

# WELL CONNECT

## User Manual



Model ID: WELLCONNECT

## Edition Notes

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

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## 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.

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## Document Revision

Go to [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest version.

| Revision | Date    | Description                              |
|----------|---------|------------------------------------------|
| 4        | 10/2026 | Added Power on note to the setup section |

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## Before You Begin

# 1. Before You Begin

## What Is Included

- WELL Connect
- EPSU USB-A
- USB-A to USB-C cable
- 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 a 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.

## Text Conventions

| Convention           | Meaning                                            |
|----------------------|----------------------------------------------------|
| <b>1–512</b>         | A range of values                                  |
| <b>50/60</b>         | A set of values of which only one can be chosen    |
| <b>Settings</b>      | A menu option not to be modified                   |
| <b>&lt;ENTER&gt;</b> | A key to be pressed on the product's control panel |

## 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. |
|  | Pinch point warning. Not following these instructions may result in damage to, or loss of, tools, digits, or limbs.                                                                         |
|  | 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.



**Connection of the control signal: DMX line**

- The product has XLR sockets for DMX input and output.
- **Notice:** This control circuit is isolated and belongs to the Class 2 data port.

The control circuit has a cumulative leakage current of less than 3.5 mA.

## 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.**

- **CAUTION:**

- This product's housing may be hot when operating. Mount this product in a location with adequate ventilation, at least 20 in (50 cm) from adjacent surfaces.
- When transferring the 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 the product to fully acclimate to the surrounding environment before connecting it to power.

- **ALWAYS:**

- Disconnect from power before cleaning the product or replacing the fuse.
- Replace the fuse with the same type and rating.
- Use a safety cable when mounting this product overhead.
- Connect this product to a grounded and protected circuit.



- **DO NOT:**

- Open this product. It contains no user-serviceable parts.
- Connect this product to a dimmer or rheostat.
- Operate this product if the housing or cables appear damaged.
- Operate this product outdoors or in any location where dust, excessive heat, water, or humidity may affect it (adhere to standards for the published IP rating).
- The maximum ambient temperature is 113 °F (45 °C). Do not operate this product at higher temperatures.
- The minimum startup temperature is -4°F (-20°C). Do not start the product at lower temperatures.
- 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.
- In the event of a serious operating problem, stop using immediately.



**If this Chauvet product requires service, contact Chauvet Technical Support.**

### Battery Charge Notes

Rechargeable lithium-ion batteries are potentially hazardous and can present a serious FIRE HAZARD, SERIOUS INJURY, and/or PROPERTY DAMAGE if damaged, defective, or improperly used.



- **ALWAYS:**
  - Charge using a manufacturer-provided charger while the product is powered off.
  - Charge the battery in temperatures between 32°–95°F (0°–35°C).
  - Allow a depleted battery to charge for a few minutes before turning on the product. If the battery is completely discharged, the device cannot be turned on immediately when the charger is connected.
  - Keep at least 3 ft (1 m) distance to any heat source and away from flammable materials.
  - Keep the lid of any charging case open while charging.
  - Keep batteries away from children.
  - Store batteries between 40–60% charge.
  - Follow local regulations when disposing of batteries.
  - Replace with an authentic Chauvet battery.
- **DO NOT:**
  - Continue charging if the battery becomes hot, smokes, swells, or gives off an odor during charging.
  - Leave the product unattended while charging.
  - Deplete the battery below 10%.
  - Charge the battery in a closed container.
  - Charge for more than 24 hours.

### Storage Notes

Follow the instructions below when storing the WELL Connect:

- Store charged product(s) in a dry environment, away from direct sunlight.
- Charge or discharge the battery to approximately 50% of capacity before storage.
- Lithium-ion batteries continue to slowly discharge (self-discharge) when not in use or while in storage. Routinely check the battery's charge status.
- Store the battery at temperatures between 41 °F and 68 °F (5 °C and 20 °C).

### FCC Statement of Compliance

This device complies with Part 15 Part B 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 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.

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

### RF Exposure Warning for North America and Australia

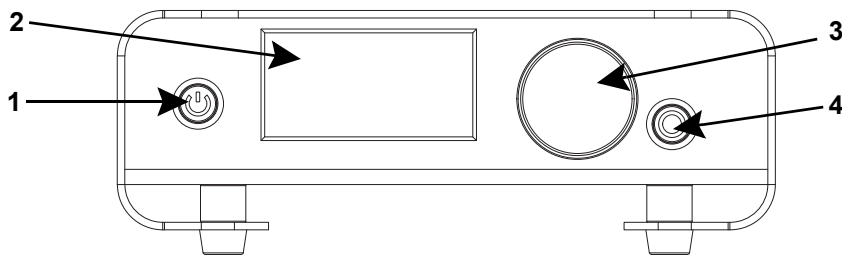
**Warning!** This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and the user. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## 2. Introduction

