



Milesight-Troubleshooting

Smart Remote Management Solution

Version	1.0	Update	2021.12.29
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1. Introduction

(1) Milesight Smart Remote Management Solution

By deploying it in practical CCTV projects, Milesight CCTV Router UR32S can achieve a stable and secure connection between on-site surveillance devices and remote side professional installers or technicians. In this way, Milesight cameras and NVRs can be managed easily and remotely in a more secure and efficient way.

As it's tailored for optimizing work efficiency, the key of Milesight Smart Remote Management Solution is simplicity. With its powerful product combination and simplified workflow, the solution enables speedy on-site problem solving remotely which greatly saves your cost and time while also enhances the quality of support service.



- **For End Users:** One-click Search & Easy Operation
 - ✓ Automatically search for devices connected with router on one-click
 - ✓ Configure device permissions for higher security and convenience
- **For Installers or Technicians:** Reduce On-site Visits & Solve Site Issues Efficiently
 - ✓ Remote access to the router and bulk configuration of devices connected to router
 - ✓ Reduce on-site visits, greatly saving time and cost

(2) Related Products

- Milesight CCTV Router UR32S
- M-Sight Pro APP V3.1.0.6 or above
- Milesight CMS V2.4.0.13 or above

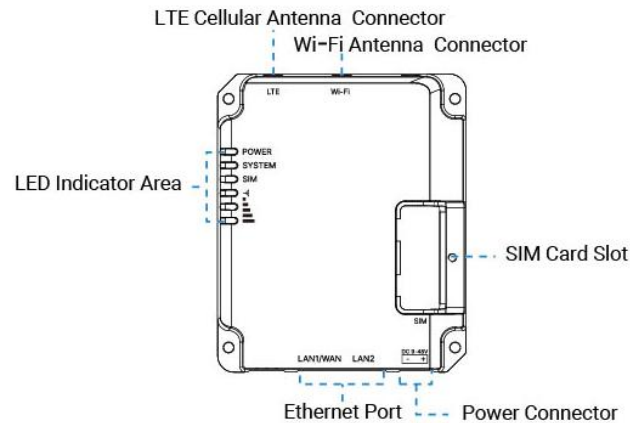
Note: Here is the link to download the software.

<http://www.milesight.com/support/download#software>

2. Router connection

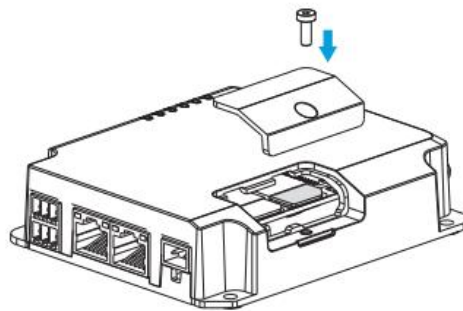
(1) Hardware Introduction

You can check the router's interface in the picture below:

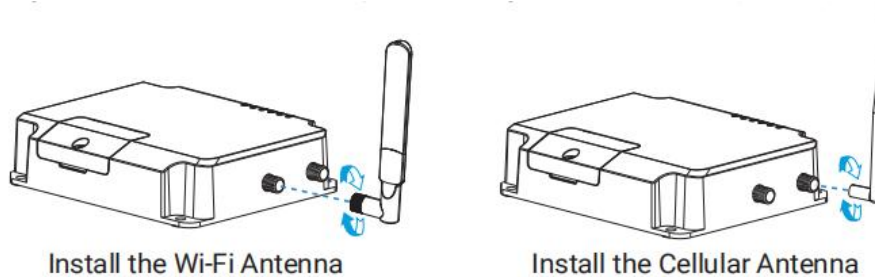


(2) Router Installation

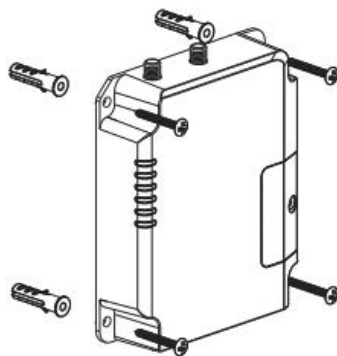
Step 1: Insert the SIM card into the device according to the arrow icon on the device.



Step 2: Rotate antennas into the antenna connectors. Antennas should be installed vertically and the device should be placed always on a site with a good signal.



Note: If needed, you can install the router on the wall. Drill four holes on the wall by using your drill and insert four wall plugs into the holes respectively, and then use 4 pcs of M3 × 6 flat head Phillips screws to fix the router on the wall.

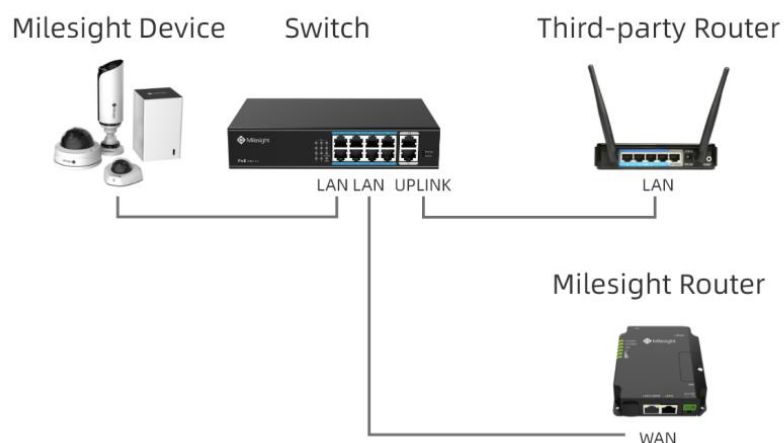


(3) Router Deployment

Connect the WAN port of the router to the same LAN as the devices (including cameras and NVRs) to deploy the router to your CCTV project.

➤ Here are two general deployment methods for your reference.

① If your project has been connected to the Internet, you can directly connect the router to the LAN port of the switch in the project, as shown below.



② If your project is not connected to the Internet, you can connect the router to the UPLINK port of the switch in the project, and insert a SIM card into the router to provide network services to the project, as shown below.

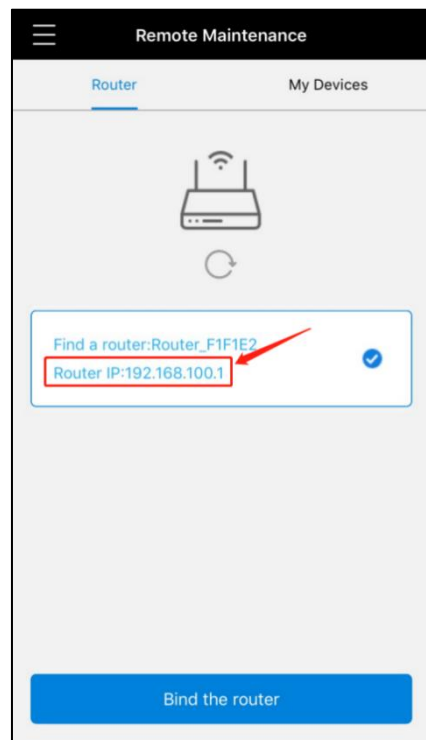


Note: If some of the devices in your project have been connected to the Internet, and the others are not connected to the Internet, it is recommended to follow method 2 to reconnect the devices that need to be configured with Milesight Router.

(4) Web GUI Access

UR32S provides web-based configuration interface for management.

Step 1: Check the LAN IP address of the router on M-Sight Pro APP.



Step 2: Enable Wireless Network Connection on your computer and search for access point “**Router_*******”(last 6 bits of MAC address) to connect it.

Or you can connect your computer directly to the router's LAN port.

