Milesight

VS126

AI Ultra High-Mount People Counter

User Guide

Contents

Chapter 1. Preface

Copyright Statement

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Safety Instruction

Milesight will not shoulder responsibility for any loss or damage resulting from not following the instructions of this operating guide.

Warning:

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

- Ensure that the device is installed by a qualified personnel in strict compliance with local electrical safety regulations.
- To avoid fire and electric shock, keep the device away from rain and moisture before installation.
- Do not touch hot surfaces.
- Make sure the power plug is firmly inserted into the socket.
- Make sure the device is firmly fixed.
- Do not disassemble or remodel the device in any way.

CAUTION:

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

- Do not operate the device outside its specified temperature range.
- Do not subject the device to shock or impact.
- Avoid operating the device in environments with laser equipment.
- Ensure adequate ventilation around the device to prevent overheating.

- Use a soft dry cloth to clean the lens. For stubborn stains, dampen the cloth with a mild detergent solution, clean the lens, and immediately dry it thoroughly.
- Do not use volatile solvents such as alcohol, benzene or thinners as they may damage the device surface.

Revision History

Data	Doc Version	Description
Nov. 18, 2025	V1.0	Initial version

Chapter 2. Product Introduction

This chapter describes basic product information.

Overview

The VS126 is a professional-grade people counting sensor specifically engineered for high-mount installations at heights between 6 and 15 meters. By integrating advanced binocular stereo vision technology, it achieves an industry-leading counting accuracy of up to 99.8% while ensuring full compliance with GDPR privacy requirements through built-in privacy protection features.

The sensor offers flexible connectivity options including Cellular and Power over Ethernet (PoE), allowing seamless integration into diverse network environments. For extended functional expansion, the VS126 provides multiple industrial interfaces (RS485, DO, DI) to enable integration with access control systems, digital signage, and building management platforms.

Designed for challenging high-ceiling applications, the VS126 delivers reliable performance in large indoor environments such as airports, shopping malls, libraries, and stadiums. Its robust construction and wide-area detection capability make it an ideal solution for accurate crowd monitoring and space utilization analysis in complex architectural spaces.

The device has the following features:

- **Reliable performance:**
  - Up to 99.8% people counting accuracy with AI and stereo vision technology.
  - Maintains stable performance in diverse lighting conditions, even in pitch darkness.
- **Installation flexibility & Auto-Calibration Technology:**
  - Supports high ceiling mounting between 6 and 15 meters, providing greater deployment flexibility for various environments.
  - Supports automatic tilt correction and infrared adjustment to maintain optimal detection performance.
- **Various functions:**
  - Supports line crossing people counting, regional people counting and dwell time detection.
  - Supports the heat map function for analyzing foot traffic intensity and distribution.
  - Supports multi-device stitching. Up to 16 device can be stitched to expand the coverage area.
- **Multiple interfaces:**

- Provide multiple connectivity options (PoE, Cellular).
- Supports RS485, DI and DO interfaces for external device integration.
- High compatibility of data transmission with HTTP(s)/MQTT(s) protocol and API, supports customized push content methods.

• **Device management and data security:**

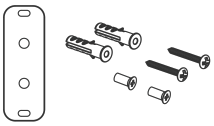
- Quick and simple management through the Milesight Development Platform.
- Customer-defined preview privacy settings. No personal information is transmitted, ensuring compliance with the GDPR.
- Supports local data storage and data retransmission for secured data collection.

Packing List

This chapter describes the packing list. You can verify the contents against the following list to ensure all items are present. If any of them is missing or damaged, you can contact your sales representative.

Universal Accessories

1 × VS126 Device



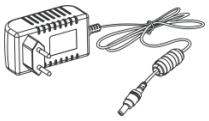
4 × Ceiling Mounting Kits

1 × Multi-interface Cable

1 × Warranty Card

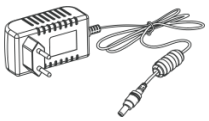
1 × Quick Guide

Accessories Exclusively for Cellular Version



1 x Power Adapter

Accessories Exclusively for PoE Version



1 x Power Adapter (Optional)

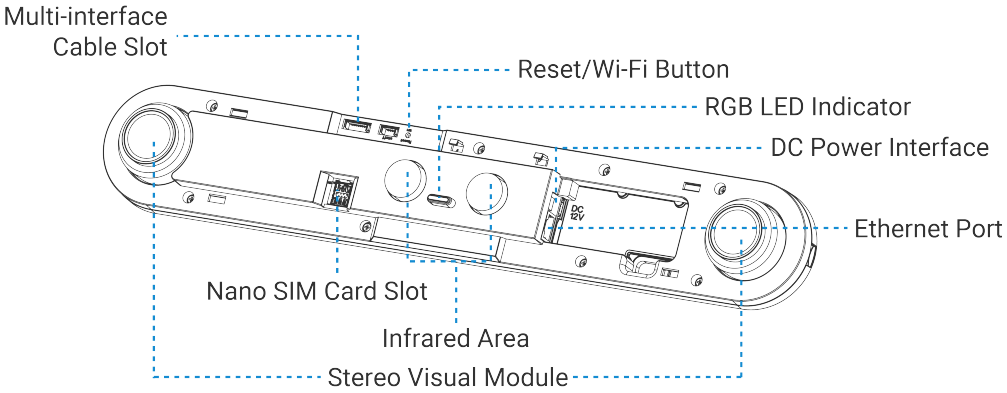
The device is also compatible with multiple mounting kits and accessories that can be purchased independently. For detailed information about them, refer to Accessories for Milesight People Counters.

Hardware Components

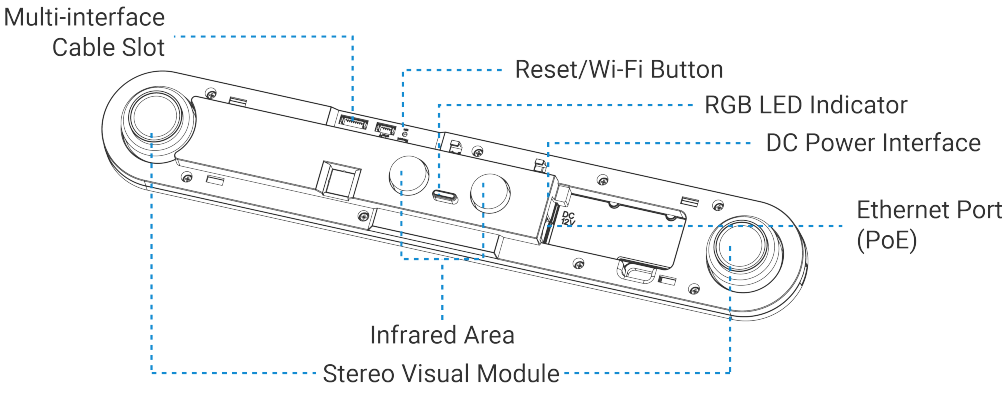
Main Components

The following figure shows the main components of the device.

Cellular Version:



PoE Version:



For the description of each component, refer to the following table:

Name	Description
Ethernet Port	Provides data communication and multi-device stitching capability. When Power over Ethernet (PoE) is supported, the same port can also power the device.
DC Power Interface	Provides a power input for the device by connecting to an external DC power adapter.
Stereo Visual Module	It is a dual-camera module that captures and processes stereoscopic images.
Infrared Area	Provides night vision capability by emitting invisible infrared light to illuminate the scene.
RGB LED Indicator	Provides visual status indications through a multi-color LED.
Multi-interface	Provides physical connection points for external devices.
Nano SIM Card Slot	Slot for inserting a Nano-SIM card to establish a cellular network connection.
Reset/Wi-Fi Button	Dual-function button for resetting the device and activating the Wi-Fi pairing mode.

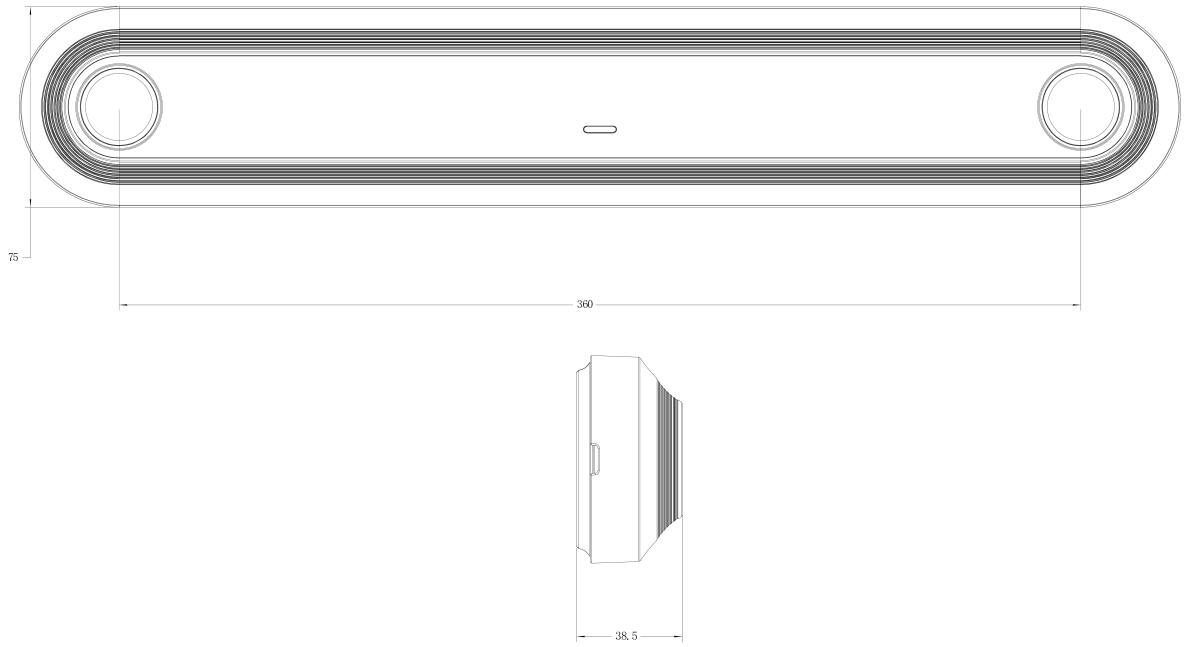
Power Button and LED Indicators

The device has a power button and an LED indicator for Wi-Fi enabling/disabling and reset functions. For the functions of the power button and the corresponding LED indicator status, refer to the following table.

Function	Action	LED Indicator
Enable/Disable Wi-Fi	Long press the power button for 3 seconds.	Enable/Disable: The blue light blinks for 3 seconds. Wi-Fi enabled: The blue light is on. Wi-Fi disabled: The green light is on.
Reset the device	Long press the power button for 10 seconds.	The green light blinks until the reset process is completed.
Module or algorithm detection error	/	The red light is on.

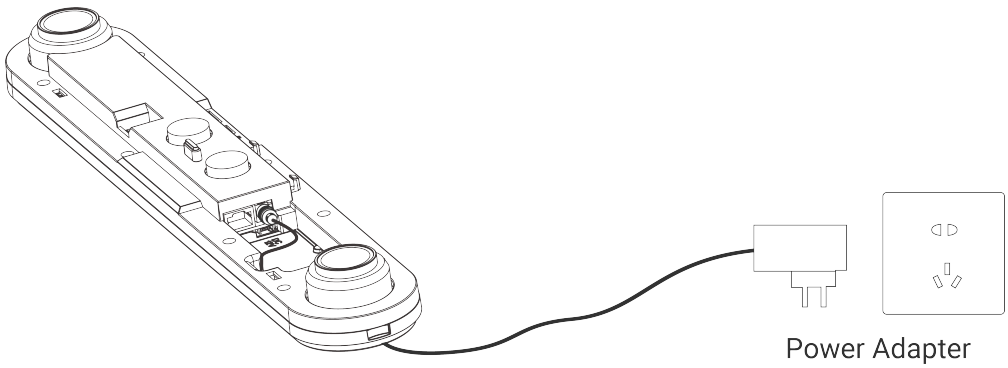
Dimensions

The following figure shows the device dimensions (unit: mm)

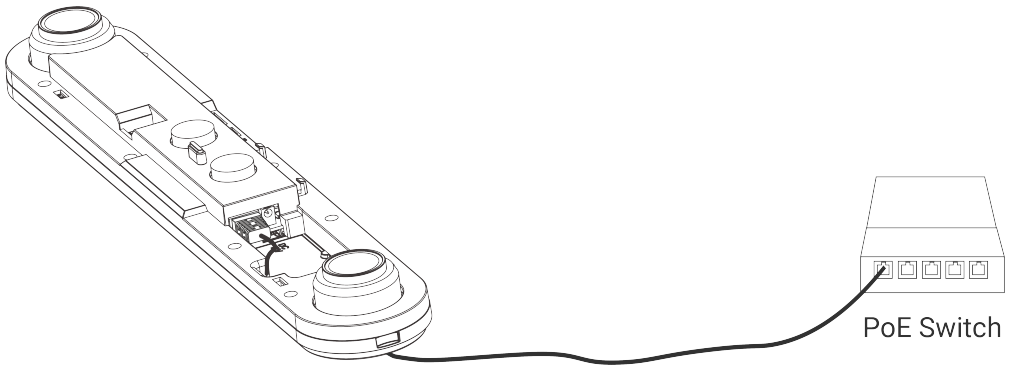


Power Supply

The device can be powered by a DC power adapter (12V, 1A).

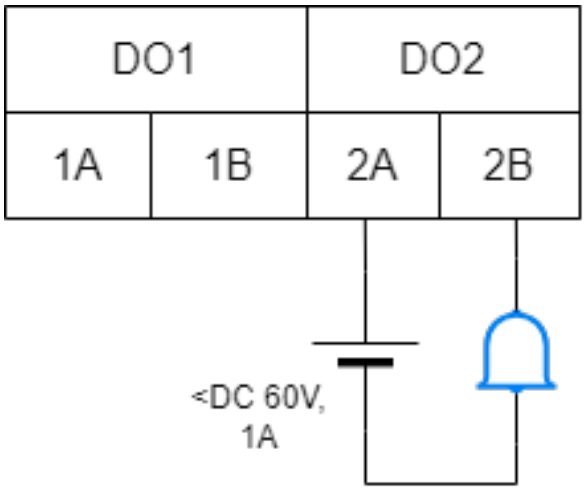


The device can be powered by a PoE switch (802.3af compliant). This applies to the PoE version only.



Wiring Diagram

This following figure shows the wiring diagram.



Chapter 3. Installation

Detection Area Reference

The following table describes detection area calculation related parameters.

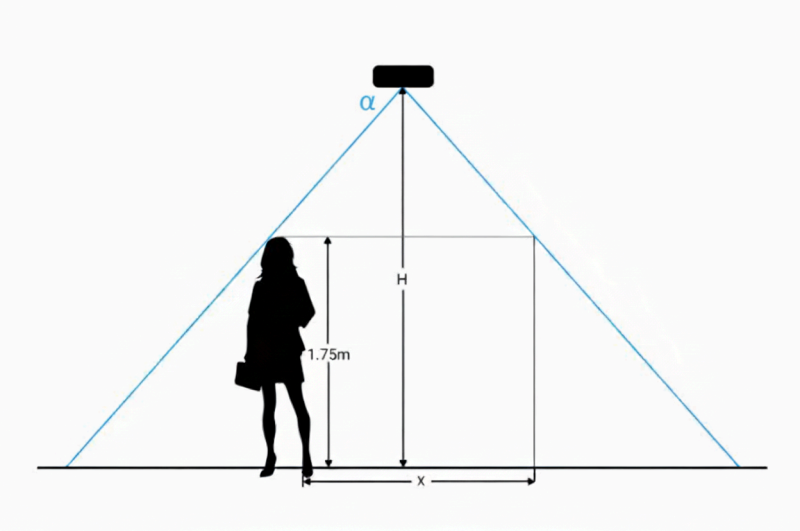
One device Unit

Table 1. Parameter Definition

Parameters	Description	Value
H	Installation height	6 - 15 m
h	Target height	Example 1.7 m
α	Horizontal field of view angle	-2.607 × H+90.204 (6 m ≤ H ≤ 10 m); -3.577× H+94.557 (10 < H ≤ 15 m)
β	Vertical field of view angle	-2.279 × H+73.102 (6 m ≤ H ≤ 10 m); -2.898 × H+74.682 (10 < H ≤ 15 m)
x	Detection range length	2 × tan(α/2) × (H-h+0.05)*
y	Detection range width	2 × tan(β/2) × (H-h+0.05)*

** The "+0.05" in the formula accounts for the device's mounting offset from the ceiling surface.*

The detection area depends on the device's field of view angle, installation height, and target height. The following figure uses the horizontal field of view angle, an installation height of 3 meters, and a target height of 1.75 meters as an example for illustration.



For example, for a 1.75 m target height, the detection area for each installation height is as follows:

Table 2. Detection Area

Installation Height (m)	Detection Area (m^2)
6.0	6.55 × 4.91
7.0	7.70 × 5.76
8.0	8.72 × 6.54
9.0	9.62 × 7.21
10.0	10.40 × 7.80
11.0	9.73 × 7.29
12.0	9.97 × 7.48
13.0	10.08 × 7.56
14.0	10.06 × 7.55
15.0	9.92 × 7.43

Multi device Unit

Table 3. Parameter Definition

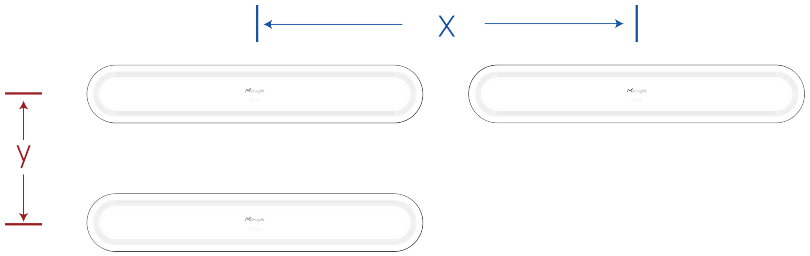
Parameters	Description	Value
H	Installation height	6 - 15 m

Parameters	Description	Value
h	Target height	Example 1.7 m
α	Horizontal field of view angle of each device	-2.607 × H+90.204 (6 m ≤ H ≤ 10 m); -3.577× H+94.557 (10 < H ≤ 15 m)
β	Vertical field of view angle of each device	-2.279 × H+73.102 (for 6 m ≤ H ≤ 10 m); -2.898 × H+74.682 (for 10 < H ≤ 15 m)
x	Detection range length of each device	x = 2 × tan(α/2) × (H-h+0.05) for each device
y	Detection range width of each device	y = 2 × tan(β/2) × (H-h+0.05) for each device
a	Number of devices required along the coverage length	Coverage length ÷ x, Round to the nearest integer based on deployment requirements
b	Number of devices required along the coverage width	Coverage width ÷ y, Round to the nearest integer based on deployment requirements

Example: For a coverage area of 18m*15m (coverage length*coverage width) with VS126-P devices installed at 10m height (H) and 1.75m target height (h):

x = 10.4 m, a: Coverage length ÷ x = 18 ÷ 10.4 ≈ 1.73, a = [1.73] ≈ 2 devices

y = 7.8 m, b: Coverage width ÷ y = 15 ÷ 7.8 ≈ 1.92, b = [1.92] ≈ 2 devices



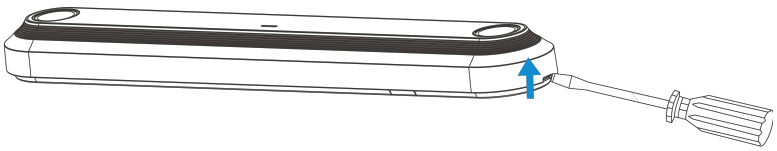
Conclusion: 2 × 2 = 4 devices are required for complete coverage of the 18 m*15 m area.

Install a SIM Card (Cellular Version Only)

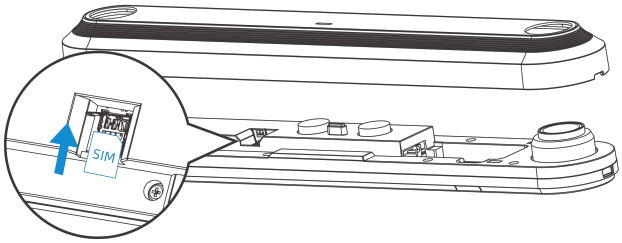
This section describes how to install the SIM card, which is required for the cellular version.

Steps:

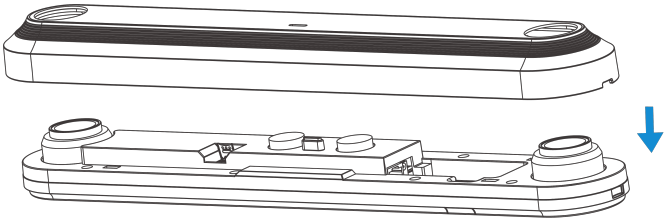
1. Separate the outer cover:
    a. Identify the connection gap on the device's side panel.
    b. Use an appropriate tool (e.g., a flathead screwdriver) to carefully insert it into the gap.
    c. Pry and separate the device's enclosure following the direction of the blue arrow.



2. Locate the SIM card slot, ensure the Nano SIM card (4FF) is oriented correctly, and insert it following the direction of the blue arrow until it clicks into place. Make sure the SIM card is fully seated and securely locked.



3. Align the top cover of the enclosure with the device base, and snap the enclosure back together following the direction of the blue arrow.



Install the Device

This section describes how to install the device to the ceiling.

Requirements:

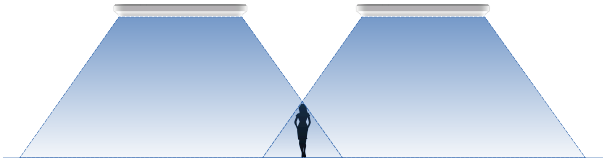
Area requirements:

- Areas without height differences (e.g., staircases or multi-level floors).
- Areas with stable lighting and rich environmental textures (such as patterned floors or walls).
- Free from reflective surfaces (such as glass, mirrors).
- Locations with an unobstructed field of view.
- Ceiling installation above a swing door: The device should be mounted on the ceiling section above the stationary (hinge) side of the door.

Ceiling requirements: Flat ceiling, minimum thickness: 30 mm, tilt angle: ≤ 10°.

Multi-device Stitching requirements:

- Installation height: All devices must share the same height.
- Software Version: All devices must run the same software version.
- Connectivity: Supports PoE or Cellular connectivity and supports hybrid combinations.
- Core Principle: Continuous Coverage via Adjacent Installation.



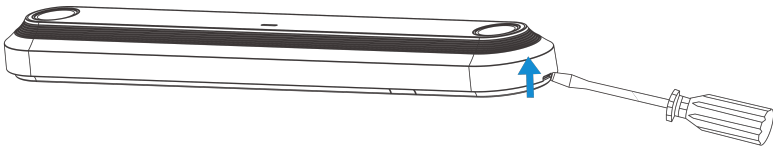
Note:
For optimal stitching, ensure that targets near the edges of both fields of view can be fully captured and detected simultaneously.

Steps

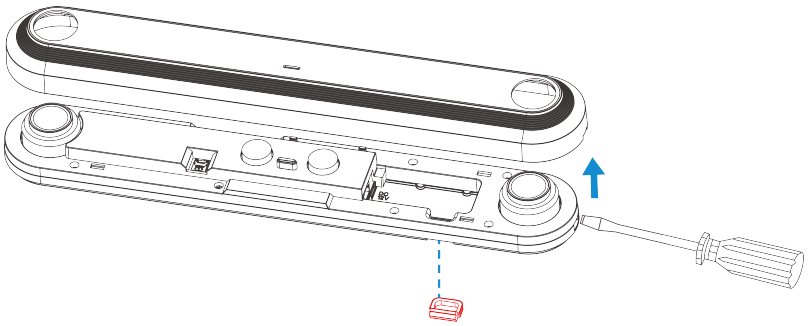
Preparations:

- Verify that the device and accessories are complete according to the Packing List.
- Notify individuals and obtain consent for image collection. Inform them of opt-out rights.
- If you have purchased optional accessories, please refer to ACCESSORIES for the operating steps.

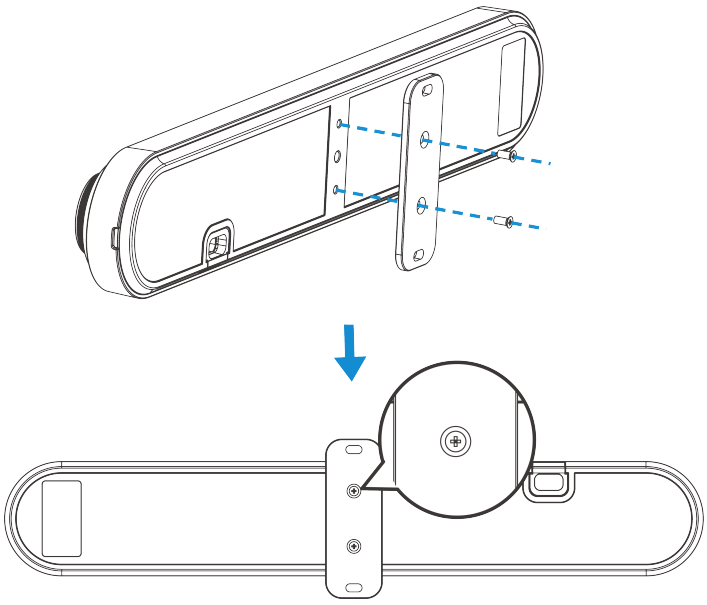
1. Separate the outer cover:
    a. Identify the connection gap on the device's side panel.
    b. Use an appropriate tool (e.g., a flathead screwdriver) to carefully insert it into the gap.
    c. Pry and separate the device's enclosure following the direction of the blue arrow.



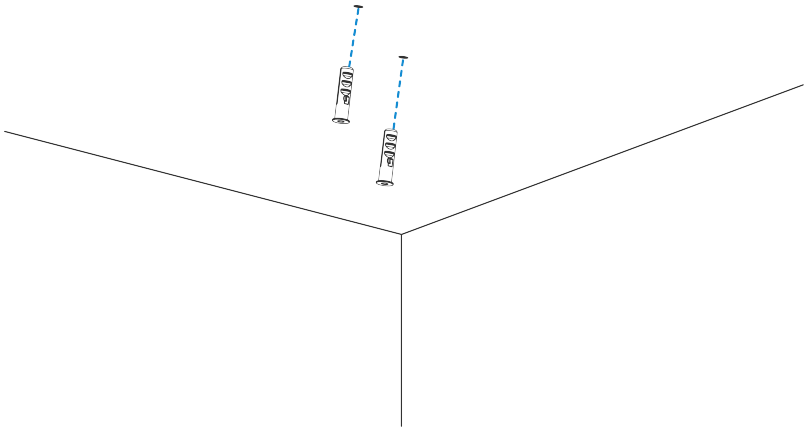
2. (Optional) Remove the blocking rubber if the wires need to exit from the side of the device.



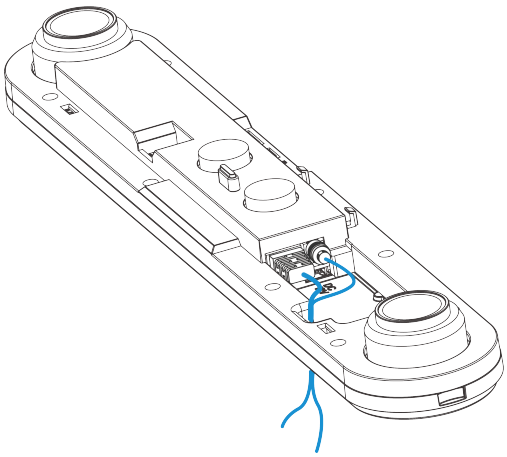
3. Attach the Bracket:
    a. Align the mounting bracket with the screw holes on the back of the device base.
    b. Ensure the bracket fits the device perfectly, with the **grooved side facing outward**.
    c. Use screws to secure the bracket to the base.



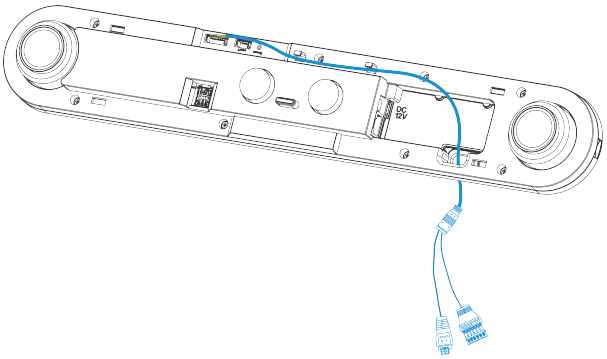
4. Install expansion sleeves.
    a. Use a marker pen or another suitable tool to mark the drilling positions on the ceiling according to the mounting holes of the device.
    b. Drill two holes in the ceiling according to the marked hole positions.
    c. Insert expansion sleeves into the ceiling holes.
    d. (Optional) To route cables through the ceiling, mark and drill an access hole at the desired location.



