

# Mobile *Link*™

## *Installation and User Manual*



000255

**MODEL: 006463**

**DATE PURCHASED:** \_\_\_\_\_

Mobile Link MDN No.	
Mobile Link MEID No.	
Generator Serial No.	

***SAVE THIS MANUAL FOR FUTURE REFERENCE***



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#### Compliance Statement (Part 15.19)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

#### Warning (Part 15.21)

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### FCC Interference Statement (Part 15.105 (b))

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Move the receiving antenna elsewhere, or adjust its position.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To comply with FCC/IC RF exposure limits for general population / uncontrolled exposure, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

#### RF Exposure (OET Bulletin 65)

To comply with FCC/IC RF exposure requirements for mobile transmitting devices, this transmitter should only be used or installed at locations where there is at least 20 cm separation distance between the antenna and all persons.

#### Section 7.1.5 of RSS-GEN

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Please record the following information on the front of this manual:

- MDN No. located on bottom of device or on packaging.
- MEID No. located on packaging.
- Generator Serial No. located on the divider spanel near the controller.

# Section 1 Safety

**SAVE THESE INSTRUCTIONS:** The manufacturer requires that this manual and the rules for safe operation be copied and posted near the unit's installation site. Safety should be stressed to all operators and potential operators of this equipment.

**SAFETY:** Throughout this manual, DANGER, WARNING, CAUTION and NOTE blocks are used to alert personnel about particular operations, functions or services that may be hazardous if performed incorrectly or carelessly. Their definitions are as follows:

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## **DANGER**

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

(000001)

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## **WARNING**

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

(000002)

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## **CAUTION**

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

(000003)

**NOTE:** Notes provide additional information important to a procedure or component.

These "Safety Alerts" cannot eliminate the hazards that they signal. Strict compliance with these special instructions, plus common sense, are major accident prevention measures.

## 1.1 — General Safety



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## **WARNING**

Consult Manual. Read and understand manual completely before using product. Failure to completely understand manual and product could result in death or serious injury. (000100a)

The manufacturer cannot anticipate every possible circumstance that might involve a hazard. The warnings in this manual and on tags and decals affixed to the unit are, therefore, not all-inclusive. If using a procedure, work method or operating technique the manufacturer does not specifically recommend, ensure that it is safe for personnel. Also make sure the procedure, work method or operating technique utilized does not render the generator unsafe.

## 1.2 — General Safety Hazards

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### **WARNING**

Accidental Start-up. Disconnect the negative battery cable, then the positive battery cable when working on unit. Failure to do so could result in death or serious injury. (000130)



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### **DANGER**

Electrocution. High voltage is present at transfer switch and terminals. Contact with live terminals will result in death or serious injury.

(000129)

- For safety reasons, the manufacturer requires that this equipment be installed by an Independent Authorized Service Dealer or other competent, qualified electrician or installation technician who is familiar with applicable codes, standards and regulations. The operator also must comply with all such codes, standards and regulations. Repair generally requires simple replacement of the assembly with a new unit, which can usually be performed by the generator owner.
- When working on this equipment, remain alert at all times. Never work on the equipment when physically or mentally fatigued.
- Before performing any work near the generator, remove the control panel fuse and disconnect the black (-) battery cable to prevent accidental startup. When disconnecting battery cables, always remove the black (-) cable first, then remove the red (+) cable. When reconnecting the cables, connect the red (+) cable first, and then black (-) cable.
- Never use the generator or any of its parts as a step. Stepping on the unit can stress and break parts and may result in dangerous operating conditions from leaking exhaust gases, fuel leakage, oil leakage, etc.

