

PROVIDEO ASSET SUPPORT SYSTEM (PASS) registration guide

This document introduces the registration procedure for PASS. Please log in to PASS and refer to the PASS User's manual for details of this members only site

1. Accessing registration site

1. Click the "SIGN UP" button in the PASS portal http://panasonic.biz/sav/pass_e.
2. In the "Sign up for PASS" screen, choose your registration type: "profile only" or "profile and equipment".

PASS Portal

Register now
Product / member registration

Sign up for PASS

Register your profile and equipment

Register only your profile

Profile and equipment
Go to page-3

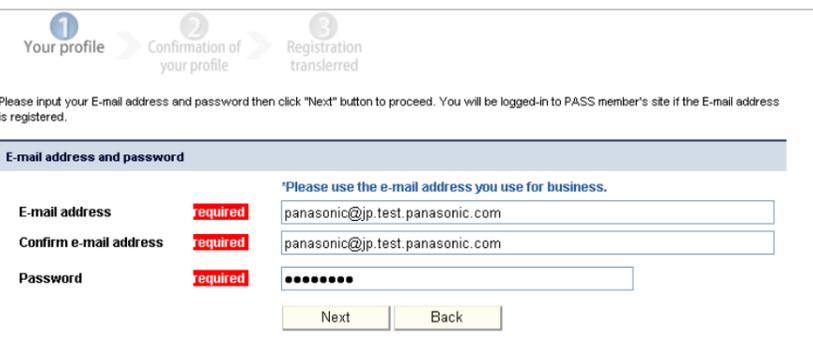
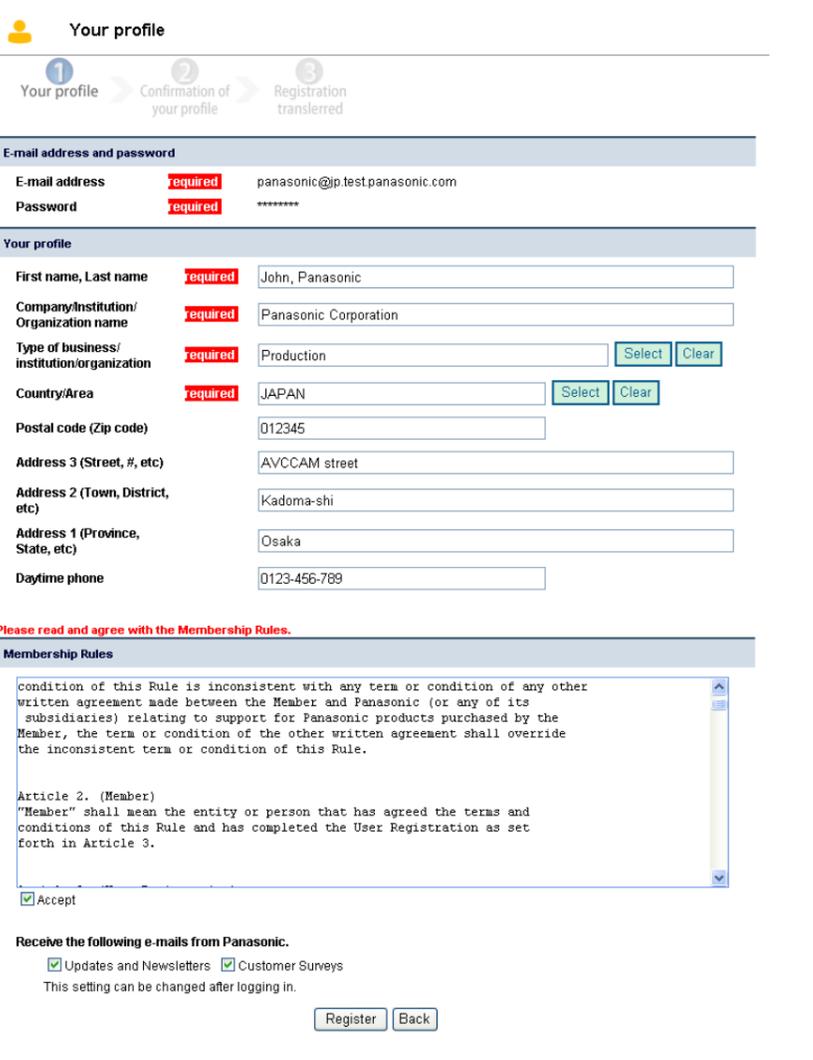
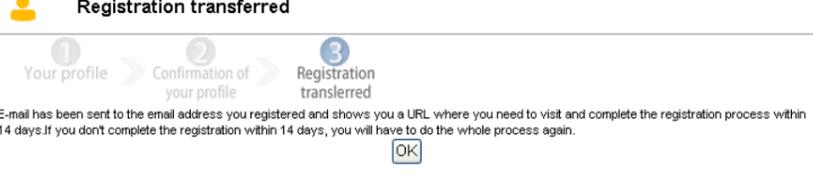
Profile only
Go to page-2