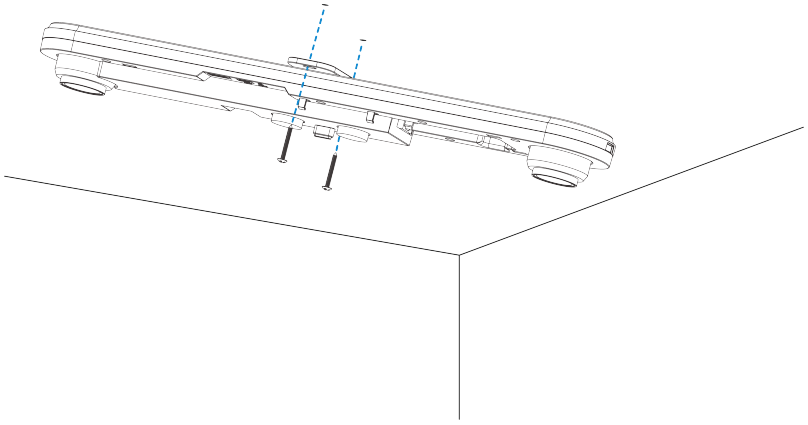
5. Connect the necessary cables.



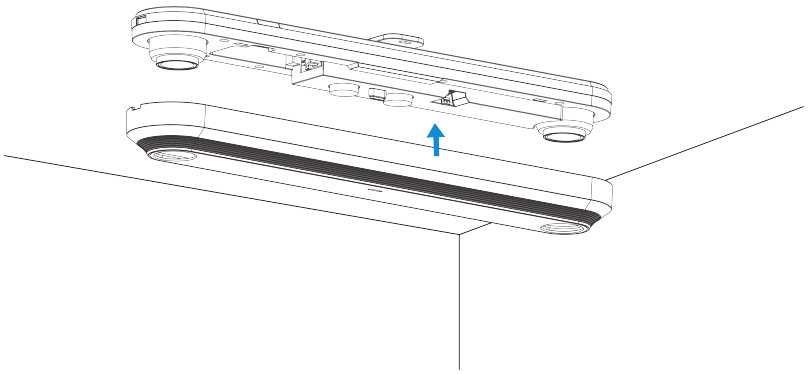
(Optional) To use the alarm I/O, the multi-interface cable must be connected to the device.



6. Secure the device to the ceiling using mounting screws.

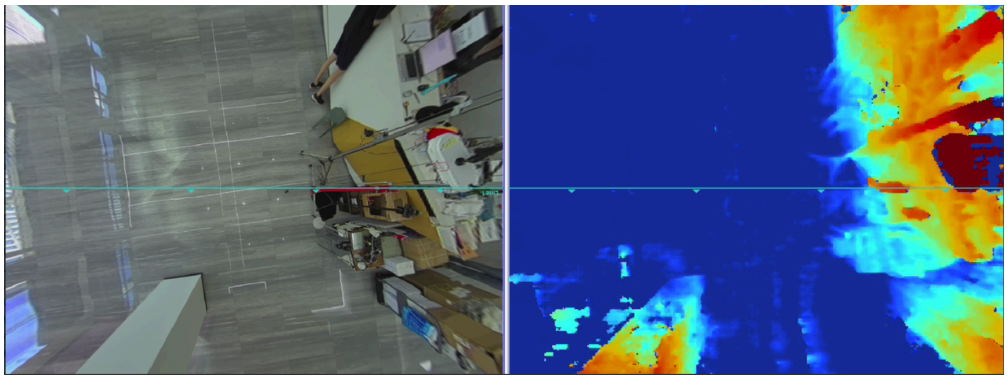


7. Remove the lens protective film.
8. Reattach the cover to the device.

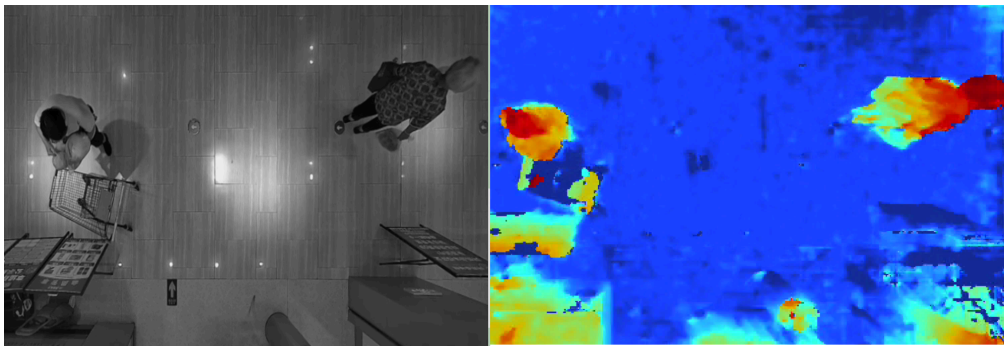


9. (Optional) For multiple device installations, repeat Steps 1 through 8.
10. Log in to the web GUI to check the preview on the **Dashboard** page.

- The display effect of a normal environment is as follows: The ground is rendered with light blue or blue spot patterns. A color gradient is applied to objects based on height, with taller objects shown in progressively deeper red tones.



- The display effect for normal targets is as follows: The clear color gradient on detected targets indicates effective depth perception.



> **Note:**
> If the preview on the **Dashboard** page is abnormal, refer to Troubleshoot an Abnormal Preview after Installation for troubleshooting.

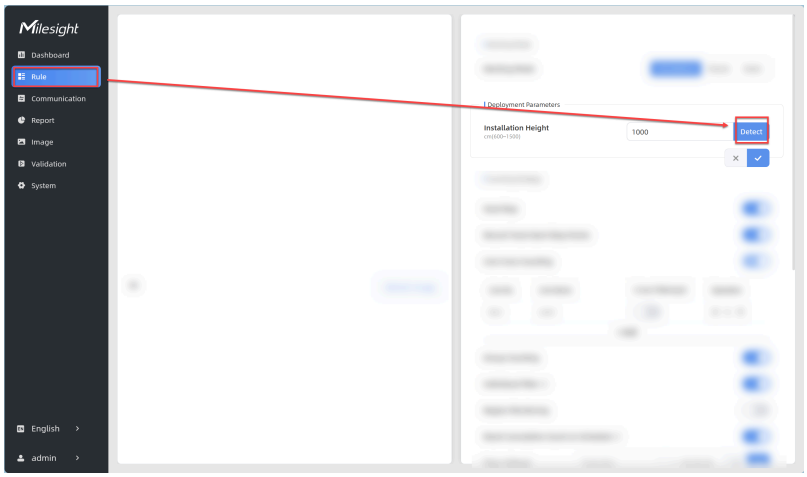
11. (Optional) For multiple devices, verify that targets near the edges of both fields of view in adjacent devices are fully captured and detected at the same time.

Troubleshoot an Abnormal Preview after Installation

This section describes how to troubleshoot an abnormal dashboard preview after the device is installed.

Steps:

1. Verify that the lens protective film has been removed.
2. Verify that the device is installed horizontally (within ±10°).
3. Identify and remove any objects (such as pendant lights, downlights) that are too close to the device or obstructing its field of view.
4. Adjust the installation height through the web GUI. For how to log in to the web, refer to Access the Device.
    a. On the **Rule** page of the web GUI, click **Detect** to use the automatically detected height value.



    b. Switch to the **Dashboard** page to check the preview and make the following adjustments if necessary:

- If the depth map is predominantly blue → switch to the **Rule** page → increase the installation height by 50 mm increments (recommended).
- If the depth map is predominantly red → switch to the **Rule** page → decrease the installation height by 50 mm increments (recommended).

5. Verify that the lens is secure and the housing is not deformed, even if no external damage is visible.
6. If the problem persists, contact your Milesight sales representative.

Chapter 4. Web Configuration

The device can be configured through the web. This section describes web configuration.

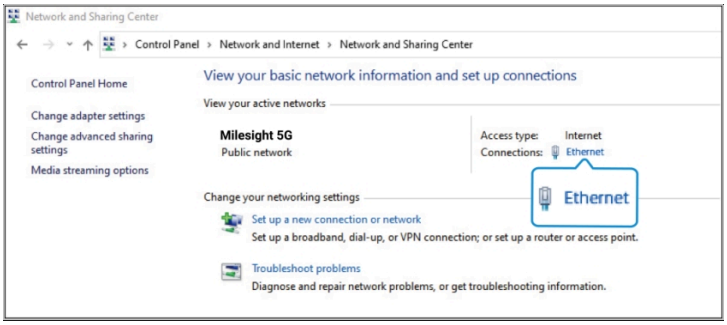
Access the Device

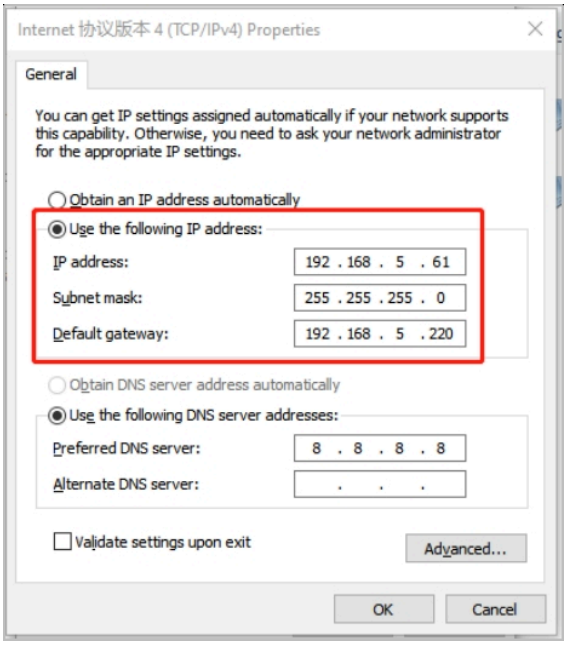
The device can be configured through the web GUI, which is accessible over Wi-Fi or Ethernet. This section describes how to access the device through the two methods.

Preparations: Computer and network cable

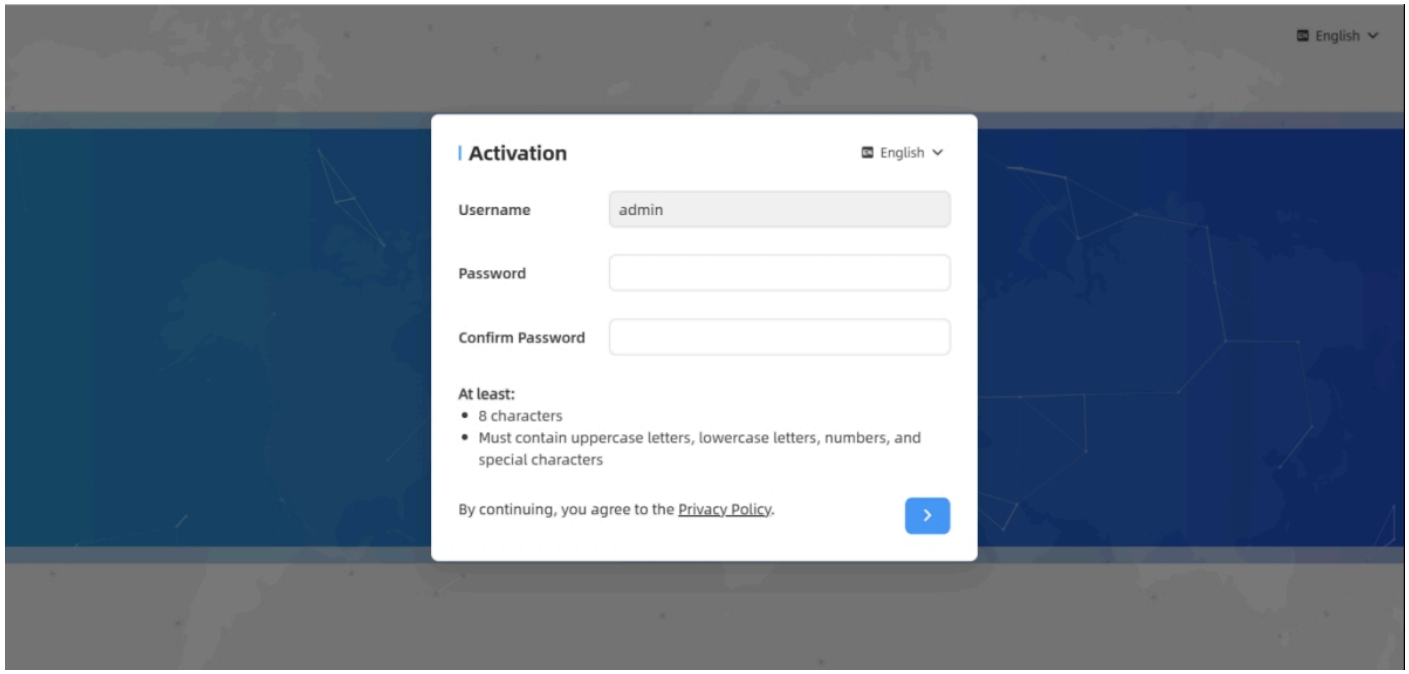
Steps:

1. Perform the following operations as needed.

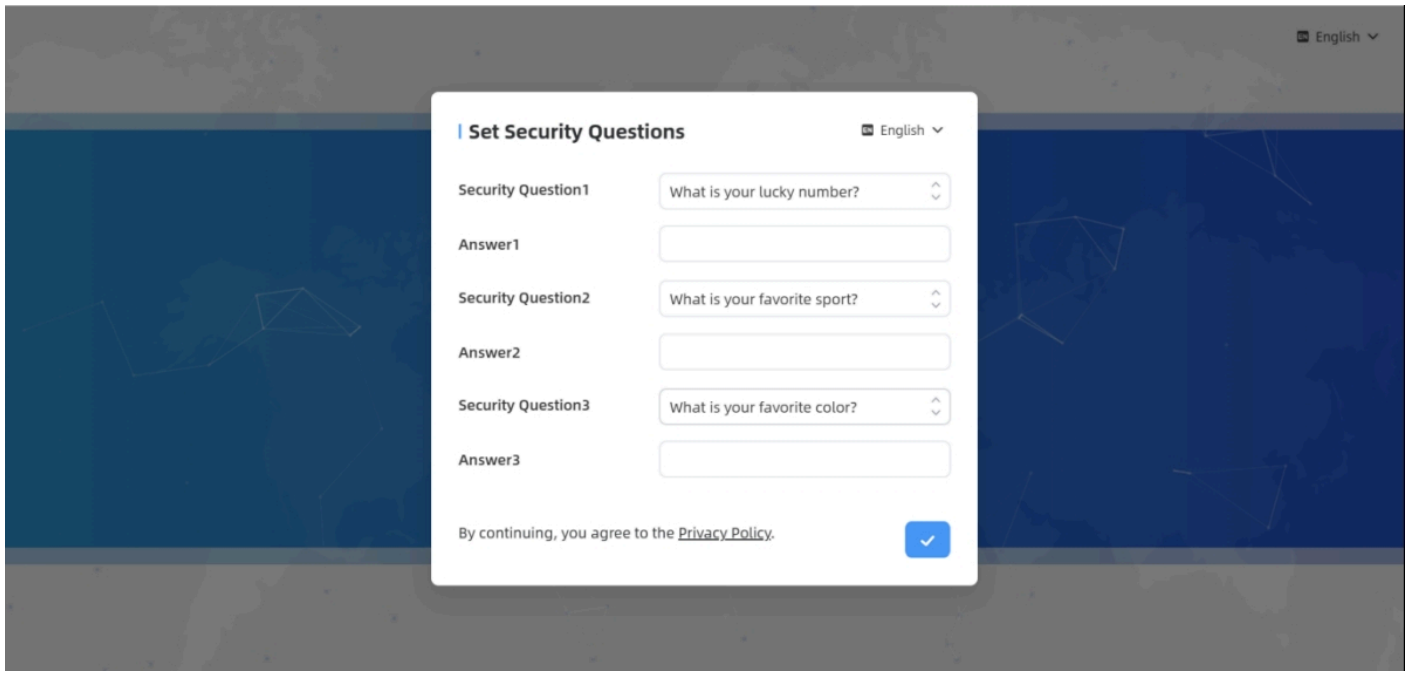
To	Do
Access the device through the wireless network	a. Enable wireless network connection on the computer. b. Search for the device Wi-Fi SSID and connect it to the computer. The Wi-Fi SSID follows the format of People Counter_xxxxxx and is located on the physical label of the device. c. Open a browser and enter Wi-Fi IP address 192.168.1.1. The **Activation** dialog box is displayed.
Access the device through the Ethernet port	a. Use the network cable to connect the device and the computer. b. Click **Start** → **Control Panel** → **Network and Internet** → **Network and Sharing Center**.  c. Click **Ethernet** → **Properties** and double click **Internet Protocol Version 4 (TCP/IPv4)**. The **Internet Protocol Version 4 (TCP/IPv4) Properties** dialog box is displayed.

To	Do
	 d. Click **Use the following IP address**. e. In the **Use the following IP address** area, perform the following operations. i. Enter an IP address (such as 192.168.5.61) that is in the same subnet as the device. **Note:** This IP address must be unique and not used by any other device on the network. ii. Set **Subnet mask** to **255.255.255.0**. iii. Set **Default gateway** to **192.168.5.220**. f. Click **OK**. g. Open a browser and enter Ethernet IP address 192.168.5.220. The **Activation** dialog box is displayed.

2. Set the login password and click ›. The **Set Security Questions** dialog box is displayed.

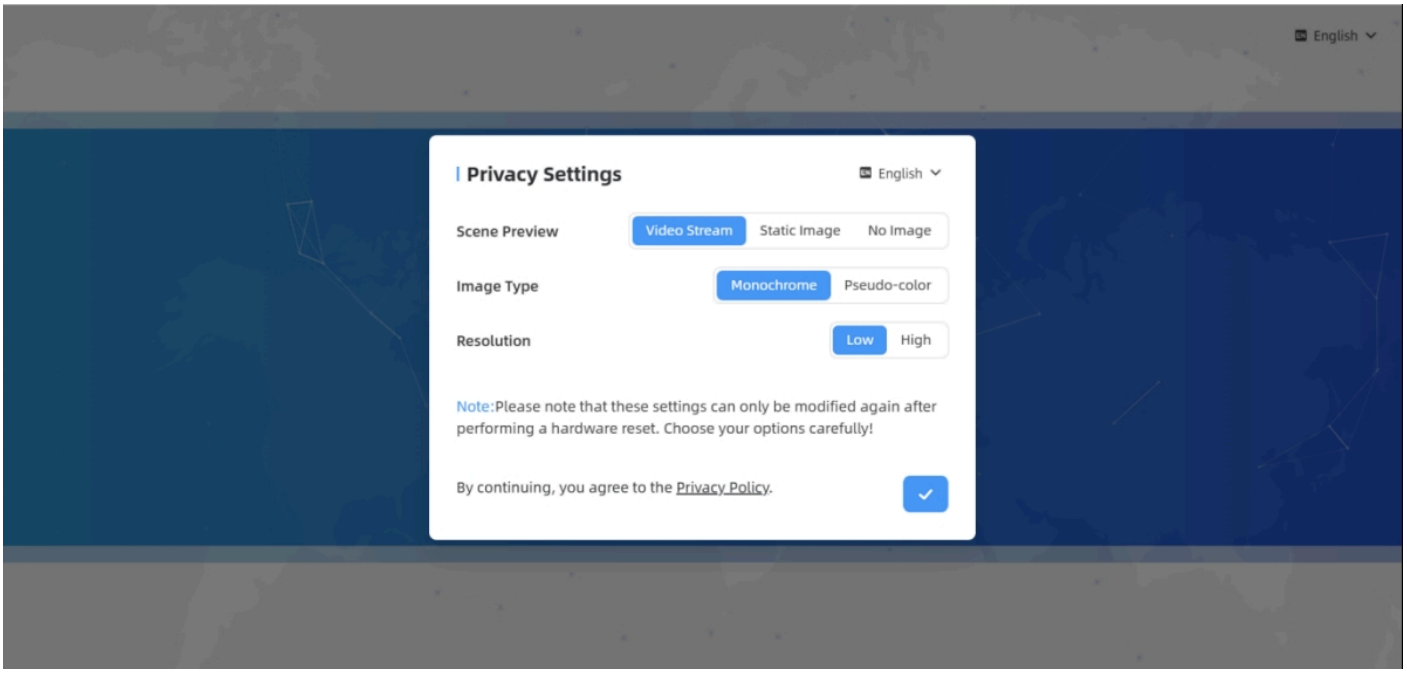


3. Set the three security questions when using the device for the first time and click . The **Privacy Settings** dialog box is displayed.

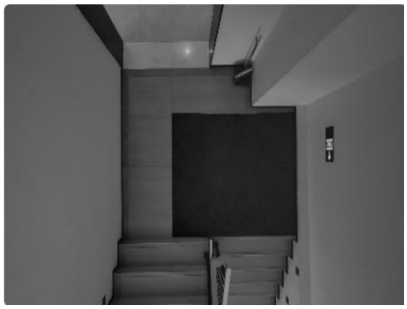
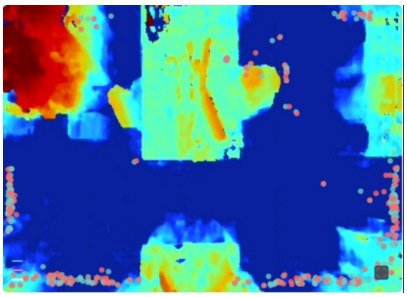


4. Configure the following parameters as needed to set the preview image on the dashboard.

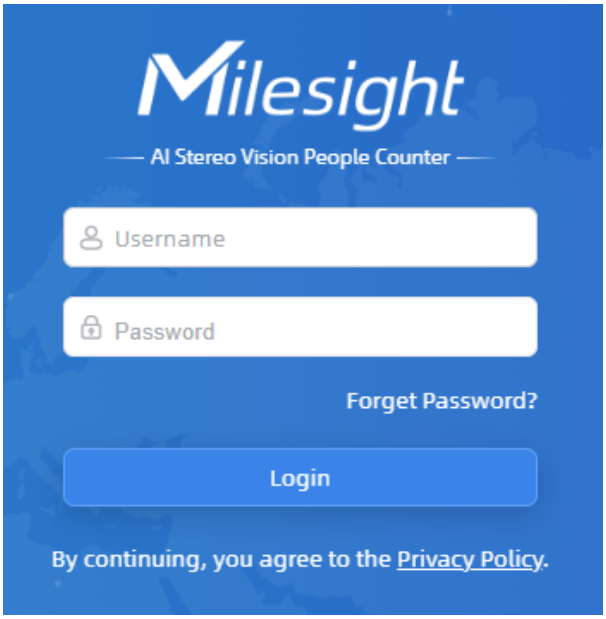
Tip:
If you need to reset the privacy settings, long press the reset button for 10s to reset the device to default factory settings.



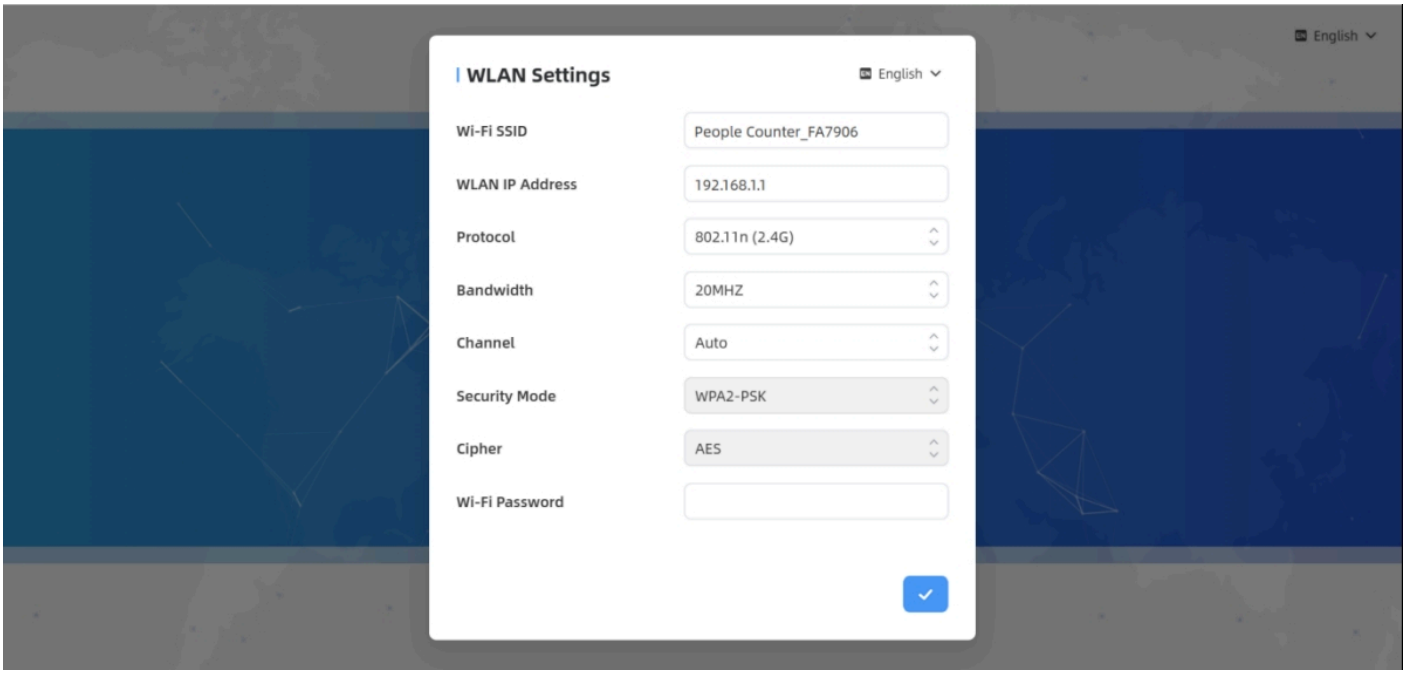
Parameters	Description
Scene Preview	Options: **Video Stream**, **Static Image** and **No Image**. - **Video Stream:** Live video preview of the camera's field of view. - **Static Image:** Still snapshot of the scene. - **No Image:** No image displayed.
Image Type	Options: **Monochrome** or **Pseudo-color**. - **Monochrome:** Displays the image in grayscale (black, white, and gray).

Parameters	Description
	 - **Pseudo-color:** Enhances image details by mapping grayscale intensities to a color spectrum. 
Resolution	Options: **Low**, **High**. **Low:** Provides a lower-quality image that uses less bandwidth, suitable for basic scene monitoring and motion detection. **High:** Provides a high-quality clear image necessary for identifying details such as facial features. **Tip:** Resolution is only displayed in **Monochrome** image type.

5. Click to save the configuration. The following page is displayed.



6. Enter the username (admin) and the login password. The **WLAN Settings** dialog box is displayed.
7. Set the Wi-Fi password and click  to save the configuration.



Note:

1. The login password and the Wi-Fi password must be 8 to 63 characters long and contain numbers, lowercase letters, uppercase letters and special characters. If the password is entered incorrectly five times, the account is locked for 10 minutes.
2. It is recommended that users regularly update the passwords to enhance device security and prevent unauthorized access.
3. You can click **Forget Password?** in the login page to reset the password by answering three security questions when you forget the password if you set the security questions in advance.

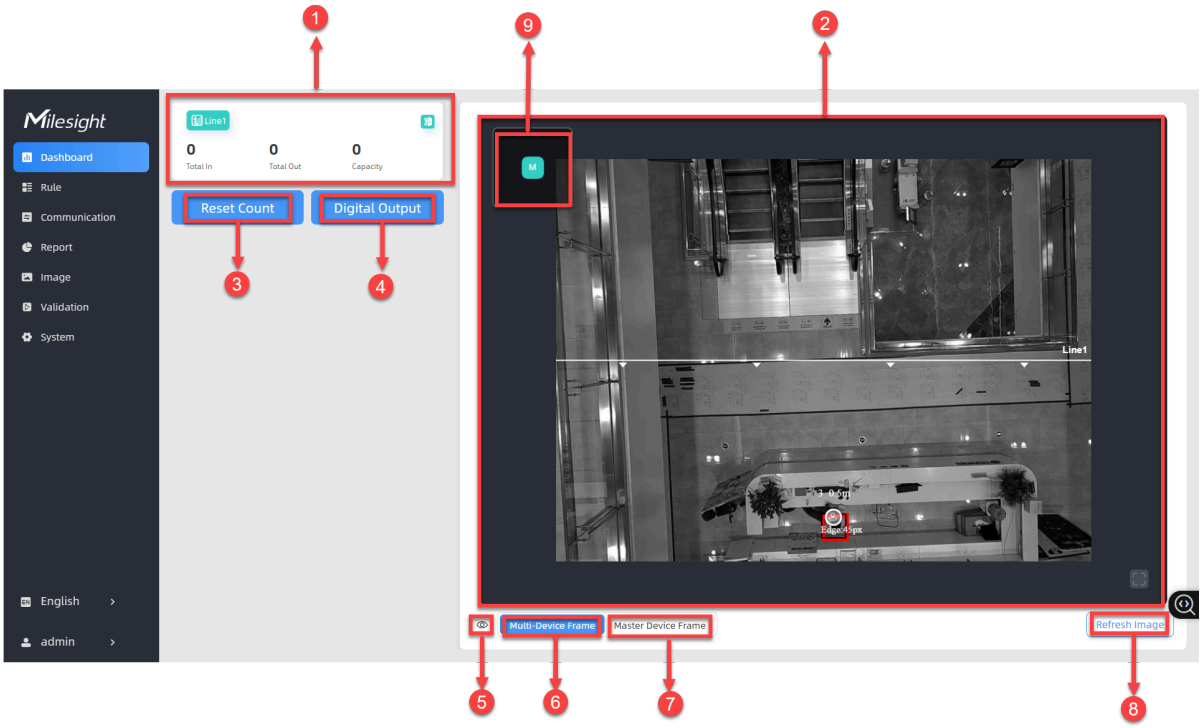
Check the Dashboard

Upon configuration of both basic counting and advanced AI recolonization functions, the device provides multiple data presentation options such as the dashboard, reports and command line outputs.

