

Wellness Hub Installation & Setup Guide

For caregivers: How to set up and install the Wellness Hub for your clients



About This Guide

What is Wellness Hub?

The Wellness Hub is a TV-based device that enables:

- Video calling with caregivers and family members
- Reminders for medications, appointments, and tasks
- Notifications and messages displayed right on the TV

And much more! It connects to any TV and works alongside existing cable boxes, streaming devices, or Smart TV apps.

What does this guide cover?

This guide walks you through:

1. Pre-install setup in the Care Portal (account + settings)
2. In-home hardware installation (mounting + cable connections)
3. TV connection scenarios (A, B, C, D -- find the right one)
4. Remote control button guide
5. Troubleshooting & support



Tip: Not comfortable installing yourself? Schedule a professional installation at hellotech.com/landings/homesight

Prior to in home install

Do these steps first

Prior to in-home install: Create client account

Create a new account for the client under care (if new)

- **Log in** to your care portal (contact your administrator for access if you have difficulties)
- Navigate to **Accounts** page
- Click **Add**

The screenshot displays the HomeSight CareCo - Production Accounts page. The left sidebar contains navigation links: Accounts (14), My Schedule, Groups (2), Staff (21), and Inventory (25). The main content area is titled 'Accounts' and includes a search bar, a filters dropdown, and a summary of 'Total (14)' accounts, noting they are sorted alphabetically. Below this, a list of 'Other accounts (14)' is shown, featuring two entries: Arthur Campbell and Davin Goodwell. Each entry includes a profile picture, a 'Manage' button, and a set of action icons (phone, chat, calendar, etc.). A red box highlights the 'Accounts' link in the sidebar, and another red box highlights the '+ Add' button in the top right corner.

Prior to in-home install: Add client details

Add details for the client under care (if new)

Add account

Who's account is this?

First name*

Last name*

General information

Language*

English (en-US)

Measurement Unit*

Imperial (°F / lbs)

Postal Code (optional)

Enter postal code

Time*

America/New_York (EDT)

We need this information to provide the weather forecast

24 hour format

*These fields are mandatory to create an account.

Cancel

Add new account

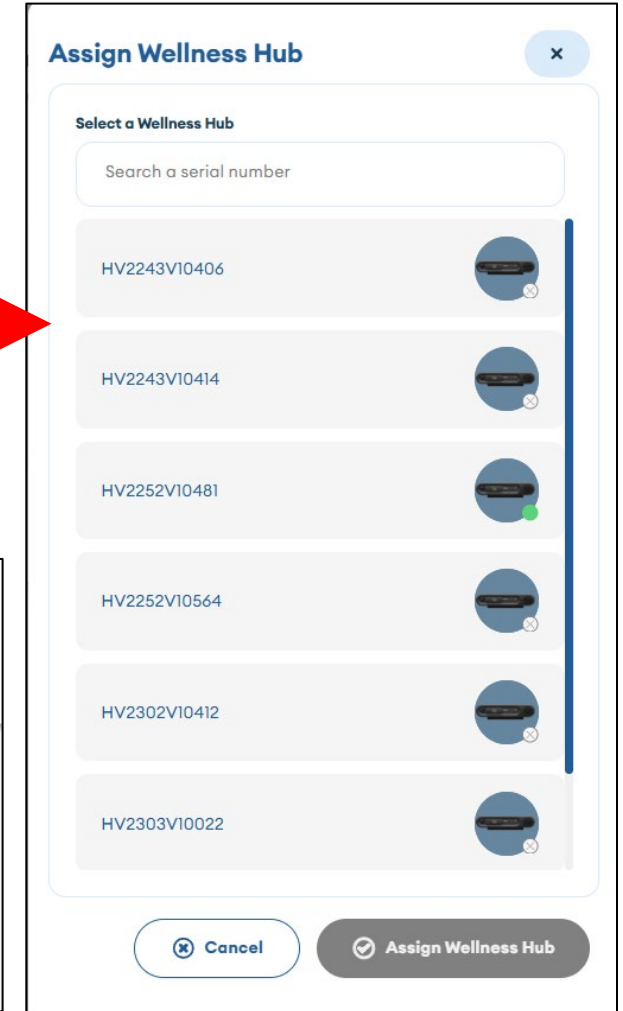
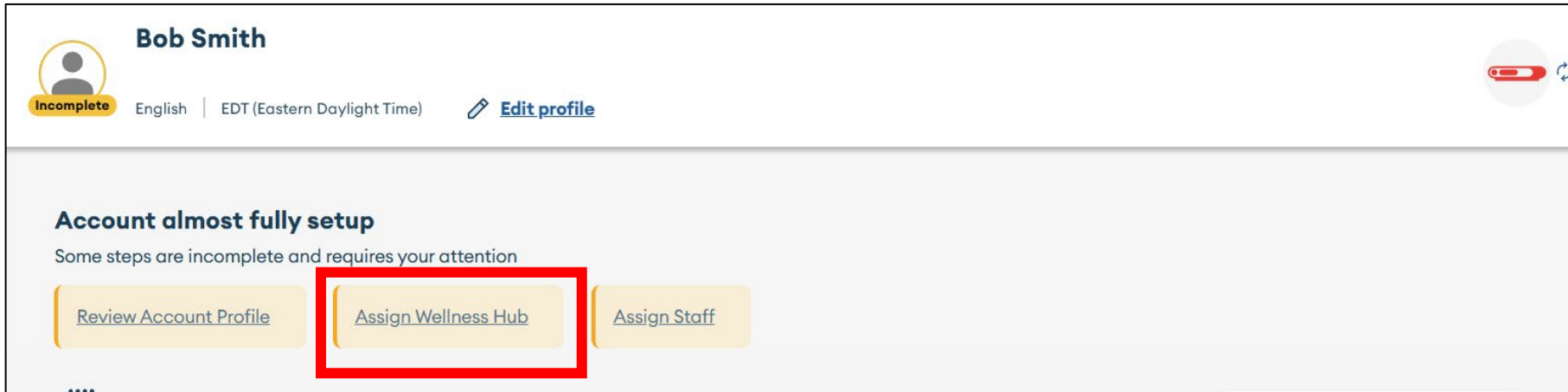
Prior to in-home install: Assign Hub

