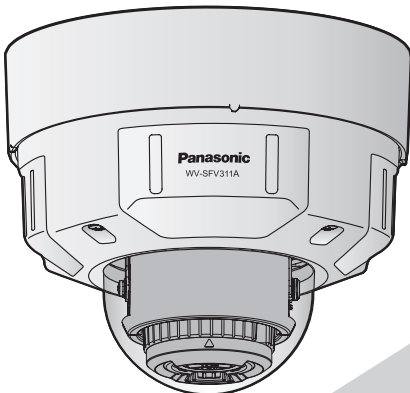


Panasonic[®]

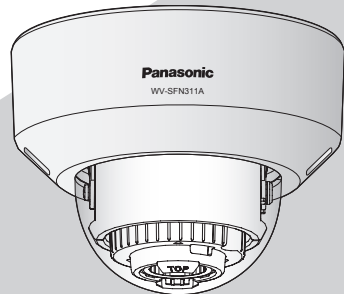
Important Information

Network Camera

Model No. WV-SFV311A / WV-SFV310A /
WV-SFR311A / WV-SFR310A /
WV-SFN311A / WV-SFN310A



WV-SFV311A



WV-SFN311A

* For information about the installation tasks, refer to the provided Installation Guide.
For information about how to perform the settings and how to operate the camera,
refer to the operating instructions on the provided CD-ROM.

* This Guide takes WV-SFV311A / WV-SFN311A for example for illustration.



Before attempting to connect or operate this product,
please read these instructions carefully and save this manual for future use.

The model number is abbreviated in some descriptions in this manual.

WARNING:

- To prevent injury, this apparatus must be securely attached to the wall/ceiling in accordance with the installation instructions.
- To prevent fire or electric shock hazard, do not expose this apparatus to rain or moisture.
(WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A)
- The apparatus should not be exposed to dripping or splashing.
(WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A)
- All work related to the installation of this product should be made by qualified service personnel or system installers.
- The installation shall be carried out in accordance with all applicable installation rules.
- The connections should comply with local electrical code.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunlight, fire or the like.

CAUTION:

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- The network camera is only intended for a connection to an ethernet or PoE network without routing to the outside plant.

For Canada

CAN ICES-3(A)/NMB-3(A)

For U.S.A.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Caution: To assure continued compliance, (example - use only shielded interface cables when connecting to computer or peripheral devices). Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

For U.S.A.

The model number and serial number of this product may be found on the surface of the unit.

You should note the model number and serial number of this unit in the space provided and retain this book as a permanent record of your purchase to aid identification in the event of theft.

Model No. _____

Serial No. _____

For Europe

We declare under our sole responsibility that the product to which this declaration relates is in conformity with the standard or other normative document following the provisions of Directive 2004/108/EC.

Wir erklären in alleiniger Verantwortung, daß das Produkt, auf das sich diese Erklärung bezieht, mit der folgenden Norm oder normativen Dokument übereinstimmt. Gemäß den Bestimmungen der Richtlinie 2004/108/EC.

Nous déclarons sous notre propre responsabilité que le produit auquel se réfère la présente déclaration est conforme à la norme spécifiée ou à tout autre document normatif conformément aux dispositions de la directive 2004/108/CE.

Nosotros declaramos bajo nuestra única responsabilidad que el producto a que hace referencia esta declaración está conforme con la norma u otro documento normativo siguiendo las estipulaciones de la directiva 2004/108/CE.

Noi dichiariamo sotto nostra esclusiva responsabilità che il prodotto a cui si riferisce la presente dichiarazione risulta conforme al seguente standard o altro documento normativo conforme alle disposizioni della direttiva 2004/108/CE.

Wij verklaren als enige aansprakelijke, dat het product waarop deze verklaring betrekking heeft, voldoet aan de volgende norm of ander normatief document, overeenkomstig de bepalingen van Richtlijn 2004/108/EC.

Vi erklærer os eneansvarlige for, at dette produkt, som denne deklaration omhandler, er i overensstemmelse med standard eller andre normative dokumenter i følge bestemmelserne i direktiv 2004/108/EC.

Vi deklarerar härmed vårt fulla ansvar för att den produkt till vilken denna deklaration hänvisar är i överensstämmelse med standarddokument eller annat normativt dokument som framställs i direktiv 2004/108/EC.

Ilmoitamme yksinomaisella vastuullamme, että tuote, jota tämä ilmoitus koskee, noudattaa seuraavaa standardia tai muuta ohjeellista asiakirjaa, jotka noudattavat direktiivin 2004/108/EC säädöksiä.

Vi erklærer oss alene ansvarlige for at produktet som denne erklæringen gjelder for, er i overensstemmelse med følgende norm eller andre normgivende dokumenter som følger bestemmelsene i direktiv 2004/108/EC.

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* For information about the installation tasks, refer to the provided Installation Guide.

Important safety instructions

- 1) Read these instructions.
- 2) Keep these instructions.
- 3) Heed all warnings.
- 4) Follow all instructions.
- 5) Do not use this apparatus near water. (WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A)
- 6) Clean only with dry cloth. (WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A)
- 7) Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8) Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9) Only use attachments/accessories specified by the manufacturer.
- 10) Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.



- 11) Unplug this apparatus during lightning storms or when unused for long periods of time.
- 12) Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Limitation of liability

THIS PUBLICATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THE THIRD PARTY'S RIGHT.

THIS PUBLICATION COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE ADDED TO THE INFORMATION HEREIN, AT ANY TIME, FOR THE IMPROVEMENTS OF THIS PUBLICATION AND/OR THE CORRESPONDING PRODUCT (S).

Disclaimer of warranty

IN NO EVENT SHALL Panasonic System Networks Co., Ltd. BE LIABLE TO ANY PARTY OR ANY PERSON, EXCEPT FOR REPLACEMENT OR REASONABLE MAINTENANCE OF THE PRODUCT, FOR THE CASES, INCLUDING BUT NOT LIMITED TO BELOW:

- (1) ANY LOSS OR DAMAGE, INCLUDING WITHOUT LIMITATION, DIRECT OR INDIRECT, SPECIAL, CONSEQUENTIAL OR EXEMPLARY, ARISING OUT OF OR RELATING TO THE PRODUCT;
- (2) ANY INCONVENIENCE, LOSS, OR DAMAGE CAUSED BY INAPPROPRIATE USE OR NEGLIGENT OPERATION OF THE USER;
- (3) ALL MALFUNCTIONS OR TROUBLES FROM UNAUTHORIZED DISASSEMBLE, REPAIR OR MODIFICATION OF THE PRODUCT BY THE USER, REGARDLESS OF THE CAUSE OF THE MALFUNCTION OR TROUBLE;
- (4) INCONVENIENCE OR ANY LOSS ARISING WHEN IMAGES ARE NOT DISPLAYED, DUE TO ANY REASON OR CAUSE INCLUDING ANY FAILURE OR PROBLEM OF THE PRODUCT;
- (5) ANY PROBLEM, CONSEQUENTIAL INCONVENIENCE, OR LOSS OR DAMAGE, ARISING OUT OF THE SYSTEM COMBINED BY THE DEVICES OF THIRD PARTY;
- (6) ANY CLAIM OR ACTION FOR DAMAGES, BROUGHT BY ANY PERSON OR ORGANIZATION BEING A PHOTOGENIC SUBJECT, DUE TO VIOLATION OF PRIVACY WITH THE RESULT OF THAT SURVEILLANCE-CAMERA'S PICTURE, INCLUDING SAVED DATA, FOR SOME REASON, BECOMES PUBLIC OR IS USED FOR ANY PURPOSE;
- (7) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE.

