



Milesight-Troubleshooting

How to use PoE NVR

NVR Models	MS-N1009-UPT	Update	2016.10.12
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1. LAN Port and PoE Ports

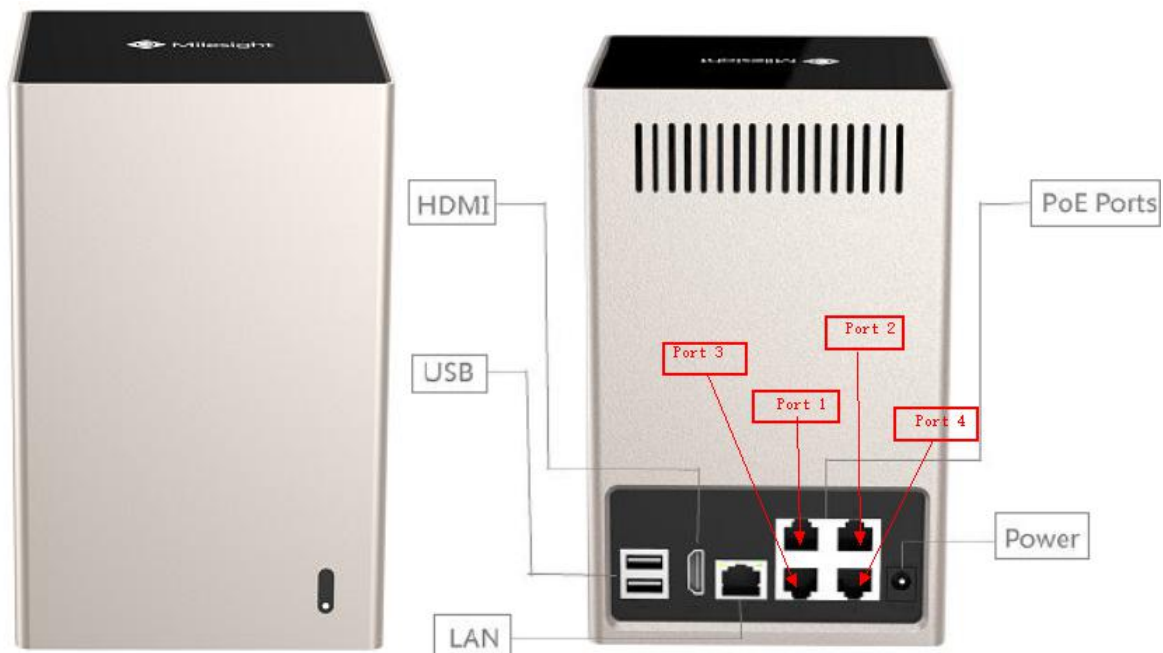


Figure1 Appearance Design

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.

Note:

The PoE interfaces are only working for Milesight cameras.

2. How to use PoE ports

For MS-N1009-UPT, the default IP address and password of the 4 PoE channels are **192.168.20.xx** and **ms1234**.

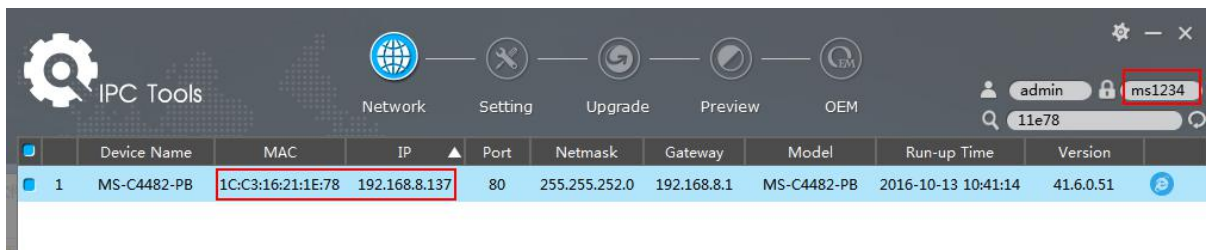
For the IP address of the IP camera:(when you put the IP camera into the PoE port) The IP address will be changed into 192.168.20.xx if its address is not 192.168.20.xx. Oppositely it will be not changed unless the IP address is conflicting with the existing channel IP address.

