

Getting Started  
Network Camera

Indoor Use Only

Model No. **BL-C20A**

Wireless Type

Please read the Important Information manual before using.  
This Getting Started explains how to connect, set up and mount the camera. See the Operating Instructions on the Setup CD-ROM for details about the camera's features.

- If you cannot complete the setup, see the Troubleshooting manual on the Setup CD-ROM.

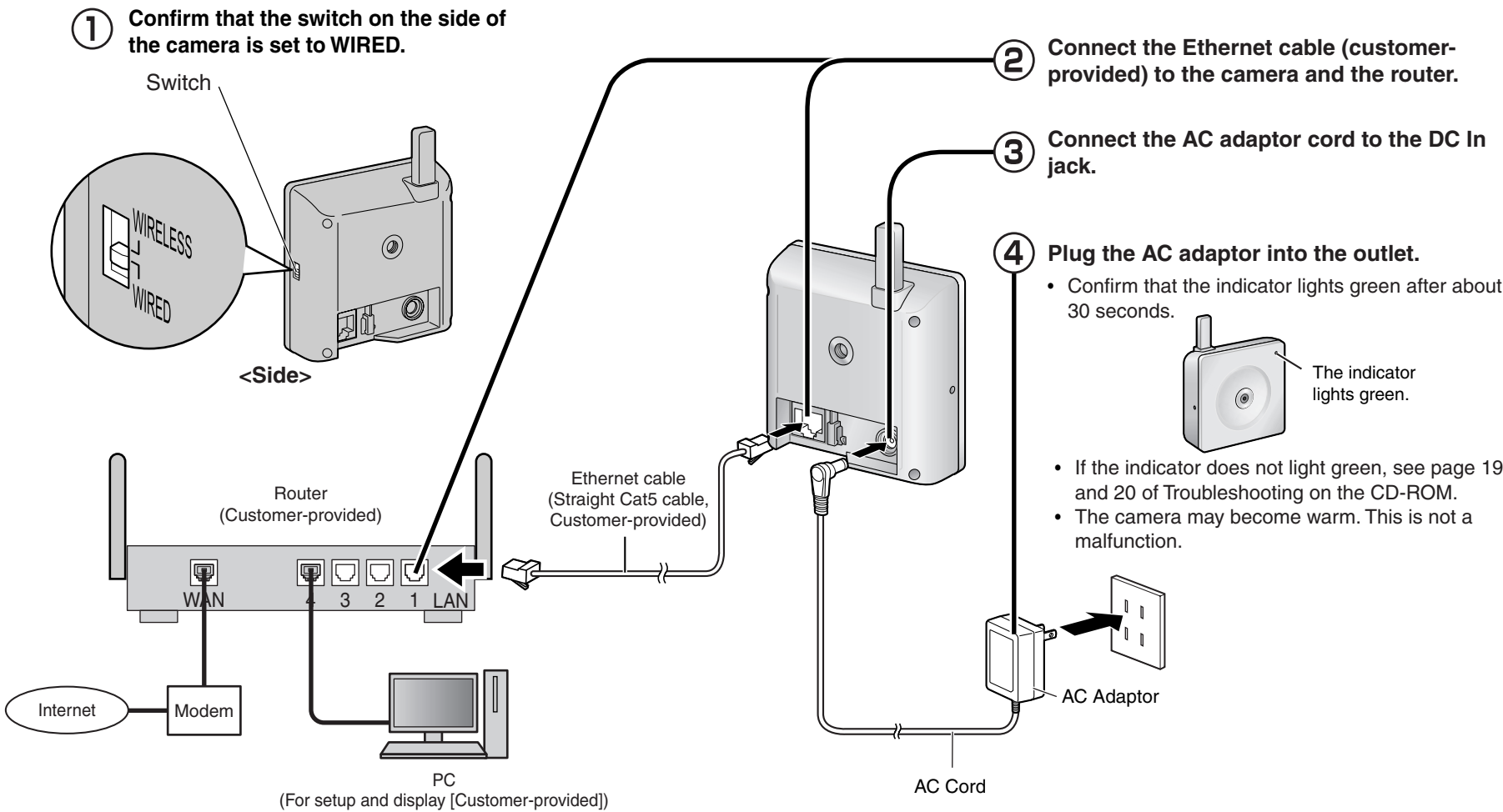
This product is a wireless Network Camera. Using a PC and wireless router, it allows you to view images in a residence or from distant places over the Internet.

