

Mobile **Link**[™]

Helping Your Customers Connect Is Easier Than Ever

Now Available in Mobile Link: Easy Wi-Fi Connection Self-Service

New and improved Wi-Fi connection self-service functionality is now available within the Mobile Link app. This capability makes the generator Wi-Fi pairing process much more intuitive and helpful to Mobile Link users and dealers when connecting generators for the first time, or reconnecting them if they become disconnected.

Help Your Customers Connect At Any Time!

1. Point Your Customers to the Mobile Link app
2. Provide customer links to how-to videos
3. Avoid rolling a truck when customers connect or reconnect themselves

[Wi-Fi Connection Video](#)

[Wi-Fi Reconnection Video](#)

Additional information:

New and Current Users of the Mobile Link app will now be able to connect and/or reconnect their generators with ease, by simply following the step-by-step processes in the app. This self-service functionality was developed to help customers more easily connect, and improve Wi-Fi reliability for users that become disconnected.

Dealers will now be able to point customers that require assistance with Wi-Fi to the Mobile Link app, should you receive requests for help. Rather than resorting to rolling a truck to handle connection troubleshooting, point your customers to the app, or useful how-to videos to complete the connection process.

Mobile Link Setup (the blue connection app) will remain available in the app stores for the next several months before being discontinued. Dealers and end consumers are highly encouraged to begin using the connection process now available in the orange Mobile Link app.

Support Resources are available on the Mobile Link Knowledgebase for you to direct your customers to for more information.



Generac Power Systems
S45W29290 Highway 59
Waukesha, WI 53189

P: (262) 544-4811
W: www.Generac.com

[Connecting Your Generator with Mobile Link](#)
[Reconnecting Your Generator with Mobile Link](#)

If you have any questions, please reach out to support@mobilelinkgen.com, your Inside Sales Representative or Territory Development Manager.

Sincerely,

The Generac Connectivity Team