Panasonic®

Installation/Troubleshooting

Camera Management Wireless VPN Router

Model No. BB-HGW700A

1   Before Using

1.1   Important Safety Instructions

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

1   Read and understand all instructions.

2   Keep these instructions.

3   Heed all warnings.

4   Follow all instructions.

5   Do not install this product near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

6   Protect the AC adaptor cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

7   The AC adaptor is used as the main disconnect device, ensure that the AC outlet is located/ installed near the unit and is easily accessible.

8   Use only the included Panasonic AC adaptor.

9   The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)

10   The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.

11   To prevent the risk of fire or electrical shock, do not expose this product to rain or any type of moisture.

12   Do not touch the unit or the AC adaptor during lightning storms.

13   Unplug this apparatus when unused for long periods of time.

14   Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as when the AC adaptor cord or plug is damaged, the apparatus does not operate normally, or it has been dropped.

SAVE THESE INSTRUCTIONS

1.1.1 FCC and Other Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the
   receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

This unit operates at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of this unit should not be placed near or on top of a TV or VCR. If interference is experienced, move this unit further away from the TV or VCR. This will often reduce or eliminate interference.
Operating near 2.4 GHz electrical appliances may cause interference. Move away from the electrical appliances.

- **Environment** — do not place the unit in a room where the temperature is less than 0°C (+32°F) or greater than +40°C (104°F). Allow 10 cm (4″) clearance around the unit for proper ventilation. Avoid excessive smoke, dust, mechanical vibration, shock, or direct sunlight.
- **Routine care** — wipe the unit with a soft cloth. Do not use benzine, thinner, or any abrasive powder. When you leave the unit unused for a long period of time, unplug the AC adaptor from the outlet.
- **If there is any trouble** — consult an authorized Panasonic Factory Service Center.

FCC RF Exposure Warning:

- To comply with FCC RF exposure requirements in uncontrolled environment:
  - This equipment must be installed and operated in accordance with provided instructions and a minimum 20 cm (8″) spacing must be provided between antenna and all person's body (excluding extremities of hands, wrist and feet) during wireless modes of operation.
  - This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.
- **Medical**

  Consult the manufacturer of any personal medical devices, such as pacemakers, to determine if they are adequately shielded from external RF (radio frequency) energy. (The unit operates in the frequency range of 2400 MHz to 2483.5 MHz, and the power output level is 0.1 watts.) Do not use the unit in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF (radio frequency) energy.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

No responsibility will be taken by our company with respect to consequences resulting from the use and/or the damage of the Network Camera Management System.

2 Troubleshooting

Checking Connection

Problem	Cause and Remedy
The CATV/ADSL modem (or ONU) is connected but the WAN indicator is off	• Check that the CATV/ADSL modem (or ONU) and this product are connected. • Check that the power of the CATV/ADSL modem and this product (or ONU) are turned on.
The Ethernet is connected but the LAN1 - LAN4 indicators are off	• Check the connection of the PC etc. • Check that the power of the PC etc. is turned on. • Check that the network card and driver are installed on the PC.

Internet Website Display

Problem	Cause and Remedy
A website is not displayed	• Check that the website address was correctly entered in the web browser's address bar. • Check the connection of the modem (or ONU). Also check the connection between this product and the LAN. • Check the information received from the ISP regarding Internet connection. If it is necessary to enter settings information, refer to ISP Registration (see page 19 of Instructions on the CD-ROM). • When instructed to do so by the ISP, set the web browser proxy server (see page 87 of Instructions on the CD-ROM). • If the power is cut when connected to the Internet using PPPoE, it may take between 5 and 20 minutes to reconnect to the Internet. • Check that the power supply was turned on in the following order: modem (or ONU), this product, PC.

