

Panasonic®

Installation Guide

Home Monitoring Camera HomeHawk Outdoor

Model No. **KX-HNC710**



Thank you for purchasing a Panasonic product.

This document explains how to install the outdoor camera properly. Refer to the Installation Guide supplied with KX-HN7001/KX-HN7002/KX-HN7003 for details.

Charge the camera for about 7 hours before camera installation (page 14). Then register the camera to the access point (page 16).

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

For assistance, please contact us at 1-800-272-7033 or visit our Web site:

<http://shop.panasonic.com/support> for customers in the U.S.A.

Please register your product: <http://shop.panasonic.com/support>

Printed in China

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Accessory information

Supplied accessories

No.	Accessory item/Part number	Qty.
①	USB cable/PNWHYAC700W00	1
②	Wall mounting adaptor/PNWHYAC710W00	1
③	Wall mounting screws 25 mm (1 inch)/PNWHYAC700W02*1	3
④	Suspension wire tool – Safety wire/PNWHYAC710W01 – Washer/PNWHYAC710W02 The washer for attaching safety wire to wall $\varnothing 16$ mm ($5/8$ inches) – Safety wire ring/PNWHYAC710W03 The safety wire ring for attaching the safety wire to the camera	1

*1 The supplied screws can be used as follows.

- 2 screws for the wall mounting adaptor
- 1 screw for suspension wire tool

①



②



③



④



Other information

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.
- HomeHawk Outdoor is referred to as outdoor camera or camera in this document.

Trademarks

- Android and Google Play are registered trademarks or trademarks of Google Inc.
- Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

Graphical symbols for use on equipment and their descriptions

Symbol	Explanation	Symbol	Explanation
	Alternating current (A.C.)		Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
	Direct current (D.C.)		"ON" (power)
	Protective earth		"OFF" (power)
	Protective bonding earth		Stand-by (power)
	Functional earth		"ON"/"OFF" (power; push-push)
	For indoor use only		Caution, risk of electric shock

About this system

- 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.
- The system's wireless features are subject to interference, therefore functionality in all

situations cannot be guaranteed.

Panasonic will not be held responsible for injury or damage to property that occurs in the event of wireless communication error or failure.

For your safety

To prevent severe injury and loss of life/property, read this section carefully before

using the product to ensure proper and safe operation of your product.

WARNING

Power connection

- Use only the 5.0 V, 1.0 A or higher power source.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact us at <http://shop.panasonic.com/support>
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open. Danger of electric shock exists.
- Never touch the plug with wet hands. Danger of electric shock exists.
- Do not connect non-specified devices.

Installation

- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves

emitted from this product may cause such devices to malfunction resulting in an accident.

- Do not allow the power cord to be excessively pulled, bent or placed under heavy objects.
- Do not mount the bracket in a location higher than 2.2 m (7 feet 3 inches), in an unstable location, in a location subject to frequent vibration, on a ceiling, or on a weak wall. (Do not mount on gypsum board, concrete blocks, wooden materials exposed to the outdoors, walls with very rough surfaces, or surfaces that are narrower than the width of the wall mount bracket.) There is a risk of injury if the product falls, or of fire or electric shock if water enters the product.
- Keep small parts (screws, washers, etc.) out of the reach of children. There is a risk of swallowing. In the event they are swallowed, seek medical advice immediately.

Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Never put metal objects inside the product. If metal objects enter the product, turn off the circuit breaker and contact an authorized service center.

Important Information

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. Wireless LAN features operate between 2.412 GHz and 2.462 GHz with a peak transmission power of 100 mW.
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

CAUTION

Installation and location

- Never install wiring during a lightning storm.
- Although this camera conforms to the IPX5* code, do not intentionally expose it to water.
*IPX5 indicates that the product is protected against water jets: water projected at all angles through a 6.3 mm (1/4 inches) nozzle flow rate of 12.5 liters/minute at a pressure of 30 kN/m² for 3 minutes from a distance of 3 meters (9 feet 10 inches).

- Although this camera conforms to the IP6X* code, do not intentionally expose it to grit and dust.
*IP6X indicates that the product is protected against grit and dust: this product has shown the capabilities of preventing dust from entering inside the product after the product was in a device that contained dust with a diameter of 75 µm or less for 7 hours and was shaken and removed from that device.
- The USB cable is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- Do not place magnetic cards or similar objects near the outdoor camera. Magnetic data on the cards, etc. may be deleted.

Preventing accidents and injuries

- The safety wire must be used when mounting the product. There is a risk of injury if the product falls.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.

Lithium Ion (Li-Ion) battery (built-in battery)

- CAUTION:
Risk of explosion if battery is replaced by an incorrect type.

Dispose of used battery according to local regulations.

Important safety instructions

When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Use only the power cord indicated in this document.

SAVE THESE INSTRUCTIONS

Privacy and rights of portrait

When installing or using the camera, please take into consideration the rights of others with regard to privacy.

It is generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.

Other information

This product has a rechargeable lithium ion battery. Do not throw into fire, apply heat, or charge, use, or leave in a high temperature environment.

- Doing so may cause fluid leak, overheating, or explosion.

Routine care

- Wipe the outer surface of the product with a soft moist cloth.
- Do not use benzine, thinner, or any abrasive powder.

Camera image quality

- Camera images may have the following characteristics.
 - Colors in images may differ from the actual colors.
 - When there is light behind the subject (i.e., backlighting), faces may appear dark.
 - Image quality may be reduced in dark locations.
 - Images may appear hazy when there are outdoor lights in use.

Notice for product disposal, transfer, or return

- This product can store your private/confidential information. To protect your privacy/confidentiality, we recommend that you erase information from the memory

Important Information

before you dispose of, transfer, or return the product.

Notice for built-in battery

ATTENTION:

A lithium ion battery that is recyclable powers the product you have purchased. Please call 1-800-8-BATTERY (1-800-822-8837) for information on how to recycle this battery.