### 1.3 — Electrical Hazards

- All generators produce dangerous electrical voltages that can cause fatal electrical shock. Utility power delivers extremely high and dangerous voltages to the transfer switch, as does the standby generator when it is in operation. Avoid contact with bare wires, terminals, connections, etc. while the unit is running. Ensure all appropriate covers, guards and barriers are in place, secured and/or locked before operating the generator. If work must be done around an operating unit, stand on an insulated, dry surface to reduce potential shock hazard.
- Do not handle any kind of electrical device while standing in water, while barefoot or while hands or feet are wet. **DANGEROUS ELECTRICAL SHOCK MAY RESULT.**
- This is an Automatic Standby Generator. The generator may crank and start at any time when utility is lost. When this occurs, load circuits are transferred to the STANDBY (generator) power source. Before working on this generator (for inspection, service or maintenance), to prevent possible injury, always set the generator to the OFF mode and remove the 7.5A fuse from the generator control panel.
- In case of an accident caused by electric shock, immediately shut down the source of electrical power. If this is not possible, attempt to free the victim from the live conductor. **AVOID DIRECT CONTACT WITH THE VICTIM.** Use a nonconducting implement, such as a dry rope or board, to free the victim from the live conductor. If the victim is unconscious, apply first aid and get immediate medical help.
- Never wear jewelry when working on this equipment. Jewelry can conduct electricity resulting in electric shock or may get caught in moving components resulting in injury.

### 1.4 — Explosion Hazards

- Do not smoke around the generator. Wipe up any fuel or oil spills immediately. Ensure that no combustible materials are left in the generator compartment or on or near the generator as FIRE or EXPLOSION may result. Keep the area surrounding the generator clean and free from debris.
- Gaseous fluids, such as natural gas and liquid propane (LP) gas, are extremely EXPLOSIVE. Install the fuel supply system according to applicable fuel-gas codes. Before placing the home standby electric system into service, fuel system lines must be properly purged and leak tested according to applicable code. Inspect the fuel system periodically for leaks. No leakage can be permitted.



#### **⚠ WARNING**

Moving Parts. Do not wear jewelry when starting or operating this product. Wearing jewelry while starting or operating this product could result in death or serious injury. (000115)

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## Section 2 General Information

### 2.1 — Introduction

The Mobile Link remote monitoring system allows generator status to be monitored from anywhere the owner has access to an Internet connection. Every effort was made to ensure that the information and instructions in this manual were both accurate and current at the time the manual was written. However, the manufacturer reserves the right to change, alter or otherwise improve this product or manual at any time without prior notice.

The unit is mounted on the outside of the generator and communicates with the generator's controller via a serial port.

The Mobile Link remote monitoring system provides information about the generator. When the generator is registered with **[www.MobileLinkGen.com](http://www.MobileLinkGen.com)**, owners can log onto this website to check on the current status of the generator at any time. It will also notify the owner of any change in operating status. The owner will be contacted if alarms or warnings occur. When a

change in the generator's status occurs, an e-mail or text message is sent. The delivery method and frequency of these alerts can be adjusted on the website.

### 2.2 — Network Extender

If cellular coverage is not adequate for communication signal strength, a network extender is available through any Verizon equipment provider.

### 2.3 — Website Information Screens

The Mobile Link unit will provide alerts when maintenance is required, according to the scheduled maintenance intervals for the generator. The generator's total run hours can be viewed and a log of completed maintenance can be established.

The exercise time of the generator can be checked and altered through the **[MobileLinkGen.com](http://www.MobileLinkGen.com)** website without having to step foot outside the comfort of the home.

Wire Harness Part Numbers	
0K2220	Used on Generac Home Standby Generators
0K2231	Used on Generac Commercial Generators



**A Current Generator Status**

**B Dashboard Home Display**

The Dashboard Home display shows generator's current status. Any current faults will be displayed and identified.

**C Maintenance and Accessory Items**

Mobile Link gives access to a trusted dealer network and a full range of accessories and maintenance items.

**D Cellular Link Status**

If for some reason your generator isn't connected to the cellular network, this icon will let you know.

**E Display**

The color-coded background gives you at-a-glance information about your generator.

- Green: Your generator is ready for action.
- Blue: Your generator is currently running.
- Yellow: Your generator needs maintenance, but is otherwise ready to run.
- Red: Your generator has a problem, and needs immediate service.

**F Alerts**

When your generator has a problem, you can click on this icon to find out the details.

**G Support for Multiple Generators**

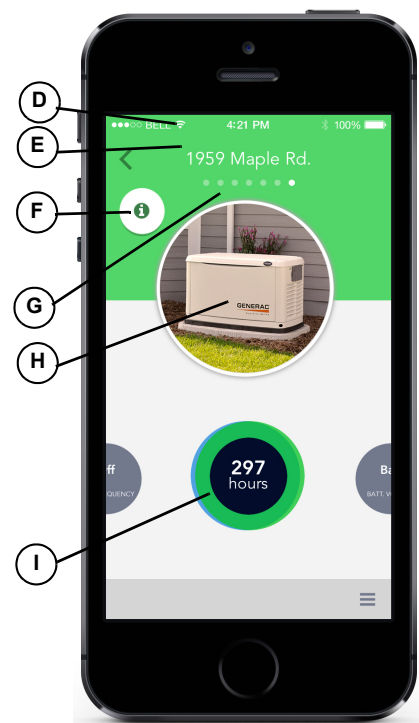
If you have multiple generators, you only have to scroll left and right to select them.

