

**Panasonic**<sup>®</sup>

## Information and Troubleshooting Guide

Home Monitoring Camera  
HomeHawk SHELF

Model No. **KX-HNC810**



Thank you for purchasing a Panasonic product.

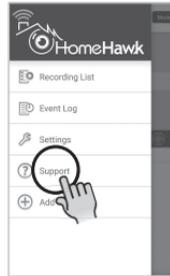
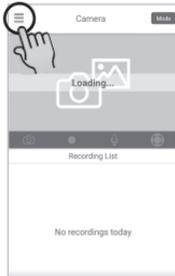
Please read this document before using the unit and save it for future reference.

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# How do I access the User's Guide?

The User's Guide is a collection of online documentation that helps you get the most out of the **HomeHawk** app.

1 Start the **[HomeHawk]** app and then tap .



3 Tap **[User's Guide]**.



## Note:

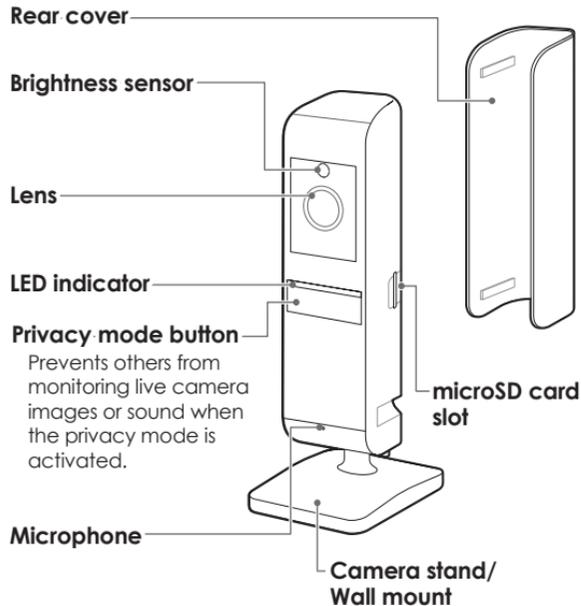
- You can also access the User's Guide at the web page listed below.  
<https://panasonic.net/cns/pcc/support/homehawk/manual/>



- Microsoft® Windows® Internet Explorer® 8 and earlier versions are not supported.
- Design and specifications are subject to change without notice.

# Part names and functions

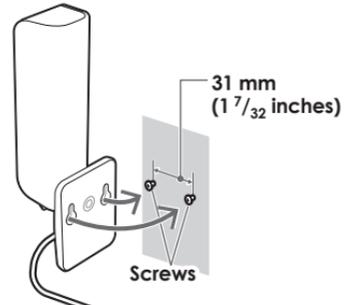
## Front



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## How do I mount the camera on a wall?

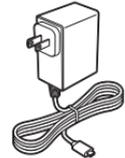
Drive two screws (not supplied) into the wall, and then mount the unit as shown.



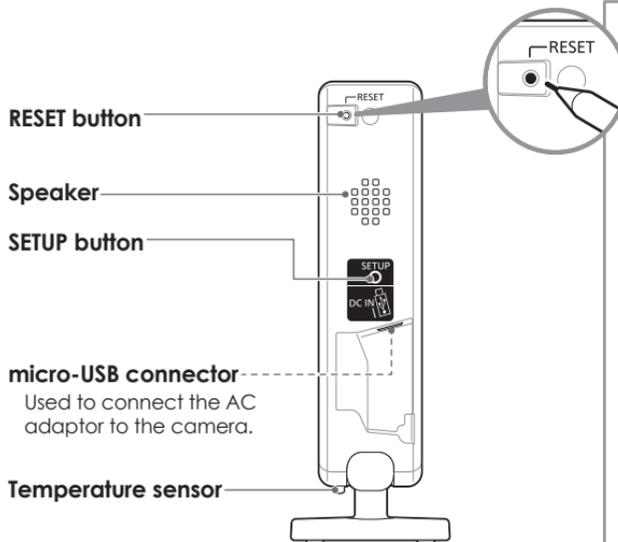
- Make sure that the wall and the fixing method are strong enough to support the weight of the unit.

## Supplied accessory

AC adaptor  
Part number: PNLV251-GZ



Back



## Resetting the camera

Use this procedure if you have trouble setting up the camera.

- 1 Plug in the camera.
  - Wait for about 1 minute until the camera beeps.
- 2 Using an object with a thin tip, press and hold **RESET** button on the back of the camera until the camera beeps (about 5 seconds).
  - The camera's settings are reset.
- 3 Wait for the camera's LED to light in yellow.