- Trademarks**
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  - Screen shots reprinted with permission from Microsoft Corporation.
  - 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" is called "Camera" in this manual.
  - "Setup CD-ROM" is called "CD-ROM" in this manual.

1. Connect the camera to your router.

- The PC should be connected to the router, and to the Internet, in advance.



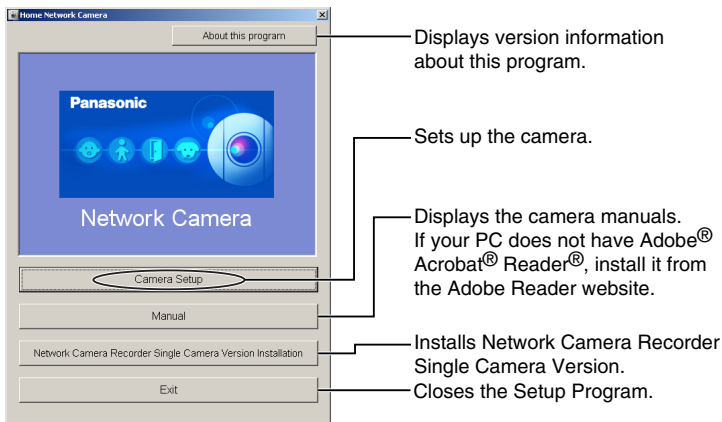
2. Set up the camera.

Important

- To avoid any possible problems, temporarily disable any firewall or antivirus software.
- This procedure explains installation of the camera on the same network as your PC.
- Before proceeding, close your web browser.

- 1 Insert the CD-ROM into the CD-ROM drive of the PC.**  
(If the Network Camera Setup window is not displayed automatically, double-click the "Setup.exe" file on the CD-ROM.)

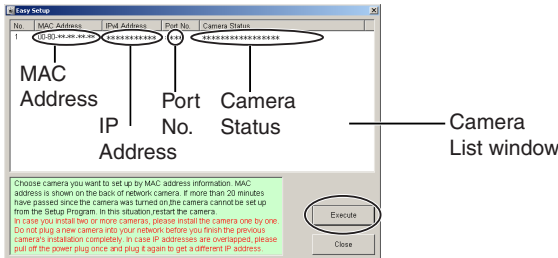
- 2 Click [Camera Setup].**



- If a Windows Security Alert is displayed, click [Unblock].

- 3 Select the camera to set up and click [Execute].**

- This program searches for the cameras that are connected to the router and displays their MAC Addresses, IP addresses and Port Numbers.

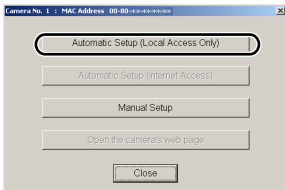


- The MAC Address on the rear side (see page 9 of the Operating Instructions on the CD-ROM) of the camera shows which camera you select on the Camera List window.

Notes

- If the indicator does not light green, check the connection (see page 7 of the Operating Instructions on the CD-ROM, or page 3 and 4 of the Troubleshooting).
- If more than 20 minutes have passed since the camera was turned on, the camera cannot be set up from the Setup Program. In this situation, disconnect the AC adaptor from the outlet, and reconnect it again.
- The Setup Program may not list any cameras due to your firewall or antivirus software settings on your PC. If you cannot disable your firewall or antivirus software, you can set up the camera by entering the camera MAC address. The camera's MAC address can be found on the label affixed to the rear of each camera. See page 9 of the Operating Instructions on the CD-ROM for details.

