

Owner and Installation Manual

Mobile Link™ Unit



THIS PRODUCT CAN BE INSTALLED BY THE OWNER. HOWEVER, IF UNCOMFORTABLE WITH THE SKILLS OR TOOLS REQUIRED, THE MANUFACTURER RECOMMENDS TO HAVE A QUALIFIED ELECTRICIAN OR CONTRACTOR PERFORM THE INSTALLATION.

This manual should remain with the Mobile Link unit.

FOR INSTALLATION ASSISTANCE CONTACT: 1-855-GEN-VIEW

Table of Contents

FCC Compliance	1
Section 1: Safety	3
1.1: General Safety	4
1.2: General Safety Hazards	5
1.3: Electrical Hazards	6
1.4: Explosion Hazards	7
Section 2: General Information	8
2.1: Introduction	8
2.2: Applications	8
2.3: Information Screens	
2.4: Installation	12
2.5: Installation	12
2.6: Activation	22
Section 3: Maintenance	22
3.1: Cleaning	22
Section 4: Troubleshooting	23
Section 5: Notes	24

Also included is Spanish and French Canadian.

WARNING!

California Proposition 65

This product contains or emits chemicals known to the state of California to cause cancer, birth defects, and other reproductive harm.

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:

- Reorient or relocate the receiving antenna.
- 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 fill in the table below.

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

Section 1 Safety

INTRODUCTION: Thank you for purchasing this Mobile Link™ unit. With this remote monitoring system, the status of a generator can be checked from anywhere the owner has access to an Internet connection from a PC or while traveling with any smart device. Every effort was made to make sure 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.

READ THIS MANUAL THOROUGHLY: The operator is responsible for proper and safe use of this equipment. The manufacturer strongly recommends that the operator read and thoroughly understand the instructions and contents of this owner's manual before attempting to use the equipment. If any portion of this publication is not understood, contact the nearest Authorized Service Dealer for starting, operating and servicing procedures.

SAVE THESE INSTRUCTIONS: The manufacturer suggests 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, and on tags and decals affixed to the unit, DANGER, WARNING, CAUTION and NOTE blocks are used to alert personnel to special instructions about a particular operation, function or service that may be hazardous if performed incorrectly or carelessly. Observe them carefully. Their definitions are as follows:

⚠ DANGER!

INDICATES A HAZARDOUS SITUATION OR ACTION WHICH, IF NOT AVOIDED, WILL RESULT IN DEATH OR SERIOUS INJURY.

⚠ WARNING!

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

⚠ CAUTION!

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

NOTE: Notes contain additional information important to an operation or procedure.

Four commonly used safety symbols accompany the DANGER, WARNING and CAUTION blocks. The type of information each indicates is as follows:



This symbol points out important Safety Information that, if not followed, could endanger personal safety and/or property of others.



This symbol points out a potential Explosion Hazard.



This symbol points out a potential Fire Hazard.



This symbol points out a potential Electrical Shock Hazard.

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

Study these safety rules carefully before operating or servicing this equipment. Become familiar with this Owner’s Manual and with the unit. The unit can operate safely, efficiently and reliably only if it is properly installed, operated and maintained. Many issues are caused by failing to follow simple and fundamental rules or precautions.

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.

⚠ DANGER!



Despite the safe design of this generator, operating this equipment imprudently, neglecting its maintenance or being careless can cause possible injury or death. Permit only responsible and capable persons to install, operate and maintain this equipment.



Potentially lethal voltages are generated by these machines. Ensure steps are taken to make the machine safe before attempting to work on or near the generator.



Parts of the generator are rotating and/or hot during operation. Exercise care near a running generator.

⚠ CAUTION!



The control panel for the generator is intended to be operated by qualified service personnel only during Mobile Link installation.

⚠ CAUTION!

1.2 - General Safety Hazards

- For safety reasons, the manufacturer recommends that this equipment be installed by a 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.
- Carbon monoxide poisoning can cause weakness, sleepiness, inability to think clearly, fainting, unconsciousness or even death. If any carbon monoxide poisoning symptom is experienced, move to fresh air and immediately seek medical attention.
- This generator is designed for OUTDOOR installation ONLY. Never operate the generator inside any garage or other enclosed space.

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.

Section 2 General Information

2.1 - Introduction

With this remote monitoring system, the status of the generator can be checked from anywhere that the owner has access to an Internet connection from a PC or while traveling with any smart device.

