



Milesight-Troubleshooting

How to use PoE NVR

NVR Model	MS-N1004-UPC	Update	2021.02.23
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1. LAN Port and PoE Ports

1.LED Indicator 2.Power Button 3.USB 4.HDMI 5.LAN 6.PoE Port



Intuitively, there is one LAN port and four PoE ports in the MS-N1009-UPT.

For the LAN port, the default IP address is 192.168.5.200. You can set the local IP for the NVR via Smart Tools which you can download from the official website of Milesight. And you can log-in the NVR to manage it via web by using the IP address .

For the PoE ports, each port has a fixed number like the above picture showing. They can be directly used to connect to the Milesight cameras.

2.How to use PoE ports

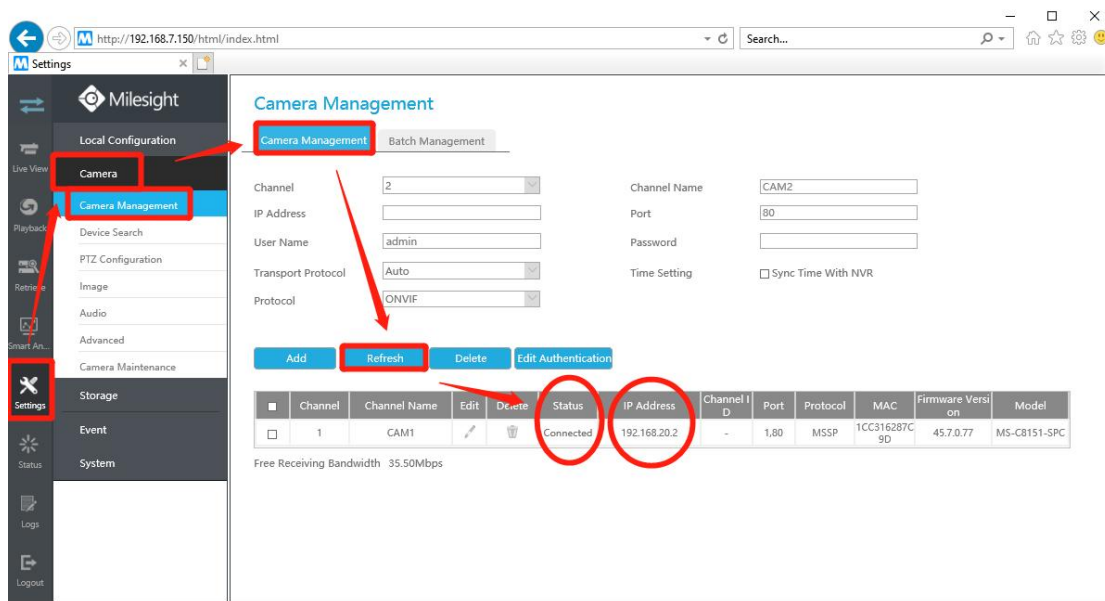
For MS-N1004-UPC, the default IP address of the 4 PoE channels are **192.168.20.xx**. When you activate a NVR, the NVR password will also be used to activate the PoE channels. when you put the IP camera into the PoE port,

1) It can plug and play as long as its password is same with the NVR.

For example: NVR: 192.168.7.150 Password: **ms111111**

IPC1: 192.168.7.151 Password: **ms111111**

Plug in and refresh.