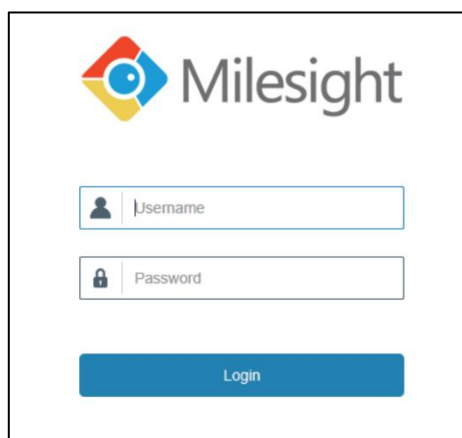
Step 3: After it is connected, type the LAN IP of the router to your Internet browser to log in the web GUI of routers.

If this is the first time you configure the router, please use the default settings below:

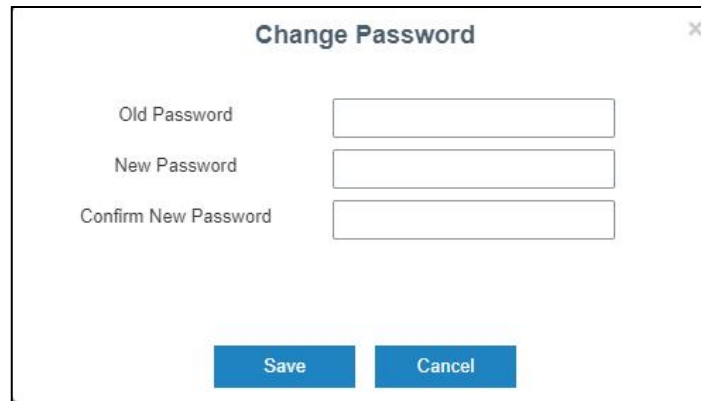
Username: **admin**

Password: **password**

Browser: Chrome (recommended)



Note: After you login in, a window will pop up asking you to change the default password for better security.



Change Password

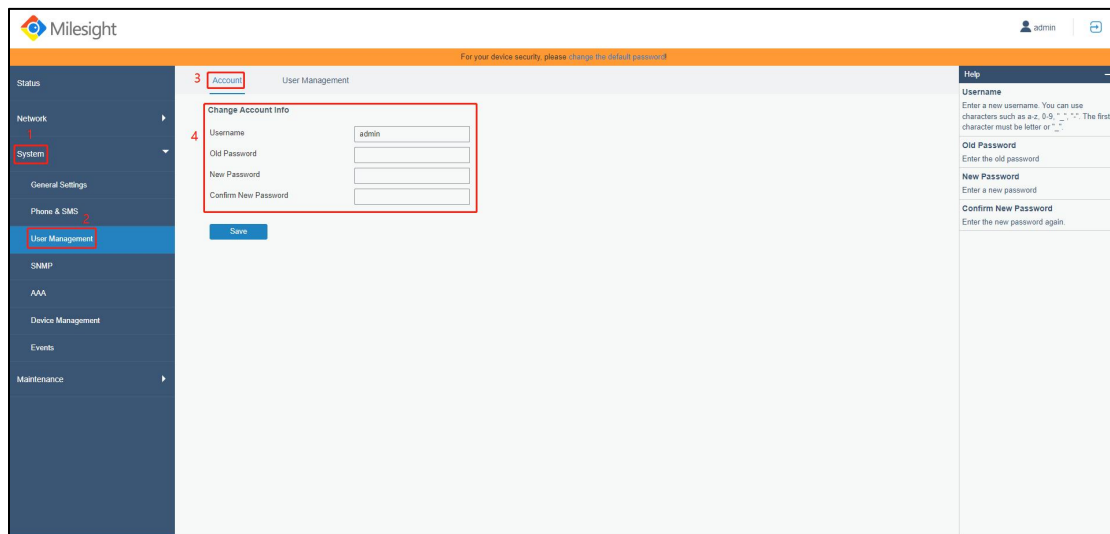
Old Password

New Password

Confirm New Password

Save **Cancel**

You can also go to **System - User Management - Account** interface to change the password.



Milesight

admin

For your device security, please change the default password

3 Account User Management

4 Change Account Info

Username

Old Password

New Password

Confirm New Password

Save

Help

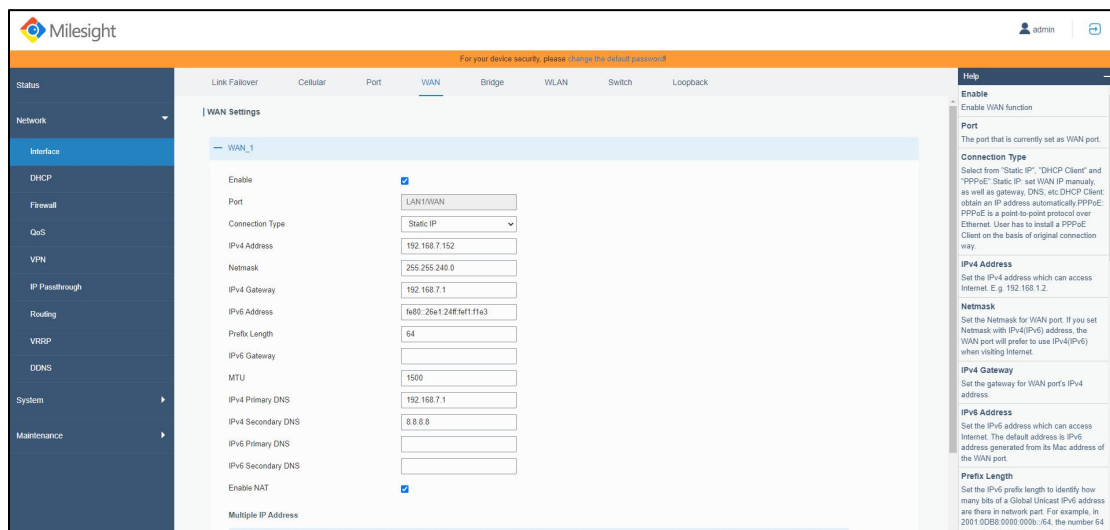
Username
Enter a new username. You can use characters such as a-z, 0-9, '-', '_', and '. The first character must be letter or '_'.

Old Password
Enter the old password

New Password
Enter a new password

Confirm New Password
Enter the new password again.

Step 4: go to **Network - Interface - WAN** interface, assign a static IP address for the router as shown below.



Milesight

admin

For your device security, please change the default password

Status

Network

Interface

WAN Settings

WAN_1

Enable ☒

Port

Connection Type

IPv4 Address

Netmask

IPv4 Gateway

IPv6 Address

Prefix Length

IPv6 Gateway

MTU

IPv4 Primary DNS

IPv4 Secondary DNS

IPv6 Primary DNS

IPv6 Secondary DNS

Enable NAT ☒

Multiple IP Address ☐

Help

Enable
Enable WAN function

Port
The port that is currently set as WAN port.

Connection Type
Select from "Static IP", "DHCP Client" and "PPPoE". Static IP: Set WAN IP manually, as well as gateway, DNS, etc. DHCP Client: obtain an IP address automatically. PPPoE: PPPoE is a point-to-point protocol over Ethernet. User has to install a PPPoE Client on the basis of original connection way.

IPv4 Address
Set the IPv4 address which can access Internet. E.g. 192.168.1.2.

