



Information and Troubleshooting Guide
Home Monitoring Camera Indoor
HomeHawk SHELF

Model No. **KX-HNC810**
KX-HN1004

Thank you for purchasing a Panasonic product.
Please read this document before using the unit and save it for future reference.

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

When installing or using the camera, please take into consideration the rights of others with regard to privacy. It is generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.

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

Take the following measures to avoid security breaches:

- 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. Also 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.

Additionally, note the following.

- 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.

Getting the App



Download the HomeHawk app for your smartphone by either:

- Scanning the **QR** code
- Searching for "**Panasonic HomeHawk**" in the app store
- Visiting **<https://panasonic.net/cns/pcc/support/homehawk>**



Launch the HomeHawk app from your smartphone by tapping the icon. Follow on-screen instructions.



Compatible device: iPhone®, iPad® (iOS 10.0 and later), Android™ 4.1 and later (As of 12/18).

Accessing 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 Tap in the app's home screen.
- 2 Tap [Support].
- 3 Tap [User's Guide].

Note:

- Android 4.1 or later versions are recommended.
- 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.

For your safety

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



WARNING

Power connection

- Use only the 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.

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.



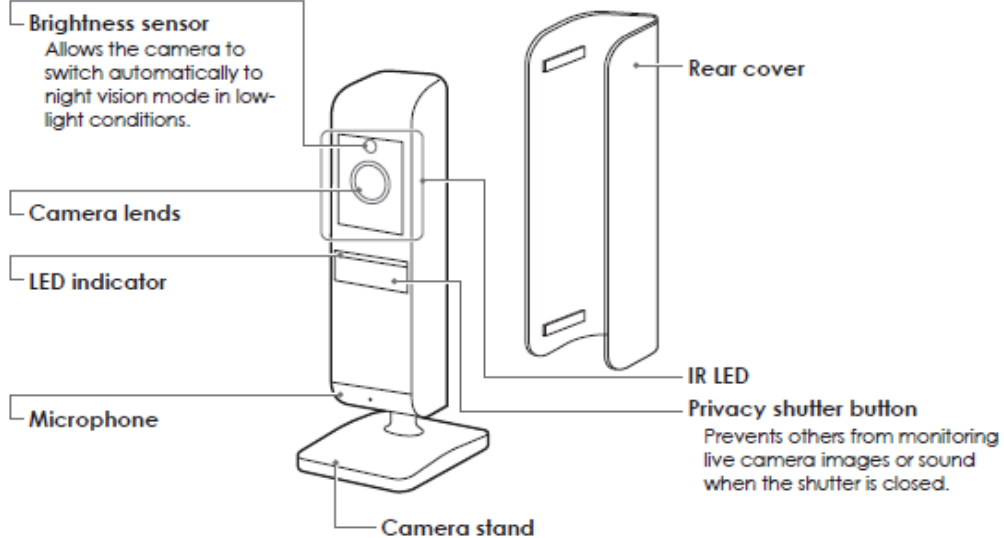
CAUTION

Installation and location

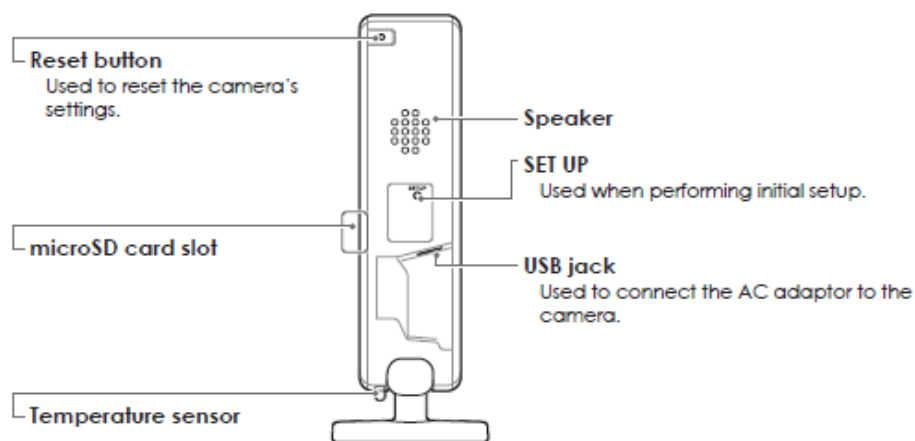
- Never install wiring during a lightning storm.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- Mount the product on the stable location where the camera can be adequately supported when installing.
- Do not 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.

