Mobile Link™ Industrial Cellular Accessory Remote Monitoring

Installation and User Manual

Mobile Link Customer Support
http://fleetsupport.mobilelinkgen.com
US: 1-855-436-8439
Canada: 1-844-843-9436

Para español , visita: http://www.generac.com/service-support/product-support-lookup

Pour le français, visiter : http://www.generac.com/service-support/product-support-lookup

SAVE THIS MANUAL FOR FUTURE REFERENCE

Record the information found on the unit data label on this page.
Always supply the complete model and serial numbers of the unit when contacting an Independent Authorized Service Dealer (IASD) about parts and service.
For troubleshooting connectivity problems, the Mobile Link IMEI and Device ID numbers should also be provided. They can be found on the label affixed to the bottom side of the device.

Generator Model:	
Generator Serial Number:	
Mobile Link IMEI:	
Mobile Link Device ID:	
Date Purchased:	

Table of Contents

⚠WARNING

CANCER AND REPRODUCTIVE HARM

www.P65Warnings.ca.gov.

(000393a)

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Section 1: Safety

Introduction

Thank you for purchasing this Mobile Link Industrial Cellular Accessory.

NOTE: Use this manual in conjunction with the applicable generator installation manual if installing the accessory as part of a new generator installation.

NOTE: This device complies with Part 15 of the FCC Rules (and with Industry Canada license-exempt RSS standard(s)). Operation is subject to the following two conditions:

- this device may not cause harmful interference, and
- this device must accept any interference received, including interference that may cause undesired operation.

NOTE: Changes or modifications made to this equipment not expressly approved by the manufacturer may void the FCC authorization to operate this equipment.

Antenna Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

The information in this manual is accurate based on products produced at the time of publication. The manufacturer reserves the right to make technical updates, corrections, and product revisions at any time without notice.

Read This Manual Thoroughly

⚠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)

If any section of this manual is not understood, contact Mobile Link customer support at 1-855-436-8439 (CAN 844-843-9436) or visit ***www.fleetsupport.mobilelinkgen.com*** for starting, operating, and servicing procedures. The owner is responsible for safe use of the unit.

SAVE THESE INSTRUCTIONS for future reference. This manual contains important instructions that must be followed during placement, operation, and maintenance of the unit and its components. Always supply this manual to any individual that will use this unit.

Safety Rules

The manufacturer cannot anticipate every possible circumstance that might involve a hazard. The alerts in this manual, and on tags and decals affixed to the unit, are not all inclusive. If using a procedure, work method, or operating technique that the manufacturer does not specifically recommend, verify that it is safe for others and does not render the equipment unsafe.

Throughout this publication, 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 that may be hazardous if performed incorrectly or carelessly. Observe them carefully. Alert definitions are as follows:

⚠DANGER

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

(000001)

⚠WARNING

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

(000002)

⚠CAUTION

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

(000003)

NOTE: Notes contain additional information important to a procedure and will be found within the regular text of this manual.

These safety alerts cannot eliminate the hazards that they indicate. Common sense and strict compliance with the special instructions while performing the action or service are essential to preventing accidents.

General Safety

⚠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 safety messages 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, verify it is safe for personnel. Also make sure the procedure, work method or operating technique utilized does not render the generator unsafe.

General Safety Hazards

⚠DANGER

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

(000129)

⚠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)

⚠WARNING

Risk of injury. Do not operate or service this machine if not fully alert. Fatigue can impair the ability to operate or service this equipment and could result in death or serious injury. (000215a)

⚠WARNING

Injury and equipment damage. Do not use generator as a step. Doing so could result in falling, damaged parts, unsafe equipment operation, and could result in death or serious injury. (000216)

⚠CAUTION

Equipment damage. Do not make battery connections in reverse. Doing so will result in equipment damage.

(000167a)

- For safety reasons, the manufacturer requires that this equipment be initially installed by an IASD 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.
- Before performing any work near the generator, remove the control panel fuse and disconnect the black negative (–) battery cable to prevent accidental startup. When disconnecting battery cables, always remove the negative (–) battery cable first, then remove the red positive (+) battery cable. When connecting battery cables, connect positive (+) battery cable first, and then negative (–) battery cable.

