



Pulse Counter

EM300-DI

User Guide

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Chapter 1. Preface

Copyright Statement

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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.

**CAUTION:**

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

- The device is not intended to be used as a reference sensor, and Milesight will not should responsibility for any damage which may result from inaccurate readings.
- The device must not be disassembled or remodeled in any way.
- Do not place the device close to objects with naked flames.
- Do not place the device where the temperature is below/above the operating range.
- Make sure electronic components do not drop out of the enclosure while opening.
- When installing the battery, please install it accurately, and do not install the reverse or wrong model.
- The device must never be subjected to shocks or impacts.
- In order to protect the security of the device, please change device password when first configuration. The default password is 123456.

Revision History

Release Date	Version	Revision Content
November 24, 2022	V1.0	Initial version
October 31, 2023	V1.1	1. Add Milesight D2D feature 2. Add pulse conversation feature, change the pulse definition of uplinks 3. Add water flow or outage alarm feature

Chapter 2. Product Introduction

Overview

EM300-DI is a compact LoRaWAN[®] pulse counter which transforms traditional water meters into wireless intelligent meters. With IP67 waterproof design, it is applicable in various harsh application environments.

In addition to LoRaWAN[®] technology with low power consumption, it has a built-in high-capacity battery available for several years without replacement. Moreover, EM300-DI is compatible with both Mulesight LoRaWAN[®] gateway and Mulesight Development Platform to achieve remote monitoring and visualized smart data management to achieve the purpose of saving water. It is suitable for both indoor and outdoor applications such as agricultural irrigation, industrial water use, property meter reading and numerous scenarios.

Features

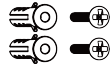
- Flexible counting configuration to enable, stop, clear accumulated values
- Support digital filtering that filters interference signals to ensure more accurate counters
- Support to calculate water consumption and send water flow/outage alarms
- Embedded with temperature and humidity sensors for environment monitoring
- Ultra-wide-distance transmission up to line of sight of 10km
- IP67 UV-resistant and waterproof enclosure for harsh environment applications
- Built-in 4000 mAh replaceable battery and works for more than 5 years without replacement
- Store locally 1,000 historical records and support retransmission to prevent data loss
- Support Mulesight D2D protocol to enable ultra-low latency and direct control without gateways
- Equipped with NFC for easily configuration
- Compliant with standard LoRaWAN[®] gateways and network servers
- Quick and easy management with Mulesight IoT Cloud or Mulesight Development Platform

Chapter 3. Hardware Introduction

Packing List



1 × EM300-DI Device



2 × Wall Mounting Kits



2 × Screw Caps



1 × Quick Guide



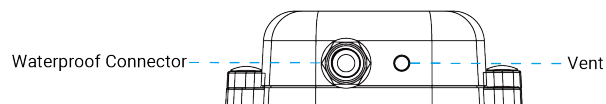
1 × Warranty Card



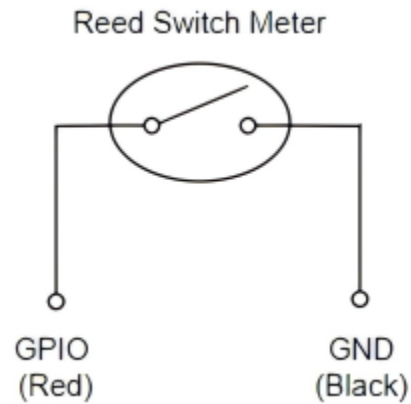
Note:

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

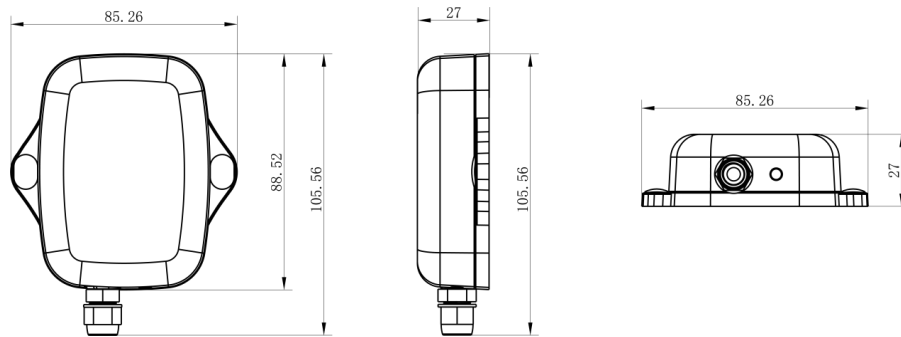
Hardware Overview



GPIO Wiring



Dimensions (mm)



Power Button

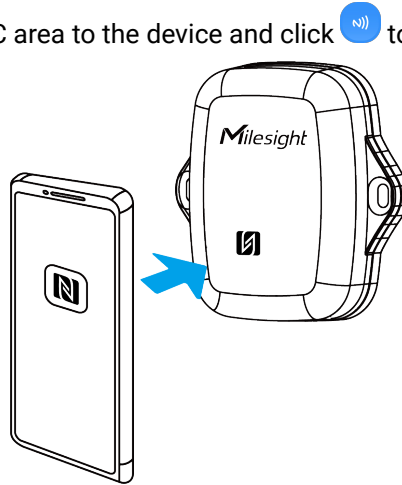
There is a LED indicator and a power button inside the device for emergency reboot or reset.

