

# Panasonic®

## Troubleshooting

### Network Camera Server



Model No. **BB-HCS301A**

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- SD mark is a trademark of the SD Card Association.
- All other trademarks identified herein are the property of their respective owners.
- This software is based in part on the work of the Independent JPEG Group.

## **Abbreviations**

- UPnP is the abbreviation for "Universal Plug and Play".
- "Network Camera" or "Analog Camera connected to this product" is called "Camera" in this Installation manual.

# Troubleshooting

The Panasonic support website "<http://panasonic.co.jp/pcc/products/en/netwcam/>" includes various technical information other than the contents in this troubleshooting section. Access it if problems occur.

## Indicator Error Codes

Problem	Cause and Remedy
Indicator lights or blinks orange.	<ul style="list-style-type: none"> <li>• Ethernet cable is not connected properly. → Connect the Ethernet cable properly.</li> <li>• PC, Ethernet hub or router is not working. → Confirm that PC, Ethernet hub and router are working.</li> </ul>
Indicator continues blinking orange.	<ul style="list-style-type: none"> <li>• Indicator blinks orange when updating firmware. → If you access this product on the web browser, Update Firmware page will be displayed. Update the firmware following the procedure (see page 135 of the Operating Instructions on the Setup CD-ROM). If you fail to update the firmware, see page 22.</li> </ul>
Indicator continues blinking orange (2-second interval).	<ul style="list-style-type: none"> <li>• The router on your network is turned off. → Turn the router on, and wait for a while until the ADSL line is connected.</li> <li>• An error has occurred in UPnP™ port forwarding. → Set up this product again in [Automatic Setup] by the Setup Program following the procedures shown on the Getting Started.</li> </ul>
Indicator continues blinking green.	<ul style="list-style-type: none"> <li>• Automatic setup is not complete. → Complete the setup following the Getting Started.</li> <li>• This product did not get its IP address from the DHCP server. → When setting [Automatic Setup] or [DHCP Setup], this product may not get its IP address due to network failures. Ask your ISP or network administrator for more information.</li> </ul>

Problem	Cause and Remedy
Indicator does not light up.	<ul style="list-style-type: none"> <li>• Indicator display is disabled. → Check if the indicator control is disabled (see page 131 of the Operating Instructions on the Setup CD-ROM).</li> <li>• Confirm that the standard AC adaptor PQLV202 (Order No. PQLV202Y) is being used.</li> </ul>
Indicator continues blinking red.	<ul style="list-style-type: none"> <li>• This product may be malfunctioning. → If you cannot access this product, it may be malfunctioning. Call our customer call center.</li> </ul>

## Setup Difficulties

### Note

**If you are experiencing any problems, it is recommended that you temporarily disable all firewall, pop-up killer, and virus detection software. Once the problem is identified and corrected, you can restart the Setup Program.**

Problem	Cause and Remedy
Automatic Setup fails using Setup Program.	<ul style="list-style-type: none"> <li>• More than 20 minutes have passed since this product was turned on. → Disconnect the plug of the AC cord from the outlet, and reconnect it again. Set up this product again.</li> <li>• Multiple IP addresses of these products are overlapping. → If you are installing multiple products, turn them on one by one.</li> <li>• A problem occurs during the setup. → After confirming that the network is active, disconnect the plug of the AC cord from the outlet, and reconnect it again. And set up this product again.</li> </ul>
Viewnetcam.com registration fails using Setup Program.	<ul style="list-style-type: none"> <li>• If you do not receive an E-mail from the Viewnetcam.com service, your registered E-mail address may be incorrect. → Register your correct E-mail address again at the Viewnetcam.com website at <a href="http://www.viewnetcam.com">http://www.viewnetcam.com</a>.</li> </ul>