Electrical Hazards

⚠DANGER

Electrocution. Contact with bare wires, terminals, and connections while generator is running will result in death or serious injury.

(000144)

⚠DANGER

Electrocution. Do not wear jewelry while working on this equipment. Doing so will result in death or serious injury.

(000188)

⚠DANGER

Electrocution. Water contact with a power source, if not avoided, will result in death or serious injury.

(000104)

⚠DANGER

Automatic start-up. Disconnect utility power and render unit inoperable before working on unit. Failure to do so will result in death or serious injury.

(000191)

⚠DANGER

Electrocution. In the event of electrical accident, immediately shut power OFF. Use non-conductive implements to free victim from live conductor. Apply first aid and get medical help. Failure to do so will result in death or serious injury. (000145)

⚠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)

⚠WARNING

Electrocution. Potentially lethal voltages are generated by this equipment. Render the equipment safe before attempting repairs or maintenance. Failure to do so could result in death or serious injury.

(000187)

- This product is intended to be installed in conjunction with 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.

- Verify 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.

Explosion Hazards

⚠DANGER

Explosion and fire. Fuel and vapors are extremely flammable and explosive. No leakage of fuel is permitted. Keep fire and spark away. Failure to do so will result in death or serious injury.

(000192)

⚠DANGER

Explosion and Fire. Fuel and vapors are extremely flammable and explosive. Store fuel in a well ventilated area. Keep fire and spark away. Failure to do so will result in death or serious injury.

(000143)

⚠WARNING

Explosion and fire risk. Do not smoke near unit. Keep fire and spark away. Failure to do so could result in death, serious injury, or property or equipment damage.

(000282)

- Verify 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 (NG) and liquid propane (LP) gas, are extremely EXPLOSIVE. Install fuel supply system according to applicable fuel-gas codes. Before placing the generator electric system into service, fuel system lines must be correctly purged and leak tested according to applicable code. Inspect the fuel system periodically for leaks. No leakage can be permitted.

Section 2: General Information and Setup

Introduction

This section of the manual describes the features and controls of the Mobile Link Industrial Cellular Accessory. 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.

Description

The Mobile Link Industrial Cellular Accessory provides limited control of the generator and allows generator status and operating information to be monitored from anywhere the generator with this device has access to a cellular network. Verizon is the cellular network provider. The Mobile Link Industrial Cellular Accessory is mounted on a bracket near the controller cabinet inside the generator enclosure. The unit communicates with the generator controller using serial communications. It acquires power from a terminal block specific to the controller. A 4G cellular antenna is mounted on the exterior of the generator enclosure.

After the generator is registered with ***www.fleet.mobilelinkgen.com,*** owners can log onto the website to check on the current status of the generator at any time. Registering the generator also enables the system to notify the owner of changes in operating status.

The owner and service representative can be contacted by e-mail or text message if alarms or warnings occur. The delivery method and frequency of these alerts can be adjusted on the website.

NOTE: E-mail and text notifications can be managed through the website.

Website Information Screens

Alarms and events are communicated and available for remote viewing. The generator's total run hours can be viewed.

Generator exercise time can also be checked and altered, if desired, through visiting ***www.fleet.mobilelinkgen.com***.

NOTE: Generator exercise time is not available on all controllers.

Mobile Link Cellular Information Screen

Logging into the Mobile Link FLEET website launches an information dashboard. The dashboard displays an overview of each generator being monitored by Mobile Link FLEET. A color coded icon is displayed in a row correlating to each monitored generator along with commonly referenced information about the generator. Icon color indicates at-a-glance operating status:

- **Green**: Generator is ready to operate.
- **Blue:** Generator is currently operating.
- **Yellow:** Generator requires maintenance, but is otherwise ready to operate.
- **Red:** Generator has a functional problem and requires immediate service, or generator is set to OFF.
- **Black/Gray:** Generator not connected to Mobile Link.

