



PTAC Thermostat Kit

User Guide

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Chapter 1. Preface

About this Guide

This guide provides instructions for installing, configuring, operating, and maintaining the PTAC Thermostat Kit, which consists of the WT401-Flat-FL Wireless Thermostat and the UC711 HVAC Controller. The kit enables wireless thermostat control of compatible 24 VAC PTAC systems, with WT401-Flat-FL serving as the room interface for temperature sensing, occupancy detection, and local control, while UC711 connects directly to the PTAC system and executes the HVAC control commands.

Copyright Statement

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Milesight reserves the right to change this guide and the specifications without prior notice. The latest specifications and user documentation for all Milesight products are available on our official website <http://www.milesight.com>

Safety Instructions

These instructions are intended to ensure that users can use the product correctly to prevent personal injury or property damage. Milesight will not take responsibility for any loss or damage resulting from failure to follow the instructions in this operating guide.

**Warning:**

Serious injury or death may be caused if any of these warnings is neglected.

- The installation must be conducted by a qualified person and should strictly comply with the electrical regulations of the local region.
- Before installation or maintenance, make sure to keep the power off. Failure to follow these steps may result in personal injury and/or death from electric shock.
- Make sure all wires are connected, and unused cables must be insulated and secured.
- Please contact the after-sales service for equipment failure, do not try to repair it yourself.



CAUTION:

Injury or equipment damage may be caused if any of these cautions are neglected.

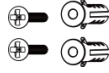
- The kit devices are intended only for indoor use.
- The device must not be disassembled or remodeled in any way.
- Do not place the device close to objects with naked flames.
- Do not place the device where the temperature is below/above the operating range.
- The device must never be subjected to shocks or impacts.
- To protect the security of the device, please change the device password when first configuring.

Chapter 2. Packing List

This section describes the packing list. After unboxing, please check that the following items are included in the package. If any of the below items are missing or damaged, please contact your sales representative.



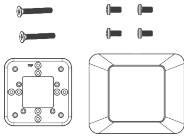
1 × WT401 Wireless
Smart Thermostat



2 × Wall Mounting
Screw Sets for WT401



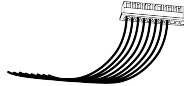
1 × Anti-theft Fixing Screw (M2*4)



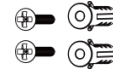
1 × Wall Plate Kit (Optional)



1 × UC711 HVAC Controller



1 × Wire Harness



2 × Wall Mounting
Screw Sets for UC711



1 × 3M Tape



1 × Warranty Card



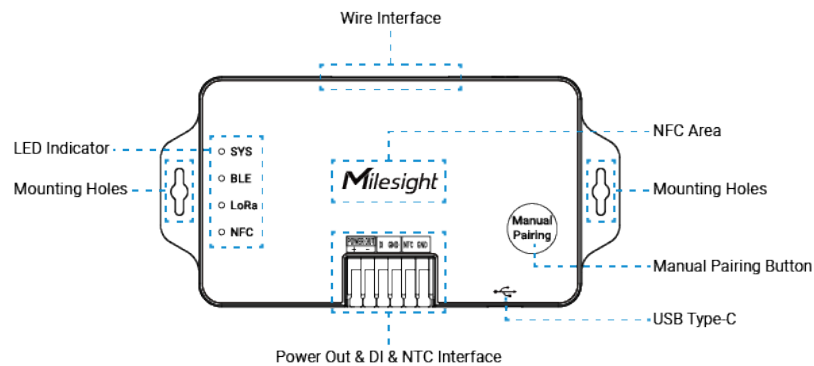
1 × Quick Guide Card

Chapter 3. UC711 Controller Installation

Hardware Introduction

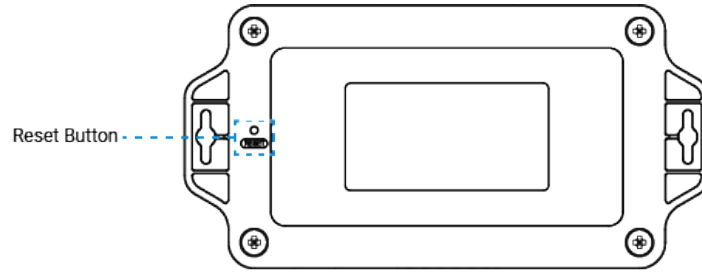
Hardware Overview

Front View



Part	Description
LED Indicator	Refer to LED descriptions .
Wire Interface	Connect to the HVAC system.
NFC Area	Enables wireless configuration via Milesight ToolBox App.
Manual Pairing Button	Refer to Button Descriptions .
Power Out & DI & NTC Interface (Under Development)	There are three interfaces for external device connection: Power Out: Supply power to WT401 thermostat. DI: Connect to magnet switches, keycard switches, etc. NTC: Connect to an external NTC sensor.
USB Type-C	Used for power supply during configuration or device console.
Mounting Holes	Used to secure the device.

Back View



Part	Description
Reset Button	Reboot or reset the device. Refer to Button Descriptions .

LED Descriptions

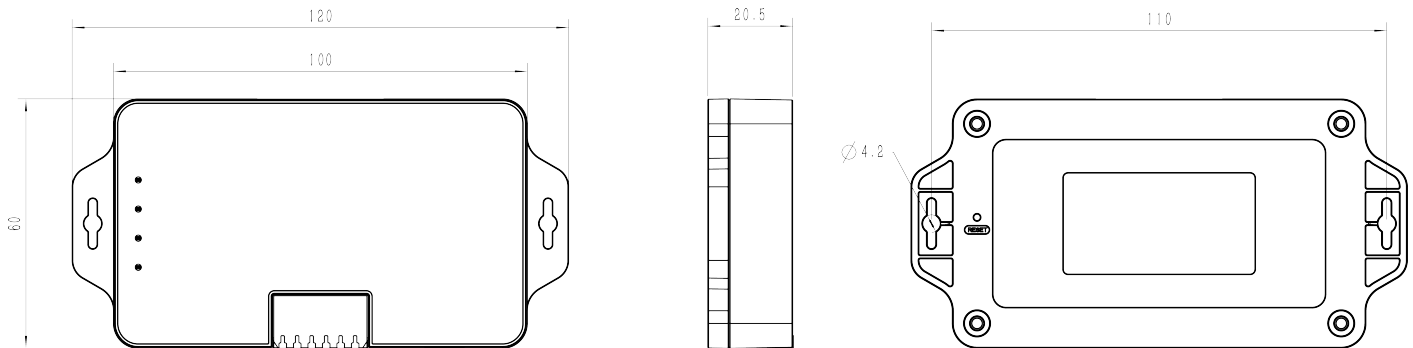
LED	Status	Description
SYS	Off	The power is switched off.
	Static On	The power is switched on.
BLE	Off	The communication mode does not include BLE.
	Slowly Blinks	The Bluetooth is not paired or pairing failed.
	Quickly Blinks	The Bluetooth pairing is successful and communication failed.
	Static On	The Bluetooth pairing is successful and communication success.
LoRa	Slowly Blinks	The network is not activated.
	Quickly Blinks Twice	The network changes to activated.
	Static On	The network is activated.

Button Descriptions

Function	Operation	LED Status
Cancel BLE Pairing	Press and hold Manual Pairing button for more than 3s.	BLE: Static On → Slowly Blinks
Reboot	Press and hold the reset button for more than 3s.	BLE, LoRa, NFC: Slowly Blinks
Reset to Factory Default	Press and hold the reset button for more than 10s.	BLE, LoRa, NFC: Quickly Blinks

Dimensions

The following figures show the device dimensions (unit: mm).



Compatibility

This chapter introduces the device compatibility and describes the steps to check the compatible systems.

Compatible HVAC Systems

The controller is compatible with the following systems:

- **PTAC** (Up to 1-cool/2-heat)
- **Heat Pump System** (Up to 1-cool/1-heat)
- **Heat Pump System with AUX Heat**
- **Conventional HVAC System** (Furnace + Air Conditioner, up to 1-cool/1-heat)

How to Check HVAC System Compatibility

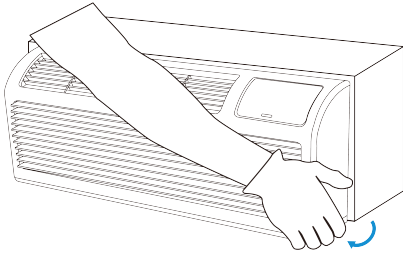
1. Power off the HVAC system by using the master switch or circuit breaker.
2. To confirm power is off, adjust the temperature on the current thermostat and wait for a few minutes. If the system does not respond accordingly, the power is shut off successfully.



Warning:

Failure to follow these steps may result in personal injury and/or death from electric shock.

3. Remove the cover of the HVAC system.



4. **Check whether HVAC system can supply the controller with 24 VAC and that the current supplied to the controller does not exceed 1A.** If the system is labeled with L1 and L2, or with **high-voltage indicators** such as 110V, 120V, or 240V, the controller is not compatible with the system. Otherwise, continue to the next step.
5. Identify the wires in use by checking the labels on the previous thermostat or the HVAC control terminals.
6. Compare the existing wire labels with the following table, [wiring diagrams](#) or use [Compatibility Checker](#) to determine the system compatibility.

HVAC Wire Label (s)	Description
C	Common wire of 24 VAC power. If there is no C wire, check if this wire is labelled as other names (like B).
R/RH/RC	Power wire. If there is only one R/RC/RH wire, it may provide both heating and cooling system power. If both RH and RC are present, contact a local professional installer or Milesight to confirm compatibility.
Y/Y1	In conventional systems, Y/Y1 controls the 1-stage cooling. In heat-pump systems, Y1/Y1 controls the 1-stage compressor for cooling/heating.
W/W1	In conventional systems, W/W1 controls the 1-stage heating. In heat-pump systems with auxiliary heat, W/W1 controls the 1-stage auxiliary heat.
G/G1	Controls the fan. For a single G wire, connect this wire to GL of the controller.
GL/G1	Low-speed fan control.
GM/G2	Medium-speed fan control.
GH/G3	High-speed fan control.

HVAC Wire Label (s)	Description
O/B	In heat pumps, O/B controls the reversing valve to switch between heating and cooling. If there is only one O wire or B wire, connect this wire to O/B of the controller.

7. If a wire label is not listed above, or if compatibility is difficult to determine, take a clear photo of the terminals and send it to local professional installer or Milesight.

NTC/DI Input Compatibility (Under Development)

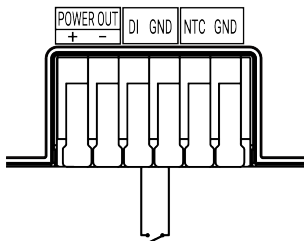
The controller is equipped with NTC and DI interfaces for connecting external sensors. Before installation, check the requirements below to determine whether the external sensor can be connected to the controller.

Interface	External Device Type	Requirement
Digital Input	Key card, magnetic switch, or other physical switch	The device must provide a passive, voltage-free dry contact.
NTC	NTC temperature sensor	It is recommended to use the NTC sensor provided by Milesight to ensure compatibility and reliable performance.



CAUTION:

The DI input is a dry contact input. Do not connect powered (active) signals to the dry contact input. Doing so may damage the device.



Wiring and Installation

This chapter describes the controller terminals, HVAC wiring diagrams and the device installation steps.

Before Installation



CAUTION:

The controller is designed for 24VAC systems only. Do not install it on high-voltage, high-current, or millivolt systems!

Prerequisites

- Confirm that the controller is compatible with the [target HVAC system](#).
- If an NTC sensor or DI device will be connected, complete the compatibility check before installation.
- If the controller and the WT401 thermostat communicate through Bluetooth, keep the two devices within 10 meters of each other.
- Make sure the controller is located within the LoRaWAN[®] gateway's communication range. Do not install it inside a fully enclosed metal object cabinet or behind large metal obstructions.
- Check the default accessories in the box.

Wire Terminal Descriptions

The terminal names below are the actual controller terminals. The listed colors apply only to the supplied wire harness. Identify existing HVAC wires by terminal label, not by wire color.

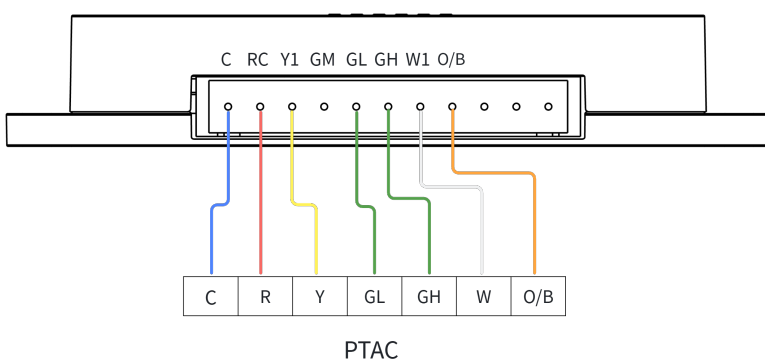
Terminal	Harness Wire Color	Description
C	Blue	Common wire of 24 VAC power. If no C wire, check if this wire is labelled as other names (like B).
RC	Red	Heating or cooling power wire.
Y1	Yellow	In conventional systems, Y/Y1 controls the 1-stage cooling. In heat-pump systems, Y1/Y1 controls the 1-stage compressor for cooling/heating.
GM	Green	Medium-speed fan. In multiple-fan system, connect G2 or GM to this wire.
GL	Green	Low-speed fan. In multiple-fan system, connect G1 or GL to this wire. If there is only G wire, connect to this wire as well.
GH	Green	High-speed fan. In multiple-fan system, connect G3 or GH to this wire.
W1	White	In conventional systems, W/W1 controls the 1-stage heating. In heat-pump systems with auxiliary heat, W/W1 controls the 1-stage auxiliary heat.

Terminal	Harness Wire Color	Description
O/B	Orange	In heat pumps, O/B controls the reversing valve to switch between heating and cooling. If there is only one O wire or B wire, connect this wire to O/B of the controller.

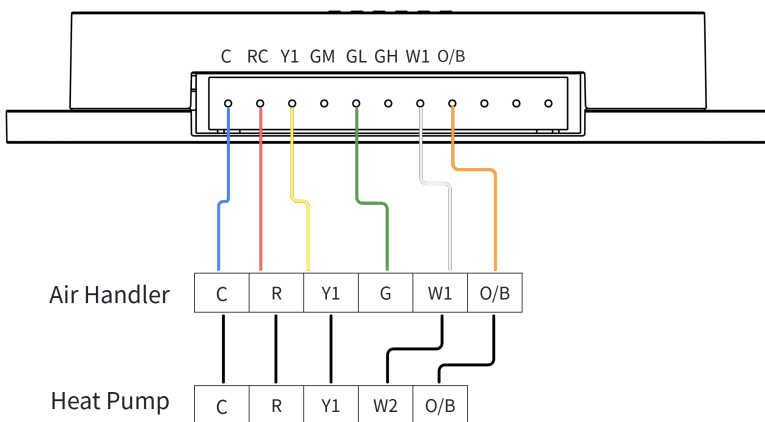
Wiring Diagrams

Select the wiring diagram that matches the target HVAC system.

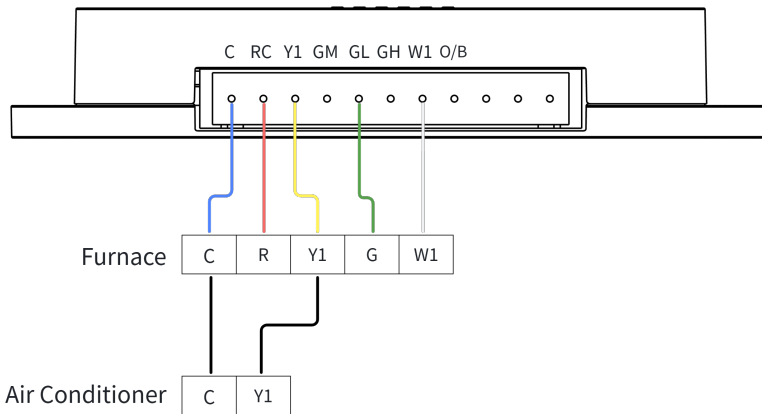
Wiring for PTAC



Wiring for Heat Pumps



Wiring for Conventional Systems



Installation Procedure

- [Step 1. Connect the Controller to the HVAC System](#)
- [Step 2. Connect Controller to External Sensors \(Optional\)](#)
- [Step 3. Install the Controller](#)
- [Step 4. Test the Controller](#)

Step 1. Connect the Controller to the HVAC System

Prerequisites: Wire Harness, Screwdriver, Electrical Tapes

Steps:

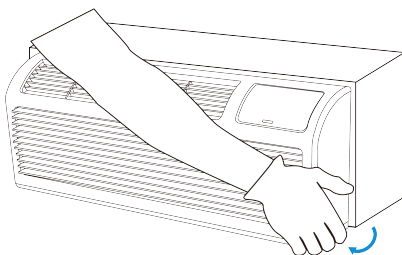
1. Power off the HVAC system by using the master switch or circuit breaker.
2. To confirm power is off, adjust the temperature on the current thermostat and wait for a few minutes. If the system does not respond accordingly, the power is shut off successfully.