Setup Pages Display

Problem	Cause and Remedy

The Top Page or Setup Page is not displayed	• Dialog boxes may not be displayed immediately due to the state of the LAN.
	• Check that one of LAN1 - LAN4 or WIRELESS indicators are shining green. Also, check if the network card or wireless LAN card is on. If not, check that the LAN is connected.
	• Check that the power supply was turned on in the following order: modem (or ONU), this product, PC connected to the LAN side.
	• Check that an IP address has been assigned to the LAN side PC by this product (see page 88 of Instructions on the CD-ROM). If it has not been assigned, check that the PC has been set to Obtain IP Address Automatically, and restart the PC.
	• If this product's IP address has been modified (see page 58 of Instructions on the CD-ROM), enter the new IP address in the web browser's address bar. (The factory default port number is 8080.)
	• To access the setup page, it may be necessary to set the web browser. (see page 87 of Instructions on the CD-ROM)
	• JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page.
	   1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab.
	   2 Click Custom Level... in Security level for this zone.
	   3 Enable "Active scripting" in Settings.

The Camera Portal or Setup Page is not displayed	• Check that one of LAN1 - LAN4 or WIRELESS indicators are shining green. Also, check if the network card or wireless LAN card is on. If not, check that the LAN is connected.
	• Check that an IP address has been assigned to the LAN side PC by this product (see page 88 of Instructions on the CD-ROM). If it has not been assigned, check that the PC has been set to Obtain IP Address Automatically, and restart the PC.
	• If this product's IP address (:port number)has been modified (see page 58 of Instructions on the CD-ROM), enter the new IP address (:port number) in the web browser's address bar. (The factory default port number is 80. When the port number is 80 it is not necessary to enter it.)
	• Access the Camera Portal 1 minute after turning on the power. If it accessed before 1 minute has passed, Page Cannot Be Displayed is displayed.
	• To access the setup page, it may be necessary to set the web browser. (see page 87 of Instructions on the CD-ROM)
	• JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page.
	   1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab.
	   2 Click Custom Level... in Security level for this zone.
	   3 Enable "Active scripting" in Settings.

Problem	Cause and Remedy
The Update Firmware page is not displayed	• The firmware is damaged. Re-install the firmware. (see page 68 of Instructions on the CD-ROM)
The wireless terminal cannot be connected	• Change the PC wireless LAN card's communication mode to Infrastructure. The device-specific SSID and 128-bit encryption key are set in factory default. The factory default SSID and 128 bit encryption key are displayed on the rear of this product. Set the same SSID and 128-bit encryption key as those on the wireless terminals connected to this product. • It is possible that this product or the wireless terminal may be out of range, or there is a wall or other obstacle in between them. Move them closer together.

Camera Setup

Problem	Cause and Remedy
The camera is not automatically registered on the Camera Portal page	• Check that this product, the camera and the PC are all connected. • If the camera's FACTORY DEFAULT RESET button is pressed while this product is starting up (the first 30 seconds after turning on the power), the camera may not be registered automatically. In this case, press the camera's FACTORY DEFAULT RESET button again after this product has started up. • Automatic registration cannot be performed if the 1. Enable Settings from Setup Software check box in Network on the camera setup page, has not been checked. Ensure that it is checked. • An IP address (192.168.0.151 - 192.168.0.166) is used for automatic camera registration. Check that the IP address is not the same as an IP address for any of the other network devices. The same IP address cannot be used.
When accessing the Camera Portal, an authentication window is displayed	• Administrator Only was set for the Camera Portal by accessing Access Control in Security in Advanced Setup. Enter the set user name and password.
The camera cannot be registered manually	• The IP addresses (192.168.0.151 - 192.168.0.166), and port numbers (53, 80[portal page], 1723, 8080[setup page], 10000, 60001 - 60016), are used by this product. The same IP address or port number cannot be used. • When manually registering a camera, it is necessary to register the camera in Camera Registration in Camera in Basic Setup, arrange the camera on the portal in Screen Assignment, and register the camera in Address Translation in Advanced Setup.

