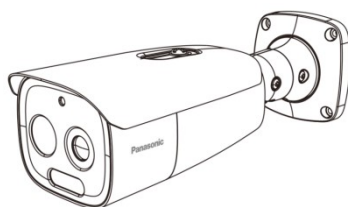


Product Maintenance Manual

Thermal Bullet Network Camera
PM-PHVULFR-W



SPECIFICATIONS

Thermal Module	Detector Type	12μm 640×512
	Lens	25mm
Visible Light Module	Image Sensor	1/ 2.7"CMOS
	Image Size	2592×1944
	Iris Type	Fixed Iris
	Min. Illumination	0.03 <u>lux@F2.0</u> , AGC ON; 0 lux with IR ON
	Lens	12mm
Image	Video Compression	H.265 / H.264 / MJPEG
	Bit Rate	128Kbps~ 8Mbps
Interfaces	Network	RJ 45 10M/100M self-adaptive Ethernet port
	Audio	1CH audio input; 1CH built-in MIC
Functions	Remote Monitoring	Web browser/NVMS2.X/Mobile APP
	Interface Protocol	ONVIF
	PoE	Yes, IEEE802.3af
	IR Distance	50~ 70m
	Ingress Protection	IP66
Others	Power Supply	DC12V/PoE
	Power Consumption	< 9W
	Operating Environment	Humidity: less than 95 % (non-condensing) -30 °C ~ 60 °C (-22°F~140°F)
	Dimensions (mm)	274.3×97.8×89
	Weight (net)	Approx.1.18KG

Panasonic

WARNING

This service information is designed for experienced repair technicians only and is not designed for use by the general public.

It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product.

Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

	CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN	
CAUTION TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK), NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.		



This symbol warns the user that uninsulated voltage within the unit may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this unit.



This symbol alerts the user that important literature concerning the operation and maintenance of this has been included. Therefore, it should be read carefully in order to avoid any problems.

IMPORTANT SAFETY NOTICE

There are special components used in this equipment which are important for safety. These parts are indicated by the “” mark on the replacement parts list. It is essential that these critical parts should be replaced with manufacturer's specified parts to prevent X-radiation, shock, fire, or other hazards. Do not modify the original design without permission of manufacture.

About lead free solder (PbF)

Distribution of PbF PCB:

PCBs (manufactured) using lead free solder (PbF) will have a stamp on the PCB.

Caution:

- Lead free solder has a higher melting point than standard solder. Typically, the melting points is 35°C - 40°C (95°F - 104°F) higher. Please use a soldering iron with temperature control and adjust it to 360°C - 370°C (680°F - 698°F). In case of using high temperature soldering iron, please be careful not to heat too long.
- Lead free solder will tend to splash when heated too high (600°C/1112°F).
- Lead free solder (Sn-3.0Ag-0.5Cu) or equivalents are recommended on repairing our lead solder PCB.

Contents

Chapter 1: How to reset your device's password?

Chapter 2: How to upgrade your device?

Chapter 1 How to reset your device's password

1.1 Open the IP Manager Tool software on your desktop/PC



The latest version of the firmware can be downloaded from the Panasonic website:

1.2 Once the IP manager software searches all the connected device, select the camera for which reset of password is required and enter the MAC ID as shown below.

Device Name	Device Type	Device Model	IP Address	Software Version	Activated State	Status	Status Description
Panasonic	IPC	PM-EB2NLF...	192.168.54.103	5.1.1.0(58032)	activated	Success	

MAC address: 58 : 5B : 69 : 35 : 89 : C0

Restore No Password Option

Restore

Tip: Input the IPC MAC address. Click on "Restore" and reboot the device within 30 seconds to complete the process.

Auto Search Options

Password Options

Refresh Select Same Model Chosen 0 / 1

Firmware Upgrade | Network | Stream | Modify Password | Image | Time Zone | Date and Time | OSD | Configure Backup | Activate | Restore factory configuration

Software [] Browse

Downgrade from high version to low version is not allowed. Please do not power off during the upgrade.

Update

1.3 Click on "Restore"

1.4 Power-off & Power-on (Reboot) the device within 30 seconds to complete the process.

Chapter 2 How to upgrade your device?

2.1 Open IP Manager tool and select the device for firmware upgrade and enter the username and password details as shown in the below screenshot as a reference.

The screenshot shows the Panasonic IP Manager Tool interface. The 'Firmware Upgrade' tab is selected. The 'Software' dropdown menu is highlighted with a red box. The 'Password Options' section on the right is also highlighted with a red box, showing fields for 'USER' (admin) and 'PWD' (*****). The 'Update' button is visible at the bottom.

2.2 Select the corresponding software package to upgrade
(latest version of the firmware can be downloaded from the Panasonic website)

The screenshot shows the Panasonic IP Manager Tool interface. The 'Firmware Upgrade' tab is selected. The 'Software' dropdown menu is highlighted with a red box. The 'Password Options' section on the right is also highlighted with a red box, showing fields for 'USER' (admin) and 'PWD' (*****). The 'Update' button is visible at the bottom.

2.3 to Upgrade the camera/NVR devices, please select the relevant files as shown from the below table

Note:

- Downgrading the firmware from higher version to lower version is not allowed.
- Ensure that the power supply is not interrupted, or device is switched off during the upgrading process.

Below is the firmware details mapped with camera model numbers.

For Example:

PM-EB2NLFR (Model number) - 5.1.1 (software version) - 20240903 (Firmware release date)

Firmware file: PM-EB2NLFR-5.1.1.0.59741-20240903