



Panasonic HOME IoT Installation Guide

Warning

- A Home IoT Gateway (MKG100C913) (referred to below as the "Gateway") is required to use the Panasonic HOME IoT App. Ensure that your smartphone is connected to the same home wireless network (WLAN) as the Gateway.
- The App uses your Panasonic ID, which you can receive by email from sender.pcpf.panasonic.com.
- You may register only one Panasonic ID. However, there is no limit to the number of smartphones you can register to each Panasonic ID.
- All images shown in this document are for illustrative purpose only.

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Mon.-Thu./8:00~12:00 13:00~17:00
Fri./8:00~12:00 13:00~14:00

Panasonic Life Solutions Europe
Panasonic Electric Works Europe AG

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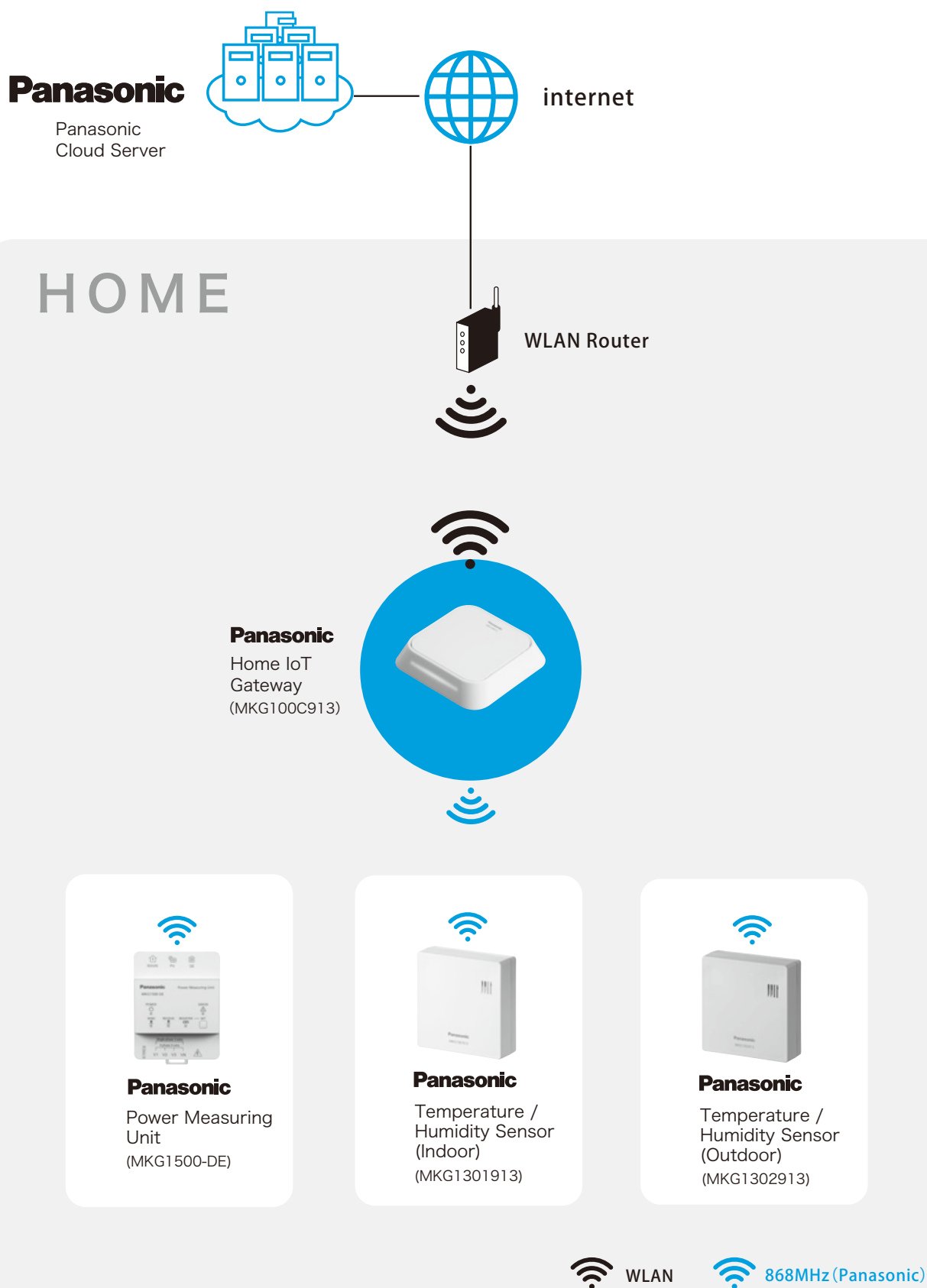
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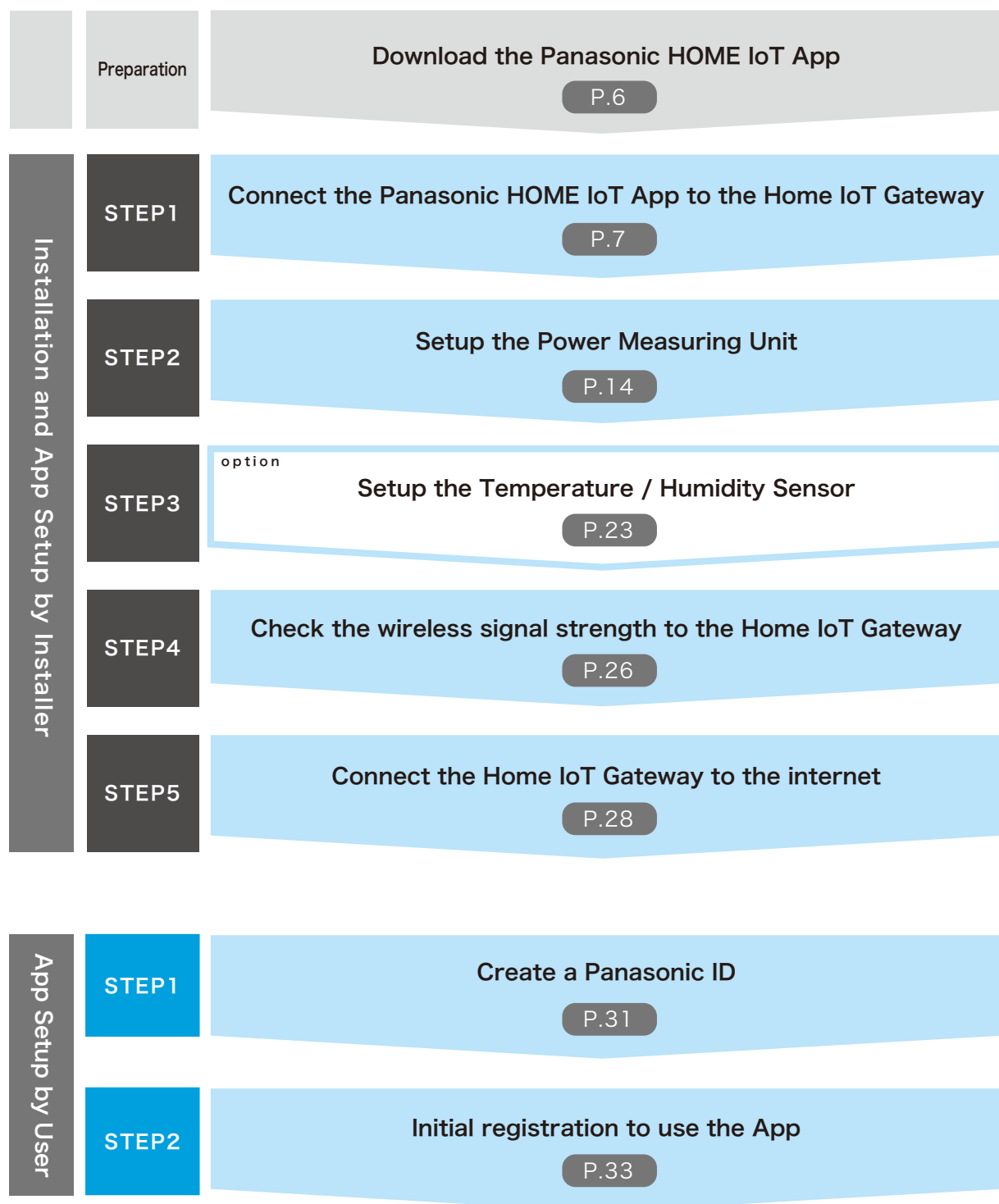
System Overview



This system layout is representative of a system configuration as of July 2020.

Installation Flow

The flow of the installation and setup process is provided with page references. Steps in a box are optional.

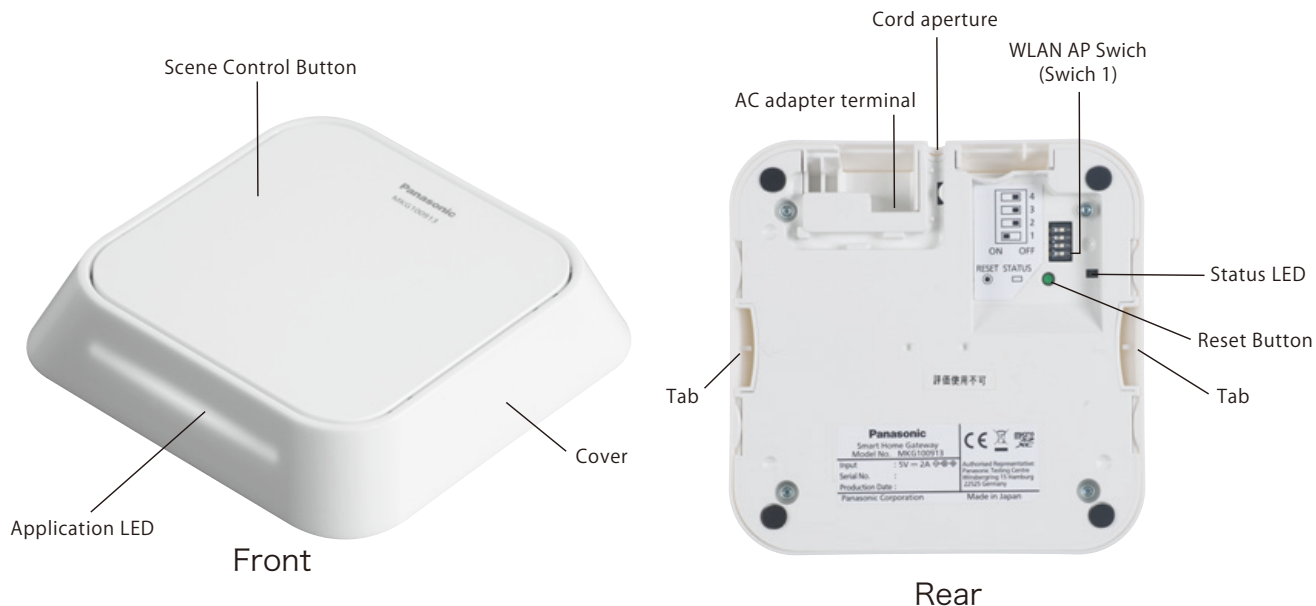


First Operation

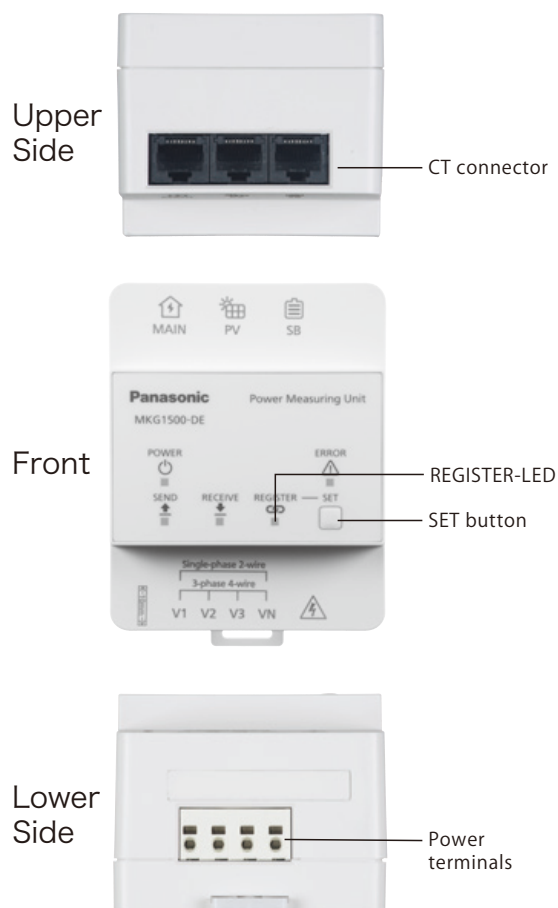
* For details, see the Panasonic HOME IoT Smartphone App Guide.

