

# NETATMO

welcome

Indoor security camera  
with face recognition





## Pitch

### Welcome – a revolutionary security camera with face recognition

Welcome is a new breed of smart security camera. Instead of the usual motion alerts which require you to waste time watching footage, Welcome sends a notification saying that an intruder has been detected in your home, complete with a picture of their face and a video of the intruder.

Setting up Welcome is effortless and quick. Place the camera indoors, facing your entrance, plug it in and download the App on your smartphone. That's it!

The camera also includes an alarm detection feature to better protect your home. When it hears an alarm, such as a security or smoke alarm, it sends a notification to your smartphone and records a video.

Welcome helps you keep watch over your home, without spying on the ones you love. With the option to disable video recording and notifications for familiar faces, your loved ones can relax in the privacy of your home, knowing they aren't being watched or recorded.

## Why buy Welcome?



Intruder alerts to your smartphone



Effortless setup in a few minutes



Notifies you when it hears an alarm

## Revolutionary technology for a safer home



### Face recognition

Welcome can tell the difference between who is home - your kids, elderly parents - or an intruder and notifies you on your Smartphone.



### Alarm detection

When the camera hears an alarm, such as a security or smoke alarm, it sends a notification to your smartphone and records a video.



### Pet detection

Deactivate alerts caused by your pet's movements around the house or enable pet detection alerts to check on your pet when you are away.

## A powerful experience



### SUPERIOR NIGHT VISION

Protection day and night with infrared night vision for clear videos even in total darkness.



### STUNNING FULL HD VIDEOS

Full HD 1080p provides the highest video quality, so you can see clearly what's happening at home.



### EXTENSIVE 130° FIELD OF VIEW

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



### POWERFUL ZOOM

Zoom into the smallest details with Welcome's 8x digital zoom.

## 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

Backup your videos on your personal Dropbox account 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.



### DATA PROTECTION

Your data is secured by an encrypted connection to guarantee the highest level of confidentiality.

## No extra fees



### FREE VIDEO ACCESS

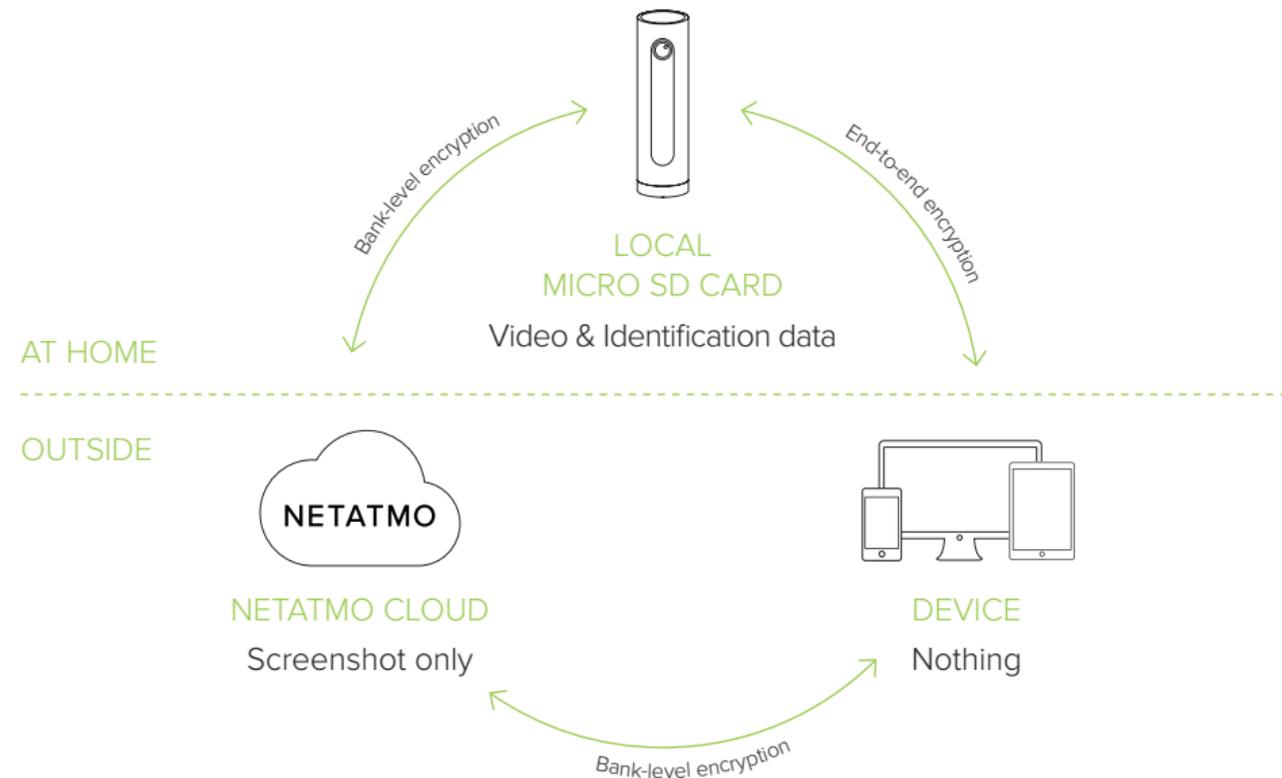
Access your videos and live stream through the App – anytime, anywhere, on any device.