④ Click [Automatic Setup (Local Access Only)].



⑤ Enter the user name and password, and click [Save].

Security Administrator

New User Name (6 to 15 characters)

New Password (6 to 15 characters)

Retype new password

Note: (1) You'll be asked for User name and password to open camera's web page.  
Please keep your User Name and Password securely.  
(2) Alphabet and number only. [Space], [!], [&], [!@], or [~] are not allowed.  
(3) A capital letter/small letter is distinguished.  
(4) User Name and Password must be different from each other.  
(5) It is strongly recommended to change password regularly for security.

Save

**Note**

Make a note of the user name and password.

⑥ The Enter Network Password window is displayed. Enter the user name and password that were set, and click [OK].

⑦ To set Wireless Configuration, check [Enable] and click [Next>].

- When [Disable] is selected, skip to step ⑨.

Wireless Configuration

☒ Enable

☐ Disable

Next>

Wireless Configuration can also be set at **Wireless** on the Setup Page. (See page 37 of the Operating Instructions on the CD-ROM.)

⑧ Set the Wireless Configuration according to the wireless settings of the router and click [Next>].

- For more information about wireless setting, see <http://panasonic.co.jp/pcc/products/en/netwkcaml>

Wireless Configuration

1 SSID NetCam\*\*\*\*

2 Communication mode ☒ 802.11b ☒ 802.11b/g ☐ 802.11g exclusive

3 Encryption

Cipher No encryption

4 WEPKey1 ASCII 3 characters 128bit

WEPKey2 ASCII 3 characters 128bit

WEPKey3 ASCII 3 characters 128bit

WEPKey4 ASCII 3 characters 128bit

<Back Next>

- Set the SSID.**  
Set the name of the wireless network.
- Select the Communication mode.**  
These are IEEE Communication modes. Select the same Communication mode as that of the router to which the camera is connected.  
**802.11b (IEEE802.11b)** : Only the 802.11b wireless router can be connected.  
**802.11b/g (IEEE802.11g)** : Either the 802.11b or 802.11g router can be connected.  
**802.11g exclusive (IEEE802.11g)** : Only the 802.11g router can be connected.
- Select encrypting or not encrypting.**  
Selecting WEP can encrypt data within the wireless LAN.  
**WEP:** Encrypting (setting WEP) makes it difficult for unauthorized users to read data within the wireless LAN, even if they can receive it. To encrypt data, set the same encryption key to every terminal within the wireless LAN. There are 3 kinds of encryption key: 64 bit, 128 bit and 152 bit. Security level of encryption increases in order of length as follows: 64 bit, 128 bit and 152 bit.  
**No encryption:** select when not using encryption.
- Set the WEPKey1–4.**  
Selecting [WEP] at Cipher enables you to set WEPKey1–4. One or all of the four keys can be set. Check the key number set to the router, and set the same key as at the router.  
\*\*\*\*\* : The entered WEPKey will be displayed as "\*"s regardless of the key type selected.

<Example>

HEX, 10 characters 64 bit : 012345abcd

HEX, 26 characters 128 bit : 0123456789abcdef012345abcd

HEX, 32 characters 152 bit : 0123456789abcdef0123456789abcdef

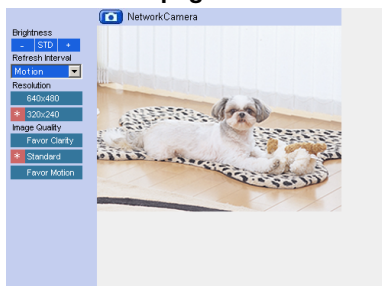
ASCII 5 characters 64 bit : 012yz

ASCII 13 characters 128 bit : 0123456uvwxzy

ASCII 16 characters 152 bit : 0123456789uvwxzy

⑨ When the Single Camera page is displayed, setup is complete.

