Milesight-Troubleshooting SIP

1. What is SIP

SIP (Session Initiation Protocol) is a signaling communication protocol, which is widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP) network. The protocol defines the message that are sent between peers, which govern establishment, termination and other essential elements of a call.
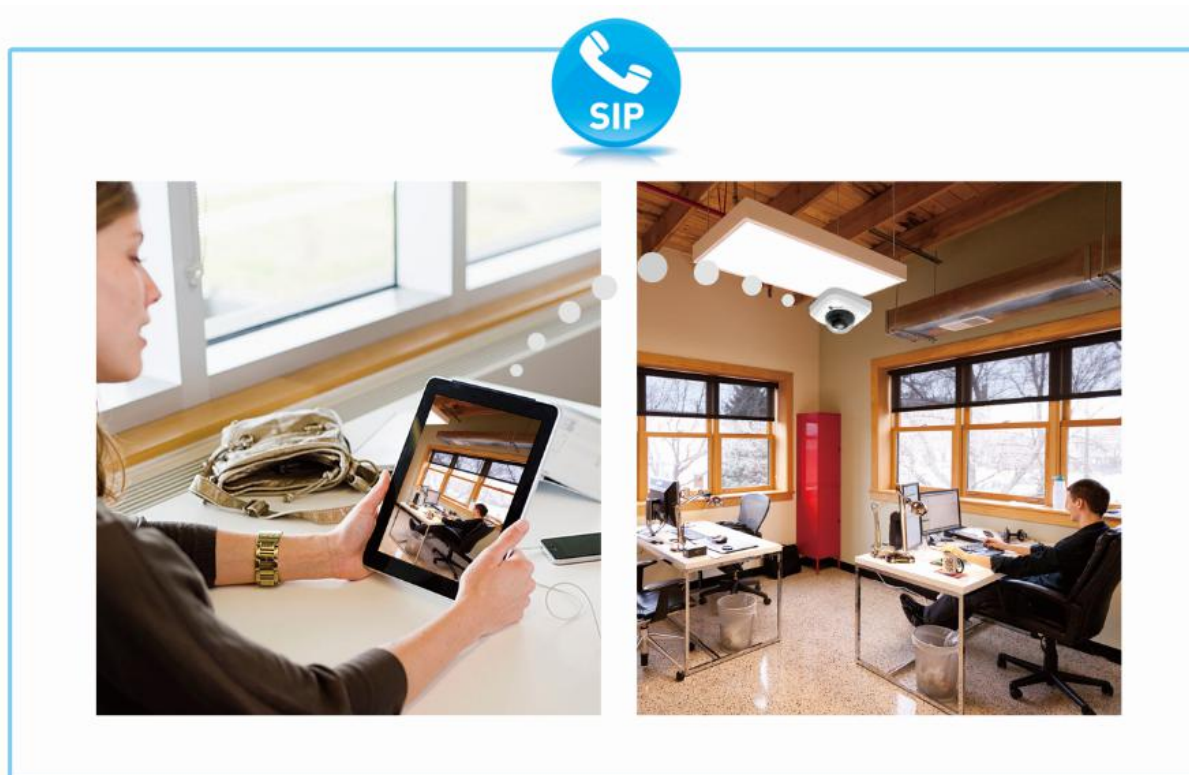

Figure 1   Communication Live View

Now the SIP machine can support the following call ways(Figure 2).