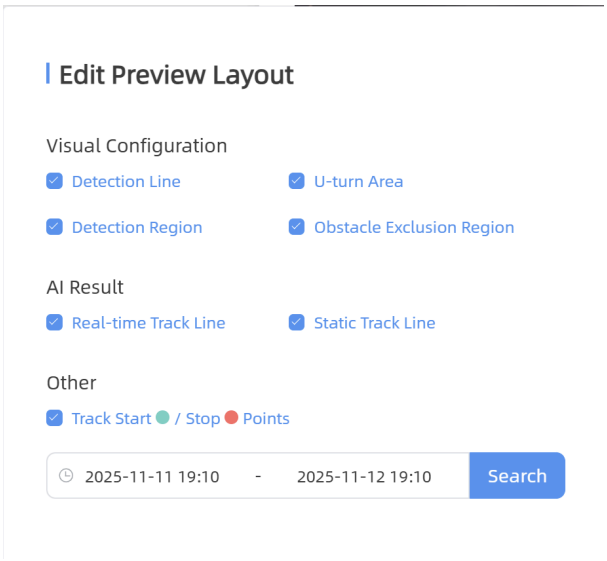
The dashboard visualizes critical data in a centralized real-time layout for at-a-glance monitoring. The master device dashboard is used as an example for description is this section.

Steps:

1. In the main page, click **Dashboard** from the left navigation tree. The **Dashboard** page is displayed.
2. Check the data or perform the operations as needed. For **Dashboard** page description, refer to the following table.



NO.	Item	Description
1	**Line, region, data display area**	After functions **Line Cross Counting**, **Region Monitoring** are configured, the corresponding line, region data is displayed in this area. **Hide/Show Capacity:** Hides/shows the total data counting capacity.
2	**Preview**	Real-time video display area.
3	**Reset Count**	Clears all accumulated people counting values.
4	**Digital Output**	Click it to output high level signals through the multi-interface when Manual DO is enabled.
5	**Edit Preview Layout**	Click . The **Edit Preview Layout** dialog box is displayed. Select the items to be displayed in the preview as needed. The items displayed here are dependent on the functions enabled. **Real-time Track Line:** Show or hide the target's track line in the preview.

NO.	Item	Description
		Static Track Line: Show or hide the history of the target's track line in the preview. Up to 1000 historical track records are supported. They are cleared upon page refresh. 
6	**Multi-Device Frame**	Switches to the multi-device preview. It will only be shown when the device's working mode is Master.
7	**Master Device Frame**	Switches to the master device preview. It will only be shown when the device's working mode is Master.
8	**Refresh Image**	Click it to refresh image. It will only be shown when the device's working mode is Master.
9	**Stitched Devices Preview**	Shows the positions of all the stitched devices. It will only be shown when the device's working mode is Master.

Configure Rules

This section describes how to configure basic counting functions and AI recognition functions and stitch multiple devices on the **Rule** page.

Configure Basic Counting Functions

To ensure proper device operation, the basic counting functions must be configured first, which include configuring deployment parameters, device strategies, line crossing counting and region monitoring. This section describes how to configure them.

Limitations: Uncontrollable Factors Affecting Accuracy

The following target-related factors may affect people counting accuracy. They are uncontrollable factors, which cannot be predicted or prevented in advance.

- **Target appearance and characteristics:**
  - **Low color contrast**: Recognition challenges when targets and the floor have similar colors.
  - **Shape similarity**: Non-human objects with a human-like silhouette may trigger false detections.
- **Target motion and density:**
  - **High velocity**: Tracking may be inaccurate for individuals walking faster than 2.5 m/s.
  - **Dense crowding**: Accuracy decreases when the distance between targets is less than 30 cm.
- **Specific scenarios:**
  - **Partial occlusion**: The risk of missed detection increases with the proportion of the target obscured by other objects.
  - **Simultaneous bidirectional crossing**: When two people pass through the detection line simultaneously in opposite directions and in close proximity, it may result in a missed count for both individuals.
  - **ID inheritance at the FOV edge**: At the FOV edge, the simultaneous disappearance of one target and appearance of another may cause a tracking identity inheritance.

Configure Deployment Parameters

This section describes how to configure deployment parameters.

Steps:

1. In the main page, click **Rule** from the left navigation tree.
2. In the **Deployment Parameters** area on the right, configure the following parameters as needed.

Parameters	Description
Installation Height	Set the device installation height manually or automatically.

Parameters	Description
	◦ To set height manually: Enter a value between 600 and 1500 cm. ◦ To set height automatically: click **Detect** to detect the current installation height. **Note:** The accuracy of automatic height detection may be compromised under low-texture ground conditions or in low-light environments such as at night.

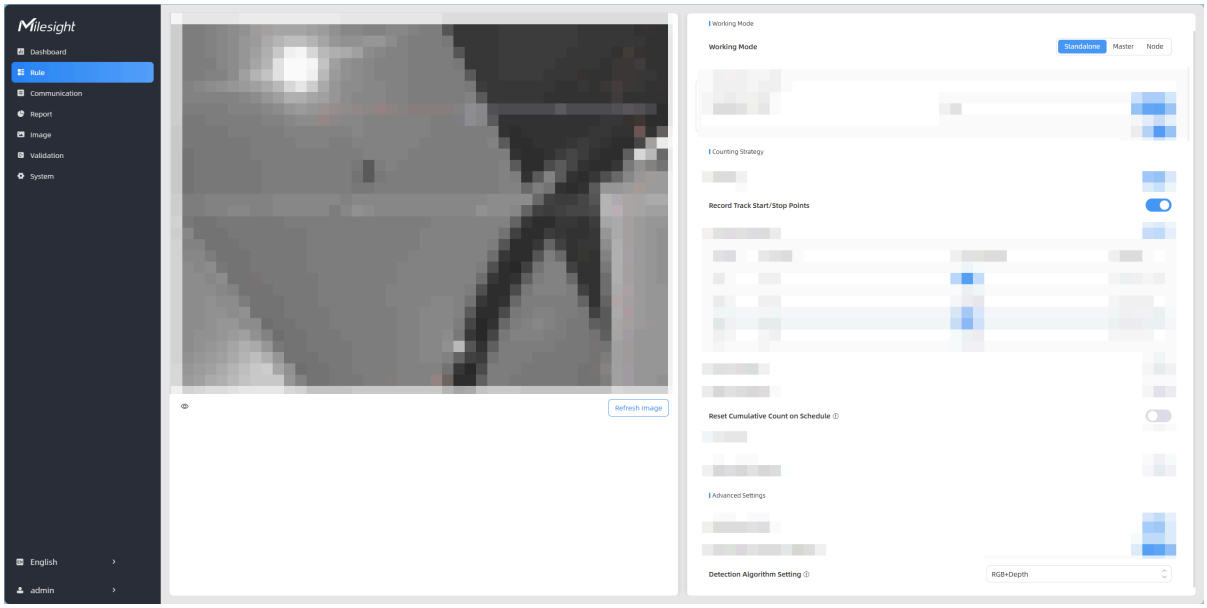
3. Click to save the configuration.

Configure Device Strategies

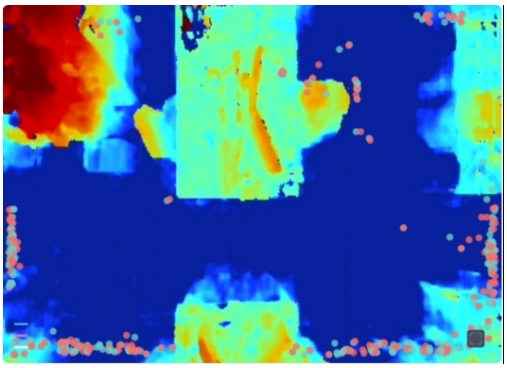
This section describes how to configure device strategies, which include **Working Mode**, **Record Track Start/Stop Points**, **Detection Algorithm Setting** and **Reset Cumulative Count on Schedule**.

Steps:

1. In the main page, click **Rule** from the navigation tree on the left.



2. Configure the following parameters as needed.

Parameters	Description
Working Mode	Options: **Standalone**, **Master**, **Node**. - **Standalone**: The device operates independently. - **Master**: The master device handles all functional configuration, counting, and data transmission. This configuration is a must to stitch multiple devices. For details, refer to Stitch Multiple Devices. - **Node**: Its primary function is to extend the overall detection coverage. This configuration is a must to stitch multiple devices. For details, refer to Stitch Multiple Devices.
Detection Algorithm Setting	Set the detection algorithm based on the specific application scenarios. **RGB+Depth:** Suitable for most scenarios. **RGB:** Enables advanced attribute analysis. This mode can be used to reduce false detections in environments where many inanimate objects are incorrectly identified as people. For example, warehouse entrances/exits where the carried objects may be incorrectly identified as people.
Record Track Start/Stop Points	Enable this parameter to record the start and end points of person trajectories in the live view for detection line adjustment. The system can store up to 5,000 track points with green indicating the start point and red indicating the end point. 

Parameters	Description
Reset Cumulative Count on Schedule	1. Enable this parameter to periodically reset cumulative counts on a set schedule. Up to 5 reset schedules are supported. Cumulative counts include: - **Total In/Out counting of each detection line** - **Max./Avg. Dwell Time of each detection region** - **Total Effective Audience and Avg. Attention Time of each attention region** 2. Set **Time of Reset** and click  .

Configure Line Crossing Counting

This section describes how to configure the line crossing counting function.

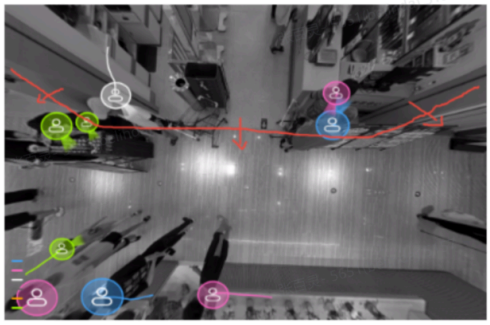
Add a Detection Line

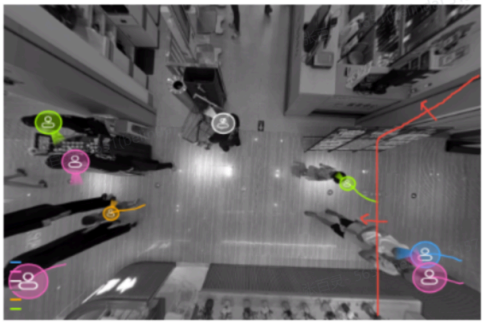
This section describes how to draw a detection line to count the number of people entering or exiting.

Detection line drawing requirements:

The detection line should satisfy the following requirements to improve detection accuracy:

- Completely traversed by targets.
- Perpendicular to the movement direction.
- Positioned centrally within the detection area.
- Free of adjacent obstructions.
- As close to the center of the preview as possible.
- Maintain sufficient identification space on both sides.



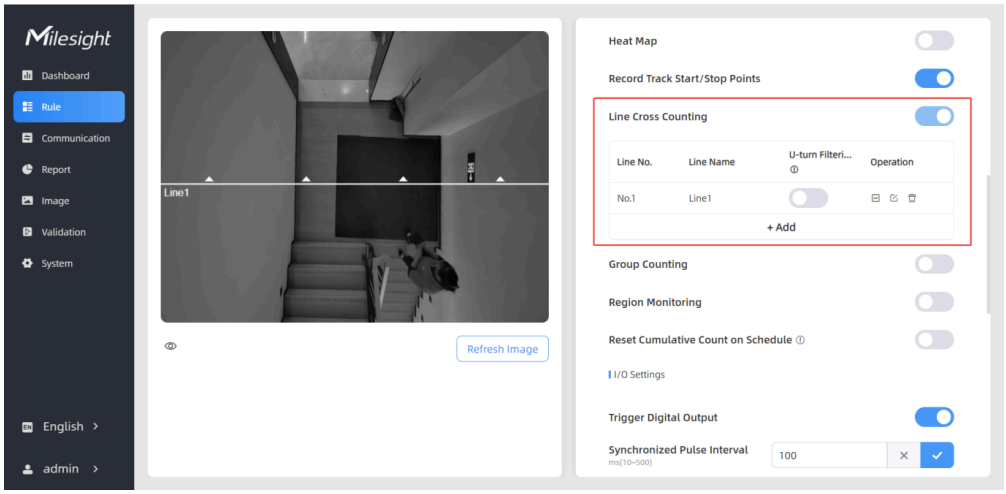


Prerequisite:

The deployment parameters and device strategies are configured.

Steps:

1. In the main page, click **Rule** from the navigation tree on the left.
2. In the **Line Cross Counting** area on the right, click **+Add**.



3. Draw a detection line in the preview:

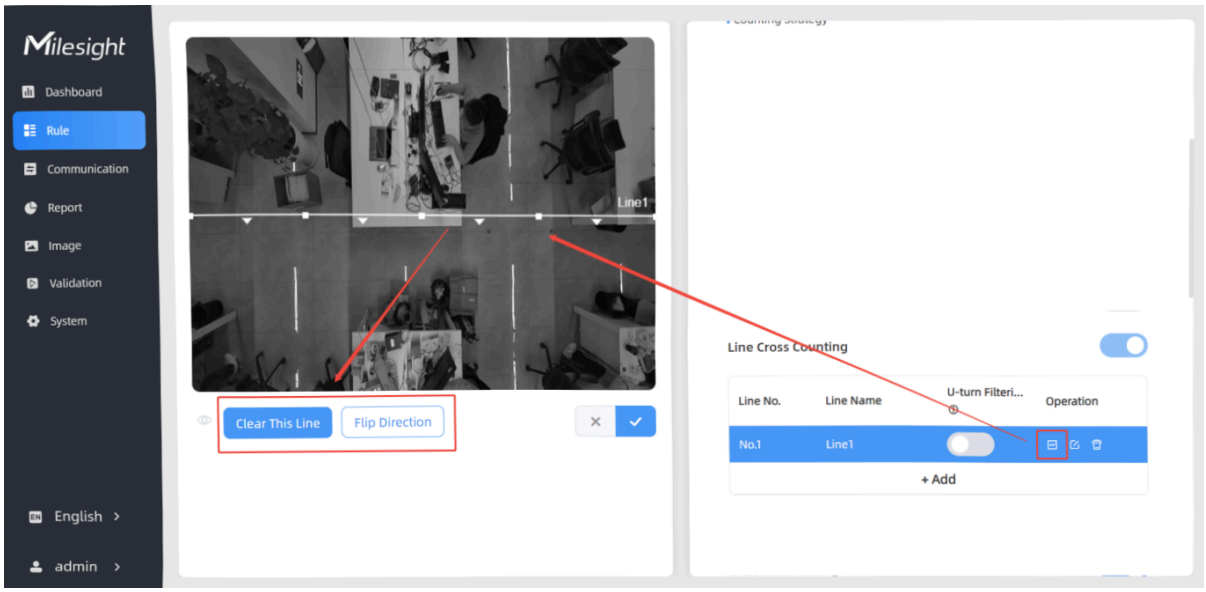
> **Note:**
> The device supports up to 4 polylines with a maximum of 4 line segments per polyline.

   a. Left-click to start and drag to draw the first line segment. The arrow in the middle of the segment indicates the direction of entry.
   b. Left-click to add vertices and change direction and drag to draw another line segment.
   c. Repeat step b to draw more line segments as needed.
   d. Right-click to finish.

e. (Optional) Adjust the line location and length by dragging.

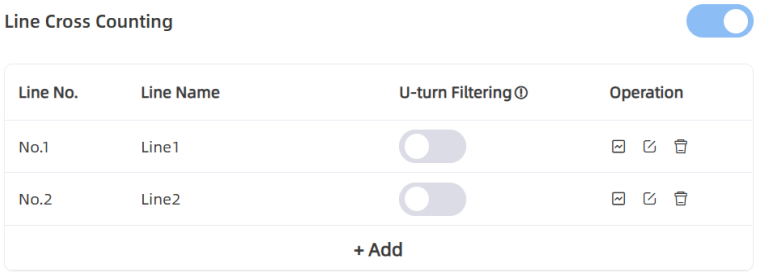
f. (Optional) To redraw a line, click **Clear This Line**.

g. (Optional) To flip the line direction, click **Flip Direction.**



h. Click  to save the configuration.

4. The line information is listed in the **Line Cross Counting** area.

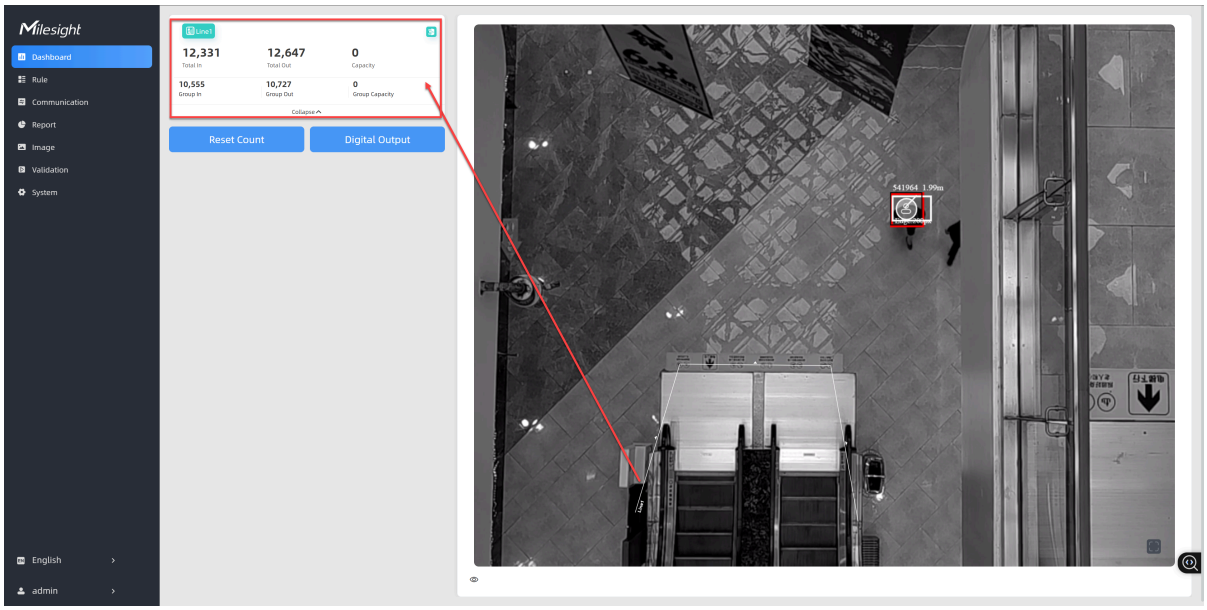


5. (Optional) Click  to customize the line name.

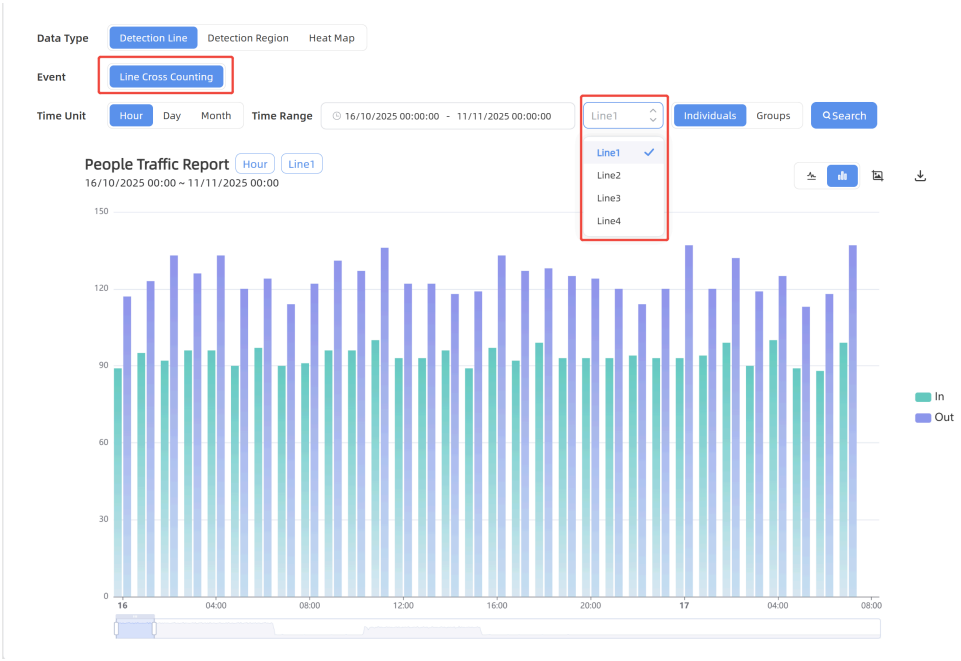
6. (Optional) To enable **U-turn Filtering**, click . For detailed configuration, refer to Configure U-turn Filtering.

7. Check data through any of the following methods:

◦ To check the visual configuration effect, click **Dashboard** from the left navigation tree.



◦ To view the line data for a certain time period and generate report, click **Report** from the navigation tree on the left. For details, refer to Generate Reports.

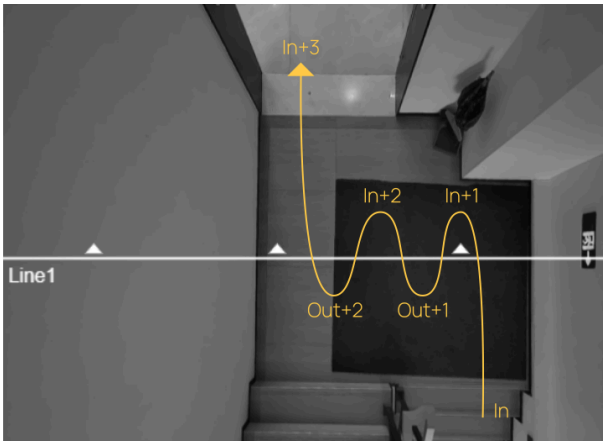


◦ If recipients are added, check data through command line outputs. For "line_periodic_data" and "line_total_data", refer to Uplink Data Example for Periodic Reporting. For "line_trigger_data", refer to Uplink Data Examples for Real-Time Reporting.

Configure U-turn Filtering

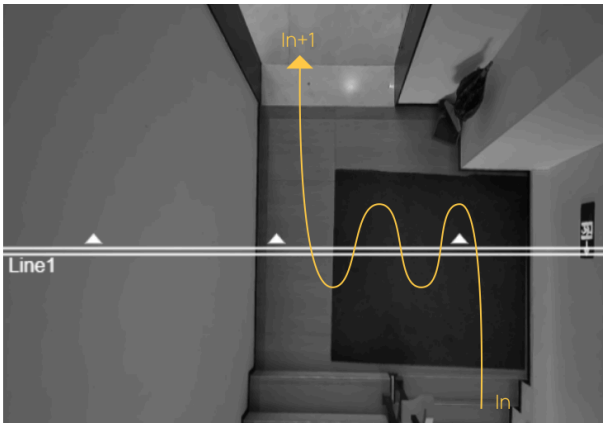
The device supports the U-turn filtering function. It eliminates duplicate counting by identifying individuals who do not complete a full entrance/exit transition. You can draw an area for every detection line and the device will analyzes movement patterns within the defined areas and registers counts only when a person fully traverses the area. This section describes how to configure the **U-turn Filtering** function.

- **Counting example when U-turn filtering is disabled:**



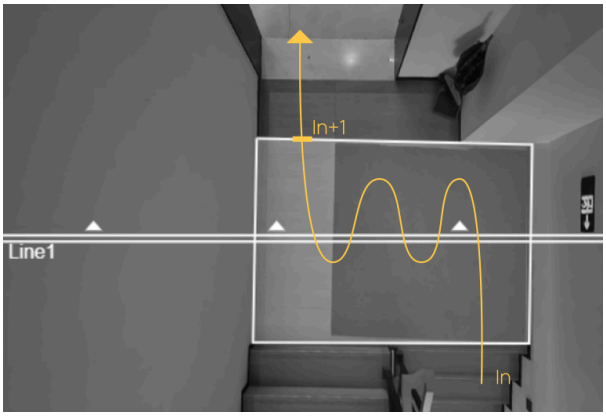
- **Counting example when U-turn filtering is enabled:**

  The device automatically filters out wandering individuals in the preview.



- **Counting example when U-turn filtering is enabled and the U-turn area for the detection line is drawn:**

When you care about the timeliness of the statistics, you can draw the U-turn area.

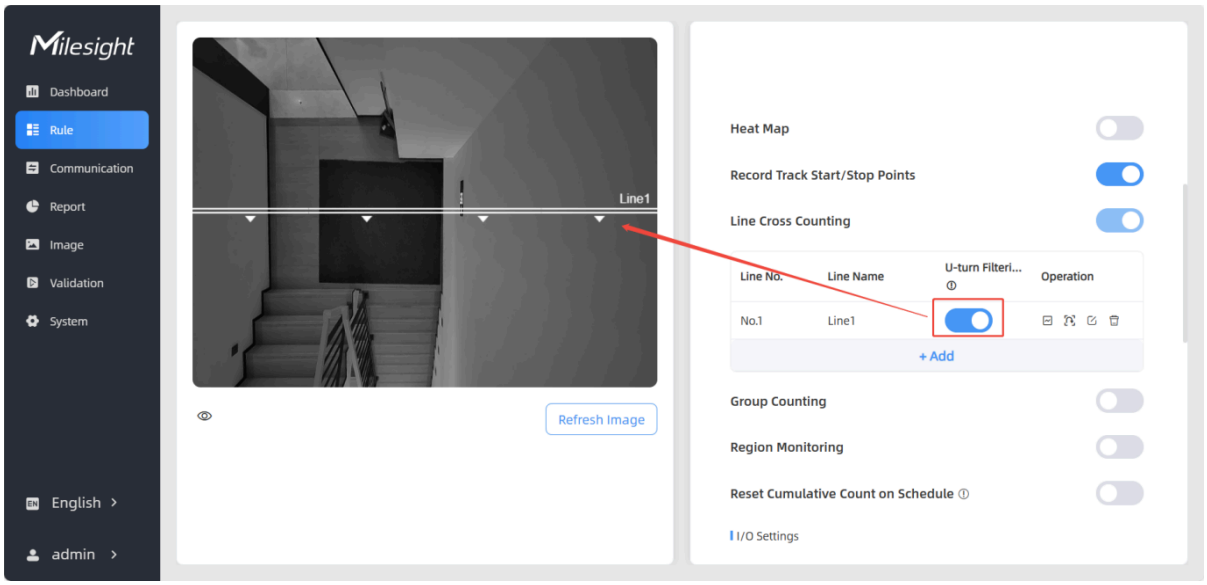


Prerequisite:

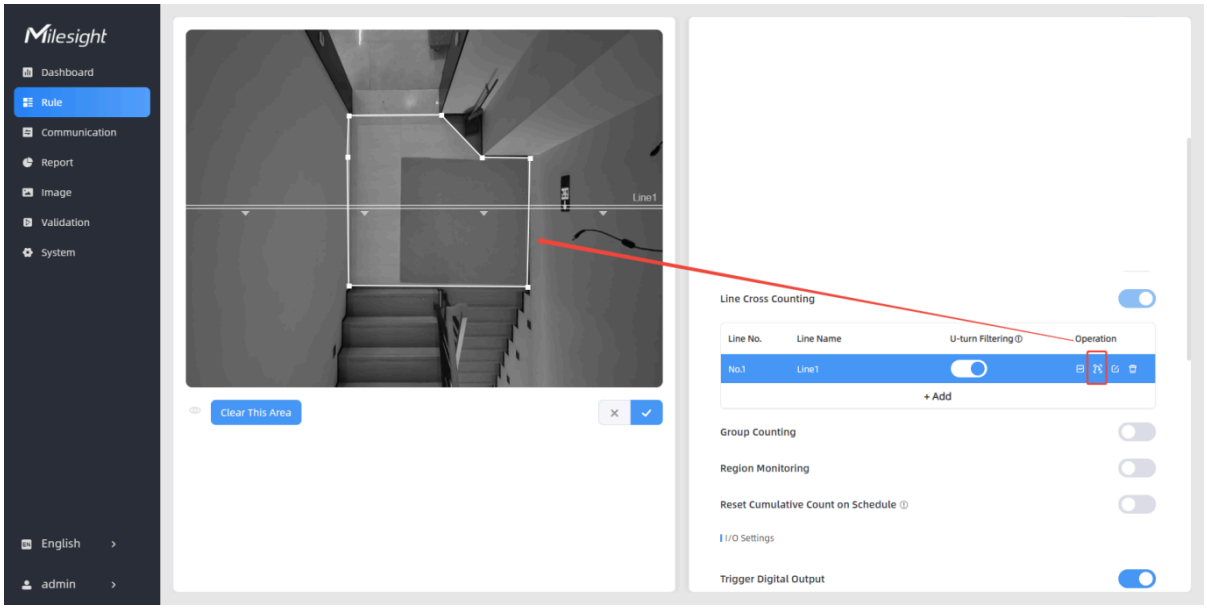
A detection line is added in the Line Cross Counting area on the **Rule** page.

