

# **Panasonic NW502 JPEG versus H.264 Issue**

If you connect to a Panasonic NW502 camera and the software displays JPEG while MPEG-4 is greyed out, you must enable H.264 video encoding. To do this, browse to the NW502 camera configurator and open the Image page. Then change the Video Encoding Format from MPEG-4 to H.264.