

TheWell Systems

for Box Operators

Box Interaction

Portal Access

Box activation

Collections use

Preparing TheWell Box

Physical readiness is part of successful onboarding.

Charging

Use a standard USB-A to USB-C cable. The light is red while charging and green when fully charged. The box should be fully charged before first use.

Hardware

A standard box has 64 GB SD card which has unique linking with the box. The battery type used is 18650 Ion Lithium and can be replaced if needed.

Setup

Authentication requires internet access and communication with the cloud administrator during the process.

Box Activation requires to request access to TheWell Cloud portal **beforehand**.

[!\[\]\(c50c8b7b2cc2cf9ff925edec0ee94c0d_img.jpg\) Request Cloud portal access](#)

Accessing the box and portal

How to connect to the device for setup.

- 1 Turn on the box.**
Power on TheWell Box and wait for the local network to become available.
Hold left button for 3s (right button is for reset).
- 2 Connect to box Wi-Fi**
Go to Wi-Fi settings on your phone and connect to TheWell Box.
The quick guide card lists the default password as “TheWellBox”.
- 3 Open the portal**
Use any browser and go to <http://thewell.box>
- 4 Enable easier access**
Optionally use the QR code (select share) for others or save the portal as a progressive web app shortcut.

Box activation & admin setup

Authentication is required before the box can securely receive content.

1. Access the admin section in [TheWell Portal](#).
2. Go to Settings > Internet Connection.
3. Connect the box to Wi-Fi router.
4. Go to Cloud > Box Activation
5. Fill in required details:
 1. Admin Name & Contact (email).
 2. Site Code & Password.
6. Submit your activation request.
7. Keep the box turned on & use **refresh** to follow status.
8. Wait for approval.

After approval, the box operator can begin sending content to the box.

If you're using **one device** for box activation and cloud access, internet sharing will help shift easily:

1. Go to Settings > AP Wi-Fi.
2. Press on  button and turn on "Share internet".
3. In the AP Wi-Fi settings you can also change SSID & password.



If over time & after refreshing you still see:

Waiting to contact activation services.

Keep your box connected to the internet and come back later.

then it means that internet may not be connected or details filled in incorrectly.



Box is activated, when you see:

*Your box has **successfully** contacted activation services and is waiting for approval. Keep it connected to the internet and come back later.*