



Milesight-Troubleshooting

How to use PoE NVR

NVR Model	MS-N1004-UPC	Update	2021.02.23
LAN Port and PoE	Ports		
1.LED Indicator	2.Power Button 3.USE	3 4.HDMI 5.LAN	N 6.PoE Port
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	4KUHD		
			5 3 7 2
	AN Port and PoE 1.LED Indicator	AN Port and PoE Ports 1.LED Indicator 2.Power Button 3.USE	AN Port and PoE Ports 1.LED Indicator 2.Power Button 3.USB 4.HDMI 5.LAN

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: ms11111 IPC1: 192.168.7.151 Password: ms11111 Plug in and refresh.

	_				- 🗆 X
Θ	M http://192.168.7.150/html/in	dex.html	- 0	Search	▶ 🔒 ि ☆ 疑 🥴
M Settings	× [*				
₹	Milesight	Camera Management			
-	Local Configuration	Camera Management Batch Management			
Live View	Camera	Channel 2	Channel Name	CAM2	
ି ଓ 🖊	Camera Management	IP Address	Port	80	
Playback	Device Search	User Name admin	Password		
-	PTZ Configuration	Transport Protocol Auto	Time Setting	Sync Time With NVR	
Retrie e	Image	Protocol ONVIF	Time setting		
	Audio	Potocol			
Smart An	Advanced				
34	Camera Maintenance	Add Refresh Delete Edit Authentication			
X Settings	Storage	Channel Channel Name Edit Delete Status	IP Address D	Port Protocol MAC Firmware	Versi Model
쑸	Event	🔲 1 CAM1 🖋 🗑 Connected	192.168.20.2 -	1,80 MSSP 1CC316287C 45.7.0.	77 MS-C8151-SPC
Status	System	Free Receiving Bandwidth 35.50Mbps	\bigcirc		
Logs					
Logout					

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: ms11111

IPC2: 192.168.7.152 Password: ms123456 Plug in and refresh.

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(-)	http://192.168.7.150/html/i	index.html			- C	Search	🔎 🛱 🏠 🗣 🤐
M Setti	ngs 🛛 🗙 📑						
#	📀 Milesight	Camera Manag	gement				
	Local Configuration	Camera Management	Batch Management				
Live View	Camera	Channel	2	10 10	Channel Name	CAM2	
g	Camera Management	IP Address			Port	80	
Playback	Device Search	User Name	admin		Password		
	PTZ Configuration	Transport Protocol	Auto	N/	Time Setting	Sync Time With NVR	
Retrieve	Image			100	Time setting	Sync time with NVR	
	Audio	Protocol	ONVIF	× 1			
Smart An	Advanced						
	Camera Maintenance	Add R	efresh Delete	Edit Authentication			
X Settings	Storage	Channel Ch	annel Name Edit D	elete Status	IP Address D	Port Protocol MAC	mware Versi Model
14	Event	0 1	CAM1	Disconnecte	192.168.7.152 -	2,80 MSSP	
兴. Status	System	Free Receiving Bandwidt	h 40.00Mbps	\mathbf{O}			
Logs							
Ð							
Logout							
	1						

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".

1	Add	Refresh	Delete Edit Authentication		uthentication	
	Channel	Channel Name	Edit	Delete	Status	IP Address
	1	CAM1	1	Ŵ	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".

User Name	admin
Password	******
note, cuit duthenu	ication for selected cameras.

• The other way:

Click on the button "Edit".

Channel	Channel Name	Edit	Delete	Status	IP Address
1	CAM1	1	Ŵ	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".

