



Installation/Troubleshooting

Network Camera Management System

Model No. **BB-HGW700A**

1 Before Using	3
1.1 Important Safety Instructions	3
1.1.1 FCC and Other Information	4
1.1.2 Security Cautions	6
1.1.3 Open Source Software	6
2 Installation	7
2.1 From Start to Finish	7
2.2 Check the Accessories	8
2.3 Connect This Product	9
2.4 Set Up the PC	10
2.5 Register an ISP and Connect to the Internet	14
2.6 Connect a Network Camera	23
3 Troubleshooting	26

Introduction

How to Use This Documentation

This product includes the following two manual types.

- **Installation/Troubleshooting (this manual)**

Installation/Troubleshooting provides an explanation of included accessories, a guide to initial setup and troubleshooting tips.

- **Operating Instructions (included on the CD-ROM)**

Operating Instructions provides a detailed explanation of the operations, settings and functions of this product.

Abbreviations

- UPnP is the abbreviation for Universal Plug and Play.
- CATV modems and ADSL modems are referred to as modems in this manual.
- Network cameras are referred to as cameras in this manual.

Trademarks

- Ethernet is a registered trademark of Xerox Corporation in the United States and/or other countries.
- Windows is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.
- Screen shots reprinted with permission from Microsoft Corporation.
- All other trademarks identified herein are the property of their respective owners.

1 Before Using

1.1 Important Safety Instructions

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read and understand all instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not install this product near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
6. Protect the AC adaptor cord and AC cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from this product.
7. The AC cord is used as the main disconnect device, ensure that the AC outlet is located/installed near the product and is easily accessible.
8. Use only the included Panasonic AC adaptor and AC cord.
9. The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
10. To prevent the risk of fire or electrical shock, do not expose this product to rain or any type of moisture.
11. Do not touch the product or the AC adaptor and AC cord during lightning storms.
12. Unplug this product when unused for a long period of time.
13. Refer all servicing to qualified service personnel. Servicing is required when this product has been damaged in any way, such as when the AC adaptor, AC cord or plug is damaged, this product does not operate normally, or it has been dropped.

SAVE THESE INSTRUCTIONS

1.1.1 FCC and Other Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This product operates at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of this product should not be placed near or on top of a TV or VCR. If interference is experienced, move this product further away from the TV or VCR. This will often reduce or eliminate interference. Operating near 2.4 GHz electrical appliances may cause interference. Move away from the electrical appliances.

- **Environment** — do not place the product in a room where the temperature is less than 0 °C (+32 °F) or greater than +40 °C (104 °F). Allow 10 cm (4 inches) clearance around the product for proper ventilation.
Avoid excessive smoke, dust, mechanical vibration, shock, or direct sunlight.
- **Routine care** — wipe the product with a soft cloth. Do not use benzine, thinner, or any abrasive powder. When you leave the product unused for a long period of time, unplug the AC cord plug from the outlet.
- **If there is any trouble** — consult an authorized Panasonic Factory Service Center.

FCC RF Exposure Warning:

- To comply with FCC RF exposure requirements in uncontrolled environment:
 - This equipment must be installed and operated in accordance with provided instructions and a minimum 20 cm (8 inches) spacing must be provided between antenna and all person's body (excluding extremities of hands, wrist and feet) during wireless modes of operation.
 - This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
- **Medical**
Consult the manufacturer of any personal medical devices, such as pacemakers, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 2400 MHz to 2483.5 MHz, and the power output level is 0.1 watts.) Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF (radio frequency) energy.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party: Panasonic Corporation of North America
One Panasonic Way
Secaucus, NJ 07094
Tel No: 1-800-211-PANA (7262)

No responsibility will be taken by our company with respect to consequences resulting from the use and/or the damage of the Network Camera Management System.

1.1.2 Security Cautions

When using this product, take appropriate measures to avoid the following security breaches.

- Leaks of private information via this product
- Illegal use of this product by a third party
- Interference or suspension of the use of this product by a third party

Take the following measures to avoid security breaches:

- To prevent illegal access, keep the update firmware (If you do not have the latest version of firmware, this can lead to blocked access or information leaks).
- When downloading data from the Internet, ensure that viruses or illegal programs or not inadvertently downloaded.
- You are responsible for the security settings, such as user name and password, to access this product. This information should not be made available to any third parties outside the user group.
- Place this product where it is unlikely to be stolen.
- You are responsible for this product's user information, such as videos, still images and internet contents etc. This information should not be made available to any third parties outside the user group.
- When sending this product to be repaired with a company not related to Panasonic, make back-up copies of files, if necessary, and reset this product to factory default.
- When transferring this product to another party, make back-up copies of files, if necessary, and reset this product to factory default.
- When disposing of this product, reset this product to factory default, or erase information by means of electrical deletion or physical dismantlement.

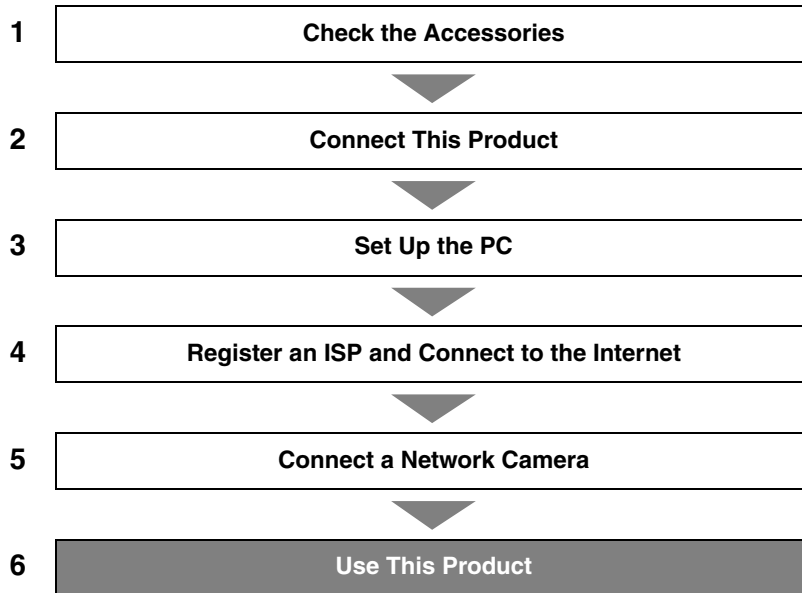
Panasonic Communications Co., Ltd.

