

Panasonic®

Information and Troubleshooting Guide Home Monitoring Camera Indoor

Model No. **HomeHawk FLOOR**
KX-HNC850
KX-HN1053



Thank you for purchasing a Panasonic product.

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

What's included

Camera unit



Poles

Camera base cover



AC Adaptor



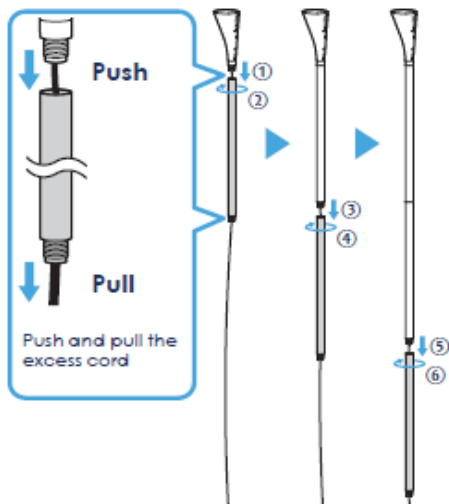
Camera base



microSD card
KX-HN1053 only

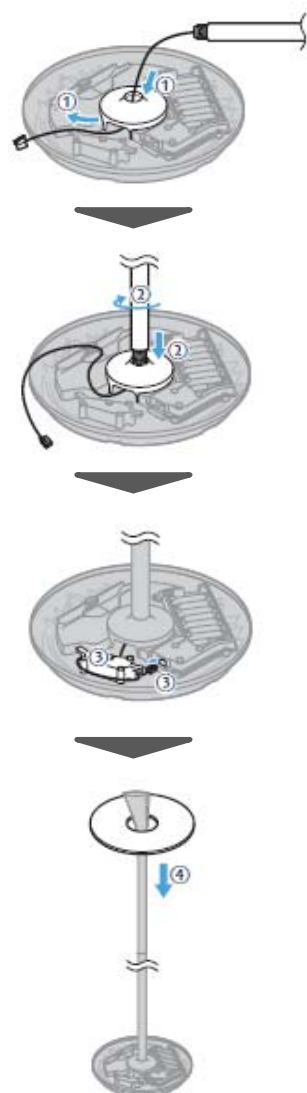
Connect the camera unit and poles

Pass the power cord through the poles and connect the camera unit and poles together.



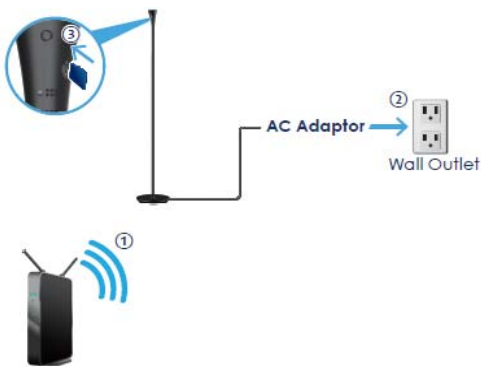
Attach the poles to the camera base

- ① Pass the power cord through the holes in the camera base.
- ② Attach the poles to the camera base.
- ③ Wrap the power cord around the cord tie and then connect the power jack.
- ④ Attach the camera base cover to the camera base.



Prepare the camera

- ① Confirm the camera is located within the range of your wireless router.
- ② Connect the AC adaptor from the camera to a wall outlet.
 - Wait about 1 minute until the camera's LED indicator stops blinking alternately in yellow and green.
- ③ Insert a microSD card (not supplied) into the camera's microSD card slot.



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/>



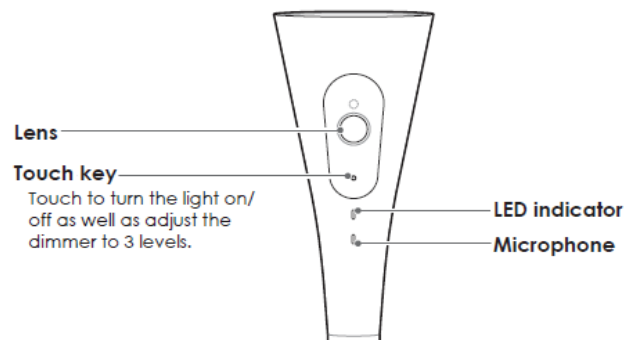
- Microsoft® Windows® Internet Explorer® 8 and earlier versions are not supported.

Part names and functions

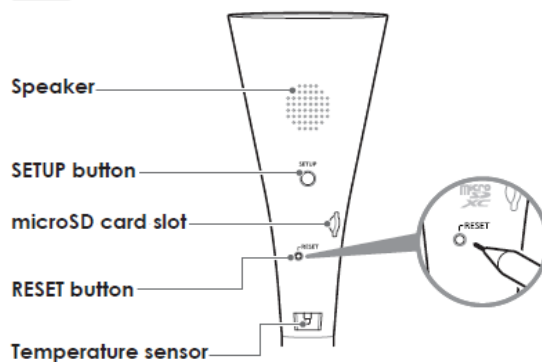
Top



Front



Back



Resetting the camera

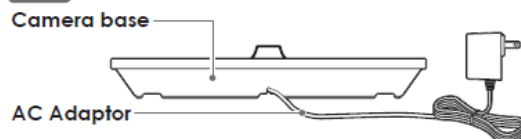
Use this procedure if you have trouble setting up the camera.

- 1 Plug in the camera.
- 2 Using an object with a thin tip, press and hold **RESET** button on the back of the camera for about 10 seconds, then release the button when the camera beeps.
 - The camera's settings are reset.
- 3 Wait for the camera's LED to light in yellow.

Note:

- After resetting the camera, you cannot use the camera again until it is set up. Refer to the relevant page in this section to set up the camera.

