



Frequently Asked Questions iSite Router

JANUARY 2021

Q1: Can Milesight router bridge SIM1 to LAN1, SIM2 to LAN2 and Ethernet WAN to LAN3/WiFi, and all work in active/active/active?

Answer: No, since there is only one cellular module in the router.

Q2: Can I develop simple programs that perform mathematical operations and store the results on UR75? Can I use Python?

Answer: Yes, UR75 supports simple programs development via Python SDK. You can refer to article [How to Install Python SDK and Read Log to download UR7X Python Bundle](#).

Q3: I need to interconnect a total of 7 UR32. Six of them will have an IP camera in the back and one will have some management. I need 7 different subnets which support two-way communication . One of the UR32's will have to be VPN server.

Answer: It's recommended to use Milesight VPN to which all of the 7 routers are connected. Make port forwarding on the routers and a site-to-site VPN link is available for you. You can submit a ticket to iot.support@milesight.com for more information.

Q4: Is it possible to install OpenWRT packages with the opkg install command and copy several scripts that are executed periodically on the UR32?

Answer: Currently it's not supported. You can share details if you are working on a certain project to evaluate.

Q5: I have a couple of questions about UR3X routers.

1. Does the router search all carriers and cell strengths in the area and provide a report of the result?
2. Is it possible to roll back a firmware to a second firmware bank in the event of a failure?
3. Do you have a list of SMS text commands for the router please?

Answer:

1. The router doesn't search all carriers and cell strengths in the area currently. It only searches the surrounding carrier base station to register. If you have certain project that require this feature, you can contact your sales for commercial evaluation.
2. In the event of an upgrade failure, when we access the device web GUI, it will guide the user to re-upgrade the firmware. You can restore system operation by upgrading to another firmware.

3. You can submit a ticket to iot.support@milesight.com for more information.

Q6: What is the data rate of UR35's WIFI? How about the maximum radius of area it can cover?

Answer: Data rate is about 150Mbps; Distance: 100 meter in open area and 50-70 meter indoors.

Q7: Does Milesight router support to the E-SIM?

Answer: Not by default. Please contact our sales if you have the requirement for it.

Q8: Does Milesight's power adapter have UL certificate?

Answer: Milesight's power adapter has UL certificate.

Q9: Does your 4G module have TAC Certification Letter given by GSMA?

Answer: Yes, please contact our sales if you need it.

Q10: What is the size of M.2 NVMe SSD slot in UR75?

Answer: 2280. "22" represents the width in millimeters (mm), while the next two digits represent the length, also in mm. The longer the drive, the more NAND flash chips can be mounted; hence, more capacity.

Q11: Which WIFI module is used for the UR75-5G?

Answer: UR75-5G uses Qualcomm IPQ4019 module.

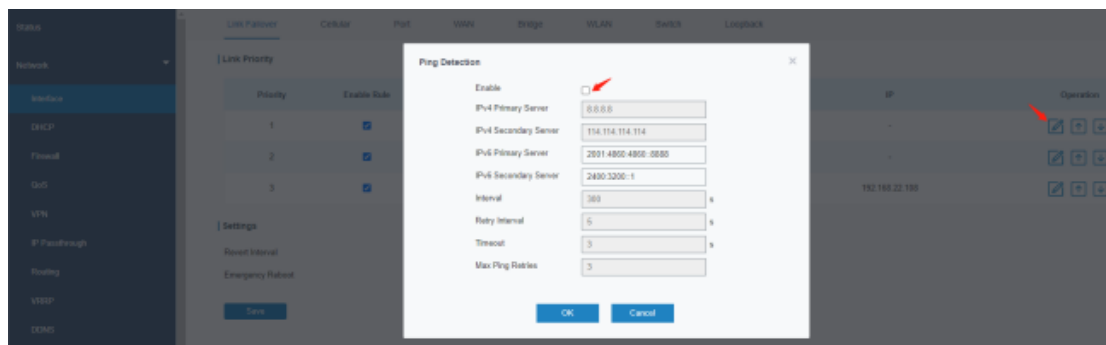
Q12: Why was it that when I save the configuration on router, after reboot, the configuration disappear?

Answer: After saving the configuration, please click Apply on the upper right of the page.

FEBRUARY 2021

Q1: We have our own private 5G (SA) network with our base station. We do not have access to the public network of a mobile operator. If the UR75 does not have Internet access on the 5G network, the 5G connection will be unstable.

Answer: If you use private cellular network, please disable "Ping Detection" on "Network->Link Failover" or change ICMP servers to reachable ones. Routers will use ping detection to check the network connection regularly.



Q2: How can I access the router remotely to configure it?

Answer:

1. If the WAN IP of the router is public, you can access the router with this IP directly.
2. If the WAN IP of the router is private, on the one hand you can use Milesight DeviceHub to manage and configure router remotely. On the other hand, you can set up VPN server at server side, and connect the router to server through VPN. Then you can access the router through VPN.

Q3: Is it possible to install the ZeroTier VPN software into a Milesight UR3x series router?

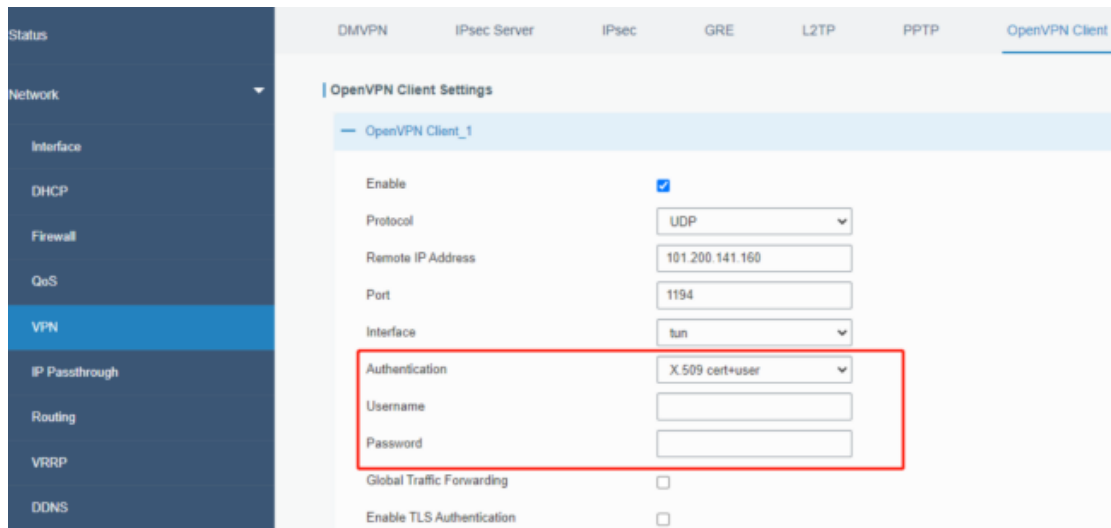
Answer: ZeroTier VPN is not supported in Milesight router. It supports multiple VPN types including PPTP/L2TP/OpenVPN/GRE/IPsec/DMVPN.