Preface

The dome type network cameras WV-SFV311A / WV-SFV310A / WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A are designed to operate using a PC on a network (10BASE-T/100BASE-TX).

By connecting to a network (LAN) or the Internet, images and audio from the camera can be monitored on a PC via a network.

Note:

- It is necessary to configure the network settings of the PC and its network environment to monitor images from the camera on the PC. It is also necessary to install a web browser on the PC.
-

About notations

The following notations are used when describing the functions limited for specified models. The functions without the notations are supported by all models.

<Outdoor Vandal resistant & waterproof model>

SFV311

HD type:

The functions with this notation are available when using the model WV-SFV311A.

SFV310

HD type:

The functions with this notation are available when using the model WV-SFV310A.

<Indoor Vandal resistant model>

SFR311

HD type:

The functions with this notation are available when using the model WV-SFR311A.

SFR310

HD type:

The functions with this notation are available when using the model WV-SFR310A.

<Indoor model>

SFN311

HD type:

The functions with this notation are available when using the model WV-SFN311A.

SFN310

HD type:

The functions with this notation are available when using the model WV-SFN310A.

Main functions

Equipped with a new codec engine

The redesigned codec engine can output up to 60 frames per second in HD quality.

The equipped enhanced Super Dynamic function makes it possible to achieve 133 dB dynamic range.

By combining images taken at different shutter speeds and using pixel level brightness correction, more natural looking pictures can be taken even when objects have large differences in illumination.

* When 60 fps is selected, the Super Dynamic function is automatically set to off.

Equipped with a high-sensitivity MOS sensor and noise reduction function (MNR)

The high-sensitivity sensor and new method of noise reduction (MNR: Multi-process Noise Reduction)*¹ make it possible to take easy-to-view images even under low illumination conditions.

*¹ With the multi-process noise reduction that prioritizes noise reduction for central areas and resolution for edge areas where noise is prominent, MNR is able to produce clear images while limiting noise across the entire image.

Equipped with SD memory card*² slot

It is possible to save H.264 videos and JPEG images on the SD memory card manually when an alarm occurs, during the period of the schedule, or on a Web browser. (Downloading is possible.) It is also possible to save JPEG images if a network failure occurs.

*² SDXC/SDHC/SD memory card is described as SD memory card.

Equipped with Auto Focus (AF) function

Use the operation button or setting menu of the camera to activate the focus ring of the lens and automatically adjust focus.

Extension software support

Installing extension software makes it possible to add functions that use image data.

* For further information about the Extension software supported by this camera, refer to our website (<http://security.panasonic.com/pss/security/support/info.html>).

SFV311

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The camera conforms to the IP66*³ and Type 4X (UL50)*⁴, is compliant with NEMA 4X*⁵ ratings, and provides high dust resistance and waterproof performance.

Waterproofing treatment is not required for the camera body (waterproofing treatment is required for cable connections).

*³ IP66 rating: The applicable product has "Dust tight (6)" protection against foreign solids and has "Powerful water jets (6)" against water (IEC60529).

*⁴ Type 4X (UL50): "4X" is a grade of the waterproofing standard of UL.

*⁵ NEMA: Dust resistance and waterproof performance standards set by National Electrical Manufacturers Association (United States).

About the user manuals

There are 3 sets of operating instructions for the WV-SFV311A / WV-SFV310A / WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A as follows.

- Important Information (this document): Provides information about the cautions required for safely using and installing this camera.
- Installation Guide: Explains how to connect devices.
- Operating instructions (included in the CD-ROM): Explains how to perform the settings and how to operate this camera.

Adobe® Reader® is required to read these operating instructions on the provided CD-ROM. When the Adobe Reader is not installed on the PC, download the latest Adobe Reader from the Adobe web site and install it.

The external appearance and other parts shown in this manual may differ from the actual product within the scope that will not interfere with normal use due to improvement of the product.

English screens are used in these operating instructions and leaflets.

System requirements for a PC

CPU:	Intel® Core™ 2 Duo 2.4 GHz or faster recommended
Memory:	A minimum of 1 GB or more (for 32-bit OSs), 2 GB or more (for 64-bit OSs) memory is required when using Microsoft® Windows® 8.1, Microsoft® Windows® 8, Microsoft® Windows® 7. A minimum of 1 GB or more memory is required when using Microsoft® Windows Vista®.
Network interface:	10BASE-T/100BASE-TX 1 port
Audio interface:	Sound card (when using the audio function)
Monitor:	Image capture size: 1024 x 768 pixels or more Color: 24-bit True color or better
OS:	Microsoft® Windows® 8.1 Microsoft® Windows® 8 Microsoft® Windows® 7 Microsoft® Windows Vista®
Web browser:	Windows® Internet Explorer® 11 (32-bit) Windows® Internet Explorer® 10 (32-bit) Windows® Internet Explorer® 9 (32-bit) Windows® Internet Explorer® 8 (32-bit) Windows® Internet Explorer® 7 (32-bit)
Others:	CD-ROM drive (It is necessary to read the operating instructions and use the software on the provided CD-ROM.) Adobe® Reader® (It is necessary to view the PDF file on the provided CD-ROM.)

IMPORTANT:

- For information on the operation verification of the supported operating systems and web browsers, refer to our website at <http://security.panasonic.com/pss/security/support/index.html>.
 - When using a PC that does not meet the above requirements, displaying of images may become slower or the web browser may become inoperable.
 - Audio may not be heard if a sound card is not installed on a PC. Audio may be interrupted depending on the network environment.
 - Microsoft Windows RT and Microsoft Windows 7 Starter are not supported.
 - When using Microsoft Windows 8.1, Microsoft Windows 8, use it in the desktop. The software cannot be used in the Modern UI design.
-

Note:

- For further information about PC system requirements and precautions for when using Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows Vista, or Windows Internet Explorer, click “Manual” - “Open” from the supplied CD-ROM and refer to “Notes on Windows® / Internet Explorer® versions”.
-

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- SDXC Logo is a trademark of SD-3C, LLC.
- iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
- Android is a trademark of Google Inc.
- All other trademarks identified herein are the property of their respective owners.

Open Source Software

- This product contains open source software licensed under GPL (GNU General Public License), LGPL (GNU Lesser General Public License), etc.
- Customers can duplicate, distribute and modify the source code of the software under license of GPL and/or LGPL.
- Refer to the “readme.txt” file on the provided CD-ROM for further information about open source software licenses and the source code.
- Please note that Panasonic shall not respond to any inquiries regarding the contents of the source code.