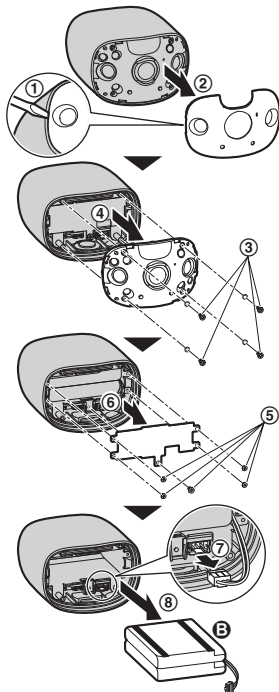


WARNING for Lithium Ion (Li-Ion) Battery:
Risk of fire and burns. Do not open, crush, heat above 50 °C (122 °F) or incinerate. Follow the instructions in the operating instructions.

Remove the built-in rechargeable battery before disposing of the cameras. Do not dismantle or replace the battery so that you can use the camera again. This could cause fire or an electric shock. Replace it at an authorized service center.

Battery removal procedure

- Disconnect the power cord from the camera when removing the battery.



B Battery

- Perform steps ① to ⑧, lift the battery (**B**), and then remove it.

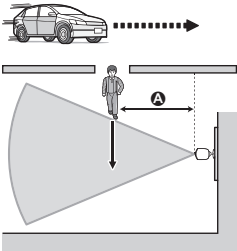
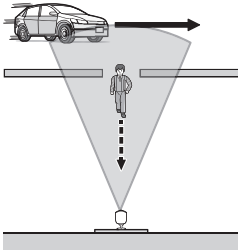
Notice

- This product is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.
- Cet appareil est conçu pour être utilisé aux États-Unis d'Amérique. La vente ou l'emploi de cet appareil dans certains autres pays peut constituer une infraction à la législation locale.
- Este producto está diseñado para usarse en los Estados Unidos de América. La venta o el empleo de este producto en ciertos países puede constituir violación de la legislación local.
- 本產品專為美國使用而設。若在其他國家銷售或使用，可能會違反當地法例。
- この製品は、日本国外での使用を目的として設計されており、日本国内での使用は法律違反となります。従って、当社では日本国内においては原則として修理などのサービスは致しかねます。

Installation location examples

I want to detect visitors approaching the house

Refer to the table below for detecting visitors at an entrance or gate without detecting cars in the street.

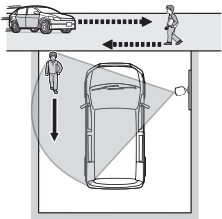
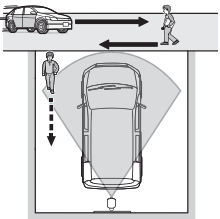
Ideal example	Poor example
 The diagram shows a car driving past a house. A camera is mounted on the wall, pointing towards the street. A shaded cone represents the camera's field of view, which is directed at the pedestrian crossing area. A horizontal double-headed arrow labeled 'A' indicates the distance from the camera to the crossing point. A Approx. 6 m (19 feet 8 inches) Visitors pass in front of the camera from side to side, cars in the street are less likely to cause false detections.	 The diagram shows a car driving past a house. A camera is mounted on the ground, pointing directly at the street. A shaded cone represents the camera's field of view, which is wide and includes the car's path, leading to false detections. Cars in the street are more likely to cause false detections.

Note:

- The visual detection range is as follows.
 - Horizontal: 150°
 - Vertical: 85°

I want to detect people entering the garage

Refer to the table below for detecting people entering a garage without detecting cars in the street.

Ideal example	Poor example
 The diagram shows a car in the street and a person walking on the sidewalk. A camera is mounted on a wall, pointing downwards at an angle. Its detection cone (shaded area) covers the sidewalk where the person is walking, but it is angled away from the street, so the car is outside the detection range. Arrows indicate the person's path and the camera's field of view. Visitors pass in front of the camera from side to side, cars in the street are less likely to cause false detections. ● To prevent faces from being obscured by tall vehicles, adjust the installation position and angle of the camera.	 The diagram shows a similar scene to the ideal example, but the camera is mounted higher and points more directly at the street. Its detection cone (shaded area) covers both the sidewalk and the street, meaning it would detect cars passing by, leading to false detections. Arrows indicate the person's path and the camera's field of view. Cars in the street are more likely to cause false detections.

Note:

- The visual detection range is as follows.
 - Horizontal: 150°
 - Vertical: 85°

Do not install in these locations

Installing in the following areas may cause deformation, discoloration, malfunction, or operational failure

- In direct sunlight or directly under an outdoor light (even if the surroundings are

within operational temperature range, parts of the product may become hot)

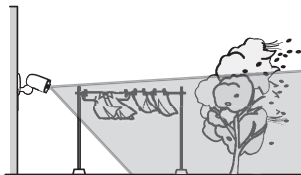
- Areas subject to frequent vibration, shock, or impact
- Near fire, heating devices, or air conditioners (including outdoor equipment such as unit compressors)
- Areas exposed to grease or steam
- Near devices that emit strong radio waves, such as mobile phones

Installation Location

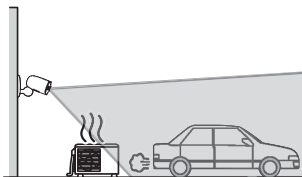
- Areas subject to extreme temperature changes (which can lead to condensation). If condensation occurs, wipe the outer surface of the product with a soft dry cloth.
- Near coasts directly subjected to sea breezes, or near sulfuric hot springs (exposure to salt can shorten the life of the product)
- Near TVs, radios, automated office equipment such as computers, air conditioners, water heater panels (with intercom), or home security equipment (these may cause noise)
- Near satellite broadcasting receivers such as tuners, TVs with built-in satellite tuners, and recorders (broadcasted images may be distorted)
- Areas where hydrogen sulfide, ammonia, dust, or toxic gases are present

Installing in the following areas may cause false detections

- Areas where people approach directly from the front of the camera, such as narrow walkways
- Areas where objects such as trees or hanging laundry move due to wind (temperature variation and motion may cause false detections)

