

# netatmo welcome

## **Netatmo Welcome User Manual**

An interactive version of this manual is embedded in your Netatmo iPhone/iPad/Android application. It is also available at <http://my.netatmo.com> on your personal account.

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# What is WELCOME?

## 1 Overview

### 1.1 Overview

WELCOME is a smart home security camera that recognizes faces thanks to its embedded face recognition technology. WELCOME sends the name of people it sees directly to your smartphone.

It works with a companion app (downloadable for smartphone, tablets or accessible on computers through any web browser).

In the app you can:

- See who is home/away;
- Identify people and teach WELCOME to recognize them;
- Watch live stream;
- Play back past video events stored in the camera;
- Download your favorite video in your camera roll;
- Set triggers for video recording;
- Set triggers for notification sending;

## 2 How does it all work?

### 2.1 How does it all work?

When WELCOME is switched on, it films continuously, without recording. It records video footages only if it detects an event.

3 types of events can be detected:

- 1) WELCOME recognizes a known person;
- 2) WELCOME detects an unknown face;
- 3) WELCOME detects movement;

To detect those events, WELCOME processes in real time what it films. This video processing is done locally by WELCOME. All recognition data and video footages recorded are stored on WELCOME, in the embedded micro SD card.

Once an event is detected, the camera uses Wi-Fi (or Ethernet) to send information about the event to your personal Netatmo account: time, type and a small preview picture. This feeds your WELCOME app's timeline.

When you watch a video from the app, you are accessing it securely, from the WELCOME camera, onto your smartphone/computer.

## 3 How does the camera know someone is “Away”?

### 3.1 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 use your phone’s location by selecting “This is me”. When you are a short distance away from your house you will be considered “Away”.

2) By default, when someone is not seen for 4 hours, the person is considered “Away”. You can modify this default duration from the settings menu, “adjust Welcome to your need”.

3) Manually define in the App that you are “Away”.

## 4 How does the camera know someone is “Home”?

### 4.1 How does the camera know someone is “Home”?

When the camera sees someone, it considers the person is “Home” for the next 4 hours (Default, that you can modify in the settings menu).

# Configuration setup

## 5 Configuring with a smartphone or a tablet

### 5.1 Configuring with a smartphone or a tablet

1) In the app, visit “Settings >Install a new camera”.

2) Follow the instructions.

When you configure WELCOME with a smartphone or a tablet, WELCOME is powered using the provided power adapter and the smartphone or tablet is connected to WELCOME using Bluetooth. You need to have your phone’s Bluetooth turned on. To turn on the Bluetooth, please visit the phone’s settings menu.

WARNING: When you configure WELCOME with a smartphone or a tablet, the camera must be powered all-time with the provided power adapter. Using a tiers power adapter may damage WELCOME.

## 6 Configuring with a computer (Mac/Windows/Linux)

### 6.1 Configuring with a computer (Mac/Windows/Linux)

1) In the web app “my.netatmo.com”, visit “Settings >Install a new camera”.

- 2) Download the installer exe file.
- 3) Run the installer and follow the instructions.

When you configure WELCOME with a computer, WELCOME is not connected to the power adapter. It is only connected to the computer using the provided USB cable (USB to micro-USB). No additional cable is needed.

## 7 Powering

### 7.1 Powering

The camera is powered by a micro-USB (5V, 2A) power adapter. You must use the one provided with WELCOME.

WELCOME does not work when plugged directly on an USB port (except for setup with a computer).

Using a tiers power adapter may damage WELCOME.

## 8 Welcome is warm

### 8.1 Welcome is warm

It is not unusual for Welcome to be quite warm to the touch.

This is due to the fact that the camera's aluminum body is the heat sink of the processor, forcing heat out of the camera directly into the cooler air of the room without any fans or vents.

Welcome's system has been designed not to overheat. It allows high performances while respecting all necessary working conditions for internal components. The operating temperature range is compliant with safety standards for Safety of Information Technology Equipment, IEC 60950-1.

We advise not to place Welcome in direct sunlight or near a heat source.

