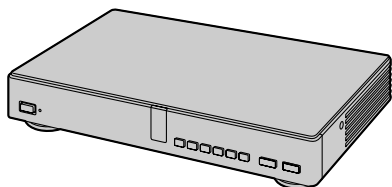


Panasonic®



User Manual

HD Visual Communication Unit

Model No. **KX-VC500**



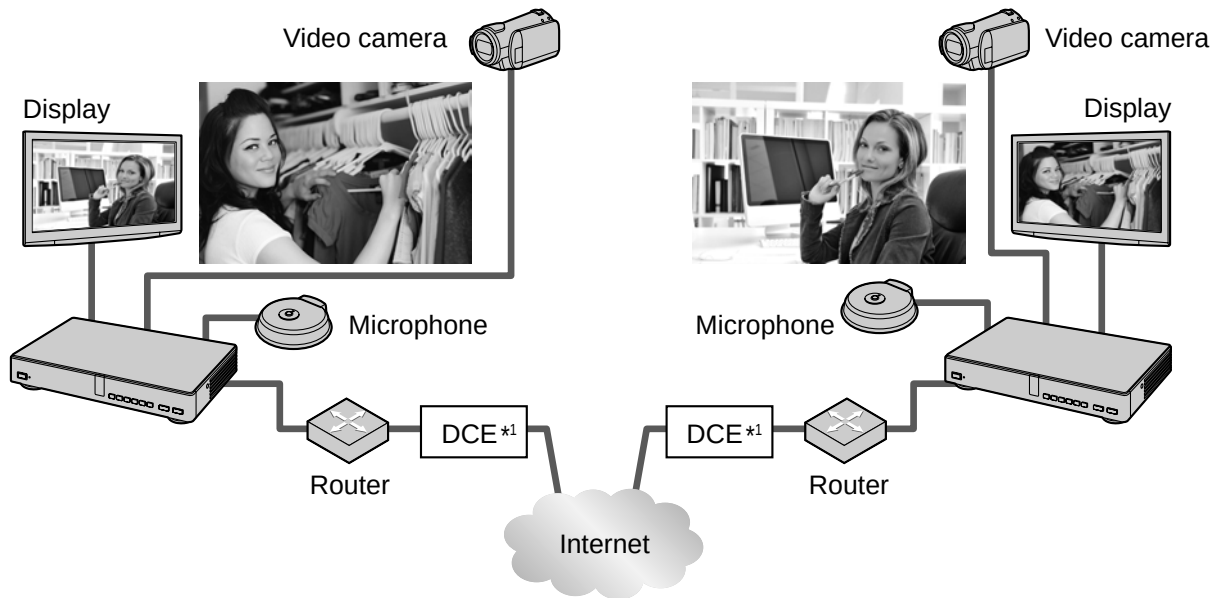
Thank you for purchasing a Panasonic HD Visual Communication Unit.
Please read this manual carefully before using this product and save this manual for future use.

KX-VC500: Software File Version 2.20 or later

In this manual, the suffix of each model number (e.g., KX-VC500XX) is omitted unless necessary.

Introduction

Feature Highlights



*1 DCE: Data Circuit-terminating Equipment

Lifelike Visual Communication

You can experience lifelike visual communication with smooth, high-quality video and clear stereo^{*2} sound.

^{*2} If using 2 or more microphones, stereo output can be enabled through system settings (only when Boundary Microphones are connected) (Page 79).

Simply Operated Visual Communication

You can easily begin a video conference call by pressing the KX-VC500's One-Touch Connection button followed by the Start button (Page 32).

Home Electronics-style Remote Control Operation and Simple, Easy to Understand Graphical User Interface

You can make settings and perform operations using familiar remote control operations and a simple, easy to understand interface.

Stabilised Communication Quality

In periods of network congestion, automatic packet transmission rate quality control prevents packet loss to maintain a video conference call's image and sound quality. This allows visual communication with stabilised communication quality even over an internet connection.

Selectable Video Source

By connecting your computer or video camera to the KX-VC500, you can show your computer's screen or video camera image to video conference call participants (Page 55, Page 59).

Encrypted Communication

Packets sent for video conference calls can be encrypted to prevent packet leaks, tampering, or eavesdropping.

Enhanced Features through the Use of Activation Keys

By using an activation key (sold separately), you can enable connection to MCUs (multipoint control units) and non-Panasonic video conference systems (Page 67). Features enabled through activation keys are available even after an initialisation (Page 89). For details about the activation key, contact your dealer.

Connection to non-Panasonic Video Conference Systems

You can connect to a non-Panasonic video conference system and have a 2-party video conference call.^{*3} This feature must be enabled with an activation key (Page 68, Page 89).^{*4}

^{*3} For details about the types of non-Panasonic video conference systems you can connect to, contact your dealer.

^{*4} Communication cannot be encrypted when you connect to a non-Panasonic video conference system. Instead, connect over an intranet or via a VPN.

MCU Connection

By connecting to an MCU (multipoint control unit), you can make video conference calls with 5 parties or more.^{*5} This feature must be enabled with an activation key (Page 69, Page 89).^{*6}

^{*5} For details about the types of MCUs you can connect to, contact your dealer.

^{*6} Communication cannot be encrypted when you connect to an MCU. Instead, connect over an intranet or via a VPN.

Trademarks

- HDMI is a trademark or registered trademark of HDMI Licensing LLC in the United States and other countries.
- This product is licensed under the AVC Patent Portfolio License. This license permits the end user to perform, for personal and non-commercial use, only the following actions:
 - Encode video in compliance with the AVC Standard (below, "AVC Video").
 - Decode AVC Video that was encoded by a consumer engaged in both personal and non-commercial activity.
 - Decode AVC Video obtained from a video provider licensed to provide AVC Video.Additional information may be obtained from MPEG LA, LLC. See <http://www.mpegla.com>.
- All other trademarks identified herein are the property of their respective owners.

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Contact Information
<http://www.panasonic.net/>

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For Your Safety

To prevent personal injury and/or damage to property, be sure to observe the following safety precautions.

The following symbols classify and describe the level of hazard and injury caused when this unit is operated or handled improperly.



Denotes a potential hazard that could result in serious injury or death.



Denotes a hazard that could result in minor injury or damage to the unit or other equipment.

The following types of symbols are used to classify and describe the type of instructions to be observed. (The following symbols are examples.)



This symbol is used to alert users to a specific operating procedure that must not be performed.



This symbol is used to alert users to a specific operating procedure that must be followed in order to operate the unit safely.

WARNING

General



Follow all warnings and instructions marked on the unit.

Power and Earth Connection



The power source voltage of this unit is listed on the nameplate. Only plug the unit into an AC outlet with the proper voltage. If you use a cord with an unspecified current rating, the unit or plug may emit smoke or become hot to the touch.



Do not connect the unit to the AC outlet, AC extension cords, etc., in a way that exceeds the power rating of, or does not comply with the instructions provided with, the AC outlet, AC extension cords, etc.



To ensure safe operation the power cord supplied must be inserted into a standard three-prong AC outlet which is effectively earthed through the normal wiring.



The fact that the equipment operates satisfactorily does not imply that the power point is earthed and that the installation is completely safe. For your safety, if in any doubt about the effective earthing of the power point, consult a qualified electrician.



Plug the power cord firmly into an AC outlet. Otherwise, it can cause fire or electric shock.



Do not pull, bend, rest objects on, or chafe the power cord and plug. Damage to the power cord or plug can cause fire or electric shock.



To prevent fires, electric shock, injury, or damage to the unit, be sure to follow these guidelines when performing any wiring or cabling:

- a. Before performing any wiring or cabling, unplug the unit's power cord from the outlet. After completing all wiring and cabling, plug the power cord back into the outlet.
- b. Do not place any objects on top of the cables connected to the unit.
- c. When running cables along the floor, use protectors to prevent the cables from being stepped on.
- d. Do not run any cables under carpeting.



Do not attempt to repair the power cord, or plug. If the power cord or plug is damaged or frayed, contact an authorised service representative for a replacement.



Ensure that the plug connection is free of dust. In a damp environment, a contaminated connector can draw a significant amount of current that can generate heat, and eventually cause fire if left unattended over an extended period of time.



Stop operation immediately if the unit emits smoke, excessive heat, abnormal smell or unusual noise. These conditions can cause fire or electric shock. Immediately turn the unit off, and unplug the power cord, and contact your dealer for service.



Do not connect or disconnect the AC plug with wet hands. Danger of electric shock exists.



When disconnecting the unit, grasp the plug instead of the cord. Pulling on a cord forcibly can damage it, and cause fire or electric shock.



During thunderstorms, do not touch the unit and plug. It may cause an electric shock.

Operating Safeguards



Do not disassemble this unit. Only qualified personnel should service this unit. Disassembling the unit may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock.



Do not alter the unit or modify any parts. Alteration or modification can cause fire or electric shock.



If metal fragments or water gets into the unit, turn the unit off and unplug the unit immediately. Contact your dealer for service. Operating the contaminated unit can cause fire or electric shock.



Do not insert objects of any kind into this unit, as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.



Do not use a unit in the vicinity of a gas leak to report the leak.



Do not place the remote control in microwave ovens or on induction cookware.



Clean the AC plug periodically with a soft, dry cloth to remove dust and other debris.



Do not use the supplied power cord with any other device. It may cause fire or electric shock.



Never open or remove unit covers that are screwed with screws. A high-voltage component can cause electric shock.



Unplug the unit from the AC outlet and have it serviced by qualified service personnel in the following cases:

- a. If the unit does not operate according to the operating instructions. Adjust only the controls that are explained in the operating instructions. Improper adjustment of other controls may result in damage and may require service by a qualified technician to restore the unit to normal operation.
- b. If the unit has been dropped or the cabinet has been damaged.
- c. If unit performance deteriorates.



If damage to the unit exposes any internal parts, disconnect the power cord immediately and return the unit to your dealer.

Installation



Do not install the unit in any other way than described in relevant manuals.



Do not touch the unit, AC adaptor, AC adaptor cord, or AC cord during a lightning storm.



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.



Only connect the unit to the type of electric power specified on the label affixed to the unit. Confirm the type of electric power supplied to the installation site if necessary.

Battery



The battery contains diluted sulfuric acid, a very toxic substance. If the battery leaks and the liquid inside spills on the skin or clothing, immediately wash it off with plenty of clean water. If the liquid splashes into eyes, immediately flush the eyes with plenty of clean water and consult a doctor. Sulfuric acid in the eyes may cause loss of eyesight and acid on the skin will cause burns.



Do not charge, short, heat, break or throw in a fire, as it may result in the battery leaking, generating heat, or bursting.



Do not connect the positive terminal and the negative terminal of the battery to each other with any metal object (such as wire).



Do not carry or store the batteries together with necklaces, hairpins, or other metal objects.



Do not mix old and new batteries or different types of batteries.



Batteries that seem worn down or damaged should not be used. Using worn down or damaged batteries may result in leaking.



Do not use rechargeable batteries.



Take the depleted batteries out of the remote control. Otherwise, the batteries may leak.



CAUTION

Power



When the unit is not used over an extended period of time, take the batteries out of the remote control. Otherwise, the batteries may leak. Do not use the leaked batteries.



When the unit is not used over an extended period of time, switch it off and unplug it. If an unused unit is left connected to a power source for a long period, degraded insulation may cause electric shock, current leakage, or fire.



The unit should be used only with the power cord enclosed with the unit.

Installation



The unit should be kept free of dust, moisture, high temperature (more than 40 °C) and vibration, and should not be exposed to direct sunlight.



Place this unit on a flat surface. Serious damage and/or injury may result if the unit falls.



Allow 10 cm clearance around the unit for proper ventilation.



Do not place the unit in an area close to fire. Doing so may cause fire.

Battery



Be sure to use the specified type of batteries only.



Ensure that batteries are installed with correct polarity. Incorrectly installed batteries can burst or leak, resulting in spillage or injuries.



This product contains batteries. Replace only with the same or equivalent type. Improper use or replacement may cause overheating, rupture or explosion resulting in injury or fire. Dispose of used batteries according to the instructions of your local solid waste officials and local regulations.



When replace the batteries for the remote control, use R6 (AA) type dry cell.



Do not install the battery backwards so that the polarity is reversed.

Notes about Operation

Please pay attention to the following points when using this device:

- 1. Please contact your dealer for installing, upgrading, or repairing this device.**
- 2. Do not forcefully hit or shake this device.**
Dropping or bumping this device can damage or break this device.
- 3. Do not place this device in a freezer or other location where it is exposed to cold temperatures.**
Doing so may result in damage or malfunctions.
- 4. Place this device at least 2 m away from radios, office equipment, microwave ovens, air conditioning units, etc.**
Noise from electronic devices can cause static and interference in other devices.
- 5. Do not place this device in a location where it is exposed to hydrogen sulfide, phosphorous, ammonia, sulfur, carbon, acid, dirt, toxic gas, etc.**
Doing so may result in damage, and the usable life-span of the device may decrease.
- 6. Do not apply insecticides or other volatile liquids to the device, nor leave rubber bands or vinyl objects on the device for extended periods of time.**
Doing so may result in alterations to the material or paint peeling off the device.
- 7. Do not bring cards with magnetic strips, such as credit cards and telephone cards, near the microphone.**
Cards might become unusable.
- 8. Do not bring the device near items that emit electromagnetic waves or that are magnetised (high-frequency sewing machines, electric welders, magnets, etc.).**
Doing so may result in static noise or damage.
- 9. Keep the device at least 10 cm away from all walls.**
If placed against a wall, the device may not be able to ventilate properly, which may lead to a system malfunction due to overheating.

- 10. Avoid placing the device in areas with high humidity, and exposing it to rain.**

Neither the main unit nor the power plug is water resistant.

- 11. The power outlet should be near the product and easily accessible.**

About the Operating Environment

This device includes a feature that automatically adjusts voice transmissions to improve clarity. After beginning a video conference call, adjustments to the call environment may not complete immediately, and as a result voices may cut out or echo. In such cases, at the beginning of the video conference call, be sure to speak in turn with other parties.

About Moving the Device

Do not move this device while cords are still connected. Doing so may result in damage to the cords.

Other

- The unit may not operate in the event of a power failure.
- The illustrations and screenshots in this manual are for reference only and may vary from the actual product.

Data Security

We recommend observing the security precautions described in this section, in order to prevent the disclosure of sensitive information.

Panasonic is not responsible for any damages caused by improper use of this device.

Preventing Data Loss

Keep a separate record of all information stored in the contact list.

Preventing Data Disclosure

- Do not place this device in a location that can be accessed or removed without authorisation.
- If important information is saved on this device, store it in an appropriate location.
- Do not store sensitive personal information in the unit.
- In the following situations, make a record of information stored in the contact list and return the unit to the state it was in when purchased. Contact your dealer for details.
 - Before lending or disposing of the unit
 - Before handing the unit over to a third party
 - Before having the unit serviced
- Make sure the unit is serviced by only a certified technician.

This device can register and store personal data (the contact list, connection history, etc.). In order to prevent the disclosure of data stored on this device, make sure to delete all data that is registered and stored on this device prior to disposing of, lending, or returning this device (Page 89).

Preventing Data Disclosure over the Network

- To ensure the security of private conversations, only connect the unit to a secure network.
- To prevent unauthorised access, only connect the unit to a network that is properly managed.
- Make sure all computers connected to the unit employ up-to-date security measures.
- To prevent illegal access from the Internet, activate a Firewall.

Privacy and Right of Publicity

By installing and using this device, you are responsible for maintaining the privacy and usage rights of images and other data (including sound picked up by the microphone). Use this device accordingly.

- Privacy is generally said to be, "A legal guarantee and right not to have the details of one's personal life unreasonably publicised, and the right to be able to control information about oneself. In addition, right of publicity is a right not to have a likeness of one's face or figure photographed and publicised without consent".
- When the Automatic Answer feature is enabled, transmission begins as soon as a video conference call is received. The receiver of the video conference call will begin transmitting as soon as the video conference call is received at any time, from any caller. Please be aware when the Automatic Answer feature is enabled, there is a risk that due to an unexpected, automatically answered video conference call, privacy rights may be violated or sensitive information may be transmitted to unauthorised parties.

Precaution

For users in the United Kingdom

FOR YOUR SAFETY, PLEASE READ THE FOLLOWING TEXT CAREFULLY.

This appliance is supplied with a moulded three-pin mains plug for your safety and convenience. A 5 amp fuse is fitted in this plug. Should the fuse need to be replaced, please ensure that the replacement fuse has a rating of 5 amps and that it is approved by ASTA or BSI to BS1362.

Check for the ASTA mark  or the BSI mark  on the body of the fuse.

If the plug contains a removable fuse cover, you must ensure that it is refitted when the fuse is replaced. If you lose the fuse cover, the plug must not be used until a replacement cover is obtained. A replacement fuse cover can be purchased from your local Panasonic dealer.

IF THE FITTED MOULDED PLUG IS UNSUITABLE FOR THE AC OUTLET IN YOUR PREMISES, THEN THE FUSE SHOULD BE REMOVED AND THE PLUG CUT OFF AND DISPOSED OF SAFELY. THERE IS A DANGER OF SEVERE ELECTRICAL SHOCK IF THE CUT-OFF PLUG IS INSERTED INTO ANY 13 AMP SOCKET.

If a new plug is to be fitted, please observe the wiring code as shown below. If in any doubt, please consult a qualified electrician.

WARNING

This appliance must be earthed.

IMPORTANT: The wires in the mains lead are coloured as follows:

Blue: Neutral

Brown: Live

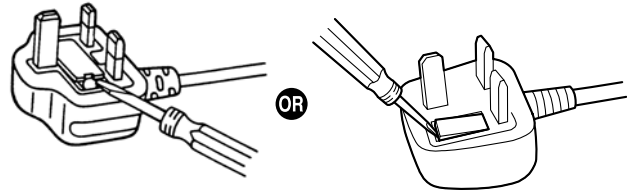
As the colours of the wires in the mains lead of this apparatus may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows.

The wire that is coloured BLUE must be connected to the terminal that is marked with the letter N or coloured BLACK.

The wire that is coloured BROWN must be connected to the terminal that is marked with the letter L or coloured RED.

Under no circumstances should either of these wires be connected to the earth terminal of the three pin plug, marked with the letter E or the Earth Symbol .

How to replace the fuse: Open the fuse compartment with a screwdriver and replace the fuse and fuse cover.



For users in the European Union only

Information for Users on Collection and Disposal of Old Equipment and used Batteries



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directives 2002/96/EC and 2006/66/EC.

By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

For business users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.



Information on disposal in other countries outside the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

**Note for the battery symbol (bottom two symbol examples):**

This symbol might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

For users in Germany only

- Machine Noise Information Ordinance, 3rd GPSGV: The highest sound pressure level is 70 dB (A) or less according to EN ISO 7779.
- This equipment is not for use at video display work stations according to BildscharbV.

For users in Taiwan/Korea only**WARNING**

- This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

For users in Taiwan only**Notice**

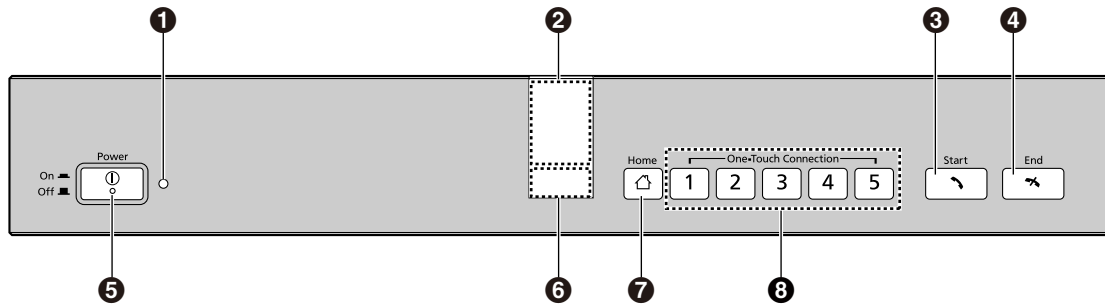
- This product contains a CR coin lithium battery. When disposing of the product, the battery must be removed. Contact your dealer for details.



廢電池請回收

Part Names and Usage

Main Unit (Front)



❶ Power LED

Shows the power status. The LED is red when the power is on and off when the power is off.

❷ Remote Control Signal Receiver

Receives Remote Control signals. The maximum range of reception is approximately 8 m from front of the KX-VC500, and approximately 3 m from 20° on each side, total 40°.

❸ Start button

Press to make or manually answer video conference calls (Page 31, Page 41).

❹ End button

Press to end a video conference call.

❺ Power button

Turns the power on and off (Page 26).

❻ Status LED

Shows the operational status of the KX-VC500 (Page 20).

❼ Home button

Press to display the Home screen (Page 27).

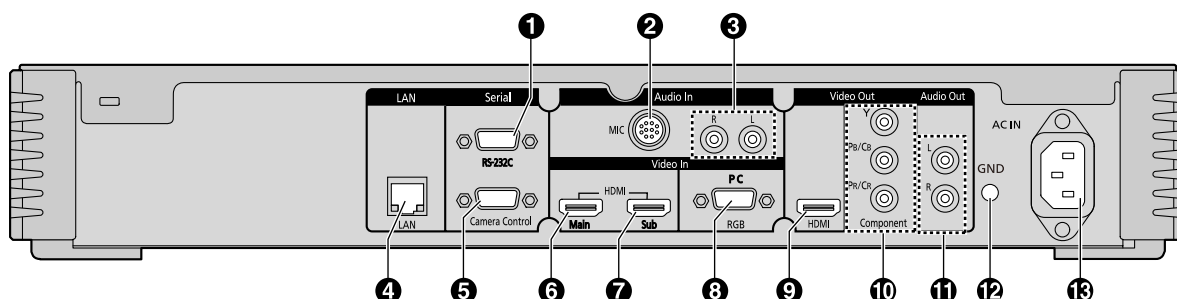
❽ One-Touch Connection buttons (LED lit)

Press to select a dial destination from up to 5 destinations displayed on the Home screen (Page 32).

Note

- During a video conference call, buttons other than **[Power]** and **[End]** cannot be used.

Main Unit (Back)



- ❶ RS-232C terminal**
This terminal is not available for use.
- ❷ MIC jack (Page 22)**
Used to connect the Boundary Microphone (optional) (Page 19).
- ❸ Audio In L/R jack (Page 22)**
Used to connect general-purpose microphones (not for the Boundary Microphone).
- ❹ LAN jack (Page 22)**
Connect a LAN cable.
- ❺ Camera Control terminal**
This terminal is not available for use.
- ❻ Main Camera terminal (Page 22)**
Connect the main video camera with an HDMI cable.
- ❼ Sub Camera terminal**
Used to connect a second, sub video camera with an HDMI cable for sharing video contents apart from the main video camera (Page 59).
- ❽ RGB terminal**
Used to connect a computer for sending screens to participants (Page 55).
- ❾ HDMI terminal (Page 22)**
Used to connect to the display with an HDMI cable.
- ❿ Component terminal (Page 25)**
Used to connect to the display with a component video cable.
- ⓫ Audio Out L/R jack (Page 25)**
Used to connect an amplifier or active speaker.
- ⓬ GND terminal**
Used to connect an earthing wire when the power cord's earth terminal connection is not available.
- ⓭ AC IN (Page 23)**
Connect the power cord.

Remote Control

Press to show the sub video camera's images on your and the other party's display during a video conference call. When not on a video conference call, the sub video camera's images are shown on your display only (Page 60).

Press to show your computer's screen on your and the other party's display during a video conference call. When not on a video conference call, the computer screen is shown on your display only (Page 56).

Press to enter screen standby mode (Page 20).

Press to display/hide information about the other party, guide area and duration, during a call (Page 30).

Press to change the layout of the screen during a call (Page 43).

Press to return to the main video camera after showing images from a computer or sub video camera (Page 57, 61).

Press to make or manually answer video conference calls (Page 32, 41).

Press to display the Menu screen (Page 28).

Press to move the cursor and select items.

Press to end a call.

Press to confirm the selected item or entered information.

Press to display the Home screen (Page 27).

Press to return to the previous screen.

Press to select the feature assigned to each colour. Available features are displayed in the guide area (Page 27).

Press to adjust the volume during a call. Press [+] to increase and [-] to decrease the volume (Page 51).

Press to select a tone (equaliser) setting during a call (Page 54).

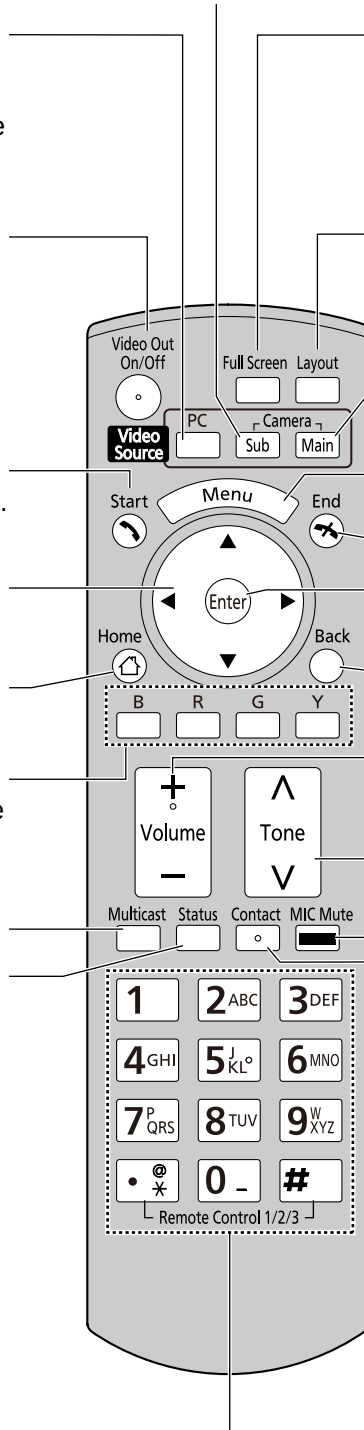
This button is not available for use.

Press to mute the microphone during a call, so that the other party cannot hear your voice (Page 52).

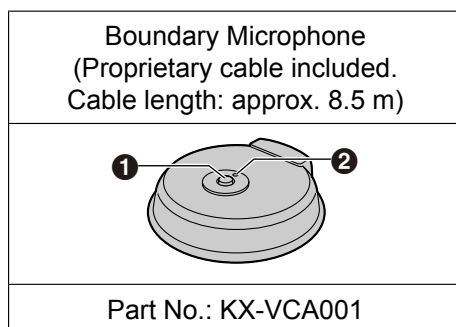
Press to display the connection status of the network and peripheral devices (Page 64).

Press to display your contact list. This can only be pressed from the Home screen.