Problem	Cause and Remedy
DynamicDNS registration fails using Setup Program.	<ul style="list-style-type: none"> <li>• The router-connected PC has failed to access the Internet.                             <ul style="list-style-type: none"> <li>→ Refer to the router's manual and try to connect to the Internet through your PC. Once Internet connection has been confirmed, you can register to DynamicDNS.</li> </ul> </li> </ul>
Setup Program does not list any of this product.	<ul style="list-style-type: none"> <li>• Your firewall or antivirus software is blocking the connection.                             <ul style="list-style-type: none"> <li>→ To avoid any possible problems, temporarily disable any firewall or antivirus software, and set up this product again. If you cannot disable your firewall or antivirus software, you can set up this product using the MAC address (see the Getting Started).</li> </ul> </li> <li>• This product is connected over a different network.                             <ul style="list-style-type: none"> <li>→ Set up this product from a PC under the same router.</li> </ul> </li> <li>• Confirm that an IP address is assigned to your PC.                             <ul style="list-style-type: none"> <li>→ Assign the IP address to your PC (see page 154 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> </ul>
Setup Program fails to complete successfully.	<ul style="list-style-type: none"> <li>• Network problems may have occurred during setup.                             <ul style="list-style-type: none"> <li>→ Disconnect the plug of the AC cord from the outlet, and reconnect it again. Then set up this product again.</li> </ul> </li> </ul>
UPnP™ port forwarding setup fails.	<ul style="list-style-type: none"> <li>• UPnP™ is disabled on the router.                             <ul style="list-style-type: none"> <li>→ Enable UPnP™ on the router following the router manual.</li> </ul> </li> <li>• This product was turned on before the router was turned on.                             <ul style="list-style-type: none"> <li>→ Turn the router on first, and then turn this product on.</li> </ul> </li> <li>• The default gateway is not set, or the settings are wrong.                             <ul style="list-style-type: none"> <li>→ Set the default gateway correctly (see page 37 or page 41 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• The router does not support UPnP™.                             <ul style="list-style-type: none"> <li>→ Enable port forwarding on your router following the router manual.</li> </ul> </li> </ul>

<b>Problem</b>	<b>Cause and Remedy</b>
<p>The IP address and port number of this product have been forgotten.</p>	<ul style="list-style-type: none"> <li>Clicking [Camera Setup] on the Setup Program displays the list of this product. The list shows the MAC address labeled on the bottom of this product. The IP address and port number of this product are shown next to the MAC address.</li> </ul>
<p>The password has been forgotten.</p>	<ul style="list-style-type: none"> <li>Press the FACTORY DEFAULT RESET button to reset the camera to default. Set up this product again.</li> </ul>

