Milesight

M-Sight Pro

User Manual

V2.2

Contents

Chapter I Introduction

1.1 M-Sight Pro Introduction

The M-Sight Pro App provides a powerful mobile surveillance tool that enhances security by providing administrators flexibility to monitor the live video from the network cameras and NVRs via wireless network. It's a video management system that works with the network cameras and NVRs to provide video monitoring. The interface is simple and intuitive, with easy access to most functions, such as viewing live video, playback the recorded videos. This user manual describes how to use and manage the M-Sight Pro in your networking environment. Some knowledge of networking environments would be beneficial to the reader. If you have any technical problems, please contact us.

1.2 Key Features

✧ Support simultaneously managing network camera and Milesight NVR

✧ Support Milesight Cloud Management

✧ Support Fisheye client-side dewarping

✧ Support scanning QR code to get a remote view via P2P

✧ Support Quick Playback

✧ Support Transcoding to get better playback performance

✧ Support Split Playback

✧ Support Alarm Output control

✧ Support alarm video push notification

✧ Support customized stream parameters

✧ Support 1/4/9/16 screen layouts for up to 64 channels displaying

- ✧ Support 1/4 screen layouts for up to 4 channels playback

- ✧ Support to playback with SD card files and HDD files

- ✧ Support image capture/video recording functions

- ✧ Support File management

- ✧ Support H.265/H.264 video compression

- ✧ Support dual stream

- ✧ Support iOS and Android handheld device

Chapter II Installation

2.1 System Operating Environment

iOS: iOS 8.0 or above.

Android: Android 4.0 or above.

2.2 Installation Guide

iOS: Download the app from the App Store and install it directly.

Android: Download the app from the Google Play and install it directly.

Or you can download the app from our website:

http://www.milesight.com/product/MS_APP.asp

For Android system, another link is also available for you:

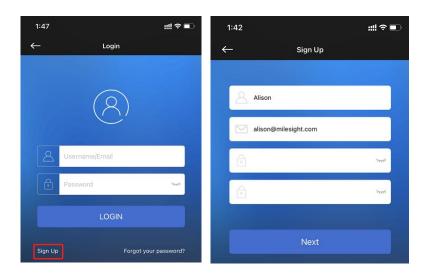http://www.milesight.com/support/download.asp#software_jump

Chapter III Operations and Settings

3.1 Login
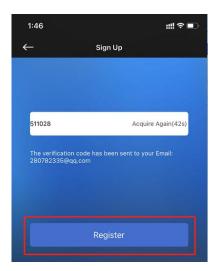
Click the icon ' ' to open M-Sight Pro, after agreeing the privacy policy of Xiamen Milesight IoT Co., Ltd, it will pop up the window:

Click the button ' ', and click 'Log in' to enter Login interface. In Login interface, you can click Sign Up to register a cloud account as follows.

After successful registration, you can enter the user name and password to log in to the cloud account.
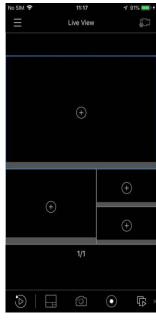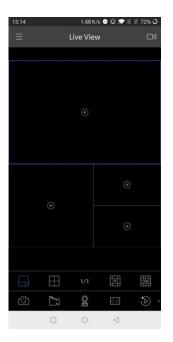
📌 **Note:**

● Currently it only supports binding NVR with cloud account, and the NVR's firmware version should be V7x.9.0.12 or above.

After login, the Live View interface will show up:

iOS   Android

3.2 Menu

Click the button '⊟' or slide the title to right to pop the menu:

What's more, you can operate the APP if you turn the mobile device from vertical to horizontal orientation. Just click the button '⊟' or slide from left to right to pop up the menu.

You can choose the Cloud Account/ Live View/ Playback/ Device Manager/ Sharing Manager/ Group Manager/ File Manager/ Alarm Message/ Remote Maintenance/ General here. Details are as the following table:

Note: Sharing Manager and Group Manager will only be available after logging in to the cloud account.

Icons	Descriptions
	Check the cloud account information. It supports modifying Username, Email and Password as shown in the figure below.
	View live video
	Playback the recorded videos on SD card and hard disk remotely
	Add/Delete/Edit cameras and NVRs
	Check the shared devices
	Group the devices and then play the devices by group in Live View interface

File Manager	Manage the image and video you operated in mobile device
Alarm Message	Check alarm messages that pushed to your mobile device
Remote Maintenance	Add Milesight CCTV Router UR32S to the APP and configure device permissions for Milesight Smart Remote Management Solution
General	Make settings for the system

3.3 Device Manager

3.3.1 Add Device

1. Manual Adding

(1) Add Camera

Step 1: On the Device Manager interface, click '[icon]' and select Add Camera.

Step 2: Click ' [icon] ' to select the register type including IP/Domain and P2P.