Steps:

1. In the main page, click **Rule** from the navigation tree on the left.
2. In the **Line Cross Counting** area, enable **U-turn Filtering** to filter repeated counting.



3. Click to draw a U-turn area for the detection line in the preview.

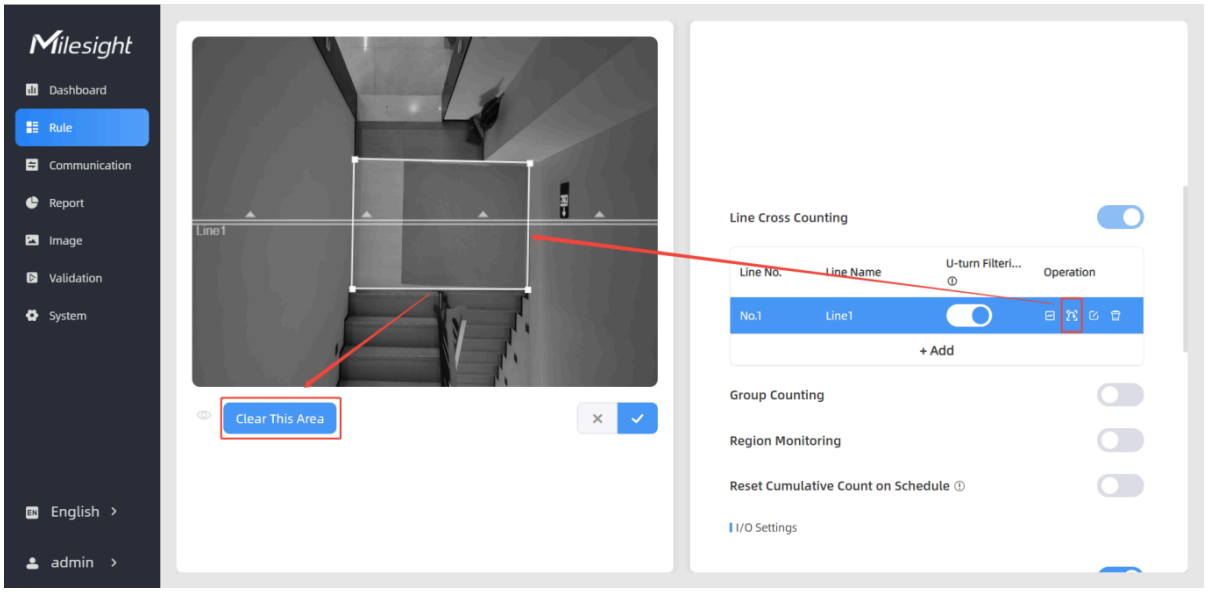


4. (Optional) Draw a U-turn area for the detection line:

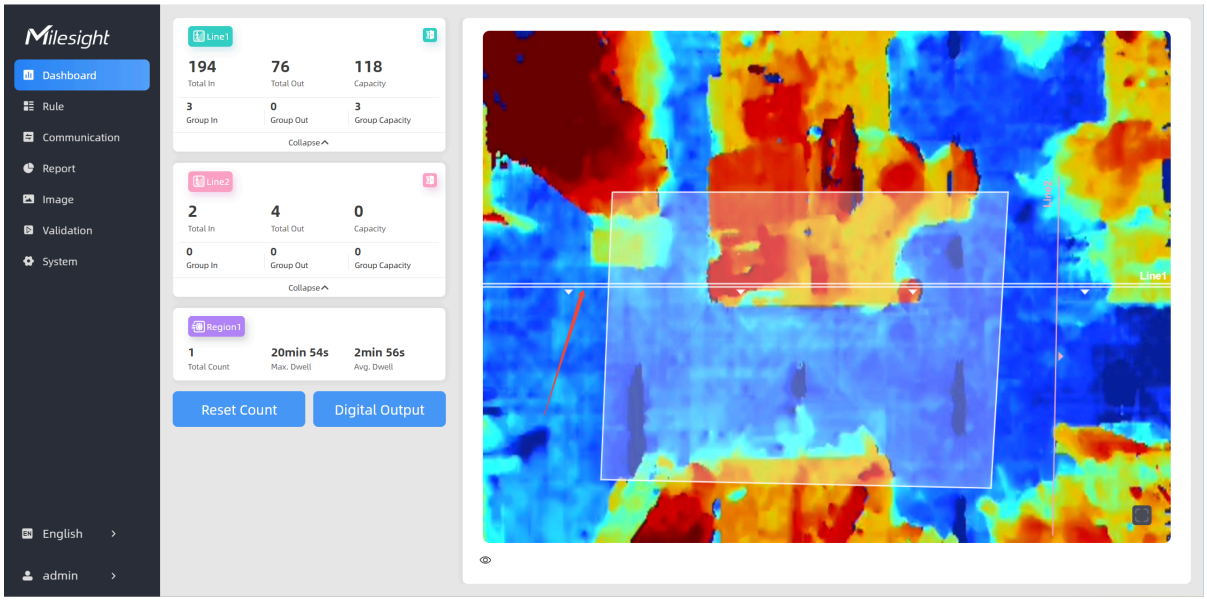
> **Note:**
> The device supports up to 4 areas with a maximum of 10 line segments per area. Ensure the movement trajectory is fully included.

   a. Left-click to start and drag to draw the first line segment.
   b. Left-click to add vertices and change direction and drag to draw another line segment.
   c. Repeat step b to draw more line segments as needed.
   d. Right-click to finish.
   e. (Optional) Adjust the region by dragging.
   f. (Optional) To redraw an area, click **Clear This Area**.
   g. Click to save the configuration.

5. (Optional) To delete a U-turn area, click and click **Clear This Area**.



6. To check the visual configuration effect, click **Dashboard** from the left navigation tree.



Configure Region Monitoring

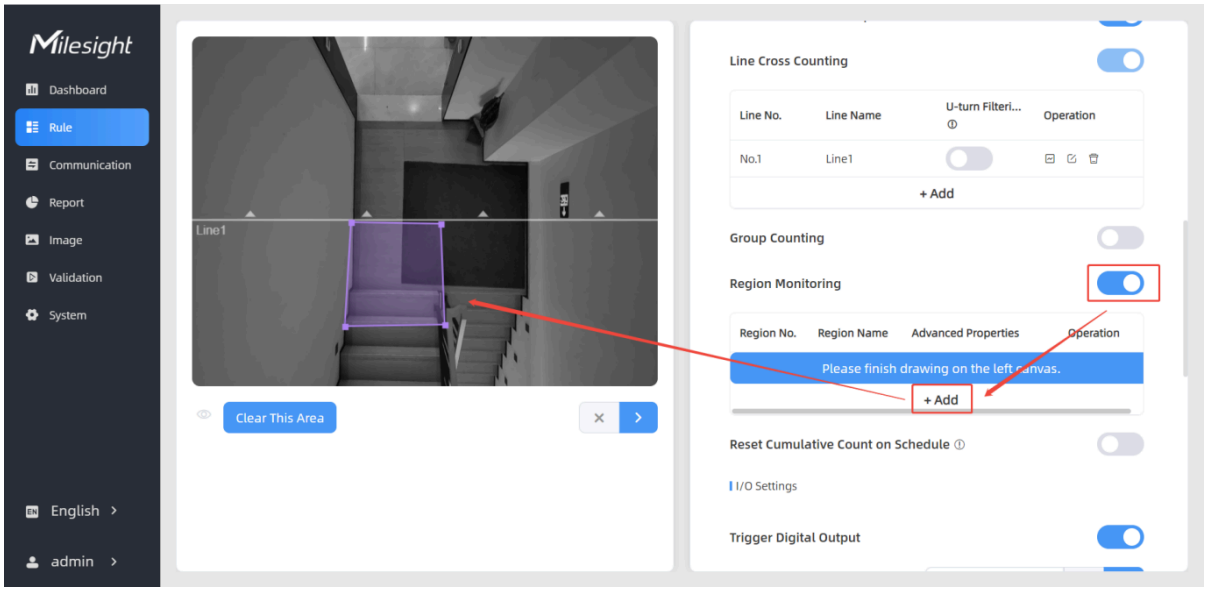
The device supports region monitoring by tracking person count and dwell time within configured regions for generating valuable analytical data. This section describes how to configure region monitoring.

Prerequisite:

The deployment parameters and device strategies are configured.

Steps:

1. In the main page, click **Rule** from the left navigation tree.
2. Enable **Region Monitoring** on the right and click **+Add**.

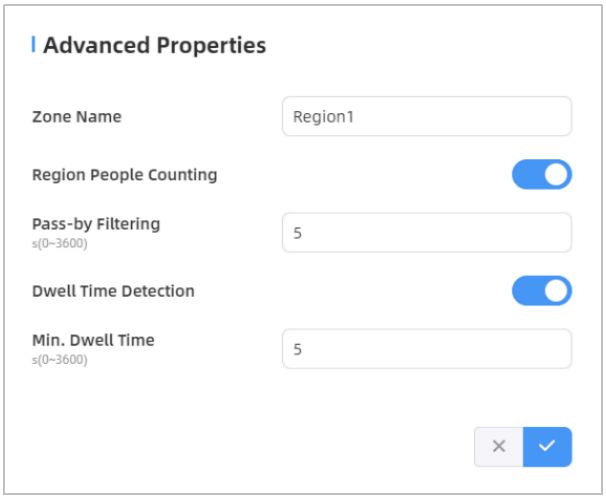


3. Draw a region for monitoring in the live view:

> **Note:**
> The device supports up to 4 regions with a maximum of 10 line segments per region.

   a. Left-click to start and drag to draw the first line segment.
   b. Left-click to add vertices and change direction and drag to draw another line segment.
   c. Repeat step b to draw more line segments as needed.
   d. Right-click to finish.
   e. (Optional) Adjust the region by dragging.
   f. (Optional) To redraw a region, click **Clear This Area**.

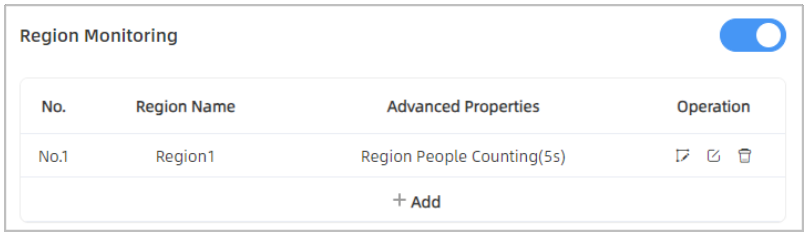
4. Click ›. The **Advanced Properties** dialog box is displayed.



5. Configure advanced properties parameters.
   a. In the Zone name area, customize the region name.
   b. Enable at least one advanced property. Options: **Region People Counting** and **Dwell Time Detection**.
   c. Perform the following operations as needed.

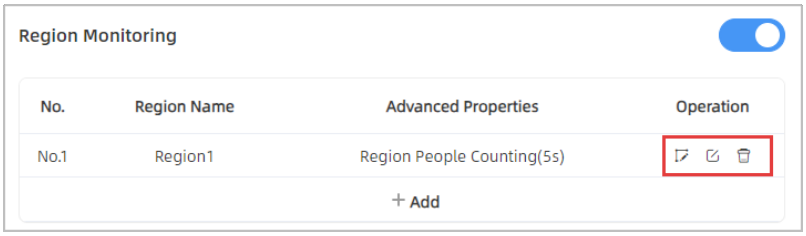
If	Do
If **Region People Counting** is enabled	In the **Pass-by Filtering** text box, enter a value as needed.
If **Dwell Time Detection** is enabled	In the **Min. Dwell Time** text box, enter a value as needed.

   d. Click to save the configuration. The region information is displayed in the list on the right.



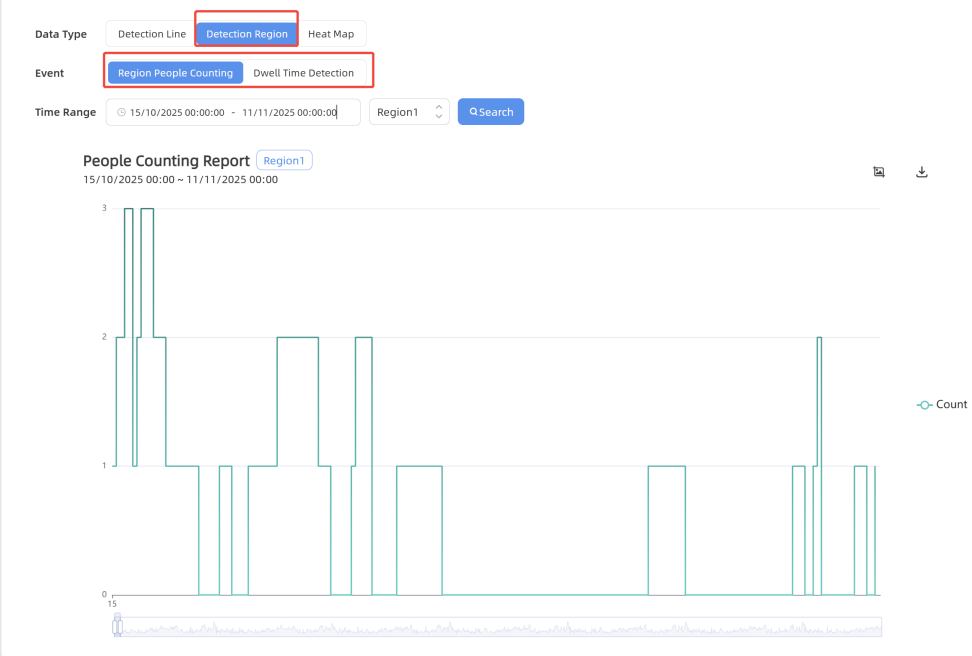
6. (Optional) Perform the following operations as needed.

- To redraw the region, click .
- To modify the advanced properties of the region, click .
- To delete the region, click .



7. Check data through any of the following methods:
   - To check the visual configuration effect, click **Dashboard** from the left navigation tree.

   - To view the region data for a certain time period and generate the corresponding report, click **Report** from the left navigation tree. For details, refer to Generate Reports.



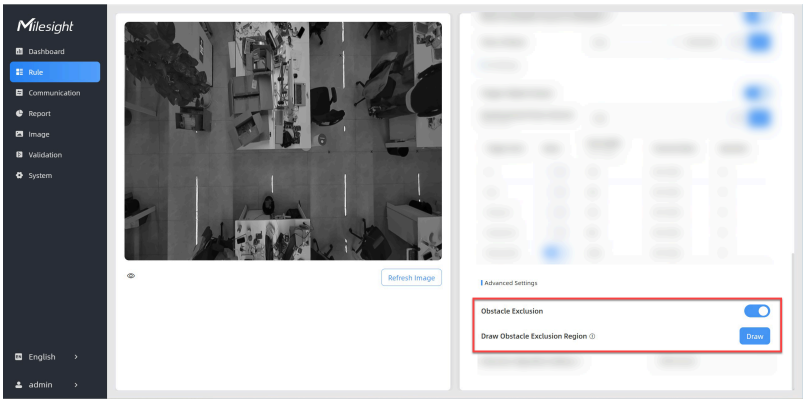
- If recipients are added, check data through command line outputs. For "region_data", refer to Uplink Data Example for Periodic Reporting. For "region_trigger_data", refer to Uplink Data Examples for Real-Time Reporting.

Configure Obstacle Exclusion

The device supports the **Obstacle Exclusion** function. It can exclude human-like static obstacles from detection when they cannot be avoided through adjustment of detection lines or regions. This section describes how to configure this function.

Steps:

1. In the main page, click **Rule** from the navigation tree on the left.
2. In the **Advanced Settings** area in the bottom on the right, enable **Obstacle Exclusion** and click **Draw**.



3. Draw an obstacle exclusion area:

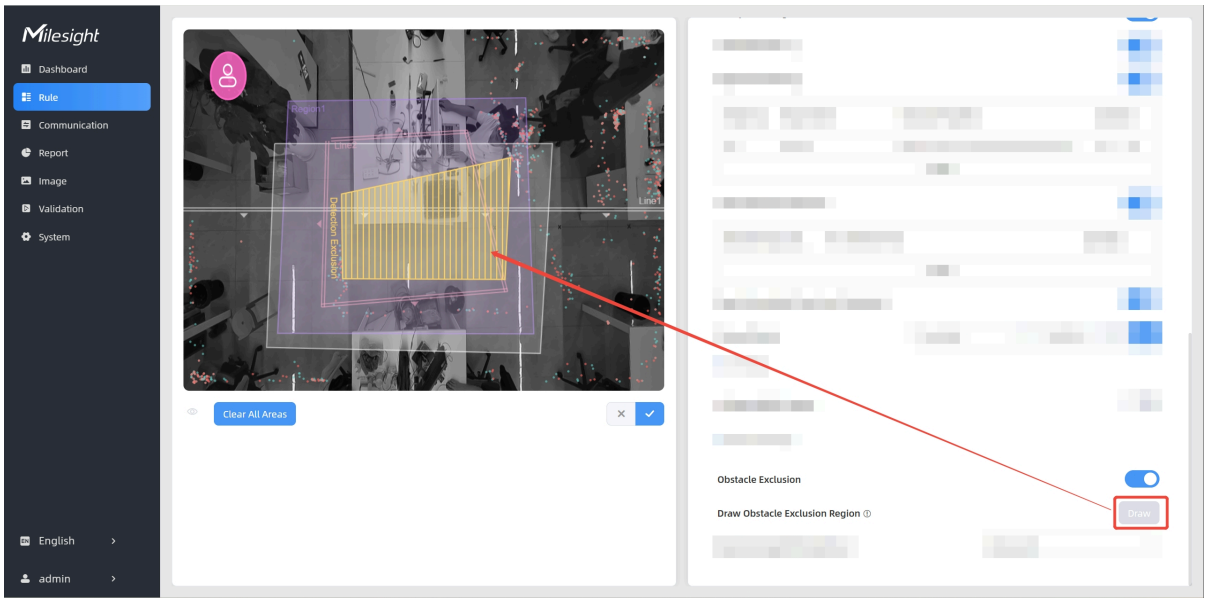
> **Note:**
> You can draw up to 4 regions with a maximum of 10 segments per area.

a. Left-click to start and drag to draw the first line segment.

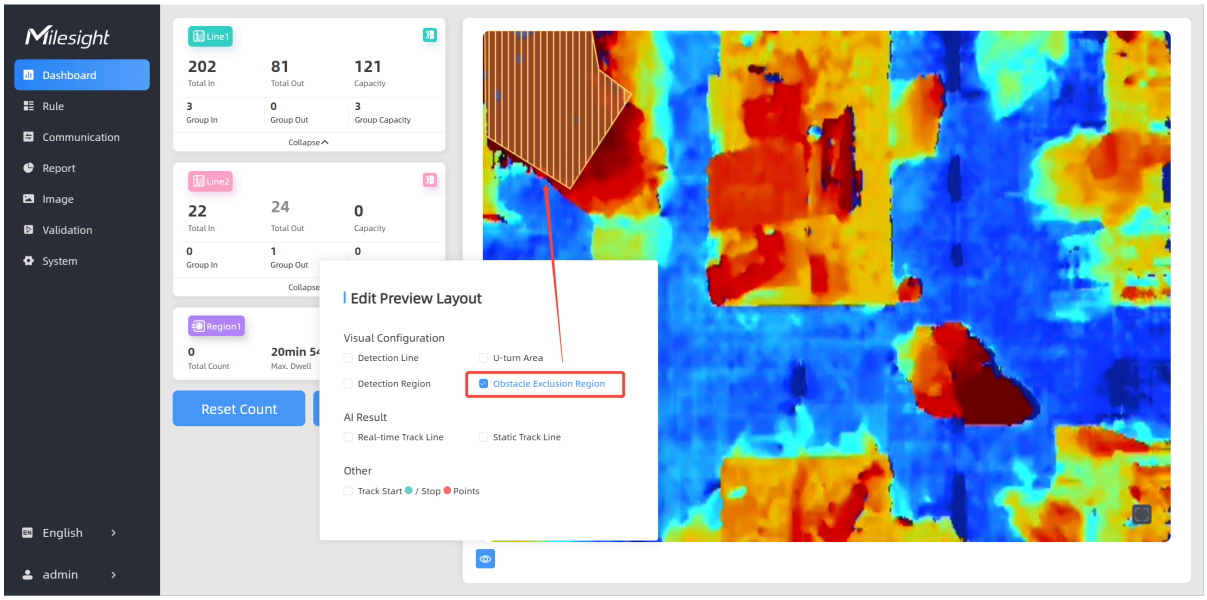
> **Tip:**
> You can just draw the highest part of the obstacle. The device uses this highest part as a reference to automatically exclude this specific area. For example, in a shelf scenario, you can just frame the upper edge of the shelf, then the shelf won't be mistakenly detected as a person.

b. Left-click to add vertices and change direction and drag to draw another line segment.
c. Repeat step b to draw more line segments as needed.
d. Right-click to finish.
e. (Optional) Adjust the region by dragging.

f. (Optional) To redraw a region, click **Clear This Area**.



4. Click to save the configuration.
5. To check the visual configuration effect, click **Dashboard** from the left navigation tree.

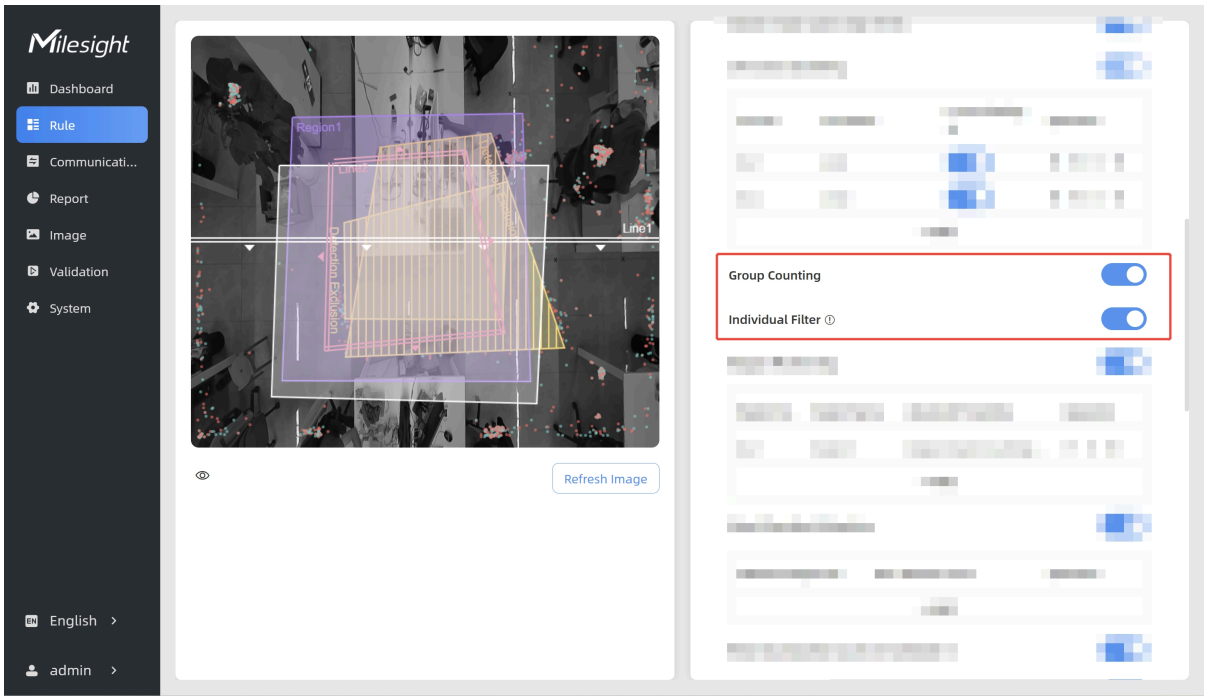


Configure Group Counting

The device supports multi-person recognition and counting within the detection area. By analyzing variations in human spacing, movement directions, and speed differences, it provides advanced customer behavior analysis. Group Counting is built upon the Line Crossing Detection functionality. This section describes how to configure the **Group Counting** function.

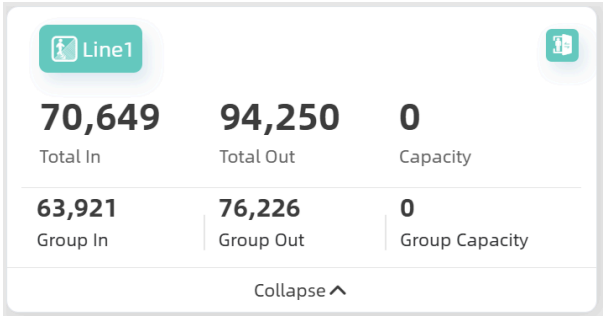
Steps:

1. In the main page, click **Rule** from the left navigation tree.

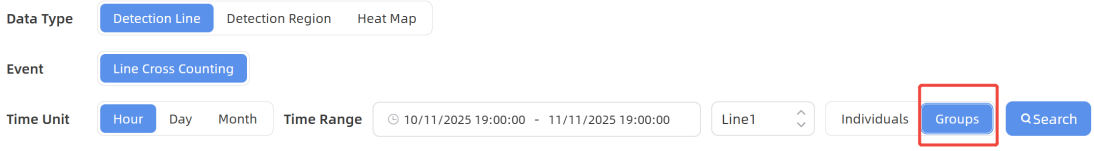


2. Enable the **Group Counting** function. The device classifies any individual and any party of two or more individuals as a group.
3. (Optional) To only classify two or more individuals as a group, enable **Individual Filter**. When it is enabled, individuals will not be counted as a group.
4. Check data through any of the following methods:

   - To check the visual configuration effect, click **Dashboard** from the left navigation tree.



- To view the group data for a certain time period and generate the corresponding report, click **Report** from the left navigation tree. For details, refer to Generate Reports.



Configure Digital Output Triggering

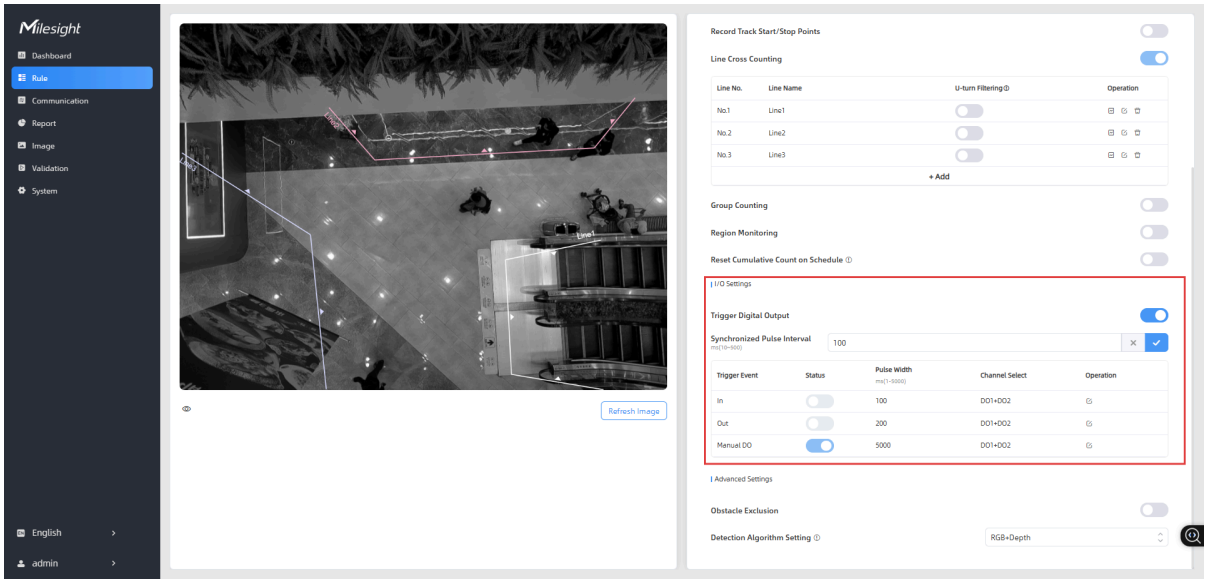
If the **Trigger Digital Output** function is enabled, the device can send pulse signals when the target passes through the detection line. This section describes how to configure this function.

