

# Panasonic®

## Installation Guide

HomeHawk Outdoor  
Model No. **KX-HNC710**



**Thank you for purchasing a Panasonic product.**

This document explains how to configure the outdoor camera using a mobile device.

Please read the supplied installation guide of KX-HN7001/KX-HN7002/KX-HN7003/KX-HN1007 for further details.

**Charge the batteries for about 8 hours before camera installation (page 12).**

Please read this document before using the unit and save it for future reference.

For assistance, please contact us at 1-800-272-7033 or visit our Web site:

**<http://shop.panasonic.com/support>** for customers in the U.S.A.

**Please register your product: <http://shop.panasonic.com/support>**

Printed in China



## **Table of Contents**

---



### **Introduction**

Accessory information .....3

### **Important Information**

Graphical symbols for use on  
equipment and their  
descriptions .....5  
About this system .....5  
For your safety .....6  
Important safety instructions .....8  
Privacy and rights of portrait .....8  
Other information .....8

### **Setup**



Part names and functions .....11  
Battery charging for  
cameras .....12  
Turning the power on for  
cameras .....12  
Registering the camera .....12  
Installation .....13

### **Appendix**

Specifications .....16  
FCC and other information .....18  
Customer services .....20  
Limited Warranty (ONLY FOR  
U.S.A.) .....21

## Accessory information

### Supplied accessories

No.	Accessory item/Part number	Quantity
①	Ethernet cable/PNWXAB700W01	1
②	USB cable/ PNWYAC700W00	1
③	Wall mounting screws 25 mm (1 inch)/ PNWYAC700W02	2
④	Suspension wire tool – Safety wire: 1/XXXX – Washer: 1 The washer for attaching safety wire to camera $\varnothing$ xx mm (xx inches)/xxxx – Screw: 1 The screw for attaching the safety wire to a wall or ceiling xx mm (xx inches)/xxxx – Screw safety wire: 1 The screw safety wire for attaching the safety wire to the camera $\varnothing$ xx mm (xx inches)/xxxx	1



### Other information

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

For assistance, please visit <http://shop.panasonic.com/support> 3





## ***Introduction***

---

### **Trademarks**













- iPhone and iPad are registered trademarks of Apple Inc.
  - Android and Google Play are registered trademarks or trademarks of Google Inc.
  - Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
  - WPA™ and WPA2™ are registered trademarks or trademarks of Wi-Fi Alliance®.
  - All other trademarks identified herein are the property of their respective owners.
- 

### **Notice**

- 
- 
- HomeHawk Front Door is referred to as front door camera or camera in this document.
  - HomeHawk Outdoor is referred to as outdoor camera or camera in this document.
  - For installation, accessing User's Guide, etc, refer to the supplied Installation Guide of KX-HN7001/KX-HN7002/KX-HN7003/KX-HN1007.

## Important Information

### Graphical symbols for use on equipment and their descriptions

Symbol	Explanation	Symbol	Explanation
	Alternating current (A.C.)		Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
	Direct current (D.C.)		“ON” (power)
	Protective earth		“OFF” (power)
	Protective bonding earth		Stand-by (power)
	Functional earth		“ON”/“OFF” (power; push-push)
	For indoor use only		Caution, risk of electric shock

### About this system

- This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.
- The system’s wireless features are subject to interference, therefore functionality in all situations cannot be guaranteed. Panasonic will not be held responsible for injury or damage to property that occurs

For assistance, please visit <http://shop.panasonic.com/support> 5

## Important Information

in the event of wireless communication error or failure.

### For your safety

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

#### **WARNING**

##### Power connection

- Use only the 5.0 V, 1.0 A or higher power source.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adaptor/power plug into the power outlet or micro-USB connector into the power supply device's micro-USB jack. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.

- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact us at <http://shop.panasonic.com/support>
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open. Danger of electric shock exists.
- Never touch the plug with wet hands. Danger of electric shock exists.
- Do not connect non-specified devices.

##### Installation

- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the power cord to be excessively pulled, bent or placed under heavy objects.
- Do not mount the bracket in a location higher than 2.2 m (7 feet 3 inches), in an unstable location, in a location subject to

6 For assistance, please visit <http://shop.panasonic.com/support>

## Important Information

frequent vibration, on a ceiling, or on a weak wall. (Do not mount on gypsum board, concrete blocks, wooden materials exposed to the outdoors, walls with very rough surfaces, or surfaces that are narrower than the width of the wall mount bracket.) There is a risk of injury if the product falls, or of fire or electric shock if water enters the product.