Base



LED indicator	Status
Off	- No power - LED indicator is turned off^{*1}
Amber, lit	Not registered to your wireless router or signal level is good ^{*2}
Green, blinking quickly	Camera is searching for your wireless router
Green, lit	Registration successfully completed ^{*3} or signal level is strong ^{*2}
Red, lit	Registration failed ^{*3} , signal level is weak ^{*2}
Blue, lit	Registration to your wireless router successfully completed or camera is on ^{*1}
Red, blinking quickly	Wireless LAN connection failed
Amber, blinking	Initial setup is in progress - Blinking quickly: Initial setup is being performed by wirelessly connecting your mobile device directly to the camera - Blinking slowly: Initial setup is being performed using WPS on your router
Green, blinking slowly	Registration mode or updating
Red, blinking slowly	Camera is out of range of your wireless router ^{*2}
White, lit	Privacy mode is activated ^{*1}
Red, blinking quickly - off for 1 second	Streaming data ^{*1} or detecting motion ^{*1}
Blue, blinking quickly ⇌ White, blinking quickly (alternating)	Accessing microSD card

^{*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.

Battery installation (for power backup)

You can insert 8 AA (LR6) batteries (not supplied) into the camera base to temporarily power the camera in the event of a power failure.

Please install the batteries before a power failure occurs.

Important:

- Use only alkaline batteries.
- Do NOT use manganese Ni-Cd, Ni-MH Lithium, or Lithium ion batteries
- Confirm correct polarities (+, -).
- Batteries are only intended for short-term use. Once the batteries are installed, the AC adaptor should be used as the power source for the camera.

1 Open the camera base cover.

2 Install the batteries in the battery holder.

3 Close the camera cover.

Note:

- The HomeHawk app notifies you when the battery power is low or when the battery is out of power. In this case, remove and replace all of the batteries with new ones.

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, "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

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.

For your safety

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



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.

Installation

- Do not allow the power cord to be excessively pulled, bent or placed under heavy objects.
- Do not place the product near wirelessly controlled devices such as automatic doors.
- Do not place the product on soft, unstable material.

Operating safeguards

- Do not look directly at the LED when it is lit. Doing so may cause damage to eyes.
- Consider the installation environment carefully when installing the product. Pay particular attention to infants, children, and the elderly, as they may be more sensitive to bright lights.
- When you move the product, lift the product holding the poles or the bottom of the product base. There may be a risk of injury or damage to your property if the product is dropped.
- Do not put flammable objects such as cloth or paper on the product.

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.
- Place the product on the stable location where the camera base can be adequately supported when installing.
- Do not place the product on soft material. It may fall down, break or cause injury.
- Do not place the product on the following materials: gypsum board, ALC (autoclaved lightweight cellular concrete), concrete block, plywood less than 25 mm (1 inch) thick, etc

Note when using alkaline batteries (not supplied) for power backup

- **CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- Do not open or mutilate the batteries. Released electrolyte from batteries is corrosive and may cause burns or injury to the eyes or skin. The electrolyte is toxic and may be harmful if swallowed.
- Exercise care when handling batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.
- The batteries should be used correctly, otherwise the unit may be damaged due to battery leakage.
- Do not charge, short-circuit, disassemble, or heat the batteries.

- Do not dispose of batteries in a fire.
- Remove all the batteries when replacing.
- Do not mix old, new or different types of batteries.
- Remove the batteries if they become unusable. There is a risk of leakage, overheating, and rupture. Do not attempt to use a battery if it is leaking.
- The unit and its batteries may become very hot. Make sure the unit and batteries have cooled before touching the unit, replacing the batteries, etc.

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 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 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.
- 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。

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

Open source software notice

Parts of this product use open source software supplied based on the relevant conditions of the Free Software Foundation's GPL and/or LGPL and other conditions. Please read all licence information and copyright notices related to the open source software used by this product. This information is available at the following web page:

<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/>

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>

Trademarks

- microSDHC, microSDXC Logos are trademarks of SD-3C, LLC.
- iPhone and iPad are registered trademarks of Apple Inc.
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- Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- Wi-Fi®, WPA™, and WPA2™ are registered trademarks or trademarks of Wi-Fi Alliance®.
- All other trademarks identified herein are the property of their respective owners.

How does the camera detect changes?

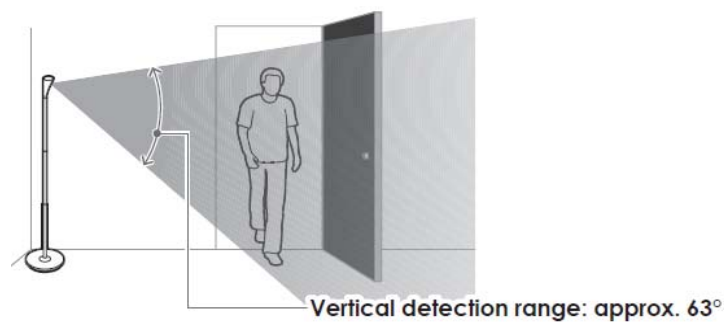
The camera has 3 sensor features: a visual sensor used for motion detection, a temperature sensor, and a sound sensor.

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.

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.



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.

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

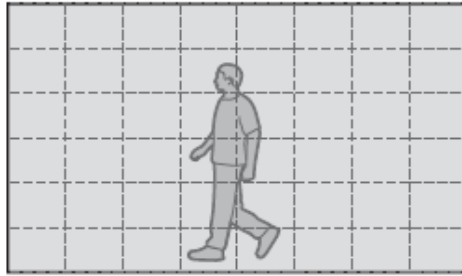
The sensor is triggered when the set sound level is exceeded.

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.

Note:

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

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.

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