The unit is mounted on the outside of the generator and communicates with the generator's controller via a serial port. It provides information about the generator. When the generator is registered with ***www.StandbyStatus.com***, the owner can log into 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.

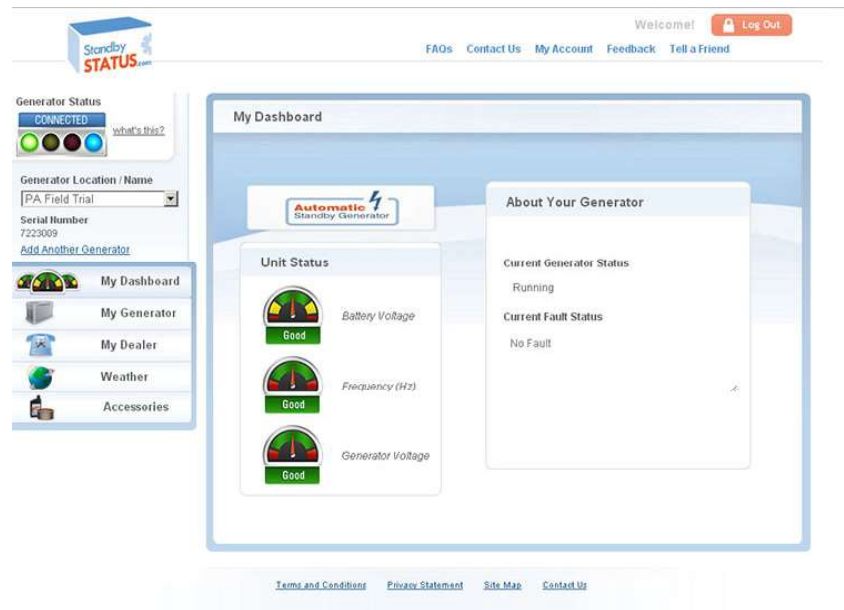
2.2 - Applications

- This unit can be installed on all 2008 and later air-cooled home standby units, with an LCD display, and all 2010 and later liquid-cooled gaseous fuel standby units.
- For liquid-cooled units, an additional adapter harness is required (model 006478-0).
- Suitable for flat surface or surface with a 1355mm radius minimum, mounting in a Type 3R or rainproof enclosure.
- Power supplied by the engine starting battery is limited to 5 Amps DC by a fuse in the Mobile Link unit's harness. The fuse is used for overcurrent protection of the Mobile Link unit hardware.
- Maximum ambient temperature rating: 122°F/50°C.

2.3 - Website Information Screens

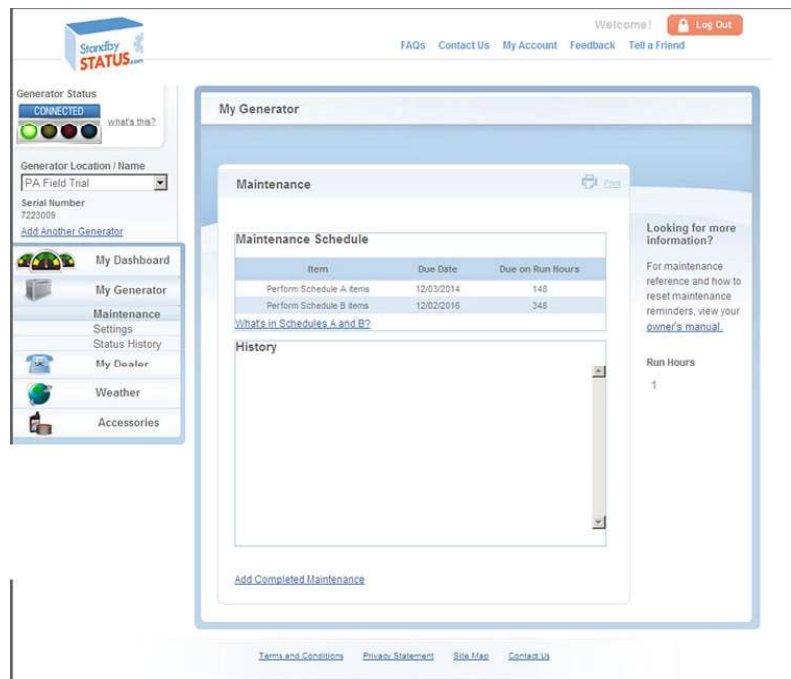
The Dashboard Home display shows generator's current status. Any current faults will be displayed and identified. See Figure 2.1.

