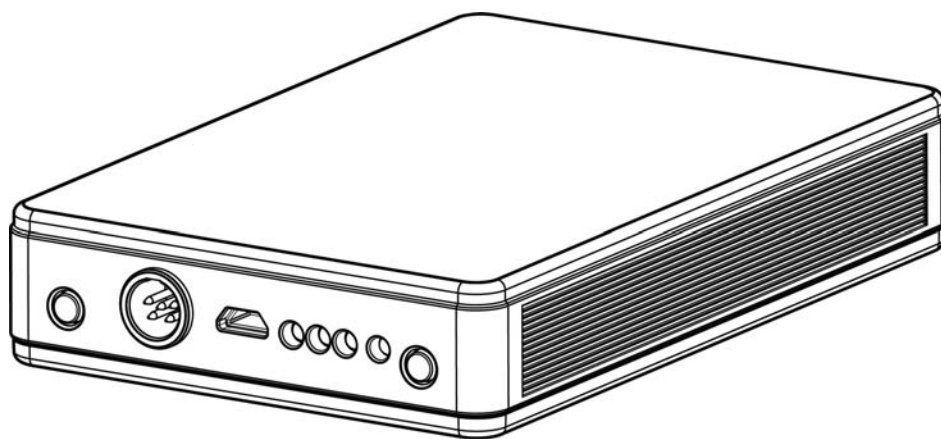


WELL COM

User Manual




CHAUVET
PROFESSIONAL

EDITION NOTES

The WELL COM User Manual includes a description, safety precautions, installation, programming, operation and maintenance instructions for the WELL COM as of the release date of this edition.

Trademarks

CHAUVET, the Chauvet logo and WELL COM are registered trademarks or trademarks of Chauvet & Sons, LLC (d/b/a Chauvet and Chauvet Lighting) in the United States and other countries. Other company and product names and logos referred to herein may be trademarks of their respective companies.

Copyright Notice

The works of authorship contained in this manual, including, but not limited to, all design, text and images are owned by Chauvet.

© Copyright 2017 Chauvet & Sons, LLC. All rights reserved.

Electronically published by Chauvet in the United States of America.

Manual Use

Chauvet authorizes its customers to download and print this manual for professional information purposes only. Chauvet expressly prohibits the usage, copy, storage, distribution, modification, or printing of this manual or its content for any other purpose without written consent from Chauvet.

Document Printing

For best results, print this document in color, on letter size paper (8.5 x 11 in), double-sided. If using A4 paper (210 x 297 mm), configure the printer to scale the content accordingly.

Intended Audience

Any person installing, operating, and/or maintaining this product should completely read through the guide that shipped with the product, as well as this manual, before installing, operating, or maintaining this product.

Disclaimer

Chauvet believes that the information contained in this manual is accurate in all respects. However, Chauvet assumes no responsibility and specifically disclaims any and all liability to any party for any loss, damage or disruption caused by any errors or omissions in this document, whether such errors or omissions result from negligence, accident or any other cause. Chauvet reserves the right to revise the content of this document without any obligation to notify any person or company of such revision, however, Chauvet has no obligation to make, and does not commit to make, any such revisions. Download the latest version from www.chauvetprofessional.com.

Document Revision

This WELL COM User Manual is the 2nd edition of this document. Go to www.chauvetprofessional.com for the latest version.

TABLE OF CONTENTS

1. Before You Begin	1
What Is Included	1
Claims	1
Manual Conventions	1
Symbols	1
Safety Notes.....	2
Personal Safety.....	2
Mounting and Rigging	2
Power and Wiring.....	2
Operation	2
2. Introduction	3
Description	3
Features.....	3
Product Overview.....	3
Product Dimensions.....	4
3. Setup	5
AC Power	5
Battery Charge Notes.....	5
Downloading the App.....	5
Connecting to the WELL COM Wi-Fi Network	5
Settings	5
Wi-Fi Settings.....	6
Password Protection	6
SSID.....	6
WIFI Channel	6
IP Address and Subnet Mask.....	6
Device Settings	6
Input Mode	6
Connecting Products to WELL COM.....	6
4. Operation	7
Visual Modeling Mode.....	7
Designing or Editing a Step.....	7
DMX Address	7
Count.....	7
Color.....	8
Color Preset	8
Color Palette	8
Color Mixer.....	8
Saving a Step	9
Edit Mode	10
Designing or Editing a Step.....	10
Scene Setting.....	11
Edit Mode Menu	11
Delete All.....	11
Playback Pages	12
Delete a Scene.....	12
Backup	13
5. Technical Information.....	14
Product Maintenance	14

6. Technical Specifications 15
Returns..... 16
Contact Us 17

1. BEFORE YOU BEGIN

What Is Included

- WELL COM
- USB A Male to Micro USB B Male (3 ft)
- 5-pin DMX Adapter
- External Power Supply
- Warranty Card
- Quick Reference Guide

Claims

Carefully unpack the product immediately and check the container to make sure all the parts are in the package and are in good condition.





If the box or the contents (the product and included accessories) appear damaged from shipping, or show signs of mishandling, notify the carrier immediately, not Chauvet. Failure to report damage to the carrier immediately may invalidate your claim. In addition, keep the box and contents for inspection.

For other issues, such as missing components or parts, damage not related to shipping, or concealed damage, file a claim with Chauvet within 7 days of delivery.