Press to dial or perform settings where inputting digits/characters is required (Page 95).



Boundary Microphone (Optional Accessory)



① MIC Mute button

Press to mute your own voice so that other video conference call participants cannot hear you (Page 52).

② LED

Indicate the operational status of the Boundary Microphone.

Red (on): Microphone is muted.

Green (on): Transmitting

Orange (blinking in 1 second intervals): Starting up

Off: No transmission in progress

Note

- Up to 4 Boundary Microphones can be connected in cascade.
- Contact your dealer for purchase information.

LED Patterns

LEDs indicate the operational status of the KX-VC500, as follows:

LED pattern	Status
Slow blue flashing	- Starting up - Idle state
Blue on	In a video conference call (including when dialling, receiving a video conference call, and being disconnected)
Orange on	Self diagnosis is being performed.
Orange flashing	Mismatch of field frequency^{*1} between the KX-VC500 and display. (After 30 seconds the flashing will stop and the KX-VC500 will restart in safe mode.)
Red on	- An error has occurred. - Maintenance is being performed.
Red flashing	A serious error has occurred.
Off	- Power is off. - In screen standby mode

^{*1} Devices such as the display or video camera operate with a particular field frequency, depending on their video format. For details on the field frequency, contact your dealer.

Screen Standby

When there is no video conference call transmission, and the KX-VC500 or remote control is not operated for more than 10 minutes (default), or when the remote control's **[Video Out On/Off]** button is pressed, the KX-VC500 enters screen standby mode. Video out to the display is suspended and the status LED turns off. Screen standby mode ends when the KX-VC500 or remote control is operated, or when a video conference call is received.

Notice

- If screen standby mode ends and no image is visible, check to see if the display or video camera's power saving settings are enabled. Check each device's manual for more information about its power saving settings.

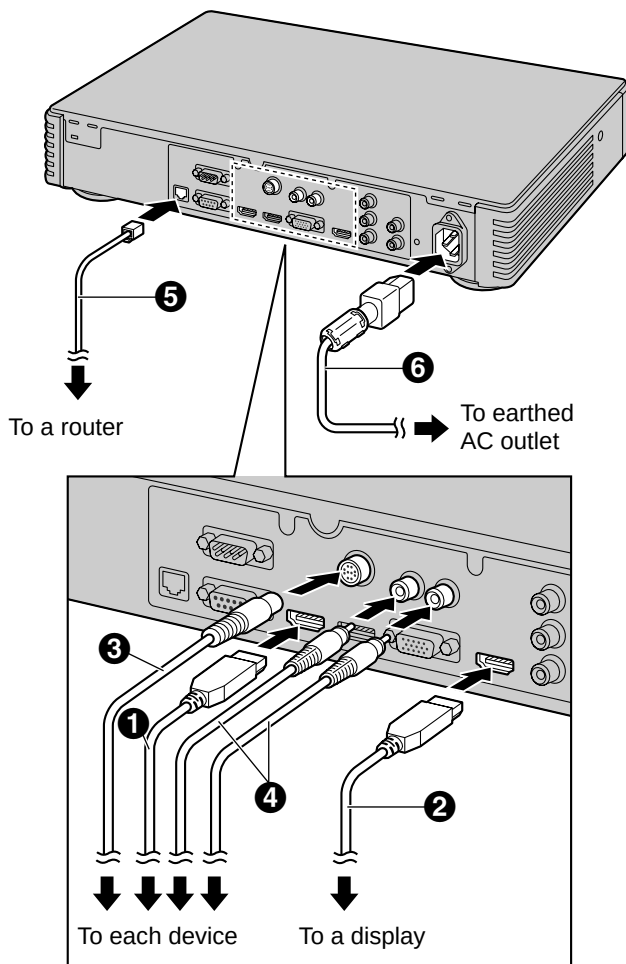
Note

- You can change the length of time until the KX-VC500 enters screen standby mode (Page 88).
- The KX-VC500 will not enter screen standby mode while displaying a computer's screen or a sub video camera's image, even if the KX-VC500 or remote control is not operated for a period of time.
- When the KX-VC500 or remote control is operated and screen standby mode ends, the Home screen will be displayed.
- If a button is pressed on the KX-VC500 or remote control to end screen standby mode, that button's operation is not performed in that case.
- If screen standby mode begins while editing information in the contact list or other screen, any unsaved changes will be lost.

- It takes about 7 seconds to return from screen standby mode. (The length of time may vary depending on the type of display you are using.)

Connecting the KX-VC500

This section describes how to connect the main video camera, display, microphone, LAN cable and power cord.



Notice

- Use only the included power cord.

Note

- Make sure to read the instruction manuals for all devices being connected.

1. Connect the main video camera.

- Connect the main video camera to the Main Camera terminal on the back of the KX-VC500 using an HDMI cable (1).

2. Connect the display.

- Connect the display to the HDMI terminal on the back of the KX-VC500 using an HDMI cable (2).

Note

- If your display is not compatible with HDMI, use a component cable (Page 25). Since sound signals are not transmitted when using a component cable, connect an amplifier/active speaker (Page 25).

3. Connect a microphone.

Boundary Microphone (optional)

Connect the Boundary Microphone to the MIC jack on the back of the KX-VC500 using the proprietary cable (3).

- Use only the included cable.
- Push and turn the connector of the proprietary cable until it clicks. If the connector does not click, try reconnecting the cable with the top and bottom of the connector reversed.

General-purpose microphone

Connect the microphone to the Audio In L/R jack on the back of the KX-VC500 using the stereo pin plug cable (4) after amplifying the signal to line level using a device such as a microphone amplifier.

- Connect the microphone correctly, as follows:
 - Left channel → L
 - Right channel → R

Note

- When connecting both the Boundary Microphone and a general-purpose microphone, both microphones can be used simultaneously.

4. Connect to the network.

- Connect a router to the LAN jack on the back of the KX-VC500 using a category 5 or greater LAN cable (5).

Note

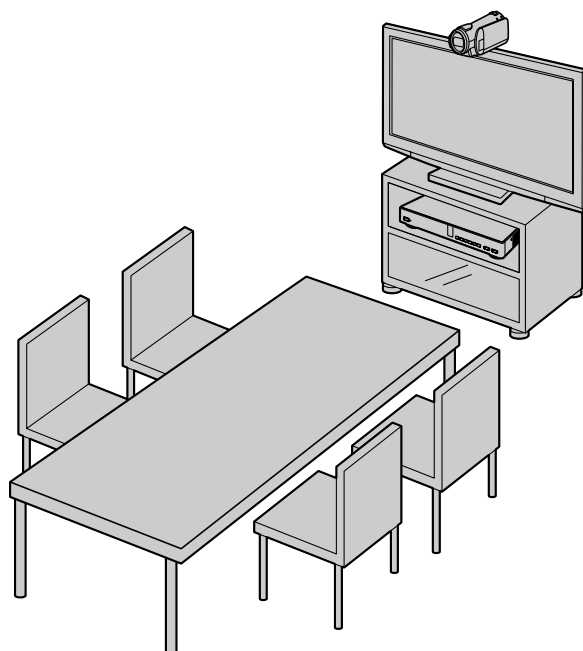
- Set the hub/router to Auto Negotiation mode.
- If the system is set to 100M Full Duplex, it is necessary to change the system setting. For details, contact your dealer.
- Do not connect to a hub/router set to Half Duplex.
- For more details about routers and DCEs, refer to the documentation for each device.

5. Insert the included power cord (6) into the AC IN terminal on the back of the KX-VC500.
 - Use only the included power cord.
6. Plug in the power cord into the power outlet.
 - Choose an outlet that is convenient for plugging/unplugging.

System Layout Examples

Display and Main Video Camera

Place the display and main video camera at the same side of the room.



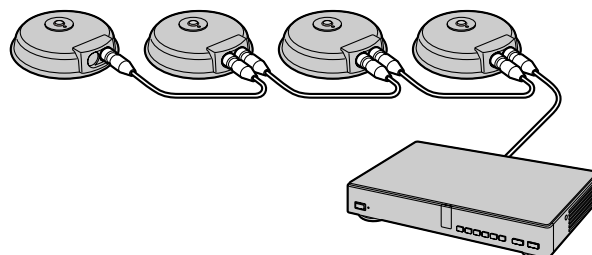
Note

- If you use speakers, refer to "Amplifier/Active Speaker Connection" (Page 25).

Microphones

Up to 4 Boundary Microphones can be connected in cascade. There are no separate terminals for input and output on the Boundary Microphones.

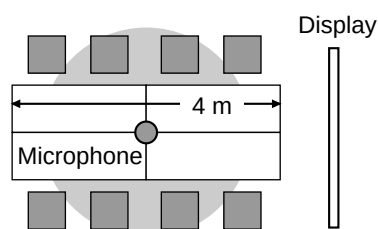
Also, Boundary Microphones and general-purpose microphones can be used simultaneously.



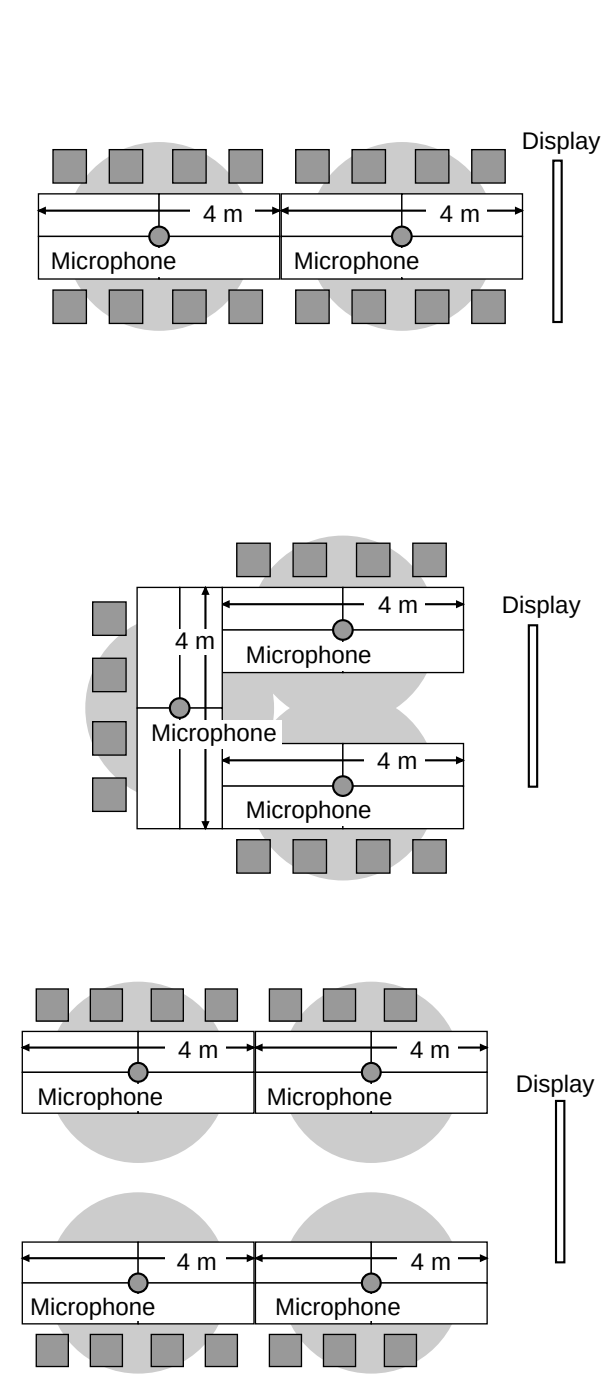
Note

- Make sure that the microphones are placed at least 1 m away from the display and speakers.
- Do not connect more than 4 Boundary Microphones. Doing so will cause all Boundary Microphones to stop working.
- When 2 or more Boundary Microphones are connected, if you want to change the output sent to the other party to stereo, it is necessary to configure the settings manually (Page 79).
- If you are connected to an MCU or non-Panasonic video conference system, the output sent to the other party will be monaural.

Layout examples (the grey circle indicates the microphone's range):



Preparation

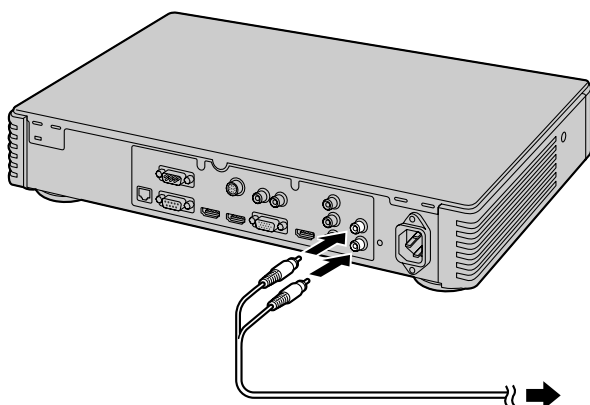


The range of each microphone (the radius of the circle with a microphone at the centre) varies according to the level of surrounding and the number of microphones being used. Place microphones accordingly, referring to the following table.

Noise level/ Microphone	40 dBSplA (a quiet room)	45 dBSplA (a regular room)	50 dBSplA (a noisy room)
1	approx. 3 m	approx. 2.2 m	approx. 1.2 m
2	approx. 2.8 m	approx. 1.5 m	approx. 1 m
3	approx. 2.3 m	approx. 1.3 m	—
4	approx. 2 m	approx. 1.1 m	—

Amplifier/Active Speaker Connection

This section describes how to connect an amplifier/active speaker.



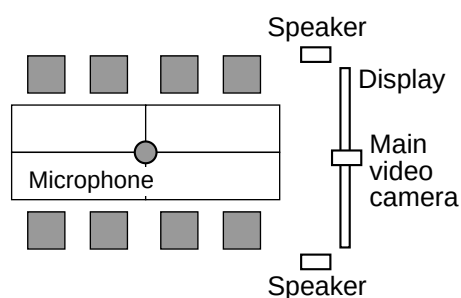
1. Connect the amplifier/active speaker to the Audio Out L/R jack on the back of the KX-VC500 using a stereo pin plug cable.

Note

- Connect the amplifier/active speaker correctly, as follows:
 - Left channel → L
 - Right channel → R
- For more details about the amplifier or active speaker, refer to the documentation for the corresponding device.

Layout example:

Place the speakers either side of the display, as follows:

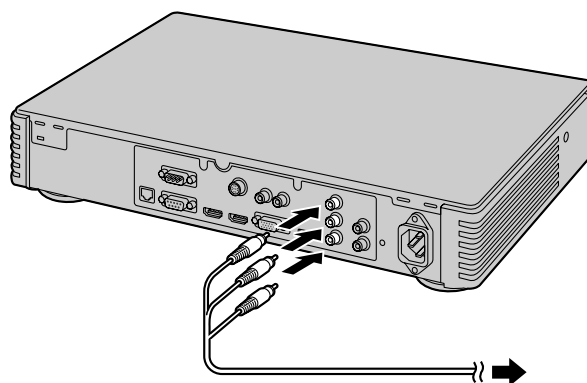


Notice

- Place the speakers either side of the display. If you place the display at the front of the room and the speakers at the back, the microphone's left/right spatial direction may be reversed, and the orientation of the image and sound will not match on the other party's side.

Connecting the Display with a Component Cable

If your display does not have an HDMI terminal, use a component cable for connection.



1. Connect the display to the Component terminal on the back of the KX-VC500 using a component cable.

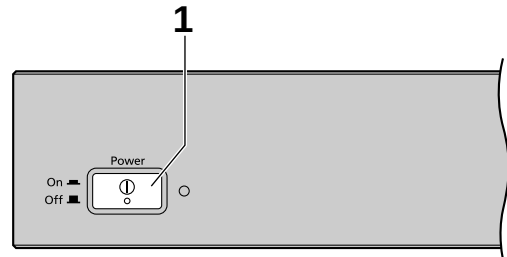
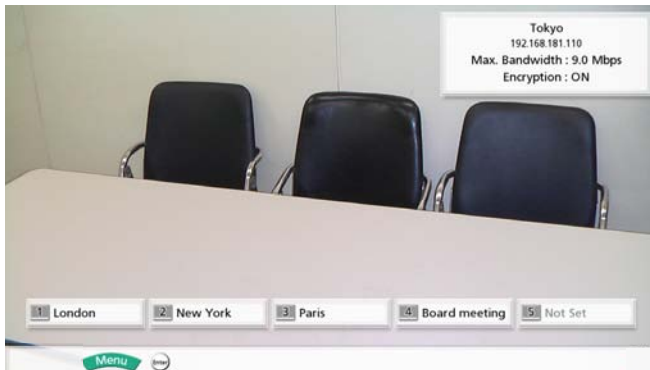
Turning the Power On/Off

Note

- Make sure that peripheral devices (e.g., display, main video camera) are turned on.

1 Press the **[Power]** button on the front of the KX-VC500.

- The Power LED and all of the One-Touch Connection button LEDs turn on. Then, the One-Touch Connection button LEDs turn off, the Status LED starts flashing blue slowly, and the Home screen is displayed.

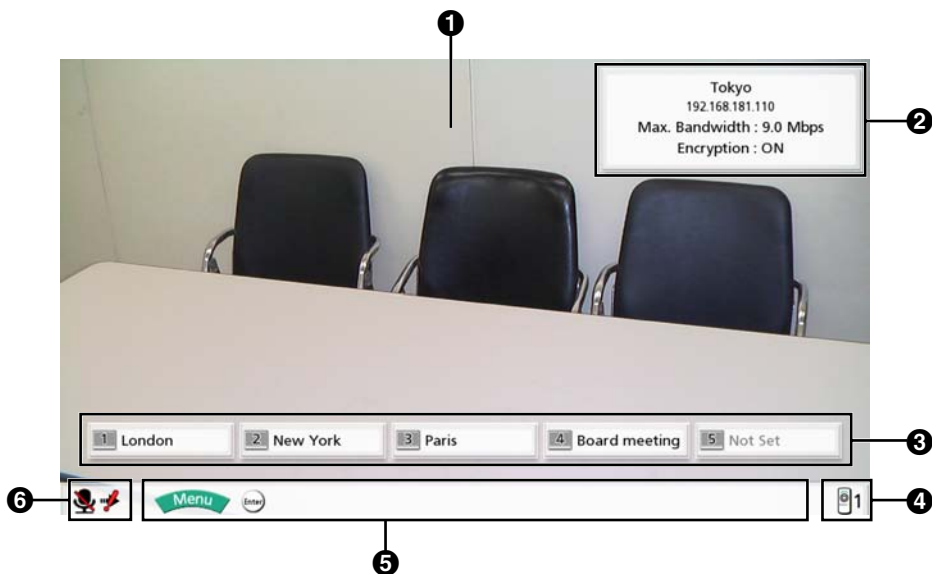


- When the power is turned off, the Power LED turns off.

Screen Display

Home Screen (Idle Screen)

Displayed when the power is turned on. Also displayed when the **[Home]** button is pressed on the KX-VC500 or on the remote control.



1 Main Video Camera Image

Displays the video from the main video camera.

2 Unit Information

Displays the KX-VC500's name, IP address, maximum bandwidth and encryption status.

Note

- When selecting a local site (Page 92), that local site's information (local site name, IP address, maximum bandwidth, and encryption status) is displayed.

3 Group/Site

Displays the name/group name assigned to One-Touch Connection number 1 through 5. If the name is too long to display, it will be shortened and ended with "...".

4 Remote Control ID

Displays the remote control ID of the KX-VC500 when it is set (Page 81).

5 Guide

Displays operations you can perform with the remote control.

6 Status Indication

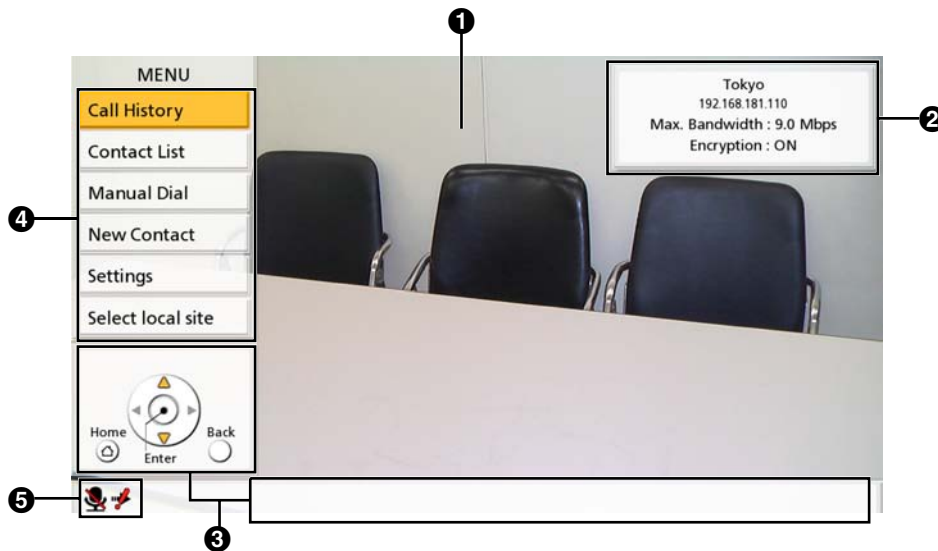
The status of the KX-VC500 is displayed with an icon.

Icon	Status
	Microphone is muted.

Icon	Status
	LAN cable or peripheral connection error (no connection, device error, etc.). Note If the MIC detection setting has been disabled through system settings (Page 78), the icon will not be displayed even if the Boundary Microphone is disconnected. However, if there are no connections, or there is a device error in other devices such as the LAN cable, the icon will be displayed.

Menu Screen (Idle Screen)

Displayed when [Menu] is pressed on the remote control. Displays operations you can perform and settings you can change.



① Main Video Camera Image

Displays the video from the main video camera.

② Unit Information

Displays the KX-VC500's name, IP address, maximum bandwidth and encryption status.

Note

- When selecting a local site (Page 92), that local site's information (local site name, IP address, maximum bandwidth, and encryption status) is displayed.

③ Guide

Displays operations you can perform with the remote control when performing features or changing settings.

④ Menu List

Displays the various functions you can use and settings available to change.

⑤ Status Indication

The status of the KX-VC500 is displayed with an icon (Page 27).

Video Conference Call Screen



❶ Other party's information

When registered in the contact list: The other party's name/group name is displayed.

When not registered in the contact list: The other party's IP address or host name (e.g., www.example.com) is displayed.

❷ Video Image

Displays the other party's video, your own video, or video from the secondary video input such as a computer display or a sub video camera (Page 55, Page 59).

❸ Subscreen

Depending on the screen layout, your own video or the other party's video is displayed here (Page 43, Page 45, Page 48).

❹ Duration

Displays the duration of the current video conference call.

❺ Guide

Displays operations you can perform with the remote control.

❻ Network Status Indication

The number of antennas in the icon indicates differing levels of network congestion.

The icon changes as follows:

0 bars (): The network is very congested.

1 bar (): The network is congested.

2 bars (): The network is slightly congested.

3 bars (): The network is not congested.

Note

- If the icon shows only 0–1 bars continuously, contact your network administrator.
- During multiple-party video conference calls, the icon is displayed on each site screen, but not on your own image.
- You can set whether to display the icon. This setting affects all displayed images (excluding your own image) (Page 78). For example, if icon display has been enabled, the icon will be displayed on the image of all other parties, but not on your own image. However, if icon display has been disabled, the icon will not be displayed on any of the images.

❼ Status Indication

The status of the KX-VC500 is displayed with an icon (Page 27).

Note

- Pressing **[Full Screen]** on the remote control will hide or unhide the other party's information, duration, network status indication^{*1}, and guide displays.

^{*1} If the network status indication has been set to not be displayed, pressing **[Full Screen]** will not show the icon.

Making a Video Conference Call

You can make a video conference call using one of the following methods.

Note

- During a video conference call, you cannot perform the following operations:
 - Pressing **[Menu]** to display the Menu screen.
 - Pressing **[Contact]** to display the contact list screen.
- Make sure that peripheral devices (e.g., display, main video camera) are turned on.
- If a called party does not answer a video conference call within approximately 60 seconds, the call will be terminated automatically.
- 2-party/3-party/4-party video conference calls can be made using the outgoing call history.
- Only 2-party video conference calls can be made using the incoming call history.
- You cannot add parties to an existing video conference call.
- During a 3-party/4-party video conference call, even if only one party ends the video conference call, the rest of the parties will also be disconnected.
- A video conference call will start with only the parties that answered the call. For example, if only one party answers a 4-party video conference call, the video conference call will start as a 2-party video conference call.
- 3-party/4-party video conference calls may not be possible depending on bandwidth settings (Page 77, Page 91).
- When connecting to non-Panasonic video conference systems, you can make only 2-party video conference calls.

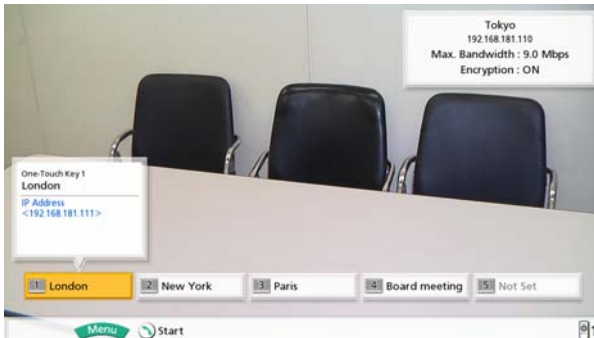
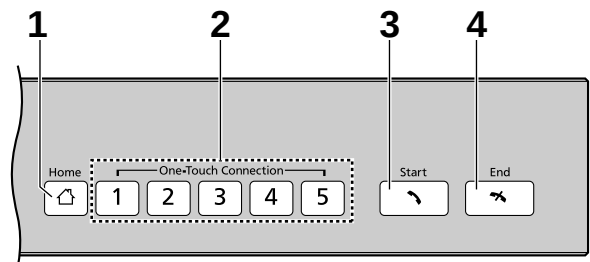
Calling Using Speed Dial (2-party Conference/3-party Conference/4-party Conference)

Note

- To call using speed dial, you need to have a speed dial number programmed in **"Speed Dial"** in the contact list (Page 71).