## Image/Page Display

Problem	Cause and Remedy																																													
<p>The Top page is not displayed.</p>	<ul style="list-style-type: none"> <li>• The IP address of this product has changed.                             <ul style="list-style-type: none"> <li>→ Enter the correct IP address in the address bar of the web browser.</li> </ul> </li> <li>• You entered IPv6 address in the Internet Explorer.                             <ul style="list-style-type: none"> <li>→ Internet Explorer does not support IPv6 address access. Use DynamicDNS services like Viewnetcam.com service.</li> </ul> </li> <li>• When this product is accessed from the Internet, the default gateway or the DNS server addresses are not set, or the settings are wrong.                             <ul style="list-style-type: none"> <li>→ Assign the default gateway and the DNS server addresses correctly (See page 37 or page 41 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• The connection type is wrong (see page 40 or page 44 of the Operating Instructions on the Setup CD-ROM).                             <ul style="list-style-type: none"> <li>→ If this product is not connected to the network in the [Auto Negotiation] setting, set up this product and the router seeing the following table.</li> </ul> </li> </ul> <table border="1" data-bbox="312 899 952 1118" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="2" data-bbox="312 899 525 932" rowspan="2">This product Router or hub</th> <th data-bbox="525 899 632 932">Auto Negotiation</th> <th colspan="2" data-bbox="632 899 710 932">100Base-TX</th> <th colspan="2" data-bbox="710 899 952 932">10Base-TX</th> </tr> <tr> <th data-bbox="525 932 632 964"></th> <th data-bbox="632 932 710 964">Full Duplex</th> <th data-bbox="710 932 789 964">Half Duplex</th> <th data-bbox="789 932 868 964">Full Duplex</th> <th data-bbox="868 932 952 964">Half Duplex</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="312 964 525 997">Auto Negotiation</td> <td data-bbox="525 964 632 997">✓</td> <td data-bbox="632 964 710 997">—</td> <td data-bbox="710 964 789 997">✓</td> <td data-bbox="789 964 868 997">—</td> <td data-bbox="868 964 952 997">✓</td> </tr> <tr> <td data-bbox="312 997 412 1029" rowspan="2">100Base-TX</td> <td data-bbox="412 997 525 1029">Full Duplex</td> <td data-bbox="525 997 632 1029">—</td> <td data-bbox="632 997 710 1029">✓</td> <td data-bbox="710 997 789 1029">—</td> <td data-bbox="789 997 868 1029">—</td> <td data-bbox="868 997 952 1029">—</td> </tr> <tr> <td data-bbox="412 1029 525 1062">Half Duplex</td> <td data-bbox="525 1029 632 1062">✓</td> <td data-bbox="632 1029 710 1062">—</td> <td data-bbox="710 1029 789 1062">✓</td> <td data-bbox="789 1029 868 1062">—</td> <td data-bbox="868 1029 952 1062">—</td> </tr> <tr> <td data-bbox="312 1062 412 1094" rowspan="2">10Base-T</td> <td data-bbox="412 1062 525 1094">Full Duplex</td> <td data-bbox="525 1062 632 1094">—</td> <td data-bbox="632 1062 710 1094">—</td> <td data-bbox="710 1062 789 1094">—</td> <td data-bbox="789 1062 868 1094">✓</td> <td data-bbox="868 1062 952 1094">—</td> </tr> <tr> <td data-bbox="412 1094 525 1127">Half Duplex</td> <td data-bbox="525 1094 632 1127">✓</td> <td data-bbox="632 1094 710 1127">—</td> <td data-bbox="710 1094 789 1127">—</td> <td data-bbox="789 1094 868 1127">—</td> <td data-bbox="868 1094 952 1127">✓</td> </tr> </tbody> </table>	This product Router or hub		Auto Negotiation	100Base-TX		10Base-TX			Full Duplex	Half Duplex	Full Duplex	Half Duplex	Auto Negotiation		✓	—	✓	—	✓	100Base-TX	Full Duplex	—	✓	—	—	—	Half Duplex	✓	—	✓	—	—	10Base-T	Full Duplex	—	—	—	✓	—	Half Duplex	✓	—	—	—	✓
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Problem	Cause and Remedy
<p>The Top page is not displayed on the LAN.</p>	<ul style="list-style-type: none"> <li>• The connected router does not have a loopback feature. → Access this product with the local network IP address.</li> <li>• The wrong IP address class is assigned to this product. → If you access this product on the LAN, the PC IP address and the IP address of this product must be set in the same class. Set the IP address of this product same as the class of the PC IP address (see page 154 of the Operating Instructions on the Setup CD-ROM).</li> <li>• The web browser is accessing the proxy server. → Set the web browser to access the Internet directly (see page 159 of the Operating Instructions on the Setup CD-ROM).</li> <li>• You access this product on the same LAN by entering the registered URL (or the router's global IP address) with the DynamicDNS service. → To access this product on the same LAN, use the address for the local network address.</li> </ul>

Problem	Cause and Remedy
<p>The Top page is displayed on the LAN, but not displayed from the Internet.</p>	<ul style="list-style-type: none"> <li>• The default gateway address may be wrong.                             <ul style="list-style-type: none"> <li>→ Set the correct default gateway address (see page 37 or page 41 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• UPnP™ is disabled on the router.                             <ul style="list-style-type: none"> <li>→ Enable UPnP™ on the router following the router manual.</li> </ul> </li> <li>• Port forwarding is not enabled on the router (see page 57 of the Operating Instructions on the Setup CD-ROM).                             <ul style="list-style-type: none"> <li>→ Enable port forwarding seeing the router manual for details.</li> </ul> </li> <li>• Firewalls such as packet filtering on the router are blocking access to this product.                             <ul style="list-style-type: none"> <li>→ Set the router to allow access to this product seeing the router manual for details.</li> </ul> </li> <li>• You are accessing this product with an IP address for local access to this product.                             <ul style="list-style-type: none"> <li>→ Access this product with the global IP address of the router and port number of this product.</li> </ul> </li> </ul>
<p>Authentication windows are consecutively displayed.</p>	<ul style="list-style-type: none"> <li>• User name and password for the administrator or general users have been changed.                             <ul style="list-style-type: none"> <li>→ Close the web browser, and access this product again.</li> </ul> </li> </ul>
<p>Only half of the image is displayed.</p>	<ul style="list-style-type: none"> <li>• You are using Internet Explorer 4.xx or lower.                             <ul style="list-style-type: none"> <li>→ Upgrade Internet Explorer to version 6.0 or greater.</li> </ul> </li> </ul>