Assign wellness hub to the client under care

- Pick the device **serial number** that will be installed in the home - serial is on label



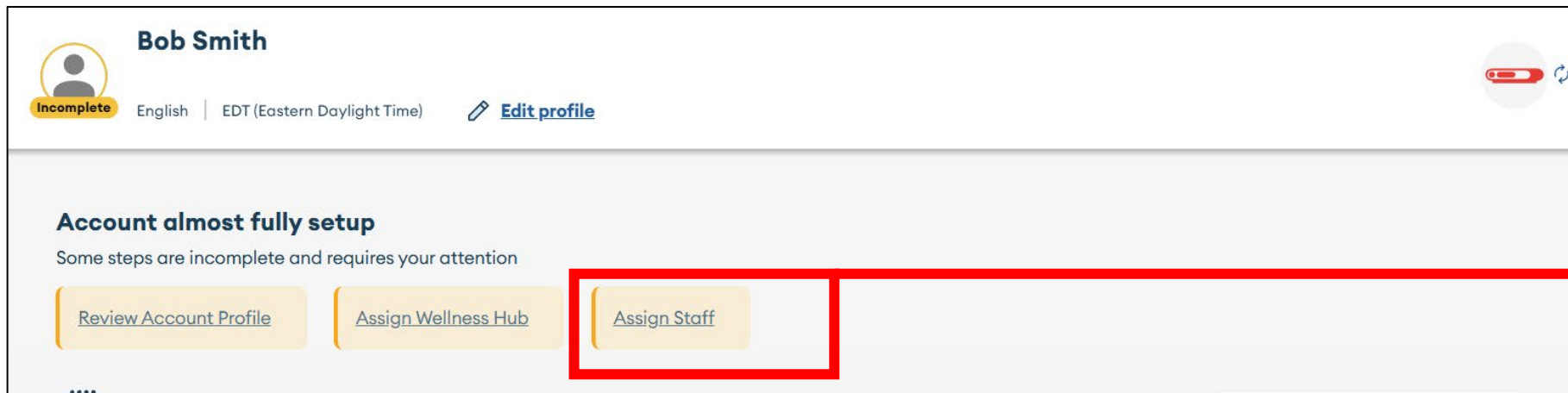
- Click **Assign Wellness Hub** within the client account