### 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

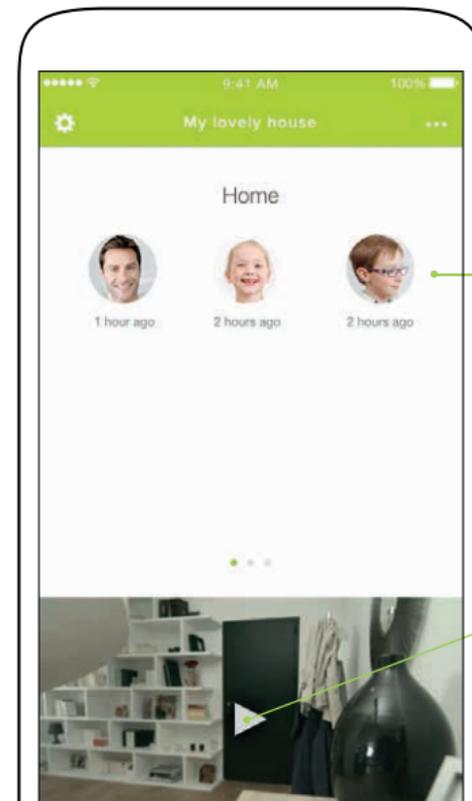
The videos are recorded by Welcome and automatically stored on its internal micro SD card.

### OPTIONAL DROPBOX OR FTP STORAGE

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



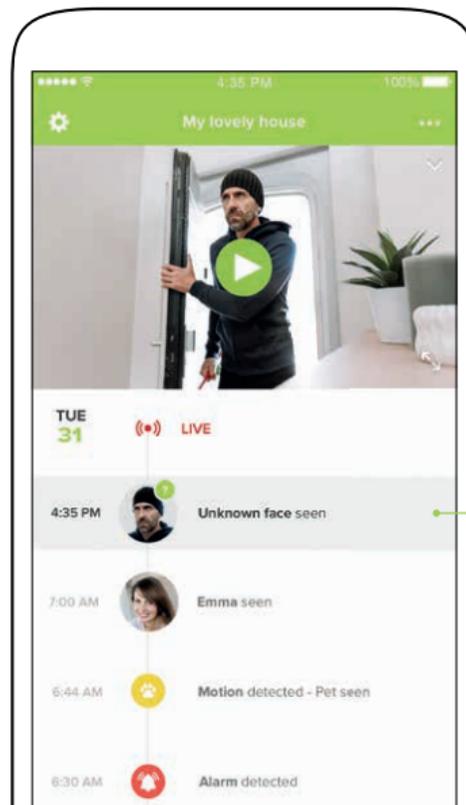
## See instantly who is home



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

Access live streaming with a click.

## Easily access past events

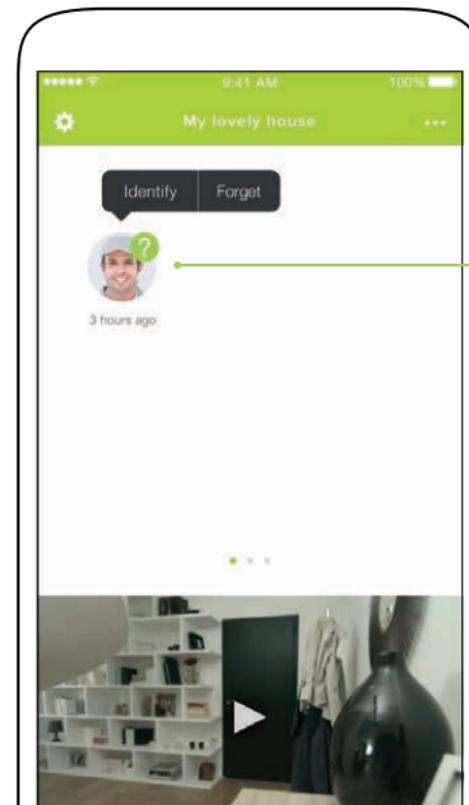


Access past videos with a simple click on the timeline event.

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

Each video can be downloaded.