Warning:

Failure to follow these steps may result in personal injury and/or death from electric shock.

3. Remove the cover of the HVAC system.



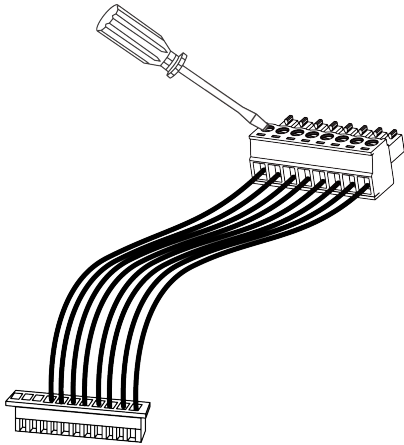
4. Locate the HVAC control terminal block. If it is connected to a thermostat or controller, disconnect the wires from the old device.



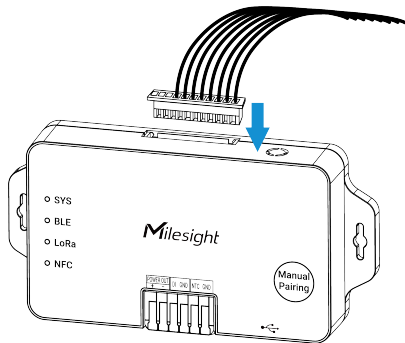
CAUTION:

If the system is labeled with L1 and L2, or with high-voltage indicators like 110V, 120V, or 240V, it means the controller is not compatible with this system. DO NOT CONTINUE INSTALLTION.

5. Strip a suitable length of insulation from the wire harness, then fasten it to the HVAC control terminal block according to the applicable [wiring diagram](#).



6. Secure and insulate any excess wire with electrical tape.
7. Install the wire harness to the controller.



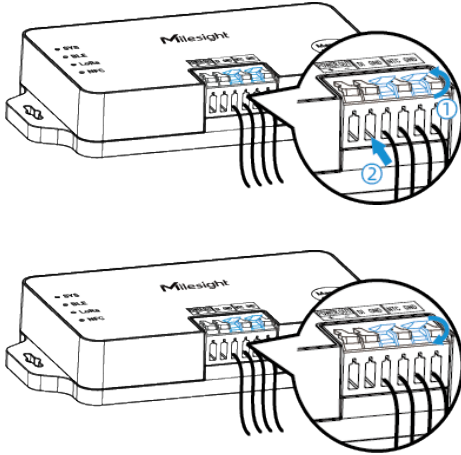
Step 2. Connect Controller to External Sensors (Optional)

Prerequisites:

- Confirm that the external sensor or dry-contact device is compatible with the controller.
- Ensure the wire diameter of the sensors complies with AWG 24-16.
- Strip 8-9 mm of insulation from the ends of the sensor's wires.

Steps:

1. Lift the small levers of the corresponding interface.
2. Push the stripped wires fully into the terminal openings.
3. Close the levers to activate the internal spring clamps.
4. Gently pull the wires to ensure they are securely fixed to the controller.



Step 3. Install the Controller

The controller supports multiple mounting options. Select the appropriate method for the installation location.

3M Tape Mounting

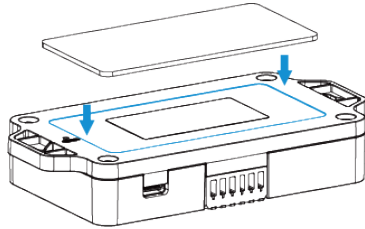
Requirements: To ensure the devices are securely installed and prevent falling due to adhesive failure, please strictly adhere to the following requirements.

- The mounting surface must be dry, smooth, solid, and free of oil, dust, and debris.
- Do not mount on rough, damp, dusty, greasy surfaces, nor those covered with soft materials such as wallpaper or fabric.
- Clean the surface with alcohol before installation; avoid touching the adhesive side.
- Recommended application temperature: 20-40°C. In low temperatures, pre-warm the tape to approximately 30°C.
- Allow 24 hours of curing time before use.
- If the surface is unsuitable or long-term use in low temperatures is required, use screw mounting instead.

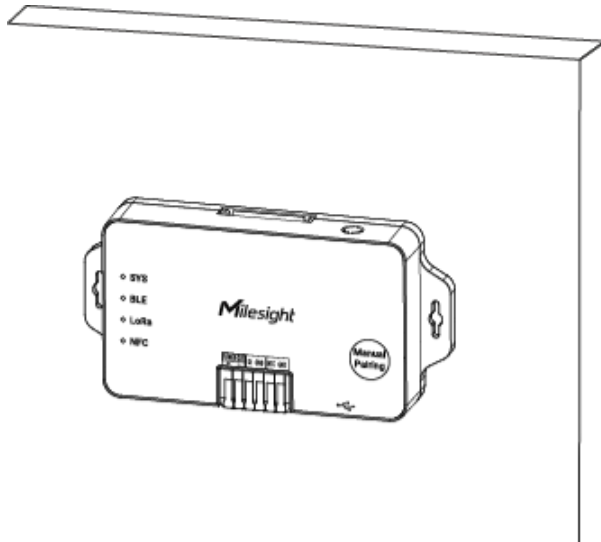
Prerequisites: 3M Tape

Steps:

1. Apply 3M tape to the back of the device, avoiding touching the adhesive side with your fingers.



2. Remove the liner and position the device to the target surface.
3. Press firmly for at least 30 seconds to ensure full adhesion.



Wall Screw Mounting

Requirements:

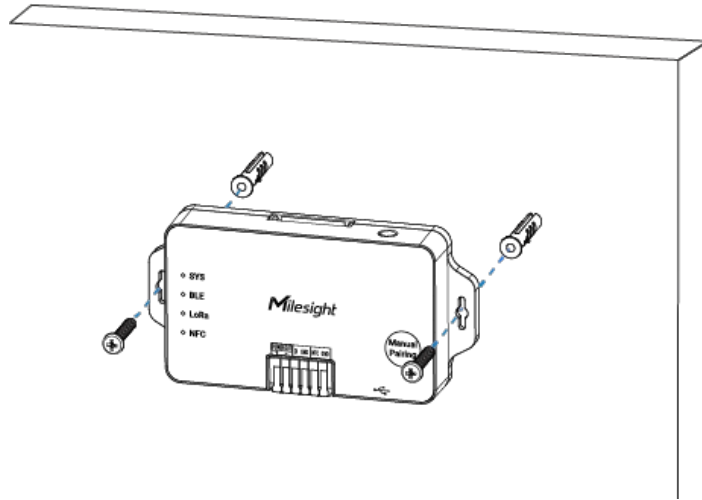
- The wall structure shall be sufficiently solid and stable to ensure firm screw fixation and overall mounting stability.
- Screw mounting positions must avoid internal wall electrical wiring, water pipes and other concealed utilities to prevent structural damage and potential safety hazards.

Prerequisites: Wall Screw Mount Sets, Screwdriver, Pencil, Electric Drill (15/64" or 1/4" drill bits)

Steps:

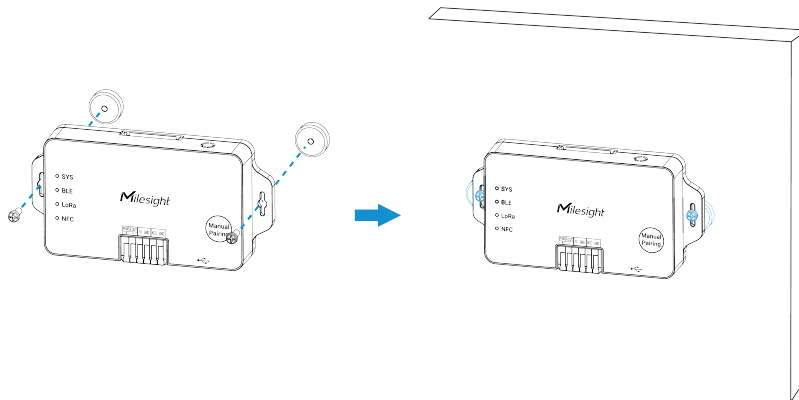
1. Drill two holes in the wall aligned with the wall-mount holes of the controller.
2. Insert the wall plugs into the drilled holes.

3. Fasten the device to the wall plugs with the supplied wall mounting screws.



Magnetic Mounting (Optional)

The device can be mounted to a magnetic surface after screwing the magnetic nuts. Contact Milesight for more details about this accessory.



Step 4. Test the Controller

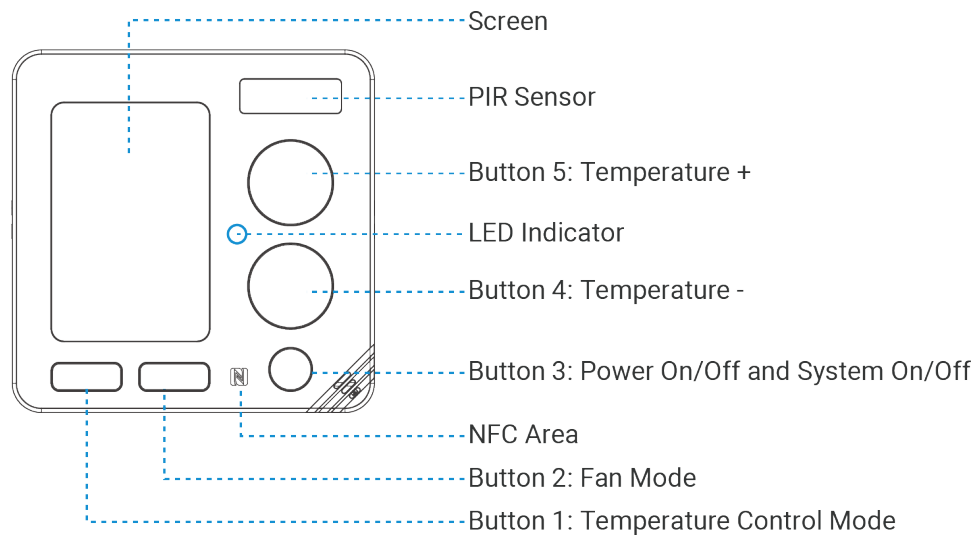
1. Test the controller with the following steps.
 - a. Power on the HVAC system.
 - b. Switch HVAC system control permission to external control. Refer to the corresponding HVAC system guide for the required steps.
 - c. Check whether the SYS indicator is steadily on to confirm that the controller is powered on.
 - d. Check whether the LoRa indicator is steadily on to confirm if the controller has joined the network.
 - e. Connect to a WT401 thermostat and check if WT401 can control the controller.
2. Restore the HVAC system cover.

Chapter 4. WT401 Thermostat Installation

Hardware Introduction

Hardware Overview

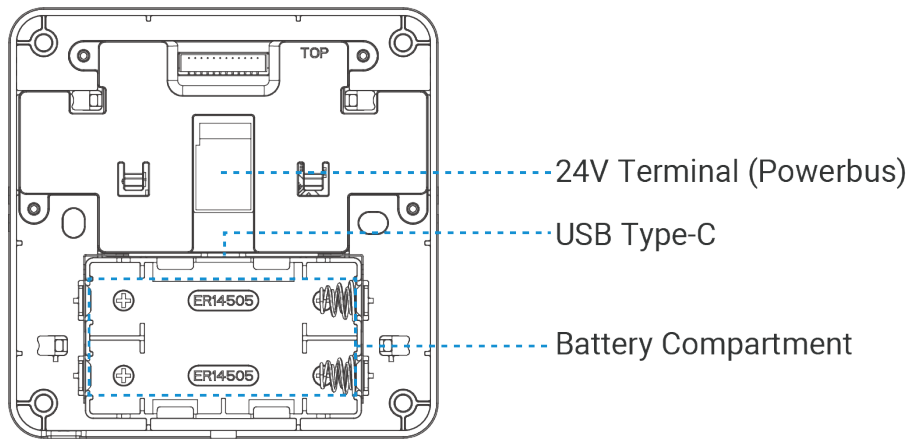
Front View



Part	Description
Screen	Monitor the environment and display the control status.
PIR Sensor	Achieve energy-saving settings by detecting motion in the room.
LED Indicator	See LED Patterns .
NFC Area	Enables power on/off and wireless configuration via Milesight ToolBox App.
Button 1	Switch the temperature control mode by default. The button feature can be customized.
Button 2	Switch the fan mode by default. The button feature can be customized.
Button 3	It supports the following default features: Power on/off: turn on/off the device. System on/off: turn on/off the system. This feature can be customized.
Button 4/5	Each press increases or decreases the target temperature by 0.5 or 1 (depending on the Target Temperature Resolution).

Part	Description
	i Tip: When the target temperature mode is Dual Target Temperature, press the Temperature Control Mode button to switch the Button 4/5 for adjusting the auto-cooling target temperature.

Back View



Part	Description
24V Terminal (Powerbus)	Supplies 24V DC/AC power to this device or enables communication with Milesight UC711 HVAC controller via PowerBus.
USB Type-C	Used for power supply or device console.
Battery Compartment	Install batteries.

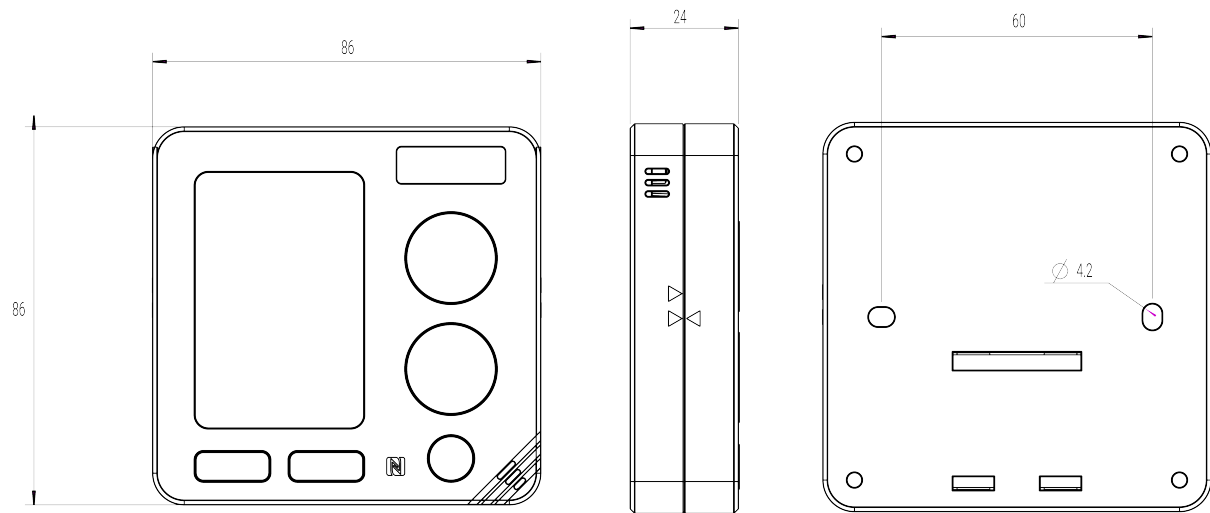
LED Patterns

Function	Operation	LED Indicator
Power On	In an off state, press the button 3 once.	Off → On
Power Off	In an on state, press and hold the button 3 for more than 3s.	Off → Blinks
Reset to Factory Default	Press and hold the button 1 and 3 for more than 10s.	Quickly Blinks

