

Frequently Asked Questions

Tele Communications & Office Automation

CCTV:

Q1: We have Panasonic DVR Model WJ-HD616K, we want to see the DVR on Internet Explorer, Firefox or Google Chrome but when we log in to DVR we cannot see anything and only white page show on IE or Fire fox and etc. Windows 7 is installed on our computer.

A1: It is recommended to operate this unit using a PC that meets the following system requirements:

OS: Windows 7

Microsoft® Windows Vista®

Business SP1 (32-bit) Microsoft®

Windows® XP Professional SP3 Microsoft®

Windows® XP Home Edition SP3

CPU: Intel® Core™ 2 Duo 2.66 GHz or faster

Memory: 1 GB or more (512 MB or more when using Windows® XP)

Monitor: 1024 x 768 pixels or more, 24-bit True color or better

Network interface: A 10/100 Mbps network interface card must be installed.

Web browser: Windows® Internet Explorer® 7.0* (When using Microsoft® Windows Vista)

Microsoft® Internet Explorer® 6.0 SP3

Audio: Sound card (When using the audio function)

Other: DirectX® 9.0c or later Adobe® Reader®

NOTE:

- When viewing on the web browser operation window of the recorder on a PC for the first time wizard for ActiveX installation required to display images from cameras will be displayed. Follow the instructions of the wizard to complete the installation.

When any ActiveX for Panasonic's digital disk recorder other than this product is already installed, uninstall "Web Video ActiveX" from "Add or Remove Programs" in "Control Panel" and then install ActiveX for this product.