Function	Action	LED Indicator
Power On	Press and hold the button for more than 3 seconds.	Off → On
Power Off		On → Off
Reset to Factory Default	Press and hold the button for more than 10 seconds.	Blinks quickly
Check On/Off Status	Quickly press the power button once.	Light On: device is on.
		Light Off: device is off.

Chapter 4. Quick Start

This chapter describe the steps to quickly configure this device. If you requires more advanced settings, please refer to operation guide chapter.

1. Download and install “Milesight ToolBox” App from Google Play or Apple Store on an NFC-supported smartphone.
2. Enable NFC function on the smartphone, launch Milesight ToolBox, and select the default mode as NFC.
3. Attach the smart phone with NFC area to the device and click  to read device information.



4. Click power button on the ToolBox App and attach the smartphone to device to power on the device.
5. Keep other settings by default or change as required, 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.



Note:

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

Chapter 5. Operation Guide

LoRaWAN Settings

This chapter describes the LoRaWAN[®] network settings of device.

Parameter	Description
Device EUI	Unique ID of the device which can be found on the device.  Note: please contact sales for device EUI list if you have many units.
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 [®] Version	V1.0.2 and V1.0.3 are available.
Work Mode	It's fixed as Class A.
Confirmed Mode	If the device does not receive ACK packet from network server, it will resend data once.
Join Type	OTAA and ABP mode are available.  Note: it's necessary to select OTAA mode if connecting device to Milesight IoT Cloud or Milesight Development Platform.
Application Key	Appkey for OTAA mode, default value: "Device EUI" + "Device EUI" (since Q4 of 2025). Example: 24e124123456789024e1241234567890

Parameter	Description
	 Note: • The default value of earlier devices is 5572404C696E6B4C6F52613230313823. • Please contact sales before purchase if you require random App Keys.
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 th to 12 th digits of SN.
Rejoin Mode	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. Reporting interval > 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.  Note: 1. Only OTAA mode supports rejoin mode. 2. The actual sending number is Set the number of packets sent +1.
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. Examples:

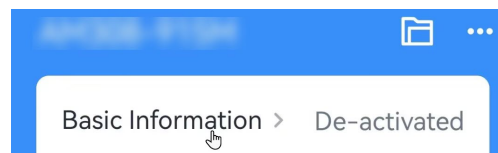
Parameter	Description
	1, 40: Enabling Channel 1 and Channel 40 1-40: Enabling Channel 1 to Channel 40 1-40, 60: Enabling Channel 1 to Channel 40 and Channel 60 All: Enabling all channels Null: Indicate that all channels are disabled
ADR Mode	Enable or disable network server to adjust Spreading Factor, 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.
RX2 Frequency	RX2 frequency to receive downlinks. Unit: Hz

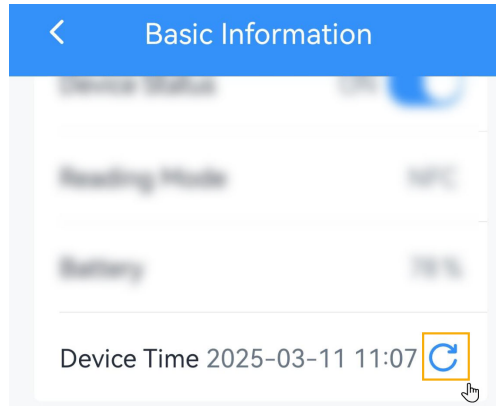
Time Synchronization

This section describes how to sync the time of the device.

Sync via ToolBox App

After reading the device via Milesight ToolBox App, sync the device time with time zone from the smart phone.





Sync via Network Server

This requires to ensure the LoRaWAN[®] network server supports device time synchronization feature. Example: Milesight gateway embedded NS.

1. Set the LoRaWAN[®] version of the device to V1.0.3.
2. Connect the device to the network server. After joining the network, the device will send a DeviceTimeReq MAC command to enquire the time from network server.



Note:

- This only supports to get the time but not time zone. The time zone can be configured by Toolbox App or downlink command.
- The device will send the DeviceTimeReq command every 5 days since the last sync.

General Setting

General settings include the basic parameters of the device.

Parameter	Description
Temperature Unit	Change the temperature displayed on the Toolbox.

Parameter	Description
	Note: 1. The temperature unit in the reporting package is fixed as Celsius(°C). 2. Please modify the threshold settings if the unit is changed.