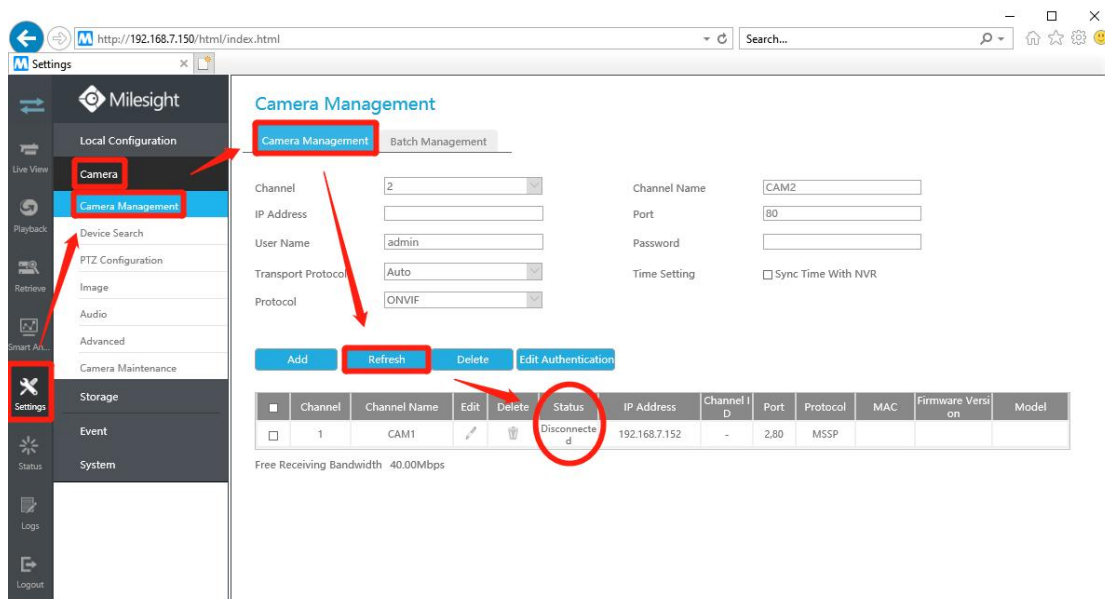
You will find that the IP address has been changed into 192.168.20.xx. And it shows “Connected”.

2) When the password of the IP camera is not same with the NVR, we can make it connected through editing the exact password of the IP camera.

For example: NVR: 192.168.7.150 Password: **ms111111**

IPC2: 192.168.7.152 Password: **ms123456**

Plug in and refresh.

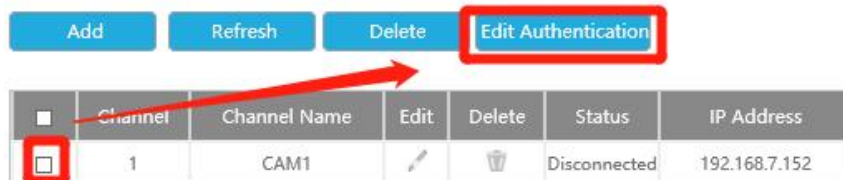


The password of the IP camera is not the same as the channel, so status will be shown as "Disconnected".

There are two ways to edit password to make the IP camera connected:

- One way:

Choose the "Disconnected" IP camera, and then click on "Edit Authentication".



After clicking on the button, it will pop up a window as follows. Then input the exact password "ms123456" and click on "OK".

Edit Authentication

User Name

Password

Note: Edit authentication for selected cameras.

- The other way:

Click on the button "Edit".

<input type="checkbox"/>	Channel	Channel Name	Edit	Delete	Status	IP Address
<input type="checkbox"/>	1	CAM1			Disconnected	192.168.7.152

After clicking on the button, it will pop up a window as follows. Then input the exact password "ms123456" and click on "OK".

After saving the password, the status will be shown as “Connected” by clicking on the button “Refresh”.

Channel	Channel Name	Edit	Delete	Status	IP Address	Channel ID	Port	Protocol	MAC	Firmware Version	Model
1	CAM1			Connected	192.168.20.2	-	4,80	MSSP	1CC31624F09C	43.7.0.76-v8	MS-C3351-HEPB

3) If the IP camera has ever been connected into the random PoE port , even if its **IP address changes** after being pulled out , as long as the password dose not change, you can plug in random PoE port without verifying password anymore.

On the contrary, you need to verify the password if you changed the password of the IP camera.

For example: IPC1 :192.168.20.2 password: **ms111111**

Previously it connected in Port1.

Channel	Channel Name	Edit	Delete	Status	IP Address	Channel ID	Port	Protocol	MAC	Firmware Version	Model
1	CAM1			Connected	192.168.20.2	-	1,80	MSSP	1CC316287C9D	45.7.0.77	MS-C8151-SPC

Pull out the IPC1 and edit the IP address into 192.168.7.151, but **don't change** the password.

