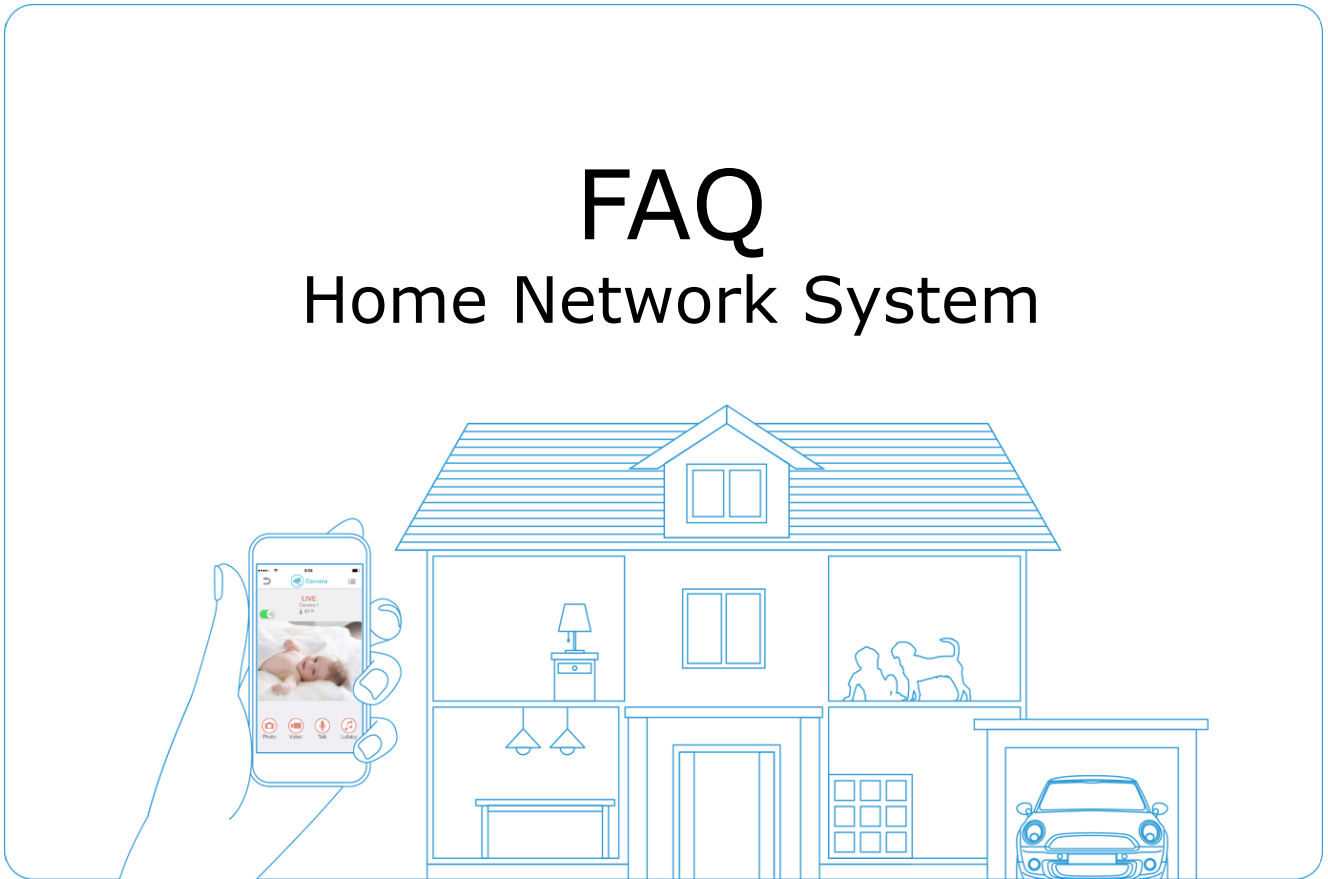


FAQ

Home Network System



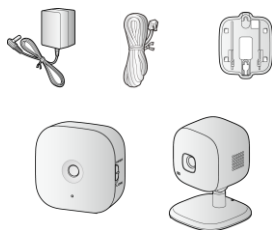
Panasonic System Networks Co., Ltd.

As of February 2, 2017

FAQ for quick setup and easier use - Index

STEP 1

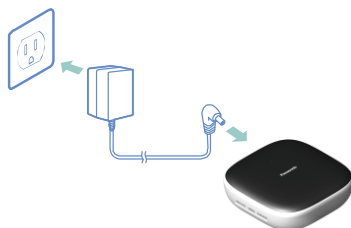
Open the package and confirm the accessories



Accessories	-----	Page 2-5
Basic Concept & Operation	-----	Page 7-11

STEP 2

Set up main unit (Hub)



System Initial Setup	-----	Page 12-14
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STEP 3

Install the Home Network app.



Application	-----	Page 15-18
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STEP 4

Make sure your mobile device is connected to your Wi-Fi® network.



Application	-----	Page 15-18
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STEP 5

Set up accessories



Cordless Handset	-----	Page 19-28
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Accessories - What are the accessories for?

HUB (KX-HNB600)



- Joins all system devices together
- Connects to your landline for making and receiving calls
- Supports SD card connection for recording camera video and audio.

Indoor Camera (KX-HNC200/210)



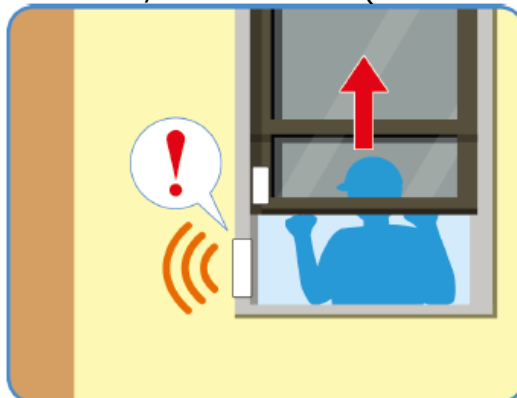
- Full color camera with night vision and built-in microphone for live monitoring and recording
- Built-in motion sensor (visual detection), sound sensor, and temperature sensor can be used to trigger other actions (camera recording, turning on a light, etc.)
- Built-in microphone and speaker for two-way communication

Outdoor Camera (KX-HNC600)



- Full color camera with night vision and built-in microphone for live monitoring and recording
- Built-in motion sensor (visual detection), sound sensor, and temperature sensor can be used to trigger other actions (camera recording, turning on a light, etc.)
- Built-in microphone and speaker for two-way communication
- Splash-proof design for outdoor installation

Window / Door Sensor (KX-HNS101)



- Detects when the corresponding window or door is opened.
- Can be used to trigger other actions (camera recording, turning on a light, etc.)

Motion Sensor (KX-HNS102)



- Uses a heat sensor to detect motion in the surrounding area
- Can be used to trigger other actions (camera recording, turning on a light, etc.)

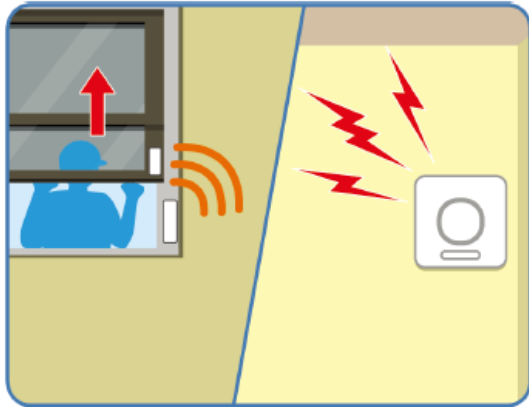
Water Leak Sensor (KX-HNS103)



- Uses a small probe that can detect water
- Can be used to trigger other actions (camera recording, turning on a light, etc.)

Accessories - What are the accessories for?

Indoor Siren (KX-HNS105)



- Uses a loud speaker and strobe light to alert you when the alert system is triggered
- You can enable and disable the loud speaker and strobe light for each siren

Smart Plug (KX-HNA101)



- Can be turned on and off using the app or when a sensor is triggered.
- Built-in overcurrent and overwattage detection for added peace of mind
- Power consumption is logged for your reference

Cordless Handset (KX-HNH100)



- Makes and receives calls using your landline
- Can be used to change the system's arm mode
- Displays system status

Access Keypad (KX-HNK101)



- Allows you to quickly confirm and change the system's arm mode
- Can be wall mounted inside your home near the entrances and exits for easy access

Keychain Remote (KX-HNK102)



- Allows you to quickly change the system's arm mode as when you come home or are going out
- Can be used to trigger a pre-programmed operation, such as turning on a smart plug or sounding an alert
- Can be attached to a set of keys for added convenience

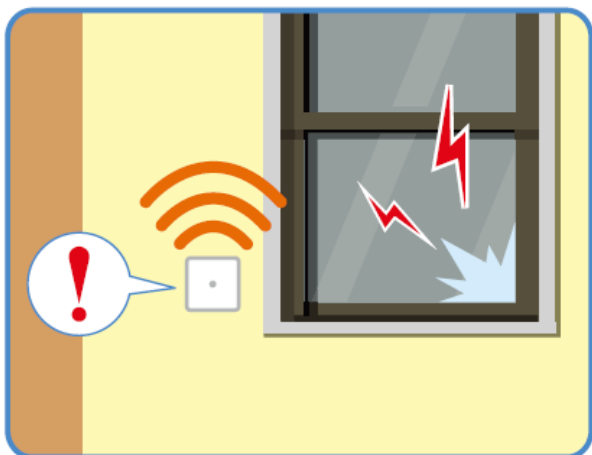
Backup Battery (KX-HNP100)



- Supplies power to your Hub or other devices in the event of a power outage
- Can be used to trigger the Hub to call a pre-programmed phone number in the event of a power outage

Accessories - What are the accessories for?

Glass Break Sensor (KX-HNS104)



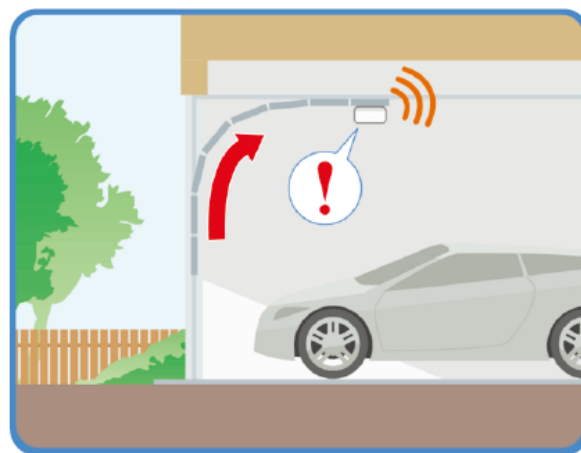
- Uses a microphone that can detect the unique sound frequencies that are produced when glass breaks
- Can be used to trigger other actions (camera recording, turning on a light, etc.)

Full HD Camera (KX-HNC800/805)



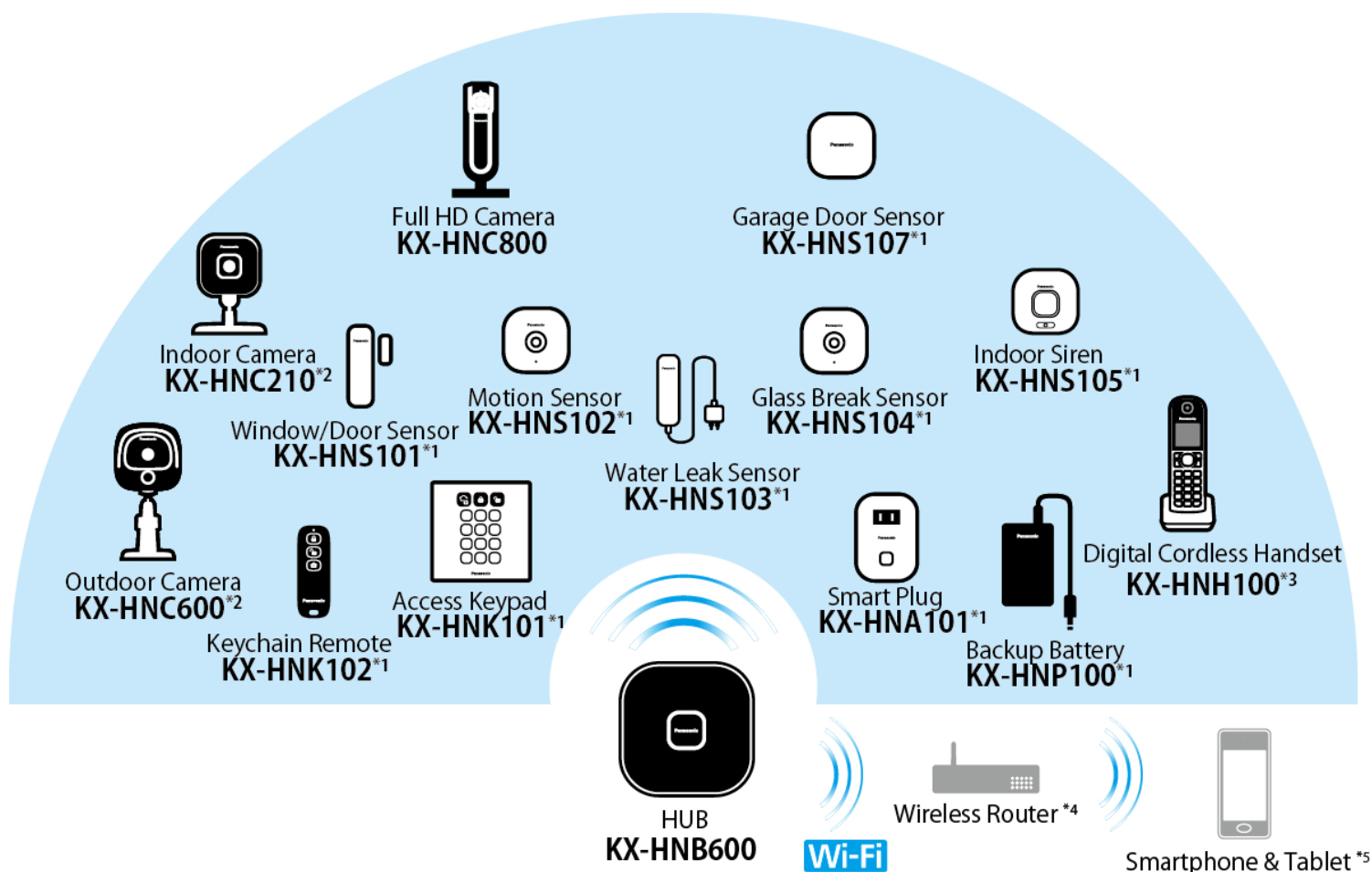
- Full-color, high-definition camera with night vision and built-in microphone for live monitoring and recording
- Built-in motion sensor (visual detection), sound sensor, and temperature sensor can be used to trigger other actions (camera recording, turning on a light, etc.)
- Built-in microphone and speaker for two-way communication

Garage Door Sensor (KX-HNS107)



- Detects when the garage door has been opened and closed
- Allows the system to notify you when the garage door is opened, and when it has been left open.
- Can be used to trigger other actions (camera recording, turn on a light, etc.)

Accessories - How many accessories are added to?



*1 A total of 50 devices can be registered to the Hub, including Smart Plugs, Motion Sensors and Window/ Door Sensors, Water Leak Sensors, Glass Break Sensors, Indoor Sirens, Access Keypad, Keychain Remote, Backup Battery, and Garage Door Sensors.

*2 A total of 4 cameras can be registered to the Hub, including outdoor cameras and indoor cameras.

*3 Max. 6 handsets can be registered to the Hub.

*4 Requires wireless router for Wi-Fi® connection.

*5 Requires smartphone & tablet that can be connected to wireless network.

Full HD Camera overview

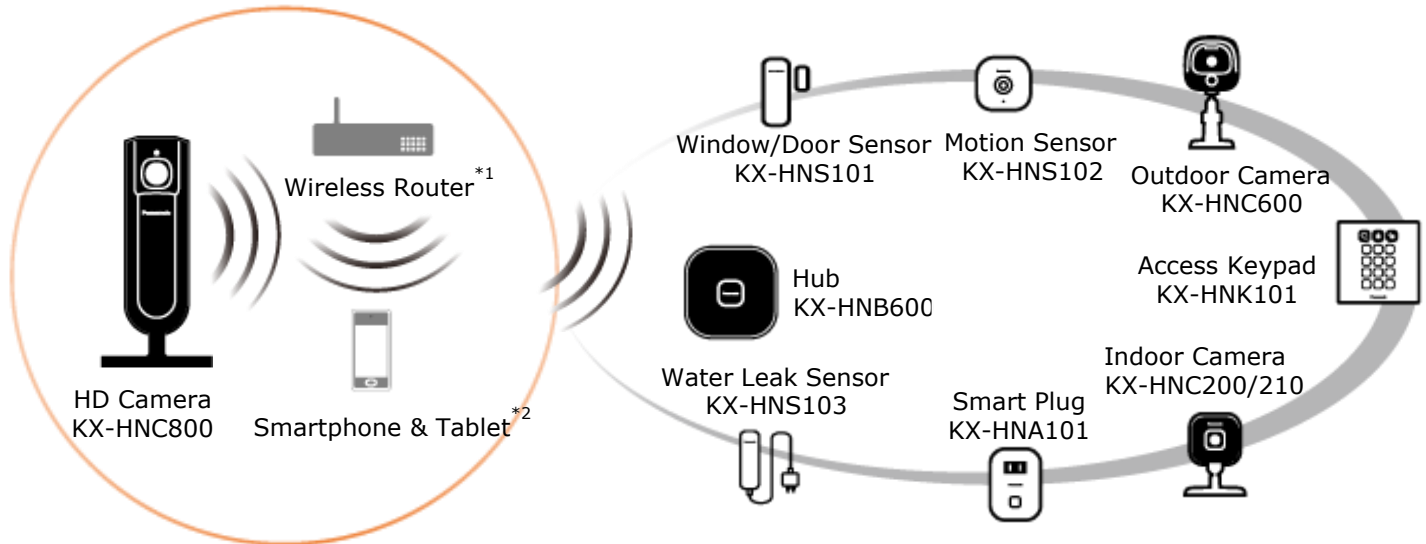
Stand alone



Home Network Collaboration

Works as a stand-alone camera

Works with the "Home Network System" (Optional)



*1 Requires wireless router for Wi-Fi® connection.

*2 Requires smartphone that can be connected to wireless network.



Question



Answer

A1 How do I register other devices to the Hub KX-HNB600?

••This procedure is not required for devices that were included as part of a bundle. ••

- Before you can use cameras, sensors and smart plugs, they must be registered to the Hub.
- If you purchased devices separately (i.e., not as part of a bundle), you must register each device to the Hub.
- You can register each device by using the registration buttons or the "Home Network" app.

Using registration buttons

1. Hub: Press and hold the registration button until the LED indicator blinks in green.
 - Press and hold the appropriate registration button according to the device you want to register.
 - [A HANDSET/LOCATOR]: For handsets
 - [B CAMERA]: For cameras
 - [C OTHER DEVICE]: For sensors and smart plugs
2. Handset: Place the handset on the charger.
 - Devices other than handset: Press and hold the device's registration button until the device's LED indicator blinks in green.
 - When registration is complete, the Hub sounds one long beep.

Note:

- If registration fails, the Hub sounds several short beeps.

Using the app

1. Start the [Home Network] app.
2. From the [Home Network] app home screen, tap [Settings].
3. Tap [Device Registration].
4. Tap [Registration].
5. Select the type of device that you want to register.
6. Handset: Place the handset on the charger.
 - Devices other than handset: Press and hold the registration button on the device you want to register until the device's LED indicator blinks in green.
 - When registration is complete, the Hub sounds one long beep.
7. When prompted, configure the device name and location as desired, and then tap [OK].