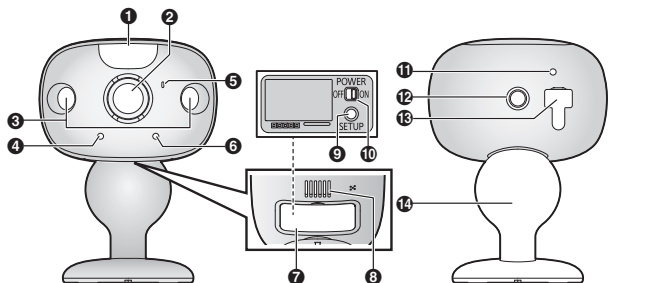


- Areas affected by breezes from fans, air conditioning unit compressors, water heaters, or car exhaust (severe temperature variations may cause false detections)



- Areas subject to severe weather, such as strong wind (camera shake can cause false detections) or rain (strong rain may be detected as an object moving in front of the camera)
- Areas with reflective objects, such as glass, that can interfere with detection of temperature variation
- Areas where brightness changes easily
- Areas where backlight occurs (faces appear dark and are difficult to identify), such as the following
 - Areas where most of the background is the sky
 - Areas where direct sunlight reflects off a white wall or background
 - Bright areas such as those exposed to direct sunlight

Part names and functions



- | | |
|---------------------------|---|
| 1 White LED lens | 8 Speaker |
| 2 Lens | 9 [SETUP] |
| 3 Infrared sensors | 10 Power slide switch |
| 4 LED indicator | 11 Charging LED indicator |
| 5 Microphone | 12 Camera nut |
| 6 Light sensor | 13 USB cover/micro-USB connector |
| 7 Interface cover | 14 Wall mounting adaptor |

LED indicators

You can use the LED indicators to confirm the camera's status.

LED indicator	Status
Off	• No power • More than 5 seconds have passed since turning on the power when the camera is not registered to the access point • LED indicator is turned off^{*1}

Setup

LED indicator	Status
Green or amber, blinking quickly - off for 1 second	Camera is on*1
Amber, lit	Not registered to the access point*2, or signal level is good*3
Green, lit	Registration successfully completed or signal level is strong*3
Green, blinking quickly	Camera is searching for an access point*1
Red, lit	Registration failed, signal level is weak*3, or detecting motion*1
Red, blinking quickly	Streaming data*1
Amber, blinking slowly	Battery is running low*1
Green, blinking slowly	Registration mode, updating
Red, blinking slowly	Camera is out of range of the access point*1, *3

- *1 You can configure the camera so that its LED indicator does not light during normal operation. For more information, refer to the User's Guide (page 20).
- *2 The LED indicator lights in amber for 5 seconds after the power is turned on for the camera.
- *3 The signal level (strong, good, weak, out of range) is shown after pressing **[SETUP]** for 3 seconds.

Charging the camera

- This camera has an internal rechargeable battery.
- Remove the camera from the wall before charging.

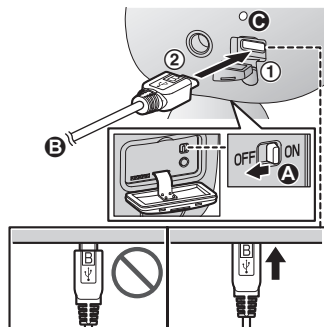
- Make sure to charge the camera indoors and in a dry location.
- Charge the camera in a location with a temperature between 5 °C and 40 °C (41 °F and 104 °F). The camera cannot

charge in locations outside of these temperatures.

Charge for about 7 hours.

- Turn the camera off before charging the battery. If the camera is turned on while charging, it may take longer to charge.

- 1 Open the USB cover (①).
- 2 Insert the USB cable into the micro-USB connector (②).



A Power off

B 5.0 V, 1.0 A or higher power source

We recommend using the supplied USB cable.

C Charging LED indicator

Note:

- Check the charging LED indicator continues to blink in

red for more than 10 seconds after connecting the USB cable. If the indicator stops blinking and turns off within 10 seconds, perform the following.

- If you are not using the supplied USB cable, use it.
- If the indicator still turns off within 10 seconds, try connecting the USB cable to a different power source (5.0 V, 1.0 A or higher).

Charging LED indicators

You can use the charging LED indicators to confirm the charging status of the camera.

Indicator	Status
Red, lit	Charging is completed
Red, blinking slowly	Charging
Red, blinking quickly	Charging failure

Turning the power on for the camera

Open the cover of the camera, and then slide the power slide switch (page 13, 10) to ON .

Registering the camera

Before you can use the camera, it must be registered to the access point.

You can register each camera by using the registration buttons or the **[HomeHawk]** app.

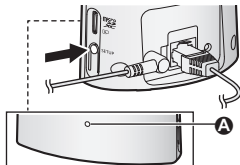
Note:

- Before registering the camera, make sure the camera is turned on, and that the AC adaptor of the access point is connected and the access point is powered.

Using registration buttons

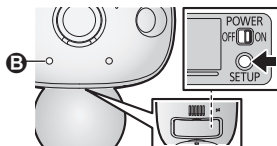
1 Access point:

Press and hold **[SETUP]** until the LED indicator (A) blinks slowly in green.



2 Camera:

Press and hold **[SETUP]** until the LED indicator (B) blinks slowly in green.



- When registration is completed, the camera sounds one long beep.

Note:

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

Using the app

You can change the name of the camera using the **[HomeHawk]** app. For more information, refer to the User's Guide (page 20).

Confirming the camera installation area

Before deciding where to install the camera, carefully read the chapter “Installation Location”, beginning on page 10, to confirm the installation location and direction.

Installation

Installation precautions

- Do not use an impact driver. (This may lead to damaged screws or over-tightening.)
- Mount the camera on the stable location with a height of 2.2 m (7 feet 3 inches) where the unit can be adequately supported when installing.
- Do not mount the camera on a soft material. It may fall down, break or cause injury.