Manual Conventions

Convention	Meaning
1–512	A range of values
50/60	A set of values of which only one can be chosen
<SET>	A button on the product's control panel
Settings	A product function or a menu option

Symbols

Symbol	Meaning
	Electrical warning. Not following these instructions may cause electrical damage to the product, accessories, or the user.
	Critical installation, configuration, or operation information. Not following these instructions may make the product not work, cause damage to the product, or cause harm to the operator.
	Important installation or configuration information. The product may not function correctly if this information is not used.
	Useful information.



The term “DMX” used throughout this manual refers to the USITT DMX512-A digital data transmission protocol.

Safety Notes

Read all the following safety notes before working with this product. These notes contain important information about the installation, usage, and maintenance of this product.



This product contains no user-serviceable parts. Any reference to servicing in this User Manual will only apply to properly trained, certified technicians. Do not open the housing or attempt any repairs.



All applicable local codes and regulations apply to proper installation of this product.

Personal Safety

- Always disconnect this product from its power source before servicing.
- Always connect this product to a grounded circuit to avoid the risk of electrocution.
- Do not touch this product's housing during operation because it may be very hot.

Mounting and Rigging

- This product is not intended for permanent installation.
- This product is for indoor use only! To prevent risk of fire or shock, do not expose this product to rain or moisture. (IP20)
- CAUTION: When transferring product from extreme temperature environments, (e.g., cold truck to warm humid ballroom) condensation may form on the internal electronics of the product. To avoid causing a failure, allow product to fully acclimate to the surrounding environment before connecting it to power.
- Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- Make sure there are no flammable materials close to this product while it is operating.
- Never carry the product by the power cord or any moving part.

Power and Wiring

- Make sure the power cord is not crimped or damaged.
- Always make sure you are connecting this product to the proper voltage in accordance with the specifications in this manual or on the product's specification label.
- To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.
- Never connect this product to a dimmer pack or rheostat.
- Never disconnect this product by pulling or tugging on the power cable.

Operation

- Do not operate this product if there is damage on the housing or cables. Have the damaged parts replaced by an authorized technician at once.
- The maximum ambient temperature is 113 °F (45 °C). Do not operate the product at higher temperatures.
- In the event of a serious operation problem, stop using this product immediately!



If your Chauvet product requires service, contact Chauvet Technical Support.

2. INTRODUCTION

Description

The WELL COM is a battery powered interface that allows W-DMX control from a smartphone or tablet.

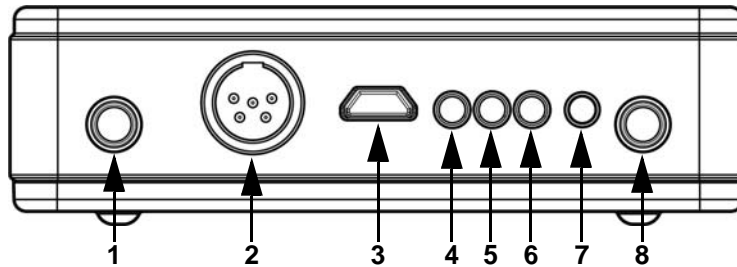


The default password for the WELL COM is 2323.

Features

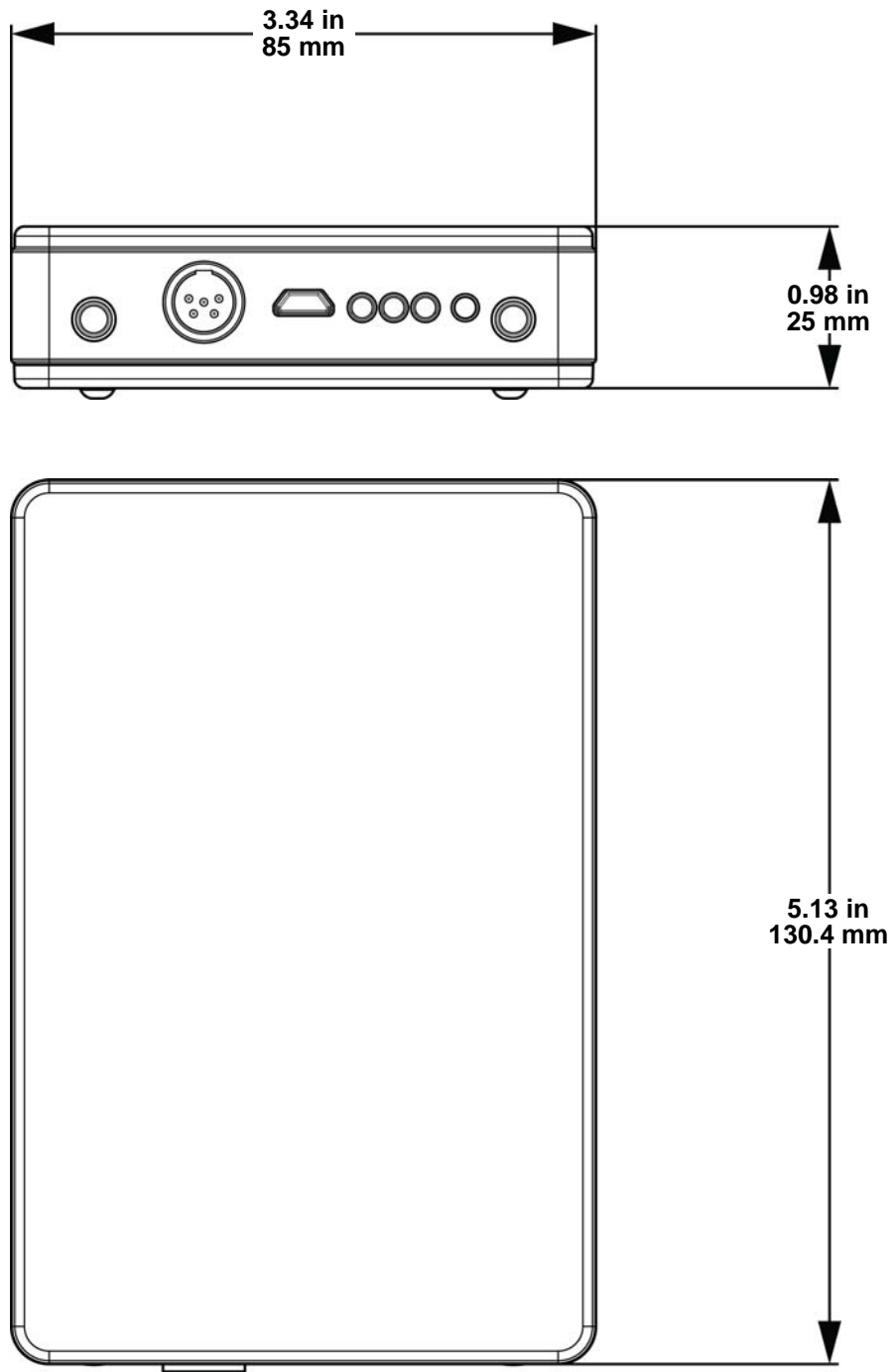
- Compact, easy-to-use battery powered Wi-Fi™ receiver and wireless W-DMX™ transmitter in a single unit
- 8 hours of usage on a full charge
- Compatible with Android™ and iOS® on both smartphones and tablets
- Output can be used in wireless W-DMX™ or wired DMX protocols
- Full universe of DMX available for programming larger events
- Built in color picker and color macros for use with RGB, RGBA, and RGBW wash fixtures
- Program up to 24 steps per scene with fade and hold times
- A total of 18 scenes available for playback
- Easy to navigate user interface