Extensive content available upon registration

<p>NEW What's new View the hottest news for P2HD, AVCCAM, and PASS</p> <p>UPDATE Firmware updates Notification of the latest firmware updates.</p> <p>Document library Filter through and find various technical information (operation guides, technical descriptions, etc.) quickly from the library.</p> <p>Owner's voice Find user's rating and comments to the products.</p> <p>Application notes Discover various usage of the products and utility software by business type or purpose.</p> <p>PASS Newsletter Email newsletter can be subscribed as one of the fastest ways to know the latest information.</p> <p>After profile registration</p>	<p>5 Extended warranty repair program 5year or 3year extended warranty is applied for P2HD or AVCCAM models. Free registration and no membership fees. *Service contents may depend on country/region.</p> <p>Asset management Manage your equipment with our centralized web database. Service related information such as operated hours and firmware versions of your equipment can be listed</p> <p>Maintenance history Repair and maintenance history and other detailed information can be viewed for each equipment.</p> <p>Online inspection with P2 Status Logger Connect your equipment and check if newer firmware version available with the P2 Status logger inspection software. In addition, the P2 Status logger updates</p> <p>Memo Memorandum can be left for any event in free text.</p> <p>Setup data storage Store scene files and menu settings onto PASS. This service is your personal setup data storage online.</p> <p>After profile and equipment registration</p>
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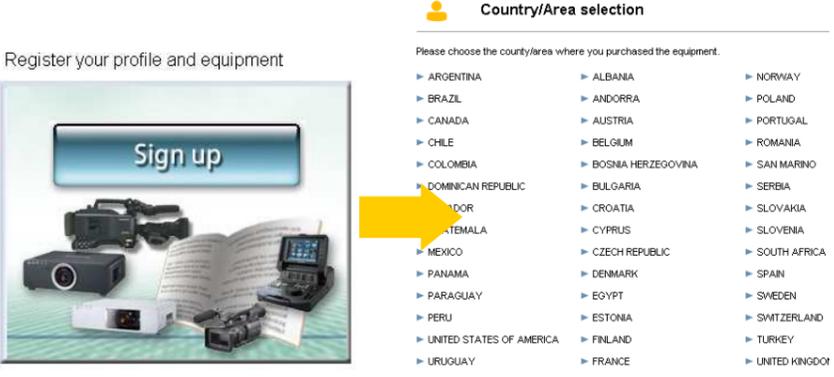
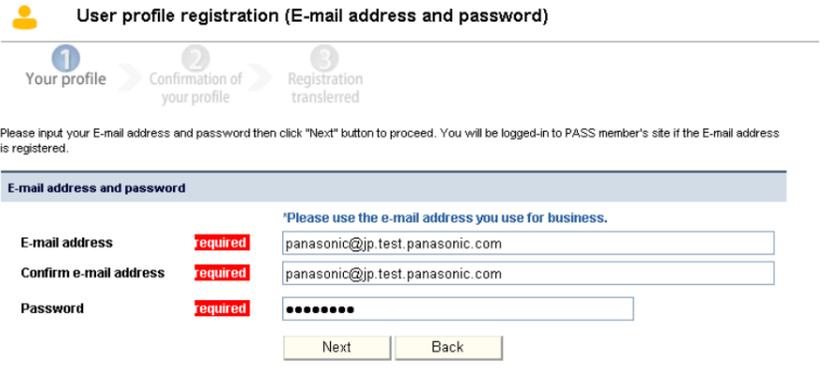
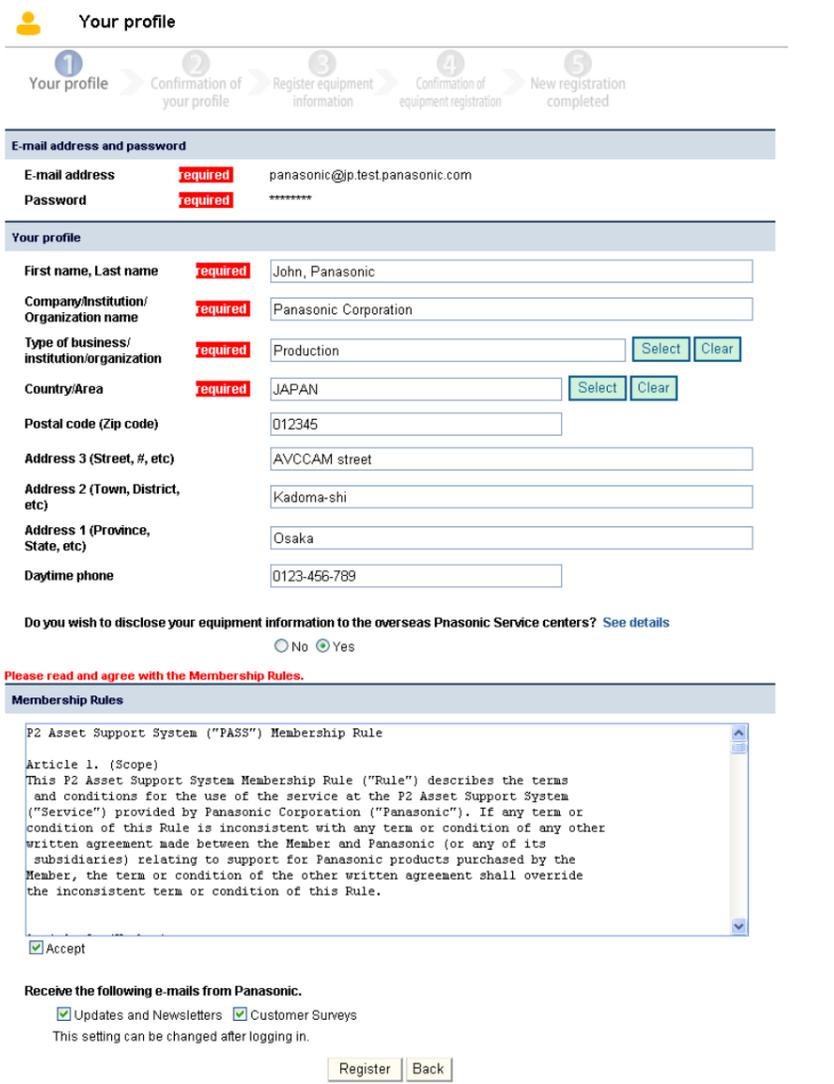
2. Registering profile (without registering equipment)