    IP/Domain: Adding devices via IP or Domain.

    P2P: It's suitable for internet environment, and you need to input the MAC address of the device (You can input the MAC address manually or click '[icon]' to scan the bar code on the shell of the device or QR code on web page directly).

    Milesight DDNS: Adding devices via Milesight DDNS

Step 3: Input the required information and click '[icon]' to save device information.

① IP/Domain:

E.g.:

    IP: 192.168.8.150

Port: 80

② P2P:

E.g.:

MAC: 1C:C3:16:20:00:EF

Note:

● About P2P, you need to contact with Milesight to register your network camera first,

otherwise it will be failed to connect.

⚫ Before connecting P2P, please make sure that the camera is able to connect to the Internet.

③ Milesight DDNS:

E.g.:

Domain Name: ddns.milesight.com/2000EF

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(2) Add NVR

Step 1: On the Device Manager interface, click ' ' and select Add NVR.

Step 2: Click ' ▼ ' to select the register type including IP/Domain, P2P, Milesight DDNS and Milesight Cloud.

IP/Domain: Adding device via IP or Domain.

P2P: It's suitable for Internet environment, and you need to input the MAC address of device (You can input the MAC address manually or scan the QR code on web page or monitor directly).

Milesight DDNS: Adding devices via Milesight DDNS

Milesight Cloud: Adding devices via Milesight Cloud, which can bind the devices with

the cloud accounts. You can log into the cloud account directly on the APP, no

need to add devices repeatedly.

 Note: Only after you log in to the cloud account, you can add devices via

Milesight Cloud.

Step 3: Input the required information and click ' ' to save device information.

① IP/Domain

E.g.:

IP: 192.168.7.101

Port: 80

Note: Default port is 80.

② P2P:

E.g.:

MAC: 1C:C3:16:0A:25:F6

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Note:

- About P2P, you need to upgrade your NVR to latest firmware version and enable P2P on the NVR web or monitor, otherwise it will connect failed.

- Before connecting P2P, please make sure that the NVR is able to connect to the Internet.

③ Milesight DDNS:

E.g.:

Domain Name: ddns.milesight.com/2000EF

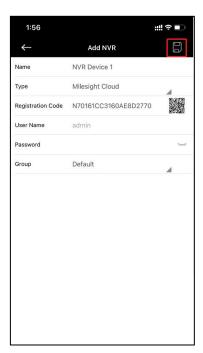——————

④ Milesight Cloud:

E.g.:

Registration Code: N70161CC3160AE8D2770

📌**Note:**

● You can check Registration Code on the NVR setting interface, and you need to enable

Milesight Cloud on the NVR side first.

3. Adding Device by Scanning QR code

It will be much convenient if you add device via P2P and Milesight Cloud by scanning QR code, it will be automatically recognized by the APP that whether the current adding method is P2P or Milesight Cloud.

Step 1: Click ' ' and select Scan QR Code;

Step 2: Use your mobile device to scan the QR code which is on web page or monitor of device.

Step 3: It will skip to Add Camera or Add NVR interface automatically after you scanning QR code successfully, then input the user name and password and click save.

3.3.2 Edit Device

Step1: Click ' ⋯ ' which is on the right of device, then click ' ', it will jump to Edit Device interface.

Step2: Click the information you want to edit and click '⊞' after editing. Or click '←' to quit.

🎀**Note:**

- Click ' ⊗ ' to clear selected column.

- You can't change the "Type" of the device.
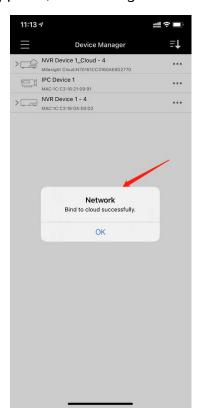
- Click 'Play' to view live video of device directly.

3.3.3 Bind to Cloud

For devices added in P2P mode, it is supported to be directly bound to the cloud on the APP.

Click ' ⋯ ' which is on the right of device, then click ' 🔗 ', the device will be bound to the cloud.

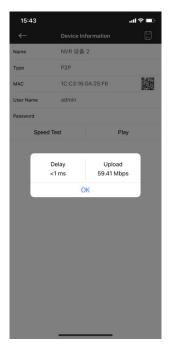When the following message appears, the binding is successful.

3.3.4 Speed Test

Enter Edit Device interface, and then click 'Speed Test' to check delay time and uploading

bandwidth of the NVR added by P2P.

Note: For 'Speed Test' option, NVR's firmware version should be V7x.8.0.5 or above.

3.3.5 Delete Device

1. Delete Single Device

On the Device Manager interface, slide the device you want to delete to left, and it will pop up the button 'Delete'. Then click it to delete device. Or you can click any other place to cancel it.