Product Overview



#	Description	Function
1	<LINK>	Press to reset wireless fixture pairing
2	DMX	DMX in port (adapter included)
3	Power Charger	Micro USB B port for charging the battery <ul style="list-style-type: none"> • External power supply included • Battery Charge Time - 8 hours • Battery Life - 8 hours
4	Wi-fi Pairing	Blinks for 5 seconds after pressing <LINK> , and then intermittently while connected to products
5	DMX Signal	Blinking - No DMX signal detected Solid - DMX signal detected
6	Wi-fi Signal	Blinking - No Wi-Fi signal detected Solid - Wi-Fi signal detected
7	Battery Life	Green - Power is currently 50–100% Orange - Power is currently 25–50% Red - Power is currently less than 20% Blinking - Battery is charging
8	<PWR>	Press to power on/off the device

Product Dimensions



3. SETUP

AC Power

Each WELL COM has an auto-ranging external power supply that works with an input voltage range of 100 to 240 VAC, 50/60 Hz. To determine the power requirements for each WELL COM external power supply, refer to the label affixed to the product. You can also refer to the Technical Specifications chart in this manual.

The listed current rating indicates the maximum current draw during normal operation. For more information, download Sizing Circuit Breakers from the Chauvet website: www.chauvetprofessional.com.



- **Always connect the product to a protected circuit (circuit breaker or fuse). Make sure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product from power via breaker or by unplugging it.**



Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.

Battery Charge Notes

- Recharge the battery within three days from last use.
- Recharge the battery to full capacity before storing this product.
- For best results, charge the battery in a temperature between 32 °F (0 °C) and 95 °F (35 °C).
- When charging the battery, keep the product at no less than 1 m from any open flame or hot plate.
- Do not charge the battery for more than 24 hours.
- Perform a full discharge/recharge cycle every 3 months.

Downloading the App

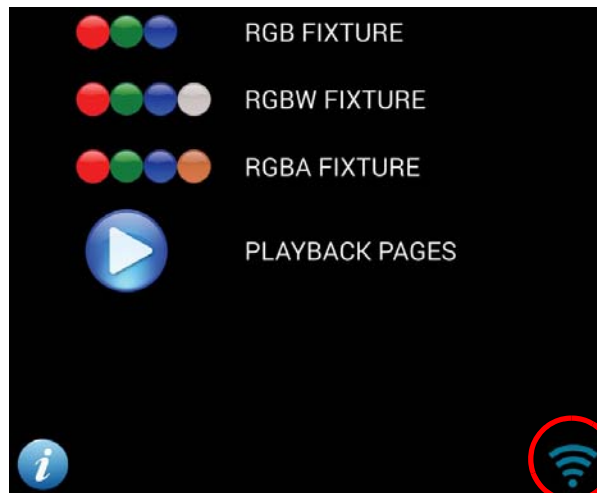
The WELL COM app is available from the Google Play Store or the Apple App Store. The WELL COM wireless transceiver is not required at the time of downloading or installing the app, but it is required to control lights. For more information about downloading and installing apps onto your mobile device, see the documentation that came with your mobile device.

Connecting to the WELL COM Wi-Fi Network

The WELL COM generates a Wi-Fi signal, which a mobile device running the WELL COM app must connect to in order to control any lights.

