3xLOGIC

Guide 200001

3xLOGIC - VISIX Gen III Camera – Adding Camera to VIGIL Server

Guide #:	200001-4
Revised:	May 28th, 2020
Product Affected:	VISIX Gen III Camera Models, VIGIL Server 11.00.0100 and older systems.
Purpose:	This document is intended to instruct the user on interfacing a new VISIX GEN III cameras with VIGIL Server. Instructions for camera firmware installation as well as enabling audio functionality (audio recording and audio-talk) for audio-enabled models are also included in this guide.

1   Introduction

Newly released for 2020 are several VISIX Gen III camera models that are added to VIGIL Server using a new IP detection utility. For instructions on adding these cameras to VIGIL Server and configuring audio for applicable models, proceed to Section 2 of this guide.

3xLOGIC recommends always installing the latest available firmware for your camera. For instructions on installing a new firmware on the camera, proceed to Section 3 of this guide.

2   Camera Setup on Server

2.1 Creating a Firewall Rule for VISIX IP Camera Utility-B

Before adding a camera to VIGIL Server, a firewall rule must be created for new camera detection utility. This can be easily performed using the VIGIL Firewall Utility:

1. Open the Windows Start menu and navigate to Programs>VIGIL>Utilities>Firewall Utility.

2. After the firewall utility launches, check the box for **VSXIPSetup-B Utility.**

3. Click **Create Rule(s).**

4. A firewall rule for the utility will be created.
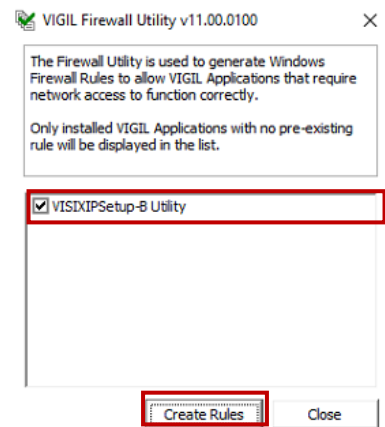
2.2 Adding the Camera to VIGIL Server

After creating the appropriate firewall rule, the camera can now be added to VIGIL Server. To begin:

1. Update the system to VIGIL Server v11.00.0100 or newer. If updating to v11 series is not possible, alternative details are provided in the applicable steps below.
2. Download the latest version of the 3xLOGIC Camera Detection Utility-B (VISIXIPUtility-b.exe) here and install in on the VIGIL Server system. Confirm a firewall rule for the utility has been created, as instructed in Section 2.1.
3. Launch VIGIL Server, open settings (the Camera Setup tab opens by default), select an available camera channel from the available list and open the *Network Camera Settings* form.
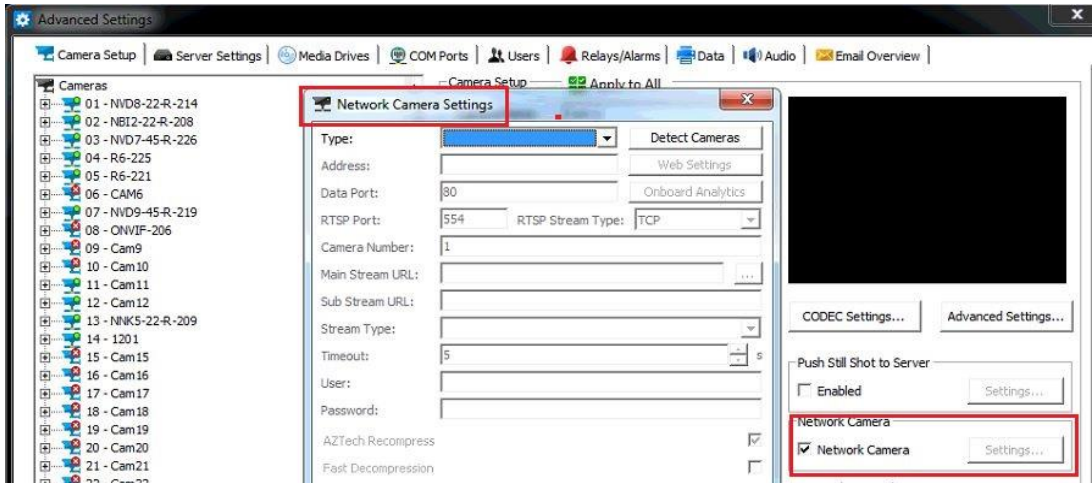
4. For v11 series systems, select **3xLOGIC VISIX-IP-B** in the *Type* drop-down. For pre-v11 series systems, select **RTSP** in the *Type* drop-down**.**
5. Set the *RTSP Stream Type* as **TCP.**
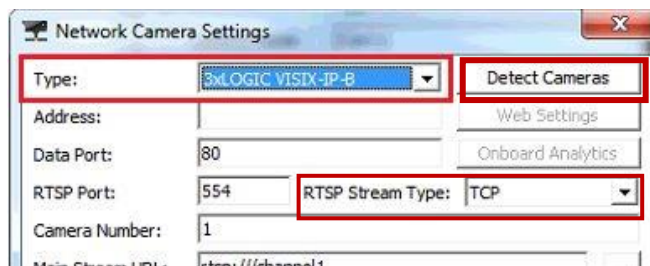
6. For VIGIL 11 series systems, click the **Detect Cameras** button to start the 3xLOGIC Camera Setup Utility-B. For Pre 11 systems, launch the utility from *Start>Program Files> VIGIL > VISIXIPUtility-B.exe.*
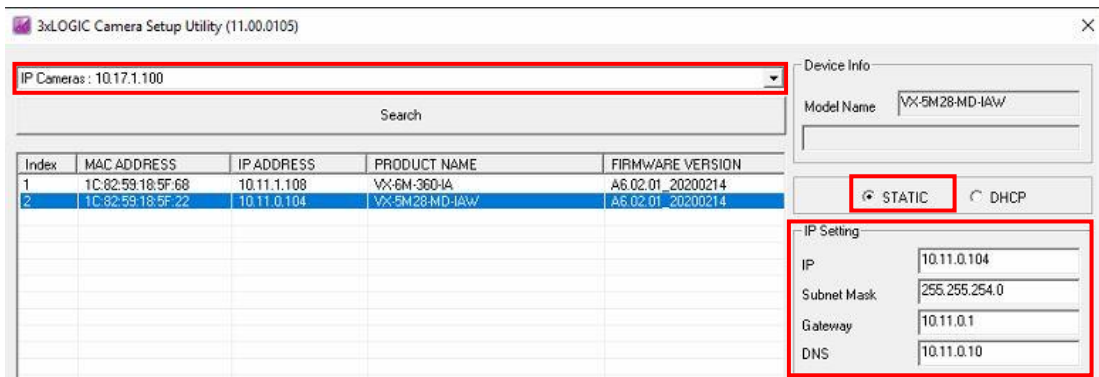
7. When the utility deploys, select the desired network adapter (i.e **IP Cameras** in the above example) from the available drop-down menu and click **Search**. A list of detected cameras will be displayed. The utility will list IP and product info for each device. Select a camera from the list to edit camera settings.

