Unable to Connect to Panasonic Device with FW 1.03 or 1.10

Symptom:

Connection to Panasonic device is stuck in "Connecting" despite displaying the model and MAC address.

Problem:

The following Panasonic devices were found to return an invalid image size when using firmware 1.03 or 1.10.

- WV-S1550L
- WV-S2131L
- WV-S2250L
- WV-S2550L
- WV-S8530N
- WV-X8570N

Solution:

Panasonic is planning to release a firmware update to address this issue.

Created On: 1st February 2021 **KB Number:** KB-00058-58-210201