Copyright

Except for open source software licensed under GPL/LGPL and so on, distributing, copying, disassembling, reverse compiling and reverse engineering of the software provided with this product are all expressly prohibited. In addition, exporting any software provided with this product violating export laws is prohibited.

Network security

As you will use this unit connected to a network, your attention is called to the following security risks.

- ① Leakage or theft of information through this unit
- ② Use of this unit for illegal operations by persons with malicious intent
- ③ Interference with or stoppage of this unit by persons with malicious intent

It is your responsibility to take precautions such as those described below to protect yourself against the above network security risks.

- Use this unit in a network secured by a firewall, etc.
- If this unit is connected to a network that includes PCs, make sure that the system is not infected by computer viruses or other malicious entities (using a regularly updated anti-virus program, anti-spyware program, etc.).
- Protect your network against unauthorized access by restricting users to those who log in with an authorized user name and password.
- Apply measures such as user authentication to protect your network against leakage or theft of information, including image data, authentication information (user names and passwords), alarm mail information, FTP server information and DDNS server information.
- After the unit is accessed by the administrator, make sure to close the browser.
- Change the administrator password periodically.
- Do not install the camera in locations where the camera or the cables can be destroyed or damaged by persons with malicious intent.

Precautions

Refer installation work to the dealer.

Installation work requires technique and experience. Failure to observe this may cause fire, electric shock, injury, or damage to the product. Be sure to consult the dealer.

Stop the operation immediately when something is wrong with this product.

When smoke goes up from the product, the smell of smoke comes from the product, or the exterior of the product has deteriorated, continued use will cause a fire or fall of the product resulting in injury, or damage to the product. In this case, turn the power off immediately and contact qualified service personnel for service.

Do not attempt to disassemble or modify this product.

Failure to observe this may cause fire or electric shock. Consult the dealer for the repair or inspections.

Do not insert any foreign objects.

Fire or electrical shock may be caused if water or any foreign objects, such as metal objects, enter inside the unit.

Turn the power off immediately and contact qualified service personnel for service.

Select an installation area that can support the total weight.

Selecting an inappropriate installation surface may cause this product to fall down or topple over, resulting in injury or accidents. Installation work shall be started after sufficient reinforcement.

Periodic inspections shall be conducted.

Rust on the metal parts or screws may cause a fall of the product resulting in injury or accidents.

Consult the dealer for the inspections.

Do not use this product in an inflammable atmosphere.

Failure to observe this may cause an explosion resulting in injury.

Avoid installing this product in the locations where salt damage occurs or corrosive gas is produced.

Otherwise, the mounting portions will deteriorate and accidents such as a fall of the product may occur.

The exclusively designed mount bracket shall be used.

Failure to observe this may cause a drop resulting in injury or accidents.

Use the exclusively designed mount bracket for installation.

The screws and bolts must be tightened to the specified torque.

Failure to observe this may cause a drop resulting in injury or accidents.

Do not install this product in locations subject to vibration.

Loosening of mounting screws or bolts may cause a fall of the product resulting in injury or accidents.

Do not strike or give a strong shock to this product.

Failure to observe this may cause fire or injury.

Turn the power off when do wiring of this product.

Failure to observe this may cause electric shock. In addition, short circuit or wrong wiring may cause fire.

Keep SDXC/SDHC/SD memory cards away from infants and children.

Otherwise, they may swallow the cards by mistake.

In this case, consult a doctor immediately.

Do not install or clean the camera, or touch this product, the power cable or the connected cables during thunder storms.

Failure to observe this may cause electric shock.

Install this product in a location high enough to avoid people and objects from bumping the product.

Failure to observe this may cause injury.

Do not hang down from this product or use this product as a pedestal.

Failure to observe this may cause a drop resulting in accidents.

Do not damage the power cable.

Do not damage, fabricate, twist, stretch, bundle, or forcibly bend the power cable. Do not place heavy objects on it, and keep it away from heat sources.

Use of a damaged power cable may cause electric shock, short circuit, or fire.

Consult the dealer for repair.

Correctly perform all wiring

Short circuits in the wiring or incorrect wiring may cause fire or electrical shock.

Turn the power off when cleaning this product.

Failure to observe this may cause injury.

Do not rub the edges of metal parts with your hand.

Failure to observe this may cause injury.

[Precautions for use]

To keep on using with stable performance

Do not use this product in hot and humid conditions for a long time. Failure to observe this causes component degradation resulting in life shortening of this product. Do not expose this product to direct heat sources such as a heater.

SFR311**SFR310****SFN311****SFN310**

This product is designed to be used indoors. This product is not operable outdoors.

Make sure that the product does not become wet.

Keep this camera away from water and moisture.

This product has no power switch.

When turning off the power, disconnect the power supply from the 12 V DC power supply or the PoE device.

Before turning off the camera power switch, make sure that the SD MOUNT indicator (green) is turned off. If you turn off the camera power switch while the SD MOUNT indicator (green) is lit or flashing, the recorded data may be corrupted or damaged.

Handle this product with care.

Do not drop this product, nor apply shock or vibration to the product. Failure to observe this may cause trouble.

SFV311**SFV310**

If a strong shock or vibration is applied to the enclosure, it may cause damage or allow water to enter this product.

About the battery

A battery is installed inside the camera. Do not leave the battery exposed in environments of excessive heat as a result of sunlight or fire.

Do not touch the dome cover with your bare hands.

A dirty dome cover causes deterioration of picture quality.

About the PC monitor

When displaying the same image on the monitor for a long time, the monitor may be damaged. It is recommended to use a screen-saver.

When an error is detected, this product will restart automatically.

This product will be inoperable for around 2 minutes after the restart just as when the power is turned on.

About the automatic status detection function

When this product malfunctions due to exogenous noise, etc. for 30 seconds or more, the product will automatically reset and will return to normal state. When the product is reset, initialization will be carried out as when the power of the product is turned on. When the product repeatedly resets, exogenous noise level around the product may be high and that may cause malfunction. Contact your dealer for instructions.

Transmission interval

Image transmission interval may become slow depending on the network environment, PC performance, shooting subject, access number, etc.

Periodically images on the screen appear to be distorted

When the camera is installed in a location where it is subject to small vibrations (for example, when it is installed near devices that vibrate), images may appear distorted and stretched lengthways. This phenomenon is a characteristic of image pickup devices that use MOS sensors and is caused by the relationship between the periodic movements of the camera and the timing that the image sensor reads images. This is not a problem with the camera. To reduce the possibility of this phenomenon occurring, install the camera in a secure location.

About SD memory card

- To remove the SD memory card from the unit, press the [Set] button on the "Live" page, select the [SD memory card] tab, and set the SD memory card operation to "Not use". Then, remove the SD memory card. Alternatively, hold down the SD ON/OFF button for about 2 seconds. When the flashing SD MOUNT lamp goes out, you can remove the SD memory card.