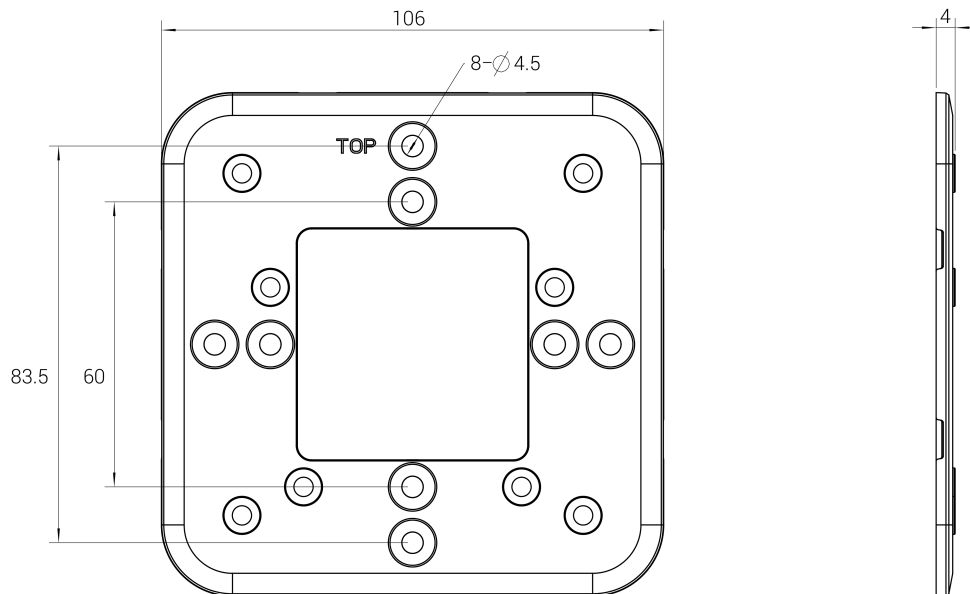
Function	Operation	LED Indicator
Turn On Bluetooth for 1 minute	In an on state, press the button 4 and 5 together once.	Off → Blinks
Cancel BLE Pairing	In an on state, press and hold the button 4 and 5 for more than 3s.	On → Off

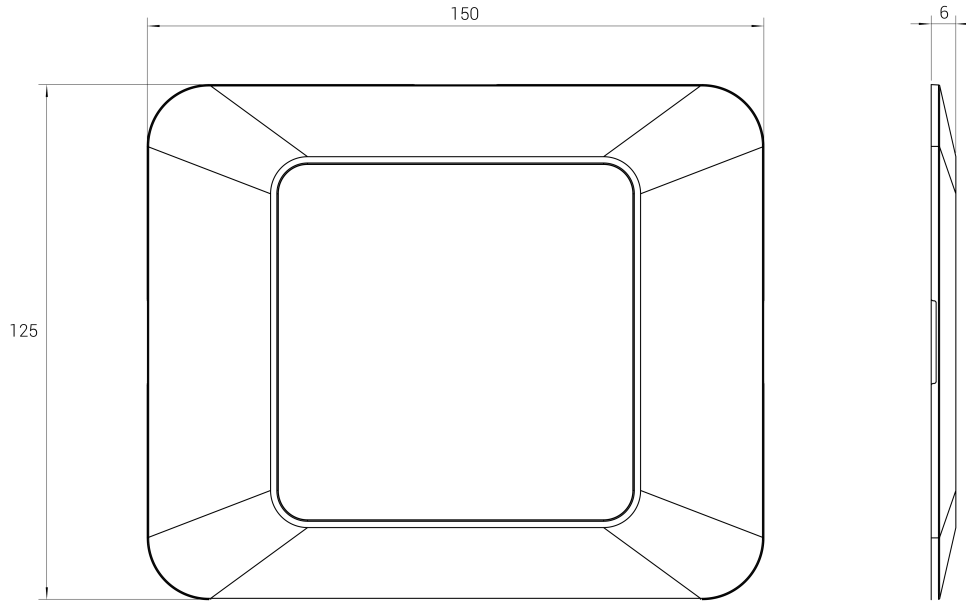
Dimensions (mm)

The following figures show the device dimensions (unit: mm).



The following figures show the wall plate dimensions (unit: mm).





Power Supply

This section describes how to power this device.

This device supports multiple power supply methods and these methods cannot be used at the same time. Please select one of the following options.

Powered via Batteries

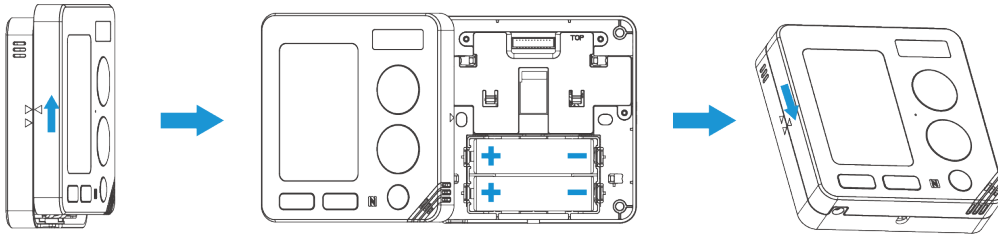
The batteries are pre-installed in the device by default. To replace the batteries when the device runs out of power, please refer to the following steps.

Battery Requirements:

- The device can only be powered by the ER14505 Li- SoCl_2 batteries, not alkaline batteries.
- Ensure all replacement batteries are new and of the same brand. Using old or mixed batteries may shorten battery life or cause inaccurate battery level calculation.
- Remove battery from the device if it is not used for an extended period.

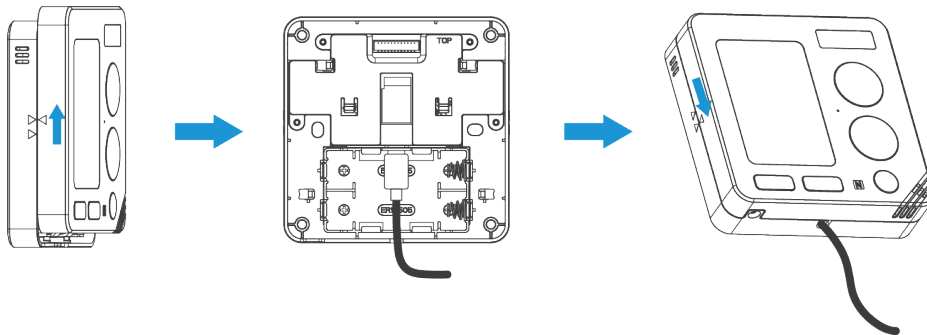
Steps:

1. Remove the front panel from the device.
2. Remove the old batteries and insert the new ones with the correct polarity.
3. Restore the front screen to the device.



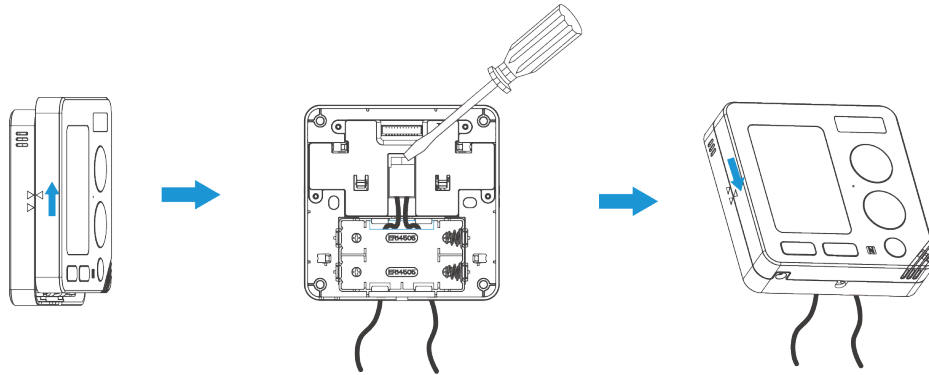
Powered via USB Type-C (5V)

1. Remove the front panel and internal batteries from the device.
2. Insert the USB power cable into the USB port.
3. Restore the front screen to the device while passing the USB cable through the bottom opening of the device.



Powered via 24V AC/DC Terminal

1. Remove the front panel and internal batteries from the device.
2. Use your hand or a slotted screwdriver to press the power terminal block while inserting the power cables (no polarity required), then release the screwdriver or hand.
3. Gently pull the power cables to ensure they are securely fixed to the device.
4. Pass the power cables through the hole at the back of the device.
5. Restore the screen to the device.



Powered by Milesight HVAC Controller (*Under Development*)

The device can be powered by Milesight HVAC controllers (UC711, etc.) via PowerBus. For details, refer to the corresponding HVAC controller user guides.

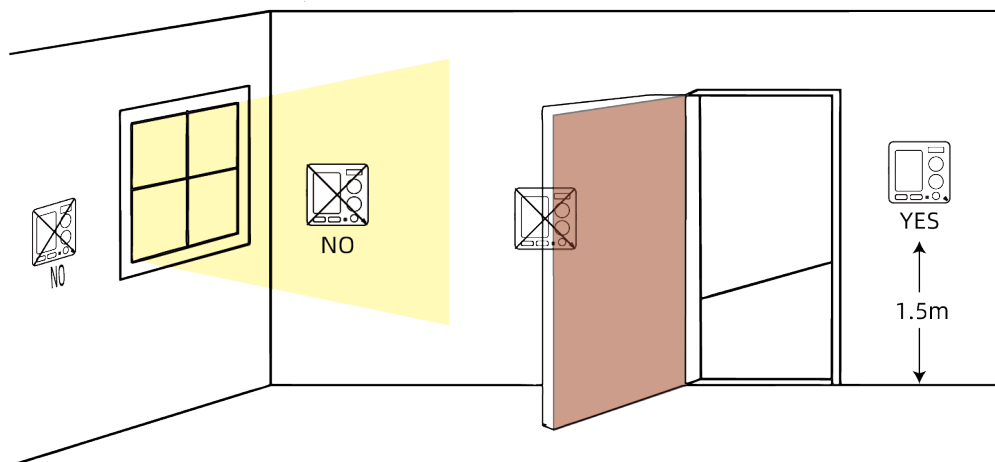
Installation Location

This section describes the recommended installation locations for the device to achieve accurate control.

Location for Temperature and Humidity

WT401 supports receiving ambient temperature and humidity data from either internal sensors or external servers/devices. When using internal sensors, it is important to choose appropriate installation locations to collect accurate environmental data and ensure accurate environmental monitoring and reliable control-setting input.

It is recommended to install the thermostat about 4-5 ft. (1.2-1.5m) above the floor, in an area with good air circulation at average temperature. If installation in an optimal location is not feasible, consider using external data sources.



Do not install the device where:

- Close to hot or cold sources like hot or cold air ducts;
- The place in direct sunlight;
- Dead spots or drafts (behind the doors and in corners);
- In areas that do not require conditioning;
- Close to concealed chimneys or pipes;
- Close to metal objects and large obstacles which affect the wireless transmission;
- The place with lots of electromagnetic interference;
- The place where strong vibration may happen or easy to be subjected to physical shock.

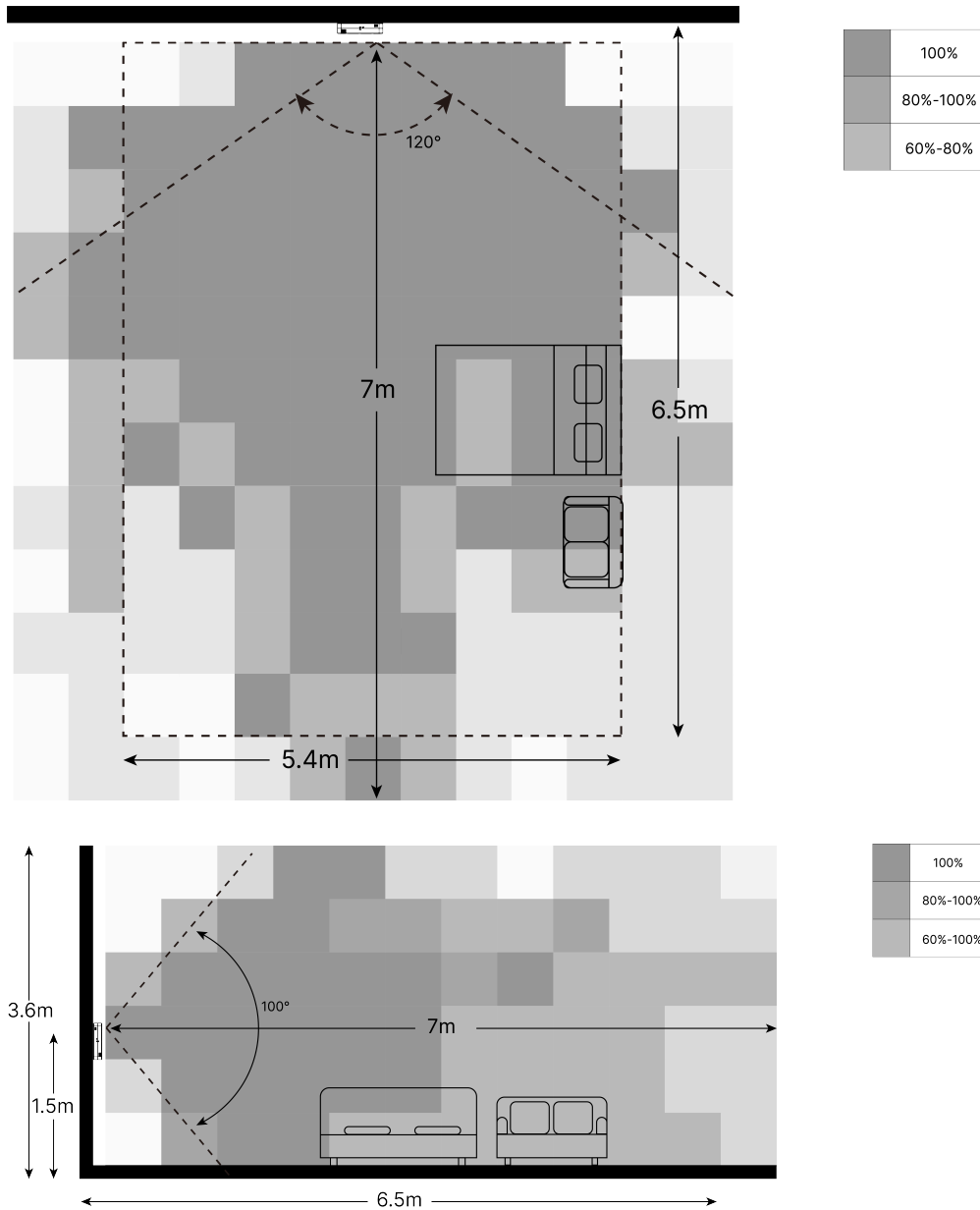
Location for Occupancy Detection

WT401 is equipped with a PIR sensor to provide motion-based occupancy detection to enable energy-saving feature.

Suitable Detection Area

Usually it provides optimal occupancy detection performance within an area of approximately 35 m² (5.4*6.5m with 3.6m height). Since active zones typically account for 40% to 50% of the total room area, the device is suitable for spaces of around 70-80 m² with standard layouts. It also performs well in smaller rooms.

Reference: occupancy detection success rate in different areas within the detection range.



Suitable Installation Location

To ensure accurate detection, it is recommended that the device be positioned towards the primary activity areas of occupants within the room, such as the bed or desk in a hotel room. Do not install the device where:

- Close to hot or cold sources like hot or cold air ducts;
- The detection area contains moving objects such as waving trees or fans;
- The view is blocked by curtains or barriers;
- Facing a transparent surface (such as glass) within 7m.

Install the Device

WT401 supports both wall screw mounting and wall plate mounting. Please select the appropriate method based on your needs.

Requirements

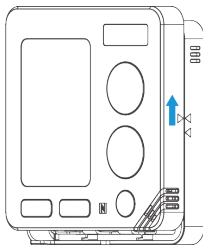
- The wall structure shall be sufficiently solid and stable to ensure firm screw fixation and overall mounting stability.
- Screw mounting positions must avoid internal wall electrical wiring, water pipes and other concealed utilities to prevent structural damage and potential safety hazards.

