Honeywell Total Connect® Video Solutions
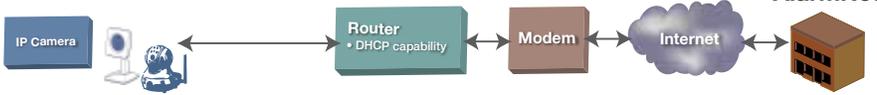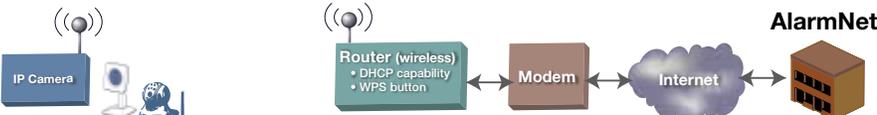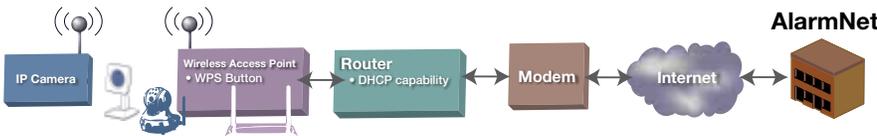
Frequently Asked Questions

GENERAL	
1. **What is the process for setting up the iPCAMs?**	You will need an active AlarmNet® and Honeywell Total Connect account number. Our IP cameras are plug and play.
2. **What's included in the box with the product?**	The camera, stand, antenna and power transformer.
3. **How does your remote service for the camera work?**	An active AlarmNet account will enable you to enroll your IP camera and view via Honeywell Total Connect.
4. **Do we have video storage?**	Yes, we offer seven-day cloud storage. Any video clips older than seven days get deleted.
5. **Will captured video and live video be viewable from a mobile device?**	Yes, live, streaming video can be viewed from an Android™, iPhone® or iPad® mobile device using the Honeywell Total Connect mobile application.
6. **How many cameras can I install per Honeywell Total Connect account?**	You can install six cameras per location per Honeywell Total Connect account.
7. **Can live video be viewed from a mobile device?**	Yes, streaming video can be viewed using the Honeywell Total Connect mobile application.
8. **How do you view recorded clips?**	Clips will be viewable in the event history page of the website. It will be a click-to-play item on each video-related event.
9. **How does the device work? What path does it use to get to its destination?**	**Configuration #1** – You are using a wired connection and your router supports DHCP (Dynamic Host Control Protocol). **Configuration #2** - Your wireless router supports DHCP and one button WPS encryption. **Configuration #3** - Your wireless router supports DHCP but DOES NOT support one button WPS encryption.

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Frequently Asked Questions

IPCAM-WL WIRED/WIRELESS LOW-LIGHT IP CAMERA	
10. How is the camera powered?	A +12V 1A DC power transformer is included in the box. The center pin is positive and outer core is negative.
11. What is WPS?	WPS stands for Wi-Fi® Protected Setup, which is a standard for easy setup of a secure wireless network.
12. Is motion detection available?	Yes. You may define four motion detection areas with configurable-programmable sensitivity for each region—motion detection can be scheduled by day and time.
13. Can the power cable be extended?	Yes, an optional power extension cable is included in the box.
14. Can I utilize the microphone and speaker output on the device?	Currently, we do not support those features.
15. Can the device be mounted?	Yes, a detachable mounting bracket is located at the bottom of the stand.
16. What is the LAN connector for?	The LAN connection is used for hardwiring the device back to the wireless access point (WAP) or router.
17. What is the range of the device when used wirelessly?	Coverage depends on the placement of the wireless camera and the wireless access point (WAP) or router in the application.

