

# NETATMO

welcome

Indoor security camera  
with face recognition



PRODUCT BOOK

Works with  
**Dropbox**  
**IFTTT**



Tom

## Revolutionary technology for a safer home

### Welcome – a revolutionary home camera

Welcome is a smart Indoor security camera with face recognition technology. When your children or elderly parents pass in front of the camera, Welcome sends their names directly to your smartphone. You know when your loved ones are safely home, and are alerted when the camera sees a stranger. Thanks to face recognition, you can disable video recording and notifications completely for individual people, such as your adolescent or partner.

Welcome also detects and notifies about alarms, whether it be a smoke alarm, CO alarm, security alarm or siren, which helps you to better protect your home.

All videos are privately stored on the camera's local microSD card, with the option of an additional backup on your personal server through FTP. Take the microSD card out and all identification data and videos are removed from it. A screenshot of each event is the only thing stored in the cloud – and nothing else.

There is no subscription, no contract and no fee. Storing your videos is completely safe and completely free.



Know when your loved ones are home



Be notified about strangers



Customize each family member's privacy

## A powerful experience



### STUNNING FULL HD VIDEOS

Enjoy stunning full HD 1080p images in any light condition thanks to Welcome's extra-large 2 micron pixels.



### EXTENSIVE 130° FIELD OF VIEW

Welcome's extensive 130° field of view provides an extraordinary coverage.



### SUPERIOR NIGHT VISION

Night vision is guaranteed thanks to Welcome's high-powered infrared LED.



### ALARM DETECTION

Welcome detects and alerts about alarms – helping to better protect your home.

## Free and secure video storage



### ENTIRELY PRIVATE SD CARD STORAGE

Recorded videos and identification data stay entirely private thanks to the camera's local microSD card. A microSD card is included.



### OPTIONAL CLOUD STORAGE

Choose to store videos automatically on your personal Dropbox cloud or FTP server.



### BACKUP SCREENSHOT

A screenshot of each event is the only thing stored in the Netatmo cloud – and nothing else. The camera selects the clearest image of each face for each event.



### SECURE BANK-LEVEL ENCRYPTION

Access from the user's smartphone is secured by a bank-level encrypted connection to guarantee the highest level of protection.

## No extra fees



### FREE VIDEO ACCESS

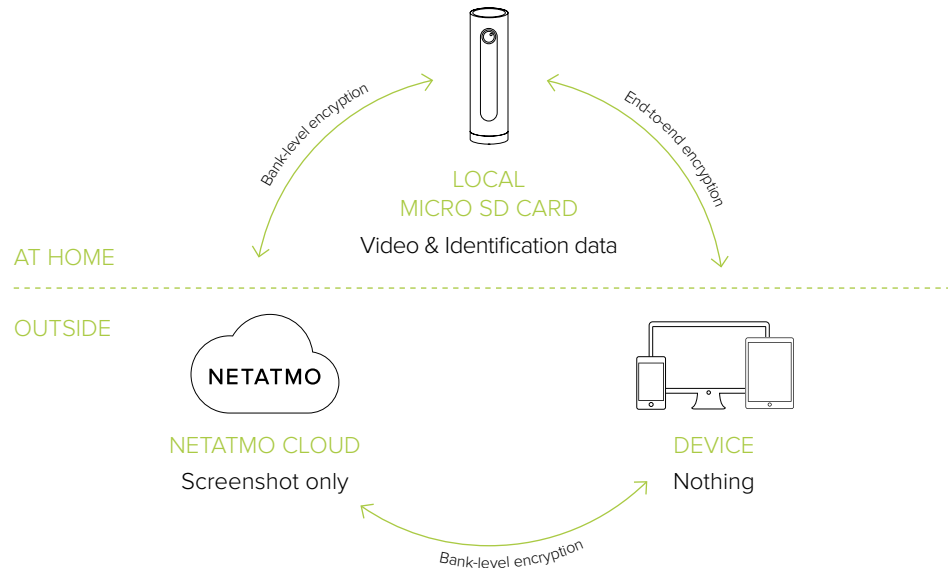
Access your videos and live stream through the App – anytime, anywhere, on any device.



### FREE VIDEO STORAGE

There is no subscription, no contract and no fee. Storing your videos is free on the included microSD card, with the option of using your Dropbox account or your FTP server as additional storage.