Parameter	Description
	 Note: 1. It is necessary to sync the time to ensure the data is stored in correct time. 2. The device will still store the data even the network status is de-activated. 3. ToolBox App can only export the last 14 days' data at most.

Interface Setting

Interface settings include the parameters of GPIO interface.

Parameter	Description
Interface Type	Change the interface type of GPIO interface as Counter or Digital.
Pulse Filter	When the function is enabled, pulse with a rate of more than 250us can be counted.
Modify Count Value	Set the initial counting value.
Pulse Value Conversion	Set the value that converts pulses to a specific water consumption. Example: 1L=40 Pulse • 1=water conversion value • L=unit • 40=pulse conversation value

Calibration Setting

The device supports to add the calibration value to the raw collected value, and report the results.

Temperature

Numerical Calibration

Current Value: 27.3 °C

Calibration Value

°C

Final Value: 27.2 °C

Humidity

Temperature Threshold Setting

When current value is over or below the threshold value, the device will report a threshold alarm packet once instantly. Only when the threshold alarm is dismissed and re-triggered, the device will send the threshold alarm again.

Parameter	Description
Collect Interval	The interval to detect temperature after threshold alarm triggers. This interval should be less than reporting interval.

Device

Network

Calibration

Threshold

Alarm

...

Temperature

Over / °C

Below / °C

Collecting Interval

-

1

+

min

DI and Water Flow/Outage Alarm

DI Alarm

When interface type is Digital, the device will report the alarm packets according to the alarm reporting interval and alarm reporting times when it detects the digital input changes as the Alarm Option. Only when the alarm is dismissed and re-triggered, the device will send the alarm again.

Parameter	Description
Alarm Reporting Interval	The interval to report alarm packet after alarm triggers.
Alarm Reporting Times	Alarm packet report times after alarm triggers.

Device

Network

Calibration

Threshold

Alarm

...

Alarm Reporting ☒

Alarm Options

Low→High

Alarm Reporting Interval 1 mi

Alarm Reporting Times 2

Water Flow/Outage Alarm

When interface type is Counter, the device supports to define the water outage or water flow alarm condition and send the threshold alarm packets.

Parameter	Description
Duration for Water Flow Determination/s	If the pulse counter does not increase for this duration time, the device will judge current status as "Water Outage"; otherwise, the device will judge current status as "Water Flow".
Water Flow Timeout Alarm	If the "Water Flow" status has passed the timeout interval, the device will report a water flow timeout alarm packet. If the water flow status stops during next timeout interval, the device will report the alarm dismiss packet; otherwise, it will report an alarm packet again.
Water Outage Timeout Alarm	If the "Water Outage" status has passed the timeout interval, the device will report a water outage timeout alarm packet. If the water outage status stops during next timeout interval, the device will report the alarm dismiss packet; otherwise, it will report an alarm packet again.

Device

Network

face
Calibration
Threshold
...

Water Flow
☒

Duration for Water Flow Determination /s ⓘ

Water Flow Timeout Alarm ⓘ
☒

Timeout Interval /Min

Water Outage Timeout Alarm ⓘ
☒

Timeout Interval /Min

Milesight D2D Setting

Milesight D2D protocol is developed by Milesight and used for setting up transmission among Milesight devices without gateway. When the Milesight D2D settings is enabled, the device can work as a D2D controller to send control commands to trigger Milesight D2D agent devices.

1. Configure the RX2 datarate and RX2 frequency.



Note:

It is suggested to change the default values if there are many LoRaWAN[®] devices around.

Device

Network

LoRaWAN

D2D

Spreading Factor ⓘ

SF12-DR0

TXPower

TXPower0-16 dBm

RX2 Data Rate ⓘ

DR0 (SF12, 125 kHz)

RX2 Frequency ⓘ

869525000

2. Enable and configure the threshold alarm settings.

3. Enable Milesight D2D feature and define a unique D2D key that is the same as Milesight D2D agent devices. (Default D2D key: 5572404C696E6B4C6F52613230313823)

Device

Network

LoRaWAN

D2D

Enable

☒

D2D Key

4. Enable one of statuses and configure 2-byte hexadecimal Milesight D2D command.

**Note:**

If you enable **LoRa Uplink**, a LoRaWAN[®] uplink packet that contains corresponding alarm status will be sent to gateway after the Milesight D2D command packet. Otherwise, the alarm packet will not send to LoRaWAN[®] gateway.

Example: When the temperature reaches the threshold, the device will send command 0001 to D2D agent devices.