Calling from the Home Screen (Operation with the Main Unit)

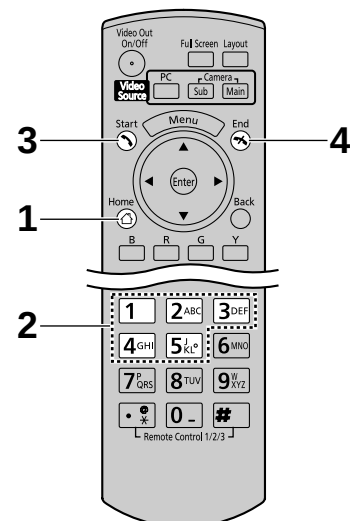
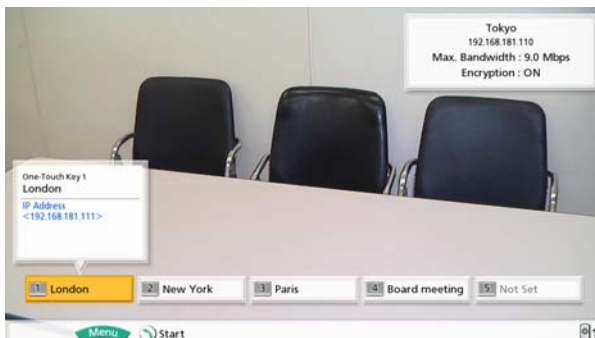
- 1 Press **[Home]**.
 - The Home screen is displayed.
- 2 Press **[One-Touch Connection]** (1 to 5).
 - The LED for the One-Touch Connection number you pressed lights up.
 - The information registered to the selected One-Touch Connection number is displayed.



- 3 Press **[Start]** to start the call.
- 4 When you want to end the call, press **[End]**.
 - The Home screen is displayed.

Calling from the Home Screen (Operation with the Remote Control)

- 1 Press **[Home]**.
 - The Home screen is displayed.
- 2 With the dial keys, enter a One-Touch Connection number (1 to 5).
 - The information registered in the selected One-Touch Connection number is displayed.



- 3 Press **[Start]** to start the call.
 - You can also start the call pressing **[Enter]**.
- 4 When you want to end the call, press **[End]**.
 - The Home screen is displayed.

Calling from the Menu Screen (Operation with the Remote Control)

Note

- From the Menu screen, you can make a video conference call using up to 300 speed dial numbers (1 to 300). (From the Home screen, you can make a video conference call using up to 5 One-Touch Connection numbers [1 to 5].)

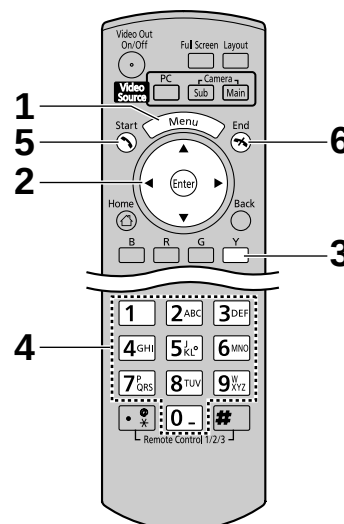
- Press **[Menu]**.
 - The Menu screen is displayed.
- Select **"Contact List"** using **[▲]****[▼]** and press **[Enter]**.
 - The contact list screen is displayed.

Note

- If you press **[G]**, the contact list modification screen will be displayed and the entry can be modified (Page 72).

- Press **[Y]**.
 - The speed dial screen is displayed. Entries are displayed in speed dial number order.

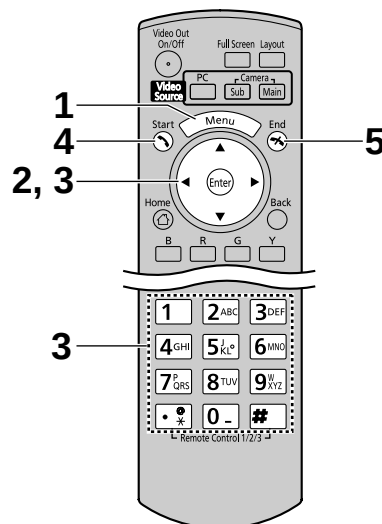
Contact List			
No.	Group/Site	IP Address	One-Touch Key
1	London	192.168.181.111	One-Touch 1
2	New York	192.168.181.112	One-Touch 2
3	Paris	192.168.181.113	One-Touch 3
4	Board meeting London New York Paris	192.168.181.111 192.168.181.112 192.168.181.113	One-Touch 4
5	*Not Registered*		
6	Board meeting 2 London New York	192.168.181.111 192.168.181.112	
7	*Not Registered*		



- With the dial keys, enter a speed dial number (1 to 300).
- Press **[Start]** to start the call.
- When you want to end the call, press **[End]**.
 - The Home screen is displayed.

Calling from the Contact List (2-party Conference/3-party Conference/4-party Conference)

- 1 Press **[Menu]**.
 - The Menu screen is displayed.
- 2 Select **"Contact List"** using **[▲][▼]** and press **[Enter]**.
 - The contact list screen is displayed. The entries are grouped in the index tabs and displayed in alphabetical order of **"Group/Site"**.



Note

- You can also open the contact list screen pressing **[Contact]** from the Home screen.
- 3 Select the entry you want to call using **[▲][▼]**.
 - You can switch the index tab back and forth using **[◀][▶]**. (Index tabs in which no entries exist will be skipped.)
 - Press a numeric button on the remote control to switch to the index tab assigned to that button, as shown below.

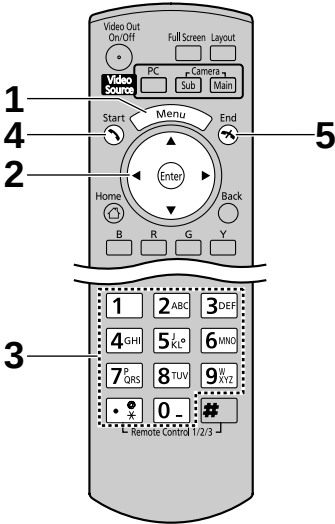
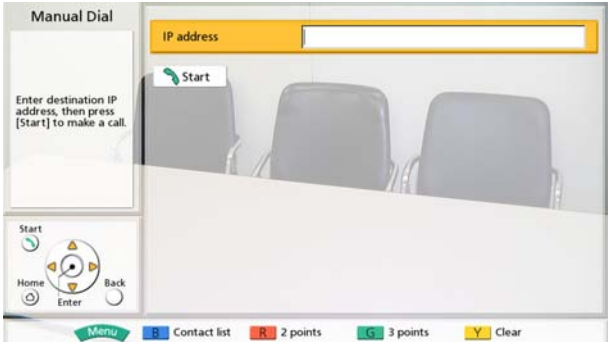
Numeric button	Index Tab
1	—
2	ABC
3	DEF
4	GHI
5	JKL
6	MNO
7	PQRS
8	TUV
9	WXYZ
0	0-9
*	-&;/
#	—

- 4 Press **[Start]** to start the call.
- 5 When you want to end the call, press **[End]**.
 - The Home screen is displayed.

Calling by Entering an IP Address

You can make a video conference call by entering the IP address of the party you want to call.

- 1 Press **[Menu]**.
 - The Menu screen is displayed.
- 2 Select **"Manual Dial"** using **[▲]****[▼]** and press **[Enter]**.
 - The input screen is displayed.

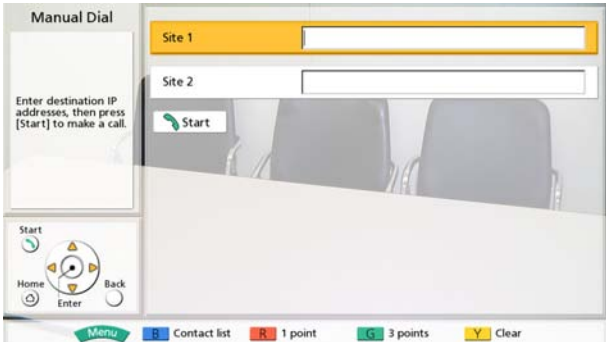


Note

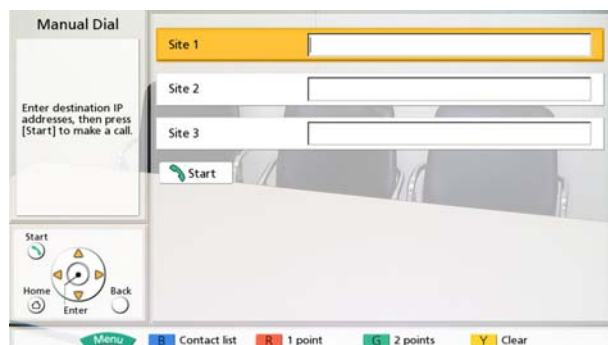
- You can press **[R]** or **[G]** to switch the screen to that button's pre-assigned screen to enter the IP addresses of multiple parties. The screen displayed by each button depends on the screen currently in use.

Display	Input Screen
1 point	Input screen 1 (2-party Conference)
2 points	Input screen 2 (3-party Conference)
3 points	Input screen 3 (4-party Conference)

Example: When using Input screen 1
[R]: The screen will be switched to Input screen 2.



[G]: The screen will be switched to Input screen 3.



- IP addresses will be cleared if you move to another input screen without pressing **[Start]**.
- When connecting to an MCU or non-Panasonic video conference system, you cannot make 3-party/4-party video conference calls.

3 Enter the IP address.

- If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001]. Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]

Note

- You can refer to the contact list when entering the IP address, by following the procedure below:
 1. Press **[B]**.
 - The contact list screen is displayed.
 2. Use **[▲][▼]** to select the contact you want to refer to.
 - You can use **[◀][▶]** to select the displayed tab (Page 34).
 - You can use the numeric buttons of the remote control to select the displayed tab (Page 34).
 3. Press **[Enter]**.
 - The display returns to the input screen.
 - You cannot enter the IP address using the call history.
- 4 Press **[Start]** to start the call.**
- You can also start the call by pressing **[Enter]**.
- 5 When you want to end the call, press **[End]**.**
- The Home screen is displayed.

Calling from the Call History

You can make a video conference call from the call history. The call history is divided into outgoing and incoming calls. The last 30 video conference calls made and received are stored in the outgoing and incoming call history. Information such as the contact name or IP address (or host name), the date and time, the duration of the call, and the result of the call is displayed for each call on the outgoing call history screen and incoming call history screen. If the IP address of an entry in the call history is deleted from or edited in the contact list, the contact name in the call history entry will be replaced by the IP address.

Note

- You cannot make a video conference call to a host name displayed in the call history.

Outgoing Call History:

- 2-party/3-party/4-party video conference calls can be made using the outgoing call history.
- When connecting to non-Panasonic video conference systems, you can make only 2-party video conference calls using the outgoing call history.
- For video conference calls made using the contact list, the contact name is displayed. For video conference calls made by entering the IP address directly (Page 36), the IP address is displayed. (The IP address is also displayed even if a matching entry exists in the contact list.)
- If consecutive video conference calls are made to the same destination, only the latest call will appear in the outgoing call history.

Incoming Call History:

- Only 2-party video conference calls can be made using the incoming call history.
- If the calling party's IP address is registered in the contact list, the contact name is displayed. Otherwise, the IP address or host name is displayed.
- If consecutive unanswered video conference calls are received from the same party, only the latest call will appear in the incoming call history.

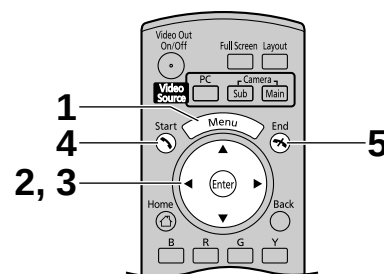
- 1 Press **[Menu]**.
 - The Menu screen is displayed.
- 2 Select **"Call History"** using **[▲]****[▼]** and press **[Enter]**.
 - The outgoing call history screen is displayed.

Site	Date and Time	Duration	Call result
London	12/JUL/2010 14:21	00:00:58	
London	09/JUL/2010 19:33	00:02:00	
New York London	09/JUL/2010 19:32	00:40:00	
Paris	09/JUL/2010 12:23	01:23:20	
Paris New York London	01/JUL/2010 20:42	00:52:58	
Paris	01/JUL/2010 20:32	00:00:30	
New York	01/JUL/2010 20:32	00:06:40	

30 most recent outgoing calls are recorded. Please select an entry and press [Start] to make a call.

Start Home Back Enter

Menu B Add as new R Delete G Incoming Call Y Delete All



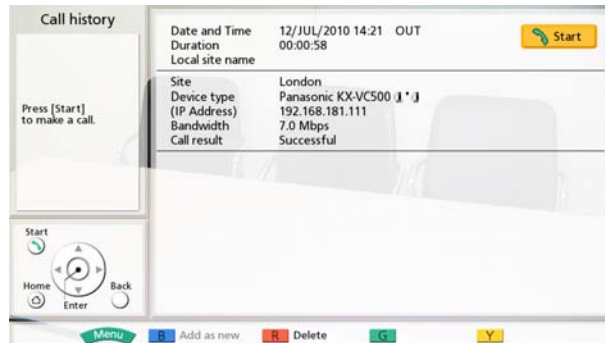
Note

- The result of the video conference call is displayed in the **"Call result"** column as follows:
 - : The video conference call was established.
 - : The video conference call was not established.
- To move to the incoming call history screen, press **[G]**. You can switch between the outgoing call history screen and the incoming call history screen by pressing **[G]**.
- In the incoming call history, if a party is not registered in your contact list, their IP address or host name will be displayed.
- In the outgoing call history, if a party is registered in your contact list, the contact name is displayed. However, when calling by entering an IP address (Page 36), even if the party is registered in your contact list, their IP address is displayed.
- When a contact in the incoming call history is newly added to your contact list, the incoming call history will be updated to display the contact's information from the contact list.
- When a party that is not registered in your contact list is selected, if you press **[B]**, the contact list registration screen will be displayed and a new contact can be registered (Page 73). If a host name is displayed in the **"Site"** column, the party cannot be registered in your contact list.

- 3 Select the party you want to call using [▲][▼].

Note

- If you press [Enter], the call history details screen is displayed.



- When not selecting a local site (Page 92), **"Local site name"** will be blank.
 - The lowest bandwidth for the maximum bandwidth setting among all participating parties is displayed in **"Bandwidth"**. If the video conference call was not established, the maximum bandwidth will be blank.
 - Depending on the other party, **"Device type"** may be blank.
- 4 Press [Start] to start the call.
 - 5 When you want to end the call, press [End].
 - The Home screen is displayed.

Answering a Video Conference Call

Depending on your setting, you can either respond to a request to participate in a video conference call manually (manual answer) or automatically (automatic answer) (Page 77).

Note

- Make sure that peripheral devices (e.g., display, main video camera) are turned on.

When Manual Answer is Set

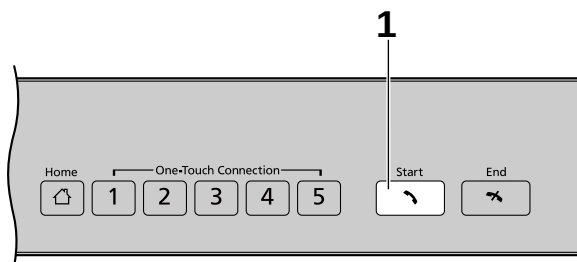
When a video conference call is incoming there will be an incoming call ring, and a dialogue box is displayed.



When the caller is registered in the contact list, the caller's group/site is displayed.
When the caller is not registered, the caller's IP address or host name is displayed.

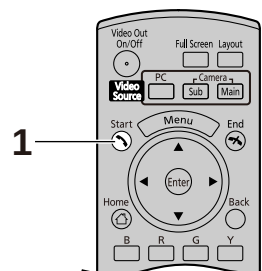
Operation with the Main Unit

- Press **[Start]**.
 - The video conference begins.



Operation with the Remote Control

- Press **[Start]**.
 - You can also answer the video conference call by pressing **[Enter]**.
 - The video conference begins.



Note

- If you do not answer a video conference call within approximately 60 seconds, the call will be terminated automatically.

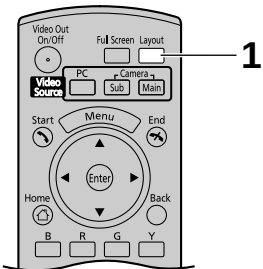
When Automatic Answer is Set

When a video conference call is incoming the call will be automatically answered after one ring, and transmission then begins.

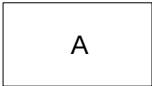
Changing the Screen Layout during a 2-party Video Conference Call

You can choose from 3 different screen layouts when taking part in a 2-party video conference call.

- 1 Press [Layout].
- The screen will cycle through the available layouts each time you press [Layout].
 - Layout 1:** The other party's image is displayed full screen.
 - Layout 2:** The other party's image is displayed full screen, and your own image is displayed in the upper right subscreen.
 - Layout 3:** Your own image is displayed full screen.



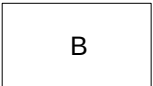
Layout 1



Layout 2



Layout 3



A: Other Site
B: This Site

Note

- You can press [B] or [R] to switch the screen layout to that button's pre-assigned layout. The layout displayed by each button depends on the screen layout currently in use.

Display	Screen Layout
Other Site	Layout 1

Display	Screen Layout
Both Sites	Layout 2
This Site	Layout 3

Example: When using Layout 2



[B]: The screen layout will be switched to Layout 3.

[R]: The screen layout will be switched to Layout 1.

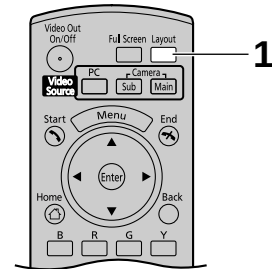
- When using a secondary video source (Page 55, Page 59), the screen layout cannot be changed. (You can change the screen layout when connecting to an MCU or non-Panasonic video conference system.)
- When connecting to an MCU or non-Panasonic video conference system, images received from the other party may not be displayed in the correct aspect ratio (the ratio of the width of the image to its height). In this case, perform the following operation during the video conference call. (When the video conference call ends, the aspect ratio will return to **"Auto"** [default].)
 1. Press **[G]**.
 - The aspect ratio dialogue box is displayed.
 2. Use **[▲][▼]** to select **"Auto"** (default), **"16:9"**, or **"4:3"**.
 - A dialogue box showing the selected aspect ratio is displayed for about 3 seconds.
- When connecting to an MCU, the MCU's screen will be displayed as the other party's image. You can change the MCU's screen layout remotely using tone signals (Page 70).

Changing the Screen Layout during a 3-party Video Conference Call

You can choose from 7 different screen layouts when taking part in a 3-party (This Site, Site 1, Site 2) video conference call.

1 Press **[Layout]**.

- The screen will cycle through the available layouts each time you press **[Layout]**.
 - **Layout 1:** Image of Site 1 on the left and image of Site 2 on the right.
 - **Layout 2:** The images are displayed as follows:
Site 1: upper left
Site 2: upper right
This Site: bottom middle
 - **Layout 3:** Image of Site 1 is displayed full screen and image of Site 2 is displayed in the upper right subscreen.
 - **Layout 4:** Image of Site 2 is displayed full screen and image of Site 1 is displayed in the upper left subscreen.
 - **Layout 5:** The image of Site 1 is displayed full screen.
 - **Layout 6:** The image of Site 2 is displayed full screen.
 - **Layout 7:** Your own image is displayed full screen.



Changing the Screen Layout



Note

- You can press **[B]**, **[R]**, or **[G]** to switch the screen layout to that button's pre-assigned layout.¹ The layout displayed by each button depends on the screen layout currently in use.
- ¹ You cannot switch the screen layout to **Layout 2** directly. However, you can switch to **Layout 2** if you press **[Layout]** first (Page 45).

Display	Screen Layout
Side by Side	Layout 1
Site 1(2)	Layout 3
(Site 1) 2	Layout 4
Site 1	Layout 5
Site 2	Layout 6
This Site	Layout 7

Example: When using Layout 3



[B]: The screen layout will be switched to Layout 5.

[R]: The screen layout will be switched to Layout 6.

[G]: The screen layout will be switched to Layout 7.

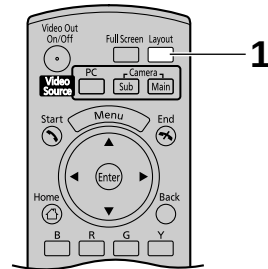
- When using a secondary video source (Page 55, Page 59), the screen layout cannot be changed.

Changing the Screen Layout during a 4-party Video Conference Call

You can choose from 6 different screen layouts when taking part in a 4-party (This Site, Site 1, Site 2, Site 3) video conference call.

1 Press **[Layout]**.

- The screen will cycle through the available layouts each time you press **[Layout]**.
 - **Layout 1:** The images are displayed as follows:
Site 1: upper left
Site 2: bottom middle
Site 3: upper right
 - **Layout 2:** The images are displayed as follows:
Site 1: upper left
Site 2: lower left
Site 3: upper right
This Site: lower right
 - **Layout 3:** The image of Site 1 is displayed full screen.
 - **Layout 4:** The image of Site 2 is displayed full screen.
 - **Layout 5:** The image of Site 3 is displayed full screen.
 - **Layout 6:** Your own image is displayed full screen.





*1 Image edges are trimmed and the image is centred.

Note

- You can press **[B]**, **[R]**, or **[G]** to switch the screen layout to that button's pre-assigned layout. The layout displayed by each button depends on the screen layout currently in use.

Changing the Screen Layout

Display	Screen Layout
Remote sites	Layout 1
All Sites	Layout 2
Site 1	Layout 3
Site 2	Layout 4
Site 3	Layout 5
This Site	Layout 6

Example: When using Layout 3



[B]: The screen layout will be switched to Layout 1.

[R]: The screen layout will be switched to Layout 2.

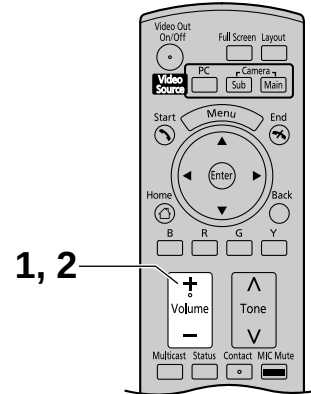
[G]: The screen layout will be switched to Layout 6.

- When using a secondary video source (Page 55, Page 59), the screen layout cannot be changed.

Adjusting the Volume

You can adjust the volume during a video conference call.

- 1 Press **[Volume (+/-)]**.
 - The volume level bar is displayed at the bottom of the screen.
- 2 Adjust the volume using **[Volume (+/-)]**.
 - Pressing **[+]** will increase the volume of the other party's voice.
 - Pressing **[-]** will decrease the volume of the other party's voice.
- 3 After about 3 seconds, the volume level bar disappears.



Note

- You can set the volume level of a video conference call before starting the call (Page 76).
- After ending a video conference call, the volume level returns to the volume level set before starting the call.
- You cannot adjust the display's volume.

Muting the Microphone

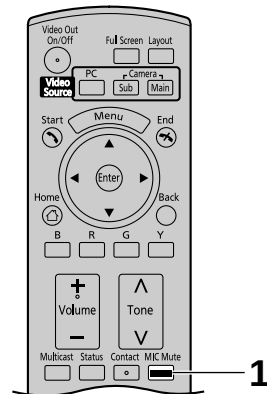
During a video conference call, you can mute the microphone so that your voice cannot be heard by the other party. You will be able to hear the other party's voice, but they will not be able to hear you.

Note

- You can set the microphone(s) to be mute at the start of a received video conference call (Page 78).

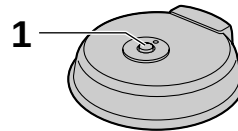
Muting the Microphone (Operation with the Remote Control)

- Press **[MIC Mute]**.
 - An icon appears in the status display area of the screen (Page 27), and the LED light on the Boundary Microphone (Page 19) becomes red. Make sure the colour of the LED changes.
 - Pressing **[MIC Mute]** again will unmute the microphone. The LED light on the Boundary Microphone (Page 19) becomes green. Make sure the colour of the LED changes.



Muting the Microphone (Operation with the Boundary Microphone)

- Press the MIC Mute button.
 - An icon appears in the status display area of the screen (Page 27), and the LED light on the Boundary Microphone (Page 19) becomes red. Make sure the colour of the LED changes.
 - Pressing the MIC Mute button again will unmute the microphone. The LED light on the Boundary Microphone (Page 19) becomes green. Make sure the colour of the LED changes.



Note

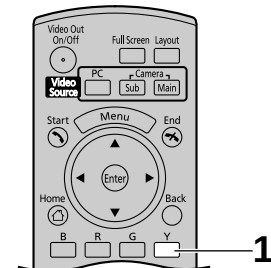
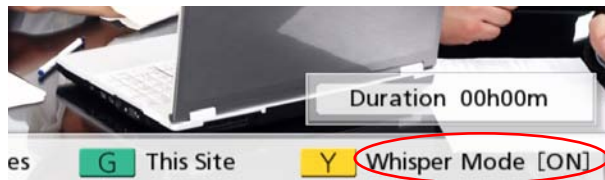
- When multiple Boundary Microphones are connected, pressing the MIC Mute button of one Boundary Microphone will mute all Boundary Microphones.

Reducing Microphone Noise

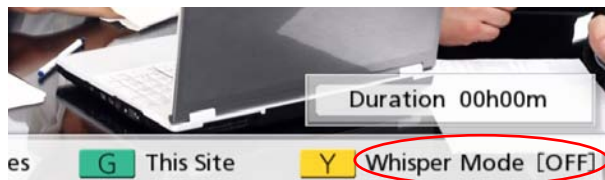
You can reduce the amount of ambient noise picked up by the microphone (shuffling of papers, etc.) during a video conference call. When noise reduction is in effect, the volume level of voices may also be reduced.

1 Press [Y].

- **"Whisper Mode [ON]"** is displayed, and noise reduction is enabled.



- Pressing [Y] again will display **"Whisper Mode [OFF]"**, and noise reduction is disabled.



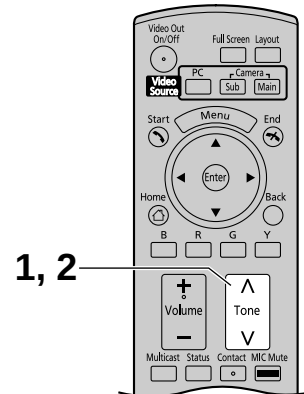
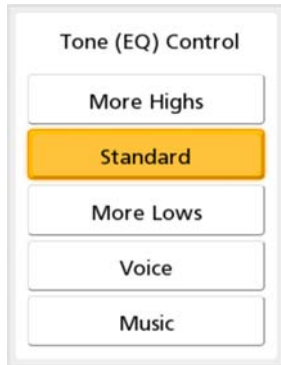
Note

- You can set whether to enable noise reduction for a video conference call before starting the call (Page 78).
- After a video conference call is finished, the noise reduction setting returns to the value set before starting the call.

Adjusting the Tone

You can adjust the tone during a video conference call.

- 1 Press **[Tone (Λ/V)]**.
 - The tone control dialogue box appears, and the current tone setting is displayed.



