

NAT Traversal Service User's Guide

HD Visual Communication-MPCS

Thank you for purchasing this Panasonic product.
Please read this manual carefully before using this product and save this manual for future use.

HD Visual Communication-MPCS (hereafter abbreviated as "HDVC-MPCS"):
Software File Version 2.00 or later

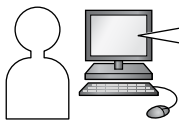
In this manual, the suffix of each model number (e.g., KX-VC600**XX**) is omitted unless necessary.

Introduction

About this Manual

This manual contains the necessary information for obtaining Registration Keys and extending the service period of the NAT Traversal Service. For information on registering the HDVC-MPCS to the NAT Traversal Service, refer to the operating instructions of the HDVC-MPCS.

Obtain a Registration Key (using a computer)




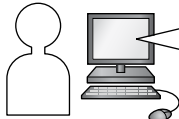
Terminal ID	111 - 9008
Registration Key	1234 - XXXX - XXX
Expiration date	1 year(s) after first use of NAT traversal



Refer to the operating instructions of the HDVC-MPCS

Register with KX-VC Series NAT Traversal Service

Register the Registration Key (using the HDVC-MPCS Console)



Video conference call over KX-VC Series NAT Traversal Service



Extend the Service Period of KX-VC Series NAT Traversal Service



Trademarks

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- Mozilla and Firefox are registered trademarks of the Mozilla Foundation.
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Miscellaneous

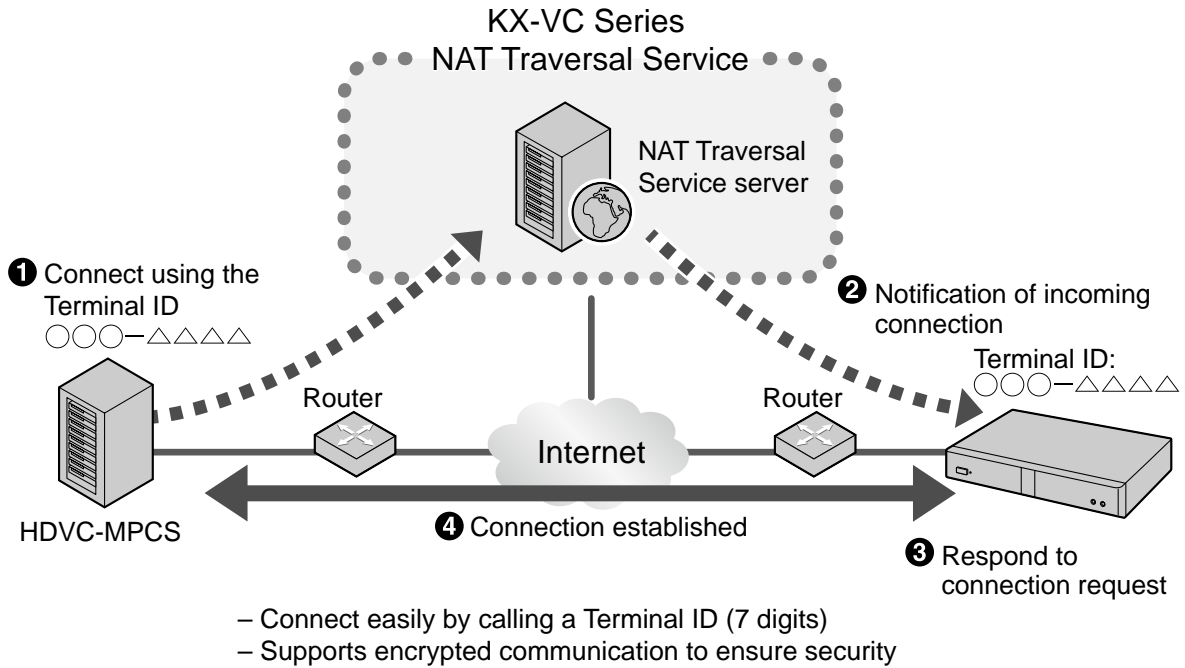
About the Display of Dates

The dates and times for the service period and service extension period of the KX-VC Series NAT Traversal Service are given in Greenwich Mean Time.