Temperature Threshold Triggered ☒

Control command

0001

LoRa Uplink ⓘ ☐

Maintenance

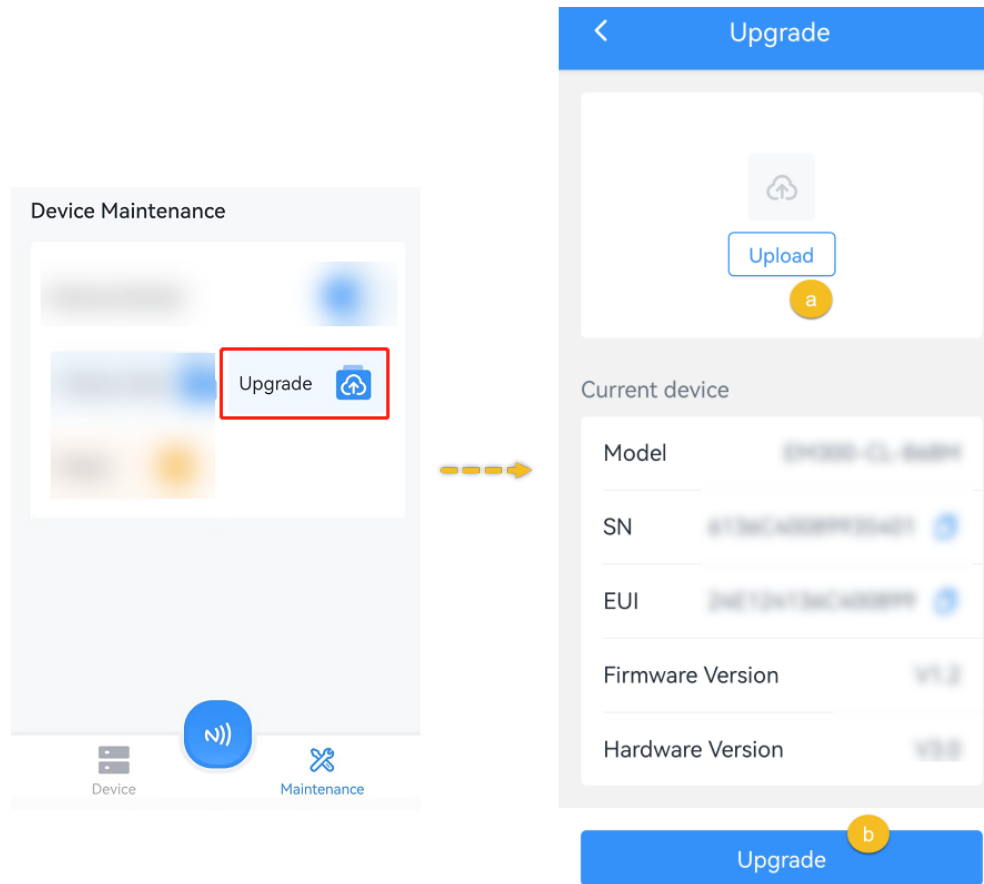
Upgrade

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.

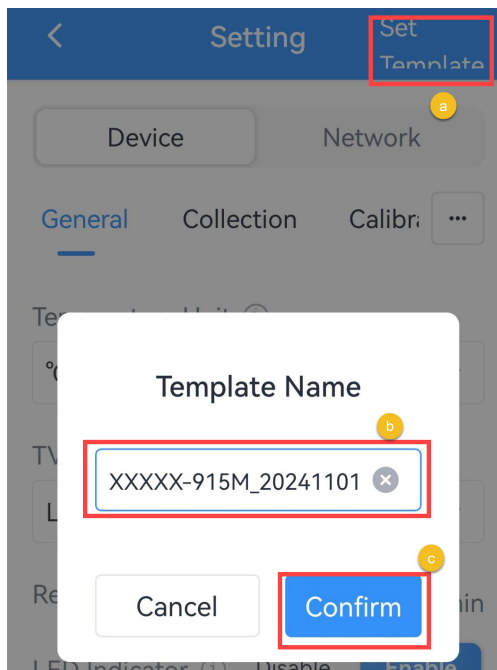


Backup and Restore

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

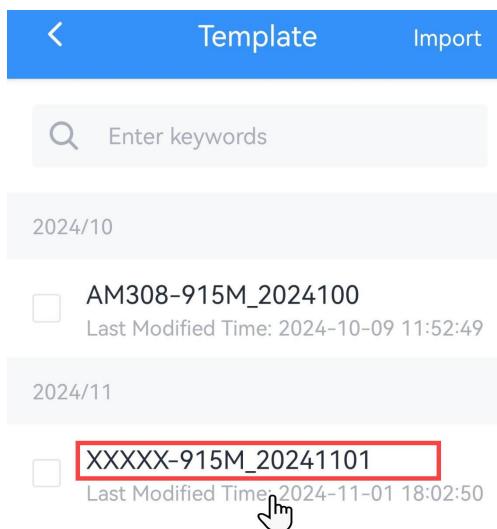
1. Launch ToolBox App, attach the NFC area of smartphone to the device to read the configuration.
2. Edit the configuration as required, click **Set Template** to save current configuration as a template to the ToolBox App.



