



Milesight-Troubleshooting

Hardware Reset

Camera Version	XX.7.0.79	Update	2021.9.14
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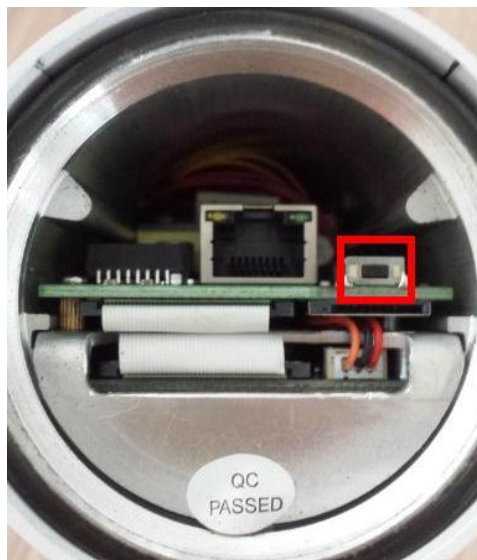
The following will introduce how to reset network Camera via hardware.

1) **Position of Reset Button**

- **Vandal-proof Mini Bullet:** open the back cover on the camera body, you can use tools to achieve reset button like the figure shown below.



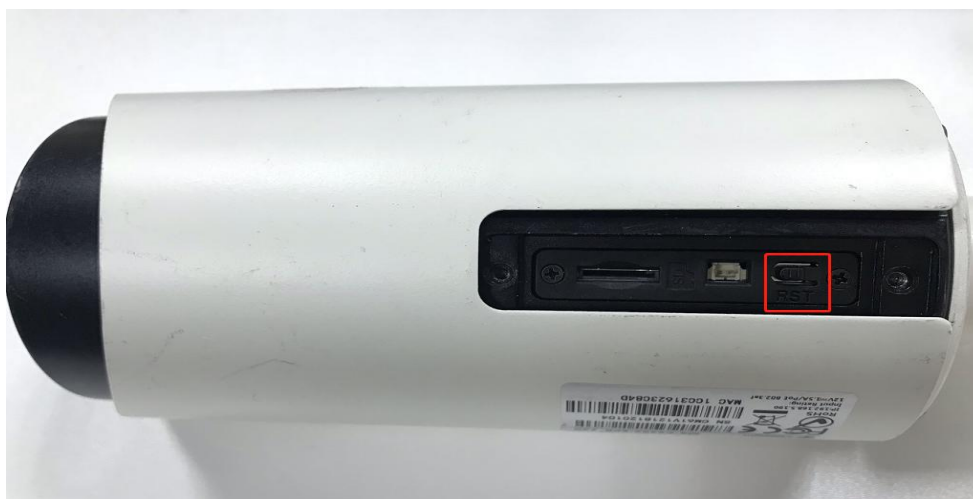
- **Mini Bullet Camera/Motorized Mini Bullet/Vandal-proof Motorized Mini Bullet:** open the cover of the camera base, a black button like the figure shown below.



- **180° Panoramic Mini Bullet:** open the back cover on the camera body, you can use tools to achieve reset button like the figure shown below.



- **Pro Bullet:** open the back cover on the camera body, a button like the figure shown below.



- **Mini (PoE) PTZ Bullet:** open the upper housing and the SD card cover which on the left side of the camera body, a button like the figure shown below.



- **Weather-proof-Mini-Dome/AF-Motorized-Mini-Dome:** open the back cover on the camera ball, you can use tools to achieve reset button like the figure shown below.



- **IR Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **IR Mini Dome II:** open the cover of the camera, a button like the figure shown below.



- **Vandal-proof Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **Pro Dome:** open the top lid cover of the camera, you can use tools to achieve reset button like the figure shown below.



- **Mini PTZ Dome:** open the dome cover and SD card cover, a black button next to SD card slot like the figure shown below.



- **Speed Dome:** open the front cover of the camera, a black button like the figure shown below.



- **Fisheye:** open the front cover of the camera, a black button like the figure shown below.

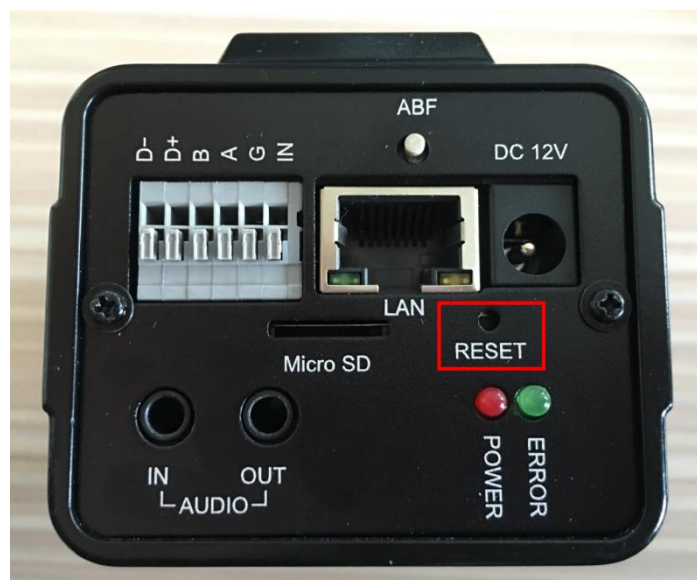


MS-C9674-PB



MS-C5374-PB

- **Pro Box:** a hole on the back of the camera, use pin or something like that to push the button deeper inside the hole.