Q4: How do I find the IP addresses of the LAN devices attached to UR32?

Answer: You can check the real time IP addresses of LAN devices on "Status -> Host List > DHCP Leases".

Q5: How do I enter the passphrase for a private key (certificate) of OpenVPN on UR32?

Answer: For UR32, the passphrase for authentication with the certificate in OpenVPN. You can refer to this page and input the user name and password as the OpenVPN server required.



Q6: I need to access some cameras behind the router(LAN side). This is normally done via NAT. But the WAN IP of the LTE connection isn't public. I have the routers connected through OpenVPN. Can I reach to the cameras through it for management?

Answer: Yes, when WAN IP of the router is private IP, with VPN established and NAT configured on it, you can reach to cameras for management. But for video stream, it's not recommended. Because bandwidth is reduced too much in OpenVPN encryption.

Q7: How can I identify my GPS information from multiple routers?

Answer: You can add the prefix or the suffix in "Industrial -> GPS -> GPS IP Forwarding" page.

Q8: How many registers UR router can read when working as Modbus master?

Answer: UR routers can add 64 Modbus register channels to read data.

Q9: Can UR router setup as master or slave for Modbus?

Answer: Yes, it can. It sends commands to read data from RS232/RS485 devices when working as Modbus master. In addition, the router would respond the DI/DO status when working under the Modbus slave mode.

Q10: Do you have a router with high throughput and relatively low latency on cellular?

Answer: Yes, please use our UR75 router which supports 5G. For more info, please refer to the link as below:

UR75 5G Industrial Router Milesight - We Connect Things to Cloud

Q11: Can the Milesight routers support to the other language?

Answer: Yes, please contact our sales to make it.

MARCH 2021

Q1: What is the difference between AUX and MAIN sockets on Milesight router?

Answer: AUX is the auxiliary cellular antenna connector using for big data transmission. Usually only MAIN connector is necessary.

Q2: looking for a router to deploy on a yacht. This boat will go around the world, but basically Europe and USA (AT&T). Will the model UR75 5G work in these two areas?

Answer: Yes, it can. The cellular module of UR75 5G router is a global version. For more info about frequency bands please contact Milesight sales.

Q3: I need a code to access the Python supervisor. Can you please send me this password?

Answer: Default username/password is pyapp/py123456app.

Q4: How can I access to the Web GUI of Milesight gateway/router over the cellular connection?

Answer: To access Milesight gateway/router via cellular network, you can check whether the cellular IP address is a public IP from the carrier (Telekom for example).

1. If it's public IP, you can access it using this public IP directly. That's the best and easiest solution.

2. If it's a private IP, there are two methods.

A. Install Milesight DeviceHub on your server for remote central management of the gateway/router.

B. Establish VPN to access the gateway/router via virtual tunnels.

Q5: The customer wants to have Wi-Fi coverage all over the bus with UR75 5G router. Is there any recommendations for placing antennas?

Answer:

1. UR75 5G router has 2 Wi-Fi antennas and 4 cellular antennas. It's recommended to mount the router on the top of the bus.

2. For Wi-Fi antennas, one is 2.4GHz, and the other is 5GHz. The antenna position is recommended to be in the middle top of the bus, and direction is pointing to the bus.
3. Cellular Antennas are screw /magnet mounted outside the bus. The length of the cable should be less than 2 meters if possible to reduce signal attenuation.

Q6: If I want to update the configuration and/or the firmware, is there a command I can send with the file to the router?

Answer: Currently there is no way to update the firmware or configuration by commands. You need to access the Web GUI to do it.

Q7: Does your router support IEEE802.11s or any other Mesh-WLAN standard? While it is already quite popular in home-applications with proprietary solutions, we do not find it common in industrial environments.

Answer: Currently the IEEE802.11s or MESH-WLAN is not supported in Milesight routers.

Q8: I am working on a UR75 5G router and was wondering why I cannot adjust the LAN port properties? On the old UR75s that we have I am able to adjust the speed and duplex on each port, but cannot on this new version.

Answer: The hardware platform of the UR75 5G router is different from the old UR75 router and it's not able to adjust the property currently.

Q9: What is the default username and password for Milesight router?

Answer: The default username and password for all Milesight routers is admin/password. You can download documents for more Milesight product information from Milesight website.

Q10: Are the UR75 device vibration resistant?

Answer: Yes, UR75 has passed resistant-vibration tests.

Q11: I want to monitor a machine once or twice a year via RJ45 interface, am I able to activate the data (LTE) on the router by SMS or a phone call for example?

Answer: Yes, the cellular connection can be triggered by SMS or calls.

APRIL 2021

Q1: Does the Ethernet port on the Milesight router/gateway supports with a CAT 6 Ethernet cable?

Answer: Yes, it supports with CAT6 cables.

Q2: Is it possible to restart Milesight router via SMS?

Answer: Yes, you can use SMS to restart the device. Please refer to this link to configure the device. After configuring, you can send SMS to restart the device. Reboot SMS Content is "en;reload" .

Q3: The uplink on the UR32 is very slow. We have a requirement for 50+ devices on WiFi.

Answer: Due to the limitation of WiFi chipset, it's suggested to have 8 users connected at most in order to have the best performance.

Q4: I would like to know whether the UR32 can connect to cloud server through LTE 4G or WiFi. Actually, we have a project that requires to receive a dry contact input from UR32 DI interface and feedback to cloud server through 4G LTE in the project initial stage. However, the device should connect to Internet through WiFi after the WiFi network infrastructure is completed.

Answer: Yes, UR32 can connect to a dry contact via DI port. And the default is high value. After connecting with 4G or WiFi network, UR32 can connect to a remote TCP server. Then you can send command from the TCP server to query the status of DI. For config details, you can submit ticket to iot.support@milesight.com for support.

Q5: We have received the new UR32. I found out that the current firmware version of the new UR32 is 32.2.0.33. Is it possible for us to directly downgrade the firmware version from 32.2.0.33 to 32.2.0.22 which is working well for our application?

Answer: We have made some optimizations on the new firmware. Here's the release note for your reference. If the old firmware is working great, you can submit a ticket to iot.support@milesight.com for the firmware and downgrade.

