable, close the program, and start over.)

7. Once complete, you can **disconnect** your computer and you will need to **select English** and **reset the date/time** and exercise cycle on your controller, depending upon your generator model. The generator should reconnect to our server within 5-10 minutes.

It is important that as the controller updates there is no interruption to the download process, as it could cause an incomplete update requiring you to start at the beginning again.

If you continue to experience issues, please contact the Kohler Home Energy Customer Care team so that we may further assist you:

   Phone- 1-800-544-2444

   Email- generator.feedback@kohler.com

   Monday-Friday 7:30am-5:00pm (CT)

Thank you for choosing KOHLER® for your backup power needs.