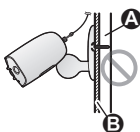
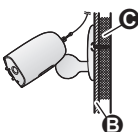
Wall material information

Siding

- Use the included screws $\varnothing 4$ mm $\times$ 25 mm ($\varnothing 5/32$ inches $\times$ 1 inch). Make sure the pull-out capacity

of each screw is at least 294 N (30 kgf).

- If the weight of the camera is supported by the siding only, the siding could become damaged. Make sure you mount the camera in a location where the structure behind the siding can be used to support the weight of the camera. If this is not possible due to the thickness of the siding, use commercially-available screws $\varnothing 4$ mm $\times$ longer than 25 mm ($\varnothing 5/32$ inches $\times$ longer than 1 inch).
- Drill a pilot hole using a drill bit that is appropriate for the type of siding. Remove any debris after drilling the pilot hole. Do not drill the pilot hole into the structure behind the siding.

Poor example	Ideal example
No support behind exterior surface	Structure supports exterior surface
	

- A** Open space, no support

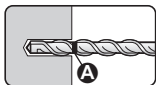
Setup

- B** Siding
- C** Structure behind siding

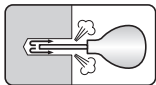
Concrete

- Do not use the included screws. Use screw anchors (screw $\varnothing 4$ mm ($5/32$ inches)) designed for concrete walls.
- Carefully read the instructions supplied with the anchors. Follow instructions regarding drill bit diameter, hole depth, etc.
- Drill a pilot hole. Remove any debris after drilling the pilot hole.

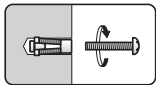
- 1** Mark the hole depth on the drill bit (**A**) and then drill a pilot hole.



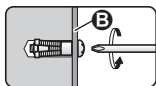
- 2** Remove debris.



- 3** Insert an anchor, tighten the screw, then remove the screw to secure the anchor.



- 4** Insert the screw and tighten it.



B Wall mounting adaptor

ALC (autoclaved lightweight cellular concrete)

- Depending on the type of ALC panel, you may not be able to attach the camera. Consult the ALC panel manufacturer.
- Do not use the included screws. After consulting the manufacturer of the ALC panel, use only commercially-available metal screw anchors (screw $\varnothing 4$ mm ($5/32$ inches)) designed for ALC panels.
- Carefully read the instructions supplied with the anchors. Follow instructions regarding drill bit diameter, hole depth, etc.
- Drill a pilot hole. Remove any debris after drilling the pilot hole.
- Seal the pilot hole with a commercially-available waterproof sealant.

Other materials (mortar, tile, etc.)

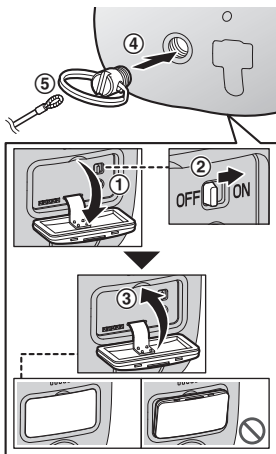
- Do not use the included screws.
- Consult the builder or licensed professional regarding the type

of anchor appropriate for the installation location and materials.

- Do not install on gypsum board or concrete blocks.

Installing the camera

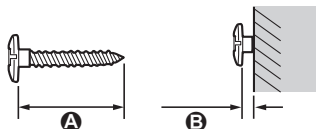
- Open the interface cover (①), and then slide the power slide switch to ON (②).
- Close the interface cover (③).
- Secure the safety wire ring to the camera nut of the camera using a driver (④), and then pass the safety wire through the ring of the safety wire ring (⑤).



Important:

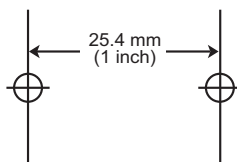
- Make sure to close the interface cover securely. Water resistance cannot be assured if the interface cover is open.**

- Drive the wall mounting screws into the wall.
 - A** Longer than 25 mm (1 inch)
 - B** Space 2.8 mm (1/8 inches)



Note:

- Use the following template when determining the location of the screw holes.



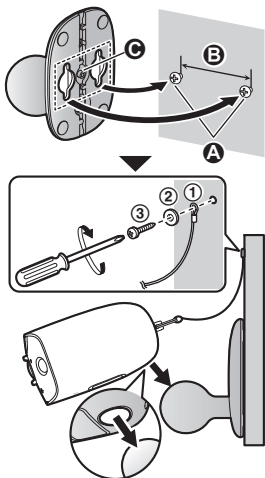
- Mount the wall mounting adaptor to the wall. Next, attach the safety wire to the wall, and then attach the camera to the wall mounting adaptor.

- A** Wall mounting screws
- B** 25.4 mm (1 inch)

Setup

Ⓒ Hole

You can prevent the camera from falling by passing a string through the hole in the wall mounting adaptor.



6 Adjust the camera angle.

Note:

- Attach the safety wire while it is bent.
- Attach the safety wire high on the wall so that the camera does not strike anyone in the event the camera detaches from the wall.
- Do not hang from the camera or wall mounting adaptor.

Accessing the User's Guide

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

- 1 Tap  in the app's home screen.
- 2 Tap **[User's Guide]**.

Note:

- Android 4.1 or later versions are recommended.
- You can also access the User's Guide at the web page listed below.