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Overview of KX-VC Series NAT Traversal Service



Service Period Overview

To use this service, registration is necessary. You can use this service by registering using the Activation Key Card. The service period starts as soon as registration is complete (i.e., after completing activation from the HDVC-MPCS Console).

Example 1: The Activation Key Card (1 year) is purchased and registered April 1



Note

- You can check the service expiration date using the HDVC-MPCS Console. For details, see "Confirming the Service Period".

Security Overview

This service uses a standard Internet connection, so if encryption is not enabled, it is possible for others to listen in on your conversation. It is strongly recommended that you enable encryption when you use this service. For details about enabling encryption, refer to the operating instructions of the HDVC-MPCS.

Obtain a Registration Key

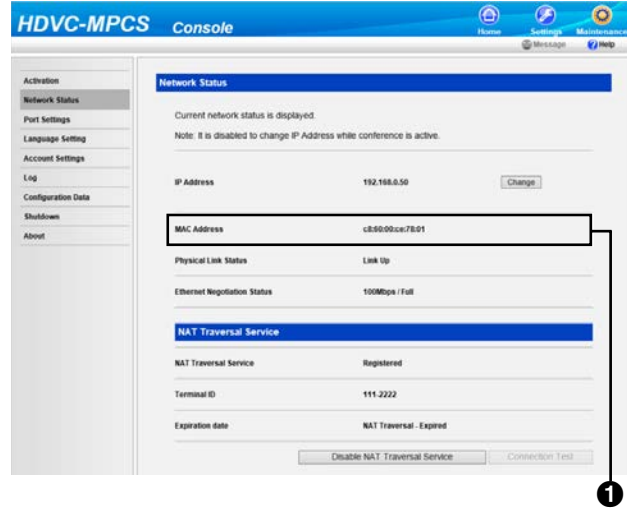
In this procedure, you will use a computer to access the KX-VC Series NAT Traversal Service registration page and obtain a Registration Key. The following information is necessary:

- **MAC Address**
 - This can be confirmed from the HDVC-MPCS Console. For details, see "To check the HDVC-MPCS MAC address (using the HDVC-MPCS Console)".
- **Activation Key No.**
 - Recorded on an Activation Key Card.
- **Registration ID**
 - Recorded on an Activation Key Card.

To check the HDVC-MPCS MAC address (using the HDVC-MPCS Console)

1. Use a computer to access the HDVC-MPCS Console login page ([http://\[HDVC-MPCS Console IP address\]/hdvc_mpcs/index.cgi](http://[HDVC-MPCS Console IP address]/hdvc_mpcs/index.cgi)).
2. Click "**Login**".
 - The authentication screen is displayed.
3. Enter the user name and password.
4. Click "**OK**".
 - The Home screen is displayed.
5. Click the "**Maintenance**" tab.
 - The Maintenance screen is displayed.

6. Click "**Network Status**" from the maintenance menu.
 - The network status screen is displayed. Check the "**MAC Address**" (1) field.



To obtain a Registration Key (using a computer)

Note

- The following operating systems and web browsers are supported:
 - Microsoft® Windows® 7
 - Microsoft® Windows® Internet Explorer® 8
 - Windows Internet Explorer 10
 - Microsoft Windows 8
 - Windows Internet Explorer 10
 - Mozilla® Firefox®

1. From a computer, access the KX-VC Series NAT Traversal Service registration page (<https://www.tsunagarunet.com/hdcom/main>).
 - The login screen is displayed.

Note

- The login screen is displayed in English. You can change the language from the drop-down list in the upper right of the screen.