Names of Components

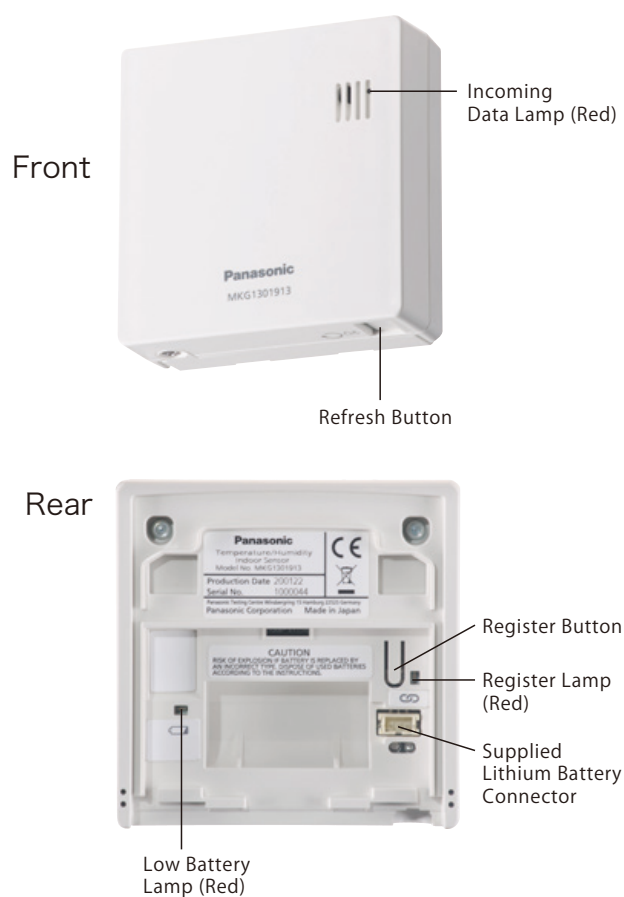
Home IoT Gateway (MKG100C913)



Power Measuring Unit (MKG1500-DE)



Temperature/Humidity Sensor (Indoor: MKG1301913, Outdoor: MKG1302913)



* Images depict the MKG1301913 (Indoor) model.

Preparation

Download the Panasonic HOME IoT App

Please download the Panasonic HOME IoT App.

* Screen layout may differ depending on your smartphone model.

Screen layout may change without notice. (July 2020)

Note

- * Panasonic HOME IoT is a free download.
- * iPhone users require an Apple ID to download the App.
- * Compatible OS versions:
iOS: Version 11 or higher
Android: Version 5.0 or higher

🔍 Panasonic HOME IoT

Search

Android users click here



iPhone users click here



Installation and App Setup by Installer

STEP1

Connect the Panasonic HOME IoT App to the Home IoT Gateway



Panasonic HOME IoT App



Home IoT Gateway

The Home IoT Gateway
(MKG100C913)
includes the products
to the right.



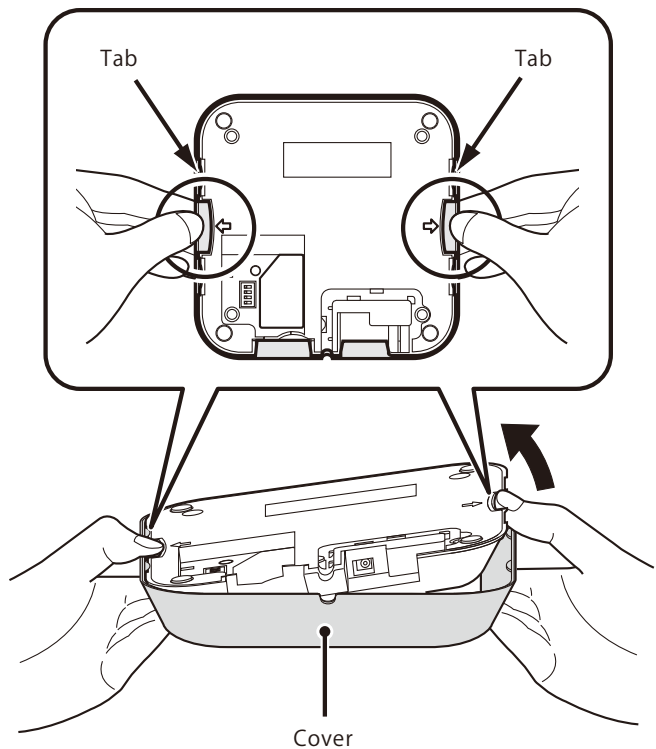
Home IoT Gateway



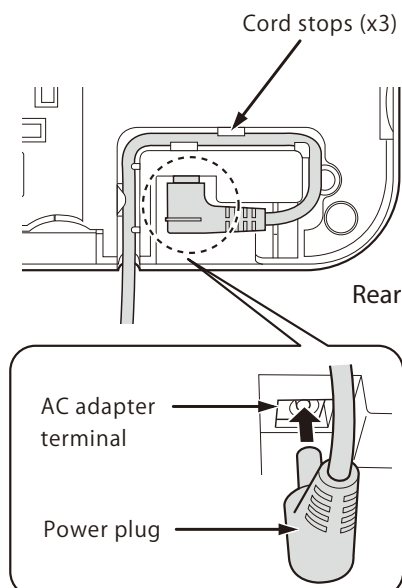
AC adapter (C-type)

1 Remove the cover.

Remove the cover using the tabs on the rear of the cover.



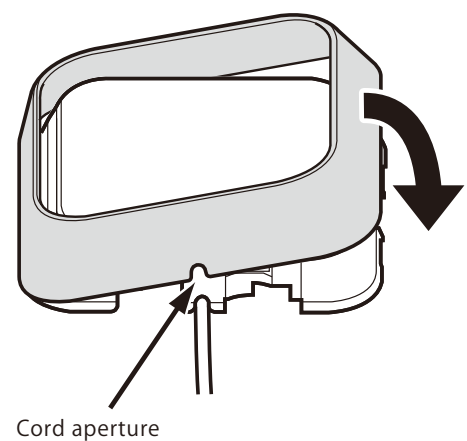
2 Plug in the AC adapter, passing the cord through the cord stops.



3 Reattach the cover.

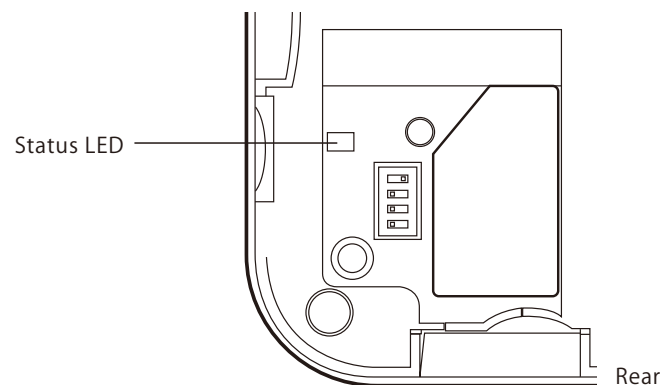
Note

Align the cover and body so that the cord passes through the cord aperture.

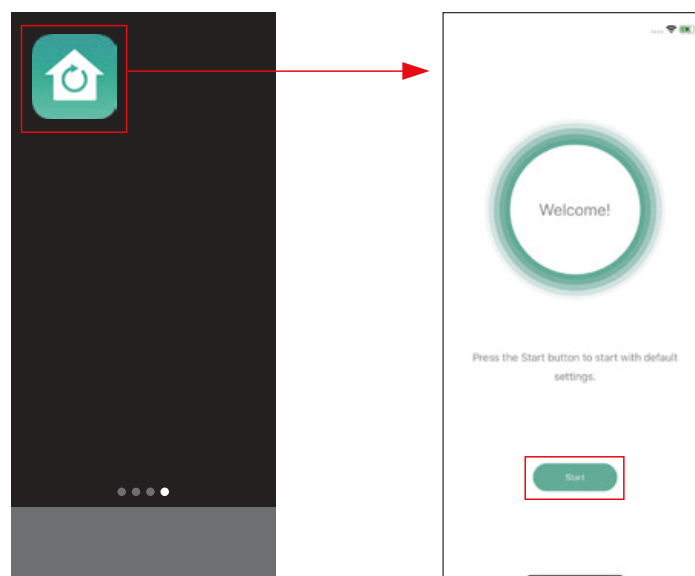


4 Plug the AC adapter into the wall socket.

Check that the Status LED on the rear of the Gateway double flashes in green. It will take around 1 minute to startup after plugging the AC adapter into the wall socket.

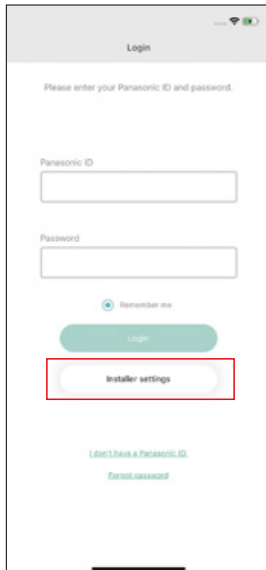


5 Tap to open the downloaded Panasonic HOME IoT App on your smartphone.



Once the start screen appears, tap the "Start" button.

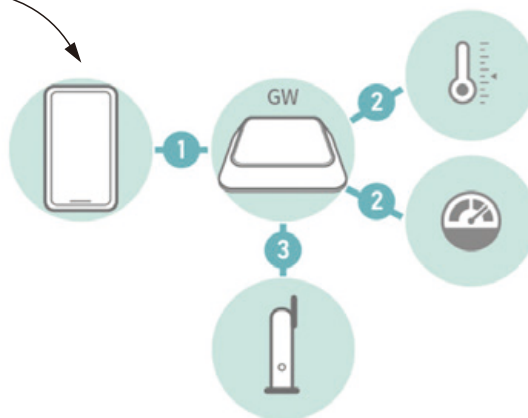
6 Tap the “Installer settings” button.