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

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

Specifications

- **Frequency range**
Wireless LAN:
2.412 GHz – 2.462 GHz (channels 1 – 11)
- **RF transmission power**
Wireless LAN:
100 mW (peak transmission power)
- **Power source**
5.0 V, 1.0 A^{*1}
- **Battery performance**
Operating time: 7 hours
Approx. 3 months (when used 5 minutes a day)^{*2}
- **Operating conditions**
-20 °C – 50 °C (-4 °F – 122 °F)
up to 90 % relative air humidity
(non-condensing)
- **Image sensor**
1.0 megapixel CMOS
- **Minimum illuminance required**
IR-LED: 0 lx^{*3}
White LED: 1 lx
- **Focal length**
Fixed 0.2 m (0.7 feet) – infinity
- **Angular field of view (camera angle)**
172°
- **Motion detection method**
Pyroelectric infrared sensor (PIR sensor)
and visual sensor
- **PIR sensor detection range (when the surrounding temperature is approx. 25 °C (77 °F))**
Horizontal: 170°
Vertical: 19.1°
Detection range: 6 m (19 feet 8 inches)

- **Visual sensor detection range**
Horizontal: 150°
Vertical: 85°
 - **IP rating**
IP65^{*4}
 - **Dimensions (height × width × depth)**
Approx. 98 mm × 71 mm × 94 mm
(3 7/8 inches × 2 13/16 inches ×
3 11/16 inches)^{*5}
 - **Mass (weight)**
Approx. 490 g (1.08 lb)^{*5}
- ^{*1} Only when charging.
- ^{*2} Battery performance changes depending on the surrounding temperature, frequency of use, and the actual usage environment. For more information, refer to the User's Guide (page 20).
- ^{*3} The infrared LEDs that surround the camera lens will illuminate in low-light conditions.
- ^{*4} Water resistance is only assured if the camera is installed correctly according to the instructions in the Installation Guide, and appropriate water protection measures are taken.
- ^{*5} Including the wall mounting adaptor.

FCC and other information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including

Appendix

interference that may cause undesired operation.

Privacy of communications may not be ensured when using this device.

CAUTION:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

NOTE:

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Some devices operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, this device should not be placed near or on top of a TV or VCR. If interference is experienced, move this device further away from the TV or VCR. This will often reduce or eliminate interference.

FCC RF Exposure Warning:

- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- To comply with FCC RF exposure requirements, the device must be installed and operated 20 cm (8 inches) or more between the product and all person's body.
- This product may not be collocated or operated in conjunction with any other antenna or transmitter.

FCC Warning:

To ensure compliance with FCC emissions limits, use only the provided USB cable with ferrite core when connecting the unit to a computer.

Notice:

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

Customer services

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Backup Chargers & more...

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For Product Information, Operating Assistance,
Parts, Owner's Manuals, Dealer and Service info
go to <http://shop.panasonic.com/support>

You may also contact us directly at: 1-800-272-7033,

Monday - Friday 9 am to 9 pm;

Saturday - Sunday 10 am to 7 pm, EST.

For the hearing or speech impaired TTY: 1- 877-833-8855

As of June 2015

Limited Warranty (ONLY FOR U.S.A.)

Panasonic Products Limited Warranty

Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Parts	Labor
Home Network System Products	One (1) Year	One (1) Year
microSD card (Included model only)	90 days	N/A

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts. This Limited Warranty excludes both parts and labor for non-rechargeable batteries, antennas, and cosmetic parts (cabinet). This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

Mail-In Service--Online Repair Request

Online Repair Request

To submit a new repair request and for quick repair status visit our Web Site at <http://shop.panasonic.com/support>

When shipping the unit, carefully pack, include all supplied accessories listed in the Owner's Manual, and send it prepaid, adequately insured and packed well in a carton box. When shipping Lithium Ion batteries please visit our Web Site at <http://shop.panasonic.com/support> as Panasonic is committed to providing the most up to date information. Include a letter detailing the complaint, a return address and provide a daytime phone number where you can be reached. A valid registered receipt is required under the Limited Warranty.

IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.

Limited Warranty Limits and Exclusions

This warranty **ONLY COVERS** failures due to defects in materials or workmanship, and **DOES NOT COVER** normal wear and tear or cosmetic damage. The warranty **ALSO DOES NOT COVER** damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a Factory Service Center or other Authorized Servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".

THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.

(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content.

The items listed are not exclusive, but for illustration only.)

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:

Consumer Affairs Department
Panasonic Corporation of North America
661 Independence Pkwy
Chesapeake, VA 23320

PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.

As of June 2015

IMPORTANT!

If your product is not working properly. . .

- ① Turn the power slide switch of the camera ON/OFF.
- ② Use the **HomeHawk app** to access the **User's Guide**.
and refer to the **Troubleshooting** section.



Visit our Web site: <http://shop.panasonic.com/support>
• FAQ and troubleshooting hints are available.

For your future reference

We recommend keeping a record of the following information to assist with any repair under warranty.

Serial No.	Date of purchase
(found inside the interface cover on the bottom of the unit)	
Name and address of dealer	
Attach your purchase receipt here.	

Panasonic Corporation of North America
Two Riverfront Plaza, Newark, NJ 07102-5490

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Guía de instalación

Cámara de vigilancia para el hogar Puerta exterior HomeHawk

Modelo n° **KX-HNC710**



Gracias por adquirir un producto Panasonic.

Este documento explica cómo instalar la cámara exterior de forma correcta. Consulte la Guía de instalación suministrada con KX-HN7001/KX-HN7002/KX-HN7003 para obtener más información.

Cargue la cámara durante aproximadamente 7 horas antes de instalar la cámara (página 8). A continuación, registre la cámara en el punto de acceso (página 10).

Lea este documento antes de usar la unidad, y guárdelo para consultarlo en el futuro.

Para obtener ayuda, comuníquese con nosotros llamando al 1-800-272-7033 o visite nuestro sitio web: <http://shop.panasonic.com/support> para clientes en los EE. UU. (solo en inglés)

Por favor, registre su producto: <http://shop.panasonic.com/support>



PNQX8682YA

PNQX8682YA CC0118YK1028 (E)

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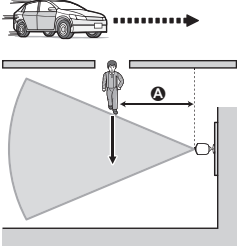
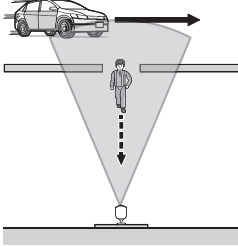
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Ejemplos de ubicaciones para instalación

Quiero detectar a los visitantes que se acerquen a la casa

Consulte la tabla siguiente para detectar a los visitantes en la entrada o puerta sin detectar los vehículos de la calle.