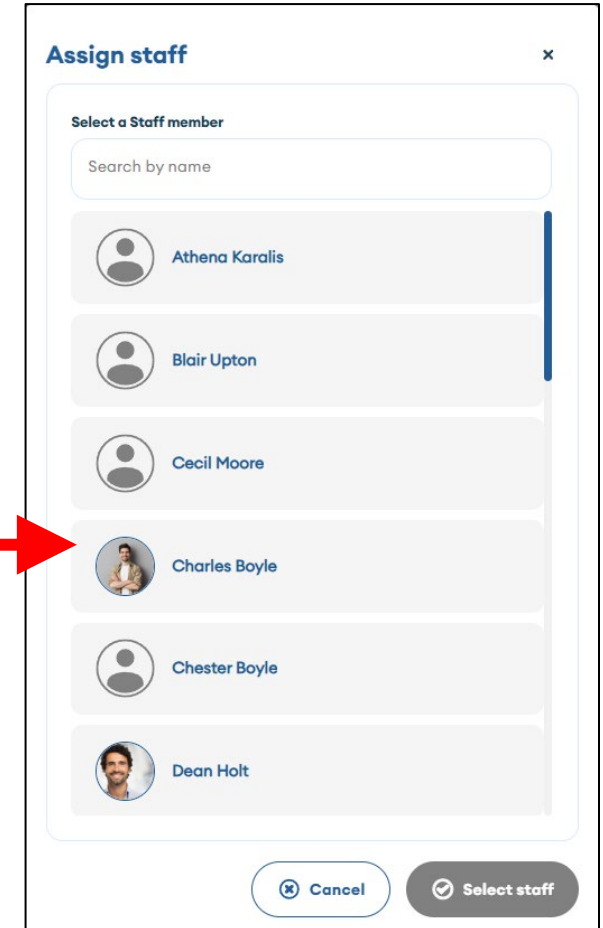
Prior to in-home install: Assign staff

Assign staff to the client under care

- Click **Assign Staff**
- Pick the staff member(s) that will need access to the client under care



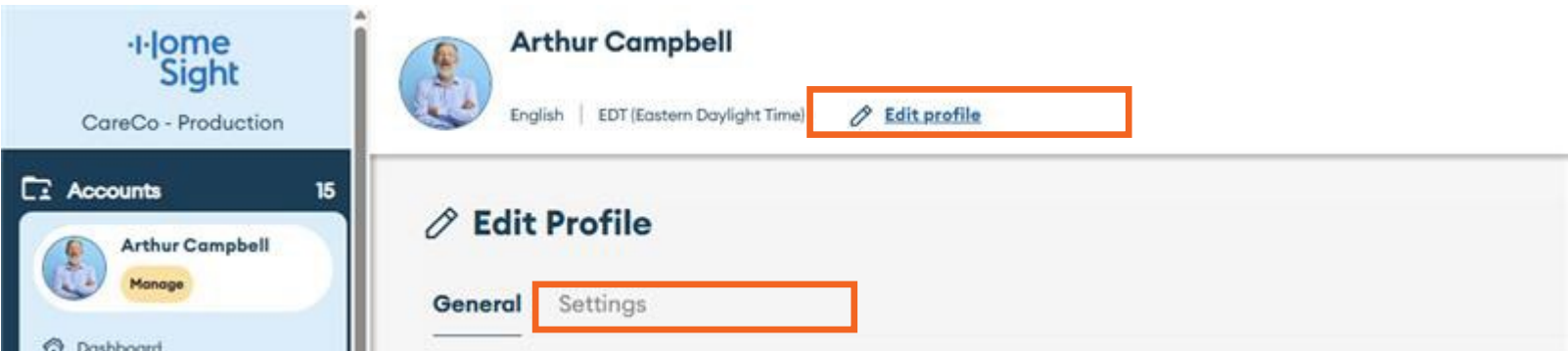
The screenshot shows the profile of Bob Smith. At the top, there is a profile picture placeholder with a yellow 'Incomplete' tag, the name 'Bob Smith', and details for 'English' and 'EDT (Eastern Daylight Time)'. Below this is a section titled 'Account almost fully setup' with the subtitle 'Some steps are incomplete and requires your attention'. Three yellow buttons are displayed: 'Review Account Profile', 'Assign Wellness Hub', and 'Assign Staff'. The 'Assign Staff' button is highlighted with a red rectangular box. A red arrow points from this box to the 'Assign staff' modal on the right.



The 'Assign staff' modal is open, showing a search bar labeled 'Select a Staff member' with the placeholder text 'Search by name'. Below the search bar is a list of staff members, each with a profile picture and name: Athena Karalis, Blair Upton, Cecil Moore, Charles Boyle, Chester Boyle, and Dean Holt. At the bottom of the modal are two buttons: 'Cancel' and 'Select staff'.

Prior to in-home install: Configure Settings

In Care Portal, navigate to Accounts > Edit profile > Settings



ACTION REQUIRED: Turn ON if loved one has difficulty using remote.