**H Generator Details**

In the middle of your screen is a picture of your selected generator. Click on it for generator details, like serial number and description, maintenance and status history. If you select a preferred servicing dealer, their info will be available, and you can click to call them.

**I Gauges**

This instrument cluster shows total generator running time, battery voltage, generator output voltage and frequency, and fuel level in diesel-fueled generators.





# Section 3 Operation and Troubleshooting

## 3.1 — Installation

**NOTE:** Verify generator operation and performance before adding Mobile Link during a new generator installation.

1. Unlock both locks, open generator lid and remove front panel.
2. Turn the generator to OFF. Remove generator panel fuse.

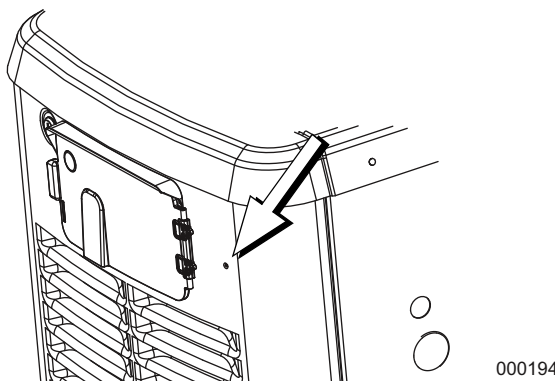
**NOTE:** There are different controller configurations for various model years.

3. Turn the main utility disconnect breaker in the home's electrical panel to OFF or OPEN.
4. Remove T1 fuse from transfer switch.
5. Disconnect battery negative (-) cable, then positive (+) cable.

**NOTE:** The battery divider will need to be removed for installation on PowerPact units.

6. Remove controller sheet metal cover and fasteners.
7. Attach provided template to position mounting hole location. Mounting hole location is critical for proper operation. Mobile Link unit antenna must protrude 1 inch above top of generator roof when installation is complete.

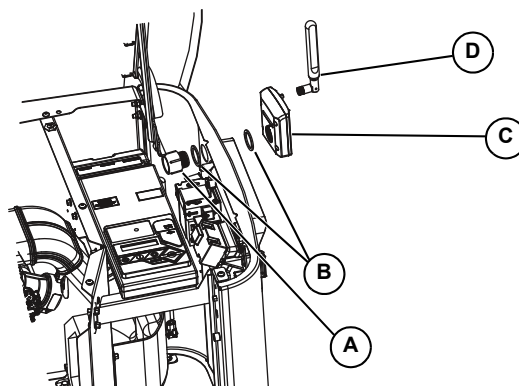
**NOTE:** 2013 and later models have a prepositioned dimple on the enclosure to mark the center of the hole.



**Figure 3-1.**

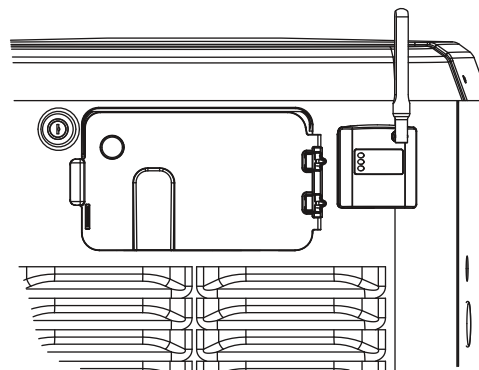
8. Inspect area behind external breaker box to verify all wires are moved out of the way to prevent damage during drilling.
9. Use template provided with these instructions to make a 1 1/8" hole just behind the breaker box.
10. Route six pin connector through plastic fitting and one green gasket. See A and B in Figure 3-2.
11. Insert plastic fitting, from inside of generator, through newly drilled hole in generator wall. Position threaded portion of fitting towards outside.
12. Install second green gasket on outside of enclosure.
13. Thread antenna (D) into Mobile Link unit (C). Turn antenna clockwise until secure. Position antenna pointing up.