- If the Security Warning window is displayed when installing ActiveX® Controls, click [Yes].
- To install ActiveX Controls on Microsoft® Windows® XP Service Pack 2, see "Security Warning window on Microsoft Windows XP Service Pack 2" on page 3.

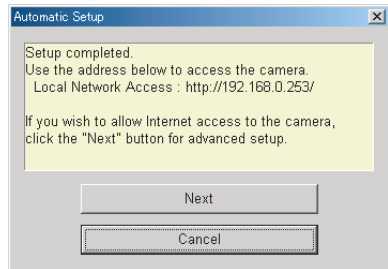


**Note**

To ensure that the most current image is displayed, Internet Explorer should be configured as follows. This will not have a negative effect on normal use.

- While viewing any website, click [Tools] → [Internet Options].
- In the section "Temporary Internet Files", click [Settings] and check [Every visit to the page].

⑩ Click [Next] to set up the Internet access to the camera and go to step ② in "To Set Up Internet Access to the Camera".

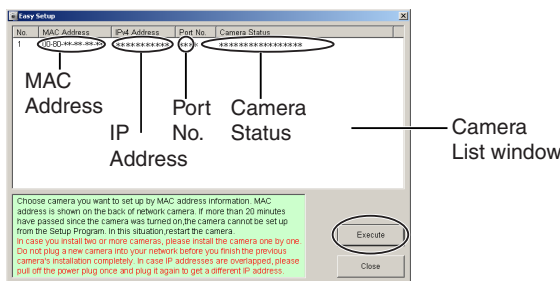


- Click [Cancel] and go to the last page if you will mount the camera.
- If you set wireless configuration, confirm the wireless LAN setup seeing page 3.

## To Set Up Internet Access to the Camera

① Select the camera on the camera list to set up the Internet access and click [Execute].

- This program searches for the cameras that are connected to the router and displays their MAC Addresses, IP addresses and Port Numbers.

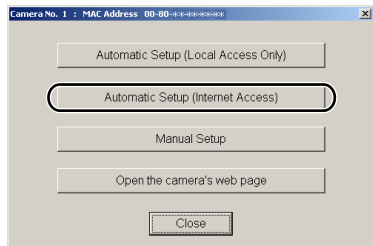


- The MAC Address on the rear side (see page 9 of the Operating Instructions on the CD-ROM.) of the camera shows which camera you select on the camera list window.

**Note**

If more than 20 minutes have passed since the camera was turned on, the camera cannot be set up from the Setup Program. In this situation, restart the camera.

② Click [Automatic Setup (Internet Access)].



③ The Enter Network Password window is displayed. Enter the user name and password that were set, and click [OK].

④ When using a router that supports UPnP™, check [Enable]. When using a router that does not support UPnP™, check [Disable]. Then click [Next>].

Allow Access from the Internet

☒ Enable

☐ Disable

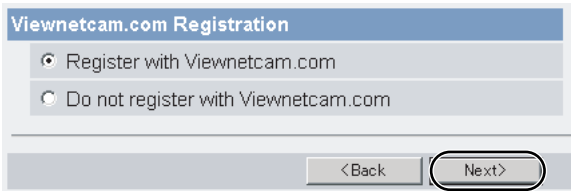
Next>

- Check if your router supports UPnP™ referring to the router's manual.
- If you select [Disable], skip to step ⑧ on the next page.

## Registration with the "Viewnetcam.com FREE DDNS service"

By registering with the Viewnetcam.com FREE DDNS service, you can create a personalized web address at which your camera's live video can always be found on the Internet. For detailed information, access "<http://www.viewnetcam.com>".

- ⑤ To register with the "Viewnetcam.com FREE DDNS service", check [Register with Viewnetcam.com] and click [Next>].



- If you selected [Do not register with Viewnetcam.com], skip to step ⑧.