8. The default IP mode for GEN IIII VISIX models is **DHCP**. If necessary, choose **STATIC** to edit the camera's IP, gateway, and DNS. Click **Save** (located bottom right of utility) after making any IP settings changes.

9. Before proceeding further, the camera's administrative password must be changed from its default to ensure your camera's data is secure. VIGIL Server cannot stream video from the camera if the password is not changed. This is to ensure best security practices. Password setup can be performed from the utility or in the camera's browser UI. Choose one of the following options:

⚠️ **WARNING:. *IMPORTANT*** VIGIL Server cannot stream video from the camera if the admin password is not changed. This is to ensure best security practices. Always change default device credentials.

   a. To change the password in the utility, select the camera, enter in the default login credentials of **admin**/**admin** in the *Authentication* section, click the **Change Password** button and follow the on-screen prompts. When finished, skip to Step 10 of this section.
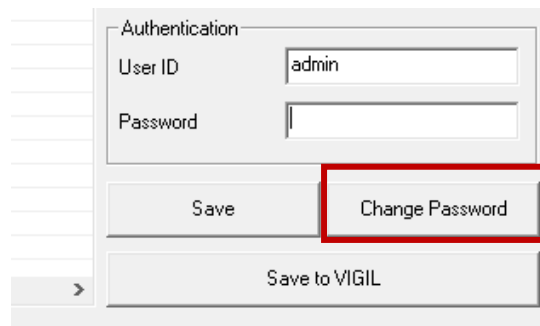

   b. To change the password from the browser, enter the IP address of the camera in a web browser URL bar, hit **Enter** and follow steps i-iv of this section.
   i. Login using the default *username* /*password* of **admin** / **admin**.
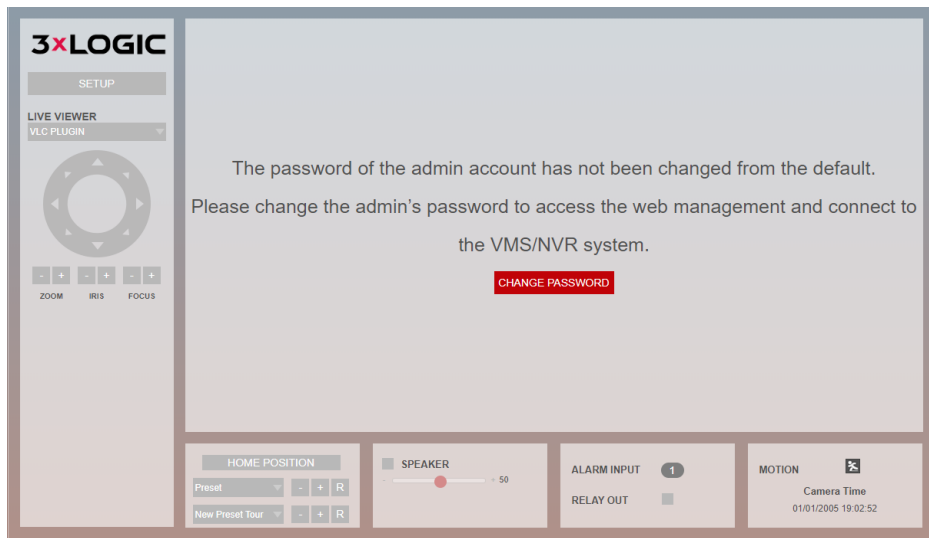
ii. Click the **CHANGE PASSWORD** button to deploy the *Change Admin Password* form. Enter in a new password following the provided password complexity guidelines. Click the **Change Password** button to save the new password.