Auto Answer

Automatically answers incoming 1:1 video calls after ~10 seconds

Auto Dismiss

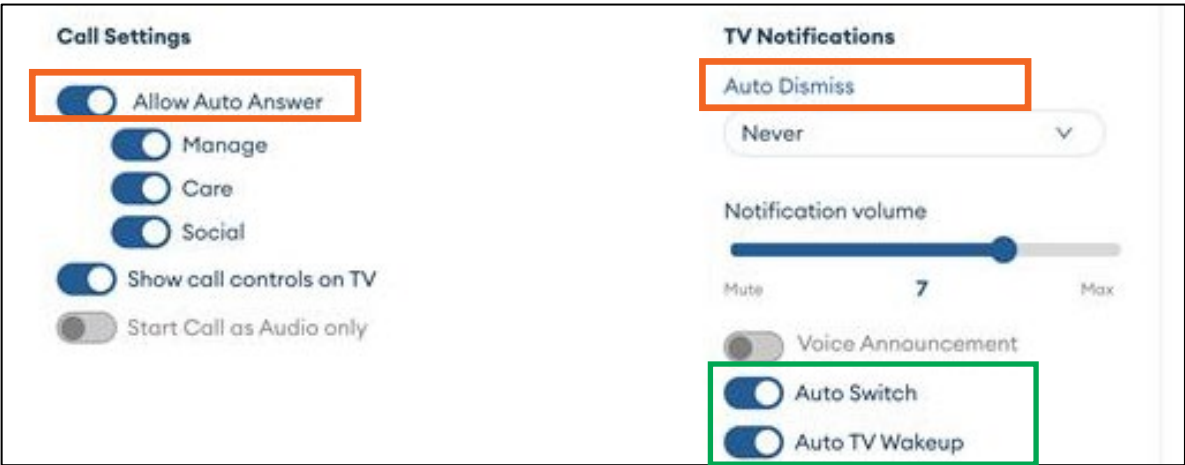
Automatically dismisses messages / tasks / reminders / hands-free.

Auto Switch [ON by default]

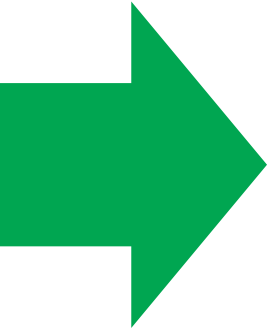
Automatically changes the TV to the Hub's HDMI and back for calls / notifications

Auto TV Wakeup [ON by default]

Automatically turns ON the TV when the Hub receives calls / notifications



In-home install



**Not comfortable installing yourself? Schedule
a trained professional installer at
hellotech.com/landings/homesight**

**Not comfortable installing yourself? Schedule
a supported install with the HomeSight team
[HomeSight supported install](#)**

In-Home Install: Unbox your kit

Your Wellness Hub Kit includes:

- HC200 Wellness Hub (Smart Camera)
- HomeSight Remote Control + 2x AA batteries
- HDMI cable
- USB-C power supply + USB-C cable
- Quick Start Guide



In-Home Install: Mount the Hub

There are two objectives when mounting the Hub:

1. The front of the Hub (camera side) should point at the spot where your client typically sits while watching TV



2. The Hub should rest on top of the TV using its foldable hinge, or sit on a nearby table or mantle. Make sure cables from the TV and source devices can reach the Hub.



In-Home Install: Enable CEC on TV

ACTION REQUIRED: CEC must be ENABLED on the TV for the Hub to perform properly

What is HDMI-CEC?

- CEC (Consumer Electronics Control) is a feature built-in to TVs that lets the Wellness Hub communicate with the TV

Why it matters

- Enables Auto Switch (TV changes to the Hub when a call or notification arrives)
- Enables Auto TV Wakeup (TV turns on automatically for incoming events)

How to enable HDMI-CEC

Enabling CEC on your TV can vary slightly depending on the brand and model. Here are general steps for some popular brands:

Samsung (Anynet+)

1. Press the **Home** button on your remote.
2. Navigate to **Settings**.
3. Select **General**.
4. Choose **External Device Manager**.
5. Turn on **Anynet+ (HDMI-CEC)**.

Sony (BRAVIA Sync)

1. Press the **Home** button on your remote.
2. Go to **Settings**.
3. Select **External Inputs**.
4. Choose **BRAVIA Sync Settings**.
5. Turn on **BRAVIA Sync Control**.

Philips (EasyLink)

1. Press the **Home** button on your remote.
2. Go to **Setup**.
3. Select **TV Settings**.
4. Choose **Installation**.
5. Select **Preferences**.
6. Turn on **EasyLink**.

LG (SIMPLINK)

1. Press the **Settings** button on your remote.
2. Select **All Settings**.
3. Go to **General**.
4. Select **SIMPLINK (HDMI-CEC)**.
5. Turn it on.