- Keep small parts (screws, washers, etc.) out of the reach of children. There is a risk of swallowing. In the event they are swallowed, seek medical advice immediately.

### Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Never put metal objects inside the product. If metal objects enter the product, turn off the circuit breaker and contact an authorized service center.

### Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from

external RF (radio frequency) energy. Wireless LAN features operate between 2.412 GHz and 2.462 GHz with a peak transmission power of 100 W.

- 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 energy.

## CAUTION

### Installation and location

- Never install wiring during a lightning storm.
- Although this product conforms to the IPX5\* code, do not intentionally expose it to water. \*IPX5 indicates that the product is protected against water jets: water projected at all angles through a 6.3 mm (1/4 inches) nozzle flow rate of 12.5 liters/minute at a pressure of 30 kN/m<sup>2</sup> for 3 minutes from a distance of 3 meters (9 feet 10 inches).
- Although this product conforms to the IP6X\* code, do not intentionally expose it to grit and dust. \*IP6X indicates that the product is protected against grit and

For assistance, please visit <http://shop.panasonic.com/support> 7

## Important Information

dust: this product has shown the capabilities of preventing dust from entering inside the product after the product was in a device that contained dust with a diameter of 75 µm or less for 8 hours and was shaken and removed from that device.

- The USB cable is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

### Preventing accidents and injuries

- The safety wire must be used when mounting the product. There is a risk of injury if the product falls.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.

## Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Use only the power cord indicated in this document.

### SAVE THESE INSTRUCTIONS

## Privacy and rights of portrait

When installing or using the camera, please take into consideration the rights of others with regard to privacy.

It is generally said that “privacy” means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. “Rights of portrait” means the right to be safe from having your own image taken and used indiscriminately without consent.

## Other information

This product has a rechargeable lithium ion battery. Do not throw into fire, apply heat, or charge, use, or leave in a high temperature environment.

- Doing so may cause fluid leak, overheating, or explosion.

8 For assistance, please visit <http://shop.panasonic.com/support>



## Important Information

### Routine care

- Wipe the outer surface of the product with a soft moist cloth.
- Do not use benzine, thinner, or any abrasive powder.

### Camera image quality

- Camera images may have the following characteristics.
  - Colors in images may differ from the actual colors.
  - When there is light behind the subject (i.e., backlighting), faces may appear dark.
  - Image quality may be reduced in dark locations.
  - Images may appear hazy when there are outdoor lights in use.

### Notice for product disposal, transfer, or return

- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase information from the memory before you dispose of, transfer, or return the product.

### Notice for built-in battery

#### ATTENTION:

A lithium ion battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY (1-800-822-8837) for information on how to recycle this battery.



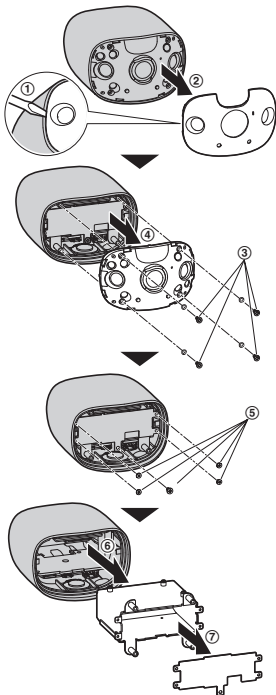
**WARNING for Lithium Ion (Li-Ion) Battery:**  
Risk of fire and burns. Do not open, crush, heat above 50 °C (122 °F) or incinerate. Follow the instructions in the operating instructions.

Remove the built-in rechargeable battery before disposing of the cameras. Do not dismantle or replace the battery so that you can use the camera again. This could cause fire or an electric shock.

For assistance, please visit <http://shop.panasonic.com/support> 9

## Important Information

Replace it at an authorized service center.



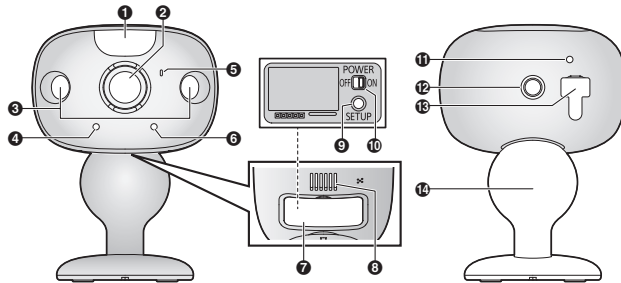
- Disconnect the power cord from the camera when removing the battery.
- Perform steps (①) to (⑦), lift the battery, and then remove it.

