

Honeywell Total Connect® Next Generation HD Video Camera

Frequently Asked Questions



1. Will Honeywell Total Connect Video only services support the IPCAM-WIC1 camera?

a. Yes

2. What storage plans are offered?

- a. All Next Generation HD Wi-Fi® video cameras offer a 7-day or 30-day video storage plan. The 7-day storage plan stores up to 350 clips on a rolling basis with first in, first out logic.
- b. The 30-day plan stores up to 1,500 clips on a rolling basis with first in and first out logic.

3. Do the legacy iP Honeywell Total Connect Cameras support a 7-day or 30-day storage plan?

- a. All legacy iP cameras are being transitioned to the 7-day video storage plan. At a later date, the 30-day storage plan may be available. If the installing dealer selects the 30-day video storage plan for the legacy iP cameras in AlarmNet 360™, the legacy iP cameras will still only support a 7-day storage plan and the user will be charged for the 30-day video storage plan.

4. May a new HD camera be added to an existing legacy camera account?

- a. Yes. Creating a separate account location is not required to add a new HD camera to an existing legacy account.

5. May a new HD camera with a 30-day video storage plan, be added to an existing legacy account that has a 7-day video storage plan?

- a. Yes. **Please note:** Once an HD camera is installed with a 30-day video storage plan and added to an existing iP camera legacy account, the existing legacy account will only support a 7-day video storage plan, but the account will be charged to the 30-day video storage plan rate.

6. How many HD Cameras are supported per location?

- a. Up to 8 HD cameras are supported per location. HD cameras can be added to an existing legacy account for a total of 14 cameras per location.

7. Does the new HD camera support Video Alarm Verification (VAV)?

- a. VAV service is not expected to be available at launch. The team is working to add this support at a future date.

8. Is the IPCAM-WIC1 supported on both the Honeywell Total Connect iOS app and Honeywell Total Connect Android app?

- a. The IPCAM-WIC1 will be available on iOS at release.
- b. The IPCAM-WIC1 is expected to be available on Android and HTML5 at a future date.

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Audio

1. **Can the user speak through the camera or only listen?**
 - a. Yes. The user can see, hear and speak via the HD Wi-Fi® indoor video camera.
2. **Is the audio of the camera always enabled or do you have the ability to turn off audio?**
 - a. The audio of the camera can be enabled or disabled via switching on and off the camera microphone button via the Honeywell Total Connect 2.0 app.
3. **Is there volume control on the speaker?**
 - a. No. We do not support volume control for the speaker via the Honeywell Total Connect 2.0 app. The user can switch the volume on or off in the “Camera Microphone” located in the camera settings via the Honeywell Total Connect 2.0 app.
4. **What is the decibel range for sound when making the audio alert more or less sensitive?**
 - a. The IPCAM-WIC1 camera can be triggered by audio. When the audio detection levels are set to “High”, the minimum threshold to trigger audio detection is 20 decibels. For reference, 20 decibels is about the same volume as leaves rustling. If needed, you can adjust these levels from the Honeywell Total Connect 2.0 app to Normal or Low range.
Please note: Low sound sensitivity implies it detects only loud sounds like a motorcycle or food processor (80 dB and above). Normal sound sensitivity implies it detects general sounds like a refrigerator, air conditioner or conversational speech (50 dB and above). High sound sensitivity detects even the quietest sounds like a pin-drop or whispers (10 dB or above).



Hardware

1. **What is the SD card in my new HD camera used for?**
 - a. When and if the camera is disconnected from the Internet, the encrypted SD card is expected to keep recording video clips. Once the camera reconnects to the Internet, the clips are expected to be pushed to the cloud. This operation may take a couple of hours to complete. A user cannot retrieve video clips from the encrypted SD card.
2. **For night vision, what is the maximum range for the camera?**
 - a. The infra-red (IR) range of the camera for night vision is up to 16.5 ft.
3. **Does the IPCAM-WIC1 include a wall mounting bracket? How long is the power cord?**
 - a. No. The camera does not include a mounting kit in the packaging. A screw for mounting the camera on a wall is provided. The user has an option to set the camera on a flat surface. The AC adapter power cord is 6 feet long. This is included in the packaging of the camera.
4. **Is the USB plug-in of the camera a replaceable part?**
 - a. No. The USB cable is customized and can't be purchased as a standalone accessory.
5. **Does the IPCAM-WIC1 support local viewing on LYNX Touch Systems, the Lyric Controller, or Tuxedo Touch?**
 - a. No. The IPCAM-WIC1 does not support local viewing on LYNX Touch Systems, the Lyric Controller or Tuxedo Touch.

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Network and Connectivity

1. **Will the IPCAM-WIC1 work with dual band router? What is the wireless frequency used by the IPCAM-WIC1?**
 - a. Yes. The IPCAM-WIC1 is expected to work with any dual band router available on the market. **Please note:** IPCAM-WIC1 is designed to work on 2.4Ghz only.
2. **Does this camera plug into the router or connect wirelessly?**
 - a. The camera connects wirelessly to the available Wi-Fi® network. The camera cannot be connected to the router via Ethernet cable as there is no Ethernet port in the camera.
3. **Do the router settings affect camera registration?**
 - a. Yes. The IPCAM-WIC1 works on a 2.4GHz network only.
4. **What security/encryption standards does the IPCAM-WIC1 camera follow?**
 - a. The IPCAM-WIC1 camera uses AES 256 bit end-to-end encryption with an atmel chip in the hardware and secure Cloud storage. Every clip is encrypted and can only be viewed by authorized users. The provided 8 GB SD card is also encrypted.
5. **May the IPCAM-WIC1 camera be set up on a local network without (Internet) Wi-Fi?**
 - a. No. The IPCAM-WIC1 camera must connect to a broadcasting Wi-Fi network in order to complete the setup process.
6. **If the user does not know the Wi-Fi password, may the user enroll the camera with WPS?**
 - a. No. These new HD cameras do not support WPS enrollment and do not have a WPS button. The 7-day or 30-day video service for the IPCAM-WIC1 camera has to be enabled in AlarmNet 360 and then the camera has to be enrolled via the Honeywell Total Connect 2.0 app via a QR code install method.
7. **What are the minimum bandwidth requirements for the IPCAM-WIC1 camera?**
 - a. **When working in 720p/1 Mbps/30 fps mode:**
 - Minimum bandwidth required for 720p HD live streaming: 1.024 Mbps.
 - Minimum bandwidth required for successful motion and audio detection and clip upload: 1.333 Mbps.
 - b. **When working in 720p/512 kpbs/15 fps Mode:**
 - Minimum bandwidth required for 720p HD live streaming: 512 Kbps.
 - Minimum bandwidth required for successful motion and audio detection and clip upload: 1.024 Mbps.

Camera Mode	HD (720p) - C1
Minimum Required Bandwidth	1.024 Mbps
Average Normal Visual Activity	1.333 Mbps
Maximum High Visual Activity	2.9 Mbps ~ 3 Mbps

For more information

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