Panasonic (VIERA Link)

1. Press the **Menu** button on your remote.
2. Select **Setup**.
3. Choose **HDMI Control**.
4. Turn on **VIERA Link**.

Note: If your TV brand isn't listed here, you can usually find the CEC settings in the **Settings** or **Setup** menu under a name like **HDMI Control**, **CEC**, or a brand-specific name.

In-Home Install: Make Connections

Key Concept:

Where possible, the Hub sits between your preferred video source and the TV.
This is the recommended setup.

Cable Box /
Streaming Stick



HDMI

Wellness Hub



HDMI

Your TV



**When connected this way, the Hub overlays
calls and notifications on top of your video
content -- no interruption to viewing.**

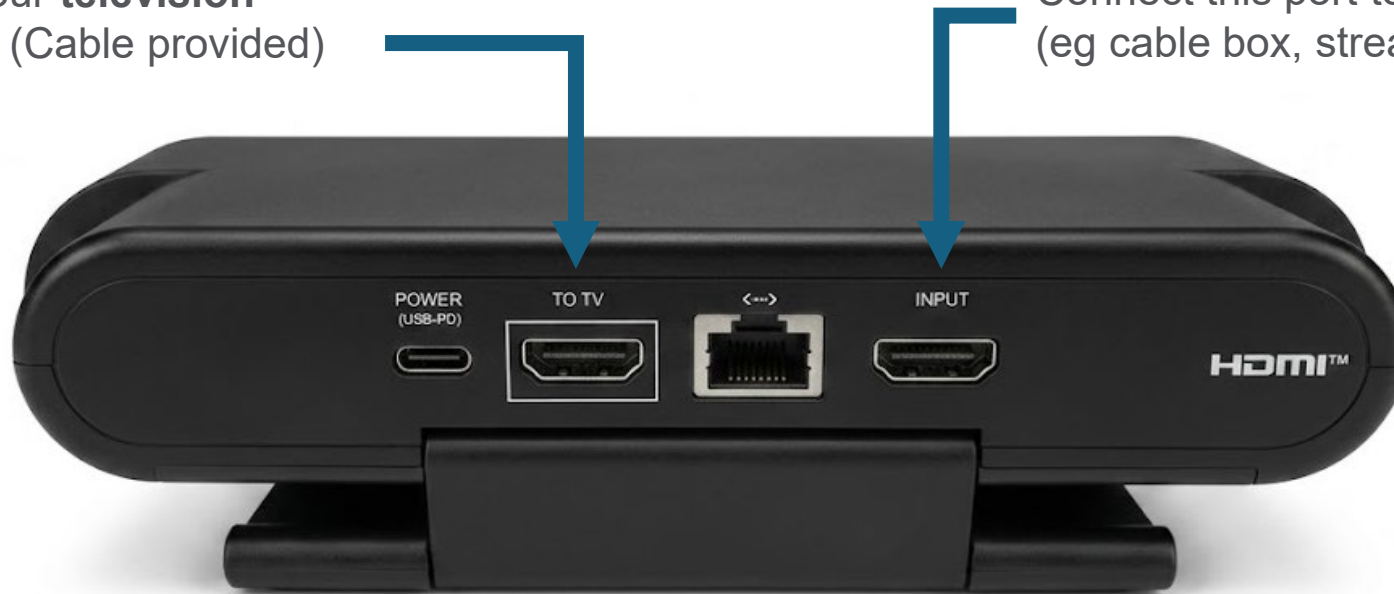
**See how
(next page)**

In-Home Install: Make Connections

Make the following connections

Connect this port to your **television** – preferably to **HDMI 1** (Cable provided)

Connect this port to your **preferred video device** (eg cable box, streaming stick)



Having trouble getting everything connected?
If you're installing on your own: You can always [Contact Support](#).

In-Home Install: Choose the Right Setup

Do you have a cable box
or streaming device (eg apple TV, Roku, Fire
Stick)?

YES

Go to Scenario A Below [BEST Experience]

NO

Do you watch via
Smart TV built-in apps or coax going directly
into TV?

YES

Go to Scenario B Below

NO

Multiple devices?
(Cable box + DVD player, etc.)

YES

Go to Scenario C Below

Experiencing picture issues with
any of the setups above?