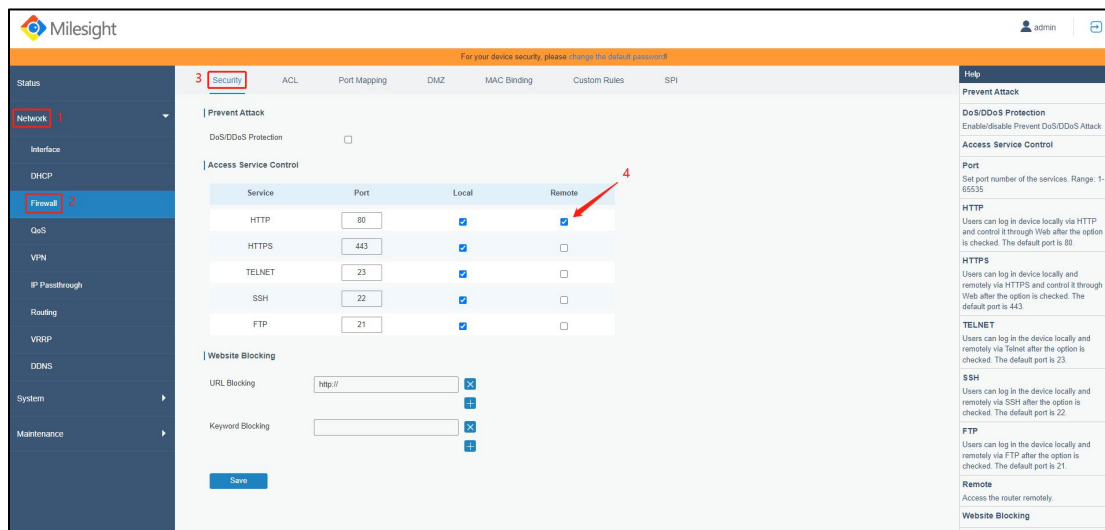
Netmask
Set the Netmask for WAN port. If you set Netmask with IPv4(Pv4) address, the WAN port will prefer to use IPv4(Pv4) when visiting Internet.

IPv4 Gateway
Set the gateway for WAN port's IPv4 address.

IPv6 Address
Set the IPv6 address which can access Internet. The default address is IPv6 address generated from its Mac address of the WAN port.

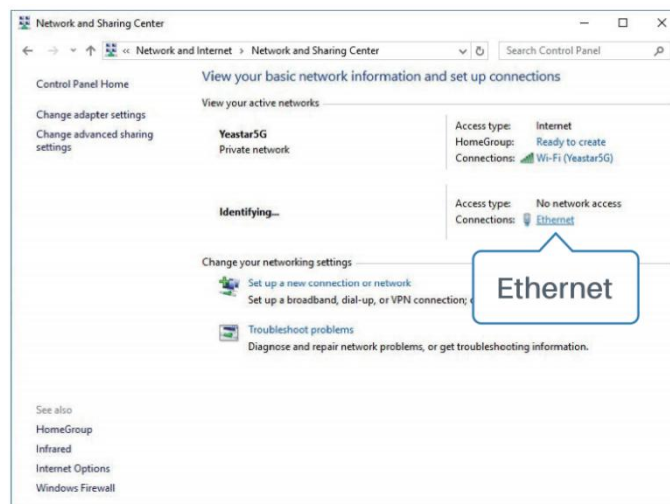
Prefix Length
Set the IPv6 prefix length to identify how many bits of a Global Unicast IPv6 address are there in network part. For example, in 2001:0DB8:0000:0000::64, the number 64 is used to identify that the first 64 bits are...

Then go to **Network - Firewall - Security** interface to enable remote access service of HTTP port.

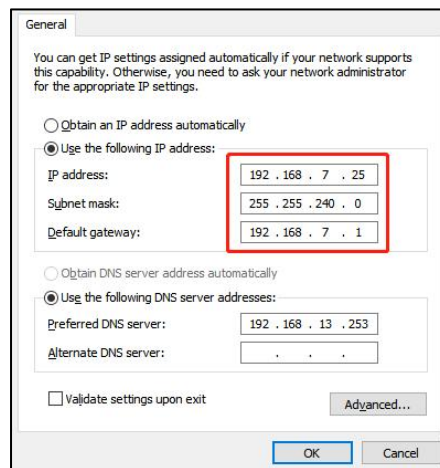
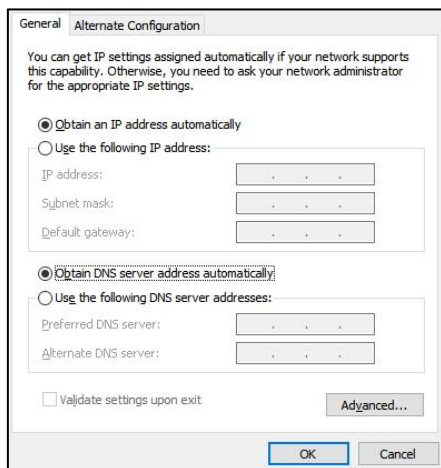


Then Configure the IP address of computer manually or automatically.

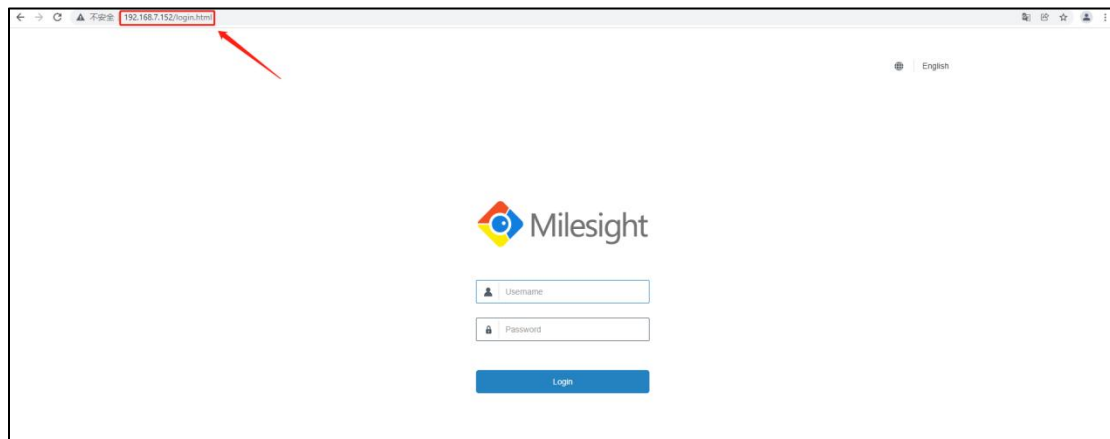
- Go to “Control Panel” → “Network and Sharing Center”, then click “Ethernet” (It may have different names).