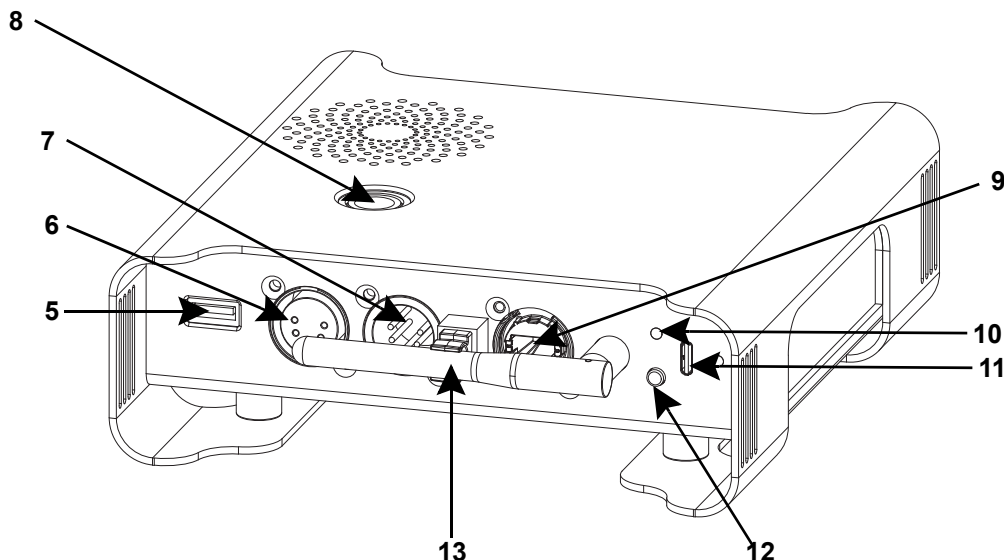
### Features

- **Wireless Control Hub:** Compact, battery-powered Bluetooth and W-DMX/CRMX transceiver designed to control WELL fixtures or any DMX lighting system.
- **App-Driven Operation:** Pairs seamlessly with the CHAUVET CONNECT app on iOS and Android for intuitive wireless control of scenes and effects.
- **Flexible Output Options:** Supports both wireless & wired DMX protocols, offering reliable signal distribution for any setup.
- **12-Hour Battery Life:** Integrated lithium-ion battery delivers all-day wireless operation; USB-C port provides continuous power when needed.
- **Onboard Playback:** Trigger pre-programmed scenes directly from the unit's display—no console required.
- **Rugged & Road-Ready:** Durable aluminum housing and M12 threaded bolt ensure quick, secure mounting in demanding environments.
- **Smart Firmware Management:** Web-based UI allows for easy firmware updates and configuration.

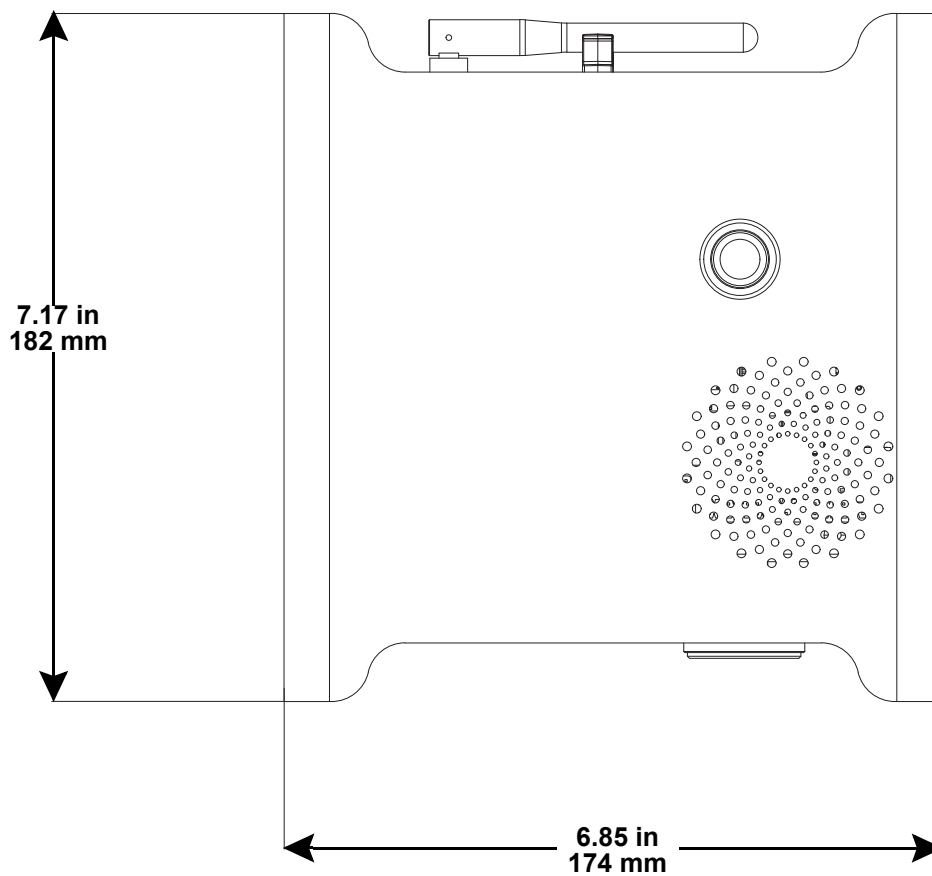
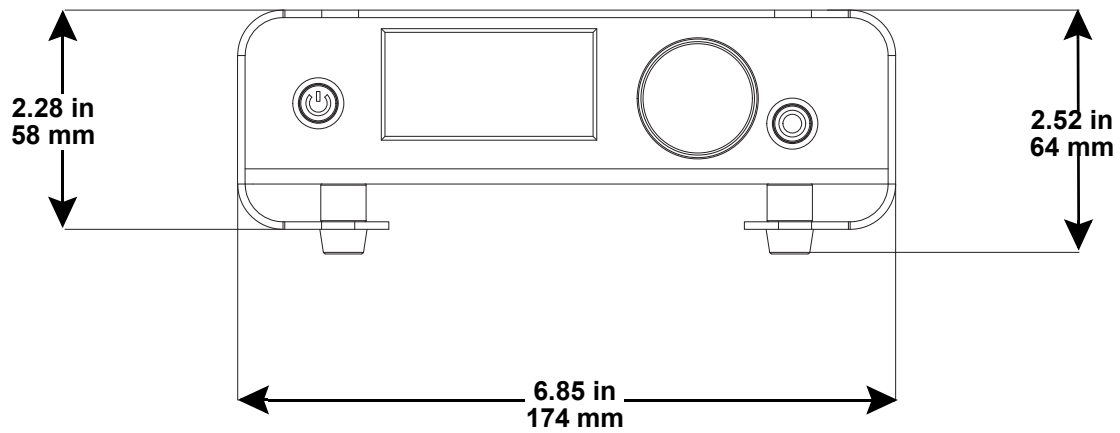
### Product Overview