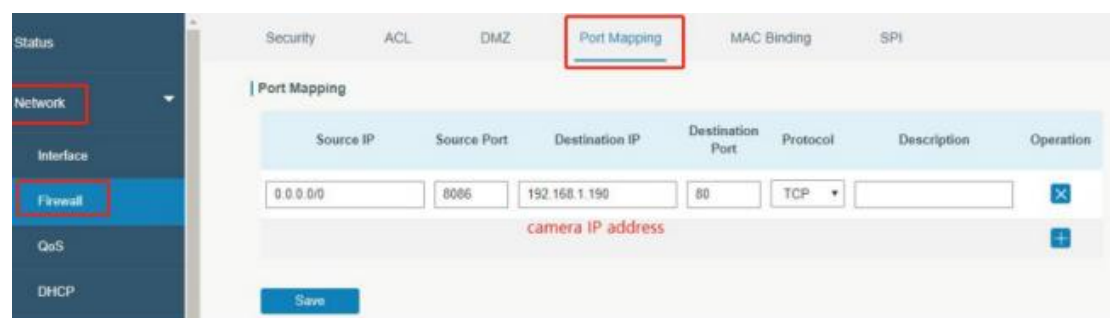
Q6: I will connect 4 IP cameras to Ethernet ports of UR75 router. I want to send the camera data to AWS S3 for storage. How can I achieve this using the Python SDK?

Answer: If the camera supports RTSP protocol, AWS can get data and store them via RTSP. UR75 router is mainly used for providing Internet networks for the cameras and there is no need to make Python programming.

Q7: I want to make port forwarding on the UR35 to an IP camera. I have a dynamic public IP cellular IP address and can use DDNS. How do I configure the source IP?

Answer: Source IP specifies the host or network which can access local IP address. 0.0.0.0/0 means all.

For example, the camera's IP is 192.168.1.190, and HTTP port is 80. Below is the configuration example. Then you can access the camera by public cellular IP/domain:8086. The source port 8086 can be other available ports.



Q8: I need the UR35 router to make a phone call using the SIM Card when the Digital Input is closed. I'm not able to configure it because I don't see options to configure phone calls.

Answer: UR35 does not support phone call when DI is triggered. If you have any requirements about it, please contact Milesight about it.

Q9: I'm unable to get multicast messages to be received from WAN to LAN on UR75.

Answer: The router doesn't support multicast/IGMP. If you are working on a certain project, you can contact your sales account manager for evaluation.

Q10: How many users can connect to Milesight router via WIFI at the same time?

Answer: Milesight routers can support up to 108 users.

Q11: I have some PLCs with Profinet, Profibus protocol, OPC UA, can your device support to convert the protocol and uplink to my platform?

Answer: Our router supports to the Python programming that can integrate the Profinet, Profibus, OPC UA.

Q12: What kind of the power adapter does the UR75 use?

Answer: Two kinds of adapter are provided by default: for non-PoE version, the power adapter is 12V/1A; for PoE version, the power adapter is 48V/1.25A. For more information please contact Milesight about it.

MAY 2021

Q1: Is it the only way to manage the digital output of UR32 by activating the digital input?

Answer: No, it can also be activated by SMS, Modbus commands and CLI commands.

For more info please refer to article [How to Control DO on Milesight Routers](#).

Q2: If I don't use SIM card in Milesight industrial routers, can I get data from GPS function via Wi-Fi?

Answer: Yes. Milesight industrial routers support sending data to TCP server. If your PC and router are under the same network (via Wi-Fi or Ethernet), you can open a TCP server software on the PC and configure GPS IP Forwarding on router to connect your TCP server and send data to it.

Q3: Does UR32 have NAT-T on by default for IPsec?

Answer: Yes. There is no need to configure it.

Q4: Does UR35-L00E variant work in all countries/continents or are there different versions for the countries? Would you also have a modem in the program that works all over the world, meaning that we only have to buy one version?

Answer: The UR35-L00E is suitable for EMEA areas. If you need a global version please contact Milesight about it.

Q5: Can UR3x router accept NBN via Ethernet and have a 4G connection built in that automatically switch to 4G if NBN fails?

Answer: Yes if NBN can offer Internet through Static IP/PPPoE/DHCP settings of UR3x WAN port. And it supports Failover between WAN and 4G cellular network.

Q6: I would like to have a local domain name when I connect to the web server from the LAN2 port. It is configured as DHCP_Server_1 (Bridge0). Is this possible with a UR32?

Answer: No. To access to LAN device, only IP address is possible.

Q7: Can I use the UR32 to tracking vehicle?

Answer: Yes, UR32 cellular module supports Qualcomm® IZat™ location technology and provides quicker, more accurate and dependable positioning.

Q8: If I connect IPC to UR32, how to monitor the IPC via cellular network?

Answer: If your SIM card has public IP address, you need to port mapping the IP and port of your IPC; If your SIM card has private IP address, it is suggested to use the P2P to connect.

Note: It is not recommended to establish VPN for the video stream transmission, since the VPN itself would consume a lot on network resource, so it may affect video stream quality.

Q9: What happens if the router works under the environment more than 70 °C?

Answer: It will affect the stable cellular registration and cellular network connection.

Q10: How many Watts does the UR35 consume? How many Watts supply for the PoE PSE?

Answer: The power consumption for the PoE adapter supply to UR35 is 60W, the router itself would consume 5W, the rest used for the PoE PSE.

Q11: How can I connect CANBUS interface to the UR32?

Answer: UR32 does not support to CANBUS interface, it's suggested to connect via CAN to RS485 converter.

JUNE 2021

Q1: Is it possible to edit backup file of UR32 or create one to add features?

Answer: It's impossible to open/edit the backup file for security concert, please upload it to the UR32 and configure more items that you need on web, then generate a new backup file.

Q2: What is the advantage of using 2 SIM cards of router? Does it perform better?

Answer: The advantage of using 2 SIM card is that one SIM can be backup for seamless network connection.

Q3: Can I backup and import router settings through ssh/scp/sftp except using backup feature in web GUI?

Answer: It's not supported but it's suggested to connect router to Milesight DeviceHub management platform which supports configurations in bulks.

Q4: How to set up OpenVPN Server in Milesight routers?

Answer: Please refer to [article](#) How to set up OpenVPN Server in Milesight routers?

Q5:

1. If the cellular signal coverage is lost, how does the UR32/35 restore the connection?
2. Does the UR32/35 support Cellular network recover, OpenVPN server, DDNS?

Answer:

1. UR32/UR35 will reload and check the cellular network by schedule. If it's recovered, the link-failover rule will switch to cellular again.
2. Yes, it does. UR32/UR35 will reload and check the cellular network by schedule. If it's recovered, the link-failover rule will switch to cellular again. UR35 has embedded OpenVPN server, and supports the dynamic DNS for sure.