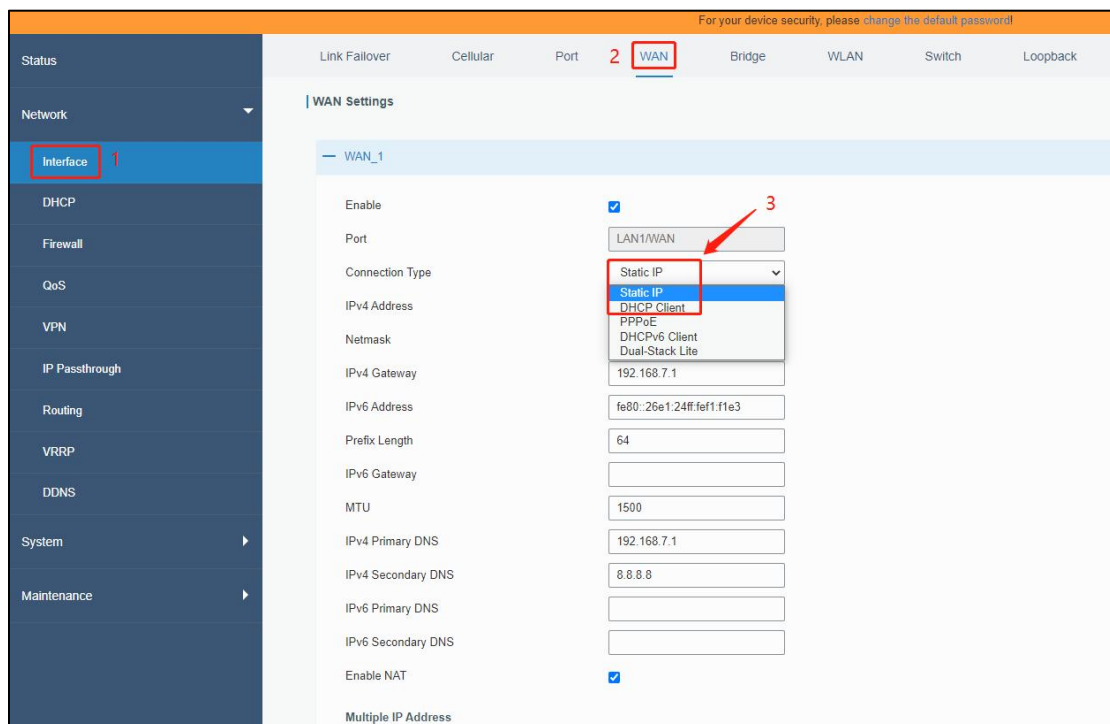
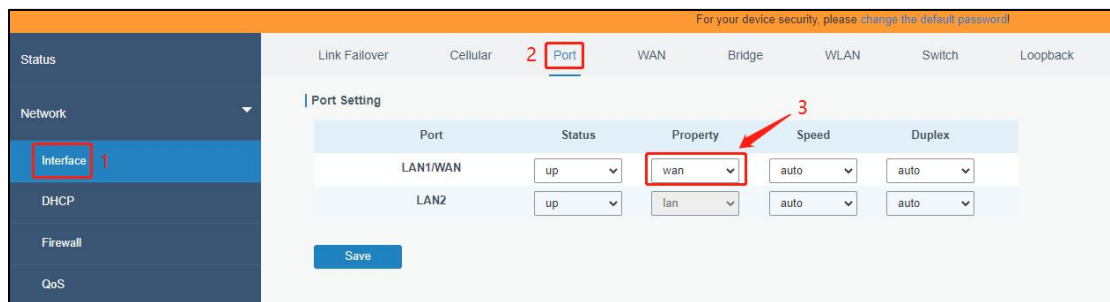
- Go to “Properties” → “Internet Protocol Version4 (TCP/IPv4) Properties”, select “Obtain IP address automatically” or “Use the following IP address” to assign a static IP manually within the same subnet of router.



- You can access the router's web GUI via this **static IP** address directly.

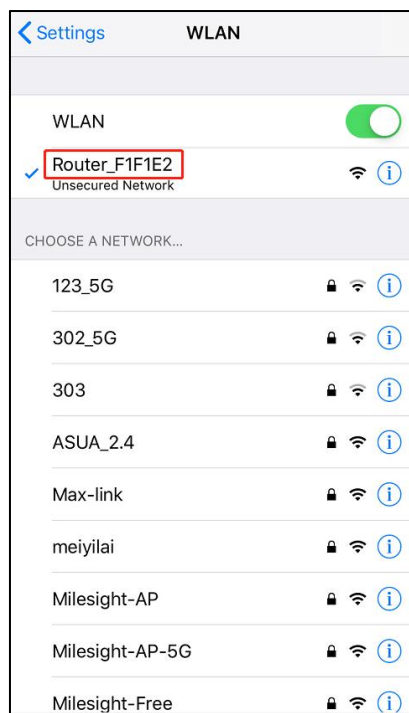


Note: If you need to remotely manage devices through this router, please make sure that the property of LAN1/WAN port is set to "wan" and the connection type of WAN port is set to "Static IP" or "DHCP Client".



3. Configure device permissions on APP

Step 1: Enable Wireless Network Connection on your mobile phone and search for access point “Router_*****”(last 6 bits of MAC address) to connect it.

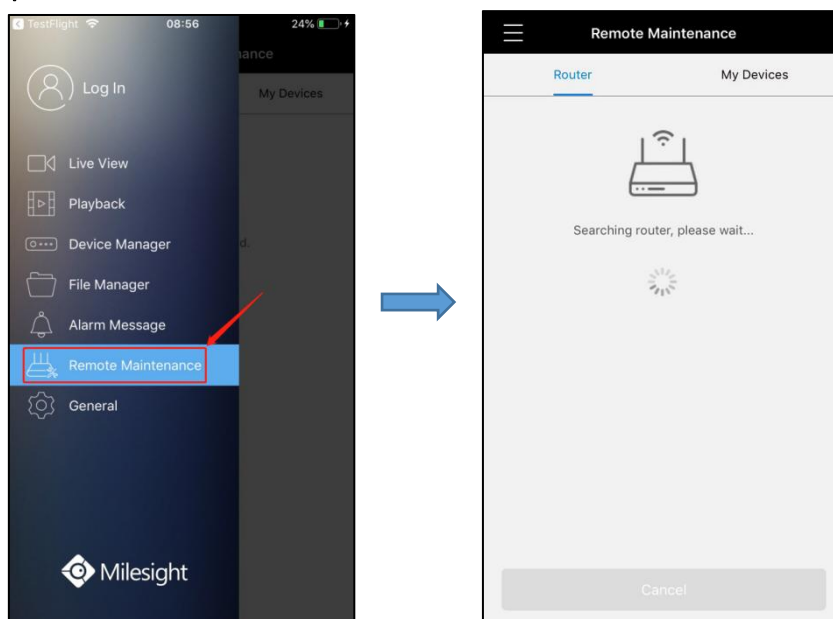


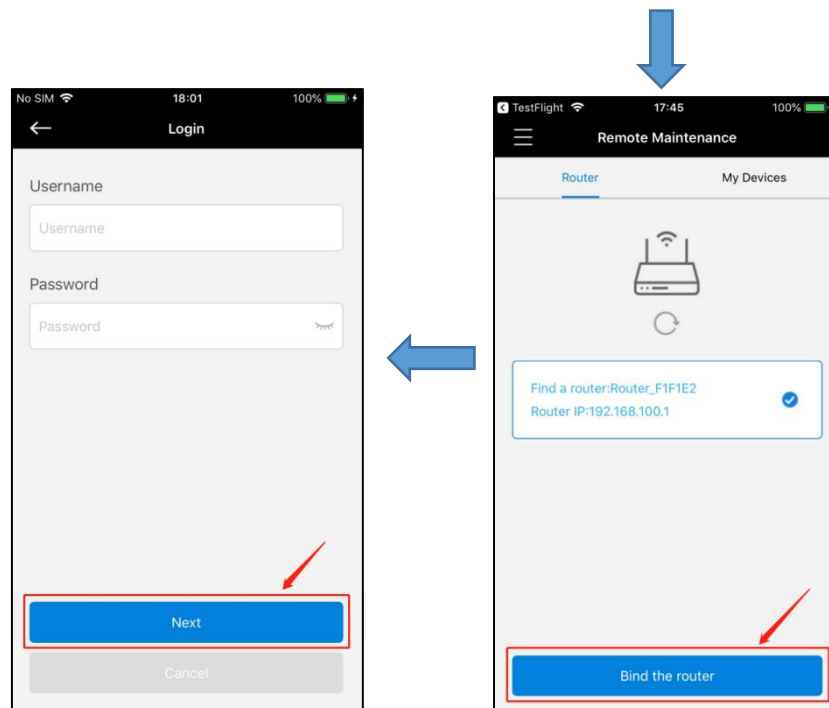
Note: The router's Wi-Fi will be automatically turned on after you install the Wi-Fi antenna and power on the router.