2. Batch Deleting

Step 1: Click '' and select Batch Deletion or you can long press any device to enter Batch Deletion interface;

Step 2: Select devices you want to delete (you can click '' to select all device) and click '', the warning will pop up to ask you "Are you sure to delete", then click YES to delete selected devices.
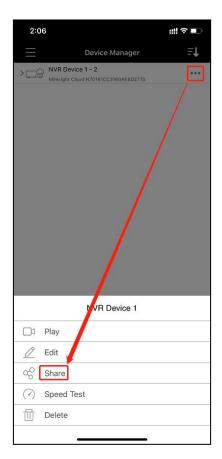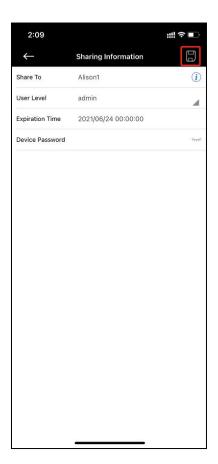
3.3.6 Share Device

For devices bound with a cloud account, it can be shared to another cloud account.

Click ' ⋯ ' and click Share, set up User Level and Expiration Time, then click to share the device to another cloud account.

Note: One device can be shared with up to 5 cloud accounts.

3.4 Live View

3.4.1 Start Live View

Method 1: Click '' on Live View to enter the Device List interface, select device(s) or Group(s) which can be up to 64-CH for live view.

Method 2: Click '' on Live View to enter the Device List interface, select 1-CH for live
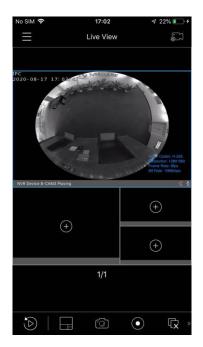
view.

Refer to the following descriptions about icons on the Camera List interface.

Icons	Descriptions
☰	Main menu
←	Back to Live View interface
📹/🖥/☁	Network Camera/NVR/Devices added to the
⌄ / ⟩	Expand/Collapse list
☐	Select device(s) for live view

Click Play to back to Live View interface.

Refer to the following descriptions about icons on the Live View interface.

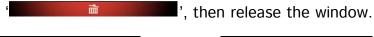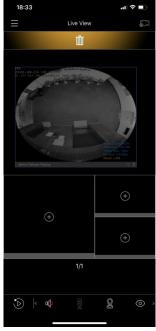| Icons	Descriptions
☰	Main menu
📷	Enter the Device List interface
⊕	Add 1-CH for live view
▷	Quick Playback
⊟	4 screen layouts
📷	Snapshot
⦿	Record
🗙	Start/Stop live view
🔊	Speaker
🎤	Microphone
👤	PTZ control panel
👁	Fisheye Client-side Dewarping
🔔	Alarm Output
▨	Video stream control panel
☆	View Favorites

🔍⊕	Digital zoom

🖈**Note:**

● Double-click any window to enter full screen mode.

● In multi-screen mode, you can change the position of window by dragging and dropping it.

● The digital zoom function supports 16X amplification.

3.4.2 Stop Live View
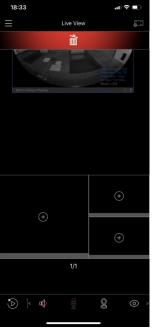
Stop all live views: Click '⊡x' to stop live view for all channels.

Stop single live view: Drag the window until '▭ 🗑 ▭' shows up on the top of the screen. Drag the window to it until it changes to '▭ 🗑 ▭', then release the window.
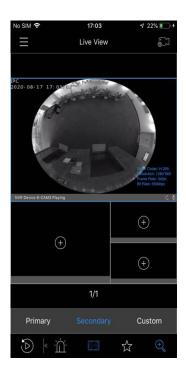
3.4.3 Video Stream Control Panel

There are two video streams available including Primary and Secondary, and you can customize the parameters including frame size, frame rate, bit rate, I-frame interval and smart stream of video stream by clicking Custom.

📌**Note:** If the video is not smooth enough, please try to decrease bit rate and I-frame interval of camera.

3.4.4 PTZ Control Panel

Click '' to expand the PTZ control panel.

Refer to the following descriptions about icons on PTZ control panel.

Icons	Descriptions
	Start auto scan
	Control PTZ White LED (Only for iOS system)
/	Zoom+/Zoom-
/	Focus+/Focus-
	Iris+/Iris-
	Call preset
	Set preset
	Delete preset

Note:

● 99 presets(01~99) are supported.

● Slide up and down on the " 0   0 " to select preset point.

3.4.5 Fisheye Control Panel
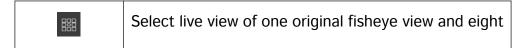
Click ' ' to expand the fisheye control panel.

Refer to the following descriptions about icons about Installation mode and display mode on fisheye control panel.And the fisheye control can be operated by dragging on the screen.