Note:

- If registration fails, the Hub sounds several short beeps.



http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29485/kw/29485



Q Question	A Answer
A2 What types of networks are used with this system?	1) Between Hub and each device - DECT 2) Between Hub and router - Home Wi-Fi 3) Between Hub and Smartphone = Wi-Fi or 3G/4G
A3 What is the range between the Hub and each device?	Indoor - Approximately 50m (160 feet) Outdoor - Approximately 300m (1,000 feet). (Line of sight) Wireless range may be reduced if there are obstacles between the Hub and other devices. Examples: <ul style="list-style-type: none"> - Metal doors or screens - Walls containing aluminum-sheet insulation - Walls made of concrete or corrugated iron - Double-pane glass windows - Multiple walls - When using each device on separate floors or in different buildings
A4 Will the system work during a power outage?	Yes it works during a power outage if Backup battery(KX-HNP100) is installed.
A5 What is Arm: At Home, Arm: Away and Disarm?	This security system has 3 modes. The followings are the default setting and can be changed based on your preferences. <ul style="list-style-type: none"> - Arm: At Home : Door and window sensors are armed. - Arm: Away : All sensor devices are armed. - Disarm : All sensor devices are disarmed. The Hub LED indicator lights in red when the security mode is set to Arm: At Home or Arm: Away. If the system is indicating that it has been triggered (such as when the alert is sounding), the mode cannot be changed to Arm: At Home and Arm: Away.
A6 Does the system automatically call police when it alerts?	No.
A7 Does the system work without the Hub?	No. The Hub connect each device together and controls them. You can't use the system without the Hub.
A8 I am having trouble connecting to my network, what could the problem be?	Possible causes: <ul style="list-style-type: none"> - Your wireless router is not turned on or is not functioning. Refer to the operating instructions included with your wireless router. - Your mobile device is not connected to your wireless router. Check your mobile device's Wi-Fi settings. Refer to the operating instructions included with your mobile device. - The SSID (wireless network name), security type, or password assigned to the wireless router has been changed. Configure the Hub again using the procedure described in "Wi-Fi network access settings". - Confirm the Hub's Wi-Fi and IP settings using the procedure described in "Confirming network status". - If your wireless router's client isolation feature (a feature that prevents wireless devices connected to the same wireless router from communicating with each other) is turned on, your Hub and your mobile device will not be able to communicate with each other. Refer to the operating instructions included with your wireless router and make sure that this feature is turned off. - The Hub's network settings are incorrect. Reset the Hub's network settings and configure the network settings again.
A9 Liquid or other form of moisture has entered the handset/Hub, what should I do?	<ul style="list-style-type: none"> - Disconnect the AC adaptor and telephone line cord from the Hub. - Remove the batteries from the handset and leave to dry for at least 3 days. - After the handset/Hub are completely dry, reconnect the AC adaptor and telephone line cord. Insert the batteries and charge fully before use. - If the unit does not work properly, contact an authorized service centre. Caution: To avoid permanent damage, do not use a microwave oven to speed up the drying process.



Question



Answer

A10 Why can't I access the system while I am away from home? (1.UPnP issue)

The error message [*1] will appear if your home router UPnP (Universal Plug and Play) settings is disabled or does not support UPnP feature.

Possible solutions:

[Enable UPnP setting of your home Wi-Fi router.](#) Using PC, access your home Wi-Fi router settings to enable UPnP.

In order to access your home Wi-Fi router it requires the IP address of your home Wi-Fi router, User ID and Password for Login.

If you do not know the above contact your ISP (Internet Service Provider) or the manufacturer of the router.

-> Type the IP address in your browser (Internet Explorer or Mozilla Firefox) address bar. When prompted input the user ID and Password to login into your home Wi-Fi router settings.

[If UPnP on your home Wi-Fi router is already enable, confirm that your home Wi-Fi router has the latest firmware version.](#)

If you don't know how to update the firmware on your home Wi-Fi router, contact your ISP (Internet Service Provider) or the manufacturer of the router.

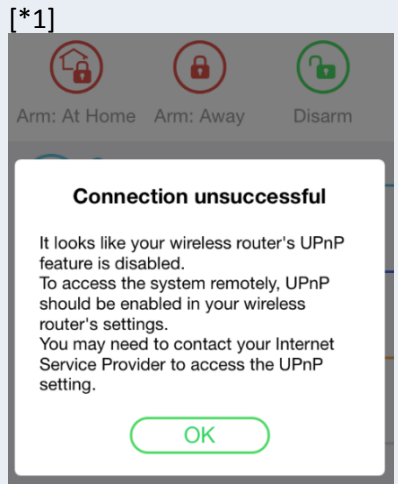
[If your home Wi-Fi router do not have UPnP feature, set Port Forwarding on your home Wi-Fi router:](#)

[Step 1]

The screenshots show the following steps:

- Home Network app home screen with 'Settings' highlighted.
- 'Settings' menu with 'Wi-Fi Settings' highlighted.
- 'Wi-Fi Settings' menu with 'Current Status' highlighted.
- 'Current Status' screen showing network details with 'IP Settings' highlighted.
- 'IP Settings' screen with 'Manual (Static)' selected.
- 'IP Settings' screen with IP address fields (192.168.24.72, 192.168.24.1, 255.255.255.0, 192.168.24.1) highlighted.

From the [Home Network] app home screen, tap [Settings] -> Tap [Wi-Fi Settings] -> Tap [Current Status] -> Take a note of IP Address, Subnet Mask, Default Gateway, DNS 1 and DNS 2 -> Go back and Tap [IP settings] -> Select Manual(Static) and input the numbers of IP Address, Subnet Mask, Default Gateway, DNS 1 and DNS 2 and then tap OK.





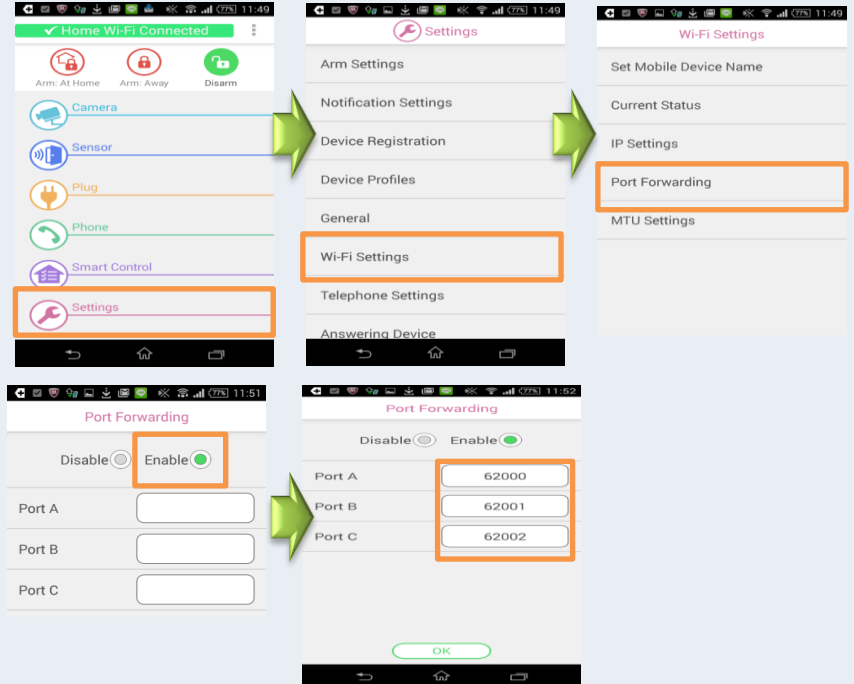
Question



Answer

A10

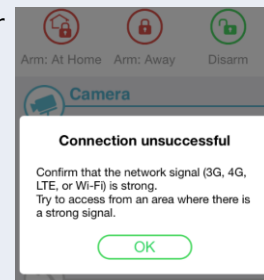
[Step 2] Port forward settings



- Using PC, Login to your home Wi-Fi router and configure the wireless router's port forwarding feature to forward desired port
 Note: Only port numbers 62000-63000 can be assigned.
 We recommend to use Port A : 62000, Port B : 62001, Port C : 62002 (unless the Port conflicts) to the static IP address that you have assigned to your hub. If you do not know the above contact your ISP (Internet Service Provider) or the manufacturer of the router.
- Go to [Home Network] app and from the home screen, tap [Settings].
- Tap [Wi-Fi Settings].
- Tap [Port Forwarding].
- Turn on the [Enable] radio button.
- Tap the field next to [Port A] and then enter the pre-determined port number that you have assigned at Port A in the router's setting.
- Repeat this step for [Port B] and [Port C].
- When finished, tap [OK].

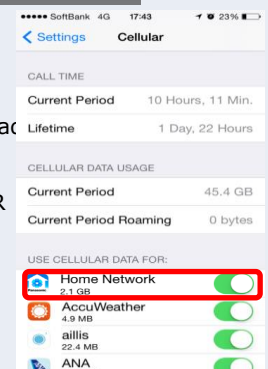
A11 Why can't I access the system while I am away from home?
 (2. Network signal issue)

This error message will appear if your mobile device has a weak signal.



Follow these steps:

- Confirm that you are able to access the internet on your mobile device.
- Move to an area where there is a strong signal
- In case of iOS user, confirm that your iPhone/iPad allows 3G/4G data transmission for the app.
 To check this, Tap "Settings" of iPhone/iPad and tap "Cellular" and scroll down to "USE CELLULAR DATA FOR"











<div style="text-align: center;">Q</div> Question	<div style="text-align: center;">A</div> Answer
<p>A12 Why can't I access the system while I am away from home? (3. Hub's connection has been lost.)</p>	<p>This error message will appear due to a connection failure to the hub.</p>  <p>Follow these steps to improve the situation:</p> <ul style="list-style-type: none"> -Check if the hub is turned on - Confirm that your mobile device is connected to the same wireless network as the hub and is connected to the Internet via the same wireless network - Confirm that your hub is NOT placed in the following locations. Interference may occur. <ul style="list-style-type: none"> -Indoor areas that have certain types of radio or mobile communication equipment - Locations near microwave ovens or Bluetooth devices - Indoor areas where antitheft devices or 2.4GHz frequency devices are used. - Unplug the Hub's AC adapter to reset the unit. Reconnect the adapter and then try again later.
<p>A13 Why can't I access the system while I am away from home? (4. Wi-Fi issue)</p>	<p>This error message will appear due to the Wireless router/hotspot not allowing the user to access the system remotely.</p>  <p>Try with 3G/4G/LTE or different Wi-Fi spot.</p> <p>Note : This problem is likely to happen at Free Wi-Fi spot (e.g. Airport, Restaurant, Cafe, Hotel, etc.). This problem is not related to the Home Network system.</p>
<p>A14 What is the minimum internet speed required to access the system?</p>	<p>It is 350kbps.</p>
<p>A15 How many smartphones can be used for intercom communication?</p>	<p>Maximum 4 smartphones.</p>
<p>A16 The system doesn't go off the alarm as well as sending notification even though it's armed.</p>	<ol style="list-style-type: none"> 1. Ensure that the sensor is enabled in the [Arm Settings]. 2. Ensure [Arm Alert] is set to ON in Notification Settings in the App. 3. Ensure your mobile device's notification feature is enabled for the [Home Network] app. 4. If the sensor can adjust the sensitivity, set to [HIGH].







Device: Application




 Question	 Answer
<p>B1 How do I setup my Android device to the KX-HNB600 Hub?</p>	<p>Confirm the following before you begin.</p> <ul style="list-style-type: none"> ▶ Make sure you have installed the "Home Network" app on your mobile device. ▶ Make sure your mobile device can connect to the Internet. ▶ Make sure the Hub and your wireless router are turned on and the Hub's LED indicator is lit in yellow ▶ Make sure you know the network name (SSID) and password assigned to your wireless router <ol style="list-style-type: none"> 1. Start the [Home Network] app. 2. Accept the Terms of Use agreement. 3. Tap [Set up the Hub]. 4. When prompted, press the [Wi-Fi SETUP] button on the Hub. <ul style="list-style-type: none"> - The LED indicator blinks in yellow. - The app temporarily changes your mobile device's Wi-Fi setting so that it connects to the Hub directly. 5. If necessary, enter the password required to connect to your wireless router and then tap [Next]. <ul style="list-style-type: none"> - The Hub and your mobile device connect to your wireless router. (this may take several minutes) 6. When prompted, press the [Wi-Fi SETUP] button on the Hub. <ul style="list-style-type: none"> - Your mobile device will be registered to the Hub. 7. When prompted, follow the on-screen instructions and set the password used to log in to the Hub while away from home. <ul style="list-style-type: none"> - The app's home screen is displayed when initial setup is complete. <p>Watch the following video for a demonstration for setting up an Android device to the Hub.</p> <p> http://channel.panasonic.com/contents/14766/</p> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29483/kw/29483</p>
<p>B2 How do I setup my iPhone/iPad to the KX-HNB600 Hub?</p>	<p>Confirm the following before you begin.</p> <ul style="list-style-type: none"> ▶ Make sure you have installed the [Home Network] app on your mobile device. ▶ Make sure your mobile device can connect to the Internet. ▶ Make sure the Hub and your wireless router are turned on and the Hub's LED indicator is lit in yellow ▶ Make sure you know the network name (SSID) and password assigned to your wireless router <p>Initial setup for iPhone, iPad</p> <ol style="list-style-type: none"> 1. Start the [Home Network] app. 2. Accept the Terms of Use agreement. 3. Tap [Set up the Hub]. 4. When prompted, press the [Wi-Fi SETUP] button on the Hub. <ul style="list-style-type: none"> - The LED indicator blinks in yellow. 5. Change your mobile device's Wi-Fi setting temporarily so that it connects to the Hub directly. <ol style="list-style-type: none"> (1) Open your mobile device's [Settings] app. (2) Tap [Wi-Fi] (3) Select "KX-HNB600_panasonic" (4) Enter "00000000" as the password, and then tap [Join]. <ul style="list-style-type: none"> - If more than 1 item named "KX-HNB600" is displayed, wait approx. 10 minutes and perform this procedure from the beginning. 6. Start the [Home Network] app again. 7. If necessary, enter the password required to connect to your wireless router and then tap [Next]. <ul style="list-style-type: none"> - The Hub and your mobile device connect to your wireless router. - If prompted, follow the on-screen instructions and connect your mobile device to your wireless router, start the app again, and then tap [Add Mobile Device]. 8. When prompted, press the [Wi-Fi SETUP] button on the Hub. <ul style="list-style-type: none"> - Your mobile device will be registered to the Hub. 9. When prompted, follow the on-screen instructions and set the password used to log in to the Hub while away from home. 10. Follow the on-screen instructions to finish setting up the Hub. <ul style="list-style-type: none"> - The app's home screen is displayed when initial setup is complete. <p>Watch the following video for a demonstration for setting up an iPhone to the Hub.</p> <p> http://channel.panasonic.com/contents/14869/</p> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29482/kw/29482</p>



Device: Application



 Question	 Answer
<p>B3 How do I register additional Android mobile device to the Hub KX-HNB600?</p>	<p>After you have used your mobile device to perform the initial setup procedure, you can add other mobile devices to the system (up to 8 in total).</p> <p>Before following this procedure, make sure you have completed the Initial Setup procedure.</p> <ol style="list-style-type: none"> Using the mobile device that you want to register, download the [Home Network] app and then start the app. Accept the Terms of Use. Tap [Add Mobile Device]. When prompted, press the [Wi-Fi SETUP] button on the Hub. <ul style="list-style-type: none"> Your mobile device will be registered to the Hub. When prompted, follow the on-screen instructions and enter the password used to log in to the Hub while away from home. Follow the on-screen instructions to complete setup. The app's home screen is displayed when complete. <p>Watch the following video for a demonstration of the described process.</p> <p> http://channel.panasonic.com/contents/14766/</p> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29484/kw/29484</p>

Device: System Initial Setup

 Question	 Answer
<p>B4 How to register additional iOS devices to the KX-HNB600 Hub using the Panasonic Home Network App.</p>	<p>- Instructional Video – How to register additional iOS devices to the KX-HNB600 Hub using the Panasonic Home Network App.</p> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32354/kw/32354</p>
<p>B5 What should I check if I can't complete the initial setup?</p>	<ol style="list-style-type: none"> Your smartphone must meet the following requirement: iPhone® 4 or later, iPad®, or iPad mini™ (iOS 6.0 or later) or an Android™ device (Android 4.0 or later) The following Android devices are not compatible with the [Home Network] app. Android devices that are not supported by Google Play™ Android devices with limited hardware features (Bluetooth, Wi-Fi, and microphone support are required.) Confirm the hub is powered on and your wireless router (Home Wi-Fi) is operating properly. Confirm that your mobile device Wi-Fi is ON and is connected to your home Wi-Fi network. Confirm that the password entered for your home Wi-Fi network during setup is correct. <p>Note: During initial setup the hub must be connected to the same home Wi-Fi network as your mobile device. If you have a multiple router, confirm that the Wi-Fi connection on your mobile device does not shift automatically to other Wi-Fi network.</p> Confirm that the router SSID has not been set to hidden. For more information, refer to your router's operating instructions." The hub is only compatible with 2.4GHz Wi-Fi and can't work with 5GHz Wi-Fi.






Device: System Initial Setup

 Question	 Answer
B6 Why do I need to create password during setup?	<ol style="list-style-type: none"> 1) This password will be required when you access to the system outside of your home Wi-Fi network. 2) This password will also be required when adding other mobile devices to the system.
B7 How do I reset the Hub and re-start the initial setup?	<ol style="list-style-type: none"> 1) Disconnect the AC adaptor from the Hub. 2) While pressing the Wi-Fi SETUP button on the rear of the Hub and the CAMERA and OTHER DEVICE buttons on the side of the Hub (total 3 buttons), connect the AC adaptor to the Hub. Do not release the buttons yet. 3) Continue to hold the buttons down until the Hub's LED indicator lights in yellow, then release the buttons. 4) Wait for the Hub's LED indicator to light in green (about 2 minutes). 5) Press and hold the Wi-Fi SETUP button until the Hub's LED indicator blinks in green. 6) Wait for the Hub's LED indicator to light in red. (The Hub has been successfully reset.) 7) Disconnect the AC adaptor from the Hub and then connect it again to restart the Hub.
B8 Why do I get a message "Hub time out" during the initial setup?	<p>The Hub will stop the registration mode in 10 minutes if there is no activity. Reset the Hub and start over again.</p> <ol style="list-style-type: none"> 1) Disconnect the AC adaptor from the Hub. 2) While pressing the Wi-Fi SETUP button on the rear of the Hub and the CAMERA and OTHER DEVICE buttons on the side of the Hub (total 3 buttons), connect the AC adaptor to the Hub. Do not release the buttons yet. 3) Continue to hold the buttons down until the Hub's LED indicator lights in yellow, then release the buttons. 4) Wait for the Hub's LED indicator to light in green (about 2 minutes). 5) Press and hold the Wi-Fi SETUP button until the Hub's LED indicator blinks in green. 6) Wait for the Hub's LED indicator to light in red. (The Hub has been successfully reset.) 7) Disconnect the AC adaptor from the Hub and then connect it again to restart the Hub.
B9 What is the "Login password" when adding another mobile device?	<p>The Password created during the initial setup. Ask the person who created the password. Note: If you do not remember the password refer to "How do I reset the Hub and re-start the initial setup?"</p>
B10 Which Wi-Fi frequency band is this system compatible with?	<p>This system is compatible with 2.4GHz frequency band. This system is not compatible with 5.0 GHz frequency band. Note: Your mobile device should be connected to the same Home Wi-Fi 2.4 GHz frequency band in order to setup this system.</p>
B11 Which frequency ranges are used for DECT and Wi-Fi?	<p>For USA and Canada</p> <ol style="list-style-type: none"> 1) DECT (between the hub and each device) = 1.92 GHz - 1.93 GHz 2) Wi-Fi (between the hub and your home Wi-Fi router) = IEEE 802.11b/g/n (2.412 GHz - 2.462 GHz) <p>For Europe and Oceania</p> <ol style="list-style-type: none"> 1) DECT (between the hub and each device) = 1.88 GHz - 1.90 GHz 2) Wi-Fi (between the hub and your home Wi-Fi router) = IEEE 802.11b/g/n (2.412 GHz - 2.472 GHz)
B12 What should I do if I decide to change my home Wi-Fi network password or replace the router that is connected to the hub?	<p>You have to perform the hub Wi-Fi settings again in case you change your home Wi-Fi network password or replace your wireless router.</p> <ol style="list-style-type: none"> 1) Press and hold the 3 buttons on side of the hub and the Wi-Fi SETUP button on the back of the hub at the same time (4 buttons total) until the hub's LED indicator blinks in green and yellow. 2) Wait for the hub's LED indicator to light in yellow. 3) From the [Home Network] app home screen, open the option menu 4) Tap [Deregistration from Hub] ⇒ [OK]. 5) Follow the initial setup procedure
B13 I forget the login password.	<p>If you forget the login password, access the system while at home and change the password. (The password is not required to access the system while at home.) or reset the hub and restart the initial setup.</p>



 Question	 Answer
C1 Which mobile devices are supported?	1) iPhone®4 or later, iPad®, or iPad mini (iOS 6.0 or later) 2) Android™ device (Android 4.0 or later) and requires Bluetooth, Microphone and Wi-Fi compatible.
C2 Where can I download the app?	Search for "Panasonic Home Network System" Android - Google play iOS - App store OR Android:  https://play.google.com/store/apps/details?id=com.panasonic.psn.android.hmdect iOS:  https://itunes.apple.com/app/id918066994
C3 Who is allowed to Arm or Disarm the system?	Anyone who has their mobile device registered to the system.
C4 What is the default setting of exit delay?	3 minutes
C5 Can I watch the camera live view through PC?	No. The system can be accessed using the Panasonic Home Network App. on mobile smart devices.
C6 Can I view the cameras on my smart TV?	No. You can view the cameras on your mobile devices using the Home Network APP. If you want to view the recorded movie of the micro SD card in the Hub, you can view the movie on your PC by using the SD card.
C7 How many live cameras can I view at the same time?	You can view up to 4 cameras.
C8 How many cameras can record at the same time?	You can record up to 4 cameras.
C9 How many mobile devices can access the cameras live view at the same time?	When connected to home Wi-Fi, 4 mobile devices can view the camera at the same time. When remotely connected, one mobile device can view the camera at once.
C10 Do I get a notification when micro SD gets full?	Yes. In case the remaining recording time of the micro SD card become less than one hour, you also receive the notification. If the micro SD gets full, the new movie will be overwritten to the SD card.
C11 Will I be notified when a battery operated device battery level is low.	Yes via notification. You need to enable 'Device Error' in Notification Settings.
C12 What should I do if I forget the password for remote access?	To reset the password your mobile device has to be connected to the same home Wi-Fi network as your Hub. 1. From APP home page press [Settings]. 2. Select [General]. 3. Select [Change Login Password]
C13 Why is "Device is in use" displayed?	1) Another user (i.e., mobile device) is already accessing the Hub, the same screen, or the same feature. 2) Up to 4 mobile devices can access to the camera live view at a time when connected to the home Wi-Fi network. 3) Only one mobile device can access to the camera live view remotely. In addition, only 3 mobile devices can access to the camera live view at a time when connected to the home Wi-Fi network. 4) When 3 or more cameras are recording, only 2 mobile device can access to the camera live view.