YES

Move to Scenario D Below (Fallback)

Scenario A: Video Device Thru the Hub

BEST EXPERIENCE

Connect the HDMI of your video source to the Hub’s “Input”. Connect the Hub’s “TO TV” port to the TV (HDMI cable provided)



What to expect:

VIDEO CALL

1. Calls appear on-screen without fully switching away from your show.
2. Hub speaker rings; LED flashes on the Hub
3. Press the GREEN button on remote to answer OR Auto-answer if enabled →
4. Call ends > TV auto-returns to your show

AUTO ANSWER MODE

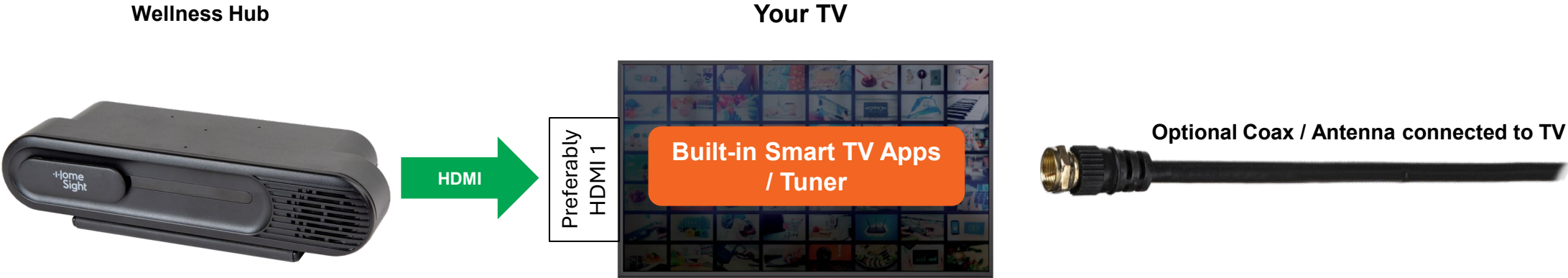
1. Incoming call auto-answers after ~10 seconds
2. Completely hands-free -- no buttons to press
3. TV auto-returns to your show when call ends
4. Currently supports 1:1 calls; group calls ring normally

REMINDER / TASK

1. Notification overlays on your current TV content
2. LED flashes (yellow=task, white=reminder); audio alert
3. Press OK on hub remote to dismiss or snooze the task (or Auto-dismiss if enabled!)
4. Your TV content continues seamlessly -- no action needed

Scenario B: Smart TV and/or Coax

Connect the Hub's "TO TV" port to the TV (HDMI cable provided). Apps are internal to TV. Coax cable (if any) connects directly to TV.



What to expect:

VIDEO CALL

1. Show is interrupted: TV switches HDMI inputs to show the Wellness Hub screen w/ call
2. Hub speaker rings; LED flashes on the Hub
3. Press the GREEN button on remote to answer OR Auto-answer if enabled →
4. Call ends > TV auto-returns to home / app screen (varies by brand)

AUTO ANSWER MODE

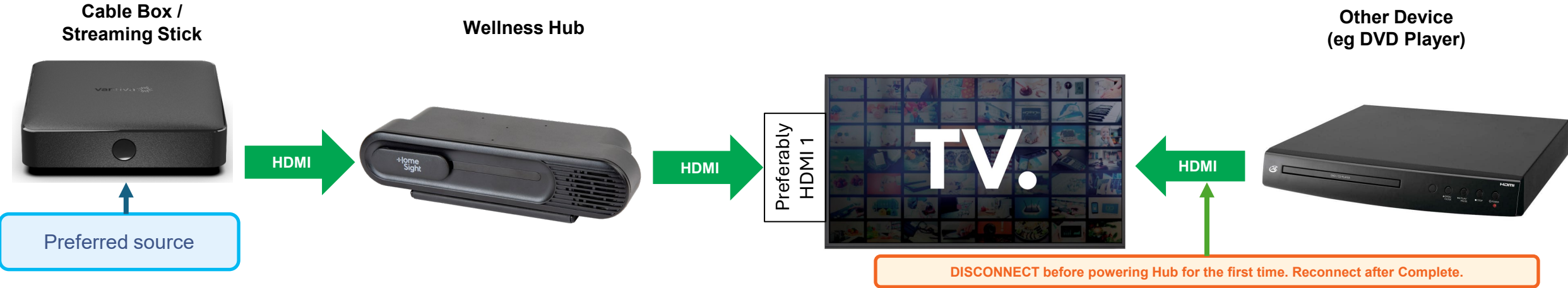
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REMINDER / TASK

1. Show is interrupted: TV switches HDMI inputs to show the Wellness Hub screen w/ notification
2. LED flashes (yellow=task, white=reminder); audio alert
3. Press OK on hub remote to dismiss or snooze the task (or Auto-dismiss if enabled!)
4. TV auto-returns to home / app screen (varies by brand)

Scenario C: Video Device Thru the Hub + Other (eg DVD Player)

HDMI of preferred source goes to Hub's "Input" port. Connect Hub's "TO TV" port to TV (cable provided). Other devices connect directly to TV.