The screenshot shows the Milesight web interface. In the top navigation bar, 'IPC Tools' is highlighted, and the 'Network' tab is selected. Below the navigation bar, there is a table with columns: No., Device Name, Status, MAC, IP, Port, Netmask, Gateway, Model, Run-up Time, and Version. The first device (No. 1, MS-C8151-SPC) is selected. Below the table, the configuration fields for the selected device are shown: Device Name: MS-C8151-SPC, IP: 192.168.7.151, Port: 80, Netmask: 255.255.240.0, Gateway: 192.168.7.1, and DNS: 8.8.8.8. A 'Modify' button is highlighted. At the bottom, a confirmation message is displayed: '[1C:C3:16:28:7C:9D] Modify IP:192.168.20.2->192.168.7.151 Gateway:192.168.20.1->192.168.7.1 successfully.'

Now put it into Port3. Just refresh, then you will find that it has been connected in Port3 without verifying password and the IP address has been changed into 192.168.20.xx.

Add

Refresh

Delete

Edit Authentication

	Channel	Channel Name	Edit	Delete	Status	IP Address	Channel ID	Port	Protocol	MAC	Firmware Version	Model
<input type="checkbox"/>	2	CAM2			Connected	192.168.20.2	-	3,80	MSSP	1CC316287C9D	45.7.0.77	MS-C8151-SPC

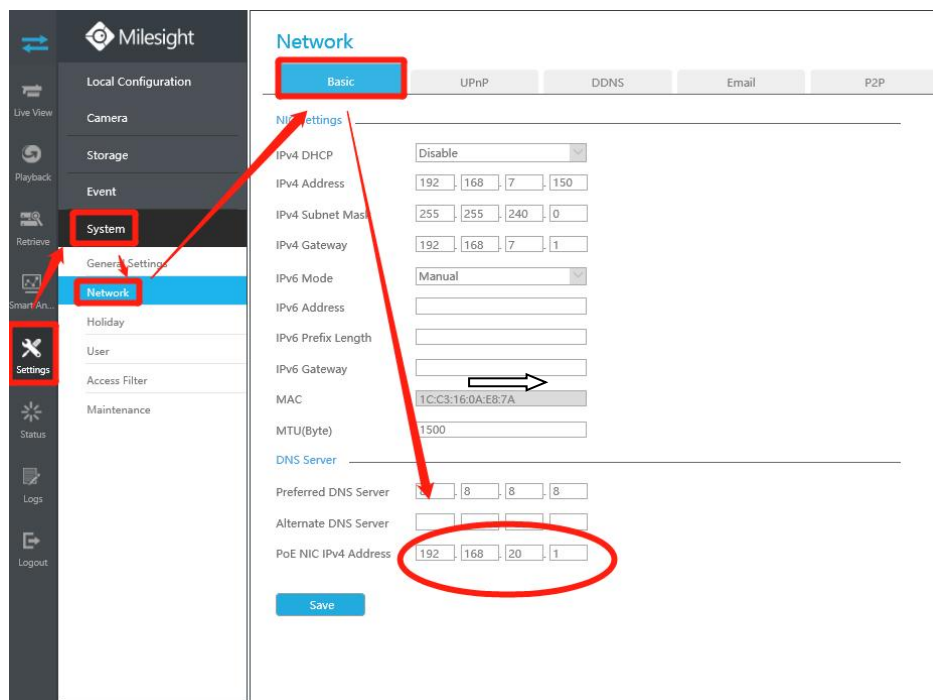
Note:

If you have done the right steps, but you find that the status is “Disconnected”. Please keep clicking on the “Refresh” till “Connected” comes out.