Icons	Descriptions
	Click to select ceiling mounting
	Click to select wall mounting
	Click to select flat mounting
	Select live view of original fisheye view
	Select live view of 360°panoramic view
	Select live view of two 180°panoramic views
	Select live view of four regional views
	Select live view of one original view and three
	Select live view of one 180°panoramic view and one
	Select live view of one 180°panoramic view and four
	Select live view of one 180°panoramic view and six

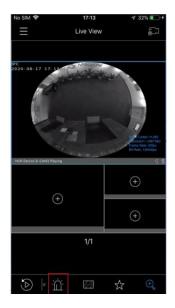|	
▦	Select live view of one original fisheye view and eight

✎**Note:**

● The function is supported for the camera and NVR added by P2P or IP.

3.4.6 Alarm Output Control Panel

Click'⌂', and the icon will light up as'⌂', meanwhile the Alarm Output panel will pop up as

shown below. Opening the switch will trigger on the corresponding Alarm Output,and it will

maintain on for the duration time set on NVR.

✎**Note:**

● Currently, only NVR supports this function.

● When the added device is camera, the Alarm Output capacity of this camera will determine the number of Alarm Output. For instance, for camera with two Alarm Outputs, the panel of Alarm Output will display one and two.

● When the added device is a NVR, the relevant Alarm Output of NVR will be first listed, that is, 1,2.etc, then camera Alarm Output, and the camera Alarm Output will display as

CHx_x (such as CH1_1) according to the camera Channel and corresponding Alarm number

3.4.7 Quick Playback

Click '⟳' to quickly skip to the playback interface, and it can automatically search for all types of video on that very day and plays automatically.

📌Note: Currently, only NVR supports this function.

3.4.8 View Favorites

View Favorites is the function that you can save current screen layouts and all channels which are playing. Click '⭐' to expand the View Favorites control panel.

Refer to the following descriptions about icons on View Favorites control panel.

Icons	Descriptions
⊕	Add view
1 ▦ ▦ ▦ ▦	Screen layouts of Favorites
▷	Play favorite view
🖫	Edit view

Rename Favorites: Long press the Favorites and a window will pop up, input the new name

of Favorites and click OK.

Delete Favorites: Slide the Favorites to the left, then '[Delete]' will show up, click it to delete

Favorites.

3.5 Playback

3.5.1 Start Playback

Method 1: Click '[icon]' on Playback to enter Playback interface and select up to 4-CH for playback.

Method 2: Click '[icon]' on Playback to enter Playback interface and select 1-CH for playback.

Refer to the following descriptions about icons on Device List interface.

Icons	Descriptions
←	Back to Playback interface
🕐	Set the beginning and end time of recorded video

There are some settings you should make before starting playback.

①   Set the start time and end time of the recorded videos.

②   Select Stream Type of recorded video, it includes Primary and Secondary (Secondary

by default).

③   Click '⬤' to choose the Video Type including All, General and Event.

④   Select devices you want to playback.

⑤   Click Search to search video.

Refer to the following descriptions about icons on Playback interface.

Icons	Descriptions
☰	Main menu
🚛	Enter the Device List interface
📹	Quick Preview
▣	Split Playback
▷ / ‖	Start/Pause playback
∧	Transcoding
🗙	Start/Stop playback
📷	Snapshot
⊙	Record
1X	Adjust the play speed
👁	Fisheye Client-side Dewarping
⊞	4 screen layouts
🔊	Speaker
🔍	Digital zoom

📌Note:

● All channels' playback are asynchronously, each channel has it's own time bar.
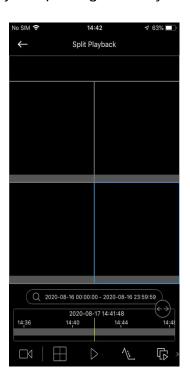
- You can drag the time bar to adjust the playback time.

- Motion detection videos will be highlighted in the time bar, even if you only set up the continuous record

- Double-click any window to enter full screen mode.

- You can change the position of channel by dragging it.

- The time between the start time and end time can't be longer than one month.

- There are five options to adjust the play speed, including 1/4X, 1/2X, 1X, 2X, 4X.

- There are two ways to support the magnification of Playback time bar. You can click '⟷' or manually hold down ' ' to zoom the time bar.

3.5.2 Split Playback

Click ' ' to quickly skip to the Split Playback interface, and it can automatically search for all types of video on that very day and plays 4 split segments by fault.

You can click ' 2020-05-12 00:00:00 - 2020-05-12 23:59:59 ' to set Start and End time of the Split

Playback video as shown below.

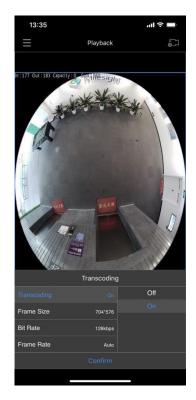You can click '⊞' to choose 4 or 9 split segments to play the recording video as shown below.