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Section 3: Installation, Operation, and Troubleshooting

Mobile Link Industrial Cellular Accessory Kit Numbers

Verify the kit number is correct for the installation before proceeding:

Part No.	Description
G0079620	MOBILE LINK CELLULAR LTE INDSTRL 12 V
G0079630	MOBILE LINK CELLULAR LTE INDSTRL 24 V

Installation

Unbox Components

NOTE: Verify correct generator operation and performance before adding a Mobile Link Industrial Cellular Accessory during a new generator installation.

1. See ***Figure 3-1***. Unbox and verify all components are present.

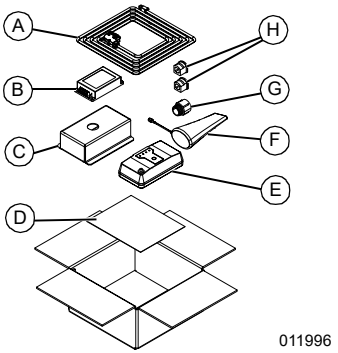

Figure 3-1. Components

A	Mobile Link Harness
B	12 to 24V Converter (kit G0079630 only)
C	Mounting Bracket
D	Quick Start Guide
E	Mobile Link Industrial Cellular Assembly
F	LTE Antenna
G	Conduit Fitting
H	Bushing
–	Alcohol Wipes (not shown)

Begin Unit Installation

1. Turn generator OFF.
2. Remove generator controller fuse.
3. Disconnect battery charge circuit.
4. Secure Mobile Link Industrial Cellular Accessory to mounting bracket. Route the pigtail through the bracket, then through the conduit fitting. Secure Mobile Link Industrial Cellular Accessory to the bracket by threading the conduit fitting to the Mobile Link Industrial Cellular Accessory.

IMPORTANT NOTE: Do not secure mounting bracket to the control tower at this time.

Install Mobile Link Harness

Wire Harness Part Numbers	
A0000928838	HARN CONTROLLER 12V IND TETHER
A0000928843	HARN CONTROLLER 24V IND TETHER

1. Verify controller fuses are removed.
2. Plug 6 pin connector to the Mobile Link Industrial Cellular Accessory.
3. Plug RS-232 serial connection to corresponding location based on controller information below:
   - For **Power Zone® Pro Sync** controllers connect the wire harness DB9 connector to the USB-RS232 converter then connect the USB cable to the USB port (see ***Figure 3-3***) on the display module.
   - For **Power Zone Pro** controllers connect the wire harness DB9 connector to the USB-RS232 converter then connect the USB-RS232 converter to the USB port on the connectivity server.
   - For **G-Panel or H-Panel** connect the DB9 connector to the RS232 serial port on the front of the control cabinet.
   - For **ComAp** connect the DB9 connector to the RS232 serial port on the ComAp Controller.
4. See ***Set up Serial Communications*** to configure the serial communications on the controller.

Connect to Appropriate Power Supply

For 12 V systems connect to terminal block:

1. Connect wires 13 and 0 to available connection on TB3.

For 24 V systems connect the 24 V to 12 V converter to the wire harness:

1. Connect wire 220T/4T to +Vin.
2. Connect wire 0/12 to -Vin.
3. Connect wire 15T to +Vout.
4. Connect wire 0/12 to -Vout.

For 24 V G-Panel, H-Panel, Power Zone Pro Sync, and Power Zone Pro connect wire 218/4 to available 218 terminal and wire 0/12 to available 0 terminal on TB3.

For ComAp attach wires 218/4 to available 4 terminal and wire 0/12 to available 12 terminal on TB2.

NOTE: If a 4 terminal is not available, add a splitter to the fuse and change the connector as shown in ***Figure 3-13***.

Connect the 24 V - 12 V converter to secure location within the control box using the supplied adhesive strips:

NOTE: Verify the area where the 24 V - 12 V converter will be mounted is clear of debris and cleaned with supplied alcohol wipe.

Test System

1. Attach antenna cable to the LTE device.
2. Restore power to controller.
3. Solid LEDs will indicate:
   - First LED indicates power and illuminates solid immediately.
   - Second LED indicates cellular connection and illuminates solid within one minute.
   - Fourth LED indicates communications protocol to the cloud services is correct and flashes for one minute. After communications is established, LED will illuminate solid.
   - Third LED indicates communication to the controller (this will be the last LED to illuminate) and will illuminate solid after the fourth LED.