And whether the IP network segment is 192.168.20.xx or not:

- 1) It can plug and play as long as its password is **ms1234**;

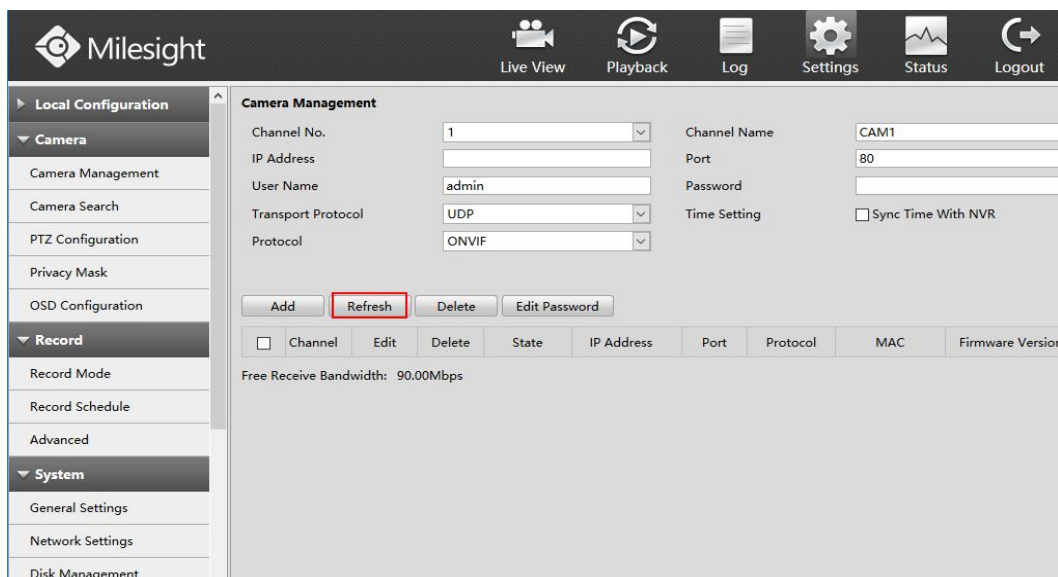
For example:

IPC1: 192.168.8.137 Password: **ms1234**



	Device Name	MAC	IP	Port	Netmask	Gateway	Model	Run-up Time	Version
1	MS-C4482-PB	1C:C3:16:21:1E:78	192.168.8.137	80	255.255.252.0	192.168.8.1	MS-C4482-PB	2016-10-13 10:41:14	41.6.0.51

Plug in and refresh.



Milesight Live View Playback Log Settings Status Logout

Local Configuration

- Camera
 - Camera Management
 - Camera Search
 - PTZ Configuration
 - Privacy Mask
 - OSD Configuration
- Record
 - Record Mode
 - Record Schedule
 - Advanced
- System
 - General Settings
 - Network Settings
 - Disk Management

Camera Management

Channel No. 1 Channel Name CAM1

IP Address [] Port 80

User Name admin Password []

Transport Protocol UDP Time Setting Sync Time With NVR

Protocol ONVIF

Add Refresh Delete Edit Password

<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
Free Receive Bandwidth: 90.00Mbps									

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

<input type="button" value="Add"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/> <input type="button" value="Edit Password"/>									
<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51

Free Receive Bandwidth: 85.00Mbps

2) When the password of the IP camera is not ms1234, we can make it connected through editing the exact password of the IP camera.

For example :

IPC2 : 192.168.20.3 Password: 123456

Device Name	MAC	IP	Port	Netmask	Gateway	Model	Run-up Time	Version
1 MS-C3587-PA	1C:C3:16:12:07:1A	192.168.20.3	80	255.255.252.0	192.168.8.1	MS-C3587-PA	2016-10-13 10:51:29	30.6.0.52-r3

Plug in and refresh.

