Milesight Troubleshooting

Plugin-Free Mode

Camera Version	V4x.8.0.1 or above	Update	2022.4.27
NVR Version	V7x.9.0.15 or above		

Ⅰ Introduction

As browser security becomes more and more important, some browsers don't support installing plugin. In order to normally preview the video on the browser, Milesight upgraded the camera and NVR to support Plugin-Free Mode. In Plugin-Free Mode, you can preview the video on the browser without plugin. You can refer to the steps and browser supported list of Plugin-Free Mode for Milesight camera/NVR as shown below.

Note:

1) You need to upgrade camera to V4x.7.0.70 or above to use Plugin-Free Mode, please download the firmware in the link below.
http://www.milesight.com/support/download

2) You need to upgrade NVR to V7x.9.0.4 or above to use Plugin-Free Mode, please download the firmware in the link below.
http://www.milesight.com/support/download

Ⅱ Plugin-Free Mode on camera

On camera, Plugin-Free Mode is supported in **Chrome & Firefox & Safari & Edge browser for Windows system, MAC system, iOS system and Android system.**
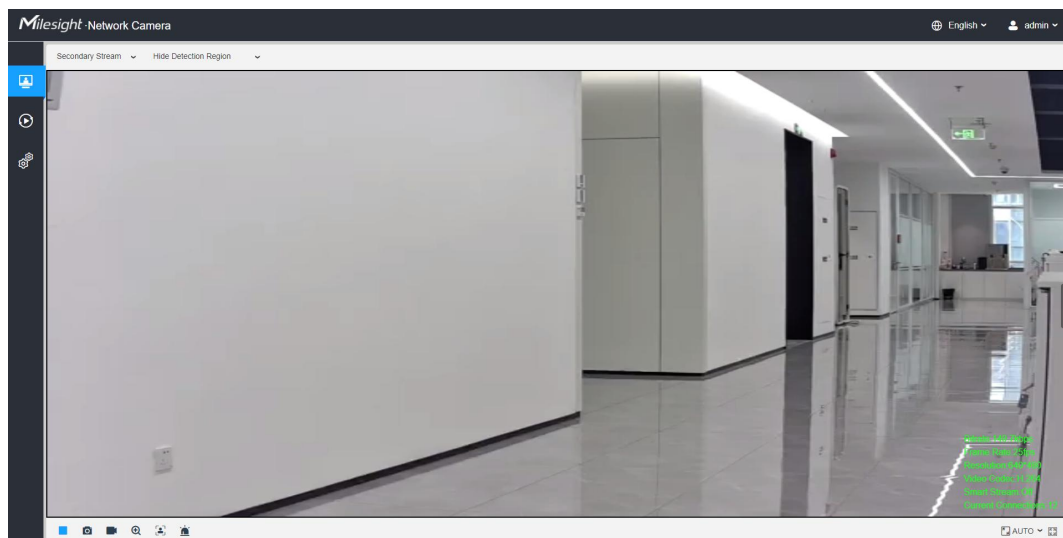**Both H.265&H.264** video codec are supported in Plugin-Free Mode for camera, and it will play the secondary stream by default.

Note:

1) For the firmware which below V4x.7.0.74, please upgrade the Network Camera to V4x.7.0.74 or above (Please upgrade the browser to the latest version).

2) For V4x.7.0.74 or above, you can enjoy Plugin-Free Mode without any configuration about the browser (Please upgrade the browser to the latest version).

You can preview the video without plugin by selecting Plugin-Free Mode in Live View interface.