NOTE: This process may take several minutes.

Install Mounting Bracket and Antenna

1. Secure adhesive strips to mounting bracket.
2. Verify the area where the mounting bracket will be secured to the control tower is cleaned and free of debris.
3. Adhere mounting bracket to prepared location on control tower.
4. Determine antenna location using best judgment based on site, and use adhesive to secure antenna cable to Mobile Link Industrial Cellular Accessory.

Harness and Antenna Cable Routing

1. Use best judgment to route device harness and antenna cable:
   - Route harness using best available path. Create a knockout if necessary and use provided conduit clamp to secure harness.
   - Use wire ties as needed to secure excess harness length.
   - When choosing a location for the antenna, verify it is either roof mounted or mounted as high on the side of the enclosure as possible.
   - Avoid looping the antenna cable if possible. If looping the antenna cable is necessary, make the loops as large as possible.

IMPORTANT NOTE: Do not secure harness or antenna cable in areas of excessive heat and/or in way of moving parts and pinch points.

Complete Unit Installation (New and Retrofit)

1. Verify generator is OFF.
2. Install generator controller fuse.
3. Reconnect battery charge circuit.
4. Validate the correct Date and Time.
5. Place generator in AUTO.

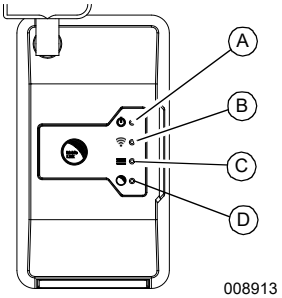

Figure 3-2. Mobile Link Industrial Cellular Accessory LEDs

A	**Power LED** Illuminates if Mobile Link Industrial Cellular Accessory is receiving power from generator battery.
B	**Cellular Network LED** Indicates cellular signal strength. • Steady ON indicates strong signal. • Flashing indicates variable or weak signal. • OFF indicates no signal.
C	**Connection to Controller LED** Indicates status of connection to generator controller. • Steady ON indicates generator controller has been identified. • Flashing indicates generator controller is communicating with Mobile Link Industrial Cellular Accessory but has not yet been identified. • OFF indicates no connection.
D	**Server Connection LED** Indicates status of connection to Mobile Link servers. • Steady ON indicates verified server connection. • Flashing indicates server connection established but not verified. • OFF indicates no connection.

Set up Serial Communications

The Mobile Link Industrial Cellular Accessory communicates with the controller via serial connection. When possible, the accessory's harness connects directly to a controller's RS-232 DB9 connector. For controllers lacking an RS-232 DB9 connection, an RS-232 is converted to USB.

Certain controllers require the serial port to be enabled and/or configured using the following serial port parameters:

- Baud Rate: 9600
- Parity: None
- Stop Bits: 1

G-Panel Controller

Serial communications to the G-Panel controller are established through the controller's RS-232 DB9 connector mounted to the exterior of the controller cabinet. For genset controllers, the DB9 is on the controller cabinet door. For system controllers, the DB9 is likely on the underside of the controller cabinet.

The DB9 connector is also factory configured for a direct connection to another computer running GenLink or the Mobile Link Industrial Cellular Accessory.

NOTE: When a direct connection is established for GenLink, the Mobile Link Industrial Cellular Accessory cannot be used for remote monitoring and control. Similarly, when the accessory is connected, a direct connection using GenLink is not possible. However, with the accessory connected, a remote GenLink session is possible using the Mobile Link FLEET website.

H-Panel Controller

Serial communications to the H-Panel controller are established through the controller's RS-232 DB9 connector mounted to the exterior of the controller cabinet door.

The DB9 connector is also factory configured for a direct connection to another computer running GenLink or the Mobile Link Industrial Cellular Accessory.

NOTE: When a direct connection is established for GenLink, the Mobile Link Industrial Cellular Accessory cannot be used for remote monitoring and control. Similarly, when the Accessory is connected, a direct connection using GenLink is not possible. However, with the accessory connected, a remote GenLink session is possible using the Mobile Link FLEET website.

Power Zone Pro Sync Controller

Serial communications to the Power Zone Pro Sync controller are established through the controller's display module.