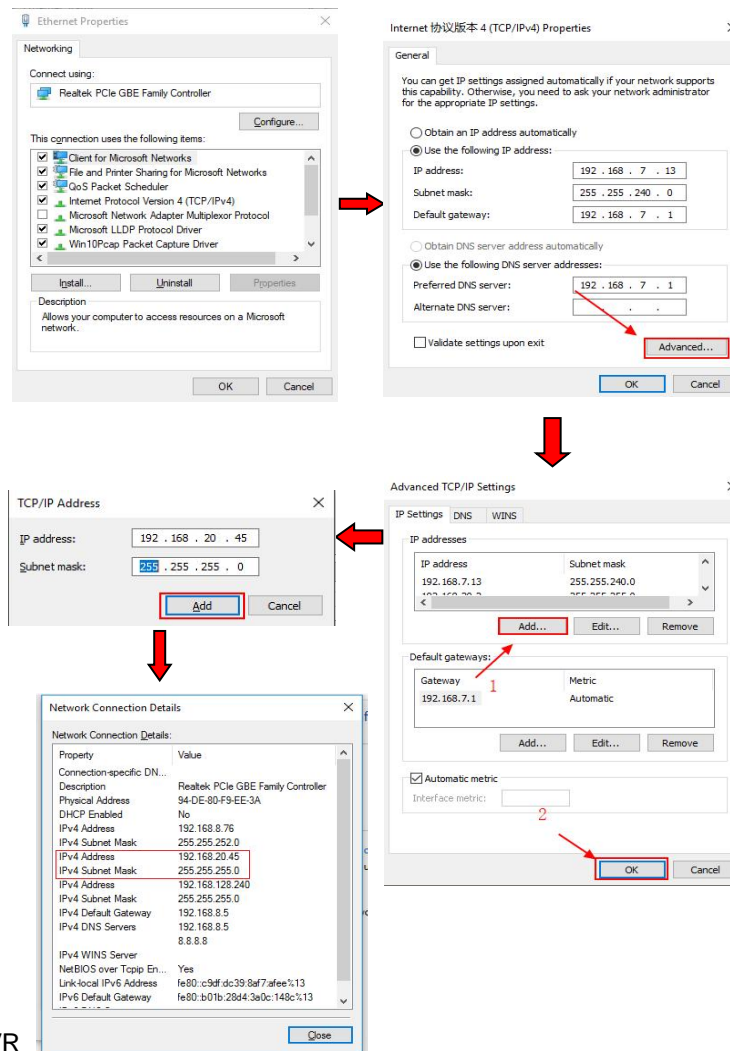
3. How to configure IP camera connected via PoE

For the network cameras connected with PoE NVR via PoE ports, you can not view or configure them on web directly because the IP network segments of IP camera and your PC are different. There are two ways to solve this issue.