7 Next, proceed according to the instructions in the Panasonic HOME IoT App.



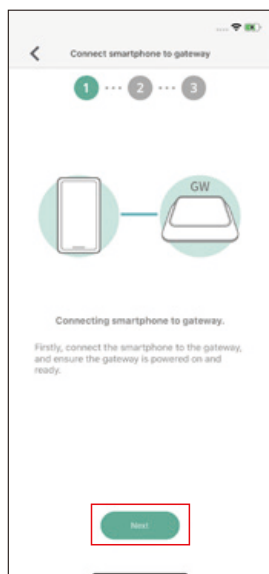
The install procedure is displayed.
Check the details and tap the
“Start” button.



* Installation follows the following process.

- 1 Connect your smartphone to the Gateway.
- 2 Register the Power Measuring Unit and sensors to the Gateway.
- 3 Connect the Gateway to the internet.

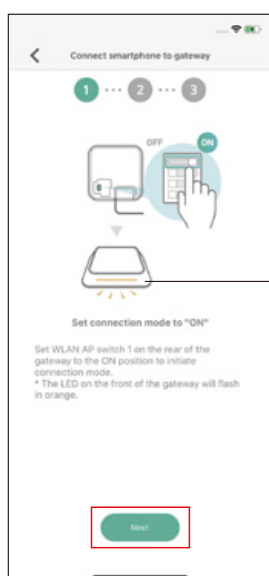
8 First, make the initial connection from the smartphone to the Gateway.



Prepare the Gateway and check that the power is on.

Tap the "Next" button.

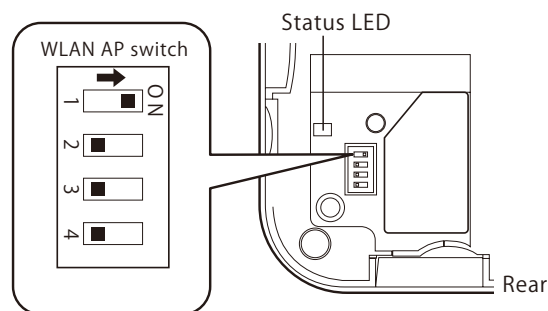
9 Switch the connection mode to "ON".



Check that the Status LED on the rear of the Gateway is either lit or double or triple flashing, and set WLAN AP switch 1 to the On position. The Gateway will immediately enter AP mode. Once in AP mode, the Application LED on the front of the Gateway will flash in orange.

Application LED

If there are no problems, tap the "Next" button.



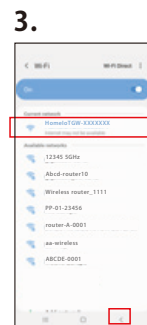
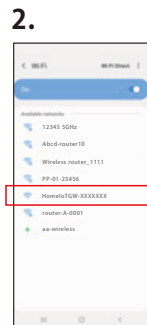
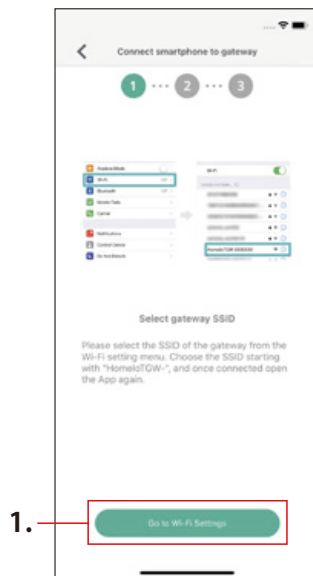
Note

The Gateway may take around 1 minute to boot after powering on.

10 Select and connect to the Gateway's SSID using the Wi-Fi Settings on your smartphone.

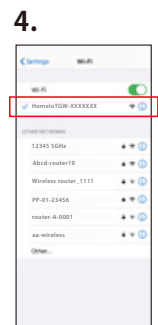
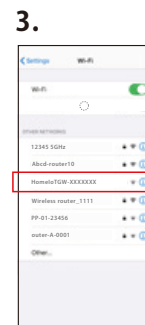
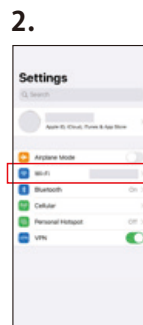
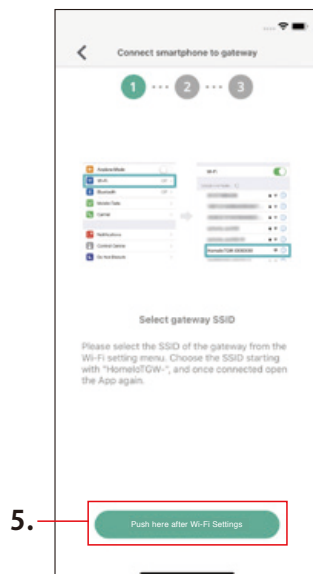
The configuration process differs for Android and iOS smartphones.

Android



1. Tap the "Go to Wi-Fi Settings" button to open the Wi-Fi Settings on your smartphone.
2. Select the Gateway's SSID.
3. Once the selected SSID has a check next to it indicating it is connected, tap the Back button on your smartphone's navigation bar to return to the Panasonic HOME IoT App.

iOS



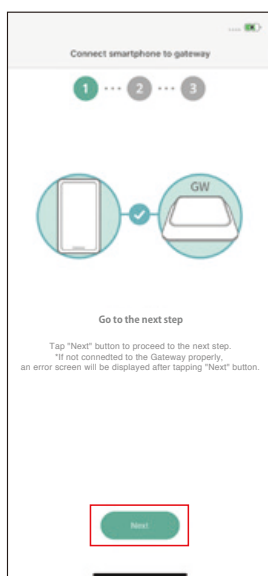
1. Before tapping the "Push here after Wi-Fi Settings" button on the guidance screen, tap your smartphone's Home button to return to your home screen.
2. Tap the Settings icon to open the settings screen.
3. Under Wi-Fi Settings, select the Gateway's SSID.
4. Once the selected SSID has a check next to it indicating it is connected, tap the Home button to return to your Home screen. Now tap the app icon again to return to the Panasonic HOME IoT App.
5. Tap the "Push here after Wi-Fi Settings" button on the guidance screen.

IMPORTANT

The Home IoT Gateway SSID is displayed as "Home IoTGW-XXXXXXX".
* The XXXXXXXX section indicates numbers.

11

The smartphone is successfully connected to the Gateway.



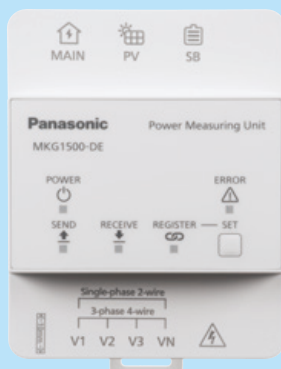
Tap the "Next" button to move to the next step.

Installation and App Setup by Installer

STEP2

Setup the Power Measuring Unit

The Power Measuring Unit (MKG1500-DE) includes the following products.



Power Measuring Unit
(MKG1500-DE)



CT×3 CT Cable (2m)
(MKG1500-DE)

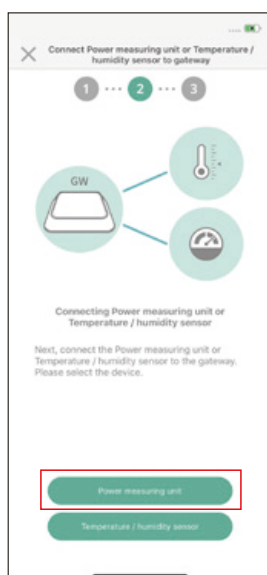
If solar generating or storage battery systems are to be monitored, the optional product to the right is required.

* 2 sets are required if both solar generating and storage battery systems are to be connected.
(MKG1510-DE)



CT Sensor
(Option)

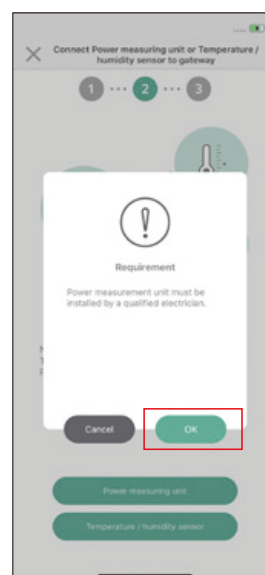
1 Follow the instructions in the Panasonic HOME IoT App to install and register the Power Measuring Unit.



Tapping the "Next" button on the final screen of STEP1 brings up the screen to the left.

Tap the "Power Measuring Unit" button to start registration.

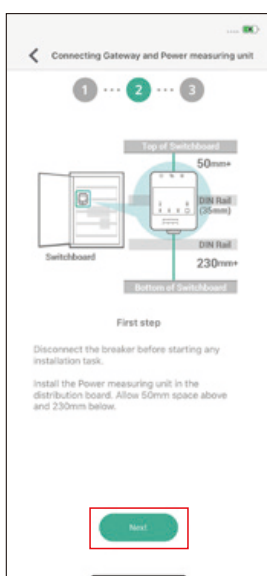
2 Installation must be carried out by a competent person.



Installation of the Power Measuring Unit must be carried out by a competent person.

If you are a competent person, tap the "OK" button to continue.

3 First, determine the installation position of the Power Measuring Unit.

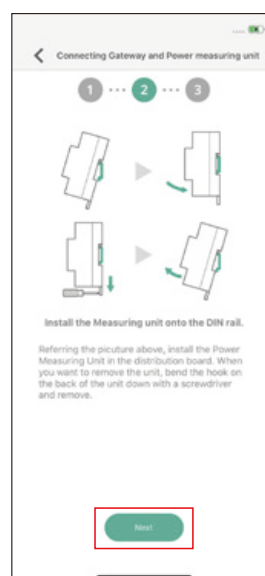


If the Power Measuring Unit is to be positioned in a consumer unit, ensure that at least 50mm of space is provided above the unit and 230mm below the unit. After determining the position, tap the "Next" button.

Note

Ensure the main breaker is opened before starting the task.

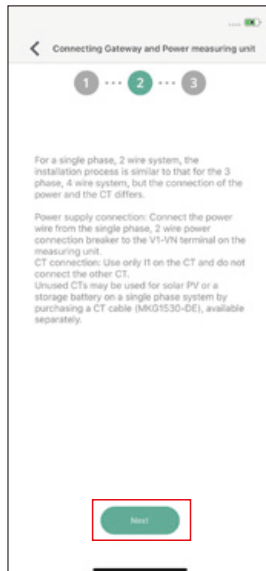
4 Attach the Power Measuring Unit to a rail within the consumer unit.



Refer to the diagram for the installation of the Power Measuring Unit. To remove, use a flat-head screwdriver to lower the tab before pulling out.

After installation, tap the "Next" button.

5 Connection method for a single phase, 2-wire system.



Once connect, tap the "Next" button.

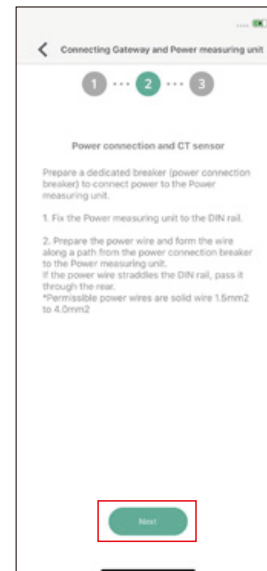
For a single phase, 2-wire system, connect the wires to terminals V1-VN on the Power Measuring Unit. Use only I1 on the CT and do not connect the other CT.