1. See ***Figure 3-3***. A USB connection is completed by connecting the USB output from the RS-232 to USB converter to the display module's USB port closest to the cabinet door.

Figure 3-3. Power Zone Pro Sync Serial Communications

2. See ***Figure 3-4***. On the Display module, select "Setup" (A), select "Communications" (B), and then select "Modbus Pass Thru" (C).
3. Enter the required password.
4. Under "Modbus RTU", set the "Unit ID" (D) to 100. This is the Modbus Slave Address.
5. When configured properly and the USB cable is attached to the display module, select the "Serial Port" dropdown menu (E) and choose the "USB port" option.

NOTE: If the controller's firmware version is 1.13.331, the USB port will not be listed in the Serial Port dropdown menu. ("RS485 Built In" will be shown.) The firmware must be updated to 1.13.340 or newer.

6. Set the Baud rate, Parity, and number of Stop Bits (F).
7. Check the "Enable" checkbox (G).
8. Select "Apply Changes" (H).

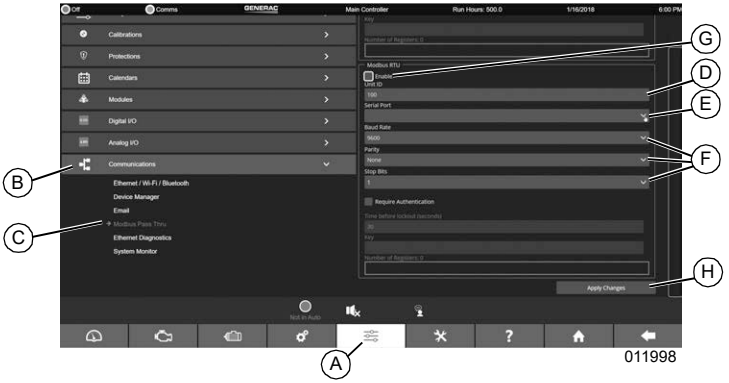

Figure 3-4. Configure Display Module

Power Zone Pro Controller

Serial communications to the Power Zone Pro controller are established through the controller's Connectivity Server. A USB connection is completed by connecting the USB output from the RS-232 to USB converter to the USB port located on the underside of the Connectivity Server.

Configuring the Power Zone Pro controller for Modbus communications cannot be completed using the controller's Display. A computer must be connected to the Connectivity Server via Ethernet cable. Open a web browser on the connected computer and set the URL to the controller's IP address. Once the interface is shown, complete the setup following the procedure in ***Power Zone Pro Sync Controller***.

ComAp Controller

Serial communications to the ComAp controller are established through the controller's RS-232 DB9 connector mounted on the controller itself.

The DB9 connector is also available for a direct connection to another computer utilizing IntelliMonitor, which uses the same serial port settings. IntelliMonitor and the accessory use different protocols, however.

See ***Figure 3-5***. When configured for IntelliMonitor, the RS-232 port is configured with the "Direct" protocol (A). When configured for the accessory, the RS-232 port is configured with the "Modbus Direct" protocol (B).

To change this setting, select "Setpoints", then select "Comm Settings". Change the value of "RS232(1) mode" accordingly.

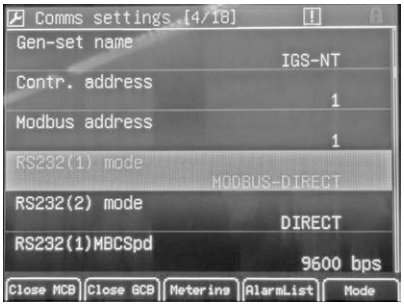

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Figure 3-5. Change Protocol

NOTE: When a direct connection is established for IntelliMonitor, the Mobile Link Industrial Cellular Accessory cannot be used for remote monitoring and control. Similarly, when the Accessory is connected, a direct connection using IntelliMonitor is not possible. With the accessory connected a remote IntelliMonitor session is not possible.

Common Installation Practices

For systems utilizing a 24 V battery source, a 24 VDC to 12 VDC converter is required to supply power to the Mobile Link Industrial Cellular Accessory.