| # | Name           | #  | Name                |
|---|----------------|----|---------------------|
| 1 | Power on/off   | 8  | M12 threaded insert |
| 2 | Display screen | 9  | Ethernet port       |
| 3 | Knob           | 10 | Status indicator    |
| 4 | Back button    | 11 | USB-C port          |
| 5 | USB-B port     | 12 | Link button         |
| 6 | 5-pin DMX out  | 13 | Antenna             |
| 7 | 5-pin DMX in   |    |                     |



## Product Dimensions



### 3. Setup

#### DC Power

The WELL Connect can work with an input voltage of 5VDC which is SELV voltage supplied by short-circuit-proof power supply.



**If AC power and DC power are input to the product at the same time, the product will automatically give priority to AC power input.**

To determine the product's power requirements (circuit breaker, power outlet, and wiring), use the current value listed on the label affixed to the product's back panel, or refer to the product's specifications chart. The listed current rating indicates the product's average current draw under normal conditions.



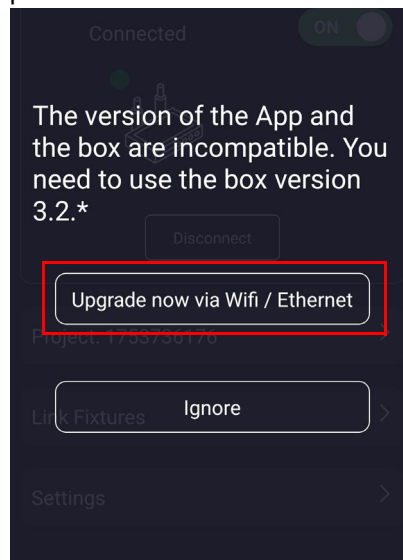
- **Always connect the product to a protected circuit (a circuit breaker or fuse). Ensure the product has an appropriate electrical ground to avoid the risk of electrocution or fire.**
- **To eliminate unnecessary wear and improve its lifespan, during periods of non-use completely disconnect the product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



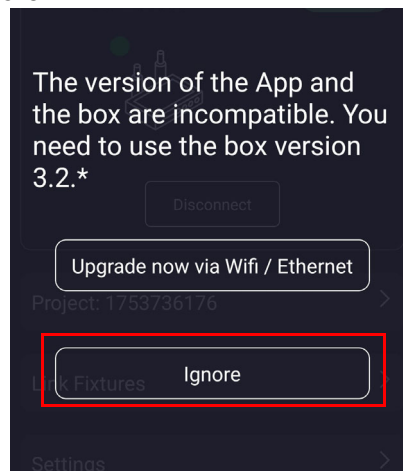
**Never connect the product to a rheostat (variable resistor) or dimmer circuit, even if the rheostat or dimmer channel serves only as a 0 to 100% switch.**

#### Software Update

If a software update is required on the WELL Connect, the Connect FX app will show a prompt. Select the **Upgrade now via Wifi / Ethernet** option.