Ejemplo ideal	Ejemplo incorrecto
 A Aprox. 6 m (19 pies 8 pulgadas) Los visitantes pasan en frente de la cámara de lado a lado, y es poco probable que los vehículos en la calle generen detecciones falsas.	 Es más probable que los vehículos en la calle generen detecciones falsas.

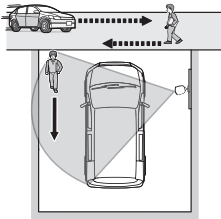
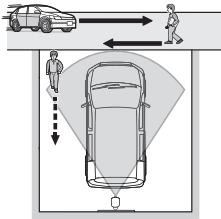
Nota:

- El rango de detección visual es el siguiente.
 - Horizontal: 150°
 - Vertical: 85°

Ubicación de la instalación

Quiero detectar a las personas que ingresen al garaje

Consulte la tabla siguiente para detectar a las personas que ingresen al garaje sin detectar los vehículos de la calle.

Ejemplo ideal	Ejemplo incorrecto
	
Los visitantes pasan en frente de la cámara de lado a lado, y es poco probable que los vehículos en la calle generen detecciones falsas. ● Para evitar que los vehículos altos oscurezcan los rostros, ajuste la posición de instalación y el ángulo de la cámara.	Es más probable que los vehículos en la calle generen detecciones falsas.

Nota:

- El rango de detección visual es el siguiente.
 - Horizontal: 150°
 - Vertical: 85°

No instale en las ubicaciones siguientes

Si se instala en las áreas siguientes puede provocar deformación, falta de color, errores o fallas de operación

- A la luz del sol o bajo una luz exterior (incluso si el entorno está dentro del rango de temperatura funcional, es posible que algunas partes del producto se calienten)
- Áreas sujetas a vibraciones, golpes o impactos frecuentemente
- Cerca del fuego, calefactores o aires acondicionados (incluyendo equipos para exteriores como unidades compresoras)
- Áreas expuestas a grasa o vapor
- Cerca de dispositivos que emiten ondas de radio potentes, como teléfonos móviles
- Áreas sujetas a cambios extremos de temperatura (lo que puede generar condensación).

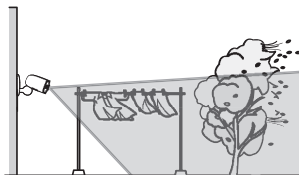
Si hay condensación, limpie la superficie externa del producto con un paño suave y seco.

- Cerca de costas, donde hay brisa marítima, o cerca de termas de azufre (la exposición a la sal puede reducir la vida útil del producto)
- Cerca de televisores, radios, equipos de oficina automáticos, como ordenadores, aires acondicionados, paneles para calentar agua (con intercomunicador) o equipos de seguridad para el hogar (pueden generar ruido)

- Cerca de receptores de transmisión satelital como sintonizadores, televisores con sintonizadores satelitales incluidos, y grabadoras (es posible que las imágenes transmitidas se distorsionen)
- Áreas donde haya ácido sulfhídrico, amoníaco, polvo o gases tóxicos

Si se instala en las áreas siguientes es posible que existan detecciones falsas

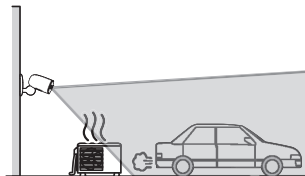
- Áreas donde las personas se acercan de forma directa y frontal a la cámara, como en pasillos angostos
- Áreas donde objetos como árboles o ropa colgada se mueven por efecto del viento (es posible que la variación de temperatura y el movimiento causen detecciones falsas)



- Áreas afectadas por brisas de ventiladores, unidades compresoras de aires acondicionados, calentadores de agua o caños de escape de vehículos (es

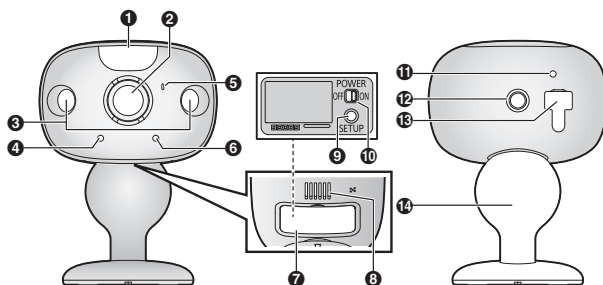
Ubicación de la instalación

posible que las variaciones fuertes de temperatura generen detecciones falsas)



- Las áreas sujetas a malas condiciones climáticas, como vientos fuertes (la cámara puede provocar detecciones falsas al sacudirse) o lluvias (las lluvias fuertes pueden detectarse como objetos en movimiento frente a la cámara)
- Áreas con objetos reflectivos, como vidrios, que pueden interferir con la detección de la variación de temperatura
- Áreas donde el brillo cambia con facilidad
- Áreas donde haya luces de fondo (los rostros se oscurecen y son difíciles de identificar), como las siguientes
 - Áreas donde la mayor parte del fondo es el cielo
 - Áreas donde la luz del sol se refleje en una pared blanca o fondo
 - Áreas brillantes como aquellas expuestas a la luz del sol

Nombres de los componentes y funciones



- | | |
|-------------------------------|---|
| 1 Lente LED blanco | 8 Altavoz |
| 2 Lente | 9 [SETUP] (Configuración) |
| 3 Sensores infrarrojos | 10 Interruptor de encendido |
| 4 Led indicador | 11 Carga de Led indicador |
| 5 Micrófono | 12 Tuerca de cámara |
| 6 Sensor de luz | 13 Tapa USB/conector micro-USB |
| 7 Tapa de interfaz | 14 Adaptador de instalación en pared |

Led indicadores

Puede usar los Led indicadores para confirmar el estado de la cámara.

