



# Portable Socket

WS523

User Guide

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# Chapter 1. Preface

## Copyright Statement

This guide may not be reproduced in any form or by any means to create any derivative such as translation, transformation, or adaptation without the prior written permission of Xiamen Milesight IoT Co., Ltd (Hereinafter referred to as Milesight).

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

## Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. 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.

- The installation and maintenance must be conducted by a qualified service person and should strictly comply with the electrical safety regulations of the local region.
- Ensure the breaker is powered out during the installation.
- To avoid risk of fire and electric shock, do keep the product away from rain and moisture before installed.

**CAUTION:**

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

- The device must not be modified in any way.
- In order to protect the security of the device, please change device the password when first configuration. The default password is 123456.
- Do not overload the maximum capacity in order to avoid the damage of the device.
- The device is intended only for indoor use. Do not place the device where the temperature is below/above the operating range.



- Do not place the device close to objects with naked flames, heat source (oven or sunlight), cold source, liquid and extreme temperature changes.
- Use the device only in clean environment. Dusty or dirty environments may prevent the proper operation of this device.
- The device must never be subjected to shocks or impacts.
- Use a dry, clean cloth to clean the device. Do not use strong chemicals or detergents which may damage the device.

## Revision History

| Release Date     | Version | Description   |
|------------------|---------|---|
| August 11, 2021  | V 1.0   | Initial version   |
| October 25, 2021 | V 1.1   | <ol style="list-style-type: none"> <li>1. Add multicast feature</li> <li>2. Support RX2 configuration</li> </ol>  |
| January 10, 2022 | V 1.2   | Support power outage alert  |
| January 9, 2023  | V 1.3   | <ol style="list-style-type: none"> <li>1. Add Milesight D2D Agent feature</li> <li>2. Add Single Channel mode</li> <li>3. Add reboot downlink command</li> <li>4. Add overcurrent protection feature</li> </ol> |

# Chapter 2. Product Introduction

## Overview

WS523 is a LoRaWAN<sup>®</sup> smart portable socket for the monitoring and control of electrical appliances. Adopting most of international socket types, WS523 can be used for turning on or off the electrical devices locally or remotely and measuring power consumption data plugged on it and even sending overcurrent alarms. Compliant with Milesight LoRaWAN<sup>®</sup> gateway and Milesight Development Platform, WS523 can be monitored and controlled via webpage remotely and triggered by other Milesight sensors.

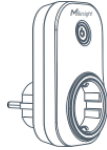
WS523 can be widely used for wireless control of indoor lights, fans, heaters, machines, etc.

## Features

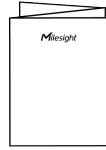
- Plug and play without any wirings, adopt most of international socket standards
- Turn on/off devices and create delay switch-on/off schedules remotely
- Collect current, voltage, active power, electrical consumption and support overload protection
- Equipped with capacitor for power outage alert
- Ultra-wide-distance wireless transmission up to line of sight of 15 km
- Equipped with NFC for one touch configuration, support card emulation mode
- Function well with standard LoRaWAN<sup>®</sup> gateways and network servers
- Compliant with Milesight IoT Cloud and Milesight Development Platform
- Support Milesight D2D protocol to enable ultra-low latency control without gateway

# Chapter 3. Hardware Introduction

## Packing List



1 × WS523 Socket



1 × Quick Guide



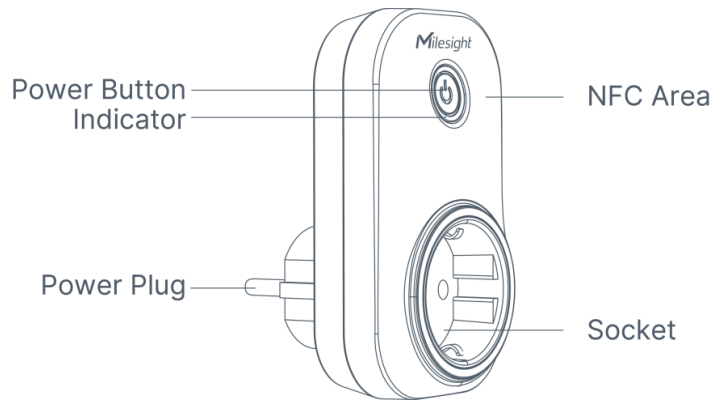
1 × Warranty Card



**Note:**

If any of the above items is missing or damaged, please contact your sales Representative.