📌**Note:** Camera cannot support this function.

3.5.3 Transcoding

Transcoding aims to transcode the recorded stream into a smaller one, reducing the network load and providing better playback performance.

After successfully search out or play video, select the channel you want to transcoding and

Click '' to expand Transcoding setting panel.

Then, set Transcoding, Frame Size, Bitrate and Frame Rate according to the network

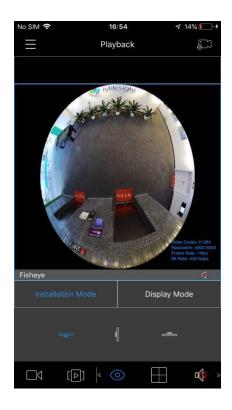situation. The worse network situation, the lower transcoding parameter should be.

At last, click Confirm to make transcoding take effect.

3.5.4 Fisheye Control Panel

Click '' to expand the fisheye control panel.

Refer to the following descriptions about icons about Installation mode and display mode on fisheye control panel.And the fisheye control can be operated by dragging on the screen.

Icons	Descriptions
	Click to select ceiling mounting
	Click to select wall mounting
	Click to select flat mounting
	Select live view of original fisheye view
	Select live view of 360°panoramic view
	Select live view of two 180°panoramic views
	Select live view of four regional views
	Select live view of one original view and three
	Select live view of one 180°panoramic view and one

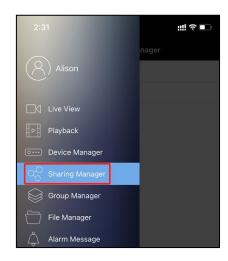|	
![icon]	Select live view of one 180°panoramic view and four
![icon]	Select live view of one 180°panoramic view and six
![icon]	Select live view of one original fisheye view and eight

3.5.5 Stop Playback

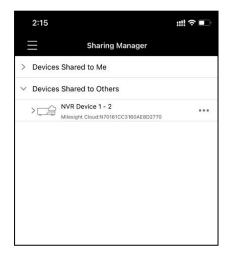**Method 1:** Click '![icon]' to stop playback of all channel. (Only for IOS system)

Method 2: Drag the window until '![icon]' shows up on the top of the screen.

Drag the window to it until it changes to '![icon]' then release
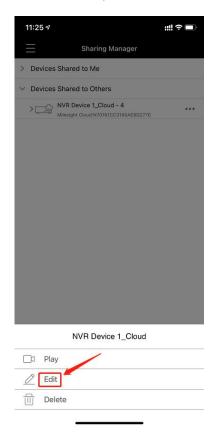
the window.

3.6 Sharing Manager

You can check the shared devices on Sharing Manager interface, including "Devices
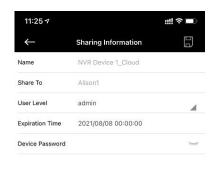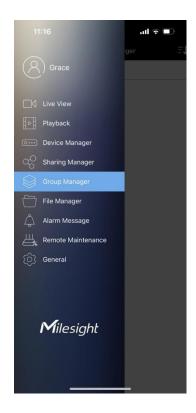
Shared to Me" and "Devices Shared to Others".

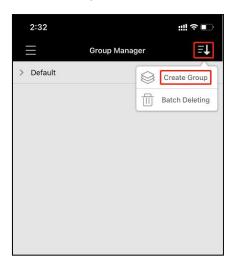You can edit User Level, Expiration Time, or stop sharing here.

3.7 Group Manager

In this interface, you can group the devices, and then play the devices by group in Live View
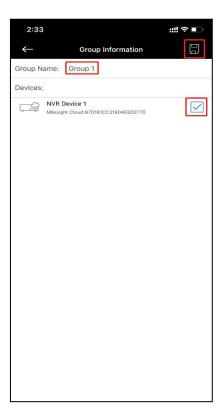
interface.

Step 1: Click " " and click "Create Group";

Step 2: Enter the group name, then check the box to select the device, and then click Save

to create the group.

3.8 File Manager

3.8.1 File Preview

Click the picture or video to view the file in full screen.

Refer to the following descriptions about icons on full screen.

Icons	Descriptions
	Exit full screen
	Delete picture or video
	Play video
/	Play/Pause
	Capture a screenshot while playing (Only for Android)
	Decrease play speed
	Increase play speed

On preview mode, click '' to open more files, slide the thumbnail line to view more. **(Only**

for Android.)

3.8.2 Batch Management of the Files

Click '' to enter Batch Management interface.

Batch Deleting: Select the file you want to delete or click '' to select all. Click ''to

delete.

Batch Export: Select the file you want to export or click '' to select all, and click '' to

export the selected file to any application you need;

Batch Saving: Select the file or click '▦' to select all, and click '⬇' to save the selected

files to local device (Only for iOS).