1.1.3 Open Source Software

Parts of this product use Open Source Software supplied based on the conditions of the Free Software Foundation's GPLs and/or LGPLs and other conditions. Relevant conditions apply to this software. Therefore, please read gpl.txt and lgpl.txt in the license folder in the open_source folder on the included CD-ROM, for information about GPLs and LGPLs, and the collection of headers in the freeware_header folder, for information about other Open Source Software, before using this product. Also, please note that this software is not under warranty. For inquiries regarding the contents above, see <http://panasonic.co.jp/pcc/products/en/netwkcaml/>. Enter the necessary firmware information on the Inquiry form and submit it.

2 Installation

2.1 From Start to Finish



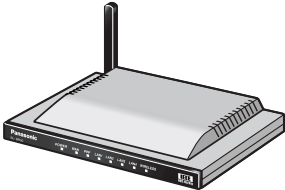
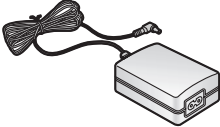
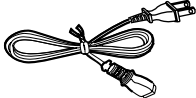

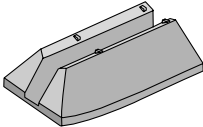
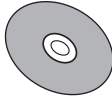
Notes

- Steps 1 to 5 are explained in this manual.
- Steps 6 is explained in Operating Instructions on the CD-ROM.

2.2 Check the Accessories

Main Unit and Included Accessories

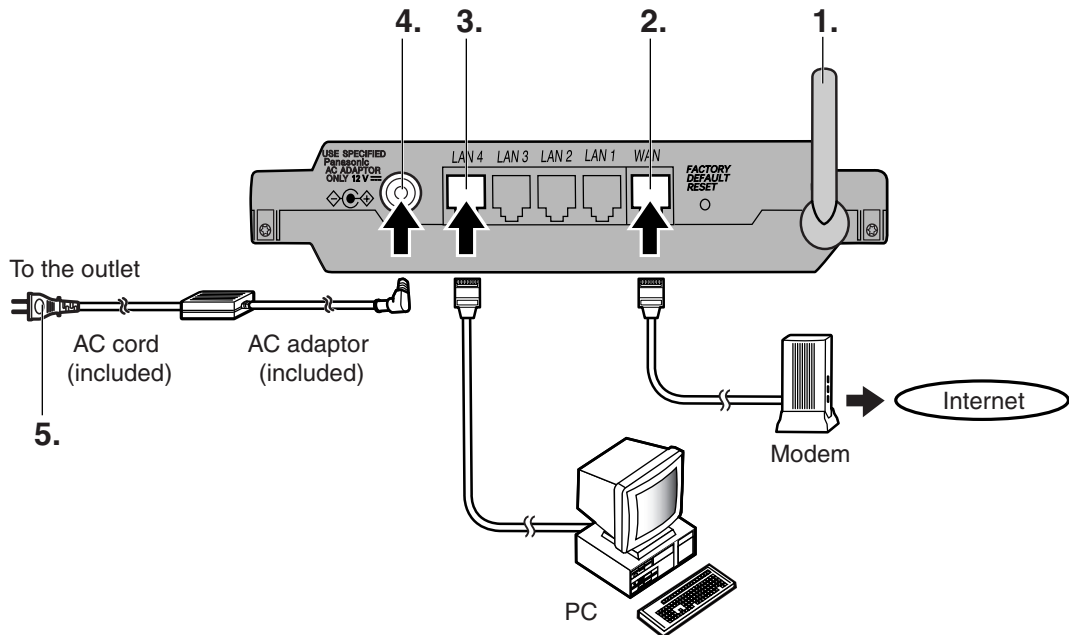
The following items are provided with this product. Additional pieces can be ordered by calling 1-800-332-5368.

<p>Main unit 1 pc.</p> 	<p>AC adaptor..... 1 pc. (Cord length: approx. 3 m (9.8 feet)) Order No. PQLV202Y</p> 	<p>AC cord 1 pc. (Cord length: approx. 1.8 m (5.9 feet)) Order No. PSJA1069Z</p> 
<p>Ethernet® cable (category 5 straight cable)..... 1 pc. (Cable length: approx. 1 m (1.1 yards)) Order No. PQJA10138Z</p> 	<p>Stand 1 pc. Order No. PQYLHGW502</p> 	<p>CD-ROM..... 1 pc. (Operating Instructions etc.) Order No. PSQX3487YCD</p> 
<ul style="list-style-type: none"> • Installation/Troubleshooting (this manual) - 1 pc. • Warranty - 1 pc. 		

Accessories to be Provided by Customer

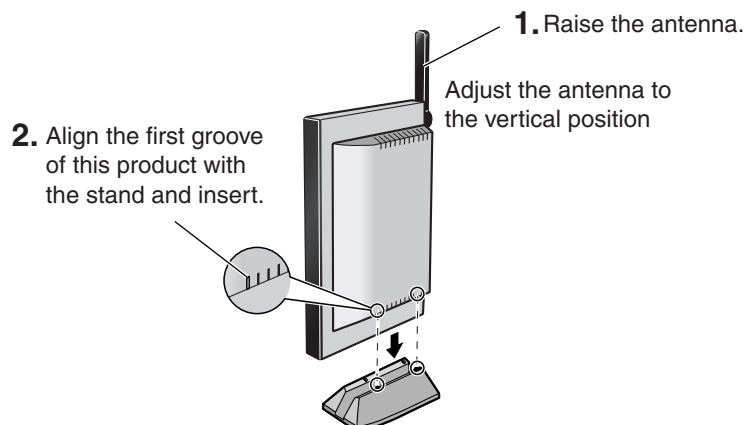
- Ethernet Cable (category 5 straight cable) - 1 pc.
- Network Camera
- PC

2.3 Connect This Product



1. Raise the antenna.
2. Connect the modem to this product's WAN jack.
3. Connect the PC to this product's LAN jack.
4. Insert the AC adaptor cord into the DC IN jack of this product.
5. Insert the AC cord into the AC adaptor socket and the plug into an outlet. (This product will be turned on automatically.)