## Hardware Overview



## Power Button and LED Patterns

| Function                         | Action                       | LED Indicator |
|----------------------------------|------------------------------|---------------|
| Open the socket to supply power  | Press the power button once. | Off → On      |
| Close the socket to supply power |                              | On → Off      |
| Network Status                   | Send join network requests.  | Blinks once   |

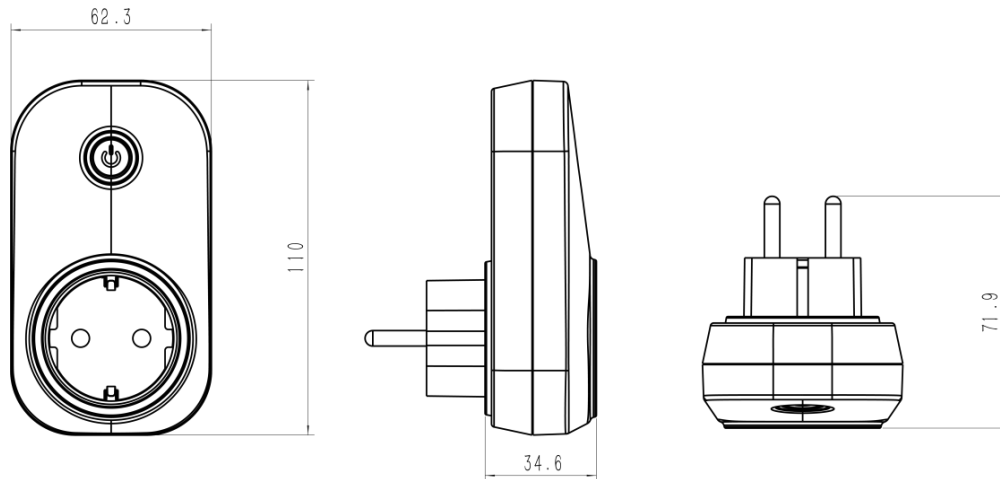
| Function                 | Action  | LED Indicator  |
|--------------------------|---|----------------|
|                          | Join the network successfully.                            | Blinks twice   |
| Reset to Factory Default | Press and hold the power button for more than 10 seconds. | Quickly Blinks |



**Note:**

1. Network status will only display when LED is enabled and on.
2. If the device still fails to join the network after 32 join requests, the LED will stop blinking.
3. Reset operation is not affected even if the button lock is enabled or the LED indicator is disabled.

**Dimensions (mm)**



**Note:**

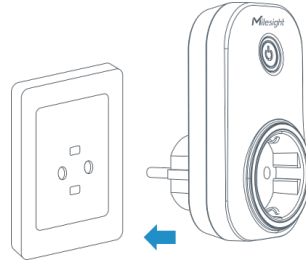
The plug size will a little differ according to socket types.


# Chapter 4. Quick Start

This chapter describes how to access the status and configuration page of the device via Milesight ToolBox App.

## Access the Sensor via NFC

1. Plug WS523 into a wall socket, then WS523 will switch on automatically.



2. Download and install “Milesight ToolBox” App from Google Play or Apple Store on an NFC-supported smartphone.
3. Enable NFC function on the smartphone.
4. Launch Milesight ToolBox, and select the default mode as NFC.
5. Attach the smart phone with NFC area to the device and click  to read device information. Basic information, data, and settings of the device will be shown on the Milesight ToolBox App if it's recognized successfully.



6. Adjust the settings on the App, then attach the smartphone with NFC area to the device and click **Write** to write the settings. After writing, reread the device to check if the configuration is written well.
7. Press the power button, WS523 portable socket will supply the electric power to other electronic appliances.

**Note:**

- In order to get best data transmission, ensure the device is within the signal range of the LoRaWAN<sup>®</sup> gateway and avoid the metal obstacles.
- Ensure the location of smartphone NFC area and it's recommended to take off phone case.
- If the smart phone fails to read/write configurations via NFC, keep the phone away and back to try again.
- The default device password is 123456. Please change a new password for security.

## Configure the Network Setting

1. Go to **Network** settings page, select the join type as OTAA or ABP as required.

**Note:**

OTAA mode is required if you connect device to Milesight IoT Cloud or Milesight Development Platform.

2. Select supported frequency the same as LoRaWAN<sup>®</sup> gateway.

**Note:**

Set the channel index as 8-15 for US915 or AU915 if using default settings of Milesight gateways.