## Notice

- This product is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.
- Cet appareil est conçu pour être utilisé aux États-Unis d'Amérique. La vente ou l'emploi de cet appareil dans certains autres pays peut constituer une infraction à la législation locale.
- Este producto está diseñado para usarse en los Estados Unidos de América. La venta o el empleo de este producto en ciertos países puede constituir violación de la legislación local.
- 本產品專為美國使用而設。若在其他國家銷售或使用，可能會違反當地法例。
- この製品は、日本国外での使用を目的として設計されており、日本国内での使用は法律違反となります。従って、当社では日本国内においては原則として修理などのサービスは致しかねます。

10 For assistance, please visit <http://shop.panasonic.com/support>

## Part names and functions



- |                           |                                  |
|---------------------------|----------------------------------|
| <b>1</b> White LED lens   | <b>8</b> Speaker                 |
| <b>2</b> Lens             | <b>9</b> <b>[SETUP]</b> button*1 |
| <b>3</b> Infrared sensors | <b>10</b> Power slide switch     |
| <b>4</b> LED indicator    | <b>11</b> Charging LED           |
| <b>5</b> Microphone       | <b>12</b> Camera nut             |
| <b>6</b> Light sensor     | <b>13</b> USB cover/connection*2 |
| <b>7</b> Interface cover  | <b>14</b> Wall mounting adaptor  |

\*1 Used when performing initial setup.

\*2 Used to connect the USB cable when charging.

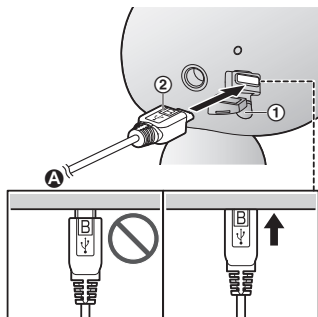
### LED indicators

You can use the LED indicators to confirm the status of the cameras. Refer to the supplied Installation Guide for more details.

## Setup

### Battery charging for cameras

- This camera has an internal rechargeable battery.
  - Turn the camera off before charging the battery. If the camera is turned on while charging, it may take longer to charge.
  - Make sure to charge the battery indoors and in a dry location.
  - Charge the battery in a location with a temperature between 5°C and 40°C (41°F and 104°F). The battery cannot charge in locations outside of these temperatures.
- 1 Open the micro-USB jack cover (①).
  - 2 Insert the USB cable (②) into the micro-USB connector.



- Ⓐ 5.0 V, 1.0 A or higher power source

### Turning the power on for cameras

Open the cover on the rear of the cameras, and then slide the power switch to ON.

### Registering the camera

This procedure is not required for devices that were included as part of a bundle.

Before you can use the camera, it must be registered to the access point.

If the camera is not registered to an access point, the camera's LED indicator blinks in amber. You can register each camera by using the registration buttons or the **[HomeHawk]** app.

#### Note:

- Before registering the camera, make sure the AC adaptors of the access point and camera are connected and each device is powered.

12 For assistance, please visit <http://shop.panasonic.com/support>

## Setup

### Using registration buttons

- 1 Access point:**  
Press and hold **[SETUP]** until the LED indicator blinks slowly in green.
- 2 Camera:**  
Press and hold the registration button until the LED indicator blinks slowly in green.
  - When registration is completed, the camera sounds one long beep.

#### Note:

- If registration fails, the camera sounds several short beeps.

### Using the app

When you register the camera by using the **[HomeHawk]** app, you can assign a name to your devices. For more information, refer to the User's Guide.

## Installation

### Installation precautions

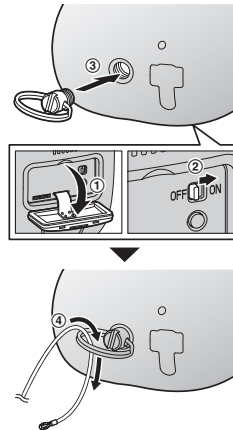
- Do not use an impact driver. (This may lead to damaged screws or over-tightening.)
- Mount the camera on the stable location with a height of 2.2 m (7 feet 3 inches) where the unit

can be adequately supported when installing.

- Do not mount the camera on a soft material. It may fall down, break or cause injury.

### Installing the camera

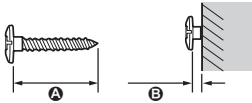
- 1** Open the interface cover (①), then slide the power switch (②) to on.
- 2** Secure the screw safety wire to the screw hole (③) of the camera using a driver, and then pass the wire through the ring of the screw safety wire (④).