2. Enter the characters displayed in the image, and then click **"Apply"**.

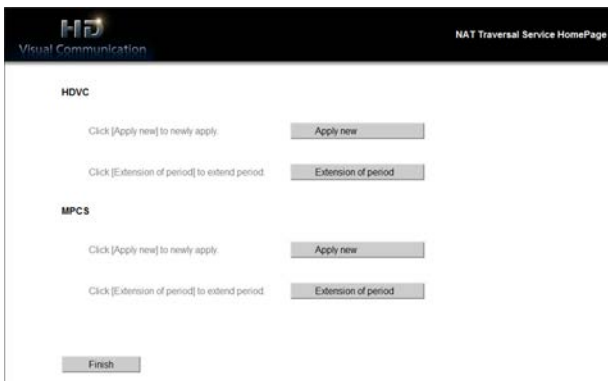


- The function selection screen is displayed.

Note

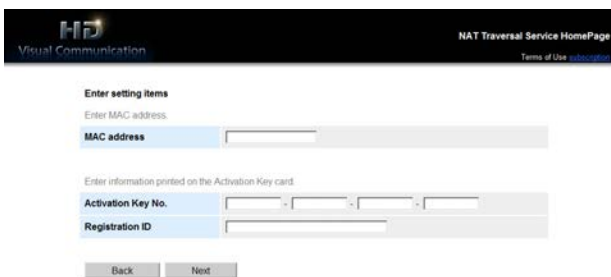
- The fields are case sensitive.

3. Click **"Apply new"** next to MPCS.



- The new application screen is displayed.

4. Fill in the following items:



"MAC address"
"Activation Key No."
"Registration ID"

Note

- Enter the MAC address continuously with no sections separated by ":" or other characters.
 Example: "112233fa55c6"

5. Click **"Next"**.
 - The Terms of Use screen is displayed.
6. Read the Terms of Use thoroughly, and if you agree to the terms, click **"Accept"**.
 - The Terminal ID selection screen is displayed.
7. Select the Terminal ID you want to use, and then click **"Next"**.



- The information confirmation screen is displayed.

Note

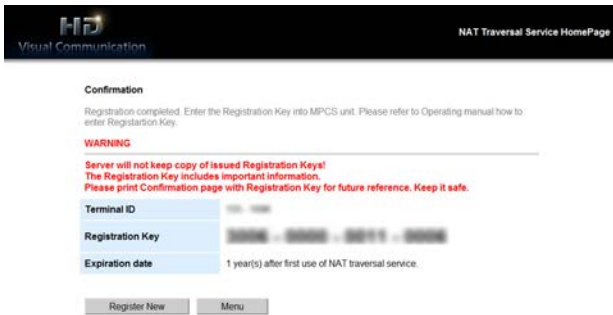
- Clicking **"Click to Show next Terminal IDs"** displays more Terminal IDs available for use. You can repeat this operation up to 5 times. Once you click **"Click to Show next Terminal IDs"**, Terminal IDs that have been displayed up to that point cannot be recalled.

8. Click **"Register"**.

- The value displayed on the screen in **"Registration Key"** (16 characters) must be registered to the HDVC-MPCS. Make a printout

Setting up KX-VC Series NAT Traversal Service

of the page or write down the Registration Key on a piece of paper and store it in a safe place.



IMPORTANT

- If you misplace the Registration Key information, refer to "To display the Registration Key again (using a computer)".

9. Click "Menu".

- The function selection screen is displayed.

To display the Registration Key again (using a computer)

If you misplace the Registration Key information, you can display it again by following the procedure below.

1. From a computer, access the KX-VC Series NAT Traversal Service registration page (<https://www.tsunagarunet.com/hdcom/main>).
 - The login screen is displayed.
2. Enter the characters displayed in the image, and then click "here" at the bottom of the screen.

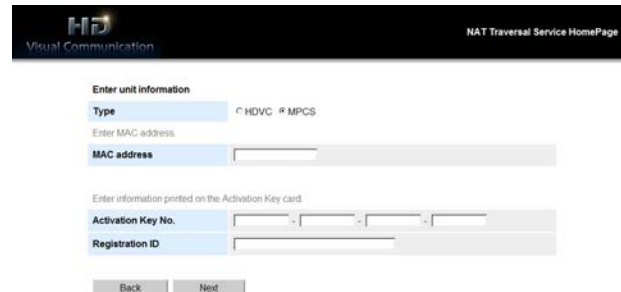


- The unit information login screen is displayed.