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

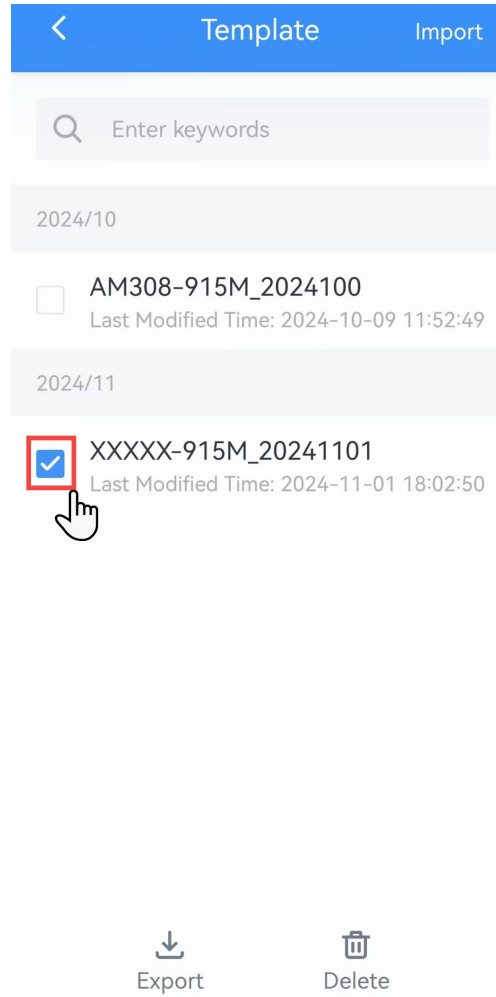


4. Select and click the target template, click **Write** to import the configuration to target devices.



Export and Delete Template

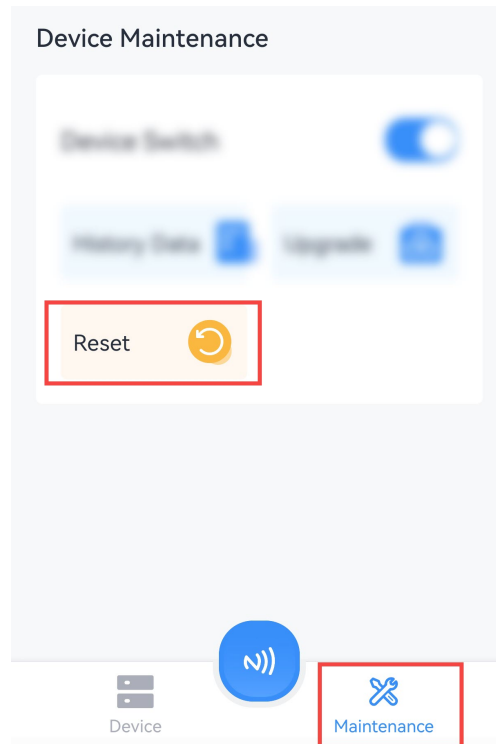
1. Check the box of the target template.
2. Click **Export** to export this template as JSON format file and save it to the smartphone, click **Delete** to delete this template from your ToolBox App.



Reset to Factory Default

Via Hardware: Hold on the reset 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. Installation

EM300 Device Installation

Installation Location

Keep the device away from metal objects and obstacles.

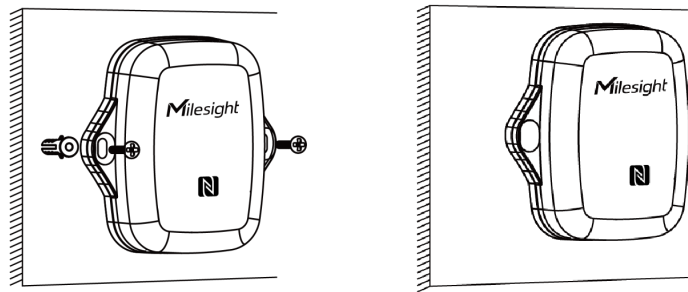
Wall Mounting

Step 1: Attach EM300 device to the wall and mark the two holes on the wall. The connecting line of two holes must be a horizontal line.

Step 2: Drill the holes according to the marks and screw the wall plugs into the wall.

Step 3: Mount the EM300 to the wall via mounting screws.

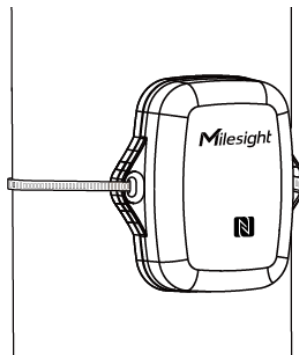
Step 4: Cover the mounting screws with screw caps.



Besides, it can also be mounted to the wall via a 3M tape.