Figure 2   The Call Ways SIP Supports

2. How to Use SIP on Milesight Camera

So far, Milesight network cameras with compression H.264 are able to support SIP, for both primary stream and second stream. So please check the SIP Phone, and make sure that it supports H.264.
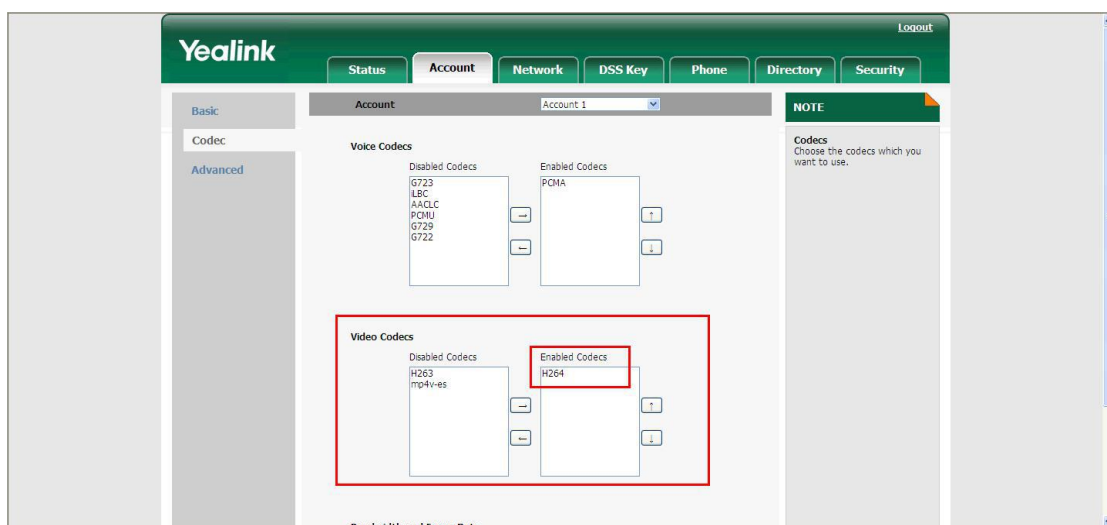

Figure 3   SIP Phone

There are two ways to call a SIP phone:

1) Register on a Server

Take MyPBX for example:

Step1: Please log in the web, and then create a new account for the camera. Input IP address 192.168.9.99 into the browser till it turns to figure 4 interface, then input the account User Name and Password to log in;
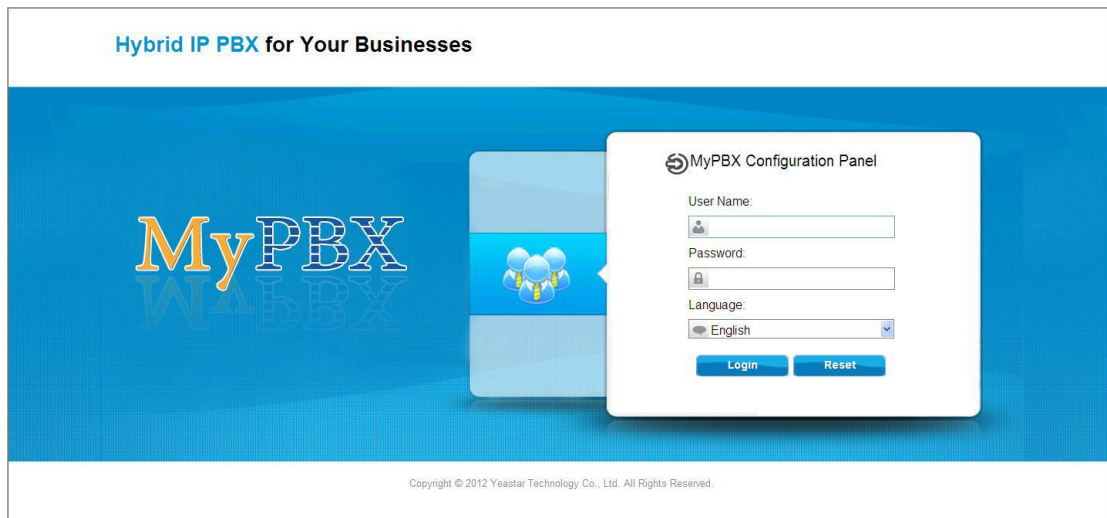