Wall Screw Mounting

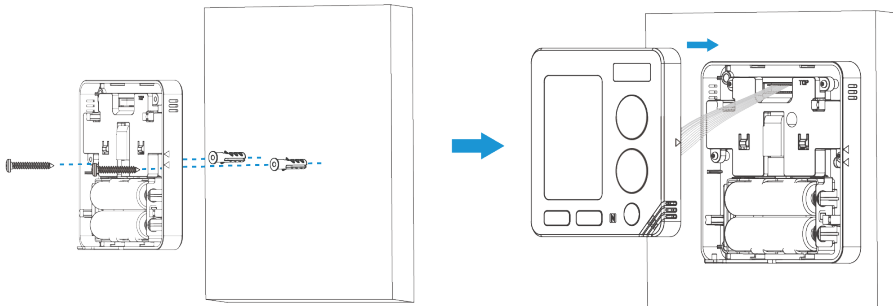
Prerequisites: Screwdriver, Electrical Drill, Wall Mount Screw Sets, Anti-theft Fixing Screw

Steps:

1. Remove front panel from the device.

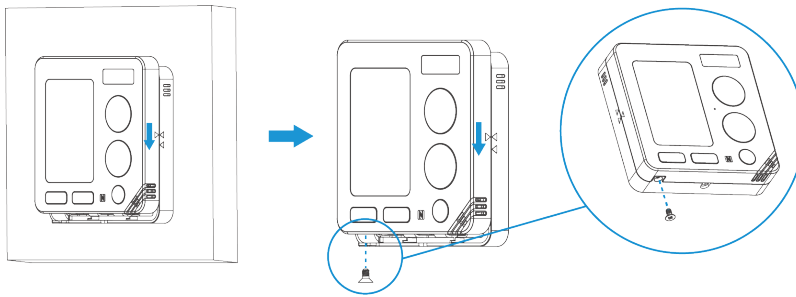


2. Install the power cable or batteries to the device as described in Power Supply chapter.
3. Drill two holes in the wall aligned with the wall-mount holes of the device.
4. Insert the wall plugs into the drilled holes.
5. Fasten the device to the wall plugs with the supplied wall mounting screws.



6. Restore the front panel to the device.

7. Secure the bottom of the device using the anti-theft fixing screw.



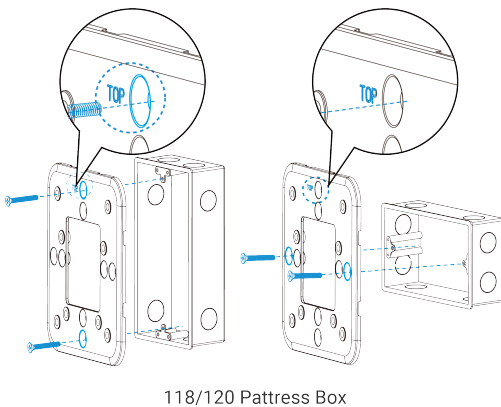
Wall Plate Mounting (60/86/118/120mm Box Optional)

Applicable: Standard 86mm pattress box, European 60mm pattress box, 118/120mm pattress box.

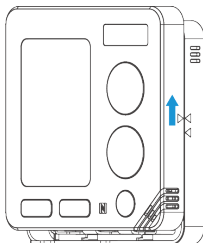
Prerequisites: Screwdriver, Wall Plate Kit, Anti-theft Fixing Screw

Steps:

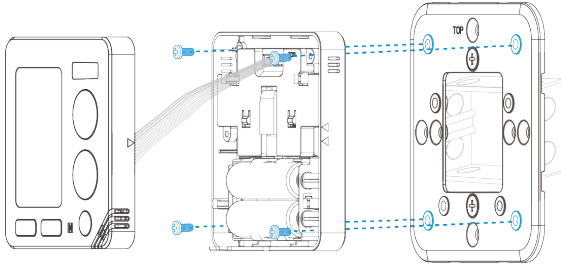
1. Secure the wall plate to the pattress box using screws.



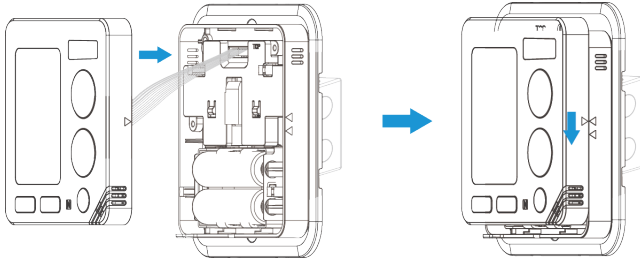
2. Remove front panel from the device.



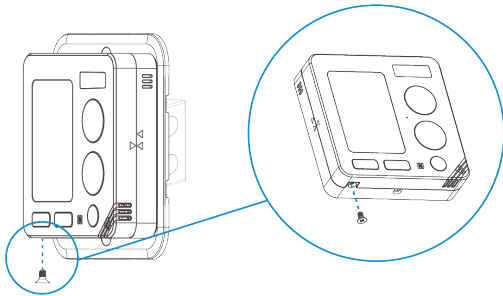
3. Install the power cable or batteries to the device as described in Power Supply chapter.
4. Secure the device to the wall plate using screws.



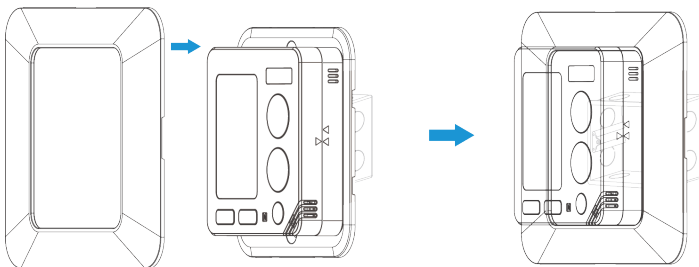
5. Restore the front screen to the device.



6. Secure the bottom of the device using the anti-theft fixing screw.



7. Attach the decorative plate to the device.



Chapter 5. Operation Guide

Screen Display Introduction

The WT401 thermostat is equipped with an e-ink screen to monitor the environment and display the control status. This section introduces the screen display content and the related configurations.

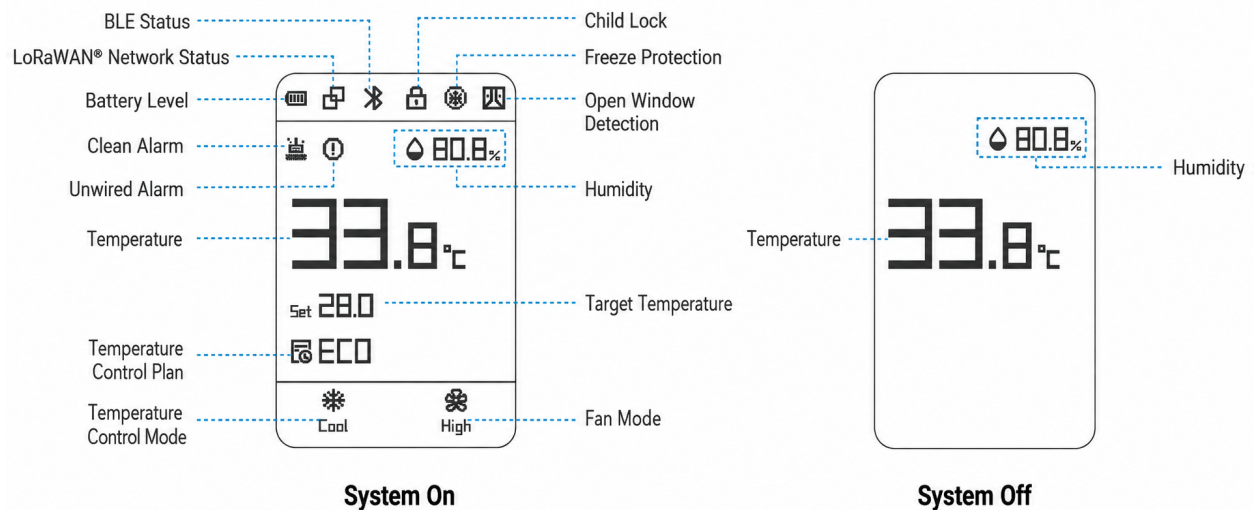


Note:

The screen performs a full refresh per hour to remove ghosting. This is normal and does not affect device operation.

Display Screen Icons

The following diagrams explain the screen icons.



Icon	Description
Battery Level	Display battery level only when the device is powered by batteries.
LoRaWAN® Network Status	Display network status when the communication mode includes LoRa.  : Joins the network.  : Fails to join the network.
BLE Status	Display BLE pairing status when the communication mode includes BLE.

Icon	Description
	 : Paired with a controller.  : Not pairing with any device.  : Disconnected or transfer failure.
Child Lock	All buttons locked: normal display Partial locked: display only when the locked button is pressed
Freeze Protection	Display when freeze protection alarm is triggered from Milesight HVAC controller.
Open Window Detection (Under Development)	Display when Open Window Alarm is triggered.
Clean Alarm (Under Development)	Display when the filter cleaning is required.
Unwired Alarm	Display when the wiring settings of the connected Milesight HVAC controller are not configured.
Humidity	Display the ambient humidity.
Temperature	Display the ambient temperature.  Note: If ambient temperature display is disabled, this location will display the target temperature.
Target Temperature	Display the target temperature when temperature control mode is Cool/Heat/EM Heat/Auto.
Temperature Control Plan	Display current executed plan name.
Temperature Control Mode	Display current temperature control mode.
Fan Mode	Display current fan mode.

Enable/Disable the Screen Display

By default, the screen display is enabled and all icons are displayed only when their corresponding conditions are met. Some icons can be disabled via downlink commands.

For WT401-Flat-FL model, pressing any button will activate the screen backlight for 10s after the device is turned on, making it easier to use the buttons at night. This can also be disabled via the downlink command to save power.

Over-temperature Protection

When the device detects the ambient temperature outside the 0-40 °C range for 6 consecutive times (the default collecting interval is 60s and can be changed via a downlink command), the device will turn off the screen to protect it, and all buttons will be locked. During this period, other features remain unaffected; the device can still be checked and configured via ToolBox or uplink/downlink messages. Over-temperature protection only uses embedded sensors as its data source.

To restore the screen, the device must detect the ambient temperature within the operating range (0–40 °C) for 6 consecutive times.

Access the Device

This section describes how to access the device using NFC or Bluetooth. NFC and Bluetooth are enabled by default.

Access the Device Using NFC

Prerequisite: Ensure that the device is powered.

1. Download Milesight ToolBox app from Google Play or Apple Store.
2. Enable the NFC function on the smart phone.
3. Launch ToolBox.

a. Upon initial launch, the following page will appear. Select **NFC** and click **Enter**.

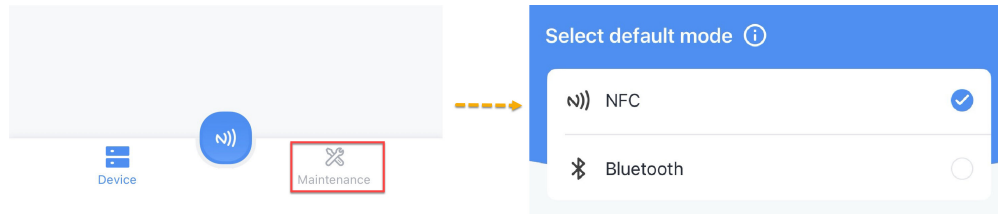
Select read method

Please select the default method to establish a connection with the device. This can be changed later through system settings.

NFC	☒
Bluetooth	☐

Enter →

b. Upon subsequent launches, Click **Maintenance** on the home page, and then select **NFC**.



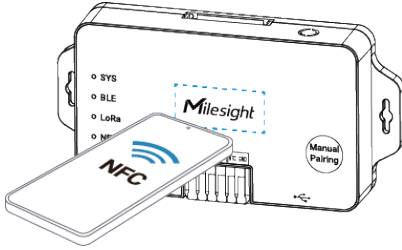
4. (Optional) To locate the NFC detection areas of the phone and the device, click **Can't find the NFC location**.

5. Place the NFC detection area of the smartphone near the NFC antenna of the device.

Tip:

It is recommended to remove the phone case.





6. Tap  in ToolBox. If the device is recognized successfully, the ToolBox homepage is displayed.



Troubleshooting:

If the NFC read fails, move the smartphone away from the device, reposition it near the device's NFC antenna, and try again.

Access the Device Using Bluetooth

1. (WT401 Only) Turn on the device and turn on the Bluetooth using buttons.
 - a. Press button 3 once to turn on the device. The device can also be turned on using NFC.
 - b. Press buttons 4 and 5 together once to turn on Bluetooth for one minute.

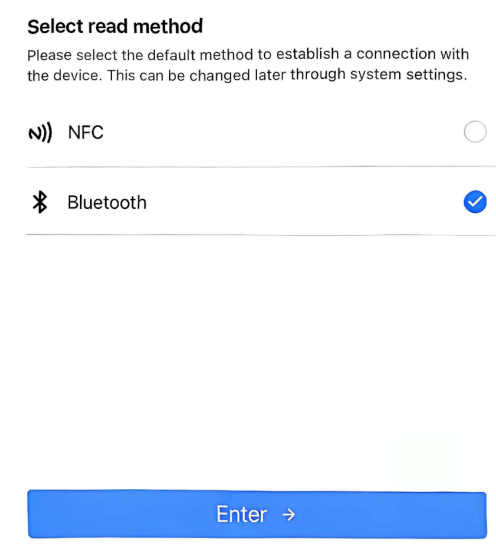


Note:

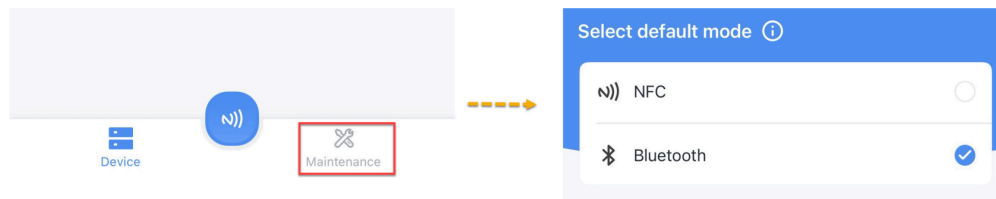
If the smartphone does not connect to the device within one minute, Bluetooth turns off automatically. Press buttons 4 and 5 together again to reactivate it.

2. Download Milesight ToolBox app from Google Play or Apple Store.
3. Enable the Bluetooth and location functions on the smart phone.
4. Launch ToolBox.

- a. Upon initial launch, the following page will appear. Select **Bluetooth** and click **Enter**.



- b. Upon subsequent launches, Click **Maintenance** on the home page, and then select **Bluetooth**.



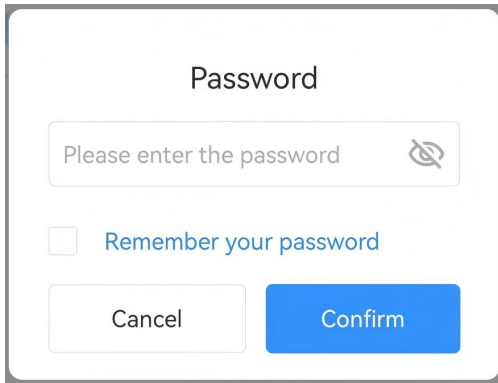
5. Tap  to scan for nearby devices, and then select the target device. The default Bluetooth name is model-xxxxxxx, where xxxxxx represents digits 5 through 11 of the device serial number.



Note:

One device can only connect to one smartphone via Bluetooth. If you select a device already connected to another phone, it will disconnect the current connection and connect to your phone.

6. Enter the device password, then click **Confirm**. The default password is 123456.



A dialog box titled "Password" with a light gray background and rounded corners. It contains a text input field with the placeholder text "Please enter the password" and a small eye icon to its right. Below the input field is a checkbox labeled "Remember your password". At the bottom are two buttons: "Cancel" and "Confirm".

7. After the connection is established, the ToolBox homepage is displayed.



Tip:

The Bluetooth connection is terminated if no data is exchanged for three minutes.

ToolBox Homepage

The same ToolBox homepage is displayed after a successful NFC read or Bluetooth connection. The following table describes the common homepage options.

Item	Description
Basic Information	Shows basic device information and synchronizes the device time.
Setting	Configures device and network parameters.
Send to Gateway	Add the device to Milesight gateway. For details, refer to Milesight Toolbox App User Guide.
	Imports, adds, exports, or deletes configuration templates.
	Selects the app language, displays NFC positions, and shows the ToolBox version and other app information.

Configure the Device in ToolBox

After accessing the device through NFC or Bluetooth, use the following common procedure to view and configure the device parameters.

**Note:**

Unless otherwise specified, the configuration procedures in the following sections assume that the device has already been accessed through ToolBox.

1. On the ToolBox home page, tap **Setting**.
2. Follow the ToolBox path shown in the relevant feature section.
3. Configure the required parameters.
4. Tap **Write** in the lower-right corner to apply the configuration. Complete the write operation according to the access method.

Access Method	Write Operation
NFC	After tapping Write , place the NFC detection area of the smartphone near the device's NFC antenna and keep it in position until the write operation is completed.
Bluetooth	After tapping Write , keep the Bluetooth connection active until the write operation is completed.

5. Confirm that the write-success page is displayed.



Write successfully!

6. Read the device again to check if the parameters are written well.

**Important:**

For security, change the default device password after accessing the device for the first time. see [Change the Device Password](#).