Note

- The fields are case sensitive.

3. Fill in the following items:



"Type": select MPCS

"MAC address"

"Activation Key No."

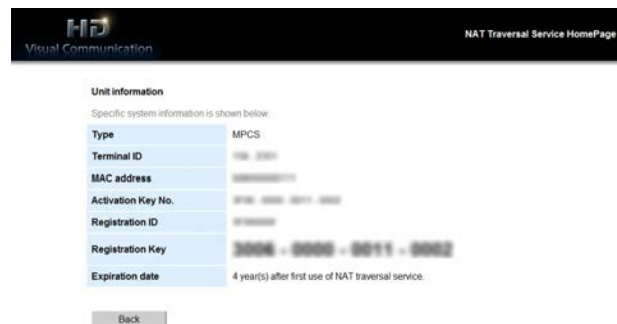
"Registration ID"

Note

- Enter the MAC address continuously with no sections separated by ":" or other characters.
Example: "112233fa55c6"

4. Click "Next".

- The unit information screen is displayed. Check the "Registration Key" information on the screen. When you are finished, close the browser.



Extending the Service Period of KX-VC Series NAT Traversal Service

The availability of KX-VC Series NAT Traversal Service expires after a certain period. To continue uninterrupted service, it is necessary to extend the service period.

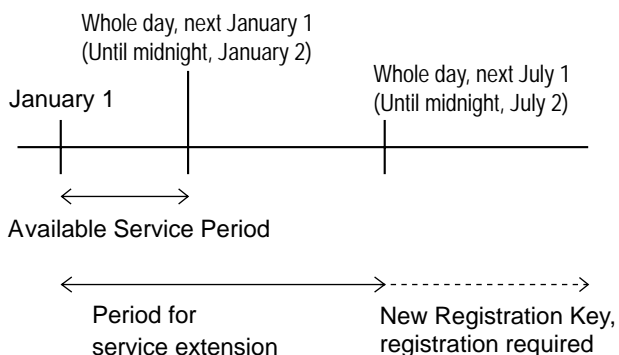
Confirming the Service Period

You can use the unit to confirm the service period.

Note

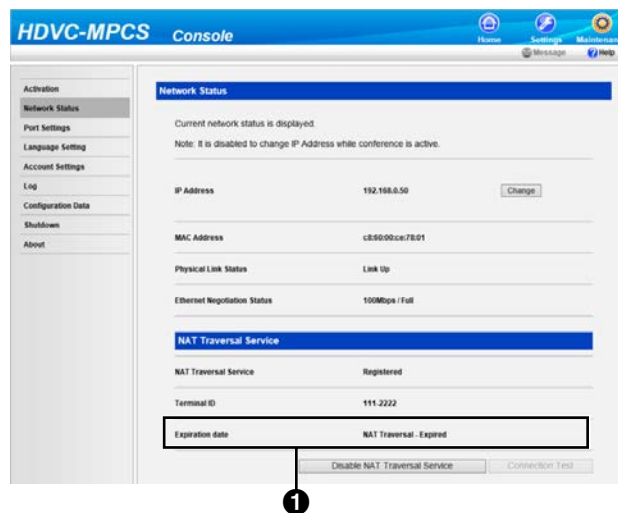
- Even after the service period has expired, the same Terminal ID may be used within 6 months of expiration to perform a service period extension. After 6 months have passed following the expiration of the service period, the Terminal ID becomes invalid, and the service period cannot be extended. It is then necessary to acquire a new Registration Key and re-register to the HDVC-MPCS.

Example: When a 1-year Activation Key Sheet was registered on January 1.



1. Perform steps 1–5 in "To check the HDVC-MPCS MAC address (using the HDVC-MPCS Console)".

2. Click "Network Status" from the maintenance menu.
 - The network status screen is displayed. Check the "Expiration date" (1) of the KX-VC Series NAT Traversal Service.