Unused CTs may be used for solar generation or storage battery systems on a single phase, 2-wire system by purchasing a CT Cable (MKG1530-DE), available separately.

6 Connection method for power and CT.

IMPORTANT

Prepare a dedicated breaker to ensure the power Measuring Unit is powered.



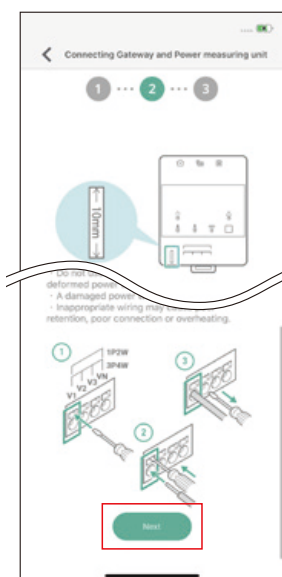
Tap the "Next" button.

1. Prepare the power wire and form the wire along a path from the dedicated circuit breaker to the Power Measuring Unit.

Note

If the power wire straddles the DIN rail, pass it through the rear.* Power wires must be solid core and sized at 2.5mm².

7 Connection method for power and CT.



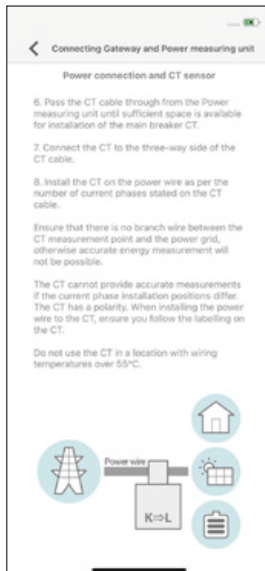
Tap the "Next" button.

2. Prepare the dedicated circuit breaker end of the power wire and connect it to the dedicated circuit breaker.
3. Remove 10mm of insulation from the Power Measuring Unit side of the power wire to match the unit's strip gauge. (Power wires must be solid core and sized at 2.5mm²)
4. Connect power wires to the power connection terminals, as per the number of voltage phases stated on the Power Measuring Unit. Power wire connection method: Push the power wire to the back of the power terminal wire aperture while a flat-head screwdriver is inserted into the screwdriver aperture. Once the power wire is fully inserted, remove the screwdriver to lock the power wire in position.

Note

- * Do not insert a power wire into the screwdriver aperture.
- * Use a flat-head screwdriver with tip width 2.0 to 3.5mm.
- * After connecting the power wire, check it cannot be removed by lightly tugging.
- * Do not use a bent, damaged or otherwise deformed power wire.
- * A damaged power wire can be trimmed.
- * Inappropriate wiring may cause poor retention, poor connection or overheating.

8 Connection method for power and CT.

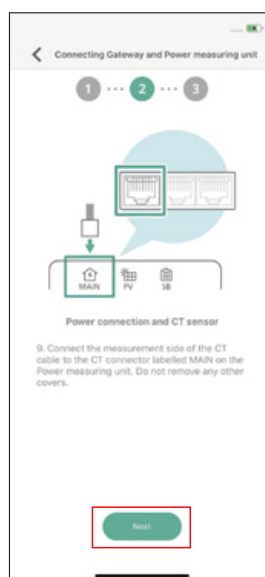


5. Pass the CT Cable through from the Power Measuring Unit until sufficient space is available for installation of the main breaker CT.
6. Connect the CT to the three-way split side of the CT Cable.
7. Clamp the CT on the power wire as per the number of current phases stated on the CT Cable.

Note

- * Ensure that there is no branch wire between the CT measurement point and the power meter, otherwise accurate energy measurement will not be possible.
- * The CT cannot provide accurate measurements if the current phase installation positions differ.
- * The CT has a polarity. When clamping the CT to the power wire, ensure you follow the direction label on the CT.
- * Do not use the CT in a location with wiring temperatures over 50°C.

9 Connection method for power and CT.



Tap the "Next" button.

8. Connect the Power Measuring Unit side of the CT Cable to the CT connector labelled MAIN on the Power Measuring Unit.

Note

Do not remove any other covers.

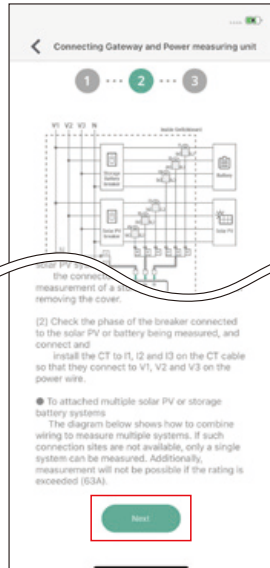
10 Connection method for power and CT with solar generation and storage battery system.



Once the CT cable is connected, tapping the "Next" button displays a screen with an option for whether a solar generation or storage battery system is present.

Skip to **11** for Yes, or **12** for No.

11 Connection method for power and CT with solar generation and storage battery systems.



Once connect,
tap the "Next" button.

IMPORTANT

A CT Cable set (MKG1510-DE), available separately, is required for connection.

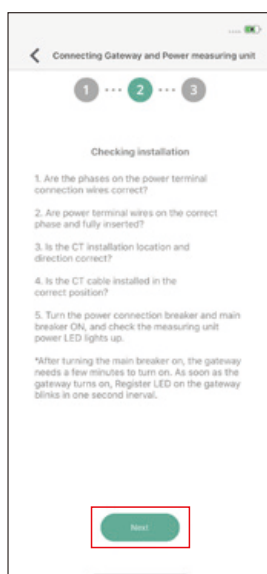
- (1) Remove the cover and pass the CT Cable and connect it to the CT connector on the Power Measuring Unit labelled "PV" for measurement of a solar generation system or the connector labelled "SB" for measurement of a storage battery system.
- (2) Check the phase of the breaker connected to the solar generation or storage battery system being measured, and connect and install the CT to I1, I2 and I3 on the CT Cable so that they connect to V1, V2 and V3 on the power wire.

Note

* To attach multiple solar PV or storage battery systems, the position of the clamp should be where the systems share a wire. If such a connection site is not available, only a single system can be measured. Additionally, measurement will not be possible if the rating is exceeded (63A).

* When adding a cable for a solar generation or storage battery system to an existing system, ensure that the main breaker or dedicated power connection breaker is "OFF" prior to commencing work.

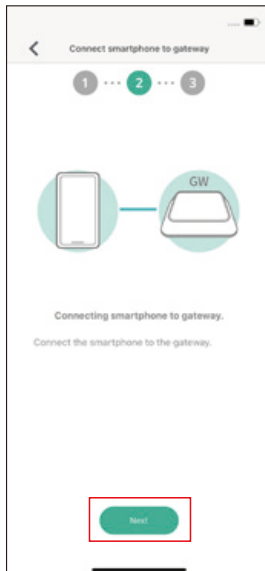
12 Checking the connection of the Power Measuring Unit to the Gateway.



1. Are the phases on the power terminal connection wires correct?
2. Are power terminal wires on the correct position and fully inserted?
3. Is the CT installation position and direction correct?
4. Is the CT Cable installed in the correct location?
5. Turn the dedicated power connection breaker and main breaker on, and check the Power Measuring Unit power LED lights up.

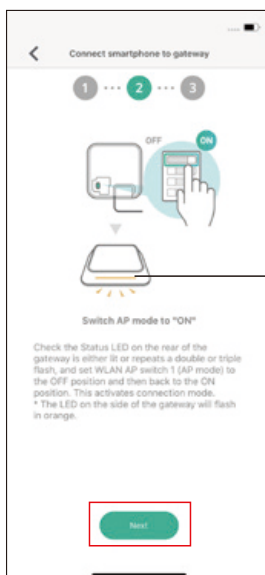
Once checks are complete, tap the "Next" button.

13 Connect the smartphone to the Gateway.



Tap the
"Next" button.

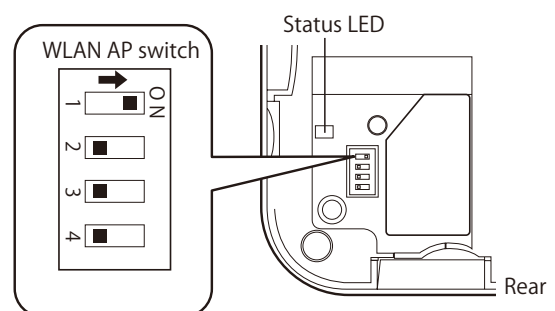
14 Switch the Gateway's WLAN AP switch to the ON position.



Check the Status LED on the rear of the Gateway is either lit or repeats a double or triple flash, and set WLAN AP switch 1 to the OFF position, and the back to the ON position. The Gateway will immediately enter AP mode. Once in AP mode, the Application LED on the front of the Gateway will flash in orange.

Application LED

If there are
no problems,
tap the
"Next" button.




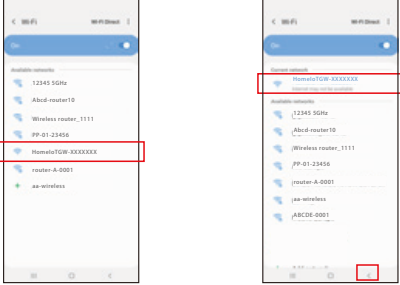
Note

It takes around 1 minute for the Gateway to boot after powering on.

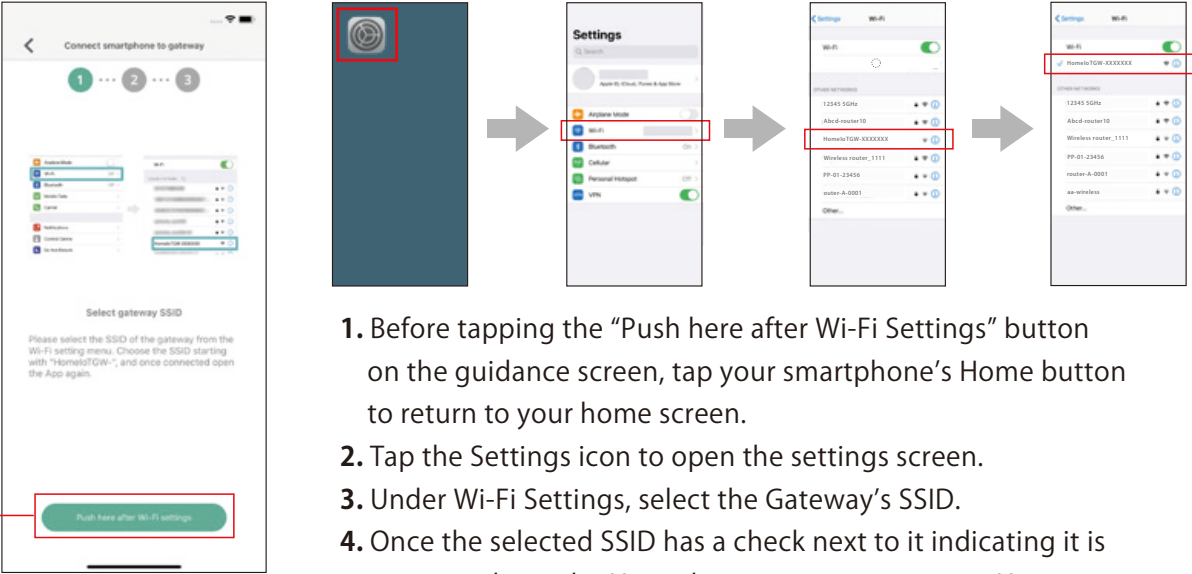
15 Select and connect to the Gateway's SSID using the Wi-Fi Settings on your smartphone.