Problem	Cause and Remedy
<p>The image is not displayed.</p>	<ul style="list-style-type: none"> <li>• ActiveX® Controls are not installed in Internet Explorer.                             <ul style="list-style-type: none"> <li>→ ActiveX Controls should be installed to display video (Motion JPEG). For the ActiveX Controls installation method, see page 19 of the Operating Instructions on the Setup CD-ROM when using Microsoft® Windows® XP Service Pack 2, or see page 18 of the Operating Instructions on the Setup CD-ROM when using other operating systems.</li> </ul> </li> <li>• The network is congested.                             <ul style="list-style-type: none"> <li>→ Pages may not be displayed immediately. Wait for a while.</li> </ul> </li> <li>• The web browser is accessing the proxy server.                             <ul style="list-style-type: none"> <li>→ Set the web browser to access the Internet directly (see page 159 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> </ul>
<p>The Top page or the image is not displayed on the cell phone.</p>	<ul style="list-style-type: none"> <li>• Only IP address and port number are entered.                             <ul style="list-style-type: none"> <li>→ Enter "/mobile" after entering "IP Address:Port Number".</li> </ul> </li> <li>• The 320 × 240 resolution image is not displayed.                             <ul style="list-style-type: none"> <li>→ Cell phones does not support 320 × 240 resolution image.</li> </ul> </li> <li>• The file size of the image is exceeding the capacity of the cell phone.                             <ul style="list-style-type: none"> <li>→ View the image at 160 × 120 resolution.</li> </ul> </li> </ul>
<p>A gray screen is displayed.</p>	<ul style="list-style-type: none"> <li>• There are currently more than 30 simultaneous accesses to the video (Motion JPEG).                             <ul style="list-style-type: none"> <li>→ Reduce the number of access to below 30, or change the video to still images.</li> </ul> </li> <li>• Operation time has been specified.                             <ul style="list-style-type: none"> <li>→ A gray screen is displayed outside the operation time. This is normal.</li> </ul> </li> </ul>

Problem	Cause and Remedy
A gray screen is displayed.	<ul style="list-style-type: none"> <li>• A copyguard signal was detected. This image cannot be displayed.                             <ul style="list-style-type: none"> <li>→ Input the images without copyguard to this product's video input terminal.</li> </ul> </li> <li>• No input signal.                             <ul style="list-style-type: none"> <li>→ Input the video output from the camera to this product's input terminal.</li> </ul> </li> </ul>
Video suddenly changes to still images.	<ul style="list-style-type: none"> <li>• The video (Motion JPEG) display period is set on the General User page.                             <ul style="list-style-type: none"> <li>→ It is a normal operation. When you view video continuously, set [Unlimited] for the limit continuous motion JPEG (see page 78 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> </ul>
The color on the image is strange.	<ul style="list-style-type: none"> <li>• The color display setting on your PC is set lower than 16 bits.                             <ul style="list-style-type: none"> <li>→ Set the color display 16 bits or higher.</li> </ul> </li> </ul>
Image flickers.	<ul style="list-style-type: none"> <li>• The environment surrounding the object is dark.                             <ul style="list-style-type: none"> <li>→ Brighten the area around the object.</li> </ul> </li> <li>• The color display setting on your PC is set lower than 16 bits.                             <ul style="list-style-type: none"> <li>→ Set it to 16 bit high color or greater.</li> </ul> </li> </ul>
A whitish and unclear image is displayed.	<ul style="list-style-type: none"> <li>• The cable is connected to the video output terminal, but the opposite side of the cable is not connected.                             <ul style="list-style-type: none"> <li>→ Correctly connect the cable to the input terminal of the monitor. If unnecessary, remove the cable from this product's video output terminal.</li> </ul> </li> <li>• The monitor has a termination resistor switch, and the switch is off (HI-Z).                             <ul style="list-style-type: none"> <li>→ Turn the termination resistor switch off (75 Ω).</li> </ul> </li> </ul>
The vertical and horizontal black lines appear on the image.	<ul style="list-style-type: none"> <li>• The cause is the fluctuation of the camera's video output.                             <ul style="list-style-type: none"> <li>→ To erase the black lines, adjust the picture position (see page 67 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> </ul>