Camera Management

Channel No.: 2 | Channel Name: CAM2

IP Address: | Port: 80

User Name: admin | Password: |

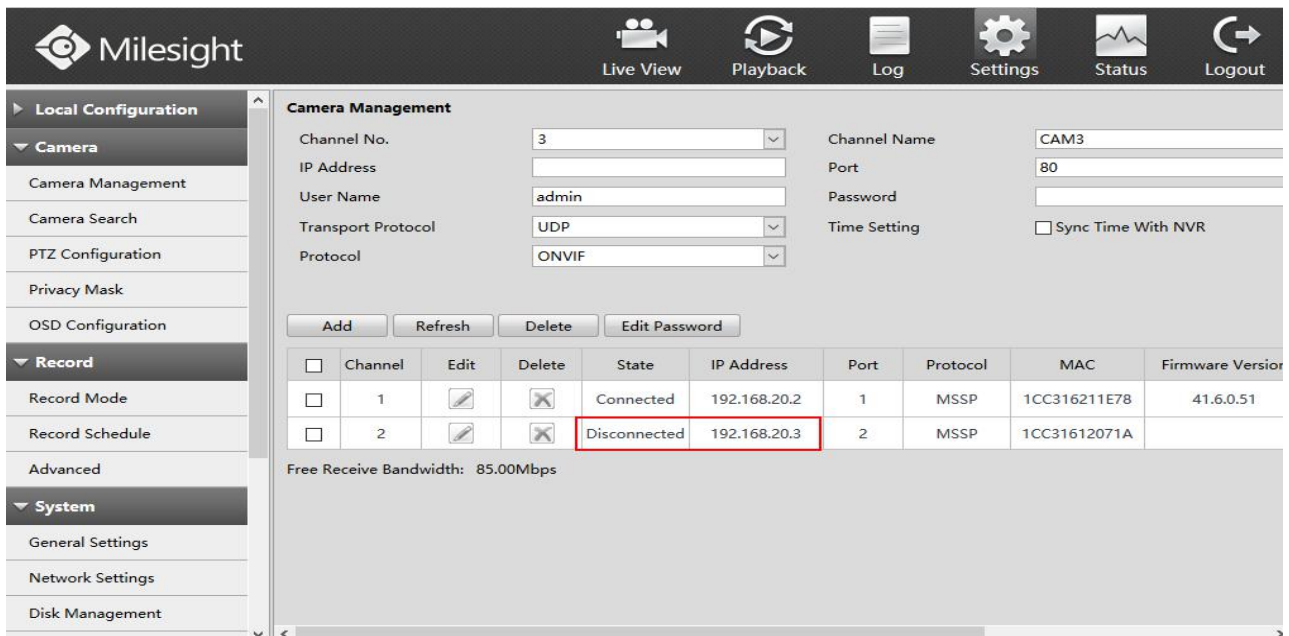
Transport Protocol: UDP | Time Setting: Sync Time With NVR

Protocol: ONVIF

<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51

Free Receive Bandwidth: 85.00Mbps

The password of the IP camera is not the same as the channel, so it will show the state "Disconnected".



Camera Management

Channel No. Channel Name
 IP Address
 User Name Port
 Transport Protocol Password
 Protocol Time Setting Sync Time With NVR

<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51
<input type="checkbox"/>	2			Disconnected	192.168.20.3	2	MSSP	1CC31612071A	

Free Receive Bandwidth: 85.00Mbps

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

One way:

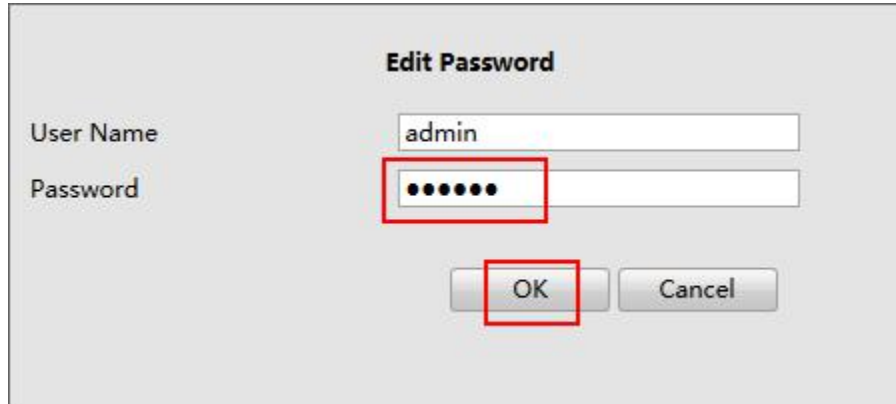
Check the "Disconnected" IP camera, then click on "Edit Password".



<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51
<input checked="" type="checkbox"/>	2			Disconnected	192.168.20.3	2	MSSP	1CC31612071A	

Free Receive Bandwidth: 85.00Mbps

After clicking on the button, it will pop up a window as follows. Then input the exact password "123456" and click on "OK".



Edit Password

User Name: admin

Password: ●●●●●●

OK Cancel

The other way:

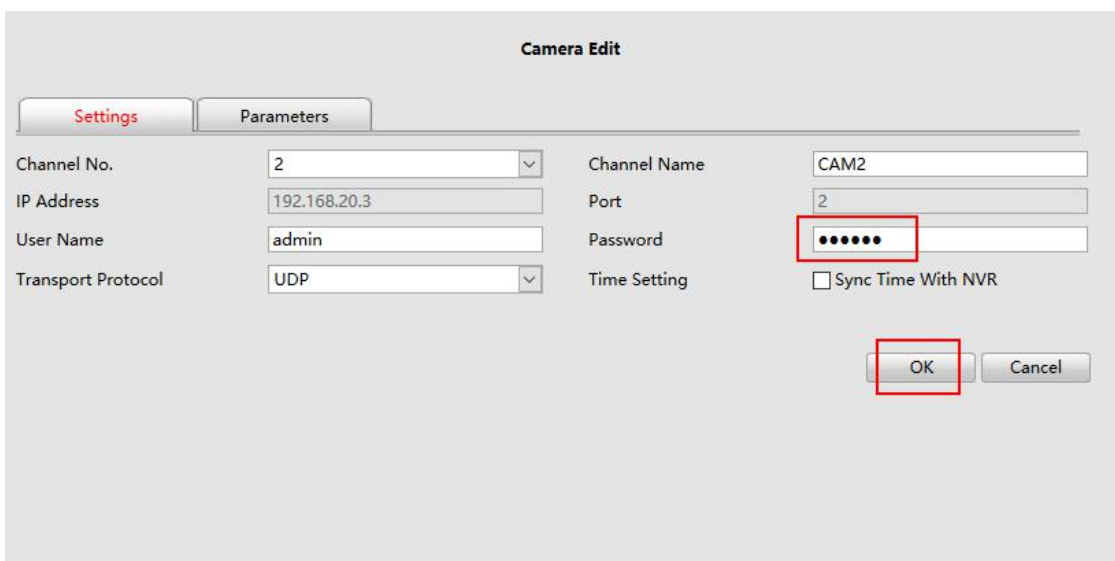
Click on the button “Edit”.



Free Receive Bandwidth: 85.00Mbps

<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Versio
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51
<input type="checkbox"/>	2			Disconnected	192.168.20.3	2	MSSP	1CC31612071A	

After clicking on the button, it will pop up a window as follows. Then input the exact password “123456” and click on “OK”.



Camera Edit

Settings Parameters

Channel No.: 2 Channel Name: CAM2

IP Address: 192.168.20.3 Port: 2

User Name: admin Password: ●●●●●●

Transport Protocol: UDP Time Setting: Sync Time With NVR

OK Cancel

After saving the password, refresh the state, it will show “Connected”.

<input type="button" value="Add"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/> <input type="button" value="Edit Password"/>									
<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51
<input type="checkbox"/>	2			Disconnected	192.168.20.3	2	MSSP	1CC31612071A	30.6.0.52-r3

Free Receive Bandwidth: 80.00Mbps

<input type="button" value="Add"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/> <input type="button" value="Edit Password"/>									
<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51
<input type="checkbox"/>	2			Connected	192.168.20.3	2	MSSP	1CC31612071A	30.6.0.52-r3

Free Receive Bandwidth: 80.00Mbps

3) If the IP camera has ever connected into the random PoE port , even if its IP address changed after pulling out , as long as the password is not changed, 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:

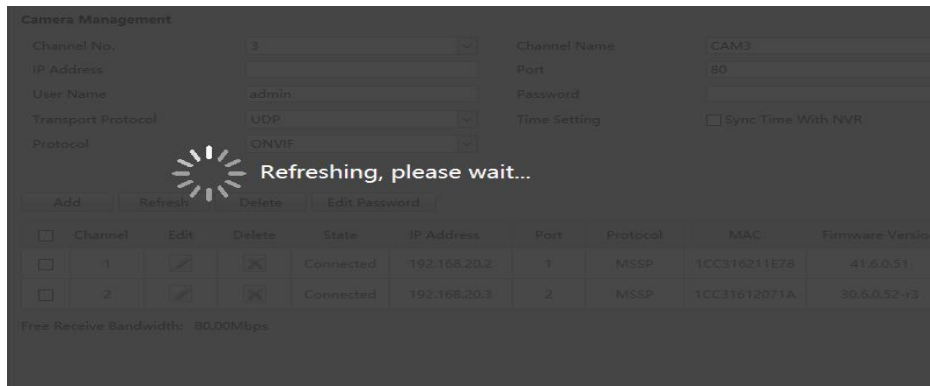
IPC3 :192.168.20.2 password: **123456**

Previously it connected in Port1.

<input type="button" value="Add"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/> <input type="button" value="Edit Password"/>									
<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	1	MSSP	1CC316211E78	41.6.0.51

Pull out the IPC3 and edit the IP address into 192.168.8.138, 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.