Figure 2.1 - Dashboard Home Display



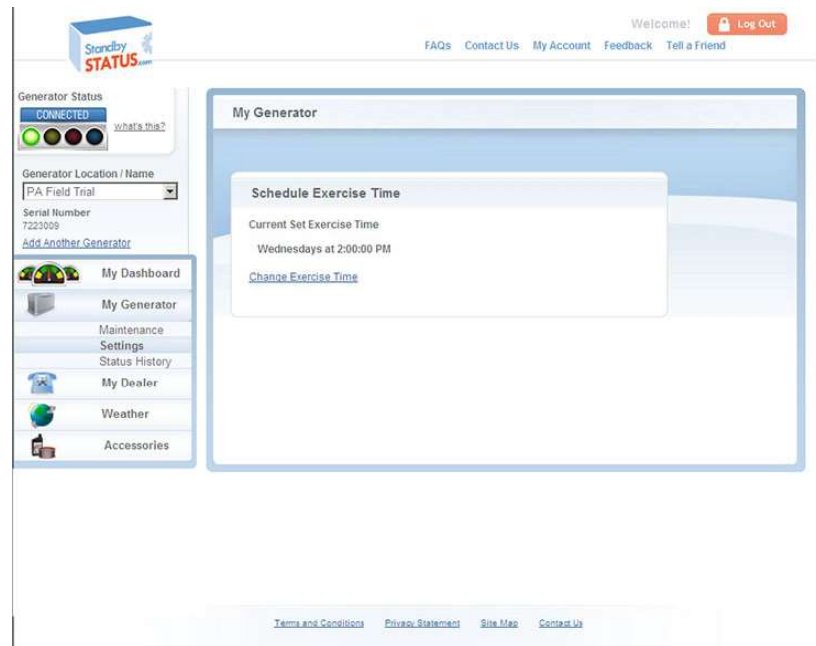
The Mobile Link unit will provide alerts when maintenance is required, according to the scheduled maintenance intervals for the generator. The generator's total run hours can be viewed and a log of completed maintenance can be established. See Figure 2.2.

Figure 2.2 Website Maintenance Display



The exercise time of the generator can be checked and altered through the “StandbyStatus™” website without having to step foot outside the comfort of the home. See Figure 2.3.

Figure 2.3 - Website Exercise Time Display



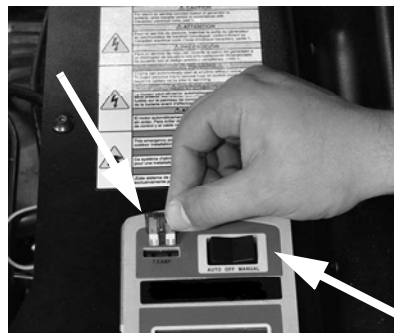
The Mobile Link unit gives peace of mind by allowing the owner to know what is happening with the generator when at home or on the road. It also gives access to a trusted dealer network and a full range of accessories and maintenance items.

Section 3 Air-cooled Installation

3.1 — Installation

1. Unlock both locks, open the generator's lid and remove the front panel.
2. Put the generator in the OFF mode. Remove the generator panel fuse. See Figure 3.1.

Figure 3.1 - Generator Controllers



Note: There are different controller configurations for various model years.

3. Turn the main Utility Disconnect breaker in the home's electrical panel into the OFF or OPEN position.
4. Remove the T1 fuse from the transfer switch.

5. Disconnect battery black (-) cable. Then, the red (+) cable. See Figure 3.2.

Figure 3.2 - Removing Battery Cables



6. Remove the controller sheet metal cover and fasteners. See Figure 3.3.

Figure 3.3 - Removing Controller Fascia



7. Attach and use the provided template to position the hole location. Mounting hole location is critical for proper operation. 1" of the Mobile Link unit antenna must be above the top of the generator roof when installation is completed.

Note: 2013 and later models have a prepositioned dimple to mark the center of the hole.

8. Inspect the area behind the external breaker box to make sure all wires are moved out of the way to prevent damage during drilling. See Figure 3.4.