When using the stand



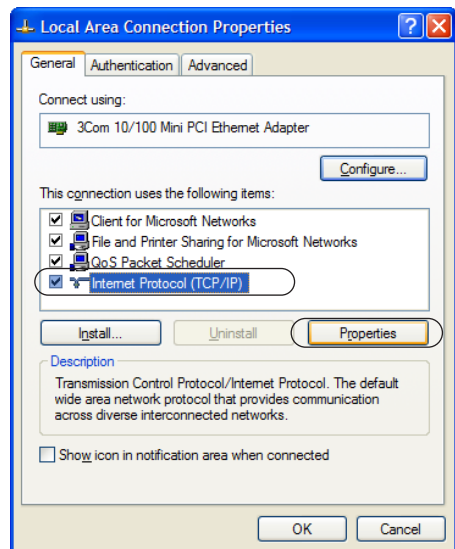
[For assistance, please call: 1-800-272-7033]

2.4 Set Up the PC

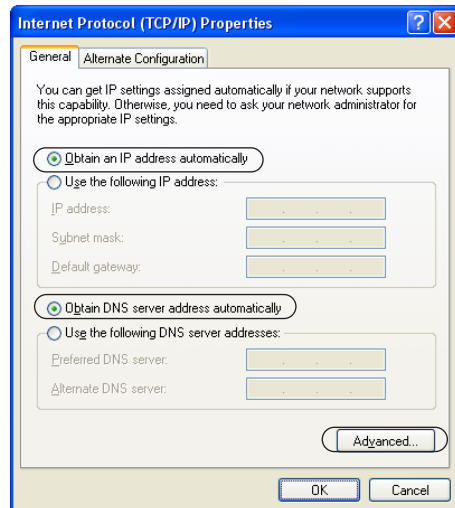
Using Windows® XP

It is necessary to log in as the administrator to change the settings on Windows XP.

1. From the Start menu, select My Computer, My Network Places and then View network connections.
2. Right-click the Local Area Connection icon and select Properties.
3. Select Internet Protocol (TCP/IP), and click [Properties].



4. Click [Advanced...].
5. Check that the Default gateways field is empty, and click [OK].
 - If an IP address is entered in the field, select it and click [Remove].
6. Select Obtain an IP address automatically and also select Obtain DNS server address automatically, and click [OK].

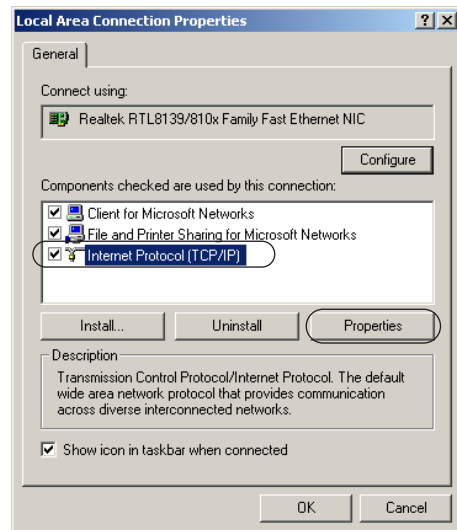


7. Click [Close] and close the Local Area Connection Properties window.

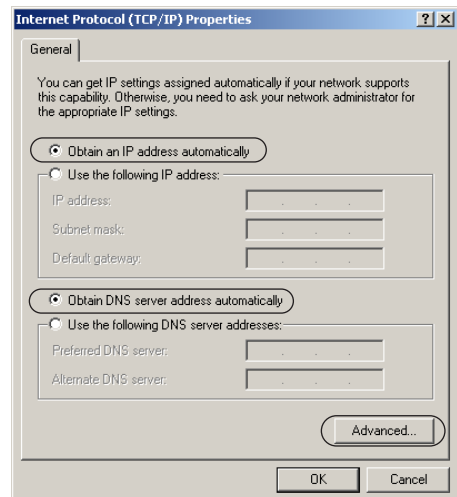
Using Windows 2000

It is necessary to log in as the administrator to change the settings on Windows 2000.

1. Right-click the My Network Places icon and select Properties.
2. Right-click the Local Area Connection icon and select Properties.
3. Select Internet Protocol (TCP/IP) and click [Properties].



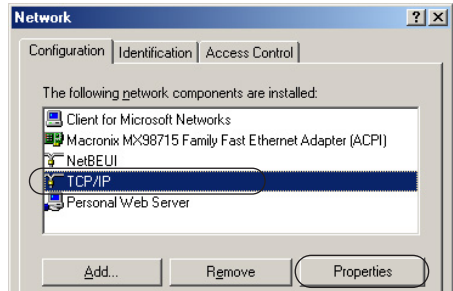
4. Click [Advanced...].
5. Check that the Default gateways field is empty and click [OK].
 - If an IP address is entered in the field, select it and click [Remove].
6. Select Obtain an IP address automatically and also select Obtain DNS server address automatically, and click [OK].



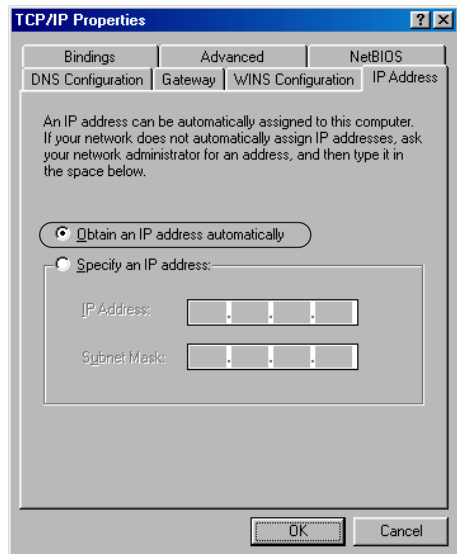
7. Click [OK] and close the Local Area Connection Properties window.

Using Windows Me/98SE

1. From the Start menu, select Settings and click Control Panel.
2. Double-click the Network icon.
 - If you cannot find the Network icon when using Windows Me/98SE, click Display All Control Panel Applications.
3. Select a TCP/IP compatible with the LAN card, and click [Properties] in the Network dialog box.