- ⑥ The Enter Network Password window is displayed. Enter the user name and password that were set, and click [OK].

- ⑦ The "Viewnetcam.com FREE DDNS service" website is displayed. Follow the displayed instructions for registration.

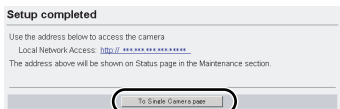
- If the message "Failed to configure the router's Port Forwarding by UPnP" is displayed, your router may not support UPnP™ or UPnP™ is not enabled. Enable your router's UPnP™ or set Port Forwarding manually following the router's manual, and try Automatic Setup again. For more information about setting up a router, refer to the Panasonic Network Camera support web-site at <http://panasonic.co.jp/pcc/products/en/netwcam/>
- If the message "Failed to register with Viewnetcam.com." is displayed, confirm that the router is connected to the Internet.

- ⑧ When "Setup completed" is displayed, click [To Single Camera page].

- When [Enable] was selected at step ④ in the "To Set Up Internet Access to the Camera".



- When [Disable] was selected at step ④ in "To Set Up Internet Access to the Camera".



### Notes

- The port number must be specified at the end of the camera URL.

#### For example

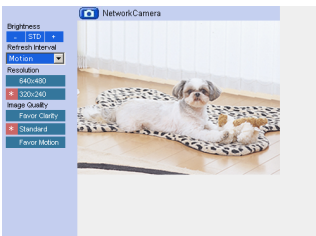
Using port 80: [http://\(Cameraname\).viewnetcam.com](http://(Cameraname).viewnetcam.com)  
or <http://IP Address>

Using any other port: [http://\(Cameraname\).viewnetcam.com:Port Number](http://(Cameraname).viewnetcam.com:Port Number)  
or <http://IP Address:Port Number>

- The URL for the local network access may be different from the one set up on the previous page.

- ⑨ When the Single Camera page is displayed, setup is complete.

- If a Security Warning window is displayed when installing ActiveX Controls, click [Yes].
- To install ActiveX Controls on Microsoft Windows XP Service Pack 2, see "Security Warning window on Microsoft Windows XP Service Pack 2" below.



### Note

To ensure that the most current image is displayed, Internet Explorer should be configured as follows. This will not have a negative effect on normal use.

1. While viewing any website, click [Tools] → [Internet Options].
2. In the section "Temporary Internet Files", click [Settings] and check [Every visit to the page].

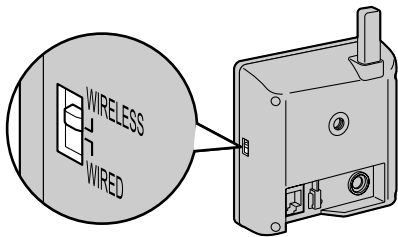
- If you set wireless configuration, confirm the wireless LAN setup below.

## Confirming the Wireless LAN Setup

After setting each item for the wireless LAN, confirm that the camera works correctly.

- ① Unplug the Ethernet cable and turn off the power (disconnect the AC adaptor).

- ② Set the switch on the side of the camera to WIRELESS.



- ③ Turn on the power by connecting the AC adaptor to the outlet.

- The camera switches from wired to wireless.

- ④ Start up the web browser on the PC.

- ⑤ Enter "[http://IP address \(or URL\):Port No.](http://IP address (or URL):Port No.)" in the address field and press [Enter].

(When port number is 80 (default), you do not need to enter port number.)

- When the following Top Page is displayed, the wireless LAN setup is successful.



- If the Top Page was not displayed, the settings for the camera are not identical with those for the router. Check the settings by using wired connection. If the settings are correct and you use a proxy server, set the web browser not to access the proxy server. If the Top Page is not displayed even after trying these methods, contact the retailer.
- It takes about 1 minute for the new settings to be effective.
- It is not possible to access the camera simultaneously by both wired and wireless connection.