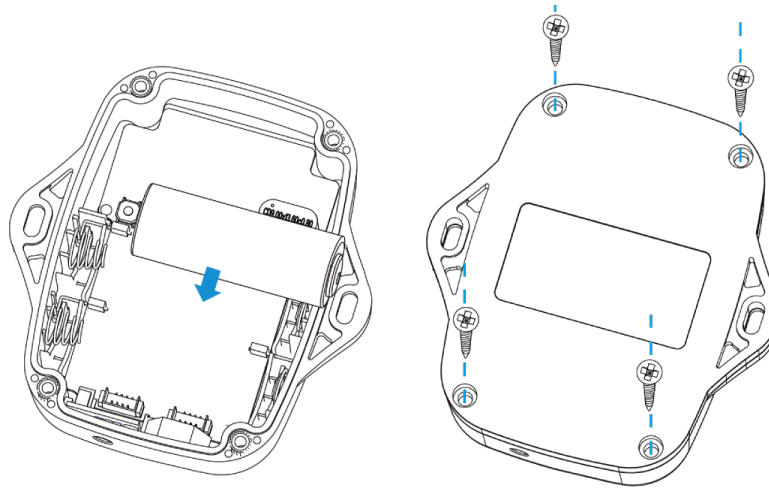
Pole Mounting

Pass the cable tie through the mounting holes of the device and wrap the device to the pole.



Chapter 7. Battery Replacing

When the batteries have run out of power, please remove the back cover to replace the new batteries.



Note:

- EM300 provides 4000mAh version and 8000mAh version. Please do not install 2 batteries on the 4000mAh version, and vice versa. Otherwise, it will cause inaccurate power calculations.
- To reduce the interference of NFC transmission, it is suggested that the battery be installed in the upper location (see figure).
- The device can only be powered by the ER18505 Li-SoCl₂ battery. The alkaline battery is not supported.
- The battery should be removed or replaced from the device if it is not used for an extended period.
- Ensure all replacing batteries are newest; otherwise, it may shorten battery life or cause inaccurate power calculations.

Chapter 8. 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.

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
Device Type	ff	0f	1	00: Class A, 01: Class B, 02: Class C, 03: Class C to B
Serial Number	ff	16	8	16 digits
Battery Level	01	75	1	UINT8, Unit: %
Temperature	03	67	2	INT16/10, Unit: °C
Humidity	04	68	1	UINT8/2, Unit: %RH
Digital Input	05	00	1	00: Low, 01: High
Digital Input Alarm	85	00	2	Byte 1: 00: Low, 01: High Byte 2: 00: Alarm dismiss, 01: Alarm
Pulse Counter	05	c8	4	UINT32

Item	Channel	Type	Byte	Description
				 Note: this only reports when firmware version is 1.2 or before.
Pulse Counter	05	e1	8	Byte 1-2: Water conversation value, UNIT16/10、 Byte 3-4: Pulse conversation value, UINT16/10 Byte 5-8: Water consumption, float32  Note: • Water consumption=water conversation/pulse conversation*pulse counter. • If Pulse Value Conversion is disabled, water consumption=pulse counter.
Pulse Alarm	85	e1	9	Byte 1-2: Water conversation value, UNIT16/10 Byte 3-4: Pulse conversation value, UINT16/10 Byte 5-8: Water consumption, Float32 Byte 9: Alarm status, 01-Water outage timeout alarm, 02-Water outage timeout alarm dismiss, 03-Water flow timeout alarm, 04-Water flow timeout alarm dismiss
Historical Data	20	ce	13	 Note: this only reports when firmware version is 1.2 or before. Byte 1-4: Data unix timestamp, UINT32, Unit: s Byte 5-6: Temperature, INT16/10, Unit: °C Byte 7: Humidity, UINT8/2, Unit: %RH Byte 8: Interface type, 01=digital, 02=counter

Item	Channel	Type	Byte	Description
				Byte 9-12: Pulse counter Byte 13: Digital status
Historical Data	21	ce	18	Byte 1-4: Data unix timestamp, UINT32, Unit: s Byte 5-6: Temperature, INT16/10, Unit: °C Byte 7: Humidity, UINT8/2, Unit: %RH Byte 8: Alarm type, 00=No, 01=Water outage time-out alarm, 02=Water outage timeout dismiss alarm, 03=Water flow timeout alarm, 04=Water flow timeout dismiss alarm, 05=DI alarm, 06=DI dismiss alarm Byte 9: Interface type, 01=digital, 02=counter Byte 10: Digital status Byte 11-12: Water conversation value, UNIT16/10 Byte 13-14: Pulse conversation value, UINT16/10 Byte 15-18: Water consumption, Float32

Basic Information

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

Example:

ff0bff ff0101 ff166136c40091605408 ff090300 ff0a0101 ff0f00		
Channel	Type	Value
ff	0b	ff
ff	01	01=V1
ff	16	6136c40091605408
ff	09	0300=V3.0
ff	0a	0101=V1.1
ff	0f	00: Class A

Periodic Report

The device supports to report below types of periodic report packets.