- When using an SD memory card, format it using this product. Recorded data on the SD memory card will be deleted when formatted. If an unformatted SD memory card or an SD memory card formatted with other devices is used, this product may not work properly or performance deterioration may be caused. Refer to the operating instructions on the provided CD-ROM for how to format an SD memory card.
- When some SD memory cards are used with this product, the product may not work properly or performance deterioration may be caused. Use the compatible SD memory cards in page 26.
- When using an SD memory card supporting Class 10 of the speed class, use a UHS-I (Ultra High Speed-I) compliant card.

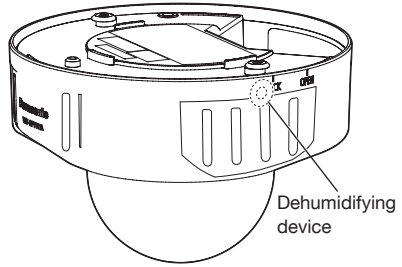
We shall not be liable for content compensation, losses of recorded or edited content and any direct or indirect consequent damages caused by failure to record or edit due to faults with this unit or the SD memory card. In addition, the same provisions apply after unit is repaired.

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SFV310

About the dehumidifying device

- This product has dehumidifying device to keep the inside at low moisture level, preventing condensation and quickly dissipating dew if produced.
- Dew may be produced depending on the conditions of temperature, humidity, winds, and rain, and it may take time to dehumidify.
- The dehumidifying device is mounted inside the enclosure. In order to maintain normal operation of the dehumidifier function, do not caulk (fill the clearance with sealants or other materials) the clearance between the enclosure and the ceiling or wall.



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What to do if “WARMING UP-PLEASE WAIT” appears on the display.

This message indicates that the temperature inside the camera has become extremely low. In such a case, wait until the heater unit of the camera raises the internal temperature (for around 2 hours or more in low temperatures below -20°C [-4°F]), and turn the power off once, then turn it back on again.

About the MOS image sensor

- When continuously shooting a bright light source such as a spotlight, the color filter of the MOS image sensor may become deteriorated and this may cause discoloration. Even when changing the fixed shooting direction after continuously shooting a spotlight for a certain period, the discoloration may remain.
- When shooting fast-moving subjects or objects crossing the shooting area may look to be bending askew.

About the built-in microphone SFN310

- If moisture attach to the peristome of built-in microphone, the volume may decrease. Please leave it to air dry sufficiently before use.
- When cleaning the peristome of built-in microphone, do not use any sharp-ended object to stab it. Doing so may result in failure or submerging.

Cleaning this product body

Be sure to turn off the power before cleaning. Failure to observe this may cause injury. Do not use benzene, thinner, alcohol, or any other

types of solvents or detergents. Otherwise, it may cause discoloration. When using a chemical cloth for cleaning, read the caution provided with the chemical cloth product.

Cleaning the lens

Use a lens cleaning paper (used to clean camera lenses or lenses of spectacles). When using solvent, use an alcohol solvent and do not use a thinner or a glass cleaner.

Cleaning of the dome cover

Use lens cleaning paper (used to clean camera or spectacles lenses) to remove any dirt on the dome cover.

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If there are marks left on the inside of the dome cover from the rubber ring, remove any marks from the dome cover by using cleaning paper or other products.

AVC Patent Portfolio License

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C.
SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM)

Code label

The code labels (accessory) are required at inquiry for trouble. Use caution not to lose these labels. It is recommended to paste one of the labels onto the CD-ROM case.

Equipment classification and power source indication label

Refer to the indication label on the bottom side of this unit for the equipment classification, power source, and other information.

: Direct current symbol

Product disposal/transfer

Data saved on this product or a storage device used with this product may lead to personal information leakage. When it is necessary to dispose or give this product to someone, even when for repair, make sure that there is no data on this product.

When abandoning the memory media, it is recommended to destroy it physically after deleting data by PC.

Precautions for installation

Panasonic assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this documentation.

For information about the installation tasks, refer to the provided Installation Guide.

Power supply

This product has no power switch.

When turning off the power, turn off a power supply or remove a power cable. When the power cable of the product is connected to the power supply device, the power will be supplied to the product.

Before cleaning the product, make sure that the power cable is not connected to the main power supply.

Installation area for this product

Select an appropriate place for the installation area (such as a strong wall or ceiling) in your particular environment.

- Make sure that the installation area is strong enough to hold this product, such as a concrete ceiling.
- Install the camera in the foundation area of the architecture or where sufficient strength is assured.
- Do not mount the product on a plaster board or a wooden section because they are too weak. If the product is unavoidably mounted on such a section, the section shall be sufficiently reinforced.

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This product is designed to be installed under eaves.

- Install the product in areas that do not receive direct sunlight.
 - When the product is installed in areas that receive direct sunlight, such as on external walls, use the optional "Sun Shade WV-Q7118".
-

SFR311

SFR310

SFN311

SFN310

This camera is designed to be used indoors.

This product is not operable outdoors.

Do not expose this camera to direct sunlight for hours and do not install the product near a heater or an air conditioner. Otherwise, it may cause deformation, discoloration and malfunction. Keep this camera away from water and moisture.

Do not place this product in the following places:

- Locations where a chemical agent is used such as a swimming pool
- Locations subject to moisture or oil smoke such as a kitchen
- Locations that have a specific environment that is subject to an inflammable atmosphere or solvents
- Locations where a radiation, an X-ray, a strong radio wave or a strong magnetic field is generated
- Locations where corrosive gas is produced, locations where it may be damaged by briny air such as seashores
- Locations where the temperature is not within the specified range (☞ page 21)
- Locations subject to vibrations, such as on vehicles, marine vessels, or above product lines (This product is not designed for on-vehicle use.)

Do not place this product in the following places (continued):

SFR311

SFR310

SFN311

SFN310

- Locations where it may get wet from rain or water splash (including under the eaves, etc.)
- Locations subject to moisture or dust
- Locations subject to condensation as the result of severe changes in temperature (In case of installing the camera in such locations, the lens may become foggy or condensation may be caused on the cover.)

Check before installation

Compatibility of devices is restricted. Before installation, check the ratings and dimensions of the devices to be used.

Contact your dealer for details.

Before installation

- Use the attachment plate (accessory), base bracket (accessory) **SFV311** **SFV310**, or an optional mount bracket to install the camera on the ceiling or wall.
- Anchor bolts and screws used to mount the camera on the ceiling or wall are not supplied. Prepare bolts and screws that match the structure and materials of the installation location and satisfy the performance and reliability specifications shown below.

Required screws: M4 (4 pcs.)

Minimum pull-out strength: 196 N {44 lbf} (per 1 pc.) (when the camera is installed on the ceiling or a wall using the attachment plate (accessory) or the base bracket (accessory) **SFV311** **SFV310**)

Screw tightening

- The screws and bolts must be tightened with an appropriate tightening torque according to the material and strength of the installation area.
- Do not use an impact driver. Use of an impact driver may damage the screws or cause tightening excessively.
- When a screw is tightened, make the

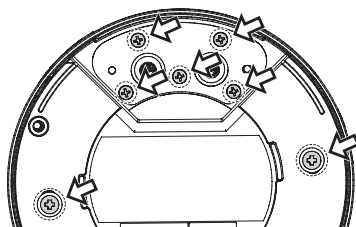
screw at a right angle to the surface. After tightening the screws or bolts, perform checks to ensure that the tightening is sufficient enough so that there is no movement or looseness.