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IPCAM-WO OUTDOOR IP CAMERA

14. How is iPCAM-WO enrolled into a Honeywell Total Connect account?	The process is the same as our indoor iPCAMs (iPCAM-WI2/iPCAM-WL/iPCAM-PT2A). You simply enter the MAC number from the device to your AlarmNet® account through AlarmNet 360™.
15. How many outdoor cameras may be used per Honeywell Total Connect account?	Up to six cameras in any combination (indoor or outdoor) are allowed per account.
16. Is the iPCAM-WO wired or wireless?	The iPCAM-WO may be wired directly into an Ethernet port on a router or using Wi-Fi capability with push-button WPS (Wi-Fi protected setup). WPS requires a compatible router or adding a Honeywell WAP (Wireless Access Point).
17. How is the iPCAM-WO powered?	The iPCAM-WO requires 12V 1A. The power adapter is supplied.
18. Does the iPCAM-WO have night vision capability?	Yes, the iPCAM-WO features a day/night mode that provides LED illumination to support black/white video. The LED illumination range is up to 25 feet.
19. Will video analytics work with the iPCAM-WO?	Yes. The IPCAM-WO can be set up with up to four detection areas within the field of view. Clips may be stored and emailed per detection in a designated detection area.
20. What is the temperature range for the iPCAM-WO?	–10°F – 113°F (–23°C – 45°C)
21. What is the rubber circular piece included used for?	The iPCAM-WO includes a plastic cover for Ethernet connection to maintain weather resistance.
22. Does the camera offer built-in infrared capability?	Yes.

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IPCAM-PT2A PAN/TILT CAMERA

23. How is pan/tilt function controlled?	The Honeywell Total Connect video viewer will provide pan/tilt controller. When a pan/tilt camera is selected the controller will appear.
24. Are there any preset pan/tilt settings?	Yes. We support up to four settings that will allow quick navigation to a pre-determined camera view. A programmable variable speed motor will control how quickly the camera moves into position.
25. Are there any automatic pan capabilities?	Yes, the auto-pan function allows scanning of view from side to side.
26. Does iPCAM-PT2A have motion detection?	Yes, two distinct motion triggering options—digital video analytics and built-in motion sensor. Each can be programmed independently.
27. Are there any external inputs/outputs?	Yes. However, this feature is not available at this time.
28. Can the device be mounted?	Yes. At the bottom of the stand you will see some mounting holes for screws and you will notice the stand that is connected to the camera can be moved to facilitate wall mounting.

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WAP-PLUS WIRELESS ACCESS POINT	
29. **How does a wireless access point (WAP) work?**	In computer networking, a wireless access point (WAP) is a device that allows wireless communication devices to connect to a wireless network using Wi-Fi, Bluetooth or related standards. A WAP usually connects to a wired network, and can relay data between the wireless devices (such as computers or printers) and wired devices on the network. Honeywell Total Connect offers its own WAP-PLUS device. Our WAP-PLUS works exclusively with our Honeywell Total Connect line of cameras. It offers Wi-Fi® encrypted service via WPS (Wi-Fi Protected Setup) through AlarmNet®.
30. **When is an access point (WAP) necessary?**	1. Wireless installation in premises without a wireless router 2. Premises wireless router does not have WPS capability 3. Dealers preference to standardize on a WAP to minimize router compatibility issues

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ANALOG CONVERTER UNIT (ACU)	
31. What cameras may be used with the ACU?	Any analog camera will be converted to digital and can then be viewed though Honeywell Total Connect Video Solutions.
32. How many cameras may be used per ACU?	The limit is one camera per ACU.
33. How many ACUs may be used per Honeywell Total Connect account?	Six ACUs per account may be used.
34. Will video analytics work with the ACU and other cameras?	Yes. The ACU is capable of full analytics excluding the pan and tilt feature.
35. How is the ACU configured?	The ACU is configured the same way as our IP CAMs. You will enter the MAC number from the device onto your AlarmNet account through AlarmNet 360™.
36. How does the ACU connect to the AlarmNet network?	Using a Wi-Fi encrypted service via WPS (Wi-Fi® Protected Setup) through AlarmNet.
37. Is the ACU wired or wireless?	The ACU is hardwired for power but has WPS button capability for Wi-Fi connection to a WAP or router.

Notes

For more information

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