- **Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **Wi-Fi Mini Cube:** a black button on the back of the camera.



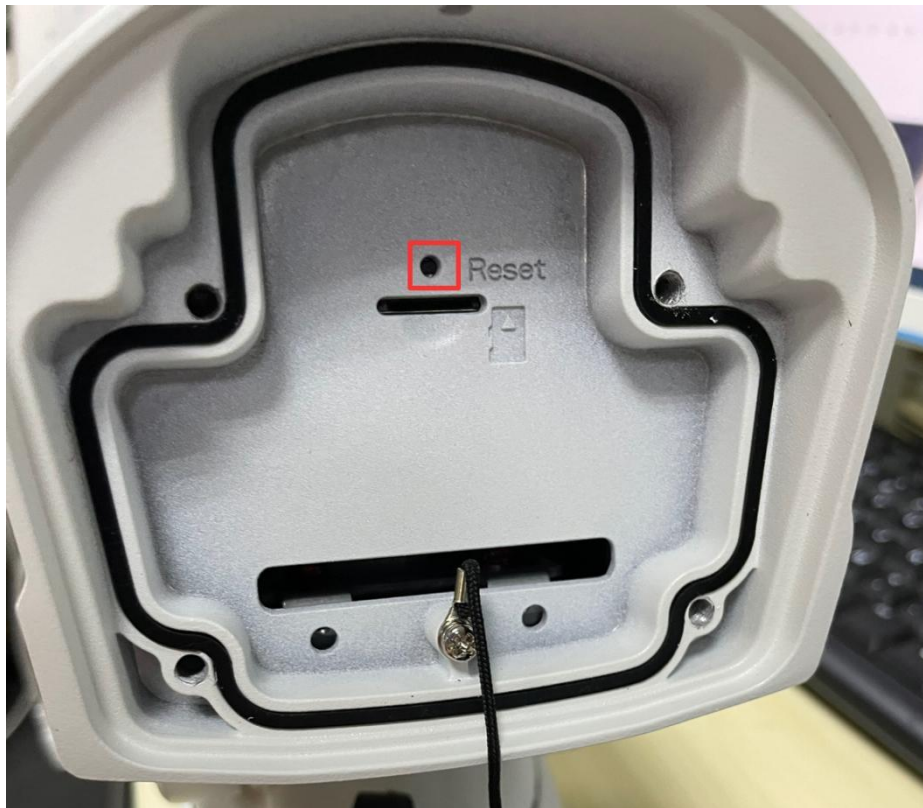
- **180° Panoramic Mini Dome:** Rotate the dome, you can use tools to achieve reset button like the figure shown below.



- **Pro Bullet Plus:** open the back cover on the camera body, a button like the figure shown below.



- **Mini PTZ Bullet Plus:** open the back cover on the camera body, you can use tools to achieve reset button like the figure shown below.



- **Motorized Mini Dome:** open the bottom lid cover of the camera, turn off the two screws as shown below, you can use tools to achieve reset button like the figure shown below.



2) Reset Steps

For cameras whose model suffix has -A or -B or -C (Like MS-C3377-PNA, MS-C4463-FIPB, MS-C2866-X4RPC) with the software version is **after** xx.6.0.56

Step1: Press the reset button and hold on, then power on the network camera and the IR LEDs will begin to twinkle ;

Step2: (Only for model -A) Keep pressing until the LEDs stop twinkle; (Only for model -B/-C) Keep pressing the reset button until the IR LEDs stay always on;

Step3: Loosen the reset button, then the camera begin to reset;

Step4: It will take 1~3 minutes to complete the reset and the IP will turn into 192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step5: Modify your local IP by SmartTools again.

For cameras whose model suffix has -A or -B (Like MS-C3377-PNA, MS-C4463-FIPB) with the software version is **before** xx.6.0.56

Step1: Power on the network camera and wait 2 minutes when it is totally up;

Step2: Press the reset button for over 5~10s, until hear the voice of IR-cut and see the IR LEDs are always on;

Step3: It will take 1~3 minutes to complete the reset and the IP will turn into 192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step4: Modify your local IP by SmartTools again.

For other cameras whose model suffix has no -A nor -B: (Like MS-C2182-P)

Step1: Press the reset button before powering on the network camera (do not loosen);

Step2: Power on the network camera and keep pressing the reset button for 10s;

Step3: It will take 1~3 minutes to complete the reset and the IP will turn into 192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step4: Modify your local IP by SmartTools again.

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