Problem	Cause and Remedy
An old image is displayed.	<ul style="list-style-type: none"> <li>• The old image is temporarily stored on the web browser. → Set [Every visit to the page] on the web browser to check for temporary Internet files (see page 162 of the Operating Instructions on the Setup CD-ROM).</li> </ul>
The image refreshes very slowly.	<ul style="list-style-type: none"> <li>• Multiple users are accessing this product. → If multiple users are accessing this product, the image refreshes slowly.</li> <li>• You are not using an Ethernet switching hub. → If you view multiple cameras on the Multi-Camera page, the image refreshes slowly. Use an Ethernet switching hub.</li> <li>• The image may refresh slowly, depending on image resolution, image quality, network traffic, PC performance, enabling IPsec or what object you view.</li> <li>• The Max. bandwidth usage is limited. → Increase the max. bandwidth usage on your network (see page 37 or page 41 of the Operating Instructions on the Setup CD-ROM).</li> </ul>
When accessing this product, the Update Firmware page is displayed.	<ul style="list-style-type: none"> <li>• This product is turned off during firmware update, so the firmware may be broken. → Download the latest firmware on the Panasonic Network Camera support website.</li> </ul>
The message "Inputting copyguard signal." is displayed on the Single page.	<ul style="list-style-type: none"> <li>• The recording of most video and DVD software on the market is prohibited, and such images cannot be transmitted from or displayed on this product.</li> </ul>



## Operation Bar

Problem	Cause and Remedy
Part of the buttons on the operation bar are not displayed.	<ul style="list-style-type: none"><li data-bbox="250 284 952 414">• The feature is not permitted on the General User page. → Permit the feature to be used (see page 78 of the Operating Instructions on the Setup CD-ROM). Or log in to this product as an administrator.</li></ul>

## Audio Problems

Problem	Cause and Remedy
Listen button is displayed gray.	<ul style="list-style-type: none"> <li>• The [Input] setting is set to [Disable] on the Audio page. → Change it to [Enable]. (See page 69 of the Operating Instructions on the Setup CD-ROM)</li> <li>• In the access level settings on the General User page, [Listen] is not permitted. → Permit [Listen]. (See page 78 of the Operating Instructions on the Setup CD-ROM)</li> </ul>
Talk button is displayed gray.	<ul style="list-style-type: none"> <li>• The [Output] setting is set to [Disable] on the Audio page. → Select any one of [Remote Audio], [Local Audio] or [Local Audio + Remote Audio]. (See page 69 of the Operating Instructions on the Setup CD-ROM)</li> <li>• In the access level settings on the General User page, [Talk] is not permitted. → Permit [Talk]. (See page 78 of the Operating Instructions on the Setup CD-ROM)</li> <li>• When accessing this product on a LAN, the web browser settings are going through a proxy server. → Change the settings so that they do not go through a proxy server. (See page 159 of Operating Instructions on the Setup CD-ROM)</li> </ul>
Neither Listen nor Talk button can be used.	<ul style="list-style-type: none"> <li>• When accessing this product on a LAN, the web browser settings are going through a proxy server. → Change the settings so that they do not go through a proxy server. (See page 159 of Operating Instructions on the Setup CD-ROM)</li> </ul>