What to expect:

VIDEO CALL

1. If watching preferred source: calls appear overlaid on show. If watching other device: show is interrupted and TV switches HDMI inputs to receive call.
2. Hub speaker rings; LED flashes on the Hub
3. Press the GREEN button on remote to answer OR Auto-answer if enabled →
4. Call ends > TV returns to preferred source. Use TVs own remote to switch input to other (eg DVD).

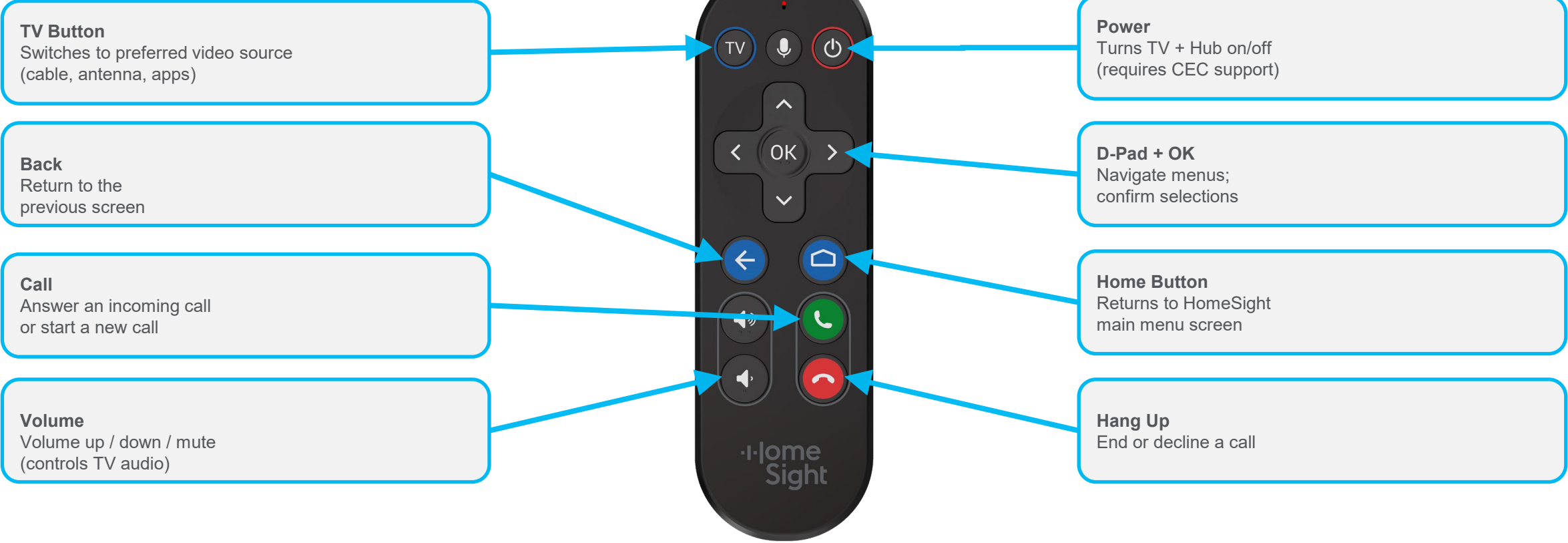
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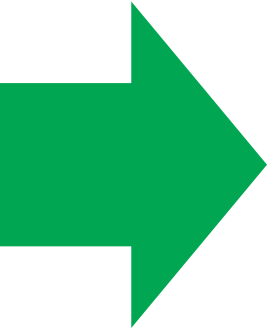
REMINDER / TASK

1. If watching preferred source: notifications appear overlaid on show. If watching other device: show is interrupted and TV switches HDMI inputs to receive notification.
2. LED flashes (yellow=task, white=reminder); audio alert
3. Press OK on hub remote to dismiss or snooze the task (or Auto-dismiss if enabled!)
4. TV returns to preferred source, Use TVs own remote to switch input to other (eg DVD).

The HomeSight Remote Control -- Button Guide



Continue Steps on TV Screen



Troubleshooting -- Common Questions

"I can't get back to my TV shows after a call"

> Press the TV button on the Hub remote. Check that CEC is enabled on your TV and that the remote has clear line of sight to the TV.

"The Hub picked up my DVD player instead of my cable box"

> Disconnect the DVD player, re-run TV Control (Settings > TV Control), then reconnect the DVD player after setup completes.

"I don't see notification popups on YouTube / Smart TV"

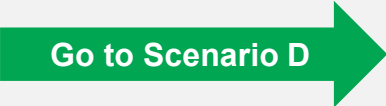
> That's expected. Smart TV apps don't support overlays. The TV will switch HDMI inputs to show the HomeSight screen instead.