📌**Note:**

● Video can only be exported to email.

● For Android, you can find all snapshots and videos in your mobile gallery, so you don't

have to save them into mobile again.

3.9 Alarm Message

In order to check alarm messages on time, you can set device to push the alarm message

to your mobile device and you can check alarm messages which received by your mobile

device.

Open Alarm Push: Click '' to enter Alarm Push interface, and click '' to open alarm push for the device you want to get the alarm messages.

Check Alarm Messages: On Alarm Message interface, click '' to select devices, then the alarm messages that it pushed will be shown as below.

Alarm Video Push: Click the alarm messages shown on Alarm Message interface of APP or

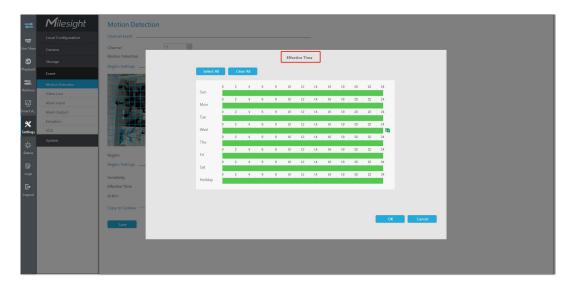Message Notification interface of mobile device to play the record

files directly.

Note:

Support Alarm Video Push of camera and NVR.

1) Make sure that camera's firmware version should be V4x.7.0.75 or above.

2) Make sure that you have made correct settings on the NVR and mobile device so that

you can get the alarm video or message on the mobile device.

- Make sure that you have made correct alarm settings and record schedule on the NVR.

    Step1. Enable Alarm and do alarm settings. Don't forget to edit alarm effective time.
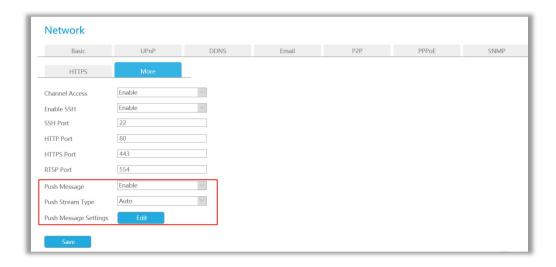

    Step2. Set record schedule on Storage->Record Schedule(Only for Alarm Video Push).
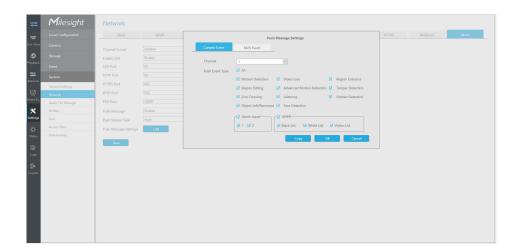

- Make sure you have make relevant configuration about alarm video push.You can find

    the option in System->Network->More.

    Step1. Enable Push Message and choose Push Stream Type.

Step2. Make configuration for Push Message Setting.

There are different Push Event Types for every channel to choose, which means
every camera added in this NVR can choose what Event Type it wants to push,
like Motion Detection, Video Loss, Region Entrance, Region Exiting, Advanced
Motion Detection, Tamper Detection, Line Acrossing, Loitering and Human
Detection.

● Make sure that you have enabled the information push for the APP on the mobile
   device (Only for iOS).

● Make sure that you have enabled the Alarm Push for devices on APP.

● Make sure that you have enabled the Alarm Video Push on General interface if you

want to play record files by clicking the alarm messages.
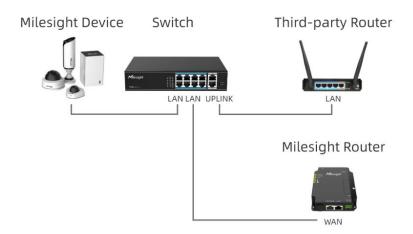
3.10 Remote Maintenance

In this interface, you can add Milesight CCTV Router UR32S to the M-Sight Pro. Automatically search for devices connected with router on one-click and configure device permissions for higher security and convenience.
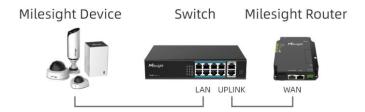
Router Deployment

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.

Milesight Device   Switch   Milesight Router

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.

Configure Device Permission 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.
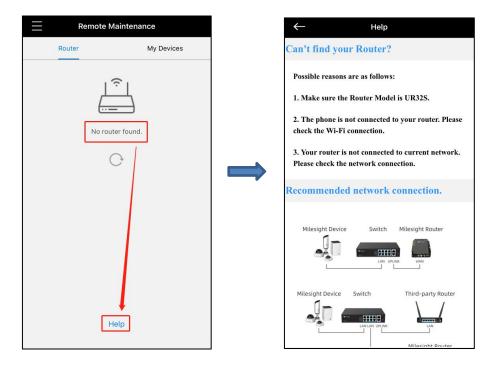

Note: The router's Wi-Fi will be automatically turned on after you install the Wi-Fi antenna and power on the router.