- 2 Press **[Tone (Λ/V)]** to select a tone setting.
 - **"More Highs"**: high-pitched sounds are amplified.
 - **"Standard"**: default sound.
 - **"More Lows"**: low-pitched sounds are amplified.
 - **"Voice"**: makes voices easier to hear when there is a high level of ambient noise.
 - **"Music"**: makes sounds with a broad frequency, such as music, easier to hear.
- 3 After about 3 seconds, the tone control dialogue box disappears.

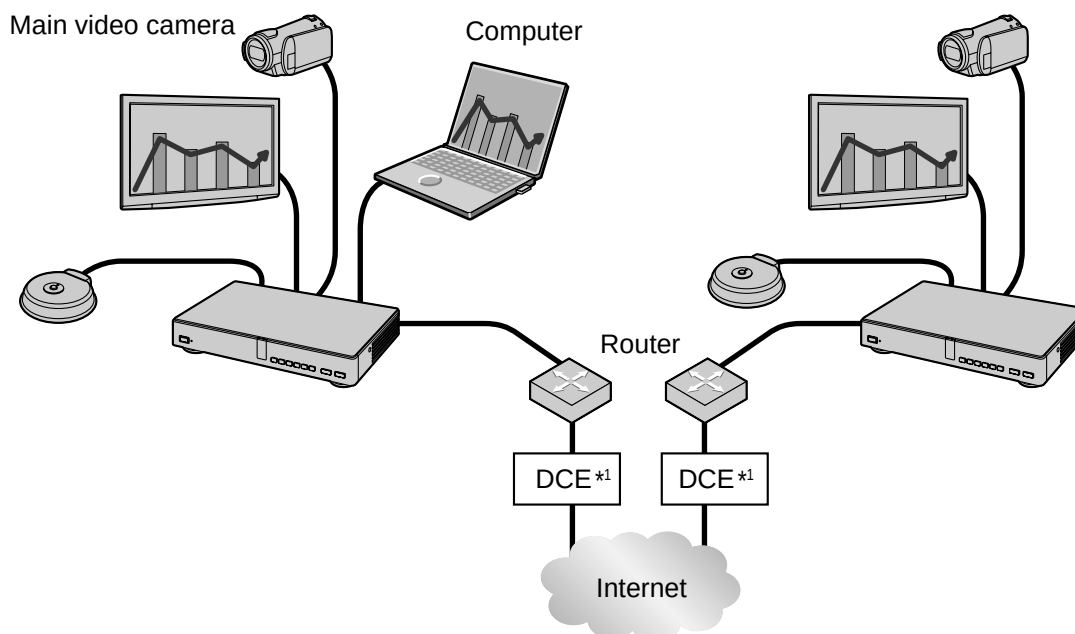
Note

- You can set the tone of a video conference call before starting the call (Page 76).
- After a video conference call is finished, the tone setting returns to the value set before starting the call.
- When connecting to an MCU or non-Panasonic video conference system, the tone is set to **"Standard"** and cannot be changed.

Displaying a Computer's Screen

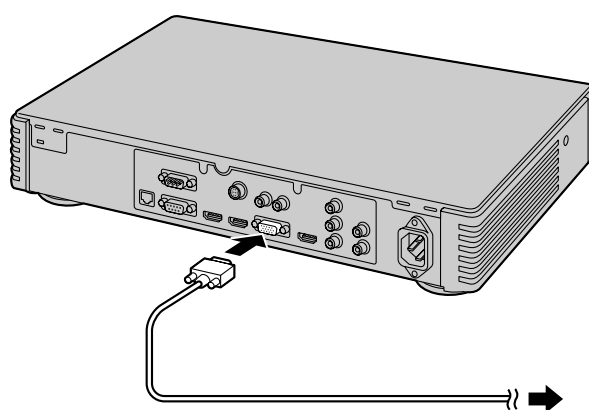
You can display a computer's screen on your display and to other parties by connecting the computer to the KX-VC500.

This is convenient when explaining something on the computer's screen while showing it to others, for example.



*1 DCE: Data Circuit-terminating Equipment

Connecting the Computer



- Connect your computer's monitor output to the back of the KX-VC500 using a VGA cable (Page 17).
- Make sure the cable used has the correct connector shapes to connect to both your computer and to the KX-VC500.
- You can connect or disconnect the computer during a video conference call.
- You can only display one computer's screen at a time.
- The computer screen resolutions supported by the KX-VC500 are VGA (640 × 480), SVGA (800 × 600), and XGA (1024 × 768).

SXGA (1280 × 1024) is not supported. For each resolution, the following settings are supported:

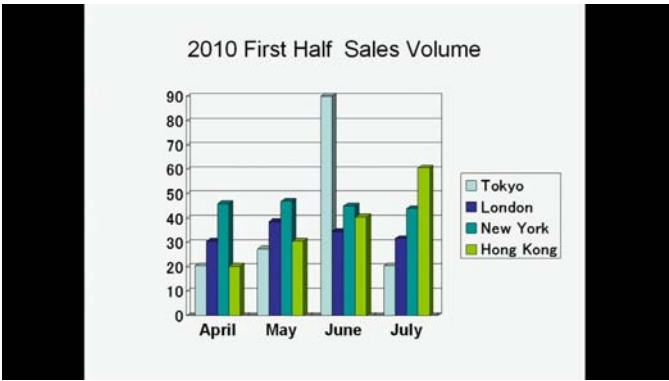
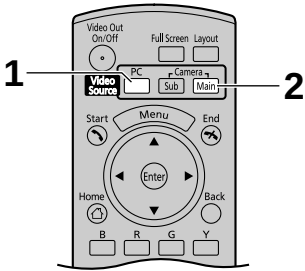
Resolution	Refresh Rate (Hz)
VGA	60/72/75/85
SVGA	60/72/75/85
XGA	60/70/75/85

Displaying the Computer's Screen

You can switch the display from the main video camera to the computer screen during a video conference call.

- 1
- Press **[PC]**.
- The computer's screen is displayed. The computer screen is also shown on the other party's display.

- Note**
- When connecting to an MCU or non-Panasonic video conference system, the same screen may not be shown on the other party's display depending on the other party's screen layout. Ask the other party to change their screen layout to display your computer's screen.
 - When connecting to an MCU or non-Panasonic video conference system, you may not be able to display the computer's screen on the other party's display. An error message is displayed. To return to displaying your main video camera's image, press **[Enter]**.



Note

- Pressing **[Full Screen]** on the remote control will hide or unhide the other party's information, duration, and guide displays.
 - When connecting to another Panasonic HD Visual Communication Unit:
 - While displaying your computer's screen, the other party cannot press **[PC]** to display their own computer's screen.
 - If a sub video camera is connected, you can also switch to the sub video camera's image by pressing **[Camera Sub]** (Page 59). Only the party that pressed **[PC]** can perform this operation. To return to displaying your computer's screen, press **[PC]**.
 - While displaying your computer's screen, you can switch to displaying the other party's image in **Layout 1** by pressing **[B]** (Page 43, Page 45, Page 48). However, the other party cannot perform this operation, and the other party cannot confirm if you are viewing your computer's screen or the other party's image. When viewing the other party's image, the screen layout is fixed to **Layout 1**. To return to displaying your computer's screen, press **[B]**.
 - When connecting to an MCU or non-Panasonic video conference system:
 - Even while displaying your computer's screen, note that it is also possible for the other party to start sharing their computer's screen.
 - If a sub video camera is connected, you can also switch to the sub video camera's image by pressing **[Camera Sub]** (Page 59). To return to displaying your computer's screen, press **[PC]**. Note that it is also possible for the other party to start sharing their sub video camera's image.
 - While displaying your computer's screen, you can switch to displaying the other party's image in **Layout 1** by pressing **[B]** (Page 43). To return to displaying your computer's screen, press **[R]**.
- 2 Press **[Camera Main]** to return to showing the main video camera's image.

Note

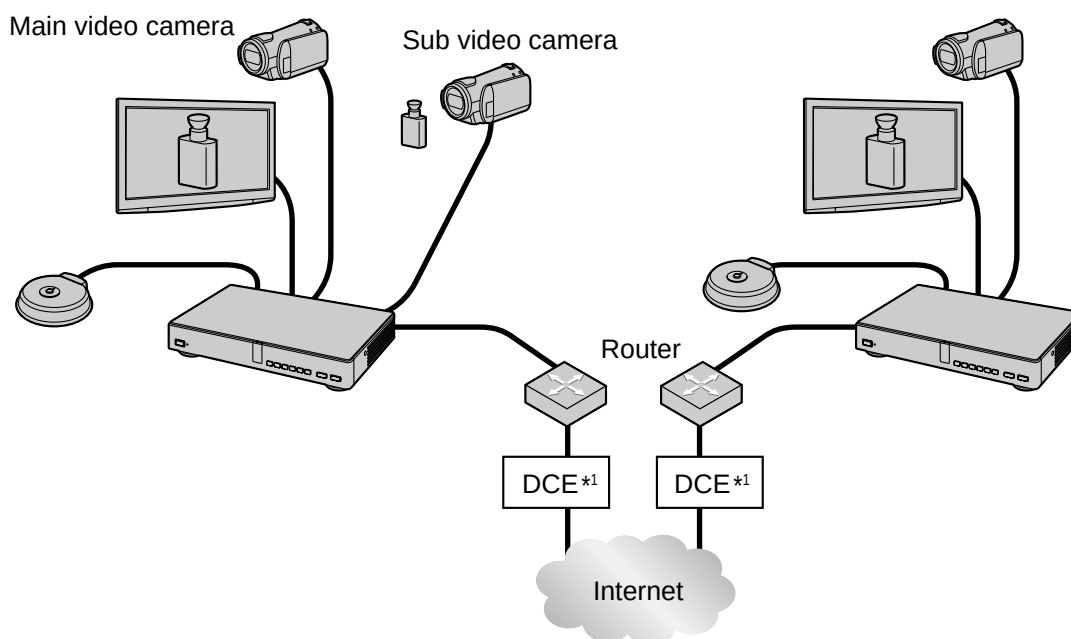
- Only the party that pressed the **[PC]** button can perform this operation.

Note

- On the Home screen, you can also display the computer's screen on your display by pressing **[PC]**. While the computer's screen is displayed, the KX-VC500 will not enter screen standby mode. To return to the Home screen, press **[Camera Main]**.

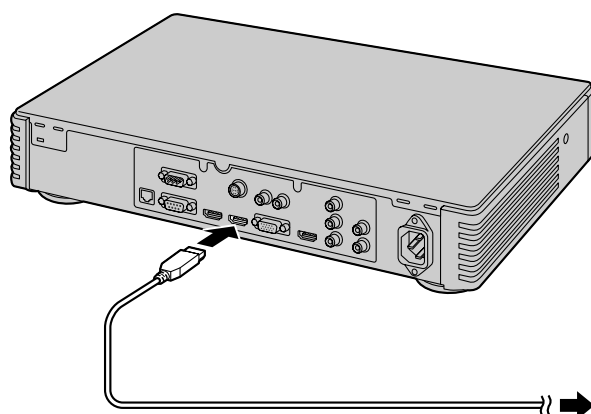
Displaying the Sub Video Camera's Image

When a sub video camera is connected to the KX-VC500, you can display the sub video camera's image on your display and to other parties.



*1 DCE: Data Circuit-terminating Equipment

Connecting the Sub Video Camera



- Connect a video camera to the back of the KX-VC500 using an HDMI cable (Page 17).
- You can connect or disconnect the sub video camera during a video conference call.
- You can only display the image of one sub video camera at a time.
- Only video cameras that can output 1080i resolution using HDMI can be used.

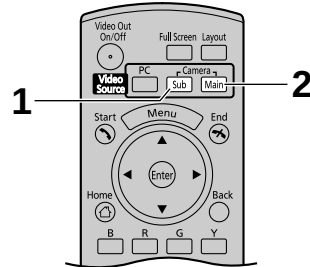
Displaying the Sub Video Camera's Image

You can switch the display from the main video camera to a sub video camera during a video conference call.

- 1 Press **[Camera Sub]**.
 - The sub video camera's image is displayed. The image is also visible on the other party's display.

Note

- When connecting to an MCU or non-Panasonic video conference system, the same image may not be shown on the other party's display depending on the other party's screen layout. Ask the other party to change their screen layout to display your sub video camera's image.



Note

- Pressing **[Full Screen]** on the remote control will hide or unhide the other party's information, duration, and guide displays.
 - When connecting to another Panasonic HD Visual Communication Unit:
 - While displaying your sub video camera's image, the other party cannot press **[Camera Sub]** to display their own sub video camera's image.
 - If a computer is connected you can also switch to the computer screen's image by pressing **[PC]** (Page 55). Only the party that pressed **[Camera Sub]** can perform this operation. To return to displaying your sub video camera's image, press **[Camera Sub]**.
 - While displaying your sub video camera's image, you can switch to displaying the other party's image in **Layout 1** by pressing **[B]** (Page 43, Page 45, Page 48). However, the other party cannot perform this operation, and the other party cannot confirm if you are viewing your sub video camera's image or the other party's image. When viewing the other party's image, the screen layout is fixed to **Layout 1**. To return to displaying your sub video camera's image, press **[B]**.
 - When connecting to an MCU or non-Panasonic video conference system:
 - Even while displaying your sub video camera's image, note that it is also possible for the other party to start sharing their sub video camera's image.
 - If a computer is connected, you can also switch to the computer screen's image by pressing **[PC]** (Page 55). To return to displaying your sub video camera's image, press **[Camera Sub]**. Note that it is also possible for the other party to start sharing their computer's screen.
 - While displaying your sub video camera's image, you can switch to displaying the other party's image in **Layout 1** by pressing **[B]** (Page 43). To return to displaying your sub video camera's image, press **[R]**.
- 2 Press **[Camera Main]** to return to showing the main video camera's image.

Note

- Only the party that pressed **[Camera Sub]** can perform this operation.

Note

- On the Home screen, you can also display the sub video camera's image on your display by pressing **[Camera Sub]**. While the sub video camera's image is displayed, the KX-VC500 will not enter screen standby mode. To return to the Home screen, press **[Camera Main]**.

Displaying a Still Image from the Sub Video Camera

You can display a still image from the sub video camera during a video conference call.

Note

- Fix your sub video camera and the object so that the image is not blurred.
- You cannot perform this operation when connecting to an MCU or non-Panasonic video conference system.

- 1 Press **[Camera Sub]**.
 - The sub video camera's image is displayed.
- 2 Press **[R]**.
 - The still image from your sub video camera is displayed on your display and the other party's display.

Note

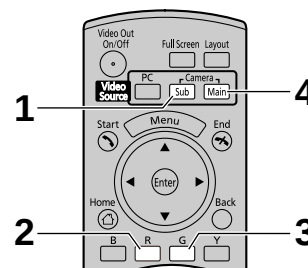
- The image becomes gradually clear after a black screen is displayed for about 1 second.
- If you press **[R]** while the still image is being sent, the image taken when you pressed **[R]** the second time is sent to other party's display again.
- If the network has low bandwidth and a high rate of packet loss, either it will take a long time to display a clear image, or a blurred image will be displayed.

- 3 Press **[G]**.
 - The display switches from the still image back to the normal sub video camera image.

Note

- A black screen is displayed for about 1 second after you press **[G]**.

- 4 Press **[Camera Main]**.
 - The screen returns to the main video camera's image.

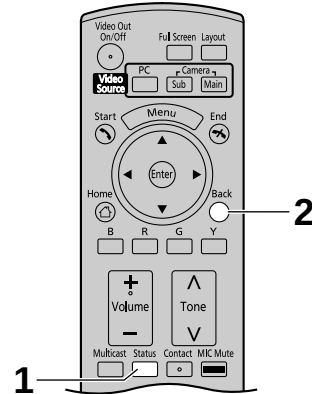
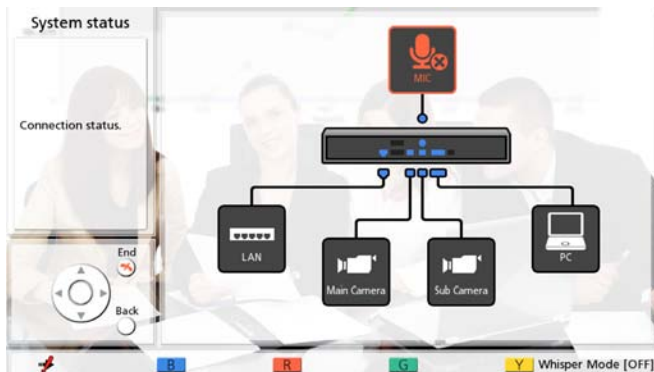


Displaying the Connection Status

You can confirm the connection status of the network and peripheral devices.

- 1 Press **[Status]**.
 - The connections status screen is displayed. An "X" mark is displayed next to any network or peripheral devices connection that is not in normal operation or not connected.

Example: The Boundary Microphone connection is not normally operating.



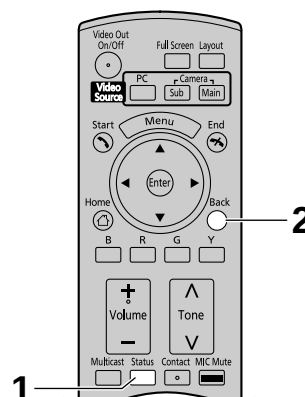
- "MIC" displays the connection status of the Boundary Microphone only. The connection status of general-purpose microphones is not displayed.
 - If the MIC detection setting has been disabled through system settings, the connection status of the Boundary Microphone will not be displayed (Page 78).
- 2 Press **[Back]**.
 - The display returns to the screen in use before the connections status screen was viewed.

Displaying Unit Information

- 1 Press **[Status]** twice.
 - The unit information screen is displayed.

Name	: Tokyo
MAC address	: 00-40-05-00-00-00
IP Address	: 192.168.181.110
Subnet mask	: 255.255.255.0
Default Gateway	: 192.168.181.1
Max. Bandwidth	: 9.0 Mbps
Resolution (send)	: 1024x768
Encryption	: OFF
Software version	: 1.0 (CE)
Frequency	: 50 Hz

B
R Next
 G
Y Whisper Mode [OFF]



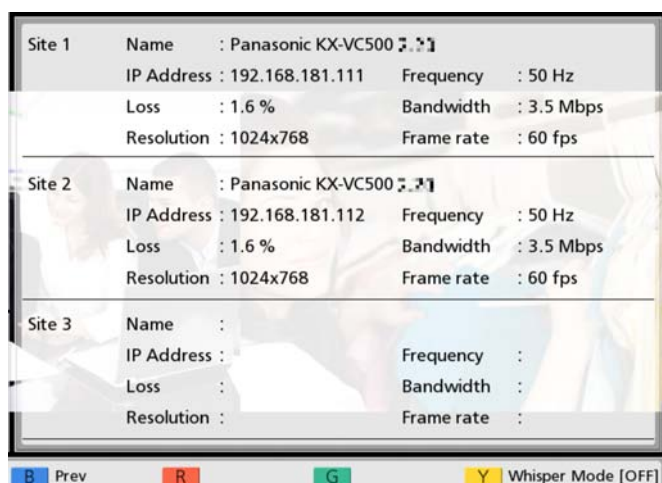
- The status of communication encryption is displayed under **"Encryption"** and the resolution for sending images is displayed under **"Resolution (send)"**. This information is not displayed when communication is not occurring.
- Features activated due to software enhancement (Page 89) are displayed in **"Software version"**. The details are as follows:
"(CE)": Connection to MCUs and non-Panasonic video conference systems is available.

Displaying the Connection Status

- If **[Status]** is pressed twice during a video conference call, you can press **[R]** to switch to the next screen. That screen displays the unit name, IP address, packet loss rate, connection bandwidth, resolution, frame rate and field frequency for the 3 parties displayed under **"Site 1"**, **"Site 2"** and **"Site 3"**.^{*1,2}

^{*1} **"Frequency"** is not displayed when connecting to an MCU or non-Panasonic video conference system.

^{*2} Depending on the other party, **"Name"** may be blank.



Site 1	Name : Panasonic KX-VC500	Frequency : 50 Hz
	IP Address : 192.168.181.111	Bandwidth : 3.5 Mbps
	Loss : 1.6 %	Frame rate : 60 fps
	Resolution : 1024x768	
Site 2	Name : Panasonic KX-VC500	Frequency : 50 Hz
	IP Address : 192.168.181.112	Bandwidth : 3.5 Mbps
	Loss : 1.6 %	Frame rate : 60 fps
	Resolution : 1024x768	
Site 3	Name :	Frequency :
	IP Address :	Bandwidth :
	Loss :	Frame rate :
	Resolution :	

B Prev **R** **G** **Y** Whisper Mode [OFF]

- Press **[Back]**.
 - The display returns to the screen in use before the step 1 was performed.

Activating Enhanced Features

Overview of Activation Keys

You can enhance the available features by purchasing an activation key card and configuring the necessary settings (Page 89).

Model No.	Activation Key Type	Description
KX-VCS101	Connection Enhancement	Enables the connection to MCUs and non-Panasonic video conference systems

Note

- Once you have activated new features (Page 89), they remain activated even after software updates or a system initialisation.
- If the hardware changes, for example if you exchange the unit, you must reacquire the registration key code and activate the features again. In this case, the registration key code can be reacquired free of charge.

Enabling Connection to Non-Panasonic Video Conference Systems

You can connect to a non-Panasonic video conference system and have a 2-party video conference call.

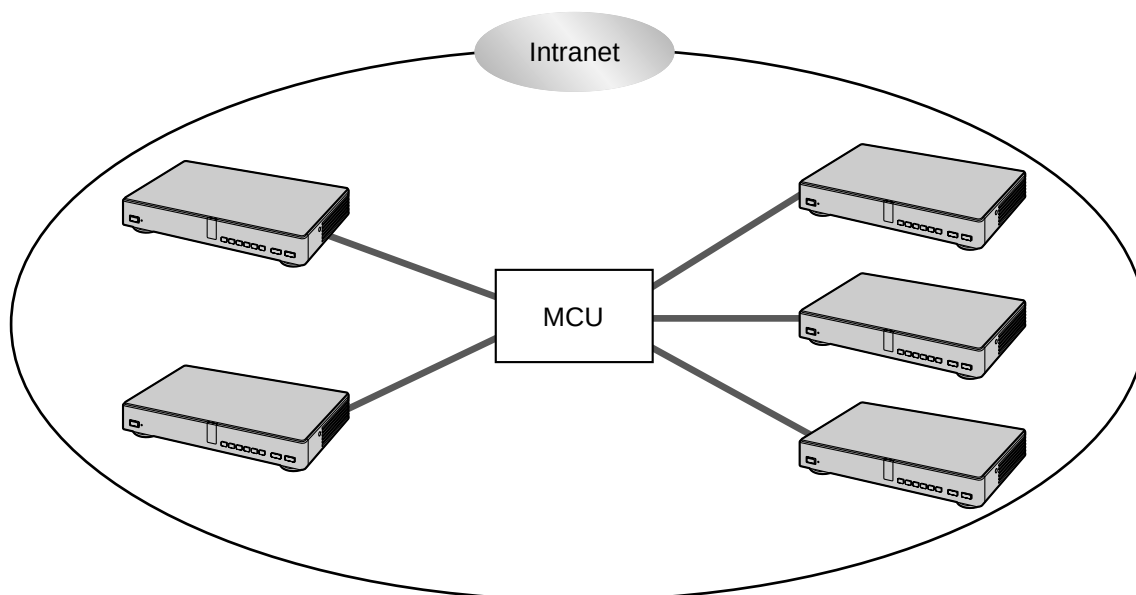


Note

- To connect to non-Panasonic video conference systems, you must purchase an activation key card (KX-VCS101) and activate this feature beforehand (Page 89). For details about the activation key, contact your dealer.
- Non-Panasonic video conference systems you want to connect to must meet the following criteria. Confirm the settings of the non-Panasonic video conference system.
 - Supports SIP communication
 - Supports communication with the H.264 Baseline Profile
 - Supports communication with the G.722 voice codec
- For details about the types of non-Panasonic video conference systems you can connect to, contact your dealer.
- The connection specifications (e.g., resolution) and available functions (e.g., content sharing) differ depending on the model type you connect to. For details, contact your dealer.
- When connecting to non-Panasonic video conference systems, only 2-party video conference calls are possible.
- You cannot adjust the tone during a video conference call.
- Audio sent to the other party is monaural.
- While you are displaying a sub video camera's image, you cannot send a still image from the sub video camera.
- Encrypted communication is not supported. When connecting to a non-Panasonic video conference system, both you and the other party must have encryption disabled (Page 77, Page 85, Page 86).
- Communication cannot be encrypted when you connect to a non-Panasonic video conference system. Instead, connect over an intranet or via a VPN.
- The maximum bandwidth specified in the settings at the beginning of the connection is applied for the duration of the connection to a non-Panasonic video conference system. Depending on the network conditions, you must specify an appropriate bandwidth setting (Page 77, Page 91).
- It may be necessary to change your maximum bandwidth depending on the non-Panasonic video conference system you are connecting to. If this is necessary, you can register a maximum bandwidth in local site settings (Page 91).

Enabling Connection to an MCU

Connecting to an MCU allows you to have a video conference call with 5 or more parties.



Note

- To connect to an MCU, you must purchase an activation key card (KX-VCS101) and activate this feature beforehand (Page 89). For details about the activation key, contact your dealer.
- MCUs you want to connect to must meet the following criteria. Confirm the settings of the MCU.
 - Supports SIP communication
 - Supports communication with the H.264 Baseline Profile
 - Supports communication with the G.722 voice codec
- For details about the types of MCUs you can connect to, contact your dealer.
- The connection specifications (e.g., resolution) and available functions (e.g., content sharing) differ depending on the MCU you connect to. For details, contact your dealer.
- The procedure for connecting to an MCU differs depending on the MCU. For details, contact your dealer.
- You cannot adjust the tone during a video conference call.
- Audio sent to the other party is monaural.
- While you are displaying a sub video camera's image, you cannot send a still image from the sub video camera.
- Encrypted communication is not supported. When connecting to an MCU, encryption must be disabled on both sides (Page 77, Page 85, Page 86).
- Communication cannot be encrypted when you connect to an MCU. Instead, connect over an intranet or via a VPN.
- The maximum bandwidth specified in the settings at the beginning of the connection is applied for the duration of the connection to an MCU. Depending on the network conditions, you must specify an appropriate bandwidth setting (Page 77, Page 91).

