Frequently asked questions

Overview frequently asked questions

1   QUESTIONS ABOUT THE CAMERA & HARDWARE

1.1	**How do I reset Cameramanager 360° / the Panasonic WV-SF438 to factory default settings?**	To initialize the network settings (reset to factory default), turn off the power of the camera, then turn on the power again while holding down the INITIAL SET button. (See picture 1 on the next page for the location of the button) Keep the INITIAL SET button held down for about 5 seconds. Wait about 3 minutes after releasing the button. The camera will start up and the settings including the network settings will be reset. Do not turn off the power of the unit during these 3 minutes.
1.2	**How do I put a SD card in the Cameramanager 360°/the Panasonic WV-SF438?**	Unscrew the cover on the side of the Cameramanager 360°/ the Panasonic WV-SF438. There you can see where to put the SD card into the camera. (See figure 1 for the location of the SD card on the camera.)
1.3	**Which SD-card should I use with Cameramanager 360° / the Panasonic WV-SF438?**	We advise to a class 10 SD card (or higher) or one of the following: • ADATA Secure Digital SDHC Card UHS-I 32 GB (Class 10, Lite Retail) • ADATA Secure Digital SDXC Card UHS-I 64 GB (Class 10, Lite Retail).
1.4	**Can I use Cameramanager 360° / the Panasonic WV-SF438 with Wi-Fi?**	Cameramanager 360° / the Panasonic WV-SF438 only works via an Ethernet connection. Wi-Fi is not supported by Cameramanager 360° / the Panasonic WV-SF438.
1.5	**What is the minimum upload speed needed by Cameramanager 360°/the Panasonic WV-SF438 to guarantee high image quality?**	Cameramanager 360°/the Panasonic WV-SF438 needs an upstream of at least 128 kb/s per camera. The ideal upstream is 512kb/s per camera.

1.6 What video modes does Cameramanager 360°/the Panasonic WV-SF438 have?	Cameramanager 360°/the Panasonic WV-SF438 has five different viewing modes: single view, quad view, panorama ceiling, panorama wall and fisheye.

Video mode	Meaning	Pan, tilt & zoom
Single view	One focused image.	Yes
Quad view	When the camera is mounted on the ceiling, four 90° images will be shown	Yes
Panorama wall view	When the camera is mounted on the wall, one panoramic, 180° view will be shown.	Yes
Panorama ceiling view	When the camera is mounted on the ceiling, two panoramic, 180° views of will be shown.	Yes
Fisheye	A wide, panoramic view of 360° will be shown.	No

1.7 Which viewing angle has Cameramanager 360° / the Panasonic WV-SF438?	The viewing angle differs per video mode. Cameramanager 360° / the Panasonic WV-SF438 has a full 360° view in the fish eye mode. Cameramanager 360° / the Panasonic WV-SF438 has two panorama views of 180° in the panorama ceiling mode. Cameramanager 360° / the Panasonic WV-SF438 has one panorama view of 180° in the panorama wall view. In de quad view mode Cameramanager 360° / the Panasonic WV-SF43 has four images of 90°.

Picture 1: Initial set knop & SD-card

Lens
* Do not touch the lens with your bare hands.
Sub cover
SD memory card slot cover
SD memory card slot
INITIAL SET button
Access indicator (blinks when accessing)
Link indicator (lit when linking)
SD memory card error indicator
<Inside view of the SD memory card slot cover (with SD memory card slot cover removed)>
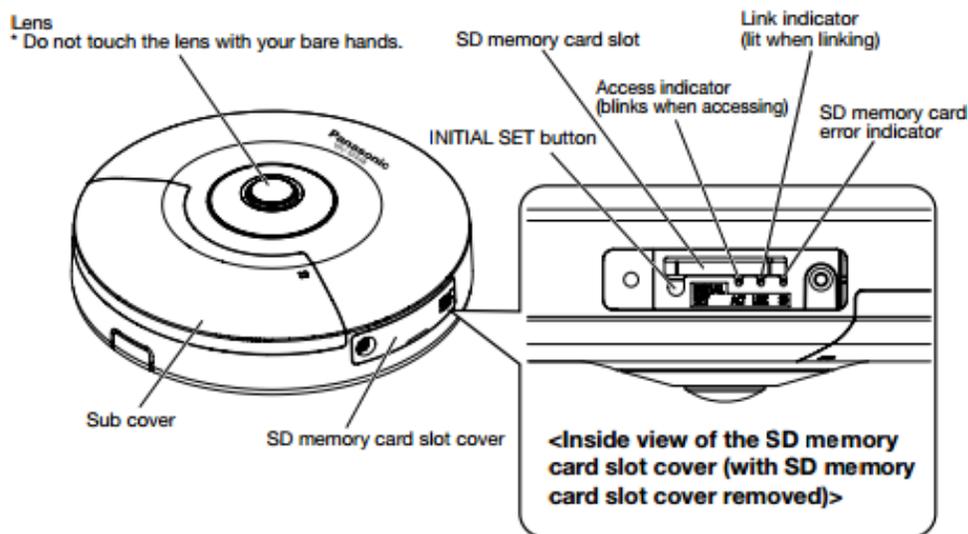
2 QUESTIONS ABOUT THE SOFTWARE