**NOTE:** Do not over-tighten. Hand tighten only.



**Figure 3-2.**

14. Insert six pin connector into Mobile Link unit. Connector will only fit one way. DO NOT force into place.
15. With plug installed, tighten plastic fitting and draw Mobile Link unit to generator wall. Do not over tighten. Position Mobile Link unit with antenna facing upwards.



**Figure 3-3.**

**NOTE:** Hold Mobile Link unit firmly and tighten nut during installation to avoid damage to unit wiring harness.

16. Route harness along wire shelf with other wire looms. Position harness with other wire looms to provide additional support.

**NOTE:** On 2008 Home Standby Units only, remove fasteners that secure controller.

17. Lift controller to gain access to accessory plug location.

**NOTE:** If there is a decal labeled "Port 1", remove decal to locate connector. If there is no decal, locate the open eight pin connector on underside of generator controller.

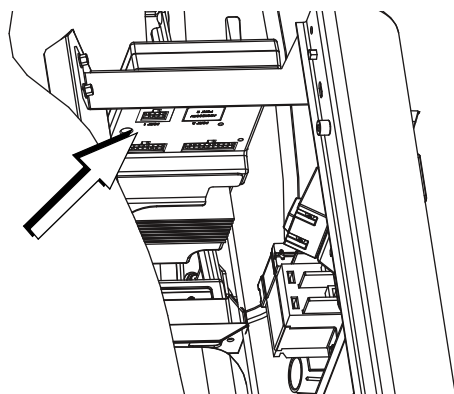
18. Install harness eight pin connector into open socket on controller.

**NOTE:** The connector will only fit one way. DO NOT force.

19. For Nexus or Sync controllers, locate the port on the under side of the controller. It may be covered with a decal. If so, remove the decal and install the harness.

**NOTE:** For units equipped with the Evolution or Sync 2.0 controllers, the accessory port is located underneath the controller and is covered with a decal that says “Accessory Prt 1”. Remove the decal and install the harness.

**NOTE:** On PowerPact models, the accessory port is located under the controller, and visible through the battery door after the plate is removed.



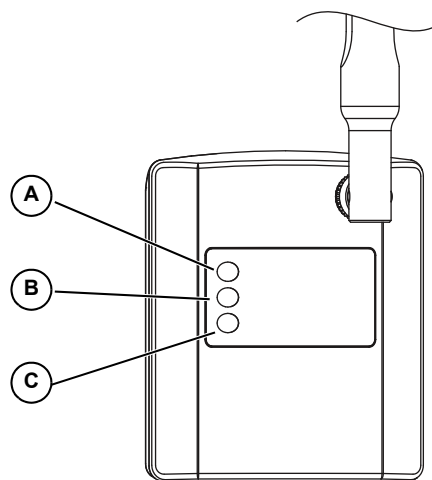
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**Figure 3-4.**

**NOTE:** The harness power wires consist of a black negative (-) wire and a fused yellow positive (+) wire.

20. Loosen and remove nuts from both positive (+) and negative (-) terminal screws on battery cables. Slide wires over terminal screws and replace nuts. Connect positive (+) battery cable and tighten securely. Then, install and tighten the negative (-) cable.
21. Install controller panel and sheet metal controller cover. Install and tighten retaining fasteners.
22. Put generator in OFF position.
23. Install generator controller fuse.
24. Install T1 fuse into transfer switch.
25. Turn main breaker in the home electrical panel to ON. On generator control panel, follow installation wizard and validate correct date, time, etc.
26. Place generator in AUTO.
27. Turn utility disconnect switch OFF to simulate a power outage. Generator should turn ON. Allow to run for approximately 30 seconds, then turn utility disconnect switch back to ON or CLOSED to restore utility service. Transfer switch will transfer back to utility. Generator will cool down and then shut down.
28. Verify Mobile Link unit middle LED is illuminated and bottom LED is illuminated or flashing at this time.

**NOTE:** Top LED will not illuminate until registration/activation process is complete.



000216

**Figure 3-5.**

A	LED will illuminate when unit is registered.
B	LED with flash if there is a poor connection.
C	LED will be off if there is no network connection
	LED will flash if the server connection is pending or down.