1. Hold **<PWR>** for 3 seconds to power on the WELL COM.
2. Turn on Wi-Fi on your mobile device.
3. Go to the Wi-Fi settings on your mobile device and connect to the WELL COM default Wi-Fi (SSID) **WIFI-WELL COM**.

Settings



To view or change the settings of the WELL COM, open the app on a connected mobile device, and press the Wi-Fi symbol on the bottom right of the home page. Press the icon on the bottom left to view this manual.

Wi-Fi Settings

Password Protection

To change the password for a WELL COM product's Wi-Fi network:

1. Enter the current password in the **Current Password** field. The default password is **2323**.
2. Enter the desired password in the **New Password** and **Repeat Password** fields.
3. Press the Save icon in the upper right corner of the menu. The product will restart.

To set whether that password will also protect against unauthorized program changes:

1. Under **Password Protection**, select **Enable** (will prompt for password to save program changes) or **Disable** (will not prompt for password to save program changes).
2. Press the Save icon in the upper right corner of the menu.

SSID

To change the SSID of the WELL COM Wi-Fi signal:

1. Enter the desired SSID in the **SSID** field.
2. If there is a password, enter it in the **Current Password** field.
3. Press the Save icon in the upper right corner of the menu.

WIFI Channel

To avoid interference with other Wi-Fi signals in the immediate area, there are 2 Wi-Fi channels to select from. Select from either **CH 2** or **CH 11**, then press the Save icon in the upper right corner of the menu.

IP Address and Subnet Mask

To set the IP Address or Subnet Mask:

1. Enter the desired IP Address or Subnet Mask in the **IP Address** or **Subnet Mask** field.
2. If there is a password, enter it in the **Current Password** field.
3. Press the Save icon in the upper right corner of the menu.

Device Settings

The Device Settings allow selection of Input and WDMX modes, and also display the current Battery charge and Firmware Version.

Input Mode

To set the Input Mode, select from either **WIFI** (WELL COM receives control signal through Wi-Fi) or **DMX** (WELL COM receives control signal through DMX cable), then press the Save icon in the upper right corner of the menu.

Connecting Products to WELL COM

To connect products to receive WDMX from the WELL COM:

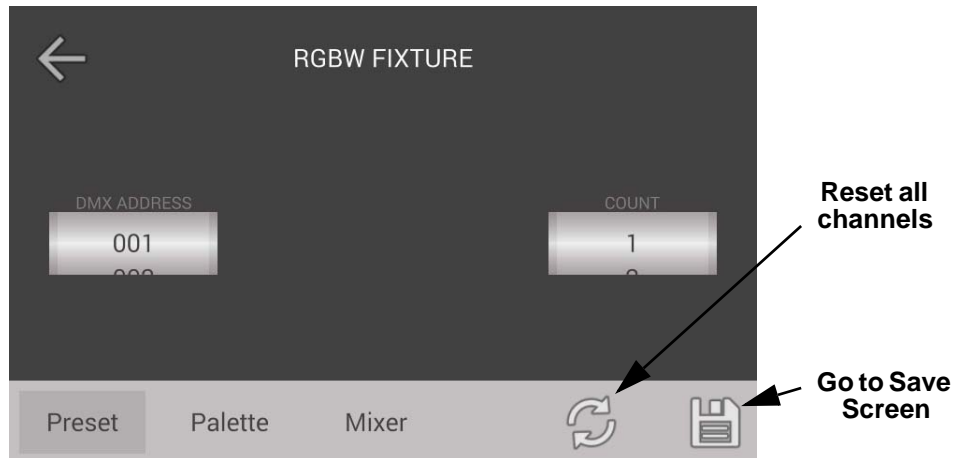
1. Set the products to receive WDMX signal on the same [WIFI Channel](#) as the WELL COM.
2. Set the products to their most basic DMX personality.
3. Set the DMX starting address of each product.

4. OPERATION

The WELL COM can store up to 24 unique steps in each of 18 scenes available for playback. Each scene can be assigned a Fade Time and Hold Time, and output on as many of the 512 channels available to the WELL COM as desired.

Visual Modeling Mode

This mode programs the output by visual modeling. To program the steps of a scene by DMX channel, see [Edit Mode](#).



Designing or Editing a Step

To program the light output for a step through the Visual Modeling mode, first select whether the products to be programmed are RGB, RGBW, or RGBA. From the home page of the app, press **RGB FIXTURE** (for products with red, green, and blue LEDs), **RGBW FIXTURE** (for products with red, green, blue, and white LEDs), or **RGBA FIXTURE** (for products with red, green, blue, and amber LEDs).

DMX Address

The **DMX ADDRESS** setting determines which range of DMX channels are currently being edited. In RGB mode, the WELL COM will control the currently selected channel and the next 2. In RGBW and RGBA modes, the WELL COM will control the currently selected channel and the next 3.

Products with different DMX starting addresses must be programmed separately. First program the color for one starting address, and then change the **DMX ADDRESS** setting to the starting address of the next product or set of products. The WELL COM will continue to send previously configured channel information until the settings for those channels are changed.



Products that need to be the same color at all times should be set to the same DMX starting address. Products that need to be different colors should have different starting addresses, spaced apart so they do not overlap.

For example, in RGB mode: Product 1 and 2 need to be the same color, so they are both set to DMX Address **001**. Product 3 needs to be different, so it is set to DMX Address **004**, because channels **002** and **003** are taken up by Products 1 and 2.