To disregard the update, select **Ignore**.



## Downloading the App

The Connect FX app is available from the Google Play Store or the Apple App Store. The WELL Connect 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 CONNECT Via Bluetooth

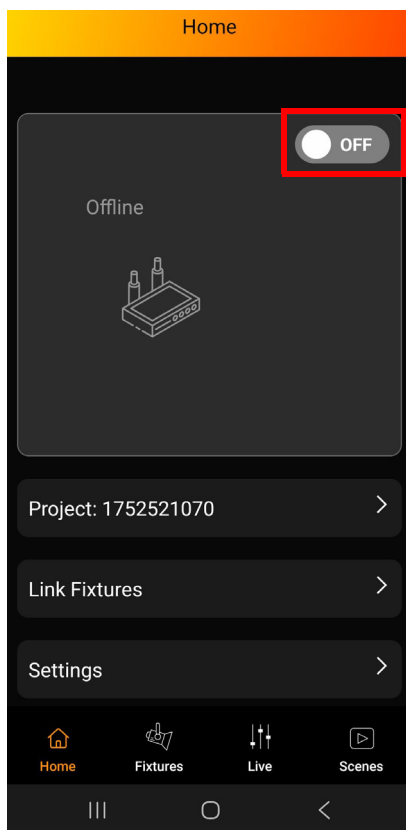
The WELL Connect generates a Bluetooth signal, which a mobile device running the Connect FX app must connect to in order to control any lights. To connect to the integrated Bluetooth using the Connect FX app:

1. Hold **<PWR>** for 3 seconds to power on the WELL Connect.

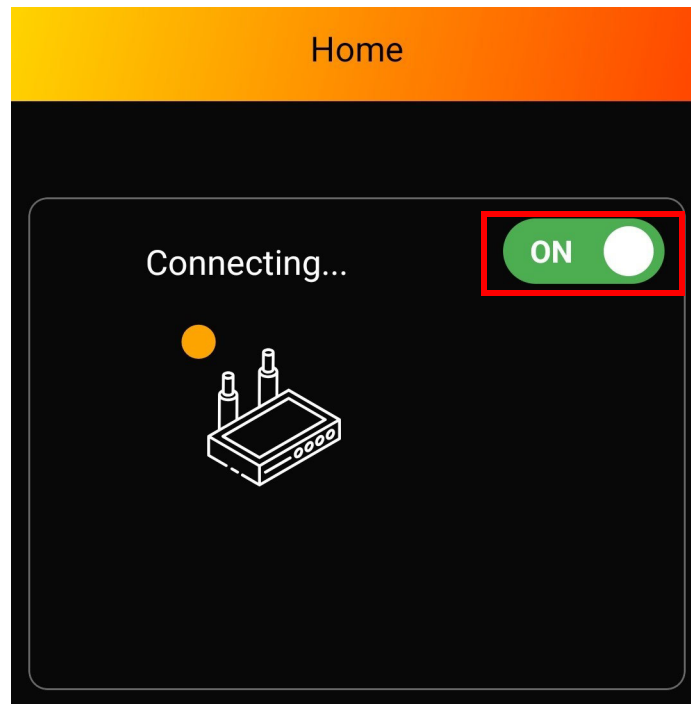


**Wait for the Power LED to be steady.**

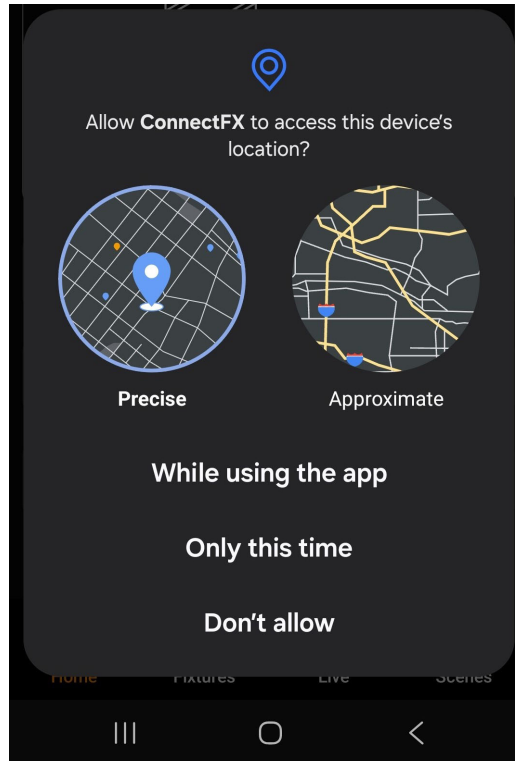
2. Ensure Bluetooth is enabled on the mobile device.
3. On the Connect FX app, select the **Home** icon. The app will display an **Offline** screen if a Bluetooth connection is not established.