Change the Device Password

It is recommended to change the device password upon initial configuration for security purposes. This section describes how to change the device password.

**Note:**

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Configure by ToolBox

1. Navigate to **Device > General**.
2. In the **General** page, enable **Change Password** and enter the new password.

Change Password ☒

* New Password

..... 

* Confirm Password

..... 

Parameter	Description
New Password	Enter a new password of 6 characters. Only letters, digits, and underscores are allowed.
Confirm Password	Enter the password again.

3. Tap **Write** to apply the configuration.
4. Use the new password for subsequent authenticated access or configuration through ToolBox.

Configure Communication Parameters

This section describes how to configure the communication mode and change the Bluetooth name.

Configure Communication Mode

Select how the devices communicates with other devices.

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

1. Navigate to **Network > Communication**.
2. Select the communication mode and configure the related parameters.

For WT401:

Communication
LoRaWAN

Communication Mode

BLE+LoRa

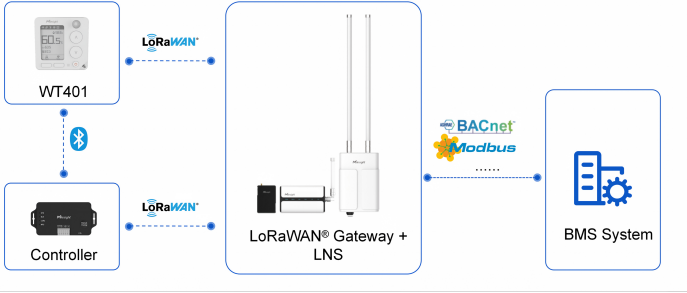
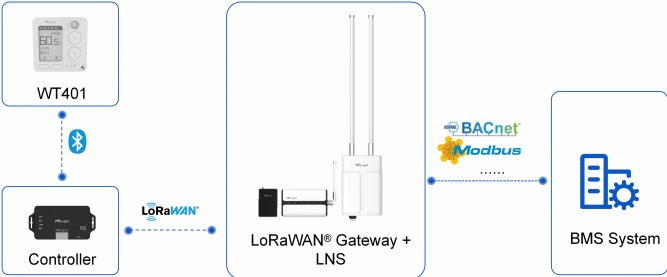
BLE Transfer Interval (min)

2

LoRa Reporting Interval (min)

1440

Communication Mode	Description
LoRa	Communicates with LoRaWAN[®] gateways and network servers. Use this mode when integrating with WT10x radiator thermostats or third-party controllers. LoRa Reporting Interval: The interval at which data is reported to the LoRaWAN[®] gateway. Range: 1-1440 min. Default: 10 min.

Communication Mode	Description
LoRa + BLE	Communicates with a Milesight controller through Bluetooth while also communicating with LoRaWAN[®] gateways and network servers.  BLE Transfer Interval: The interval at which information is synchronized with the controller through Bluetooth. Range: 1-30 min. Default: 2 min. LoRa Reporting Interval: The interval at which data is reported to the LoRaWAN[®] gateway. Range: 1-1440 min. Default: 1440 min.
BLE	Communicates with Milesight controller through Bluetooth only. Use this mode when lower power consumption is required and LoRaWAN[®] downlink control is not needed.  BLE Transfer Interval: The interval at which information is synchronized with the controller via Bluetooth. Range: 1-30 min, Default: 2 min.

For UC711:

Communication LoRaWAN

Communication Mode

BLE+LoRa

Reporting Interval (min)

10

Communication Mode	Description
BLE + LoRa	Communicates with a Milesight thermostat via Bluetooth while also communicating with LoRaWAN[®] gateways and network servers. Reporting Interval: The interval to report data to the LoRaWAN[®] gateway. Range: 1-1440 min, Default: 10 min.

3. Tap **Write** to apply the configuration.

Change Bluetooth Name



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Configure by ToolBox

1. Navigate to **Network > Communication**.
2. In the **Bluetooth Name** field, enter the new name.
3. Tap **Write** to apply the configuration.

Pair WT401 with UC711

The UC711 controller can work with WT401 wireless thermostat to achieve the control. This section describes how to connect the WT401 thermostat with the UC711 controller.

**Note:**

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Pairing using Bluetooth

The WT401 and UC711 **have been paired before shipping**. If they have not been paired or if the pairing has been canceled, follow the steps below to pair them.

UC711 Steps:

1. Navigate to **Network > Communication**.
2. Select the communication mode as **BLE + LoRa**.

The screenshot shows the 'Communication' settings for the UC711 device. At the top, there are two tabs: 'Communication' (which is active and underlined) and 'LoRaWAN'. Below the tabs, there is a 'Communication Mode' dropdown menu currently set to 'BLE+LoRa'. Below that is a 'Reporting Interval (min)' input field with the value '10'.

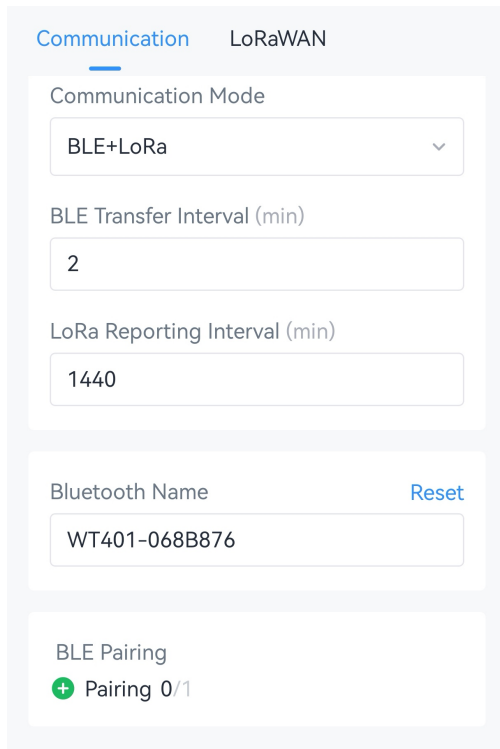
WT401 Steps:

1. Navigate to **Network > Communication**.
2. Select the communication mode as **BLE + LoRa** or **BLE**.

The screenshot shows the 'Communication' settings for the WT401 device. At the top, there are two tabs: 'Communication' (which is active and underlined) and 'LoRaWAN'. Below the tabs, there is a 'Communication Mode' dropdown menu currently set to 'BLE+LoRa'. Below that is a 'Reporting Interval (min)' input field with the value '10'.

3. Select the UC711 controller to pair with. There are two methods:

Pairing via ToolBox: Click  to scan the UC711 controllers around, and select the target device to pair with.



Communication LoRaWAN

Communication Mode

BLE+LoRa

BLE Transfer Interval (min)

2

LoRa Reporting Interval (min)

1440

Bluetooth Name [Reset](#)

WT401-068B876

BLE Pairing

 Pairing 0/1

Pairing via Button: Press any button to scan the UC711 controllers around, and pair the device with the best signal.

Result: If the pair is successful, the BLE indicator of UC711 is steady on, and WT401 screen will display  statically when system status is on.

Configure LoRaWAN® Parameters

This section describes how to configure the device transmission parameters for the LoRaWAN® network. LoRaWAN® is enabled by default on this device.

**Note:**

- For WT401 thermostat, the following parameters take effect when [communication mode](#) includes **LoRa**.
- Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Configure the required network settings first, and then configure the optional parameters as needed:

1. [Configure Join Type and Supported Frequency \(required\)](#)
2. [Configure Other LoRaWAN[®] Parameters \(optional\)](#)
3. [Configure Multicast Group \(optional\)](#)

Configure Join Type and Frequency

It is necessary to configure the join type and the frequency to establish communication with LoRaWAN[®] gateways.

Configure by ToolBox

1. Navigate to **Network > LoRaWAN**.**LoRaWAN**

Device EUI

24E124

* APP EUI

24e124c0002a0001

* Application Port

85

LoRaWAN Version

V1.0.3

Work Mode ⓘ

2. From the **Join Type** selection box, select **OTAA** or **ABP** as needed.**Note:**OTAA is required if you connect the device to the [Milesight Development Platform](#).3. Configure **Join Type** related parameters as needed. You can use default values unless otherwise specified.

- If **OTAA** is selected, configure **Application Key** and **Rejoin Mode** as needed. For details, refer to the following table.

Parameter	Description
Application Key	Appkey for OTAA mode. Default: Device EUI + Device EUI. Example: 24e124123456789024e1241234567890.  Tip: For device security, it is recommended to modify the default value or contact sales before purchase to use random keys.

Parameter	Description
Rejoin Mode	Rejoin mode for OTAA mode. Reporting interval ≤ 35 minutes: The device sends a specific number of LinkCheckReq MAC packets at each reporting interval or every other reporting interval to verify connectivity. Reporting interval > 35 minutes: The device sends a specific number of LinkCheckReq MAC packets at each reporting interval to validate connectivity. If there is no response, the device will re-join the network. When Rejoin Mode is enabled, enter a number in the Set the number of detection signals sent text box. The actual sending number is the configured number +1.

- If **ABP** is selected, configure **Network Session Key**, **Application Session Key** and **Device Address** as needed. For details, refer to the following table.

**Tip:**

For device security, it is recommended to modify the default values.

Parameter	Description
Network Session Key	Nwkskey for ABP mode. Default: 5572404C696E6B4C6F52613230313823.
Application Session Key	Appskey for ABP mode. Default: 5572404C696E6B4C6F52613230313823.
Device Address	DevAddr for ABP mode. Default: 5 th to 12 th digits of SN.

4. Select a frequency from the **Support Frequency** selection box as needed. This must be the same as the frequency configured on the gateway's web GUI.

- If the **Supported Frequency** is **US915** or **AU915**, enter the channel index(es) separated by commas.

Examples:

1, 40: Enabling Channel 1 and Channel 40

1-40: Enabling Channel 1 to Channel 40

1-40, 60: Enabling Channel 1 to Channel 40 and Channel 60

All: Enabling all channels

Null: All channels are disabled



Tip:

Set the **Channel Index** to **8-15** when connecting to a Milesight LoRaWAN[®] gateway with default settings.

- If the **Supported Frequency** is **AS923**, select a channel plan and enable the frequencies as needed.
 - If the **Supported Frequency** is any option other than those listed above, enable the frequencies as needed.
5. Tap **Write** to apply the configuration.

Configure Other LoRaWAN[®] Parameters

Configure the remaining LoRaWAN[®] parameters as required.

Configure by ToolBox

1. Navigate to **Network > LoRaWAN**.

LoRaWAN

Device EUI

24E124

* APP EUI

24e124c0002a0001

* Application Port

85

LoRaWAN Version

V1.0.3

Work Mode ⓘ

2. Configure the following parameter as needed. You can use default values unless otherwise specified. For a description of the parameters, refer to the following table.

Parameter	Description
Device EUI	Unique ID of the device labelled on the device housing.  Tip: For bulk deployments, contact sales to request the device EUI list.
App EUI	The default App EUI (join EUI) is 24E124C0002A0001.
Application Port	Port used for sending and receiving data. Default: 85 .
LoRaWAN [®] Version	Options: V1.0.2 , V1.0.3 .
Work Mode	WT401: Select Class A (default) or Class C. Class A: Recommended when the device is powered by batteries to reduces power consumption. Class C: Recommended when the device is powered by an external power supply and low-latency control is required. UC711: Fixed as Class C mode.
Confirmed Mode	If the device does not receive ACK packet from network server, it will resend data once.
Join Type	Refer to Configure Join Type and Supported Frequency .
Supported Frequency	Refer to Configure Join Type and Supported Frequency .
ADR Mode	Enables the network server to adjust the spreading factor, the bandwidth and the transmission power to optimize data rates, airtime and energy consumption in the network.
Spreading Factor	If ADR mode is disabled, the device sends uplink data using this spreading factor. A higher spreading factor increases transmission range but reduces data rate and increases power consumption. This parameter varies with Supported Frequency .
Tx Power	Defined by the LoRa Alliance. Specifies the strength of the radio signal transmitted by the device.

Parameter	Description
RX2 Data Rate	RX2 data rate to receive downlinks.
RX2 Frequency	RX2 frequency to receive downlinks. Unit: Hz
Multicast Group	Enable or disable multicast groups. For more details, see Configure Multicast Group .

3. Tap **Write** to apply the configuration.

Configure Multicast Group

The device supports setting up multiple multicast groups to receive multicast commands from the network server, allowing users to control devices in bulk.

Step 1. Enable Multicast Group on the Device

Configure by ToolBox

1. Navigate to **Network > LoRaWAN**.

LoRaWAN

Device EUI

24E124

* APP EUI

24e124c0002a0001

* Application Port

85

LoRaWAN Version

V1.0.3

Work Mode ⓘ

2. On the **LoRaWAN** page, ensure the **Application Port** of each device is the same.
3. Enable a **Multicast Group**, and configure the following parameter as needed. You can use default values unless otherwise specified. For a description of the parameters, refer to the following table.

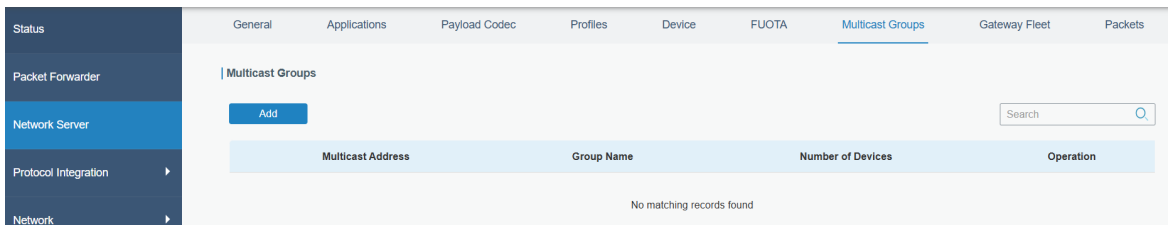
Parameter	Description
Multicast Address	Unique 8-digit address to distinguish multicast groups.
McNetSKey	32-digit key. Default values: - Multicast Group 1: 5572404C696E6B4C6F52613230313823 - Multicast Group 2: 5572404C696E6B4C6F52613230313824 - Multicast Group 3: 5572404C696E6B4C6F52613230313825 - Multicast Group 4: 5572404C696E6B4C6F52613230313826
McAppSKey	32-digit key. Default values: - Multicast Group 1: 5572404C696E6B4C6F52613230313823 - Multicast Group 2: 5572404C696E6B4C6F52613230313824 - Multicast Group 3: 5572404C696E6B4C6F52613230313825 - Multicast Group 4: 5572404C696E6B4C6F52613230313826

- (Optional) To enable another multicast group, follow the above step to configure the corresponding group.
- Tap **Write** to apply the configuration.

Step 2. Add a Multicast Group on the Network Server

The following steps use a Milesight gateway as an example. For other network servers, please refer to corresponding guides.

- Ensure the target devices are added to this gateway and have joined to the network.
- On the gateway web GUI, navigate to **Network Server > Multicast Groups** page.



- Click **Add** to add a multicast group.
- Configure the multicast group parameters to match those configured on ToolBox and select the devices that you need to control.

Group Name	Device Control
Multicast Address	11111111
Multicast Network Session Key	5572404C696E6B4C6F526132
Multicast Application Session Key	5572404C696E6B4C6F526132
Class Type	Class C ▼
Datarate	DR0 (SF12, 125kHz) ▼
Frequency	869525000 Hz
Frame-counter	0

Selected Devices

device1 x

device2 x

- Click **Save** to save this multicast group.
- Click **Packets** tab in the upper right corner.
- In the **Send Data to Multicast Group** section, select the multicast group from the **Multicast Groups** drop-down list and configure the downlink command parameters.
- Click **Send**. The network server broadcasts the command to all devices in this multicast group.

Packets

Send Data To Device

Device EUI	Type	Payload	Port	Confirmed	
0000000000000000	ASCII ▼		85	☐	Send

Send Data to Multicast Group

Multicast Group	Type	Payload	Port	
Device Control ▼	hex ▼	ff10ff	85	Send

UC711 Controller Configuration

Configure Installation Parameters

This section describes the settings related to the wirings.



Note:

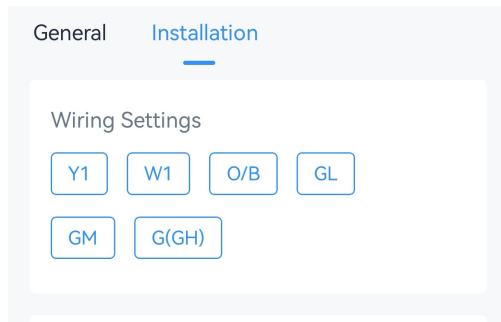
Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Devices in ToolBox](#).