### Note:

- After resetting, perform the initial setup to use the camera. For more information, access the User's Guide (page 3).

LED indicator	Status
Off	<ul style="list-style-type: none"> <li>No power</li> <li>LED indicator is turned off<sup>*1</sup></li> </ul>
Yellow, lit	Not registered to your wireless router (usually for initial setup) or signal level is good <sup>*2</sup>
Green, blinking quickly	Camera is searching for your wireless router
Green, lit	Registration successfully completed <sup>*3</sup> or signal level is strong <sup>*2</sup>
Red, lit	Registration failed <sup>*3</sup> , signal level is weak <sup>*2</sup>
Blue, lit	Registration to your wireless router successfully completed or camera is on <sup>*1</sup>
Yellow, blinking slowly	Initial setup is being performed using WPS on your router
Green, blinking slowly	Registration mode or updating
Red, blinking	<ul style="list-style-type: none"> <li>Camera is out of range of your wireless router<sup>*2</sup></li> <li>Wireless LAN connection failed</li> </ul>
White, lit	Privacy mode is on <sup>*1</sup>
Red, blinking slowly	<ul style="list-style-type: none"> <li>Streaming data<sup>*1</sup> or detecting motion<sup>*1</sup></li> <li>Accessing microSD card (when privacy mode is off)</li> </ul>
White, blinking slowly	Accessing microSD card (when privacy mode is on)

\*1 You can configure the camera so that its LED indicator does not light during normal operation. For more information, access the User's Guide (page 3).

\*2 The signal level (strong, good, weak, out of range) is shown for 3 seconds after pressing **SETUP** button.

\*3 Lights for 3 seconds after registration is successfully completed or failed.

## About this system

- Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.
- This product should not be used as substitute for a medical or caregiver's supervision. It is the caregiver's responsibility to stay close enough to handle any eventuality.
- The system's wireless features are subject to interference, therefore functionality in all situations cannot be guaranteed.

## Privacy and rights of portrait

Please take into consideration the rights of others' privacy. Generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to others. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.

## Security cautions

- Take appropriate measures to avoid the following security breaches when using this product.
  - Leaks of private information
  - Unauthorized use of this product
  - Unauthorized interference or suspension of the use of this product
- Configure the wireless router that connects your mobile device to this product to use encryption for all wireless communication.

- Do not use the default password continuously. Change it to your own setting and set new one periodically. Do not use passwords that could be easily guessed by a third party. If you keep a record of your passwords, protect that record.
- If you lose your mobile device, change the password used to access this product.
- If you enable the product's auto login feature, enable the screen lock or similar security feature on your mobile device.
- Performing the reset will delete all information. To avoid losing your previous setting, we recommend to write down the information.
- To prevent disclosure of personal information, enable the screen lock or similar security feature on your mobile device.
- When submitting the product for repair, make a note of any important information stored in the product, as this information may be erased or changed as part of the repair process.
- Use only trusted repair services authorized by Panasonic.
- Before disposing of the product, perform a factory data reset to erase any data stored in the product. Remove and erase the microSD card.
- If your mobile device will no longer be used with the product, delete your mobile device's registration from the product and delete the corresponding app from your mobile device.

- This product may be used in ways that violate the privacy or publicity rights of others. You are responsible for the ways in which this product is used.

## **F**or 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 power source marked on the product.
- 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. 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.

#### **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.
- Keep small parts, such as microSD cards, out of the reach of children. There is a risk of swallowing.

#### **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 the frequencies listed below, with a peak transmission power of 100mw:  
2.412 GHz – 2.462 GHz  
5.180 GHz – 5.320 GHz  
5.500 GHz – 5.700 GHz

5.745 GHz – 5.825 GHz

- Do not use the product in Healthcare facilities if any regulations posted in the area instruct you not to do so. Hospitals or Healthcare facilities may be using equipment that could be sensitive to external RF energy.

### CAUTION

#### Installation and location

- Never install wiring during a lightning storm.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- Mount the product on the stable location where the camera can be adequately supported when installing.
- Do not mount the product on soft material. It may fall down, break or cause injury.
- Do not mount the product on the following materials: gypsum board, ALC (autoclaved lightweight cellular concrete), concrete block, plywood less than 25 mm (1 inch) thick, etc.

#### **F**or best performance

##### Product location/avoiding noise

- This product uses radio waves to communicate with a wireless router.
- For maximum coverage and noise-free communications, place this product:
  - at a convenient, high, and central location with

no obstructions between this product and the wireless router.