Figure 3.4 - Checking Wire Clearance



9. Using the template provided with these instructions, make a 1 1/8" hole just behind the breaker box. See Figure 3.5.

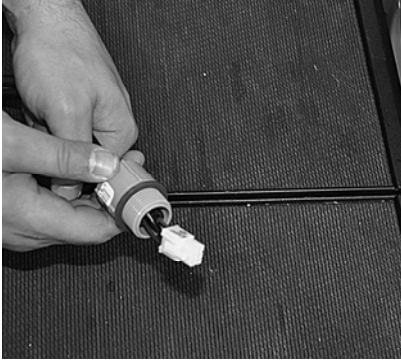
Note: 2013 and later models have a prepositioned dimple to mark the center of the hole.

Figure 3.5 - Drilling Mounting Hole.



10. Route the six pin connector through the plastic fitting and one green gasket. See Figure 3.6.

Figure 3.6 - Routing Harness Through Fitting.



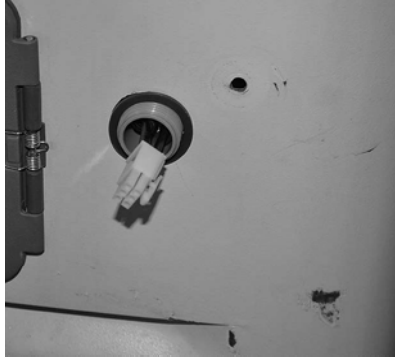
11. Insert the plastic fitting, from the inside of the generator, through the newly drilled hole in the generator's wall. Position the threaded portion of the fitting towards the outside. See Figure 3.7.

Figure 3.7 - Installing Fitting with Harness



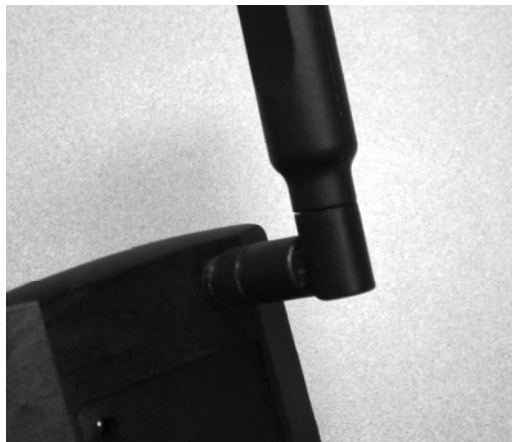
12. Install second green gasket on outside of the enclosure. See Figure 3.8.

Figure 3.8 - Installing Gasket



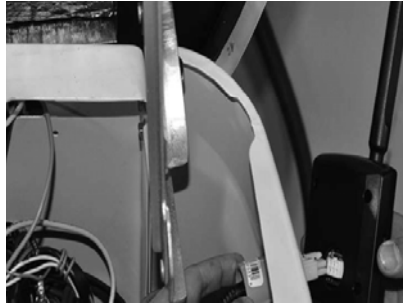
13. Thread antenna into the Mobile Link unit. Turn clockwise until secure. Position the antenna as shown in Figure 3.9.

Figure 3.9 Antenna Installation



14. Insert the six pin connector into the Mobile Link unit. See Figure 3.10. Connector will only fit one way. DO NOT force into place.

Figure 3.10 - Plug Harness into Mobile Link unit



15. With the plug installed, tighten the plastic fitting and draw the Mobile Link unit to the generator's wall. Be careful not to over tighten. Position the Mobile Link unit with the antenna facing upwards. See Figure 3.11.

Figure 3.11 - Attaching Mobile Link unit to Fitting



16. Route the harness along the wire shelf as shown in Figure 3.12. Position with other wire looms to provide additional support.

Figure 3.12 - Routing Harness.



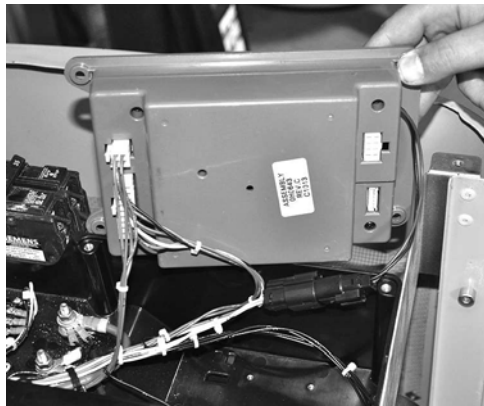
17. **On 2008 Home Standby Units only**, remove the fasteners that secure the controller. This is not necessary on any other units to access the plug location. See Figure 3.13.