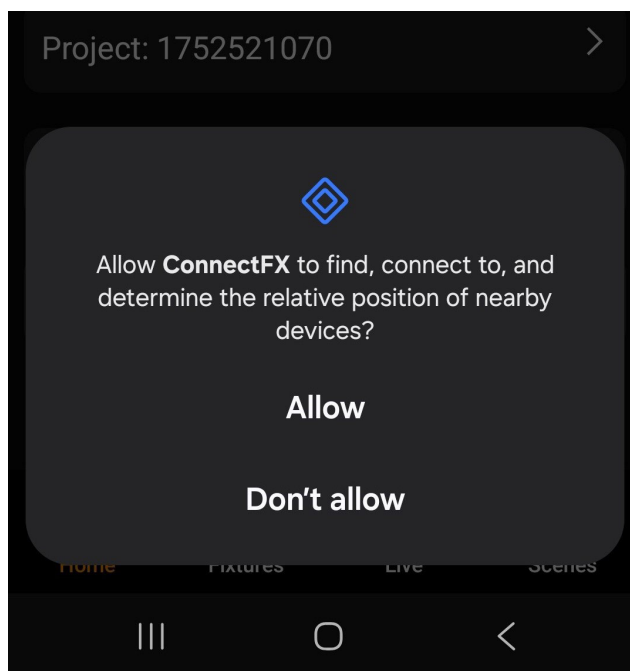
4. Select the **Off** button to change status to **On**.



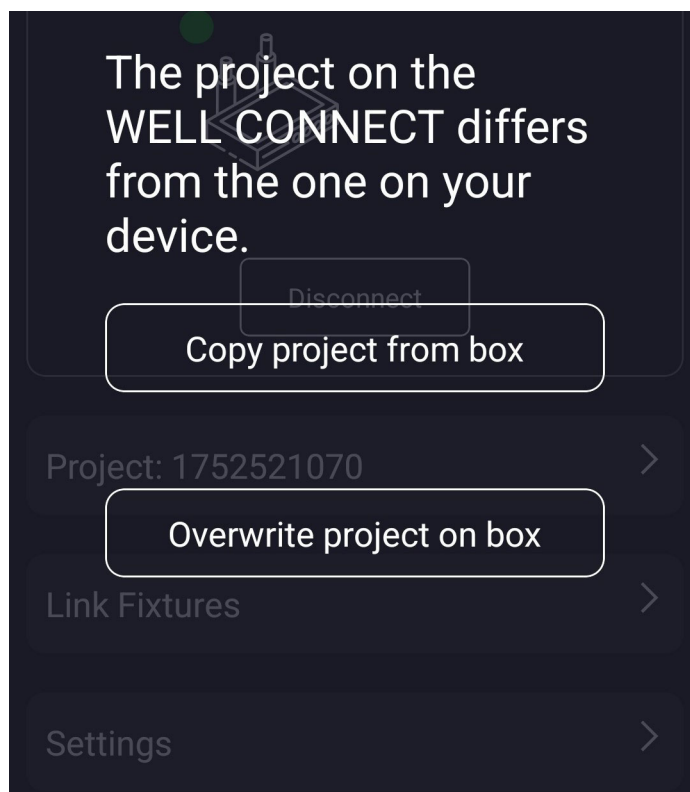
5. Allow the Connect FX app to access the device's location by selecting **While using the app** or **Only this time**.