Device Network

LoRaWAN

\* Support Frequency

US915

Enable Channel Index ⓘ



8-15



| Index   | Frequency/MHz ⓘ |
|---------|-----------------|
| 0 - 15  | 902.3 - 905.3   |
| 16 - 31 | 905.5 - 908.5   |
| 32 - 47 | 908.7 - 911.7   |
| 48 - 63 | 911.9 - 914.9   |
| 64 - 71 | 903 - 914.2     |

3. Keep other settings by default and click **Write** to save the settings.

## Chapter 5. Operation Guide

### LoRaWAN<sup>®</sup> Settings

| Parameter                    | Description  |
|------------------------------|--|
| Device EUI                   | <p>Unique ID of the device which can be found on the device.</p> <div style="background-color: #e6f2ff; padding: 10px; border-radius: 5px;">  <b>Note:</b><br/>           please contact sales for device EUI list if you have many units.         </div>                           |
| App EUI                      | The default App EUI (join EUI) is 24E124C0002A0001.  |
| Application Port             | The port used for sending and receiving data, the default port is 85.  |
| LoRaWAN <sup>®</sup> Version | V1.0.2 and V1.0.3 are available.   |
| Work Mode                    | It is fixed as Class C.  |
| Confirmed Mode               | If the device does not receive ACK packet from network server, it will resend data once.   |
| Join Type                    | <p>OTAA and ABP mode are available.</p> <div style="background-color: #e6f2ff; padding: 10px; border-radius: 5px;">  <b>Note:</b><br/>           it's necessary to select OTAA mode if connecting device to Milesight IoT Cloud or Milesight Development Platform.         </div> |
| Application Key              | Appkey for OTAA mode, default value: "Device EUI" + "Device EUI" (since Q4 of 2025). Example: 24e124123456789024e1241234567890   |

| Parameter               | Description   |
|-------------------------|---|
|                         | <div data-bbox="511 289 1416 625" style="background-color: #e6f2ff; padding: 10px;">  <b>Note:</b> <ul style="list-style-type: none"> <li>The default value of earlier devices is 5572404C696E6B4C6F52613230313823.</li> <li>Please contact sales before purchase if you require random App Keys.</li> </ul> </div>  |
| Network Session Key     | Nwkskey for ABP mode, the default is 5572404C696E6B4C6F52613230313823.  |
| Application Session Key | Appskey for ABP mode, the default is 5572404C696E6B4C6F52613230313823.  |
| Device Address          | DevAddr for ABP mode, default is the 5 <sup>th</sup> to 12 <sup>th</sup> digits of SN.  |
| Rejoin Mode             | <p>Reporting interval ≤ 35 mins: the device will send a specific number of Link-CheckReq MAC packets to the network server every reporting interval or every double reporting interval to validate connectivity; If there is no response, the device will re-join the network.</p> <p>Reporting interval &gt; 35 mins: the device will send a specific number of Link-CheckReq MAC packets to the network server every reporting interval to validate connectivity; If there is no response, the device will re-join the network.</p> <div data-bbox="511 1354 1416 1642" style="background-color: #e6f2ff; padding: 10px;">  <b>Note:</b> <ol style="list-style-type: none"> <li>1. Only OTAA mode supports rejoin mode.</li> <li>2. The actual sending number is <b>Set the number of packets sent</b> +1.</li> </ol> </div> |
| Channel Mode            | Select <b>Standard-Channel</b> mode or <b>Single-Channel</b> mode. When <b>Single-Channel</b> mode is enabled, only one channel can be selected to send uplinks.  |
| Supported Frequency     | Enable or disable the frequency to send uplinks. If frequency is one of CN470/AU915/US915, enter the index of the channel to enable in the input box, making them separated by commas.  |

| Parameter        | Description   |
|------------------|---|
|                  | <p><b>Examples:</b></p> <p>1, 40: Enabling Channel 1 and Channel 40</p> <p>1-40: Enabling Channel 1 to Channel 40</p> <p>1-40, 60: Enabling Channel 1 to Channel 40 and Channel 60</p> <p>All: Enabling all channels</p> <p>Null: Indicate that all channels are disabled</p> |
| ADR Mode         | Enable or disable network server to adjust Spreading Factor, Bandwidth and Tx Power to optimize data rates, airtime and energy consumption in the network.  |
| Spreading Factor | If ADR mode is disabled, the device will send uplink data following this SF parameter. The higher the spreading factor, the longer the transmission distance, the slower the transmission speed and the more the consumption.   |
| Tx Power         | Tx power (transmit power) refers to the strength of the outgoing signal transmitted by the device. This is defined by LoRa alliance.  |
| RX2 Data Rate    | RX2 data rate to receive downlinks or Milesight D2D messages.   |
| RX2 Frequency    | RX2 frequency to receive downlinks or Milesight D2D messages. Unit: Hz  |
| Multicast Group  | Enable or disable the multicast groups to receive the multicast commands.   |

## Multicast Setting

The device supports setting up several multicast groups to receive multicast commands from the network server, then users can use this feature to control devices in bulk.

