November 20th, 2018

Dear HDVC customer

Connected Solutions Company
Panasonic Corporation

New installation for “HDVC Mobile (iOS version)” to iOS 12.0 or later

We would like to express our sincere gratitude and deep appreciation to customer for using Panasonic's "HD Visual Communications System, HDVC".

With regard to the installation of HDVC Mobile (iOS version), it has been found that the following phenomenon occurs when newly installing HDVC Mobile (iOS version) on a terminal equipped with an OS of iOS 12.0 or later.

We apologize for any inconvenience caused to customers, however we appreciate your understanding and cooperation.

< Notice >

➤ Outline
Currently, HDVC Mobile (iOS version) is unsupported with iOS 12.0 or later.
When newly installing HDVC Mobile (for iOS) on a terminal equipped with an OS with iOS 12.0 or later, it is not possible to enable the camera and the microphone.

➤ Request
Please refrain from newly installing HDVC Mobile (iOS version) for terminals equipped with iOS 12.0 or later.

(Footnote)
This issue does not occur in case installing HDVC Mobile (iOS version) to terminal with iOS 11.4 or older then it have been upgraded to iOS 12.0 or later, HDVC Mobile (iOS version) can use as usual.

➤ Inquiry Desk: HDVC CS support
E-mail: hdvc-global-cssupport@ml.jp.panasonic.com

Regarding this matter, we will continue to guide you on the following HDVC website.
https://panasonic.net/cns/psn/products/hdvc/index.html

Sincerely yours