SFV311

SFV310

Do not remove or loosen the screws on the bottom of this product.

If the screws (7 pcs.) are loosened, water exposure may cause damage or malfunction of the product, or dropping may result in injury.



Take notice of humidity

Install this product when the humidity is low. If this product is installed during rainfall or at a high humidity, the inside may be exposed to moisture and the dome cover may become foggy.

Heater unit

This product is equipped with an internal heater unit for use in cold climates. The heater unit turns on automatically when the temperature inside the product drops below around 0 °C {32 °F}. However, in an extremely low-temperature environment below -30 °C {-22 °F}, snow and frost may not be defrosted from the dome cover. When using the product in cold climates, take notice of the ambient and internal temperatures of the product. When this product is installed and operated in low temperatures below -20 °C {-4 °F}, normal images may not be obtained immediately after startup. In such a case, wait until the internal temperature of the camera rises (for around 2 hours or more in temperatures below -20 °C {-4 °F}), turn the power off once, then turn it back on again.

Protection from lightning

SFV311

SFV310

When cables are used outdoors, there is a chance that they may be affected by lightning. In such a case, install a lightning arrester close to the camera, and make the length of the network cable between the camera and lightning arrester as short as possible to prevent the camera from being damaged by lightning.

SFR311

SFR310

SFN311

SFN310

When connecting to a network using the network cable of this product, observe the following.

- When wiring for the network, design and engineer not to be affected by lightning.
-

Radio disturbance

When this product is used near TV/radio antenna, strong electric field or magnetic field (near a motor, a transformer or a power line), images may be distorted and noise may be produced.

PoE (Power over Ethernet)

Use a PoE hub/device that is compliant with IEEE802.3af standard.

Router

When connecting this product to the Internet, use a broadband router with the port forwarding function (NAT, IP masquerade).

Refer to the operating instructions on the provided CD-ROM for further information about the port forwarding function.

Ethernet cable

Shielded (STP) Ethernet cables must be used with this unit to ensure compliance with CE standards.

Time & date setting

It is necessary to set the time & date before putting this product into operation. Refer to the operating instructions on the provided CD-ROM for descriptions of how to perform the settings.




Make sure to remove this product if it will no longer be used.

Troubleshooting

Before asking for repairs, check the symptoms with the following table.

Contact your dealer if a problem cannot be solved even after checking and trying the solution in the table or a problem is not described below.

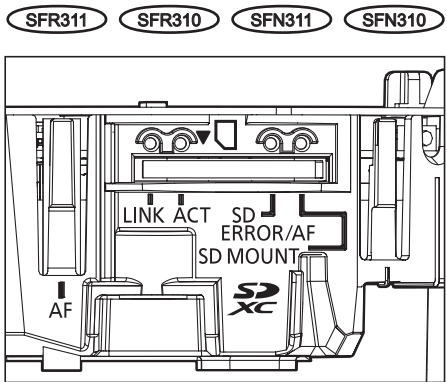
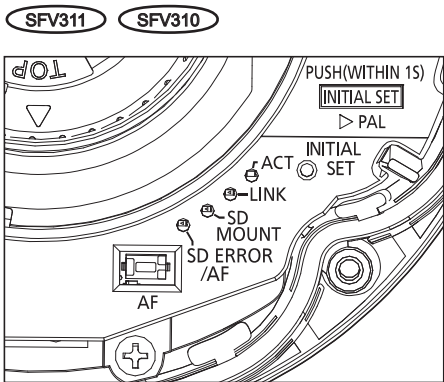
Symptom	Cause/solution	Reference pages
Power is not turned on.	When using a PoE device for power supply <ul style="list-style-type: none"> Are the PoE device and the network connector connected using a Ethernet cable (category 5e or better)? Check whether the connection is appropriately established. Depending on the PoE device, the power supply will stop when the demanded power exceeds its total power limit for all PoE ports. Refer to the operating instructions of the PoE device in use. When connecting both of the 12 V DC power supply and the PoE device for power supply, the network connection may not be established. Turn down the power supply from the PoE device. 	Installation Guide
	When using DC power supply <ul style="list-style-type: none"> Is the 12 V DC power cable plug (accessory) firmly inserted into the 12 V DC power terminals of the camera? Confirm the power plug is firmly connected. Is the AC adaptor in use compliant with the Specifications? Check the Specifications regarding AC adaptor. 	
The LINK indicator does not light in orange even when the network cable is connected to the camera.	<ul style="list-style-type: none"> Is the Ethernet cable connected appropriately? Connect the Ethernet cable appropriately. Is the hub or router connected to the camera operating appropriately? Check if the hub or router in use is operating appropriately. Isn't the Ethernet cable connected to the camera broken? Replace the cable with another one. 	Installation Guide

Symptom	Cause/solution	Reference pages
SD ERROR/AF indicator lights up red.	<p>This indicator lights up red when data cannot be saved on the SD memory card.</p> <ul style="list-style-type: none"> • Isn't the write protect switch of the inserted SD memory card set to "LOCK"? Unlock the write protect switch of the SD memory card. • Hasn't the inserted SD memory card been formatted on a PC? Use an SD memory card formatted on the camera. Or install the software to format the SD memory card on the PC. Refer to our website (http://security.panasonic.com/pss/security/support/info.html) for further information about the supported software. • Isn't the inserted SD memory card faulty? Replace the card with a normal one. 	<p>Operating instructions (included in the CD-ROM)</p>
Audio input contains noise.   	<ul style="list-style-type: none"> • Check the following. <ul style="list-style-type: none"> • Grounding of the camera, a switching hub or peripheral devices are not done. • The camera is used near an electrical power line. • The camera is used near a device which produces strong magnetic field or radio waves (such as near a TV/radio antenna, a motor of an air conditioning system, a transformer, etc.) <p>When audio input still contains noise even after checking the above possibilities, use a powered microphone or connect audio output with low output impedance.</p>	<p>17</p>
The focus can not be able to be automatically adjusted.	<ul style="list-style-type: none"> • In the following locations or with the following subjects, the focus may not be able to be automatically adjusted. In this case, manually adjust the focus. <ul style="list-style-type: none"> • When the subject moves a lot • When there are large changes to the lighting intensity • When the light level is low • When the subject or location is extremely bright or reflective • When viewing through windows • When the dome cover is in a locations where it can easily become dirty • Locations where there is not much contrast such as a white wall • When there is harsh flickering 	<p>Operating instructions (included in the CD-ROM)</p>

About the indicator

The indicator will light or blink as follows depending on the camera status.

