



Installing

Ohm Link

Use this guide to install Ohm Link 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** and ensure your Buddy Ohm is provisioned.

Installing Ohm Link

The Ohm Link device monitors electricity and communicates back to Buddy Ohm over radio frequency (433 Mhz). Ohm Links have more input ports than Buddy Ohm units.

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

Open the top cover of the Link.



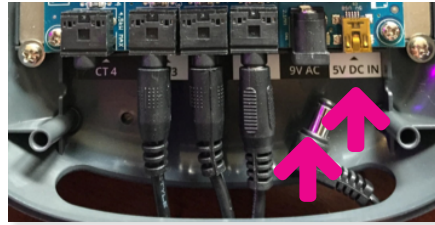
Install the antenna to the Link.



Insert the aux cord to the desired CT host (CT1, CT2, CT3, CT4).



Power on the Link using both power supplies, 5V DC and 9V AC.



Look for a green light to flash on.

Place the Link cover back to its original position.



Mounting Information

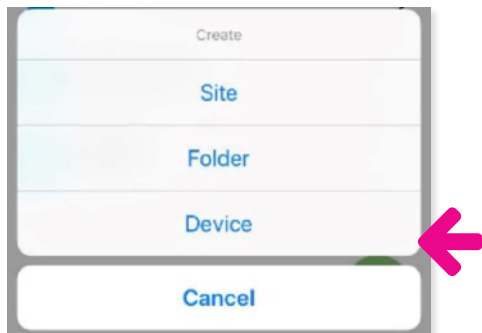
Using the magnetic back cover on Link, mount the Link on a metal surface.

Provisioning Ohm Link

Use the Buddy Ohm App to provision your Ohm Link.

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

Select "Device".

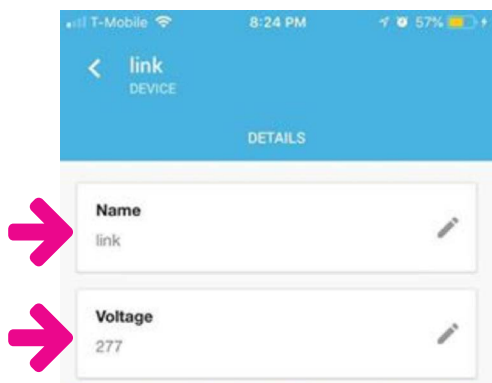


Scan the QR code on the box of the Link.



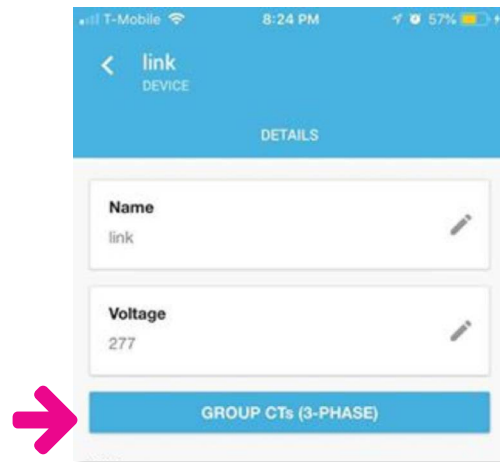
Name the Link.

Select the appropriate voltage as listed on your electrical panel.



If electrical circuit is 3-phase, select GROUP CTs (3-PHASE).

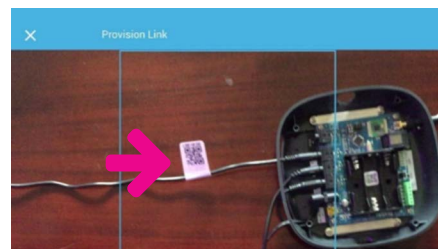
Note: If the electrical panel is a single phase, DO NOT group CTs. See below for further instruction.



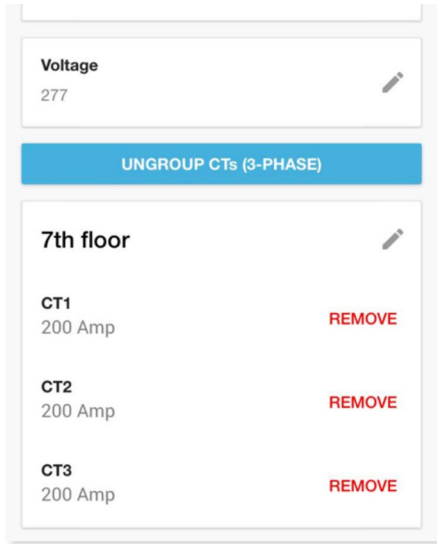
Label Group.

Note: We recommend labeling based on what you're measuring (i.e., Second Floor Lighting or HVAC).

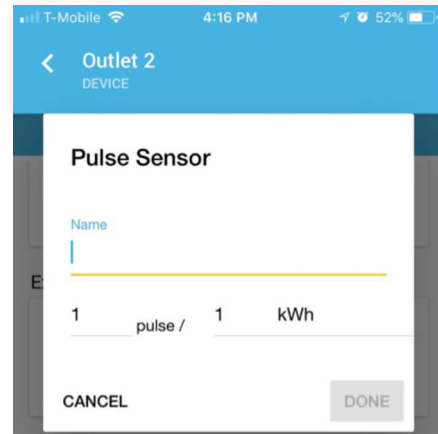
Under CT1 select "ADD" and scan the QR code from the CT1 cable. Do the same for CT2 and CT3.



Note: At the end, the screen should look like the image below. Amperages are subject to change depending on panel circuit and CT clips size.



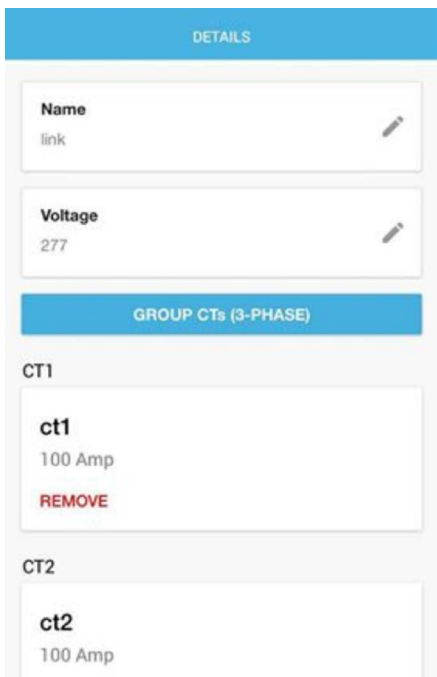
If using a Pulse Sensor, "ADD" pulse sensor, label it, and indicate what pulse(s) equate to in kWh.



Click "DONE" and "SAVE".

As noted above, if the electrical panel is a single phase, DO NOT group CTs.

Under CT1 select "ADD" and scan the QR code from the CT1 wire. Do the same for CT 2 and CT 3.



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.