Please refer to the following procedure for profile registration without registering equipment.

<p>1</p>	<p>Register only your profile</p> 	<p>Select "Register only your profile" in the "Sign up for PASS" screen.</p>
<p>2</p>	<p>User profile registration (E-mail address and password)</p> 	<p>Enter an email address and a password to be registered.</p> <ul style="list-style-type: none"> - The email address registered will be used for newsletter and other information distribution, and as your log-in ID. - The password is case sensitive and may contain only English letters (A-Z, a-z) and Arabic numerals (0-9). There is no restriction on the length of the password. <p>* Please use the email address you use for business.</p>
<p>3</p>	<p>Your profile</p> 	<ul style="list-style-type: none"> - After entering your profile, read the membership rules and check the "Accept" box if you agree with the rules. - Select the options of "Updates and newsletters", "Customer survey" if you wish to subscribe and then click "Register" - Confirm the accuracy of the information and then click "Register" in the "Confirmation" screen, click "Back" to correct.
<p>5</p>	<p>Registration transferred</p> 	<ul style="list-style-type: none"> - Your registration request will be sent to your registered email address for confirmation. - Access the URL mentioned in the email confirmation to complete the registration.

3. Registering your profile and equipment

3-1. Registering your profile

<p>1</p>	 <p>Country/Area selection</p> <p>Please choose the country/area where you purchased the equipment.</p> <ul style="list-style-type: none"> ▶ ARGENTINA ▶ BRAZL ▶ CANADA ▶ CHILE ▶ COLOMBIA ▶ DOMINICAN REPUBLIC ▶ ECUADOR ▶ GUATEMALA ▶ MEXICO ▶ PANAMA ▶ PARAGUAY ▶ PERU ▶ UNITED STATES OF AMERICA ▶ URUGUAY ▶ ALBANIA ▶ ANDORRA ▶ AUSTRIA ▶ BELGIUM ▶ BOSNIA HERZEGOVINA ▶ BULGARIA ▶ CROATIA ▶ CYPRUS ▶ CZECH REPUBLIC ▶ DENMARK ▶ EGYPT ▶ ESTONIA ▶ FINLAND ▶ FRANCE ▶ NORWAY ▶ POLAND ▶ PORTUGAL ▶ ROMANIA ▶ SAN MARINO ▶ SERBIA ▶ SLOVAKIA ▶ SLOVENIA ▶ SOUTH AFRICA ▶ SPAIN ▶ SWEDEN ▶ SWITZERLAND ▶ TURKEY ▶ UNITED KINGDOM 	<ul style="list-style-type: none"> - Select "Register only your profile and equipment" in the "Sign up for PASS" screen. - Choose the country or area where you purchased the equipment. In the "Country/Area selection" screen.
<p>2</p>	 <p>User profile registration (E-mail address and password)</p> <p>1 Your profile 2 Confirmation of your profile 3 Registration transferred</p> <p>Please input your E-mail address and password then click "Next" button to proceed. You will be logged-in to PASS member's site if the E-mail address is registered.</p> <p>E-mail address and password</p> <p>*Please use the e-mail address you use for business.</p> <p>E-mail address required panasonic@jp.test.panasonic.com</p> <p>Confirm e-mail address required panasonic@jp.test.panasonic.com</p> <p>Password required *****</p> <p>Next Back</p>	<p>Enter an email address and a password to be registered.</p> <ul style="list-style-type: none"> - The email address registered will be used for newsletter and other information distribution, and as your log-in ID. - The password is case sensitive and may contain only English letters (A-Z, a-z) and Arabic numerals (0-9). There is no restriction on the length of the password. <p>* Please use the email address you use for business.</p>
<p>3</p>	 <p>Your profile</p> <p>1 Your profile 2 Confirmation of your profile 3 Register equipment information 4 Confirmation of equipment registration 5 New registration completed</p> <p>E-mail address and password</p> <p>E-mail address required panasonic@jp.test.panasonic.com</p> <p>Password required *****</p> <p>Your profile</p> <p>First name, Last name required John, Panasonic</p> <p>Company/Institution/ Organization name required Panasonic Corporation</p> <p>Type of business/ institution/organization required Production Select Clear</p> <p>Country/Area required JAPAN Select Clear</p> <p>Postal code (Zip code) 012345</p> <p>Address 3 (Street, #, etc) AVCCAM street</p> <p>Address 2 (Town, District, etc) Kadoma-shi</p> <p>Address 1 (Province, State, etc) Osaka</p> <p>Daytime phone 0123-456-789</p> <p>Do you wish to disclose your equipment information to the overseas Panasonic Service centers? See details</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>Membership Rules</p> <p>P2 Asset Support System ("PASS") Membership Rule</p> <p>Article 1. (Scope) This P2 Asset Support System Membership Rule ("Rule") describes the terms and conditions for the use of the service at the P2 Asset Support System ("Service") provided by Panasonic Corporation ("Panasonic"). If any term or condition of this Rule is inconsistent with any term or condition of any other written agreement made between the Member and Panasonic (or any of its subsidiaries) relating to support for Panasonic products purchased by the Member, the term or condition of the other written agreement shall override the inconsistent term or condition of this Rule.</p> <p><input checked="" type="checkbox"/> Accept</p> <p>Receive the following e-mails from Panasonic.</p> <p><input checked="" type="checkbox"/> Updates and Newsletters <input checked="" type="checkbox"/> Customer Surveys</p> <p>This setting can be changed after logging in.</p> <p>Register Back</p>	<ul style="list-style-type: none"> - After entering your profile, read the membership rules and check the "Accept" box if you agree with the rules. - Select the options of "Updates and newsletters", "Customer survey" if you wish to subscribe and then click "Register" - Confirm the accuracy of the information and then click "Register" in the "Confirmation" screen, click "Back" to correct. <p>About the "Do you wish to disclose your equipment information to the overseas Panasonic Service centers?" field</p> <p>This option allows our authorized service centers to view the service history of your equipment. This option helps us better assist you even while you are out of your country / area.</p>