Problem	Cause and Remedy
<p>Audio cannot be heard on the computer.</p>	<ul style="list-style-type: none"> <li>• The Listen button appears like this:  <ul style="list-style-type: none"> <li>→ Click the Listen button. (It will change to )</li> <li>→ The number of simultaneous access for the audio is exceeding the limit. Wait for a while and access this product again.</li> </ul> </li> <li>• The Listen button is displayed gray. <ul style="list-style-type: none"> <li>→ [Listen] is not permitted on the General User page. Permit it. (See page 78 of Operating Instructions on the Setup CD-ROM)</li> </ul> </li> <li>• The volume is set to minimum. <ul style="list-style-type: none"> <li>→ Adjust the volume on the volume adjustment toolbar.</li> </ul> </li> <li>• The computer volume is set to mute or minimum volume. <ul style="list-style-type: none"> <li>→ Open the PC's Volume Control window, and clear the output master and Wave/MP3's Mute checkbox, then adjust the volume.</li> </ul> </li> </ul>
<p>The Audio Control Bar is not displayed.</p>	<ul style="list-style-type: none"> <li>• The Audio Control Bar is not displayed when the number of simultaneous accesses exceeds the maximum number. <ul style="list-style-type: none"> <li>→ Wait for a while, and access this product again.</li> </ul> </li> <li>• Both the [Output] or [Input] settings are set to [Disable] on the Audio page. <ul style="list-style-type: none"> <li>→ Change them to [Enable]. (See page 69 of the Operating Instructions on the Setup CD-ROM)</li> </ul> </li> <li>• In the access level settings on the General User page, both [Listen] and [Talk] are not permitted. <ul style="list-style-type: none"> <li>→ Permit both [Listen] and [Talk]. (See page 78 of the Operating Instructions on the Setup CD-ROM)</li> </ul> </li> </ul>

Problem	Cause and Remedy
<p>Audio is not output from the audio output terminal.</p>	<ul style="list-style-type: none"> <li>• The Talk button appears like this:  <ul style="list-style-type: none"> <li>→ Click the Talk button. (It will change to )</li> </ul> </li> <li>• The Talk button is gray.           <ul style="list-style-type: none"> <li>→ [Talk] is not permitted on the General User page. Permit it. (See page 78 of Operating Instructions on the Setup CD-ROM)</li> </ul> </li> <li>• Microphone is not selected on your PC's volume control screen.           <ul style="list-style-type: none"> <li>→ Click [Options] → [Properties] →, and check [Recording] on the Volume Control window. In the "Show the following volume controls" column, check [Microphone], and click [OK]. Check [Select] on the Recording Control window.</li> </ul> </li> <li>• The PC's microphone input setting is set to mute.           <ul style="list-style-type: none"> <li>→ Open the PC's Volume Control window, check the microphone checkbox and then adjust the volume controls.</li> </ul> </li> <li>• An audio output device is not connected to this product.           <ul style="list-style-type: none"> <li>→ The audio output terminal of this product is a line output. Connect it to an external speaker with a built-in amplifier (see page 26 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• Audio can only be received for short periods of time.           <ul style="list-style-type: none"> <li>→ Change the settings to extend the PC Audio Input Timeout. (See page 69 of Operating Instructions on the Setup CD-ROM)</li> </ul> </li> <li>• The audio output device's volume settings are set to minimum.           <ul style="list-style-type: none"> <li>→ Adjust the volume settings to an appropriate volume.</li> </ul> </li> <li>• The access to this product is going through a proxy server.           <ul style="list-style-type: none"> <li>→ The audio feature cannot be used when going through a proxy server.</li> </ul> </li> </ul>

Problem	Cause and Remedy
<p>Noise can be heard.</p>	<ul style="list-style-type: none"> <li>• The plug of the audio input or output device is dirty. → Wipe the connection terminal of the audio input or output device.</li> <li>• The audio input or output device is not connected properly. → Correctly connect the audio input or output device.</li> <li>• The audio from your PC speaker is being caught by your PC microphone, then this product is transmitting the audio as the noise (howling sound). → Check [mute] for the microphone column on the volume control screen. Then the PC will stop transmitting audio to this product.</li> </ul>
<p>Audio is interrupted.</p>	<ul style="list-style-type: none"> <li>• Other applications are being run on the computer. → Close other applications on your computer.</li> <li>• The max. bandwidth is set to [Unlimited] on the Network page. → Reduce the max. bandwidth (see page 40 or page 44 of Operating Instructions on the Setup CD-ROM).</li> <li>• The input from the audio input or output device is small. → When the audio is interrupted in listening, change sensitiveness to [Maximum] on the Audio page. When the audio is interrupted in talking, adjust the microphone volume on the PC's Volume Control window.</li> </ul>
<p>You heard the howling sound.</p>	<ul style="list-style-type: none"> <li>• The microphone connected to the audio input is close to the speaker connected to the audio output and the audio output setting is [Local Audio] or [Local Audio + Remote Audio] (see page 69 of the Operating Instructions on the Setup CD-ROM). → Set [Remote Audio] on the Audio page, or make a distance between the microphone and the speaker in order not to cause the howling sound.</li> </ul>