## Network Extender Installation

If cellular coverage is not adequate for communication signal strength, a network extender is available through any Verizon equipment provider.

1. Place network extender near the most centrally located window. For best results place extender in an elevated location such as the top of a book shelf or tall cabinet. If already using a WIFI router, keep extender at least 2 feet away.
2. Connect one end of the provided Ethernet cable to an open port on the router and connect the other end to the WAN port located at the rear of the network extender.
3. Plug the power supply into the 12VDC power port located at the rear of the network extender and plug the supply into an available wall outlet.

**Table 1. Troubleshooting**

<b>Problem</b>	<b>Cause</b>	<b>Correction</b>
All LEDs off	No power to Mobile Link unit	Check 5 Amp fuse (if provided) located on yellow harness wire.
		Check that harness is connected to battery properly.
		Reset connector to Mobile Link unit.
Top LED off	Unit not enrolled	Enroll Mobile Link unit at <a href="http://www.StandbyStatus.com">www.StandbyStatus.com</a> .
		Verify Mobile Directory Number (MDN) is enrolled on Standby Status website and enrolled number matches Mobile Directory Number (MDN) of Mobile Link unit.
Middle LED flashing	Poor connection	Reset connector at generator controller and Mobile Link unit.
		Replace cable.
Bottom LED off	No cellular network connection	Check cellular coverage in area.
		Mobile Link unit in "Suspended" mode. Contact Customer Service for assistance at (US) 1-855-GEN-VIEW (1-855-436-8439) or (Canada) 1-844-VIEW-GEN (1-844-843-9436).
Bottom LED flashing	Server connection pending	Network connection established. Awaiting server response.
	Server may be down	Wait for situation to resolve itself. NOTE: cellular coverage may be intermittent. Verify cellular coverage is good in area by trying to make a phone call from a mobile phone near Mobile Link unit.



## Section 4 Registration

Once Mobile Link unit has been installed, it should be registered and activated to obtain full benefits of product capabilities.

The following information will need to be gathered prior to initiating registration process:

- **E-mail address**
- **Model Directory Number (MDN)** (located on bottom of Mobile Link unit or product box)
- **Mobile Equipment Identification Number (MEID)** (located on Mobile Link product box)
- **Generator serial number** (located on label plate, near control panel console)

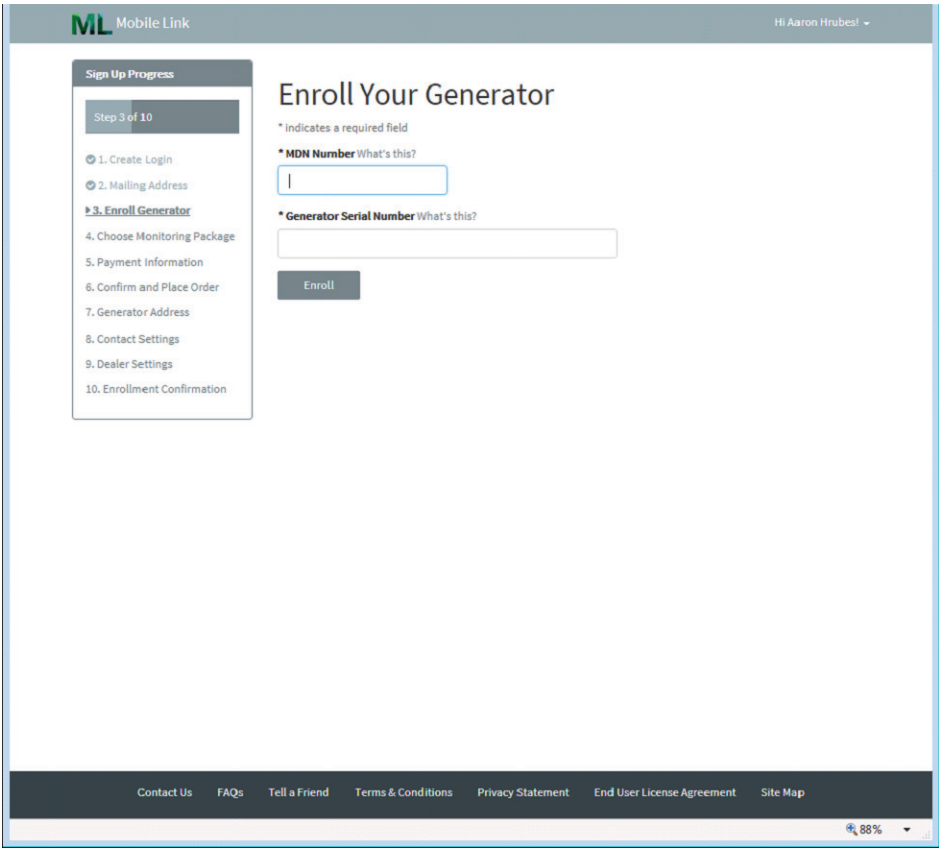
- **Mailing address**
- **Valid credit card**
- **Address of generator location** (if different than mailing address)