Wiring Settings

The wiring settings are used to control the software state of the relays and define the supported functions.

Configure by ToolBox

1. Navigate to **Device > Installation**.
2. Enable the wire terminals that match the [wirings](#) during the installation.



3. Select the options according to the HVAC system.

Parameter	Wire	Description
Reversing Valve	O/B	Switch the O/B mode of a heat pump or PTAC. Energize on Cool: O/B relay closed=cool (default) Energize on Heat: O/B relay closed=heat
Fan Control during Heating	W1+O/B+ GH/GM/GL	Select Thermostat or HVAC System . If HVAC System is selected, the fan will stop running when fan mode is Auto or Circulate .

4. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object list*, Installation Parameters.
- LoRaWAN Hex Command: 8E00, 8E01, 8E03. See *UC711 Payload Protocol (HEX)*, Configure Installation Parameters.

Result

By default, the thermostat will use the following control stages according to the enabled wires:

Control Stage	Used Relay in Conventional System	Used Relay in Heat Pumps/PTAC
Stage-1 Cool	Y1	Y1
Stage-1 Heat	W1	Y1 (+O/B)
Stage-2 Heat	/	W1

Compressor and Auxiliary Heat Linkage

This feature is only for PTAC or heat pump systems. After enabled, when the highest heating stage of compressor (Y1) is not able to reach the target temperature, the device will use W1 as auxiliary heat.

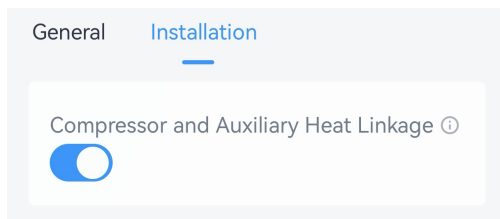
Example:

Heating Stage	1-stage	2-stage
Disable linkage	Y1+O/B	W1
Enable linkage	Y1+O/B	Y1+O/B + W1

Prerequisites: Y1 + W1 + O/B are selected in Wiring settings.

Configure by ToolBox

1. Navigate to **Device > Installation**.
2. Enable **Compressor and Auxiliary Heat Linkage**.



3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- LoRaWAN Hex Command: 8E02. See *UC711 Payload Protocol (HEX)*, Compressor and Auxiliary Heat Linkage.

System Protection

The device supports enabling system protection to avoid frequent switches. After enabled, the relay can only be switched after a specific time.

**Note:**

This does not take effect when switching among GH, GM, and GL.

Prerequisites: Either **Y1/W1/ GL/GM/GH** is selected in Wiring Settings.

Configure by ToolBox

1. Navigate to **Device > Installation**.
2. Enable **System Protection** and configure the minimum running duration.

System Protection ⓘ ☒

Minimum Running Duration(min)

3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- LoRaWAN Hex Command: 7400, 7401. See *UC711 Payload Protocol (HEX)*, System Protection.

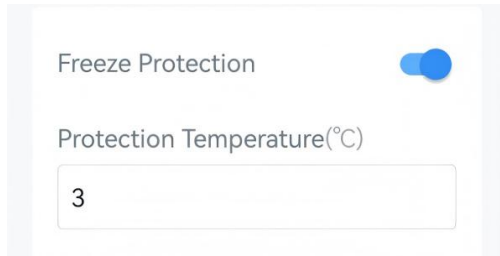
Freeze Protection

The device supports switching to Heat system to avoid freezing when detecting that the ambient temperature is too low. This feature takes effect even when the system is off.

Prerequisites: Heat mode is supported. If Heat mode is not supported, the device will only send freeze protection trigger packet.

Configure by ToolBox

1. Navigate to **Device > Installation**.
2. Enable **Freeze Protection** and configure the protection temperature.



Freeze Protection ☒

Protection Temperature(°C)

3

3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object list*, Installation Parameters.
- LoRaWAN Hex Command: 7100, 7101. See *UC711 Payload Protocol (HEX)*, Freeze Protection.

Result

- When the device detects that the ambient temperature is lower than protection temperature, it sends a freeze protection trigger packet and starts heating.
- When the device detects that the ambient temperature is higher than freeze protection temperature, it sends a freeze protection release packet and switch to the previous status.

Configure Temperature Control and Fan Parameters

This section describes the settings related to the temperature and fan control.



Note:

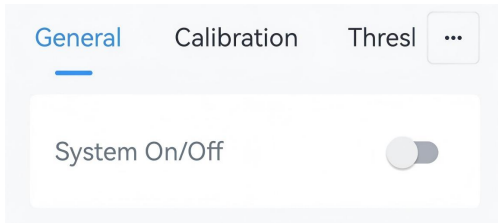
Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Devices in ToolBox](#).

Configure System On/Off

System On/Off allows users to remotely enable or disable the HVAC system.

Configure by ToolBox

1. Navigate to **Device > General**.
2. Set **System On/Off** as required.



3. Tap **Write** to apply the configuration.

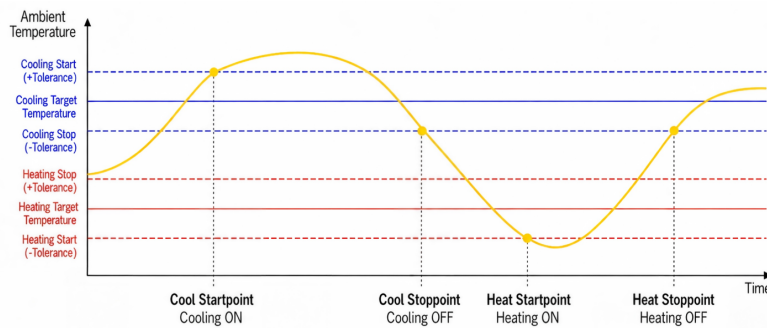
Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, System Status.
- LoRaWAN Hex Command: 6F. See *UC711 Payload Protocol (HEX)*, System On/Off.

Configure Temperature Control Basic Parameters

The controller supports the basic temperature control.

When the ambient temperature is outside the setpoint (target temperature) for a specific range, the controller will start heating or cooling until the ambient temperature returns to the setpoint. After reaching the setpoint, the system will continue working to a higher/lower temperature to prevent frequent control.



Prerequisites: [Wiring settings](#) are configured.

Configure by ToolBox

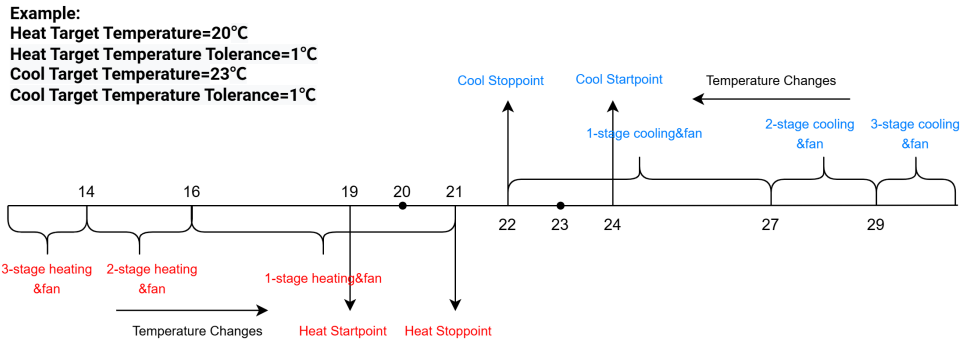
1. Navigate to **Device > General**.
2. Select the **Temperature Control Mode** and configure the related parameters.



Note:

The values must follow the rule: Heat Target - Heat Tolerance < Cool Target - Cool Tolerance, Heat Target + Heat Tolerance < Cool Target + Cool Tolerance.

Parameter	Description
Temperature Control Mode	Select from: Cool, Heat, Auto. Heat: Raises the temperature when it is below the heating target. Cool: Lowers the temperature when it is above the cooling target. Auto: Automatically switches between heating and cooling according to the ambient temperature.
Target Temperature Resolution	Select the adjustment step of target temperature. 0.5: Increase or decrease target temperature by 0.5 each time. 1: Increase or decrease target temperature by 1 each time.
Heating Target Temperature	Set the target temperature for heating. Range: 5~35 °C/41~95 °F.
Cooling Target Temperature	Set the target temperature for cooling. Range: 5~35 °C/41~95 °F.
Heating Target Temperature Tolerance	Defines the temperature difference allowed before heating starts or stops to prevents frequent HVAC cycling. Range: 0.1-5°C.
Cooling Target Temperature Tolerance	Defines the temperature difference allowed before cooling starts or stops to prevents frequent HVAC cycling. Range: 0.1-5°C.
Heating Target Temperature Regulation Range	Set the adjustable range of heating target temperature. Range: 5~35 °C/41~95 °F.
Cooling Target Temperature Regulation Range	Set the adjustable range of cooling target temperature. Range: 5~35 °C/41~95 °F.



3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Temperature and Fan Control.
- LoRaWAN Hex Command: 59, 6000, 65, 61, 62, 63, 7202, 7203. See *UC711 Payload Protocol (HEX)*, Configure Temperature Control Basic Parameters.

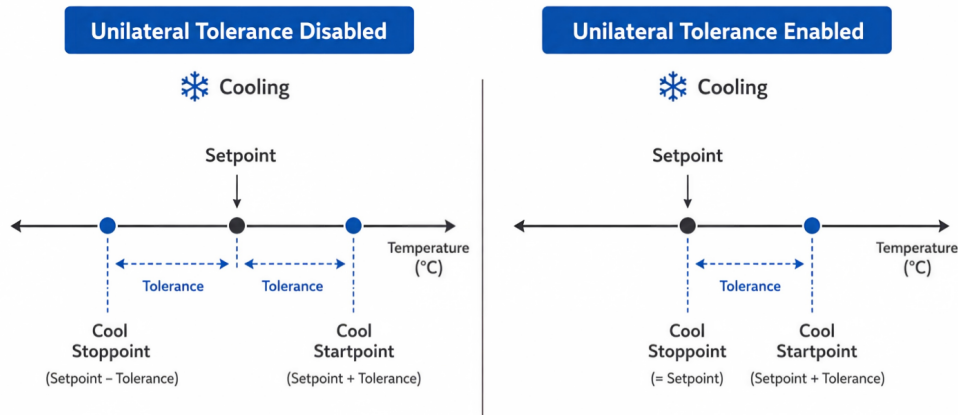
Unilateral Tolerance



Important:

This feature is configured by downlink and is not available in ToolBox.

The controller supports enabling **Unilateral Tolerance** to apply the tolerance only to the heating or cooling start point while keeping the stop point at the target temperature. This allows more precise control behavior for specific HVAC applications. It's disabled by default.



Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Control Unilateral Tolerance.
- LoRaWAN Hex Command: 77. See *UC711 Payload Protocol (HEX)*, Configure Unilateral Tolerance.

Configure Fan Parameters

The controller supports controlling the fan.

Prerequisites: Any G wire is selected in [Wiring settings](#).

Configure by ToolBox

1. Navigate to **Device > General**.
2. Select the **Fan Mode** to decide how the controller operate the fan in the system.

Fan Mode	Description
Auto	The fan runs when heating or cooling is active and stops when temperature control stops.
On	The fan runs continuously. This can be selected when only one G wire is selected.
Circulate	The fan runs for the configured duration during each hour when heating or cooling is inactive.
Low/Medium/High Speed	The fan runs in different speeds. These options can be selected when more than one G wire is selected.

If the Fan Mode is Circulate, configure the fan **Operation Time** per hour.

The screenshot shows the 'General' tab of a configuration interface. At the top, there are tabs for 'General', 'Calibration', 'Thresl', and a menu icon. The 'General' tab is active. Under the 'Fan Mode' label, a dropdown menu is open, showing 'Circulate' as the selected option. Below this, under the 'Operation Time(min/h)' label, there is a text input field containing the number '30'.

Optional: If the Fan Mode is Auto, configure **Regulate Humidity** as the following steps:

- a. Set the **Target Humidity Range**.
- b. Enable **Regulate Humidity** and configure the interval as required. When the ambient humidity is outside the target humidity range, the controller will open the fan for an interval per hour to dehumidify or humidify.

The screenshot shows the 'General' configuration tab with the following settings:

- Fan Mode:** A dropdown menu set to 'Auto'.
- Fan Delay:** A toggle switch that is currently turned off (grey).
- Regulate Humidity:** A toggle switch that is currently turned on (blue).
- Regulate Interval(min/h):** A text input field containing the value '30'.

3. (Optional) Enable **Fan Delay** and configure the time to delay the fan to close after the system stops cooling or heating.
4. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Fan Mode and Related Objects.
- LoRaWAN Hex Command: 7000, 7001, 7002, 7003, 8200, 8201. See *UC711 Payload Protocol (HEX)*, Fan Mode and Related Commands.

Control Stage Switching



Important:

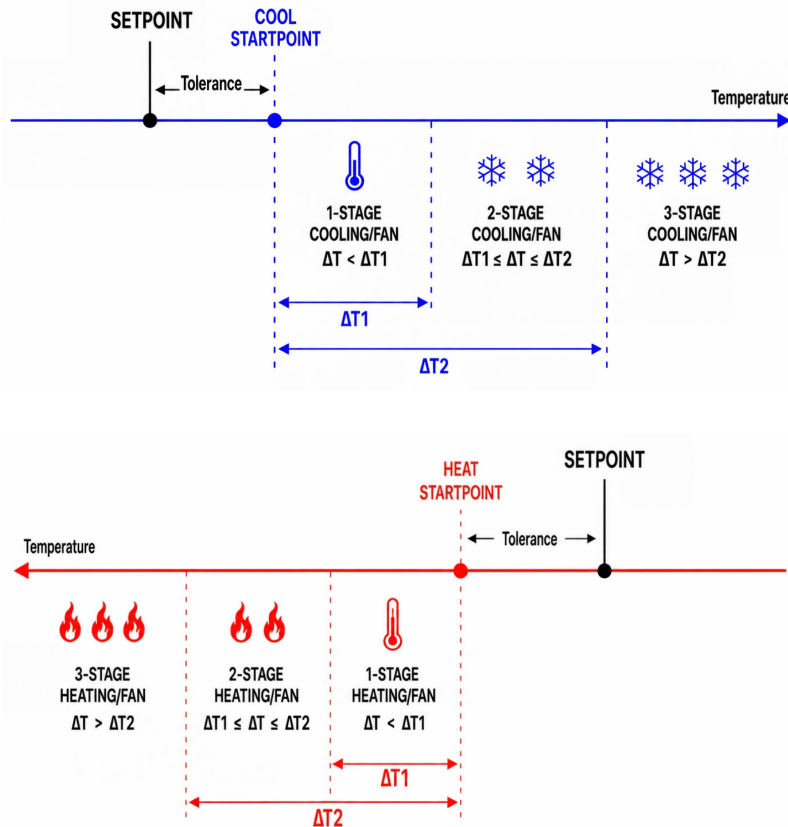
This feature is configured by downlink and is not available in ToolBox.

When connected to a HVAC system with multiple control stages, the controller can automatically switches stages according to temperature difference. This helps balance comfort and energy consumption.

Temperature Delta (ΔT): Defines the difference between the ambient temperature and the startpoint to determine the control stage:

- $\Delta T < \Delta T1 \rightarrow$ 1-stage heating, cooling or fan
- $\Delta T1 \leq \Delta T \leq \Delta T2 \rightarrow$ 2-stage heating, cooling or fan
- $\Delta T > \Delta T2 \rightarrow$ 3-stage heating, cooling or fan

The default values are 3°C for $\Delta T1$ and 5°C for $\Delta T2$. $\Delta T2$ must be greater than $\Delta T1$. If a higher stage is not supported, the controller will use the current highest stage.



Setforward: When enabled, the controller automatically switches to the higher stage based on temperature delta values; when disabled, the controller uses only the initial stage determined by the temperature delta until the setpoint is reached. It's enabled by default.

Setback: When enabled, the controller automatically switches to the lower stage based on temperature delta values; when disabled, the controller uses only the initial stage determined by the temperature delta until the setpoint is reached. It's enabled by default.

Stage-up Switch: If the ambient temperature does not change by 1 °C within 5 minutes in the current stage & fan, the controller will switch to a higher stage & fan. The change value and the time can be adjusted as required.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Control Stage Switching.
- LoRaWAN Hex Command: 8300-8307. See *UC711 Payload Protocol (HEX)*, Control Stage Switch.

