

Frequently Asked Questions for WV-V Series models

December, 2016

No.	Questions	Answers
1	<p>Forgottn User Name or Password. How I can initialize it?</p>	<p>Please refer to the supplied Installation Guide (IG) how to initialize it by INITIAL SET button. For WV-V1330LK, please refer to the following page. But please note that all settings will be restored to the factory default settings.</p>
2	<p>No live picture can be seen. Or, failure to install plug-in software (unable to install plug-in software) with an error message.</p>	<p>Plug-in software must be installed properly to see live picture. Please install the plug-in software with the procedures as follow; 1. Close Internet Explorer. 2. Delete the folder of "webrec" under "c:\Program Files". 3. Access the camera and install the plug-in software with following the instructions on the screen. Or, install the plug-in software using with the supplied CD-ROM as follows; 1. Mount the CD-ROM on to your drive. 2. Run "CDLauncher.exe". 3. Click "Install" button at "Viewer Software" to start installing the plug-in software.</p>
3	<p>Further inquiries</p>	<p>For U.S. and Canada: Panasonic System Communications Company of North America, Unit of Panasonic Corporation of North America www.panasonic.com/business/ For customer support, call 1.800.528.6747 Two Riverfront Plaza, Newark, NJ 07102-5490</p> <p>Panasonic Canada Inc. 5770 Ambler Drive, Mississauga, Ontario, L4W 2T3 Canada (905)624-5010 www.panasonic.ca</p>

Initializing the Panasonic Network Camera, Model WV-V1330LK

[1] Remove the sunshade from the camera body.

Sunshade fixing screw



- (1) Remove the screw.
- (2) Then, remove the sunshade.



Sunshade



[2] Remove the front cover from the camera body.

- (1) Place the camera so that it is facing upward, and grip the camera body with one hand.
- (2) Turn the front cover counterclockwise, and remove it from the camera body.



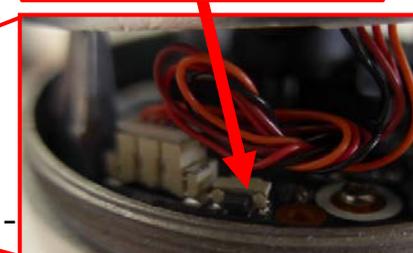
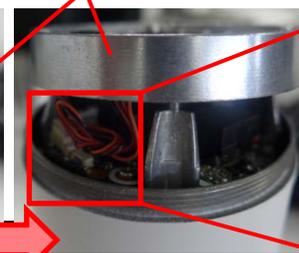
[3] Confirm the position of the RESET button, and press the button.

- (1) Grasp the metal fitting in which the lens is mounted, lift it up slightly, as shown in the picture as follow, and confirm the position of the RESET button on the circuit board.
- (2) Power on the camera, and wait for one minute. (During this time the camera starts up.)
- (3) Use a pin made of a non-conductive material to hold down the RESET button for 10 seconds, then release it.
- (4) Confirm that the camera starts up normally.
Run the [IP Setting Software], selected the camera that was initialized, and click [Access Camera]. If the administrator registration window comes up, initialization has completed successfully.
- (5) Power off the camera.

Lens

Metal fitting

Press the RESET button



[4] Reverse steps [2] and [1] above to return the front cover and sunshade to their original positions.

IMPORTANT:

- Make sure to perform the reset operation in an indoor location where no drops of water can fall on the product.
- Exercise caution regarding the ambient humidity of the location where the reset operation is performed. (Choose a location with low humidity.)
- Check to make sure that the camera is powered off when opening up the front cover and lifting up slightly the metal fitting in which the lens is mounted.
- Do not touch the electrical components on the circuit board.
- When turning the front cover clockwise to reattach it after resetting the camera, make sure to tighten it securely. (If the front cover is not tightened securely, the moisture protection functionality may be lost.)
- After completing the operation, wipe the transparent panel on the front cover with cleaning tissue or the like to clean it. (If fingerprints, etc., are left on the front cover, the picture quality may be affected.)