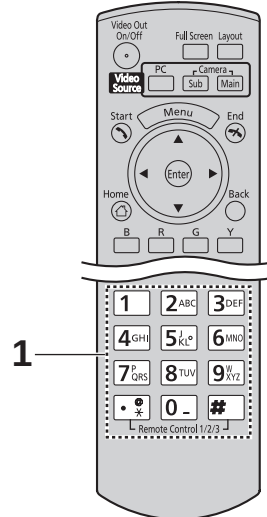
Operating an MCU Remotely using Tone Signals

When connecting to an MCU, you can send tone signals by pressing buttons (0–9, #, or *) on the remote control. Doing so allows you to operate (e.g., change the screen layout) the MCU remotely.

Note

- Tone signals can only be sent when connecting to an MCU. They cannot be sent between Panasonic HD Visual Communication Units.
- Features and operations that can be performed remotely will vary depending on the MCU.
- If the MCU you are connecting to does not support tone signals, an error message is displayed.
- If the other party sends tone signals to you, sound may be interrupted or a ringing noise may occur.

- 1 Enter a tone signal (0–9, #, or *).
 - The input field (❶) is displayed.



Note

- The input field can only contain up to 16 characters. If you input 17 characters, the first character input will not be displayed in the input field but all tone signals will be sent.
- The input field is not displayed until a tone signal is entered.
- If a tone signal is not entered for about 3 seconds, the input field disappears.
- If you enter further tone signals after the input field has disappeared, the tone signals entered the previous time are also displayed.

Adding Contacts to the Contact List

You can register the information of up to 300 contacts in the contact list.

Note

- If a video conference call is received while data is being entered, a dialogue box to confirm if you answer a video conference call is displayed. Use [◀][▶] to select "Yes" or "No" and press [Enter].
- When "Yes" is selected, you can answer a video conference call while any unsaved data is lost.
- When "No" is selected, you can continue entering the data.

Registering a New Contact

Registering a Single-party Contact

- Press [Menu].
 - The Menu screen is displayed.
- Use [▲][▼] to select "New Contact" and press [Enter].
 - The contact list registration screen is displayed.

Group/Site

Speed Dial

Multi-Point

IP Address

Site 1

Site 2

Site 3

B abc R a i G Save Y Clear

- Use [▲][▼] to select the following items for input:
 - "Group/Site": Enter a name for the contact (up to 24 characters) (Page 95).
 - "Speed Dial": Enter a speed dial number (1–300).
 - "Multi-Point": Use [◀][▶] to select "No".
 - "IP Address": Enter an IP address.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
 - Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
- Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
- Use [◀][▶] to select "Yes" and press [Enter].
 - The contact list screen is displayed.

Note

- To continue entering another contact, press [B] and repeat steps 3–5.

- Press [Home].
 - The Home screen is displayed.

Registering a Multiple-party Contact

- Press [Menu].
 - The Menu screen is displayed.
- Use [▲][▼] to select "New Contact" and press [Enter].
 - The contact list registration screen is displayed.

Group/Site

Speed Dial

Multi-Point

IP Address

Site 1

Site 2

Site 3

B Input mode R a i G Save Y Clear

3. Use [▲][▼] to select the following items for input:
"Group/Site": Enter a name for the video conference call (up to 24 characters) (Page 95).
"Speed Dial": Enter a speed dial number (1–300).
"Multi-Point": Use [◀][▶] to select **"2 sites"** or **"3 sites"**.
 For **"Site 1"/"Site 2"/"Site 3"**: Use the following procedure to select these from the contact list screen.

1. Use [▲][▼] to select **"Site 1"**, **"Site 2"** or **"Site 3"**.
2. Press [Enter].
 - The contact list screen is displayed.
3. Select a contact using [▲][▼].
 - You can use [◀][▶] to select the displayed tab (Page 34).
 - You can use the numeric buttons of the remote control to select the displayed tab (Page 34).
4. Press [Enter].
 - The contact list registration screen is displayed.

4. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
5. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The contact list screen is displayed.

Note

- To continue entering another contact, press [B] and repeat steps 3–5.

6. Press [Home].
 - The Home screen is displayed.

Editing Contact Information

1. Press [Menu].
 - The Menu screen is displayed.
2. Use [▲][▼] to select **"Contact List"** and press [Enter].
 - The contact list screen is displayed.
3. Use [▲][▼] to select the contact you want to edit.
 - You can use [◀][▶] to select the displayed tab (Page 34).
 - You can use the numeric buttons of the remote control to select the displayed tab (Page 34).

4. Press [Enter].
 - The contact list details screen is displayed.
5. Press [G].
 - The contact list edit screen is displayed.

6. Use [▲][▼] to select the item you want to edit and make any changes (Page 95).

Note

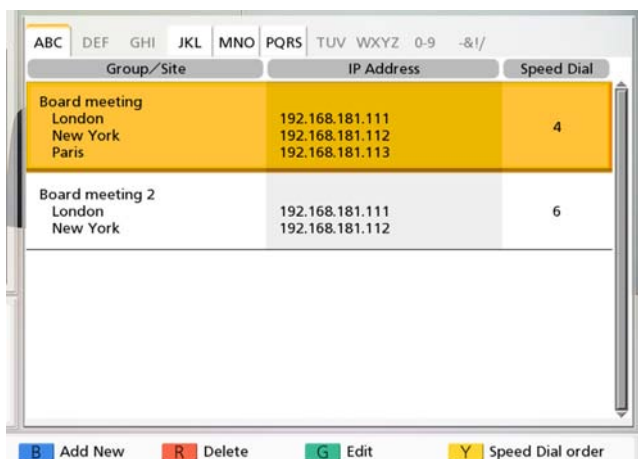
- When editing a single-party contact, you cannot edit **"Multi-Point"**.
- When editing a multiple-party contact, you cannot edit **"Multi-Point"** or **"IP Address"**.

7. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
8. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The contact list screen is displayed.
9. Press [Home].
 - The Home screen is displayed.

Deleting a Contact

1. Press [Menu].
 - The Menu screen is displayed.

2. Use [▲][▼] to select "Contact List" and press [Enter].
 - The contact list screen is displayed.



3. Use [▲][▼] to select the contact you want to delete.
 - You can use [◀][▶] to select the displayed tab (Page 34).
 - You can use the numeric buttons of the remote control to select the displayed tab (Page 34).
4. Press [R].
 - A dialogue box to confirm the deletion is displayed.
5. Use [◀][▶] to select "Yes" and press [Enter].
 - The contact list screen is displayed.
6. Press [Home].
 - The Home screen is displayed.

Registering a Contact from the Call History

Registering a Single-party Contact

You can register a contact to the contact list from the call history.

Note

- If a host name is displayed in the "Site" column of the call history, the party cannot be registered in your contact list.

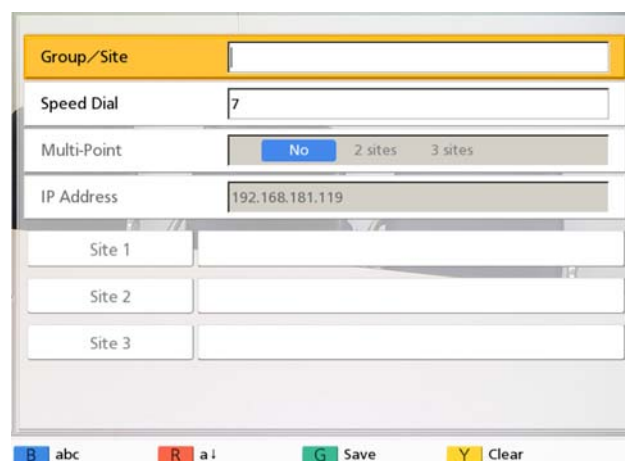
1. Press [Menu].
 - The Menu screen is displayed.

2. Use [▲][▼] to select "Call History" and press [Enter].
 - The outgoing call history screen is displayed.

Note

- To refer to the incoming call history, press [G].

3. Use [▲][▼] to select the single-party entry you want to add as a contact, and press [B].
 - The contact list registration screen is displayed.



4. Use [▲][▼] to select the necessary items and input information (Page 95).

Note

- You cannot edit "Multi-Point" or "IP Address".

5. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
6. Use [◀][▶] to select "Yes" and press [Enter].
 - The outgoing or incoming call history screen is displayed, depending on which of the screens you displayed in step 2.
7. Press [Home].
 - The Home screen is displayed.

Registering a Multiple-party Contact

You can register a multiple-party contact to the contact list from the outgoing call history.

Note

- When you register a multiple-party contact to the contact list from the call history, each party is also registered automatically as a single-party contact and each IP address is registered in **"Group/Site"**.
- If a host name is displayed in the **"Site"** column of the call history, the party cannot be registered in your contact list.

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Call History"** and press **[Enter]**.
 - The outgoing call history screen is displayed.
3. Use **[▲][▼]** to select the multiple-party entry you want to add as a multiple-party contact, and press **[B]**.
 - The contact list registration screen is displayed.

Group/Site	
Speed Dial	10
Multi-Point	No 2 sites 3 sites
IP Address	
Site 1	192.168.181.11
Site 2	192.168.181.12
Site 3	192.168.182.13

B abc R a i G Save Y Clear

4. Use **[▲][▼]** to select the necessary items and input information (Page 95).

Note

- You cannot edit **"Multi-Point"** or **"IP Address"**.

5. Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
6. Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The call history screen is displayed.
7. Press **[Home]**.
 - The Home screen is displayed.

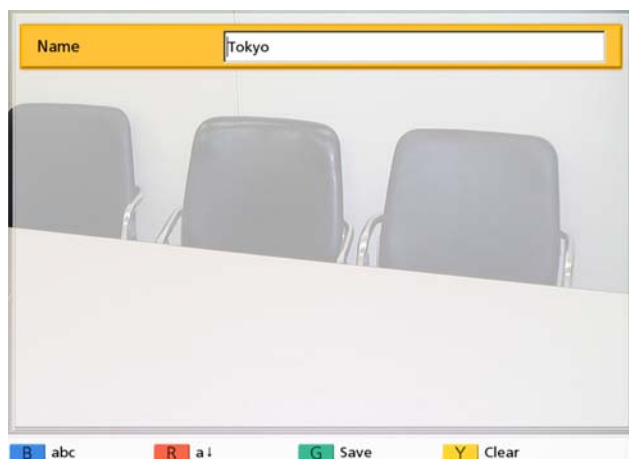
Changing System Settings

Note

- If a video conference call is received while data is being entered, the data entry is interrupted and any unsaved data is lost.

Setting the Unit Name

- Press **[Menu]**.
 - The Menu screen is displayed.
- Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
- Use **[▲][▼]** to select **"System Settings"** and press **[Enter]**.
 - The unit name setting screen is displayed.



- Enter a unit name (up to 24 characters) (Page 95).
- Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
- Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The system settings screen is displayed.
- Press **[Home]**.
 - The Home screen is displayed.

Setting the Date and Time

- Press **[Menu]**.
 - The Menu screen is displayed.
- Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
- Use **[▲][▼]** to select **"Set Date/Time"** and press **[Enter]**.
 - The date/time settings screen is displayed.

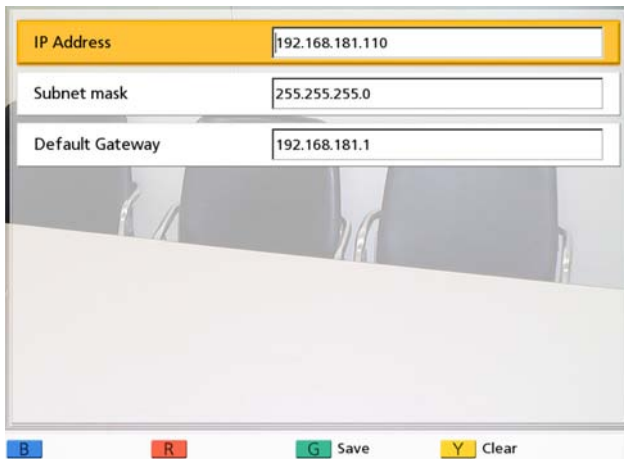


- Use **[▲][▼]** to select the item and input information.
 - Enter the year (4 digits), month (1–2 digits), day (1–2 digits), time (24 hour display), and select the date format (Month/Day/Year, Day/Month/Year, Year/Month/Day) and hour display format (12h/24h).
- Press **[G]**.
 - A dialogue box to confirm the saving of settings and system restart after saving is displayed.
- Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The system will automatically restart to reflect changes to system settings.

Making Network Settings

- Press **[Menu]**.
 - The Menu screen is displayed.

2. Use [▲][▼] to select **"Settings"** and press [Enter].
 - The system settings screen is displayed.
3. Use [▲][▼] to select **"Network Settings"** and press [Enter].
 - The network settings screen is displayed.

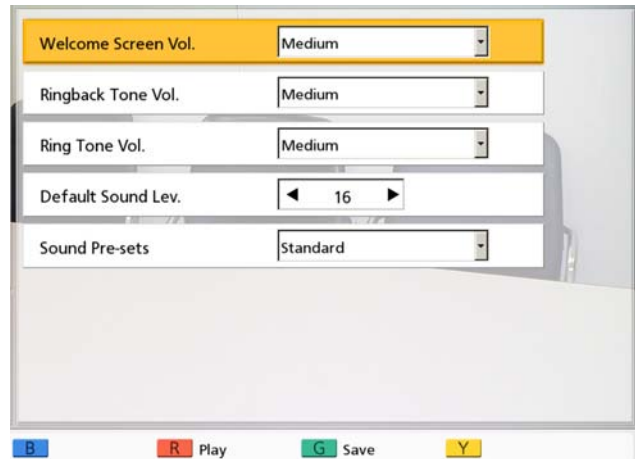


4. Use [▲][▼] to select the items you want to set, and input the relevant data.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
5. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
6. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The system settings screen is displayed.
7. Press [Home].
 - The Home screen is displayed.

Making Sound Settings

1. Press [Menu].
 - The Menu screen is displayed.
2. Use [▲][▼] to select **"Settings"** and press [Enter].
 - The system settings screen is displayed.

3. Use [▲][▼] to select **"Sound Settings"** and press [Enter].
 - The sound settings screen is displayed.



4. Use [▲][▼] to select the following items for input:
 - "Welcome Screen Vol.":** Press [Enter] and use [▲][▼] to select the volume level (**"Low"**, **"Medium"** [default] or **"High"**) played at the start-up.
 - "Ringback Tone Vol.":** Press [Enter] and use [▲][▼] to select the volume level (**"Low"**, **"Medium"** [default] or **"High"**) of an outgoing call ring.

Note

- The volume level of the busy tone will be the same level as the ring back tone.

"Ring Tone Vol.": Press [Enter] and use [▲][▼] to select the volume level (**"Low"**, **"Medium"** [default] or **"High"**) of an incoming call ring.

"Default Sound Lev.": Use [◀][▶] to select the volume level (**0–20**) at the start of a video conference call (default: **16**).

"Sound Pre-sets": Press [Enter] and use [▲][▼] to select the tone (**"More Highs"**, **"Standard"** [default], **"More Lows"**, **"Voice"** or **"Music"**) at the start of a video conference call (Page 54).

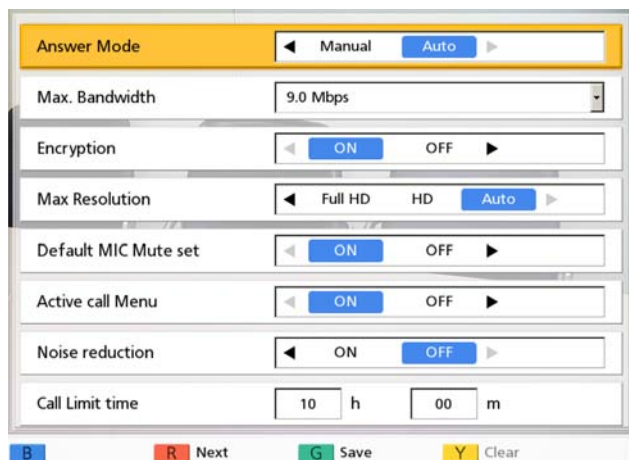
Note

- You can listen to a sample of the following items by pressing [R].
 - **"Welcome Screen Vol."**
 - **"Ringback Tone Vol."**
 - **"Ring Tone Vol."**

5. Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
6. Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The system settings screen is displayed.
7. Press **[Home]**.
 - The Home screen is displayed.

Making Connection Settings

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
3. Use **[▲][▼]** to select **"Call set up"** and press **[Enter]**.
 - The connection settings screen is displayed.



4. Use **[▲][▼]** to select the following items for input:
 - The following items are displayed over 2 pages. To view all the items, press **[R]** to move to the next page, and press **[B]** to move to the previous page.
 - You must save the settings separately for each screen on which you changed the settings.

"Answer Mode": Use **[◀][▶]** to select how to answer video conference calls (**"Manual"** [default] or **"Auto"**) (Page 41).

"Max. Bandwidth": Press **[Enter]** and use **[▲][▼]** to select the maximum allowed bandwidth to be used (**512 kbps**, **768 kbps**, **1.0 Mbps**,

1.2 Mbps, **2.0 Mbps**, **3.0 Mbps**, **4.0 Mbps**, **5.0 Mbps**, **6.0 Mbps**, **7.0 Mbps**, **8.0 Mbps**, **9.0 Mbps** [default], **10.0 Mbps**).

Note

- The maximum bandwidth during a video conference call adjusts to that of the party that has set the lowest bandwidth for the maximum bandwidth setting among all participating parties.
- You cannot select a value that is higher than the maximum bandwidth set by the dealer. For details, contact your dealer.
- When you make a 3-party video conference call, select a value of **"1.0 Mbps"** or higher. Otherwise, the image quality and the sound quality cannot be guaranteed.
- When you make a 4-party video conference call, select a value of **"2.0 Mbps"** or higher. Otherwise, the image quality and the sound quality cannot be guaranteed.

"Encryption": Use **[◀][▶]** to select whether to enable encryption.

- **"ON"**: Encryption is enabled.
- **"OFF"** (default): Encryption is disabled.

Note

- Be careful when changing encryption settings because doing so may cause you to become unable to communicate with other parties.
- Be aware that if encryption is disabled, eavesdropping might be possible on networks that are not secured against such actions.
- If you cannot specify a value for **"Encryption"** because the setting is unavailable, contact your network administrator.
- When connecting to an MCU or non-Panasonic video conference system, set **"Encryption"** to **"OFF"** because encryption is not available. Encryption must be disabled on both sides.

"Max Resolution": Use **[◀][▶]** to select the maximum display resolution of the main video camera and sub video camera used during a video conference call.

- **"Full HD"**: Maximum resolution: 1920 × 1080i (This mode switches the display resolution according to the condition of the network.)
- **"HD"**: Maximum resolution: 1280 × 720p

(This mode switches the display resolution according to the condition of the network.)

- **"Auto"** (default): This mode selects either **"Full HD"** or **"HD"** according to the available bandwidth.

Note

- Selecting **"Auto"** or **"HD"** is recommended.
- When **"Full HD"** is selected, if the other party has a low bandwidth, the display resolution may be lower than when **"HD"** or **"Auto"** is selected.
- If the field frequency is different between parties in a video conference call, the maximum resolution will be **"HD"**, even if you have specified **"Full HD"**.
- When making a 3-party video conference call, the main video camera will be automatically set to **"HD"**, even if you have specified **"Full HD"**.
- When making a 4-party video conference call, the main video camera and sub video camera will be automatically set to **"HD"**, even if you have specified **"Full HD"**.

"Default MIC Mute set": Use [◀][▶] to select whether to mute the microphone(s) at the start of a received video conference call.

- **"ON"**: Mutes the microphone(s).
- **"OFF"** (default): Does not mute the microphone(s).

"Active call Menu": Use [◀][▶] to select whether to display the guide when a video conference call begins.

- **"ON"** (default): Displays the guide.
- **"OFF"**: Hides the guide.

"Noise reduction": Use [◀][▶] to select whether to enable noise reduction when a video conference call begins.

- **"ON"**: Enables noise reduction.
- **"OFF"** (default): Disables noise reduction.

"Call Limit time": Enter the maximum length of time for the duration of a video conference call (in hours and minutes).

Note

- If you set 0 hours 0 minutes (default), the call time is unlimited.
- If the duration of a video conference call exceeds the specified length of time, the call will be automatically disconnected.

"MIC detection": Use [◀][▶] to select whether to enable the detection of the connection status of the Boundary Microphones.

- **"ON"** (default): Enables the detection of Boundary Microphones.
- **"OFF"**: Disables the detection of Boundary Microphones.

Note

- When not using Boundary Microphones, set this to **"OFF"**.

"Network Connection Status": Use [◀][▶] to select whether to display the network status indication.

- **"ON"** (default): Displays the network status indication.
- **"OFF"**: Hides the network status indication.

"Still image quality": Use [◀][▶] to select the display resolution to use when you send still images from the sub video camera to other parties.

- **"Full HD"** (default): The resolution of still images is Full HD.
- **"HD"**: The resolution of still images is HD.

Note

- If the network has low bandwidth and a high rate of packet loss, selecting **"HD"** is recommended. For details, contact your dealer.
- If the field frequency is different between parties in a video conference call, the display resolution will be **"HD"**, even if you have specified **"Full HD"**.
- During a 4-party video conference call, the display resolution will be **"HD"**, even if you have specified **"Full HD"**.

5. Press [G].

- A dialogue box to confirm the saving of settings is displayed.

6. Use [◀][▶] to select **"Yes"** and press [Enter].

- The system settings screen is displayed.

7. Press [Home].

- The Home screen is displayed.

Display Unit Information

You can view the setting information for the KX-VC500.

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
3. Press **[▶]**.
 - The second page is displayed.
4. Use **[▲][▼]** to select **"System Info."** and press **[Enter]**.
 - The unit information screen is displayed (Page 65).

Name	: Tokyo
MAC address	: 11 00 00 00 00 00
IP Address	: 192.168.181.110
Subnet mask	: 255.255.255.0
Default Gateway	: 192.168.181.1
Max. Bandwidth	: 9.0 Mbps
Resolution (send)	:
Encryption	:
Software version	: 1.0.0 (CE)
Frequency	: 50 Hz

5. Press **[Home]**.
 - The Home screen is displayed.

Setting the MIC Position

You can specify where a Boundary Microphone is conceptually positioned relative to the display. When sounds are transmitted to another party, they are played in accordance with the specified positions, which creates a stereo environment.

Setting the MIC Position automatically

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.

3. Press **[▶]**.
 - The second page is displayed.
4. Use **[▲][▼]** to select **"MIC Setting"** and press **[Enter]**.
 - The auto settings screen is displayed.

Note

- If the manual settings screen is displayed, press **[B]** to return to the auto settings screen.



5. Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
6. Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The system settings screen is displayed.

Note

- Depending on how many Boundary Microphones are connected, the output settings differ as follows:
 - 2 or more Boundary Microphones: Monaural output
 - 1 Boundary Microphone: Stereo output

7. Press **[Home]**.
 - The Home screen is displayed.

Setting the MIC Position manually

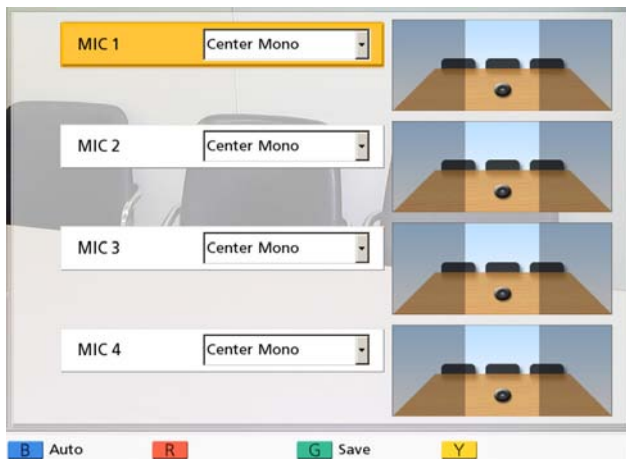
1. Press **[Menu]**.
 - The Menu screen is displayed.

2. Use [▲][▼] to select **"Settings"** and press [Enter].
 - The system settings screen is displayed.
3. Press [▶].
 - The second page is displayed.
4. Use [▲][▼] to select **"MIC Setting"** and press [Enter].
 - The auto settings screen is displayed.

Note

- If the manual settings screen is displayed, proceed to step 6.

5. Press [B].
 - The manual settings screen is displayed.



6. Use [▲][▼] to select the Boundary Microphone you want to configure and press [Enter].
7. Use [▲][▼] to select the Boundary Microphone's relative position.
 - "Left side"**: Sounds on left side are played.
 - "Right side"**: Sounds on right side are played.
 - "Center Mono"**: All sounds are played through both the left and right speakers at the same volume.
 - "Center stereo"**: Sounds centred on the microphone are played through both the left and right speakers at the same volume.

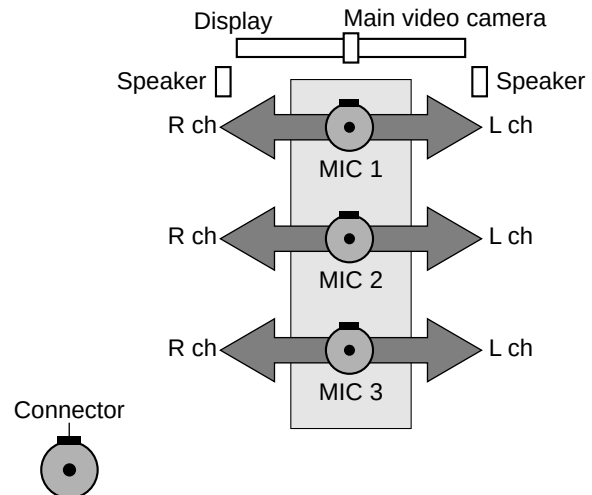
Note

- When a Boundary Microphone is set to **"Center stereo"**, make sure that it is placed with its connector facing the display.
- For the settings shown in the following diagrams, the left/right channels are

displayed as viewed from the side of the main video camera.

Here are examples of the relative position of Boundary Microphones.