Q6: Is it possible to send SMS through TCP in UR32?

Answer: Yes, you can go to "System->Phone&SMS->SMS" webpage to send SMS.

Q7: Can I use the UR75 as a FTP transfer?

Answer: Yes it can be a FTP server to import files into router via FTP.

Q8: Is it possible to activate the DO of UR32 via any command?

Answer: Yes, it's possible to trigger a DO using command according to the article [How to Control DO on Milesight Routers](#).

Q9: Is there a limitation in password length regarding the SMTP Client configuration of UR3X? Are there some limitations regarding some special characters?

Answer: The limit is 31 characters and the general English characters, numbers, ASCII characters (33-126) are no problem.

Q10: UR32L does not have AUX antenna connector, does it affect the network performance?

Answer: No, the AUX antenna will have just a little influence of the download speed and network connection

Q11: Can VoIP phone connect to LAN port of UR35?

Answer: Yes, but UR35 can't work as VoIP server but only uses as a network device to provide network for your VoIP phone.

Q12: What fallback mode does UR35 use between 2 SIM from various telco operators? Active-active or active-standby?

Answer: UR35 could only register one SIM at a time so the status is active-standby.

JULY 2021

Q1: How it handles the SIM card switching of UR75-5G? Would it use the backup sim automatically if it had connecting problems?

Answer: Yes, if one SIM drops, it will switch to another SIM card. More information referring article [How to Achieve Link Failover in Milesight Router](#).

Q2: Does UR32 support sending SMS via AT commands?

Answer: No, but you can go to "System->Phone&SMS->SMS" webpage to send SMS or use HTTP API to send SMS.

Q3: Can two SIM card bandwidths of UR75 sum up?

Answer: No, it can't since UR75 can only use one SIM card every time, and another is for backup.

Q4: Whether the UR35 with cellular module admits to turn On/Off relay output by a call?

Answer: No, UR35 DO could not work as a relay output. Only UC11xx/UC3x has relay outputs. Besides, it can be triggered by SMS not call. For more info please refer to article How to Control DO on Milesight Routers.

Q5: Does Milesight UG75 5G support to mmW bands?

Answer: Currently UR75 5G module does not support to it.

AUGUST 2021

Q1: For Milesight UR75 router,
Is the 4x4 MIMO available on 5G or 4G?

1. What is the main antenna port of UR75-5G and UR75-4G.
2. What is the maximum number of supported clients and maximum peak speed on WiFi ?

Answer:

1. The 4*4 MIMO is available on 5G only.
2. For the main antenna port in UR75-5G, all the 4 antennas are main ports; for UR75-4G, the one mark as MAIN is the main port and the AUX is auxilliary port. For more details please refer to UR75 Quick Guide.
3. The max number of WIFI clients is 60, the max peak speed is about 866Mbps.

Q2: What 5G frequency band does the UR75-500GL-G-W support?

Answer: UR75-500GL-G-W supports these 5G NR bands:
N1/N2/N3/N5/N7/N8/N12/N20/N28/N41/N66/N71/N78/N79

Q3: Is it possible to change the WiFi Password of the UR75-5G?

Answer: Yes, log in router's Web GUI, go to Network -> Interface -> WLAN, set the Encryption Mode according to your needs (recommend WPA2-PSK) and fill in the key, click save and apply.

Q4: Does UR32 support TLSv1.2 for OpenVPN?

Answer: Yes, UR32 supports TLS v1.2 for OpenVPN.

Q5: Does the UR35 (Model with FXS port) support a hotdial function?

Answer: UR35 with FXS port does not support hotdial function. If you have any application or projects for it, please contact Milesight about it.

Q6: Is there a way to monitor the router remotely?

Answer: Milesight Devicehub is available to use monitor router status remotely. You can contact Milesight technical support or Milesight sales for Milesight DeviceHub trial account.

SEPTEMBER 2021

Q1: What is the power requirements of UR router?

Answer: UR router requires 9-48 VDC power supply. Besides, our standard power adapter is 12VDC/1A, and power adapter for PoE model is 48VDC/1.25A.

Q2: Does the UR32 supports 50-55VDC voltage input?

Answer: No, if you want to use 50-55VDC, please contact Milesight for hardware customization.

Q3: How many VPN tunnels can be established at the same time with UR32?

Answer: Only one VPN is recommended. If you really need to configure multiple VPN tunnels, you will need to create the static route for the right traffic routing.

Q4: Does UR75 support aggregation between 2 SIM Card?

Answer: No, UR75 can only use one SIM card and another is for backup.

Q5: Is UR router supports port mirroring?

Answer: No, our router does not supports port mirroring, but TCP dump is supported, can be use for network monitoring like port mirroring.

Q6: Can UF51 be downward compatible with 3G?

Answer: Yes, UF51 is compatible with 3G, but 2G is not.

Q7: What WiFi range does the UF51 have wireless?

Answer: UF51 can cover 50 meters in an open environment.

Q8: On the UR32L, do we have command line access to the operating system?

Answer: No, you can only access the router in admin mode.

Q9: Is UR32L supports python?

Answer: No, UR32L does not support python since it does not have enough memory. If you need Python feature, please use UR3x series or UR75 routers.

Q10: Can 5G CPE (UF51) run at 4G bandwidth? or only 5G?

Answer: Yes. Besides 5G network, UF51 5G CPE can also run at 4G bandwidth. Below is the supportable bandwidth frequency:

5G NR NSA : n1/n3/n5/n7/n8/n20/n28/n38/n40/n41/n77/n78/n79

5G NR SA : n1/n3/n5/n7/n8/n20/n28/n38/n40/n41/n77/n78/n79

LTE-FDD : B1/B3/B5/B7/B8/B18/B19/B20/B26/B28/B32

LTE-TDD : B34/B38/39/B40/B41/B42/B43

OCTOBER 2021

Q1: How to enable PoE on the LAN port of UR32? I have attached a 48VDC supply, but PoE tester shows no PoE on ethernet port.

Answer: PoE is enabled by default without software switch, you can go to **Status->Overview->System information ->Model** of webpage to check whether the product model contains **-P**. If not included, it means this model doesn't support PoE feature. Otherwise please submit a ticket to iot.support@milsight.com about it.

Q2: Is it possible to transmit or receive Profinet or Profisafe protocols over UR75-5G?

Answer: Profinet device can be connected to Milsight Routers via standard RJ-45 Ethernet interface, so transmitting or receiving data transparently over router is supported.

Q3: How should I set security and password for Wi-Fi of router?

Answer: Usually the password works when you select WIFI encryption mode as other modes except No encryption.