Step 2: Click Remote Maintenance to enter the interface, search for and bind the router as shown below.
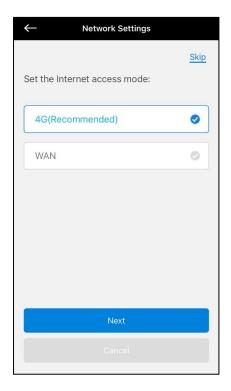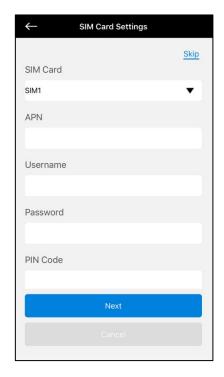
❖ Username: **admin**

❖ Password: **password**

Note: If the router cannot be found, we recommend clicking the help button to solve the problem.
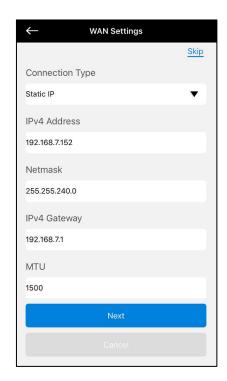
If your project is not connected to the Internet, after logging into the router, you need to

select the network access mode to complete the network settings.

➢ There are two network access modes are available as shown below.
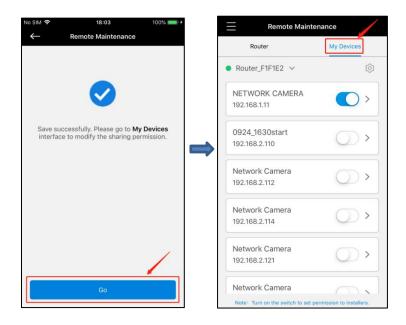
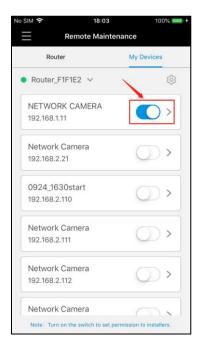4G   WAN

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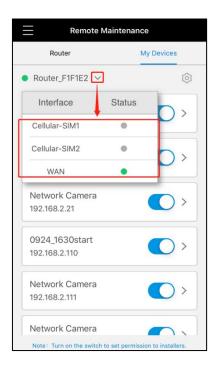

Step 4: Go to **My Devices** interface to modify sharing permissions and router configuration.
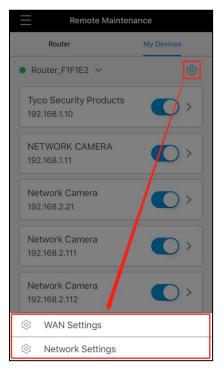
It supports to enable or disable device sharing with one click.

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.

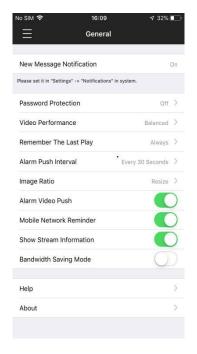WAN Settings   Network Settings

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.
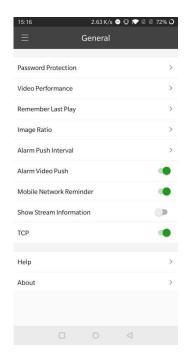
Step5: After configuring the remote access permissions of devices on APP, the devices can be managed remotely on CMS.

3.11 General

On General interface, you can make some settings for M-Sight Pro.

| iOS | Android |

3.11.1 New Message Inform

This setting is only for iOS system. It shows the current status(Opened/Closed) that new message about the APP whether allows to be informed to your mobile device.

If the status is Closed, please set it in "Settings"->"Notifications" on mobile device.

3.11.2 Password Protection

Click Password Protection to enter Password Protection interface.

Turn On Password Protection: Select Turn On Password Protection. Then set the password

and confirm.

Change Password: If you want to change the password, select Change Password. Input the

old password and the new password to finish changing password.

Turn Off Password Protection: Once you turned on password protection, then the password needs to be input it every time you log in M-Sight Pro. If you want to turn off, select Turn Off Password Protection. Then input the password to turn it off.

3.11.3 Video Performance

Click Video Performance to select different options including Least Delay, Balanced and Best which will take different effects of video displaying, and Least Delay for default.

Least Delay: Real-time video for live view.

Best Fluency: The video has the best fluency.

Balanced: Between Least Delay and Best.

3.11.4 Remember Last Play

This option is for the live view, it decides whether continue last play when you start the APP.