# Power supply troubleshooting

## 9 Test WELCOME's power supply

### 9.1 Test WELCOME's power supply

If your WELCOME app indicates "camera disconnected", it may be that WELCOME is not properly power supplied. To check this, just shake WELCOME smoothly. A green light should light up.

## **10 Power supply is out**

### **10.1 Power supply is out**

WELCOME may not be correctly connected to a power source. Unplug the power adapter and plug it back in: the camera should light up green.

## **11 A tiers power adapter is used**

### **11.1 A tiers power adapter is used**

Use the power adapter provided with WELCOME.

Using a tiers power adapter may damage WELCOME.

# **Wi-Fi troubleshooting**

## **12 Welcome's light is flashing yellow**

### **12.1 Wi-Fi signal is too weak**

If the camera is located too far away from your Wi-Fi router, or separated by solid obstacles such as concrete walls, the camera might not be able to transmit data correctly. In that case, make sure to bring the camera closer to your Wi-Fi router or access point.

In the case where Wi-Fi is impossible to reach, you can also use the provided Ethernet cable and wire the camera to your internet router.

When Wi-Fi connection is back, WELCOME's LED will stop flashing yellow.

### **12.2 Wi-Fi password has changed**

If you have changed your Wi-Fi password, the Netatmo WELCOME camera won't be able to connect to your Wi-Fi network. To fix this issue, go to the camera's settings menu :  
Your home >Camera >Configure Wifi

When the Wi-Fi connection is back, WELCOME's LED will stop flashing yellow.

## **13 Welcome's light is flashing red**

### **13.1 Internet access is down**

If WELCOME can access your Wi-Fi router, but your Internet access is not working, it will flash red.

In this case you need to fix your Internet access.



# SD card troubleshooting

## 14 SD card is not detected

### 14.1 SD card is not detected

WELCOME does not work without its micro SD card. Check if the micro SD card is correctly inserted in its slot. Push the SD card fully until it locks into the slot.

## 15 SD card format is wrong

### 15.1 SD card format is wrong

Micro SD card compatibility: Welcome can use Micro SD cards with a capacity storage between 2GB and 32GB. The SD card's class must be 10.

## 16 SD card is defective

### 16.1 SD card is defective

WELCOME needs a robust SD card in order to save videos immediately when events occur. An old or defective SD card may not work properly.

In very busy places, a lot of events (motion, people...) are detected. The excessive amount of video recorded in this case may reduce the lifespan of the SD card. From the settings menu, you can reduce video recording for people and motion events.

# Identification troubleshooting

## 17 How to identify someone?

### 17.1 How to identify someone?

- 1) Touch and hold the picture of a person marked with a "?" icon.
- 2) Choose "identify".

You can either create a new profile or select an existing profile. Doing so improves WELCOME's ability to recognize this profile.

## 18 Profile strength

### 18.1 Profile strength

Each time WELCOME misses a recognition, you can manually identify this person and increase the profile recognition strength of this person. It means that WELCOME will more accurately recognize this person later.

## 19 WELCOME has by mistake recognized something that is not a face

### 19.1 WELCOME has by mistake recognized something that is not a face

In very rare cases it can happen that WELCOME wrongly identifies something as a face. In that case you can help us to improve it. Our teams keep on improving WELCOME's algorithm thanks to your feedback.

In such a case, touch and hold the picture, choose "Not a face?".

Improvements will be applied in the following available WELCOME firmware update.

# Advanced troubleshooting

## 20 Camera's MAC address

### 20.1 Camera's MAC address

You can access the MAC addresses from the camera's settings menu : Your home >Camera. You will find both the Wi-Fi's MAC address and the Ethernet's MAC address.

## 21 LED color code

### 21.1 LED color code

Green light

Steady after being powered = WELCOME is starting.

Blue light

Glowing = Pairing mode. Waiting for a smartphone/tablet to connect with (via Bluetooth).

Steady = Smartphone/tablet connection established. Set up in progress through the smartphone app installer.

White light

Glowing = Connected with a PC.

Steady = PC connection established. Set up in progress through the PC installer.

Red light

Flashing = Internet connectivity issue.

Yellow light

Flashing = Wi-Fi connectivity or SD card issue.

