Buddy Ohm

Installing

Buddy Ohm

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

⚡ **Only trained and certified electricians are allowed to install, replace, or service. Working with electrical systems such as panels with energy supply can lead to major injuries.**

⚠ Before proceeding please read our **Pre-Installation Guide.**

Installing the Buddy Ohm

Buddy Ohm is the main base unit which other devices communicate with. Buddy Ohm connects via cellular network to Buddy Cloud.

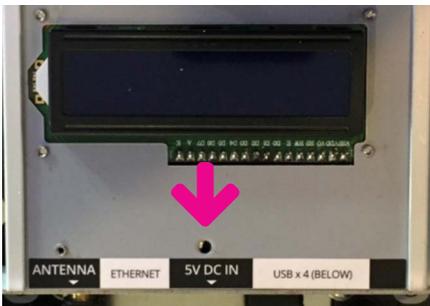Inside the Ohm box is the Ohm device and an antenna.

Open the top cover of the Buddy Ohm device and Install the antenna to the Ohm.

Power on the Buddy Ohm using the power supply.

Note: Use the 5 volts power supply.

After you plug in your power supply, the cellular dongle will flash green or blue for less than a minute. After a minute, the light should change to solid green.

Note: If the light doesn't become solid green, that means there is no cellular connection and the Ohm is unable to connect to the Internet. See troubleshooting options below for alternative connections to the internet.
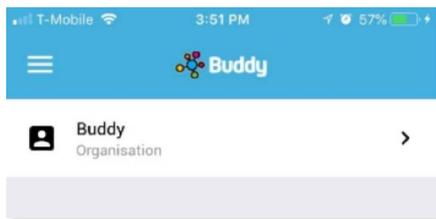
Creating a Site

Now that your Buddy Ohm is plugged in and fully operational, use the Buddy Ohm app on your smart phone to select your relevant customer organization.
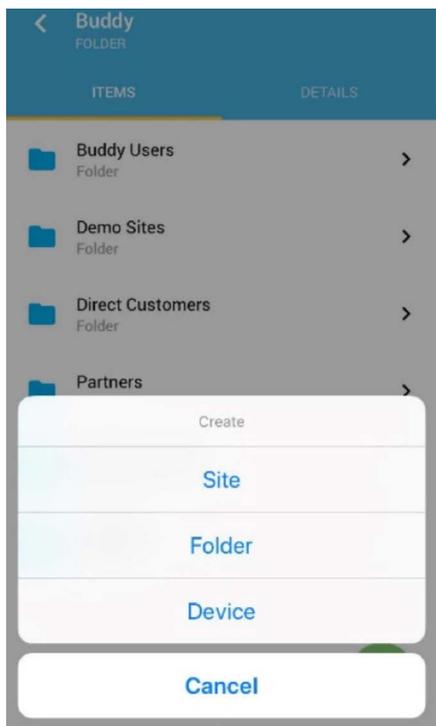
If you don't already have the Buddy Ohm app installed, please reference Page 4.

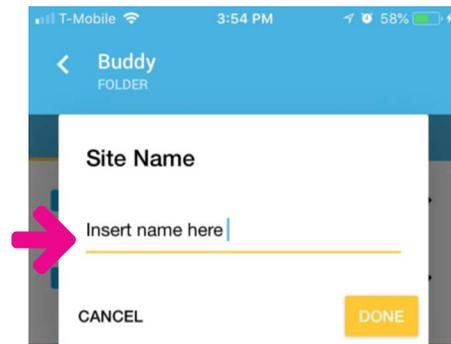Using the Buddy Ohm app on the smart phone select your relevant customer organization.

Select the green "➕" sign

Select "Site" to create a new site. This site created under the organization folder will link your hardware to the Buddy Cloud.

Name the site. *e.g.: Olympic Plaza Building*

ℹ A "Site" is typically the name of the building or the name of the customer.
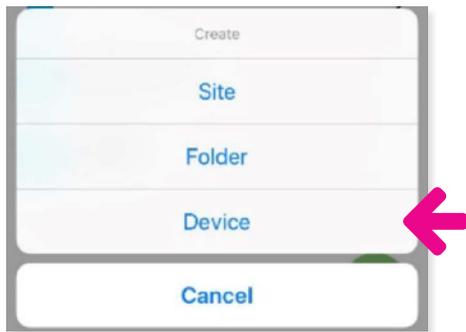
Provisioning Buddy Ohm

Use the Buddy Ohm App to provision your Buddy Ohm.

After creating a "Site", it's now time to provision the Buddy Ohm. This is the first step in monitoring electricity and other resources within the building.