Never: Never continue last play.
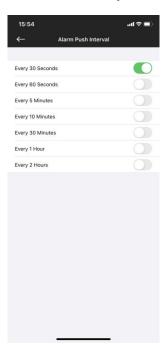
Always: Always continue last play.

Ask: Ask whether continue last play every time you start the APP.

3.11.5 Alarm Push Interval

Click Alarm Push Interval to set the interval which decides how long you can get the alarm

message. The default alarm push interval is "Every 30 Seconds".

3.11.6 Image Ratio

This option determines the image ratio of camera on live view.

Resize: Images on the live view show with resize ratio, which could fit the size of the window.

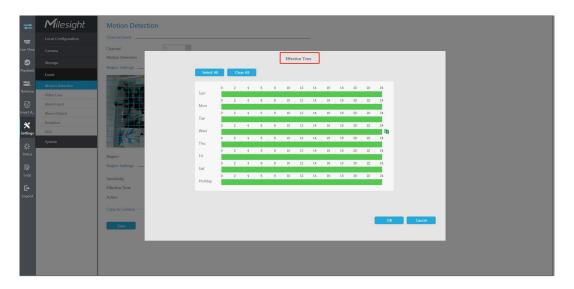**Original:** Images on the live view show with original ratio.

3.11.7 Alarm Video Push

Click the alarm messages shown on Alarm Message interface of APP or Message Notification interface of mobile device to play the recorded files directly.

📌**Note:**

Support Alarm Video Push of camera and NVR.

1) Make sure that camera's firmware version should be V4x.7.0.75 or above.

2) Make sure that you have made correct settings on the NVR and mobile device so that you can get the alarm message on the mobile device.

● Make sure that you have made correct alarm settings and record schedule on the NVR.

 Step1. Enable Alarm and do alarm settings. Don't forget to edit alarm effective time.
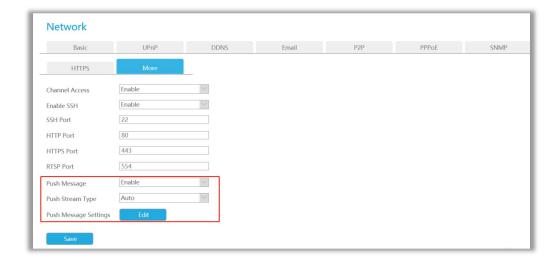
Step2. Set record schedule on Storage->Record Schedule(Only for Alarm Video Push).

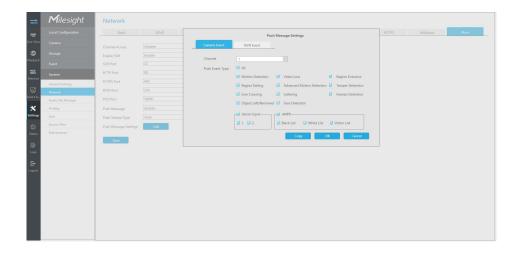● Make sure you have make relevant configuration about alarm video push.

Step1.Enable Push Message and choose push stream type

Step2. Make configuration for Push Message Setting

There are different Push Event Types for every channel to choose, which means every camera added in this NVR can choose what Event Type it wants to push, like Motion Detection, Video Loss, Region Entrance, Region Exiting, Advanced Motion Detection, Tamper Detection, Line Acrossing, Loitering and Human Detection.

- Make sure that you have enabled the information push for the APP on the mobile device (Only for iOS).

- Make sure that you have enabled the Alarm Push for devices on APP.

- Make sure that you have enabled the Alarm Video Push on General interface if you want to play record files by clicking the alarm messages.

3.11.8 Mobile Network Reminder

It will remind you when the APP detects you are using mobile network.

3.11.9 Show Stream Information

You can view real-time video stream information on the Live View interface if you enable it.

3.11.10 Bandwidth Saving Mode

If you enable this option, other channels will disconnect when one channel is full screen.

And other channels will connect again when it turns back to former layout, which greatly

saves bandwidth.

3.11.11 Help

You can get the introduction about the M-Sight Pro application.

Note:

● Click '↑' to back to the top of the article.

● Click the text in Main Feature to skip to the corresponding introduction part.

3.11.12 About

You can get the version, new features,privacy policy(only for ios), check online update

about the APP and contact us.

iOS   Android

3.12 About device

Camera added via P2P doesn't support Microphone.

NVR added via P2P doesn't support Microphone.

NVR added via IP doesn't support Microphone.

Chapter IV Service

Milesight provides customers with timely and comprehensive technical support services. End-users can contact your local dealer to obtain technical support. Distributors and resellers can contact directly with Milesight for technical support.

Technical Support Mailbox: support@milesight.com

Web: http://www.milesight.com

Online Problem Submission System: http://www.milesight.com/service/feedback.asp

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Milesight

Better Inside, More in Sight