



Milesight-Troubleshooting Hardware Reset

Camera Version	XX.7.0.70	Update	2019.5.22
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The following will introduce how to reset network Camera via hardware.

1) Position of Reset Button

- **Vandal-proof Mini Bullet:** open the back cover on the camera body, you can use tools to achieve reset button like the figure shown below.



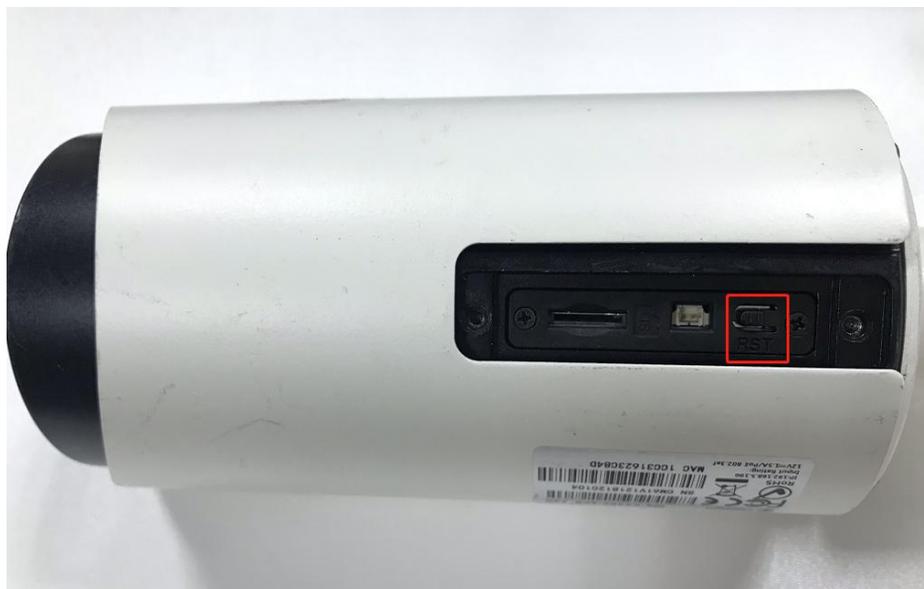
- **Mini Bullet Camera/Motorized Mini Bullet/Vandal-proof Motorized Mini Bullet:** open the cover of the camera base, a black button like the figure shown below.



- **180° Panoramic Mini Bullet:** open the back cover on the camera body, you can use tools to achieve reset button like the figure shown below.



- **Pro Bullet:** open the back cover on the camera body, a button like the figure shown below.



- **Mini (PoE) PTZ Bullet:** open the upper housing and the SD card cover which on the left side of the camera body, a button like the figure shown below.



- **Weather-proof-Mini-Dome/AF-Motorized-Mini-Dome:** open the back cover on the camera ball, you can use tools to achieve reset button like the figure shown below.



- **IR Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **IR Mini Dome II:** open the cover of the camera, a button like the figure shown below.



- **Vandal-proof Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **Pro Dome:** open the top lid cover of the camera, you can use tools to achieve reset button like the figure shown below.



- **Mini PTZ Dome:** open the dome cover and SD card cover, a black button next to SD card slot like the figure shown below.



- **Speed Dome:** open the front cover of the camera, a black button like the figure shown below.



- **Fisheye:** open the front cover of the camera, a black button like the figure shown below.

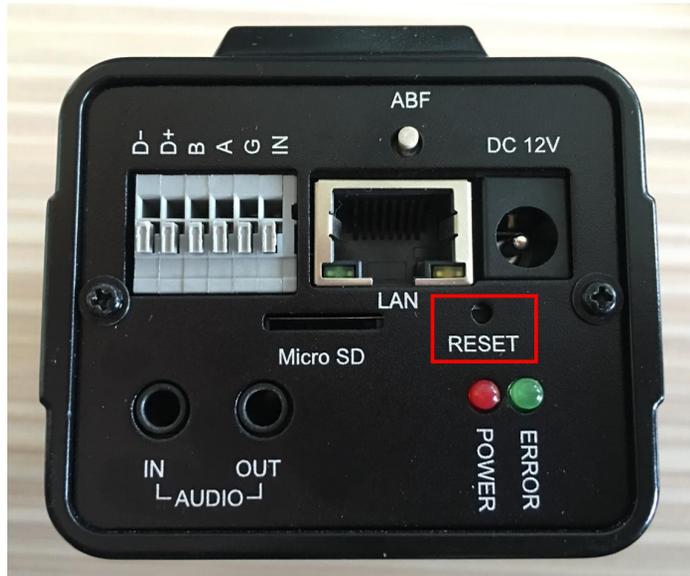


MS-C9674-PB



MS-C5374-PB

- **Pro Box:** a hole on the back of the camera, use pin or something like that to push the button deeper inside the hole.



- **Mini Dome:** open the cover of the camera, a button like the figure shown below.



- **Wi-Fi Mini Cube:** a black button on the back of the camera.



2) Reset Steps

For cameras whose model suffix has -A or -B (Like MS-C3377-PNA, MS-C4463-FIPB) with the software version is **after** xx.6.0.56

Step1: Press the reset button and hold on, then power on the network camera and the IR LEDs will begin to twinkle ;

Step2: (Only for model -A) Keep pressing until the LEDs stop twinkle; (Only for model -B) Keep pressing the reset button until the IR LEDs stay always on;

Step3: Loosen the reset button, then the camera begin to reset;

Step4: It will take 1~3 minutes to complete the reset and the IP will turn into 192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step5: Modify your local IP by SmartTools again.

For cameras whose model suffix has -A or -B (Like MS-C3377-PNA, MS-C4463-FIPB) with the software version is **before** xx.6.0.56

Step1: Power on the network camera and wait 2 minutes when it is totally up;

Step2: Press the reset button for over 5~10s, until hear the voice of IR-cut and see the IR LEDs are always on;

Step3: It will take 1~3 minutes to complete the reset and the IP will turn into

192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step4: Modify your local IP by SmartTools again.

For other cameras whose model suffix has no -A nor -B: (Like MS-C2182-P)

Step1: Press the reset button before powering on the network camera (do not loosen);

Step2: Power on the network camera and keep pressing the reset button for 10s;

Step3: It will take 1~3 minutes to complete the reset and the IP will turn into 192.168.5.190 (If the IP does not be changed into 192.168.5.190, please try again from step 1.);

Step4: Modify your local IP by SmartTools again.

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