Go to **[www.MobileLinkGen.com](http://www.MobileLinkGen.com)** to complete registration process.

- Click “**Sign Up**” (A).
- Enter requested information when prompted.
- Once enrollment of generator is complete, top LED light on Mobile Link unit will illuminate.

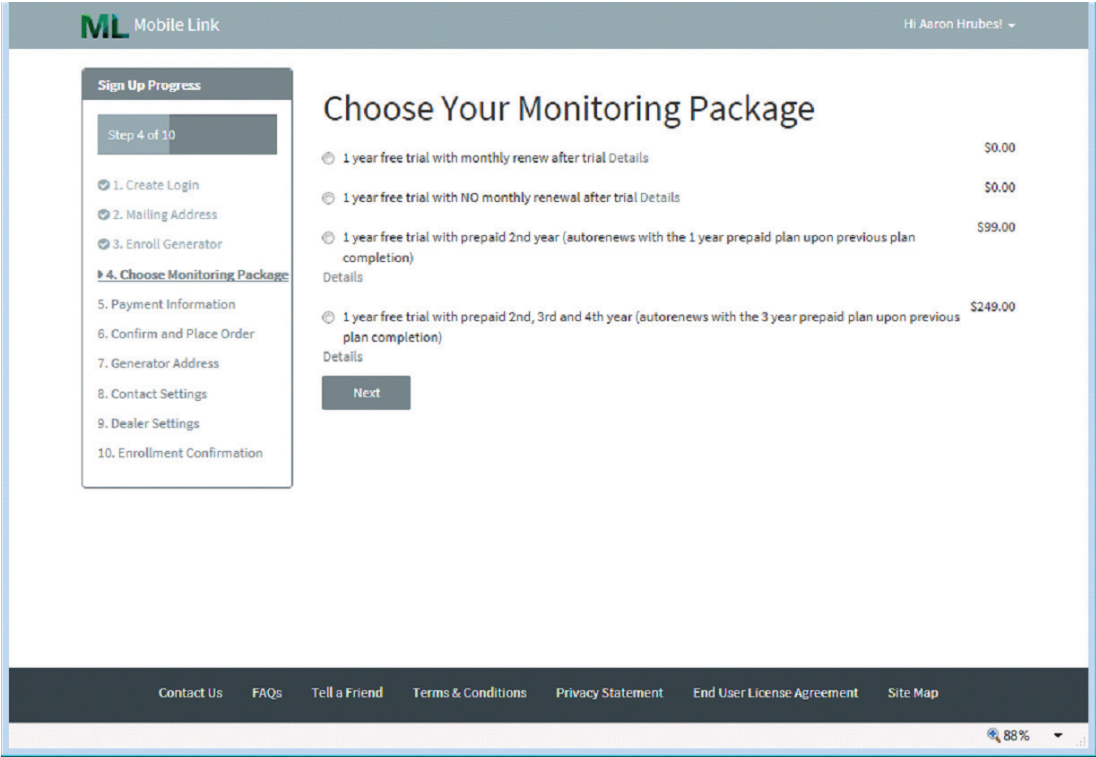


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000247

**NOTE:** The MDN number can be found on the bottom of the device or on the packaging the device came in. The serial number can be located on or in the area of the control panel.



000248

Select the monitoring package that is right for you.