2.1 How do I connect Cameramanager 360° / the Panasonic WV-SF438 with the Internet automatically?

When you use auto-install as installation method, it is not possible to use a SD card as storage location. If you wish to use Cameramanager 360° with a SD card, have the camera installed manually by your point of sales. For customers in Belgium, automatic installation is only possible if the provider has enabled automatic Port Forwarding (UPnP) on the modem.

1. **Connect the PoE hub/injector to the power supply**
   Connect the power supply to the PoE hub/injector with the supplied power adaptor.

2. **Connect the camera to PoE hub/injector**
   The camera is connected to the power supply by Power over Ethernet (PoE). Connect the camera to the PoE hub/injector by inserting the end of the supplied Ethernet cable into the LAN/Ethernet port of the camera. Insert the other end of the cable into the LAN/Ethernet port of the PoE hub/injector.

3. **Connect the PoE hub/injector with the router**
   Connect the PoE hub/injector with the router by inserting one end of the supplied Ethernet cable into the LAN/Ethernet port of the router. Insert the other end into the LAN/Ethernet port of the PoE hub/injector.

4. **Install the application**
   On a computer go to www.cameramanager.com/download. Download and open the installation program for Windows, Mac, or Linux. After opening the installation program, follow the instructions on the screen.

5. **Start the application**
   For Windows: click on the Start Menu, click 'All programs' and select 'Cameramanager'. For Mac: go to 'Programs' and open 'Cameramanager'. Once opened, fill in your login details in the pop-up screen. You have received/can obtain the login details from your point of sales. Click 'Start' to start the application.

6. **Adding a camera to the application**
   After starting the application you will see the main screen. The installation wizard will open automatically when you add a camera for the first time. Click ´Add new camera´ in the bottom left corner if the wizard does not start automatically. Add the camera by clicking 'Auto-connect'. The camera will now be installed automatically. After installing, name the camera and select the video mode in which the customer would like to view and record footage. After adding the camera to the application, mount the camera on the wall or ceiling.

7. **Configure motion detection, email and push notifications**
   For an explanation of this, see section 4.7 of the manual.

8. **Download Cameramanager apps for smartphone and tablet**
   Download these apps from the Google Play Store and Apple App Store.

2.2	**How do I activate / use the motion sensor on Cameramanager 360° / the Panasonic WV-SF438?**	You activate the motion sensor of Cameramanager 360° / the Panasonic WV-SF438 in the installed computer application or the online Java application.

- Go to 'Settings';
- In the top right click on 'Cameras';
- Select the camera for which you want to configure the settings for motion detection.
- Go to 'Scheduling and Triggering';
- Click with the left mouse button on the timeline at the option 'motion detection';
- With the mouse button pressed, drag the cursor over the desired time interval. Where the timeline becomes yellow, the interval is set;
- Click 'Save'.

2.3	**How do I use the audio function on Cameramanager 360° / the Panasonic WV-SF438?**	**Audio Live:** You can use the audio function directly in live view. Drag the camera into the live view and press the right mouse button. A small menu will appear. Press the audio button for live audio. You can also manage the sound volume in this menu. **Audio recording:** If you want to make recordings containing sound you can manage this at 'Footage Settings'. Go to the 'Settings' tab and select the Panasonic WV-SF438 from the list. Select 'Footage Settings' and select the checkbox 'Record sound'. Click 'Save'.
2.4	**How can I turn on audio recording for Cameramanager 360° / the Panasonic WV-SF438?**	See question 2.3: How do I use the audio function on Cameramanager 360° / the Panasonic WV-SF438?
2.5	**Cameramanager 360° / the Panasonic WV-SF438 doesn't play sound, what should I do?**	See question 2.3: How do I use the audio function on Cameramanager 360° / the Panasonic WV-SF438? to activate audio recording in the live view and on recordings. Currently, the audio function is only available on the installed computer application or online Java application.