Settings	Parameters	Camera Edit	
Channel	1	Channel Name	CAM1
IP Address	192.168.7.152	Port	2
User Name	admin	Password	
Transport Protocol	UDP		
Time Setting	☑ Sync Time With NVR		
			OK Cancel

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

₽	📀 Milesight	Came	era Man	agement									
-	Local Configuration	Camera	a Managemer	t Batch Manage	ement								
Live View	Camera	Channel		2		~	Channel Name	CAP	v12				
9	Camera Management	IP Addre	ss				Port	80					
Playback 1	Device Search	User Na	me	admin			Password						
=	PTZ Configuration	Transpo	rt Protocol	Auto		~	Time Setting	□ ⁵)	ync Time	With NVR			
Retrieve	Image	Protocol		ONVIF		~							
	Audio			N									
imart An	Advanced	A	dd	Refresh	Delete Ec	it Authentication							
X Settings	Camera Maintenance					0							
Settings	Storage	-	Channel	Channel Name	Edit	ete Status	IP Address	Channel I D	Port	Protocol	MAC	Firmware Versio n	Model
쑸	Event		1	CAM1	1 1	Connected	192.168.20.2	*	4,80	MSSP	1CC31624F0 3C	43.7.0.76-r8	MS-C5351-HEPB
	System	Free Rec	eiving Bandw	idth 31.50Mbps		$\mathbf{\nabla}$							
Logs													
E+													
5													

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.

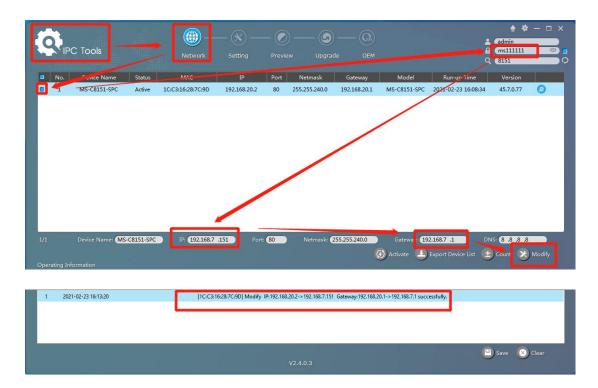
For example: IPC1 :192.168.20.2 password: ms11111

Previously it connected in Port1.

Channel	Channel Name	Edit	Deiete	Status	IP Address	Channel I D	Port	Protocol	MAC	Firmware Versi on	Model
1	CAM1	1	Ŵ	Connected	192.168.20.2	-	1,80	MSSP	1CC316287C 9D	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.



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.

1	Add	Refresh	Delete	Edit Au	thentication							
	Channel	Channel Name	Edit	-lete	Status	IP Address	Channel I D	Port	Protocol	MAC	Firmware Versio n	Model
	2	CAM2	1	Ŵ	Connected	192.168.20.2	2	3,80	MSSP	1CC316287C 9D	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.

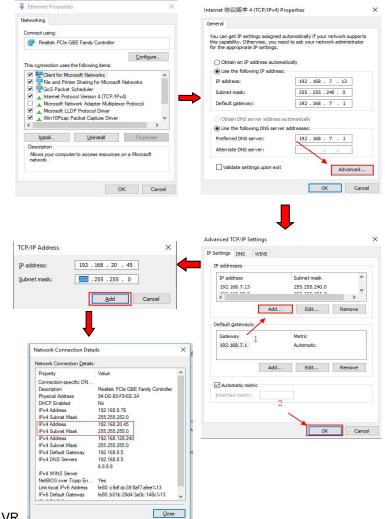
3. How to configure IP camera connected via PoE

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;

#	📀 Milesight	Network				
	Local Configuration	Basic	UPnP	DDNS	Email	P2P
Live View	Camera	NIC ettings				
9	Storage	IPv4 DHCP	Disable	9		
Playback	Event	IPv4 Address	192 . [168]. 7	. 150		
cui©	System	IPv4 Subnet Masi	255 255 240	. 0		
Retrieve	General Setting	IPv4 Gateway	192 168 7	. 1		
Smart An	Network	IPv6 Mode	Manual	<u> </u>		
Smart An	Holiday	IPv6 Address				
ж	User	IPv6 Prefix Length				
Settings	Access Filter	IPv6 Gateway		>		
**	Maintenance	MAC	1C:C3:16:0A:E8:7A			
Status		MTU(Byte) DNS Server	1500			
		Preferred DNS Server	18 18	. 8		
Logs		Alternate DNS Server				
Ð		PoE NIC IPv4 Address	192 168 20			
Logout						
		Save				

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.

