

WELLNESS CAMERA - Wellcam™

Product Guide

OVERVIEW

Wellcam™ empowers safe and healthy independent living by extending wellbeing to everyone in your family.

With its Bluetooth speaker, microphone, 180-degree camera, and Two-Way Audio calling, Wellcam makes it easy to create a 24/7 direct connection to family, friends, or caregivers.

One press of Wellcam's call-out button is all it takes to reach out and send notifications to everyone on your call list, who then use a mobile app to see and speak with their loved one. Family and caregivers can also use the mobile app to see activity highlights, check in anytime, and receive automatic notifications when Wellcam detects unexpected behavior.

Wellcam is the intelligent care companion that gives families peace of mind and extends Trinity Wiring and Security services to loved ones anywhere, ensuring they feel safe and watched over.



INCLUDED MATERIALS

- Wellcam™ Camera
- 12 V DC power adapter
- Mounting hardware
- Wall anchors and screws (x 2)
- Quick Installation Guide
- Things to Try Guide

REQUIREMENTS

Power

Wi-Fi (2.4 or 5 GHz) connection to broadband Internet.

Device

Computer, tablet, or smartphone with Wi-Fi.

Mobile App

Download the latest Alarm.com Mobile App for iOS or Android (version 4.4.1 or higher for video streaming).

Service Plan

Additional monthly costs may apply.

DEVICE BENEFITS

- 24 / 7 direct connection to family, friends, or caregivers.
- Use your mobile app to see activity highlights, check in anytime, and receive automatic notifications when unexpected behavior is detected.
- Gives your family peace of mind in ensuring their loved ones feel safe and watched over.

DEVICE FEATURES

- Wide- angle 180 ° field of view
- Digital pan / tilt / zoom
- Built- in Bluetooth speaker
- Two- Way Audio with push to call
- Power over Ethernet or Wi - Fi (2.4GHz or 5GHz)
- Works with your Customer Portal and mobile app

LED REFERENCE GUIDE

LED STATUS

DESCRIPTION



Off

Power off



Solid green

Wellcam is working normally



Flashing green

You should check that your Internet connection is working properly



Flashing yellow

Bluetooth pairing:
To pair with Bluetooth, push the Menu button and use the Volume buttons to scroll to Bluetooth mode



Flashing green + red

Wellcam is being factory reset



Solid red

Wellcam is not connected to your Wi-Fi network



Flashing red

Wellcam is starting up



Flashing blue

WPS mode: Press any button to exit



Flashing white

Access Point mode:
Please follow the instructions for adding Wellcam to your Wi-Fi network

You can use a smart phone, tablet, or computer to set up Wellcam. If you have the Alarm.com mobile app on a smartphone or tablet, we highly recommend using the app to add Wellcam to your Wi-Fi network, set up recording rules, and configure the Call-out button.

If you don't have the Alarm.com mobile app, no worries! Complete Wellcam's installation with your laptop's or computer's web browser by following the steps on page 4 of this guide.

WELLCAM™ SETUP FROM A LAPTOP OR COMPUTER

1. Connect Wellcam's AC power adapter and plug it into a non-switched outlet.
 2. Wellcam will announce when it is in Access Point mode and the front LED will blink white. If you do not hear "Access Point mode" or see blinking white after approximately two minutes, follow these steps to begin:
 - Press the Menu button.
 - Using the Volume buttons, select **Access Point**.
 - Wait for Wellcam's front LED light to turn white.
 3. Using a Wi-Fi enabled laptop or desktop computer, connect to Wellcam's Wi-Fi network (ADC:XX:XX:XX). XX:XX:XX is the last six characters of Wellcam's MAC address. The camera's MAC address is located on the back of the camera near the power cable and on the box decal.
 4. Using the same computer, go to the following website: <http://wellcam>
 5. Click the **Scan** button, select your network, and enter your password. You can also manually enter your SSID (network name).
 6. After you click the **Submit** button, Wellcam's LED will turn red. Wait a few minutes for the LED light to turn solid green.
 7. Log in to the Customer Website and navigate to
8. Select the camera from the video device list or type in its MAC address to begin adding the camera. The camera's MAC address is located on the back of the camera near the power cable and on the box decal.
 9. Name your Wellcam and click Install.
 10. Once Wellcam is added to your account, Wellcam will configure itself to your network. This may take a few minutes, please wait.
 11. Click the Configuration button to set up video notifications and learn more about Wellcam.
 12. If you want to add more recipients, go to the Notifications tab on the Customer Website and look for Video Callout Notification.

Video > Settings > Add Video Device

Configuring Video Analytics for Wellcam™

Before you begin the configuration process, place Wellcam in its final location in the home. Moving Wellcam after this setup process may affect the performance of Video Analytics.

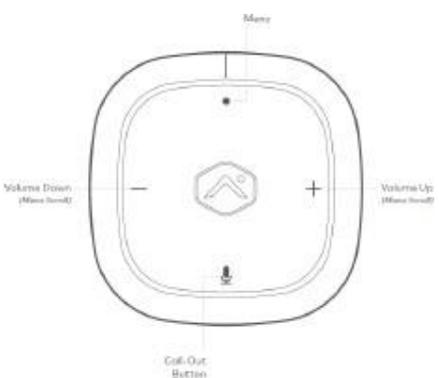
1. On your Customer Portal, select
Video > Recording Rules
2. Click Add Rule. We recommend choosing Video Analytics (not available with all service packages).
3. Follow the on-screen instruction.