Led indicador	Estado
Apagado	• Sin energía • Han transcurrido más de 5 segundos desde que se encendió la alimentación cuando la cámara no está registrada en el punto de acceso • El indicador LED está apagado*1

Configuración

Led indicador	Estado
Verde o ámbar, parpadeo rápido: apagado por 1 segundo	La cámara está encendida* ¹
Ámbar, encendido	No registrado en el punto de acceso* ² o el nivel de la señal es bueno* ³
Verde, encendido	El registro se completó correctamente o el nivel de la señal es fuerte* ³
Verde, parpadeo rápido	La cámara está buscando un punto de acceso* ¹
Rojo, encendido	Falló el registro, el nivel de la señal es débil* ³ o se detecta movimiento* ¹
Rojo, parpadeo rápido	Datos de transmisión* ¹
Ámbar, parpadeo lento	La batería se está agotando* ¹
Verde, parpadeando lentamente	El modo de registro se está actualizando
Rojo, parpadeando lentamente	La cámara está fuera de alcance del punto de acceso* ¹ , * ³

- *¹ Puede configurar la cámara de forma tal que el Led indicador no se encienda durante el funcionamiento normal. Para obtener más información, consulte la Guía del usuario (página 14).
- *² El indicador LED se ilumina en ámbar durante 5 segundos después de que se encienda la alimentación para la cámara.
- *³ El nivel de la señal (fuerte, bueno, débil, fuera del alcance) se muestra después de presionar **[SETUP]** (Configuración) durante 3 segundos.

Cómo cargar la cámara

- Esta cámara tiene una batería recargable interna.

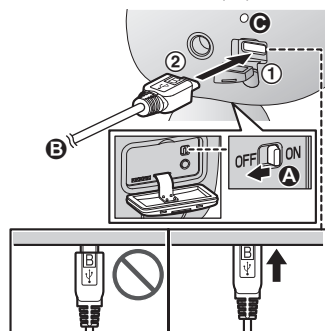
- Quite la cámara de la pared antes de cargar la batería.
- Asegúrese de cargar la cámara en interiores y en ubicaciones secas.
- Cargue la cámara en una ubicación con una temperatura de entre 5 °C

y 40 °C (41 °F y 104 °F). La cámara no puede cargarse en ubicaciones con temperaturas fuera de ese rango.

Cargue aproximadamente durante 7 horas.

- Apague la cámara antes de cargar la batería. Si la cámara está encendida mientras se carga, podría demorar más tiempo en cargarse.

- 1 Abra la tapa USB (①).
- 2 Inserte el cable USB en el conector micro-USB (②).



- A** Apagado
- B** Alimentación eléctrica de 5.0 V, 1.0 A o más
Recomendamos usar el cable USB proporcionado.
- C** Cargar el Led indicador

Nota:

- Verifique que el LED indicador de carga siga parpadeando en rojo durante más de 10 segundos después de conectar el cable USB a la cámara.
Si el indicador deja de parpadear y se apaga dentro de los siguientes 10 segundos, realice lo siguiente.
 - Si no está usando el cable USB suministrado, úselo.
 - Si el indicador se sigue apagando dentro de los siguientes 10 segundos, intente conectar el cable USB en una fuente de alimentación eléctrica diferente (5.0 V, 1.0 A o superior).

LED indicadores de carga

Puede usar los LED indicadores de carga para confirmar el estado de la carga de la cámara.

Indicador	Estado
Rojo, encendido	Carga completa
Rojo, parpadeando lentamente	Cargando
Rojo, parpadeo rápido	Falló la carga

Encender la alimentación para la cámara

Abra la tapa de la cámara y, a continuación, deslice el interruptor de alimentación (página 7, 10) a ON (Encendido).

Cómo registrar la cámara

Antes de que pueda usar la cámara, se debe registrar en el punto de acceso.

Puede registrar cada cámara mediante los botones de registro o la aplicación **[HomeHawk]**.

Nota:

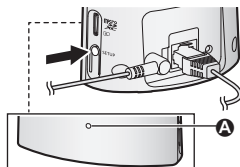
- Antes de registrar la cámara, asegúrese de que esté encendida y de que el adaptador de corriente alterna del punto de acceso esté conectado y el punto de acceso esté encendido.

Uso de los botones de registro

1 Punto de acceso:

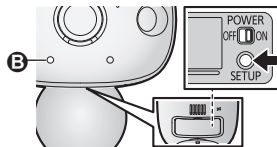
Mantenga oprimido **[SETUP]** (Configuración) hasta que el

indicador LED (A) parpadee lentamente en verde.



2 Cámara:

Mantenga presionado **[SETUP]** (Configuración) hasta que el indicador LED (B) parpadee lentamente en verde.



- Cuando se ha completado el registro, la cámara emitirá un pitido largo.

Nota:

- Si el registro falla, la cámara emitirá varios pitidos cortos.

Uso de la aplicación

Puede cambiar el nombre de la cámara usando la aplicación **[HomeHawk]**. Para obtener más información, consulte la Guía del usuario (página 14).

Confirmación del área de instalación de la cámara

Antes de decidir dónde instalará la cámara, lea con cuidado la “Ubicación de la instalación” en la página 3 para confirmar la dirección y la ubicación de la instalación.

Instalación

Precauciones de instalación

- No use un destornillador neumático (esto puede dañar los tornillos o ajustarlos de más).
- Monte la cámara en una ubicación estable con una altura de 2.2 m (7 pies 3 pulgadas) donde la unidad se pueda colocar con seguridad.
- No coloque la cámara sobre un material blando. Podría caerse, romperse o provocar lesiones.

Información sobre el material de instalación

Revestimiento

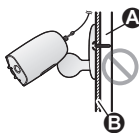
- Use los tornillos incluidos de $\phi 4$ mm $\times$ 25 mm ($\phi 5/32$ pulgadas $\times$ 1 pulgada). Asegúrese de que la fuerza nominal

de cada tornillo sea como mínimo de 294 N (30 kgf).