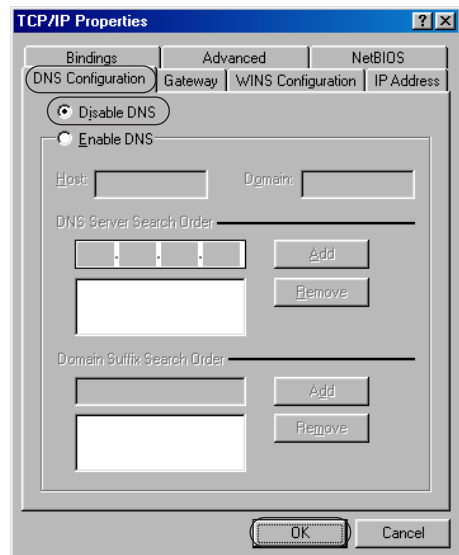


4. Click the IP Address tab and select Obtain an IP address automatically.



5. Click the Gateway tab and check that the Installed Gateway field is empty.
 - If an IP address is entered in the field, select it and click [Remove].

6. Click the DNS Configuration tab, select Disable DNS, and click [OK].



7. Click [Yes] and restart the PC.

4. Click Setup.

Panasonic

Network Camera Management System BB-HGW700

Setup — **Setup** Setup pages allow you to control all features of this product.

Camera Portal — **Camera Portal** Camera Portal allows you to access to the cameras registered to this product.
Note: When using the Camera Portal, please make sure to check the security settings.
 Click [here](#) to check them.

Notes

- In the default settings, it is possible to display the top page by entering "**http://192.168.0.254:8080**" into the web browser's address bar.
- When accessing Setup from the top page, an authentication window is displayed (after starting the web browser, first time only). Log in by entering your user name and password and clicking [OK].
- In order to view the camera images on the Camera Portal page of this product, it is necessary to have completed a connection with a compatible camera (Customer-provided). See the camera's Operating Instructions for more details.

If the top page is not displayed...

- Confirm that "**http://bbhgw.webpage:8080**" is entered correctly in the address bar (the default port number is 8080). If the address is correct and the top page is still not displayed enter "**http://192.168.0.254:8080**".
- Confirm that the LAN indicator corresponding to the jack connected to this product is on.
- Confirm that the this product's power was turned on before the PC's power was.
- Sometimes it is necessary to set up the web browser's proxy server to access the top page (see page 122 of Operating Instructions on the CD-ROM).

5. Register an ISP

The ISP registration page allows you to register new ISPs for this product, edit them, and delete them. Internet connection methods vary according to the ISP. Select a connection method referring to the ISP's setup information.

ISP Registration List					
No.	ISP Name	Mode	Register/Edit	Status	Delete
1	*****	Static	Register/Edit	Enable	Delete
2		No Entry	Register/Edit		Delete
3		No Entry	Register/Edit		Delete
4		No Entry	Register/Edit		Delete

Consult with your contracted ISP about which connection type to use, or about your service or contract.

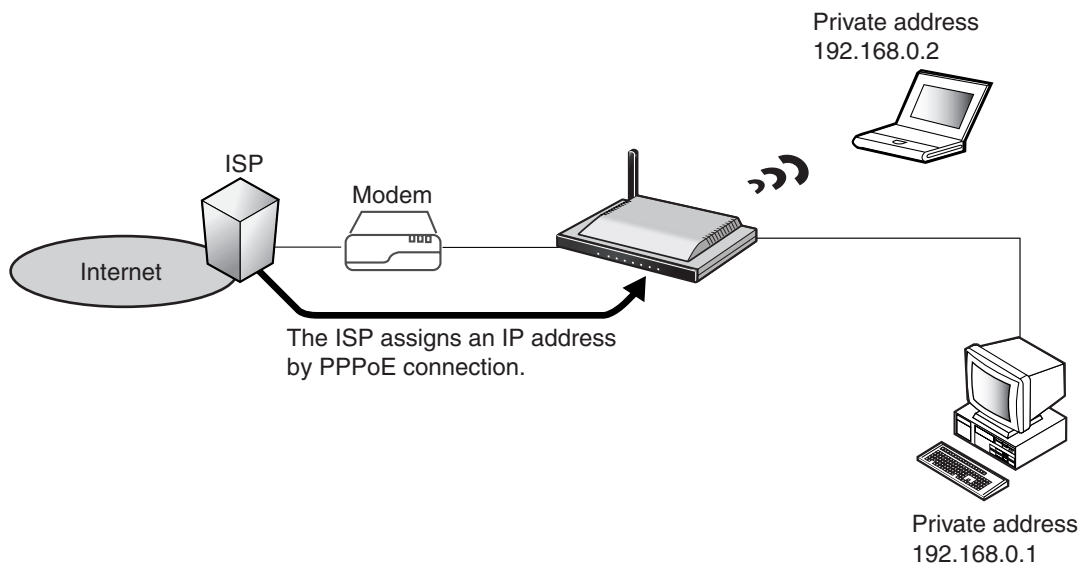
Data Entry Field

Connection Type	Description
PPPoE (see page 17) <ul style="list-style-type: none"> ISP Name User Name/Password Service Name Access Concentrator Name DNS Server 1/DNS Server 2 Domain Name 	It is necessary to enter the following data when using PPPoE connection. Enter the user name and password referring to the ISP's setup information. Enter the service name, access concentrator name DNS server 1, DNS server 2, and/or domain name if specified by the ISP.
DHCP (see page 19) <ul style="list-style-type: none"> ISP Name Device Name Gateway DNS Server 1/DNS Server 2 Domain Name 	When the ISP is using a DHCP server, setup entry is not essentially necessary. However, sometimes it is necessary to enter the device name, gateway, DNS server 1, DNS server 2, and/or domain name. Enter them referring to your ISP's setup information.
Static (see page 21) <ul style="list-style-type: none"> ISP Name IP Address Subnet Mask Gateway DNS Server 1/DNS Server 2 Domain Name 	Enter the IP address, subnet mask, gateway, DNS server 1, and DNS server 2 specified by the ISP. Enter the domain name if specified by the ISP.