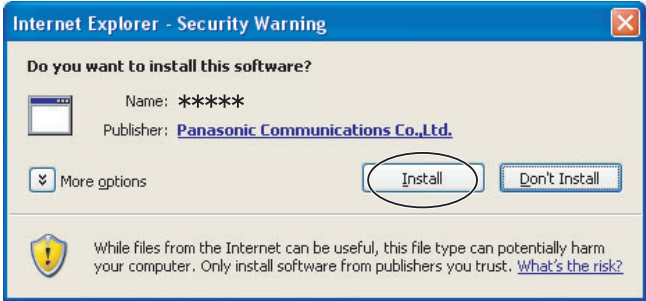
## Security Warning window on Microsoft Windows XP Service Pack 2

To view a video (Motion JPEG), ActiveX Controls must be installed. Follow the steps shown below to install ActiveX Controls.

- ① Click the warning displayed above the tabs, and click [Install ActiveX Control...].



- ② Click [Install].

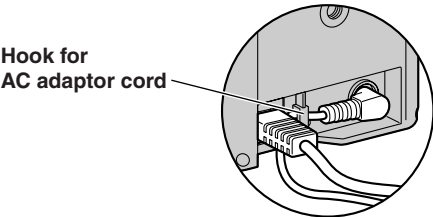


# 4. Mount the camera.

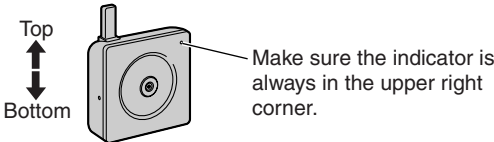
The camera can be mounted in the following ways.

**Notes**

- Do not mount the camera where the sun light directly hits the camera or in outdoor-type housing without a temperature control system. The camera may malfunction due to high temperature.
- When you mount the camera, always hook the AC adaptor cord to the hook.



- This product is for indoor use only. Do not use it outdoors.
- The camera may become warm. This is not a malfunction.
- Do not mount the camera upside down, as the image will be displayed upside down.



**Stand Mount**

**Note**

Disconnect all cables from the camera. Reconnect the cables after mounting the camera.

**1** Turn the camera to attach it to the mounting screw on the flexible stand.

**2** Loosen the mounting screw to adjust the angle, then refasten it again.

- The mounting screw can be manually adjusted.

**Tripod Mount**

**Note**

Do not use a tripod screw with a thread of 6 mm or more. (This may damage the Stand/Tripod mounting hole.)

**Ceiling Mount**

**Notes**

- Do not mount the camera upside down, as the image will be displayed upside down.
- We recommend only mounting the camera using the provided hardware. Mounting in any other manner may cause the camera to fall, resulting in personal injury or damage to the camera.
- To reduce the load on the mounting hardware, dress the cables neatly and secure with tape.
- Disconnect all cables from the camera. Reconnect the cables after mounting the camera.

**1** Mount the flexible stand firmly to the ceiling with the two screws (included).      **2** Turn the camera to firmly attach it to the flexible stand.

- Do not mount the camera on a soft material. The camera may fall and be damaged.
- Use appropriate screws for the material of the ceiling.

**3** Loosen the mounting screw to adjust the angle, then refasten it again.      **4** Connect the AC adaptor cord and Ethernet cable to the camera and dress the cables neatly and secure with tape (customer-provided).

- The mounting screw can be manually adjusted.

**Wall Mount**

**Notes**

- Do not mount the camera upside down, as the image will be displayed upside down.
- We recommend only mounting the camera using the provided hardware. Mounting in any other manner may cause the camera to fall, resulting in personal injury or damage to the camera.
- To reduce the load on the mounting hardware, dress the cables neatly and secure with tape.
- Disconnect all cables from the camera. Reconnect the cables after mounting the camera.

**1** Mount the flexible stand firmly to the wall with the two screws (included).      **2** Turn the camera to firmly attach it to the flexible stand.