3. Registering equipment (continued)

3-2. Registering equipment information

1. Click **"Select"** item to open the "Country/Area" dialog.
 2. Choose the country where you purchased and then click the "👉" icon on the country to set.
- Note:** Countries/regions, not on the list are not applicable for coverage.



Register equipment information

1 Your profile → 2 Confirmation of your profile → 3 Register equipment information → 4 Confirmation of equipment registration → New

Please fill in item boxes and click "Register" button.

Purchase information

Shop where purchased **required** Country of purchase **required**

Example: Pana AVC JAPAN

Input: Click[Select] -> Select

Equipment information

Model number **required** Serial number **required** Date of purchase **required** Purpose of usage **required** Location etc.

Example: AJ-HPX2000P L6TMA1234 2010/05/31 Cinema NY, Hall

Input: Click[Select] -> Select Click[Select] -> Select

Date of purchase:
 Date format: yyyymmdd

Where to find the serial number

Location of serial number labels can be displayed with this link.



Serial number example: Professional video product



Example: (AJ-*****)

B 7 T N A 1 2 3 4

Alphabet Numeral
 Numeral
 Alphabet

Example: (AG-*****)

B 7 T S 0 0 0 8 6

Alphabet Numeral
 Numeral
 Alphabet

Serial number example : Projector



(PT-*****)

S C 8 5 6 0 0 0 1

Alphabet Numeral

3. Registering equipment (continued)

3-3. Confirm information and complete registration

Confirmation of equipment registration

1
Your profile

2
Confirmation of
your profile

3
Register equipment
information

4
Confirmation of
equipment registration

5
New registration
completed

Are you sure you want to register the following equipment?

Equipment information

Shop of purchase	Country of purchase	Model number	Serial number	Date of purchase	Purpose of product	Location
Panasonic	CANADA	AG-HPX170P	XXXXXXXXXX	2009/08/01	Events (wedding, music etc.)	SSG_A

Complete registration

Add other equipment

Back

Make sure that the information displayed is correct and click the **“Complete registration”** button to finish. click the **“Add other equipment”** or **“Back”** button to add more equipment or correct the information.

New registration completed

1
Your profile

2
Confirmation of
your profile

3
Register equipment
information

4
Confirmation of
equipment registration

5
New registration
completed

Your registration is being processed.
An E-mail will be sent to your registered address when complete.

OK

A notification message for the registration will be sent to the email address you registered. Access the PROVIDEO ASSET SUPPORT SYSTEM from the URL listed in the notification email.

Messages that may be displayed during the registration process.

➤ **“Under inquiry”**

This status is displayed while the purchase route is confirmed.

Please wait for an email message to be sent from the system as soon as the route is confirmed.

Equipment Information Window

Confirmation of equipment registration

1 Your profile → 2 Confirmation of your profile → 3 Register equipment information → 4 Confirmation of equipment registration → 5 New registration completed

Are you sure you want to register the following equipment?

Equipment information

Equipment will be listed as “under inquiry” while its purchase route is confirmed. Confirmation of completed registration will be sent via e-mail.

Shop of purchase	Country of purchase	Model number	Serial number	Date of purchase	Purpose of product	Location
Panasonic	Under inquiry	AG-HPX170P	XXXXXXXXXX	2009/08/01	Events (wedding, music etc.)	SSG_A

Complete registration Add other equipment Back

➤ **“The equipment profile doesn’t match the delivery result”**

“Country of purchase” information does not match the shipping information. Please check if the “country of purchase”, “Model number” etc are correct. If this information is correct, please contact your dealer for further assistance.