Understanding the Service Period

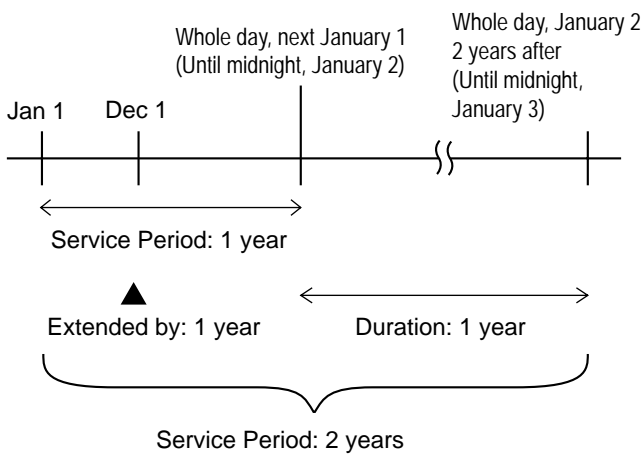
- If "Expiration date is DEC/31/2020 (GMT)" is displayed, the service period will expire at midnight on January 1, 2021.
- If "Expired" is displayed, you are still within 6 months since the service period expired. You can extend the service period.

Extending the Service Period

To extend the service period, it is necessary to purchase an Activation Key Card. The duration of the extension differs according to the card purchased. For details about cards, contact your dealer.

Note

- If the service period is extended while the service period is still in effect, the duration of the extension is added to the current service period. Example: During a 1-year duration service period, the service period is extended by 1 year.



- If the service period is extended within 6 months following the expiration of a service period, the service period begins at the time the extension is performed.

- From a computer, access the KX-VC Series NAT Traversal Service registration page (<https://www.tsunagarunet.com/hdcom/main>).
 - The login screen is displayed.

- Enter the characters displayed in the image, and then click **"Apply"**.

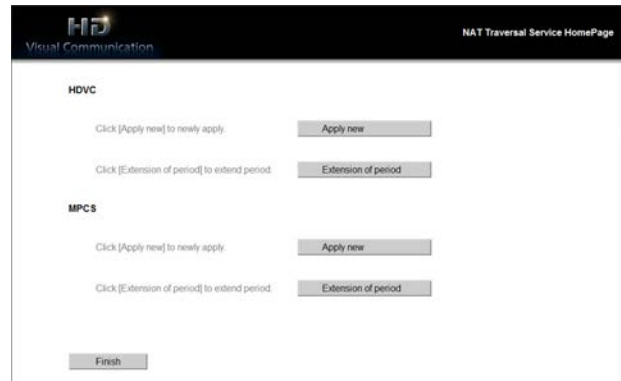


- The function selection screen is displayed.

Note

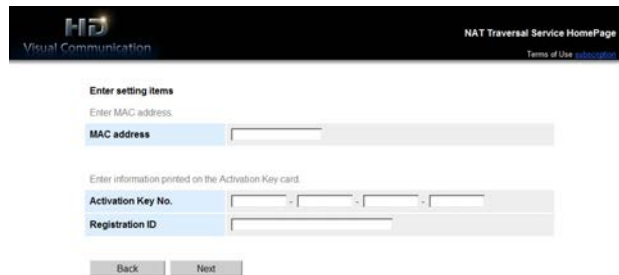
- The fields are case sensitive.

- Click **"Extension of period"** next to MPCs.



- The extension application screen is displayed.

- Fill in the following items:



"MAC address": Input the MAC address of the HDVC-MPCS that you want to extend the service period for.