Step 2: Open the M-Sight Pro APP, search for and bind the router as shown below.

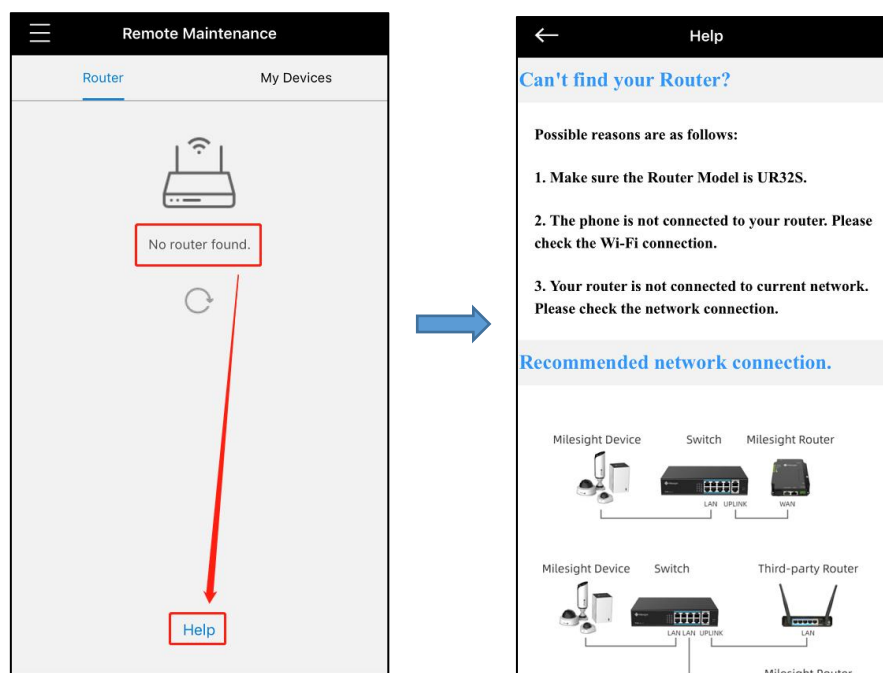
Username: **admin**

Password: **password**

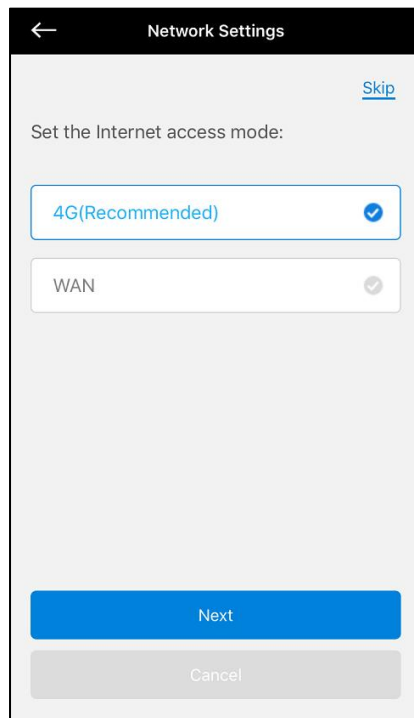




Note: If the router cannot be found, we recommend clicking the help button to solve the problem.



If your project is not connected to the Internet, after logging into the router, you need to select the network access mode to complete the network settings.



Network Settings

[Skip](#)

Set the Internet access mode:

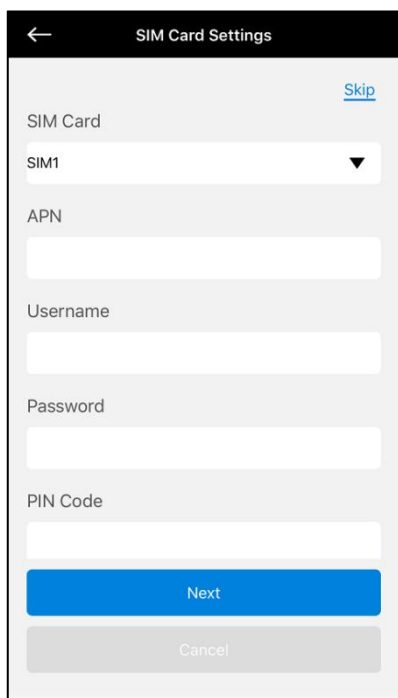
4G(Recommended) ✓

WAN ✓

Next

Cancel

- There are two network access modes are available as shown below.



SIM Card Settings

[Skip](#)

SIM Card

SIM1 ▼

APN

Username

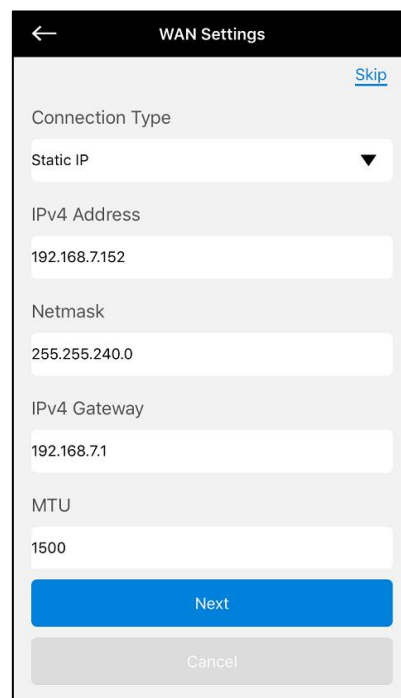
Password

PIN Code

Next

Cancel

4G



WAN Settings

[Skip](#)

Connection Type

Static IP ▼

IPv4 Address

192.168.7.152

Netmask

255.255.240.0

IPv4 Gateway

192.168.7.1

MTU

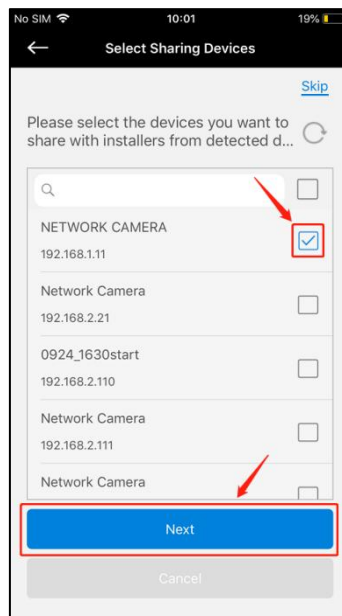
1500

Next

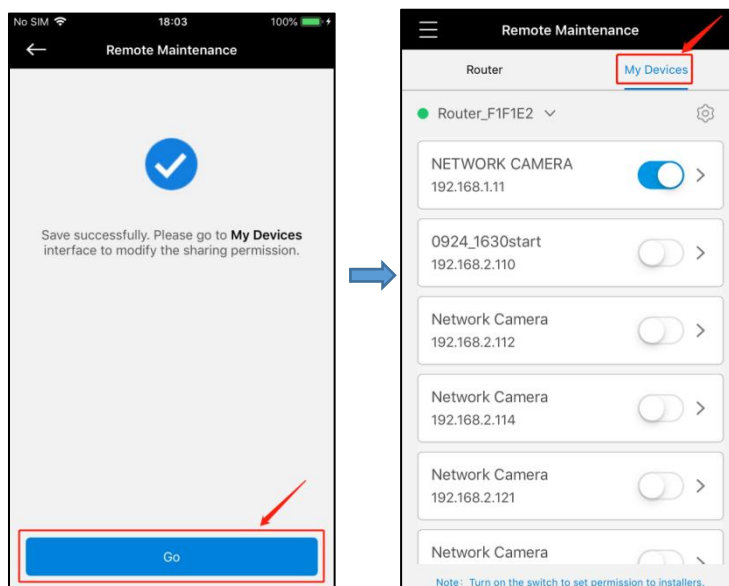
Cancel

WAN

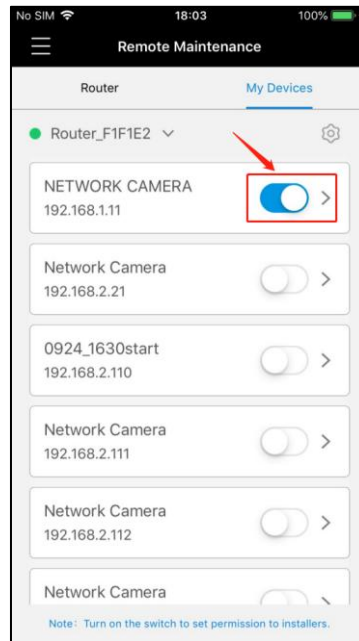
Step 3: Select the devices you want to share with installers or technicians from the list of detected devices.