Q4: Is there a maximum capacity for the M2 NVMe SSD that can be installed into the UR75?

Answer: Usually it can suit large capacity which is up to 1TB if interface and size suits UR75, and please note that SSD is mainly used for Python applications.

Q5: Is it possible to configure the UR series routers in bulk using configuration files?

Answer: Yes, UR series routers support pre-configurations before shipping and you could ask for OEM services before purchase. Besides, Milsight Devicehub supports Provisioning feature to configure the same model routers, please kindly refer to Devicehub User Guide.

Q6: Does Milsight router support BGP?

Answer: No, our router doesn't support BGP protocol. If you have any application or project for it, please contact Milsight about it.

Q7: Does Milsight router support AES encryption with MD5 and pre-shared keys?

Answer: The usual traffic of router will not be encrypted, it will cost resource significantly. You can use IPsec or other VPNs to fit encryption requirement.

Q8: What SIM card size can compatible with UR3x?

Answer: UR3x only supports standard mini SIM card (2FF).

NOVEMBER 2021

Q1: Can we add wireless access point to Milesight router to create a mesh network?

Answer: No, Milesight router doesn't support wireless bridge and can only work either AP or client.

Q2: Does Milesight router support SISO?

Answer: Yes, Milesight router support standard LTE function, which is SISO.

Q3: Can POE port of UR3X be used to power cycle the device connected?

Answer: Not supported now, it needs the hardware and the software customization. If you have any project, please contact Milesight about it.

Q4: I sent show cellular info via SMS to UR3X and I received failure: show cellular info, what should I do?

Answer: You can send **show cellular module info**. And ensure your phone number is in the phone list for the SMS Remote Control feature. Besides, you can also access to router as admin via SSH to verify the CLI command. If some commands need to input `en` and `conf t` before, SMS command also the same.

Q5: How long does the link switch of UR3X take?

Answer: Switch time between failover links is mostly depend on detection setting. You can shorten the time by decrease Interval, Max Ping Retries, and delete Secondary Server.

Q6: Is it possible to read register or boolean values and send SMS alarms via UR32?

Answer: Yes, UR32 can read modbus register values via RS232/RS485 or Ethernet port and send SMS alarms.

Q7: Can Milesight router work with the IP camera with PoE 30W ?

Answer: Yes, Milesight UR series router supports 802.3at PoE PSE, can supply up to 30W.

Q8: Are Milesight 5G solutions supporting NSA DC_3A_N41A band?

Answer: Yes, Milesight 5G CPE and UR75 5G both supports NSA DC_3A N41A band.

DECEMBER 2021

Q1: What is the UR32 GPS accuracy? I noticed that there are some strange positions on the map, seems the accuracy is not very high.

Answer: GPS accuracy of UR3x Milesight router is 2.5m, CEP-50%, which means it has probability of 50% to located within 2.5 meters. This is the reason to get strange positions sometimes.

Q2:

1. How to check if my UR32 router supports RS485 feature?
2. Is it possible to support RS485 feature via firmware update?

Answer:

1. RS485 feature is a hardware optional function, you can check the device label on the device or go to **Status->Overview->System information ->Model** of webpage to check whether the product model name contains **-485**. If not included, it means this model doesn't support RS485 feature.
2. No, they have different hardware.

Q3: What is the maximum power consumption of UR32L PoE model?

Answer: The power adapter of UR32L POE model is 48V, 1.25A, the PoE type is 802.3af/at, so the max power consumption is 60W.

Q4: Does Milesight Router support captive portal?

Answer: Not supported now, if you need, please contact Milesight for software customization.

Q5: Can we wired RS232 of UR32 to DB15 interface?

Answer: Yes, RS232 of UR32 uses 6 pin connector, but you can use a converter to connect to DB15 connector.

Q6: What is the maximum power and current of UR32L POE output?

Answer: POE of UR32L support 802.3 af/at, it can output 15.4W and 350mA at maximum.

Q7: How can I connect UR3x router to our third-party management platform?

Answer: You can use SNMP function on router or develop a Python program for it via Python SDK.

Q8: We have poor Internet condition that may drop from 4G to 2G/3G, is it fine for UR3x router? And will it turn back to 4G if available?

Answer: Yes, Milesight router will adaptive the current cellular condition, and dial back to 4G if available.

Q9: Does UF51 support multi APN?

Answer: No, UF51 can only support one APN at one SIM card. If you have such requirement please contact Milesight about it.

Q10: How many WiFi clients can we connected to a same UR35?

Answer: UR35 supports 15 Wifi clients at maximum.

Q11: Does UR35 support relay output?

Answer: No, the DO port of UR35 cannot work as relay output. If you need to use relay output, please select UC3x series controllers.

Q12: Can UF51 stand with 9-56VDC instead of standard 9-48VDC power input?

Answer: No, you can only use the power supply within the 9-48VDC.

Q13: Does Milesight router support traffic limiter function?

Answer: Yes, Milesight router have QoS function to limit the bandwidth, and you can set a data limit for cellular.

Q14: Does Milesight router support expand the eMMC capacity?

Answer: No, but Milesight router support expand the storage by SD card.

Q15: How do I send the GPS information to our server in Milesight router?

Answer: You can refer to this article: [How to use GPS in Milesight Routers](#).

Q16: What is the power consumption of 5G CPE?

Answer: The consumption of 5G CPE is below 7W.

Q17: Does Milesight router support link aggregation and load balance?

Answer: No, Milesight router doesn't support link aggregation and load balance since it can only use one SIM card and another for backup.

JANUARY 2022

Q1:

1. Do UR35 or UR75 have two cellular modems ?
2. Do you supply fixing lugs?

Answer:

1. No, there is only one cellular modem inside UR routers. UR35 and UR75 can insert two sim cards, but only one can be used at the same time.
2. Yes, UR routers supply lugs for wall mounting or DIN rail mounting.

Q2: Is Multipath TCP (MPTCP) RFC6824 supported by the UR75-500GL-G-W or UF51-501EU-5G?

Answer: Not support, UR routers only support normal TCP protocol currently.

Q3: Can UR35/75 support GRE with NHRP (Multicast)?

Answer: No, it only supports point-to-point GRE, if you need NHRP, please use DMVPN.

Q4: Does the UR3X support logging of the RS485 data?

Answer: Not supported, but it supports Python development and you can use python sdk to develop this feature.

Q5: What is the total power consumption when UR32L is working?

Answer: 1.8w-2.2w under non PoE condition.

Q6: Does the Router support Massive SMS?

Answer: Not support yet.

Q7: There is a Python SDK for the gateway. Can we use that to build offline storage option ourselves?

Answer: Yes, you can develop your own Python programs to achieve the storage, and can also use node-red for data storage.

