





Wellcam™

Quick Start Guide


ADC-V622-WELL



**This guide walks you through
adding Wellcam to your account and
installing it in your loved one's home.
Wellcam is designed to empower safe
and healthy independent living.**



Extend wellbeing to everyone you love and stay connected using video and Two-Way Audio. Loved ones simply press the Call-out button on Wellcam to reach you or another caregiver. You can check Wellcam's live video stream on your mobile app to see and hear your loved one at any time.



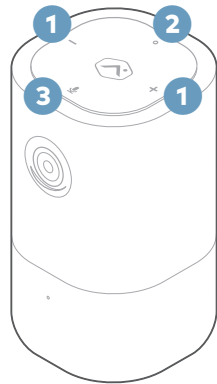
In the box

- Wellcam™ camera
- Power adapter
- Things to Try guide
- Quick Start guide
- Wall anchors & screws (x2)

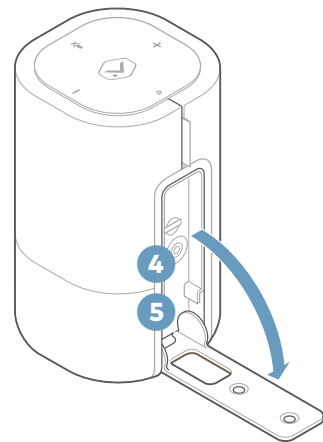
Pre-installation checklist

- Wellcam™ camera
- Power adapter
- Fast internet connection
- A computer, tablet, or smartphone with Wi-Fi (required)
- Account login and password
- Access to loved one's home for setup
- Loved one's Wi-Fi network name and password

Overview



- 1 Volume buttons
- 2 Menu button
- 3 Call-out button



- 4 Power
- 5 MAC address

Setting up Wellcam

You can use a smart phone, tablet, or computer to set up Wellcam. If you have our 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 our mobile app, no worries! Complete Wellcam's installation with your laptop's or computer's web browser by turning to the next page.

Wellcam setup from a mobile device

- 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.

Wellcam setup from a laptop or computer

If you prefer not to use a smart phone, follow these instructions:

- 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:

continued

- 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 **Video > Settings > Add Video Device**
- 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**.

You are now ready to set up Video Analytics. Turn to page 8.

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 the Customer Website, select **Video > Recording Rules**.
- 2 Click **+ Add Rule**. We recommend choosing Video Analytics (not available with all service packages).
- 3 Follow the on-screen instructions.

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**.

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 the Customer Website before you begin the installation process again.

Questions?

Visit www.alarm.com/supportcenter or contact your service provider

LED guidance



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 (AP) mode:
Please follow the instructions for adding Wellcam to your Wi-Fi network

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**.

continued

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.

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.

Notices

Federal Communication Commission interference statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with

the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

For product available in the USA/Canada market, only channel 1-11 can be operated. Selection of other channels is not possible.

This device is restricted to indoor use.

FCC radiation exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause interference; and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

continued

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC RSS-247 LE-LAN devices

This device is restricted to indoor use.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

High Power Radars: High power radars are allocated as primary users (meaning they have priority) in the 5250 MHz to 5350 MHz and 5650 MHz to 5850 MHz bands. These radars could cause interference and/or damage to Wireless LAN devices used in Canada.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250 - 5350 MHz et 5650 - 5850 MHz.

Ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

IC radiation exposure statement

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment

should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20cm de distance entre la source de rayonnement et votre corps.

The transmitter module may not be co-located with any other transmitter or antenna.

Le module émetteur peut ne pas être coïmplanté avec un autre émetteur ou antenne.

CAN ICES-3 (B)/NMB-3(B)

For product available in the USA/Canada market, only channel 1-11 can be operated. Selection of other channels is not possible.

Pour les produits disponibles aux États-Unis / Canada du marché, seul le canal 1 à 11 peuvent être exploités. Sélection d'autres canaux n'est pas possible.

2.4 GHz

Frequency: 2400-2483.5 MHz
Output power: 19.98 dBm/mW

5 GHz

Frequency: 5150-5250 MHz
Output power: 22.86 dBm/mW

EU DoC

Hereby, LITE-ON Technology Corp. declares that the radio equipment ADC-V622 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://www.liteon.com/en-us/product/447>



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