Example:

1. Digital input data: report according to reporting interval when interface type is Digital.

017564 03671001 046871 050000		
Channel	Type	Value
01	75	Battery: 64 => 100%
03	67	Temperature: 1001=> 0110 = 272/10=27.2°C
04	68	Humidity: 71 => 113/2=56.5 %RH
05	00	00: Low

2. Pulse data: report according to reporting interval when interface type is Pulse.

017564 03671001 046871 05e10a000a0000005b43		
Channel	Type	Value
01	75	Battery: 64 => 100%
03	67	Temperature: 1001=> 0110 = 272/10=27.2°C
04	68	Humidity: 71 => 113/2=56.5 %RH
05	e1	Water conversion&pulse conversion: 0a00=>00 0a=10/10=1 Water consumption: 00 00 5b 43=>43 5b 00 00=219

Alarm Report

The device supports to report below types of alarm report packets.

Example:

1. Temperature threshold alarm: report when threshold alarm is enabled.

03671001		
Channel	Type	Value
03	67	Temperature: 1001=> 0110 = 272/10=27.2°C

2. DI alarm or alarm dismiss: report when alarm reporting feature is enabled.

85000101		
Channel	Type	Value
85	00	01: High, 01: Alarm

3. Pulse alarm or alarm dismiss: report when threshold feature is enabled.

85e10a000a0000005b43 01		
Channel	Type	Value
85	e1	Water conversion&pulse conversion: 0a00=>00 0a=10/10=1 Water consumption: 00 00 5b 43=>43 5b 00 00=219 01-Water outage timeout alarm

4. Low battery level alarm: report when the battery level drops to 1%.

017501		
Channel	Type	Value
01	75	01=1%

Historical Data

The device will report retransmission data or stored data as below example.

21ce 0d755b63 0801 57 00 02 00 0a00 6400 3333af41			
Channel	Type	Time Stamp	Value
21	ce	0d 75 5b 63 => 63 5b 75 0d=1666938125s	Temperature: 0801=>0108=264/10=26.4 °C Humidity: 57=>87/2=43.5%RH Alarm type: 00=no Interface type: 02=pulse counter Digital status: 00 Water conversion: 0a00=>00 0a=10/10=1

21ce 0d755b63 0801 57 00 02 00 0a00 6400 3333af41			
Channel	Type	Time Stamp	Value
			Pulse conversion: 6400=>00 64=100/10=10 Water consumption: 33 33 af 41=>41 af 33 33=21.9

Downlink Command

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

General Setting

Item	Channel	Type	Byte	Description
Reboot	ff	10	1	ff
Collect Interval	ff	02	2	UINT16, Unit: s
Report Interval	ff	03	2	UINT16, Unit: s
Data Storage	ff	68	1	00: Disable, 01: Enable
Data Re-transmission	ff	69	1	00: Disable, 01: Enable
Data Retransmission Interval	ff	6a	3	Byte 1: 00 Byte 2-3: UINT16, Unit: s, Range: 30~1200, Default: 600
UTC Time Zone	ff	17	2	INT16/10

Example:

1. Reboot the device.

ff10ff

2. Set collect interval as 20 minutes.

ff02b004		
Channel	Type	Value
ff	02	b004=>04b0=1200s=20 minutes

3. Set report interval as 20 minutes.

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

4. Set time zone as UTC-2.

ff17ecff		
Channel	Type	Value
ff	17	ecff=>ff ec=-20/10=-2

Temperature Threshold Setting

Channel	Type	Byte	Description
ff	06	9	Byte 1: 08=Disable, 09=Below (min. threshold), 0a=Over (max. threshold), 0b=Within, 0c=Below or over Byte 2-3: Minimum threshold, INT16/10, Unit: °C Byte 4-5: Maximum threshold, INT16/10, Unit: °C Byte 6-9: 00000000

Example:

Set a temperature threshold as below 15°C or over 30°C.

ff060c96002c0100000000		
Channel	Type	Value
ff	06	0c=Below or over Min. threshold: 96 00=>00 96=150/10=15°C

ff060c96002c0100000000		
Channel	Type	Value
		Max. threshold: 2c 01 => 01 2c =300/10=30°C

Interface Setting

Item	Channel	Type	Byte	Description
Interface Type	ff	c3	1	01: Digital, 02: Counter
Pulse Filter	ff	a3	2	0100: Disable, 0101: Enable
Modify Count Value	ff	92	5	Byte 1: 01 Byte 2-5: Initial counting value, UINT32
Pulse Value Conversion	ff	a2	9	Byte 1: 00=Disable, 01=Enable Byte 2-3: Water conversation value, UNIT16/10 Byte 4-5: Pulse conversation value, UINT16/10 Byte 6-9: Unit, ASCII code
Pulse Counter	ff	4e	2	0100: Clean the count, 0101: Stop counting 0102: Start counting