Q8: Does UR75 5G router support VxLAN?

Answer: Not Supported now, but it can be software customization if necessary.

Q9: Is it possible to add the Hostname variable in the SMS of UR3X in order to distinguish the routers easily?

Answer: No, but you can input the device hostname manually in content.

Q10: Can cellular module of UR32-L00E-W-P be used in Australia?

Answer: No, the modem is mainly used for Europe. If you want to order the device used in Australia, inform us when placing order. We will deliver the device that with AU version modem.

Q11: Do we have a 4G cellular module that supports Band 31?

Answer: No support yet.

FEBRUARY 2022

Q1: When UR75-5G acts as VPN Server, how many numbers of VPN clients can be connected in it?

Answer: For OpenVPN, it can connect with 5 clients. For the rest of VPN, it is suggested to connect with 1 peer.

Q2: Can UR32 work under altitude conditions up to 5,000 meters above sea level?

Answer: Altitude primarily affects the power adapter, reducing insulation and switching efficiency. Current power adapters can work at altitudes up to 5000 meters.

Q3: When UR35 works as Wi-Fi AP, what's the max distance between it and UG65 via WiFi?

Answer: It is about 30m.

Q4: For UR32L, can we monitor the SIM card traffic?

Answer: Yes, you can get the data usage monthly on the web GUI.

Q5: For the UF51-501EU, do you have a dual modem version in the road map for redundancy purpose?

Answer: Not support yet. If you have project requirements, you can contact sales for farther help.

Q6: Can UF51 use both fixed broadband (wan port) and 5G connectivity?

Answer: No support yet.

Q7: Does your router support the PRTG monitoring tool? For alarms, configuration, reporting, logging?

Answer: Not support yet, but you can use Milesight DeviceHub platform to manage router: <https://www.milesight-iot.com/devicehub/>

Q8: Question for UR75 5G

1.Can I connect non-PoE devices to the Poe port of the router? Will the PoE port on the router damage a non-PoE device?

2.Does the PoE port will detect, if the connected device is a PoE device or not?

Answer:

1. Yes, if the router connect to a non-PoE devices, it will only transfer network port information. Standard PoE needs negotiation between PoE devices; if UR75 detects the device not support PoE, it will not provide the power supply and damage the non-PoE devices.

2. In theory, the PoE can be detected. But UR75 does not have this function yet, if you need it, you can contact Milesight for customization.

MARCH 2022

Q1: Can I set the same SSID for 2.4 GHz and 5 GHz Wi-Fi?

Answer: Yes, it can be achieved via CLI command, webpage configuration is not supported now. Please try below CLI commands:

```
ROUTER>en
```

```
ROUTER#conf t
```

```
ROUTER#Interface wifi0 //2.4GHz
```

```
ROUTER#ssid eee
```

```
ROUTER#end
```

```
ROUTER#conf t
```

```
ROUTER#interface wifi //5GHz
```

```
ROUTER#ssid eee
```

ROUTER#end

ROUTER#write

Q2: What size SIM card is installed on the UR32?

Answer: Full size (2FF), and about how to install the SIM card to router, please refer to the UR32 Quick Start Guide.

Q3: Why we can't scan barcodes of UR3X, specifically the MAC ID barcode?

Answer: Usually it's due to the barcode scanner accuracy is not high, please try to use a high precision scanner.

Q4: For VPN and Dynamic Routing of Milesight Router, what's the features allowed by your Open WRT version?

Answer: Milesight routers support OpenVPN/IPsec/GRE/DMVPN/PPTP/L2TP VPN and MilesightVPN, while Dynamic Routing supports OSPF and RIP protocol.

Q5: Can UR32

collect the data with Modbus RTU and send them as MQTT over LTE into the Cloud?

Answer: UR32 supports collecting Modbus RTU data via RS232/RS485 port, cannot configure MQTT connection on the router web GUI, you can develop it through python SDK or contact Milesight for software customization.

Q6: For the UR series, is it possible to convert the IEC 60870-5-101 protocol to IEC 60870-5-104 or to Modbus protocol?

Answer: Not support now, please use Python develop this feature or contact Milesight for software customization.

Q7: Can the UF51-501EU support N256 band?

Answer: No, the N256 band is a millimeter wave band, which is not compatible yet.

Q8: Can the power adapter of UR35 support 230/240V?

Answer: Yes, rated input voltage of power adapter is 100-240V.

Q9: For the UR75, can it support GRE passthrough? and is it layer2 networking support.

Answer: Yes, UR75 can support GRE, but is layer 3 but not layer2.

Q10: Can you do DLMS over RS485 on the UR35 or UR75?

Answer: Not support yet, but you can use RS232 to transparent DLMS data.

APRIL 2022

Q1: Why sometimes the router don't switch between SIM Cards?

Answer: The router will switch the link according to the Ping Detection, only when the higher priority sim card ping public network failed, then the gateway will switch to second priority sim card.

Q2: Does UR35 support autodialing?

Answer: Not supported now.

Q3: Does broadcast address is supported on Serial DTU Transparent Mode of router?

Answer: Not supported now, but you can add up with multiple destination IP also fulfill your request.

Q4: What's the openssl version of Milesight router?

Answer: Openssl version is 1.0.2k.

Q5: Is there a way to see the latest available IP address of the UR32L routers from the DeviceHub webpage without access every router webpage remotely?

Answer: Not support via DeviceHub, but you can connect routers to VPN server (like Milesight VPN) to manage routers remotely and check the IP list.

Q6: For 5G CPE,

1. Does it support BACnet ?
2. Can we install edge computing software on it?

Answer:

1. No, it doesn't support BACnet yet.
2. Yes, you can use python development feature to achieve it.

Q7: For Milesight routers,

1. Can the router work on wifi bridging?

2. When working as Wi-Fi access point, how many wifi user can milesight router support?

Answer:

1. Partly supported, UR75 supports both 2.4GHz Wi-Fi and 5GHz Wi-Fi, you can set one as client and another as AP.

2. UR3X support about 15 users, and UR75 support around 60 users.

MAY 2022

Q1: Does milesight router supports running firmware based on OpenWRT? We developed our custom firmware based on OpenWRT and if could build it for Milesight routers it would be great?

Answer: No, Milesight router does not support running third-party firmware. If necessary, please contact sales for customization.

Q2: Can we provide the power supply to UR75 with PoE?

Answer: No, UR75 can only work as PoE PSE device to supply power to other devices, and only support powered by 9-48 VDC.

Q3: Does UR75-5G support WIFI 6?

Answer: Not now, but we will release new router which supports WIFI6 on Q3 2022.