* If it is not necessary to enter information into the data entry field, leave it blank.

PPPoE Connection

Follow the steps below to set up PPPoE connection.



1. Select [ISP Registration].
2. Click [Register/Edit] on the ISP registration list.
3. Select PPPoE.

Connection Type	Current Status
PPPoE	
DHCP	
Static	

4. Enter ISP Name.
 - Enter no more than 20 characters. In the example right, "abcde" has been entered.
5. Enter User Name and Password, and if specified by the ISP, enter Service Name, Access Concentrator Name, DNS Server 1, 2, and/or Domain Name.
 - See the ISP's setup information. To return to the original settings, click [Cancel].

6. When setup is complete, click [Save and Go to Connection Mode].
 - The connection mode page is displayed.
7. Select the ISP entered in step 4.
8. When setup is complete, click [Save].
 - The entered information is saved.

Note

When saving, do not cut the power supply. If cut, saving might not be completed successfully.

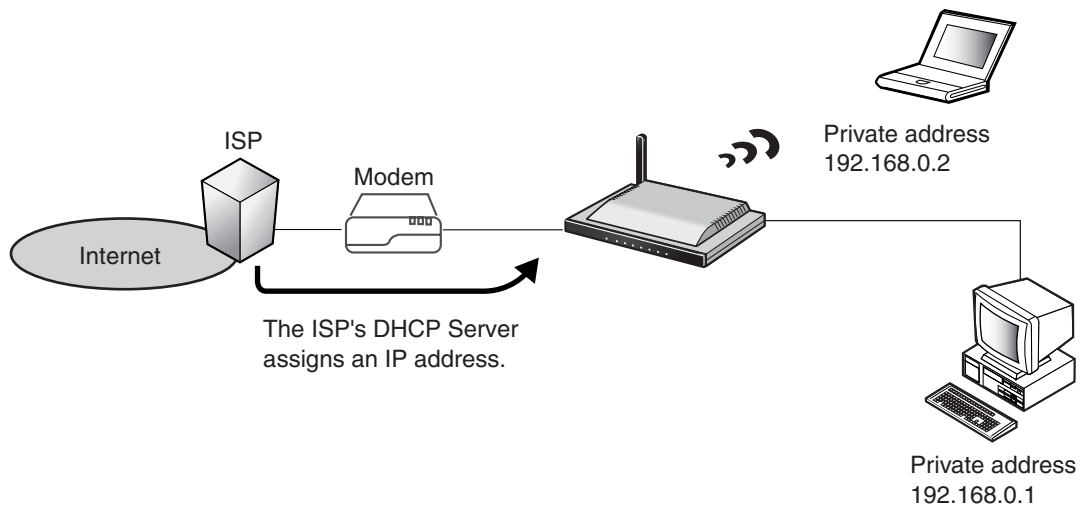
9. When [Restart] is displayed on the setup page, click it.
10. Restart the PC.
 - Check that the PC is connected to the Internet.

Notes

- When registering or editing, restart all PCs connected to the LAN (home) side.
- When adding more PCs after setup has been completed, connect the new PCs to jacks LAN1 to LAN4 and then restart.
- When instructed by your ISP, change the MTU value. When not instructed, leave it as the default (1492).

DHCP Connection (Internet Connection using a DHCP Server)

Follow the steps below to set up DHCP connection, where an IP address is automatically allocated by the ISP.



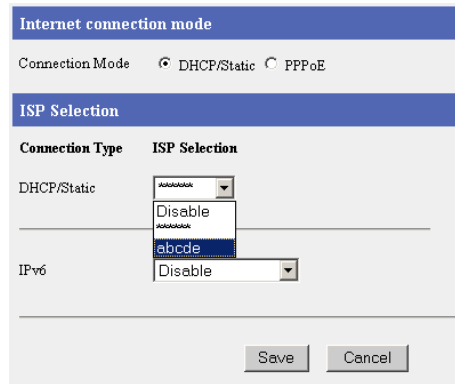
1. Select [ISP Registration].
2. Click [Register/Edit] on the ISP registration list.
3. Select DHCP.

Connection Type	Current Status
PPPoE	
DHCP	
Static	

4. Enter ISP Name.
 - Enter no more than 20 characters. In the example right, "abcde" has been entered.
5. If specified by the ISP, enter Device Name*, Gateway, DNS Server 1, 2, and/or Domain Name.
 - See the ISP's setup information. To return to the original settings, click [Cancel].
 - * The device name is sometimes said by the ISP to be the ID entered into the PC's Computer Name entry field.

ISP Name	Give a nickname to the ISP. (Within 20 alpha-numerical characters)
ISP Name	<input type="text" value="abcde"/>
If requested by your ISP, you need to enter the following parameters.	
Device Name	<input type="text"/>
Gateway	<input type="text"/>
DNS Server 1	<input type="text"/>
DNS Server 2	<input type="text"/>
Domain Name	<input type="text"/>
<input type="button" value="Save and Go to Connection Mode"/> <input type="button" value="Cancel"/> <input type="button" value="Back"/>	

6. When setup is complete, click [Save and Go to Connection Mode].
 - The connection mode page is displayed.
7. Select the ISP entered in step 4.
8. When setup is complete, click [Save].
 - The entered information is saved.



Note

When saving, do not cut the power supply. If cut, saving might not be completed successfully.

9. When [Restart] is displayed on the setup page, click it.
10. Restart the PC.
 - Check that the PC is connected to the Internet.