Example:

Set pulse conversion: 1ml=10 pulses.

ffa2 01 0a00 6400 6d6c0000		
Channel	Type	Value
ff	a2	01=Enable Water conversion: 0a00=>00 0a=10/10=1 Pulse conversion: 6400=>00 64=100/10=10 Unit: 6d 6c 00 00=>ml (hex to ascii)

Water Flow Alarm Setting

Item	Channel	Type	Byte	Description
Duration for Water Flow Determination	ff	a4	2	UINT16, unit: s
Water Flow Threshold Alarm	ff	a1	7	Byte 1: 01 Byte 2: 00=Water flow threshold setting, 01=Water flow timeout alarm, 02=Water outage timeout alarm Byte 3: 00=Disable, 01=Enable Byte 4-7: timeout interval, unit: s

Example:

Enable water outage timeout alarm and set timeout interval as 10 minutes.

ffa1 01 0001 00000000 ff a1 01 0201 0a000000		
Channel	Type	Value
ff	a1	00=Water flow threshold setting 01=Enable
ff	a1	02=Water outage timeout alarm 01=Enable 0a000000=>0000000a=10 minutes

D2D Setting

Item	Channel	Type	Byte	Description
D2D Key	ff	35	8	The first 16 digits of D2D key, and the last 16 digits are fixed as 0.
D2D Feature	ff	79	4	Byte 1: 01=Water outage timeout alarm

Item	Channel	Type	Byte	Description
				02=Water outage timeout alarm release 03=Water flow timeout alarm 04=Water flow timeout alarm release 05=DI from low to high 06=DI from high to low Byte 2: 00=Disable, 01=Only D2D, 03=D2D & LoRa Uplink Byte 3-4: D2D Command

Example:

1. Set D2D Key as 12345678123456780000000000000000.

ff35 1234567812345678		
Channel	Type	Value
ff	35	1234567812345678

2. When water outage timeout alarm triggers, send D2D command 0110.

ff7901011001		
Channel	Type	Value
ff	79	01=Water outage timeout alarm 01=Only D2D D2D Command: 10 01=>0110

Historical Data Enquiry

The device supports data retrievability feature to send downlink command to enquire the historical data stored in the device. Before that, ensure the device time is correct and data storage feature was enabled to store data.

Command Format:

Item	Channel	Type	Byte	Description
Enquire Data in Time Point	fd	6b	4	Unix timestamp, Unit: s
Enquire Data in Time Range	fd	6c	8	Byte 1-4: Start timestamp, Unit: s Byte 5-8: End timestamp, Unit: s
Stop Query Data Report	fd	6d	1	ff
Data Retrieval Interval	ff	6a	3	Byte 1: 01 Byte 2-3: UINT16, Unit: s, Range: 30~1200, Default: 60

Reply Format:

Item	Channel	Type	Byte	Description
Enquiry Result	fc	6b/6c	1	00: Enquiry success. The device will report the historical data according to data retrievability interval. 01: Time point or time range invalid 02: No data in this time or time range

**Note:**

1. Use [Unix Timestamp Converter](#) to calculate the time.
2. The device only uploads no more than 300 data records per range enquiry.
3. When enquiring the data in time point, it will upload the data which is closest to the search point within the reporting interval range. For example, if the device's reporting interval is 10 minutes and users send command to search for 17:00's data, if the device find there is data stored in 17:00, it will upload this data; if not, it will search for data between 16:50 to 17:10 and upload the data which is closest to 17:00.

Example:

Enquire the historical data in a time range.

fd6c 64735b63 7c885b63		
Channel	Type	Value
fd	6c	Start time: 64 73 5b 63 => 63 5b 73 64 = 1666937700s End time: 7c 88 5b 63 => 63 5b 88 7c = 1666943100s

Reply:

fc6c00		
Channel	Type	Value
fc	6c	00: Enquiry success

21ce 0d755b63 0801 57 00 02 00 0a00 6400 3333af41			
Channel	Type	Time Stamp	Value
21	ce	0d 75 5b 63 => 63 5b 75 0d=1666938125s	Temperature: 0801=>0108=264/10=26.4 °C Humidity: 57=>87/2=43.5%RH Alarm type: 00=no Interface type: 02=pulse counter Digital status: 00 Water conversion: 0a00=>00 0a=10/10=1 Pulse conversion: 6400=>00 64=100/10=10 Water consumption: 33 33 af 41=>41 af 33 33=21.9

Chapter 9. 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>

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

MILESIGHT CHINA

TEL: +86-592-5085280

FAX: +86-592-5023065

Add: Building C09, Software Park Phase III, Xiamen 361024, Fujian, China