1. To add Wellcam to your Wi-Fi network, log in to the mobile app, tap the Navigation Menu icon in the top left, tap the Video option, tap the Settings icon in the top right, and tap Add Video Device.
2. Follow the on-screen instructions to add the camera to your account.
3. To set up your Recording Rules, tap the Navigation Menu icon in the top left, tap the Video option, tap the Settings icon in the top right, tap Recording Rules, and tap + Add New Rule. We recommend choosing Video Analytics (not available with all service packages).
4. To set up the Call-out button, tap the Navigation Menu icon in the top left, tap Notifications, switch on the Video Callout Notification feature, and tap on the box to add recipients and activate Wellcam's Call-out button so loved ones can contact their caregivers.

HOW TO FACTORY RESET A WELLCAM™ TO ITS DEFAULT SETTING

It is recommended that the device be powered on for at least two minutes before trying to factory reset it.

Important : If the factory reset is attempted immediately after power up it will not work as the device will still be rebooting. After performing a factory reset, it is strongly recommended to leave the device alone and plugged into power for two minutes.

<p>Reset Procedure:</p> <ol style="list-style-type: none">1. Press the Menu button.2. Use the Volume buttons to scroll to the <i>Factory Reset</i> option.3. Follow the audio prompts to initiate a <i>Factory Reset</i>. <p>The camera will reboot with factory defaults.</p>	<p>Wellcam™ Image:</p>  <p>The diagram shows a top-down view of the Wellcam device. It is a rounded rectangle with a central hexagonal button featuring a white upward-pointing arrow. Surrounding this central button are four other buttons: a 'Menu' button at the top, a 'Call-Out Button' at the bottom, a 'Volume Down (Minus)' button on the left, and a 'Volume Up (Plus)' button on the right. Each button is connected to its label by a thin line.</p>
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Need help?

NOT RECEIVING ANY NOTIFICATIONS?

If the Call-out button is not sending you a notification, verify the notification recipients were properly set on the account.

- If Wellcam rings, but a notification is not received, verify the Video Callout Notification's toggle switch on the account is enabled to indicate it is active and the correct recipients are included. Wait a few minutes, and test the Call-out button again.
- If Wellcam's Video Callout Notification's toggle switch was recently enabled, wait a few minutes before testing the Call-out button again.
- If you do not receive a notification and all recipients are correct, disable the notification for one minute and re-enable the notification. Wait a few minutes, and test the Call-out button again.

WELLCAM SAYS THERE ARE NO REGISTERED DEVICES

- If Wellcam states there are no registered devices or calls cannot be completed when the Call-out button is pressed, the notification has not been set up yet.
- Create the Video Callout Notification on the account.
- If a notification has been created, wait a few minutes, and test the Call-out button again. Verify the notification has the correct recipients.
- If none of the options work, conduct a factory reset by pressing the Menu button on Wellcam. Using the Volume - + buttons click through the options until prompted with factory reset, and press the Menu button to select factory reset.

THE NOTIFICATION IS RECEIVED BUT THE TALK BUTTON IS MISSING

If the  button is missing from the live video stream, verify that the Audio for non-doorbell cameras add-on is enabled on your account.

TROUBLE CONNECTING WELLCAM TO YOUR NETWORK?

Try these steps:

1. Unplug the power adapter from the outlet.
2. Wait 10 seconds.
3. Plug the power adapter back in to the outlet.
4. Wait approximately two minutes and try again.

If the previous steps did not help, try these:

1. Press the Menu button.
2. Use the Volume - + buttons to scroll to the factory reset option.
3. Follow the audio prompts to initiate a factory reset. Wellcam will reboot with factory defaults.

If Wellcam was previously installed on your account, it will need to be deleted from your Customer Portal before you begin the installation process again.

Can a Wellcam maintain a Bluetooth connection while on a Two-Way Audio call?

No. Bluetooth audio connections turn off temporarily while the user is on a Two-Way Audio call. The Bluetooth audio is reestablished after the call ends.

Can the Wellcam be used outdoors?

No. The Wellcam is meant for indoor use only. The operation temperature is 0 °C – 40°C (32°F – 104°F), and the operating humidity is 20% – 80% (non-condensing).

Did you know?

You can use the Mobile App to link multiple systems to your primary account for quick access using the same login and password. Set up is easy, just follow these steps :

1. Go to the Mobile App and log in with your primary account.
2. Tap Navigation **Menu** icon.
3. Tap **Login Information**.
4. Tap **Linked Systems**.
5. Tap **Add**.
6. Enter the login and password for Wellcam's account.
7. Tap **Next**.
8. Read the instructions on the page and then tap **Confirm**.

Now you can use your primary login to access your Wellcam account. To switch between linked systems, tap the navigation icon, tap your system's name, and select the other system you wish to access.

Note : The Linked Systems feature is only enabled for logins that perform this setup process. Other logins on your primary account will not be automatically linked to the Wellcam account. For each login you wish to associate, log in with that login's password and perform the setup process outlined in this guide.