1. Enable **Multicast Group**, and set unique multicast address and keys to distinguish other groups. You can also keep these settings by default.

Multicast Group1

Multicast Address ⓘ

McNetSKey

McAppSKey

Multicast Group2

Multicast Group3

Multicast Group4

| Parameter           | Description   |
|---------------------|---|
| Multicast Address   | Unique 8-digit address to distinguish different multicast groups.   |
| Multicast McNetSkey | 32-digit key. Default values:<br><br>Multicast Group 1: 5572404C696E6B4C6F52613230313823<br><br>Multicast Group 2: 5572404C696E6B4C6F52613230313824<br><br>Multicast Group 3: 5572404C696E6B4C6F52613230313825<br><br>Multicast Group 4: 5572404C696E6B4C6F52613230313826 |
| Multicast McAppSkey |   |

2. Add a multicast group on the LoRaWAN<sup>®</sup> network server. Take Milesight gateway as example, go to **Network Server > Multicast Groups** to add a multicast group and configure the group according to the device settings.

|                                   |   |
|-----------------------------------|---|
| Group Name                        | Device Control  |
| Multicast Address                 | 11111111  |
| Multicast Network Session Key     | 5572404C696E6B4C6F526132  |
| Multicast Application Session Key | 5572404C696E6B4C6F526132  |
| Class Type                        | Class C   |
| Datarate                          | DR0 (SF12, 125kHz)  |
| Frequency                         | 869525000 Hz  |
| Frame-counter                     | 0   |
| Selected Devices                  | <div style="border: 1px solid #ccc; padding: 5px;"> <span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">device1</span> <span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px; margin-left: 10px;">device2</span> </div> |

3. Go to **Network Server > Packets**, select the multicast group and fill in the downlink command, click **Send**. The network server will broadcast the command to devices that belong to this multicast group.



**Note:**

Ensure all devices' application ports are the same.

- Status
- Packet Forwarder
- Network Server
- Protocol Integration
- Network
- System

Packets

**Send Data To Device**

| Device EUI                                    | Type  | Payload              | Port | Confirmed                |                                     |
|---|-------|----------------------|------|--------------------------|-------------------------------------|
| <input type="text" value="0000000000000000"/> | ASCII | <input type="text"/> | 85   | <input type="checkbox"/> | <input type="button" value="Send"/> |

**Send Data to Multicast Group**

| Multicast Group | Type | Payload              | Port |                                     |
|-----------------|------|----------------------|------|-------------------------------------|
| Device Control  | hex  | <input type="text"/> | 85   | <input type="button" value="Send"/> |

## General Settings

General settings include the basic parameters of the device.

Reporting Interval  min

LED Indicator

Power Consumption  ⓘ

When Power is Restored, Socket

Button Lock

Overcurrent Alarm /A

Overcurrent Protection /A ⓘ

Change Password

| Parameter              | Description   |
|------------------------|---|
| Reporting Interval     | Reporting interval of transmitting current sensor values to network server. Default: 20 mins, Range: 1-1080 mins.             |
| LED Indicator          | Enable or disable the light indicating. This will not affect the blinks when you hold on the button to reset the device.      |
| Power Consumption      | Record the power consumption. If disabled, the device will stop recording and the power consumption value will stop updating. |
| When Power is Restored | If the device is powered off and restored, the device will switch on or off according to this parameter.                      |
| Button Lock            | If enabled, the power button will not be allowed to turn on/off the socket.   |
| Overcurrent Alarm      | When current reaches the threshold, the device will send socket status and device electrical parameters.                      |
| Overcurrent Protection | When current reaches the threshold, the device will stop supplying power.   |
| Change Password        | Change the password for ToolBox App to write this device.   |

**Note:**

even overcurrent alarm or overcurrent protection is disabled, the device will also stop supplying power when the current is over rated current by 30%, then send out an alarm packet.

## Milesight D2D Setting

Milesight D2D protocol is developed by Milesight and used for setting up transmission among Milesight devices without gateway, which is able to reduce the latency and achieve the quick control.