Allow sufficient space between the ceiling and the flexible stand to turn the mounting screw.

- Do not mount the camera on a soft material. The camera may fall and be damaged.
- Use appropriate screws for the material of the wall.

**3** Loosen the mounting screw to adjust the angle, then refasten it again.      **4** Connect the AC adaptor cord and Ethernet cable to the camera and dress the cables neatly and secure with tape (customer-provided).

- The mounting screw can be manually adjusted.



# Important Information

## Network Camera

Indoor Use Only

Model No. **BL-C1A**  
**BL-C20A**

Wired Type

Wireless Type

Please read this manual before using, and save this manual for future reference.  
Panasonic Network Camera Website: <http://www.panasonic.com/netcam> for customers in the USA or Puerto Rico

### How to Use This Documentation

**This manual is for both BL-C1A (Wired Type) and BL-C20A (Wireless Type). Available features and operations are different in part depending on the model. Read this manual carefully and use the Network Camera properly. (The model no. is indicated on the upper left of the front of the main unit.)** The Network Camera includes the following 4 manual types.

- **Important Information (This manual)**  
This manual has important information you will need to understand before installing.
- **Getting Started**  
Getting Started explains the initial configuration and mounting methods of the Network Camera, to help you to set up the Network Camera quickly and easily.
- **Operating Instructions (Included on the Setup CD-ROM)**  
Operating Instructions explains the operations, settings, features and maintenance of the Network Camera.
- **Troubleshooting (Included on the Setup CD-ROM)**  
Troubleshooting provides troubleshooting help.

#### Trademarks

- Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
  - Pentium is a trademark or registered trademark of Intel Corporation or its subsidiaries in the United States and other countries.
  - 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" is called "Camera" in this Installation.
  - "Setup CD-ROM" is called "CD-ROM" in this manual.

### IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. To clean the camera lens, first remove any dust or dirt from the lens, then wipe the lens with a cotton swab.
6. Do not block any ventilation openings. Install in accordance with instructions.
7. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
8. Protect the AC adaptor cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the unit.
9. When you operate the camera, the power outlet should be near the camera and easily accessible.
10. Only use attachments/accessories (such as stands) specified by the manufacturer.
11. Do not touch the unit, AC adaptor or AC adaptor cord during lightning storms.
12. Unplug the unit when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the unit has been damaged in any way, such as when the AC adaptor or AC adaptor cord is damaged, the unit does not operate normally, or after the unit has been dropped.
14. The camera is intended for indoor use only. Prolonged exposure to direct sunlight or halogen light may damage the CMOS sensor.
15. [For BL-C20A] Please check local regulations as outdoor use of the wireless feature is restricted in some countries/areas.
16. Unplug this unit from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped and contact an authorized service center.

#### SAVE THESE INSTRUCTIONS

### FCC and Other Information

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

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

[For BL-C1A] 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.

[For BL-C20A] Some wireless Cameras operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the wireless Camera should not be placed near or on top of a TV or VCR. If interference is experienced, move the wireless Camera further away from the TV or VCR. This will often reduce or eliminate interference. Operating near 2.4 GHz electrical appliances may cause interference. Move away from the electrical appliances.

#### Environment:

Do not install the camera where the temperature is less than 0 °C (+32 °F) or greater than +40 °C (+104 °F). Allow 10 cm (4 inches) clearance around the unit for proper ventilation. Avoid excessive smoke, dust, mechanical vibration, shock, or direct sunlight.

#### Routine care:

Wipe the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder.  
When you leave the unit unused for a long period of time, disconnect the AC adaptor from the outlet.

#### If you have any problems:

Consult an authorized Panasonic Factory Service Center.