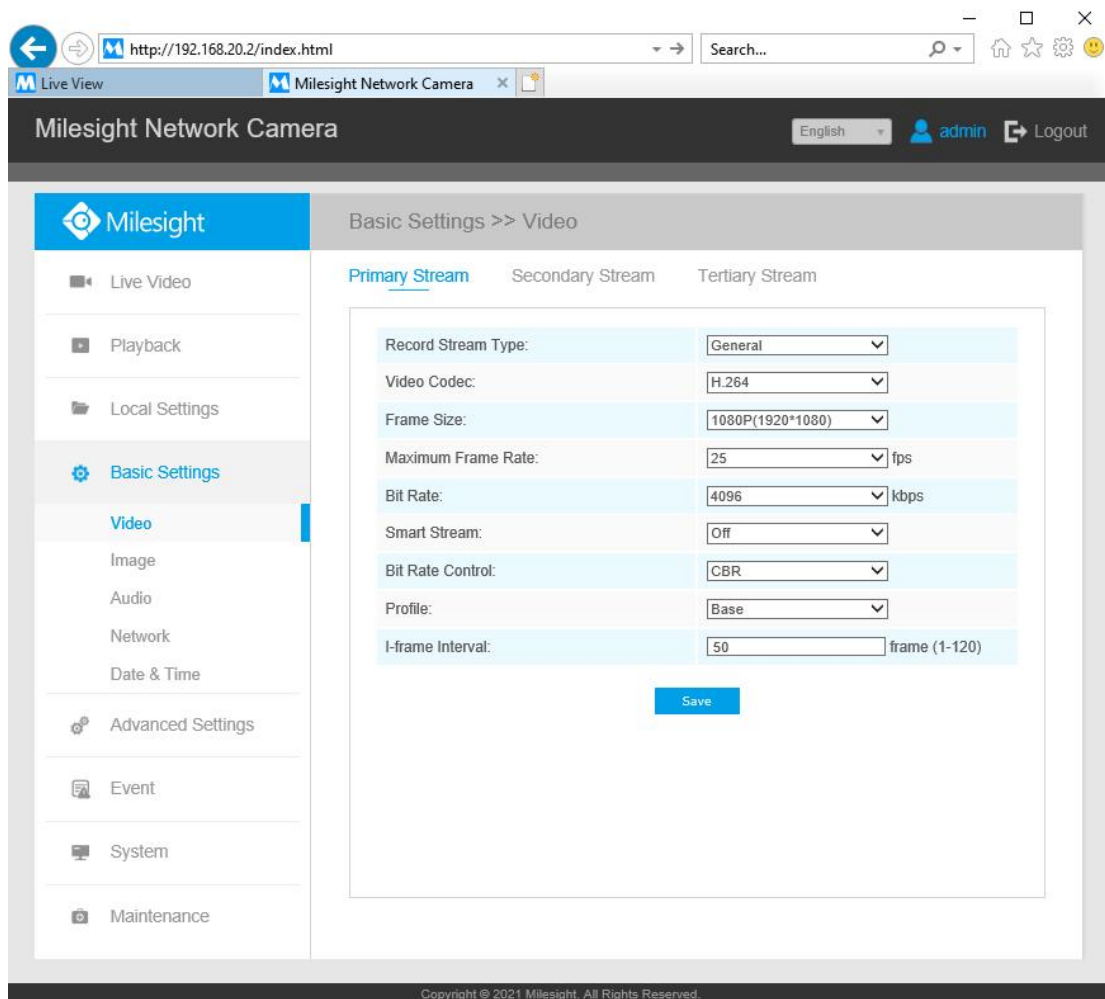
- One way:
 - 1) Connect PC to one of the PoE ports of PoE NVR by using a network cable;



Add an IP address to your PC which is in the same network segment with the PoE port settings;

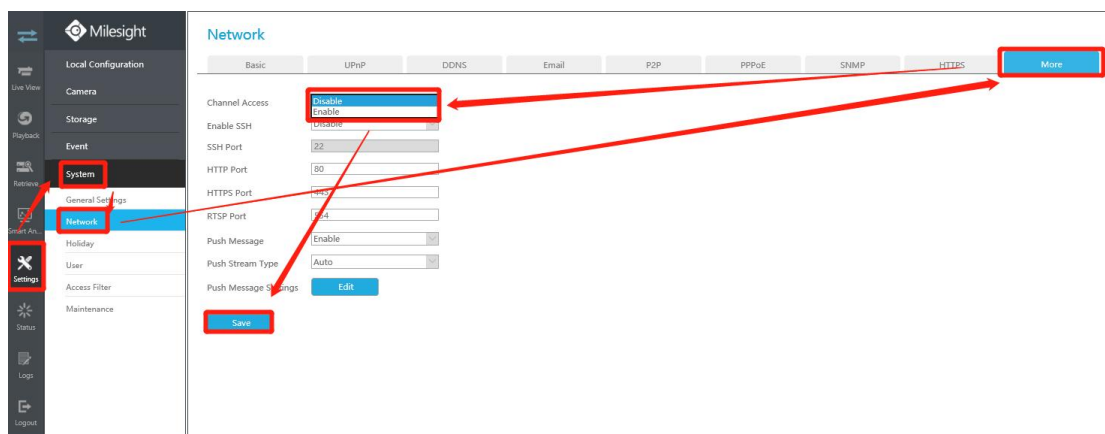



Then you can view and configure both PoE NVR and IP camera directly on web by using corresponding IP address.