6. Select **Allow** to permit the app to find nearby devices.

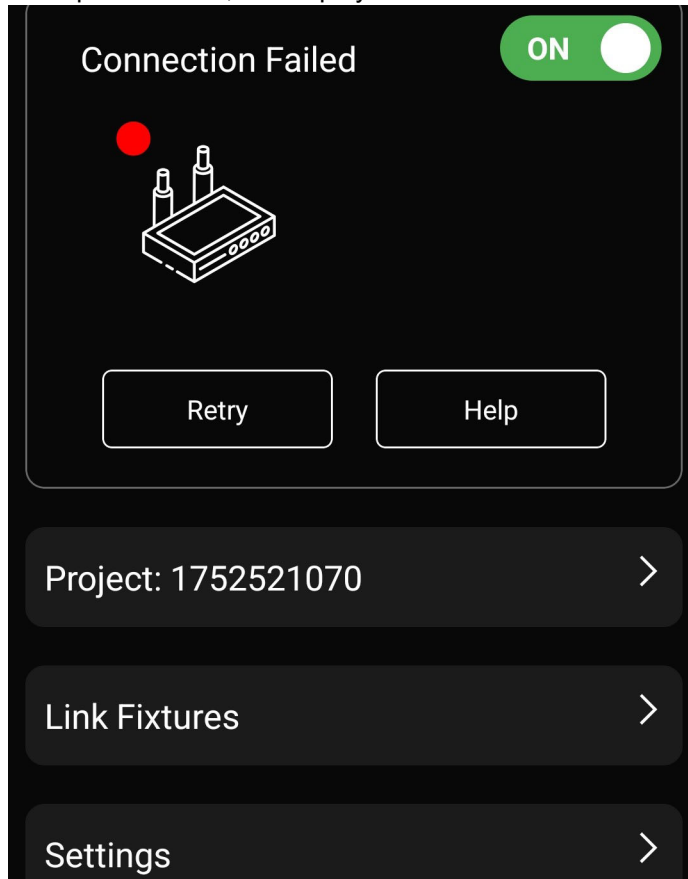


7. If the existing project on the WELL Connect differs from the project on the user's mobile device, the Connect FX app will prompt the user to either **Copy project from box**, or **Overwrite project on box**.

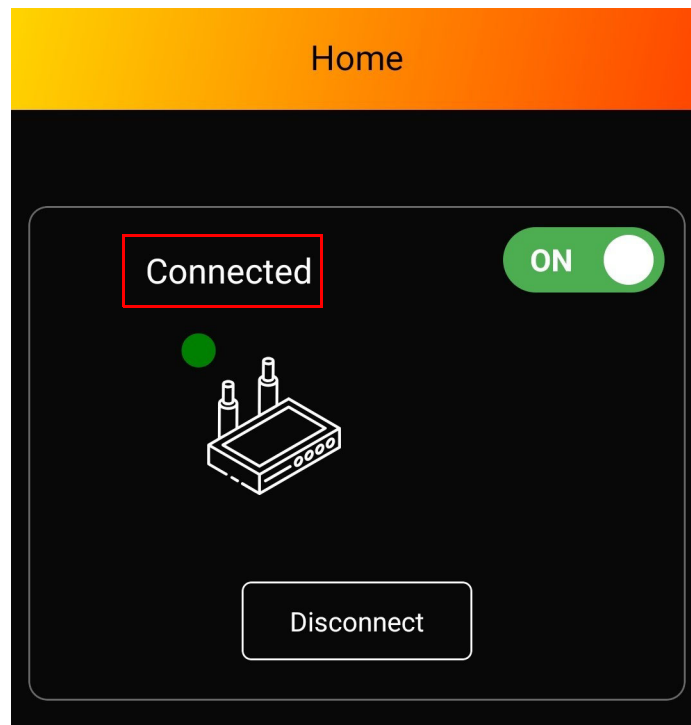


Copying the project from the box will allow users to view/edit the existing show on the App, while Overwriting the project on the box will allow users to create a new show on the App and save it over the existing show on the box. Use only a Zip file when overwriting the project on the box.

8. If connection attempt should fail, the display will read **Connection Failed**.



9. Once a connection is secured, the "Offline" status will change to **Connected**.



## Connecting Products to WELL CONNECT

### Mode

The Mode option permits users to select a control protocol through which the WELL Connect will connect with a product. To set the protocol, follow the instructions below.

#### APP Mode

The WELL Connect can connect to product via APP Mode. It is first necessary to connect a mobile device to the WELL Connect via Bluetooth. For further instructions on how to connect the mobile device to the app, see [Connecting to the WELL CONNECT Via Bluetooth](#).

Once mobile device is connected to the WELL Connect, it APP Mode control is possible. To connect and control products in this mode:

1. Ensure that the fixture to be paired is set to receive wireless signal from the WELL Connect.
2. On the WELL Connect, navigate the main menu to select the **Mode** option.
3. In the **Mode** menu, select **APP Mode**.
4. Once **APP Mode** is selected, it will be possible to connect and control the desired fixture via the mobile device.

#### DMX to WDMX

The WELL Connect is compatible with a 5-pin DMX in/out connection. In **DMX to WDMX** mode, the WELL Connect will receive a DMX signal from a transmitter and communicate with the product via WDMX connection. To set and control the WELL Connect in **WDMX to DMX** mode:

1. Connect the designated receiving product to the WELL Connect via WDMX.
2. Connect the WELL Connect to the a DMX transmitter.
3. On the WELL Connect, navigate the main menu to select the **Mode** option.
4. In the **Mode** menu, Select the **DMX to WDMX** mode.

#### ArtNet to WDMX

The WELL Connect can receive an ArtNet™ Signal. In ArtNet™ to WDMX mode, the WELL Connect will receive a WDMX signal from a transmitter and communicate with the product via WDMX connection. To set and control the WELL Connect in **ArtNet to WDMX** mode:

1. Connect the designated receiving product to the WELL Connect via WDMX.
2. Connect the WELL Connect to ArtNet™. An ArtNet™ protocol document is available from [www.chauvetprofessional.com](http://www.chauvetprofessional.com).
3. On the WELL Connect, navigate the main menu to select the **Mode** option.
4. In the **Mode** menu, Select the **ArtNet to WDMX** mode.