Configure Energy Saving Parameters

After communicating with the WT401 thermostat, the UC711 controller can receive the occupancy status detected by the WT401. The UC711 supports two levels of energy-saving settings. When the room is detected as vacant for a configurable duration, the controller applies a wider target temperature tolerance, which delays the activation of HVAC cooling and heating, thereby enhancing energy efficiency.

Prerequisites

- The controller is connected to a WT401 thermostat.
- The connected WT401 thermostat has enabled Occupancy Detection.

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Devices in ToolBox](#).

1. Navigate to **Device > General**.
2. Enable **Energy Saving Settings** and configure the related parameters.

General
Installation

Energy Saving Settings

Level 1 Energy-saving
Occupied to Vacant Delay (min)
480
Energy Saving Target Temperature Tolerance (°C)
2

Level 2 Energy-saving
Occupied to Vacant Delay (min)
720
Energy Saving Target Temperature Tolerance (°C)
4

Parameter	Description
Level 1/Level 2 Energy-saving	Enable or disable the energy-saving setting.
Vacant Duration	The duration after the occupancy status changes to vacant. Range: 1-1440, Unit: min, Default: 480 (Level 1), 720 (Level 2)
Energy Saving Target Temperature Tolerance	The target temperature tolerance after triggering the energy-saving conditions. Usually this value is larger than the tolerance value in basic parameters.

3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Energy-saving Parameters.
- LoRaWAN Hex Command: 84, 850000, 850100, 850001, 850101, 850002, 850102. See *UC711 Payload Protocol (HEX)*, Configure Energy Saving Parameters.

Result

- When the occupancy status is vacant and the vacant time lasts for the preset duration, the controller uses the energy saving target temperature tolerance.
- When the occupancy status changes to occupied or the vacant time does not reach the preset duration, the controller uses the target temperature tolerance in [General Settings](#).

Configure General Parameters

This section describes the general device parameters and provides links to the detailed configuration procedures for related features.

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Devices in ToolBox](#).

1. Navigate to **Device > General**.
2. Configure the related parameters.

The screenshot shows the 'General' settings page with two tabs: 'General' (active) and 'Installation'. The settings are organized into several sections:

- Temperature Unit:** A dropdown menu currently set to '°C'.
- System On/Off:** A toggle switch that is currently turned on.
- Energy Saving Settings:** A toggle switch that is currently turned on.
- Time Zone:** A dropdown menu currently set to 'UTC (WET: Western European Time)'.
- Daylight Saving Time:** A toggle switch that is currently turned on.
- Change Password:** A toggle switch that is currently turned on.

Parameter	Description
Temperature Unit	Select the temperature unit displayed in ToolBox. Default: °C.  Note: After changing the unit, it is necessary modify the temperature-related settings.
System On/Off	Turn on or off the HVAC system. For more details, see Configure Temperature Control and Fan Parameters .
Energy-saving Setting	Disable or enable energy-saving setting. For more details, see Configure Energy Saving Parameters .
Time Zone	For details, see Configure Time Parameters .
Daylight Saving Time	
Change Password	Change the password used for authenticated access and configuration through ToolBox. For details, see Change the Device Password .

3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Temperature Unit.
- Raw Hex Command: 64. See *UC711 Payload Protocol (HEX)*, Temperature Unit.

Configure Time Parameters

This section describes how to configure the time parameters to ensure the correct time.



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Devices in ToolBox](#).

Synchronize the Device Time

Synchronize by ToolBox

1. Tap  to synchronize the time and the time zone with the smartphone.



If the time is synchronized successfully, the following page is displayed.



Sync successfully!

Synchronize through a LoRaWAN[®] Network Server

Prerequisites:

- The device has joined a LoRaWAN[®] network.
- The LoRaWAN[®] network server supports device time synchronization.

Limitation: Network-server synchronization retrieves UTC time only. It does not configure the device time zone.

1. Set the LoRaWAN[®] version of the device to **V1.0.3**.
2. Connect the device to the network server. Once the device successfully joins the network, it sends a MAC command to query the time from the network server.



Note:

The device sends a DeviceTimeReq command every five days after the last successful synchronization. To request synchronization immediately, you can also send the downlink command.

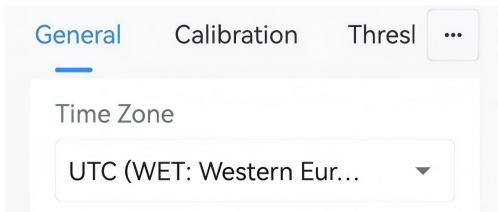
Remote Configuration Reference

- BACnet: See *UC711 BACnet Object List*, Synchronize Time.
- LoRaWAN Hex Command: **B8**. See *UC711 Payload Protocol (HEX)*, Sync Time from LNS.

Configure the Time Zone

Configure by ToolBox

1. Navigate to **Device > General**.
2. Select **Time Zone** as required.



3. Tap **Write** to apply the configuration.

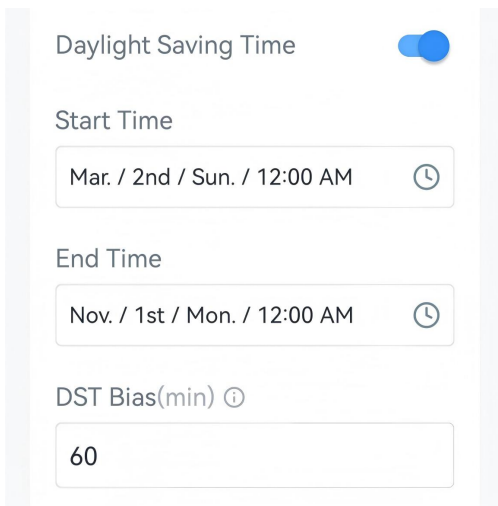
Remote Configuration Reference

- LoRaWAN Hex Command: `c7`. See *UC711 Payload Protocol (HEX)*, UTC Time Zone.

Configure Daylight Saving Time

Configure by ToolBox

1. Navigate to **Device > General**.
2. Enable **Daylight Saving Time** and configure the related parameters.



Parameter	Description
Start Time	The start time of DST time range.
End Time	The end time of DST time range.
DST Bias	The DST time will be faster according to this bias.

3. Tap **Write** to apply the configuration.

Remote Configuration Reference

- LoRaWAN Hex Command: `C6`. See *UC711 Payload Protocol (HEX)*, Daylight Saving Time.

WT401 Thermostat Configuration

Configure Temperature Control and Fan Parameters

This section describes how to configure the HVAC system status, temperature control settings, and fan settings displayed and transmitted by the thermostat. **The thermostat does not directly operate HVAC equipment.** A paired controller or downstream LoRaWAN[®] application processes the selected settings and executes the applicable control logic.

Prerequisites

- A communication mode has been selected.
- If the communication mode includes BLE, make sure the thermostat is connected to the Milesight controller.



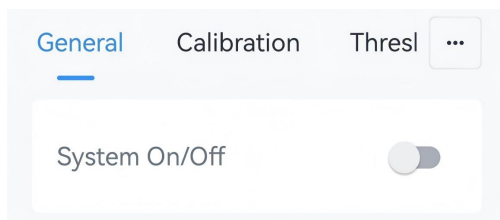
Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Configure System On/Off

Configure by ToolBox

1. Navigate to **Device > General**.
2. Set **System On/Off** as required.



3. Tap **Write** to apply the configuration.

Configure Temperature Control and Fan Parameters

The thermostat supports configuration and display of temperature and fan control settings.

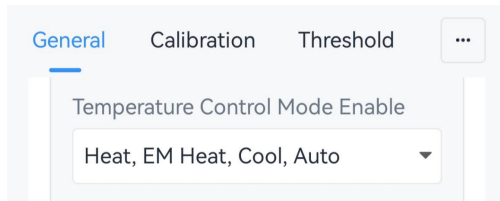


Note:

When the thermostat is not connected to a Milesight controller, the available settings are determined by the thermostat. When the thermostat is connected to a compatible controller, the available temperature control and fan options depend on that controller.

Configure by ToolBox

1. Navigate to **Device > General**.
2. Select the **Temperature Control Mode Enable** options. The thermostat can switch only among the enabled modes and disable the other modes.



3. Select the **Temperature Control Mode** and configure the related parameters.

Parameter	Description
Temperature Control Mode	Select from Cool, Heat, EM Heat, Auto, Dehumidification, and Ventilation.  Tip: When connected to a UC711 controller, Dehumidification, and Ventilation may not be supported.

The following parameters apply when the temperature control mode is **Heat**, **EM Heat**, **Cool**, or **Auto**.

Parameter	Description
Target Temperature Mode	Select the target temperature configuration mode when temperature control mode is Auto . Options:

Parameter	Description
	Single Target Temperature: Use one target temperature for both cooling and heating. Dual Target Temperature: Use separate target temperatures for cooling and heating.  Note: When WT401 is connected to a UC711 controller, Target Temperature Mode is fixed to Dual Target Temperature.
Target Temperature Resolution	Select the increment used when adjusting a target temperature. Options: 0.5: Increases or decreases target temperature by 0.5 each time. 1: Increases or decreases target temperature by 1 each time.
Single Target Temperature Mode	
Target Temperature	Set the setpoint temperature for device control. Range: 5~35 °C/41~95 °F.
Target Temperature Regulation Range	Set the range with which users can adjust target temperature. Range: 5~35 °C/41~95 °F.
Dual Target Temperature Mode	
Heating Target Temperature	Set the target temperature for heating. Range: 5~35 °C/41~95 °F.  Note: This value must be lower than cooling target temperature.
Cooling Target Temperature	Set the target temperature for cooling. Range: 5~35 °C/41~95 °F.
Deadband	Set the minimum allowed difference between heating and cooling target temperatures.
Heating Target Temperature Regulation Range	Set the range within which users can adjust the heating target temperature. Range: 5~35 °C/41~95 °F.

Parameter	Description
Cooling Target Temperature Regulation Range	Set the range within which users can adjust the cooling target temperature. Range: 5~35 °C/41~95 °F.

4. Select the **Fan Mode**.



Tip:

By default, WT401 provides **Auto**, **On**, and **Circulate**. When connected to a UC711 controller, **Low**, **Medium**, and **High** may also be available. The actual options depend on the connected controller.

Fan Mode	Description
Auto	Runs when the system is cooling or heating, and stops when the system stops cooling or heating.
On	Runs continuously.
Circulate	Runs for a while when the system stops cooling or heating.

5. Tap **Write** to apply the configuration.

Configure Occupancy Detection

The thermostat uses a PIR sensor to provide motion-based occupancy detection in the room. This section describes the occupancy detection and energy-saving settings.

Prerequisites

- Install the thermostat in a [suitable location](#) for occupancy detection.
- Before assigning plans to an occupancy status, create or edit the required plans. See [Configure Plan Parameters](#).

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

1. Navigate to **Device > General**.
2. Enable **Occupancy Detection** feature and configure the related parameters.

The screenshot shows the 'General' settings tab. At the top, there are three tabs: 'General' (selected), 'Calibration', and 'Plan'. Below the tabs, there are three settings:

- Occupancy Detection**: A toggle switch that is turned on (blue).
- Occupied to Vacant Delay (min)**: A text input field containing the value '30'.
- Night Setting**: A toggle switch that is turned off (grey).
- Energy-saving Setting**: A toggle switch that is turned off (grey).

Parameter	Description
Occupancy Detection	Enable or disable PIR occupancy detection and occupancy status reporting.
Occupied to Vacant Delay	After the device enters the Occupied status, it changes to Vacant only when no motion is detected during the configured delay. Range: 1-360 min. Default: 30 min.

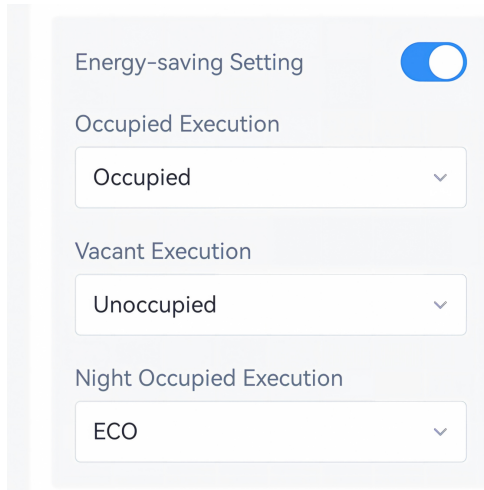
3. Enable the **Night Setting** as required and configure the start time and end time for the nighttime period.

The screenshot shows the 'Night Setting' configuration page. At the top, there is a toggle switch for 'Night Setting' which is turned on (blue). Below the toggle, there are two time selection fields:

- Start Time**: A time picker showing '21:00'.
- End Time**: A time picker showing '08:00'.

When this setting is enabled, an Occupied event detected after the start time keeps the device in the **Night Occupied** status until the configured end time.

4. Enable **Energy-saving Setting** as required, and configure the related parameters.



Energy-saving Setting ☒

Occupied Execution
Occupied

Vacant Execution
Unoccupied

Night Occupied Execution
ECO

Parameter	Description
Occupied Execution	Select the plan to execute when occupancy status changes to Occupied .
Vacant Execution	Select the plan to execute when occupancy status changes to Vacant . This plan must differ from the Occupied Execution plan.
Night Occupied Execution	Select the plan to execute when occupancy status changes to Night Occupied . This parameter applies only when Night Setting is enabled.

5. Tap **Write** to apply the configuration.

Configure Plan Parameters

This section describes how to add and manage predefined control plans. A plan stores a combination of system status, temperature control mode, fan mode, and applicable target temperatures. The thermostat displays and transmits the selected plan settings but does not directly operate HVAC equipment.

Prerequisites: Configure the available temperature control modes and target temperature mode. See [Configure Temperature Control and Fan Parameters](#).

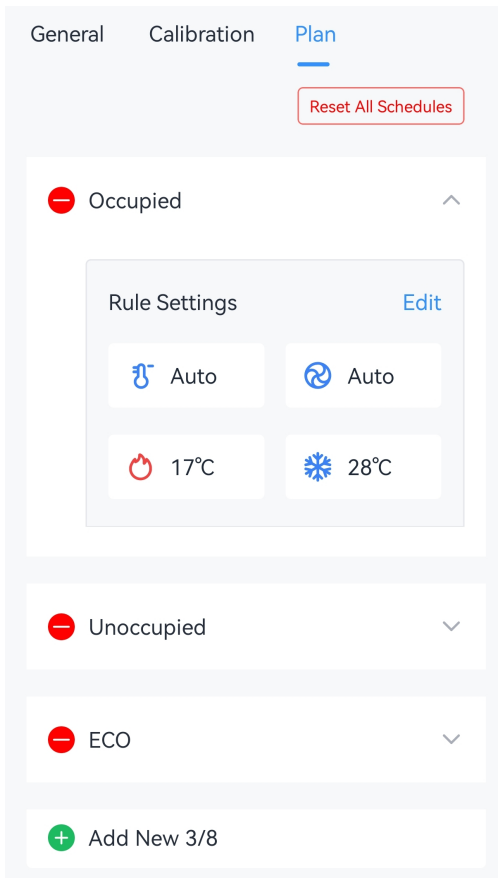
Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

1. Navigate to **Device > Plan**.
2. Select an existing plan and tap **Edit**, or tap **Add New** to create a plan. The thermostat includes three plans by default and supports up to eight plans.



3. Configure the rule parameters of this plan.

Parameter	Description
Schedule Name	The schedule name can only include letters(a-z, A-Z), numbers, and spaces, with a maximum length of 10 characters.
Temperature Control Mode	Select the temperature control mode.
Fan Mode	Select the fan mode.
Under Single Target Temperature Mode	
Auto Target Temperature	Set the setpoint temperature for both cooling and heating when temperature control mode is Auto. Range: 5~35 °C/41~95 °F.
Under Dual Target Temperature Mode	

Parameter	Description
Heating Target Temperature	Set the target temperature for heating. Range: 5~35 °C/41~95 °F.  Note: This value must be lower than cooling target temperature.
Cooling Target Temperature	Set the target temperature for cooling. Range: 5~35 °C/41~95 °F.

- (Optional) Click  to delete the selected plan, or tap **Reset All Schedules** to restore all plans to their factory settings.
- Tap **Write** to apply the configuration.

Configure General Parameters

This section describes the general device parameters and provides links to the detailed configuration procedures for related features.

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

- Navigate to **Device > General**.
- Configure the related parameters.