Problem	Cause and Remedy
The Camera Portal or Setup Page cannot be accessed from the WAN side	• The network may be congested. Wait a while and try to connect again. • To access the setup page, it may be necessary to set the web browser. (see page 87 of Instructions on the CD-ROM) • JavaScript is used on the setup page. If JavaScript is disabled in the web browser settings, enable it and then access the setup page. 1 Select Internet Explorer Tools, then Internet Options... in Internet Explorer, and click the Security tab. 2 Click Custom Level... in Security level for this zone. 3 Enable "Active scripting" in Settings. • The Camera Portal section of Access Control in Security in Advanced Setup is set to Restricted Access on this product. Set it to None or Administrator Only. • Access may be prohibited in Security on the setup page. Refer to Filtering Log in Log on the setup page and make it accessible. • When connecting this product under the router, use a router that is compatible with UPnP™. This product cannot be used when connected using a router with an in-built modem without the UPnP™ function. Set the UPnP™ CP function to Enable referring to page 64 of Instructions on the CD-ROM. • Viewnetcam.com may not be registered. Register to Viewnetcam.com using the Link for Viewnetcam.com Service.

Others

Problem	Cause and Remedy
The POWER indicator is blinking red	• The hardware is damaged. Remove the AC adaptor from the outlet and re-insert it (see Getting Started). If the problem is not solved, contact the Network Camera Customer Contact Center. (see page 15)

Problem	Cause and Remedy

The POWER indicator is blinking green	• The firmware is damaged. Take the following steps to update the firmware. (Connect this product and the PC using a wire connection. Firmware cannot be updated on a wireless connection.)
	When blinking slowly: 1 second intervals
	  1 Enter "**http://192.168.0.254:8080**" into the web browser's address bar (http://bbhgw.webpage cannot be used).
	  2 Update when the update firmware window is displayed (see page 68 of Instructions on the CD-ROM).
	When blinking quickly: 0.4 second intervals
	  1 Cut the power to this product.
	  2 Turn on the power while holding the FACTORY DEFAULT RESET button on the rear of this product. (see page 81 of Instructions on the CD-ROM for the location of the button)
	  3 After about 10 seconds when the POWER indicator has turned off, release the FACTORY DEFAULT RESET button. The POWER indicator should blink green again.
	  4 Enter "**http://192.168.0.254:8080**" into the web browser's address bar (http://bbhgw.webpage cannot be used).
	  5 Update when the update firmware window is displayed (see page 68 of Instructions on the CD-ROM)

	• Turn off all the devices. Turn on this product and then the PC. • Check that all the PCs are set to Obtain IP Address Automatically. • Check that the available address range and each of the IP addresses of the specific devices in the network do not overlap.
After clicking [Restart] on the setup page, the basic setup page is not displayed	• After restarting this product, access the setup page again. • Click the web browser's refresh button.
I've forgotten the password to access the setup page	• Push the FACTORY DEFAULT RESET button, and initialize this product (see page 81 of Instructions on the CD-ROM for the location of the button). The settings are returned to factory default. Reset the user name and password.

For product service

- Panasonic Servicenters are listed in the servicenter directory.
- Call 1-800-272-7033 for the location of an authorized servicenter.
- This product is designed for use in the United States of America. Sale or use of this product in other countries/areas may violate local laws.

When you ship the product

- Carefully pack your unit, preferably in the original carton.
- Attach a letter, detailing the problem, to the outside of the carton.

Symptom

- Send the unit to an authorized servicenter, prepaid and adequately insured.
- Do not send your unit to the Panasonic Consumer Electronics Company listed below or to executive or regional sales offices. These locations do not repair consumer products.

Operating Instructions are subject to change without notice.

Panasonic Consumer Electronics Company,
Division of Matsushita Electric Corporation of America

One Panasonic Way,
Secaucus, New Jersey 07094

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Division of Matsushita Electric of Puerto Rico, Inc.

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