Prerequisite:

The device is connected to the corresponding external device using the multi-interface cable according to the wiring diagram.

Steps:

1. In the main page, click **Rule** from the navigation tree on the left.
2. In the **I/O Settings** area on the right , enable **Trigger Digital Output**.



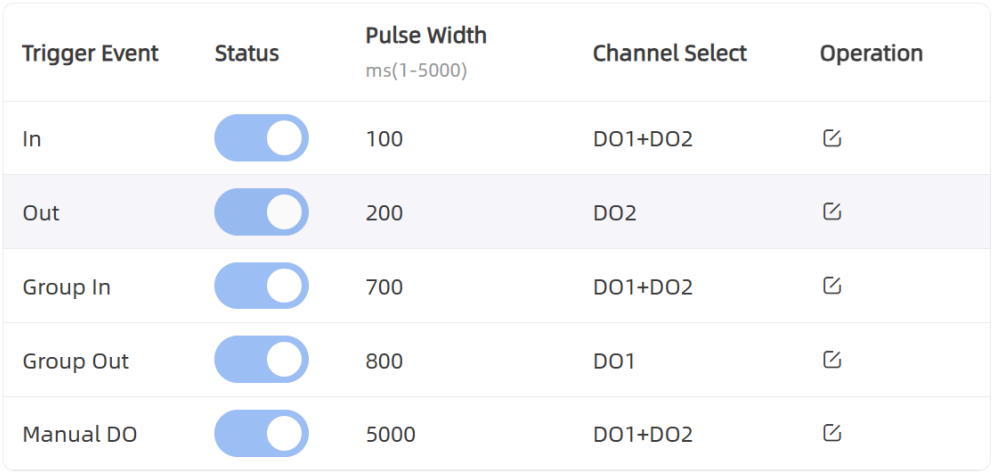
3. Enter a value in the **Synchronized Pulse Interval** text box and click  .

> **Note:**
> **Synchronized Pulse Interval** refers to the interval between multiple pulses when several people pass through or multiple events trigger simultaneously.

4. Enable a specific trigger event. For a description of each parameter, refer to the following table.
   a. Click .
   b. Click for the events.

   > **Tip:**
   > **Manual DO** is designed primarily for functional testing of the digital output circuitry.

   c. Set **Pulse Width**.
   d. Select a channel from the **Channel Select** drop-down list.
   e. Click . The device output high-level signals through the multi-interface automatically.



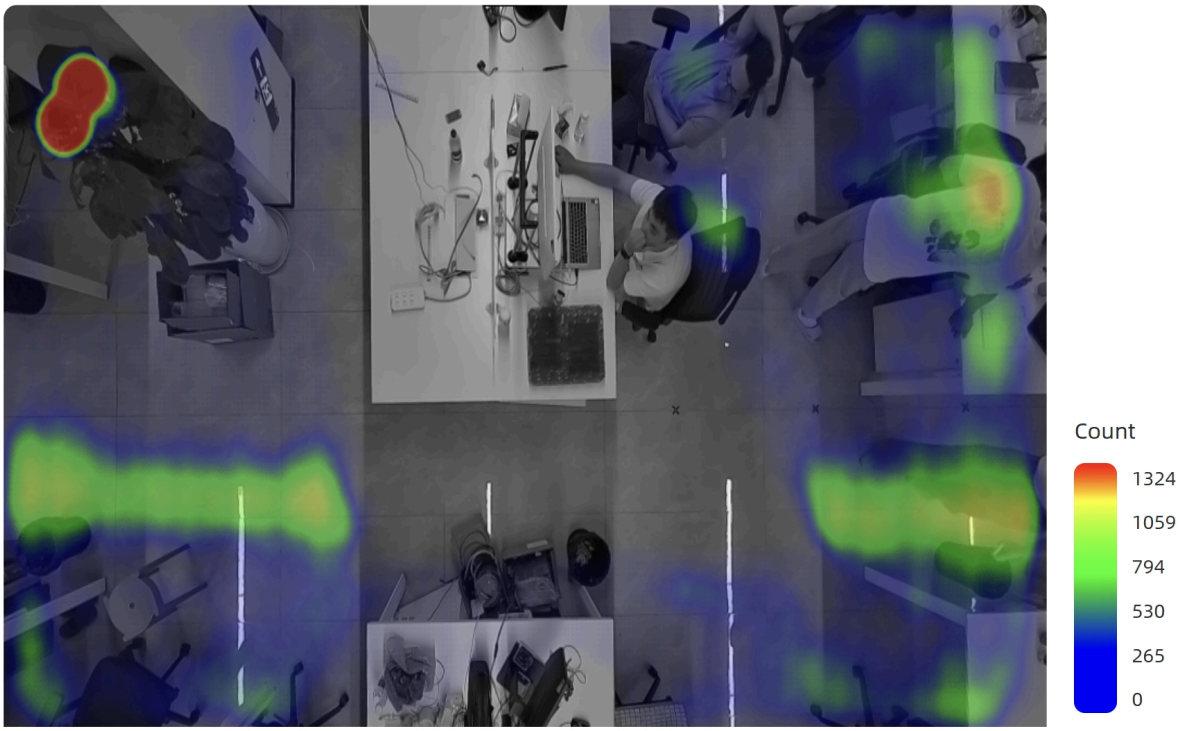
Parameters	Description
Trigger Event	Events to trigger the DOs to send pulse signals. **Note:** When staff events trigger pulse signals, the device does not initiate synchronized outputs for gender or adult detection events.

Parameters	Description
Status	Enable or disable the event to trigger pulse signal output.
Pulse Width	Pulse signal duration.
Channel Select	Select which DO port to output the pulse signal.
Operation	Click  to edit the above-mentioned parameters.

Configure Heat Map

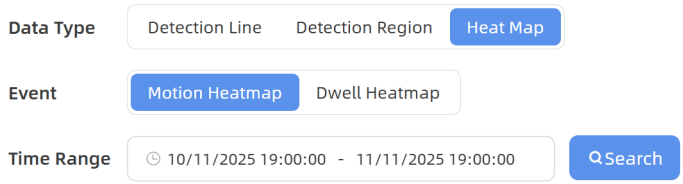
The **Heat Map** function analyzes personnel movement and dwell time data and displays the analytical results through color-coded temporal or spatial visualizations. This provide insights for better business management. This section describes how to configure this function.

The device supports **Motion Heatmap** and **Dwell Heatmap**. **Motion Heatmap** visualizes areas with the highest pedestrian traffic density, while **Dwell Heatmap** visualizes the areas with the maximum occupant dwell duration.



Steps:

1. Enable the **Heat Map** function.
2. View the heat map data for a certain time period and generate the corresponding report, click **Report** from the left navigation tree. For details, refer to Generate Reports.



Stitch Multiple Devices

The device supports multi-device stitching, which extends the monitoring coverage beyond the capability of a single device. A maximum of 16 devices can be stitched. This section describes how to stitch multiple devices.

Device Roles in a Stitched System:

- Master device: One device is set to **Master**. It handles all functional configuration, counting, and data transmission.
- Node device: All other devices are set to **Node**. Their primary function is to extend the overall detection coverage.

Preparations:

- Installation: Multiple devices are installed according to Install the device.
- Network: All devices must be on the same subnet.

Configuration Procedure:

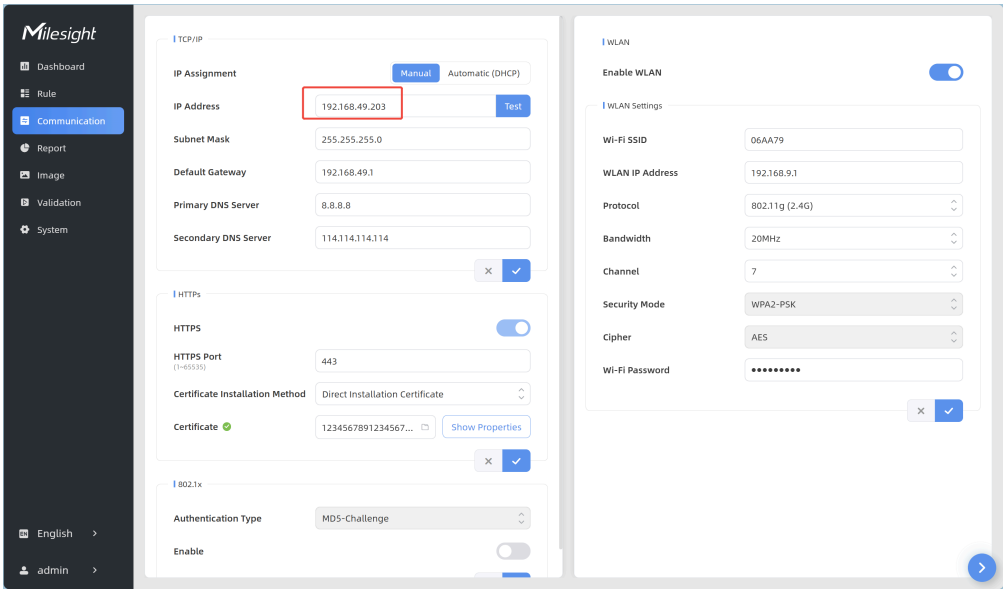
After completing the preparations, designate one device as the master device and the remaining devices as node devices, follow the sequence below sections.

Configure a Node Device

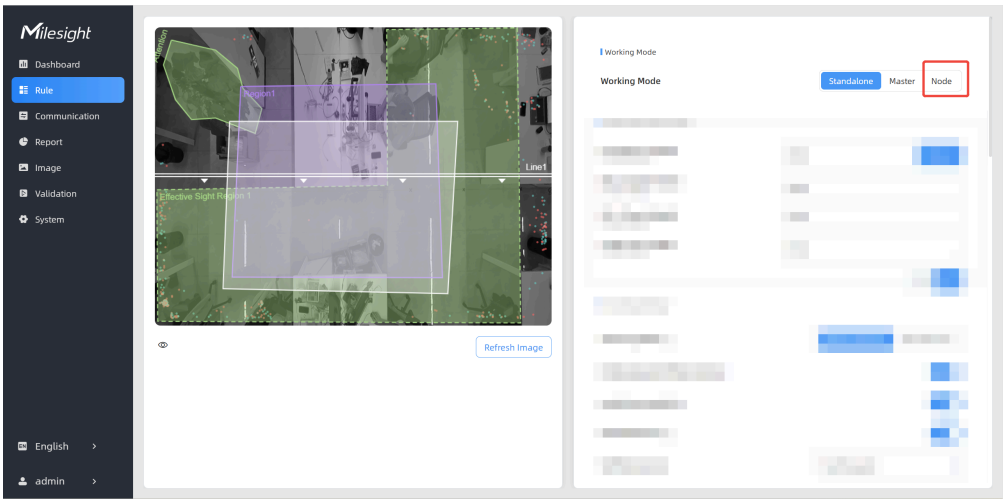
This section describes how to configure node devices.

Steps:

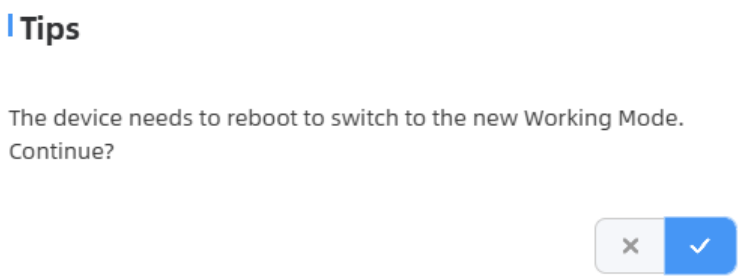
1. Log into the web GUI of the node device, and click **Communication** from the left navigation tree.
2. In the **IP Address** text box in the **TCP/IP** area, enter the IP address of the node device.



3. Click **Rule** from the left navigation tree.

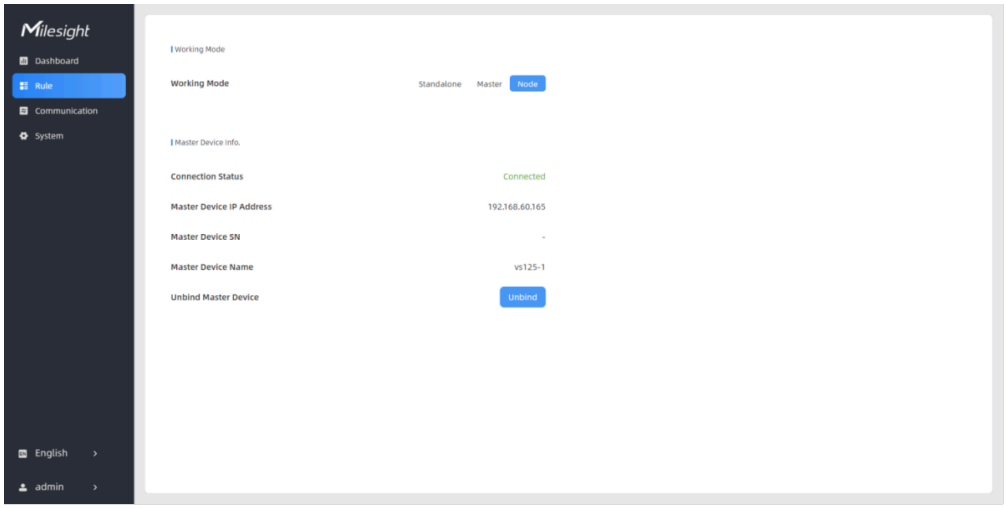


4. In the **Working Mode** area on the right, click **Node**. The **Tips** information box is displayed.



5. Click  to wait for the device to reboot.

The following page is displayed after successful stitching. For parameter description in the **Master Device Info.** area, refer to the following table.



Parameters	Description
Connection Status	Connection status between the node device and master device.
Master Device IP Address	Master device IP address. If this IP address is within the same subnet as the node device, the node device can be bound to the master device.
Master Device SN	Master device serial number.
Master Device Name	Master device name.
Unbind Master Device	Click **Unbind** to release the connection. This device will be deleted from the list of the master device.

Stitch the Master Device and Node Devices

This section describes how to stitch the master device and node devices, which includes the following procedures:

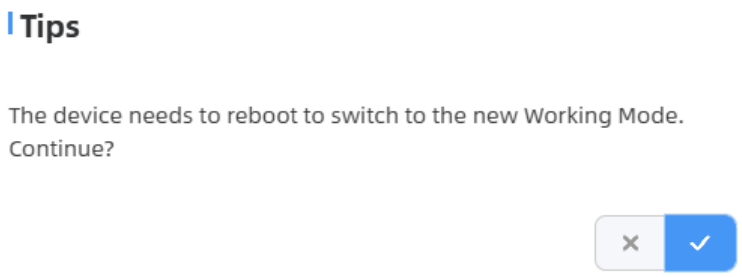
1. Set **Working Mode** to **Master**.
2. Select a node device.
3. Bind the node device to the master device.

After all stitching configurations are completed, users can draw detection lines and even U-turn areas on the stitched preview using the same method as with standalone devices. **Multi-Device Frame** and **Master**

Device Frame are displayed on the **Dashboard** page to view the stitched multi-device preview and the master device preview respectively.

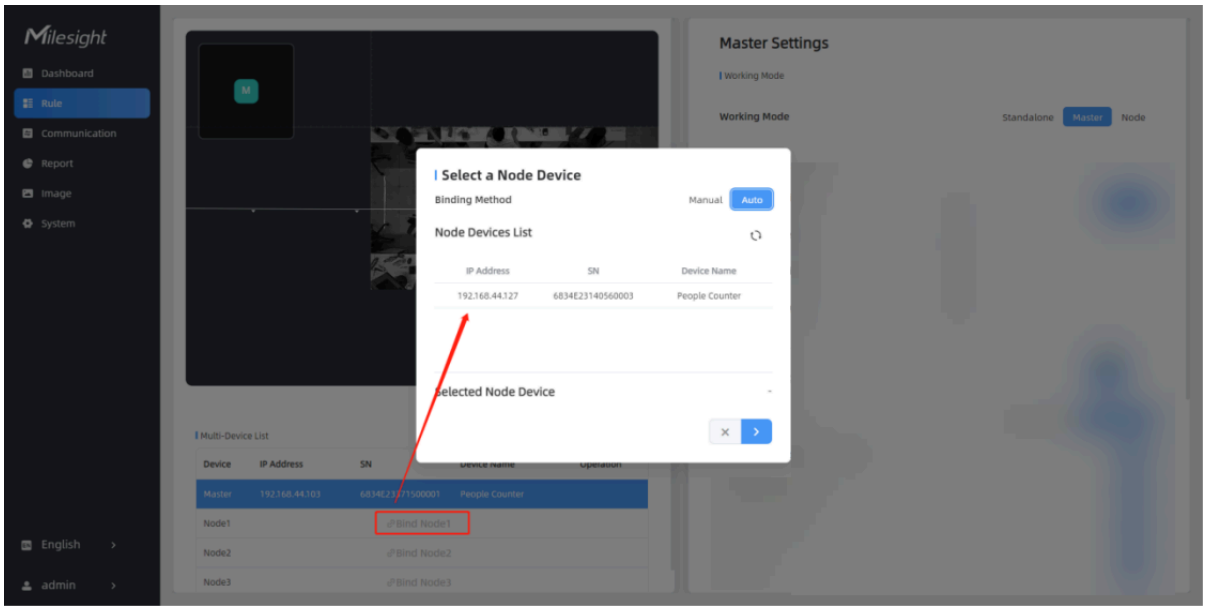
Set Working Mode to Master

1. Log into the web GUI of the master device, and click **Rule** from the left navigation tree.
2. In the **Working Mode** area on the right, click **Master**. The **Tips** information box is displayed.
3. Click  to wait for the device to reboot.



Select a Node Device

1. After reboot completed, click **Rule** from the left navigation tree.
2. In the **Multi-Device List** area, click **Bind Node1**. The **Select a Node Device** dialog box is displayed.



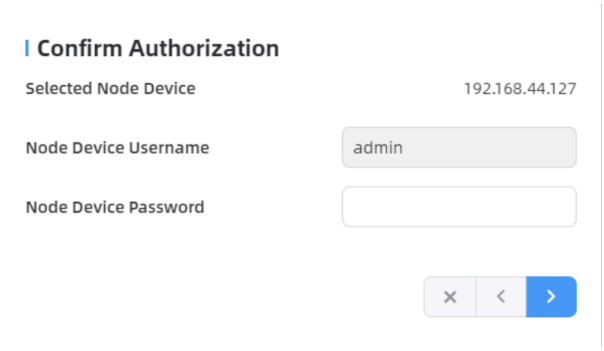
3. Select a node device to be added.

   - To select a node device manually:

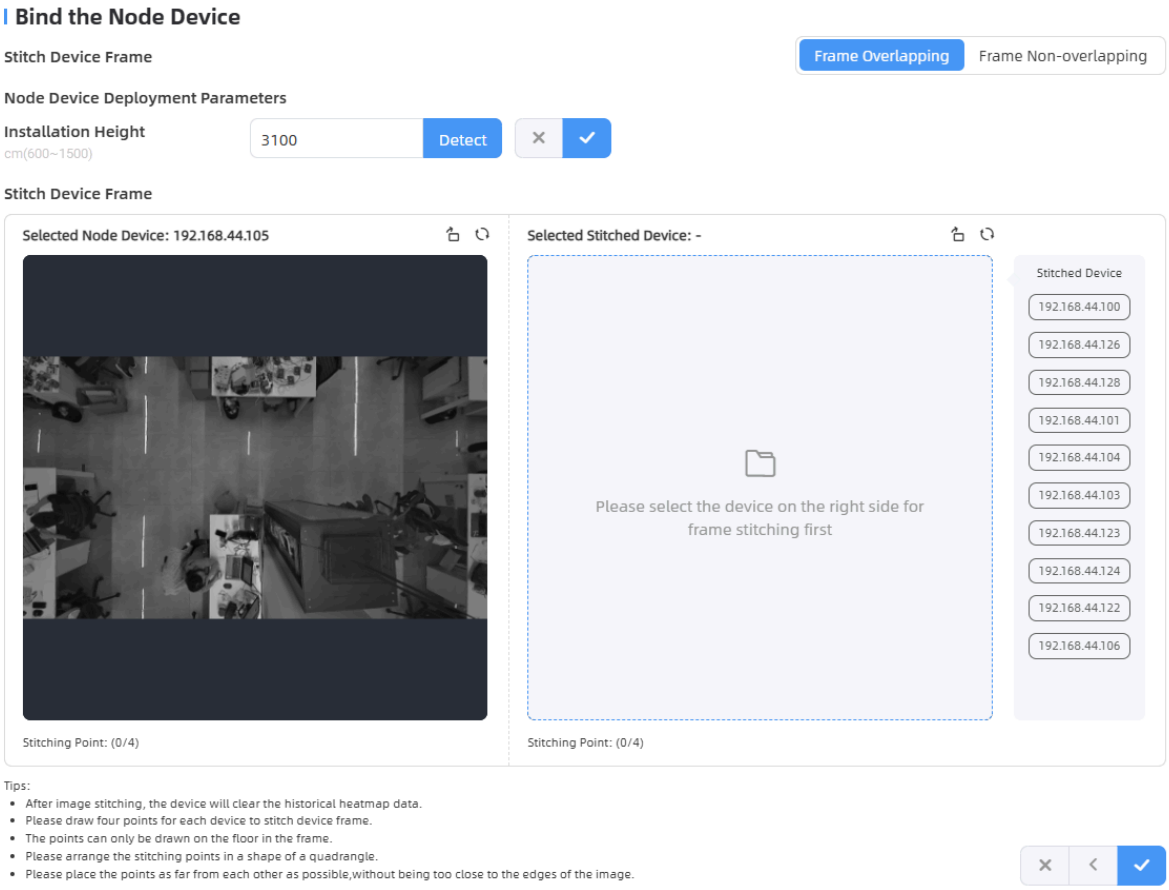
a. Click **Manual**.
b. Enter an IP address, HTTP port, user name or password in the corresponding text box.
c. Click . The **Bind the Node Device** page is displayed.

- To select a node device automatically:

a. Click **Auto**. Then the device automatically uses the multicast protocol to discover the unbound node devices within the same local network. The discovered devices is listed in **Node Devices List**.
b. Select the node device to be added and click . The **Confirm Authorization** dialog box is displayed.

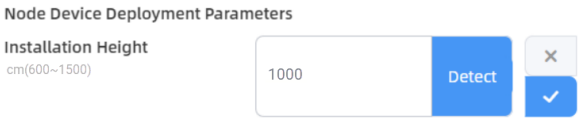


c. Enter the login password of the node device and click . The **Bind the Node Device** page is displayed.

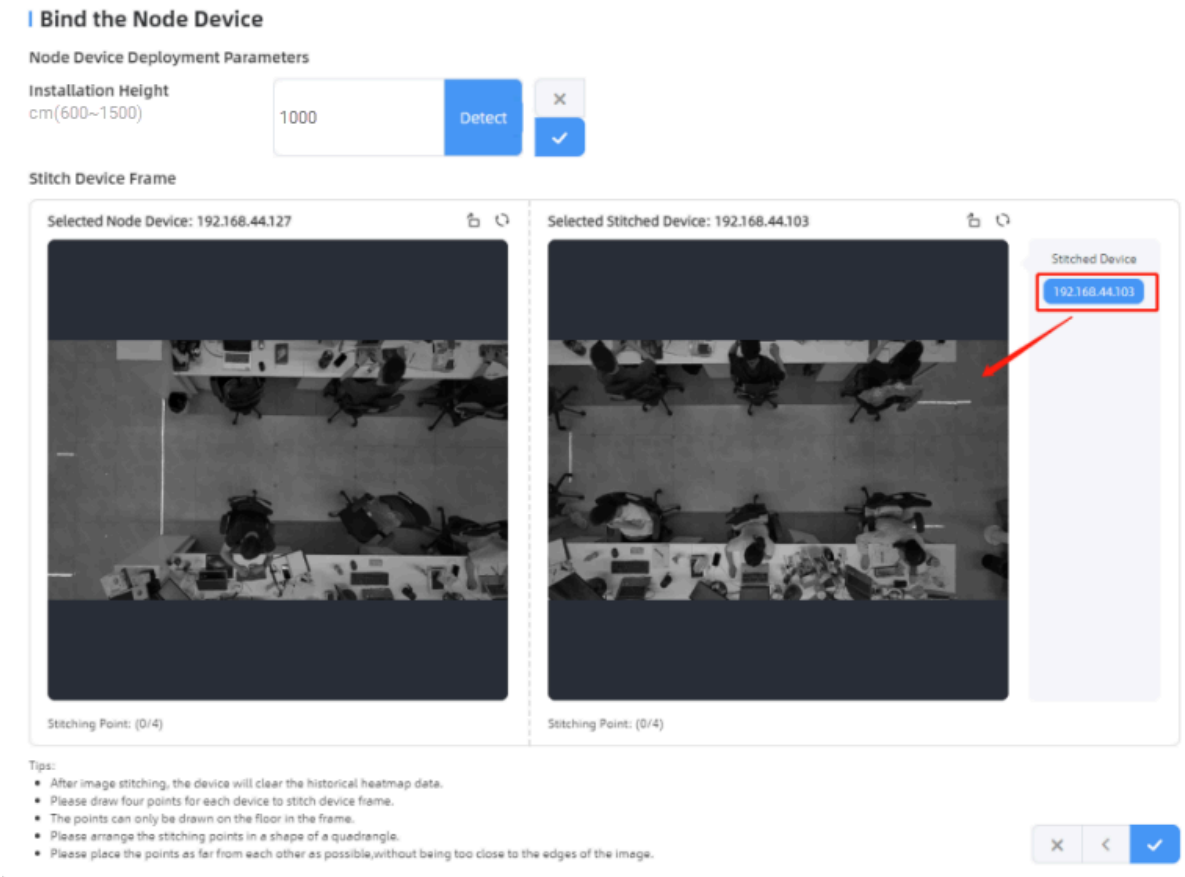


Bind the Node Device to the Master Device

1. In the **Installation Height** area, enter the installation height of the node device or click **Detect** to automatically measure the installation height.



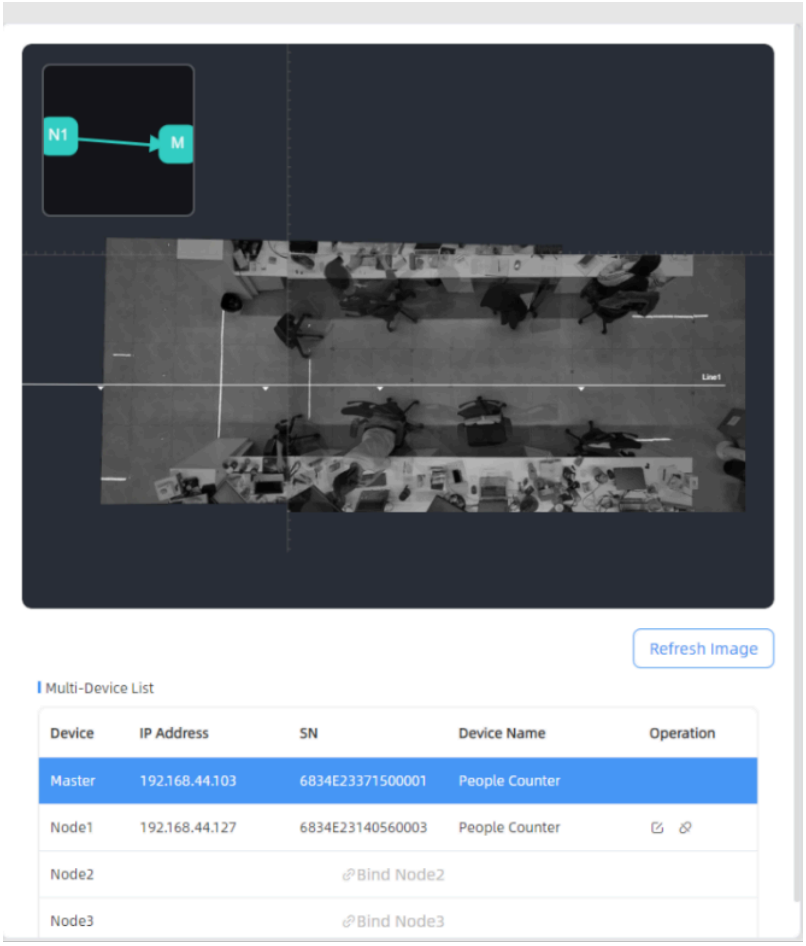
2. Click IP addresses on the right to access the previews of the stitched devices and select the device sharing overlapping coverage areas with this node device.