Indicator type and operation state	Change of indicator indication
ACT indicator	
When data is being sent via the network camera	Blinks green (accessing)
LINK indicator	
When the camera is able to communicate with the connected device	Lights orange
SD MOUNT indicator	
• When an SD memory card is inserted and could be recognized	Lights off → Blinks green → Lights off
• When data can be saved after the SD memory card is inserted and the SD ON/OFF button is pressed (for 1 second or less)	Lights off → Lights green
• When data can be saved to the SD memory card	Lights green
• When the SD memory card is removed after holding down the SD ON/OFF button (for about 2 seconds)	Lights green → Blinks green → Lights off (recording) Lights green → Lights off (waiting for recording)
• When data cannot be saved to the SD memory card because an abnormality was detected or the SD memory card is configured not to be used	Lights off
SD ERROR/AF indicator	
• When AF (Auto Focus) operation is being executed	Blinks red (Interval of 1 time/ second)
• When the set is being started	Lights red
• When an SD memory card is recognized normally	Lights red → Lights off
• When the SD memory card slot is not used or if an SD memory card error is detected after start-up	Lights red → Stays red



Specifications

• Basic

	WV-SFV311A / WV-SFV310A	WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A
Power source *1:	DC 12 V, PoE (IEEE802.3af compliant)	
Power consumption *1:	DC 12 V: 710 mA/Approx. 8.5 W PoE DC 48 V: 200 mA/Approx. 9.6 W (Class 0 device)	DC 12 V: 370 mA/Approx. 4.5 W PoE DC 48 V: 90 mA/Approx. 4.3 W (Class 2 device)
Operating environment Ambient operating temperature:	-40 °C to +50 °C {-40 °F to 122 °F} (Power On range: -30 °C to +50 °C {-22 °F to 122 °F})	-10 °C to +50 °C {14 °F to 122 °F}
Ambient operating humidity:	10 % to 90 % (no condensation)	10 % to 90 % (no condensation)
Storage environment Storage temperature:	-30 °C to +60 °C {-22 °F to 140 °F}	
Storage humidity:	10 % to 95 % (no condensation)	
Monitor output (for adjustment):	VBS: 1.0 V [p-p]/75 Ω, composite, ø3.5 mm monaural mini jack An NTSC or PAL signal can be outputted from camera (either press the INITIAL SET switch quickly (within 1 second) or use software to select NTSC or PAL signal).	
External I/O terminals:	ALARM IN 1 (DAY/NIGHT IN, Auto time adjustment) (x1) SFV311 SFR311 SFN311 ALARM IN 1 (Auto time adjustment) (x1) SFV310 SFR310 SFN310 ALARM IN 2 (ALARM OUT) (x1) ALARM IN 3 (AUX OUT) (x1)	
Built-in microphone: SFN310	Nondirectional electret condenser microphone	
Microphone/line input: SFV311 SFR311 SFN311	ø3.5 mm stereo mini jack Input impedance: Approx. 2 kΩ (unbalanced)	
For microphone input:	Recommended applicable microphone: Plug-in power type Supply voltage: 2.5 V ±0.5 V Recommended sensitivity of microphone: -48 dB±3 dB (0 dB=1 V/Pa, 1 kHz)	
For line input:	Input level: Approx. -10 dBV	
Audio output *2: SFV311 SFR311 SFN311	ø3.5 mm stereo mini jack Output impedance: Approx. 600 Ω (unbalanced) Output level: -20 dBV Can be used as monitor output by switching the audio/monitor output plug SFV311 and the audio output terminal SFN311 SFR311	

	WV-SFV311A / WV-SFV310A	WV-SFR311A / WV-SFR310A / WV-SFN311A / WV-SFN310A
Waterproof *3:	Main body: IP66 (IEC60529), Type 4X (UL50), NEMA 4X compliant	Not supported
Shock resistance:	Compliant with 50 J (IEC 60068-2-75)/ IK10 (IEC 62262)	SFR311 SFR310 Compliant with IK10 (IEC62262) SFN311 SFN310 Not supported
Dimensions:	Installing using the base bracket: ø164 mm × 139 mm (H) {ø6-15/32 inches × 5-15/32 inches (H)} Dome radius 42 mm {1-21/32 inches} Installing on a wall or a ceiling directly using the attachment plate: ø154 mm × 103 mm (H) {ø6-1/16 inches × 4-1/16 inches (H)} Dome radius 42 mm {1-21/32 inches}	SFR311 SFR310 ø129.5 mm × 102.5 mm (H) {ø5-3/32 inches × 4-1/32 inches (H)} Dome radius 41.5 mm {1-5/8 inches} SFN311 SFN310 ø129.5 mm × 101 mm (H) {ø5-3/32 inches × 3-31/32 inches (H)} Dome radius 40 mm {1-9/16 inches}
Mass:	When using base bracket: Approx. 1.6 kg {3.53 lbs} When using attachment plate: Approx. 1.2 kg {2.65 lbs}	SFR311 SFR310 Approx. 700 g {1.54 lbs} SFN311 SFN310 Approx. 500 g {1.10 lbs}
Finish:	Main body: Aluminum die cast (Light gray) Dome cover: Clear polycarbonate resin	SFR311 SFR310 Main body: Aluminum die cast (Sail white) Dome cover: Clear polycarbonate resin SFN311 SFN310 Main body: ABS resin (Sail white) Dome cover: Clear acrylic resin
Others:	Tamper-resistant enclosure*4	

*1 Refer to our website (<http://security.panasonic.com/pss/security/support/info.html>) for further information about Power source and Power consumption.

*2 When “Audio mode” is not set to “Off” or “Receiver”, “Monitor output” is not available. When the output is switched to “Monitor output”, “Audio output” is not available.

*3 Only when installation work is properly performed according to the instructions guide and appropriate waterproof treatment is performed.

*4 Component that has a structure on which the screws that are accessible after installation cannot be screwed or unscrewed using an ordinary screwdriver.