Figure 4   MyPBX

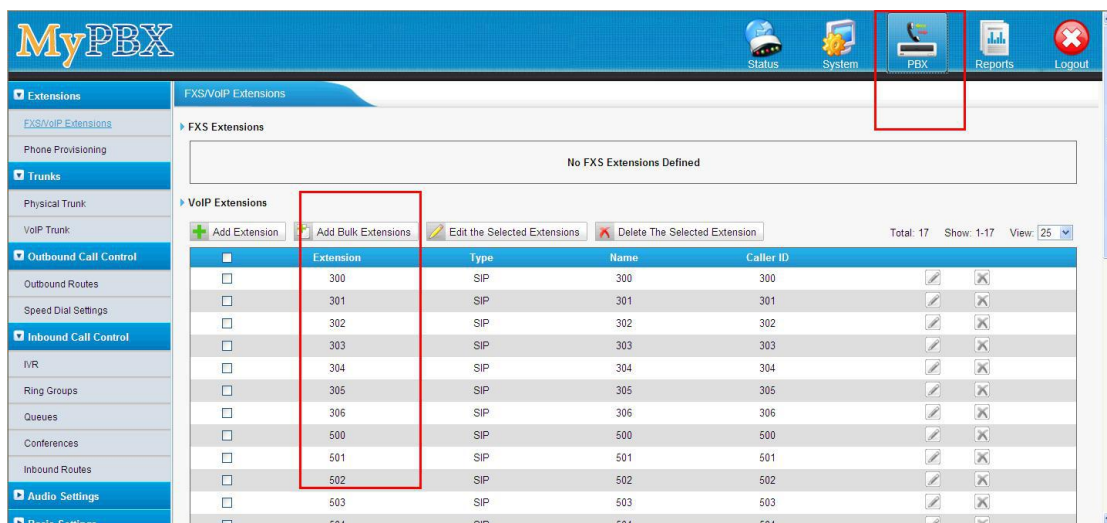**Step2:** Click on the "PBX" option, choose to add a new account (figure 5);

Figure 5 Add a new account

Step3: Choose to add a new extension;

Figure 6　SIP Extension

Step 4: Click "Status"→"Extension state", we can see the account registration is successful (Figure 7).

Figure 7 check Register Status

Step 5: Enter the information of the account on SIP server. And if the information is correct, the status of SIP will turn to be "Registered".

Step 6: Input your camera's IP and log in the web page via browser. Go to "Basic Settings"→ "Video", choose the right stream you want to use for SIP function. Then set the "Profile" to "Base" (the sip function only works in **Base** mode), then click "Save" for saving your setting.
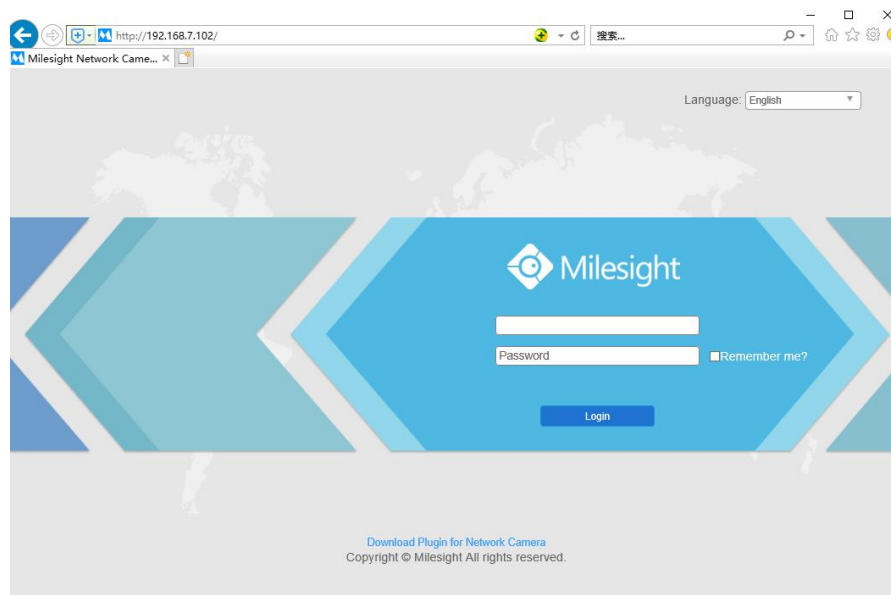