<input type="button" value="Add"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/> <input type="button" value="Edit Password"/>									
<input type="checkbox"/>	Channel	Edit	Delete	State	IP Address	Port	Protocol	MAC	Firmware Version
<input type="checkbox"/>	1			Connected	192.168.20.2	3	MSSP	1CC316211E78	41.6.0.51

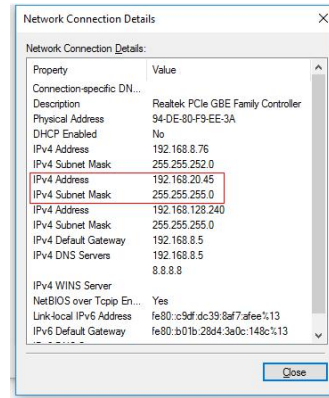
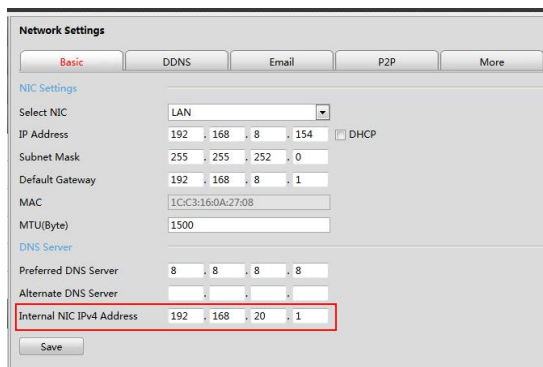
Note:

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

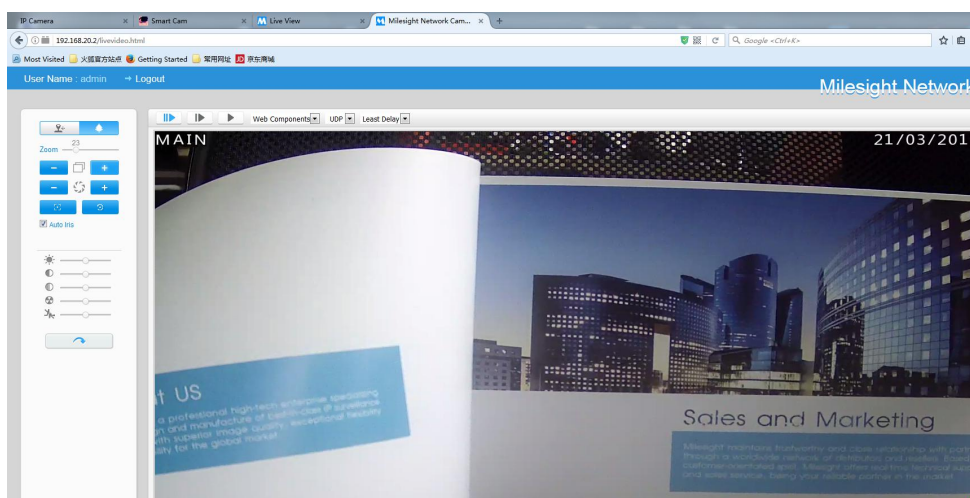
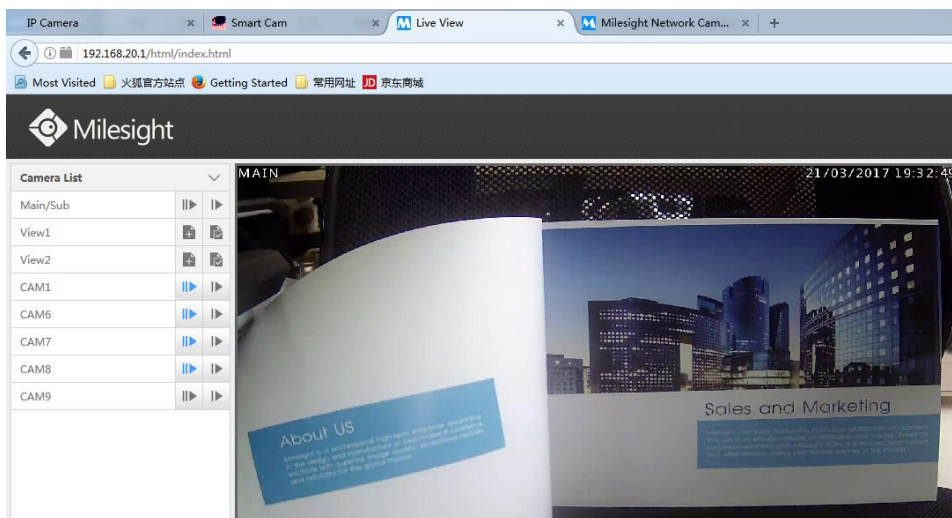
3. How to configure IP camera connected via PoE

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 is a way to solve this issue.

- 1) Connect PC to one of the PoE ports of PoE NVR using a network cable;
- 2) Add an IP address to your PC which is in the same network segment with the PoE port settings;



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



-END-