 Question	 Answer
<p>C14 How do I register a Login password for the Home Network App?</p>	<ol style="list-style-type: none"> From the Home Network app home screen, tap [Settings]. Tap [General]. Tap [Change Login Password]. Enter the desired password and then tap [OK]. To display the characters that you have entered, turn on the [Show Password] checkbox. <ul style="list-style-type: none"> The password must be at least 8 characters long. Tap [OK].
<p>C15 I can not remember the names I assigned to my sensors and smart plugs, how can I determine which name is for what?</p>	<p>If you register a large number of sensors or smart plugs to the Hub, you may forget which name is assigned to each device.</p> <p><u>For Window/door sensors</u></p> <ol style="list-style-type: none"> Close all the windows and doors that have sensors attached to them. Open one window or door. You can find the name of the corresponding window/door sensor by checking the sensor status screen: the corresponding window/door sensor will be listed as "open". <p><u>For Motion sensors</u></p> <ol style="list-style-type: none"> Set the security system to [Out Arm] mode. Trigger one motion sensor. You can find the name of the corresponding motion sensor by checking the sensor status screen: the corresponding motion sensor will be listed as "TBD". <p><u>For Smart plugs</u></p> <ol style="list-style-type: none"> Turn off all smart plugs. Turn on one smart plug. You can find the name of the corresponding smart plug by checking which smart plug's LED indicator is lit in green.
<p>C16 While using the remote app I was disconnected, why did this happen?</p>	<p>Make sure that you are only connecting on one mobile device at a time. Only one mobile device can access this product while away from home, if a second mobile device connects to this product while away from home, the first mobile device is disconnected.</p> <p>Communications may be interrupted depending on network conditions and wireless signal quality.</p>
<p>C17 Why can't I find the Home Network App on my iPad/iPad mini?</p>	<p>Please select "iPhone only" and search for "Panasonic Home Network System".</p> 
<p>C18 I can't find the Home Network App on my Android device.</p>	<p>Please search for "Panasonic Home Network System".</p> <p>Note : The following Android devices are not compatible with the [Home Network] app.</p> <ul style="list-style-type: none"> Android devices that are not supported by Google Play Android devices with limited hardware features (Bluetooth, Wi-Fi, and microphone support are required.)

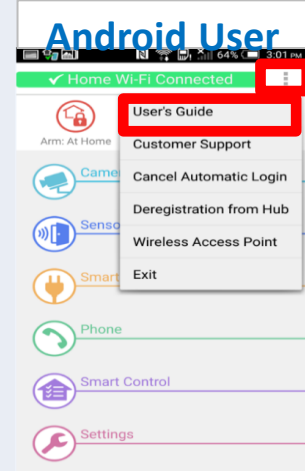
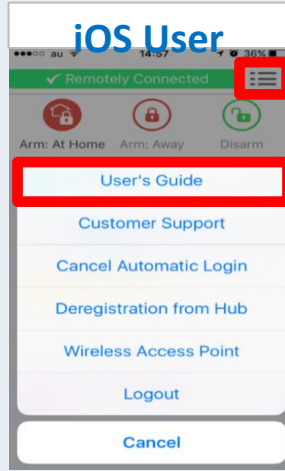


Q Question

A Answer

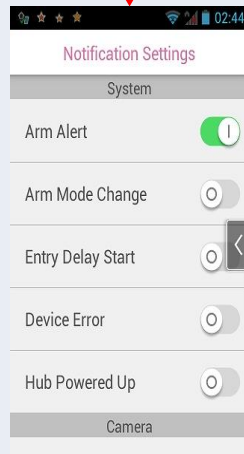
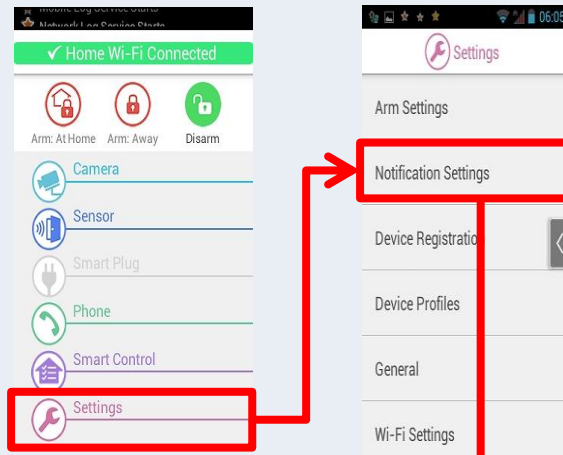
C19 Where can I get the user's guide of the app?

Press 'Menu button' (located at top right hand corner) and select 'User's guide'





C20 How can I disable to receive the notification on my smartphone?

From app home screen select settings --> select notification settings --> and disable the notification of the devices you do not want to receive.





Scroll down and turn off the notification feature which you want to disable to receive on your smartphone.



 Question	 Answer
<p>C21 I can't get notifications on my smartphone/tablet</p>	<ol style="list-style-type: none"> 1) The system's status notification features are disabled. →Make sure the desired type of notifications are enabled (Notification settings). 2) Your mobile device's notifications feature is disabled for the [Home Network] app. →Enable your mobile device's notifications feature. 3) Too many notifications were sent from the hub during this calendar month. →If an excessive number of notifications (i.e., thousands of notifications) were sent from the hub during this calendar month, an error message is displayed and no additional notifications can be received this calendar month. Notifications will be received again when the new month starts. 4) For Android user, the app was forcibly quit. →Start the [Home Network] app. 5) The 1st registered mobile device, which was used for the Hub's initial setup, loses time more than 15 minutes →Adjust the original time of the 1st registered mobile device and then open the [Home Network] app, tap 'General' and select 'Time adjustment'. If you travel to a different time zone, select the time zone on your mobile device and do not change the original time.
<p>C22 The app drains the iPhone's battery very fast. How can I improve the battery life? [iPhone & iPad only]</p>	<p>The [App Battery Save] feature can help you conserve your iPhone's(iPad's) battery power.</p> <ol style="list-style-type: none"> 1.From the [Home Network] app home screen, tap [Settings]. 2.Tap [App Battery Save]. 3.Select the desired setting and then tap [OK]. <p>Note:</p> <ul style="list-style-type: none"> •When this feature is turned on, the app will not receive landline calls while running in the background. •When this feature is turned on, your iPhone/iPad cannot execute a smart control scenario via [Trigger when Home Wi-Fi Connects] unless the app is running in the foreground.



 Question	 Answer
D1 How many digital cordless handsets (KX-HNH100) can I connect to the KX-HNB600 Hub?	You can have a total of 6 handsets, model KX-HNH100.
D2 What is AMR/DISARM button on the handset used for?	This is a dedicated button to change the mode to "Arm: At Home", "Arm: Away" and "Disarm" easily.
D3 How do you adjust the Alert volume on the handset?	<p>You can adjust the alert volume heard during "At Home" mode and "Away" mode by pressing the "Menu" on the handset, select "Home Network" scroll to "Settings" and scroll to select At Home and/or Away mode.</p> <ul style="list-style-type: none"> - At Home and Away: Alert volume: The volume of the alert that sounds when the system is not disarmed within the entry delay time. - At Home and Away: Entry alert volume: The volume of the alert that sounds during the entry delay time. - Away : Exit alert volume: The volume of alert that sounds during exit delay time.
D4 What is the default "PIN" for ARM/DISARM on the handset?	<p>You must enter the PIN to disarm or stop alerting. The default PIN is "0000". We recommend changing the disarm PIN. When you change the disarm PIN, please make note of the new PIN. The unit will not reveal the PIN to you. If you forget the PIN, contact an authorized service center.</p>
D5 What if I forget DISARM password for the handset?	<p>The default PIN is 0000 but if you've changed it, please contact an authorized service center.</p> <p><u>To reset the PIN to 0000</u></p> <ol style="list-style-type: none"> 1. From the [Home Network] app home screen, tap [Settings]. 2. Tap [Reset Hub]. 3. Tap [Hub Settings] <p>Note : All network-related settings will be reset to the default settings and Wi-Fi initial setup is required. No other information will be deleted.</p>
D6 The answering machine will not record new messages, what could the problem be?	<p>Possible causes</p> <ul style="list-style-type: none"> - The answering system is turned off. Turn it on. - The message memory is full. Erase unnecessary messages. - The recording time is set to "Greeting only". Change the setting. - Your service provider/telephone company's Voice Mail service may be answering your calls before the unit's answering system can answer your calls. Change the unit's number of rings setting to a lower value, or contact your service provider/telephone company.
D7 Why am I not able to use the alarm and silent mode?	<p>The date and time is not set. The time setting of the system is configured with the date and time of the mobile device registered to the Hub.</p>
D8 Why am I not able to set the date and time?	<p>You cannot set date and time with the handset. The time setting of the system is configured with the date and time of the mobile device registered to the Hub.</p>
D9 I am getting an error message on telephone handset KX-HNH100 that says "Failed To Connect" when I am trying to connect to my Wi-Fi network, what could the problem be?	<p>Possible cause and solutions,</p> <ul style="list-style-type: none"> • You entered the wrong password when configuring the Hub to connect to your wireless router. Confirm the password and try again. • If your wireless router is configured to use a hexadecimal password, enter the correct password using numbers 0-9 and letters a-f. • If you have configured your wireless router to use MAC address filtering, make sure you add the Hub's MAC address to the list of authorized MAC addresses.
D10 When trying to record a greeting message on the handset KX-HNH100 I am getting a message of "Error!!" on the telephone display, what is wrong?	<p>The greeting message is too short, re-record a longer greeting.</p>



Q Question	A Answer
D11 I am getting an error message on telephone handset KX-HNH100 that says "Cannot obtain IP address" when I am trying to connect to my Wi-Fi network, what could the problem be?	Your wireless router does not support DHCP, or the DHCP feature of your wireless router is turned off. If your wireless router supports DHCP, make sure that its DHCP feature is turned on. If DHCP is not available, set the Hub's IP settings manually.
D12 I am getting an error message on telephone handset KX-HNH100 that says "No link. Reconnect Hub AC adaptor." What could the problem be?	Possible causes, <ul style="list-style-type: none"> • The handset has lost communication with the Hub. Move closer to the Hub and try again. • Unplug the Hub's AC adaptor to reset the unit. Reconnect the adaptor and try again. • The handset's registration may have been cancelled. Re-register the handset.
D13 I am getting an error message on telephone handset KX-HNH100 that says "Hub no power" What could the problem be?	Possible causes, <ul style="list-style-type: none"> • The handset has lost communication with the Hub. Move closer to the Hub and try again. • Unplug the Hub's AC adaptor to reset the unit. Reconnect the adaptor and try again. • The handset's registration may have been cancelled. Re-register the handset.
D14 How do I display the smart plug status on the telephone handset KX-HNH100?	To display the status of a smart plug by using a telephone handset: <p>Press [MENU # 8 0 2]</p> <p>Press the [▲] or the [▼] button to select the desired area.</p> <p>Press [SELECT]</p> <p>Press the [▲] or the [▼] button to select "Smart Plug status"</p> <p>Press [SELECT]</p> <p>Press the [▲] or the [▼] button to select the desired smart plug.</p>



Q Question	A Answer
<p>D15 How can I turn a smart plug on or off using the telephone handset KX-HNH100?</p>	<p>There are 3 ways to turn smart plugs on and off.</p> <ol style="list-style-type: none"> 1.All smart plugs can be turned on or off at once. 2.All smart plugs in a selected area can be turned on or off at once. 3.Individual smart plugs can be turned on or off. <p><u>Turning all plugs on or off at once</u></p> <ol style="list-style-type: none"> 1.Press [MENU # 8 0 2] 2.Press the [▲] or the [▼] button to select "All locations" 3.Press [SELECT] 4.Press the [▲] or the [▼] button to select "All Smart Plugs On" or "All Smart Plugs Off" 5.Press [SELECT] <p><u>To turn all smart plugs in a selected area on or off</u></p> <ol style="list-style-type: none"> 1.Press [MENU # 8 0 2] 2.Press the [▲] or the [▼] button to select the desired area. 3.Press [SELECT] 4.Press the [▲] or the [▼] button to select "All Smart Plugs On" or "All Smart Plugs Off" 5.Press [SELECT] <p>Note:</p> <ul style="list-style-type: none"> • The status of smart plugs may fail to change. In this case, an error message indicating the number of the smart plugs that have not changed is displayed. <p><u>Turning an individual smart plug on or off</u></p> <ol style="list-style-type: none"> 1.Press [MENU # 8 0 2] 2.Press the [▲] or the [▼] button to select the desired area. 3.Press [SELECT] 4.Press the [▲] or the [▼] button to select "Smart Plug Status" 5.Press [SELECT] 6.Press the [▲] or the [▼] button to select the desired smart plug. 7.Press [ON] or [OFF] (Soft key).
<p>D16 How do I set or change the disarm PIN from a the KX-HNH100 handset?</p>	<p>You must enter the disarm PIN in order to disarm the security system. The default PIN is "0000".</p> <p>We recommend changing the disarm PIN.</p> <p>Important:</p> <ul style="list-style-type: none"> • When you change the disarm PIN, please make note of the new PIN. The unit will not reveal the PIN to you. <p>[MENU # 8 1 0]</p> <ol style="list-style-type: none"> (1)Enter the current disarm PIN (4-8 digits), press [OK]. <ul style="list-style-type: none"> • Skip this step when setting the disarm PIN for the first time. (2)Enter the new disarm PIN (4-8 digits), press [OK]. (3)Re-enter the new disarm PIN, press [SAVE] Press [OFF]



Q Question	A Answer
<p>D17 How can I change the Alert volumes using the telephone KX-HNH100?</p>	<p>You can adjust the alert volume heard during At Home mode and Away mode. There are 3 volumes you can adjust:</p> <p>“Alert volume”: The volume of the alert that sounds when the system is not disarmed within the entry delay time. “Entry alert volume”: The volume of the alert that sounds during the entry delay time. “Exit alert volume”: The volume of alert that sounds during exit delay time.</p> <p><u>How to change the Alert Volume</u> Volume for handset or Hub: 1. For Handset - Press [MENU # 8 0 3] (At Home) or [MENU # 8 0 4] (Away) - For Hub - Press [MENU # * 8 0 3] (At Home) or [MENU # * 8 0 4] (Away) 2. Press the [▲] or the [▼] button to select the desired setting. 3. Press [SAVE] 4. Press [OFF]</p> <p><u>How to change the Entry Alert Volume</u> Volume for handset or Hub: 1. For handset - Press [MENU # 8 0 8] (At Home) or [MENU # 8 0 7] (Away) - For Hub - Press [MENU # * 8 0 8] (At Home) or [MENU # * 8 0 7] (Away) 2. Press the [▲] or the [▼] button to select the desired setting. 3. Press [SAVE] 4. Press [OFF]</p> <p><u>How to Change the Exit Alert Volume</u> Volume for Hub: 1. Press [MENU # 8 0 5] (Away) 2. Press the [▲] or the [▼] button to select the desired setting. 3. Press [SAVE] 4. Press [OFF]</p>
<p>D18 How can I check the status of the sensors using telephone handset KX-HMH100?</p>	<p>The status of each sensor device is shown on the handset.</p> <ol style="list-style-type: none"> 1. Press [MENU # 8 0 1] 2. Press the [▲] or the [▼] button to select “All locations” or the area in which the desired sensor devices belong to. 3. Press [SELECT] 4. Press the [▲] or the [▼] button to select the desired sensor. - Press [REFRESH] to refresh the displayed information.
<p>D19 How do I stop an alert using the KX-HNH100 handset?</p>	<p>When a sensor is triggered, the Hub and handset sound an alert. Use the following procedure to stop the alert.</p> <ol style="list-style-type: none"> 1. Press [STOP] or [OFF]. 2. Enter the password, and press [OK] <p>Note:</p> <ul style="list-style-type: none"> • You can also stop the alert by disarming the security system.






Q Question	A Answer
<p>D20 How do I arm or disarm the security system using the KX-HNH100 handset?</p>	<p>The security system has 3 modes.</p> <ol style="list-style-type: none"> 1. "At Home": Door and window sensors are armed. 2. "Away": All sensor devices are armed 3. "Disarm": All sensor devices are disarmed. <p>The Hub LED indicator lights in red when the security mode is set to "At Home" or "Away".</p> <p><u>To arm the system:</u></p> <ol style="list-style-type: none"> 1. Press the [ARM] button. 2. Press [▲ or ▼] to select "At Home" or "Away". 3. Press [SELECT] <p>If the system is indicating that it has been triggered (such as when the alert is sounding), the mode cannot be changed to "At Home" and "Away". Enter the password if prompted, press [OK] If you have not change the PIN from the default PIN, the handset will prompt you to change it. When you select "Away", you need to press [OK] to activate the mode. The Hub sounds an alert for 3 minutes; this gives you time to leave home before the sensors can be triggered (Exit delay time). The sensors will be armed when the alert stops.</p> <p>Note:</p> <ul style="list-style-type: none"> • If the system detects that a window or door is still open when you arm the security system, the handset will notify you. Close the window or door and then press [OK]. <p><u>To disarm the system:</u></p> <ol style="list-style-type: none"> 1. Press the [ARM] (Disarm) button. 2. Press [▲ or ▼] to select "Disarm" 3. Press [SELECT] 4. Enter the password, press [OK] <p>Note:</p> <ul style="list-style-type: none"> • By default, after door sensors and motion sensors make a detection, the system gives you 3 minutes to disarm the system (Entry delay time). During this time, the entry delay alert will sound. If you do not disarm the system in time, the sensors are triggered and the security alert sounds.
<p>D21 How do I record a personal greeting message (OGM)? KX-HNH100</p>	<p>To record a personal greeting message:</p> <ol style="list-style-type: none"> 1. Press [MENU # 3 0 2] 2. Press [▲ or ▼] to select "Yes" press [SELECT] 3. After a beep sounds, hold the handset about 20 cm (8 inches) away and speak clearly into the microphone (2 minutes max.). 4. Press [STOP] to stop recording. 5. Press [OFF]
<p>D22 How do I turn the answering machine off?</p>	<p>To Turn the answering machine OFF:</p> <ol style="list-style-type: none"> 1. Press [MENU # 3 2 8] "Answer OFF" is announced. 2. Press [OFF]
<p>D23 How do I turn the answering machine on?</p>	<p>You must activate the answering system before you can use it. The answering system is disabled by default. Once activated the answering machine can be turned on.</p> <p><u>To activate the answering machine:</u></p> <ol style="list-style-type: none"> 1. Press [MENU # 3 4 3] 2. Press [▲ or ▼] to select "ON" 3. Press [SAVE] 4. Press the [OFF] button. <p><u>To Turn the answering machine ON:</u></p> <ol style="list-style-type: none"> 5. Press [MENU # 3 2 7] answer on is announced. 6. Press the [OFF] button.



