KOHLER® Energy Management Mobile App
QUICK START GUIDE

Congratulations on downloading the KOHLER Energy Management App!

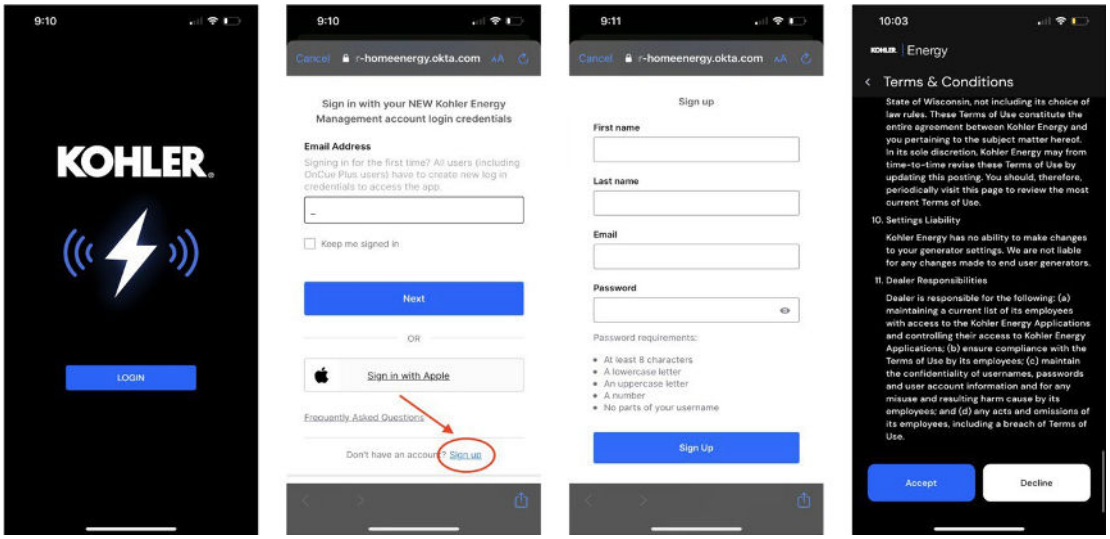
Maximize your app experience by using it to monitor your standby generator and connect with our nationwide authorized network of professionals.

Get started below and view FAQ's online to give you peace of mind in the palm of your hand.

1. **Download the Free KOHLER® Energy Management App**

   iPhone Users can visit the App Store
   Android Users can visit Google Play

2. **Create a NEW account or log in to an existing account**
   a. Tap "Login" from the main app screen
   b. Scroll to the bottom of the login screen and tap "Sign Up"
   c. Enter your user information which will require you to enter a valid email address and password.
   d. Accept the app Terms and Conditions. You must scroll to the bottom of the page, signaling you have read the full terms and conditions, before you are able to tap "accept".



KOHLER. | Home Energy
generator.feedback@kohler.com
View FAQ's Online
1-800-544-2444

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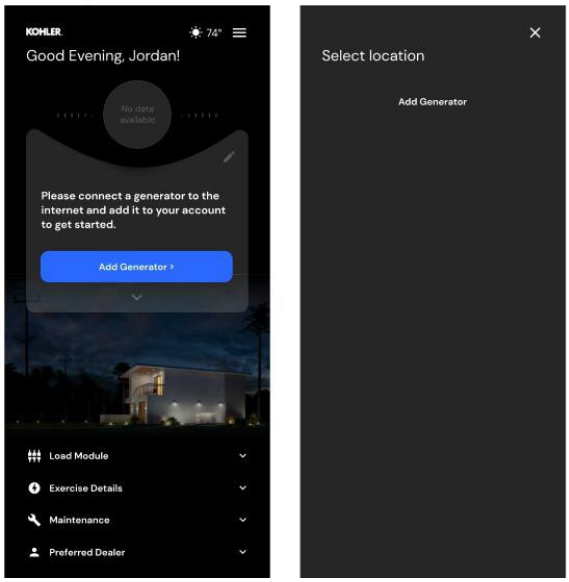
3. **Add your Generator to your account** by tapping "Add Generator" from either the main dashboard or from the location menu by tapping on the menu icon in the top right hand side of your screen.



   a. **There are 2 ways to add a generator to your account, the first option is to manually enter the generator Serial Number and Controller PIN (formerly the generator password).**
   ***Reboot sequence 2 last pages**
   ***Additional notes on how to find the Controller PIN below**

   This Serial Number and controller PIN can be found in an automatic email that you received when your **authorized Kohler** dealer added your generator to their PRO APP. ***(You would only receive this email if your dealer is using the Home Energy Management PRO APP.)*** The email would come from: KohlerHomeEnergy@news.kohlernews.com

   In addition, the serial number can be located on the generator nameplate near the controller.