## Image Buffer/Image Transfer

Problem	Cause and Remedy
<p>This product does not transfer the image by E-mail or FTP.</p>	<ul style="list-style-type: none"> <li>• Errors have occurred on the way to the E-mail or FTP server.                             <ul style="list-style-type: none"> <li>→ See the Protocol column on the Status page (see page 133 of the Operating Instructions on the Setup CD-ROM), and check if the error is displayed.</li> </ul> </li> <li>• The default gateway and DNS server addresses are not assigned correctly.                             <ul style="list-style-type: none"> <li>→ Assign them correctly (see page 37 or page 41 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• Login ID and password for E-mail or FTP are invalid.                             <ul style="list-style-type: none"> <li>→ Make sure that you enter your correct login ID and password.</li> </ul> </li> </ul>
<p>This product does not transfer the image to a cell phone.</p>	<ul style="list-style-type: none"> <li>• The image quality is not set to [Mobile Phone] on the Image Buffer/Transfer page.                             <ul style="list-style-type: none"> <li>→ Set the resolution to [160 × 120] and the image quality to [Mobile Phone]. Some cell phones do not support 320 × 240 resolution.</li> </ul> </li> </ul>
<p>The image is slowed down on the Buffered Image page. Or this product transfers the old image.</p>	<ul style="list-style-type: none"> <li>• The transfer interval is too short.                             <ul style="list-style-type: none"> <li>→ Set the transfer interval longer than the current setting (see page 84, page 93 or page 105 of the Operating Instructions on the Setup CD-ROM).</li> </ul> </li> </ul>

## SD Memory Recording

Problem	Cause and Remedy
Cannot write onto the SD memory card.	<ul style="list-style-type: none"> <li>• It is writing protected. → Cancel the writing protection.</li> </ul>
It takes time to record.	<ul style="list-style-type: none"> <li>• Sometimes it takes time when it is formatted on a PC. → Format it on this product (see page 113 of Operating Instructions on the Setup CD-ROM).</li> </ul>

## IPv6

Problem	Cause and Remedy
The Top page is not displayed with the IPv6 address.	<ul style="list-style-type: none"> <li>• The IPv6 address is not assigned on this product. → Check if the IP address and default gateway are displayed in the network (IPv6) column of the status page (see page 133 of Operating Instructions on the Setup CD-ROM). If both or either one is not displayed, it is possible that the connection is incorrect or that the IPv6 router is not set properly. Set them correctly.</li> <li>• The IPv6 has not been set up on your PC. → IPv6 is not set up in Windows XP when purchased. Change the settings to enable it. (See page 15 of Operating Instructions on the Setup CD-ROM)</li> <li>• Router filtering is enabled. → Permit access to this product from the WAN side in router settings.</li> <li>• Your network or ISP may not support IPv6 at this time.</li> </ul>

## IPsec

Problem	Cause and Remedy
<p>This product cannot be accessed in transport mode.</p>	<ul style="list-style-type: none"> <li>• IPsec policy settings are restricted.                             <ul style="list-style-type: none"> <li>→ Decrease the number of computers connected simultaneously, and wait for a while, or shorten the lifetime in the PC's IPsec settings.</li> </ul> </li> <li>• IPsec settings have not been set on your PC.                             <ul style="list-style-type: none"> <li>→ Set IPsec settings on your PC. See the Panasonic support website (<a href="http://panasonic.co.jp/pcc/products/en/netwcam/">http://panasonic.co.jp/pcc/products/en/netwcam/</a>) for how to do this.</li> </ul> </li> <li>• The pre-shared key is not set correctly.                             <ul style="list-style-type: none"> <li>→ Set the same pre-shared key for this product and your PC (see page 48 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• On the VPN router within the network, tunnel mode has been set.                             <ul style="list-style-type: none"> <li>→ Transport mode and tunnel mode can not be used at the same time. Cancel the PC's IPsec settings, and communicate using tunnel mode.</li> </ul> </li> <li>• Either PC's SA<sup>†</sup> or SA of this product is not established.                             <ul style="list-style-type: none"> <li>→ Disable the PC's IPsec settings, and enable it again.</li> </ul> </li> </ul>
<p>This product cannot be accessed in tunnel mode.</p>	<ul style="list-style-type: none"> <li>• The pre-shared key is not set correctly.                             <ul style="list-style-type: none"> <li>→ Set the same pre-shared key for this product and the VPN router (see page 51 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• The VPN router is not set correctly.                             <ul style="list-style-type: none"> <li>→ Set the IKE and IPsec policy on the VPN router correctly (see page 51, page 53, or page 54 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• Either VPN router's SA<sup>†</sup> or SA of this product is not established.                             <ul style="list-style-type: none"> <li>→ Restart the VPN router and this product.</li> </ul> </li> </ul>