The configuration process differs for Android and iOS smartphones.

Android

1. Tap the "Go to Wi-Fi Settings" button to open the Wi-Fi Settings on your smartphone.
- 
2. Select the Gateway's SSID.
 3. Once the selected SSID has a check next to it indicating it is connected, tap the Back button on your smartphone's navigation bar to return to the Panasonic HOME IoT App.
- 

iOS

1. Before tapping the "Push here after Wi-Fi Settings" button on the guidance screen, tap your smartphone's Home button to return to your home screen.
 2. Tap the Settings icon to open the settings screen.
 3. Under Wi-Fi Settings, select the Gateway's SSID.
 4. Once the selected SSID has a check next to it indicating it is connected, tap the Home button to return to your Home screen. Now tap the app icon again to return to the Panasonic HOME IoT App.
 5. Tap the "Push here after Wi-Fi Settings" button on the guidance screen.
- 

IMPORTANT

The Home IoT Gateway SSID is displayed as "Home IoTGW-XXXXXXX".
* The XXXXXXXX section indicates numbers.

16 The smartphone is successfully connected to the Gateway.



Tap the "Next" button to move to the next step.

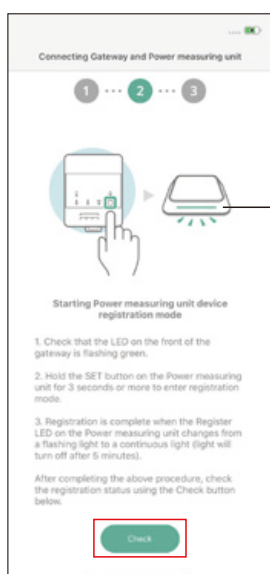
17 Put the Gateway into registration mode.



Check that the Application LED is flashing in orange.

Tap the "Activate Registration Mode" at the bottom of the screen to enter the Gateway's device registration mode.

18 Put the Power Measuring Unit into registration mode.

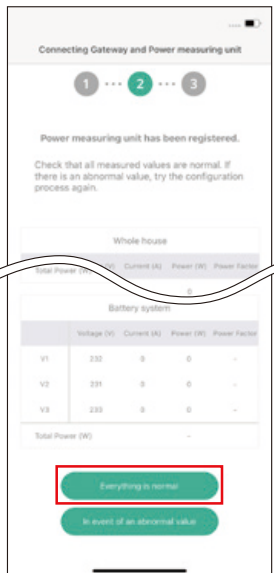


Application LED

1. Once the Gateway is in registration mode, the Application LED on the front of the Gateway will flash in green.
2. Hold the SET button on the Power Measuring Unit for at least 3 seconds to put it into registration mode.
3. Once the REGISTER LED on the Power Measuring Unit changes from flashing to permanently on, registration is complete (the LED will turn off after 5 minutes).

After completing the above process, tap the "Check" button to confirm registration.

19 Power Measuring Unit registration complete.



Here we confirm that the measurements being taken look correct.

If an abnormal value is shown, tap the “In event of an abnormal value” button to restart the process for Step 3. If PV is installed, negative value is displayed while generating.

A storage battery will display as a positive number while charging and negative while discharging.

If incorrect figures are displayed

- * Re-check the direction of the CT
- * Check that CT1 is connected to V1, CT2 to V2 and CT3 to V3.

Tap the “Everything is normal” button.

STEP3

Setup the Temperature / Humidity Sensor

o p t i o n

The Temperature / Humidity Sensor (MKG1301913, MKG1302913) contains the following products.

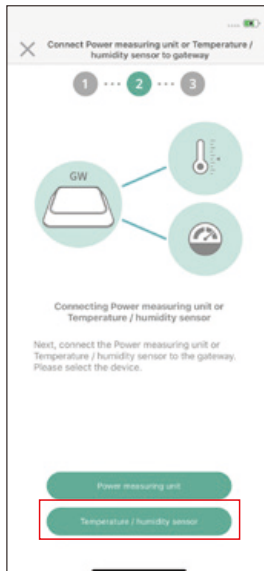


Temperature/Humidity Sensor



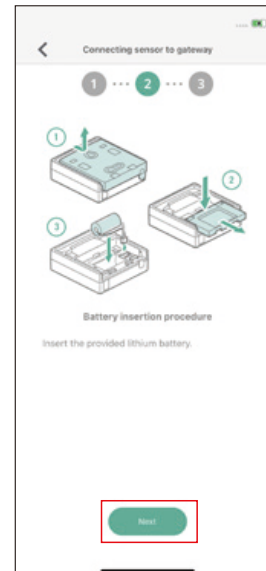
Lithium battery

1 Tap the “Temperature / Humidity Sensor” button to start registration.



Tapping the “Next” button on the final page of **STEP1** displays the screen to the left.

2 Insert the lithium battery into the Temperature / Humidity Sensor.



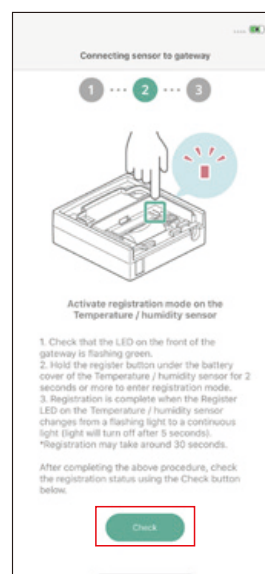
Insert the lithium battery which came with the Temperature / Humidity Sensor. Tap the “Next” button.

3 Put the Gateway into registration mode.



Tap the “Activate registration mode” button to start the Gateway’s device registration mode.

4 Press the Register Button on the Temperature / Humidity Sensor and register it to the Gateway.

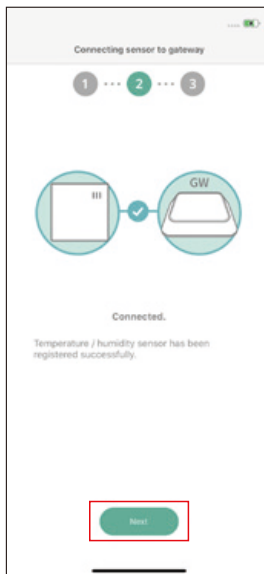


1. Check that the Gateway’s Application LED is flashing in green.
2. Hold the Register Button inside the battery cover of the Temperature / Humidity Sensor for at least 2 seconds to enter registration mode.
3. Once the Temperature / Humidity Sensor’s Register Lamp changes from a flashing red to a permanent red, registration is complete (the LED will turn off after 5 seconds).
4. Tap the “Check” button to move on.

Note

Registration will take around 30 seconds.

5 Registration is complete.

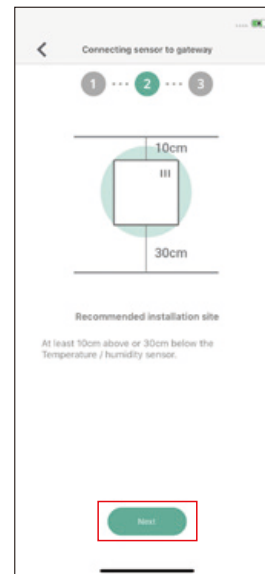


Once this screen is displayed, registration is complete. Tap the "Next" button.

Note

The name of the Temperature/Humidity Sensor is used as the device ID.

6 Install the device in the location where temperature and humidity measurements are to be taken.

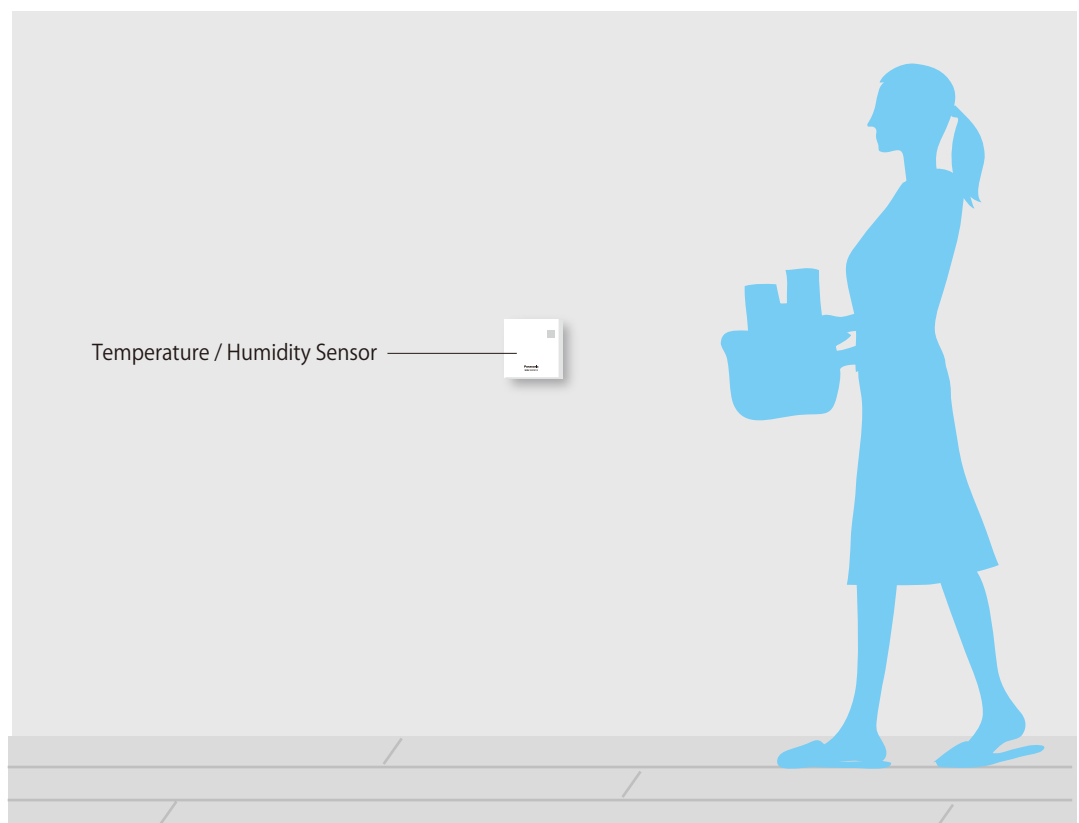


Installation should allow 10cm above and 30cm below the device.

Once installed, tap the "Next" button.

Note

If multiple Temperature / Humidity Sensors are to be used, repeat steps 1 to 6 for each.