FCC and Other Information

CAUTION:

- [For BL-C20A] To comply with FCC RF exposure requirements in uncontrolled environment:
  - This equipment must be installed and operated in accordance with provided instructions and a minimum 20 cm (8 inches) spacing must be provided between antenna and all person's body (excluding extremities of hands, wrist and feet) during wireless modes of operation.
  - This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
- [For BL-C20A] Medical
  - Consult the manufacturer of any personal medical devices, such as pacemakers, to determine if they are adequately shielded from external RF (radio frequency) energy. (The unit operates in the frequency range of 2.412 GHz to 2.462 GHz, and the power output level is 0.1 watts.) Do not use the unit in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF (radio frequency) energy.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

No responsibility will be taken by our company with respect to consequences resulting from the use, damage or both of the camera.

Video Recording Notice:

PLEASE NOTE that under certain circumstances, video recording may be PROHIBITED by law. This device should be used only in compliance with all applicable federal, state and local statutes.

Security Cautions

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

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

Take the following measures to avoid security breaches:

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

User Name and Password Protection

The use of a unique User Name and secret Password is an important tool that will help limit unauthorized individuals from accessing the camera. If you choose to disable this tool, and choose not to limit access by use of a User Name and Password, this may result in access to the camera by unauthorized individuals. (See page 80 of the Operating Instructions on the CD-ROM)

[For BL-C20A] Obstacles during Wireless Connection

The radio wave range may decrease depending on the surrounding environment or existence of obstacles. If obstacles such as the following are placed between a camera and a router, radio waves will weaken. Therefore, even if the distance between the camera and router is short, the frame rate may decrease or images may not be displayed.

- A metallic door or shutter
- A wall with an insulation material that contains aluminum foil
- A wall made of tin
- A wall made of concrete, stone or brick
- Fireproof glass
- Several walls separated by open space
- A steel shelf

System Requirements for your PC

Your PC (Personal Computer) and network must meet the following technical specifications for the camera to work properly.

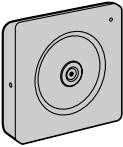
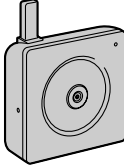
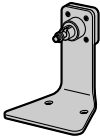
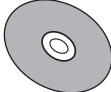
| Item             | Description                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Operating System | Microsoft® Windows® XP (Home Edition, Professional), Microsoft® Windows® 2000, Microsoft® Windows® Me, Microsoft® Windows® 98SE |
| CPU              | Pentium® III (500 MHz or greater is recommended.)                                                                               |
| Protocol         | TCP/IP protocol (HTTP, TCP, UDP, IP, DNS, ARP, ICMP)                                                                            |
| Interface        | 10/100 Mbps network card installed                                                                                              |
| Web Browser      | Internet Explorer 6.0 or later (Not included on the CD-ROM)                                                                     |

Note

See Panasonic Network Camera support website at <http://panasonic.co.jp/pcc/products/en/netwkcaml> for details about network environment.

Included Items

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

|                                                                                                                                                                                                                                                                 |                                                                                                                                                                                           |                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Main Unit</b> ..... 1 pc.<br><br>When purchasing BL-C1A<br><br>When purchasing BL-C20A | <b>AC Adaptor</b> ..... 1 pc.<br>Order No.: PQLV206<br>(Cord Length: About 3 m [9 feet 10 inches])<br> | <b>Flexible Stand</b> ..... 1 pc.<br>Order No.: PQKL10077ZA1-BM<br> |
| <b>Screws</b> ..... 2 pcs.<br>Order No.: XTS35+20AKJM1<br>                                                                                                                   | <b>Setup CD-ROM</b> ..... 1 pc.<br>Order No.: PQQX14943ZCD<br>                                         | <b>Important Information (This manual)</b> ..... 1 pc.<br><b>Getting Started</b> ..... 1 pc.                                                             |

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

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For product service

- Panasonic Servicenters are listed in the servicenter directory.
- Call 1-800-272-7033 for the location of an authorized servicenter.
- This Network Camera 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 servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company listed left or to executive or regional sales offices. These locations do not repair consumer products.