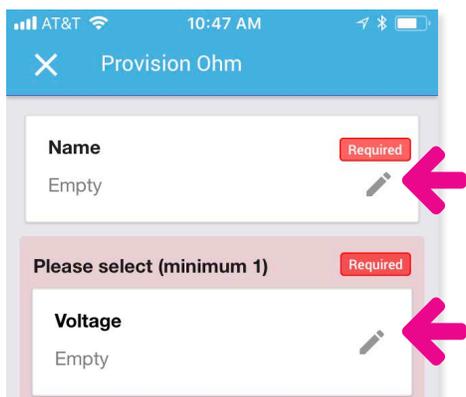Under the site folder created select the green "⊕" sign.

Using the mobile app, select "Device".
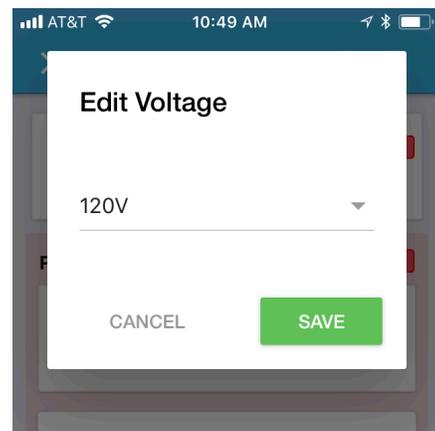QR camera will launch in app.

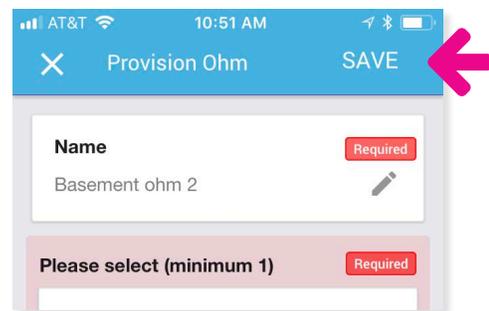Scan the QR code on the box or the Buddy Ohm.

Name the Buddy Ohm and select the appropriate Voltage.

Click "SAVE".

Click "SAVE".

Note: ◢ If you are seeing a low signal strength icon next to your device, try repositioning it closer to the Buddy Ohm.
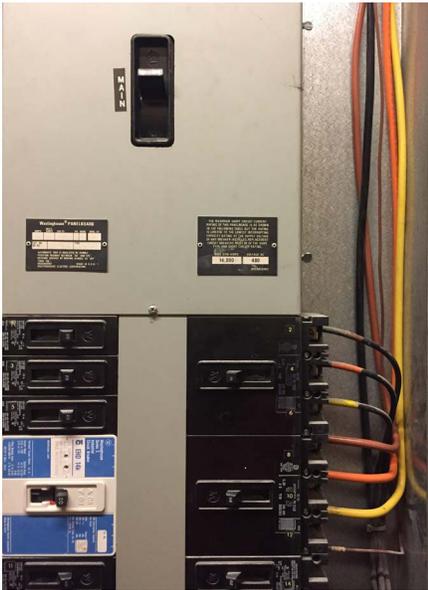
Mounting Information

Using the magnetic back cover on Buddy Ohm, mount the Buddy Ohm on a metal surface.
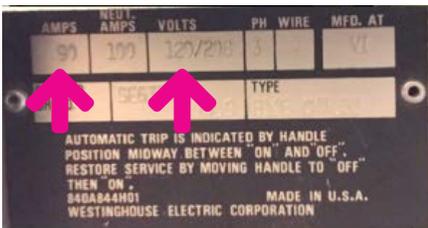
Installing Current Transformers (CTs) to Electrical Panel

Note: This step includes working with the electrical panel rack. If required, contact a qualified electrical expert.

Locate the electrical panel.

Remember or record the panel voltage and amperage. This information will be required later in the Buddy Ohm app, see Page 8.

Open the panel cover using the necessary tools, if needed.

Use the required amperage CT clips and install to the desired circuit(s) that you want to measure.
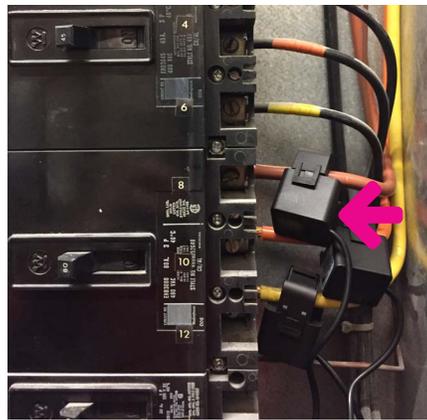
Install CT clips on circuit(s), you will name the circuit(s) later in the mobile app.

Important: Ensure CTs have polarity *(facing the proper direction)*. You will receive a negative reading in your Ohm Portal if CTs have been installed in the wrong direction.

⚠ Troubleshooting

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

Online: www.buddy.com/support

Email: support@buddy.com

📄 Additional Documentation

Ohm Installation Guide

Ohm Portal User Manual

Ohm Product Specifications

Find additional documents and guides online, visit www.buddy.com/support.