## Data storage



## Optional Dropbox or FTP storage

### MICRO SD CARD STORAGE

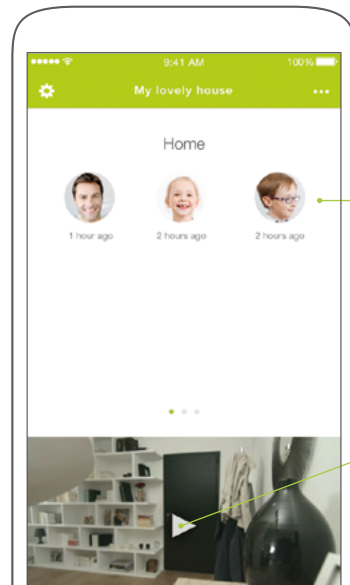
The video is recorded by Welcome and automatically stored on its internal micro SD card.

### OPTIONAL DROPBOX OR FTP STORAGE

Additionally, you can choose to backup videos immediately on your personal Dropbox account or FTP server.



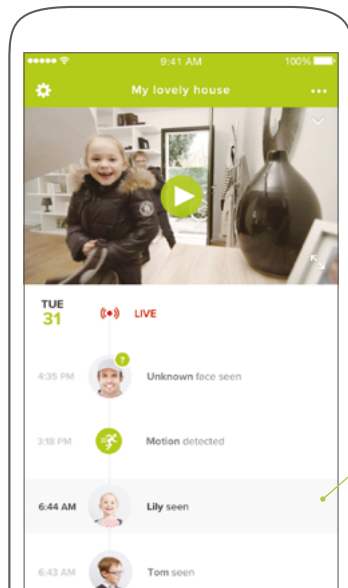
## See instantly who is home



See who is currently home and when a person was most recently seen.

Access live streaming with a click.

## Easily access past events

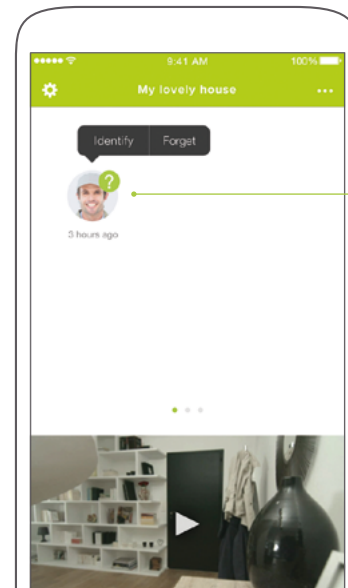


Access past videos with a simple click on the timeline event.

The camera only records what matters, preventing hours of empty footage.

Each video can be downloaded.

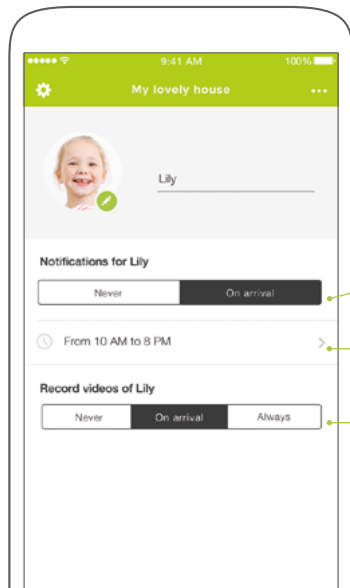
## Identify with a click



When Welcome sees a face it automatically takes a screenshot.

To «identify» the face press and hold on it for 2 seconds and then click «identify». You are then able to give the person a name and to create a profile.

## Customize notifications and video recording

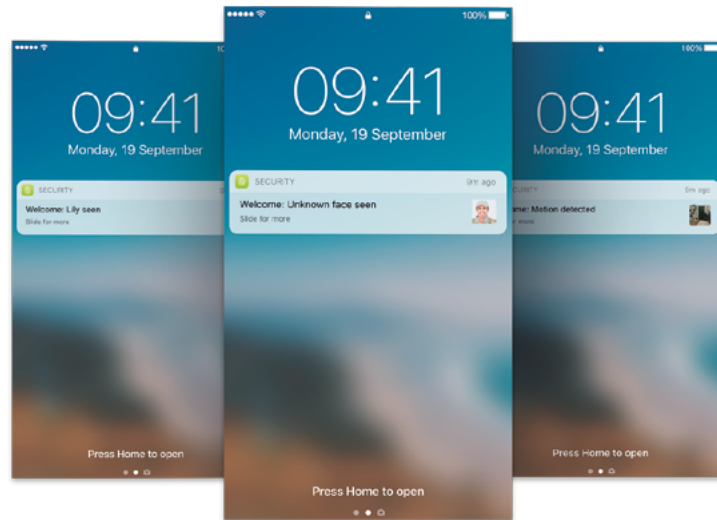


Notifications: on/off for Lily

Notifications: select when to receive notifications

Video recording: on/off for Lily

## Ultra-precise notifications





## App compatibility

WELCOME IS COMPATIBLE WITH:



iOS 8 minimum required



Android 4.3 minimum required with  
access to Google Play

**NETATMO** webapp

PC/Mac

**IFTTT**

IFTTT

**WATCH**

Apple Watch

## Setup

A SEAMLESS EXPERIENCE

- 1 Plug in Welcome
- 2 Download the App on <http://welcome.netatmo.com>, Google Play Store or the App Store
- 3 Pair Welcome with your phone directly in the App

# Installation



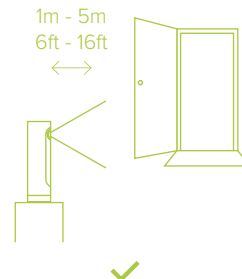
**REQUIREMENT:**  
Internet connection  
Public hotspots not supported



**REQUIREMENT:**  
Indoor only



**REQUIREMENT:**  
Stay away from sources of heat



**SUGGESTION:**  
Place Welcome on a table or shelf facing the entrance door

## Additional accessories: Netatmo Tags



# NETATMO

## tags

Waterproof security sensors  
for doors and windows



### DETECT MOTION EVEN BEFORE AN INTRUSION OCCURS

Place Tags on your windows, doors or driveway gates to receive a notification when they are opened. The Tags sense vibrations, therefore they can alert you before an intrusion.



### KNOW IF YOUR WINDOW IS LEFT OPEN

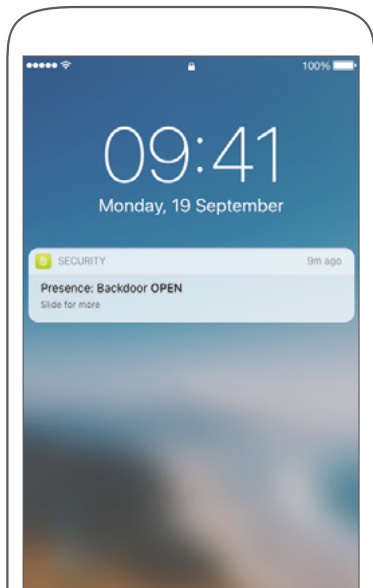
The Tags come with an open and close sensor, to let you know, for example, if a window or the garage door was left open.



### PLACE THE TAGS ANYWHERE

The waterproof Tags can be installed indoor and outdoor.

## Additional accessories: Netatmo Tags



### EASY INSTALLATION

The one-piece Tags suit all doors and windows. Thanks to the extra-strong double-adhesive tape on the back you can simply stick the Tags where you need them.

### INTELLIGENT SENSORS

The Tags have a sensor to detect motion and vibrations. There is also an integrated magnetometer to define if a door or window is opened or closed.

### BATTERY POWERED

The Tags are powered by two AAA batteries with a lifespan of 1 year. The batteries can be replaced easily without moving the Tag.



Netatmo Tags only work with the Netatmo Welcome or Netatmo Presence camera, sold separately.

## FAQ Netatmo Welcome

- How can I access my videos?  
Your videos can be easily accessed through the App on your smartphone, tablet or PC/Mac.
- How many people can have access to the camera?  
As many people as you wish can have access to the camera via the App.
- How many videos does Welcome record?  
The number of video clips depends on how long a video is and the size of the microSD card used. With the included microSD card you can usually store more than 100 video sequences on average.
- How many cameras can I connect to the App?  
An unlimited number of Welcome cameras.

- Where to place Welcome?  
Ideally Welcome is placed on a table facing the entrance door, where people come and go.
- Can I place the camera outside?  
No, Welcome is an indoor camera only.
- Can Welcome be wall mounted?  
No.
- Does the camera have a zoom?  
No. However, the full HD quality images offer exceptional details.

## FAQ Netatmo Welcome

- Can I tilt the camera remotely?

No. However, the 130° field of view gives you an extra-large view and covers even large rooms.