Count

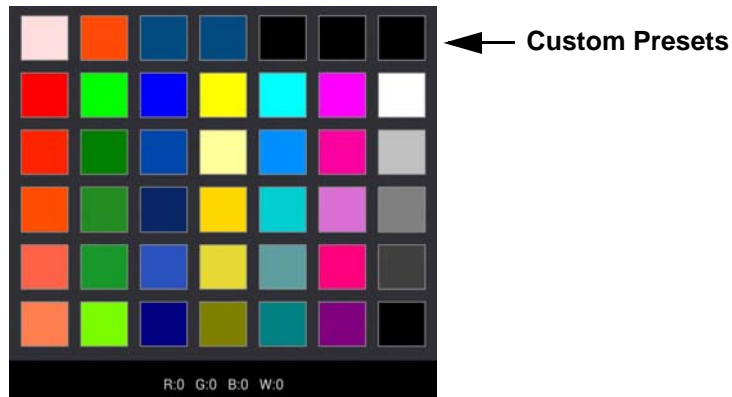
The **COUNT** setting allows products with consecutive, non-overlapping DMX addresses to be programmed to an identical color without switching the DMX starting address in the app. Set the starting address of the first fixture, and the number of fixtures, and that number of DMX addresses will respond to the visual modeler. Examples:

- In RGBW mode, set the **DMX ADDRESS** to **001** and the **COUNT** to **4**, for the following DMX addresses to respond identically: **001**, **005**, **009**, and **013**.
- In RGB mode, set the **DMX ADDRESS** to **029** and the **COUNT** to **7**, for the following DMX addresses to respond identically: **029**, **032**, **035**, **038**, **041**, **044**, and **047**.

Color

There are 3 methods of designing the color output. A preview of the output will display on the bottom of the screen with the DMX values for each color. Press the Refresh icon to set all DMX values to 0.

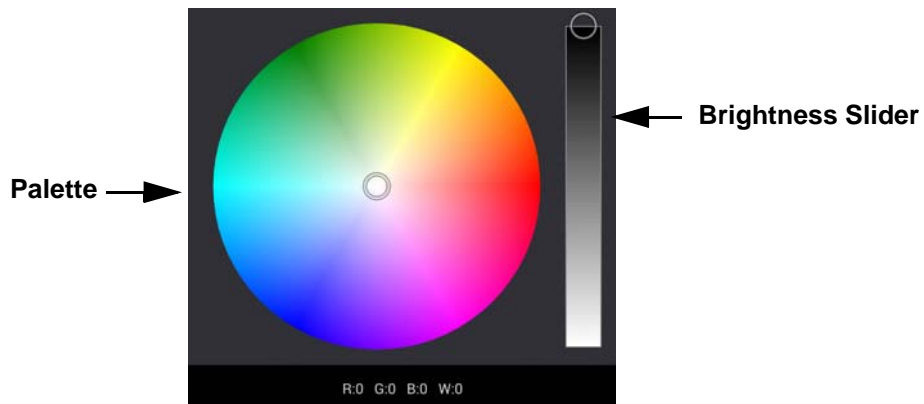
Color Preset



The Preset mode provides a selection of pre-designed colors from which to choose. On the top row there are 7 customizable presets. To design a custom preset:

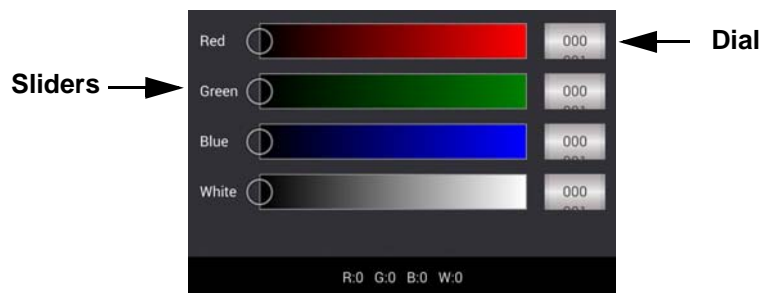
1. Press and hold the desired custom preset box until it flashes.
2. Design a color using the Palette or Mixer.
3. Return to the Preset screen.
4. Tap the desired custom preset box until it stops flashing.
5. Tap another custom preset box to program it, or press the back button to exit.