### Milesight D2D Agent

The device is able to work as a Milesight D2D agent device to receive commands from Milesight D2D controller devices.

1. Ensure the RX2 datarate and RX2 frequency are the same as the D2D controller devices.
2. Set the D2D key to be the same as the D2D controller devices. (Default D2D Key: 5572404C696E6B4C6F52613230313823)

3. Enable **D2D Agent Settings**, then add a rule to select the action object to trigger and configure a 2-byte hexadecimal Milesight D2D command. One device supports 16 control commands at most.

**Example:** When receiving the command 1510 from Milesight D2D controller devices, turn on the button (socket).

Control command 1

Action Object



Status

## Maintenance

### Upgrade

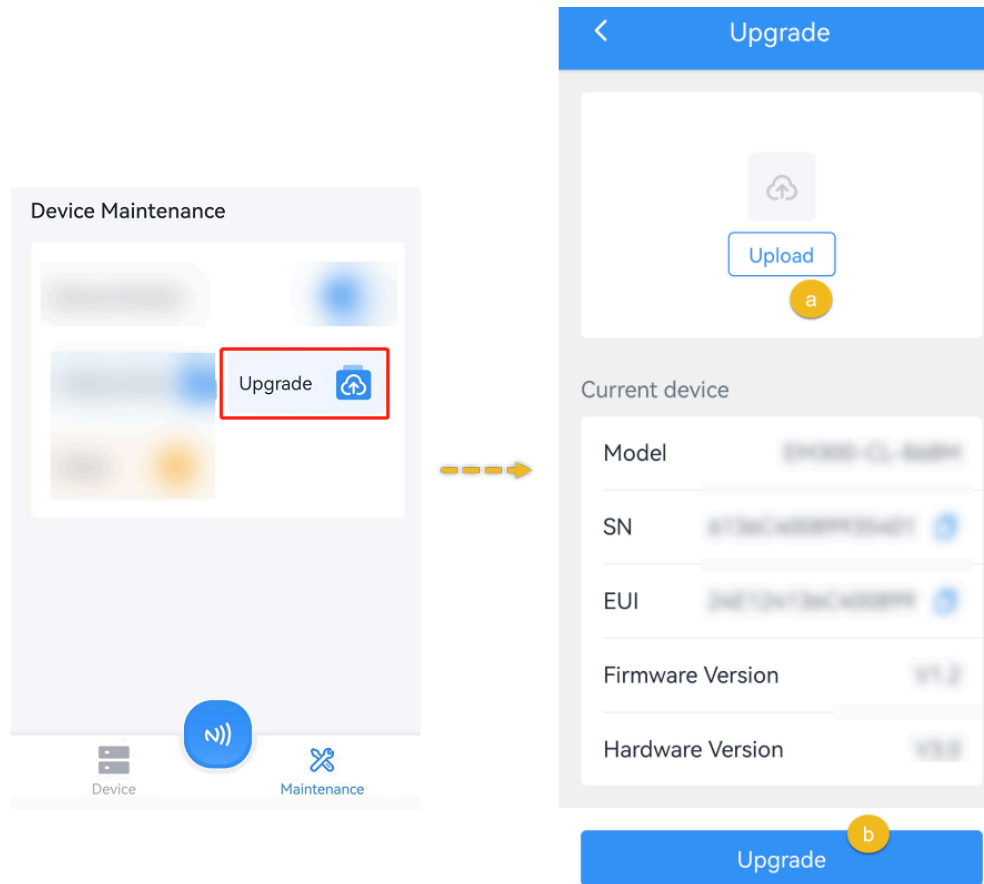
This chapter describes the steps to upgrade the device via ToolBox App.

1. Download firmware from Milesight official website to your smartphone.
2. Read the target device via ToolBox App, click **Upgrade** to upload the firmware file.
3. Click **Upgrade** to upgrade the device.



**Note:**

- Operation on ToolBox is not supported during an upgrade.
- Only Android version ToolBox supports the upgrade feature.