- away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
  - facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations (Avoid putting this product on a bay window or near a window.)
- Coverage and transmission quality depends on the local environmental conditions.
  - If the transmission quality is not satisfactory, move this product to another location.

#### Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- Do not expose this product to direct sunlight or other forms of powerful light such as halogen lights for long periods of time. (This may damage the image sensor.)
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat

sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.

- The maximum communication range may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

#### 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 image and its quality may be affected on the mobile device based on surroundings such as lighting, brightness of the room.

#### Protecting your recordings

- Do not remove the microSD card or disconnect the product's AC adaptor while reading or writing data to the microSD card. Data on the card could become corrupted.
- If a microSD card malfunctions or is exposed to

electromagnetic waves or static electricity, data on the card could become corrupted or erased. Therefore we recommend backing up important data to a computer or other device.

#### 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

- 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。
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## FCC and other information

### FCC

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 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.

### Notice:

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

### 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 Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
- 2 Use only the power cord indicated in this document.

### SAVE THESE INSTRUCTIONS

Graphical symbols for use on equipment and their descriptions

Symbol	Explanation
	Alternating current (A.C.)
	Direct current (D.C.)
	For indoor use only

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Symbol	Explanation
	Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)

### Open source software notice

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**<https://panasonic.net/cns/pcc/support/homehawk>**  
At least three (3) years from delivery of this product, Panasonic Corporation will give to any third party who contacts us at the contact information provided below, for a charge of no more than the cost of physically distributing source code, a complete machine-readable copy of the corresponding source code and the copyright notices covered under the GPL and the LGPL. Please note that software licensed under the GPL and the LGPL is not under warranty.

**<https://panasonic.net/cns/pcc/support/homehawk>**

### Software information

The End User License Agreement (EULA) for the HomeHawk app is available at the following web page:

<https://panasonic.net/cns/pcc/support/homehawk>

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- Android and Google Play are registered trademarks or trademarks of Google LLC.
- Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

## Specifications

**Standards:** IEEE 802.11a/b/g/n

**Frequency range:** 2.412 GHz – 2.462 GHz (channels 1 – 11) / 5.180 GHz – 5.320 GHz (channels 36–64) / 5.500 GHz – 5.700 GHz (channels 100–140) / 5.745 GHz – 5.825 GHz (channels 149–165)

**RF transmission power:** 100 mW (peak transmission power)

**Encryption:** WPA2™-PSK (TKIP/AES), WPA™-PSK (TKIP/AES), WEP (128/64 bit)

**Power source:** 120 V AC, 60 Hz

**Power consumption:** Standby: 3.6 W / Maximum: 6.3 W

**Operating conditions:** 0 °C – 40 °C (32 °F – 104 °F) / 20 % – 80 % relative air humidity (dry)

**Resolution:** 1920 x 1080 pixel (Full HD), 1280 x 720 pixel (HD), 640 x 480 pixel (VGA)

**Image sensor:** 2.0 megapixel CMOS

**Minimum illuminance required\*1:** 0 lx

**Focal length:** Fixed (0.2 m (8 inches) – infinity)

**Camera field of view:** Diagonal 140°

**microSD card:**

**Type:** microSDHC card (4 GB - 32 GB), microSDXC card (64 GB - 256 GB)

**Speed:** Class10, or UHS Speed Class 1 or higher

**Motion detection method:** Visual sensor

**Adjustable mounting angles:** Vertical: facing forward - facing down, approx. +90° to -40°

**Dimensions (height × width × depth):** Approx. 140 mm × 50 mm × 64 mm (5<sup>33</sup>/<sub>64</sub> inches × 1<sup>31</sup>/<sub>32</sub> inches × 2<sup>33</sup>/<sub>64</sub> inches)

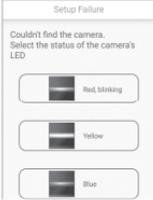
**Mass (weight):** Approx. 180 g (0.39 lb)

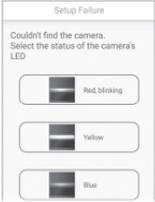
\*1 The infrared LEDs that surround the camera lens will illuminate in low-light conditions.

# Troubleshooting (Initial setup by Easy Setup)

## What is WPS?

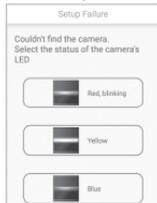
WPS is a function of wireless routers that is used to easily connect wireless devices to wireless routers. A WPS button on a wireless router indicates that it has the WPS function. (Depending on the type of wireless router, the WPS function may be disabled on the wireless router even if there is a WPS button.) If you have trouble during the initial setup, check the following causes/solutions first, and then turn off the camera and restart it.