ML Mobile Link

Hi Aaron Hrubes! ▾

Sign Up Progress

Step 6 of 10

1. Create Login

2. Mailing Address

3. Enroll Generator

4. Choose Monitoring Package

5. Payment Information

6. Confirm and Place Order

7. Generator Address

8. Contact Settings

9. Dealer Settings

10. Enrollment Confirmation

## Order Summary

**Billing Address**  
**Aaron Hrubes**  
 545 W29290 Wisconsin 59  
 Waukesha, WI 53189 USA

**Generator Address**  
 123 Main St  
 Waukesha, AA 53189

**Email**  
 aaron.hrubes@generac.com

**MDN**  
 ---

**Generator Serial Number**

Description	Price
1 year free trial with NO monthly renewal after trial	\$0.00
<b>TOTAL: \$0.00</b>	

**Place your order by clicking the Next button below.**

NOTE: It may take several minutes for the next page to load.  
 Do not click the back button on your browser.  
 Do not close the browser window.

Next

Contact Us
FAQs
Tell a Friend
Terms & Conditions
Privacy Statement
End User License Agreement
Site Map

88%

000249

**NOTE:** You can select what types of alerts you will receive, how often you will receive them, and if you would prefer texts, emails, or both.

The screenshot shows the 'Mobile Link' registration interface. At the top, the 'ML Mobile Link' logo is on the left, and the user's name 'Hi Aaron Hrubest' is on the right. A 'Sign Up Progress' sidebar on the left lists 10 steps, with '8. Contact Settings' highlighted. The main content area is titled 'Email Alert Settings'. It includes a checkbox for 'Send me email alerts regarding my generator' which is checked. Below this, the 'Frequency' section has radio buttons for 'Immediately (Recommended)', 'Daily', 'Weekly', and 'Monthly'. The 'Content' section has checkboxes for 'All status changes', 'Maintenance reminders', 'Faults', 'Warnings', and 'Exercise confirmations'. There is a 'Your Email Address' input field, followed by a prompt to 'Enter up to three additional email addresses that will also receive alerts' with three more input fields. A note at the bottom of this section says 'Please add noreply@MobileLinkGen.com to your address book to help ensure email alerts arrive in your inbox.' Below the email settings is the 'Text Alert Settings' section, which has a checkbox for 'Send me text alerts regarding my generator' that is currently unchecked. A 'Next' button is located at the bottom of the settings area. The browser's status bar at the very bottom shows '88%' zoom and a page number '000250'.

ML Mobile Link Hi Aaron Hrubest

Sign Up Progress

Step 8 of 10

1. Create Login  
2. Mailing Address  
3. Enroll Generator  
4. Choose Monitoring Package  
5. Payment Information  
6. Confirm and Place Order  
7. Generator Address  
**8. Contact Settings**  
9. Dealer Settings  
10. Enrollment Confirmation

## Email Alert Settings

☒ Send me email alerts regarding my generator

**Frequency** What's this?

☒ Immediately (Recommended)  
☐ Daily  
☐ Weekly  
☐ Monthly

**Content** What's this?

☐ All status changes  
☐ Maintenance reminders  
☐ Faults  
☐ Warnings  
☐ Exercise confirmations

**Your Email Address**

Enter up to three additional email addresses that will also receive alerts

Please add noreply@MobileLinkGen.com to your address book to help ensure email alerts arrive in your inbox.

## Text Alert Settings

☐ Send me text alerts regarding my generator

Next

88% 000250

**NOTE:** Select the email alert settings and text alert settings that work best for you.



The screenshot shows the 'Mobile Link' registration interface. At the top, the 'ML Mobile Link' logo is on the left, and 'Hi Aaron Hrubes!' is on the right. A 'Sign Up Progress' sidebar on the left lists 10 steps, with 'Step 9 of 10' highlighted. The main content area is titled 'Dealer Settings' and includes a note: '\* Indicates a required field'. Below this is a required field for 'Dealer Number' with a 'What's this?' link. Further down are sections for 'Service Agreement' (with a checkbox 'This generator has a service agreement.'), 'Email Alert Settings' (with a checkbox 'Send my dealer email alerts regarding my generator'), and 'Text Alert Settings' (with a checkbox 'Send my dealer text alerts regarding my generator'). A 'Next' button is at the bottom of the main content area. The footer contains links: 'Contact Us', 'FAQs', 'Tell a Friend', 'Terms & Conditions', 'Privacy Statement', 'End User License Agreement', and 'Site Map'. A status bar at the very bottom shows '88%' and a small icon.