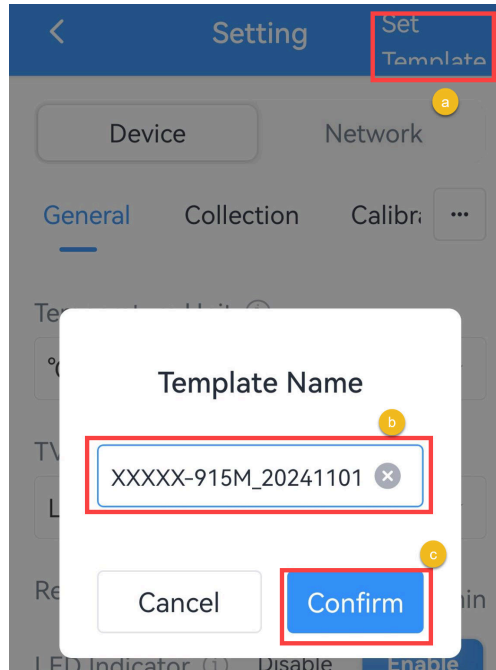


## Backup and Restore

This device supports configuration backup for easy and quick device configuration in bulks. Backup and restore is allowed only for devices with the same model and frequency band.

### Backup and Restore

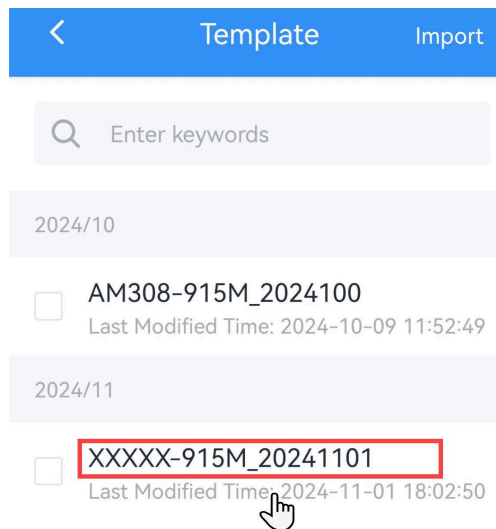
1. Launch ToolBox App, attach the NFC area of smartphone to the device to read the configuration.
2. Edit the configuration as required, click **Set Template** to save current configuration as a template to the ToolBox App.



3. Go to **Device >Template** page.

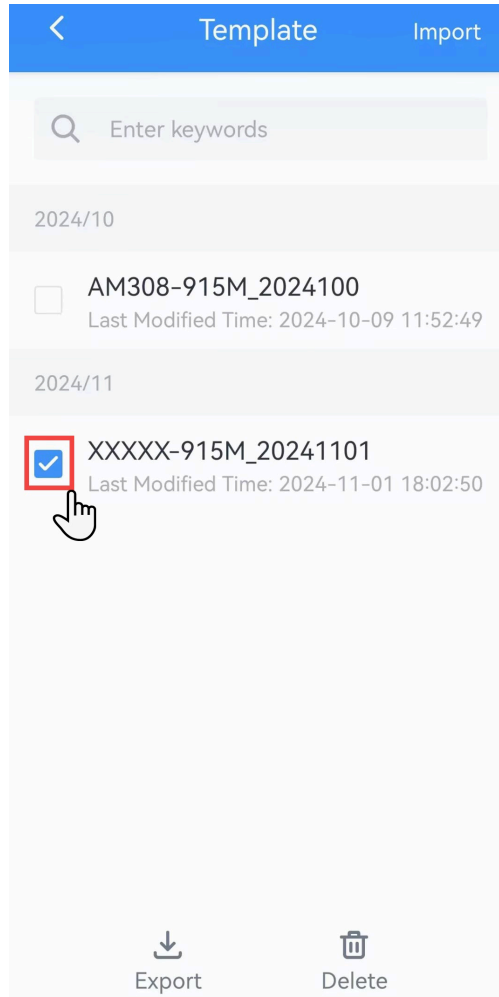


4. Select and click the target template, click **Write** to import the configuration to target devices.



### Export and Delete Template

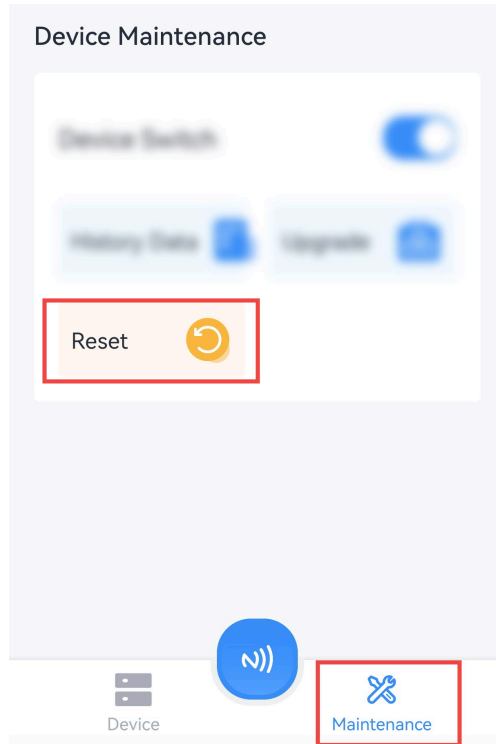
1. Check the box of the target template.
2. Click **Export** to export this template as JSON format file and save it to the smartphone, click **Delete** to delete this template from your Toolbox App.