When setting Boundary Microphones in a row perpendicular to the display:

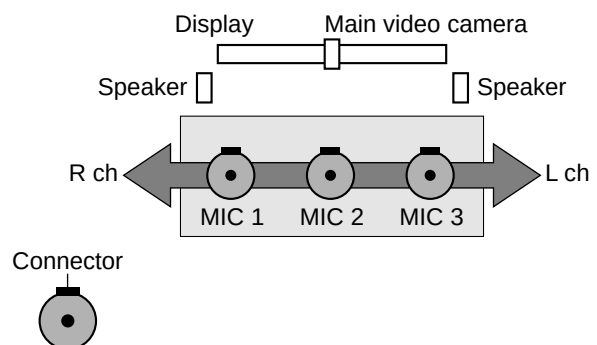


MIC 1: **"Center stereo"**

MIC 2: **"Center stereo"**

MIC 3: **"Center stereo"**

When setting Boundary Microphones parallel with the display:

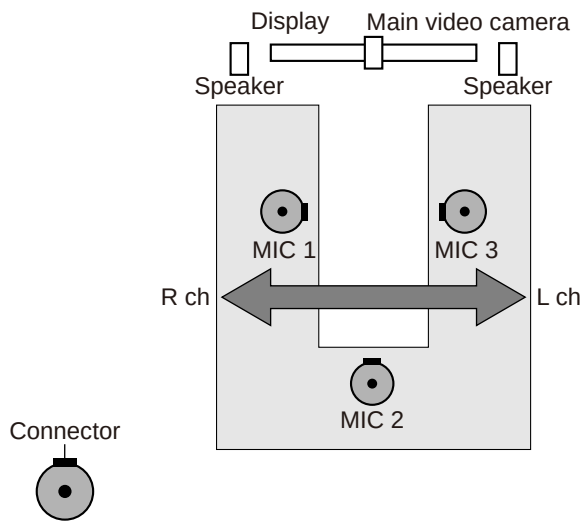


MIC 1: **"Right side"**

MIC 2: **"Center Mono"**

MIC 3: **"Left side"**

When setting Boundary Microphones as follows:



MIC 1: "Right side"
MIC 2: "Center Mono"
MIC 3: "Left side"

Note

- Make some noise near the Boundary Microphone. "▶" is displayed to indicate which Boundary Microphone picks up the noise.
- "▶" is not displayed when the Boundary Microphone is mute.
- "▶" is not displayed when multiple Boundary Microphones pick up the sound at the same time.
- "▶" might be displayed by pressing the MIC Mute button when the Boundary Microphone is mute.

8. Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
9. Use **[◀][▶]** to select "Yes" and press **[Enter]**.
 - The system settings screen is displayed.
10. Press **[Home]**.
 - The Home screen is displayed.

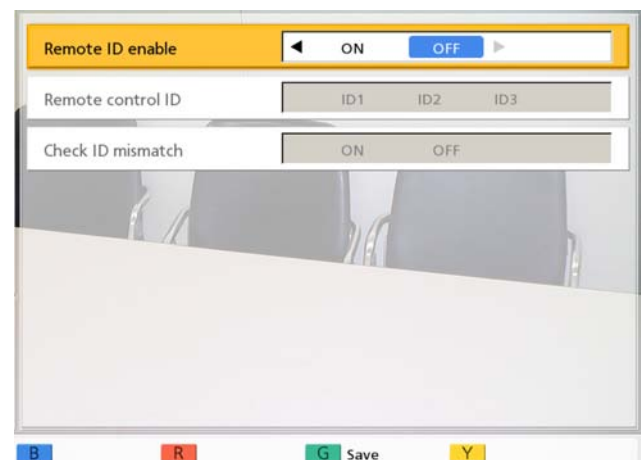
Note

- Do not move Boundary Microphones after completing settings. Otherwise the settings will not match the location of the Boundary Microphone.

Making Remote Control Settings

You can specify a remote control ID from 1, 2, or 3 for both the remote control and the KX-VC500. The KX-VC500 responds to signals from any remote control with the same remote control ID as itself. If you do not specify an ID, the KX-VC500 responds to signals from all remote controls. You can confirm the remote control ID for the KX-VC500 on the Home screen (Page 27).

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select "Settings" and press **[Enter]**.
 - The system settings screen is displayed.
3. Press **[▶]**.
 - The second page is displayed.
4. Use **[▲][▼]** to select "Remote Ctrl ID" and press **[Enter]**.
 - The remote control settings screen is displayed.



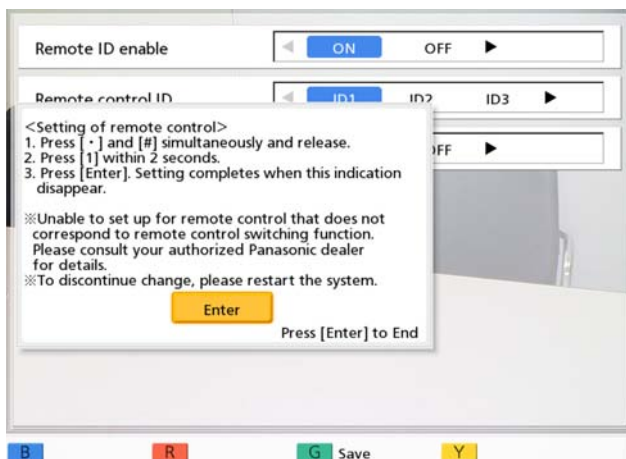
5. Use **[▲][▼]** to select the following items for input:
 - "Remote ID enable": Use **[◀][▶]** to select "ON" or "OFF" (default).
 - When "ON" is selected, you can set a specific remote control ID for the KX-VC500.
 - When "OFF" is selected, the KX-VC500 will respond to all remote controls.
 - "Remote control ID": Use **[◀][▶]** to select a remote control ID ("ID1" [default]/"ID2"/"ID3") for the KX-VC500.
 - "Check ID mismatch": Use **[◀][▶]** to select "ON" (default) or "OFF".

- When **"ON"** is selected, if the KX-VC500 receives a signal from a remote control that has an ID different from the one specified on the Home screen, a warning is displayed. Follow the procedures on the screen to change the remote control ID.
- When **"OFF"** is selected, even if the KX-VC500 receives a signal from a remote control that has an ID different from the one specified, no warning is displayed on the Home screen.

Note

- If multiple remote controls with assigned IDs are being used close together, it is recommended that you select **"OFF"** for **"Check ID mismatch"**.

- Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
- Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
- When **"Remote ID enable" is set to "ON" (Page 81)**:
The dialogue box for changing the ID of the remote control is displayed. Proceed to step 9.



Note

- While the dialogue box is displayed, video conference calls cannot be received.

When "Remote ID enable" is set to "OFF" (Page 81):

The system settings screen is displayed. Press **[Home]** to return to the Home screen.

- Use the following procedure to change the ID of the remote control.

- Press and hold **[.]** and **[#]** at the same time.
- Within 2 seconds after you release the buttons, press the number (**1** to **3**) corresponding to the ID that you specified for **"Remote control ID"** in step 4.
 - 1**: ID1
 - 2**: ID2
 - 3**: ID3

- Press **[Enter]**.

- The dialogue box disappears and the remote control ID of the KX-VC500 will be saved.

Note

- If the dialogue box does not disappear, repeat the procedure above, several times if necessary. If the dialogue box still does not disappear, turn the power off and then back on to cancel the settings. For details, contact your dealer.

- Press **[Home]**.

- The Home screen is displayed.

Performing a Network Test

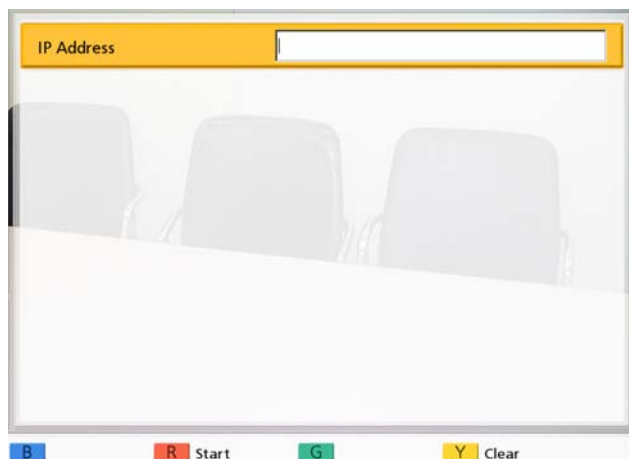
You can confirm whether a network connection can be established with a particular IP address.

Note

- You cannot perform a network test from the contact list screen or the call history screen.

- Press **[Menu]**.
 - The Menu screen is displayed.
- Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
- Press **[▶]**.
 - The second page is displayed.

4. Use [**▲**][**▼**] to select "**Network Test**" and press [**Enter**].
 - The network test screen is displayed.



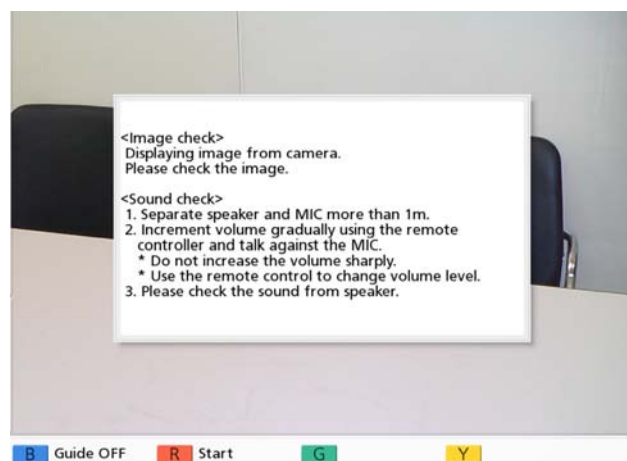
5. Enter an IP address.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
6. Press [**R**].
 - The network test starts. After the network test is finished, if the network test was successful or timed out, the details of the results are displayed. If the network test failed, a message indicating the failure is displayed.
7. Press [**Home**].
 - The Home screen is displayed.

Performing Self Diagnosis

You can check how your image will be displayed and how your voice will be heard to the other party before starting a video conference call, using your own display and speakers.

1. Press [**Menu**].
 - The Menu screen is displayed.
2. Use [**▲**][**▼**] to select "**Settings**" and press [**Enter**].
 - The system settings screen is displayed.

3. Press [**▶**].
 - The second page is displayed.
4. Use [**▲**][**▼**] to select "**Self Diag.**" and press [**Enter**].
 - The self diagnosis screen is displayed with the dialogue box.



Note

- You can hide or display the dialogue box by pressing [**B**].
- Set the microphone at least 1 m away from the speakers.

5. Press [**R**].
 - The self diagnosis starts.

Note

- Check the image that is displayed from the main video camera.
- To avoid feedback, slowly raise the volume using the remote control's [**+**] button.
- When someone speaks into the microphone, confirm whether the sound plays back through the speakers.
- During self diagnosis, all Boundary Microphones will be set to "**Center stereo**".
- During self diagnosis, the tone will be set to "**Standard**".

6. Press [**R**].
 - The self diagnosis ends.

Note

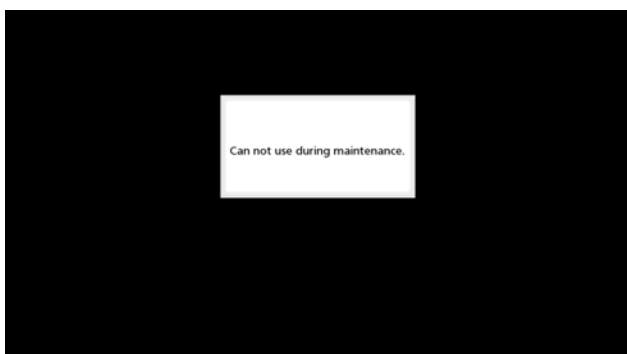
- If you do not press **[R]**, the self diagnosis will automatically end after about 10 minutes.

7. Press **[Home]**.
 - The Home screen is displayed.

Performing Remote Maintenance

The following operation is for performing remote maintenance by your dealer. After performing the operation, you cannot use the KX-VC500 until remote maintenance is finished. However, turning the power off and then back on cancels remote maintenance, and you can use the KX-VC500. For details, contact your dealer.

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
3. Press **[▶]** twice.
 - The third page is displayed.
4. Use **[▲][▼]** to select **"Remote access"** and press **[Enter]**.
 - The dialogue box to confirm the start of remote maintenance is displayed.
5. Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The remote maintenance screen is displayed.



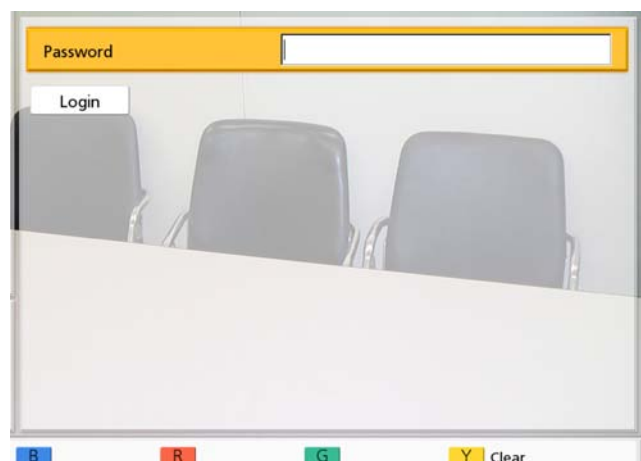
Making Administrator Menu Settings

Note

- If a video conference call is received while data is being entered, data entry is interrupted and any unsaved data is lost.

Logging in to the Administrator Menu

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Settings"** and press **[Enter]**.
 - The system settings screen is displayed.
3. Press **[▶]** twice.
 - The third page is displayed.
4. Use **[▲][▼]** to select **"Admin login"** and press **[Enter]**.
 - The login screen is displayed.

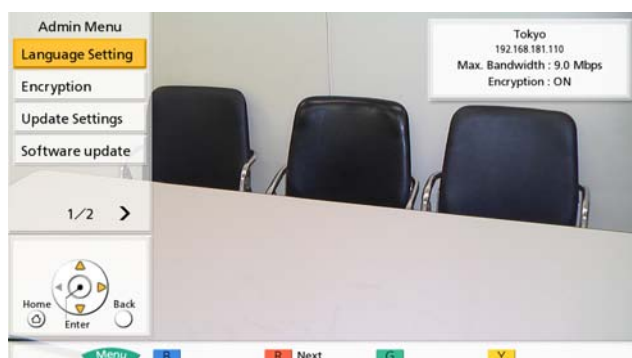


5. Use **[▲][▼]** to select **"Password"**, then enter the administrator password (4–10 digits).

Note

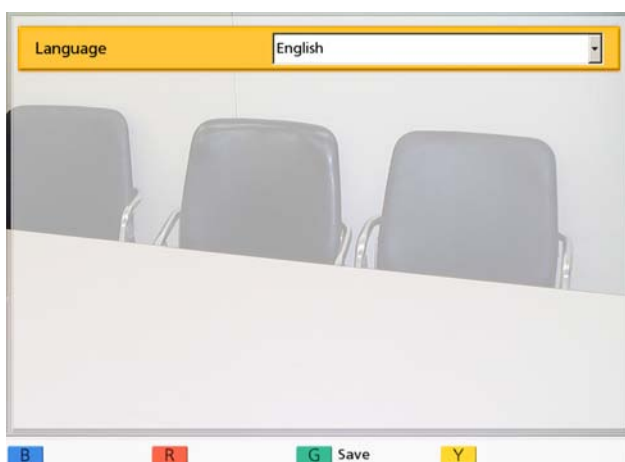
- Please enter the administrator password that was set during installation.
- If you forget the administrator password, please contact your dealer.

6. Use [**▲**][**▼**] to select "**Login**" and press [**Enter**].
 - The admin menu screen is displayed.



Making Language Settings

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Use [**▲**][**▼**] to select "**Language Setting**" and press [**Enter**].
 - The language settings screen is displayed.



3. Press [**Enter**] and use [**▲**][**▼**] to select the desired language.

Note

- According to the model, the language you can select is different as follows:
 For KX-VC500BX: **English(UK)** (default), **English(US)**
 For KX-VC500CX: **English**
 For KX-VC500EX: **English** (default), **Deutsch**, **Français**, **Italiano**, **Español**, **Nederlands**

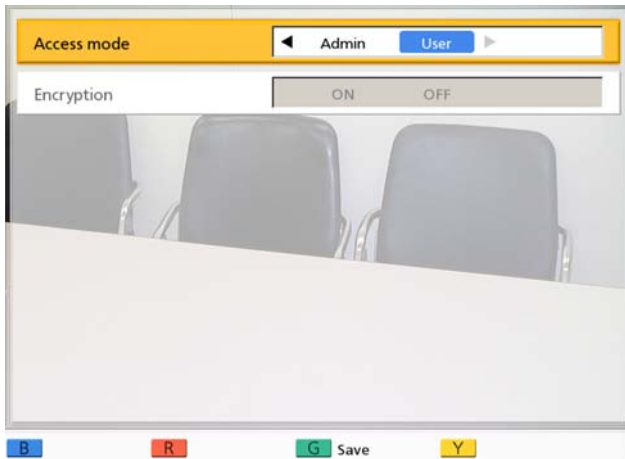
4. Press [**Enter**].
5. Press [**G**].
 - A dialogue box to confirm the saving of settings is displayed.
6. Use [**◀**][**▶**] to select "**Yes**" and press [**Enter**].
 - The admin menu screen is displayed in the selected language.
7. Press [**Home**].
 - The Home screen is displayed.

Making Encryption Settings

Note

- Be careful when changing encryption settings because doing so may cause you to become unable to communicate with other parties.
 - There is a danger that encryption settings will be changed by a third party. Therefore, be careful when managing the administrator password and giving users the authority to change encryption settings.
 - If an encryption password is not set, you cannot make encryption settings. For details, contact your dealer.
 - Be aware that if encryption is disabled, eavesdropping might be possible on networks that are not secured against such actions.
1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.

2. Use [▲][▼] to select **"Encryption"** and press [Enter].
 - The encryption settings screen is displayed.



3. Use [▲][▼] to select the following items for input:
 - "Access mode"**: Use [◀][▶] to select **"Admin"** (default) or **"User"**.
 - When **"Admin"** is selected, only the network administrator can change the encryption setting.
 - When **"User"** is selected, any users can change the encryption setting (Page 77, Page 92).
 - "Encryption"**: Use [◀][▶] to select whether to enable encryption.
 - **"ON"**: Encryption is enabled.
 - **"OFF"** (default): Encryption is disabled.

Note

- If the **"Encryption"** setting does not match that of the other party in a video conference call, the video conference call will not start.
- This setting is available only when **"Admin"** is selected for **"Access mode"**.
- When connecting to an MCU or non-Panasonic video conference system, set **"Encryption"** to **"OFF"** because encryption is not available. Encryption must be disabled on both sides.

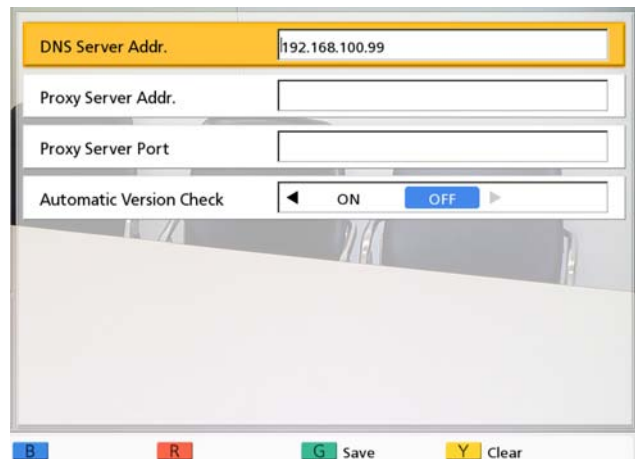
4. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
5. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The admin menu screen is displayed.

6. Press [Home].
 - The Home screen is displayed.

Making Software Update Settings

Preparation settings for updating the software can be made here.

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Use [▲][▼] to select **"Update Settings"** and press [Enter].
 - The update settings screen is displayed.



3. Use [▲][▼] to select the following items for input:
 - "DNS Server Addr."**: Enter the IP address of the DNS server.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
 - "Proxy Server Addr."**: Enter the IP address of the proxy server.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
 - "Proxy Server Port"**: Enter the proxy server port number (1–65535).

"Automatic Version Check": Use [◀][▶] to select **"ON"** or **"OFF"** (default).

- When **"ON"** is selected, the KX-VC500 will automatically look up the DNS server or proxy server to see if there are updates for your software on start-up. If updates are available, a dialogue box is displayed on the Home screen.
- When **"OFF"** is selected, the KX-VC500 will not automatically look up the DNS server or proxy server to see if there are updates for your software on start-up.

4. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
5. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The admin menu screen is displayed.
6. Press [Home].
 - The Home screen is displayed.

Updating Software

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Use [▲][▼] to select **"Software update"** and press [Enter].
 - The software update screen is displayed.



3. When **"Automatic Version Check"** is set to **"ON"** (Page 87):
The latest software version is displayed next to **"Available Software version :"**. Proceed to step 4 if there is an update available.

When "Automatic Version Check" is set to "OFF" (Page 87):

Use [▲][▼] to select **"Software updates"** and press [Enter].

- The system checks for version updates. The latest software version will be displayed next to **"Available Software version :"**. Proceed to step 4 if there is an update available.

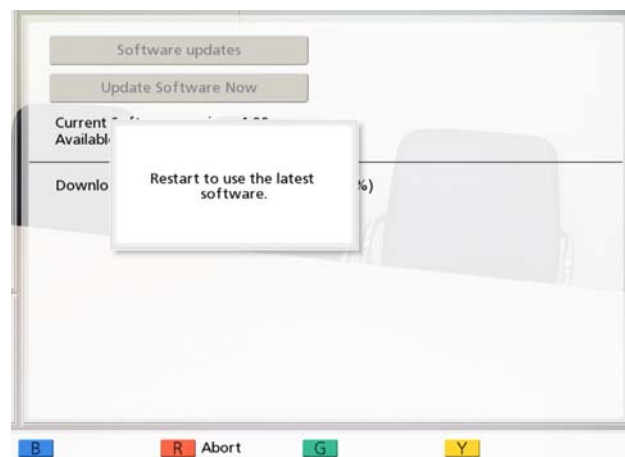
4. Use [▲][▼] to select **"Update Software Now"** and press [Enter].
 - A dialogue box to confirm the updating of your software is displayed.

Note

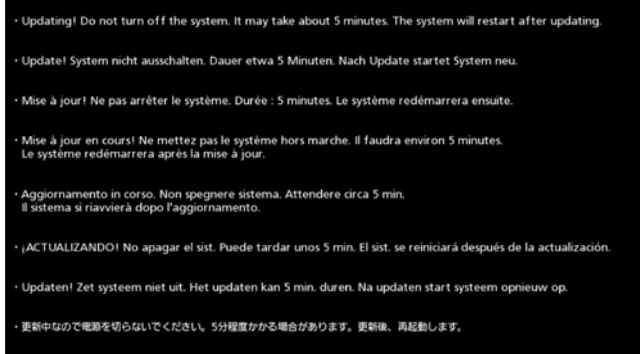
- Please carefully read and confirm the cautions in the dialogue box before proceeding to the next step.

5. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The update is automatically downloaded and installed.
 - To complete the update, the system will automatically restart twice. Before each restart, a message will be displayed as detailed below.

The message displayed before the first restart



The message displayed before the second restart



After the second restart, the system will start up with the latest software.

Note

- Contact your dealer for more information on obtaining the latest firmware and User Manual.
- If the checking, downloading, or installing of a software update fails, an error message is displayed. Press **[Enter]** to restart the system.

Please try the following:

- a. Check that the DNS server's IP address or the proxy server's IP address and proxy port are correct, and then try updating the software again.
- b. If the above step is unsuccessful, try updating the software again later. The network may be currently very busy.

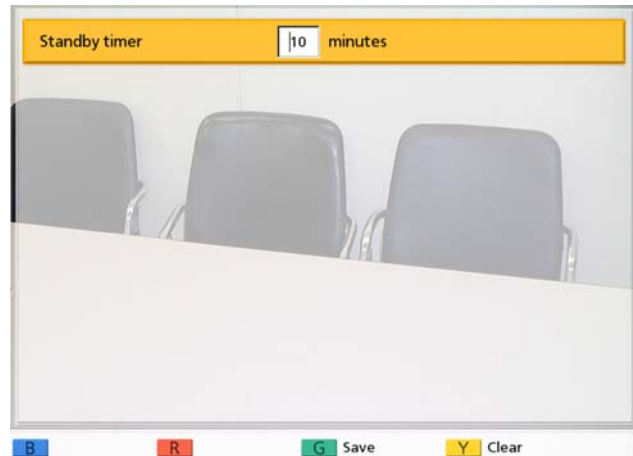
If the retry fails several times, there might be a problem with your communication lines. Please contact your dealer.

Making Screen Standby Settings

When the KX-VC500 or remote control are not operated or a video conference call is not received for a specified length of time, the KX-VC500 enters standby mode. You can set the length of time here.

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Press **[▶]**.
 - The second page is displayed.

3. Use **[▲]**/**[▼]** to select **"Standby Setting"** and press **[Enter]**.
 - The screen standby settings screen is displayed.



4. Enter the length of time (**0–99**) in minutes until the KX-VC500 enters screen standby mode (default: **10**).

Note

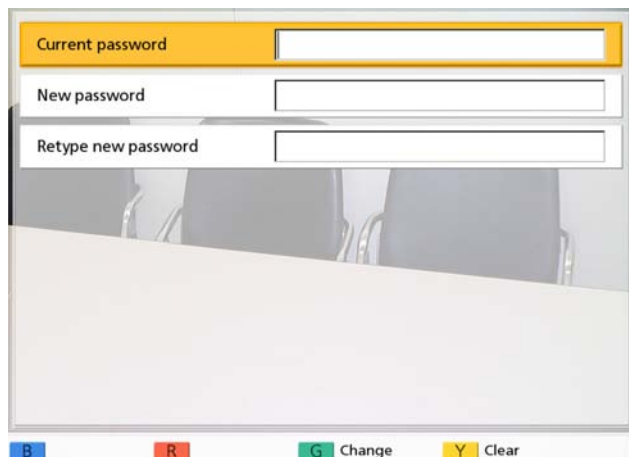
- If you set **"0"**, the KX-VC500 will not enter screen standby mode automatically. However, if you press the remote control's **[Video Out On/Off]** button, the KX-VC500 will enter screen standby mode even if **"0"** is set.

5. Press **[G]**.
 - A dialogue box to confirm the saving of settings is displayed.
6. Use **[◀]**/**[▶]** to select **"Yes"** and press **[Enter]**.
 - The admin menu screen is displayed.
7. Press **[Home]**.
 - The Home screen is displayed.

Making Administrator Password Settings

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Press **[▶]**.
 - The second page is displayed.

3. Use [▲][▼] to select "**Password Settings**" and press [Enter].
 - The password settings screen is displayed.



4. Use [▲][▼] to select the following items and enter a password (4–10 digits):
 - "**Current password**": Enter the current password (default: 00000000).
 - "**New password**": Enter the new password.
 - "**Retype new password**": Enter the new password again.