   (See image below)

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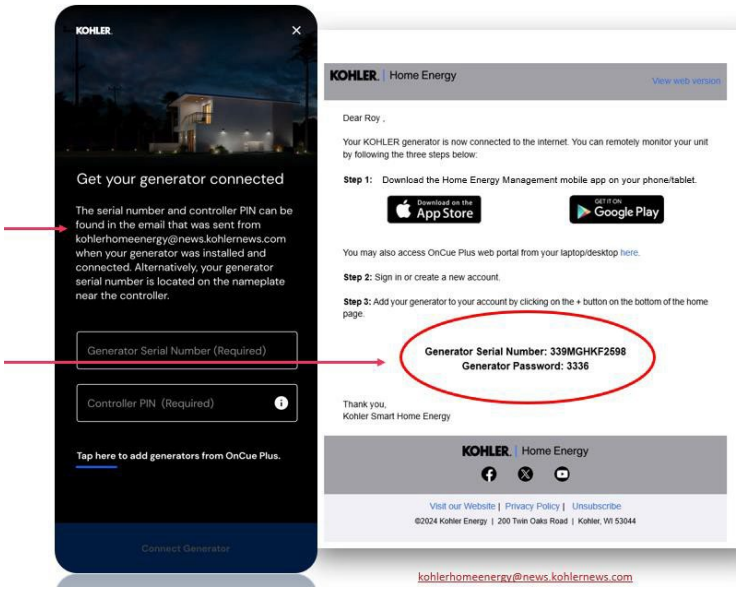
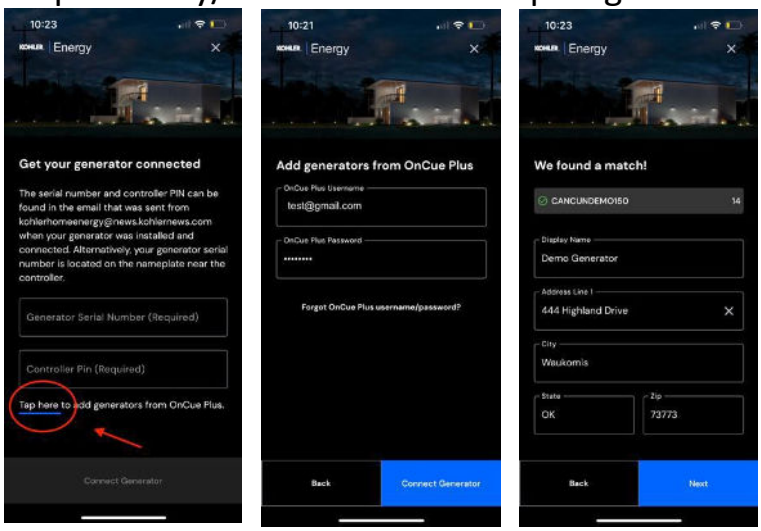


b. **If you are an OnCue Plus user, the second way to add your generator to your account is by looking up and importing your generators from OnCue Plus** by inputting your OnCue Plus Username and Password.

   i. Step 1: From the add generator screen, below the Serial Number and Controller PIN fields, tap on the button that says “Tap here to add generator from OnCue Plus”

   ii. Step 2: Enter your OnCue Plus username and password

   iii. Step 3: Verify/add address and import generator matches



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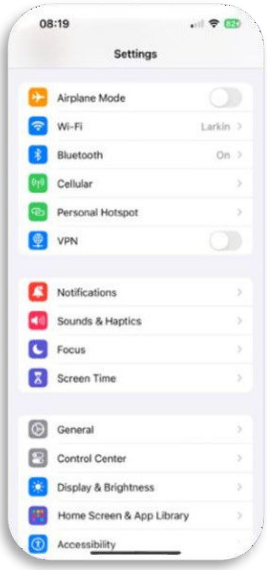
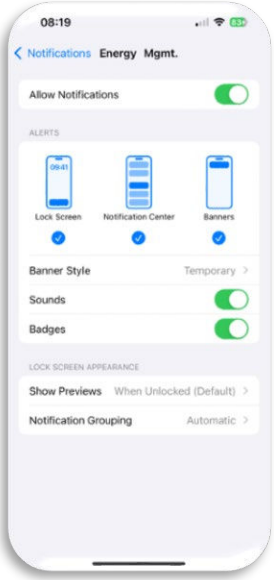
4. Enable Notifications for your mobile device

a. Go to “Settings”
b. Click on “Notifications”
c. Scroll to the “Energy Management App”
d. Click “Allow Notifications”





***Additional instruction on finding/resetting the controller PIN (formally the Generator Password)**

Note: To retrieve your controller PIN from the generator, you must reset the controller PIN (generator password). At that time, a new controller PIN will be generated.

When the controller PIN (generator password) is reset on the controller, the connection to the internet will be lost. Anyone monitoring this generator on both the Kohler Energy Management app for homeowners and the Kohler Energy Management PRO app for dealers will need the updated controller PIN to reconnect their generator to their app.

IMPORTANT! Be ready to write down the serial number and controller PIN which will be displayed for 10 seconds.

Follow this procedure if you own the following:

RESA/RESC/RCL/RESV/VSG/RCA(L) Models with RDC2 or VSC Controller

1. Press Select (circle between the arrows) and then press the down arrow button to navigate to the Network Information.
2. Press Select. Networking Status is displayed.

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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.
   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.

Note: The new controller PIN (generator password) is only communicated to the server when the controller powers up.

*Reboot Sequence
1. Bring the key to unlock the lid.
2. Press the OFF button.
3. Using the down arrow, navigate to the last Reboot Device menu by pressing the down arrow repeatedly.
4. Press the Select button for Reboot Device.
5. The "yes" button should flash.
6. Press Select. (The controller will shut down, wait 10 seconds.)
7. Select the language (I recommend English, the translation is not perfect.)
8. Enter today's date using the up and down arrows and the Select button. (The internal memory saved the information before the reboot.)
9. Enter the current time.
10. Next Exercise is the generator's weekly or bi-weekly exercise. Confirm the time and date displayed.
11. The generator should have reconnected to the app. 12. Press the AUTO button before closing the lid and locking it with the key.
* The generator must be connected directly to the router. If this doesn't work, a computer technician is the right person to troubleshoot the connection. The wire may not be connected or may be severed; this requires professional diagnosis.