Color Palette



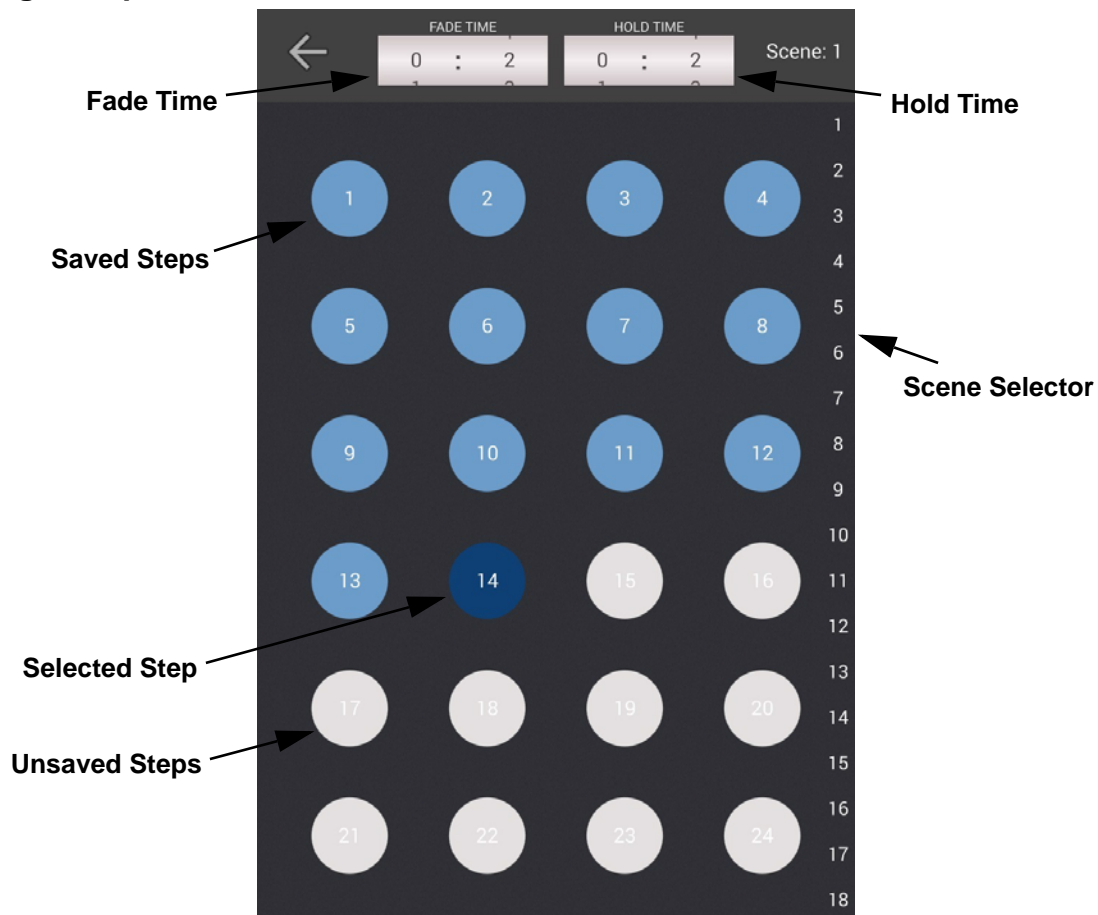
The Palette mode provides a 360° color spectrum and a brightness slider for selecting and refining the output.

Color Mixer



The Mixer mode provides sliders for each available color, as well as a number dial for selecting specific DMX values.

Saving a Step

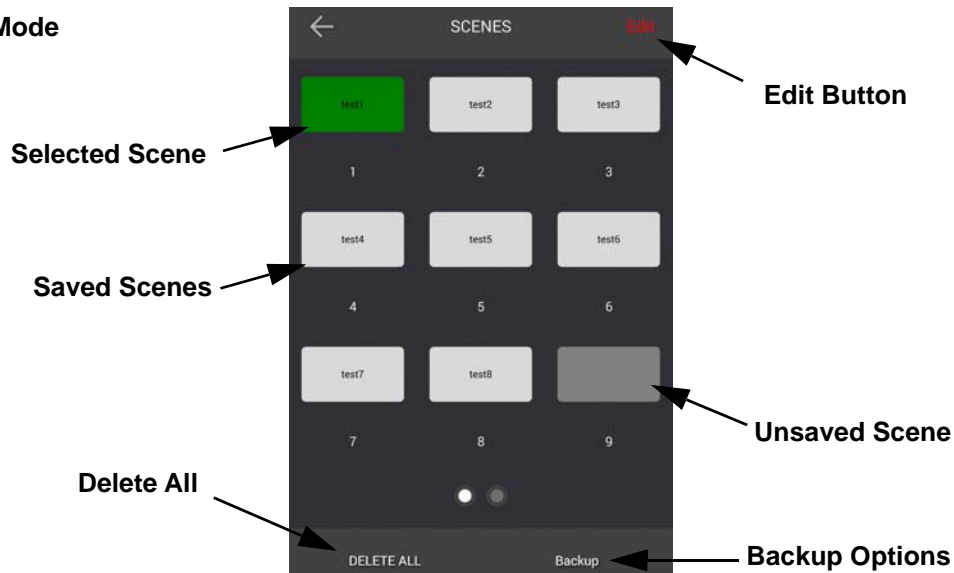


After all the colors and values have been set, follow the instructions below to save it to a scene.

1. Press the Save icon to the right of the Refresh icon.
2. Select the scene in which to save the step from the right side of the screen.
3. Set the **FADE TIME** (the amount of time it will take for each step to fade from one step to the next) for the scene, from **0:0** (0 minutes, 0 seconds) to **59:59** (59 minutes, 59 seconds).
4. Set the **HOLD TIME** (the amount of time each step will output before moving to the next) for the scene, from **0:0** (0 minutes, 0 seconds) to **59:59** (59 minutes, 59 seconds).
5. Press and hold the desired step in the scene. The current output will save to that step. If a previously saved step is pressed and held in this way, it will be overwritten with the current output.
6. To view any step in the scene without overwriting it, press the circle for that step **WITHOUT** holding.

Edit Mode

Portrait Mode



In Edit mode, individual DMX channel values can be set, along with the Fade Time, Hold Time, the Name of the scene, and the color it will glow on the screen when selected for playback. The scene can also be played back in this mode. Screen rotation must be enabled on the mobile device to enter the Edit mode.