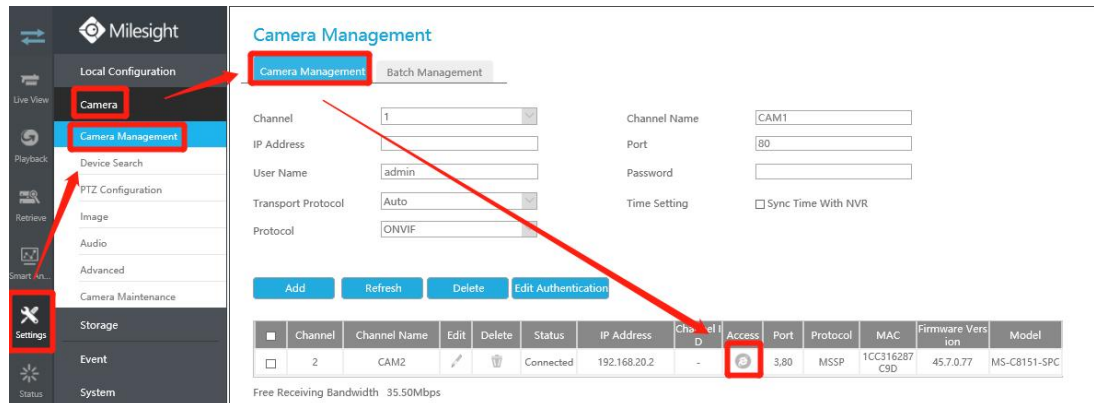


- The other way:
 - 1) Enable the "Channel Access" in Settings and saving.

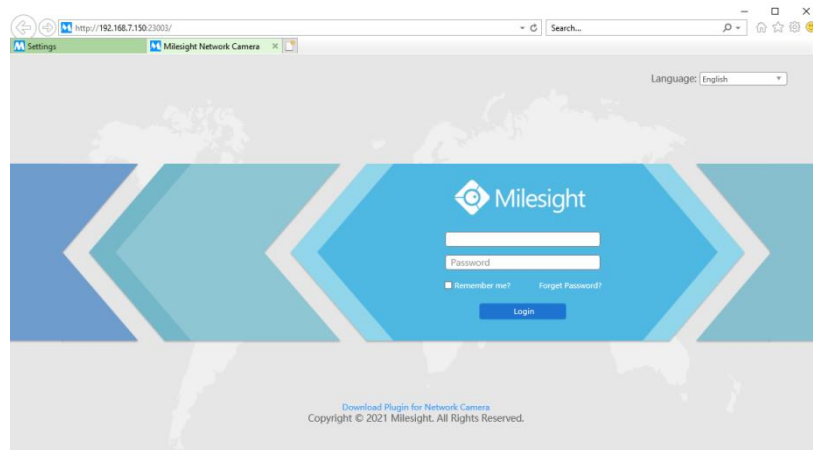
Note: This setting is disabled by default.



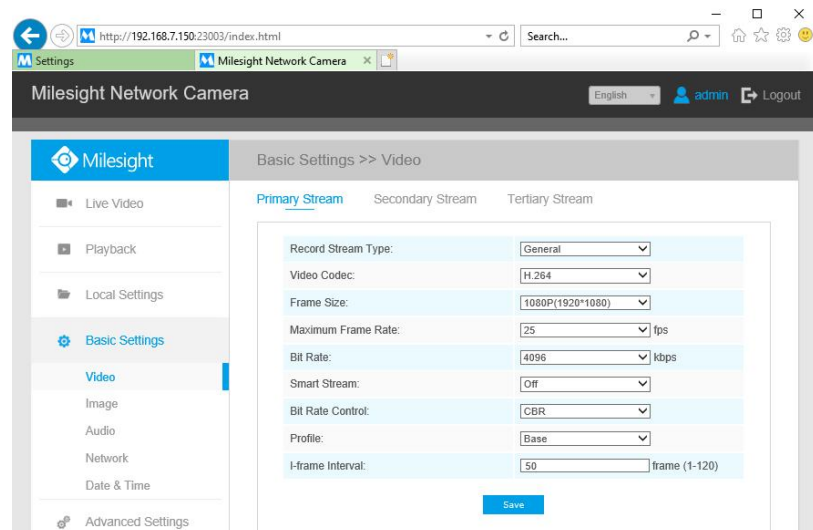
2) Click on the button .



3) After clicking on the button, it will pop up a window as follows.



4) Input the user name and password, then you can view and configure IP camera directly on web.



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