Example positioning of Temperature / Humidity Sensor

STEP4

**Check the wireless
signal strength to
the Home IoT Gateway**

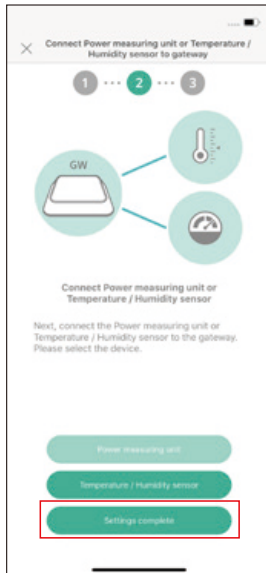


Check



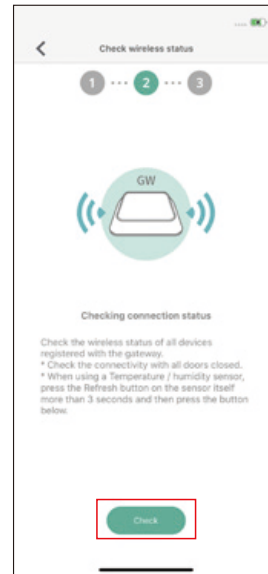
Home IoT Gateway

1 Once all devices are installed, tap the “Settings Complete” button on the screen below.



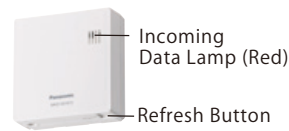
Tapping the “Next” button on the final screen of **STEP1** displays the screen to the left. Tap the “Settings Complete” button to continue.

2 Check the connection signal strength for devices connected to the Gateway.

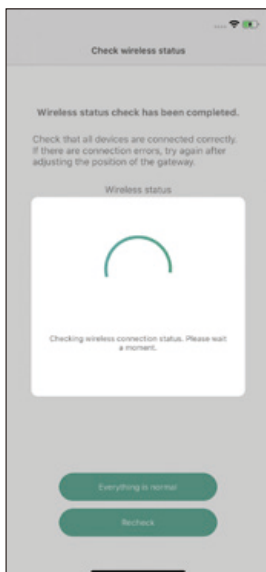


* If a Power Measuring Unit is installed, check the signal with the consumer unit cover closed.

* If a Temperature / Humidity Sensor is installed, hold the Refresh Button on the base of the sensor for at least 3 seconds and check that the Incoming Data Lamp lights in red. Once the above checks are complete, tap the “Check” button at the bottom of the screen.

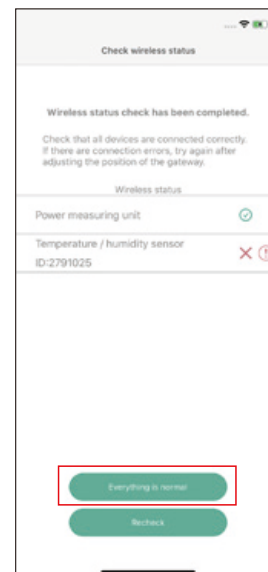


3 Check the signal strength to the Gateway.



Please be patient as the checking process takes several minutes.

4 Once checks are complete, tap the “Everything is normal” button.



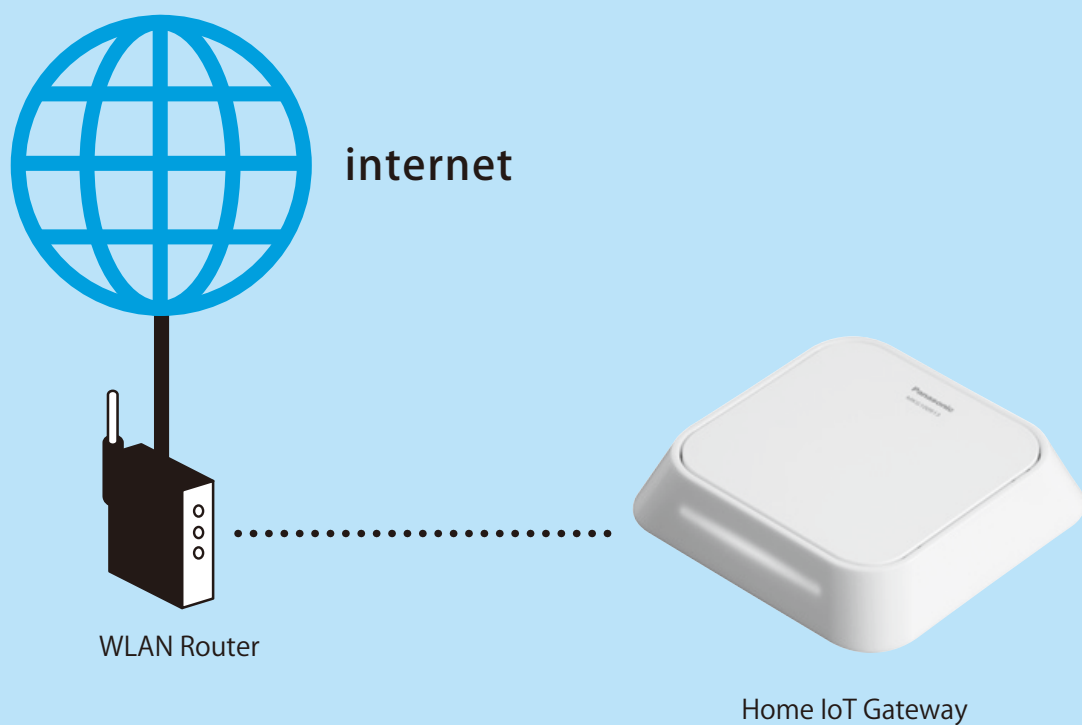
Confirm the output on the screen to the left. If there are no problems, tap the “Everything is normal” button.

Note

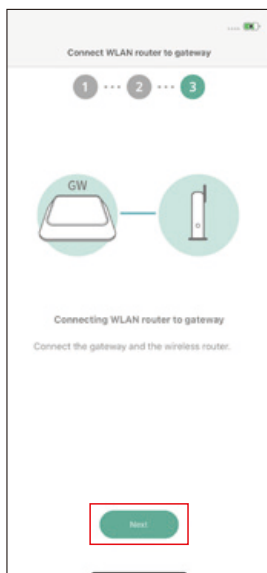
If there are connection errors, adjust the position of the Gateway and try again.

STEP5

Connect the Home IoT Gateway to the internet

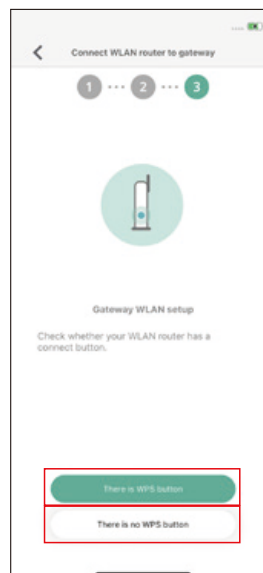


1 Connect the WLAN Router to the Gateway.



Tap the "Next" button.

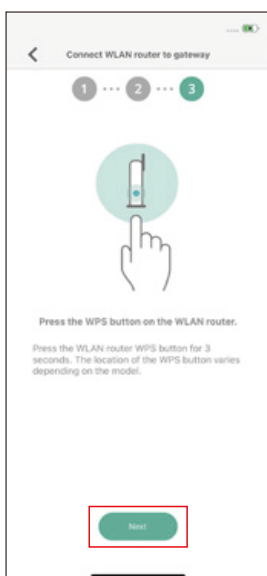
2 Check whether your WLAN Router has a WPS button.



If it has a WPS button, tap "There is a WPS button".

If there is no WPS button, tap "There is no WPS button".

If there is a WPS button



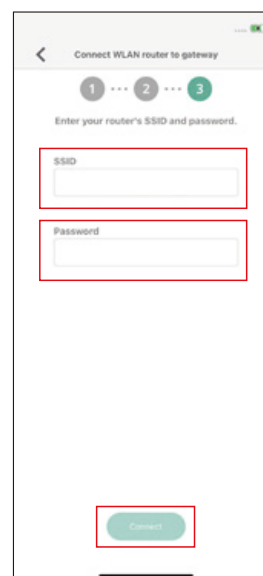
Press the WPS button on the WLAN Router.

Tap the "Next" button.

Note

The position and length of press required differs between Router model. Please check your WLAN Router specification.

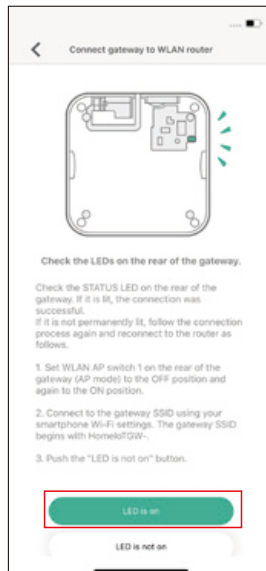
If there is no WPS button



Enter the SSID and password for your WLAN Router.

Tap the "Connect" button.

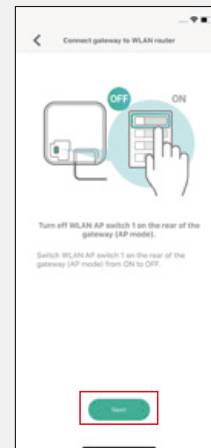
3 After around 2 minutes, check the Status LED.



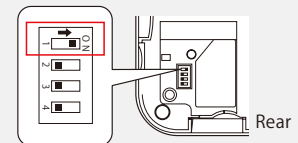
Check the Status LED on the rear of the Gateway after 2 minutes. If the Status LED is lit, the Gateway is successfully connected to the WLAN Router. Tap the "LED is on" button to complete WLAN setup.

Note

If the LED is not lit, tap the "LED is not on" button and try to connect the Gateway to the WLAN Router again by following the procedure below.



1. Turn the WLAN AP switch on the rear of the Gateway (switch 1) to the off position, then back to the on position.

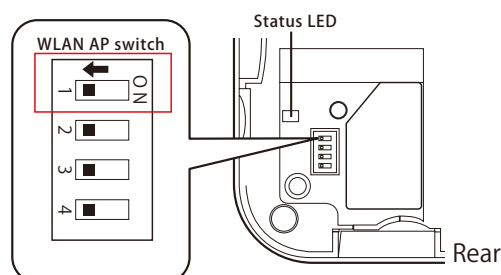


2. Check that the Gateway's Application LED flashes in orange.
3. Check that your smartphone is connected to the Gateway (connect to the Gateway SSID from your smartphone's network settings).
4. Follow the on-screen instructions to configure.

4 Installation is complete.



Select the SSID of the WLAN Router from your smartphone's Wi-Fi Settings. Then, set the Gateway's WLAN AP switch (switch 1) to OFF.



App Setup by User

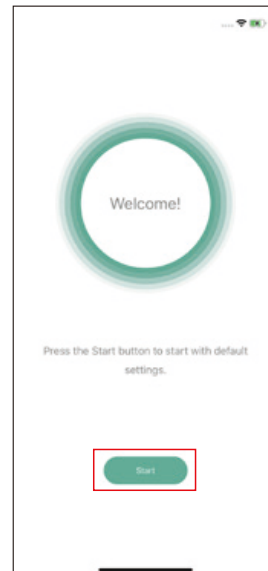
STEP1

Create a Panasonic ID

1 Open the App on your smartphone.

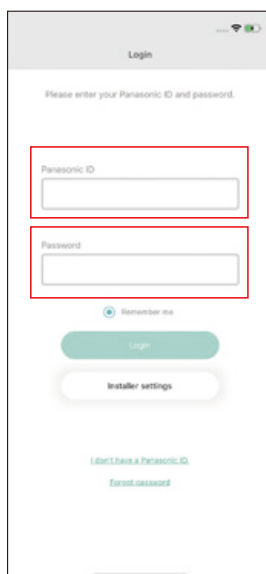


2 Tap the "Start" button.



Once the start screen appears, tap the "Start" button.