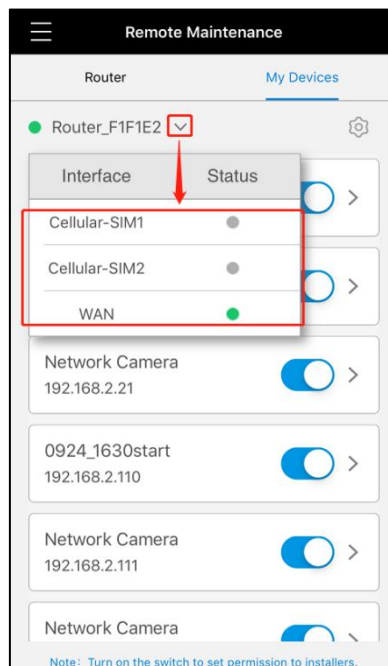
Step 4: Go to **My Devices** interface to modify sharing permissions and router configuration.



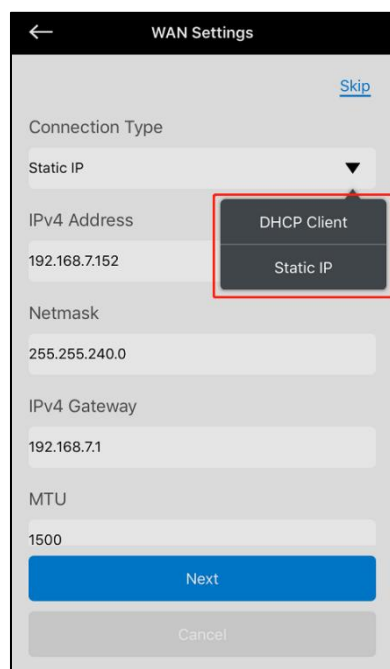
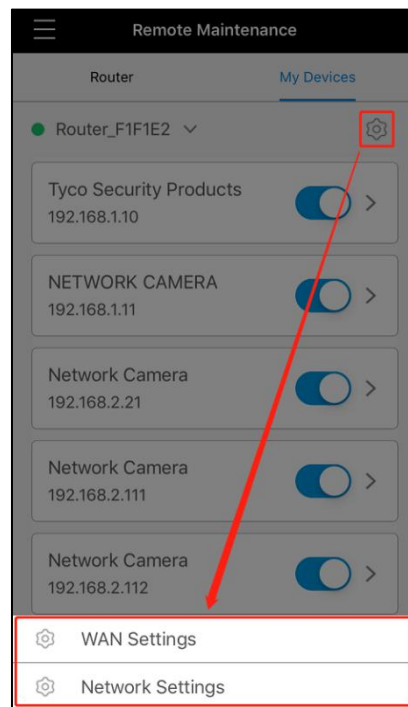
It supports to enable or disable device sharing with one click.



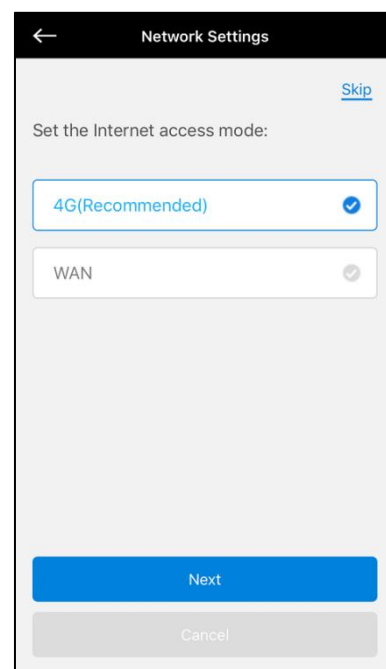
You can also click '▼' button to check the status of the WAN port or the SIM card interface as shown below.



Or you can click '⚙️' button to modify the network configurations of the router.