Q4: Can UR32/UR35 control/lock the cellular bands when the sim registers network?

Answer: Yes, you can use AT command to lock the band. For the command details please submit ticket to support.milesight-iot.com.

Q5: If I have two devices under LAN ports of UR32, one is going to use VPN, the other is not, how to configure the router?

Answer: You can set up the routing table of the router. For details please submit ticket to support.milesight-iot.com.

Q6: Can I run some applications (like docker) on the Milesight router?

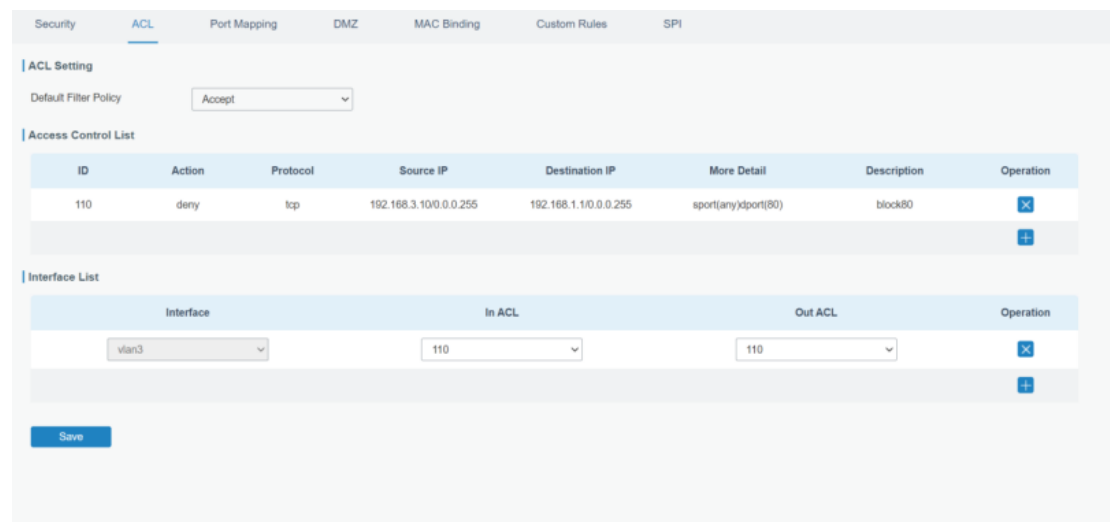
Answer: Not support yet, it requires additional custom development.

Q7: Is the UF51 support to set IP address of cellular network?

Answer: Not support. The IP address is usually assigned by ISP and can not set manually.

Q8: Questions about UR3X:

1、 I set up two VLANs on LAN ports: VLAN3 and VLAN4, and add an ACL rule to block the device under VLAN3 to access VLAN4 but the rule does not work. How should I set the ACL rule?



2、 I've try to set up VLAN communicating but not work. Why the VLAN setting didn't take effect after configure?

3、 Is there any command to clear ARP cache?

Answer:

- 1、 Please add this rule to interface Bridge0 Out ACL, do not add it to interface VLAN.
- 2、 Please refer to article How to Set up VLAN on Milesight Routers for details, and note that VLAN ID 1 and 2 are reserved, please add VLAN ID start from 3.
- 3、 No, but you can try factory reset to clear it.

Q9: Can we increase the UR35 to support more than 15 Wi-Fi clients?

Answer: No. Due to the CPU capacity of UR3x series, it only supports 15 clients. If you need more clients, please use UR75 which may support about 30 clients.

JUNE 2022

Q1: Is it possible to change the Milesight Router OpenVPN client authentication type from tls auth to tls crypt?

Answer: Yes, please disable the **Enable TLS Authentication** option, and fill in Expert options with parameters 'tls-crypt /etc/openvpn/openvpn_1-ta.key', then import ta.key file in the **Certifications** page.

Q2: What's the difference between UR32S and UR32?

Answer: Comparing UR32, UR32S only has 1 SIM slot, 1 Cellular Antenna Connector and Wi-Fi by default, do not have extendable storage, serial port, DI/DO interface and GPS feature. This model is mainly for Milesight CCTV remote management.

Q3: Questions about UR75:

1. What module does the UR75 5G use for radio communications?
2. Does the UR75 have SDK for additional features?

Answer:

1. The module is Quectel RM500Q-GL.
2. Yes, we have python SDK for you to develop additional features.

Q4: For Milesight Router, why the cellular connection keep reloading when using in private network?

Answer: With private cellular network, some are ping forbidden which will not respond to ping packet, if the Router enable ping detection it will led to Cellular module reload since ping detection failed. So it need to disable ping detection when using it in private network.

Q5: Questions about UF51:

1. What LTE bands are supported?

What is the gain of the LTE inbuilt antennas and Wi-Fi inbuilt antennas?

Answer:

1. The UF51 support bands as below:

5G NR : N1/N3/N5/N7/N8/N20/N28/N38/N40/N41/N77/N78

LTE-FDD : B1/B3/B5/B7/B8/B20/28/B32

LTE-TDD : B38/B40/B41/B42/B43

2. UF51 has 8 LTE antennas to suit for different frequencies and details as below,

1-3dBi in low frequency range

3-5dBi in middle frequency range

4-6dBi in high frequency range

UF51 has 4 Wi-Fi antenna and details as below,

2.4G-ANT1: 6.29dBi

2.4G-ANT2: 3.76dBi

5G-ANT1: 6.4dBi

5G-ANT2: 4.8dBi

Q6: Can Milesight router send a message when DI status is activated? For example SMS or E-mail?

Answer: Yes, it support to send a message when DI change to the expected status via SMS or Email. For more info, please refer to this article: [how-to-use-di-on-milesight-routers](#)

Q7: Does the gateway's LoRaWAN Network Server support ADR ACK request of end nodes?

Answer: Yes, Milesight gateway uses standard LoraWAN protocol which supports the ADR ACK request.

Q8: For UR32, how to achieve the Global Traffic Forwarding of IPsec VPN?

Answer: Please go to the **Network-> VPN-> IPsec** and fill in the **Remote Subnet** as 0.0.0.0 and **Remote Subnet Mask** as 0.0.0.0 to achieve it.

Q9: What is the Cat of the cellular module for the UR75 -L04EU-G-W?

Answer: It is CAT 4.

Q10: For Milesight Router, how many LAN Ports can convert to WAN ports on your devices?

Answer: UR35 and UR75 are fixed with 1 WAN port and 4 LAN ports, and UR32 and UR32L can switch 1 LAN port to WAN port.

Q11: When configuring the PPTP VPN client of Milesight Router, why the client still been assigned a different dynamic IP address from PPTP server even I already configure a fixed local IP on router web GUI?