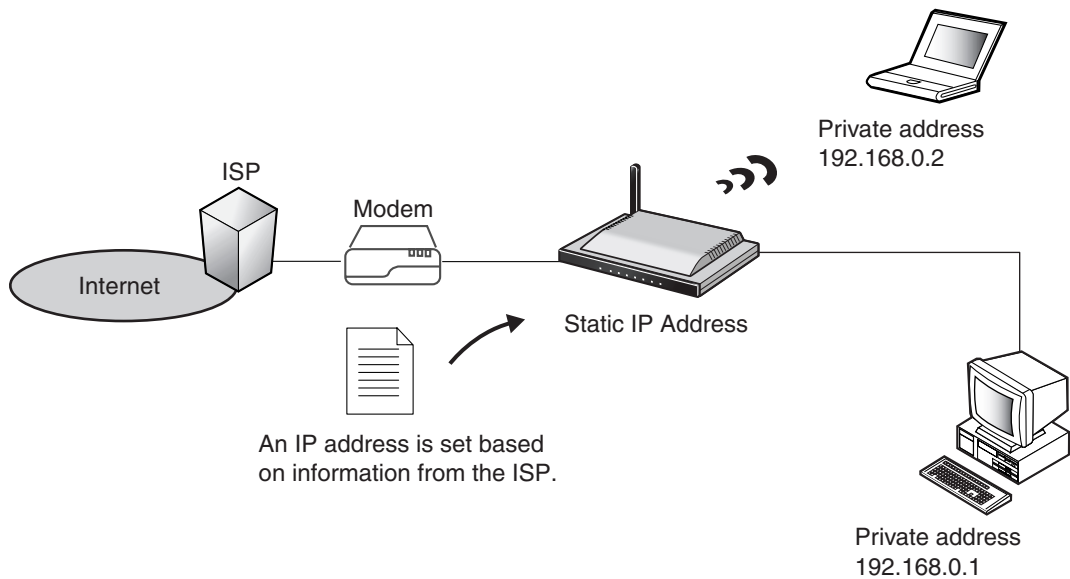


Notes

- When registering or editing, restart all PCs connected to the LAN (home) side.
- When adding more PCs after setup has been completed, connect the new PCs to jacks LAN1 to LAN4 and then restart.

Static Connection (Internet Connection using a Static IP Address)

It may be necessary, if you are instructed by the ISP, to enter the value of the IP address or gateway address into setup information.



1. Select [ISP Registration].
2. Click [Register/Edit] on the ISP registration list.
3. Select Static.

Connection Type	Current Status
PPPoE	
DHCP	
Static	

4. Enter ISP Name.
 - Enter no more than 20 characters. In the example right, "abcde" has been entered.
5. Enter the IP Address, Subnet Mask, Gateway and DNS server 1, 2, and if specified by the ISP, enter the Domain Name.
 - See the ISP's setup information. To return to the original settings, click [Cancel].
6. When setup is complete, click [Save and Go to Connection Mode].
 - The connection mode page is displayed.
7. Select the ISP entered in step 4.
8. When setup is complete, click [Save].
 - The entered information is saved.

Note

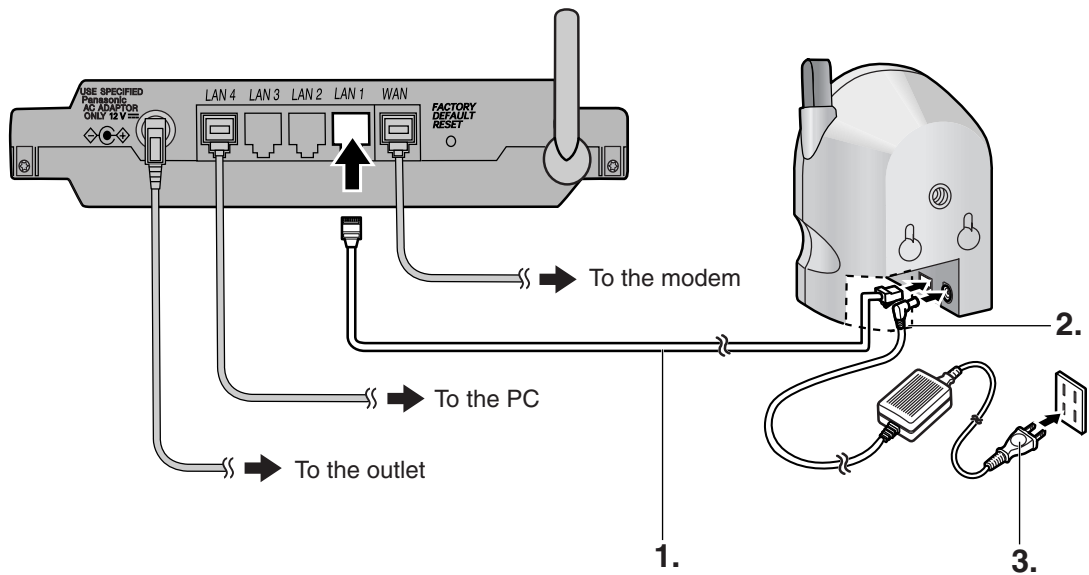
When saving, do not cut the power supply. If cut, saving might not be completed successfully.

9. When [Restart] is displayed on the setup page, click it.
10. Restart the PC.
 - Check that the PC is connected to the Internet.

Notes

- When registering or editing, restart all PCs connected to the LAN (home) side.
- When adding more PCs after setup has been completed, connect the new PCs to jacks LAN1 to LAN4 and then restart.

2.6 Connect a Network Camera



1. Connect the Ethernet cable between the camera and the LAN jack of the router.
2. Insert the AC adaptor cord into the DC IN jack of the camera.
3. Insert the AC cord into the AC adaptor socket and the plug into an outlet (The camera will be turned on automatically.)

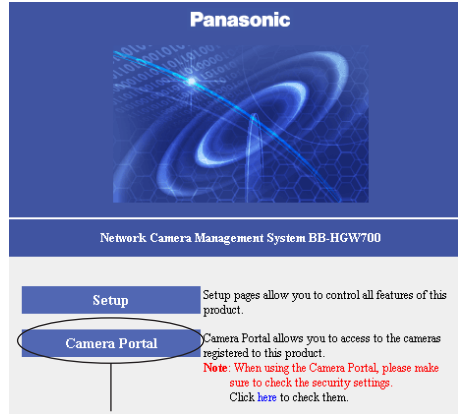
Camera Automatic Setup

If a Panasonic Network Camera (Customer-provided) is connected and the power turned on, this product automatically sets the IP address, subnet mask and other network settings. After this product is connected to the Internet, check that the camera is turned off and follow the steps above.

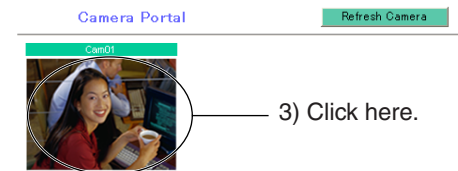
4. Check the connection.