• Camera





Image sensor:	Approx. 1/3 type MOS image sensor
Effective pixels:	Approx. 1.33 mega pixels
Scanning area:	4.86 mm (H) × 3.89 mm (V) {3/16 inches (H) × 5/32 inches (V)}
Scanning system:	Progressive
Minimum illumination:	<div> SFV311 SFR311 SFN311 </div> <p>Color: 0.01 lx {0.00093 footcandle} (F1.6, Maximum shutter: Off (1/30 s), AGC: High) 0.0007 lx {0.00007 footcandle} (F1.6, Maximum shutter: max. 16/30 s, AGC: High)*</p> <p>BW : 0.003 lx {0.00027 footcandle} (F1.6, Maximum shutter: Off (1/30 s), AGC: High) 0.0002 lx {0.00002 footcandle} (F1.6, Maximum shutter: max. 16/30 s, AGC: High)*</p> <hr/> <div> SFV310 SFR310 SFN310 </div> <p>Color: 0.01 lx {0.00093 footcandle} (F1.6, Maximum shutter: Off (1/30 s), AGC: High) 0.0007 lx {0.00007 footcandle} (F1.6, Maximum shutter: max. 16/30 s, AGC: High)*</p> <p>BW : 0.008 lx {0.00072 footcandle} (F1.6, Maximum shutter: Off (1/30 s), AGC: High) 0.0005 lx {0.00005 footcandle} (F1.6, Maximum shutter: max. 16/30 s, AGC: High)*</p> <p>* Converted value</p>
Super Dynamic:	On (High)/ On (Normal)/ Off * When 60 fps is selected, the Super Dynamic function is automatically set to off.
Dynamic range:	133 dB typ. (Super Dynamic: On)
Face SD (Super Dynamic):	On/ Off (only when Super Dynamic: On)
Gain (AGC):	On (High)/ On (Mid)/ On (Low)/ Off
Adaptive black stretch:	On/ Off (only when Super Dynamic: Off)
Back light compensation (BLC):	On/ Off (only when Super Dynamic: Off)
Fog compensation:	On/ Off (only when Super Dynamic/ Adaptive black stretch: Off)
High light compensation (HLC):	On/ Off (only when Super Dynamic/ Back light compensation: Off)
Light control mode setting:	Outdoor scene/ Indoor scene (50 Hz)/ Indoor scene (60 Hz)/ Fix shutter
Shutter speed:	1.3 mega pixel [16:9](60 fps mode) Off (1/60), 1/100, 1/120, 1/250, 1/500, 1/1000, 1/2000, 1/4000, 1/10000 Other than 1.3 mega pixel [16:9](60 fps mode) Off (1/30), 3/100, 3/120, 2/100, 2/120, 1/100, 1/120, 1/250, 1/500, 1/1000, 1/2000, 1/4000, 1/10000
Maximum shutter:	max. 1/1000 s, max. 1/500 s, max. 1/250 s, max. 1/120 s, max. 1/100 s, max. 2/120 s, max. 2/100 s, max. 1/60 s, max. 1/30 s, max. 2/30 s, max. 4/30 s, max. 6/30 s, max. 10/30 s, max. 16/30 s

Color/BW:	Off/ On/ Auto1 (Normal)/ Auto2 (IR Light)/ Auto3 (SCC) SFV311 SFR311 SFN311
Easy BW switching:	Off/ Auto SFV310 SFR310 SFN310
White balance:	ATW1/ ATW2/ AWC
Digital noise reduction:	High/ Low
Privacy zone:	On/ Off (up to 8 zones available)
VIQS:	On/ Off (up to 8 zones available)
Camera title on screen:	On/ Off Up to 20 characters (alphanumeric characters, marks)
Video Motion Detection (VMD):	On/ Off, 4 areas available

• Lens

Zoom ratio:	3.6x Varifocal Lens 7.2x Extra optical zoom is available.
Digital (electronic) zoom:	Choose from 3 levels of x1, x2, x4
Focal length:	2.8 mm – 10 mm {1/8 inches – 25/64 inches}
Maximum aperture ratio:	1:1.6 (WIDE) – 1:3.4 (TELE)
Focus range:	0.3m – ∞
Aperture range:	F1.6 – T405
Angular field of view:	<div> SFV311 SFV310 [16:9 mode] Horizontal: 28° (TELE) – 99° (WIDE) Vertical: 16° (TELE) – 54° (WIDE) [4:3 mode] Horizontal: 28° (TELE) – 99° (WIDE) Vertical: 21° (TELE) – 72° (WIDE) </div> <hr/> <div> SFR311 SFR310 [16:9 mode] Horizontal: 28° (TELE) – 99° (WIDE) Vertical: 16° (TELE) – 54° (WIDE) [4:3 mode] Horizontal: 28° (TELE) – 99° (WIDE) Vertical: 21° (TELE) – 72° (WIDE) </div> <hr/> <div> SFN311 SFN310 [16:9 mode] Horizontal: 28° (TELE) – 100° (WIDE) Vertical: 16° (TELE) – 54° (WIDE) [4:3 mode] Horizontal: 28° (TELE) – 100° (WIDE) Vertical: 21° (TELE) – 73° (WIDE) </div>
Adjusting angle:	<div> SFV311 SFV310 Horizontal: ±180° Vertical: ±85° Slant: ±100° </div> <hr/> <div> SFR311 SFR310 SFN311 SFN310 Horizontal: +120° to -240° Vertical: ±85° Slant: ±100° </div>

• Network

Network:	10BASE-T/100BASE-TX, RJ45 connector
Resolution: H.264 JPEG (MJPEG)	<p>1.3 mega pixel [16:9](60 fps mode)/ 1.3 mega pixel [16:9](30 fps mode) 1280×720, 640×360, 320×180, 160×90</p> <p>1.3 mega pixel [4:3](30 fps mode) 1280×960, 800×600, VGA, 400×300, QVGA, 160×120</p> <p>2.0 mega pixel [16:9](30 fps mode) * Used by super resolution techniques. 1920×1080, 640×360, 320×180, 160×90</p>
Image compression method: H.264*1	<p>Transmission priority: Constant bit rate/ Variable bit rate/ Frame rate/ Best effort/ Advanced VBR</p> <p>Frame rate: <When Variable bit rate, Frame rate, or Advanced VBR is selected> 1 fps/ 3 fps/ 5 fps*/ 7.5 fps*/ 10 fps*/ 12 fps*/ 15 fps*/ 20 fps*/ 30 fps* * The frame rate is limited to "bit rate". When a value with an asterisk (*) is selected, the actual frame rate may be lower than the value selected.</p> <p>Bit rate per client: 64 kbps/ 128 kbps*/ 256 kbps*/ 384 kbps*/ 512 kbps*/ 768 kbps*/ 1024 kbps*/ 1536 kbps*/ 2048 kbps*/ 3072 kbps*/ 4096 kbps*/ 6144 kbps*/ 8192 kbps*/ 10240 kbps*/ 12288 kbps*/ 14336 kbps*/ 16384 kbps*/ 20480 kbps*/ 24576 kbps*/ 30720 kbps*/ 40960 kbps* * The available range of the H.264 bit rate varies depending on the setting selected for "image capture size".</p> <p>Image quality: <When Constant bit rate or Best effort is selected> Low/ Normal/ Fine <When Variable bit rate is selected> 0 SUPER FINE/1 FINE/ 2/ 3/ 4/ 5 NORMAL/ 6/ 7/ 8/ 9 LOW</p> <p>Transmission type: Unicast/ Multicast</p>
JPEG (MJPEG)	<p>Image quality: 0 SUPER FINE/ 1 FINE/ 2/ 3/ 4/ 5 NORMAL/ 6/ 7/ 8/ 9 LOW (10 steps: 0-9)</p> <p>Transmission type: Pull/ Push</p> <p>Refresh interval: 0.1 fps – 30 fps (JPEG frame rate will be restricted when displaying both JPEG and H.264 images.)</p>
Cropping function*2:	<ul style="list-style-type: none"> • Off/ JPEG (1)/ JPEG (2)/ JPEG (3)/ H.264 (1)/ H.264 (2)/ H.264 (3)/ H.264 (4)/ H.264 (all) • Alarm action On/ Off
Audio compression method:    	<p>G.726 (ADPCM) 32 kbps/ 16 kbps, G.711 64 kbps, AAC-LC*3 64 kbps, AAC-LC (HIGH QUALITY)*4 64 kbps/ 96 kbps/ 128 kbps</p>
Bandwidth control:	Unlimited/ 64 kbps/ 128 kbps/ 256 kbps/ 384 kbps/ 512 kbps/ 768 kbps/ 1024 kbps/ 2048 kbps/ 4096 kbps/ 8192 kbps