To enter Edit mode:

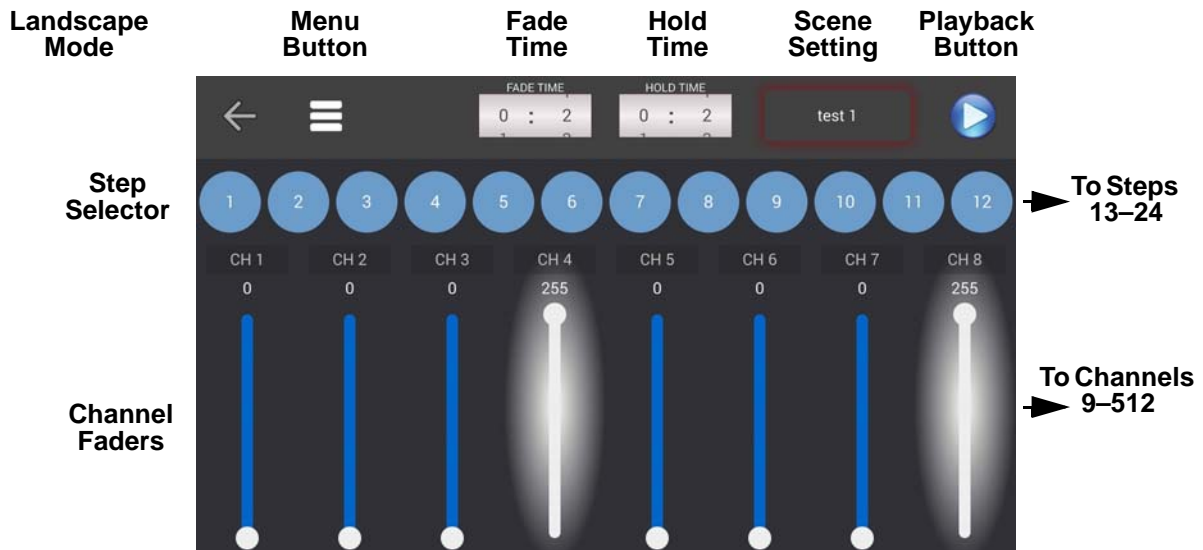
1. On the home page, press **PLAYBACK PAGES**.
2. Press **Edit**, on the top right of the screen.
3. Tap the scene to be edited.



A scene does not need to have already been programmed to be viewed in Edit mode.

4. Turn the mobile device until the view changes to landscape mode.

Designing or Editing a Step

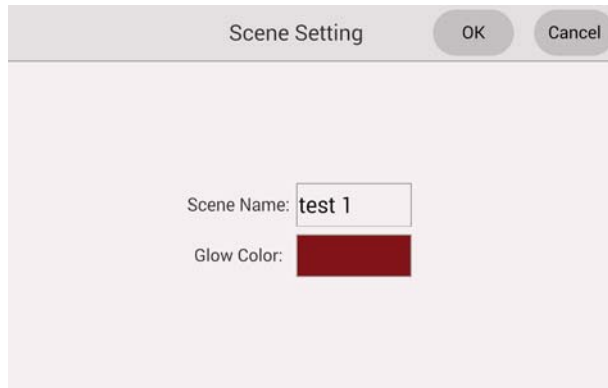


To design the output and save it to a step in Edit mode:

1. Use the faders for each DMX channel to set the desired values.
2. Press and hold the desired step in the scene. The current output will save to that scene. If a previously saved step is pressed and held in this way, it will be overwritten with the current output.
3. To view any step in the scene without overwriting it, press the circle for that step **WITHOUT** holding.

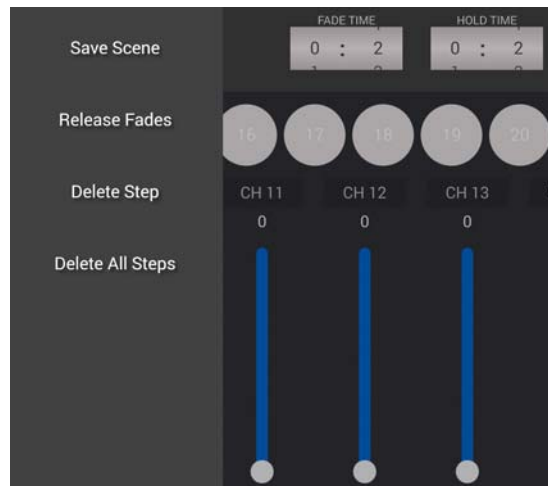
OPERATION

Scene Setting



To set the name and glow color of the scene, press the box next to the Play icon in the top right corner of the screen. Glow color indicates that the scene is playing back. Press **OK** to save the name and color, or **Cancel** to cancel.

Edit Mode Menu



Press the menu icon in the upper left corner of the screen to get the following options:

- **Save Scene** (saves the scene)
- **Release Fades** (sets all faders to 0)
- **Delete Step** (deletes the selected step from the scene)
- **Delete All Steps** (deletes every step from the scene)

Delete All

In Edit mode, with the view on the mobile device in portrait mode, an option appears on the bottom left of the screen to **DELETE ALL**. Press this to delete all scenes.

Playback Pages



From the Playback Pages, press the desired scene to play it back. Individual scenes can also be deleted, and the Backup can also be accessed.

Delete a Scene



To delete a scene:

1. On the home page, press **PLAYBACK PAGES**.
2. Press and hold any scene. Red X's will appear in the corner of all saved scenes.
3. Press the red X of the desired scene or scenes to be deleted.
4. Press the back button to finish.