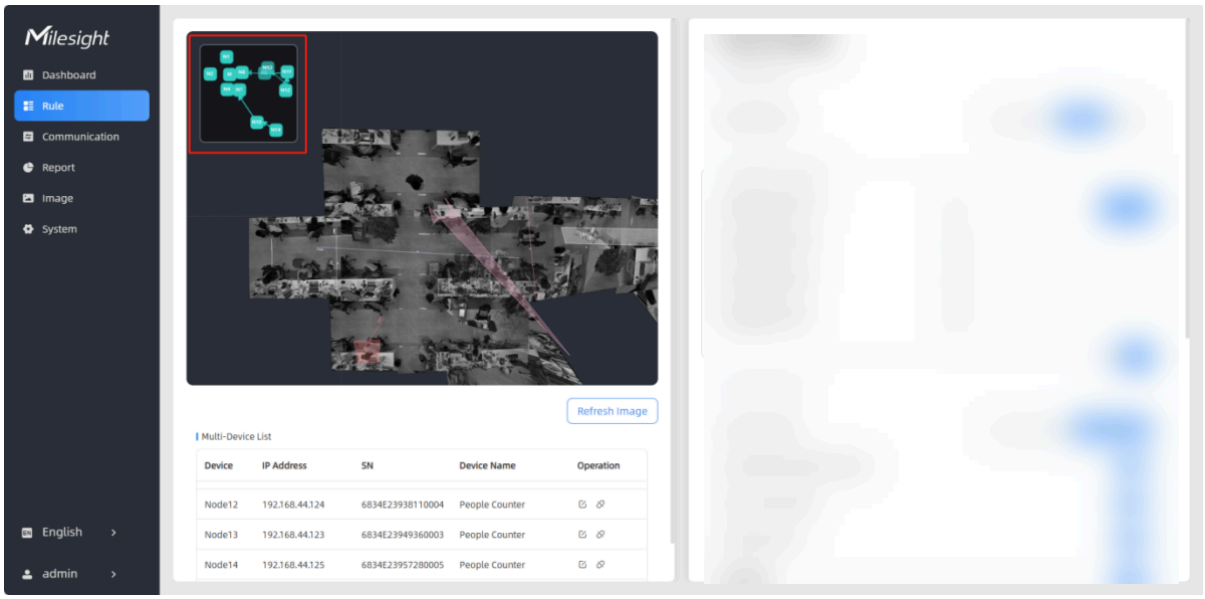
3. On both device previews, define the overlapping coverage areas by mark four corresponding calibration points forming a quadrilateral. Then the system automatically performs image stitching based on these points.

> **Tip:**
> The overlapping area should be positioned in locations with minimal target traffic. It is recommended to use objects such as tiles, tables, or tape to mark the stitching points on the ground in the overlapping area.

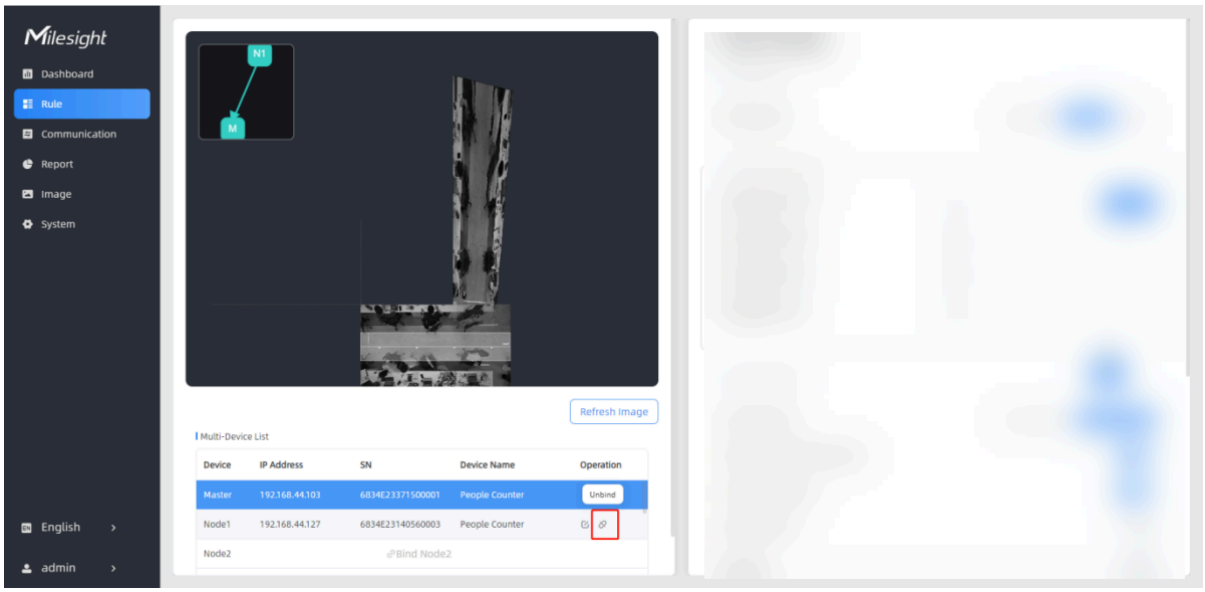
4. (Optional) To modify the calibration points, click to delete the corresponding points Point 1 Point 2 Point 3 Point 4 and mark the point again.
5. Click to save the configuration. The node device is listed in the **Multi-Device List**. The following figure shows the effect after the two devices are stitched.



6. To add more devices, follow steps 1 to 5 to stitch them sequentially. A small map in the upper left part of the preview shows the positions of the stitched devices.



7. (Optional) To disconnect a node device, click in the corresponding **Operation** area.



Configure Communication Parameters

This section describes how to configure communication parameters, which includes cellular parameters, TCP/IP parameters, HTTPs parameters, 802.1x protocol parameters, WLAN parameters, recipient and MQTT API parameters.

Configure Network Parameters

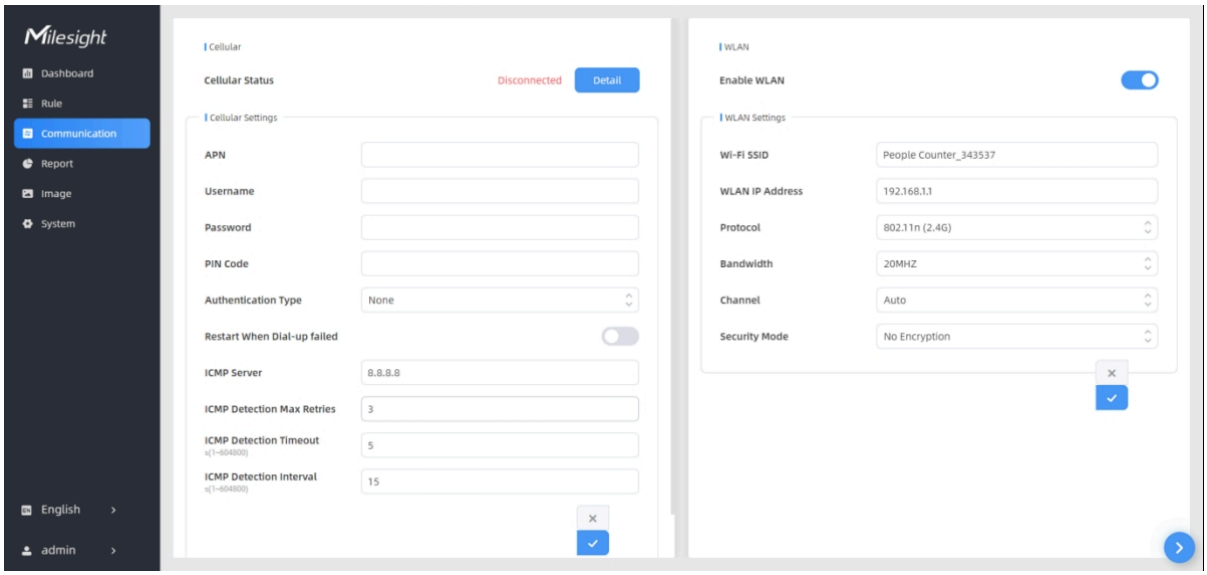
This section describes how to configure network parameters, which include cellular parameters (cellular version only), TCP/IP parameters, HTTPs parameters, 802.1x parameters and WLAN parameters.

Configure Cellular Parameters (Cellular Version Only)

This section describes how to configure cellular parameters.

Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. In the **Cellular Status** area, click **Detail** to check the cellular status details.
3. In the **Cellular Settings** area, configure cellular parameters as needed. For parameter descriptions, refer to the following table.

Parameters	Description
APN	Access point name for cellular dial-up connection provided by a local ISP. Maximum length: 31 characters.
Username	Username for cellular dial-up connection provided by a local ISP. Maximum length: 31 characters.
Password	Password for cellular dial-up connection provided by a local ISP. Maximum length: 31 characters.
PIN Code	PIN code to unlock the SIM. Length: 4-8 characters.
Authentication Type	Options: **None**, **PAP**, **CHAP**, **PAP** and **CHAP**.
Roaming	Enables the **Roaming** function.
Restart When Dial-up Failed	Enables automatic device restart when multiple dial-up failed.
ICMP Server	Configures the IP address of the ICMP detection server.
ICMP Detection Max Retries	Sets the maximum number of retries when ICMP detection failed.
ICMP Detection Timeout	Configure ICMP detection timeout duration.

Parameters	Description
ICMP Detection Interval	Configures the ICMP detection interval.

4. Click  to save the configuration.

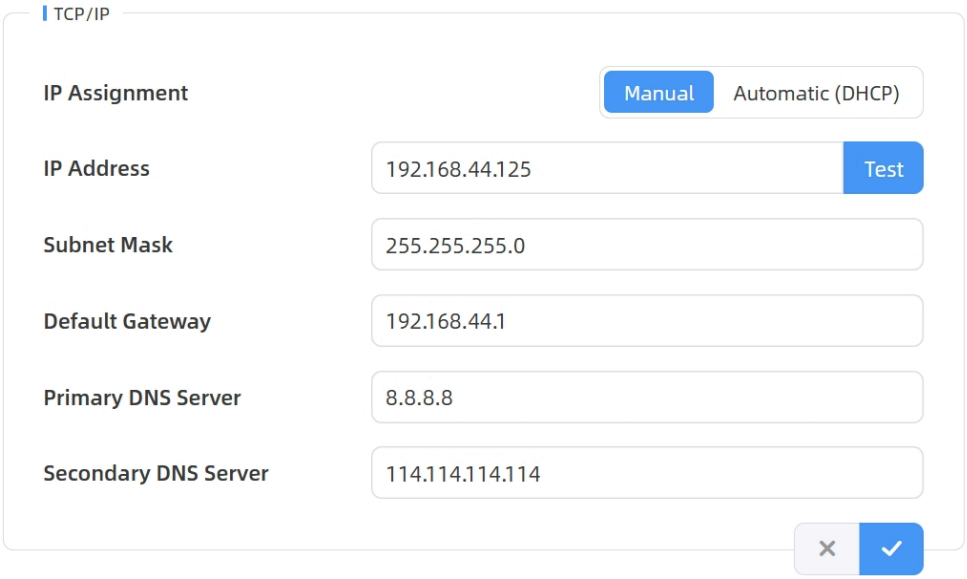
Configure TCP/IP Parameters

The device use the Ethernet port for data transmission and multi-device stitching. This section describes how to configure TCP/IP parameters.

For the cellular version, data reporting is depended on the current network. When both cellular network and Ethernet connections are available, the device prioritizes cellular networks for data reporting.

Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. In the **TCP/IP** area, configure TCP/IP parameters as needed. For parameter descriptions, refer to the following table.

Parameters	Description
IP Assignment	Sets the IP assignment method. Options: **Manual** or **Automatic (DHCP)**.

Parameters	Description
	- If **Manual** is selected, the following parameters need to be configured manually. - If **Automatic (DHCP)** is selected, DHCP automatically assigns IP addresses and network configuration parameters to devices on a network.
IP Address	Sets the IPv4 address of the Ethernet port. Default value: **192.168.5.220**.
Test	Click **Test** to check for IP address conflicts.
Subnet Mask	Sets the netmask for the Ethernet port.
Default Gateway	Sets the gateway for the Ethernet port's IPv4 address.
Primary DNS Server	Sets the primary IPv4 DNS server.
Secondary DNS Server	Sets the secondary IPv4 DNS server.

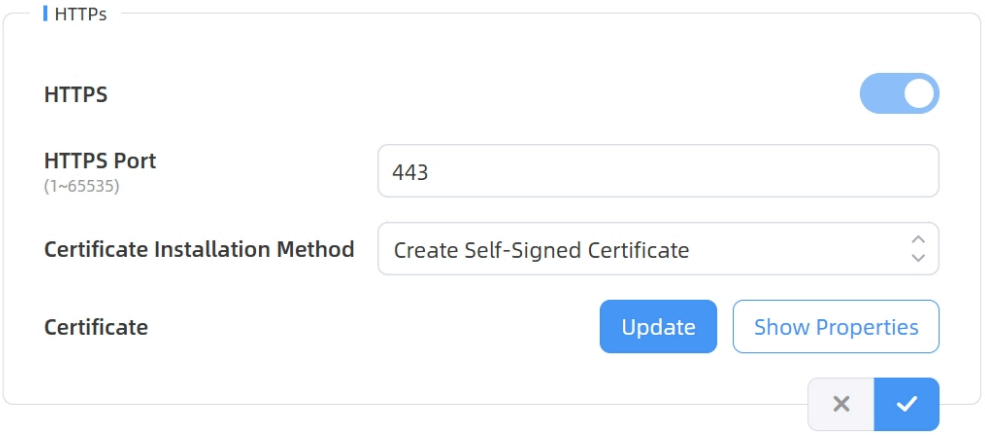
3. Click  to save the configuration.

Configure HTTPs Parameters (PoE Version Only)

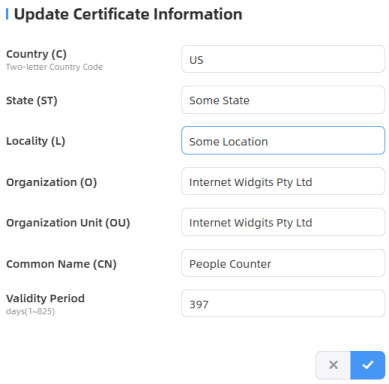
HTTPs encrypts data transmitted between a web browser and a server. It ensures confidentiality, verifies server authenticity, and protects data integrity against tampering. This section describes how to configure HTTPs parameters to ensure secure communication.

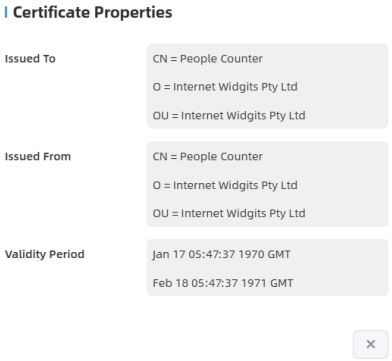
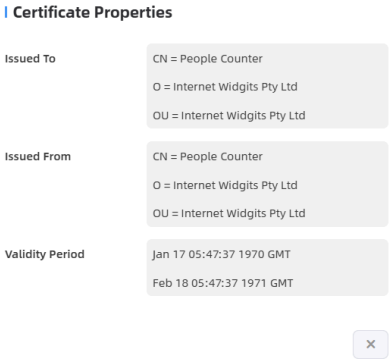
Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. In the **HTTPs** area, enable **HTTPS**.
3. Set **HTTPS Port** to configure the web GUI login port. It is **443** by default.
4. Select **Certificate Installation Method**. Options: **Create Self-Signed Certificate**, **Direct Installation Certificate**.
5. Perform the following operations as needed.

If	Do
- If **Certificate Installation Method** is set to **Create Self-Signed Certificate**	a. Click **Update**. The **Update Certificate Information** dialog box is displayed.  b. Update certificate information as needed and click  . The certificate is uploaded. c. (Optional) To check certificate properties, click **Show Properties**. The **Certificate Properties** information box is displayed.

If	Do
	
- If **Certificate Installation Method** is set to **Direct Installation Certificate**	a. Click **File** to upload the CA certificate file. b. (Optional) To check certificate properties, click **Show Properties**. The **Certificate Properties** information box is displayed. 

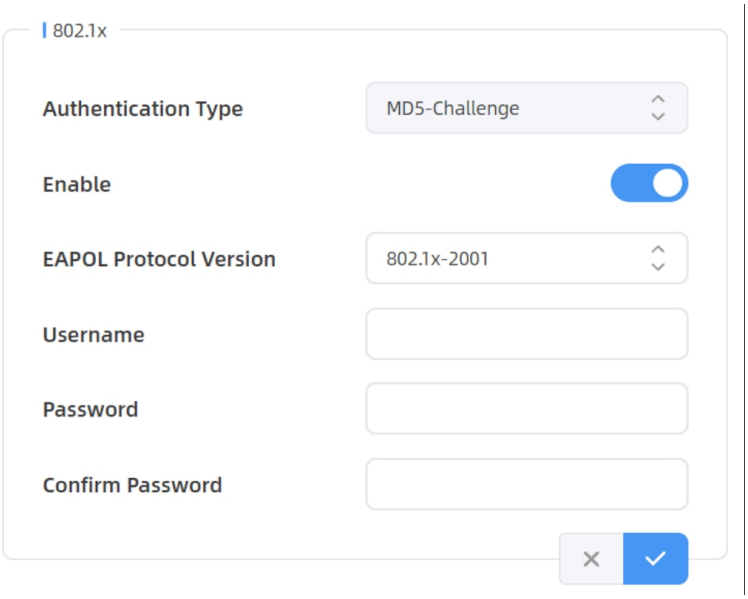
6. Click  to save the configuration.

Configure 802.1x Protocol Parameters (PoE Version Only)

The IEEE 802.1x is an authentication protocol to allow access to networks with the use of RADIUS server. This section describes how to configure 802.1x protocol parameters.

Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. In the **802.1x** area, configure 802.1x parameters as needed. For parameter descriptions, refer to the following table.

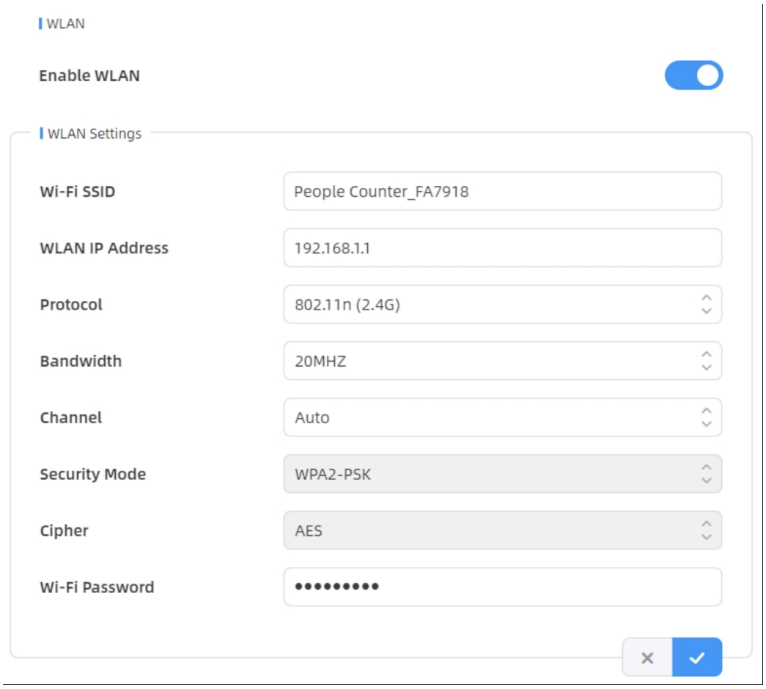
Parameters	Description
Authentication Type	Fixed value: **MD5-Challenge**.
Enable	Enables/disables 802.1x authentication.
EAPOL Protocol Version	Options: **802.1x-2001**, **802.1x-2004**.
Username	Sets the user name for 802.1x authentication.
Password	Sets the password for 802.1x authentication.
Confirm Password	Enter the password again.

Configure WLAN Parameters

This section describes how to configure WLAN parameters.

Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. In the **WLAN** area, click to enable the Wi-Fi function.
3. In the **WLAN Settings** area, configure WLAN parameters as needed. For parameter descriptions, refer to the following table.

Parameters	Description
Wi-Fi SSID	Unique Wi-Fi access point identifier for this device. Format: People Counter_xxxxxx. It can be found on the device label.
WLAN IP Address	WLAN IP address for web access. Default value: **192.168.1.1**.
Protocol	Options: **802.11b (2.4G)**, **802.11n (2.4G)** and **802.11n (2.4G)**.
Bandwidth	Options: **20MHz**, **40MHz**.
Channel	Wireless channel. Range: Auto, 1-11.
Security Mode	Fixed value: **WPA2-PSK**.
Cipher	Fixed value: **AES**.
Wi-Fi Password	Customize the password. It must include numbers, lowercase letters, uppercase letters and special characters. Range: 8-63 characters.

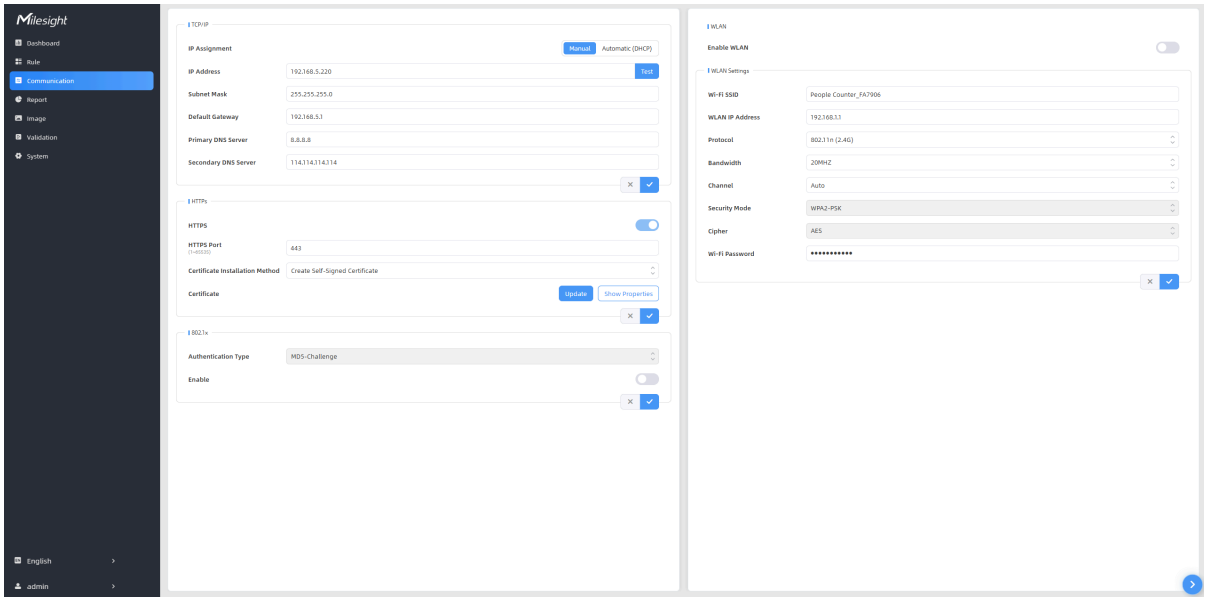
4. Click  to save the configuration.

Add Data Recipients

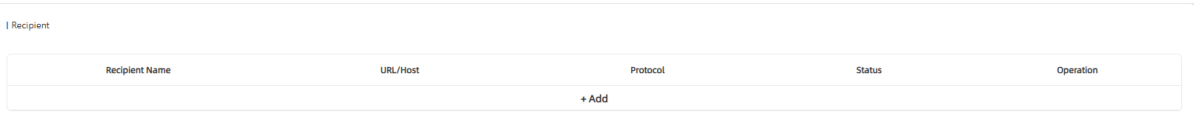
The device supports the addition of data recipients using HTTP(s) or MQTT(s) protocols. It proactively pushes data to configured recipients according to the specified reporting scheme. For detailed data format specifications, refer to Uplink Data. Additionally, device configuration and people counting data retrieval are available through CGI interfaces. For details, refer to Milesight AI Stereo Vision People Counting Sensor API Specification. This section describes how to add data recipients.

Steps:

1. In the main page, click **Communication** from the left navigation tree.

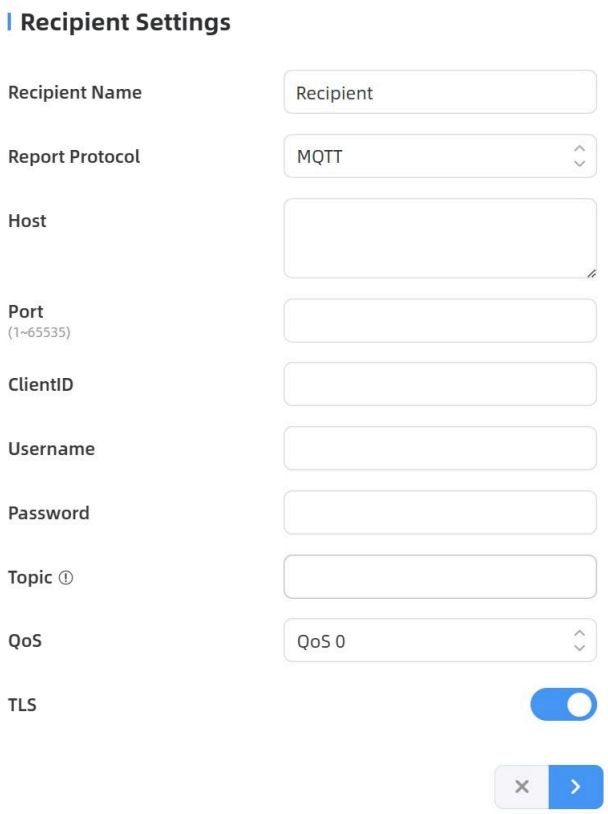


2. Click  in the lower right corner. The **Recipient** page is displayed.



3. Click **+ Add**. The **Recipient Settings** dialog box is displayed.

> **Note:**
> Up to 8 recipients can be added.



4. Configure the recipient parameters as needed.
   a. In the **Recipient Name** text box, enter a recipient name.
   b. Set **Report Protocol** to **HTTP(s)** or **MQTT** as needed.
   c. Perform the following operations as needed.

   - If **Report Protocol** is set to **HTTP(s)**, configure the following parameters.

Parameters	Description
URL	Data Recipient URL. It configures the target URL to receive people counting data in JSON format. This device supports multiple third-party platforms. For the supported platforms, refer to Milesight official website.
Connection Test	Click **Test** to send test message to a URL to check connectivity.
Username	User name used for authentication.

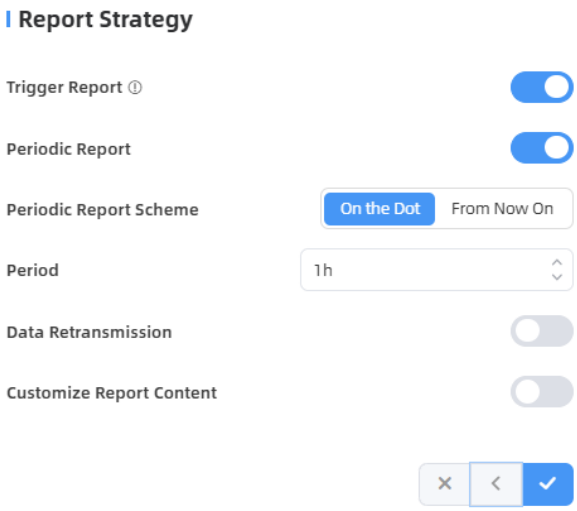
Parameters	Description
Password	Password used for authentication.

- If **Report Protocol** is set to **MQTT**, configure the following parameters.

Parameters	Description
Host	Address of the MQTT broker to receive data. This device supports multiple third-party platforms. For the supported platforms, refer to Milesight official website.
Port	Port of the MQTT broker to receive data.
Client ID	Unique client identifier for the MQTT server. It must be unique across all connections to the same server and is essential for managing message delivery at QoS levels 1 and 2.
Username	User name for MQTT broker authentication.
Password	Password for MQTT broker authentication.
Topic	Topic name used for publishing messages. A topic name example is as follows:  The following placeholders are dynamically replaced with device information upon subscription. - $devsn: Device SN - $prdmd: Product model - $devid: Customized device ID - $siteid: Customized site ID
QoS	Options: **QoS 0**, **QoS 1**, and **QoS 2**.

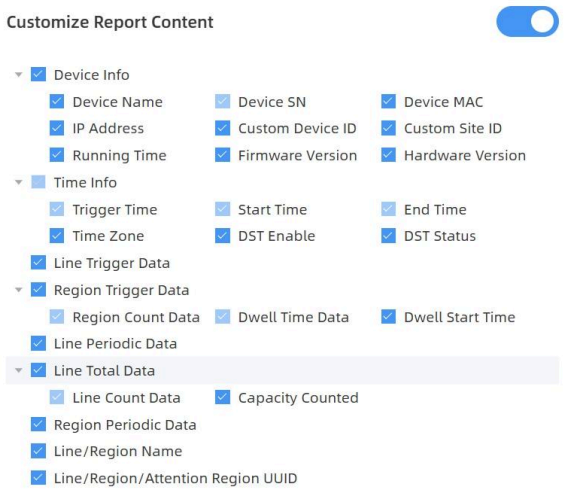
Parameters	Description
TLS	Enables the TLS encryption in MQTT communication.
Certificate Type	Options: **CA Signed Server** or **Self Signed**. If **Certificate Type** is set to **CA Signed Server**, server verification is performed using a CA certificate that is pre-installed on the device. If **Certificate Type** is set to **Self Signed**, click in the **CA File**, **Client Certificate File**, and **Client Key File** areas to upload the corresponding files for identity verification.

