

VIGIL

# VIGIL Connect:

## Easy Remote Access, Smart Connections

Imagine you want to check your security cameras remotely but are not a tech expert. VIGIL Connect makes that simple! It lets you connect to your cameras using a nickname or serial number, not complicated network addresses.



### The Intention: Making Life Easier

VIGIL Connect is designed to make remote viewing simple and accessible for everyone, regardless of their technical skills. It eliminates the need for complicated network setups and lets you easily check your cameras from anywhere.

#### Benefits for the Customer:

- » **Included with Each 3xLOGIC NVR Purchase:**  
Access to VIGIL Connect is included with an NVR purchase
- » **Simple Remote Access:** View your cameras from anywhere without network expertise.
- » **Easy Setup:** Plug-and-play functionality is available in most cases.
- » **Peace of Mind:** Secure and reliable connection.
- » **Focus on What Matters:** Receive alerts for critical events without worrying about network configurations.

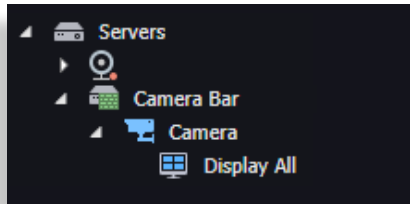
#### How it Works (The Simple Version):

- » **Smart Connection:** VIGIL Connect tries to find the fastest way to connect to your NVR and cameras through VIGIL Client. First, it checks if you're on the same local network. If not, it tries to connect through your internet connection. It uses a secure relay server (VIGIL Connect) in the cloud if that doesn't work.
- » **No Router Hassles:** This relay server means you usually don't have to mess with complicated router settings. Configure your NVR and network settings correctly, and you're good to go!
- » **Secure and Reliable:** The relay server is part of a secure network, protecting your video.

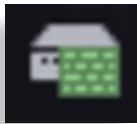
VIGIL Connect is about making security accessible and user-friendly, with smart connections and a focus on essential features. It's designed for convenience, not continuous, high-bandwidth streaming through the cloud server.

## How do I know if I'm using VIGIL Connect or a Local Connection?

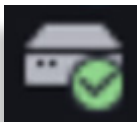
VIGIL Client has an easy way of telling you! Your site connection tree (left-hand side navigation) displays your connection status.



VIGIL Connect Relay Server in use:



Local Connection in use:



## Understanding “Occasional Viewing”

The VIGIL Connect relay server is provided as a no-cost service intended for occasional viewing (under 30GB for a rolling 30-day period). Continuous live streaming or frequent playback of large amounts of footage may exceed the service's intended usage limits.

## What happens if a VIGIL Connect relay server is being overutilized?

If the **3xLOGIC** VIGIL Connect relay server detects bandwidth overusage over a prescribed time period (30GB per day for a rolling 30 days) for a server, it is moved to a restricted group. Once the server is in the restricted group, a message will be displayed every 5-10 seconds on the video stream. This message will display at regular intervals and the video will continue to play at a reduced frame rate.

Live video streaming limited by server configuration.  
Please visit [3xlogicIP.com/video](https://3xlogicip.com/video) for more details and steps to resolve this issue.

The **3xLOGIC** VIGIL Connect relay server will check the rolling 30-day average every 7 days. If the bandwidth has fallen below average, the server will be moved to a non-restrictive group.

## What happens when I cannot properly configure VIGIL Connect due to network configuration or IT restrictions?

In cases where network configuration or IT restrictions prevent proper configuration of VIGIL Connect, please contact the **3xLOGIC** Support Team or the responsible Regional Sales Manager for further assistance. In order for VIGIL Connect to be an effective, no-cost solution a direct connection must be made.

## What can I do as a Customer or Dealer with an overutilized server?

**3xLOGIC** offers detailed documentation on configuration and strategies for the use of VIGIL Connect. Please use these resources below or contact the **3xLOGIC** Support Team at (877) 395-6442.

### **3xLOGIC Video Support:**

<https://3xlogicip.com/video/>

### **VIGIL VMS –VIGIL Services:**

[Network Deployment Guide](#)