General
Calibration
Plan

Temperature Unit

°C

System On/Off

Occupancy Detection

Button Customization

Child Locks

Screen Smart Mode ⓘ

Time Zone

UTC (WET: Western European Time)

Daylight Saving Time

Change Password

Parameter	Description
Temperature Unit	Select the temperature unit displayed in ToolBox and on the device screen. Default: °C.  Note: After changing the unit, it is necessary update the temperature-related settings.
System On/Off	Set the HVAC system request status displayed and transmitted by the thermostat. For more details refer to Configure Temperature Control and Fan Parameters.
Occupancy Detection	Disable or enable occupancy detection. For more details refer to Configure Occupancy Detection.

Parameter	Description
Button Customization	For details, see Configure Button Parameters .
Child Locks	
Screen Smart Mode	When enabled, the screen does not update the ambient temperature or humidity if the absolute change remains within 0.5 °C or 3% RH for 10 minutes. This reduces power consumption and helps extend the screen lifespan.
Time Zone	For details, see Configure Time Parameters .
Daylight Saving Time	
Change Password	Change the password used for authenticated access and configuration through ToolBox. For details, see Change the Device Password .

3. Tap **Write** to apply the configuration.

Configure Button Parameters

This section describes how to customize button functions, configure the child lock, and enable temporary unlocking.



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Configure Button Customization

The thermostat supports defining the features of Button 1, Button 2, and Button 3.

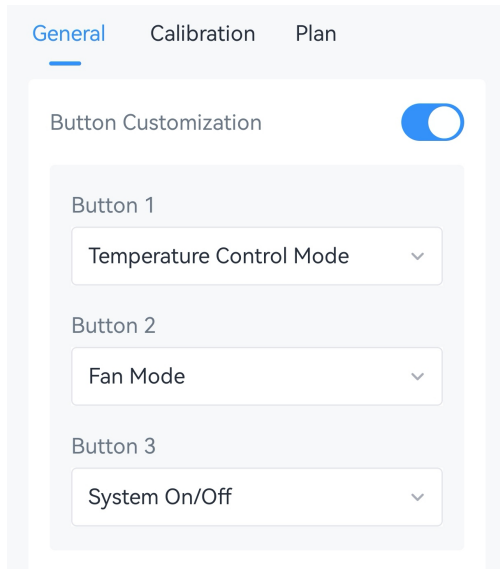


Tip:

This configuration will not affect the [basic features](#).

Configure by ToolBox

1. Navigate to **Device > General**.
2. Enable **Button Customization** and select a function for each button.



Button	Available Functions
Button 1	Temperature Control Mode (default), Fan Mode, Event 1 Report, °C °F switch.
Button 2	Fan Mode (default), Temperature Control Mode, Event 2 Report, °C °F switch.
Button 3	System On/Off (default), Event 3 Report, °C °F switch.

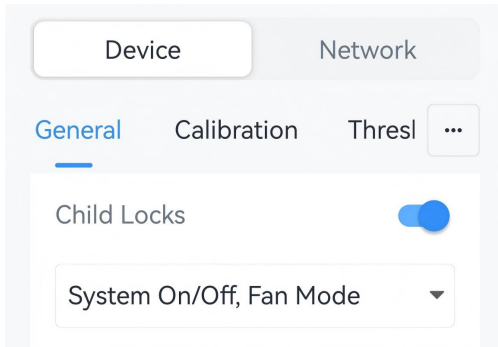
3. Tap **Write** to apply the configuration.

Configure Child Lock

The thermostat supports a child lock feature to lock the buttons to prevent accidental operation. When a function is locked, it can only be changed only through ToolBox or a downlink command.

Configure by ToolBox

1. Navigate to **Device > General**.
2. Enable **Child Locks** and select the functions to lock.



3. Tap **Write** to apply the configuration.

Configure Temporary Unlock

Temporary unlock allows authorized personnel to press a configured combination of two to five buttons to release the child lock for a specified period.

Configure by Downlink



Important:

Downlink configuration is available only when the current communication mode includes LoRa and the device has joined a LoRaWAN[®] network.

Use the following downlink commands:

- **Temporary Unlock:** Enable or disable temporary unlocking and set the unlock duration.
- **Temporary Unlock Button:** Select the button combination. At least two buttons must be selected.

For command formats, parameter ranges, and examples, see WT401 User Guide.

Configure Time Parameters

This section describes how to configure the time parameters to ensure the correct time.



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

Synchronize the Device Time

Synchronize by ToolBox

1. On the homepage of ToolBox, click **Basic Information**.
2. Tap  to synchronize the time and the time zone with the smartphone.



If the time is synchronized successfully, the following page is displayed.



Sync successfully!

Synchronize through a LoRaWAN[®] Network Server

Prerequisites:

- The communication mode includes **LoRa**.
- The device has joined a LoRaWAN[®] network.
- The LoRaWAN[®] network server supports device time synchronization.

Limitation: Network-server synchronization retrieves UTC time only. It does not configure the device time zone.

1. Set LoRaWAN[®] version of the device to **V1.0.3**.
2. Connect the device to the network server. Once the device successfully joins the network, it sends a MAC command to query the time from the network server.



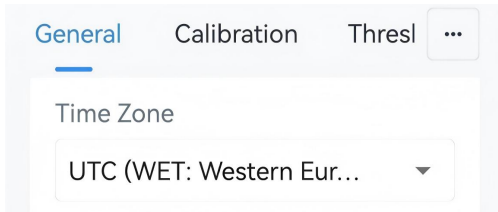
Note:

The device sends a DeviceTimeReq command every five days after the last successful synchronization. To request synchronization immediately, you can also send the downlink command.

Configure the Time Zone

Configure by ToolBox

1. Navigate to **Device > General**.
2. Select **Time Zone** as required.

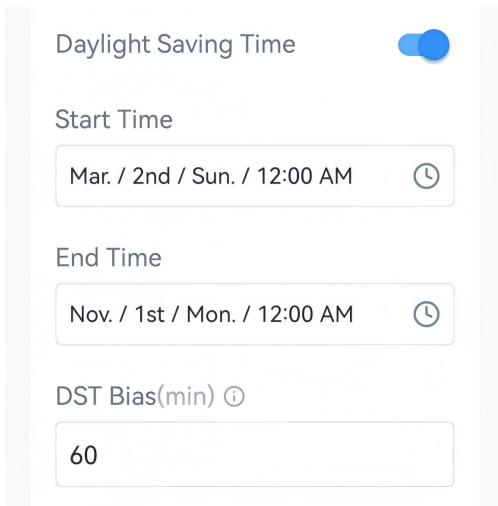


3. Tap **Write** to apply the configuration.

Configure Daylight Saving Time

Configure by ToolBox

1. Navigate to **Device > General**.
2. Enable **Daylight Saving Time** and configure the related parameters.



Parameter	Description
Start Time	The start time of DST time range.
End Time	The end time of DST time range.
DST Bias	The DST time will be faster according to this bias.

3. Tap **Write** to apply the configuration.

Configure Calibration Parameters

This section describes how to configure the temperature and humidity calibration parameters.

Prerequisites: The data source is **Embedded**. Calibration does not apply when the thermostat uses external temperature or humidity data.

Configure by ToolBox



Note:

Before configuring the device through ToolBox, access it through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

1. Navigate to **Device > Calibration**.
2. Enable **Temperature** or **Humidity** as required, and enter the applicable **Calibration Value**.

General Calibration Threshold ...

Temperature ☒

Current Value(°C) Final Value(°C)

26.3 26

Calibration Value(°C)

-0.3

Humidity ☒

Current Value(%) Final Value(%)

63.5 64

Calibration Value(%)

0.5

3. Tap **Write** to apply the configuration.

Maintain the Device

Upgrade the Device

This section describes how to upgrade this device.

Upgrade through ToolBox

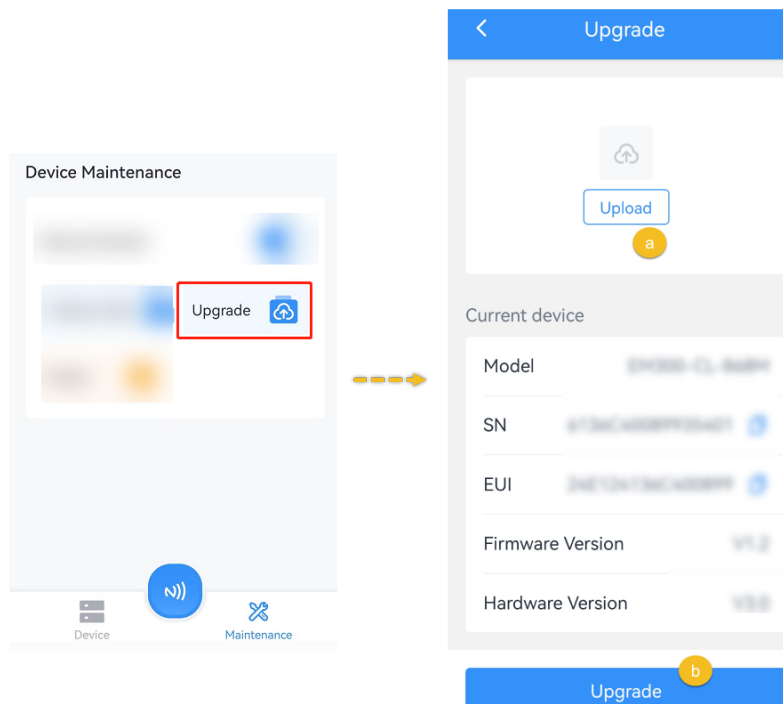


Tip:

Before upgrading the device through ToolBox, access it through NFC or Bluetooth. For ToolBox access instructions, see [Access the Device](#). It is recommended to use Bluetooth to upgrade the device.

Prerequisites: Download firmware from [Milesight official website](#) and save it to the smart phone. It is recommended to consult technical support before upgrading to ensure a safe and successful upgrade.

1. Navigate to **Maintenance > Upgrade**.
2. Click **Upload** to select the firmware from the local path of the smartphone.
3. Click **Upgrade** to upgrade the device.



4. Wait until a success message is displayed.



CAUTION:

Do not perform any operations in ToolBox during upgrade, otherwise, the upgrade will be interrupted or the device may malfunction.

Upgrade through FUOTA

The device also supports Firmware Update Over the Air (FUOTA) through a compatible LoRaWAN[®] network server.

Prerequisites:

- For WT401, the communication mode includes **LoRa**, and the firmware version is 2.1 or later.
- The device has joined a LoRaWAN[®] network.
- The network server supports FUOTA.

For the upgrade procedure, refer to the FUOTA documentation for the corresponding LoRaWAN[®] network server.

Configure a Template for Configuration Backup

This device supports configuration backup, which enables quick and easy batch configuration. This section describes how to back up the device configuration and write it to other devices.



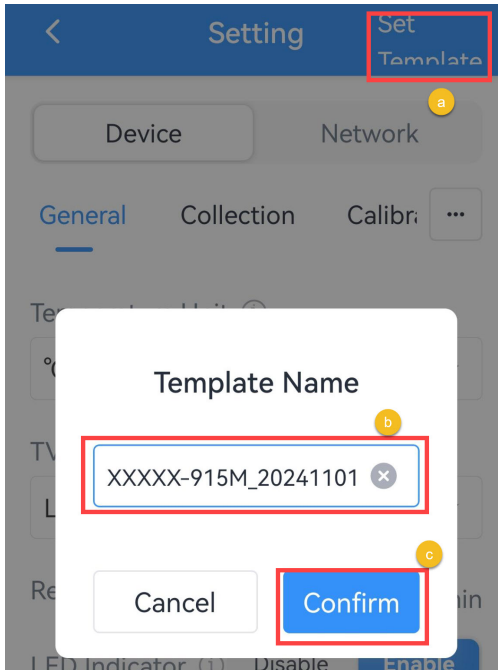
Note:

This feature is available only through ToolBox. Before configuring a template, access the device through NFC or Bluetooth. For the navigation path and write operation conventions used in this guide, see [Configure the Device in ToolBox](#).

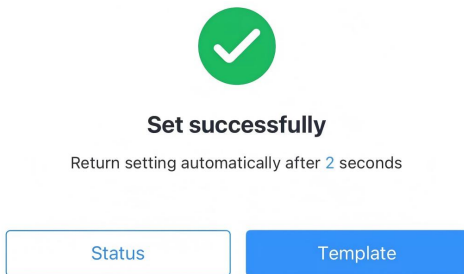
Prerequisites: The backup device and the device importing the backup are exactly the same model.

Step 1. Set a Template

1. Access the device via ToolBox App.
2. On the homepage of ToolBox, click **Setting** to enter the **Setting** page.
3. Edit the device parameters as required, click **Set Template** in the top right corner.
4. Customize a template name, click **Confirm** to save the current configuration as a template.



5. If the template is saved successfully, the following page is displayed. The template will be saved to the ToolBox App.

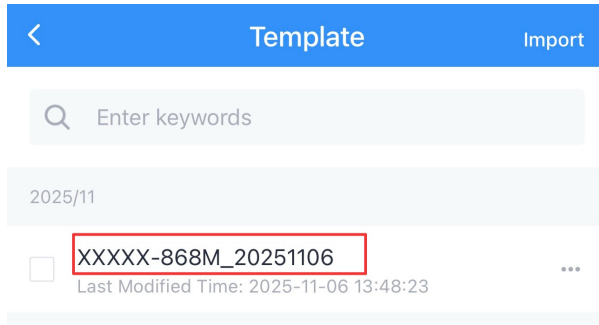


Step 2. Write Template Configuration to the Target Device

1. Click Template icon in the top right corner to go to **Template** page.



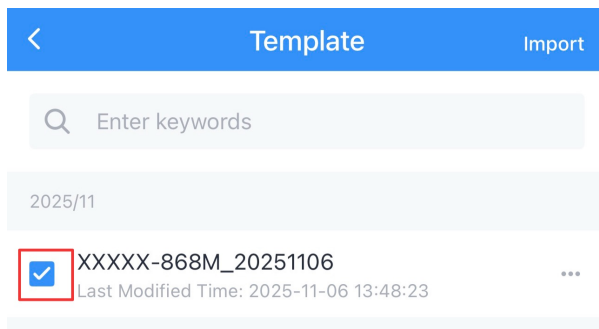
2. Click the saved template. Do not select the template.



3. Tap **Write** to apply the template configuration to the target device.

Step 3. Export or Delete a Template (Optional)

1. Select the checkbox of the target template as shown in the following figure.



2. Click **Export** in the lower left corner to export this template as a JSON format file and save it to the smart phone.
3. Click **Delete** in the lower right corner, then click **Confirm** to delete this template from ToolBox.

Reset the Device

This section describes how to reset the device.

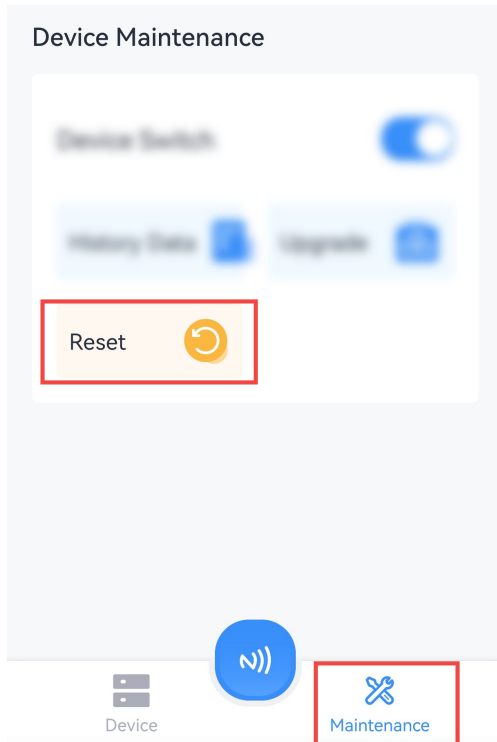
Reset through ToolBox



Note:

Before resetting the device through ToolBox, access it through NFC or Bluetooth. For ToolBox access instructions, see [Access the Device](#).

1. On the homepage of ToolBox, click **Maintenance** in the lower right corner. The **Maintenance** page is displayed, see the following figure.



2. Click **Reset**.
3. In the displayed dialog box, click **Confirm**.
4. If the device is successfully reset, the following page is displayed.



Reset successfully!

Perform a Hardware Reset

If the device cannot be read from or written to normally through ToolBox, perform a hardware reset.

Chapter 6. Services

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

Technical Support Mailbox: iot.support@milesight.com

Online Support Portal: <https://support.milesight-iot.com>

Resource Download Center: <https://www.milesight.com/iot/resources/download-center/>

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