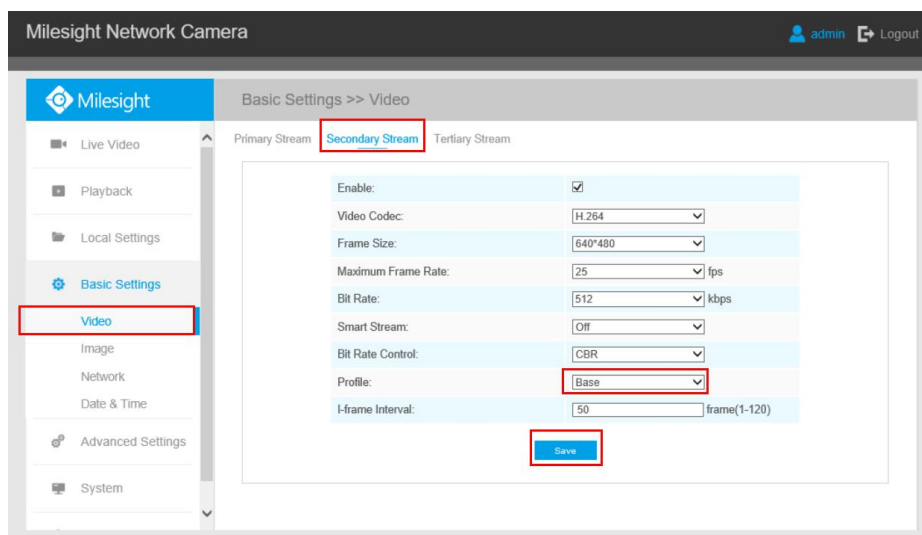Figure 8   Log in Web Page

Figure 9   Set Profile Base

5

Step 7: Register an account for SIP devices through SIP server. Fill in the information set in Step 3, click submit to see the blue "Registered" on the top.

Figure 10   Register Mode

2) Call IP Directly

Choose "Disable" mode, then you can call SIP phone via dialing IP directly.

Figure 11   Call IP directly

3. Telephone Alarm Settings

There are two phone types available to set when alarm is triggered:

1) Phone Number

Step1: Go to "Advanced Settings"→"SIP"→"Alarm Phone List", choose "Phone Type", input the number of SIP phone, and set alarm "Duration", then click "Add";
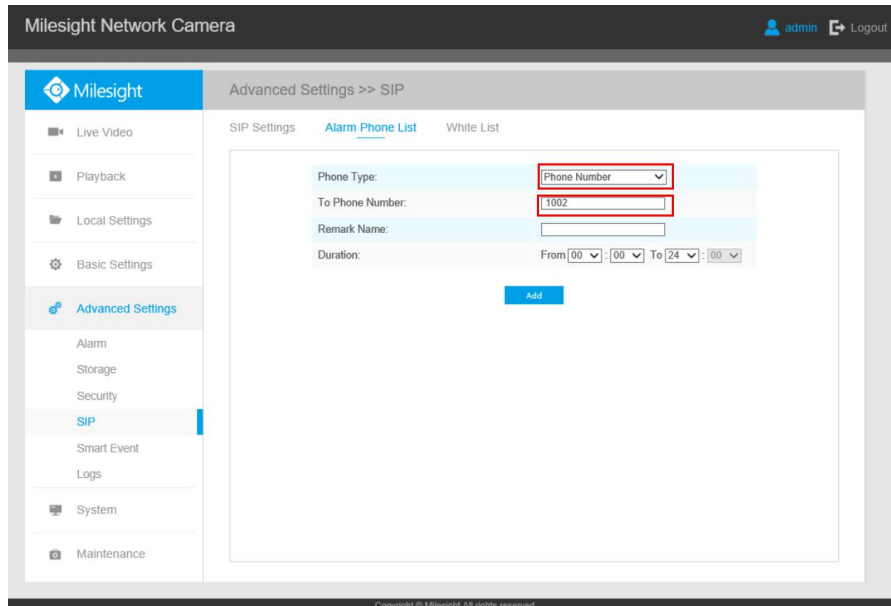