Part names and functions

Front



Back



Accessory

Supplied accessories

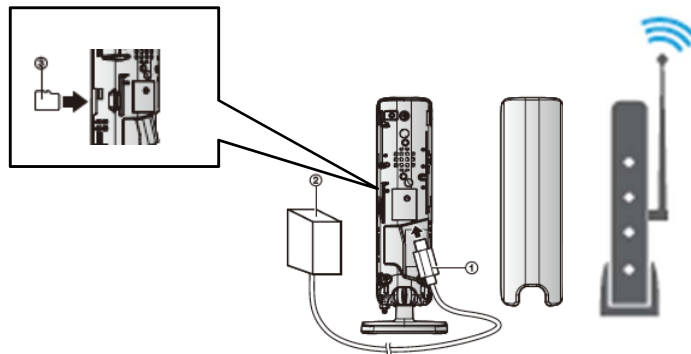
AC adaptor
PNLV251-GZ



microSD card
KX-HN1004 only



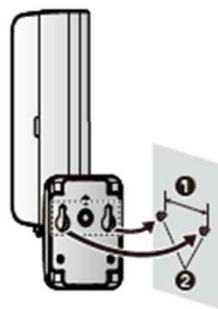
Connections



Troubleshooting

How can be the camera mounted on the wall

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



① 31 mm (1 7/32 inches)

② Screws

Note:

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

For 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。
- この製品は、日本国外での使用を目的として設計されており、日本国内での使用は法律違反となります。従って、当社では日本国内においては原則として修理などのサービスは致しかねます。

How do the camera detect changes?

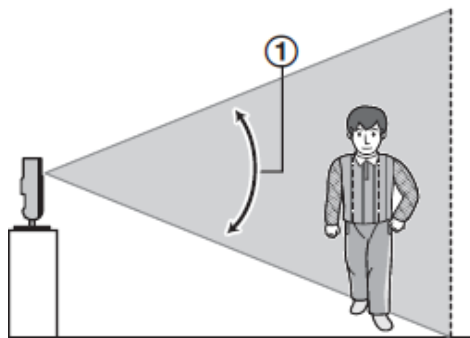
The camera has 3 sensor features: a visual sensor used for motion detection, a temperature sensor, and a sound sensor.

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.

Using visible light to detect motion

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



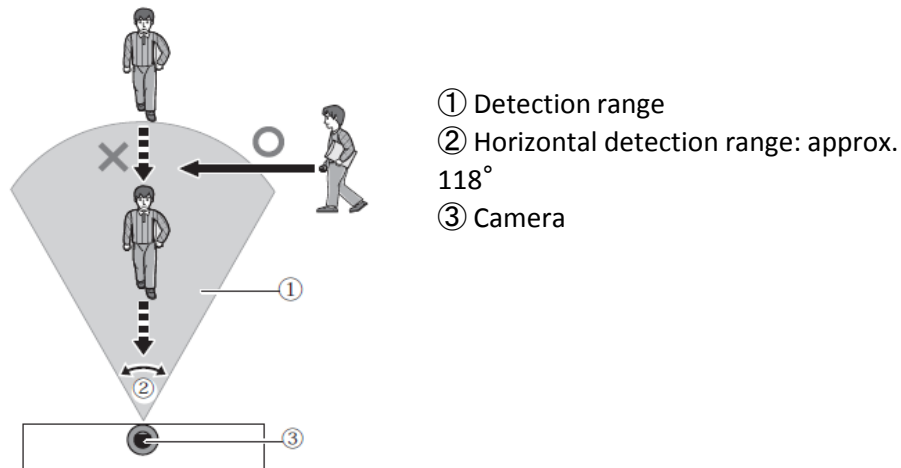
① Vertical detection range:

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.

Direction of motion

It is easier to detect objects that move sideways in front of the camera, and more difficult to detect objects that move directly toward the front of the camera.



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.

Sound sensor

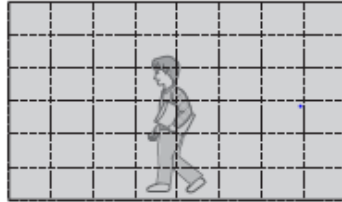
The sensor is triggered when the set sound level is exceeded.

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.

What is the detection range of the sensor?

Visual sensor can detect motion anywhere in the visible image.



- You can adjust the area detectable by the visual sensor.

Can I check sensor detection?

- 1 Start the [HomeHawk] app and then tap .
- 2 Tap [Settings].
- 3 Tap [Camera Settings] and select the camera to be tested.
- 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.

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	Symbol	Explanation
	Alternating current (A.C.)		For indoor use only
	Direct current (D.C.)		Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)

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.	Date of purchase
(found on the bottom of the unit)	
Name and address of dealer	

Attach your purchase receipt here.

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