Figure 3.13 - Removing Controller Fasteners.



18. Lift the controller to gain access to the accessory plug location. 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 the underside of the generator controller. See Figure 3.14.

Figure 3.14 - Raising Controller



19. Install the harness eight pin connector into the controller's open socket. Note: The connector will only fit one way. DO NOT force. See Figure 3.15.

Figure 3.15 - Harness Installed to Controller.



20. The power wires of the harness consist of a black negative (-) wire and a fused yellow positive (+) wire. See Figure 3.16.

Figure 3.16 - Harness Power Wires



21. Loosen and remove the nuts from both the positive and negative terminal screws on the battery cables. Slide the wires over the terminal screws and replace the nuts. Reconnect the red (+) battery cable and tighten securely. Then, install and tighten the black (-) cable. See Figure 3.17

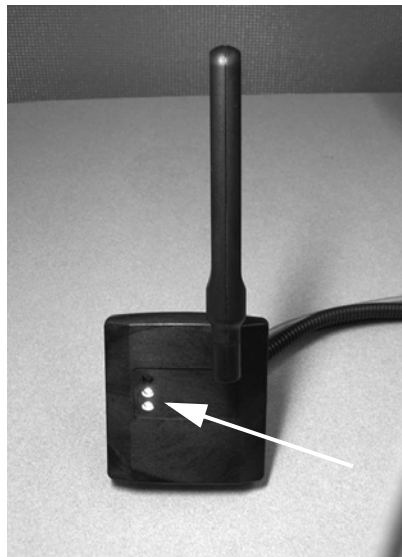
Figure 3.17 - Reconnect Battery Cables.



22. Install the controller panel and sheet metal controller cover. Install and tighten retaining fasteners.
23. Put the generator in the OFF position if it is not already.
24. Re-install the generator controller fuse.
25. Reinstall the T1 fuse into the transfer switch.

26. Turn on the main breaker in the home's electrical panel. On the control panel of the generator, follow the install wizard and validate correct date, time, etc.
27. Place the generator in the AUTO mode.
28. Turn OFF or OPEN the utility disconnect switch to simulate a power outage. The generator should turn on. Allow to run for approximately 30 seconds, then turn the 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.
29. Verify that the Mobile Link unit's middle LED is illuminated and bottom LED is illuminated or flashing at this time. See Figure 3.18.

Figure 3.18 - Mobile Link unit LEDs



Note: The top LED will not illuminate until enrollment/activation process is complete.

Section 4 Activation

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

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

- **E-mail address**
- **Model Directory Number (MDN)** (located on the bottom of the Mobile Link unit or on the box it came in)
- **Mobile Equipment Identification Number (MEID)** (located on the Mobile Link unit's box)
- **Generator's serial number** (located on the label plate, near the control panel console)
- **Mailing address**
- **Valid credit card**
- **Address of the generator's location** (if different than the mailing address)

Go to **www.StandbyStatus.com** to complete the registration process.

- Click "**Sign Up**".
- Enter the requested information when prompted.
- Once enrollment of the generator is complete, the Mobile Link unit's top LED light will illuminate.

Section 5 Maintenance

5.1 - Cleaning

The Mobile Link unit requires no maintenance. To clean, wipe with a damp cloth.

Note: Do not use any cleaning products or solvents.

Section 6 Troubleshooting

Problem	Cause	Correction
All LED off	No power to Mobile Link unit.	Check the 5 Amp fuse located on the yellow harness wire.
		Check that the harness is connected to battery properly.
		Reseat connector in Mobile Link unit.
Top LED off	Unit not enrolled.	Enroll Mobile Link unit at www.StandbyStatus.com
		Verify Mobile Directory Number (MDN) is enrolled on Standby Status website and enrolled number matches Mobile Directory Number (MDN) of the Mobile Link unit.
Middle LED flashing	Poor connection	Reseat connector at generator controller and Mobile Link unit.
		Replace cable.
Bottom LED off	No cellular network connection.	Check cellular coverage in the area.
		Mobile Link unit in "Suspended" mode. Contact Customer Service for assistance at 1-855-GEN-VIEW.
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 the area by trying to make a phone call from a mobile phone near the Mobile Link unit.

Section 7 Notes