For controllers without an RS-232 DB9 connection, an RS-232 to USB converter is required to connect via the USB port.

The kit supplies a harness for a 24 V battery source or a harness for a 12 V battery source. The controller cabinets vary in size and harnesses must accommodate the worst-case installation.

RS-232 to USB Converter

The Mobile Link Industrial Cellular Accessory communicates to a controller via serial connection. The physical connection is made to the controller via RS-232 DB9 or USB. When connecting to a USB port, the RS-232 communications from the accessory must be converted to USB.

Cabinet Door Mount

When the RS-232 to USB converter is connected to the Power Zone Pro Sync Display module, the converter can be mounted to the interior of the cabinet door (***Figure 3-6***). The USB cable should be routed through the interior tray so it does not get pinched between the tray and the cabinet door (***Figure 3-7***).

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Figure 3-6. RS-232 to USB Converter

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Figure 3-7. Proper Routing of USB Cable

Cabinet Base Mount

See *Figure 3-8*. When the RS-232 to USB converter is connected to the Power Zone Pro Connectivity Server, the converter is best mounted on the interior base of the controller cabinet.

012002

Figure 3-8. USB Converter Mounted on Interior Base

24 VDC to 12 VDC Converter

See *Figure 3-9*. The Mobile Link Industrial Cellular Accessory has an operating voltage of 4 V to 16 V. For generators based on a 24 V battery source, the supply voltage must be stepped down to the accessory's operating voltage range.

The converter is generally mounted on the interior base of the controller cabinet. Inputs are attached to the positive and common terminals sourced from the battery.

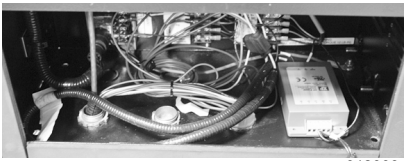

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Figure 3-9. 24 VDC to 12 VDC Converter Mounted on Interior Base

Power Zone Pro Sync Display Module

The USB cable is connected to the Display module as shown in *Figure 3-3*.

Power Zone Pro Connectivity Server

See *Figure 3-10*. The Connectivity Server is mounted on top of the controller cabinet. The USB cable is connected to the Connectivity Server's visible USB port.

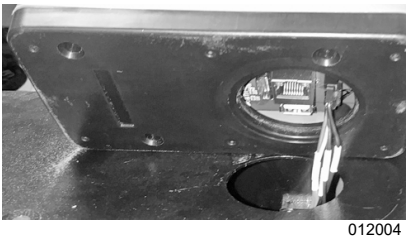

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Figure 3-10. Connectivity Server Mounted on Top of Control Cabinet

See *Figure 3-11*. With the RS-232 to USB converter mounted on the interior base of the controller cabinet and the connectivity server mounted on the exterior top of the controller cabinet, the USB cable must be routed through the controller cabinet ledge in the middle of the cabinet.

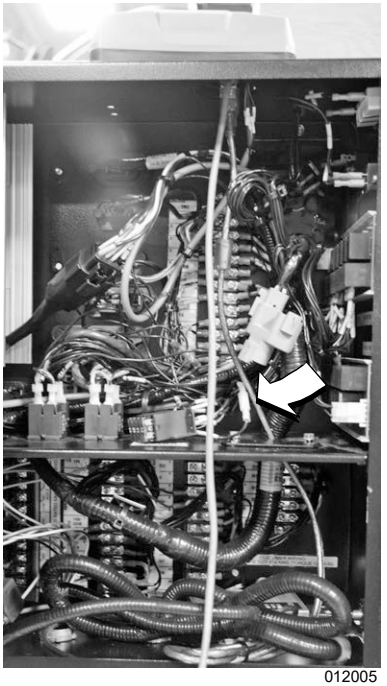

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Figure 3-11. USB Cable Properly Routed

Power Connection

Power is connected to the appropriate power and common terminals. See ***Connect to Appropriate Power Supply*** for the controller specific connections.