For assistance, please visit <http://shop.panasonic.com/support> 13

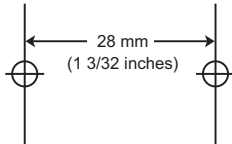
## Setup

- 3** Drive the wall mounting screws into the wall.
- A** Longer than xx mm (xx/xx inches)
  - B** Space xx mm (xx/xx inches)



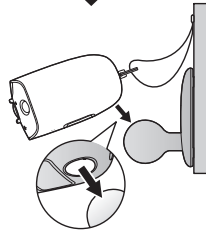
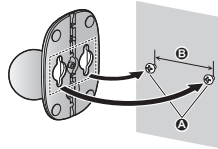
### Note:

- Use the following template when determining the location of the screw holes.

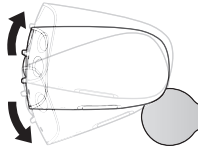
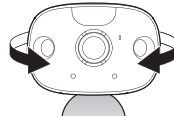


- 4** Mount the wall mounting adaptor to the wall and then attach the camera to the wall mounting adaptor.
- A** Wall mounting screws

- B** xx mm (xx/xx inches)



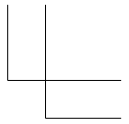
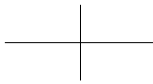
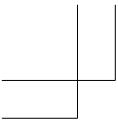
- 5** Adjust the camera angle.



### Note:

- Attach the safety wire while it is bent.
- Attach the safety wire high on the wall so that the camera does not strike

14 For assistance, please visit <http://shop.panasonic.com/support>

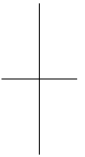
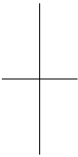


---

## **Setup**

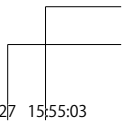
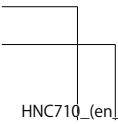
anyone in the event the camera detaches from the wall.

- Do not hang from the camera or stand.



---

**For assistance, please visit <http://shop.panasonic.com/support> 15**



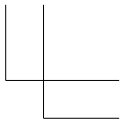
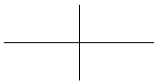
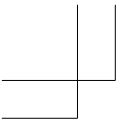
## Specifications

- **Standards**
  - Wireless LAN:**  
IEEE 802.11b/g
- **Frequency range**
  - Wireless LAN:**  
2.412 GHz – 2.462 GHz  
(channels 1 – 11)
- **RF transmission power**
  - Wireless LAN:**  
100 mW (peak transmission power)
- **Encryption**  
WPA™/WPA2™-PSK (AES)
- **Power source**  
5.0 V, 1.0 A\*1
- **Battery performance**  
Standby: xx hours  
Operating time: 8 hours
- **Operating conditions**  
-20 °C – 50 °C (-4 °F – 122 °F)  
up to 90 % relative air humidity  
(non-condensing)
- **Transmitting range**  
30 m (100 feet) indoors  
100 m (300 feet) outdoors
- **Image sensor**  
1.0 megapixel CMOS
- **Minimum illuminance required\*2**  
IR-LED: 0 lx\*2  
White LED: 1 lx\*2
- **Focal length**  
Fixed 0.2 m (0.7 feet – infinity)
- **Angular field of view (camera angle)**  
Horizontal: 150°  
Vertical: 85°
- **Motion detection method**  
Pyroelectric infrared sensor (PIR sensor) and visual sensor
- **PIR sensor detection range (when the surrounding temperature is approx. 25 °C (77 °F))**  
Horizontal: 170°  
Vertical: 19.1°  
Detection range: 5 m
- **Visual sensor detection range**  
Horizontal: 150°  
Vertical: 90°
- **Adjustable mounting angles\*3**  
Horizontal: xx  
Vertical: facing forward – facing down approx. xx (adjustable when mounting)
- **IP rating**  
IP65\*4
- **Dimensions (height × width × depth)**  
Approx. 97.7 mm × 71 mm × 93.9 mm (3 7/8 inches × 2 13/16 inches × 3 11/16 inches)
- **Mass (weight)**  
Approx. xx g (xx lb)

\*1 Only when charging.

\*2 The infrared LEDs that surround the camera lens will illuminate in low-light conditions.

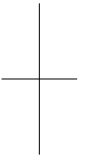
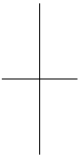




---

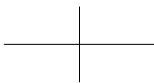
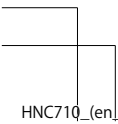
## **Appendix**

- \*3 Adjustable when mounting.
- \*4 Water resistance is only assured if the camera is installed correctly according to the instructions in the Installation Guide, and appropriate water protection measures are taken.