Q Question	A Answer
<p>D24 My calls go to my voice mail service, how can I stop this?</p>	<p>Make sure the answering machine is activated, turned on and adjust the ring count on the answering machine to less than the voice mail (service from your telephone company) ring count.</p> <p>If you do not want to use the Voice mail service from your telephone company contact them to turn the service off.</p> <p>To use the built in answering machine you must first activate it, and then turn it on.</p> <p>To activate the answering machine:</p> <ol style="list-style-type: none"> 1. Press [MENU # 3 4 3] 2. Press [▲ or ▼] to select "ON" 3. Press [SAVE] 4. Press the [OFF] button. <p>To Turn the answering machine ON:</p> <ol style="list-style-type: none"> 1. Press [MENU # 3 2 7] answer on is announced. 2. Press the [OFF] button. <p>To set the answering machine ring count:</p> <ol style="list-style-type: none"> 1. Press [MENU # 2 1 1] 2. Press [▲ or ▼] to select the desired ring count 3. Press [SAVE] 4. Press [OFF]
<p>D25 Can I set an alarm on the handset to go off at the same time each day?</p>	<p>Yes</p> <ol style="list-style-type: none"> 1. Press [MENU # 7 2 0] 2. Press the [▲] or the [▼] buttons to select the desired alarm option (OFF, Once, Daily) 3. Press [SELECT] 4. Enter the desired month and date, press [OK] 5. Set the desired time. 6. Press the [*] button to select "AM" or "PM", press [OK] 7. Press the [▲] or the [▼] buttons to select the desired alarm tone, press [SAVE] <ul style="list-style-type: none"> - We recommend selecting a different ringer tone from the one used for outside calls. 8. Press [SELECT] then [OFF] <p>Note:</p> <ul style="list-style-type: none"> • To stop the alarm, press [OFF] or place the handset on the charger. • When the handset is in use, the alarm will not sound until the handset is in standby mode.
<p>D26 (For USA and Canada only) How do I answer a second call when I am already on a call?</p>	<p>If you receive a second call while you are talking on the phone, the handset will let you know by sounding a Call Waiting tone. If caller information is also received, you can confirm the information on the screen and answer the second call.</p> <p>Important:</p> <ul style="list-style-type: none"> • You may need to subscribe to your phone service provider's Call Waiting service in order to answer a second call. Consult your phone service provider for information about this feature. <ol style="list-style-type: none"> 1. Press [CALL WAIT] to answer the 2nd call. 2. To switch between calls, press [CALL WAIT]. <p>Note:</p> <ul style="list-style-type: none"> • Please contact your service provider telephone company for details and availability of this service in your area.
<p>D27 Can I put a call on hold?</p>	<p>To put a call on Hold</p> <ol style="list-style-type: none"> 1. Press [MENU] during an outside call. 2. Press the [▲] or the [▼] button to select "Hold", press [SELECT] 3. To release hold, press the talk button [Image]. <p>Note:</p> <ul style="list-style-type: none"> •After holding for 10 minutes, the call is disconnected.



 Question	 Answer
<p>D28 How do I de-register a handset (KX-HNH100) from the Hub (KX-HNB600)?</p>	<p>A handset can cancel its own registration to the Hub, or other handsets registered to the same Hub. This allows the handset to end its wireless connection with the system.</p> <ol style="list-style-type: none"> 1. Press [MENU # 1 3 1] All handsets registered to the Hub are displayed. If mobile devices (smartphones, tablets, etc.) are registered to the Hub, you can also select and deregister them using this procedure. 2. Press [▲ or ▼] to select the handset you want to cancel, then press [SELECT] 3. Press [▲ or ▼] to select "Yes", then press [SELECT] 4. Press [OFF]
<p>D29 How do I register additional handsets (KX-HNH100) to the Hub (KX-HNB600)?</p>	<p>Before you can use the handset, it must be registered to the Hub. If you purchased handsets separately (i.e., not as part of a bundle), use the following procedure to register each handset to the Hub.</p> <p>Registering from the Hub</p> <ol style="list-style-type: none"> 1. Hub: Press and hold [📶]A HANDSET/LOCATOR] until the LED indicator blinks in green. <ul style="list-style-type: none"> • If all registered handsets start ringing, press [📶]A HANDSET/LOCATOR] again to stop, then repeat this step. 2. Handset: Place the handset on the charger, then wait until a long beep sounds. <p>Using the app</p> <ol style="list-style-type: none"> 1. Start the [Home Network] app. 2. From the [Home Network] app home screen, tap [Settings]. 3. Tap [Device Registration]. 4. Tap [Registration]. 5. Select [Handset]. 6. Place the handset on the charger. <ul style="list-style-type: none"> • When registration is complete, the Hub sounds one long beep. 7. When prompted, configure the handset name and location as desired, and then tap [OK]. <p>Note:</p> <ul style="list-style-type: none"> • If registration fails, the Hub sounds several short beeps. <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29490/kw/29490</p>
<p>D30 What are the home networking functions of the digital cordless handset model KX-HNH100?</p>	<p>With the KX-HNH100 handset you can;</p> <ul style="list-style-type: none"> ▶ Make and receives calls using your home landline. ▶ Answering machine functions. <p>If you have other devices registered to the hub, such as cameras, sensors, and smart plugs, you can use the handset as an integrated part of the Home Network System. Specifically, you can use the handset to:</p> <ul style="list-style-type: none"> ▶ Arm and disarm the system's security features. ▶ Receive notifications when the sensors are triggered. ▶ Display the status of each sensor. ▶ Turn smart plugs on and off
<p>D31 How do I edit my caller ID list?</p>	<p>You can edit a phone number in the caller list by adding the long distance code "1" or removing its area code.</p> <p>To edit a phone number:</p> <ol style="list-style-type: none"> 1. Press [▼] to select CID 2. Press the [▲] or the [▼] button to select the desired entry. 3. Press [MENU] 4. Press the [▲] or the [▼] button to select "Edit" press [SELECT] 5. Press [EDIT] repeatedly until the phone number is shown in the desired format. 6. Press the call button [📞]. <p>Note: The number edited in step 5 will not be saved in the caller list.</p>



Q Question

A Answer

D32 I want to block calls on my phone. Can my phone do this?

This feature rejects calls from unwanted callers (Call Display subscribers only). The following items are available when storing phone numbers in the call block list (250 max.).

- "Block a single number": The unit can reject calls from specific phone numbers.
- "Block range of numbers": The unit can reject calls that begin with a number stored in the call block list, such as a toll-free phone number prefix or certain area codes.
- You can also set the unit to reject calls that do not have a phone number.

When a call is received, the unit rings briefly (usually just once) while caller information is being received. If the caller's phone number matches an entry in the call block list, the unit emits no sound to the caller, and disconnects the call.

Storing unwanted callers

From the caller list:

1. Press [▼] to select "CID"
2. Press [▲] or [▼] to select the entry to be blocked.
3. Press "Menu"
4. Press [▲] or [▼] to select "Save CID", press "SELECT"
5. Press [▲] or [▼] to select "Call Block", press "SELECT"
6. Press [▲] or [▼] to select "Yes", press "SELECT"
7. Edit the number if necessary. Important: You must store the phone number with an area code in the call block list. (24 digits max.).
8. Press "Save"
9. Press "OFF"

Storing a range of numbers

1. Press [MENU]
2. Press [#217]
3. Press [▲] or [▼] to select "Block range of numbers", press "SELECT"
4. Press [Menu]
5. Press [▲] or [▼] to select "Add", press "SELECT"
6. Enter the phone number (2 - 8 digits, to erase a digit press [Clear].)
7. Press "Save"
8. Press "Off"

Blocking incoming calls without phone number:

You can reject a call when no phone number is provided, such as a call just showing "Unavailable Name & No."



By entering phone numbers:

1. Press [MENU]
2. Press [#240]
3. Press [▲] or [▼] to select "ON"
4. Press "Save"
5. Press "Off"

If you do not want the first ring from a number on the call block list to sound, turn the "first ring setting" to "Off". The default setting is "On".

1. Press [MENU]
2. Press [#173]
3. Press [▲] or [▼] to select "ON"
4. Press "Save"
5. Press "Off"





 Question	 Answer
<p>D33 How do I set up speed dial on my phone?</p>	<p>You can assign 1 phone number to each of the dial keys (1 to 9) on the handset. There are two methods to add phone numbers to speed dial keys;</p> <ul style="list-style-type: none"> - By entering phone numbers manually - Entering from the phonebook. <p>Entering phone numbers manually</p> <ol style="list-style-type: none"> 1. Press and hold the desired speed dial key. Press [ADD] 2. Press the [▲] or the [▼] button to select "Manual" press [SELECT]. 3. Enter the name of the contact by pressing the corresponding alphabet from the numbers on the handset keypad, (16 characters max.), press [OK]. 4. Enter the phone number of the contact (24 digit max.) press [OK]. 5. Press [SELECT] 6. Press [OFF] <p>Entering from the phonebook</p> <ol style="list-style-type: none"> 1. Press and hold the desired speed dial key. Press [ADD] 2. Press the [▲] or the [▼] button to select "Phonebook", press [SELECT]. 3. Press the [▲] or the [▼] button to select the desired entry, press [SELECT]. 4. Press [SAVE] 5. Press [OFF] <p>Note: If you edit a phonebook entry which is assigned to a speed dial key, the edited entry does not transfer to the speed dial key.</p>
<p>D34 How to add a Phonebook Entry?</p>	<p>To add a phonebook item, follow this procedure;</p> <ol style="list-style-type: none"> 1. On the handset press [◀] the for the Phonebook Icon then press [MENU]. 2. Press the [▲] or the [▼] button to select "Add new Entry" press [SELECT]. 3. Enter the name by pressing the corresponding alphabet from the numbers on the handset keypad, press [OK]. 4. Enter the phone number of the contact then press [OK]. 5. Press the [▲] or the [▼] button to select the desired group, press [SELECT] two times. 6. Press [OFF].
<p>D35 Can I change the Voice guidance language on my cordless phone? (compatible model only)</p>	<p>Yes, you can change the Voice Guidance language. To do this, follow the steps below;</p> <ol style="list-style-type: none"> 1. Press [MENU] on the handset. 2. Press [#] [1] [1] [2]. 3. Press the [▲] or the [▼] button to select your desired setting. 4. Press [SAVE] then [OFF].
<p>D36 My handset displays "New Voice Mail." How do I clear it?</p>	<p>You received a message on the voice mail system provided by your telephone company. To hear the message, dial the voice mail access number provided by your service provider, and follow the voice instructions for accessing the mailbox.</p> <p>Depending on your service provider, you may need to clear your voice mailbox to remove the notification.</p> <p>If you have listened to all your voice mail messages and the handset still indicates "New Voice Mail" just clear the message on the handset by pressing and holding the [#] button for about 5 seconds.</p>
<p>D37 How do I retrieve the pre-recorded greeting?</p>	<p>If you erase or do not record your own greeting message, the unit plays a pre-recorded greeting asking callers to leave a message. If you want to use a pre-recorded greeting message once you record your own greeting message, you need to erase your own greeting message.</p> <p>Do the following procedure;</p> <ol style="list-style-type: none"> 1. On the handset press [MENU] [#] [3] [0] [4]. 2. Press the soft key [YES]. 3. Press [OFF]






Q Question	A Answer
D38 Can I change the language display on my cordless phone?	Yes you may change the language, to do this, follow the steps below; <ol style="list-style-type: none"> 1. Press [MENU] on the handset. 2. Press [#] [1] [1] [0]. 3. Press the [▲] or the [▼] button to select your desired setting. 4. Press [SAVE] then [OFF].
D39 Messages are announced out loud, how do I turn off call screening?	This feature allows you to monitor a message from the handset's speaker when the answering system is recording a message. The default setting is "On". To turn this feature off, follow these steps; <ol style="list-style-type: none"> 1. Press [MENU] then [#] [3] [1] [0]. 2. Press the [▲] or the [▼] button to select OFF. 3. Press [SAVE].
D40 How do I turn off the ringer on my phone?	To program the volume before a call, adjust the ringer volume on the handset; <ol style="list-style-type: none"> 1. Press [MENU] [#] [1] [6] [0]. 2. Press the [▲] or the [▼] button to raise, lower or turn off the ringer volume. OR While the handset is ringing for an incoming call press the [▲] or the [▼] button repeatedly to select the desired volume.
D41 How do I reset the KX-HNB600 Network setting from the telephone handset KX-HNH100?	All network-related settings will be reset to the default settings. No other information will be deleted. <ol style="list-style-type: none"> 1. Press [MENU # 7 3 0] 2. Press [▲ or ▼] to select "Yes" 3. Press [SELECT]. 4. Press [OK] <ul style="list-style-type: none"> - The Hub restarts. Wait until the Hub LED indicator lights in yellow and then set the Wi-Fi network access settings using the "Home Network" app.
D42 How can I disable my smartphone not to ring, when the hub receives a call through landline connection?	【iOS user】 From the app's home screen; <ol style="list-style-type: none"> 1. Tap "Settings" 2. Tap "App Battery Save" 3. Tap "ON" and then "OK" 【Android user】 From the app's home screen; <ol style="list-style-type: none"> 1. Tap options menu 2. Tap "Exit" Note : Push notification is still available.



 Question	 Answer
E1 What is the operating temperature spec of the Hub?	0° C to 40° C (32° F to 104° F) 20%–80% relative air humidity (dry)
E2 Is the Hub wall mountable?	Yes. Wall mounting adaptor is included.
E3 Does a LAN cable need to connect to the Hub?	No, there is no LAN cable connection. The Hub connects to the internet through your home Wi-Fi network. If you connect a telephone cable to the Hub, you can use landline telephone feature.
E4 Do I have to connect the Hub to the landline?	No, it is not mandatory but there are many convenient features when the Hub is connected to a landline.
E5 How can I set up my system, if I have two routers connected to each other?	Confirm that your Hub and your mobile devices are connected to the same router. Suggestions: 1) Turn off the router function of the second router to have it function as an wireless AP(Access Point). 2) Turn off the Wi-Fi setting of the mobile device, so it connects to the Hub remotely through your mobile carrier (3G,4G,LTE...).
E6 How many mobile devices can be registered to the Hub?	Up to 8 mobile devices
E7 Can a conventional DECT handset be registered to the Hub? (For USA and Canada)	No, only the DECT handset model KX-HNH100 is compatible with this system.
E8 Can a conventional DECT handset be registered to the Hub? (For Europe)	Yes, if only the handset is GAP compatible although the feature would be limited.
E9 Can I use a DECT repeater with the Hub?	No.
E10 Can I access and control multiple hubs using a smartphone or tablet?	Yes. You can access and monitor up to 4 hubs at any time using your smartphone or tablet through the Home Network app. Note :This feature will be made available by a software update. The release date of this update varies by region. To determine if your system is already compatible with the features, open the options menu in the [Home Network] app home screen. If [Add Hub], [Select Hub], or [Multi Location Monitoring] is displayed in the options menu, your system is compatible. For more information about this feature, open the options menu in the [Home Network] app home screen and then tap [Add Hub] or [Multi Location Monitoring].
E11 Is the Hub compatible with 3rd party product?	The Hub is DECT-ULE compatible so it is possible to register DECT-ULE compatible products although the feature would be limited.
E12 How do you adjust the Alert volume heard from the Hub?	You can adjust the alert volume only for Arm modes (At Home and Away). From App home page select "Settings" --> "Arm settings" (At Home and/or Away) --> select the speaker symbol in the "Alert duration". - At Home and Away: Alert volume: The volume of the alert that sounds when the system is not disarmed within the entry delay time. - At Home and Away: Entry alert volume: The volume of the alert that sounds during the entry delay time. - Away : Exit alert volume: The volume of alert that sounds during exit delay time.
E13 What is the alert volume of the Hub?	High alert level: Approx. 90 dB Low alert level: Approx. 73 dB (measured approx. 10 cm (3 15/16 inches) in front of the center of the unit)
E14 What type of memory card can I use in with the KX-HNB600 Hub?	1. MicroSD - Max. 2GB 2. Micro SDHC – Max. 32GB



 Question	 Answer
E15 What precautions should I take before removing the Micro SD card from the Hub?	Confirm that there are no recordings in progress before removing the Micro SD card. Removing the Micro SD card while recording is in progress may cause loss of data.
E16 What happens if I make a recording setting without inserting a micro SD card into the Hub?	<The SD card is not inserted in the Hub> is displayed
E17 How can I update the software of the Hub?	When software update is available you will automatically receive a software update notice to your mobile device. Once accepted the Hub will download the new software through your home Wi-Fi network and update itself. Software update of the Hub will take about 20 minutes to complete. During the update do not unplug the Hub or turn off your mobile device.
E18 How can the LED light of the Hub be turned off?	From APP home page select "Settings" --> "General" --> Hub LED
E19 What is the length of the power cord?	AC adapter : Approx. 1.8m (5 feet 10 13/16 inches)
E20 What is the weight of the Hub?	Approx. 220 g (0.49 lb.)
E21 What are the Dimensions of the Hub?	Approx. 42 mm x 130 mm x 130 mm (1 21/32 inches x 5 1/8 inches x 5 1/8 inches)
E22 How do I reset the KX-HNB600 Network setting from the telephone handset KX-HNH100?	All network-related settings will be reset to the default settings. No other information will be deleted. <ol style="list-style-type: none"> 1. Press [MENU # 7 3 0] 2. Press [▲ or ▼] to select "Yes" 3. Press [SELECT]. 4. Press [OK] <ul style="list-style-type: none"> - The Hub restarts. Wait until the Hub LED indicator lights in yellow and then set the Wi-Fi network access settings using the "Home Network" app. If your mobile device is already registered to the Hub, tap [Menu] and select "Deregistration" from Hub, and then start over.
E23 How to set up a device profile for products registered to your Panasonic Home Monitoring System 	Instructional Video – How to set up a device profile for products registered to your Panasonic Home Monitoring System. http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32360/kw/32360
E24 How can I deregister a smart device from the Hub?	From the app's home screen; <ol style="list-style-type: none"> 1. Tap "Settings" 2. Tap "Device Registration" 3. Tap "Deregistration" 4. Tap "Handset or Mobile Device" 5. Tap the name of the smart device you want to deregister. 6. Tap "OK"
E25 How do I reset the Wi-Fi connection?	<ol style="list-style-type: none"> 1. Press and hold the [Wi-Fi SETUP] button on the rear of the Hub and the three buttons [HANDSET/LOCATOR] [CAMERA] and [OTHER DEVICE] on the side of the Hub (total 4 buttons) at the same time and hold for about 5 seconds until the LED turns off. 2. The LED should blink alternately green and yellow for about 90 seconds and then lights in solid yellow. 3. Try initial setup again. If the Hub is still not connected to the router after the initial setup, try to reboot router.
E26 Why is the Hub beeping?	If you are using the handset answering machine the Hub beeps when new messages have been recorded. Once you listen to the new messages the Hub will stop beeping.



Question



Answer

E27 What is the wireless communication range of the KX-HNB600 Hub and compatible devices?