## Reset to Factory Default

**Via Hardware:** Hold on the power button for more than 10s until the LED indicator quickly blinks.

**Via Toolbox App:** Click **Reset** and attach the smartphone to device to reset the device.



# Chapter 6. Uplink and Downlink

## Overview

All messages are based on following format (HEX), the Data field should follow little-endian:

| Channel1 | Type1  | Data1   | Channel2 | Type2  | Data2   | Channel3 | ... |
|----------|--------|---------|----------|--------|---------|----------|-----|
| 1 Byte   | 1 Byte | N Bytes | 1 Byte   | 1 Byte | N Bytes | 1 Byte   | ... |

For decoder examples please find files on <https://github.com/Milesight-IoT/SensorDecoders>.

## Uplink Data

This chapter describes the reported data of the device.

### Basic Information

The device will report a basic information packet whenever joining the network.


| Item                   | Channel | Type | Byte | Description   |
|------------------------|---------|------|------|---|
| Power On               | ff      | 0b   | 1    | Device is on  |
| Protocol Version       | ff      | 01   | 1    | Example: 01=V1  |
| Hardware Version       | ff      | 09   | 2    | Example: 03 10 = V3.1   |
| Software Version       | ff      | 0a   | 2    | Example: 03 01 = V3.1   |
| Serial Number          | ff      | 16   | 8    | 16 digits   |
| Overcurrent Alarm      | ff      | 24   | 2    | Byte 1: 00-disabled, 01-enabled<br>Byte 2: current threshold, unit: A |
| Button Lock            | ff      | 25   | 2    | 0000-disabled, 0080-enabled   |
| Power Consumption      | ff      | 26   | 1    | 00-disabled, 01-enabled   |
| Overcurrent Protection | ff      | 30   | 2    | Byte 1: 00-disabled, 01-enabled                                       |

| Item | Channel | Type | Byte | Description                        |
|------|---------|------|------|------------------------------------|
|      |         |      |      | Byte 2: current threshold, unit: A |

**Example:**

| ff0bff ff0101ff166762d21130962038 ff090100<br>ff0a0108 ff240000 ff30010a ff250000 ff2601 |      |  |
|--|------|--|
| Channel  | Type | Value                                    |
| ff   | 0b   | ff                                       |
| ff   | 01   | Protocol Version: 01=V1                  |
| ff   | 16   | SN: 6762d21130962038                     |
| ff   | 09   | Hardware Version: 0100=V1.0              |
| ff   | 0a   | Software Version: 0108=V1.8              |
| ff   | 24   | Overcurrent Alarm: 00=disable, 00=0A     |
| ff   | 30   | Overcurrent Protection:01=enable, 0a=10A |
| ff   | 25   | Button Lock: 00 00=disable               |
| ff   | 26   | Power Consumption: 01=enable             |

**Periodic Report**

| Item              | Channel | Type | Byte | Description  |
|-------------------|---------|------|------|--|
| Voltage           | 03      | 74   | 2    | UINT16/10, Unit: V   |
| Active Power      | 04      | 80   | 4    | UINT32, Unit: W<br> <b>Note:</b><br>When the device is powered off, this parameter will be 0. |
| Power Factor      | 05      | 81   | 1    | UINT8, Unit: %   |
| Power Consumption | 06      | 83   | 4    | UINT32, Unit: Wh   |

| Item          | Channel | Type | Byte | Description         |
|---------------|---------|------|------|---------------------|
| Total Current | 07      | c9   | 2    | UINT16, Unit: mA    |
| Socket Status | 08      | 70   | 1    | 00: Close, 01: Open |

**Example:**

Report data according to reporting interval (20mins by default).

| 087001 058164 07c90200 0374b208 068301000000 048001000000 |      |   |
|---|------|---|
| Channel   | Type | Value   |
| 08  | 70   | Socket status: 01 = Open                                      |
| 05  | 81   | Power Factor: 64=> 100%                                       |
| 07  | c9   | Current: 02 00=>00 02=2mA                                     |
| 03  | 74   | Voltage: b2 08=>08 b2=2226/10=222.6V                          |
| 06  | 83   | Power Consumption: 01 00 00<br>00=>00 00 00 01=1 Wh=0.001 kWh |
| 04  | 80   | Active Power: 01 00 00 00=>00 00 00 01=1 W                    |

