# **Quick Setup Guide**

## **Home Network System**



# Panasonic

## What is the Panasonic Home Network System?



### The Home Network System product lineup is growing!

You can look forward to new devices that will make your Home Network System even more useful and convenient. For information about the latest devices and bundles, visit the website below.

#### www.panasonic.co.uk/SmartHome

## **Basic troubleshooting**

If you experience any trouble while trying to set up the system or access the system while away from home, refer to the following information. For more detailed troubleshooting information, refer to the troubleshooting section of the User's Guide. Additional troubleshooting information is available at:

#### www.panasonic.net/pcc/support/tel/homenetwork/

### I could not complete the initial setup procedure described in this document.

• Make sure your mobile device is compatible with the [Home Network] app.  $\rightarrow$  Compatible devices:

iPhone 4 and later, iPad (iOS 6.0 and later) Android<sup>™</sup> smartphones and tablets (Android 4.0 and later)

- Make sure the hub and your wireless router are turned on.
- Make sure your mobile device's Wi-Fi feature is turned on, and that your mobile device is connected to your wireless router.
- $\rightarrow$  Before performing the initial setup, make sure your mobile device is connected to the wireless router using the SSID that is assigned to the 2.4 GHz band of your wireless router. When prompted to enter your wireless router's password, enter the password that is assigned to the 2.4 GHz band.
- $\rightarrow$  If your mobile device can connect to other nearby wireless routers, we recommend you turn them off or "forget" their settings while setting up the hub. If your mobile device connects to a different wireless router during the setup procedure, initial setup may not be able to be completed.
- Make sure you know your wireless router's password and that you have entered it properly.
- If you continue to have trouble performing initial setup, you may be able to configure the hub's Wi-Fi settings using the WPS feature of your wireless router.
- $\rightarrow$  For more information about using WPS to set up the hub, refer to the Troubleshooting section of the User's Guide.

#### I cannot access the system while away from home.

- Make sure your mobile device's connection to the Internet (via 4G, 3G, Wi-Fi, etc.) has a strong signal.
- Make sure your wireless router is allowing access from devices outside the network.
- $\rightarrow$  If your wireless router supports UPnP, make sure the feature is turned on. Refer to the operating instructions included with your wireless router for details.
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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.

## Helpline

- For customers within the U.K.: 0330 3331112
- For customers within Ireland: 01 4475228