The wireless communication range of each device in the system from the Hub is approximately 50 m (160 feet) indoors and approximately 300 m (1,000 feet) outdoors.

Wireless communication may be unreliable when the following obstacles are located between the Hub and other system devices.

- > Metal doors or screens
- > Walls containing aluminum-sheet insulation
- > Walls made of concrete or corrugated iron
- > Double-pane glass windows
- > Multiple walls
- > When using each device on separate floors or in different buildings

Note:

- Outdoor camera, indoor camera, smart plug: A device's LED indicator will blink quickly in red if it is out of range of the Hub. In this case, confirm all connections, including those of the Hub.
- Window/door sensor, motion sensor: You can check the sensor's communication status by pressing [⏻]C. If the LED indicator is lit in green or red, the sensor is communicating properly with the Hub. If the LED indicator blinks in red, it is out of range of the Hub.



http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29478/kw/29478

E28 What are security cautions I need to know when using the KX-HNB600 Hub?

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

▶▶This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.◀◀

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.
- You may be vulnerable to security breaches if the unit is used with the login password, disarm code, or PIN code, or other settings at their defaults values. Configure your own values for these settings.
- Do not use passwords that could be easily guessed by a third party. If you keep a record of your passwords, protect that record. Change passwords regularly.
- 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.
- Take care when performing important security related operations such as deleting MAC address, unit IDs, etc.
- 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.
- Before handing the product over to a third party for repair or other purposes, perform a factory data reset to erase any data stored in the product and remove the microSD card. Use only trusted repair services authorized by Panasonic.
- Before disposing of the product, perform a factory data reset to erase any data stored 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.
- If this product experiences a power outage, its date and time setting may become incorrect. In this case, the date and time setting will be automatically corrected when your mobile device and this product are connected to the same wireless network.
- 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.



 Question	 Answer
E29 Where is the best place to locate the KX-HNB600 Hub?	<p>►The Hub and other compatible Panasonic devices use radio waves to communicate with each other. For maximum coverage and noise-free communications, place your Hub:</p> <ul style="list-style-type: none"> - At a convenient, high, and central location with no obstructions between the devices and Hub in an indoor environment. - 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 the Hub on a bay window or near a window.) <p>►Coverage and voice quality depends on the local environmental conditions. ►If the reception for a Hub location is not satisfactory, move the Hub to another location for better reception.</p>
E30 Will the KX-HNB600 Hub work during a power failure?	Yes it works during a power outage if Backup battery(KX-HNP100) is installed.
E31 Can I record images with the KX-HNB600 Hub?	Yes – However you must insert a micro SD or micro SDHC card into the KX-HN600 in order to record images from the cameras. For more information on live camera control, view the following video.  http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29458/kw/29458
E32 The Hub can not connect to the router.	<p>Troubleshooting Guide - The Hub cannot connect to the router KX-HNB600</p> <p>What is the LED color?</p> <p>[Solid Green] Solid Green normally indicates that the Hub is connected to the router successfully. But if the Hub is still not connected to the router, try to reboot the router.</p> <p>[Solid Red] Solid Red normally indicates that the Hub is connected to the router successfully. But if the Hub is still not connected to the router, try to reboot the router.</p> <p>[Solid Yellow] Try the initial setup with a smart device again.</p> <p>Please consult the following information:  How do I setup my Android device to the KX-HNB600 Hub? How do I setup my iPhone/iPad to the KX-HNB600 Hub?</p> <p>[Blinking Green] Reset the Wi-Fi Connection.</p> <p>Please consult the following information:  How do I reset the Wi-Fi connection? KX-HNB600</p> <p>[Fast blinking Green and Red] The Hub is defective. Contact your sales dealer.</p> <p>[LED is not lit] Is the AC power connected to the Hub? [Yes] The Hub is defective. Contact your sales dealer. [No] Connect the AC power.</p> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/31658/kw/31658#gs=eyJndWlkZUIEjjo3MTcsInF1ZXN0aW9uSUQjOjEsInJlc3BvbmluSUQjOjEsImd1aWRlU2Vzc2l2bWl6Ik5UUUdJemt1Iiwic2Vzc2l2bWl6IjoiQjh6NHl6a20ifQ..</p>






Q Question	A Answer
E33 What happens to the recordings that is in progress in case of power loss to the hub?	The recording data that is in progress will not be recorded, however previously recorded data will still be available for viewing.
E34 What is the answering system recording capacity?	A maximum of 64 messages can be recorded. The total recording capacity varies by model, from 36–40 minutes.





Q Question	A Answer
F1 Is the Indoor camera wall mountable?	Yes
F2 Is the Indoor camera waterproof?	No, the indoor camera is not waterproof.
F3 What is the operating temperature spec of the Indoor camera?	0 ° C to 40 ° C (32 ° F to 104° F) up to 90% relative air humidity
F4 How many cameras can I connect to the KX-HNB600 Hub?	You can have a total of 4 cameras, including the indoor camera KX-HNC200/210 and outdoor camera KX-HNC600.
F5 What is the angular field of view of the Indoor camera?	Angular field of view (camera angle) Horizontal: approx. 70° Vertical: approx. 50°
F6 Does the Indoor camera pan and tilt?	No.
F7 Do the home network cameras KX-HNC200/210 have a zoom feature?	Using the Home Network App you can digitally zoom.
F8 Does the Indoor camera support night vision?	Yes, up to 20ft (6m).
F9 Why does the Indoor camera picture color sometimes look purplish?	The camera has Infrared LED to enable a night vision feature. Thus, the camera view is easily influenced by infrared ray that is contained in the sunlight or a halogen light so the effect tends to take place in a room where the sunlight hits or under a halogen light.
F10 Why does the Indoor camera view sometimes freeze?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) The camera should not be located within 0.5m from the Hub when 4 cameras are registered.
F11 Why is sometimes the picture not smooth while viewing the Indoor camera?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) Make sure that there are no other devices causing the interference. (Example - Microwave Oven) 3) Change Camera Resolution to "LOW 320 x 240". From APP home page select "Camera" and from App menu icon select "Camera setting" 4) The camera should not be located within 0.5m from the Hub when 4 cameras are registered.
F12 Why is the picture blurry sometimes for Indoor camera?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) When more than 2 cameras are registered to the system it reduces the bit rate. 3) Make sure that your mobile device is not within 3ft of the Hub. It may cause an interference.
F13 What is the motion detection range of the Indoor camera?	Approx. 5m (16.4feet)
F14 What is the maximum angle of motion detection of the Indoor camera?	Horizontal: approx. 70° Vertical: approx. 50°
F15 Does the Indoor camera motion sensor detect the motion of pets?	Yes

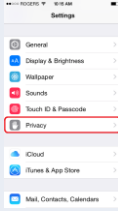
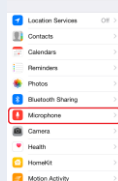
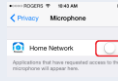




 Question	 Answer
F16 Can I set a detection area in the Indoor camera view?	Yes. From the App home page select "Camera" --> Select the camera you want to set the detection area --> From App menu icon select "Indoor Camera settings" --> "Set detection Area" --> Deselect the boxes not to be detected.
F17 What image sensor is being used in the Indoor Camera KX-HNC200/210?	The image sensor is a 0.3 megapixel CMOS.
F18 Where is the temperature sensor located in the Indoor camera?	It is located on back right side of the camera pointing downward.
F19 Why I am not able to receive the triggered notification of the Indoor camera motion sensor?	Notifications triggered by the Indoor camera motion sensor are received only in ARM modes. 1) Make sure your mobile device notifications feature is enabled for the [Home Network] app 2) Make sure that "Arm Alert" is set to on. From App's home page select "Settings" --> "Notification settings". 3) The system's status notification features are enabled in Arm settings (AWAY and/or At Home). From App's home page select "Settings" --> "Arm Settings" --> Select Arm settings (AWAY and/or At Home) --> Select the Indoor camera --> "Enable or Enable (Entry delay)"
F20 Why I am not able to receive the triggered notification of the Indoor camera sound sensor and temperature sensor?	Notifications triggered by the Indoor camera sound sensor and/or temperature sensor are received independently of ARM modes. 1) Make sure your mobile device notifications feature is enabled for the [Home Network] app 2) Make sure that they are enabled in "Indoor camera Settings". From App's home page select "Camera" --> Select the camera and press Menu --> "Indoor Camera Settings". 3) Make sure they are set to ON in "Notification Settings" From App's home page select "Settings" --> "Notification Settings"
F21 Why do I hear a feedback noise on my smartphone when I'm close to the Indoor camera?	In order to reduce the feedback noise, reduce the volume on your smartphone or move further away from the camera
F22 Why am I not able to talk through the camera when I press the talk button?	1) You must press and hold the 'Talk' button while you are speaking. 2) If you are iOS user, make sure Microphone is enabled for Panasonic Home Network system. The setting is in "Privacy"
F23 How can a different lullaby be played?	From App home page select "Camera" --> Select the Indoor camera --> "Lullaby" --> Select from 5 choices.
F24 Can a lullaby be played automatically when a baby cries?	No.
F25 What is the maximum camera recording time for each event?	The maximum recording time for each event is 15 minutes.
F26 Is audio recorded with the videos?	Yes
F27 What type of the video compression is used?	H.264
F28 Where are the photos and videos taken by the home network cameras saved?	Photos are saved in your mobile device (smartphone or tablet). Video is saved in the microSD inserted in the Hub. Videos on the Hub can be transferred to your mobile device. View this video for more information on Live camera controls.  http://channel.panasonic.com/contents/15346/



Q Question	A Answer
F29 What is the length of the Indoor camera power cord?	AC adapter : Approx. 1.8m (5 feet 10 13/16 inches)
F30 What is the weight of the Indoor camera?	Approx. 160g (0.35lb)
F31 What are the Dimensions of the Indoor camera?	Approx. 102 mm x 75 mm x 75 mm (4 inches x 2 15/16 inches x 2 15/16 inches)
F32 Can the IR LED's be turned off?	No.
F33 How can the camera views on the multi screen be re arranged?	Each camera view is arranged in the order that they were registered. In order to change the camera view, you have to deregister the camera and register again in order of your preference.
F34 Is the recorded data secure?	Yes. It can only be accessed by the registered mobile devices. It is highly secured by both device ID and MAC address that are exchanged during the initial setup.
F35 Is the system secured from unauthorized access?	Yes. It can only be accessed by the registered mobile devices. It is highly secured by both device ID and MAC address that are exchanged during the initial setup.
F36 Instructional Video - How to set the camera detection area.	 Instructional Video – how to set the camera detection area – KX-HNC200(210) / 600 http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32361/kw/32361
F37 Instructional Video - How to use the live camera controls	 http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32359/kw/32359



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<p>F38 When using the camera "Talk" (Hold-to-Talk) feature in the Home Network App, audio cannot be heard from the camera when using an iOS device. What could possible be wrong?</p>	<p>When speaking make sure to press and hold the microphone icon. If audio still cannot be heard from the camera, check that the microphone is turned on for the App in the iOS settings.</p> <ol style="list-style-type: none"> 1. Tap the iOS device's "Settings".  <ol style="list-style-type: none"> 2. Scroll to and tap "Privacy".  <ol style="list-style-type: none"> 3. Tap "Microphone".  <ol style="list-style-type: none"> 4. Turn ON the Microphone next to Home Network APP.  <p>http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/31995/kw/31995</p>																
<p>F39 What do the different colors of the Status indicator mean on the KX-HNC200(210)/600 camera mean?</p>	<table border="0"> <thead> <tr> <th style="text-align: left;">Indicator</th> <th style="text-align: left;">Status</th> </tr> </thead> <tbody> <tr> <td>Off</td> <td>No power or LED indicator is turned off</td> </tr> <tr> <td>Green Lit</td> <td>Normal operation</td> </tr> <tr> <td>Green blinking</td> <td>Registration mode</td> </tr> <tr> <td>Red</td> <td>Motion detection feature was triggered</td> </tr> <tr> <td>Red Blinking</td> <td>Live images are being viewed or recorded</td> </tr> <tr> <td>Red, Blinking quickly</td> <td>Camera is out of range of the Hub, or device malfunction.</td> </tr> <tr> <td>Amber blinking</td> <td>Camera is not registered to a Hub</td> </tr> </tbody> </table> <p>http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29523/kw/29523</p>	Indicator	Status	Off	No power or LED indicator is turned off	Green Lit	Normal operation	Green blinking	Registration mode	Red	Motion detection feature was triggered	Red Blinking	Live images are being viewed or recorded	Red, Blinking quickly	Camera is out of range of the Hub, or device malfunction.	Amber blinking	Camera is not registered to a Hub
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<p>F40 Will the camera work during a power failure?</p>	<p>Yes it works during a power outage if Backup battery(KX-HNP100) is installed.</p>																
<p>F41 Why is the camera's LED indicator blinking quickly in red?</p>	<p>The cameras LED indicator will blink quickly in red if it is out of range of the Hub. In this case, confirm all connections, including those of the Hub.</p>																
<p>F42 Instructional Video - How to set the indoor cameras temperature sensor.</p>	<p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32364/kw/32364</p>																
<p>F43 Instructional Video - How to use the Lullaby feature.</p>	<p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32358/kw/32358</p>																





Q Question	A Answer
F44 What do the built in sensors of the indoor camera KX-HNC200/210 do?	The camera has 3 sensor features: <ol style="list-style-type: none"> 1. A visual sensor used for motion detection 2. A temperature sensor 3. A sound sensor. These sensors can be used to trigger other actions like camera recording, turning on a light, setting of an alarm, etc.
F45 Is the indoor camera KX-HNC200/210 a color camera?	Yes, both the indoor camera KX-HN200 and outdoor camera KX-HNC600 are full color cameras.
F46 Can the LED be turned off?	Yes. From the App home page select "Setting" --> Select "Device Profiles" --> Select the camera you want to turn the LED OFF --> Disable "Camera LED"
F47 'Why does the picture look washed out or too dark?	When looking at a brightly lit scene the picture is overexposed since the backlight compensation cannot be corrected. This is not a defect. Please try to change the angle of the camera. <ul style="list-style-type: none"> - The picture gets washed out due to backlight.  <ul style="list-style-type: none"> - Due to backlight object in shadow gets dark. 
F48 Why do I hear a constant clicking sound at night from the Indoor/Outdoor camera when it is placed close to a glass window?	In low-light conditions the camera turns on the infrared LEDs when it enters night vision mode. If the camera is too close to a glass window, a large amount of the infrared light reflects off the glass into the camera causing it to turn off night vision mode. Therefore, if the camera is placed in front of a glass window images may be poor when night vision mode is active.
F49 Colors in indoor camera images appear washed out	Lighting conditions are poor or inconsistent. →Adjust the camera's brightness. <ol style="list-style-type: none"> 1 From the [Home Network] app home screen, tap [Camera]. 2 Tap the camera image of the desired camera. 3 Open the options menu. 4 Tap [Outdoor Camera Settings] or [Indoor Camera Settings]. 5 Tap [Brightness]. 6 Tap ◀ or ▶ to decrease or increase the image brightness. →Place the camera in a different location or position.



<div style="background-color: #FFC000; padding: 5px; display: flex; align-items: center;"> Q Question </div>	<div style="background-color: #FFC000; padding: 5px; display: flex; align-items: center;"> A Answer </div>
<p>F50 There is a long delay when talking to the camera while away from home</p>	<p>Your mobile device's network connection is slow or congested. →Wait for network traffic to decrease. →Lower the [Frame Rate] setting. 1 From the [Home Network] app home screen, tap [Settings]. 2 Tap [Device Profiles]. 3 Tap [Camera]. 4 Tap [Common Settings]. 5 Select [Frame Rate]: Determines the speed at which images from the camera are refreshed. This setting only applies when viewing images while away from home. Note: *Higher frame rates mean images are refreshed faster and moving subjects are displayed more smoothly, however, images displayed on your mobile device may be delayed and sound may cut out or be delayed when talking to the camera, especially over a slow or congested network connection. *Lower frame rates mean images are refreshed less often and moving subjects may appear "choppy", however, images displayed on your mobile device will be less delayed and sound may be more consistent when talking to the camera over a slow or congested network connection. *When viewing images from the camera while away from home, the camera will apply the frame rate setting at first. If your mobile device's network connection is slow or congested, the camera will then lower the frame rate automatically. The result is that images will not be displayed at first while away from home, and will be displayed only after some time passes. You can avoid this by setting a lower frame rate setting.</p>
<p>F51 Colors in camera images appear different from normal</p>	<p>The camera is aimed at a dark location, or it is nighttime. →If there is not adequate light to illuminate the subject, such as at night, the camera automatically switches to night vision mode. In this case, colors may appear different from normal. When viewing images from an indoor camera, black areas of the image appear purplish. →When the subject is lit by sunlight or halogen lights, black areas of the image may appear purplish. This is not a malfunction.</p>
<p>F52 I have to wait a long time before camera images are displayed while away from home</p>	<p>There is too much traffic on your home network or on the mobile device's network. →Wait for network traffic to decrease.</p>
<p>F53 Camera recording does not start immediately after the sensor is triggered</p>	<p>When using a smart control scenario to record camera images, there may be a short delay after the sensor is triggered before recording starts. This is not a malfunction.</p>
<p>F54 How many hours of recording can be done on the microSD card?</p>	<p>Following are the approximate recording time from one camera:</p> <ul style="list-style-type: none"> - 2 GB card: 15 hours - 4 GB card: 30 hours - 8 GB card: 60 hours - 16 GB card: 120 hours - 32 GB card: 240 hours <p>Note:</p> <ul style="list-style-type: none"> - microSD cards larger than 32 GB cannot be used. - The times listed here are calculated theoretically. Actual recording time may vary. - The file system and other information is stored on the microSD card, therefore the card's actual available capacity will be less than the card's noted capacity. - The maximum continuous recording time at a time is 15 minutes.