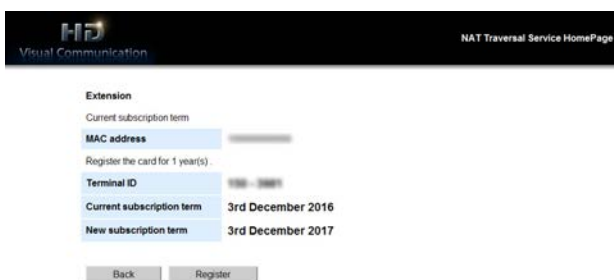
"Activation Key No.": Input the Activation Key No. printed on the Activation Key Card purchased for the service period extension.

"Registration ID": Input the Registration ID printed on the Activation Key Card purchased for the service period extension.

Note

- Enter the MAC address continuously with no sections separated by ":" or other characters.
Example: "112233fa55c6"

5. Click **"Next"**.
 - The Terms of Use screen is displayed.
6. Read the Terms of Use thoroughly, and if you agree to the terms, click **"Accept"**.
 - The extension confirmation screen is displayed.
7. Click **"Register"**.



- The extension completion screen is displayed.

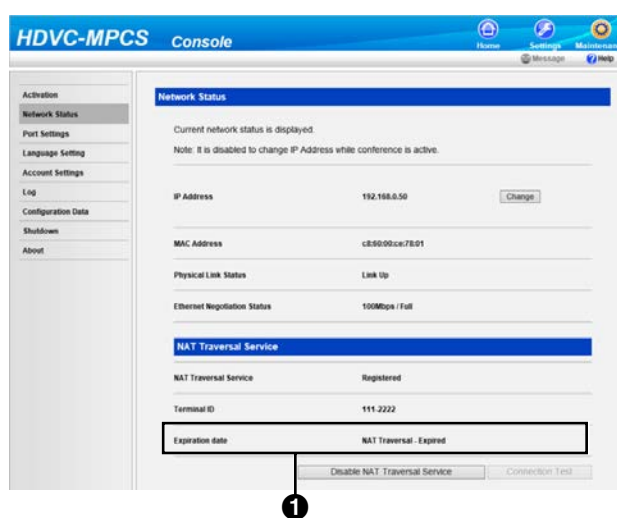
Note

- To register another Activation Key Card, click **"Register New"** and repeat steps 4 to 7.
- The total amount of the service period that can be registered using Activation Key Cards at one time is 6 years, which includes the amount of time remaining in the currently active service period. An Activation Key Card cannot be registered if doing so would extend the total service period beyond 6 years.

8. Click **"Menu"**.
 - The function selection screen is displayed.

To check the service period extension (using the HDVC-MPCS Console)

1. Perform steps 1–5 in **"To check the HDVC-MPCS MAC address (using the HDVC-MPCS Console)"**.
2. Click **"Network Status"** from the maintenance menu.
 - The network status screen is displayed. Check the **"Expiration date"** (1) of the KX-VC Series NAT Traversal Service has been extended.



Troubleshooting

When a problem occurs, first check the items below. If the problem is still not resolved, contact your dealer.

Registration Page of KX-VC Series NAT Traversal Service

Basic Operation

Problem	Cause and Solution
The language displayed on the screen is a foreign language.	<ul style="list-style-type: none"> • The language setting is incorrect. → In the upper right of the login screen, select your preferred language from the drop-down list (Page 6).
I cannot log in to the device application screen.	<ul style="list-style-type: none"> • The characters displayed in the image were not entered correctly. → Check that the capitalization of characters is correct, and then try entering them again. → Check that you have not entered any unused characters, and then try entering them again. The following characters are not used. <ul style="list-style-type: none"> – Uppercase letters: I O – Lowercase letters: c i j l o s u v w x z

If These Messages Appear

Message	Cause and Solution
Invalid Activation Key entered.	<ul style="list-style-type: none"> • The Activation Key No. or the Registration ID you entered is incorrect. → Check the information written on the Activation Key Card to ensure it is entered correctly.
Activation Key already registered.	<ul style="list-style-type: none"> • The Activation Key No. and Registration ID you entered are already in use by another HDVC-MPCS. • You entered an Activation Key No. and Registration ID that have been used for registration in the past. → Enter the information written on an Activation Key Card that has not been used yet. If the message still appears, contact your dealer.

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