It supports previewing the video in Live View and other setting interfaces.
It also supports Full Screen, Resize/Original, Digital Zoom, Privacy Mask, Snapshot, manual record, Audio, etc.
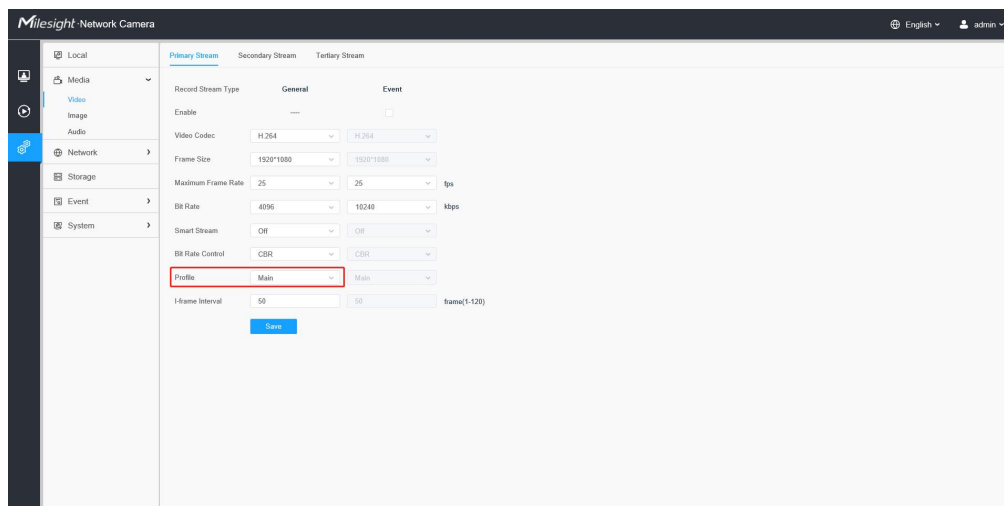
Ⅲ Plugin-Free Mode on NVR

On NVR:
① For Windows system, Plugin-Free mode is supported in Chrome/Firefox/Microsoft Edge browser.
② For MAC system, Plugin-Free mode is supported in Chrome/Firefox/Safari browser.
③ For Android system, Plugin-Free mode is supported in Chrome and Firefox browser.

If If the firmware version of NVR is lower than V7x.9.0.14, Only H.264 video codec are supported on Plugin-Free Mode for NVR. For a better user experience, we recommend that you set the "profile" option to "main" on camera as shown below.
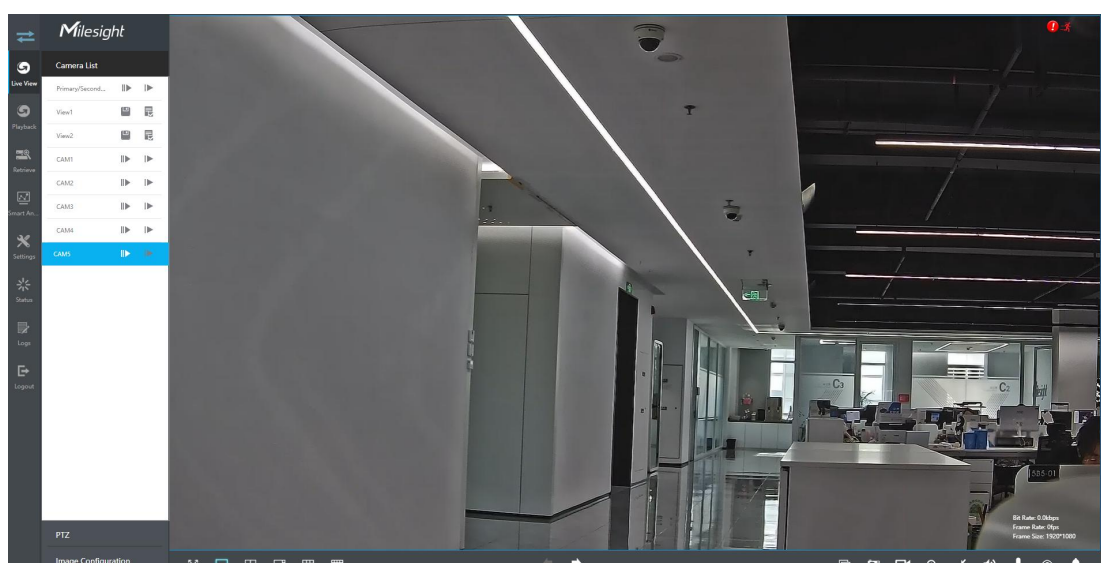If the firmware version of NVR is V7x.9.0.14 or above, H.265 video codec is supported on Plugin-Free Mode for NVR.
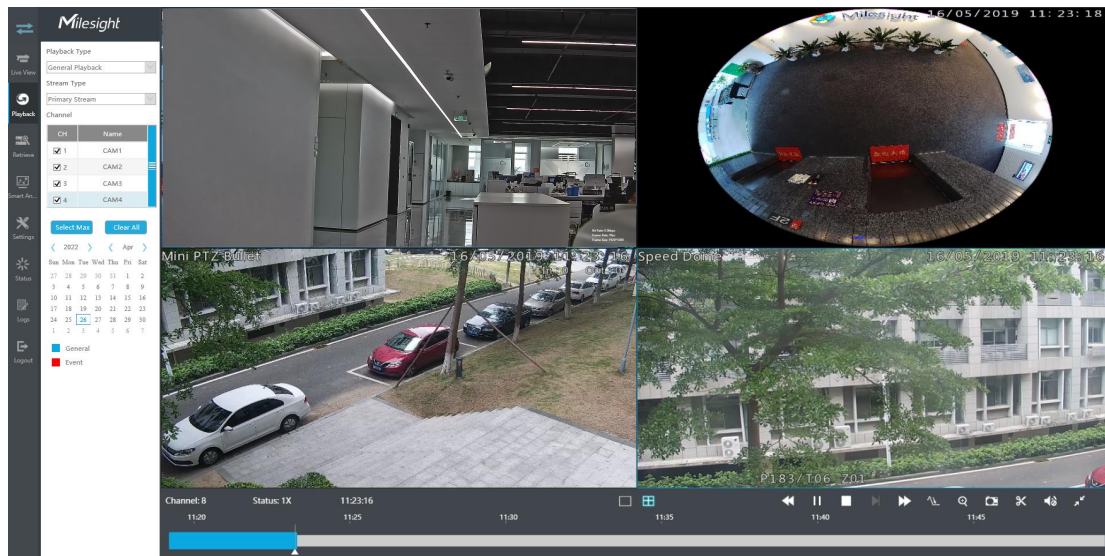
Note:

① If you use Chrome browser, Plugin-Free mode is only supported when the browser version is V46 and above.

② If you use Firefox browser, Plugin-Free mode is only supported when the browser version is V53 and above.

③ If you use Microsoft Edge browser, Plugin-Free mode is only supported when the browser version is V12 and above.

④ If you use Safari browser, Plugin-Free mode is only supported when the browser version is V12 and above.

⑤ Currently it doesn't support previewing video in iOS system(mobile terminal) with Plugin-Free mode.

Step1: Access camera via Chrome/Firefox/Microsoft Edge/Safari browser.

Step2: You can play the video directly in Live View interface or Playback interface without any settings.
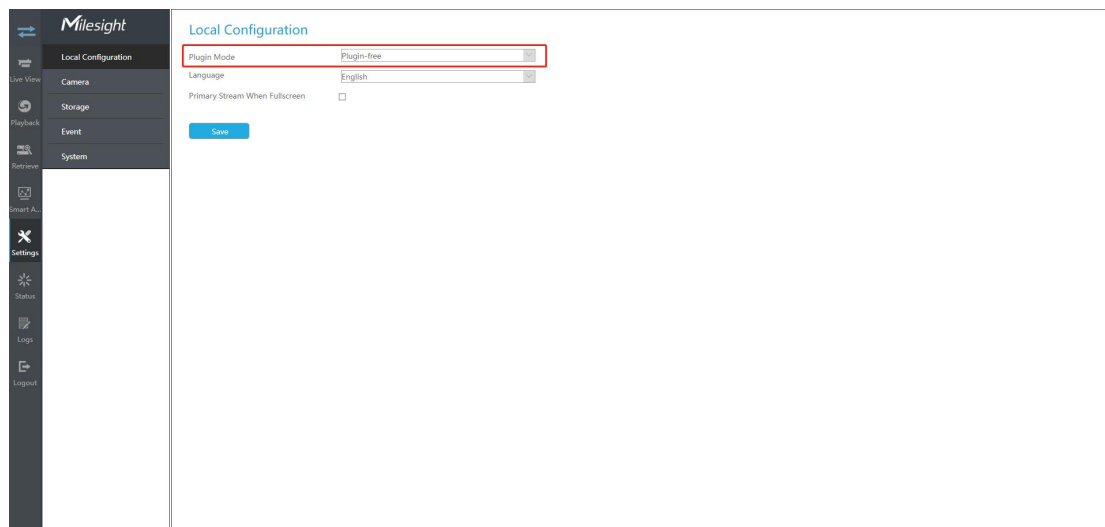

Live View

Playback

It supports previewing the video in Live View, Playback and other setting interfaces.

It also supports adjusting window layout, Full Screen, Digital Zoom, Privacy Mask, Snapshot, manual record, downloading video files, Resize/Original, Speed Up, Speed Down, Audio, etc.

Note:

When you use plugin-free mode, it will display "Plugin-Free" mode in "Settings" - "Local Configuration" interface.

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