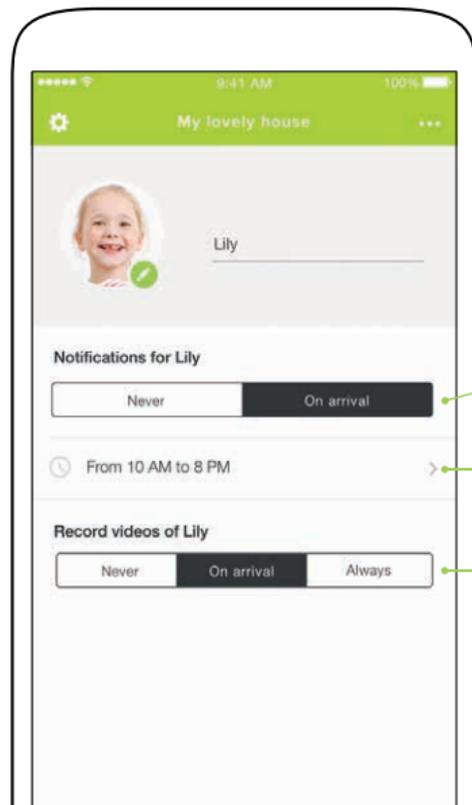
## Identify with a click



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

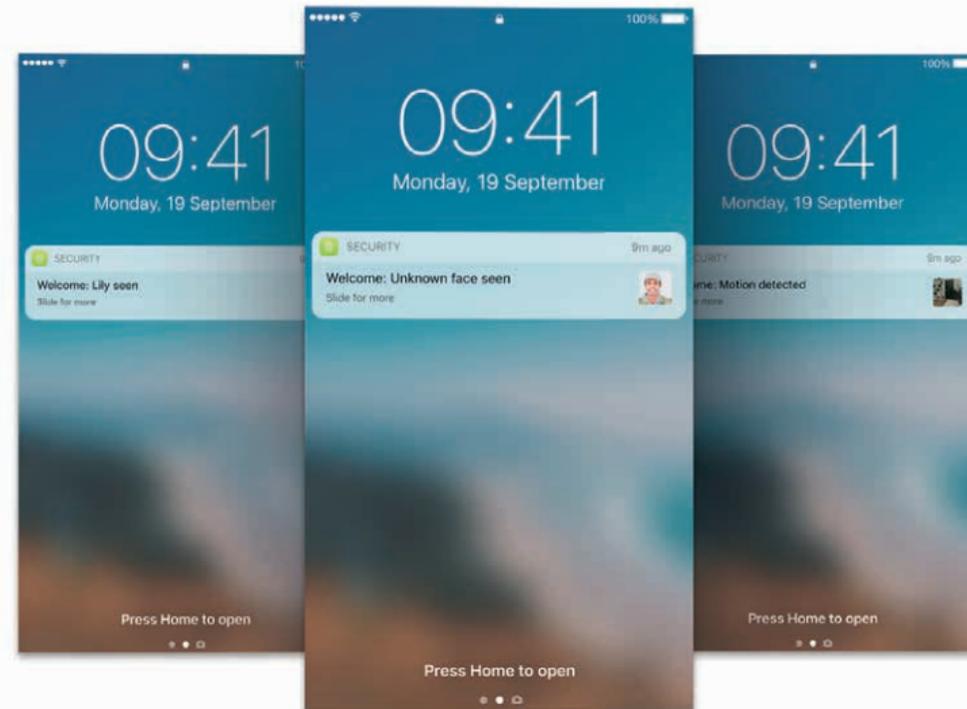


Notifications: on/off for Lily

Notifications: select when to receive notifications

Video recording: on/off for Lily

## Ultra-precise notifications



## App compatibility

WELCOME IS COMPATIBLE WITH:

**IFTTT**

**WATCH**

Apple Watch



iOS 9 minimum required



Android 4.3 minimum  
required with access  
to Google Play

NETATMO **webapp**

PC/Mac

## Setup

INSTALL THE CAMERA IN JUST A FEW MINUTES:

- 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



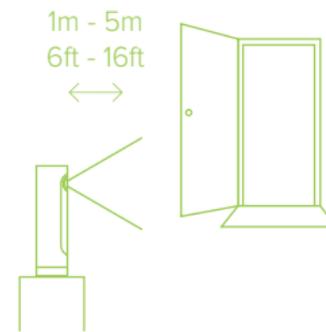
**REQUIREMENT:**  
Internet connection  
Public hotspots  
not supported



**REQUIREMENT:**  
Indoor only



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



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

## 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.

## 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 is Welcome’s pet detection feature?

Welcome’s unique pet detection feature enables you to ignore pet motion to prevent false alerts caused by your pet’s movements around the house. Alternatively, you can enable pet motion to receive alerts when your pet is seen by the camera. You can also separately choose to enable / disable video recording of your pet.

- What are the different types of motion Welcome can detect?

Welcome integrates revolutionary face recognition technology that enables it to immediately detect intruders as opposed to your loved ones’ known faces. When Welcome senses motion, it is able to specify exactly what type of motion is detected: whether human motion or pet motion or other types of motion. In your App’s settings, you can choose to deactivate alerts for your loved ones or for your pet. This way, you will only be alerted when a real intrusion occurs.

- 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.

## FAQ Netatmo Welcome

- 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.

- 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.

- How does FTP work?

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.

- 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?

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.

- What is stored on the camera?

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

- What is stored in the App?

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.

- Can I link Welcome with another Netatmo product?

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

## Notes

WANT TO KNOW MORE  
ABOUT WELCOME?



**NETATMO**

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

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