000251

**NOTE:** Connect your Mobile Link account to your authorized service dealer to automatically communicate maintenance notifications and alarms. Ask your dealer to provide you with their eight digit Dealer Number and enter it here.

**Enter your dealer's number in the space below for future reference:**

<b>Dealer Number:</b>	
-----------------------	--

ML Mobile Link Hi Aaron Hrubes!

7. Generator Address  
8. Contact Settings  
**9. Dealer Settings**  
10. Enrollment Confirmation

### Email Alert Settings

☒ Send my dealer email alerts regarding my generator

**Frequency** What's this?

☒ Immediately (Recommended)  
☐ Daily  
☐ Weekly  
☐ Monthly

**Content** What's this?

☐ All status changes  
☐ Maintenance reminders  
☐ Faults  
☐ Warnings  
☐ Exercise confirmations

### Text Alert Settings

☒ Send my dealer text alerts regarding my generator

**Content** What's this?

☐ All status changes  
☐ Maintenance reminders  
☐ Faults  
☐ Warnings  
☐ Exercise confirmations

88%

000252

**NOTE:** MobileLinkGen.com can advise you by email or text of any change of status with your generator. It can advise you as soon as something happens, or give you a daily, weekly, or monthly summary. These summaries can include maintenance reminders, faults, warnings, exercise confirmations, or all status changes.

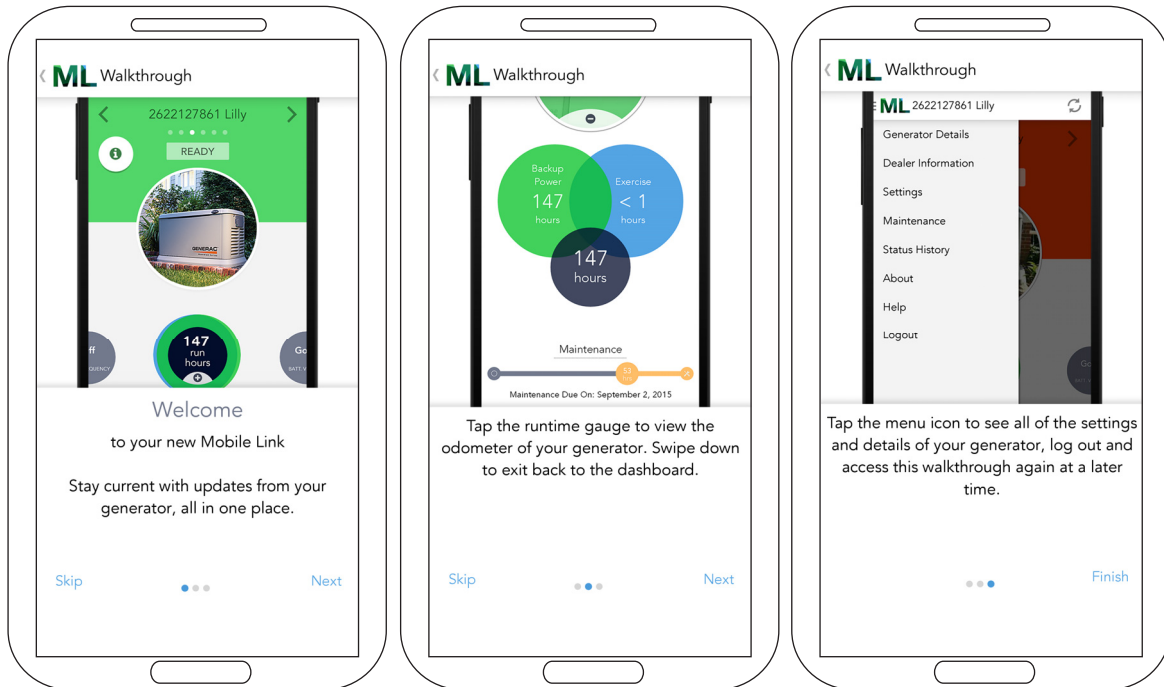
## Section 5 Mobile Link App

Download the Mobile Link for Generators app:



The Mobile Link app provides generator data optimized for your mobile device:

- View current generator status and upcoming maintenance needs.
- Remotely set the generator's exercise time.
- Review generator's run and maintenance history.
- Receive push notifications to indicate changes in status.



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S45 W29290 Hwy. 59  
Waukesha, WI 53189  
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