#### WDMX to DMX

The WELL Connect is compatible with WDMX. In **WDMX to DMX** mode, the WELL Connect will receive a WDMX signal from a transmitter and communicate with another product via DMX connection. To set and control the WELL Connect in **WDMX to DMX** mode:

1. Connect the designated receiving product to the WELL Connect via DMX.
2. Set receiving product to **Slave** mode.
3. On the WELL Connect, navigate the main menu to select the **Mode** option.
4. In the **Mode** menu, Select the **WDMX to DMX** mode.
5. Navigate the main menu to select **Linking** or press **Link** on the back of the WELL Connect.



- Once **WDMX to DMX** mode has been selected, the **Linking** function will reset as a **Receive Reset** function.
- Press **Receive Reset** to clear signal if previously paired.

6. Select **Receive Reset**.
7. Pair the transmitter with the WELL Connect.

### Linking

Once a protocol has been selected, it may be necessary to link the WELL Connect box to a product. to link a product to the WELL Connect:

1. Go to the **Linking** main menu.
2. Select **Link** or **Unlink**.



The **Linking** function may also serve as a **Receive Reset** function.

## 4. Operation

### Control Panel Description

| Label/Color | Type           | Function                                                                                            |
|-------------|----------------|-----------------------------------------------------------------------------------------------------|
| <POWER>     | Button         | Press to turn the product on or off                                                                 |
| <Black>     | Encoder/button | Navigates upwards/downwards through the menu or increases/decreases the numeric value of a function |
|             |                | Enables the currently displayed menu or sets a selected value into a function                       |
| <LINK>      | Button         | Press to link fixtures                                                                              |
| <BACK>      | Button         | Exits the current menu or function                                                                  |

### Programming

Refer to the menu map to understand the menu options. The menu map shows the main menu and a variable number of programming levels for each option.

- To access the main menu, rotate the knob left or right .
- To navigate to the desired option in the main menu, rotate the knob left or right to navigate directly.
- Press the knob to select the indicated option.
- To return to the main menu, press <BACK> repeatedly until it shows on the display.
- Press and hold <BACK> repeatedly to return to the home screen.

### Menu Map

Refer to the WELL Connect product page on [www.chauvetprofessional.com](http://www.chauvetprofessional.com) for the latest menu map.

| Main Level | Programming Levels |               |                                  | Description                                                                       |                                         |
|------------|--------------------|---------------|----------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------|
| Linking    | Linking            |               |                                  | Links or unlinks the box to and from the product                                  |                                         |
|            | Unlinking          |               |                                  |                                                                                   |                                         |
| Scene      | LIVE SCENE*        |               |                                  | Plays current scene from the Connect FX app                                       |                                         |
|            | STOP SCENE         |               |                                  | Stops playback from the current scene in the Connect FX app                       |                                         |
|            | -----              |               |                                  | Displays several saved scenes from the Connect FX app                             |                                         |
| Mode       | APP Mode*          |               |                                  | Sets the protocol through which the WELL Connect box will connect to the product. |                                         |
|            | DMX to WDMX        |               |                                  |                                                                                   |                                         |
|            | ArtNet to WDMX     |               |                                  |                                                                                   |                                         |
|            | WDMX to DMX        |               |                                  |                                                                                   |                                         |
| Settings   | App Mode Output    |               | ArtNet Out                       |                                                                                   | Enables ethernet output during APP mode |
|            | Ethernet Options   | IP Address    | -----                            |                                                                                   | Shows selected IP address               |
|            |                    |               | Edit                             | -----                                                                             | Adjusts the IP address                  |
|            |                    |               |                                  | -----                                                                             |                                         |
|            |                    |               |                                  | Save                                                                              | Saves the adjusted IP address           |
|            |                    | Universe      | 0                                |                                                                                   | Sets universe address to 0              |
|            |                    |               | Edit                             | 0-63999                                                                           | Adjusts the universe address            |
|            |                    |               |                                  | Save                                                                              | Saves the adjusted universe address     |
|            |                    |               | SubNet                           | 255.0.0.0                                                                         |                                         |
|            |                    | 255. 255.0.0  |                                  |                                                                                   |                                         |
|            |                    | 255.255.255.0 |                                  |                                                                                   |                                         |
|            | Firmware Version   |               |                                  |                                                                                   | Displays current firmware version       |
|            | Output Test        |               | Output Test Running...Time Left: |                                                                                   | Reserved                                |
|            | USB Test           |               | USB Test Result                  |                                                                                   | Reserved                                |



An asterisk (\*) will appear next to Menu Map options which have already been selected and are currently in use.

## Universe

The Art-Net™ and sACN control protocols require a universe address in addition to the starting address. To assign a universe to the control mode when using Art-Net™ or sACN:

1. Go to the **Settings** main level.
2. Select the **Ethernet Options** option.
3. Select the **Universe** option.
4. Select the **Edit** option and use the encoder to select the desired address. (**0–63999**).
5. Once the desired address is selected, select **Save**.