View	/ 📉 N	Ailesight Network Camera 🛛 🗙 📑		
lesi	ght Network Cam	era	E	nglish 🕣 🔔 admin 🕒 Lo
@	Milesight	Basic Settings >> Video		
1 4	Live Video	Primary Stream Secondary Stream	m Tertiary Stream	n
	Playback	Record Stream Type:	General	~
	Local Settings	Video Codec: Frame Size:	H.264 1080P(1920*10	80)
ø	Basic Settings	Maximum Frame Rate: Bit Rate:	25	✓ fps
	Video	Smart Stream:	4096	✓ Kups
	Image	Bit Rate Control:	CBR	~
	Audio	Profile:	Base	~
	Network	I-frame Interval:	50	frame (1-120)
	Date & Time		Save	
o	Advanced Settings		Dave	
7	Event			
	System			
Ô	Maintenance			

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

Note: This setting is disabled by default.

₹	Milesight	Network								
	Local Configuration	Basic	UPnP	DDNS	Email	P2P	PPPoE	SNMP	HITPS	More
Live View	Camera	Channel Access	Disable							
9	Storage		Enable							
Playback	Event	SSH Port	22							
Retrieve	System	HTTP Port	80							
	General Settings	HTTPS Port	445							
Smart An_	Network	RTSP Port	9.4							
	Holiday	Push Message	Enable	\sim						
X Settings	User	Push Stream Type	Auto	\sim						
	Access Filter	Push Message Sy sings	Edit							
status	Maintenance	Save								
Logs										
E+										
Logout										

2) Click on the button (2).

±	Milesight	Cam	nera Ma	nagement											
-	Local Configuration	Came	ra Manager	nent Batch Mar	nageme	nt									
View	Camera	Channe	el	1			~	Channel	Name	C	AM1				
)	Camera Management	IP Add						Port		8	0				
ack	Device Search	User N		admin				Passwor	d	- F					
2	PTZ Configuration				1	-				_					
eve /	Image	Transp	ort Protocol			1		Time Set	tting		Sync Ti	me With N	VR		
	Audio	Protoc	ol	ONVIF											
	Advanced														
	Camera Maintenance		Add	Refresh	Del	ete	Edit Authentic	ation							
ngs	Storage		Channel	Channel Name	Edit	Delete	Status	IP Address	Cha el I	Access	Port	Protocol	MAC	irmware Vers ion	Model
-	Event		2	CAM2	1	Ŵ	Connected	192.168.20.2	-	0	3,80	MSSP	1CC316287 C9D	45.7.0.77	MS-C8151-SPC
	System	Free Re	eceiving Ban	dwidth 35.50Mbp	s					_					

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

(192.168.7.150:23003/	- C Search	e - 🖓 🔅
Settings	Milesight Network Camera 🛛 🗙 🚺		
			Language: English
		📀 Milesight	
		Password	
		Remember nue? Forget Ressaurd? Login	
	Copyri	Download Plugin for Network Camera ght © 2021 Milesight. All Rights Reserved.	

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

lilesight Netw	ork Camera		English	📑 💄 admin 🕞 Loç
Milesight	Basic Settin	igs >> Video		
Live Video	Primary Stream	n Secondary Stream	Tertiary Stream	
 Playback 	Record St	tream Type:	General	Y
Local Settin	gs Frame Siz		H.264 1080P(1920*1080)	× ×
Basic Settin	gs	Frame Rate:	25	❤ tps
Video	Bit Rate: Smart Str	eam:	4096	✓ kbps
Image	Bit Rate C		CBR	 ✓
Audio	Profile:		Base	~
Network Date & Time	I-frame In	terval:	50	frame (1-120)
Advanced S	Settings		Save	

-END-