 Question	 Answer
<p>F55 Camera images are not displayed at first while away from home, and are displayed after some time passes</p>	<p>Your mobile device's network connection is slow or congested. →Wait for network traffic to decrease. →Lower the [Frame Rate] setting. 1 From the [Home Network] app home screen, tap [Settings]. 2 Tap [Device Profiles]. 3 Tap [Camera]. 4 Tap [Common Settings]. 5 Select [Frame Rate]: Determines the speed at which images from the camera are refreshed. This setting only applies when viewing images while away from home.</p> <p>Note: *Higher frame rates mean images are refreshed faster and moving subjects are displayed more smoothly, however, images displayed on your mobile device may be delayed and sound may cut out or be delayed when talking to the camera, especially over a slow or congested network connection. *Lower frame rates mean images are refreshed less often and moving subjects may appear "choppy", however, images displayed on your mobile device will be less delayed and sound may be more consistent when talking to the camera over a slow or congested network connection. *When viewing images from the camera while away from home, the camera will apply the frame rate setting at first. If your mobile device's network connection is slow or congested, the camera will then lower the frame rate automatically. The result is that images will not be displayed at first while away from home, and will be displayed only after some time passes. You can avoid this by setting a lower frame rate setting.</p>
<p>F56 Can 4 cameras record at the same time when connected to the hub?</p>	<p>Yes. 32GB MicroSD card will record 60 hours from each camera (total of 240 hours of recording from 4 cameras)</p>
<p>F57 What video format does this unit records?</p>	<p>MP4 only.</p>
<p>F58 Can the zoom in and out when viewing recorded video from the camera?</p>	<p>No. You can digitally zoom during live viewing and not the recorded video.</p>
<p>F59 Can I install my favorite music for lullaby feature?</p>	<p>No</p>



Q Question	A Answer
<p>F60 The camera's sensor is triggered too easily (False detection)</p>	<p>*The camera's motion detection features are too sensitive. →Reduce the sensitivity of the camera's sensor.</p> <ol style="list-style-type: none"> 1. From the [Home Network] app home screen, tap [Settings]. 2. Tap [Device Profiles]. 3. Tap [Camera]. 4. Select the device that you want to change settings for. 5. Tap [Motion Sensitivity]. 6. Select the desired setting. <ul style="list-style-type: none"> - [High]: The image sensor is very sensitive to changes, i.e., even a small change will trigger the sensor. - [Normal]: The image sensor is moderately sensitive to changes. - [Low]: The image sensor is somewhat sensitive to changes. - [Very Low]: The image sensor is only slightly sensitive to changes, i.e., a large change is required to trigger the sensor. 7 Tap [OK]. <p>*The camera's detection area is too large. →Limit the detection area so that the camera ignores motion in unneeded areas of the camera's image, i.e., reduce the camera's detection area.</p> <p>Detection area</p> <ol style="list-style-type: none"> 1. From the [Home Network] app home screen, tap [Camera]. 2. Tap the camera image of the desired camera. 3. Open the options menu. 4. Tap [Outdoor Camera Settings] or [Indoor Camera Settings]. 5. Tap [Set Detection Area]. 6. Tap the desired areas of the camera image. <ul style="list-style-type: none"> ⇒ Gray areas of the camera image indicate areas for which image detection is disabled. 7. Tap [OK]. <p>*The camera's settings are not suited to the environment. →Review the information in the Installation Guide included with your camera about sensor features and installation environment. →Indoor cameras and outdoor cameras can detect motion visually (i.e., when an area of the camera's image changes brightness). Outdoor cameras can also detect motion by sensing temperature changes (i.e., when an area of the sensor's detectable area is becomes hotter than another). For this reason, false detections may occur in the following locations.</p> <p>False detections caused by predicable movement in a specific area of the camera image</p> <ul style="list-style-type: none"> - Areas where fixed objects move in the wind, such as tree branches or hanging laundry - Areas where animals move in a limited area, such as birds in a nest or small animals close to the ground - Areas where brightness significantly, such as when shadows form in the afternoon, lights turn on at night, or vehicles pass by at night with their headlights or brakelights on <p>You can prevent these false detections by limiting the detection area so that the camera ignores motion in unneeded areas of the camera's image (See above step of "Detection area") or by turning video motion detection off (See above step to reduce the sensitivity)</p>









Q Question	A Answer
G1 What is the operating temperature spec of the Outdoor camera?	-20 ° C to 50 ° C (-4 ° F to 122 ° F) Up to 90% relative air humidity
G2 Is the Outdoor camera wall mountable?	Yes
G3 Is the Outdoor camera waterproof?	Yes. The level is IP55. Need to explain what is level IP55, customer will not know.
G4 If the camera is installed upside down, will the camera view also be upside down?	Yes
G5 How many cameras can I connect to the KX-HN600 Hub?	You can have a total of 4 cameras, including the indoor camera KX-HNC200/210 and outdoor camera KX-HNC600.
G6 What is the angular field of view of the Outdoor camera?	Angular field of view (camera angle) Horizontal: approx. 70° Vertical: approx. 50°
G7 Does the Outdoor camera support night vision?	Yes, it is 40ft (12m).
G8 Does the Outdoor camera pan and tilt?	No.
G9 Do the home network cameras KX-HNC200(210)/600 have a zoom feature?	Using the Home Network App you can digitally zoom.
G10 Why does the Outdoor camera view sometimes freeze?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) The camera should not be located within 0.5m from the Hub when 4 cameras are registered.
G11 Why is sometimes the picture not smooth while viewing the Outdoor camera?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) Make sure that there are no other devices causing the interference. (Example - Microwave Oven) 3) Change Camera Resolution to "LOW 320 x 240". From APP home page select "Camera" and from App menu icon select "Camera setting" 4) The camera should not be located within 0.5m from the Hub when 4 cameras are registered.
G12 Why is the picture blurry sometimes for Outdoor camera?	<ol style="list-style-type: none"> 1) This may be related to a variation of the Wi-Fi/4G/3G signal strength. Confirm that you are in an area with good signal strength. 2) When more than 2 cameras are registered to the system it reduces the bit rate. 3) Make sure that your mobile device is not within 3ft of the Hub. It may cause an interference.
G13 What is the motion detection range of the Outdoor camera?	-PIR sensor detection range (when the surrounding temperature is approx. 25 ° C (77 ° F)) Horizontal: approx. 70° Vertical: approx. 20° Detection range: approx. 5 m -Visual sensor detection range Horizontal: approx. 70° Vertical: approx. 50°





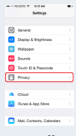



 Question	 Answer
G14 Does the Outdoor camera motion sensor detect the motion of pets?	Yes
G15 What detection features are included in the Outdoor camera?	-PIR Motion Detection by Pyroelectric sensor -Video Motion Detection by image processing
G16 Can I set a detection area in the Outdoor camera view?	Yes. From the App home page select "Camera" --> Select the camera you want to set the detection area --> From App menu icon select "Indoor Camera settings" --> "Set detection Area" --> Deselect the boxes not to be detected.
G17 What image sensor is being used in the Outdoor camera?	0.3 megapixel CMOS
G18 Why I am not able to receive the triggered notification of the Outdoor camera motion sensor?	Notifications triggered by the Outdoor camera motion sensor are received only in ARM modes. 1) Make sure your mobile device notifications feature is enabled for the [Home Network] app 2) Make sure that "Arm Alert" is set to on. From App's home page select "Settings" --> "Notification settings". 3) The system's status notification features are enabled in Arm settings (AWAY and/or At Home). From App's home page select "Settings" --> "Arm Settings" --> Select Arm settings (AWAY and/or At Home) --> Select the Outdoor camera --> "Enable or Enable (Entry delay)"
G19 Why am I not able to talk through the camera when I press the talk button?	1) You must press and hold the 'Talk' button while you are speaking. 2) If you are iOS user, make sure Microphone is enabled for Panasonic Home Network system. The setting is in "Privacy"
G20 Why do I hear a feedback noise on my smartphone when I'm close to the Outdoor camera?	In order to reduce the feedback noise, reduce the volume on your smartphone or move further away from the camera
G21 What type of the video compression is used?	H.264
G22 What is the maximum camera recording time for each event?	The maximum recording time for each event is 15 minutes.
G23 Is audio recorded with the videos?	Yes
G24 Where are the photos and videos taken by the home network cameras saved?	Photos are saved in your mobile device (smartphone or tablet). Video is saved in the micro SD inserted in the Hub. Videos on the Hub can be transferred to your mobile device. View this video for more information on Live camera controls.  http://channel.panasonic.com/contents/15346/
G25 What is the weight of the Outdoor camera?	Approx. 305g (0.67lb)
G26 What are the Dimensions of the Outdoor camera?	Dimensions Approx. 75 mm x 75 mm x 173 mm (2 15/16 inches x 2 15/16 inches x 6 13/16 inches)
G27 What is the length of the Outdoor camera power cord?	Approx.4.8m (15 feet 8 15/16 inches) [AC adapter cord:1.8m (5 feet 10 13/16 inches)+ waterproof outdoor DC cable:3.0m (9 feet 10 1/16 inches)]
G28 Can the IR LED's be turned off?	No.




 Question	 Answer
G29 How can the camera views on the multi screen be re arranged?	Each camera view is arranged in the order that they were registered. In order to change the camera view, you have to deregister the camera and register again in order of your preference.
G30 Instructional Video - How to select an installation location for the Panasonic home network outdoor camera model KX-HNC600. 	http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32564/kw/32564
G31 How do I register additional cameras to the Hub KX-HNB600?	<p>••This procedure is not required for cameras that were included as part of a bundle. ••</p> <p>Before you can use cameras they must be registered to the Hub. If you purchased cameras separately (i.e., not as part of a bundle), you must register each camera to the Hub. You can register each device by using the registration buttons or the [Home Network] app.</p> <p>Using registration buttons</p> <ol style="list-style-type: none"> 1. Hub: Press and hold the [ B CAMERA] registration button until the LED indicator blinks in green. 2. Press and hold the cameras registration [] button until the device's LED indicator blinks in green. <ul style="list-style-type: none"> *When registration is complete, the Hub sounds one long beep. <p>Note:</p> <ul style="list-style-type: none"> • If registration fails, the Hub sounds several short beeps. <p>Using the app</p> <ol style="list-style-type: none"> 1. Start the [Home Network] app. 2. From the [Home Network] app home screen, tap [Settings]. 3. Tap [Device Registration]. 4. Tap [Registration]. 5. Select [Camera]. 6. Press and hold the registration button on the device you want to register until the camera's LED indicator blinks in green. <ul style="list-style-type: none"> *When registration is complete, the Hub sounds one long beep. 7. When prompted, configure the camera name and location as desired, and then tap [OK]. <p>Note:</p> <ul style="list-style-type: none"> • If registration fails, the Hub sounds several short beeps. <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29518/kw/29518</p>





 Question	 Answer
G32 What do the built in sensors of the outdoor camera KX-HNC600 do?	The camera has 2 sensor features that are used for motion detection: a visual sensor and an infrared sensor (i.e., heat sensor). These sensors can be used to trigger other actions like camera recording, turning on a light, etc.
G33 Is the outdoor camera KX-HNC600 a color camera?	Yes, both the indoor camera KX-HNC200/210 and outdoor camera KX-HNC600 are full color cameras.
G34 Instructional Video - How to set the camera detection area.	 http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32361/kw/32361
G35 Instructional Video - How to use the live camera controls	 http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/32359/kw/32359
G36 When using the camera "Talk" (Hold-to-Talk) feature in the Home Network App, audio cannot be heard from the camera when using an iOS device. What could possible be wrong?	<p>When speaking make sure to press and hold the microphone icon. If audio still cannot be heard from the camera, check that the microphone is turned on for the App in the iOS settings.</p> <ol style="list-style-type: none"> 1. Tap the iOS device's "Settings".  <ol style="list-style-type: none"> 2. Scroll to and tap "Privacy".  <ol style="list-style-type: none"> 3. Tap "Microphone".  <ol style="list-style-type: none"> 4. Turn ON the Microphone next to Home Network APP.  <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/31995/kw/31995</p>



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G40 What is Visual sensor?	The camera detects changes in the images being displayed and it easily detects movement in the daytime or when it is bright.																
G41 What is Infrared sensor?	The camera detects when there is a big difference between the temperatures of objects and the surrounding environment, such as I winter or late at night.																
G42 Can the LED be turned off?	Yes. From the App home page select "Setting" --> Select "Device Profiles" --> Select the camera you want to turn the LED OFF --> Disable "Camera LED"																
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G44 Why do I hear a constant clicking sound at night from the Indoor/Outdoor camera when it is placed close to a glass window?.	In low-light conditions the camera turns on the infrared LEDs when it enters night vision mode. If the camera is too close to a glass window, a large amount of the infrared light reflects off the glass into the camera causing it to turn off night vision mode. Therefore, if the camera is placed in front of a glass window images may be poor when night vision mode is active.																
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 Question	 Answer
<p>G46 There is a long delay when talking to the camera while away from home</p>	<p>Your mobile device's network connection is slow or congested. →Wait for network traffic to decrease. →Lower the [Frame Rate] setting. 1. From the [Home Network] app home screen, tap [Settings]. 2. Tap [Device Profiles]. 3. Tap [Camera]. 4. Tap [Common Settings]. 5. Select [Frame Rate]: Determines the speed at which images from the camera are refreshed. This setting only applies when viewing images while away from home. Note: *Higher frame rates mean images are refreshed faster and moving subjects are displayed more smoothly, however, images displayed on your mobile device may be delayed and sound may cut out or be delayed when talking to the camera, especially over a slow or congested network connection. *Lower frame rates mean images are refreshed less often and moving subjects may appear "choppy", however, images displayed on your mobile device will be less delayed and sound may be more consistent when talking to the camera over a slow or congested network connection. *When viewing images from the camera while away from home, the camera will apply the frame rate setting at first. If your mobile device's network connection is slow or congested, the camera will then lower the frame rate automatically. The result is that images will not be displayed at first while away from home, and will be displayed only after some time passes. You can avoid this by setting a lower frame rate setting.</p>
<p>G47 Colors in camera images appear different from normal</p>	<p>→If there is not adequate light to illuminate the subject, such as at night, the camera automatically switches to night vision mode. In this case, colors may appear different from normal. When viewing images from an indoor camera, black areas of the image appear purplish. →When the subject is lit by sunlight or halogen lights, black areas of the image may appear purplish. This is not a malfunction.</p>
<p>G48 I have to wait a long time before camera images are displayed while away from home</p>	<p>There is too much traffic on your home network or on the mobile device's network. →Wait for network traffic to decrease.</p>
<p>G49 Camera recording does not start immediately after the sensor is triggered</p>	<p>When using a smart control scenario to record camera images, there may be a short delay after the sensor is triggered before recording starts. This is not a malfunction.</p>
<p>G50 How do "Visual sensor" and "Infrared sensor" work differently?</p>	<p>Visual sensor : The camera detects changes in the images being displayed. Easily detects movement in the daytime or when it is bright. - The camera detects changes in the brightness levels of moving objects. Infrared sensor : The camera detects temperature differences of objects in the images being displayed. Easily detects when there is a big difference between the temperatures of objects and the surrounding environment so it still works in the dark. - The infrared sensor uses infrared rays to detect temperature differences within its range that are emitted naturally by people, animals, etc.</p>
<p>G51 Can 4 cameras record at the same time when connected to the hub?</p>	<p>Yes. 32GB MicroSD card will record 60 hours from each camera (total of 240 hours of recording from 4 cameras)</p>
<p>G52 What video format does this unit records?</p>	<p>MP4 only.</p>



Q Question

A Answer

G53 The camera's sensor is triggered too easily (False detection)

*The camera's motion detection features are too sensitive.
 →Reduce the sensitivity of the camera's sensor.
 Setting the image sensor and infrared sensor individually (Outdoor camera only)
 1. From the [Home Network] app home screen, tap [Settings].
 2. Tap [Device Profiles].
 3. Tap [Camera].
 4. Select the device that you want to change settings for.
 5. Tap [Motion Sensitivity] and select [Advanced].
 6. Tap [IR Sensor] or [Video Motion].
 7. Select the desired setting.
 - [High]: The selected sensor is very sensitive to changes, i.e., even a small change will trigger the sensor.
 - [Normal]: The selected sensor is moderately sensitive to changes.
 - [Low]: The selected sensor is somewhat sensitive to changes.
 - [Very Low]: The selected sensor is only slightly sensitive to changes, i.e., a large change is required to trigger the sensor.
 - [OFF]: The selected sensor is disabled.
 8 Tap [OK].

*The camera's detection area is too large.
 →Limit the detection area so that the camera ignores motion in unneeded areas of the camera's image, i.e., reduce the camera's detection area.
 Detection area
 1. From the [Home Network] app home screen, tap [Camera].
 2. Tap the camera image of the desired camera.
 3. Open the options menu.
 4. Tap [Outdoor Camera Settings] or [Indoor Camera Settings].
 5. Tap [Set Detection Area].
 6. Tap the desired areas of the camera image.
 ⇒Gray areas of the camera image indicate areas for which image detection is disabled.
 7. Tap [OK].

*The camera's settings are not suited to the environment.
 →Review the information in the Installation Guide included with your camera about sensor features and installation environment.
 →Indoor cameras and outdoor cameras can detect motion visually (i.e., when an area of the camera's image changes brightness). Outdoor cameras can also detect motion by sensing temperature changes (i.e., when an area of the sensor's detectable area is becomes hotter than another). For this reason, false detections may occur in the following locations.
 False detections caused by predictable movement in a specific area of the camera image
 - Areas where fixed objects move in the wind, such as tree branches or hanging laundry
 - Areas where animals move in a limited area, such as birds in a nest or small animals close to the ground
 - Areas where brightness significantly, such as when shadows form in the afternoon, lights turn on at night, or vehicles pass by at night with their headlights or brakelights on
 You can prevent these false detections by limiting the detection area so that the camera ignores motion in unneeded areas of the camera's image (See above step of "Detection area") or by turning video motion detection off (See above step to reduce the sensitivity)
 False detections caused by unpredictable movement in any area of the camera image
 - Areas where birds or flying insects move in front of the camera
 - Areas where rain, snow, hail, or tree leaves fall in front of the camera
 You can prevent these false detections by turning video motion detection off (See above step to turn it OFF)



Q Question	A Answer
<p>G54 Camera images are not displayed at first while away from home, and are displayed after some time passes</p>	<p>Your mobile device's network connection is slow or congested. →Wait for network traffic to decrease. →Lower the [Frame Rate] setting. 1. From the [Home Network] app home screen, tap [Settings]. 2. Tap [Device Profiles]. 3. Tap [Camera]. 4. Tap [Common Settings]. 5. Select [Frame Rate]: Determines the speed at which images from the camera are refreshed. This setting only applies when viewing images while away from home. Note: *Higher frame rates mean images are refreshed faster and moving subjects are displayed more smoothly, however, images displayed on your mobile device may be delayed and sound may cut out or be delayed when talking to the camera, especially over a slow or congested network connection. *Lower frame rates mean images are refreshed less often and moving subjects may appear "choppy", however, images displayed on your mobile device will be less delayed and sound may be more consistent when talking to the camera over a slow or congested network connection. *When viewing images from the camera while away from home, the camera will apply the frame rate setting at first. If your mobile device's network connection is slow or congested, the camera will then lower the frame rate automatically. The result is that images will not be displayed at first while away from home, and will be displayed only after some time passes. You can avoid this by setting a lower frame rate setting.</p>
<p>G55 How many hours of recording can be done on the microSD card?</p>	<p>Following are the approximate recording time from one camera:</p> <ul style="list-style-type: none"> - 2 GB card: 15 hours - 4 GB card: 30 hours - 8 GB card: 60 hours - 16 GB card: 120 hours - 32 GB card: 240 hours <p>Note:</p> <ul style="list-style-type: none"> - microSD cards larger than 32 GB cannot be used. - The times listed here are calculated theoretically. Actual recording time may vary. - The file system and other information is stored on the microSD card, therefore the card's actual available capacity will be less than the card's noted capacity. - The maximum continuous recording time at a time is 15 minutes.
<p>G56 Can the zoom in and out when viewing recorded video from the camera?</p>	<p>No You can digitally zoom during live viewing and not the recorded video.</p>



Q Question	A Answer												
H1 What is the operating temperature spec of the motion sensor?	0 ° C to 40 ° C (32 ° F to 104 ° F)												
H2 How many motion sensors can be registered to the Hub?	A total of 50 sensors can be registered to the Hub including other sensors(ex. Motion sensor), Smart Plugs and sirens												
H3 What type of technology is used in the motion sensor?	It's Pyroelectric sensor, which detects the change of infrared rays emitted from the human body etc.												
H4 Does the motion sensor detect the motion of pets?	Yes												
H5 What is the motion detection range of the motion sensor? KX-HNS102	The motion detection range is approx. 5m (16.4 feet).												
H6 What is the angle of detectable motion of the motion sensor?	Horizontal: Approx. 90° Vertical: Approx. 20°												
H7 Why are the notifications from the motion sensor not received?	'Notifications triggered by Motion sensor are received only in ARM modes. -Make sure the system's status notification features are enabled in Arm settings (AWAY and At Home) -Make sure 'Arm Alert' is ON in Notification settings -Make sure your mobile device's notifications feature is enabled for the [Home Network] app. -Ensure that the motion sensor's sensitivity is set to [HIGH]. When the switch is in the [LOW] position, the sensor detection range is reduced by about half (compared to when the switch is in the [HIGH] position).												
H8 What type of battery is necessary for the motion sensor?	Standard AA batteries (2 x 1.5 V) are included.												
H9 What is the battery life of the motion sensor?	1 year (When motion is detected 50 times a day)												
H10 Will I be notified when a motion sensor battery level is low?	Yes via notification. You need to enable 'Device Error' in Notification Settings.												
H11 What is the weight of the motion sensor?	- With the rear cover attached: Approx. 70 g (0.15 lb.), excluding the batteries - With the wall mounting adaptor attached: Approx. 77 g (0.17 lb.), excluding the batteries												
H12 What are the Dimensions of the motion sensor?	- With the rear cover attached: Approx. 72 mm x 73 mm x 39 mm (2 27/32 inches x 2 7/8 inches x 1 17/32 inches) - With the wall mounting adaptor attached: Approx. 72 mm x 73 mm x 61 mm (2 27/32 inches x 2 7/8 inches x 2 13/32 inches)												
H13 What do the different colors of the Status indicator mean on the KX-HNS102mean?	<table border="0"> <tr> <td>Indicator</td> <td>Status</td> </tr> <tr> <td>Green Lit</td> <td>No motion detected</td> </tr> <tr> <td>Red Lit</td> <td>Motion detected</td> </tr> <tr> <td>Red, blinking</td> <td>Sensor is out of range of the Hub</td> </tr> <tr> <td>Green, blinking</td> <td>Registration mode, you pressed and held [ C]</td> </tr> <tr> <td>Off</td> <td>No battery power</td> </tr> </table> <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29524/kw/29524</p>	Indicator	Status	Green Lit	No motion detected	Red Lit	Motion detected	Red, blinking	Sensor is out of range of the Hub	Green, blinking	Registration mode, you pressed and held [ C]	Off	No battery power
Indicator	Status												
Green Lit	No motion detected												
Red Lit	Motion detected												
Red, blinking	Sensor is out of range of the Hub												
Green, blinking	Registration mode, you pressed and held [ C]												
Off	No battery power												
H14 What does the motion sensor KX-HNS102 do?	The motion sensor detects motion in the surrounding area. It can also be used to trigger other events like camera recording, turning on a light, etc.												