- 1) To display the top page of this product start up the web browser, enter "**http://bbhgw.webpage:8080**" into the address bar, and press [Enter].
 - In standard settings, if you enter "**http://192.168.0.254:8080**" into the web browser's address bar, the top page will be displayed.
- 2) Check that the camera indicator is shining green and click [Camera Portal].
- 3) Click a camera frame on the camera portal page, access the camera, and check that it is connected.
 - If a single camera page is displayed, setup is completed.

1) Enter "**http://bbhgw.webpage:8080**".

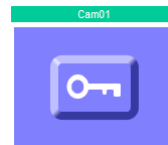


2) Click here.

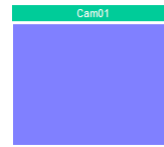


3) Click here.

- If an exclamation mark is displayed, click it and the camera's password window is displayed. Perform the settings on each page. Setting Allow Access from the Internet to Enable, displays the camera images on the Camera Portal over the Internet. Setting Disable only displays the camera images on the Camera Portal when accessing from the LAN side. (It is displayed when a factory default camera is connected.)
- If a key mark is displayed, click it and enter that camera's user name and password. (If camera authentication has been set up, the key mark will be displayed.)



- A blue unmarked window is displayed when the camera is outside operation time. If a blue unmarked window is displayed even when the camera is operating, click [Refresh Camera]. (A blue unmarked window may be displayed when authentication is being confirmed.)
- If the camera and this product are disconnected while sending or receiving data, a key mark (when camera authentication is set up) or a blue unmarked window is displayed. In this case, after checking that the camera's power supply and connections are correctly inserted, click [Refresh Camera].



5. Install the camera

- See the Operating Instructions of each camera for details of how to install the camera.
- When using a wireless camera, remove the AC adaptor from the outlet, remove the Ethernet cable, and install the camera in the wireless mode.
- See page 39 in Operating Instructions on the CD-ROM for details of the automatic camera setup function.

3 Troubleshooting

Up-to-date support information can be found on the Panasonic Support Website (<http://panasonic.co.jp/pcc/products/en/netwcam/>). Please refer to it, along with this guide, when troubleshooting.

Checking Connection

Problem	Cause and Remedy
The modem is connected but the WAN indicator is off.	<ul style="list-style-type: none"> • Check that the modem and this product are connected. • Check that the power of the modem and this product are turned on.
The Ethernet is connected but the LAN1 - LAN4 indicators are off.	<ul style="list-style-type: none"> • Check the connection of the PC etc. • Check that the power of the PC etc. is turned on. • Check that the LAN card and driver are installed on the PC.

Internet Website Display

Problem	Cause and Remedy
A website is not displayed.	<ul style="list-style-type: none"> • Check that the website address was correctly entered in the web browser's address bar. • Check the connection of the modem. Also check the connection between this product and the LAN. • Check the information received from the ISP regarding Internet connection. If it is necessary to enter settings information, see ISP Registration (see page 21 of Operating Instructions on the CD-ROM). • When instructed to do so by the ISP, set the web browser proxy server (see page 122 of Operating Instructions on the CD-ROM). • If the power is cut when connected to the Internet using PPPoE, it may take between 5 and 20 minutes to reconnect to the Internet. • Check that the power supply was turned on in the following order: modem, this product, PC.

Setup Pages Display

Problem	Cause and Remedy
<p>The Top Page or Setup Page is not displayed.</p>	<ul style="list-style-type: none"> • Dialog boxes may not be displayed immediately due to the state of the LAN. • Check that one of LAN1 - LAN4 or WIRELESS indicators are shining green. Also, check if the LAN card or wireless LAN card is on. If not, check that the LAN is connected. • Check that the power supply was turned on in the following order: modem, this product, PC connected to the LAN side. • Check that an IP address has been assigned to the LAN side PC by this product (see page 123 of Operating Instructions on the CD-ROM). If it has not been assigned, check that the PC has been set to Obtain IP Address Automatically, and restart the PC. • If this product's IP address has been modified (see page 74 of Operating Instructions on the CD-ROM), enter the new IP address in the web browser's address bar. (The default port number is 8080.) • To access the setup page, it may be necessary to set the web browser. (see page 122 of Operating Instructions on the CD-ROM) • JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page. <ol style="list-style-type: none"> 1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab. 2 Click Custom Level... in Security level for this zone. 3 Enable "Active scripting" in Settings.

Problem	Cause and Remedy
<p>The Camera Portal or Setup Page is not displayed.</p>	<ul style="list-style-type: none"> • Check that one of LAN1 - LAN4 or WIRELESS indicators are shining green. Also, check if the LAN card or wireless LAN card is on. If not, check that the LAN is connected. • Check that an IP address has been assigned to the LAN side PC by this product (see page 123 of Operating Instructions on the CD-ROM). If it has not been assigned, check that the PC has been set to Obtain IP Address Automatically, and restart the PC. • If this product's IP address (:port number) has been modified (see page 74 of Operating Instructions on the CD-ROM), enter the new IP address (:port number) in the web browser's address bar. (The default port number is 80. When the port number is 80 it is not necessary to enter it.) • Access the Camera Portal 1 minute after turning on the power. If accessed before 1 minute has passed, The page cannot be displayed message is displayed. • To access the setup page, it may be necessary to set the web browser. (see page 122 of Operating Instructions on the CD-ROM) • JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page. <ol style="list-style-type: none"> 1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab. 2 Click Custom Level... in Security level for this zone. 3 Enable "Active scripting" in Settings.
<p>The Update Firmware page is displayed.</p>	<ul style="list-style-type: none"> • The firmware is damaged. Re-install the firmware. (see page 95 of Operating Instructions on the CD-ROM)
<p>The wireless device cannot be connected.</p>	<ul style="list-style-type: none"> • Change the PC wireless LAN card's communication mode to Infrastructure. The device-specific SSID and 128-bit encryption key are set in factory default. The default SSID and 128 bit encryption key are displayed on the rear of this product. Set the same SSID and 128-bit encryption key as those on the wireless devices connected to this product. • It is possible that this product or the wireless device may be out of range, or there is a wall or other obstacle in between them. Move them closer together.