Backup

Backup	
WIFI-WELL COM-20161109	<input checked="" type="checkbox"/>
WIFI-WELL COM-20161021	<input type="checkbox"/>
WIFI-WELL COM-20161012	<input type="checkbox"/>
Backup Now	Restore
Delete	

The Backup option allows configurations to be saved and restored.

To back up the current WELL COM configuration:

1. On the home page, press **PLAYBACK PAGES**.
2. Press **Backup** on the bottom right of the screen.
3. Press **Backup Now**.

To restore a previous backup to the WELL COM:

1. On the home page, press **PLAYBACK PAGES**.
2. Press **Backup** on the bottom right of the screen.
3. Select the desired Backup.
4. Press **Restore**. The selected Backup can also be deleted by pressing **Delete**.

5. TECHNICAL INFORMATION

Product Maintenance

To maintain optimum performance and minimize wear, clean this product frequently. Usage and environment are contributing factors in determining the cleaning frequency.

Clean this product at least twice a month. Dust build-up reduces light output performance and can cause overheating. This can lead to reduced light source life and increased mechanical wear.

To clean the product:

1. Unplug the product from power.
2. Wait until the product is at room temperature.
3. Use a vacuum (or dry compressed air) and a soft brush to remove dust collected on the external vents.
4. Clean all transparent surfaces with a mild soap solution, ammonia-free glass cleaner, or isopropyl alcohol.
5. Apply the solution directly to a soft, lint free cotton cloth or a lens cleaning tissue.
6. Softly drag any dirt or grime to the outside of the transparent surface.
7. Gently polish the transparent surfaces until they are free of haze and lint.



Always dry the transparent surfaces carefully after cleaning them.

6. TECHNICAL SPECIFICATIONS

Dimensions and Weight

LENGTH	WIDTH	HEIGHT	WEIGHT
5.13 in (130.4 mm)	3.34 in (85 mm)	0.98 in (25 mm)	0.6 lb (0.3 kg)

Note: Dimensions in inches rounded to the nearest decimal digit.

Power

EXTERNAL POWER SUPPLY TYPE	RANGE		VOLTAGE SELECTION
Switching (internal)	100 to 240 VAC, 47/63 Hz		Auto-ranging
PARAMETER	120 V, 60 Hz	208 V, 60 Hz	230 V, 50 Hz
Consumption	7 W	6 W	6 W
Operating Current	0.125 A	0.078 A	0.075 A
POWER I/O	U.S./WORLDWIDE	UK/EUROPE	
Power input connector	Micro USB B Male	Micro USB B Male	
Power Cord plug	USB A Male	USB A Male	

Thermal

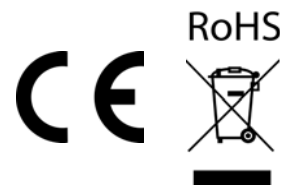
MAXIMUM EXTERNAL TEMPERATURE	COOLING SYSTEM
113 °F (45 °C)	Convection

DMX

I/O CONNECTOR	CHANNELS
5-pin XLR	512
Wireless DMX	

Ordering

PRODUCT NAME	ITEM NAME	ITEM CODE	UPC NUMBER
WELL COM	WELL COM	03081272	781462216207



RETURNS

Send the product prepaid, in the original box, and with the original packing and accessories. Chauvet will not issue call tags.

Call Chauvet and request a Return Merchandise Authorization (RMA) number before shipping the product. Be prepared to provide the model number, serial number, and a brief description of the cause(s) for the return.

To submit a service request online, go to www.chauvetprofessional.com/service-request.

Clearly label the package with an RMA number. Chauvet will refuse any product returned without an RMA number.



Write the RMA number on a properly affixed label. DO NOT write the RMA number directly on the box.

Once you have the RMA number, provide the following information on a piece of paper and place it inside the box:

- Your name
- Your address
- Your phone number
- RMA number
- A brief description of the problem

Be sure to pack the product properly. Any shipping damage resulting from inadequate packaging will be your responsibility. FedEx packing or double-boxing are recommended.



Chauvet reserves the right to use its own discretion to repair or replace returned product(s).

CONTACT US

World Headquarters	
General Information	Technical Support
Address: 5200 NW 108th Ave. Sunrise, FL 33351 Voice: (954) 577-4455 Fax: (954) 929-5560 Toll Free: (800) 762-1084	Voice: (844) 393-7575 Fax: (954) 756-8015 Email: chauvetcs@chauvetlighting.com
	Website
	www.chauvetlighting.com
EUROPE	
General Information	Technical Support
Address: Stokstraat 18 9770 Kruishoutem Belgium Voice: +32 9 388 93 97	Email: eutech@chauvetlighting.eu
	Website
	www.chauvetlighting.eu
General Information	Technical Support
Address: Unit 1C Brookhill Road Industrial Estate Pinxton, Nottingham, UK NG16 6NT Voice: +44 (0) 1773 511115 Fax: +44 (0) 1773 511110	Email: uktech@chauvetlighting.com
	Website
	www.chauvetlighting.co.uk
MEXICO	
General Information	Technical Support
Address: Av. de las Partidas 34 - 3B (Entrance by Calle 2) Zona Industrial Lerma Lerma, Edo. de México, CP 52000 Voice: +52 (728) 690-2010	Email: servicio@chauvet.com.mx
	Website
	www.chauvet.com.mx

Visit the applicable website above to verify our contact information and instructions to request support. Outside the U.S., United Kingdom, Ireland, Mexico or Benelux, contact the dealer of record.