Q Question

A Answer

H15 [1] How can I properly install motion sensor KX-HNS102?

When installing motion sensors it is important that you know how the motion sensors operate so that you install the sensor in an ideal location.

The motion sensor utilizes an infrared sensor (i.e., heat sensor).

Note:

The motion sensor's sensor features are not designed to be used in situations that require high reliability. We do not recommend use of the motion sensor's sensor features in these situations.

Panasonic takes no responsibility for any injury or damage caused by the use of the motion sensor.

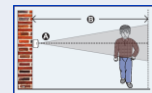
Using heat to detect motion

The motion sensor's infrared sensor can detect motion by recognizing temperature differences that occur within the range of the sensor. It does this by detecting the infrared rays that are emitted naturally by people, animals, etc., which correlate to the object's temperature. The detection range is indicated in the illustration by the grey area in front of the motion sensor.

Detection range when looking from above
(A) Horizontal detection range: approx. 90°



Detection range when looking from the side
(A) Vertical detection range: approx. 20°
(B) Distance of detectable motion: approx. 5 m (16.4 feet)



Note:

- Detection becomes difficult when there is little difference between the temperatures of objects and the surrounding environment, such as during summer. Conversely, detection becomes easier when there is a large difference between the temperatures of objects and the surrounding environment, such as during winter or at night.
- Detection does not occur when there are obstacles in front of the infrared sensor. Remove the obstacles or change the installation location.

Direction of motion

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



- (1) It is difficult to detect movement directly towards the front of the motion sensor.
- (2) It is easy to detect movement sideways in front of the motion sensor.
- (3) Detection range
- (4) Motion sensor

Wireless communication range

The wireless communication range of each device in the system from the Hub is approximately 50 m (160 feet) indoors and approximately 300 m (1,000 feet) outdoors. Wireless communication may be unreliable when the following obstacles are located between the Hub and other devices.

- Metal doors or screens
- Walls containing aluminum-sheet insulation
- Walls made of concrete or corrugated iron
- Double-pane glass windows
- Multiple walls
- When using each device on separate floors or in different buildings

Note:

- You can check the motion sensor's communication status by pressing [C]. If the LED indicator is lit in green or red, the sensor is communicating properly with the Hub. If the LED indicator blinks in red, it is out of range of the Hub.



Q Question

A Answer

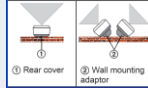
H15 [2] How can I properly install motion sensor KX-HNS102?

Wall mounting

There are two methods for wall mounting the motion sensor.

1. To mount the sensor flat against the wall, use the rear cover.
2. To mount the sensor so that it faces 45° to the left or right, use the wall mounting adaptor.

Mounting examples of the rear cover and wall mounting adaptor



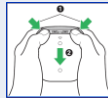
View of looking from above.

Note:

- Mount the motion sensor on the stable location where the motion sensor can be adequately supported when mounting.
- Do not mount motion sensor on a soft material. It may fall down, break or cause injury.
- Do not mount the motion sensor on the following places: gypsum board, ALC (autoclaved lightweight cellular concrete), concrete block, plywood less than 25.4 mm (1 inch) thick, etc.

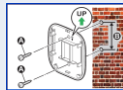
Using the rear cover

1. Remove the rear cover by pressing the upper sides of the cover (1) and sliding it down (2).



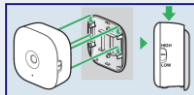
2. Attach the rear cover to the wall by using screws (A).

- Place the rear cover with "UP" mark facing upwards.
- (B) 37 mm (1 15/32 inches)



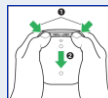
3. Attach the motion sensor to the rear cover.

- Insert the grooves on the motion sensor to the 4 tabs on the rear cover, and then push down the motion sensor.



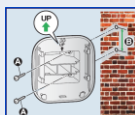
Using the wall mounting adaptor

1. Remove the rear cover by pressing the upper sides of the cover (1) and then sliding it down (2).



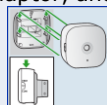
2. Attach the wall mounting adaptor to the wall by using screws (A).

- Place the wall mounting adaptor with "UP" mark facing upwards.
- (B) 21 mm (27/32 inches)



3. Attach the motion sensor to the wall mounting adaptor.

- Insert the grooves on the motion sensor to the 4 tabs on the wall mounting adaptor, and then push down the motion sensor.



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H16 How can I check the motion sensors communication status?

You can check the sensor's communication status by pressing () C . If the LED indicator is lit in green or red, the sensor is communicating properly with the Hub. If the LED indicator blinks in red, it is out of range of the Hub.











http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29481/kw/29481



Q Question	A Answer
H17 How long does the battery last after I receive a low battery notification?	About 15 days.
H18 Can I use a rechargeable battery (NiMH battery) ?	It should work, however we cannot guarantee the operation. The battery life will be shorter than the Alkaline battery due to the difference of voltage(NiMH battery = 1.2V / Alkaline battery = 1.5V)



 Question	 Answer												
I1 What is the operating temperature spec of the Window / Door sensor?	-10 ° C to 40 ° C (14 ° F to 104 ° F)												
I2 How many Window / Door sensors can be registered to the Hub?	A total of 50 Window / Door sensors can be registered to the Hub including other sensors(ex. Motion sensor), Smart Plugs and sirens												
I3 What type of technology is used in the Window / Door sensor?	Magnet detection by reed switch.												
I4 Why are the notifications from the Window / Door sensor not received?	Notifications triggered by Window / Door sensor are received only in ARM modes. <ul style="list-style-type: none"> - Make sure the system's status notification features are enabled in Arm settings (AWAY and At Home) - Make sure 'Arm Alert' is ON in Notification settings - Make sure your mobile device's notifications feature is enabled for the [Home Network] app. 												
I5 What type of battery is necessary for the motion sensor?	Lithium Battery CR2 (1 x 3.0V, 850mAh)												
I6 What is the battery life of the Window / Door sensor?	2 years (When Window / Door is opened and closed 10 times a day)												
I7 Will I be notified when a motion sensor battery level is low?	Yes via notification. You need to enable 'Device Error' in Notification Settings.												
I8 What is the weight of the Window / Door sensor?	Sensor unit : Approx. 39g (0.09lb.), excluding the battery Magnet unit : Approx. 8g (0.02lb.)												
I9 What are the Dimensions of the Window / Door sensor?	Sensor unit : Approx. 102mm x 31mm x 22mm (4 inches x 1 7/32 inches x 7/8 inches) Magnet unit : Approx. 37mm x 14mm x 14mm (1 15/32 inches x 9/16 inches x 9/16 inches)												
I10 What does the Window/Door KX-HNS101 sensor do?	The window/door sensors detect when the corresponding window or door is opened. It can also be used to trigger other events like camera recording, turning on a light, etc.												
I11 What do the different colors of the Status indicator mean on the KX-HNS101 mean?	<table border="0"> <tr> <td>Indicator</td> <td>Status</td> </tr> <tr> <td>Green Lit</td> <td>Window / Door is closed</td> </tr> <tr> <td>Red Lit</td> <td>Window / Door is open</td> </tr> <tr> <td>Red, blinking</td> <td>Sensor is out of range of the Hub</td> </tr> <tr> <td>Green, blinking</td> <td>Registration mode, you pressed and held []C]</td> </tr> <tr> <td>Off</td> <td>No battery power</td> </tr> </table>  http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29522/kw/29522	Indicator	Status	Green Lit	Window / Door is closed	Red Lit	Window / Door is open	Red, blinking	Sensor is out of range of the Hub	Green, blinking	Registration mode, you pressed and held []C]	Off	No battery power
Indicator	Status												
Green Lit	Window / Door is closed												
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Red, blinking	Sensor is out of range of the Hub												
Green, blinking	Registration mode, you pressed and held []C]												
Off	No battery power												
I12 How can I check the Window/Door sensors communication status?	You can check the sensor's communication status by pressing ()C . If the LED indicator is lit in green or red, the sensor is communicating properly with the Hub. If the LED indicator blinks in red, it is out of range of the Hub.  http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29481/kw/29481												
I13 How long does the battery last after I receive a low battery notification?	About 15 days.												



Q Question

A Answer

I14 [1] How do I properly install a Window/door sensor?

Follow the below steps to properly install a door sensor.

Temporary placement process

Confirming proper operation

Installation

Testing the sensor after installation

Temporary Placement

Before installing the window/door sensor, temporarily place it in the desired location and confirm that it operates properly by pressing [••] C).

Important:

1. Attach the sensor unit to the outer frame of the window or door, and the magnet unit to the inner frame.
2. Attach both units so that the “▶” marks point toward each other and are within 25.4 mm (1 inch) of each other.
 - The window/door sensor will not operate properly if the “▶” marks are too far apart or are facing the wrong way.

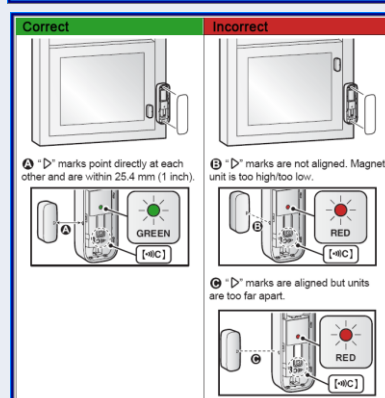
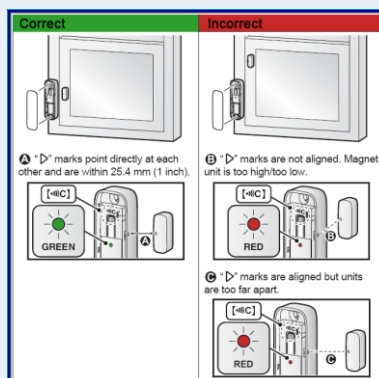
Confirming proper operation

After temporarily placing the window/door sensor in the desired location, press [••] C) while the window or door is closed. The window/door sensor's LED indicator lights as follows.

Indicator	Status
Green lit	The installation position is correct.
Red lit	The “▶” marks on the sensor unit and the magnet unit are too far from each other. Re-attach the sensor unit and the magnet unit so that they point directly at each other and are no more than 25.4 mm (1 inch) apart.
Red, blinking	The sensor unit is out of range of the hub.

Note:

- Depending on the condition and material of the surface where the sensor unit and magnet unit are installed, the LED indicator may light in red even if the “▶” marks point directly at each other and are no more than 25.4 mm (1 inch) apart.



Installation

Install the window/door sensor in the same position where proper operation was confirmed. You can install the window/door sensor using screws or double-sided tape, depending on your preference or the material of the installation area.

Note:

- When installing, make sure the battery is inserted properly and the sensor unit cover is completely closed.
- Use screws when installing on a wooden surface. Do not use double-sided tape.



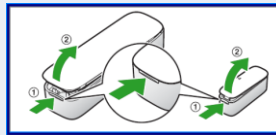
Q Question

A Answer

I14 [2] How do I properly install a Window/door sensor?

Option 1 - Securing with Screws

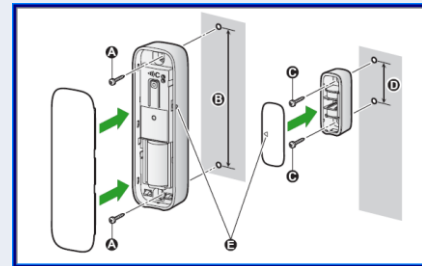
1. Remove the covers from each unit.
 - Lift from the indented area (1) and open the sensor unit cover (2).



2. Sensor unit: Attach the sensor unit.

(A) Screws
(B) 86.2 mm (3 25/64 inches)

Magnet unit:
Attach the magnet unit.
(C) Screws
(D) 24.4 mm (31/32 inches)



3. Attach the covers.

Important:

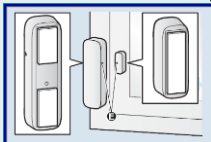
- (E) Align the "▶" marks on the sensor unit and the magnet unit so that they point directly at each other and are no more than 25.4 mm (1 inch) apart.

Option 2 - Securing with double-sided tape

Note:

- Make sure the surfaces of the sensor unit, magnet unit, and the installation area are clean and dry before applying double-sided tape.

1. Check that the sensor unit cover and magnet unit cover are attached.
2. Affix double-sided tape to the sensor unit and magnet unit.
 - Make sure the tape covers the screw holes on the back of each unit.



3. Install the sensor unit and magnet unit.

- Press firmly on each unit to ensure solid adhesion to the installation surface.

Important:

- (E) Align the "▶" marks on the sensor unit and the magnet unit so that they point directly at each other and are no more than 25.4 mm (1 inch) apart.

Testing the window/door sensor

You can check the window/door sensor's LED indicator and test the performance of the window/door sensor.

1. Remove the sensor unit cover.
2. Press **•••** C] on the sensor unit.
3. Open and close the window or door several times.
 - Make sure that the LED indicator lights in green when you close the window or door.
4. Press **•••** C] again.

Note:

- If the LED indicator lights in red when the window or door is closed, the window/door sensor is not installed properly. Re-evaluate the position of the sensor unit and magnet unit.



http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29454/kw/29454



Q Question	A Answer
<p>J1 When water is detected, I keep receiving notifications and the Hub keeps beeping. How can I stop it?</p>	<p>Water leak sensor will keep sending the notifications and the Hub will continue beeping as long as the sensor detects water. To stop the notification on your mobile device, from App's home page select "Settings" -->Select "Notification Settings" and turn off Water Leak sensor. To stop the Hub's beeping, from App's home page select "Settings" -->Select "Device profile" and turn off Water Leak sensor. Remember to enable these settings after the water condition is addressed.</p>
<p>J2 How many Water Leak sensors (KX-HNS103) can I connect to the KX-HNB600 hub?</p>	<p>A total of 50 sensors can be registered to the Hub. Ex. Motion sensor, Smart Plugs, Sirens, Access Keypads, Keychain Remotes, etc.</p>
<p>J3 What type of battery does the Water Leak sensor use?</p>	<p>Lithium battery CR2 (1 x 3.0 V, 850 mAh)</p>
<p>J4 What is the expected battery life of the Water Leak sensor?</p>	<p>2 years (If water is detected for 30 minutes once a month)</p>
<p>J5 How long does the battery last after I receive a low battery notification?</p>	<p>About 15 days.</p>
<p>J6 What is the length of the cable?</p>	<p>Approx. 1.2 m (3 feet 11 inches)</p>
<p>J7 Will I be notified when a battery level is low?</p>	<p>Yes via notification. You need to enable 'Device Error' in Notification Settings.</p>





Q Question	A Answer								
K1 How does the Glass Break sensor work?	The sensor uses a microphone to detect the unique sound frequencies that are produced when glass breaks. Please read the installation guide before deciding where to install the sensor.								
K2 How many Glass Break sensors (KX-HSN104) can I connect to the KX-HNB600 Hub?	A total of 50 sensors can be registered to the Hub. Ex. Motion sensor, Smart Plugs, Sirens, Access Keypads, Keychain Remotes, etc.								
K3 How can I test that the Glass Break sensor works?	There is a simulated glass breaking sound installed in the 'Device profile' of the app. Move close to the sensor and play the glass breaking sound. The sensor's LED turns RED when detection is successful. Note: Mobile device's speakers and volume varies. You may need to adjust the distance or try another mobile device.								
K4 What type of battery does the Glass Break sensor use?	AA (LR6) Alkaline battery (2 x 1.5 V)								
K5 What is the battery life of the Glass Break sensor?	Up to 1 year. When the sensor is triggered once a month and the surrounding temperature is approx. 25 °C (77 °F). Battery life may be reduced in very cold environments, and in areas where loud noises (such as door slams) occur frequently.								
K6 What is the detection range of the Glass Break sensor?	<p>The sensor detection range varies depending on position of the sensitivity switch ([HIGH]/[LOW]).</p> <ul style="list-style-type: none"> - Install the sensor in the same room as the window that you want to monitor. - Walls or other obstacles between the window and the sensor may prevent the sensor from detecting breaking glass, even when the sensor is installed within the ranges listed here. <div style="display: flex; justify-content: space-around;"> <div data-bbox="518 929 710 1198"> <p>When looking from above</p> <p>① Sensor ② Horizontal range: approx. 120° ③ Max. distance: approx. 4.6 m (15 feet) when set to [HIGH], or approx. 2.3 m (7.5 feet) when set to [LOW] ④ Glass inside detectable area ⑤ Glass outside detectable area</p> </div> <div data-bbox="742 929 933 1198"> <p>When looking from the side</p> <p>① Sensor ② Vertical range: approx. 120° ③ Max. distance: approx. 4.6 m (15 feet) when set to [HIGH], or approx. 2.3 m (7.5 feet) when set to [LOW] ④ Glass inside detectable area ⑤ Glass outside detectable area</p> </div> </div>								
K7 Does the Glass Break sensor detect all types of glass breaking?	<p>The applicable glass specifications are as below.</p> <table border="1" data-bbox="534 1243 750 1444"> <thead> <tr> <th>Type</th> <th>Thickness</th> </tr> </thead> <tbody> <tr> <td>Plate</td> <td>Minimum: 2 mm (1/16 inch) Maximum: 6 mm (1/4 inch)</td> </tr> <tr> <td>Tempered</td> <td>Minimum: 3 mm (1/8 inch) Maximum: 6 mm (1/4 inch)</td> </tr> <tr> <td>Insulating*2</td> <td>Minimum: 2 mm (1/16 inch) Maximum: 6 mm (1/4 inch)</td> </tr> </tbody> </table> <p>*1 In compliance with UL639 *2 Sealed insulating glass types are protected only if both plates of glass are broken</p> <p>Note</p> <ul style="list-style-type: none"> - Minimum size for all types is 28 cm x 28 cm (11 1/32 inches x 11 1/32 inches). - The glass must be secured in a frame, and the frame must be installed in a wall. - The sensor may not detect glass breaks for types of glass not listed here, such as wire-mesh reinforced glass and glass coated with a film. - Install the sensor in accordance with the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681. 	Type	Thickness	Plate	Minimum: 2 mm (1/16 inch) Maximum: 6 mm (1/4 inch)	Tempered	Minimum: 3 mm (1/8 inch) Maximum: 6 mm (1/4 inch)	Insulating*2	Minimum: 2 mm (1/16 inch) Maximum: 6 mm (1/4 inch)
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Insulating*2	Minimum: 2 mm (1/16 inch) Maximum: 6 mm (1/4 inch)								
K8 Why does the Glass Break sensor sometimes trigger without glass breaking?	The sensor is designed to detect the sound of glass breaking as a result of an impact. The sensor may make false detections when there is some noises that sound similar to glass breaking. Note: The Glass Break sensor is active only during ARM mode only.								
K9 How long does the battery last after I receive a low battery notification?	About 15 days.								





Q Question	A Answer
L1 What is the volume of the indoor Siren?	High alert level: approx. 110 dB Low alert level: approx. 104 dB
L2 How many sirens (KX-HNS105) can I connect to the KX-HNB600 Hub?	A total of 50 sirens can be registered to the Hub including other sensors. Ex. Motion sensor, Smart Plugs, Access keypads, Keychain Remotes, etc.
L3 Can I customize the Siren to go off, when triggered by a specific sensor?	No. You can customize the Siren by ARM settings but not for each sensor. The siren always synchronizes with the Hub alarm.
L4 Is the Siren battery operated?	No. The Siren includes an AC adapter.
L5 What is the length of included power cord?	Approx. 3.6m (11 feet 9 11/16 inches [AC adapter cord : (5 feet 10 13/16 inches) + DC extension cord : 1.8m (5 feet 10 13/16 inches)])
L6 Will the siren work during a power failure?	Yes it works during a power outage if Backup battery(KX-HNP100) is installed.
L7 Can I install the siren outdoor?	No. Siren is indoor use only and not waterproof.