- El revestimiento podría dañarse, si el peso de la cámara se sostiene solo con el revestimiento. Asegúrese de montar la cámara en un sitio donde la estructura detrás del revestimiento pueda usarse para sostener el peso de la cámara. Si no es posible debido al grosor del revestimiento, use tornillos disponibles de forma comercial de $\phi 4$ mm $\times$ más largos de 25 mm ($\phi 5/32$ pulgadas $\times$ más largos de 1 pulgada).
- Taladre un orificio con una broca que sea apropiada para el tipo de revestimiento. Retire todos los restos después de taladrar el orificio guía. No taladre el orificio guía en la estructura detrás del revestimiento.

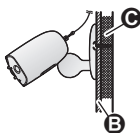
Ejemplo incorrecto

No hay soporte detrás de la superficie exterior



Ejemplo ideal

La estructura sustenta la superficie exterior

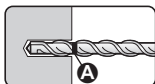


- A** Espacio abierto, no hay soporte
- B** Revestimiento
- C** Estructura detrás del revestimiento

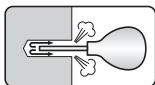
Configuración

Concreto

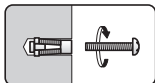
- No use los tornillos incluidos. Use los taquetes (tornillos de $\varnothing 4$ mm ($5/32$ pulgadas)) diseñados para paredes de concreto.
 - Lea con atención las instrucciones suministradas con los taquetes. Siga las instrucciones sobre el diámetro de la broca, profundidad del orificio, etc.
 - Taladre un orificio guía. Retire todos los restos después de taladrar el orificio guía.
- 1** Marque la profundidad del orificio en el taladro (**A**) y después, perforo un orificio guía.



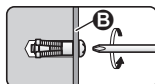
- 2** Retire los restos.



- 3** Introduzca un taquete, apretando el tornillo, después quite el tornillo para asegurar el taquete.



- 4** Introduzca el tornillo y ajústelo.



- B** Adaptador de instalación en pared

ALC (concreto celular ligero en autoclave)

- Dependiendo del tipo de panel de ALC, es posible que no pueda colocar la cámara. Consulte al fabricante del panel de ALC.
- No use los tornillos incluidos. Después de consultar al fabricante del panel de ALC, use solo taquetes de metal disponibles de manera comercial (tornillo $\varnothing 4$ mm ($5/32$ pulgadas)) diseñados para los paneles de ALC.
- Lea con atención las instrucciones suministradas con los taquetes. Siga las instrucciones sobre el diámetro de la broca, profundidad del orificio, etc.
- Taladre un orificio guía. Retire todos los restos después de taladrar el orificio guía.
- Selle el orificio guía con un sellador resistente al agua disponibles de forma comercial.

Otros materiales (mortero, mosaico, etc.)

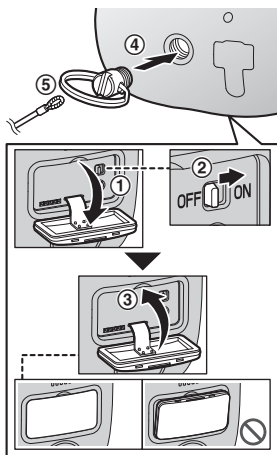
- No use los tornillos incluidos.
- Consulte con el constructor o el profesional con licencia sobre el tipo de

taquete apropiado para la ubicación y los materiales de la instalación.

- No instale sobre tablas de yeso o bloques de concreto.

Cómo instalar la cámara

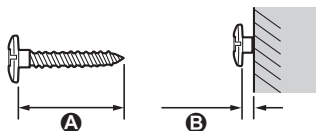
- 1 Abra la tapa de la interfaz (①) y, a continuación, deslice el interruptor de alimentación a ON (Encendido) (②).
- 2 Cierre la tapa de la interfaz (③).
- 3 Asegure el anillo del cable de seguridad en la tuerca de la cámara usando un destornillador (④) y, a continuación, pase el cable de seguridad a través del anillo del cable de seguridad (⑤).



Importante:

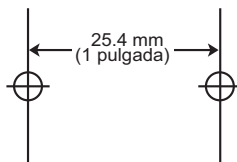
- **Asegúrese de cerrar la tapa de la interfaz de forma segura. No se puede asegurar la resistencia al agua si la tapa de la interfaz está abierta.**

- 4 Coloque en la pared los tornillos de instalación en pared.
 - ▲ Más largo que 25 mm (1 pulgada)
 - Espacio de 2.8 mm (1/8 pulgadas)



Nota:

- Use la siguiente plantilla cuando determine la ubicación de los orificios de los tornillos.



- 5 Monte el adaptador de instalación en pared. Luego, coloque el cable de seguridad en la pared y la

Configuración

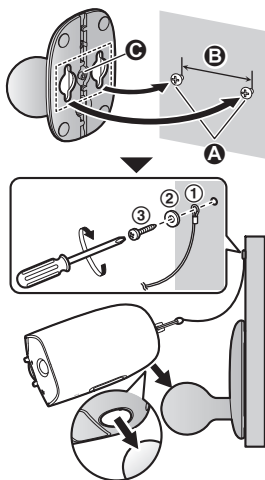
cámara en el adaptador de instalación en pared.

A Tornillos para la instalación en pared

B 25.4 mm (1 pulgada)

C Orificio

Puede evitar que la cámara se caiga pasando una cuerda a través del orificio en el adaptador de instalación en pared.



6 Ajuste el ángulo de la cámara.

Nota:

- Coloque el cable de seguridad mientras está doblado.
- Coloque el cable de seguridad bien alto para que la cámara no golpee

a nadie en caso de que la cámara se desprenda de la pared.

- No se cuelgue de la cámara o del adaptador de instalación en pared.

Acceso a la Guía del usuario

La Guía del usuario es una colección de documentación en línea que lo ayuda a aprovechar al máximo la aplicación **[HomeHawk]**.

- 1** Toque  en la pantalla de inicio de la aplicación.
- 2** Toque **[Guía del Usuario]**.

Nota:

- Se recomienda Android 4.1 o versiones posteriores.
- También puede acceder a la Guía del usuario mediante la página web a continuación.



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

- No se admite Microsoft® Windows® Internet Explorer® 8 y versiones anteriores.