5. Click to save the configuration. The **Report Strategy** dialog box is displayed.



6. Configure the report strategy parameters as needed. For parameter descriptions, refer to the following table.

Parameter	Description
Trigger Report	Enables real-time reporting upon any change in the line crossing people counting number or the region people counting number.
Periodic Report	Enables periodic reporting upon any change in the line crossing people counting number or the region people counting number.
Periodic Report Scheme	Options: **On the Dot** or **From Now On**.

Parameter	Description
Period	◦ If **Periodic Report Scheme** is set to **On the Dot**, select the interval from the **Period** drop-down list as needed. Then the device reports at the top of each hour. For example: ▪ 1-hour interval: Reports occur on the hour (00:00, 01:00, 02:00...) ▪ 10-minute interval: Reports occur at 10-minute marks (00:10, 00:20, 00:30...) ◦ If **Periodic Report Scheme** is set to **From Now On**, enter an interval value in the **Period** text box as needed. Then the device initiates periodic reporting immediately upon activation and regularly report at the configured interval.
Data Retransmission	If it is enabled, the device automatically transmits all buffered data packets from the offline period when network connection is reestablished. Each recipient endpoint supports a maximum capacity of 50,000 data records.
Customize Report Content	Enables report content customization. Select the corresponding contents to be reported to avoiding data redundancy. 

7. Click › to save the configuration. The added recipient is displayed in the **Recipient** page.

Recipient

Recipient Name	URL/Host	Protocol	Status	Operation
Recipient	https://webhook.site/f44e61bc-d755-4a4d-...	HTTP	Disconnect	
Recipient	192.168.44.125	MQTT	Disconnect	
+ Add				

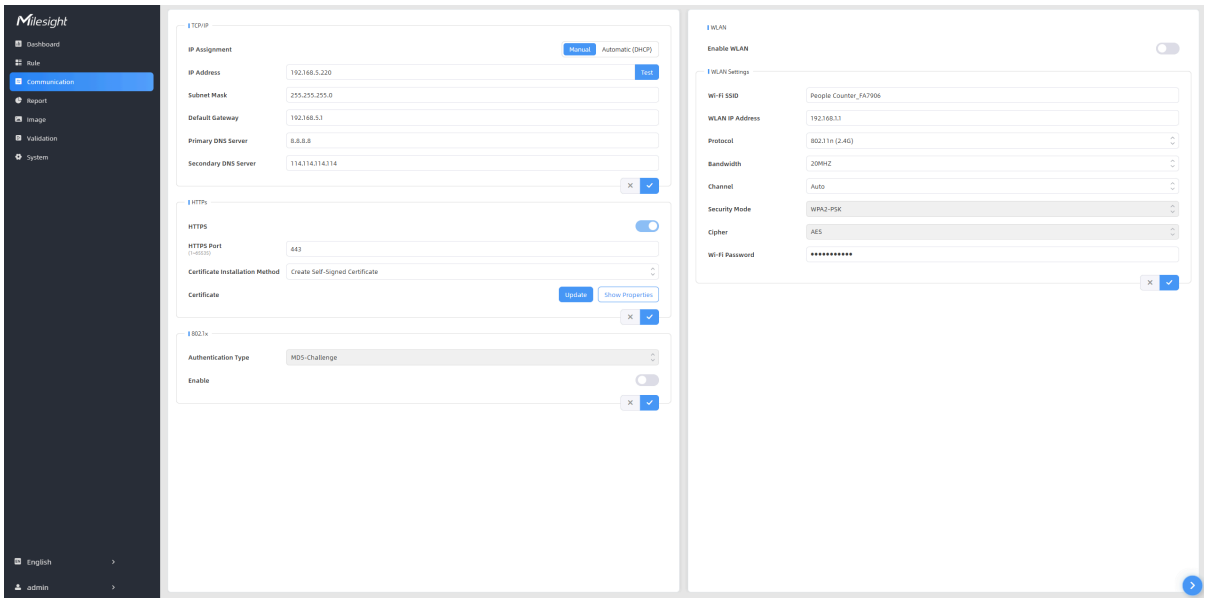
8. (Optional) To edit or delete the recipient, click  or  .

Configure MQTT API Parameters (Cellular Version Only)

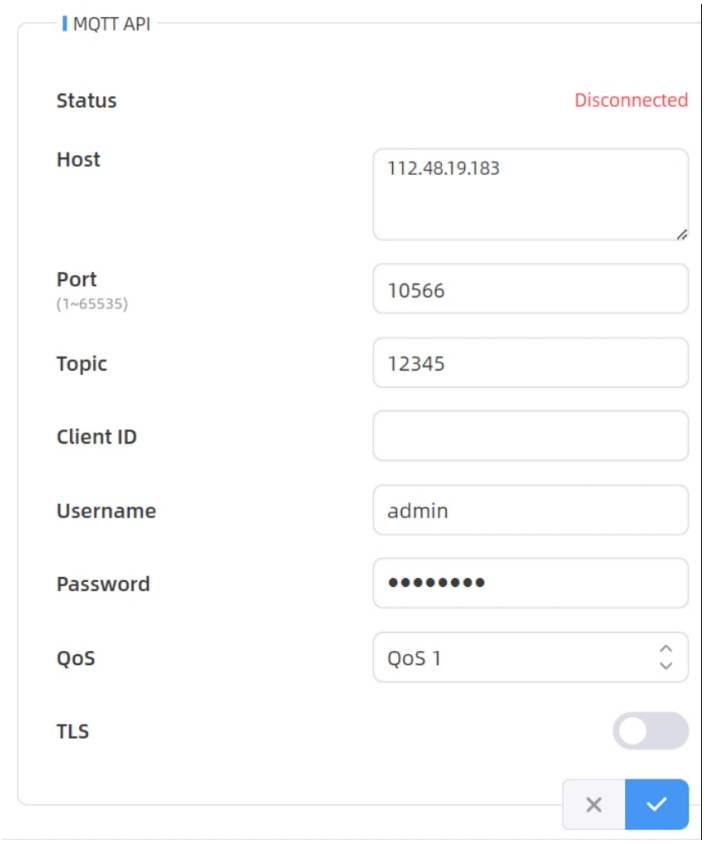
The device provides an MQTT API that receives downlink commands for retrieving people counting data and modifying device configuration. This section describes how to configure MQTT API parameters. It applies for the cellular version only.

Steps:

1. In the main page, click **Communication** from the left navigation tree.



2. Click  in the lower right corner. The **MQTT API** page is displayed.



3. Configure the following parameters as needed. For parameter descriptions, refer to the following table.

Parameters	Description
Status	Connection status between the device and the MQTT broker.
Host	Address of the MQTT broker to receive data.
Port	Port of the MQTT broker to receive data.
Topic	Topic name used for publishing messages. A topic name example is as follows: Topic ⓘ device/downlink_config The following placeholders are dynamically replaced with device information upon subscription. - $devsn: Device SN

Parameters	Description
	- $prdmd: Product model - $devid: Customized device ID - $siteid: Customized site ID
Client ID	Unique client identifier for the MQTT server. It must be unique across all connections to the same server and is essential for managing message delivery at QoS levels 1 and 2.
Username	User name for MQTT broker authentication.
Password	Password for MQTT broker authentication.
QoS	Options: **QoS 0**, **QoS 1**, and **QoS 2**.
TLS	Enables the TLS encryption in MQTT communication.
Certificate Type	This parameter is displayed only after **TLS** is enabled. Options: **CA Signed Server** or **Self Signed**. If **Certificate Type** is set to **CA Signed Server**, server verification is performed using a CA certificate that is pre-installed on the device. If **Certificate Type** is set to **Self Signed**, click  in the **CA File**, **Client Certificate File**, and **Client Key File** areas to upload the corresponding files for identity verification.

4. Click  to save the configuration.

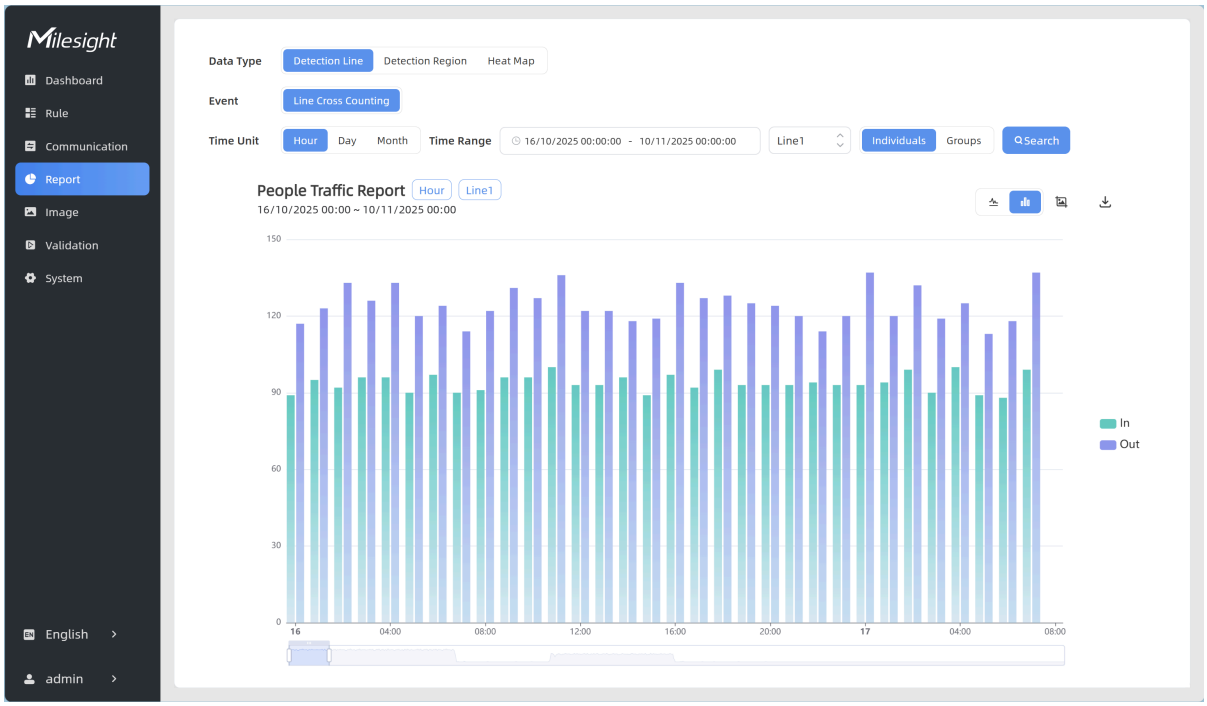
Generate Reports

Upon configuration of both basic counting and advanced AI recolonization functions, the device provides multiple data presentation options such as the dashboard, reports and command line outputs.

The device supports visual line chart or bar chart generation to display people traffic and supports report exporting. Before using this feature, do ensure that the device time is correct on **System** page.

Steps:

1. In the main page, click **Report** from the left navigation tree.



2. Select the data type for report generation. Options: **Detection Line**, **Detection Region**, **Heat Map** and **Attention Region**.
3. Perform any of the following operations as needed.

If	Do
If **Data Type** is set to **Detection Line**	a. Set **Time Unit** and **Time Range**. b. Select a line from the drop-down list. c. Select **Individuals** or **Groups** as needed. d. Click **Search**. The **People Traffic Report** is displayed correspondingly. e. Click or  to display the report in the corresponding form. f. Click  to download the chart screenshot. g. Click  to export the historical traffic data to a CSV file. Note: The system supports exporting up to 1,000,000 data records per CSV file.

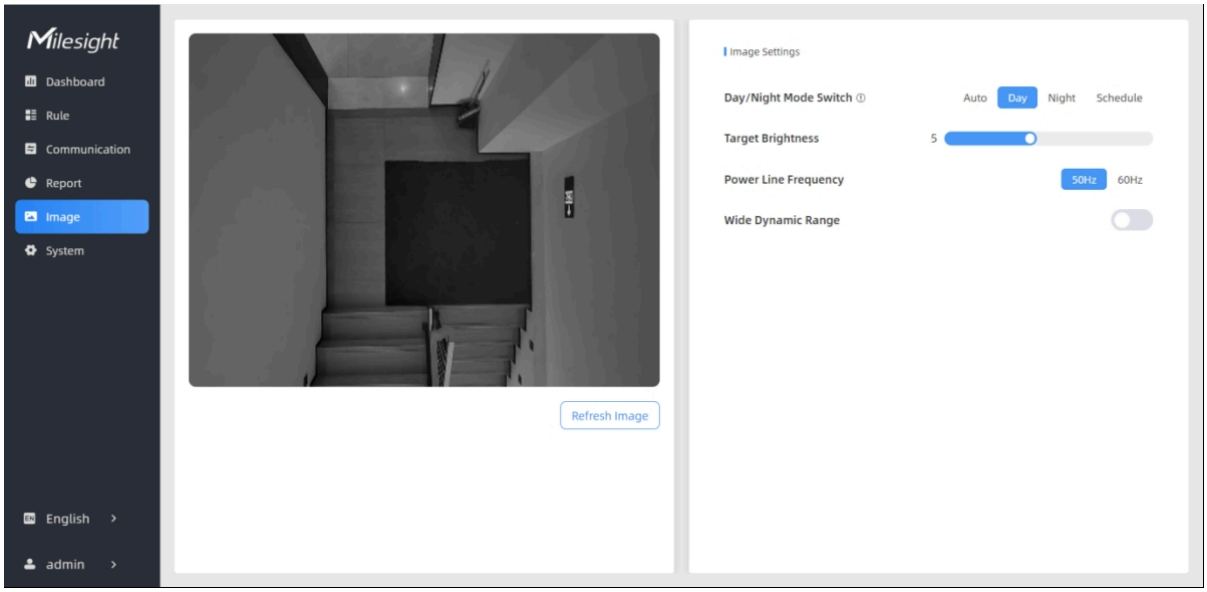
If	Do
	h. Click on any category on the following figure to hide it from the chart. 
If **Data Type** is set to **Detection Region**	a. Select an event. Options: Region People Counting, Dwell Time Detection b. Perform any of the operations as needed. ▪ If **Event** is set to **Region People Counting**: set **Time Range** and select a region from the drop-down list. ▪ If **Event** is set to **Dwell Time Detection**: set **Time Range**, **Min. Value**, **Bin Width** and **Number Of Bins** and select a region from the drop-down list. c. Click **Search**. The **People Counting Report** or **Total Dwell Time Report** is displayed correspondingly. d. Click  to download the chart screenshot. e. Click  to export the historical traffic data to a CSV file. Note: The system supports exporting up to 1,000,000 data records per CSV file. f. Click on any category on the following figure to hide it from the chart. 
If **Data Type** is set to **Heat Map**	a. Select an event. Options: **Motion Heatmap**, **Dwell Heatmap**. b. Set **Time Range**. c. Click **Search**. The **Motion Heatmap Report** or **Dwell Heatmap Report** is displayed correspondingly. d. Click  to download the chart screenshot. e. Click  to refresh image.

Configure Image Parameters

The device has great lighting adaptability that allows it to operate properly in low light and even complete darkness. It supports day and night mode switching based on the no-photosensitive scheme. This section describes how to configure image parameters.

Steps:

1. In the main page, click **Image** from the left navigation tree.



2. In the **Image Settings** area on the right, configure the following parameters as needed.

Parameters	Description
Day/Night Mode Switch	Set image mode. Options: **Auto**, **Day**, **Night** and **Schedule**. - **Auto:** Automatic switch between day and night modes according to image brightness. - **Day:** Black and white mode. - **Night:** Infrared based black and white mode. - **Schedule:** Switches between day and night modes based on the configured schedule.

Parameters	Description
Sensitivity	Set the sensitivity of the automatic day and night mode switching. The higher the sensitivity is, the easier to switch between day and night modes.
Night Mode Duration	Set the night mode duration.
Target Brightness	Set the brightness of the target to make image clearer. The higher brightness is, the brighter the target brightness is.
Power Line Frequency	Select the frequency to avoid the image flashing. Options: **50Hz**, **60Hz**.
Wide Dynamic Range	Enable or disable **Wide Dynamic Range**. Enabling it can capture more detail in scenes where light conditions vary greatly.

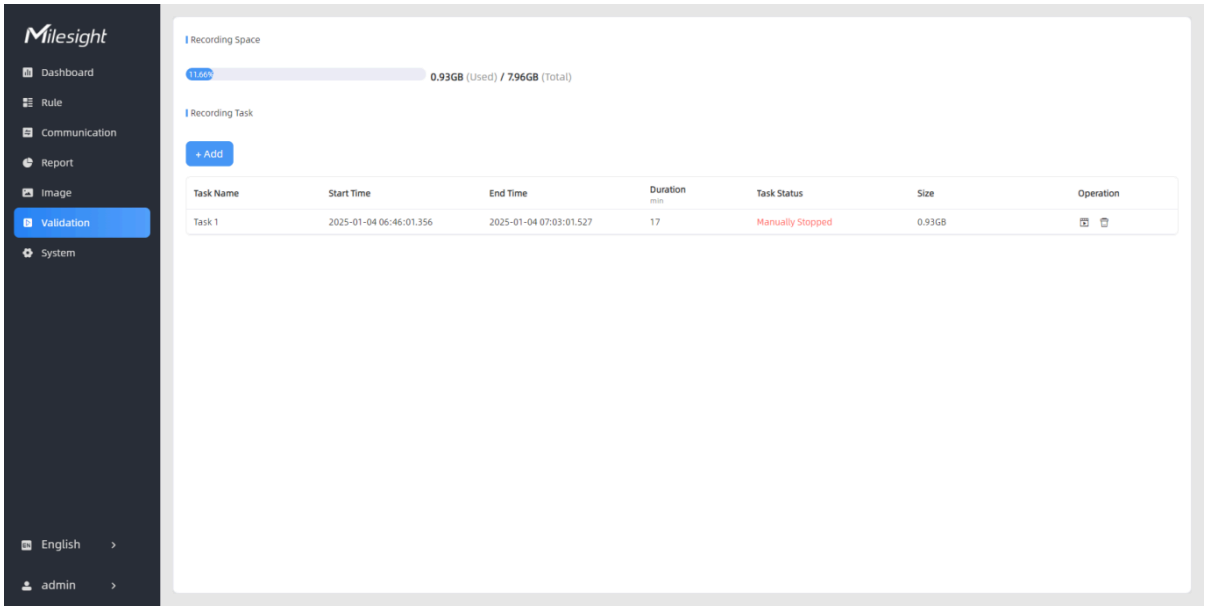
3. Click **Refresh Image** to check image changes.

Configure Video Validation

The video validation function can be used to verify people counting accuracy by comparing results against a recorded video. This section describes how to configure this function.

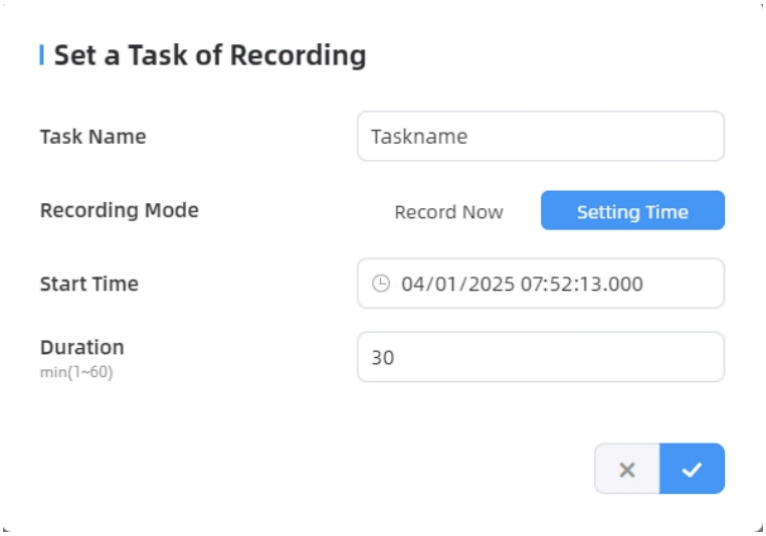
Steps:

1. In the main page, click **Validation** from the left navigation tree.



2. In the **Recording Task** area on the right, click **+ Add**. The **Set a Task of Recording** dialog box is displayed.

> **Note:**
> The device can add up to 50 tasks.



3. Configure the following parameters as needed.

> **Note:**
> The configured time ranges for different tasks must not overlap.

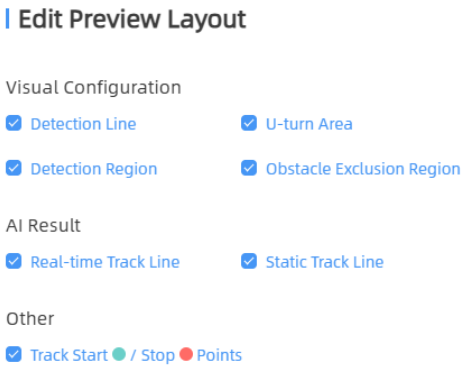
Parameters	Description
Task Name	Customize a task name.
Recording Mode	Options: **Record Now** or **Setting Time**.
Start Time	This parameter is displayed only when **Recording Mode** is set to **Setting Time**. It sets the recording start time.
Duration	Set the recording duration. Range: ≤ 60 minutes.

4. Click . The task is listed in the **Recording Task** area.

> **Note:**
> Detection rules cannot be modified during the recording process.

5. After recording completed, click in the **Operation** area of the task. The following page is displayed.

6. Click to edit the preview layout. For details, refer to the following table.



Parameters	Description
Visual Configuration	Click the corresponding rules to show/hide them in the video.
AI Result	Click the corresponding lines to show/hide them in the video. - **Real-time Track Line:** Real-time trajectory line of the targets - **Static Track Line:** Historical trajectory line of the targets
Other	Click to show/hide track points in the video.

7. Click to play the video to verify people counting accuracy.

> **Tip:**
> The playback progress bar in the bottom highlights video frames where data changes occur.

8. (Optional) Click to download the video and use the dedicated Milesight VS Player for local playback.

Configure System Parameters

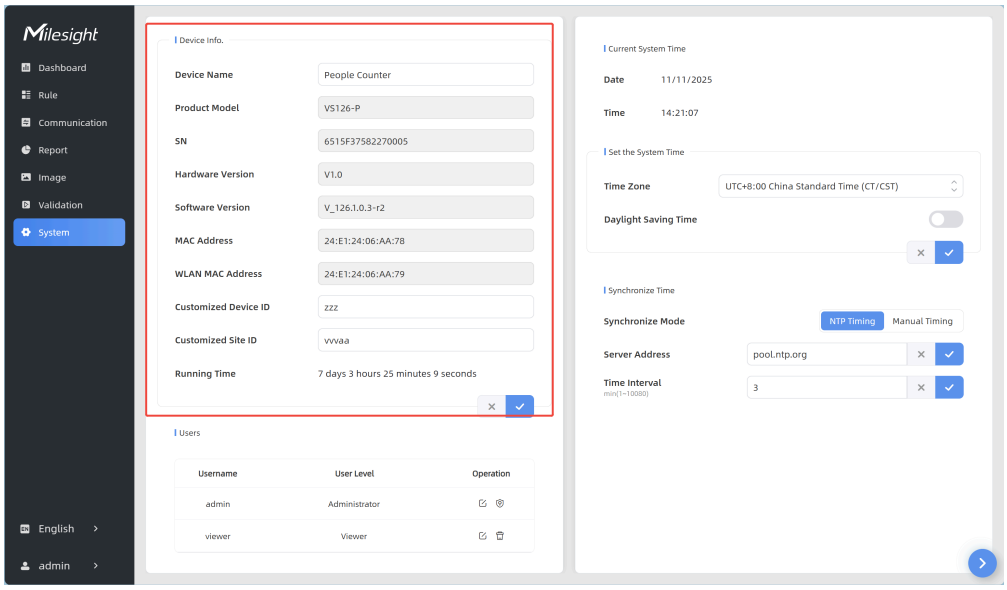
This section describes how to configure system parameters.

Configure Device Parameters

The device hardware and software information can be checked on the **System** page. Besides, users can customize the device name, the device ID and the site ID for multi-device management.

Steps:

1. In the main page, click **System** from the left navigation tree.



2. In the **Device Info.** area, check device information and configure the device name, the device ID and the site ID as needed.
3. Click  to save the configuration.

Configure User Parameters

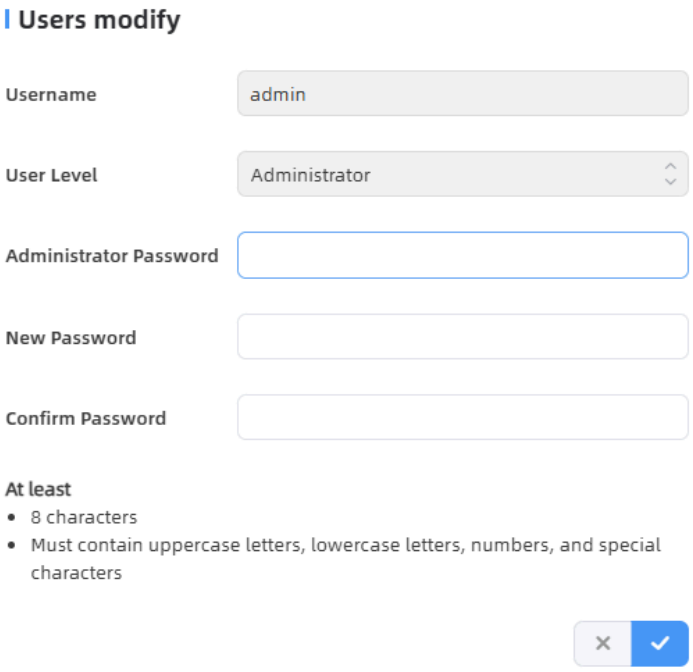
This section describes how to configure user parameters.

User Roles:

- Administrator: Has full system privileges with access to all webpage settings
- Viewer: Has access only to the **Dashboard** and **Report** pages.

Modify Administrator's Parameters

1. In the main page, click **System** from the left navigation tree.
2. To change the login password of the device:
   a. In the **User** area, click  in the **Operation** column. The **Users modify** dialog box is displayed.



   b. In the **Administrator Password** area, enter the login password of the device.
   c. In the **New Password** area, enter a new password.

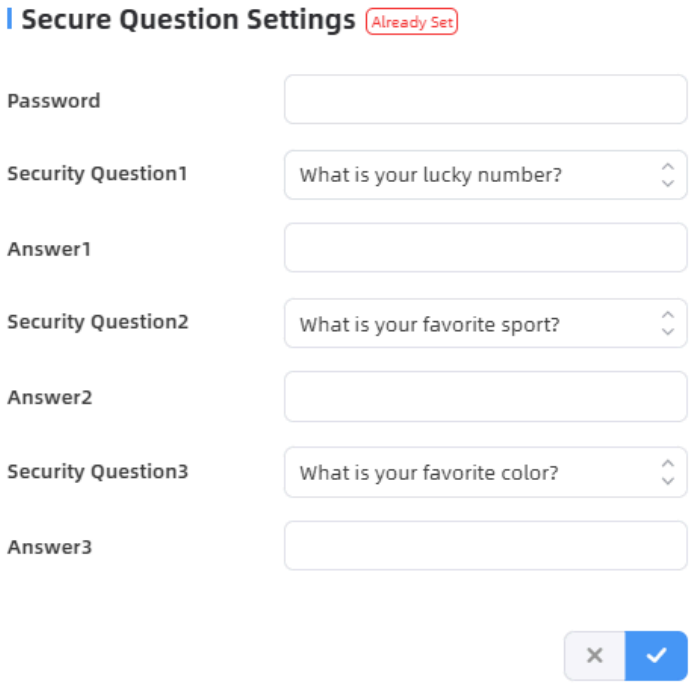
d. In the **Confirm Password** area, enter the new password again.

e. Click to save the configuration.

3. To configure the security questions:

> **Tip:**
> In case that you forget the password, you can click **Forget Password** on the login page to reset the password by answering the three security questions.

a. Click . The **Secure Question Settings** dialog box is displayed.