WAN Settings

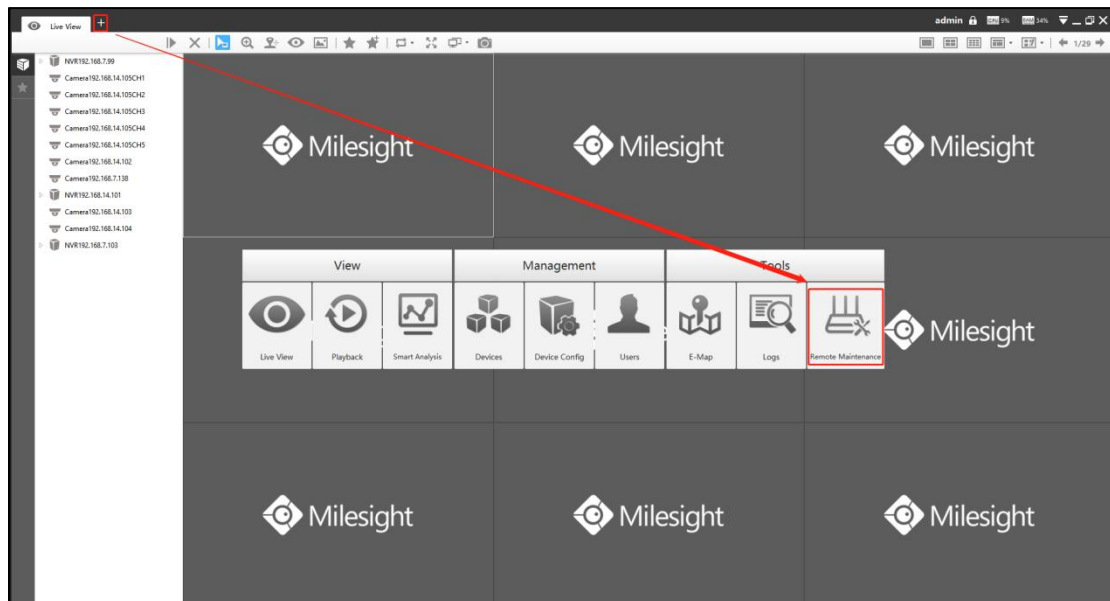


Network Settings

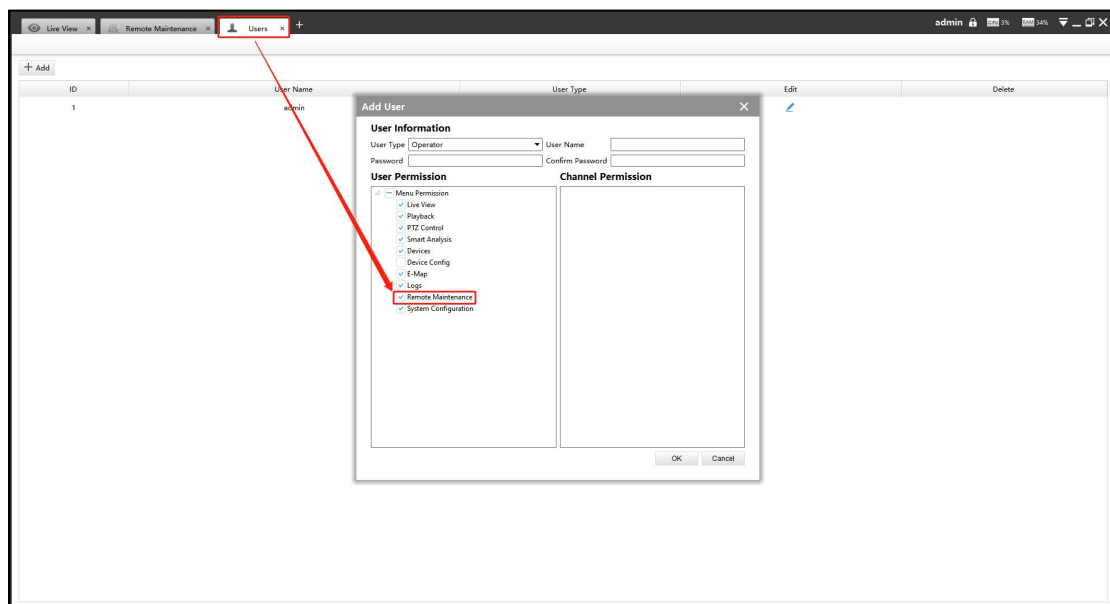
Note: The default connection type of the router's WAN port is DHCP Client. You can manually switch to the Static IP type on the WAN settings interface, and configure the router and the device to share the same network segment to manage these devices remotely from Milesight CMS side.

4. Remote management on Milesight CMS

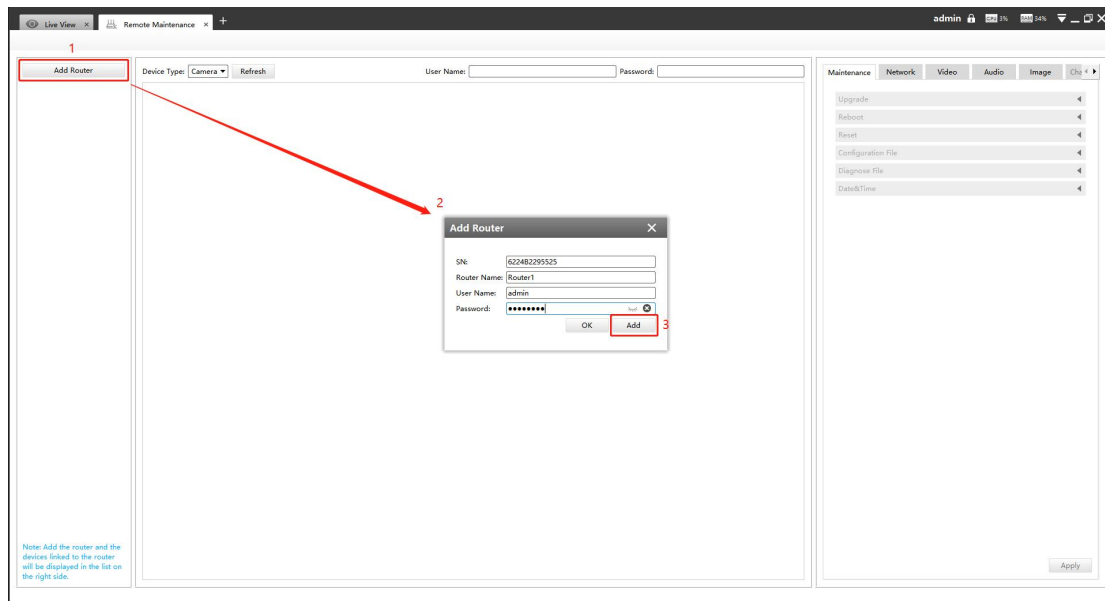
Step 1: Open Milesight CMS, go to **Remote Maintenance** interface.





Note: In **User interface**, you can configure **Remote Maintenance** permission for the user as shown below.



Step 2: Click “Add Router” button, enter the SN code, Router Name, User Name and Password, and then click “Add” button to add the router.



Note: You can check the SN code on the sticker or web GUI of the router.

After the router is successfully added, it will be displayed in the list on the left side, you can click the  button to delete it, or you can click the  button to configure the router.

The 'Router Settings' dialog box is shown with the 'Basic Settings' tab selected. It contains the following fields:

- SN: 6224B3523281
- Router Name: router1
- User Name: admin
- Password: masked with dots

Below these fields is a 'Network Status' table:

Interface	Status
SIM1	No SIM Card
WAN	Enabled

At the bottom are 'OK' and 'Apply' buttons.

Basic Settings

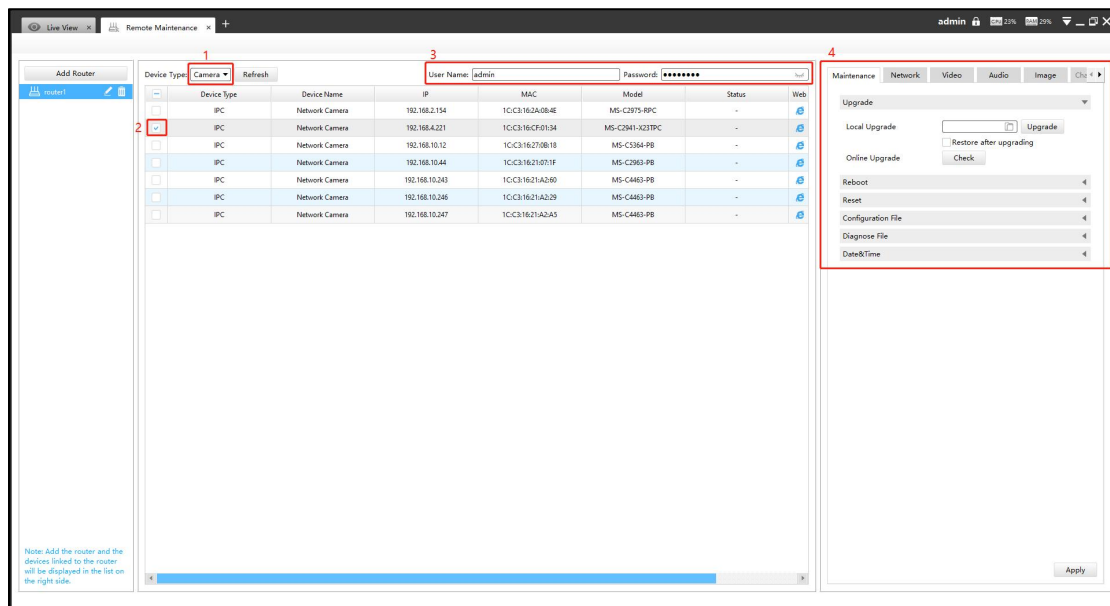
The 'Router Settings' dialog box is shown with the 'WAN Settings' tab selected. It contains the following fields:

- Connection Type: DHCP Client (dropdown menu)
- MTU: 1499
- Use Peer DNS: ☒
- Enable NAT: ☐

At the bottom are 'OK' and 'Apply' buttons.