Camera Setup

Problem	Cause and Remedy
<p>The camera is not automatically registered on the Camera Portal page.</p>	<ul style="list-style-type: none"> • Check that this product, the camera and the PC are all connected. • If the camera's FACTORY DEFAULT RESET button is pressed while this product is starting up (the first 30 seconds after turning on the power), the camera may not be registered automatically. In this case, press the camera's FACTORY DEFAULT RESET button again after this product has started up. • Automatic registration cannot be performed if the Enable check box in Network Configuration from Setup Program in Network on the camera setup page, has not been checked. Ensure that it is checked. • An IP address (192.168.0.151 - 192.168.0.166) is used for automatic camera registration. Check that the IP address is not the same as an IP address for any of the other network devices. The same IP address cannot be used.
<p>When accessing the Camera Portal, an authentication window is displayed.</p>	<ul style="list-style-type: none"> • Administrator Only was set for the Camera Portal by accessing Access Control in Security in Advanced Setup. Enter the set user name and password.
<p>The camera cannot be registered manually.</p>	<ul style="list-style-type: none"> • The IP addresses (192.168.0.151 - 192.168.0.166), and port numbers (53, 80[portal page], 1723, 8080[setup page], 10000, 60001 - 60016), are used by this product. The same IP address or port number cannot be used. • When manually registering a camera, it is necessary to register the camera in Automatic Setup in Camera, arrange the camera on the portal in Screen Assignment, and register the camera in Address Translation.

Problem	Cause and Remedy
<p>The Camera Portal or Setup Page cannot be accessed from the WAN side.</p>	<ul style="list-style-type: none"> • The network may be congested. Wait a while and try to connect again. • To access the setup page, it may be necessary to set the web browser. (see page 122 of Operating Instructions on the CD-ROM) • JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page. <ol style="list-style-type: none"> 1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab. 2 Click Custom Level... in Security level for this zone. 3 Enable "Active scripting" in Settings. • The Camera Portal section of Access Control in Security in Advanced Setup is set to Restricted Access on this product. Set it to None or Administrator Only. • Access may be prohibited in Security on the setup page. See Filtering Log in Log on the setup page and make it accessible. • When connecting this product under another router, use a router that is compatible with UPnP™. This product cannot be used when connected using a router with an in-built modem without the UPnP™ function. Set the CP function to Enable referring to page 80 of Operating Instructions on the CD-ROM. • Viewnetcam.com may not be registered. Register to Viewnetcam.com using the Link for Viewnetcam.com Service.

Wireless Setup

Problem	Cause and Remedy
<p>After setting MAC Address Filtering, wireless connection does not work.</p>	<ul style="list-style-type: none"> • See the Panasonic Support Website (http://panasonic.co.jp/pcc/products/en/netwcam/) for more details about setup.

Others

Problem	Cause and Remedy
<p>The POWER indicator is blinking red.</p>	<ul style="list-style-type: none"> • The hardware is damaged. Remove the AC cord plug from the outlet and re-insert it (see page 9). If the problem is not solved, contact an authorized servicer.

Problem	Cause and Remedy
<p>The POWER indicator is blinking green.</p>	<ul style="list-style-type: none"> • The firmware is damaged. Take the following steps to update the firmware. (Connect this product and the PC using a wire connection. Firmware cannot be updated on a wireless connection.) <p>When blinking quickly: 0.4 second intervals</p> <ol style="list-style-type: none"> 1 Cut the power to this product. 2 Turn on the power while holding the FACTORY DEFAULT RESET button on the rear of this product. (see page 109 of Operating Instructions on the CD-ROM for the location of the button) 3 After about 5 seconds when the POWER indicator has turned off, release the FACTORY DEFAULT RESET button. The POWER indicator should blink green again. 4 Enter "http://192.168.0.254:8080" into the web browser's address bar (http://bbhgw.webpage cannot be used). 5 Update when the update firmware window is displayed (see page 95 of Operating Instructions on the CD-ROM) <p>When blinking slowly: 1 second intervals</p> <ol style="list-style-type: none"> 1 Enter "http://192.168.0.254:8080" into the web browser's address bar (http://bbhgw.webpage cannot be used). 2 Update when the update firmware window is displayed (see page 95 of Operating Instructions on the CD-ROM).
<p>"The system has detected a conflict for IP address with the system having hardware address XX:XX:XX:XX:XX:XX" or "Another device on your TCP/IP Internet, which has the physical address XX:XX:XX:XX:XX:XX, is currently using the same IP address (XXX.XXX.XXX.XXX). Your TCP/IP network interface has been shut down." is displayed in the dialog box.</p>	<ul style="list-style-type: none"> • Turn off all the devices. Turn on this product and then the PC. • Check that all the PCs are set to Obtain IP Address Automatically. • Check that the available address range and each of the IP addresses of the specific devices in the network do not overlap.
<p>After clicking [Restart] on the setup page, the basic setup page is not displayed.</p>	<ul style="list-style-type: none"> • Click the web browser's refresh button. • After restarting the PC, access the setup page again.
<p>The password to access the setup page has been forgotten.</p>	<ul style="list-style-type: none"> • Push the FACTORY DEFAULT RESET button, and initialize this product (see page 109 of Operating Instructions on the CD-ROM for the location of the button). The settings are returned to factory default. Reset the user name and password.

For product service

- Panasonic Servicenters are listed in the servicenter directory.
- Call 1-800-272-7033 for the location of an authorized servicenter.
- This product is designed for use in the United States of America. Sale or use of this product in other countries/areas may violate local laws.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the problem, to the outside of the carton.

Symptom _____

- Send the unit to an authorized servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company listed below or to executive or regional sales offices. These locations do not repair consumer products.

The information in this document is subject to change without notice.

Panasonic Consumer Electronics Company, Division of Panasonic Corporation of North America

One Panasonic Way,
Secaucus, New Jersey 07094

Panasonic Puerto Rico, Inc.

San Gabriel Industrial Park, Ave. 65 de Infantería, Km. 9,5,
Carolina, Puerto Rico 00985

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