



# Milesight-Troubleshooting

## Lightning Protection

Version	1.00	Update	2021.02.22
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## 1. Recommendations for Lightning Protection

### (1) Outdoor Protection

#### Installation Suggestions

- Installed on the pole, the camera should not be at the very top. Slightly move it down, or it is easy for the camera attract lightning.
- It is better to have a lightning rod at the top of the pole.
- the camera housing should be grounded.
- In theory, it would be better to add a Junction Box, so the tail wire can better avoid lightning with a shell protection.
- If possible, deploying lightning arrester on site, especially in coastal areas where there are often thunderstorms.

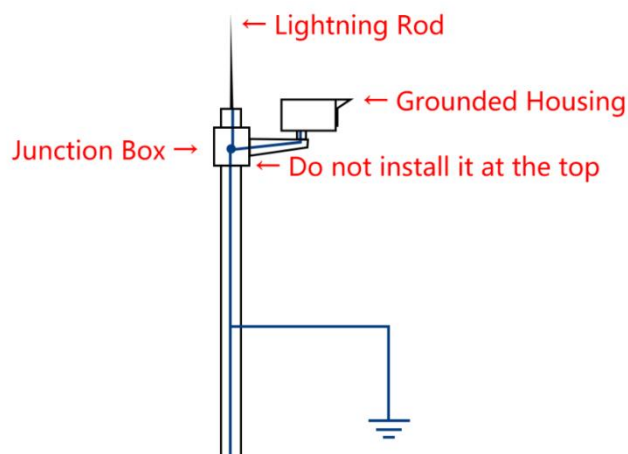


Figure1 Correct Outdoor Installation

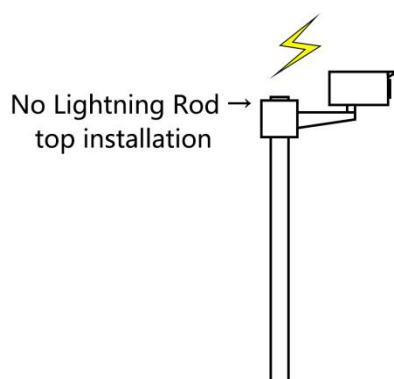


Figure2 Incorrect Installation



Figure3 3-in-1, 2-in-1 and PoE Lightning Arresters

**Note**

- When you use PoE, the network port of the 2-in-1 lightning arrester does not work.
- Please check purchase advice of Lightning Arresters or consult Milesight support.

## (2) Indoor Protection

### Installation Suggestions

- For systems with unstable voltages, transient severe surges may cause damage to switches and cameras. Therefore, voltage regulators need to be deployed in the system.
- Pay more attention to surge intrusion through signal wires. It is better to add a signal surge arrester.

## 2. Troubleshooting Steps for Lightning Strikes

### (1) Installation and Weather

**Step1:** Confirm the installation environment; (Whether the camera is installed in an open outdoor or on a pole? Whether lightning arrester is installed? Whether the camera housing is grounded);

**Step2:** Confirm if a thunderstorm occurred recently;

**Step3:** Share the information with Milesight Support.

### (2) Power Supply Method

If the camera model supports both DC and PoE, try both of them to confirm which circuit is damaged.

**Step1:** If the camera can not power on with DC but can power on with PoE, there is a high possibility that the motherboard is damaged;

**Step2:** If the camera can not power on with PoE, but can power on with DC, and there is

an IR-CUT sound with IR LED on, but the camera cannot be accessed when the camera starts up, the possibility is that the interface board is damaged;

**Step3:** Contact Milesight Technical Support for RMA.

### (3) Disassembly and Inspection

**Step1:** Disassemble the camera to check if there are obvious burn marks on the motherboard and interface board;

**Step2:** If there are no obvious burn marks on the board, use a multimeter to measure whether the components on the board are short-circuited;

**Step3:** Share test results with Milesight Support.

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