## Network Setup

The Network Setup settings control the IP address and subnet mask of the product.

### IP Address

To set the IP address:

1. Go to the **Settings** main level.
2. Select the **Ethernet Options** option.
3. Select the **IP Address**.
4. Select the **Edit** option and use the encoder to select the desired address.
5. Once the desired address is selected, select **Save**.

### Subnet Mask

To set the subnet mask:

1. Go to the **Settings** main level.
2. Select the **Ethernet Options** option.
3. Select the **SubNet** option.
4. Select one of the 3 values of the subnet mask.

## Scene Playback

Once a fixture has been paired with the WELL Connect, it is possible to program and save scenes for playback. For further information on programming and saving scenes, see the Connect FX manual. Once a scene has been programmed and named, it is possible to playback from both the Connect FX and the WELL Connect. To playback a scene using the WELL Connect:

### Play Live Scene

1. Go to the **Scene\*** main level.
2. Select **LIVE SCENE**, or the custom name under which the scene was saved.
3. Once the scene has been selected and is being played, the scene name will appear with an asterisk (\*) in both the **Scene** main level as well as the home screen.

### Stop Live Scene Playback

1. Go to the **Scene** main level.
2. Select [ **STOP SCENE** ].



The Scene menu is only accessible while the WELL Connect is set to APP mode.\*

## Operation

---

### Settings Configuration

The Settings menu allows users to select the App Mode Output and view the current Firmware Version.

#### App Mode Output

##### ArtNet Out

The ArtNet Out allows users to toggle ethernet output on and off. To toggle the ArtNet output on and off:

1. Go to the **Settings** main level.
2. Select the **App Mode Output** option.
3. Select the **ArtNet Out** Option.
4. To disable the ArtNet Out option, repeat steps 1–3.

##### Firmware Version

To view the current Firmware Version on the WELL Connect:

1. Go to the **Settings** main level.
2. Select the **Firmware Version** option.

#### Output Test

The Output Test option is for quality/testing purposes and is reserved for use at Chauvet Engineering.

#### USB Test

The Output Test option is for quality/testing purposes and is reserved for use at Chauvet Engineering.

## 5. Maintenance

### Product Maintenance

Dust build-up reduces output performance and can cause overheating. This can lead to reduction of the source's life and/or mechanical wear. To maintain optimum performance and minimize wear, clean each product at least twice a month. However, be aware that usage and environmental conditions could be contributing factors to increase the cleaning frequency.

To clean the product, follow the instructions below:

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 surface/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.**

## Technical Specifications

### 6. Technical Specifications

#### Dimensions and Weight

| Length           | Width            | Height          | Weight          |
|------------------|------------------|-----------------|-----------------|
| 6.89 in (175 mm) | 7.01 in (178 mm) | 2.56 in (65 mm) | 1.8 lb (0.9 kg) |

**Note:** Dimensions in inches are rounded.

#### Power

| Power Supply Type    | Range                    | Voltage Selection |
|----------------------|--------------------------|-------------------|
| Switching (internal) | 100 to 240 VAC, 50/60 Hz | Auto-ranging      |

| Power I/O             | U.S./Worldwide | UK/Europe |
|-----------------------|----------------|-----------|
| Power Input Connector | USB-C          | USB-C     |
| Power Cable plug      | USB-C          | USB-C     |

#### Thermal

| Maximum External Temperature |
|------------------------------|
| 113 °F (45 °C)               |

#### Control

| I/O Connector                               |
|---------------------------------------------|
| USB-C, 5-pin XLR in/out, USB-A Female, RJ45 |

#### Ordering

| Product Name | Item Name   | Item Code | UPC Number   |
|--------------|-------------|-----------|--------------|
| WELL Connect | WELLCONNECT | 10082651  | 781462222993 |



RoHS



## Contact Us

| General Information                                                                                                                                     | Technical Support                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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| <b>Chauvet Mexico</b>                                                                                                                                   |                                                                                                                                                                                                                                  |
| Address: Av. de las Partidas 34 - 3B<br>(Entrance by Calle 2)<br>Zona Industrial Lerma<br>Lerma, Edo. de México, CP 52000<br>Voice: +52 (728) 690-2010  | Email: <a href="mailto:servicio@chauvet.com.mx">servicio@chauvet.com.mx</a><br>Website: <a href="http://www.chauvetprofessional.mx">www.chauvetprofessional.mx</a>                                                               |

## Warranty & Returns

**For warranty terms and conditions and return information, please visit our website.**

For customers in the United States and Mexico: [www.chauvetlighting.com/warranty-registration](http://www.chauvetlighting.com/warranty-registration).

For customers in the United Kingdom, Republic of Ireland, Belgium, the Netherlands, Luxembourg, France, and Germany: [www.chauvetlighting.eu/warranty-registration](http://www.chauvetlighting.eu/warranty-registration).