



## Installation Tips

### **How long is the cord?**

The standard cord length for all OhmKat power supplies is 12 feet. The cord is 6 feet from the transformer to the split connection, and 6 feet from the split connection to the video doorbell. You can safely extend the length of the power supply without any loss of performance. We recommend a few ways. First, we sell extensions wires to extend the distance to over 30 feet. Second, you can purchase up to 75 feet of 20 or 22 gauge doorbell wire and splice it onto the cord. Finally, you can use a standard extension cord or surge protector to extend the distance from the outlet.

### **Can two extensions be used without affecting performance?**

Yes, you can use two extensions. The length of the wire does not affect performance.

### **Why won't my doorbell connect to the wifi? Doesn't your power supply provide enough power?**

Our power supplies do not affect the wifi connectivity. If there is an issue with the video doorbell connecting to wifi the issue is with the wifi signal itself. However, if your video doorbell is not receiving a strong enough signal, the app will not have accurate information about the bell's operating status. Please check the distance to your wifi transmitter as video doorbells need a strong signal to operate.

### **How do I connect this to my doorbell so my doorbell rings?**

Our power supplies are designed for situations where there is not currently a doorbell. If you have a doorbell, you should not need our Power Supplies. However, we understand that sometimes people have trouble installing a video doorbell with their existing doorbell wires and then purchase our power supply. In this instance, it is very important to make sure that any existing transformer is disconnected prior to installing our power supply. The use of two transformers could damage your video doorbell.

However, to help solve this problem we created a wireless universal chime that integrates with our power supplies. With plug and play functionality, you will hear that "ding dong" in no time.

### **Do I need to connect an additional resistor, chime connector or diode in the installation?**

No, our power supplies are fully self contained and have all necessary electrical protections built in. Your video doorbell will be safe and secure using our power supplies. Please **do not** attach any additional components to your video doorbell installation.

### **My doorbell won't work. What is wrong with your power supply?**

Often in problem installations, our power supplies are blamed for whatever is going wrong. So we designed a self-test mechanism to allow you to check that the power supply is working as it should. We call this the One Touch Power Test. Here is how it works:

Step 1: Plug in the power supply



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Step 2: Touch the two live wires together for a few seconds (Don't worry! you won't be shocked)

Did you see the light on the power supply dim? Did the light brighten once you released the wires? If so, you are all set! You completed the ONE TOUCH POWER TEST™. Your power supply works perfectly and will power your video doorbell as designed.

You may still have an issue with installation, but you can cross off proper power from your issue list.

### **My Video Doorbell stopped working. What happened?**

Every once in a while, video doorbells stop working. This could be for a variety of reasons (such as a firmware update), and often a simple reset will solve the problem. Here are the steps you should take:

1. Unplug the power supply and disconnect the doorbell.
2. Uninstall the doorbell from your app.
3. Press the reset button on the back of the doorbell for 30 seconds.
4. Make sure that no additional diodes, resistors, transformers, chime connectors, etc. are connected to the doorbell.
5. Carefully reattach the wires on the power supply to the doorbell making sure there is a clean tight connection.
6. Factory reset your video doorbell
7. Plug in the transformer.
8. Reinstall your doorbell in your app and reconnect the wifi.
9. Test ring the doorbell.

You should now be all set! If you still have issues contact us at [service@ohmkat.com](mailto:service@ohmkat.com) or 732-876-3034.

### **What is the best way to install this?**

Each home is unique, but there are three basic ways to install our power supplies with your video doorbells.

1. Install through a peephole or other existing hole. This one is the easiest. First, unscrew the peephole in your door and fish the power supply wires through the hole. Attach your video doorbell over the hole and then plug the power supply into an outlet on the hinge side the door. You can use tape or tacks to manage the wire inside the home.
2. Drill a hole through the door molding or siding. This installation allows you to install your video doorbell anywhere. Drill a simple ½ inch hole, fish the wire through, attach to the video doorbell and plug the power supply inside.
3. Fish the wires through the wall to the attic or basement. This provides the cleanest installation and is the method most often used by our commercial customers. If necessary, you can use standard 20 gauge doorbell wire to extend the length as necessary.