

The Latch Camera gives residents the enhanced security they want and property managers the integrated solution they need. Designed for hallways, front doors, and other common areas, it integrates directly with LatchOS to enable a more holistic security experience that keeps buildings protected.

Does the camera take video or record?

Live video is streamed during an intercom call, but otherwise video is never recorded. In 2022, we will support local recording via the use of a local NVR box.

What does the camera take pictures of and when?

Currently, the Latch Camera does not take any photos. When we launch Visual Access Logs (VAL) in 2022, the camera will take 10 snapshots when a motion event occurs. We will then pair those snapshots with the related access event in the Latch App.

Can you turn off resident access to camera video logs?

Residents do not have access to any Latch Camera video logs. If a Latch Camera is paired with a Latch Intercom, they will see the live feed during intercom calls, but they will not have access to any video logs.

Who has access to resident Visual Access Logs?

Just like normal access logs, visual access logs when someone enters their private apartment are only viewable by them. Visual access logs of common areas can be viewed by property management to help keep the building safe.

How is video captured when the camera isn't paired with the Latch Intercom?

The Latch Camera can be used anywhere in a building. Third-party NVR support will launch in early 2022 which will allow the video feed to be recorded by a local third-party NVR device and viewed by the NVR system's viewing client. Visual Access Logs (launching in early 2022) will only capture photo snapshots, not video clips. The snapshots will be visible in Latch Manager.

Is the Latch Camera a part of the intercom?

The Latch Camera is a standalone camera that can be used to provide a video feed for intercom calls. Other Latch Camera features are launching soon in early 2022.

Is there a time limit on Latch Intercom calls?

Yes, five minutes.