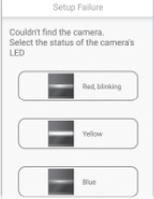
Problem	Cause	Solution
When initial setup is performed using a WPS button (Easy Setup), the following screen is displayed and the setup cannot be completed. 	The camera's LED indicator is blinking in red.	<p>The WPS function on your wireless router may be disabled.</p> <ul style="list-style-type: none"><li>Some Internet Service Provider wireless routers may have WPS disabled.</li><li>Try "Manual Setup".</li><li>Unplug the camera and then plug it in again, and then try again from the beginning.</li><li>Try initial setup without using a WPS button on your wireless router (Manual Setup).</li></ul>
	The camera and wireless router are too far away.	<ul style="list-style-type: none"><li>Move the camera and wireless router closer together.</li><li>Unplug the camera and then plug it in again, and then try again from the beginning.</li></ul>
	The wireless router is not in WPS mode.	<ul style="list-style-type: none"><li>Press the WPS button on the wireless router for long enough until the LED indicator on the router starts blinking.</li></ul>
	Several cameras are in WPS mode.	<ul style="list-style-type: none"><li>Only 1 camera can be operated in WPS mode at a time.</li><li>Unplug the camera and then plug it in again, and then try again from the beginning.</li></ul>

Problem	Cause	Solution	
When initial setup is performed using a WPS button (Easy Setup), the following screen is displayed and the setup cannot be completed.	The camera's LED indicator is blinking in red.	The DHCP function of your wireless router may be disabled.	
	The camera's LED indicator is lit in yellow.	The camera is not in WPS mode. The <b>SETUP</b> button was not pressed for long enough.	
	The camera's LED indicator is lit in blue.	The WPS button was pressed on another router which is different from the router your mobile device is connected with.	<ul style="list-style-type: none"> <li>Unplug the camera and then plug it in again, and then try again from the beginning.</li> <li>Reconnect your mobile device to the router whose WPS button was pressed, restart the <b>[HomeHawk]</b> app, and then follow the on-screen instructions.</li> </ul>
		The "Isolation" function on the wireless router is enabled.	Sometimes when the "Isolation" function is enabled, the camera will not be able to communicate with your mobile device via your wireless router. Disable the "Isolation" function on your wireless router. For details, refer to your wireless router's manual.

# Troubleshooting (Initial setup by Manual Setup)

Problem	Cause	Solution
When initial setup is performed using Manual Setup, the following screen is displayed and the setup cannot be completed.	The camera's LED indicator is blinking in red.	<p>The wireless network password may be incorrect.</p> <ul style="list-style-type: none"><li>Enter the correct password for the wireless network.</li><li>Unplug the camera and then plug it in again, and then try again from the beginning.</li></ul>
	The DHCP function of your wireless router may be disabled.	<p>Confirm that the wireless router's DHCP settings are enabled. Refer to your wireless router's manual.</p> <ul style="list-style-type: none"><li>Unplug the camera and then plug it in again, and then try again from the beginning.</li></ul>
The camera's LED indicator is lit in blue.	Your mobile device is connected to another network.	<p>Connect your mobile device to the same wireless network that was used to set up the camera and try to add the mobile device again.</p>
	A network clash has occurred because you have 2 wireless routers at home that are using the same channel or channels of a close frequency.	<p>Unplug all the wireless routers and plug them in again.</p> <p>If the situation still does not improve, refer to your wireless router's manual for information on how to change the router channel of your wireless network.</p>



Problem	Cause	Solution
<p>When initial setup is performed using Manual Setup, the following screen is displayed and the setup cannot be completed.</p> 	<p>The camera's LED indicator is lit in blue.</p>	<p>The "Isolation" function on the wireless router is enabled.</p>
<p>Sometimes when the "Isolation" function is enabled, the camera will not be able to communicate to your mobile device via the wireless router. Disable the "Isolation" function on your wireless router. For details refer to your wireless router's manual.</p>		

# Troubleshooting (Connection)

Problem	Cause	Solution
The LED indicator is blinking in red.	The camera is out of range of your wireless router.	Confirm that your wireless router is powered on and wired correctly, and then move the camera closer to your wireless router.
I cannot connect while away from home.	You are using a public wireless network.	Network traffic, network conditions, and the network provider's settings or policies may prevent the connection. Use your mobile network service provider's wireless network (3G, 4G, etc.).
	The network condition of the service area you are currently in is bad and your mobile device is having trouble communicating.	Confirm the wireless network connection status of your mobile device. Try moving to another location.
	There is too much traffic in the wireless network or the mobile network that your camera is connected to.	Wait for the network traffic to decrease, and then try to connect again.