Note

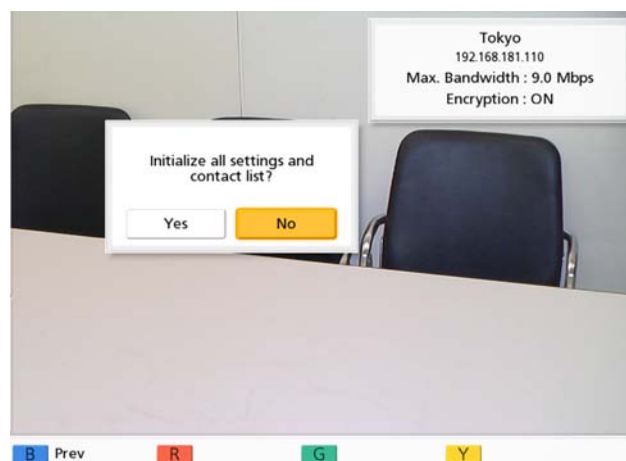
- Please change the default login password the first time the KX-VC500 is installed.
- Be sure to keep the password safe.

5. Press [G].
 - A dialogue box to confirm the changing of settings is displayed.
6. Use [◀][▶] to select "**Yes**" and press [Enter].
 - The admin menu screen is displayed.
7. Press [Home].
 - The Home screen is displayed.

Performing System Initialisation

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.

2. Press [▶].
 - The second page is displayed.
3. Use [▲][▼] to select "**System Initialize**" and press [Enter].
 - A dialogue box to confirm the start of system initialisation is displayed.



4. Use [◀][▶] to select "**Yes**" and press [Enter].
 - The system will automatically restart to complete the system initialisation.

Note

- After initialisation, all system settings previously made and information stored in the contact list and call history are cleared.
- Features activated due to software enhancement (Page 89) are not cleared.

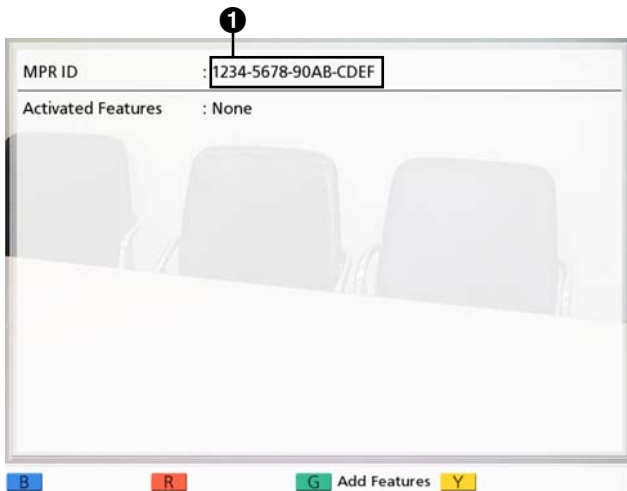
Activating Enhanced Features

You can activate features by enhancing the KX-VC500's software. To activate the feature, you must obtain a registration key code from your dealer. First, provide your dealer with the activation key number and registration ID written on the activation key card, and the unit's MPR ID. The dealer will enter this information into the Key Management System and then issue you with the registration key code.

To Confirm the MPR ID

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.

2. Press [▶].
 - The second page is displayed.
3. Use [▲][▼] to select "Enhancement" and press [Enter].
 - The software enhancement screen is displayed. Check the field "MPR ID" ❶.

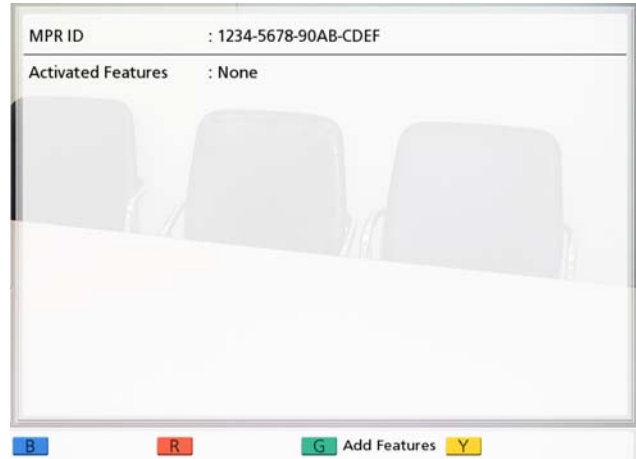


To Register the Registration Key Code

Registering the registration key code you acquired activates the enhanced features.

1. Login to the administrator menu (Page 84).
 - The admin menu screen is displayed.
2. Press [▶].
 - The second page is displayed.

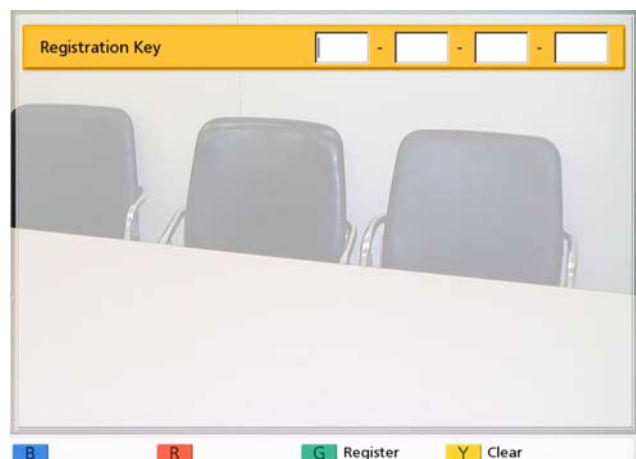
3. Use [▲][▼] to select "Enhancement" and press [Enter].
 - The software enhancement screen is displayed.



Note

- Features that have already been activated are displayed in "Activated Features", as follows:
 - "Connection Enhancement": Connection to MCUs and non-Panasonic video conference systems is available.
 - "None": No features have been activated.

4. Press [G].
 - The registration key code input screen is displayed.



5. Enter the 16-digit registration key code.

6. Press [G].
 - A dialogue box to confirm the saving of settings and system restart after saving is displayed.
7. Use [◀][▶] to select "Yes" and press [Enter].
 - The system will automatically restart to reflect changes to system settings.

Note

- If the registration key code you entered is invalid, "Failed Registration Key code authentication." is displayed. Repeat the procedure from step 5. If this message is displayed even when you have correctly input the registration key code that was issued, contact your dealer.
- Registration is possible only one registration key code can be registered at once.
- Activated features can also be checked on the unit information screen (Page 65).

Making Local Site Settings

You can register up to 5 temporary local sites. One KX-VC500 can be used in multiple meeting rooms without the need to change certain basic network settings.

Registering a Local Site

1. Press [Menu].
 - The Menu screen is displayed.
2. Use [▲][▼] to select "Select local site" and press [Enter].
 - The select local site screen is displayed.
3. Use [▲][▼] to select "Not Registered" and press [B].
 - The local site settings screen is displayed.

4. Use [▲][▼] to select the following items for input:
 - "Local site name": Enter a name for the local site.
 - "IP Address": Enter an IP address.
 - If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001].
 - Example: The IP address is [192.168.0.1].
 - Correct entry: [192.168.0.1]
 - Wrong entry: [192.168.000.001]
 - "Subnet mask": Enter the subnet mask.
 - "Default Gateway": Enter the IP address of the default gateway.
 - "Max. Bandwidth": Press [Enter] and use [▲][▼] to select the maximum allowed bandwidth to

be used (512 kbps, 768 kbps, 1.0 Mbps, 1.2 Mbps, 2.0 Mbps, 3.0 Mbps, 4.0 Mbps, 5.0 Mbps, 6.0 Mbps, 7.0 Mbps, 8.0 Mbps, 9.0 Mbps [default], 10.0 Mbps).

Note

- The maximum bandwidth during a video conference call adjusts to that of the party that has set the lowest bandwidth for the maximum bandwidth setting among all participating parties.
- You cannot select a value that is higher than the maximum bandwidth set by the dealer. For details, contact your dealer.
- When you make a 3-party video conference call, select a value of "**1.0 Mbps**" or higher. Otherwise, the image quality and the sound quality cannot be guaranteed.
- When you make a 4-party video conference call, select a value of "**2.0 Mbps**" or higher. Otherwise, the image quality and the sound quality cannot be guaranteed.

"Encryption": Use [◀][▶] to select whether to enable encryption.

- **"ON"**: Encryption is enabled.
- **"OFF"** (default): Encryption is disabled.

Note

- Be careful when changing encryption settings because doing so may cause you to become unable to communicate with other parties.
- Be aware that if encryption is disabled, eavesdropping might be possible on networks that are not secured against such actions.
- If you cannot specify a value for **"Encryption"** because the setting is unavailable, contact your network administrator.
- When connecting to an MCU or non-Panasonic video conference system, set **"Encryption"** to **"OFF"** because encryption is not available. Encryption must be disabled on both sides.

"Max Resolution": Use [◀][▶] to select the maximum display resolution of the main video camera and sub video camera used during a video conference call.

- **"Full HD"**: Maximum resolution: 1920 × 1080i (This mode switches the display resolution according to the condition of the network.)
- **"HD"**: Maximum resolution: 1280 × 720p

(This mode switches the display resolution according to the condition of the network.)

- **"Auto"** (default): This mode selects either **"Full HD"** or **"HD"** according to the available bandwidth.

Note

- Selecting **"Auto"** or **"HD"** is recommended.
- When **"Full HD"** is selected, if the other party has a low bandwidth, the display resolution may be lower than when **"HD"** or **"Auto"** is selected.
- If the field frequency is different between parties in a video conference call, the maximum resolution will be **"HD"**, even if you have specified **"Full HD"**.
- When making a 3-party video conference call, the main video camera will be automatically set to **"HD"**, even if you have specified **"Full HD"**.
- When making a 4-party video conference call, the main video camera and sub video camera will be automatically set to **"HD"**, even if you have specified **"Full HD"**.

5. Press [G].

- A dialogue box to confirm the saving of settings is displayed.

6. Use [◀][▶] to select **"Yes"** and press [Enter].

- The select local site screen is displayed.

7. Press [Home].

- The Home screen is displayed.

Selecting a Local Site

1. Press [Menu].

- The Menu screen is displayed.

2. Use [▲][▼] to select **"Select local site"** and press [Enter].
 - The select local site screen is displayed.

Selected	Local site name	IP Address
	room 1	192.168.181.101
	room 2	192.168.181.102
	room 3	192.168.181.103
	Not Registered	
	Not Registered	

B Edit R Delete G Set Y Release

3. Use [▲][▼] to select the local site you want to use.

Note

- For the currently selected local site, "→" is displayed in **"Selected"**.
- **"Not Registered"** is displayed for sites that have not been registered.

4. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
5. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The Home screen is displayed.

Note

- When you select a local site, the name entered in **"Local site name"** is displayed instead of the unit name in the unit information.
- If you turn the power off and then back on, the local site is returned to the site set on the system settings screen.
- To return to the site set on the system settings screen, turn off the power and then turn it back on, or use the following procedure:
 1. Repeat steps 1–2.
 2. Use [▲][▼] to select the currently selected local site.
 3. Press [Y].
 - A dialogue box to confirm whether you want to return to the site set on the system settings screen is displayed.

4. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The Home screen is displayed.

Editing Local Site Information

1. Press [Menu].
 - The Menu screen is displayed.
2. Use [▲][▼] to select **"Select local site"** and press [Enter].
 - The select local site screen is displayed.
3. Use [▲][▼] to select the local site you want to edit.
4. Press [B].
 - The local site edit screen is displayed.

Local site name	room 1
IP Address	192.168.181.101
Subnet mask	255.255.255.0
Default Gateway	192.168.181.1
Max. Bandwidth	9.0 Mbps
Encryption	ON OFF
Max Resolution	Full HD HD Auto

B abc R a i G Save Y Clear

5. Use [▲][▼] to select the item you want to edit, and then make any changes.
6. Press [G].
 - A dialogue box to confirm the saving of settings is displayed.
7. Use [◀][▶] to select **"Yes"** and press [Enter].
 - The select local site screen is displayed.
8. Press [Home].
 - The Home screen is displayed.

Deleting Local Site Information

1. Press **[Menu]**.
 - The Menu screen is displayed.
2. Use **[▲][▼]** to select **"Select local site"** and press **[Enter]**.
 - The select local site screen is displayed.



Selected	Local site name	IP Address
	room 1	192.168.181.101
	room 2	192.168.181.102
	room 3	192.168.181.103
	Not Registered	
	Not Registered	

B Edit R Delete C Set Y Release

3. Use **[▲][▼]** to select the local site you want to delete.
4. Press **[R]**.
 - A dialogue box to confirm deletion is displayed.
5. Use **[◀][▶]** to select **"Yes"** and press **[Enter]**.
 - The select local site screen is displayed.
6. Press **[Home]**.
 - The Home screen is displayed.

Inputting Letters and Numbers

You can use the remote control to input letters and numbers.

The following tables detail the characters and numbers that can be input. The language that can be input depends on which language is selected through system settings.

Press the indicated button repeatedly to cycle through the characters and numbers assigned to that button until the character you want to input is displayed. If you want to input another character using the same button, press [▶] to move the input cursor to the right.

Table 1 English (For KX-VC500BX/KX-VC500CX/KX-VC500EX)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2 ^{ABC}	ABCabc2	abcABC2	2	ÀÁÂÃÄÅ ÆBÇÇaàá âãäåæbcç 2	aàáâãäåæ bcçÀÁÂÃ ÄÅÆBÇ Ç 2	ÀÁÂÃBCĆ Čaàáabcć č2	aàáabcćč ÀÁÂÃBCĆ Č 2
3 ^{DEF}	DEFdef 3	defDEF3	3	DEÈÉÊËF deèéêëf3	deèéêëfD EÈÉÊËF3	DĎEĚĚF dďeěěf3	dďeěěfD ĎEĚĚF3
4 ^{GHI}	GHIghi4	ghiGHI4	4	GĜHĪĬÎĴĴ ĩgĝhiĭîĵĵ 4	gĝhiĭîĵĵ ĜĜHĪĬÎĴĴ 4	GHIÍghií4	ghiÍGHIÍ4
5 ^{JKL}	JKLjkl5	jklJKL5	5	JKLjkl5	jklJKL5	JKLĹĽĵkl ĹĹ5	jklÍĴJKLĹ ĹĹ5
6 ^{MNO}	MNOmno6	mnoMNO6	6	MNÑOOŌ ŌŌŌŒ mnñoòóô õøæMNÑ ŌŌŌŌŌ ŌŌŌŌŌ ŌŒ6	mnñoòóô õøæMNÑ ŌŌŌŌŌ ŌŌŌŌŌ ŌŒ6	MNÑŃOŎ ŎŎmnńňo ŏŏŏ6	mnńňoŏŏ MNÑŃOŎ ŎŎ6
7 ^{PQRS}	PQRSpqr s7	pqrsPQR S7	7	PQRSSßp qrssß7	pqrssßP QRSSß7	PQRŘŘŠŠ Špqrřřšš 7	pqrřřššP QRŘŘŠŠ 7
8 ^{TUV}	TUVtuv8	tuvTUV8	8	TUÚÚŮŮŮ VtuúúúŮ v8	tuúúúŮŮ V TUÚÚŮŮŮ V8	TŤUÚŮŮŮ TťuúúúŮŮ 8	tťuúúúŮŮ T ŤUÚŮŮŮŮ 8
9 ^{WXYZ}	WXYZwxyz 9	wxyzWXYZ 9	9	WŴXIJYŶ Zwŵxijyŷ 9	wŵxijyŷ WŴXIJYŶ Z9	WXYŶŶZŽ ŽŽwxyŷŷ žžž9	wxyŷŷžžž WXYŶŶZŽ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• [@] *	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>
#	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '

Table 2 German (For KX-VC500EX only)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2^{ABC}	AÄBCaäb c2	aäbcAÄB C2	2	AÄÄÄÄÄÄ ÆBCÇaää ääääæbcç 2	aääääääæ bcçAÄÄÄ ÄÄÄÆBC Ç2	AÄÄÄBCÇ Čaäääbcč č2	aäääbcčč AÄÄÄBCÇ Č2
3^{DEF}	DEFdef3	defDEF3	3	DEÉÉÉÉF deééééF3	deèèèèF EÉÉÉÉF3	DĎEÉÉÉF dďeéééF3	dďeéééF ĎEÉÉÉF3
4^{GHI}	GHIghi4	ghiGHI4	4	GĜHIİİİİİ İgĝhiııııı 4	gĝhiııııı GĜHIİİİİİ 4	GHIÍghií4	ghiÍGHIÍ4
5^{J^{KL}}	JKLjkl5	jkIJKL5	5	JKLjkl5	jkIJKL5	JKLĹĹĹjkl ĺ5	jkIÍJKLĹ ĺ5
6^{MNO}	MNOÖmn oö6	mnoöMNO Ö6	6	MNÑOOÖ ÔÕÖØÆ mnñooöô öøæ6	mnñooöô öøæMNÑ OÖOÖÖÖ ØÆ6	MNÑÑOO ÖÖmnñño óöô6	mnññoöô MNÑÑOO ÖÖ6
7^{P^{QRS}}	PQRSßpq rsß7	pqrsßPQR Sß7	7	PQRS\$ßp qrs\$ß7	pqrs\$ßP QRS\$ß7	PQRŘŘSŠ Špqrrřsš 7	pqrřřsšP QRRŘSŠ 7
8^{TUV}	TUÜVtuüv 8	tuüvTUÜV 8	8	TUÜÜÜÜÜ Vtuüüüü v8	tuüüüüü TUÜÜÜÜÜ V8	TŤUÜÜÜÜ Vtťuüüüü 8	tťuüüüü ŤUÜÜÜÜ V8
9^{W^{XYZ}}	WXYZwxy z9	wxyzWXY Z9	9	WŴXIJYŶ Zwŵxijyŷ Z9	wŵxijyŷ WŴXIJYŶ Z9	WXYŸYZZ ŽŽwxyŷz žžž9	wxyŷyzz WXYŸYZZ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• @ *	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >
#	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '

Table 3 French (For KX-VC500EX only)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2 ^{ABC}	AÀÂÆBC Çaàâæbc ç2	aàâæbcçA ÂÂÆBCÇ2	2	AÀÂÂÃÄÅ ÆBCÇaàâ ââââæbcç 2	aàââãäåæ bcçAÀÂÂ ÃÄÅÆBC Ç2	AÁÂABCĆ Čaáâabcć č2	aáâabcćč AÁÂABCĆ Č2
3 ^{DEF}	DEÈÊËËF deèêëëf3	deèêëëfD EÈÊËËF3	3	DEÈÊËËF deèêëëf3	deèêëëfD EÈÊËËF3	DĎEĚĚF dďeěěf3	dďeěěfD ĎEĚĚF3
4 ^{GHI}	GHIİĭghiî 4	ghiîĭGHIİ 4	4	GĞHIİİİİİ İğğhiîİİİİ 4	gğhiîİİİİİ GĞHIİİİİİ 4	GHIÍghií4	ghiíGHIÍ4
5 ^{JKL°}	JKLjkl5	jklJKL5	5	JKLjkl5	jklJKL5	JKLĹŁłjkl ĺł5	jklÍĦJKLĹ Ĺł5
6 ^{MNO}	MNOÔÆ mnoôæ6	mnoôæM NOÔÆ6	6	MNÑOOÓ ÔÕÖØÆ mnñooóô õöøæ6	mnñooóô öøæMNÑ OÕÓÔÕÖ ØÆ6	MNŇŇOÓ ŎŎmnňňo óöô6	mnňňoóô ŎŎMNŇŇO ŎŎ6
7 ^{PQRS}	PQRSpqr s7	pqrsPQR S7	7	PQRSSßp qrssß7	pqrssßP QRSßß7	PQRŘŘSS Špqrřřssš 7	pqrřřssšP QRŘŘSSŠ 7
8 ^{TUV}	TUÛÜÜVt uûüüv8	tuûüüvTU ÛÜÜV8	8	TUÛÜÜÜÜ Vtuûüüüü v8	tuûüüüüv TUÛÜÜÜÜ V8	TŤUÛÜÜÜ Vtťuûüüüv 8	tťuûüüüvT ŤUÛÜÜÜÜV 8
9 ^{WXYZ}	WXYZwxy z9	wxyzWXY Z9	9	WŴXIJYŶ Zwŵxijyŷ 9	wŵxijyŷ WŴXIJYŶ Z9	WXYŸYZŽ ŽŽwxyŷž žžž9	wxyŷžžž WXYŸYZŽ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• @ *	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >
#	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '

Table 4 Italian (For KX-VC500EX only)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2 ^{ABC}	AÀBCaàb c2	aàbcAÀB C2	2	AÀÃÄÃÄÃ ÆBCÇaàá ääääæbcç 2	aääääääæ bcçAÀÃÄ ÃÄÆBC Ç2	AÄÅABCĆ Čaääabcć č2	aääabcćč AÄÅABCĆ Č2
3 ^{DEF}	DEËÉFde èéf3	deèéfDEË ÉF3	3	DEËÉÊËF deèéêëf3	deèéêëfD EËÊËF3	DĎEĚĚF dďeěěf3	dďeěěfD ĎEĚĚF3
4 ^{GHI}	GHIìghiì4	ghiìGHIì4	4	GĜHIİİİİİ İgĝhiııııı 4	gĝhiııııı GĜHIİİİİİ 4	GHIÍghiÍ4	ghiÍGHIÍ4
5 ^{J_{KL}°}	JKLjkl5	jkIJKL5	5	JKLjkl5	jkIJKL5	JKLĹĹĹjkl ĺĺ5	jkIĺĺJKLĹ ĺĺ5
6 ^{MNO}	MNOÒÓm noòó6	mnoòóMN OÒÓ6	6	MNÑOOÓ ÔÕÖØ mnñooó õöøæ6	mnñooó øøæMN OÒÓÔÕ ØÖ6	MNŃŃOÓ ŌŎmnňň óöő6	mnňňoóő MNŃŃOÓ ŌŎ6
7 ^{P_{QRS}}	PQRSpqr s7	pqrsPQR S7	7	PQRSŞşp qrsşş7	pqrsşşP QRSŞş7	PQRŘŘSŠ Špqrrřssš 7	pqrřřssšP QRŘŘSŠ 7
8 ^{TUV}	TUÛVtuûv 8	tuûvTUÛV 8	8	TUŬŬŬŬŬ Vtuûûûû v8	tuûûûûû TUŬŬŬŬŬ V8	TŤUÚŬŬŬ Vtťuúûûû 8	tťuúûûûvT ŤUÚŬŬŬV 8
9 ^{W_{XYZ}}	WXYZwxy z9	wxyzWXY Z9	9	WŴXIJYŶ Zwŵxijyŷ Z9	wŵxijyŷ WŴXIJYŶ Z9	WXYÝÝZŽ ŽŽwxyýýz žžž9	wxyýýzžž WXYÝÝZŽ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• @ *	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >
#	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '	# _ - & \$ \% ~ ^ ! ? / \ () , [] { } '

Table 5 Spanish (For KX-VC500EX only)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2 ^{ABC}	AÁBCaáb c2	aábcAÁB C2	2	AÀÁÂÃÄÅ ÆBÇÇaàá âãäåæbcç 2	aàáâãäåæ bcçAÀÁÂ ÃÄÅÆBÇ Ç2	AÁÂABCÇ Čaáäabcč č2	aáäabcč AÁÂABCÇ Č2
3 ^{DEF}	DEÉFdeé f3	deéfDEÉ F3	3	DEÊËÊËF deèëêëf3	deèëêëfD EÊËÊËF3	DĎÊËĚF dďeěěf3	dďeěěfD ĎÊËĚF3
4 ^{GHI}	GHIÍghií4	ghiíGHIÍ4	4	GĜHIÌÎÎÎ Ĭgĝhiîîîî 4	gĝhiîîîî GĜHIÌÎÎÎ 4	GHIÍghií4	ghiíGHIÍ4
5 ^{JKL}	JKLjkl5	jkIJKL5	5	JKLjkl5	jkIJKL5	JKLĹĽĹkl ĺ5	jkIĺĹJKL ĹĹ5
6 ^{MNO}	MNÑOÓm nñoó6	mnñoóMN ÑOÓ6	6	MNÑOOÓ ÔÕÖØ mnñoóðð ððøæ6	mnñooóðð øøæMNÑ OÓÓÔÕÖ ØÆ6	MNÑÑOÓ ŎŎmnňň óóö6	mnňňoóö MNÑÑOÓ ŎŎ6
7 ^{PQRS}	PQRSpqr s7	pqrsPQR S7	7	PQRSŞşp qrşş7	pqrşşŞP QRSŞş7	PQRŔŖŖŖ Şpqrŕŕŕŕ 7	pqrŕŕŕŕŖ QRŔŖŖŖ 7
8 ^{TUV}	TUÚÜVtu úüv8	tuúüvTUÚ ÜV8	8	TUÛÜÜÜ Vtuúúüü v8	tuúúüüüv TUÛÜÜÜ V8	TŤUÚÜÜ Vtťuúüüüv 8	tťuúüüüv ŤUÚÜÜÜ V8
9 ^{WXYZ}	WXYZwxy z9	wxyzWXY Z9	9	WŴXIJYŶ Zwŵxijyŷ 9	wŵxijyŷ WŴXIJYŶ Z9	WXYŶŶŶ ŽŽwxyŷŷ žžž9	wxyŷŷŷ WXYŶŶŶ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• [@] *	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>	.@:; "=*+ <>
#	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '	#_ - & \$ \% ~^! ? / ^ () , [] { } '

Table 6 Dutch (For KX-VC500EX only)

Button	Letter Mode		Number Mode	Extended Character 1 (Western Europe) Mode		Extended Character 2 (Eastern Europe) Mode	
	Uppercase -preferred Mode	Lowercase -preferred Mode		Uppercase -preferred Mode	Lowercase -preferred Mode	Uppercase -preferred Mode	Lowercase -preferred Mode
1	1	1	1	1	1	1	1
2 _{ABC}	AÁÄBCaá äbc2	aääbcAÄÄ BC2	2	AÄÄÄÄÄÄ ÆBCÇaää äääääæbcç 2	aäääääääæ bcçAÄÄÄ ÄÄÄÆBC Ç2	AÄÄÄBCĆ Čaäääbcć č2	aäääbcćč AÄÄÄBCĆ Č2
3 _{DEF}	DEËÉËFđ eëéëf3	deëëëfDE ÉÉÉF3	3	DEËÉÉËF deëëëëf3	deëëëëfD EËÉÉËF3	DËEÉËËF dëéëëëf3	dëéëëëfD ËEÉËËF3
4 _{GHI}	GHIÍíghií 4	ghiííGHIÍí 4	4	GǦHIÍÍÍÍÍ İǧghiííííí 4	gǧhiííííí İǧGHIÍÍÍÍÍ 4	GHIÍghií4	ghiíGHIÍ4
5 _{JKL°}	JKLjkl5	jkIJKL5	5	JKLjkl5	jkIJKL5	JKLŁŁŁjkl Íİ5	jkIÍİJKLŁ ŁŁ5
6 _{MNO}	MNOÓÖm noöö6	mnoóöMN OÓÖ6	6	MNÑOOÖ ÔÕÖØŒ mnñooöô ööøæ6	mnñooöôö öøæMNÑ OÖÖÔÕÖ ØŒ6	MNÑŃOÓ ŎŎmnñño óöö6	mnññoóöö MNÑŃOÓ ŎŎ6
7 _{PQRS}	PQRSpqr s7	pqrsPQR S7	7	PQRSŞßp qrsşß7	pqrsşßP QRSŞß7	PQRŘŘŞŞ Špqrřřşş 7	pqrřřşşşP QRŘŘŞŞŞ 7
8 _{TUV}	TUÚÜVtuú üv8	tuúüvTUÚ ÜV8	8	TUÛÜÛÜÛ Vtuüüüüü v8	tuüüüüüü TUÛÜÛÜÛ V8	TŤUÚÜÜÜ Vtťuüüüüü 8	tťuüüüüüT ŤUÚÜÜÜV 8
9 _{WXYZ}	WXIJYZw xijyz9	wxijyzWX IJYZ9	9	WŴXIJYŶ Zwŵxijyŷ Z9	wŵxijyŷz WŴXIJYŶ Z9	WXYŶŶZŽ ŽŽwxyŷŷz žžž9	wxyŷŷžžž WXYŶŶZŽ ŽŽ9
0 _	0 Space	0 Space	0	0 Space	0 Space	0 Space	0 Space
• @ *	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >	. @ : ; " = * + < >
#	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '	# _ - & \$ \% ~ ^ ! ? / ' () , [] { } '

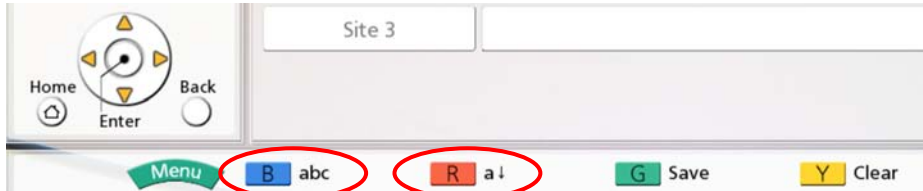
Switching the Input Mode

Each time **[B]** or **[R]** is pressed, the input mode will be switched in the following cycle:

- **[B]**: letter mode → number mode → extended character 1 mode → extended character 2 mode
- **[R]**: lowercase-preferred mode → uppercase-preferred mode

The current input mode is displayed in the guide area.