Figure 12 Add phone number

Step2: Go to "Advanced Settings"→"Alarm", enable Motion Detection, choose "Alarm to SIP Phone", and click "Save";
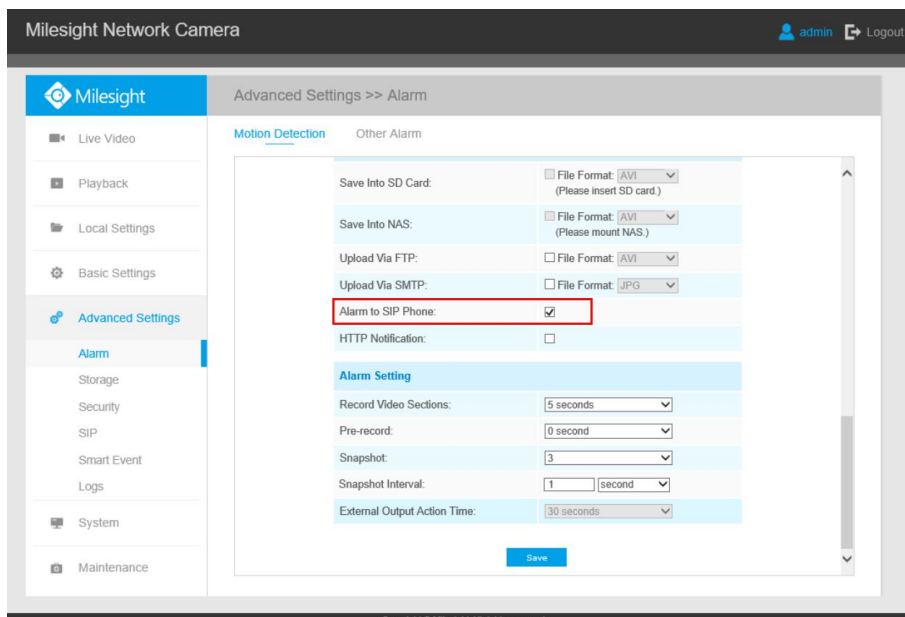

Figure 13 Alarm to sip phone

Step3: When the alarm is triggered, the camera will call SIP Phone through dialing the phone number. At the same time, we can see video images on the SIP device ;

2) Direct IP Call

Step1: "SIP"→ "Alarm Phone List"-> "Phone Type"→ "Direct IP Call" ;
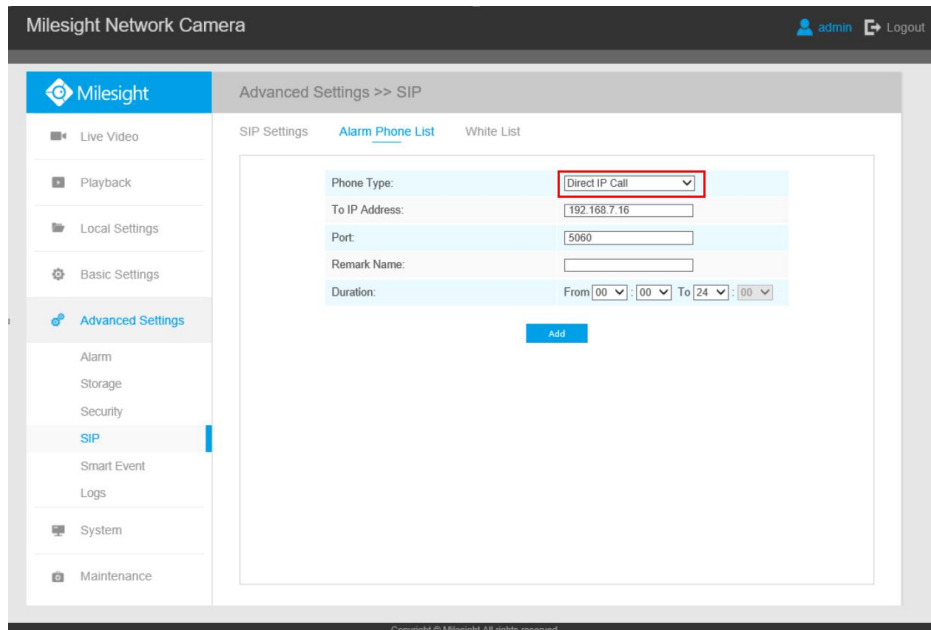

Figure 14 Set IP call

Step2: When the alarm is triggered, the camera will call SIP Phone through IP directly. At the same time, we can see video images on the SIP device .

Note:

The camera and SIP Phone should be on the same network segment, making sure that they can ping each other first.

-END-