Protocol:	IPv6: TCP/IP, UDP/IP, HTTP, HTTPS, FTP, SMTP, DNS, NTP, SNMP, DHCPv6, RTP, MLD, ICMP, ARP IPv4: TCP/IP, UDP/IP, HTTP, HTTPS, RTSP, RTP, RTP/RTCP, FTP, SMTP, DHCP, DNS, DDNS, NTP, SNMP, UPnP, IGMP, ICMP, ARP
OS* ⁵ :	Microsoft Windows 8.1 Microsoft Windows 8 Microsoft Windows 7 Microsoft Windows Vista
Browser* ⁵ :	Windows Internet Explorer 11 (32-bit) Windows Internet Explorer 10 (32-bit) Windows Internet Explorer 9 (32-bit) Windows Internet Explorer 8 (32-bit) Windows Internet Explorer 7 (32-bit)
Maximum concurrent access number:	14 (Number of sessions that can connect to cameras at the same time) * Depends on network conditions
FTP client:	Alarm image transmission, FTP periodic transmission (When the FTP transmission is failed, backup on an optional SD memory card is available.)
Multi-screen:	Up to 16 camera images can be displayed simultaneously on a multi-screen. (Including the camera itself)
Compatible SDXC/SDHC/SD memory card * ⁶ * ⁷ * ⁸ :	Manufactured by Panasonic (SD speed class 4 or higher) SDXC memory card: 64 GB, 128 GB SDHC memory card: 4 GB, 8 GB, 16 GB, 32 GB SD memory card: 2 GB (except miniSD card and microSD card)
Cellular phone compatibility:	JPEG image, AUX control (by access level)
Mobile terminal compatibility: (As of July, 2015)* ⁹	iPad, iPhone, iPod touch (iOS 4.2.1 or later) Android™ mobile terminals

*1 Transmission for 4 streams can be individually set.

*2 Cropping setting is not possible for stream set to maximum resolution.

*3 Only use AAC-LC (Advanced Audio Coding - Low Complexity) when recording audio on an SD memory card.

*4 When "AAC-LC (HIGH QUALITY)" is selected, there are limitations about the following function.

- "SD memory card" is not available.
- "Audio detection" is not available.
- HTTPS is not available.
- The maximum concurrent access number is limited to 5.

*5 For further information about PC system requirements and precautions for when using Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows Vista, or Windows Internet Explorer, click "Manual" - "Open" from the supplied CD-ROM and refer to "Notes on Windows® / Internet Explorer® versions".

*6 Refer to our website (<http://security.panasonic.com/pss/security/support/info.html>) for latest information about the compatible SD memory cards.

*7 When repeatedly recording images on an SD memory card using the auto overwrite function, make sure to use an SD memory card with high reliability and durability.

*8 Use the SD memory card that complies with UHS-1(Ultra High Speed-1) in the case of SD Speed Class 10.

*9 For further information about compatible devices, refer to our website (<http://security.panasonic.com/pss/security/support/info.html>).

Standard accessories

Important Information (this document)	1 pc.
Installation Guide	1 set
Warranty card*1	1 set
CD-ROM*2	1 pc.
Code label*3	1 pc.

The following parts are used during installation procedures.

SFV311	SFV310	
Base bracket		1 pc.
Attachment plate		1 pc.
Fixing screws for attachment plate (M4 x 8 mm)		5 pcs. (of them, 1 for spare)
Template A (for the attachment plate)		1 sheet
Template B (for the base bracket)		1 sheet
Waterproof tape.....		1 pc.
Bit (Hex wrench, screw size 6.35 mm {1/4 inches} T20)		1 pc.
4P alarm cable		1 pc.
2P power cable		1 pc.
LAN connector cover.....		1 pc.
MONITOR OUT conversion plug		1 pc.
Auxiliary handle.....		1 pc.

SFR311	SFR310	SFN311	SFN310	
Attachment plate				1 pc.
Template A (for the attachment plate).....				1 sheet
Bit (Hex wrench, screw size 6.35 mm {1/4 inches} T10)				1 pc.
MONITOR OUT conversion plug				1 pc.
External I/O terminal plug*4				1 pc.
Power cord plug*4				1 pc.
Auxiliary handle.....				1 pc.

*1 This product comes with several types of warranties. Each warranty is only applicable to the products purchased in the regions indicated on the relevant warranty.

*2 The CD-ROM contains the operating instructions and different kinds of tool software programs.

*3 This label may be required for network management. The network administrator shall retain the code label.

*4 The external I/O terminal plug and power cord plug are attached to the camera.

Optional accessories

Ceiling Mount Bracket:	WV-Q105A*1
Ceiling Mount Bracket:	<div>SFV311</div> <div>SFV310</div> WV-Q169A <div>SFR311</div> <div>SFR310</div> <div>SFN311</div> <div>SFN310</div> WV-Q174B
Dome Cover: (Smoke type)	<div>SFV311</div> <div>SFV310</div> WV-CW7S <div>SFR311</div> <div>SFR310</div> WV-CR1S <div>SFN311</div> <div>SFN310</div> WV-CF5SA
Sun Shade:	<div>SFV311</div> <div>SFV310</div> WV-Q7118
Ceiling mount bracket: (Use with the WV-Q124 (mount bracket) to be able to install on a ceiling.)	<div>SFV311</div> <div>SFV310</div> WV-Q121B
Wall mount bracket: (Use with the WV-Q124 (mount bracket) to be able to install on a wall.)	<div>SFV311</div> <div>SFV310</div> WV-Q122A
Mount bracket: (Use when installing the WV-SFV311A using the WV-Q121B or WV-Q122A.)	<div>SFV311</div> <div>SFV310</div> WV-Q124

*1 WV-SFV311A, WV-SFV310A can only be installed indoors when WV-Q105A is used to install it on the ceiling.

Disposal of Old Equipment and Batteries

Only for European Union and countries with recycling systems



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must 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.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.

For more information about collection and recycling, please contact your local municipality.

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



Note for the battery symbol (bottom symbol)

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 U.S. and Canada:

Panasonic System Communications Company of North America, Unit of Panasonic Corporation of North America

www.panasonic.com/business/

For customer support, call 1.800.528.6747

Two Riverfront Plaza, Newark, NJ 07102-5490

Panasonic Canada Inc.

5770 Ambler Drive, Mississauga,
Ontario, L4W 2T3 Canada

(905)624-5010

www.panasonic.ca

For Europe and other countries:

Panasonic Corporation

<http://www.panasonic.com>

Panasonic System Networks Co., Ltd.
Fukuoka, Japan

Authorised Representative in EU:

Panasonic Testing Centre
Panasonic Marketing Europe GmbH
Winsbergring 15, 22525 Hamburg, Germany