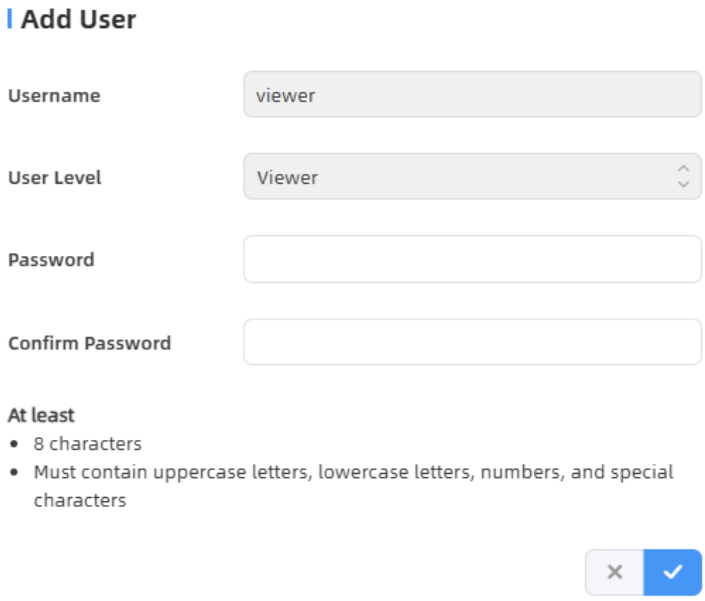


b. Enter the login password and provide answers to the three security questions.

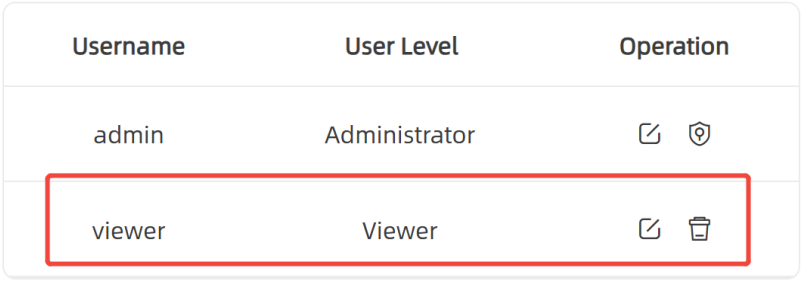
c. Click to save the configuration.

Add a Viewer

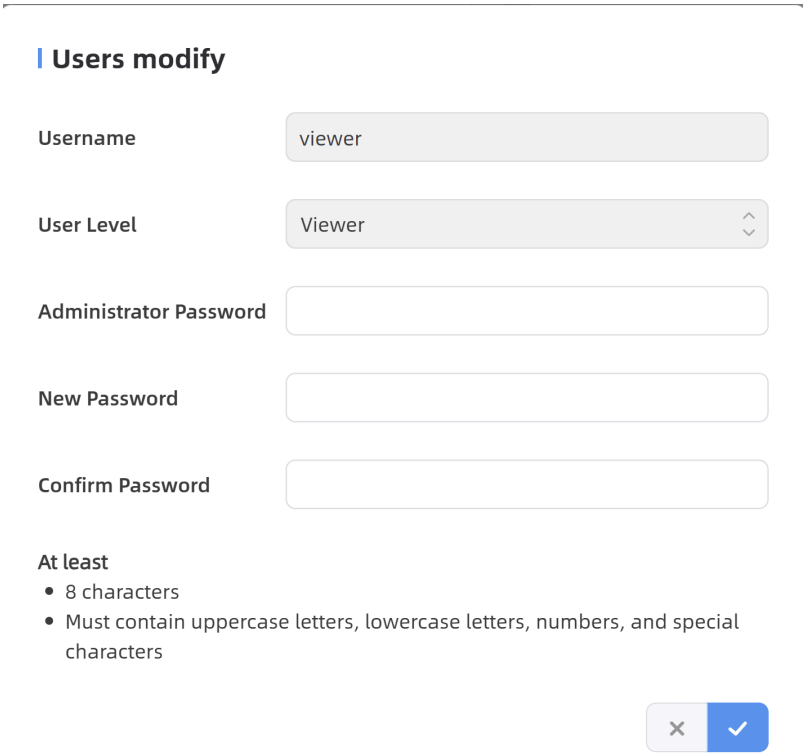
1. Click **+ Add User**. The **Add User** dialog box is displayed.



2. In the **Password** area, enter a new password.
3. In the **Confirm Password** area, enter the new password again.
4. Click  to save the configuration. The user is listed in the **Users** area.



5. (Optional) Click  to change the password of the viewer.



Configure Time Parameters

This section describes how to configure time parameters.

Steps:

1. In the main page, click **System** from the left navigation tree.
2. In the **Set the System Time** area, configure the following parameters as needed.

Parameters	Description
Time Zone	Select the time zone for system synchronization.
Daylight Saving Time	Enable or disable Daylight Saving Time (DST). **Start Time:** Start time of the DST time range. **End Time:** End time of the DST time range.

Parameters	Description
	DST Bias: Specifies the offset value for advancing clock time during Daylight Saving Time periods.

3. In the **Synchronize Time** area, perform the following operations as needed.
    a. Set **Synchronize Mode** to **NTP Timing** or **Manual Timing** as needed.
    b. Perform the following operations as needed.

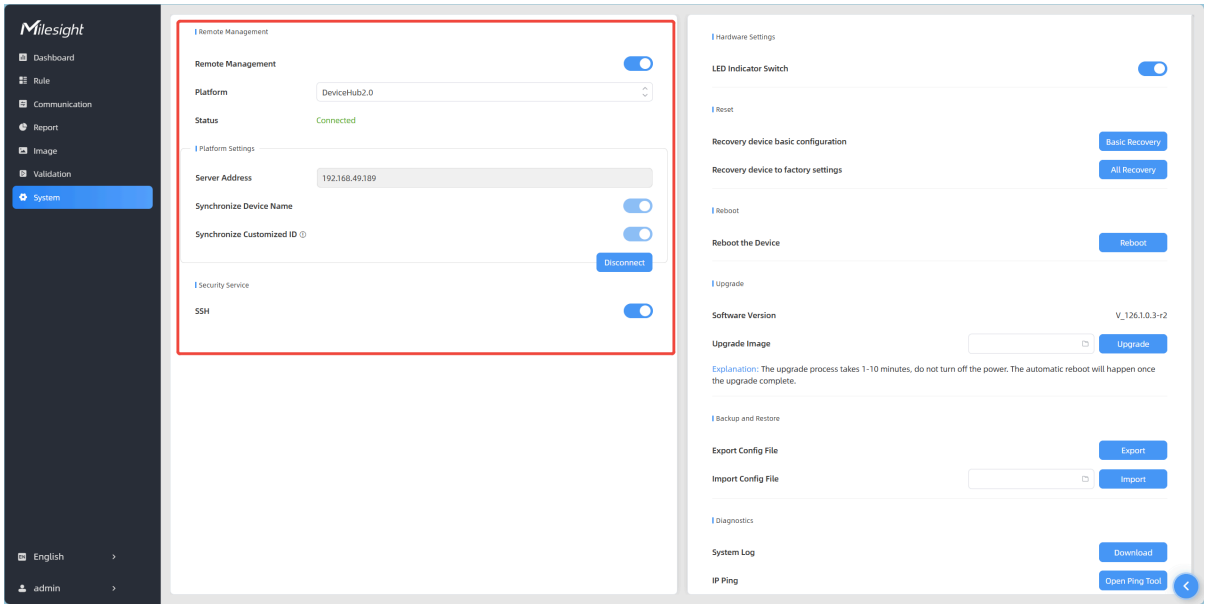
If	Do
If **Synchronize Mode** is set to **NTP Timing**	a. In the **Server Address** ares, enter the NTP server address and click  . b. In the **Time Interval** area, enter the time synchronization interval between the device and the NTP server and click  .
If **Synchronize Mode** is set to **Manual Timing**	a. In the **Setting Time** area, set the device time and click  . b. In the **Synchronize with your computer time** area, click **Synchronize** to synchronize the device time with the computer system time.

Configure Remote Management Parameters

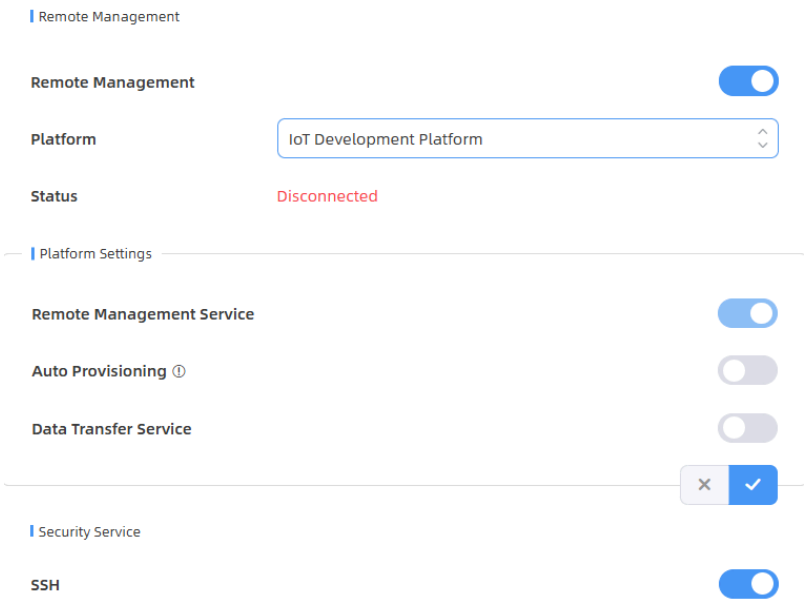
Milesight provides remote management service for this device through the Milesight DeviceHub platform and the Milesight Development Platform. Successful connection requires that the device is connected to the network and the Internet connection is stable. This section describes how to configure remote management.

Steps:

1. In the main page, click **System** from the left navigation tree.
2. Click  in the lower right corner. The following page is displayed.



3. In the **Remote Management** area, enable **Remote Management**.



4. Set **Platform** to **DeviceHub2.0** or **IoT Development Platform** as needed. For detailed platform information, refer to DeviceHub and Milesight Development Platform respectively.
5. Perform the following operations as needed.

If	Do
If **Platform** is to **Device-Hub2.0** (PoE Version Only)	a. In the **Server Address** ares, enter the IP address or the host name for the DeviceHub 2.0 management server. b. Enable **Synchronize Device Name** to synchronize the device name with Devicehub 2.0. c. Enable **Synchronize Customized ID** to synchronize the device ID and site ID with Devicehub 2.0. d. Click **Connect**.
If **Platform** is set to **IoT Development Platform**	a. Enable **Remote Management Service** to modify device configuration through the Milesight Development platform. b. Enable **Auto Provisioning**. Then the device obtains preconfiguration files from the IoT Development Platform server for the first time or after reset upon Internet connection. c. Configure data transfer parameters to report people counting data to the Milesight Development platform at the specified interval. i. Enable **Data Transfer Service**. **Periodic Report** is enabled automatically. ii. Set **Periodic Report Scheme** to **On the Dot** or **From Now On** as needed. iii. Set **Period**. iv. Enable **Trigger Report** as needed.

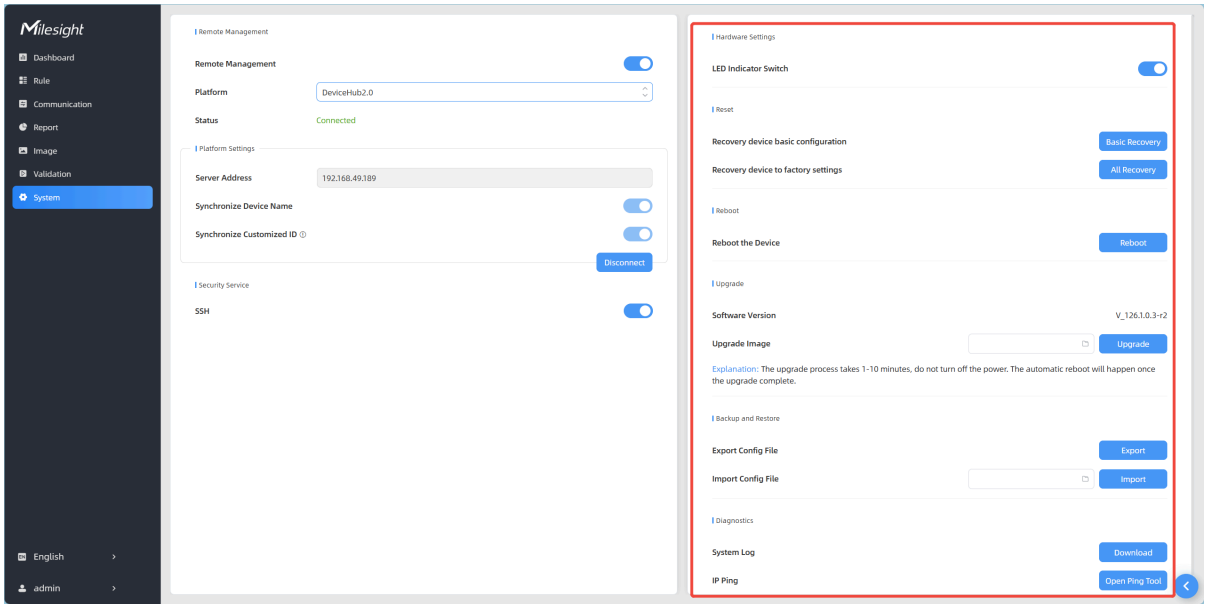
6. Click  to save the configuration.
7. In the **Security Service** area, enable **SSH** to enable SSH access. The SSH port is fixed as 22.

Configure System Maintenance Parameters

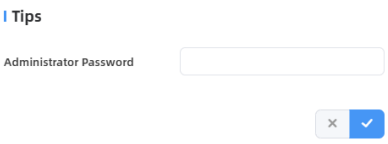
This section describes how to configure system maintenance parameters.

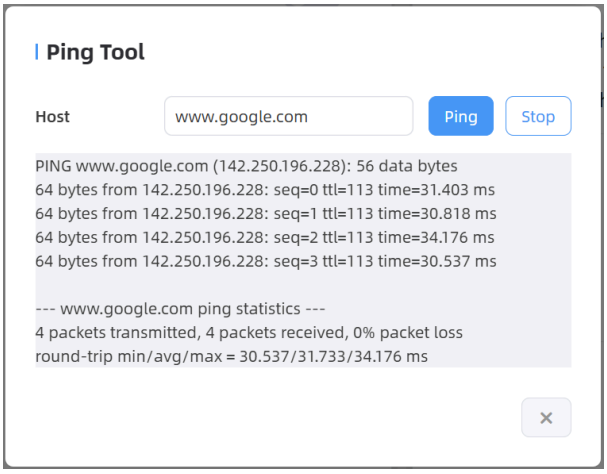
Steps:

1. In the main page, click **System** from the left navigation tree.
2. Click  in the lower right corner. The following page is displayed.



3. In the page on the right, configure the following parameters as needed.

Parameters	Description
Hardware Settings	**LED Indicator Switch:** Enable or disable LED indicator when device is in normal operation.
Reset	**Recovery device basic configuration:** Click **Basic Recovery** to reset the device while keeping the IP settings and user information.
	Recovery device to factory settings: a. Click **All Recovery** to reset the device to default factory settings. The **Tips** dialog box is displayed.  b. Enter the login password of the device.
Reboot	**Reboot the Device**: Click **Reboot** to restart the device immediately.
Upgrade	**Upgrade Image**: Click to upload the upgrading file and click the **Upgrade** to upgrade the device. The upgrade process takes 1 to 10 minutes. The power must not be turned off during the process. The device is automatically reboot once the upgrade completed.

Parameters	Description
Backup and Restore	**Export Config File:** Click **Export** to export the configuration file.
	Import Config File: Click to upload a configuration file and click **Import** to import the configuration file.
Diagnostics	**System Log:** Click **Download** to download log files for troubleshooting.
	IP Ping: a. Click **Open Ping Tool**. The **Ping Tool** dialog box is displayed. b. In the **Host** area, enter an IP address or a URL to test network connection. c. Click **Ping**. 

Chapter 5. Uplink Data and Downlink Commands

This chapter describes the uplink data packets and downlink commands supported by the device.

Uplink Data

The device can transmit people counting data in JSON format to a HTTP URL or an MQTT broker. For configuration details, refer to Configure Recipient Parameters. This section provides uplink data examples for both real-time and periodic reporting.

Uplink Data Examples for Real-Time Reporting

If the report strategy is set to **Trigger Report** (real-time reporting is enabled), the device reports the uplink data upon data change. This section provides uplink data examples for real-time reporting.

Data Example for Line Crossing People Counting

```
{
  "device_info": {
    "cus_device_id": "123456",
    "cus_site_id": "789123",
    "device_mac": "24:E1:24:FA:0C:6C",  //PoE version only
    "device_name": "People Counter11",
    "device_sn": "6384E16179950009",
    "firmware_version": "V_126.1.0.1",
    "hardware_version": "V1.0",
    "ip_address": "192.168.60.183",
    "running_time": 58
  },
  "network_info": {//Cellular version only
    "network_status": "true",//True is connected, False is disconnected
    "iccid": "89860117838009934120",
    "imei": "860425047368939",
    "cell_id": "340db80",
    "lac": "5299"
  },
  "line_trigger_data": [
    {
      "group": {
```

```
            "in": 0,
            "out": 0
          },
          "total": {
            "in": 27,
            "out": 27
          },
          "line": 1,
          "line_name": "Line11111111111111111111111111",
          "line_uuid": "9a0440de-3188-4f6d-b886-bb20c97bd26b"
        },
        {
          "group": {
            "in": 0,
            "out": 0
          },
          "total": {
            "in": 27,
            "out": 27
          },
          "line": 3,
          "line_name": "Line33333333333333333333333333",
          "line_uuid": "82ffe54d-0191-484b-a2fc-495628a8f2a1"
        }
      ],
      "time_info": {
        "dst_status": false,
        "enable_dst": true,
        "time": "2024-05-30T20:11:32+08:00",
        "time_zone": "UTC+8:00 China Standard Time (CT/CST)"
      }
    }
```


Data Example for Region People Counting


```
{
  "device_info": {
    "cus_device_id": "123456",
```

```
    "cus_site_id": "789123",
    "device_mac": "24:E1:24:FA:0C:6C",   //PoE version only
    "device_name": "People Counter11",
    "device_sn": "6384E16179950009",
    "firmware_version": "V_126.1.0.1",
    "hardware_version": "V1.0",
    "ip_address": "192.168.60.183",
    "running_time": 105
  },
  "network_info": {//Cellular version only
    "network_status": "true",//True is connected, False is disconnected
    "iccid": "89860117838009934120",
    "imei": "860425047368939",
    "cell_id": "340db80",
    "lac": "5299"
  },
  "region_trigger_data": {
    "region_count_data": [{
      "total": {
        "current_total": 2
      },
      "region": 1,
      "region_name": "Region1",
      "region_uuid": "bd1e6ce2-e113-4ce4-a9b6-0633f7083cac"
    }]
  },
  "time_info": {
    "dst_status": false,
    "enable_dst": true,
    "time": "2024-05-30T20:12:20+08:00",
    "time_zone": "UTC+8:00 China Standard Time (CT/CST)"
  }
}
```


Data Example for Dwell Time Detection


```
{
  "device_info": {
```

```
    "cus_device_id": "123456",
    "cus_site_id": "789123",
    "device_mac": "24:E1:24:FA:0C:6C",   //PoE version only
    "device_name": "People Counter11",
    "device_sn": "6384E16179950009",
    "firmware_version": "V_126.1.0.1",
    "hardware_version": "V1.0",
    "ip_address": "192.168.60.183",
    "running_time": 106,
    "wlan_mac": "24:E1:24:54:23:0A"
  },
  "network_info": {//Cellular version only
    "network_status": "true",//True is connected, False is disconnected
    "iccid": "89860117838009934120",
    "imei": "860425047368939",
    "cell_id": "340db80",
    "lac": "5299"
  },
  "region_trigger_data": {
    "dwell_time_data": [{
      "duration": 96799,
      "dwell_end_time": "2024-05-30T20:12:20+08:00",
      "dwell_start_time": "2024-05-30T20:10:43+08:00",
      "people_id": 5,
      "region": 1,
      "region_name": "Region1",
      "region_uuid": "bd1e6ce2-e113-4ce4-a9b6-0633f7083cac"
    }]
  },
  "time_info": {
    "dst_status": false,
    "enable_dst": true,
    "time": "2024-05-30T20:12:20+08:00",
    "time_zone": "UTC+8:00 China Standard Time (CT/CST)"
  }
}
```

Uplink Data Example for Periodic Reporting

If the report strategy is set to **Periodic Report**, the device reports the uplink data upon data change at the configured interval. This section provides a uplink data example for periodic reporting.


```
{
  "device_info": {
    "cus_device_id": "123456",
    "cus_site_id": "789123",
    "device_mac": "24:E1:24:FA:0C:6C",   //PoE version only
    "device_name": "People Counter11",
    "device_sn": "6384E16179950009",
    "firmware_version": "V_126.1.0.1",
    "hardware_version": "V1.0",
    "ip_address": "192.168.60.183",
    "running_time": 141,
    "wlan_mac": "24:E1:24:54:23:0A"
  },
  "network_info": {//Cellular version only
    "network_status": "true", //True is connected, False is disconnected.
    "iccid": "89860117838009934120",
    "imei": "860425047368939",
    "cell_id": "340db80",
    "lac": "5299"
  },
  "line_periodic_data": [{
      "line": 1,
      "line_name": "Line11111111111111111111111111",
      "line_uuid": "9a0440de-3188-4f6d-b886-bb20c97bd26b",
      "total": {
        "in": 0,
        "out": 0
      },
      "group": {
        "in": 0,
        "out": 0
      }
    },
```

```
    {
        "line": 2,
        "line_name": "Line22222222222222222222222222",
        "line_uuid": "b138b9a1-ce58-40bd-98f4-c401dfc118c8",
        "total": {
            "in": 0,
            "out": 0
        },
        "group": {
            "in": 0,
            "out": 0
        }
    }
],
"line_total_data": [{
        "line": 1,
        "line_name": "Line11111111111111111111111111",
        "line_uuid": "9a0440de-3188-4f6d-b886-bb20c97bd26b",
        "total": {
            "in_counted": 0,
            "out_counted": 0,
            "capacity_counted": 0
        },
        "group" {
            "in_counted": 0,
            "out_counted": 0
        }

    },
    {
        "line": 2,
        "line_name": "Line11111111111111111111111111",
        "line_uuid": "9a0440de-3188-4f6d-b886-bb20c97bd26b",
        "total": {
            "in_counted": 0,
            "out_counted": 0,
            "capacity_counted": 0
```

```
        },
      }
    ],
    "region_data": {
      "dwell_time_data": [{
        "avg_dwell_time": 308367,
        "max_dwell_time": 519934,
        "region": 1,
        "region_name": "Region1",
        "region_uuid": "bd1e6ce2-e113-4ce4-a9b6-0633f7083cac"
      }],
      "region_count_data": [{
        "total": {
          "current_total": 2
        },
        "region": 1,
        "region_name": "Region1",
        "region_uuid": "bd1e6ce2-e113-4ce4-a9b6-0633f7083cac"
      }]
    },

    "time_info": {
      "dst_status": false,
      "enable_dst": true,
      "end_time": "2024-05-30T20:21:49+08:00",
      "start_time": "2024-05-30T20:20:49+08:00",
      "time_zone": "UTC+8:00 China Standard Time (CT/CST)"
    }
}
```


MQTT API Commands

This section provides examples of the MQTT API commands supported by the device. For how to configure MQTT API parameters, refer to Configure MQTT API Parameters (Cellular Version Only).

Search Report Commands

Request example:

```
{
 "dst": "all",
 "type":0,
 "command":"/api/v1/system/searchReport",
 "msgId":"1",
 "requestData":{
     "event":0,
     "startTime":"2025-01-22T08:00:00.000",
     "endTime":"2025-01-23T08:00:00.000",
     "lineParam":{
         "lineId":0,
         "timeUnit":0,
         "mode":0
         },
     "regionCount":{
         "regionId":0
         },
     "dwellDetect":{
         "regionId":0,
         "timeMin":10,
         "timeBinWidth":10,
         "numOfBins":10
         },
     "heatMap":{
         "type":0
          },
     "uuid":"1d4f62b5-37f0-4bda-80f8-a5625613fc6e"
}
}
```


For request example parameter descriptions, refer to the following table.

Parameter	Type	Description
dst	string	**all**: Send to all recipients that subscribe the MQTT API topic. **SN**: Send to a certain recipient.

Parameter	Type	Description
type	number	**0**: Request, **1**: Response.
msgId	number	Request identifier.
requestData	object	
event	number	**0**: Line crossing counting **1**: Region people counting **2**: Dwell time detection **3**: Heat map **4**: History Point
startTime		
endTime		
lineParam		
regionCount		
dwellDetct		
heatMap		
uuid	string	Random unique ID defined by the user

Response example: Success


```
{
"code":0,
"message":"ok",
"msgId":"1",
"src":"6834E16184430017",
"transmitTime":2,
"type":1
}
```


For response example parameter descriptions, refer to the following table.

Parameter	Type	Description
code	integer	
message	string	
msgId	number	Response identifier
src	string	Response SN
type	number	**0**: Request, **1**: Response

Get Report Result Commands

Request example:

```
{
 "dst": "all",
 "type":0,
 "command":"/api/v1/system/getReportResult",
 "msgId":"1",
  "requestData":{
       "uuid":"1d4f62b5-37f0-4bda-80f8-a5625613fc6e",
       "event":0
       }
}
```

For request example parameter descriptions, refer to the following table.

Parameter	Type	Description
dst	string	**all**: Send to all recipients that subscribe the MQTT API topic. **SN**: Send to a certain recipient.
type	number	**0**: request, **1**: response.
msgId	number	Request identifier.
requestData	object	
uuid	string	Random unique ID defined by the user.
event	number	**0**: Line crossing counting.

Parameter	Type	Description
		1: Region people counting. **2**: Dwell time detection. **3**: Heat map.

Response example:


```
{
   "code": 0,
   "data": {
      "event": 0,
      "isReady": true,
      "line": [
"group": {
               "in": 9,
               "out": 3
            },
"time": "2024-08-15T09:00:00.000",
            "total": {
               "in": 9,
               "out": 3
            }
         }
      ]
   },
   "message": "ok",
   "transmitTime": 1
}
```


For response example parameter descriptions, refer to the following table.

Parameter	Type	Description
code	integer	
data	object []	Return data
event	number	**0**: Line crossing counting

Parameter	Type	Description
		1: Region people counting **2**: Dwell time detection **3**: Heat map
isReady	boolean	
line,**region**	object	Including group, total
group ,**dwell** , **total**	object	Including in, out
heatmap	object	
height	number	Height of the heatmap data grid
width	number	Width of the heatmap data grid
max	number	Maximum value of heat map
min	number	Minimum value of heat map
values	object[]	
X	number	
Y	number	
value	number	
historyPoints		
values	object[]	Trajectory point types: **0**: Start trajectory point **1**: Stop trajectory point
X	number	
Y	number	
message	string	Return information
transmitTime	number	Processing time

Search Log Commands

Request example:

```
{
 "dst":"all",
 "type":0,
 "command": "/api/v1/system/searchLog",
  "msgId":12345678,
 "requestData":{
     "startTime": "0",
     "endTime": "1800211081920",
     "logType": 0,
     "admin": true
}
}
```

For request example parameter descriptions, refer to the following table.

Parameter	Type	Description
dst	string	**all**: Send to all recipients that subscribe the MQTT API topic. **SN**: Send to a certain recipient.
type	number	**0**: Request, **1**: Response.
msgId	number	Request identifier.
requestData	object	
startTime	string	Start timestamp. Unit: ms.
endTime	string	End timestamp. Unit: ms.
logType	number	**0**: Starting up log.
admin	boolean	**true**: Display response parameter **rebootCode**. **false**: Hide response parameter **rebootCode**.

Response example:

```
{
 "code": 0,
  "data": {
    "log": [
     {
       "PowerOnTime": "2024-07-22T09:34:27+08:00",
       "ShutdownTime": "2024-07-22T09:41:59+08:00",
       "rebootCode": 1,
       "rebootMessage": "normal",
       "runningTime": 451
     },
     {
       "PowerOnTime": "2024-07-22T09:42:05+08:00",
       "ShutdownTime": "2024-07-22T09:54:47+08:00",
       "rebootCode": 3,
       "rebootMessage": "upgrade success",
       "runningTime": 761
     }
   ],
    "recordCount": 5
 },
 "message": "ok",
 "transmitTime": 3
}
```


For response example parameter descriptions, refer to the following table.

Parameter	Type	Description
code	integer	
data	object	
log	object[]	Item type: object
PowerOnTime	string	Boot time
ShutdownTime	string	Power outage time
rebootCode	string	**-1**: Running

Parameter	Type	Description
		0: Unknown reason reboot **1**: Manual reboot **2**: Network modification reboot **3**: Web upgrade reboot **4**: Software reset reboot **5**: Hardware reset reboot **6**: Configuration import reboot **7**: Remote management configuration import **8**: Remote management upgrade **9**: Upgrade failure reboot **10**: Multicast network configuration modification reboot **11**: mssserver crash **12**: avserver crash **13**: lighttpd crash **14**: Multi-device stitching mode change **15**: Multiple 4G dial-up failures
runningTime	integer	
runningTime	string	
recordCount	integer	Number of restarts. Maximum display 1000.
message	string	
transmitTime	number	Processing time

Chapter 6. Services

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

Technical Support Mailbox: iot.support@milesight.com

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

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