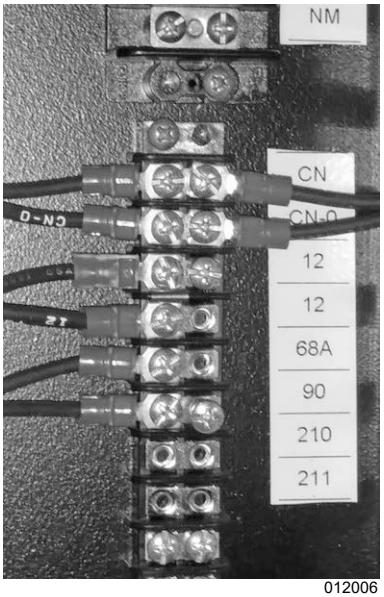

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Figure 3-12. Power Connection

Certain installations will require an alternative connection. ***Figure 3-13*** shows a splitter connected to the fuse to provide positive battery.

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Figure 3-13. Splitter Connected to Fuse

Coil the Harness

Safely coil excess harness as needed.

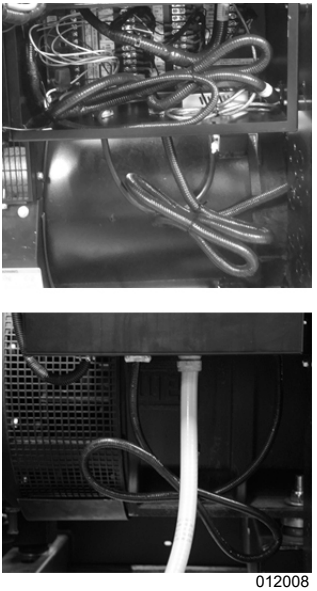

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Figure 3-14. Coil Excess Harness

Configuring GenLink® for Remote Communications

Figure 3-15 shows the connection configuration within Genlink when a direct connection is established between a controller and computer utilizing GenLink.

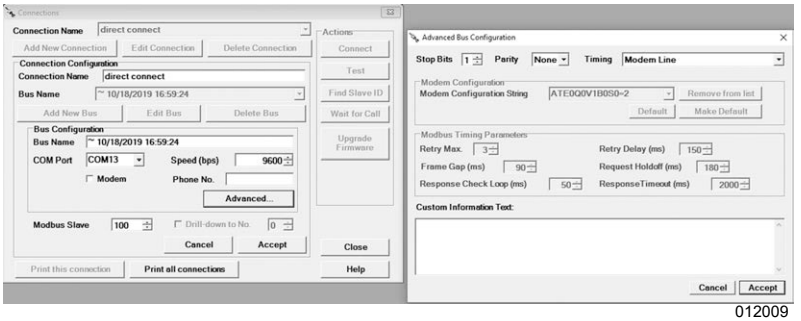

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Figure 3-15. GenLink Connection Configuration

The connection configuration varies when connecting GenLink remotely using the Mobile Link Industrial Cellular Accessory, as shown in *Figure 3-16*.

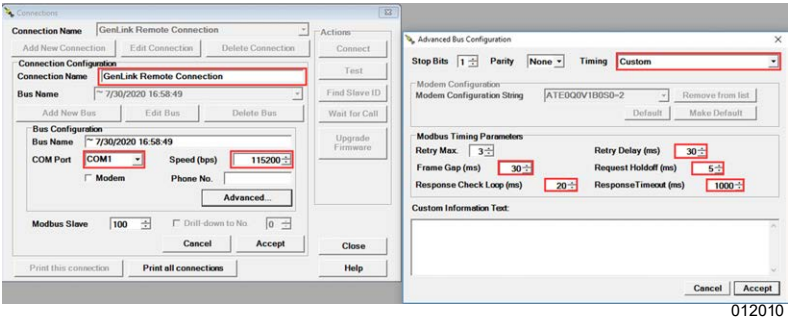

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Figure 3-16. GenLink Remote Connection Configuration