WAN Settings

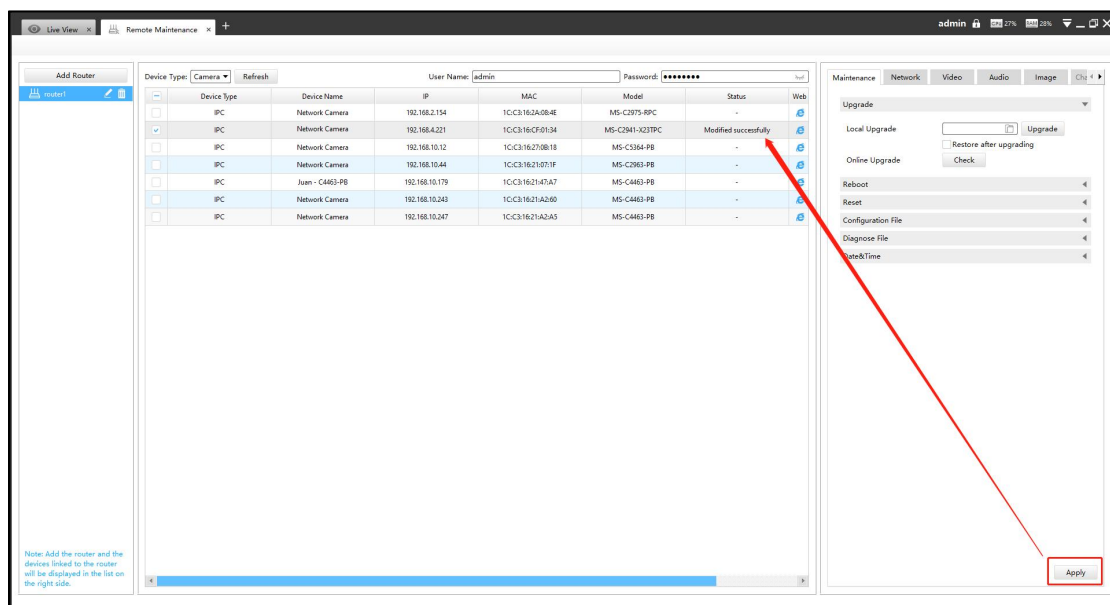
Step 3: The devices shared by the end user will be listed here. Select the device type, check the device you need to configure, then enter the user name and password, and you can modify the device parameters on the right side.



Currently the following configurations are supported:

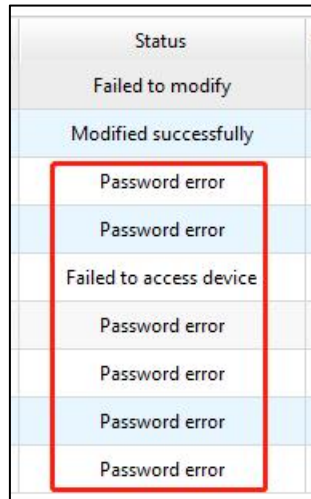
- ✓ **Maintenance:** Device Upgrade/Reboot/Reset/Configuration File/Diagnose File/Time Syn
- ✓ **Network:** Device Activation/Network Settings/DDNS Setup/UPnP Setup
- ✓ **Camera Configuration:** Video/Audio/Image parameters in detail
- ✓ **NVR Management:** Channel Status

Click the apply button, it will display "Modified successfully" in the status column.

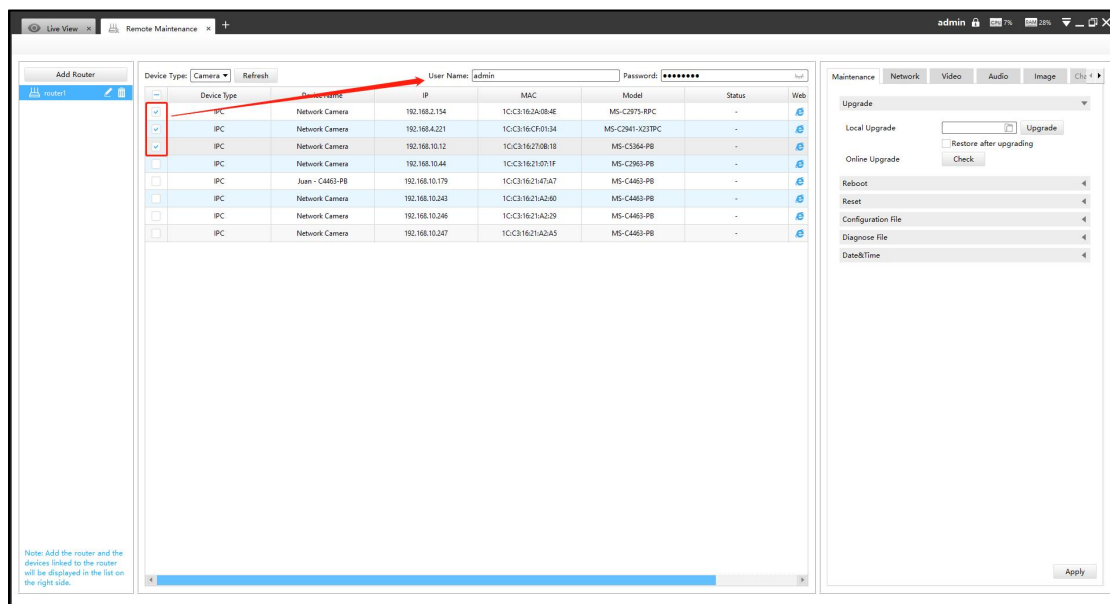



Note:

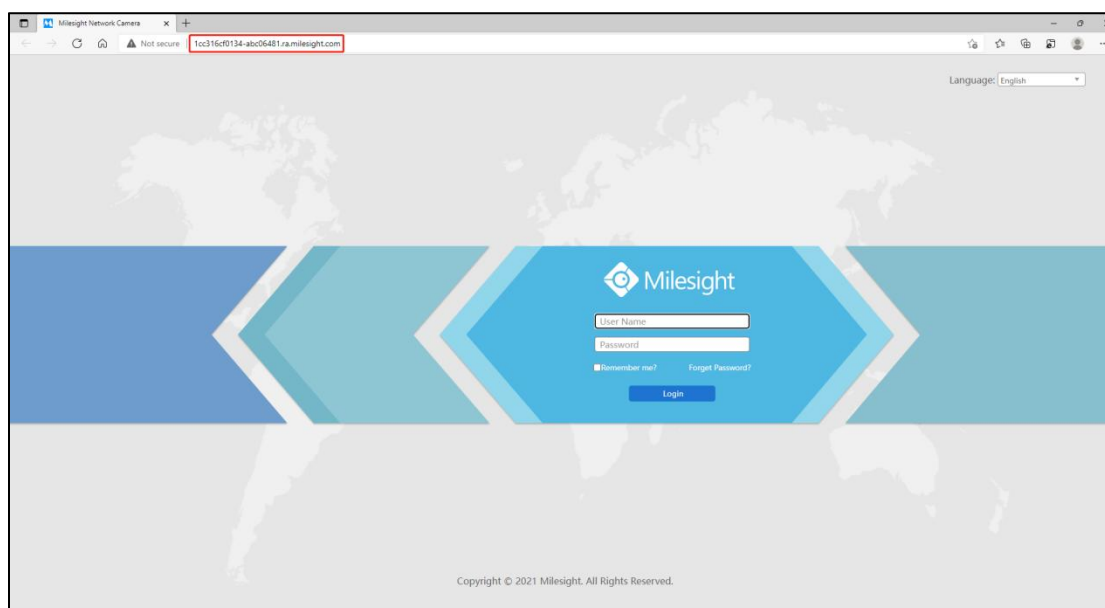
- ① If the configuration fails, you can also check the reason in the status column.



②It also supports batch configuration, just check multiple devices that need to be configured, and then enter the same username and password.



Step 4: Click the  button to access the web GUI of the device for further configuration.



— END —