



## Installing

# Ohm Sense

Use this guide to install Ohm Sense in your building and provision the device using the Buddy Ohm App.



## Installing Ohm Sense

The Ohm Sense wirelessly measures temperature and humidity and communicates with Buddy Ohm over radio frequency (433 Mhz).

Open the top cover of the Sense.

Install the double (AA) batteries.



Look for a green light to turn on.

Place the top cover back to its original position.

The black antenna may sit outside of the case to improve range, if needed.

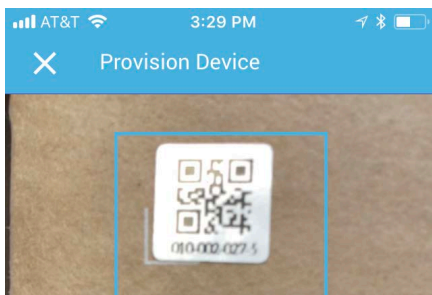
## Provisioning Ohm Sense

Use the Buddy Ohm App to provision your Ohm Sense.

Under your desired "Site" folder, select the green "+" sign.

Select "Device".

Scan the QR code on the box of the Sense.



Give the Sense a name.

Click "SAVE".

### Mounting Information

Use mounting tape on the back of the Sense and mount the Sense in the desired location.

## Troubleshooting

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### **I am seeing (-)negative readings on my Feed Cards in the Ohm Portal:**

- This means a CT clip was installed improperly, ensure CTs have polarity (*facing the proper direction*).

### **I can't get my phone to scan the QR codes. Camera fails in focusing:**

- Try another code on the same device/item. We provide several QR codes or try entering the QR barcode manually

### **Sense is reporting, but the Sense's Feed Card in the Ohm Portal often turns red:**

- Monitor the signal strength from the "Connected devices" section of the Ohm Portal, or from the Buddy Ohm App
- Remove the Sense's cover and take the antenna (*the black wire*) out of the case, on a straight vertical line. Please make sure the Buddy Ohm is installed in a vertical position, in the highest location possible, and free from features that could interfere with RF communication.
- If the problem persists, consider relocating the Sense closer to the Buddy Ohm

### **Sense stopped reporting. Portal widget solid red:**

- Remove the plastic cover from the Sense and Make sure the green LED light next to the terminal block blinks every 10 seconds If not, replace the batteries

### **After provisioning a Ohm Link, the associated Feed Card(s) in the Ohm Portal remain(s) yellow:**

- Make sure all provisioned inputs are firmly plugged in (*both CTs 3.5mm jacks and power adapters cables*)
- Make sure the antenna is firmly installed
- Power cycle the Ohm Link (*remove all power sources, or press the small push-button installed on the PCB*)

### **All Feed Cards in the Ohm Portal are red:**

- Make sure the Ohm's antenna is firmly installed and check the Buddy Ohm's connectivity through "Connected Devices" in the Ohm Portal
- If you don not have access to the Ohm Portal you can cycle the Buddy Ohm's menu by pressing the front button, and check for connectivity info like external IP
- If Ohm is offline, power cycle it

### **When provisioning a device via the Buddy Ohm App, I get an error message when clicking on Save.**

- Contact Buddy Support and provide the QR code for the device

## Contact Support

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Online: [www.buddy.com/support](http://www.buddy.com/support)

Email: [support@buddy.com](mailto:support@buddy.com)

## Additional Documentation

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### **Ohm Installation Guide**

### **Ohm Portal User Manual**

### **Ohm Product Specifications**

Find additional documents and guides online, visit [www.buddy.com/support](http://www.buddy.com/support).