2.6	**How do I use the pan, tilt & zoom (PZT) function of Cameramanager 360°/the Panasonic WV-SF438?**	The pan, tilt & zoom function can only be used in the Live Viewer.

Single view: in single view, you will see four arrows placed around the camera image. Click on one of these arrows to move the picture in that direction. Click the + and – to zoom in and out.

Quad, Panorama ceiling & Panorama wall view: there are no arrows displayed in these views. Instead, you click on one of the screens to move the image: when you click on the left side of a screen, the camera image will turn to the left. This means that you can set up and/or move each screen separately with the PTZ function.

Fisheye: Cameramanager does not support the pan, tilt & zoom in fisheye viewing mode. |
2.7	**How do I change the video quality settings (compression, resolution and FPS) of Cameramanager 360° / the Panasonic WV-SF438?**	Go to 'Settings' and select the Panasonic WV-SF438. Go to 'Footage Settings' to change the compression type, resolution and frames per second (FPS). The higher the number of frames, resolution or bandwidth, the higher the quality.
2.8	**My recordings are of very low quality. What should I do?**	You can change the quality of your recordings in the 'Footage Settings'. Go to 'Settings', click on 'Footage Settings' and select the Panasonic BL-VT164W. See question 2.7 'How do I change the video quality settings (compression, resolution and frames per second) Cameramanager 360° / the Panasonic WV-SF438?'.
2.9	**Cameramanager 360° / the Panasonic WV-SF438 looks overexposed. What should I do?**	The Panasonic WV-SF438 sets the exposure values automatically. When the camera looks overexposed, try putting the camera in a place with less sunlight or try to face the camera away from the window.

| 2.10 | **How do I set the video mode for Cameramanager 360°/the Panasonic WV-SF438?** | You can set the video mode for Cameramanager 360°/the Panasonic WV-SF438 in the installed computer application or in the online Java application. You can change these settings in 'Live view settings' or in 'Recording settings'. |

- Go to 'Settings'';
- Click 'Cameras' in the top left corner;
- Select the camera from which you want to configure the video mode;
- Go to 'Live view settings' or to 'Recording settings';
- Click '360° video mode' to select the video mode of your choice;
- Click 'Save'.

| 2.11 | **How do I configure the 360° image of Cameramanager 360°/the Panasonic WV-SF438** | You can configure the 360° image of Cameramanager 360°/the Panasonic WV-SF438 in the installed computer application or in the online Java application. |

- Go to 'Settings';
- Click 'Cameras' in the top left corner;
- Select the camera from which you want to configure the 360° image;
- Go to 'Adjust 360 image';
- Select the 360° video mode from which you want to configure the image;
- Use the arrows on the screen to rotate or move the image.
- Click 'Save'.

3   QUESTIONS ABOUT USING THE APPLICATION

3.1	**Where can I download the mobile apps for Cameramanager 360° / the Panasonic WV-SF438?**	We offer apps for both Android and iOS. You can download the apps in the Google Play Store and Apple App Store. On Windows phones and tablets you open the mobile app via cameramanager.com/mobile.
3.2	**Which smartphones can I use for Cameramanager 360° / the Panasonic WV-SF438?**	Android: we support all versions starting at Android 2.2. iOS: we support all versions starting at iOS 6.
3.3	**How can I change the language of the Cameramanager application?**	**Using the installed computer application or the online Java application:** • Go to www.cameramanager.com. At the top-right corner, click on 'Log in to My Cameramanager'. Fill in your log-in details and click the Start button. • In the dashboard click on 'Account Settings' to open your personal details. • Select in the dropdown menu at 'Language' in which language you want to use the application. Click 'Update'. • Go back to 'Your Dashboard' and start the application. The application is now showing in the chosen language. **Using the app on a smartphone or tablet:** Mobile apps automatically open in the language that the operating system on a smartphone or tablet is set to. To change the language of the Cameramanager app on a smartphone or mobile, you need to change the language of your operating system *Note: We are constantly improving our app and adding new languages. If the language of your choice is not supported, the app will be shown in English.*
3.4	**Can I schedule alerts and notifications when Cameramanager 360° / the Panasonic WV-SF438 detects motion?**	Yes, with Cameramanager 360° you can receive notifications on your mobile device or via e-mail, when motion is detected. See question 3.5 'How can I receive push notifications when Cameramanager 360° / de Panasonic WV-SF438 detects motion?'.

3.5   How can I receive push notifications when Cameramanager 360° / the Panasonic WV-SF438 detects motion?

In order to receive push notifications on a smartphone or tablet, you first need to configure your settings for detection. You do this in the installed computer application, or in the online Java application.