Register equipment information

1 Your profile → 2 Confirmation of your profile → 3 Register equipment information → 4 Confirmation of equipment registration → 5 New registration completed

Please fill in item boxes and click "Register" button.

The equipment profile doesn't match the delivery result.

Shop of purchase

Shop where purchased **required** Country of purchase **required**

Example: Panasonic JAPAN

Input: [Select](#)

Equipment information

Model number **required** Serial number **required** Date of purchase **required** Purpose of usage **required** Location etc.

Example: AJ-HPX2000P L6TMA1234 2009/08/01 Hobby NY, Studio

Input: [Select](#) [Select](#)

[Register](#)

How to register equipment? I already registered my profile.

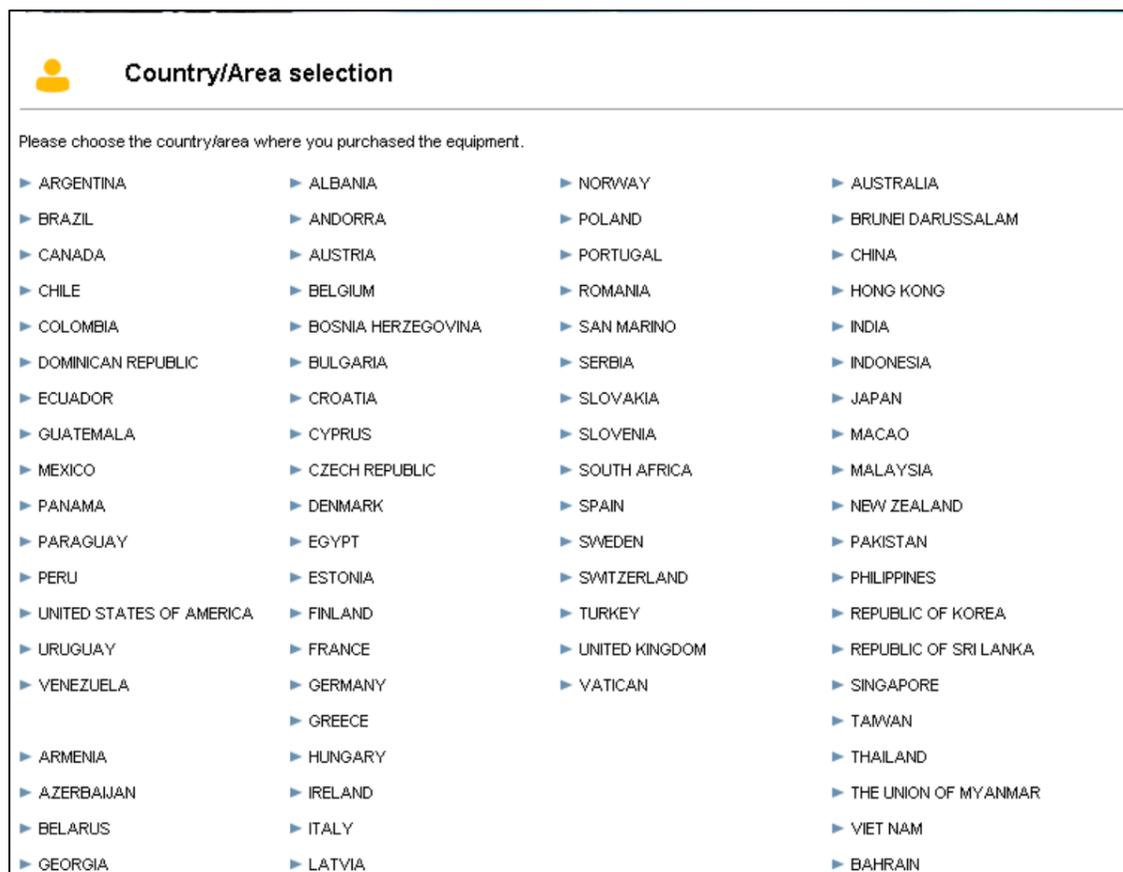
Additional equipment can be registered after logging in to PASS and clicking “How to register equipment?”. Please refer to page 4 for the detailed procedure.



PASS Portal http://panasonic.biz/sav/pass_e



PASS member's top page



Move to equipment registration site