- Are batteries needed for the camera?

No, the camera is plugged in.

- Will I receive a notification when the camera has no power?

Yes, a notification will be sent to your smartphone.

- What is the Ethernet port for?

You can connect Welcome with the internet either via Wi-Fi or Ethernet.

- What happens if there is no internet connection?

You receive a notification that there is no internet connection. Welcome still works and records videos. However, Welcome cannot send new videos to the App without internet. Therefore, you will not receive notifications either. Welcome will add all new videos to the App once there is an internet connection again.

- How does the identification work?

In the App, each unknown face has a question mark on it. Click on their face and you can give the person a name and profile.

- How many faces does it recognise?

16 faces.

- Will I get a notification each time someone passes by the camera?

No, the camera will send a notification when a person arrives home. You are therefore not notified each time someone passes in front of the camera. Further, you can disable notifications for individual people.

## FAQ Netatmo Welcome

- How does the camera know someone is “Away”?

There are three ways for Welcome to determine if someone is “Away”:

1. In the App, go to your profile and enable Welcome to be assisted by your phone’s location. Once you are more than 100 m / 330 ft away from your house you will be considered “Away”.
2. Set a certain duration: when someone is not seen for x hours, the person is considered “Away”.
3. Define in the App that you are “Away”.

- How does the camera know someone is “Home”?

When the camera sees someone, it considers the person is “Home” for the next x hours (as defined in the settings).

- What is Welcome’s alarm detection?

When Welcome hears an alarm, the camera will alert you, record a video and it will appear in the app on your timeline.

- What type of alarms does Welcome detect?

Welcome detects all types of alarms internationally, whether it be a smoke alarm, CO alarm, security alarm or siren.

- What happens if someone takes my camera?

You will get a notification that Welcome was switched off. If someone takes your Welcome, the person cannot access your data and videos without your Netatmo account details.

- What happens when the SD card is full?

When the SD card is full, the oldest videos will be overwritten with the newest videos.

- What happens if the SD card is removed?

The camera will stop recording when the SD card is removed. Further, all videos and identification data that are stored on the SD card, are removed from the camera.

## FAQ Netatmo Welcome

- **What is the maximum SD card size I can use for my Welcome?**  
The maximum SD card size that is compatible with Welcome is 32 GB class 10.
- **Is Welcome compatible with a FTP server?**  
Yes, Welcome supports FTP.  
  
Your videos will always be encrypted and stored on Welcome's microSD card, plus, if you activate the FTP, they will be instantly stored on your personal server as an additional backup.
- **How does FTP work?**
- **Can I backup videos on the cloud?**  
Yes, you can connect Welcome with your Dropbox account or your personal FTP server to store videos additionally on the cloud.
- **How does Dropbox work?**  
In the app settings you can choose to connect your camera with your Dropbox account.

- **What is stored in the cloud?**
- **What is stored on the camera?**
- **What is stored in the App?**
- **Can I link Welcome with another Netatmo product?**

There is only a screenshot of each video stored for free in the Netatmo cloud. The camera selects a screenshot with the clearest photo of a face. Screenshots are sent through a bank-level encrypted connection to your device.

Identification data and videos are stored locally on the cameras microSD card. Remove the microSD card and the identification data and videos are removed from the camera.

No videos, no screenshots and no identification data are stored on the App or on your device. All videos are stored on the camera and sent through an end-to-end encrypted connection to your App. Screenshots are stored in the cloud and sent through a bank-level encrypted connection to your device.

As Welcome is compatible with IFTTT you can create smart scenarios with other Netatmo products that are IFTTT compatible.



## FAQ Netatmo Tags

- Are the Tags battery powered? Yes, the Tags are powered by 2 AAA batteries which are included. These batteries will last for about 1 year.
- What happens if the Tags' batteries run low? You will get a notification if the batteries run low.
- How many Tags can I connect with my App? You can connect up to 12 Tags.
- Do I have different Apps for Netatmo Welcome and Tags? No, Tags also work with the App.
- Do the Tags work without the camera? Netatmo Tags only work with the Netatmo Welcome or Netatmo Presence camera, sold separately.

## NEED ASSISTANCE?

Find the answer to your question easily, on the [Netatmo Security Help Center](#).

WANT TO KNOW MORE  
ABOUT WELCOME?



**NETATMO**

[www.netatmo.com](http://www.netatmo.com)

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