**Socket Change Report**

The device will report a socket status packet when the status changes.

| Channel | Type | Byte | Description  |
|---------|------|------|--|
| 08      | 70   | 1    | 00: Close by Command, 10: Close by button<br>01: Open by Command, 11: Open by button |

**Example:**

| 087011  |      |                      |
|---------|------|----------------------|
| Channel | Type | Value                |
| 08      | 70   | 11 => Open by button |

## Power Outage Alert

The device is equipped with capacitor for power outage alert. It will report an alert message when power supply is disconnected. This feature only works with hardware version 1.2 and later.

| ff3fff  |      |              |
|---------|------|--------------|
| Channel | Type | Value        |
| ff      | 3f   | ff: Reversed |

## Downlink Command

This device supports downlink commands for configuration and control. The downlink application port is 85 by default.

### Socket Control

| Item          | Channel | Type | Byte | Description                             |
|---------------|---------|------|------|---|
| Socket Status | 08      | -    | 3    | 0000ff-Socket close, 0100ff-Socket open |

#### Example:

1. Open the power supply of the socket.

| 080100ff |      |                 |
|----------|------|-----------------|
| Channel  | Type | Value           |
| 08       | --   | 01 00 ff = Open |

### General Settings

| Item              | Channel | Type | Byte | Description   |
|-------------------|---------|------|------|---|
| Reboot            | ff      | 10   | 1    | ff  |
| Report Interval   | ff      | 03   | 2    | UINT16, Unit: s   |
| Overcurrent Alarm | ff      | 24   | 2    | Byte 1: 00-disable, 01-enable<br>Byte 2: current threshold, unit: A |

| Item                      | Channel | Type | Byte | Description   |
|---------------------------|---------|------|------|---|
| Button Lock               | ff      | 25   | 2    | 0000-disable, 0080-enable   |
| Power Consumption         | ff      | 26   | 1    | 00-disable, 01-enable   |
| Reset Power Consumption   | ff      | 27   | 1    | ff  |
| Enquire Electrical Status | ff      | 28   | 1    | ff  |
| LED Indicator             | ff      | 2f   | 1    | 00-disable, 01-enable   |
| Overcurrent Protection    | ff      | 30   | 2    | Byte 1: 00-disable, 01-enable<br>Byte 2: current threshold, unit: A |

**Example:**

1. Reboot the device.

|        |
|--------|
| ff10ff |
|--------|

2. Set reporting interval as 20 minutes.

| ff03b004 |      |                            |
|----------|------|----------------------------|
| Channel  | Type | Value                      |
| ff       | 03   | b004=>04b0=1200s=20minutes |


3. Enable overcurrent alarm and protection, and set current threshold as 10A.

| ff24010a ff30010a |      |  |
|-------------------|------|--|
| Channel           | Type | Value                                      |
| ff                | 24   | 01=>enable overcurrent alarm, 0a=>10A      |
| ff                | 30   | 01=>enable overcurrent protection, 0a=>10A |

4. Disable the LED indicator.

| ff2f00  |      |             |
|---------|------|-------------|
| Channel | Type | Value       |
| ff      | 2f   | 00=>disable |

## Task Settings

| Item              | Channel | Type | Byte | Description   |
|-------------------|---------|------|------|---|
| Add Delay Task    | ff      | 22   | 4    | <p><b>Byte 1:</b> 00</p> <p><b>Byte 2-3:</b> delay time, unit: s</p> <p><b>Byte 4:</b> 10-close, 11-open</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b><br/>The device supports adding only one task. Later command will cover previous command.</p> </div> |
| Delete Delay Task | ff      | 23   | 2    | 00ff  |

### Example:

1. Add a delay task: open the socket after 1 minute.

| ff22003c0011 |      |   |
|--------------|------|---|
| Channel      | Type | Value   |
| ff           | 22   | <p>Byte 1:00</p> <p>Byte 2-3: 3c 00=&gt;00 3c=60s=1min</p> <p>Byte 4: 11=&gt;open</p> |

2. Delete the delay task.

| ff2300ff |      |                         |
|----------|------|-------------------------|
| Channel  | Type | Value                   |
| ff       | 23   | 00ff: Delete Delay Task |

## Chapter 7. 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](mailto:iot.support@milesight.com)

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

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

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