---

**For assistance, please visit <http://shop.panasonic.com/support> 17**



## Appendix

### FCC and other information

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.

Privacy of communications may not be ensured when using this device.

#### CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

#### NOTE:

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.

Some devices operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, this device should not be placed near or on top of a TV or VCR. If interference is experienced, move this device

18 For assistance, please visit <http://shop.panasonic.com/support>





---

## Appendix

further away from the TV or VCR.  
This will often reduce or eliminate interference.

### **FCC RF Exposure Warning:**

- 
- 
- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
  - To comply with FCC RF exposure requirements, the device must be installed and operated 20 cm (8 inches) or more between the product and all person's body.
  - This product may not be collocated or operated in conjunction with any other antenna or transmitter.
  - For body-worn operation, the device must be used only with a non-metallic accessory. Use of other accessories may not ensure compliance with FCC RF exposure requirements.

### **FCC Warning:**

To ensure compliance with FCC emissions limits, use only the provided USB cable with ferrite core when connecting the unit to a computer.

### **Notice:**

- FCC ID can be found on the rear of the unit.

---

**For assistance, please visit <http://shop.panasonic.com/support> 19**

## Customer services

# **Shop Accessories!**

for all your Panasonic gear

Go to

<http://shop.panasonic.com/support>

Get everything you need to get the most out of  
your Panasonic products

Accessories & Parts for your Camera, Phone, A/V  
products, TV, Computers & Networking, Personal  
Care, Home Appliances, Headphones, Batteries,  
Backup Chargers & more...

## **Customer Services Directory**

For Product Information, Operating Assistance,  
Parts, Owner's Manuals, Dealer and Service info  
go to <http://shop.panasonic.com/support>

You may also contact us directly at: 1-800-272-7033,

Monday - Friday 9 am to 9 pm;

Saturday - Sunday 10 am to 7 pm, EST.

For the hearing or speech impaired TTY: 1- 877-833-8855

As of June 2015

20 For assistance, please visit <http://shop.panasonic.com/support>

## Limited Warranty (ONLY FOR U.S.A.)

### Panasonic Products Limited Warranty

#### Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Parts	Labor
Home Network System Products	One (1) Year	One (1) Year
microSD card (Included model only)	90 days	N/A

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

#### Mail-In Service—Online Repair Request

##### Online Repair Request

To submit a new repair request and for quick repair status visit our Web Site at <http://shop.panasonic.com/support>

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at <http://shop.panasonic.com/support> as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

**IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.**

For assistance, please visit <http://shop.panasonic.com/support> 21

## Appendix

---

### **Limited Warranty Limits and Exclusions**

This warranty **ONLY COVERS** failures due to defects in materials or workmanship, and **DOES NOT COVER** normal wear and tear or cosmetic damage. The warranty **ALSO DOES NOT COVER** damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

**THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".**

**THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.**

(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content. The items listed are not exclusive, but for illustration only.)

**ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:

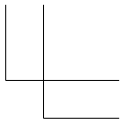
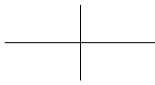
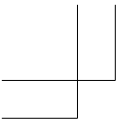
Consumer Affairs Department  
Panasonic Corporation of North America  
661 Independence Pkwy  
Chesapeake, VA 23320

**PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.**

**As of June 2015**

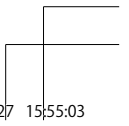
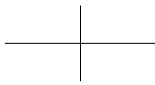
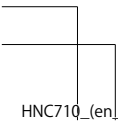
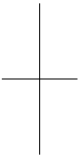
---

**22 For assistance, please visit <http://shop.panasonic.com/support>**



**Notes**

---



# IMPORTANT!

If your product is not working properly. . .

- ① **Reconnect the AC adaptor to the access point.**
- ② **Turn the power switch of the camera ON/OFF.**
- ③ Use the **HomeHawk app** to access the **User's Guide**.  
and refer to the **Troubleshooting** section.



Visit our Web site: <http://shop.panasonic.com/support>  
• FAQ and troubleshooting hints are available.

## For your future reference

We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No.	Date of purchase
(found on the bottom of the access point or the rear of the outdoor camera)	
Name and address of dealer	
Attach your purchase receipt here.	

Panasonic Corporation of North America

Two Riverfront Plaza, Newark, NJ 07102-5490

© Panasonic Corporation 2017