 Question	 Answer
M1 How many Access Keypads (KX-HNK101) can I connect to the KX-HNB600 Hub?	A total of 50 Access Keypads can be registered to the Hub including other sensors. Ex. Motion sensor, Smart Plugs, Sirens, Keychain Remotes, etc.
M2 How to disarm the system using a keypad?	To disarm the system using the keypad: 1. Touch the middle of the Keypad 2. Touch the "Green" unlock button 3. Enter your Pin (4-8 digits and the Default PIN is "0000") 4. Touch OK
M3 How to arm System using the keypad?	To Arm the System using the Keypad: 1. Touch the middle of the Keypad. 2. Touch your Arm choice (Arm At Home or Arm Away)
M4 How to disarm the system while alarm is going off using the keypad?	To disarm the system while the alarm is going off using the Keypad: 1. While the alarm is going off and the Keypad is blinking, Touch the middle of the keypad. 2. Enter your Pin 3. Touch "OK" (Note: the system the Still armed.) 4. Touch the middle of the Keypad 5. Touch the "Green" unlock button 6. Enter your Pin 7. Touch OK
M5 What is the length of the power cord?	AC adapter : Approx. 1.8m (5 feet 10 13/16 inches)



 Question	 Answer
N1 What is the function of the "Smart button" on the Keychain Remote?	Use the Home Network App to change the feature assigned to the Smart button. For example, you can press the keychain remote's smart button to turn on a Smart Plug, or trigger the alarm system
N2 How many Keychain Remotes(KX-HNK102) can I connect to the KX-HNB600 Hub?	A total of 50 Keychain Remotes can be registered to the Hub including other sensors. Ex. Motion sensor, Smart Plugs, Sirens, Access Keypads, etc.
N3 How can I configure the Smart button?	When your smartphone is connected to the same Wi-Fi as the Hub: 1. Open the Panasonic Home Network App. 2. Select Settings. 3. Select Device Profiles. 4. Select Keychain Remote. 5. Select the Keychain remote you want to configure. 6. Select "Smart Button" 7. Choose a Selection: Smart Plug (Only if you have a Smart Plug connected to the System), Panic button, or "Not Assigned".
N4 What is the expected battery life of the Keychain Remote?	Approx. 2 years, when the remote is used 10 times a day, in an environment of 25 °C (77 °F). Note : Battery life may be reduced depending on the operating environment, and whether the remote is used when it is out of range of the Hub.
N5 Why doesn't the App's screen change automatically to display ARM mode when I change it using the Keychain Remote?	The displayed icons will be updated to ARM mode when the App refreshes.
N6 What is the weight of the Keychain Remote?	Approx. 17g (0.6 Oz), excluding the battery and the key attached ring. Approx. 30g (1.1 Oz), including the battery and the key attached ring.
N7 What are the dimensions (H x W x D) of the Keychain Remote?	77 mm x 27 mm x 18 mm (3 1/32 inches x 1 1/18 inches x 23/32 inches)
N8 How long does the battery last after I receive a low battery notification?	About 15 days.
N9 Will I be notified when a battery level is low?	Yes via notification. You need to enable 'Device Error' in Notification Settings.








Q Question	A Answer
O1 What does the Backup battery do?	The backup battery provides power to your Home Network System devices (one device per backup battery), allowing your devices to continue to operate in the event of a power outage. In addition, the Backup battery will trigger notifications in the event of a power outage.
O2 How many Backup batteries (KX-HNP100) can I register to the KX-HNB600 Hub?	A total of 50 Backup batteries can be registered to the Hub including other sensors. Ex. Motion sensor, Smart Plugs, Sirens, Access Keypads, Keychain Remotes, etc.
O3 Do I have to register the Backup battery to the Hub?	You can register the backup battery to the Hub and take advantage of other features, but note that the backup battery does not need to be registered in order for it to supply power to the connected device in the event of a power outage.
O4 When the Backup battery is connected to a device, how long can I expect the operating time in the event of a power outage?	<ul style="list-style-type: none"> -Hub(KX-HNB600) : 1.5 hours (standby, connected to 4 cameras, not connected to a Wi-Fi® network) -Indoor Camera (KX-HNC200/210) : 2.0 hours (standby), 1.5 hours (standby, when night vision mode is active) -Outdoor Camera (KX-HNC600) : 2.0 hours (standby), 1.5 hours (standby, when night vision mode is active) -Indoor Siren (KX-HNS105) : 7.0 hours (standby)
O5 What is required for the "Power outage notification by phone call" feature to work during power outage?	<p>In the event of a power outage, the backup battery can trigger the Hub to call a pre-programmed phone number and notify of the power outage. In order to use this feature, the following items are required.</p> <ul style="list-style-type: none"> - The Hub must be connected to a phone landline. - The Backup battery must be registered to the Hub. - Use the Home Network App to program the phone number that will be called in the event of a power outage. - The Hub must be able to make calls using your landline even if there is a power outage. <p>If your landline phone service is provided by a Cable or Fiber Optic company, then the phone system they installed must have its own power backup in the event of power outage (not KX-HNP100).</p>
O6 Why can't I access the system or receive any push notifications during a power outage even though I installed Backup Batteries to the Hub and Cameras?	The home network (modem, router, Wi-Fi, etc.) should have its own backup power installed (not KX-HNP100). If the network loses power, access to the Hub is not possible even if the Hub and Cameras have Backup Batteries.
O7 How can I configure power outage notifications by phone call?	<p>If you have more than one backup battery, these settings are applied to all backup batteries.</p> <ol style="list-style-type: none"> 1. From the Home Network App home screen, tap [Settings]. 2. Tap [Device Profiles]. 3. Tap [Backup Battery]. 4. Tap [Power Outage Notification]. 5. Turn on the [Notification Call] switch. 6. Tap [Outage Wait Time], select the desired setting, and then tap [OK]. <ul style="list-style-type: none"> - This setting determines the amount of time that passes after a power outage occurs before the backup battery triggers a power outage notification. 7. Tap the desired memory location (1-5). <ul style="list-style-type: none"> - When the system calls a phone number, it calls the phone number assigned to the lowest memory location. If the called party does not answer or does not press *, the system calls the phone number assigned to the next memory location. - [None] is displayed for numbers with no phone number assigned to them. 8. Specify the party to be called by entering the desired name and then tap [OK]. Repeat this step and enter the desired phone number. <ul style="list-style-type: none"> - You can also select a contact that is stored in your mobile device by tapping [Add from Contacts List]. - These settings are shared with the alert by phone call feature ("Alert by phone call"). 9. When finished, tap [OK].
O8 What is the length of the power supply cord?	Approx. : 1.8m (5 feet 10 13/16 inches)



Q Question	A Answer
P1 What is the operating temperature spec of the Smart Plug sensor?	0 ° C to 40 ° C (32 ° F to 104° F) 20%–80% relative air humidity (dry)
P2 How many smart plugs (KX-HNA101) can I connect to the KX-HNB600 Hub?	You can have up to 50 smart plugs (model KX-HNA101). However if you are adding window and door sensors, (model KX-HNS101) and/or motion sensors (model KX-HNS102) as well, the total of all combined is 50.
P3 Is the system secured from unauthorized access?	Yes. It can only be accessed by the registered mobile devices. It is highly secured by both device ID and MAC address that are exchanged during the initial setup.
P4 What is the maximum wattage rating of the Smart Plug?	1200 Watts for 120v country(ex, USA), 2400 Watts for 240v country(ex, UK, Germany)
P5 Why does the power usage log display 0.00kWh even though an electrical device is connected to a Smart Plug?	A Smart Plug's power usage log will display 0.00 kWh for about an hour after it is connected, even if it has consumed power during that time. Power usage log will be displayed for 24 hour periods.
P6 What does it mean when a Smart Plug LED is blinking red?	Smart Plug is out of range from the Hub.
P7 What does it mean when a Smart Plug LED is blinking red very quickly?	The connected electric device is drawing too much current or wattage. Disconnect immediately. Electrical devices rated 1200 watts for 120V country (e.g. USA) / 2400 watts for 240V country (e.g. UK, Germany) and below are supported.
P8 Why does the Smart Plug turn off unexpectedly?	If an electric device connected to a Smart Plug draws more than 10 Amps or 1200 Watts(e.g. USA) / 2400 Watts(e.g. UK, Germany) of power then the Smart Plug will turn off automatically.
P9 What is the weight of the Smart Plug?	[KX-HNA101,KX-HNA101C,KX-HNA101ME] Approx. 140 g (0.31 lb.) [KX-HNA101AZ] Approx. 158 g [KX-HNA101E] Approx. 174 g [KX-HNA101EX] Approx. 175 g
P10 What are the Dimensions (W x D x H : excluding the pins) of the Smart Plug?	[KX-HNA101,KX-HNA101C,KX-HNA101ME] Approx. 64 mm x 35 mm x 94 mm (2 17/32 inches x 1 3/8 inches x 3 11/16 inches) [KX-HNA101AZ] Approx. 64 mm x 35 mm x 94 mm [KX-HNA101E] Approx. 64 mm x 35 mm x 113 mm [KX-HNA101EX] Approx. 64 mm x 59 mm x 114 mm
P11 How do I test the smart plug (KX-HNA101) to make sure it is turned on and communicating with the Hub (KX-HNB600)?	After you have installed the "Home Network" app on your mobile device, you can use your mobile device to turn the smart plug on and off. <ol style="list-style-type: none"> 1. From the [Home Network] app home screen, tap [Plug]. 2. Select the [Individual] tab. 3. Tap the desired smart plug icon. <ul style="list-style-type: none"> - Confirm that the selected smart plug turns on and off when you tap its icon.



 Question	 Answer
<p>P12 How do I register additional smart plugs (KX-HNA101) to the Hub (KX-HNB600)</p>	<p>You can register each device by using the registration buttons or the [Home Network] app. (This procedure is not required for devices that were included as part of a bundle)</p> <p>Using registration buttons</p> <ol style="list-style-type: none"> 1. Hub: Press and hold [] C OTHER DEVICE] until the LED indicator blinks in green. 2. Smart plug: Press and hold [] C] until the LED indicator blinks in green. <ul style="list-style-type: none"> *When registration is complete, the Hub sounds one long beep. <p>Note:</p> <ul style="list-style-type: none"> • To cancel the registration, press the registration button on the Hub and on the smart plug. • If registration fails, the Hub sounds several short beeps. <p>Using the app</p> <ol style="list-style-type: none"> 1. Start the [Home Network] app. 2. From the [Home Network] app home screen, tap [Settings]. 3. Tap [Device Registration]. 4. Tap [Registration]. 5. Select [Other Device]. 6. Press and hold the registration button on the smart plug you want to register until the LED indicator blinks in green. <ul style="list-style-type: none"> *When registration is complete, the Hub sounds one long beep. 7. When prompted, configure the smart plug name and location as desired, and then tap [OK]. <p>Note:</p> <ul style="list-style-type: none"> • If registration fails, the Hub sounds several short beeps. <p> http://eng-ca.faq.panasonic.com/app/answers/detail/a_id/29488/kw/29488</p>
<p>P13 Can I plug a refrigerator into the smart plug KX-HNA101?</p>	<p>In the event of a power failure, the smart plug may not turn back on after power is restored. For this reason, connecting refrigerators or other devices that require constant power supply should not be connected to the smart plug.</p> <p>Also - Caution when connecting electrical products that draw a lot of power. Electrical products rated 1200 Watts(e.g. USA) / 2400 Watts(e.g. Germany) are supported by the smart plug. Do not connect products with higher wattages.</p>
<p>P14 What does it mean when a Smart Plug LED is blinking red?</p>	<p>'The smart plugs LED indicator will blink quickly in red if it is out of range of the hub. In this case, confirm all connections, including those of the hub. If it is blinking very quickly, the connected electric device is drawing too much current or wattage. Disconnect immediately. Electrical devices rated 1200 watts for 120v country(ex, USA)/2400 watts for 240v country(ex, UK, Germany) and below are supported.</p>
<p>P15 What does the Smart Plug do?</p>	<p>When an electrical product is connected to the smart plug, the smart plug can be used to turn on and off the product from a handset, the Home Network app or it can be triggered by a sensor.</p> <p>It provides a built-in overcurrent detection for added peace of mind and power consumption is logged for your reference.</p> <p>When using the Panasonic Home Network app you can,</p> <ul style="list-style-type: none"> ▶ Remote power on/off - You can turn the electric device on and off remotely, even when away from home. ▶ Sensor integration - You can configure the system to turn the electric device on when a sensor is triggered. (Sensor required.) ▶ Timer on/off - You can configure a timer to turn the electric device on and off at the desired times. ▶ Overcurrent notification - The smart plug can detect the current supplied to the connected electric device. If overcurrent is detected, the smart plug sends a notification to the "Home Network" app.
<p>P16 Does the Smart Plug have a surge protection?</p>	<p>There is a fuse in the electrical board of the unit. So it will protect the Smart Plug unit itself but cannot protect an electronic equipment which connect to the Smart Plug.</p>



Q Question	A Answer
Q1 Is the HD camera wall mountable?	Yes.
Q2 Does the HD camera pan and tilt?	No but it has wide angle of view. Horizontal : approx. 121° Vertical : approx. 67° Diagonal : approx. 142°
Q3 Is the HD camera waterproof?	No. The HD camera is only for indoor use.
Q4 Does the HD camera have a zoom feature?	Yes you can digitally zoom using the Home Network App.
Q5 What is the length of the HD camera's power cord?	Approx.3.0 m (9.84ft.)
Q6 What image sensor is being used in the HD camera?	2.0 megapixel CMOS
Q7 What is the operating temperature of the HD camera?	0 °C–40 °C (32 °F–104°F) 20% to 80% relative air humidity
Q8 What are the system requirements?	<ul style="list-style-type: none"> • Wireless router • Smartphone or Tablet (iOS and Android only) [iPhone 4 or later, iPad, or iPad mini (iOS 6.0 or later) or An Android™ device (Android 4.0 or later)*] Note: The following Android devices are not compatible with the [Home Network] app. -Android devices that are not supported by Google Play -Android devices with limited hardware features (Bluetooth, Wi-Fi, and microphone support are required.)
Q9 How many smartphones / tablets can be registered to the HD camera?	You can register up to 8 smartphones / tablets.
Q10 What is the 'Privacy shutter'.	Whenever you don't want to be bothered, you can manually close the physical 'private shutter' and no one can view the camera, Microphone also will be muted.
P11 Can I view the camera at night?	Yes. The camera has a night vision up to approx.5m(17ft)
P12 Can I get a notification when camera built-in motion sensor is triggered?	Yes you can receive a push notification on your smart device. You can also enable/disable the notification in settings.
P13 Do I need a Hub(KX-HNB600) to use the HD camera?	No. You can access to the camera via WiFi using Smartphone/tablet however, it can also be integrated into the Panasonic Home Network System. The Panasonic Home Network System is a wireless system that uses DECT technology to create a powerful network of devices, including motion sensors, window/door sensors, smart plugs, etc., and allows you to control them all with an easy-to-use app. <Example uses> – Use the system's sensors to trigger camera recording. Camera images can be recorded automatically when a door is opened, when motion is detected, etc. – Use the camera's motion sensor to trigger the alarm system. You can receive a phone call and notification when the camera's motion sensor detects motion.
P14 How many cameras can I view at the same time?	You can only view a single camera at a time. Multi-view is not available for the HD camera.



Q Question	A Answer
<p>Q15 I cannot connect to the HD camera while at home ([Connection unsuccessful] is displayed)</p>	<p>Your wireless router uses the 2.4 GHz band and the 5 GHz band (this is sometimes called a "dual band" configuration), and your mobile device and HD camera cannot communicate.</p> <p>→Dual band configurations are acceptable as long as devices that connect via the 2.4 GHz band are able to communicate with devices that connect via the 5 GHz band. For example, if you have configured your wireless router to use the 5 GHz band for normal use and the 2.4 GHz band for a "guest network", devices that connect using the 2.4 GHz band cannot connect to devices that connect using the 5 GHz band. Refer to the operating instructions included with your wireless router or details.</p> <p>→Make sure your mobile device and HD camera are using the same band (2.4 GHz or 5 GHz) to connect to the wireless router. One way to do this is to make sure your wireless router uses different SSIDs (i.e., network names) for each band, and then make sure that your mobile device and HD camera are connecting via the same SSID.</p> <p>To change the SSID that your mobile device is using for wireless communication, change your mobile device's Wi-Fi settings. To change the SSID that the HD camera is using for wireless communication, reset the HD camera's wireless settings and then set up the camera again. If you are also using a hub, make sure the hub is also connected to the same SSID, and keep in mind the hub only supports the 2.4 GHz band.</p>
<p>Q16 I forgot the login password</p>	<p>→Connect to the HD camera while at home and change the password. (The password is not required to connect to the HD camera while at home.)</p> <p>→If for some reason you cannot connect to the HD camera while at home and change the password, force the HD camera to reset its settings and then configure the HD camera again.</p> <p>→Set up the HD camera again by deregistering the camera from your hub and then registering it again.</p> <p>→Set up the HD camera again by following the initial setup procedure.</p>
<p>Q17 How many hours of recording can be done on the microSD card?</p>	<p>Following are the approximate recording time from one camera: Conditions: Resolution(720p), Framerate(25fps), Bitrate(2M)</p> <ul style="list-style-type: none"> - 4 GB card: 4 hours - 8 GB card: 9 hours - 16 GB card: 18 hours - 32 GB card: 36 hours - 64 GB card: 72 hours - 128 GB card: 145 hours <p>Note:</p> <ul style="list-style-type: none"> - The times listed here are calculated theoretically. Actual recording time may vary. - The file system and other information is stored on the microSD card, therefore the card's actual available capacity will be less than the card's noted capacity. - The maximum continuous recording time at a time is 15 minutes.
<p>Q18 Does the cameras record concurrently for all cameras or only one at a time. If the latter what is the priority?</p>	<p>Home Network System records concurrently for all cameras, so there is no priority.</p>
<p>Q19 Can this unit connect to 5Ghz networks?</p>	<p>Yes, this unit can connect to dual band networks.</p>
<p>Q20 How many HD cameras can I connect to my mobile device?</p>	<p>Your mobile device can support up to 32 HD cameras.</p>
<p>Q21 How many mobile devices can I connect to one HD camera?</p>	<p>You can connect up to 8 mobile devices to one HD camera.</p>
<p>Q22 How many mobile devices can access the HD camera at the same time?</p>	<p>Up to 3 mobile devices can access to HD camera at the same time when you are in same wifi network of the HD camera. Up to 2 mobile devices can access to HD camera at the same time when you are connecting remotely.</p>
<p>Q23 What is the camera angle of this unit?</p>	<p>Horizontal angle is Approx. 121 degrees and the vertical angle is approx. 67 degrees.</p>
<p>Q24 What is the image sensor of this unit?</p>	<p>This camera has a 2.0 megapixel CMOS sensor.</p>
<p>Q25 What resolutions can this unit support?</p>	<p>You can view and record in following resolutions, 1920 x 1080 pixel (Full HD), 1280 x 720 pixel (HD), 720 x 480 pixel, 640x 360 pixel (HVGAW).</p>



Q Question	A Answer
Q26 Does the HD camera support night vision, if so what is the range?	Yes, the HD camera has night vision at a range of approx. 5m(17feet).
Q27 Can the IR LED's for night vision be turned off?	No.
Q28 Can the front LED be turned off?	Yes. From the App, view the HD camera's live view, then select "Setting" --> Select "Device Profiles" --> Next to "Camera LED" toggle the switch to off then select "OK".
Q29 Is the HD camera waterproof?	No. The HD camera is for indoor use only.
Q30 Can I view the HD camera from a PC/Mac?	No, you can only install and view the HD camera on an iOS or android device that supports the Panasonic Home Network app.
Q31 Why does the remote connection take long time to connect?	If the network signal is not good, it takes time to connect to the HD cam from outside.