- Go to 'Settings';
- In the top right click on 'Cameras';
- Select the camera for which you want to configure the settings for motion detection.
- Go to 'Scheduling and Triggering';
- Click with the left mouse button on the timeline at the option 'motion detection';
- With the mouse button pressed, drag the cursor over the desired time interval. Where the timeline becomes yellow, the interval is set;
- After setting the time interval for detection, click with the left mouse button on the timeline at the option 'push notification';
- With the mouse button pressed, drag the cursor over the same time interval as just set for 'motion detection'. Where the timeline becomes yellow, a push notification will be send when the camera detects motion;
- Click on 'Save'

3.6   How can I turn off the push notifications for Cameramanager 360° / the Panasonic WV-SF438?

Turn off notifications for all mobile devices
To turn off notifications for all mobile devices, you need to turn off notifications in the installed computer application or the online Java application.

- Go to 'Settings';
- In the top right click on 'Cameras';
- Select the camera for which you want to configure the settings for motion detection.
- Go to 'Scheduling and Triggering';
- Click with the left mouse button on the time interval at the option 'push notification';
- With the mouse button pressed, drag the cursor over the time interval that you want to remove. The yellow color of the timeline will now disappear;
- Click on 'Save'.

Turn off notifications for a specific mobile device
If you want to turn off notifications on a specific mobile device, you need to configure the settings on the mobile device itself.

- Open the Cameramanager app on the mobile device;
- Go the 'Settings';
- Go to 'General & notifications';
- At 'How to notify you?', click on push notification 'off';
- Press 'Save'.

4 QUESTIONS ABOUT THE INSTALLATION

4.1 What is the best way to mount/install Cameramanager 360°/the Panasonic WV-SF438?

The best way to mount the camera depends entirely on your personal situation and wishes.

In some cases you want to have a clear overview of an entire space. Then it is best to mount the camera high, because the higher the camera, the more it can see. Please note that the camera image is best when the camera is placed at a maximum height of 3 to 4 metres.

In this case we advise you to use the 'Fisheye' mode. In other cases you might want an overview of one side of a space. For this, we recommend 'Panorama view'. If you are unsure of the best way to mount your camera, do not hesitate to contact your supplier.

When determining the correct position of a camera, the viewing angles of the camera should be taken into account. See question 1.7 'Which viewing angle has Cameramanager 360°/the Panasonic WV-SF438?'

Would you like to know how to attach the camera to a wall or ceiling? See question 4.3 'How do I mount Cameramanager 360° / the Panasonic WV-SF438 on the wall or ceiling?'

4.2 How do I install Cameramanager 360°/the Panasonic WV-SF438 with a SD card?

To combine the storage space of a SD card with the Cameramanager application, you have to install the camera manually. This means that you add the global URL and global port yourself. You can find how to do this in your router user manual, or go to http://portforward.com. We advise you let a professional installer handle the manual installation. For this, contact your supplier.

4.3 How do I mount Cameramanager 360°/the Panasonic WV-SF438 on the wall or ceiling?

(see figure 2 on page 13)

The Panasonic WV-SF438 camera should be mounted on a concrete wall or ceiling. You can only mount the camera on a plaster or wooden surface by using the Panasonic WV-Q105 bracket, which can be obtained from your point of sales. Mount the camera at a height of 3 to 4 metres for the best image quality. If you would like to have your cameras installed professionally, contact your point of sales.

1. Cut out the marked area on the side of the plastic casing in order to hide the cables from view later;
2. Place the template label on the ceiling or wall where you want to install the camera;
3. Mark the place of the holes;
4. Remove the template label, drill the holes and insert the wall plugs;
5. Mount the camera attachment ring by fixing it to the ceiling or wall with four screws. Make sure that it is right side up!
6. Place the camera casing over the ring and turn it to the right to lock into place.
7. Hide the cables from view by threading them through the small hole you cut into the casing.