# Troubleshooting (Sensors)

How does the camera detect changes?

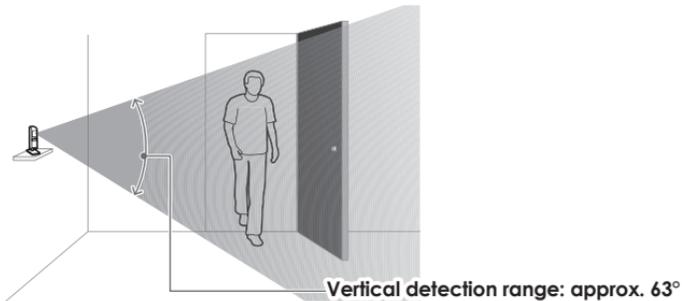
The camera has 3 sensor features: a visual sensor used for motion detection, a temperature sensor, and a sound sensor.

**Note:**

- The camera's sensor features are not designed to be used in situations that require high reliability. We do not recommend use of the sensor features in these situations.
- Panasonic takes no responsibility for any injury or damage caused by the use of the camera's sensor features.

Visual sensor to detect motion

The camera can detect motion by recognizing changes in the areas that are visible to the camera.



**Note:**

- Movement may be incorrectly detected when the moving object and the background have similar colors.
- Movement may be incorrectly detected when there are sudden changes to the overall brightness level,

- 
- such as when lights are turned on.
  - Detection becomes difficult when the image is dark.
  - You can adjust the sensitivity of the camera's motion detection feature, and select which areas of the camera image are monitored for motion detection. For more information, access the User's Guide (page 3).

### Temperature sensor

The sensor is triggered when the set temperature range is exceeded.

**Note:**

- The temperature sensor may not detect temperature accurately if the camera is exposed to warm or cool breezes from heating/cooling systems.
- You can adjust the temperature setting of the temperature sensor. For more information, access the User's Guide. (page 3).

### Sound sensor

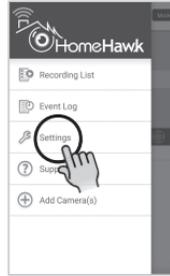
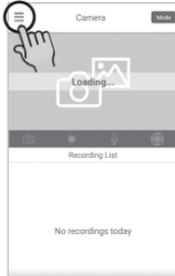
The sensor is triggered when the set sound level is exceeded.

**Note:**

- The sound sensor may not function as desired when the camera is placed in noisy environments.
  - You can adjust the sound level setting of the sound sensor. For more information, access the User's Guide. (page 3).
- 

Can I check motion detection with the visual sensor?

- 1 Start the **[HomeHawk]** app and then tap .
- 2 Tap **[Settings]**.



- 3 Tap **[Camera Settings]** and select the camera to be tested.



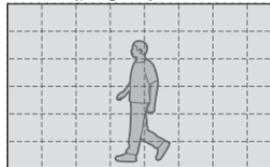
- **[Mobile Device Volume]** is displayed only for Android devices.

#### 4 Tap [Detection] → [Detection Test].



- 5 Move to an area within the camera's viewable area.
- 6 While moving near the camera, use your mobile device to observe where you are in the viewable area when the camera's motion detection features are triggered.
- 7 Note the areas of the viewable area where movement is detected, and make adjustments as necessary.

Problem	Cause	Solution
The visual sensor is triggered too easily.	The camera's motion detection features are too sensitive.	Reduce the sensitivity of the visual sensor. For more information, access the User's Guide (page 3).
	The camera's detection area is too large.	You can adjust the area detectable by the visual sensor. For more information, access the User's Guide (page 3).



# Warranty

## 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

Additional description of the Limited warranty includes Online Repair Request, limited warranty limits and exclusions is available at following locations:  
Customer Services Directly <http://shop.panasonic.com/warrantyinformation> or inside HomeHawk User's Guide.

# Notes

# Notes

# IMPORTANT!

If your product is not working properly. . .

- ① Reconnect the AC adaptor to the camera.
- ② 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. (found on the bottom of the unit)	Date of purchase
Name and address of dealer	

Attach your purchase receipt here.

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