Example: letter mode and lowercase-preferred mode currently selected



Deleting an Input Character

Press **[Y]** to delete an input character. The character deleted depends on the position of the cursor:

- If the cursor is to the right of the last character in the line, the last character will be deleted.
- If the cursor is within a line of characters, the character to the right of the cursor will be deleted.

Inserting Characters

Use **[◀]****[▶]** to move the cursor to the position where you want to insert characters, and then begin input. The characters will be inserted at the location of the cursor.

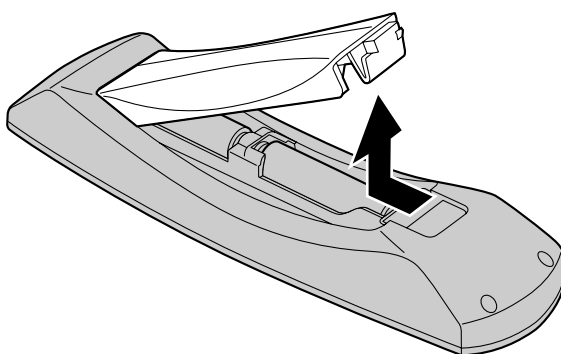
Changing the Remote Control Batteries

For users in Taiwan only

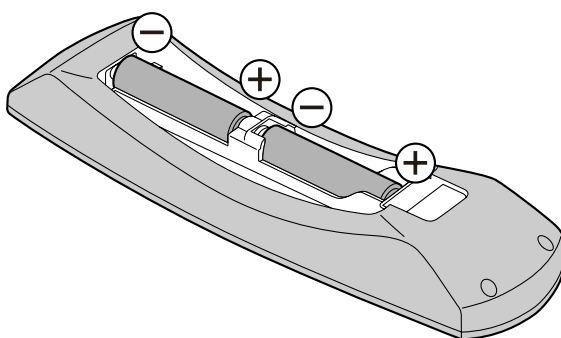


廢電池請回收

1. Open the cover.

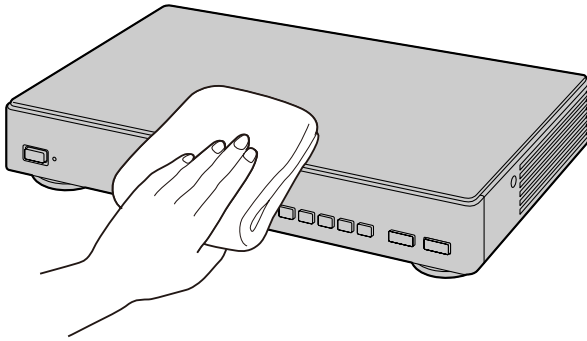


2. Take out the R6 (AA) batteries.
3. Insert new batteries (R6 [AA] dry cell), minus side first, then close the cover.



Cleaning the Unit

When cleaning the unit, make sure the power is off and all cables are unplugged. Cleaning the unit while the power is on may cause a malfunction.



- Wipe the unit with a dry, soft cloth.
When the unit is very dirty, first clean it with a neutral, household cleaning agent using a well-wrung, damp cloth. Then, wipe down the unit with a dry, soft cloth.
- Do not use the following when cleaning the unit. They may cause unit discolouration or damage.
 - Petroleum
 - Scouring powder
 - Alcohol
 - Thinner
 - Benzene
 - Wax
 - Hot water
 - Powder soap
- If using a chemically treated cleaning cloth, be sure to follow all accompanying directions and warnings.

Troubleshooting

If a problem is occurring with the operation of the device, check here for possible solutions. Before proceeding check all connections to make sure they are secure, and that power is flowing from the outlet that the KX-VC500 is plugged into.

Basic Operation

Problem	Cause and Solution
The power does not turn on.	The power cord is not plugged into the outlet. → Plug the power cord into the outlet.
There is no display.	- A cable or cord is not properly connected. → Check that all cables to the KX-VC500 are connected properly (Page 17). Perform self diagnosis, and check the performance of the video camera and the display that are connected to the KX-VC500 (Page 83). - The main video camera is not turned on. → Turn on the main video camera. - The display is not turned on, or the input that the KX-VC500 is connected to is not selected. → Turn on the display, and select the input that the KX-VC500 is connected to. - The KX-VC500 is in screen standby mode. → Pushing a button on the KX-VC500 or the remote control, or receiving a video conference call will end standby mode and the display will return. Note - The network administrator can set the length of time until the KX-VC500 enters screen standby mode (Page 88). - When connecting a device equipped with HDCP (High-bandwidth Digital Content Protection), only a blue or blue/black screen may be displayed. → If an image is not correctly displayed, do not connect an HDCP-equipped device.
The area at the edges of the screen is not displaying properly.	- The display is not set to show the full image. → Set the display to show images at full screen. - When connecting to an MCU or non-Panasonic video conference system, the other party's image may be trimmed, depending on the device used by the other party. → Contact your dealer. Note - In Layout 1 during a 3-party video conference call, the left and right edges of the image are trimmed (Page 45). In Layout 2 during a 4-party video conference call, the edges of the image are trimmed and only the centre of the image is displayed (Page 48).

Problem	Cause and Solution
The aspect ratio of the image is not correct.	When connecting to an MCU or non-Panasonic video conference system, the aspect ratio of the image displayed on the other party's device may not be displayed correctly, depending on the device used. → Adjust the aspect ratio accordingly (Page 44).
Operation is unresponsive or incorrect.	- Cables or cords may not be connected properly. → Check that all cables to the KX-VC500 are connected properly (Page 17). - An error has occurred. → Turn off the KX-VC500 and restart it. - There may be a problem with your communication lines. → Contact your dealer.
The remote control is unresponsive.	- The batteries are depleted. → Replace with new batteries. - The remote control is being used out of the signal reception range. → Make sure to use the remote control within the signal reception range (Page 16). - The remote control ID differs between the KX-VC500 and the remote control. → Change the settings so that the remote control ID of the KX-VC500 and the remote control match. Perform the following procedure: - Press [Home] on the KX-VC500. - The Home screen is displayed. Check the remote control ID of the KX-VC500 (Page 27). Note - If the remote control ID is not displayed on the Home screen, contact your dealer. - Press and hold [•] and [#] at the same time. - Within 2 seconds after you release the buttons, press the number (1 to 3) corresponding to the ID displayed on the Home screen. Note - If the remote control is still unresponsive after performing the procedure above, contact your dealer.

Problem	Cause and Solution
Cannot connect with another party.	• The LAN cable is not connected properly. → Check that it is connected to the KX-VC500 properly (Page 17). Perform a network test by entering the IP address of the other party, and then confirm the connection to the other party (Page 82). • The maximum bandwidth setting is incorrect. → 3-party video conference calls are not possible if 512 kbps is selected. 4-party video conference calls are not possible if 512 kbps or 768 kbps is selected. Check your maximum bandwidth setting, and select a value that is appropriate for your network environment. → If you are trying to connect to a non-Panasonic video conference system, a connection might not be possible depending on either your or the other party's bandwidth settings. Either check your settings and change them, or have the other party do the same (Page 77, Page 91). If you change your own settings, you should register the new information as a local site (Page 91). • The local site settings are incorrect. → Confirm the local site settings. Specify the settings that are appropriate for your usage environment (Page 91). • The IP address is not entered correctly. → Confirm that the other party's IP address is correctly entered. • The internet connection is not established. → Some hubs, routers, etc. can take 10 seconds or more to establish an internet connection. • A video conference call to a KX-VC500 with an incompatible software version was attempted. → Check the software version of all parties. Update the KX-VC500 with the older software version so that the versions match. • There may be a problem with your communication lines. → Contact your dealer. • If you are trying to connect to an MCU or non-Panasonic video conference system, encryption is enabled on either your or the other party's side. → Make sure that all parties have encryption disabled (Page 77, Page 85, Page 92). • You are trying to connect to an MCU or non-Panasonic video conference system that is not compatible. → Depending on the other party's model, such connections can be enabled with an activation key (KX-VCS101, sold separately). For details about supported models, contact your dealer. → Use the outgoing call history to confirm the name of the device, and then contact your dealer.

Problem	Cause and Solution
The image is distorted.	- The settings of the hub or router are different to those of the KX-VC500. → Contact your dealer. - Packet loss is occurring. (The network is congested.) → Check the display of the network status indication (Page 29). If the icon shows only 0–1 bars continuously, press [Status] twice and check the fields "Loss" and "Bandwidth", then contact your network administrator or dealer (Page 65). - The maximum bandwidth setting is incorrect. → During a 3-party video conference call, at least 1 Mbps of bandwidth is required. Change the "Max. Bandwidth" setting to a value of "1.0 Mbps" or higher (Page 77, Page 91). → During a 4-party video conference call, at least 1.5 Mbps of bandwidth is required. Change the "Max. Bandwidth" setting to a value of "2.0 Mbps" or higher (Page 77, Page 91). → If you are trying to connect to an MCU or non-Panasonic video conference system, depending on the other party's device, the image may be distorted due to lack of bandwidth. In this case, contact your dealer. - There may be a problem with your communication lines. → Contact your dealer.
The maximum bandwidth changes during a video conference call.	- The maximum bandwidth during a video conference call adjusts to that of the party that has set the lowest bandwidth for the maximum bandwidth setting among all participating parties. → If there is a problem with your communication lines, contact your dealer.
The computer or sub video camera's video is not displayed.	- Cables or cords may not be connected properly. → Make sure all connections to the KX-VC500 are correct (Page 55, Page 59). On the Home screen, press [PC] or [Camera Sub] and then check the computer's screen or sub video camera's image (Page 56, Page 60). - The computer's display resolution or refresh rate is incompatible with the KX-VC500. → Set your computer's resolution and refresh rate to a setting compatible with the KX-VC500 (Page 55).
It takes a long time to display a clear image when displaying a still image from the sub video camera.	- Sending a still image requires time. Packet loss is occurring. → Change the "Still image quality" setting to "HD" (Page 78).

Audio

Problem	Cause and Solution
The other party cannot hear your voice.	- The microphone cable is not properly connected. → Check that the microphone is properly connected to the KX-VC500 (Page 17). Perform self diagnosis, and check the performance of the microphones that are connected to the KX-VC500 (Page 83). - The microphone is muted. → Press [MIC Mute] on the remote control, or press the MIC Mute button on the Boundary Microphone to unmute the microphone (Page 52). "Default MIC Mute set" is set to "ON". → The microphones are muted at the start of a received video conference call. Confirm the settings (Page 78). - The microphone is being obstructed. → During the video conference call, do not block the microphone with your hand or other object. - You are too far from a microphone. → Speak close to a microphone. - More than 5 Boundary Microphones are connected in cascade. → Connect no more than 4 Boundary Microphones at a time. - There may be a problem with your communication lines. → Contact your dealer.
The sound cuts out.	- You are too far from a microphone. → Speak close to a microphone. - The microphone or KX-VC500 is being moved during a video conference call. → Do not move the KX-VC500 or the microphone during a video conference call. - The microphone is being obstructed. → During the video conference call, do not block the microphone with your hand or other object. - There may be a problem with your communication lines. → Contact your dealer.
The sound volume is low or cannot be heard at all.	- The KX-VC500's volume settings are too low. → Increase the volume level (Page 51). Note - You can set the volume level of a video conference call before starting the call. Confirm the settings (Page 76). - The other party's microphone has been muted. → Have the other party unmute their microphone. - The display's volume settings are too low. → Increase the volume level of the display.
You hear audio feedback.	- The microphone is too close to the display or to speakers. → Keep microphones at least 1 m away from any display or speaker. - The display's volume settings are too high. → Decrease the volume level of the display.

Problem	Cause and Solution
Sound cuts out or echoes.	- Adjustments to the environment immediately after a video conference call has begun may not yet have completed. → Immediately after a video conference call has begun, be sure to speak in turn with other parties. The KX-VC500 will automatically adjust audio levels so that all parties can easily be heard.
The other party hears noise.	- The Boundary Microphone cable is not properly connected. → Make sure that the cable connecting the Boundary Microphone with the KX-VC500 is fully and securely inserted on either end.
The orientation of the image and sound do not match (the voice of a person on a side of the screen comes from the opposite side's speaker, etc.).	- The speakers are not properly positioned. → Position speakers on either side of the display and check that the left/right wiring is correct. If you place the display at the front of the room and the speakers at the back, the microphone's left/right spatial direction may be reversed, and the orientation of the image and sound will not match. - The speakers of the other party are not properly positioned. → Ask the other party to position speakers on either side of the display. When the MIC position is set automatically, if the other party places the display at the front of the room and the speakers at the back, the microphone's left/right spatial direction may be reversed, and the orientation of the image and sound will not match. - The MIC positions set manually by the other party are incorrect. → Ask the other party to confirm the manual settings of their MIC positions. When setting the MIC position manually, the left/right orientation should match the left/right channels as viewed from the side of the main video camera. When the MIC position is set to "Center stereo", make sure that it is placed with its connector facing the display (Page 79).

System Settings

Problem	Cause and Solution
The settings of the KX-VC500 cannot be changed.	- A video conference call is in progress. → Make settings after ending the current video conference call. - A video conference call is incoming. → If a video conference call is received when editing contact list settings, a dialogue box will be displayed asking whether to answer the call without saving the settings. Settings other than contact list settings will be lost when a video conference call is received. In that case, change the settings again after the video conference call has finished.

If These Messages Appear

Message	Cause and Solution
Call FAILED. Encryption settings (On/Off) must match. Please change the encryption setting on one side and try again.	The encryption settings do not match those of the other party in a video conference call. → Change the encryption settings to match those of the other party (Page 77, Page 85).
Call Failed due to wrong encryption password. Please contact your installer.	The encryption password settings do not match those of the other party in a video conference call. → Contact your dealer.
Check the Main Camera connection.	- A cable or cord is not properly connected. → Check that all cables to the KX-VC500 are connected properly (Page 17). - The signal input from the main video camera is invalid. → A valid signal cannot be received from the connected main video camera. Contact your dealer.
Unable to register, the contact list is full.	The contact list has reached its maximum capacity. → Delete unneeded contacts (Page 72).
Invalid IP Address.	- The format of the entered IP address is invalid. → Enter the IP address correctly, in the format XXX.XXX.XXX.XXX (decimal values separated by periods). For values of only 1 or 2 digits, enter these numbers as they are. Do not enter like [.001]. Example: The IP address is [192.168.0.1]. - Correct entry: [192.168.0.1] - Wrong entry: [192.168.000.001] Multicast or broadcast addresses cannot be used.
Invalid Subnet mask.	The input subnet mask is invalid. → Enter a valid subnet mask.
Invalid Default Gateway.	The input default gateway is invalid. → Enter a valid default gateway.
Invalid Date/Time.	Enter a date within the valid parameters. → Enter a date between January 1, 2011, and December 31, 2035.
PC is not connected. Check connection.	- A cable or cord is not properly connected. → Check that all cables to the KX-VC500 are connected properly (Page 55). - The computer is not turned on. → Turn on the computer. - The computer is not set to output from its external monitor video out port. → Change the computer's settings so that video is output from the external monitor port.

Message	Cause and Solution
Sub-Camera is not connected. Check the connection.	- A cable or cord is not properly connected. → Check that all cables to the KX-VC500 are connected properly (Page 59). - The sub video camera is not turned on. → Turn on the sub video camera.
Sub-Camera source is not compatible.	- A cable or cord is not properly connected. → Check that all cables to the KX-VC500 are connected properly (Page 17). - The signal input from the sub video camera is invalid. → A valid signal cannot be received from the connected sub video camera. Contact your dealer.
Check the display resolution.	The computer's display resolution or refresh rate is incompatible with the KX-VC500. → Set your computer's resolution and refresh rate to a setting compatible with the KX-VC500 (Page 55).
This IP Address is already in use.	On the network you are using, another device is already using the IP address you have input for the KX-VC500. → Make sure that all devices on the network have unique IP addresses assigned.
Cooling Fan Malfunction. Please turn off the system and call for service.	The CPU cooling fan within the device has stopped. → Quickly turn off the power. Contact your dealer.
Check main camera setting <Check camera> Set the main camera HDMI output to 1080i. <Safe mode> If [#] is pressed, the system enters safe mode after restart.	- A standard definition (640 × 480p, 720 × 480p) video camera signal has been detected. → Change the video camera's resolution to HD (1920 × 1080i). Note - If you enter Safe Mode during a video conference call, the call will be disconnected.
Check main camera setting <Check camera> Set camera operating frequency to nHz. <Safe mode> If [#] is pressed, the system enters safe mode after restart. Note The field frequency setting of the KX-VC500 (50 or 60) is represented by n.	- A video camera with a different field frequency to the KX-VC500 has been detected. → Use a video camera with the same field frequency as the KX-VC500. Note - If you enter Safe Mode during a video conference call, the call will be disconnected.

Message	Cause and Solution
Check sub camera setting <Check camera> Set the sub camera HDMI output to 1080i. <Safe mode> If [#] is pressed, the system enters safe mode after restart.	- A standard definition (640 × 480p, 720 × 480p) video camera signal has been detected. → Change the video camera's resolution to HD (1920 × 1080i). Note - If you enter Safe Mode during a video conference call, the call will be disconnected.
Check sub camera setting <Check camera> Set sub camera operating frequency to nHz. <Safe mode> If [#] is pressed, the system enters safe mode after restart. Note The field frequency setting of the KX-VC500 (50 or 60) is represented by n.	- A video camera with a different field frequency to the KX-VC500 has been detected. → Use a video camera with the same field frequency as the KX-VC500. Note - If you enter Safe Mode during a video conference call, the call will be disconnected.
Call failed due to software version mismatch.	A video conference call to a KX-VC500 with an incompatible software version was attempted. → Check the software version of all parties. Update the KX-VC500 with the older software version so that the versions match.
Call FAILED. "Connection Enhancement" feature must be activated before attempting to call to this site.	A connection is trying to be established with an MCU or non-Panasonic video conference system even though the feature for connecting to MCUs or non-Panasonic systems has not been activated. → By using an activation key (KX-VCS101) to activate the feature for connecting to MCUs and non-Panasonic systems (Page 89), you can connect to devices other than Panasonic HD Visual Communication Units. For details about activation keys or about the types of MCUs and non-Panasonic video conference systems you can connect to, contact your dealer.
Call Failed due to combination mismatch.	In a multiple-party video conference call, one or more of the parties is incompatible. → Check the software version of all parties. Update the KX-VC500 with the older software version so that the versions match.
Call Failed due to unsupported product or other error.	- An unsupported feature was used. → Check the software version of all parties. Update the KX-VC500 with the older software version so that the versions match. For details about supported versions and features, contact your dealer. - Connection to an unsupported MCU or non-Panasonic video conference system was attempted. → For details about supported MCUs and non-Panasonic video conference systems, contact your dealer.
Call disconnected due to incompatible device or unexpected error.	The other party's device uses an unsupported codec. → Have the other party check their settings.

Message	Cause and Solution
Received remote control ID (n1). VC500 current setting is (n2). Press [Home] button using the correct remote control, or setup remote control as follows. 1. Press [.] and [#] at the same time 2. Within 2 seconds, press [n2] 3. Press [Home] to finish, this message will disappear. If this message will not disappear, please check the batteries in your remote control and try again. Note • The remote control ID of the remote control (1/2/3) is represented by n1. • The remote control ID of the KX-VC500 (1/2/3) is represented by n2.	• The remote control IDs of the KX-VC500 and remote control do not match. → Follow the on-screen instructions to change the remote control ID of the remote control to match that of the KX-VC500. → If you cannot change the remote control ID of the remote control, contact your dealer. → If multiple remote controls with assigned IDs will be used close together or if you do not want this message to be displayed, select "OFF" for "Check ID mismatch" (Page 81).
The IP Address is invalid. Please enter a valid IP Address.	• The IP address contains an invalid value. → Enter the IP address correctly. The correct format is XXX.XXX.XXX.XXX (dotted format decimal notation). If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001]. Example: The IP address is [192.168.0.1]. – Correct entry: [192.168.0.1] – Wrong entry: [192.168.000.001] Multicast or broadcast addresses cannot be used.
Check the IP Address.	• The IP address of the other party is the same as your own IP address. → Register the correct IP address.
Invalid DNS Server Address.	• The IP address contains an invalid value. → Enter the IP address correctly. The correct format is XXX.XXX.XXX.XXX (dotted format decimal notation). If the IP address contains 1 or 2 digit numbers, enter these numbers as they are. Do not enter like [.001]. Example: The IP address is [192.168.0.1]. – Correct entry: [192.168.0.1] – Wrong entry: [192.168.000.001] Multicast or broadcast addresses cannot be used.

Message	Cause and Solution
Connection will be closed in n seconds. Press "YES" to continue. Note The message first appears when one minute remains and "60" is displayed for n. Then, the remaining time starts to decrease.	The time set for "Call Limit time" has one minute remaining (Page 78). → If you select "Yes", you can extend the call limit time for the amount set for "Call Limit time". If you select "No", the call is disconnected.
Disconnected.	- When connecting to an MCU or non-Panasonic video conference system, the video conference call was disconnected because encryption settings were enabled. → Disable encryption settings on both sides. - When connecting to an MCU or non-Panasonic video conference system, the video conference call was disconnected for an unknown reason. → Wait a while and then try making the video conference call again. If video conference calls get disconnected repeatedly, contact your dealer.
Call failed due to insufficient bandwidth setting on called site.	The other party's maximum bandwidth is set to a value that cannot support 3-party/4-party video conference calls. → Ask the other party to change their maximum bandwidth setting.
Feature is not available with current connection.	- The other party cannot display the computer's screen because their display does not support the selected resolution. → Change the resolution setting to a resolution that is supported by the other party. → Contact your network administrator. - Tone signals could not be sent because the other party's device does not support tone signals. → Ask the other party to check their configuration.

Miscellaneous

Problem	Cause and Solution
"Safe Mode" is displayed on the screen.	• A standard definition (640 × 480p, 720 × 480p) video camera signal has been detected. → Disconnect the video camera from the KX-VC500, and reset the KX-VC500 by turning off its power, then turning it back on. Check to make sure the video camera's resolution is set to HD (1920 × 1080i), and then connect the video camera to the KX-VC500 again. • A standard definition (640 × 480p, 720 × 480p) display signal has been detected. → Disconnect the display from the KX-VC500, and reset the KX-VC500 by turning off its power, then turning it back on. Make sure to connect a HD (1920 × 1080i) display to the KX-VC500. • The field frequency of the video camera or display you are using is different from the field frequency setting of the KX-VC500. → Use a video camera or display that has the same field frequency as the KX-VC500. For details, contact your dealer.

System Specifications

Video	Compression Method		H.264
		Compatible Resolutions	1920 × 1080i 1280 × 720p 704 × 480p
	Camera Input Resolution		1920 × 1080i
	PC Input Resolutions		XGA, SVGA, VGA
Audio	Compression Method		MPEG-4 AAC LD
		Frequency Range	20 kHz
		No. of Channels	2
		Bitrate	64 kbit/s, 96 kbit/s (per channel)
	Sound Processing Function		Stereo Echo Canceller
	Microphone		Boundary Microphone KX-VCA001 (Option)
		Pickup Range	2 m radius, 360° coverage
		Cascade Connections	Up to 4 Boundary Microphones
		Sound Pickup Method	Stereo/Monaural ^{*1}
Transmission	Call Control		SIP
	Other		AV QoS Call Control, Encrypted Transmission (AES)
External Interface	Video Inputs		HDMI (Camera) × 2, RGB (PC) × 1 (Switchable 3 inputs)
	Video Output		HDMI × 1, RCA (Component) × 1
	Audio Input		Boundary Microphone port × 1, RCA (Stereo) × 1
	Audio Output		RCA (Stereo) × 1 (Audio output to display is via HDMI)
	Network		RJ45 port × 1
	Other		- Camera Control RS-232C Serial Port × 1 - Maintenance RS-232C Serial Port × 1
Misc.	Dimensions (width × depth × height)		Approx. 430 mm × approx. 280 mm × approx. 80 mm
	Weight		Approx. 4 kg
	Power Consumption		Standby: approx. 30 W Maximum: approx. 32 W

^{*1} Either output can be set through system settings (Page 79); only monaural is available when connecting to MCUs and non-Panasonic video conference systems.

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