If you have a Panasonic ID

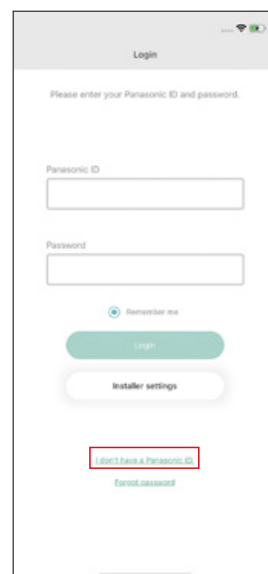


There is no need to create a new ID. Simply enter your existing ID and password to login.

Note

If you have forgotten the password, tap "Forgot password" at the bottom of the screen to reset the password.

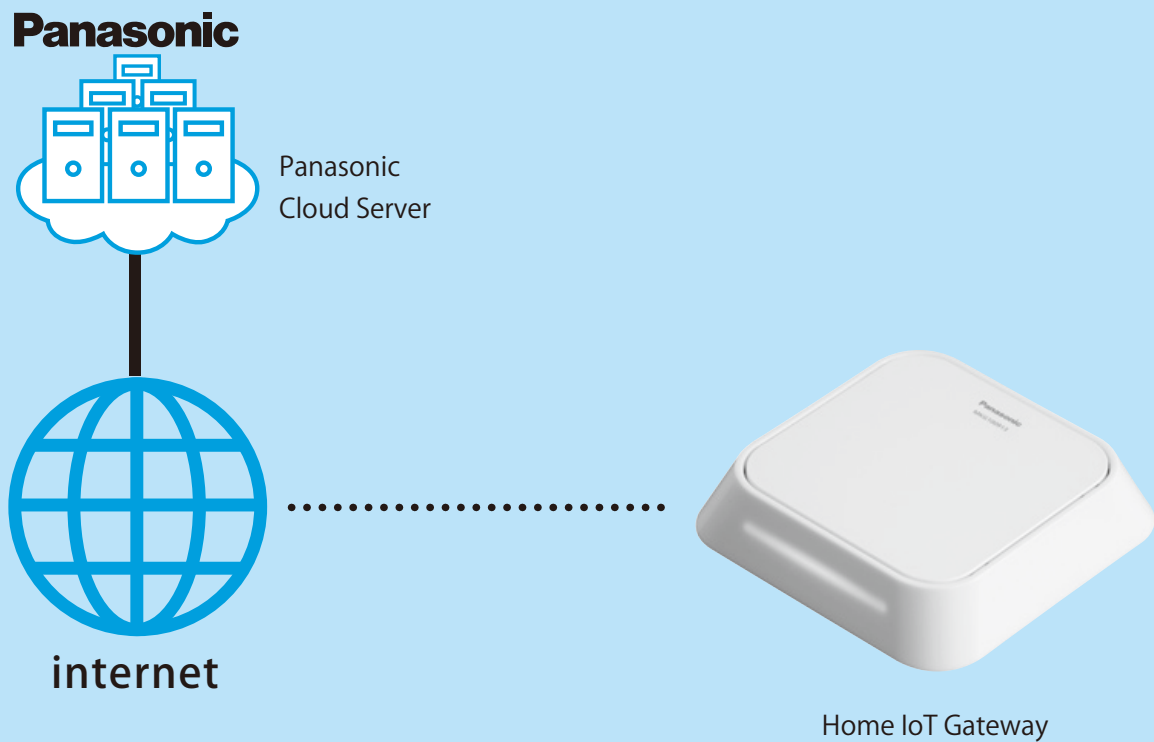
If you don't yet have a Panasonic ID



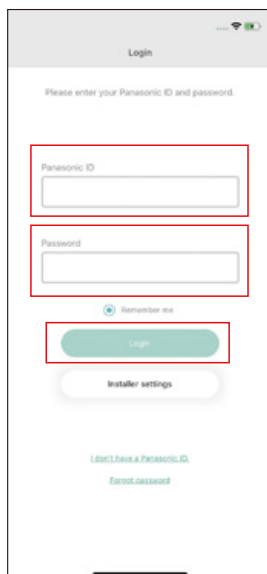
Tap "I don't have a Panasonic ID". The website for creating an ID will open. Enter the required details to create an ID.

STEP2

Initial registration to use the App

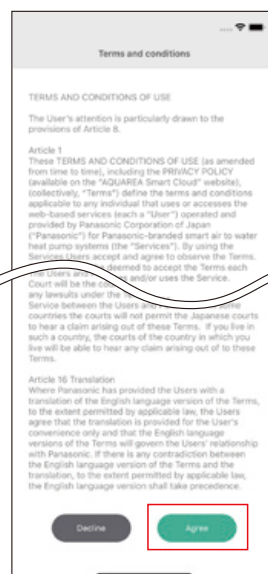


1 Login with your Panasonic ID and password.



Open the App and enter the Panasonic ID and password from **STEP1** to login.

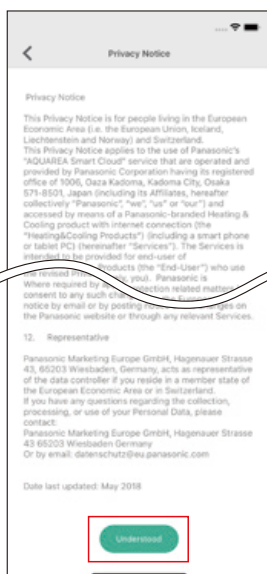
2 Agree to the Terms of Use by tapping the "Agree" button.



Note

If you do not agree with the terms you will be unable to use the service.

3 Confirm the Privacy Notice.



Read the privacy notice and tap the "Understood" button to continue.

4 Registering the Gateway with the Server.

Follow the on-screen instructions to complete server registration.

Note

Make sure that your smartphone is connected to the same home wireless network (WLAN) as the gateway.

The LED will light in orange for 5 seconds to indicate success.

Application LED



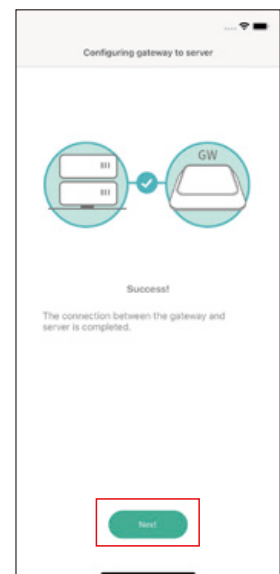
Tap the "Next" button.



Tap the "Search" button.



Check that the Gateway's Application LED flashes in orange, and tap the Scene Control Button on top of the Gateway. The LED will light in orange for 5 seconds to indicate success.

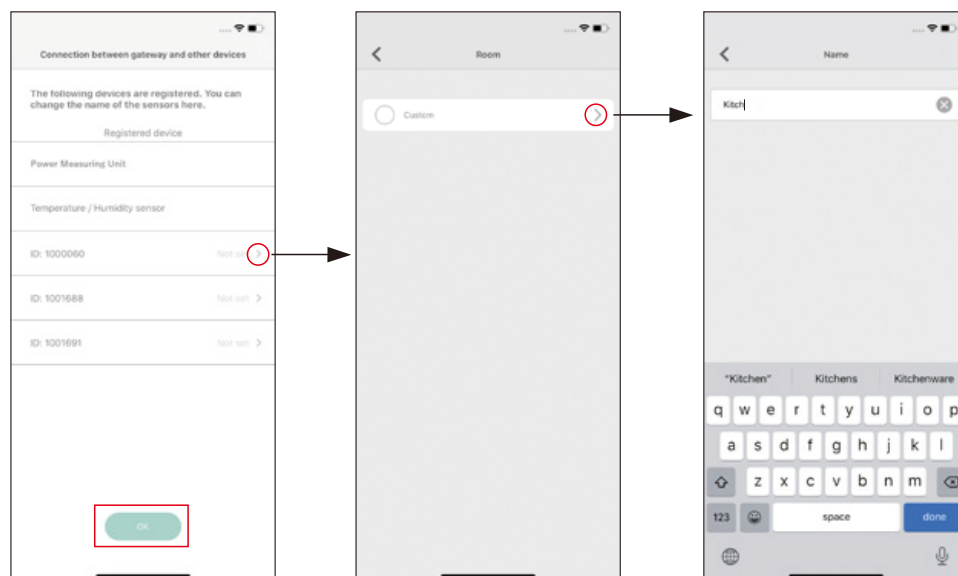


Once registration is complete, tap the "Next" button.

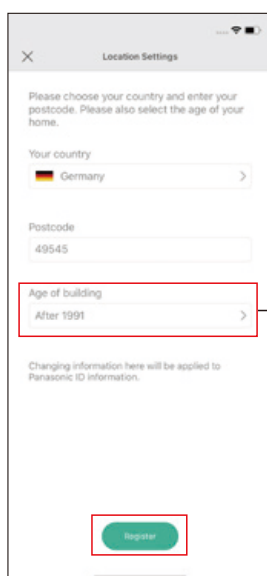
5 Confirm the list of devices registered with the Gateway.

If a Temperature / Humidity Sensor is listed in the registered devices, select its installed location.

After selecting the location, tap the "OK" button on the list screen to move on.



6 Enter your country, postcode and the age of your home.



Country and postcode data is drawn from your Panasonic ID registration data.

* If you change them here, they will also be changed on your Panasonic ID registration.

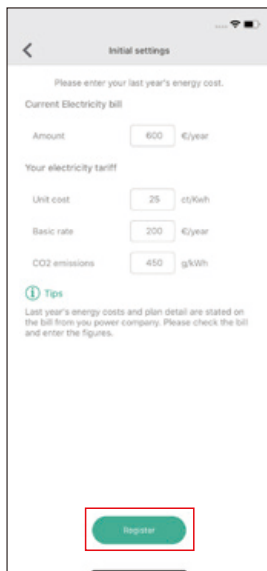
Select from the following 3 building age options.

- * After 1991
- * Between 1951 and 1990
- * Before 1950

Tap the "Register" button.

* If a Temperature / Humidity Sensor (MKG1301913, MKG1302913) is installed, this will be used to analyse ventilation timings.

7 Enter details on your electricity usage.



Enter the electricity bill and energy plan for the previous year.

* Remember to include standing charges in the amount of the annual bill.

Your annual electricity bill and energy plan details can be found on bills from your energy provider. Refer to your bill when entering these details.

Tap the "Register" button.

8 Initial setup complete.



Energy screen



Air quality screen

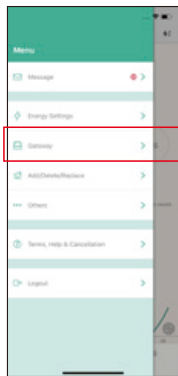
The above initial setup is complete. If a Power Measuring Unit (MKG1500-DE) is installed, the Energy screen will be displayed. Otherwise, the air quality screen will be displayed.

App Setup by User

Other

**Add / delete /
replace a device**

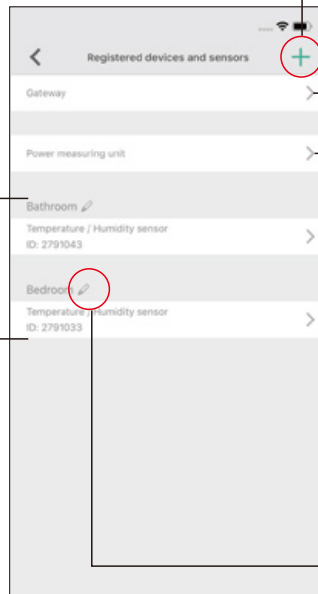
4 Adding, replacing and removing devices.