## 22 Gestures

### 22.1 Gestures

Turn WELCOME upside down

Pairing mode for smartphone/tablet setup (using Bluetooth)

Shake WELCOME

Lights up the LED in order to determine WELCOME's state.

# Advices for a better image

## 23 Video

### 23.1 Video streaming

To give you the best viewing experience, WELCOME adjusts the quality of the video stream based on the speed of your Internet connection. The quality is best when WELCOME and your smartphone/tablet/computer are both on your home network.

### 23.2 Download video

You can download the video of a selected event by touching the “download” icon in the video player's top left corner.

When you download a video, the resolution is always Full HD, no matter the speed of your Internet connection.

## 24 Positioning guidelines

### 24.1 How to position WELCOME?

WELCOME recognizes people when they are facing the camera.

We recommend positioning WELCOME facing the front door or any place where the camera can capture faces from a front view.

However, be careful with intense light. Just like you, WELCOME has trouble recognizing faces in backlight.

Avoid pointing WELCOME at windows: changing shadows, lights, and movements may send you unwanted motion notifications.

## 24.2 Where to place WELCOME?

Place WELCOME on a flat surface (table, shelves ...)

Recommended height: 1m-1m50

Recommended distance: 2m-4m

Do not place WELCOME near a heat source (radiator...).

# App content

## 25 Content overview

### 25.1 Dashboard

The dashboard shows pictures of faces of people who are home and those who are not. Below each person's picture you can see the time when a person was most recently seen by WELCOME.

A “?” icon indicates an unknown face.

Touch the picture of a person to access the last video in which they have been seen.

Touch and hold the picture of a person to show more options.

### 25.2 Timeline

The timeline lists all past events available in the SD card. Select an event to access related information such as the corresponding video.

List of events:

- Known person seen
- Known person left
- Unknown face seen
- Motion detected
- Monitoring suspended/resumed
- Camera connected/disconnected/started
- Update firmware is in progress/complete

Touch and hold an event to show more options.

## 26 Known people

### 26.1 Known people

Known people are people you have taught WELCOME to recognize.

You can identify up to 16 different people in the App.

Options available for known people:

- ‘Edit’: access profile for the selected person. (See “profiles”)
- ‘Forget’: erase all recognition data and recorded videos of the selected person.
- ‘Has left?’: manually indicate that this person has left Home.

## 27 Profiles

### 27.1 Profiles

To access a person’s profile, touch and hold the person’s picture and choose “Edit”.

There you can:

- See profile strength in terms of recognition;
- Define for this person when to receive notifications;
- Define for this person if video recording is enabled or disabled;
- Change the profile picture;
- Identify the person as being yourself;
- Indicate that the phone currently used is yours, and use its location to help determine when you leave Home.

### 27.2 Example

For example, Lily’s profile can have the following video recording settings:

- “Always”: WELCOME will record a video each time it sees Lily.
- “On Arrival”: WELCOME will record a video only when Lily was considered AWAY and is then seen by the camera.
- “Never”: WELCOME will never record any picture nor video of Lily.

### 27.3 Note

Notifications and video recording settings are the same for an entire home, and shared by the set of WELCOME cameras in this home. For example, if one user switches notifications “on” for Lily, all users will start receiving notifications for Lily, from every WELCOME cameras in the home.

## 28 Unknown faces

### 28.1 Unknown faces

A “?” icon indicates that the corresponding person is unknown or has not been recognized by WELCOME.

Options available for unknown people:

- ‘Identify’: creates a new profile or improve an already existing profile (See ‘Identification’)
- ‘Forget’: erases this face and its video.
- ‘Not a face?’: if the picture in the circle is not a face, reporting this mistake helps Netatmo to improve its face detection algorithm.

## 29 Adjust WELCOME to your needs

### 29.1 Adjust WELCOME to your needs

Touch the “...” icon in the top right corner of the screen and choose “Adjust WELCOME to your needs”.

There you can:

- Set the delay when to consider a person as being away;
- Define for unknown faces when to receive notifications;
- Define for motion when to receive notifications;
- Define for motion when to record videos;