"After the call, the TV goes to the Home Screen"

> This is a known Smart TV behavior (LG, Samsung, Google TV). Use the TV's own remote to navigate back to the channel or app.

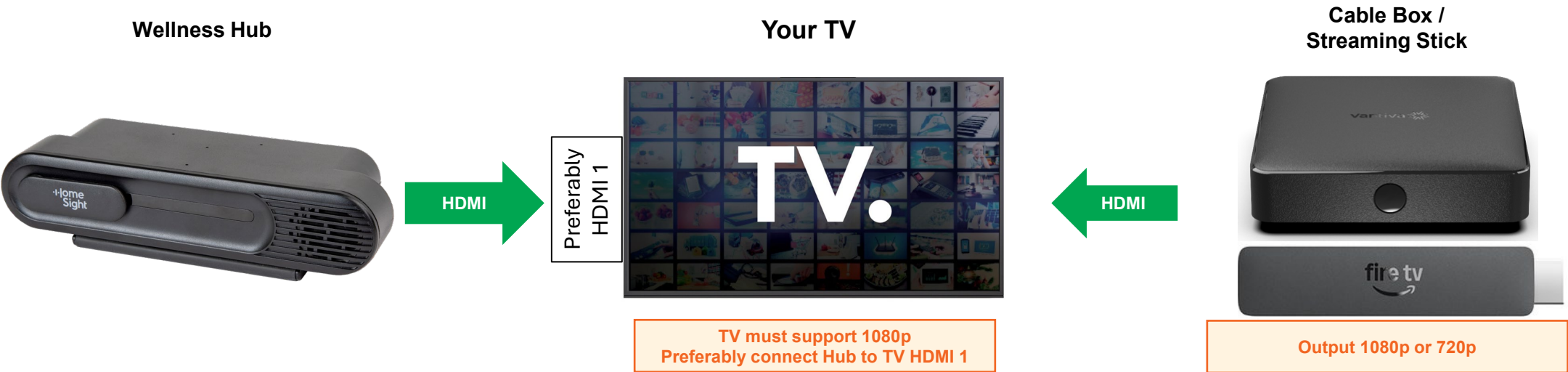
"I see a blue window that says "Please update the video output settings on the connected HDMI device to either 720p or 1080p"

> Don't adjust TV display settings. This usually indicates an HDMI resolution mismatch.

Go to Scenario D 

Scenario D: Use if you have picture issues

Plug Hub and Devices all directly into the TV's HDMI ports



What to expect:

VIDEO CALL

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3. Press the GREEN button on remote to answer OR Auto-answer →
4. Call ends > TV auto-returns to home / app screen (varies by brand)

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3. Press OK on hub remote to dismiss or snooze the task (or Auto-dismiss if enabled!)
4. TV auto-returns to home / app screen (varies by brand)

Limitations & Things to Know

One Preferred Source Only

The Hub can switch to/from one video source. If a DVD player and cable box are both connected, only one is the "preferred" source.

TV Must Support 1080p

Video source should output 1080p or 720p. Some older STBs (e.g., AT&T U-verse at 1080i) cause resolution mismatches -- use Scenario D.

CEC Behavior Varies

Not all TVs implement CEC the same way. Some brands may not return to the correct app/channel after switching back.

Smart TV Return Behavior

Pressing TV button may land on the TV Home Screen instead of the last app -- especially on LG, Samsung, and Google TV.

IR Line of Sight Required

For Scenarios B, C & D the HomeSight remote uses IR. Point the remote at the TV -- no obstructions between remote and TV.

Disconnect Extras During Setup

DVD players, game consoles, etc. can be auto-detected during first-time install. Disconnect them, complete setup, then reconnect.

Hub Must Stay Powered On

The Wellness Hub has no power switch and should be plugged in at all times to receive calls and notifications 24/7.

Don't Adjust TV Display Settings

If picture looks stretched/zoomed after connecting, don't adjust TV aspect ratio. Switch to dual-HDMI setup (Scenario B) instead.

Need Help? We're Here for You

Phone Support

866-528-8920

8am-10pm EST Mon-Fri | 8am-5pm Sat-Sun

Email Support

support.homesight@vantiva.com

Submit questions and get a response within 24 hours

Help Center

help.homesight.care

Searchable articles, FAQs, how-to guides, and troubleshooting

Professional Install

hellotech.com/landings/homesight

Schedule an installer to set up the Hub in the client's home

Video Tutorials

youtube.com/@HomeSightCare

Step-by-step video walkthroughs for installation and daily use

Thank You!