Problem	Cause and Remedy
<p>E-mail or FTP transfer cannot be sent in transport mode.</p>	<ul style="list-style-type: none"> <li>• The network settings are not set correctly.                             <ul style="list-style-type: none"> <li>→ Cancel the IPsec settings on the server, PC and this product, and check that the images can be transferred. If they can be transferred, the IPsec settings were not set correctly. Set them correctly (see page 48 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• The pre-shared key is not set correctly.                             <ul style="list-style-type: none"> <li>→ Set the same pre-shared key for this product, and server (see page 48 of Operating Instructions on the Setup CD-ROM).</li> </ul> </li> <li>• There is a e-mail server or FTP server within the tunnel mode network.                             <ul style="list-style-type: none"> <li>→ Transport mode and tunnel mode cannot be used at the same time. Cancel the e-mail server or FTP server's IPsec settings, and communicate using tunnel mode.</li> </ul> </li> <li>• Either server's SA<sup>*1</sup> or SA of this product is not established.                             <ul style="list-style-type: none"> <li>→ Restart this product.</li> </ul> </li> </ul>

\*1 SA (Security Association) refers to establishing a secure connection for an encrypted communication that uses IPsec or IPv6 by exchanging and sharing information such as the encryption scheme and key before communicating, or refers to an established virtual encrypted communication pathway.

## Miscellaneous

Problem	Cause and Remedy
ActiveX cannot be installed.	<ul style="list-style-type: none"> <li>Security software disables the ActiveX installation. → Close the security software, and install the ActiveX again.</li> </ul>
The firmware is not updated.	<ul style="list-style-type: none"> <li>The firmware updating is not completed due to power off, network failure or other causes. → Update the firmware again following the next procedures.</li> </ul> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Disconnect the plug of the AC cord of this product from the outlet, and reconnect it again.</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Enter the IP address on the web browser to access this product.</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is the Top page displayed?</div> <div style="margin-left: 10px;">No</div> </div> <p style="text-align: center;">↓ Yes</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Access the Setup page and click [Status]. Check the firmware version on the Status page.</div> <p style="text-align: center;">↓</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin-right: 10px;">Is the version updated?</div> <div style="margin-left: 10px;">No</div> </div> <p style="text-align: center;">↓ Yes</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Update the firmware*<sup>1</sup>.</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">The firmware update is completed.</div> </div> <p style="margin-top: 10px;">*<sup>1</sup> See page 135 of the Operating Instructions on the Setup CD-ROM about updating firmware.</p>
Shortcut icon is not displayed in the My Network Places folder.	<ul style="list-style-type: none"> <li>UPnP™ Windows component is not installed in Windows XP or Windows Me. → Install UPnP™ Windows component in Windows XP or Windows Me (see page 162 of the Operating Instructions on the Setup CD-ROM).</li> </ul>
You cannot solve problems.	<ul style="list-style-type: none"> <li>Call our customer call center at 1-800-272-7033.</li> </ul>

## Memo

### For product service

- Panasonic Servicenters are listed in the servicer directory.
- Call 1-800-272-7033 for the location of an authorized servicer.
- This Network Camera Server 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 symptom, to the outside of the carton.

Symptom \_\_\_\_\_

- Send the unit to an authorized servicer, 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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