Troubleshooting

Problem	Cause	Correction
All LEDs off	No power to Mobile Link Industrial Cellular Accessory.	Verify harness is correctly connected to battery.
		Reset connector to Mobile Link Industrial Cellular Accessory.
Power LED off	No power to Mobile Link Industrial Cellular Accessory.	Inspect thermal safety device (fuse, in-line circuit breaker, or thermal coupler) in harness.
		Verify harness is correctly connected to battery.
		Reset connector to Mobile Link Industrial Cellular Accessory.
Power LED flickering	Loose electrical connection to Mobile Link Industrial Cellular Accessory.	Verify harness is correctly connected to battery.
		Reset connector to Mobile Link Industrial Cellular Accessory.
Cellular Network LED flashing or off	Variable or weak connection to cellular network.	Reset connector at generator controller and Mobile Link Industrial Cellular Accessory. Verify external antenna is attached tightly to Mobile Link Industrial Cellular Accessory.
		Verify external antenna is attached tightly to Mobile Link Industrial Cellular Accessory. Replace cable.
		Wait for situation to resolve itself. LED should stop flashing within 10 minutes. If not: • Purchase an extender antenna • Contact Customer Support **NOTE:** Cellular coverage may be intermittent. Verify Verizon cellular coverage strength by trying to make a phone call from a Verizon-supported mobile phone near Mobile Link Industrial Cellular Accessory, or contact Verizon directly.
Connection to Controller LED off	Mobile Link Industrial Cellular Accessory not connected to generator controller.	Reset Mobile Link Industrial Cellular Accessory wire harness to generator controller.
		Verify harness connections between Mobile Link Industrial Cellular Accessory and generator controller are correct.
		Verify the controller's Modbus Slave Address/Unit ID is configured properly: G-Panel, H-Panel, and Power Zone controllers should be 100; ComAp controllers should be a value from 1 to 32.
	Poor connection to controller.	Wait a few moments. Upon initial startup, Mobile Link will not attempt to communicate with controller for approximately 15 seconds.
		Inspect wire harness and battery connections (if applicable); tighten if necessary.
Connection to Controller LED flashing	Generator controller communicating with Mobile Link Industrial Cellular Accessory, but has not yet been identified.	Verify controller is compatible with Mobile Link Industrial Cellular Accessory. (Power Zone Pro Sync, Power Zone Pro, ComAp, H-Panel, G-Panel) Verify all harness connections between Mobile Link Industrial Cellular Accessory and generator controller are correct and tight. Light will turn solid when communications are established.

Problem	Cause	Correction
Server Connection LED off	Mobile Link Industrial Cellular Accessory not connected to Mobile Link server.	Server may be down. Wait for server response, or contact Mobile Link Customer Support at 1-855-436-8439 (US) or 1-844-843-9436 (CAN).
	Unsupported controller firmware.	Verify controller is Power Zone Pro Sync, Power Zone Pro, ComAp, H-Panel, or G-Panel.
	Mobile Link Industrial Cellular Accessory in “Suspended” mode.	Contact Mobile Link Customer Service for assistance: (US) 1-855-436-8439 (CAN) 1-844-843-9436
Server Connection LED flashing	Mobile Link Industrial Cellular Accessory connected to Mobile Link servers, but connection is not verified.	Server connection pending. Wait for server response. Connection process may last as long as 10 minutes.
FLEET lacks control and reporting available on other similar controllers	Controller firmware requires updating to supported version.	Review Service Information Bulletins (SIBs) for information regarding the currently supported controller firmware versions. Update controller firmware accordingly.

Section 4: Registration

Once the Mobile Link Industrial Cellular Accessory has been installed, it should be registered to obtain full benefits of product capabilities.

Gather the following information prior to initiating registration process:

- E-mail address
- **Mobile Link serial number** located on label on bottom of unit. A second label on packaging also includes the serial number.
- **Generator serial number** located on label plate, near control panel console.
- Mailing address
- **Address of generator location** (if different than mailing address)

Log in to ***fleet.mobilelinkgen.com*** to complete the registration process.

1. Click “+ New Generator”.
2. Provide the generator serial number and Mobile Link Industrial Cellular Accessory information when prompted, then click "Continue.".
3. Enter requested information when prompted, then click “Sign Up.”
4. Enter requested generator enrollment information when prompted, then click “Submit.”

NOTE: The Mobile Link Device ID is located on the bottom of the device and on the device packaging. The generator serial number is located on or in the area of the control panel.

NOTE: Generators added through this process are submitted to the email address provided for approval. After approval the generator be added and visible within FLEET.

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