Answer: If you want to set a static IP address of PPTP client, you need to fill in both Local IP Address and Peer IP Address in the PPTP client of WEB GUI configuration.

Q12: Why it returns error when try to request the GPS data of UR32L via CLI commands?

Answer: UR32L not support GPS, so there is no any info about it. If you need GPS feature, please use UR32 and UR35 routers.

Q13: Does the UF51 support the WI-FI 6?

Answer: Not support now, but we will release new version which supports WI-FI 6 on Q3 2022.

Q14: What's the cellular module of UF31?

Answer: The module is FG360-EAU.

Q15: For 5G Dongle, is it possible to use AT commands to connect the device to only 5G?

Answer: Yes, you can configure the AT commands on web GUI and set the cellular type locked as only 5G/only 4G.

Q16: Does UR32 have the LTE CAT M1 4G cellular model?

Answer: No, UR32 only have CAT4 now. If you have any requirements for it, please contact Milesight for details.

JULY 2022

Q1: Why the default LAN port IP address of Milesight Router change to 192.168.10.1 but not 192.168.1.1?

Answer: When router connect to network which 192.168.1.1 is occupied by other device, Milesight router will change the default bridge IP address from 192.168.1.1 to 192.168.10.1 automatically to avoid IP conflict.

Q2: What TLS version of UR32 OpenVPN support?

Answer: UR32 uses OpenVPN 2.4.9 with OpenSSL 1.0.2k, which support TLSv1.0, TLSv1.1, TLSv1.2.

Q3: For UF31, does it support multi APN and APN to VLAN mapping on that modem?

Answer: Not support yet.

Q4: Can the UR32L be powered with 7.2V instead of 9V?

Answer: No, the power supply voltage of UR32L is DC 9-48V, a power supply lower than 9V will cause the device to fail to start normally.

Q5: Does UF51 support esim?

Answer: No support yet. It still needs to use normal sim card.

Q6: Does milesight router have FXS port?

Answer: Yes, UR35 supports FXS optional.

AUGUST 2022

Q1: Is it possible to send the cellular data usage of router to third-party server?

Answer: Yes, you can use curl tool to get the cellular data usage in the router webpage with following commands:

```
curl -H "Content-Type:application/x-www-form-urlencoded" -c ./cookie.txt -X POST --data  
'{"id":"1","execute":1,"core":"user","function":"login","values":{"username":"admin","pass  
word":"sl/7ewBCeWunDs6JXXtSHg=="}}' http://[Router IP Address]/cgi
```

Inquiry data usage:

```
curl -H "Content-Type:application/x-www-form-urlencoded" -b ./cookie.txt -X POST --data  
'{"id":7,"execute":1,"core":"yruo_status","function":"get","values":{"base":"yruo_celluar"}}'  
' http://[Router IP Address]/cgi
```

Q2: How many Wi-Fi clients can UF51 be connect most?

Answer: UF51 supports 128 Wi-Fi clients at most.

Q3: What is the VPN data throughput of UR32?

Answer: It is about 8Mbps when we using VPN.

Q4: Does Milesight router support LTE CAT 12?

Answer: Not support yet, if any request please contact Milesight about it.

Q5: What is the CPU brand of UR32L? Is it a Dual Core or Quad Core?

Answer: The CPU of UR32L is NXP I.MX6ULL and is single core.

Q6: Can I receive UR35 data from 10 different locations using UR35? Can this be achieved through a VPN tunnel, 10 to 1 channel?

Answer: Yes, UR35 can work as OpenVPN/IPsec VPN client or server, one UR35 can work as VPN server to receive data from 10 VPN clients.

Q7: Can the UR32 do traffic shaping in the LTE interface?

Answer: Not support, but you can do speed limits for some applications through iptables for similar purposes.

Q8: When is UR32 working in back up recovery?

Answer: You can adjust the revert interval on **Network > Interface > Link Failover** of web GUI.

SEPT – OCT 2022

Q1: How does UR32 convert the serial port between RS232 and RS485? How many slaves can be used with UR32 at most?

Answer: It can be switched on **Industrial -> Serial Port -> Serial Settings** webpage and before that, ensure your device model includes "-485". UR32 supports to connect 64 registers.

Q2: Does UR32/UR32L support passive 24V/48V PoE supply?

Answer: No, UR32/UR32L only supports 9-48V DC power supply.

Q3: Does 5G CPE support to connect external antenna?

Answer: Not support, 5G CPE doesn't have external connector for antenna.

Q4: Which antenna connector of UR75-5G should be connect in priority or connect better antenna to get optimum result correctly?

Answer: No, 4 connectors are the same.

Q5: Is it possible to trigger DO of UR35 via using HTTP request? Is it possible to send HTTP request if DI is triggered?

Answer:

1. Yes, it can be achieved through curl command: [How to Use Milesight Router HTTP API ?](#)
2. No, it doesn't support to send HTTP request automatically when DI is triggered. Currently, when DI is triggered, it supports to send SMS message/Email, you can configure the actions on web interface.

Q6: If use 48V DC input to power UR35-L04AU-W router, does it support PoE output?

Answer: No, it doesn't support the PoE feature due to there is no hardware. Only the model with "-P" equipped PoE chip and supports PoE output feature.

Q7: Can UR75 utilize carrier aggregation? For 5G or 4G?

Answer: Yes, UR75 supports 3GPP Release 15. The Carrier Aggregation has already been supported for both LTE and NR according to the 3GPP standard.

Q8: Does UR35 support to get the time data from the GPS? Can UR35 act as an NTP server to broadcast the times to the UR35'S LAN equipment?

Answer:

1. Yes, UR35-G supports the feature. Please login to web GUI and then go to **Industrial** -> **GPS** to enable GPS function. Then, go to **System** -> **General Settings** -> **System Time** to set Sync Type as **GPS Time Synchronization**.
2. Yes, it can. Please ensure the firmware version is 35.3.0.6-r2 or later.

Q9: Can UR75 handle a 9dBi cellular antenna? Is there a power restriction on the antenna outputs that may affect high gain antennas from being connected?

Answer: Yes, it can. There is no power restriction for 9dBi antenna, but please check if there is a law restriction about power in your area.

Q10: When executing CLI command "show clock", why the Rrouter returns time different with the time in Web GUI?

Answer: The command "show clock" returns GMT time and Web GUI shows your local time with timezone, so these will be different.

Q11: Is it possible to insert SSD in UR75 to store IP camera video data?

Answer: Yes, UR75 has a standard M.2 SSD slot to insert SSD on it, and UR75 support FTP and SFTP protocol for receiving IP camera data, please check if your camera supports FTP/SFTP protocol to forward video data.