Humidity Sensor settings (4-4)

Displays information on registered devices in each room.
Start here to edit a registered device.

Device settings screen



Add a device (4-1)

Start here to newly register a device.

Gateway settings (4-2)

Displays registered Gateway information.

Start here if the Gateway is to be replaced due to a breakdown.

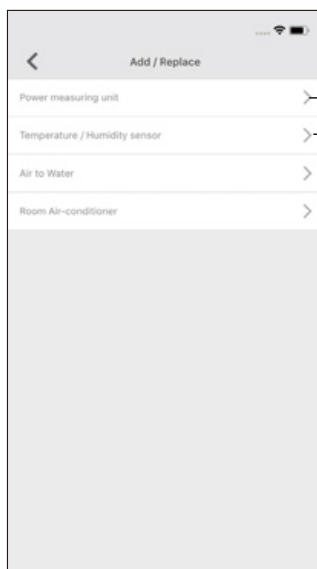
Power Measuring Unit settings (4-3)

Displays information on the registered Power Measuring Unit.
Start here to replace or remove a Power Measuring Unit.

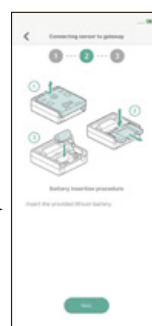
Tap this symbol to change the name of a room.

(4-1) Add a device

Select the type of device to be added and register it. The Panasonic HOME IoT App will guide you through the registration process.

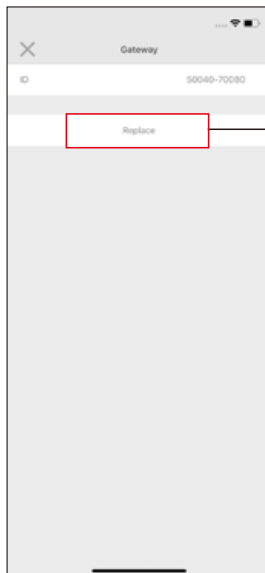


Power Measuring Unit setup
(see P.14)



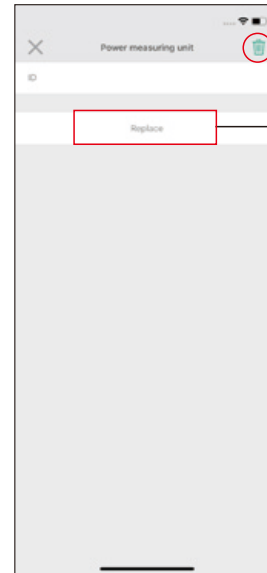
Temperature / Humidity Sensor setup
(see P.23)

(4-2) Gateway settings



Tap the "Replace" button to start the Gateway replacement process.

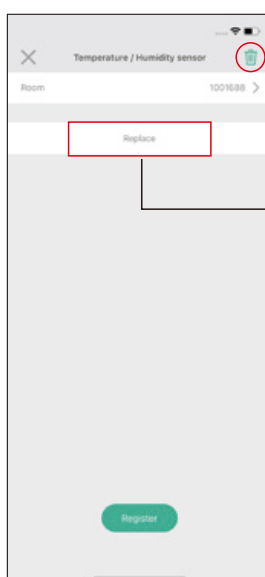
(4-3) Power Measuring Unit settings



Tap the delete symbol to delete.

Tap the "Replace" button and follow the on-screen instructions.

(4-4) Temperature / Humidity Sensor settings

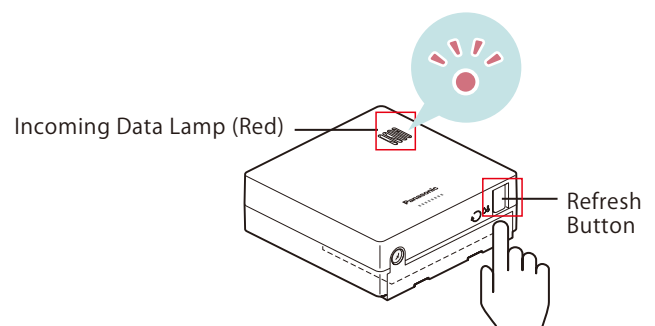


Tap the delete symbol to delete.

Tap the "Replace" button and follow the on-screen instructions to configure.

Deleting a Temperature / Humidity Sensor

Hold the Refresh Button on the Temperature / Humidity Sensor for 2 seconds and check that the Incoming Data Lamp flashes in red. Then, tap the delete symbol to delete the Temperature / Humidity Sensor.



Error Messages, Important Notes and Reference Materials

Error Messages P.42

Important Notes P.43 - P.44

Reference Materials P.44

Error Messages

Error Codes List

If the Panasonic HOME IoT App displays an error, refer to this list for help.

Error Code		Name	Details
Type	Number		
U	01	Connection error	* Connection problem between the App and server
	02	Authentication error	* Authentication error on login
	03	Smartphone App startup error	* Smartphone App could not startup
	04	Browser startup error	* Smartphone App could not open an Internet browser
	10	Wireless device registration error	* Wireless device registration error (Power Measuring Unit , Temperature / Humidity Sensor)
	11	Gateway not found	* Gateway not responding to UpnP M-Search
	12	Gateway identification failure	* Could not acquire Gateway device ID
	13	Gateway could not connect to server	* Failed to connect to server
	14	Gateway failed to enter registration mode	* Gateway failed to enter registration mode
	30	Estimate error	* Another person is running an estimate
	31	Estimate error	* Estimate process error
	32	Scene settings error	* Scene settings number overflow
	33	Scene control error	* A device controlled by a scene has been removed
	34	Device data error	* A device has been removed
	35	Camera startup error	* Smartphone camera startup error

■Cautions regarding Use

- * A WLAN Router is required (commercially available) to use Wi-Fi devices such as the Home IoT Gateway (below, "Gateway") or a smartphone.
- * If your network environment changes, such as when changing internet provider or Router, the Gateway and network must be re-connected to the new Router when the Router is activated.
- * The Gateway should be powered on at all times, even when you are away from home (do not unplug the AC adapter or switch off the breaker). If the power is switched off or communications interrupted, data for that period will not be collected, meaning devices will not be correctly controlled.
- * We ask that you understand that Panasonic cannot accept any liability for losses incurred due to the Gateway being unable to communicate, such as due to Gateway fault, defect or misoperation.
- * There is no guarantee against the loss of data and settings stored on the Gateway or cloud. We ask that you understand that Panasonic cannot accept any liability for losses incurred due to data loss.
- * The Power Measuring Units used with the Gateway are a self-managed product for energy saving purposes, and not a specified measuring device which has passed testing by a designated authority under the Measurement Act. We ask that you understand that Panasonic cannot accept any liability for any use of the product as a device for billing.
- * The Gateway communicates regularly with the Power Measuring Unit and Temperature / Humidity Sensors, and saves energy, temperature and humidity data in its memory. If the power supply is interrupted, such as due to the AC adapter being unplugged over a long period, data for that period may not be correctly recorded. The device should remain powered unless there are any abnormalities with the device or AC adapter.
- * This product is for use in an always-connected state, as it communicates with connected devices, processes measurements and controls devices.
- * If the AC adapter is unplugged, up to one hour of data immediately prior to unplugging may be lost.
- * To accurately acquire data from solar generation systems, the power must be inverted under a contract with your energy provider.
- * Data is stored in the Gateway during use, and should therefore be reset whenever the user moves home or the Gateway is sold or disposed of.

■Cautions regarding Position

- * The Gateway is for indoor use only and should not be used outdoors.
- * The Gateway is intended for use in a domestic environment, but may suffer from communication difficulties if used in the proximity of a receiving device such as a radio or television. In such an event, move the Gateway away from such devices.
- * The communications range for the Gateway and a Power Measuring Unit or Temperature / Humidity Sensor approximately 100m on a flat plane with no obstacles
- * Even within the stated range, the wireless signal can be weaker in certain

locations.

- * Ensure the Gateway is used more than 20 cm from an AC 200V device or its power cable. Close proximity may cause incorrect operation.
- * Test operation of the Gateway in location prior to final installation. The usage environment (wireless environment) may change after installation, so check wireless range regularly.
- * We recommend that devices installed outside such as our Temperature / Humidity Sensor (outdoor) be installed at the same height as the Gateway. We recommend that only one obstacle such as steel-reinforced concrete or insulation such as glass wool exists between the devices (there may be cases where the signal strength is insufficient despite following this recommendation, due to specific circumstances, including furniture arrangement).
- * In the following environments wireless noise will reduce the wireless signal range. In such a case, the device may not operate.

- An obstacle to wireless signals, such as metal or reinforced concrete, is between the devices.
- Glass wool insulation encased in aluminium is used in walls between the devices.
- The device is surrounded by metal (inside a steel cabinet or karaoke box)
- The device is fixed to a metal wall.
- The signal is blocked by the person operating the device.
- There is a domestic electrical device such as a microwave or computer or an OA device within 2m of the device.
- A bell or motor device operated with direct current is close to the device.
- A mobile telephone or PHS telephone is used close to the device.
- A microwave therapy device is used close to the device (within 10m).
- There is a strong electric field due to the proximity to a television or radio transmitter or radio tower.

- * Do not use in a place exposed to rain or a high humidity area such as a bathroom.
- * Do not use in a sea breeze such as on the coast.
- * Do not use in a place where hydrogen sulphide is generated e.g. a hot springs).
- * Do not place close to a source of humidity, such as a cooker top.
- * Do not place close to high temperatures, such as a heater.
- * Do not drop or subject to impacts.
- * The Gateway should be sited at least 50cm away from other Panasonic communications devices.
- * This system has an extremely small affect on electronic medical devices using wireless communications. However, in the interests of safety, do not use within 20cm of an electronic medical device.

Important Notes

■Cautions regarding Internet Connection

- * Where the Gateway is connected to the internet, an always-on internet service such as ADSL, FTTH (fibre) or CATV is required.
- * The provision of an internet service contract is the responsibility of the customer.
- * In order to prevent third party access to data on the Gateway over the internet, the following measures should be taken for all devices connected to the internet, including the Gateway.
- * The internet connection should enter the home via a Router.
- * Any internet provider may be used, but a Router is required. Check with your internet provider that you have permission to install a Router.
- * In office environments with an intranet connection which requires proxy settings, the Gateway will be unable to connect to the server.

■Cautions regarding Security when using Wireless LAN Products

Caution regarding the use of WLAN

If security settings are not configured for a wireless LAN product, security issues such as those below may arise.

■The content of communications may be visible

A malicious third party may intentionally intercept your wireless communications and access content such as:

- * ID, password, images or email addresses.

■Unauthorised access

A malicious third party may access your personal network without permission and take actions such as:

- * accessing personal or confidential information (information leakage)
- * impersonating a specific individual and providing fraudulent information (spoofing)
- * amending and forwarding intercepted content (identity theft)
- * delivering a computer virus to crash or damage data and systems (hacking)

To minimise the incidences of the above security issues, prior to using a wireless LAN product, the customer should follow the user manual for said product and configure its security settings.

We ask that you understand that Panasonic cannot accept any liability for losses incurred due to such matters.

Reference Materials

Useful materials for various devices can be found on the Home IoT homepage.

■Home IoT Homepage

<https://industry.panasonic.eu/energy-building/home-iot>