Figure 2: Mounting the camera on a ceiling or wall
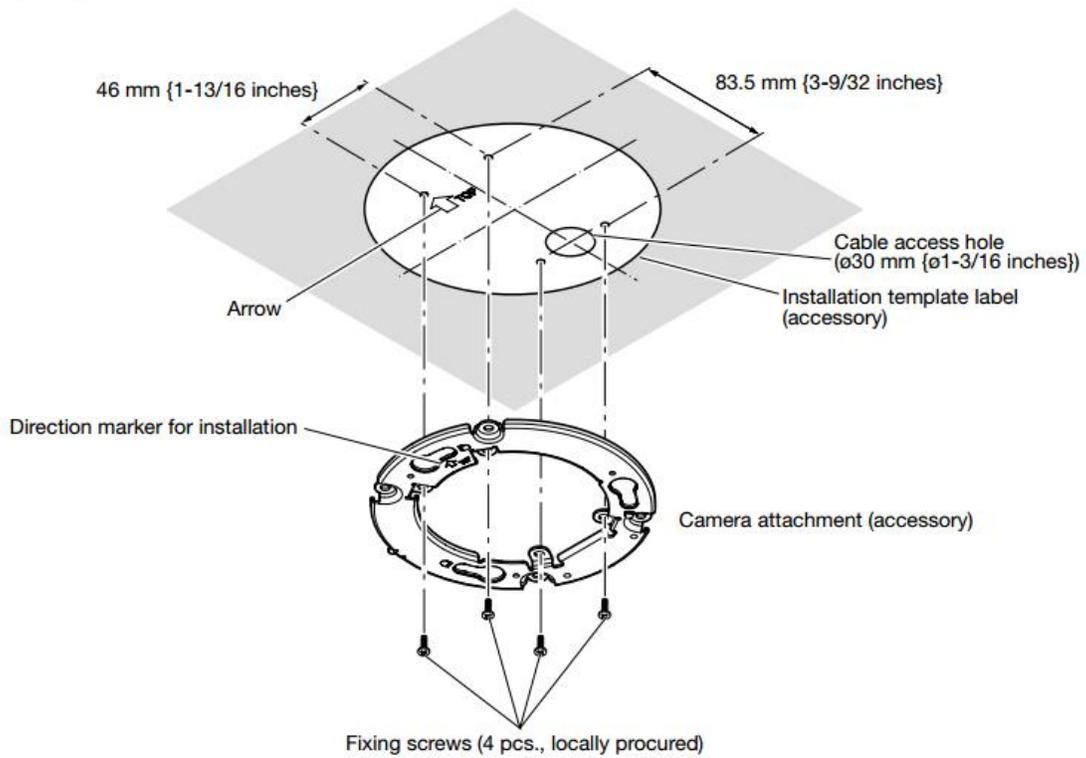
| 4.4 | **What do I need to install Cameramanager 360°/the Panasonic WV-SF438 that is not supplied?** | The following parts are not included with delivery but are needed to complete the installation: |

- PoE injector that is compliant with IEEE802.3af standard.
- Ethernet cable, which connects the camera with the PoE hub/device
- Second Ethernet cable, which connects the PoE hub/device with the router
- Four M4 screws and plugs

| 4.5 | **Can I install Cameramanager 360° / the Panasonic WV-SF438 outdoors?** | Unfortunately, it is not possible to install the Cameramanager 360° / the Panasonic WV-SF438 outdoors. The camera is only suited for indoor use. |

| 4.6 | **I would like a professional installation for Cameramanager 360° / the Panasonic WV-SF438. Can you advice which installation company to use?** | If you want the Cameramanager 360° / the Panasonic WV-SF438 to be professionally installed, please contact your point of sales. |

| 4.7 | **Am I obliged to show that I have installed a surveillance camera?** | The laws concerning video surveillance differ from country to country. In general you need to notify people that camera surveillance is present at the premises. If you want more information regarding local laws and regulations regarding camera surveillance, please contact your local law enforcement agency. |

5   QUESTIONS ABOUT THE ACCOUNT AND LOGGING IN

5.1	**Can I grant access to a third party or person for Cameramanager 360° / the Panasonic WV-SF438?**	Within your subscription you can add one sub-user. Additional sub-users can be added for a fee of €2,50 per sub-user per month. Contact your point of sales if you want to add additional sub-users.

5.2	**How can I grant access to a third party or person for Cameramanager 360° / the Panasonic WV-SF438?**	Use the installed application on your computer or the online Java application to give a third party or person access to your camera. We do not recommend sharing login information.

- Go to 'Settings';
- In the top right click on 'Users';
- In the bottom left click on 'Add new user';
- Fill in the account details. After clicking on 'Password', fill in the desired password and click 'OK'. After the pop-up disappears, click 'Save' in the top right of the screen;
- After saving, the account details will be send to the entered e-mail address.

5.3	**My user name and password don't work. How can I reset them?**	**Password**

- Go to www.cameramanager.com. At the top-right corner, click on 'Log in to My Cameramanager'
- A pop-up window appears. Click on the button 'Password forgotten?'.
- Fill in your email address and click on 'Email new password'.
- You will receive an email with a new randomly generated password within a couple of minutes.

Username
If you have lost your username, please contact your point of sales.

For more information about Cameramanager get in touch with your point of sales.