iii. Log out of the camera and return to the 3xLOGIC Camera Setup Utility.

iv. With the camera selected in the 3xLOGIC Camera Setup Utility, enter the camera's login credentials (using the new password you setup in the previous steps) under the *Authentication* section.
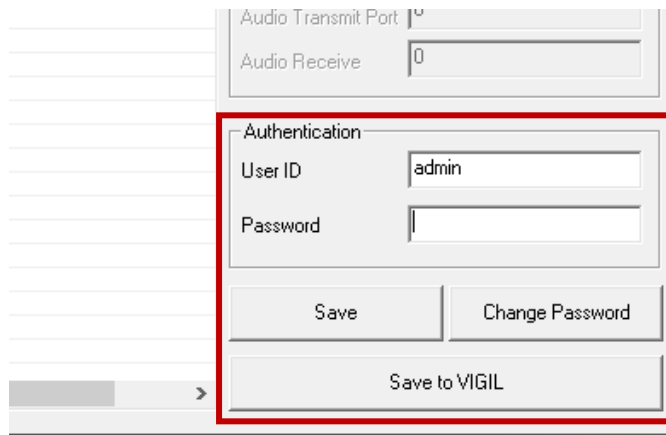
10. The process for finalizing the addition of a camera to Server varies between v11 systems and pre-v11 systems. See **A** below for instructions on v11 series and newer systems. See **B** below for instructions on saving the camera to pre-v11 series VIGIL Servers.

    a. On VIGIL 11 series systems, select the camera from the utility list, click **Save** to apply anynew settings to the camera then click **Save to VIGIL.** Camera information (highlighted in the below screenshot) will be automatically added to the camera's Network Settings form in VIGIL Server.
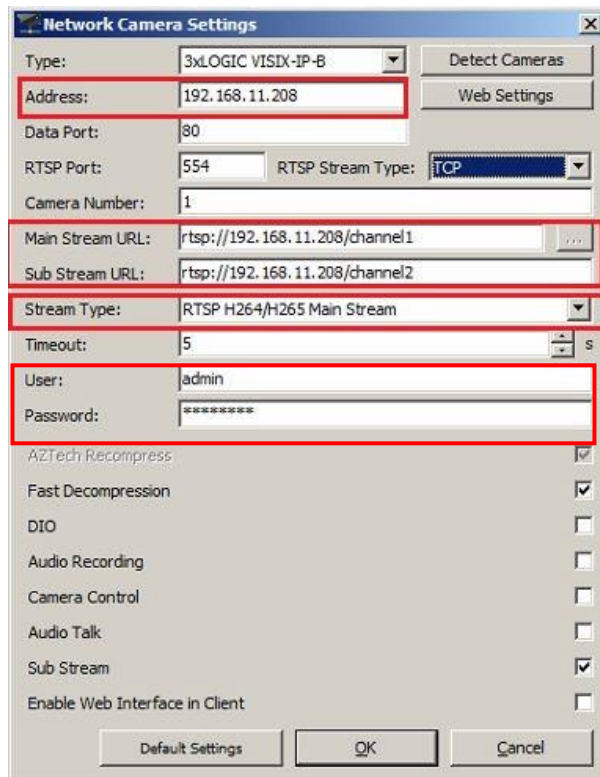
b. On pre-v11 series systems, the information in the utility must be used to manually fill out the Network Camera settings form in VIGIL Server. Use the IP address and other available info for the camera in the detection utility to fill out the following fields in the Network Camera Settings form:

     i. *Type*: **RTSP**. (this setting was configured earlier in this section, but be sure to confirm).
     ii. Address: Enter the IP address of the camera as displayed in the detection utility.
     iii. *Main Stream URL*: rtsp://IP.ADDRESS/channel1
     iv. *Sub-Stream URL*: rtsp://IP.ADDRESS/channel2 (this field may be greyed out if the Substream box has not been toggled on).
     v. *Stream Type*: **H264/H265**
     vi. *User:* **admin**
     vii. *Password* : Use the new password you configured earlier in this section.

11. After the utility has auto filled the fields, or you have manually entered the information, click the **OK** button. Set the Recording Speed fields to **Set by Camera** and click **OK** or **Apply**. The camera will now be saved to VIGIL Server.
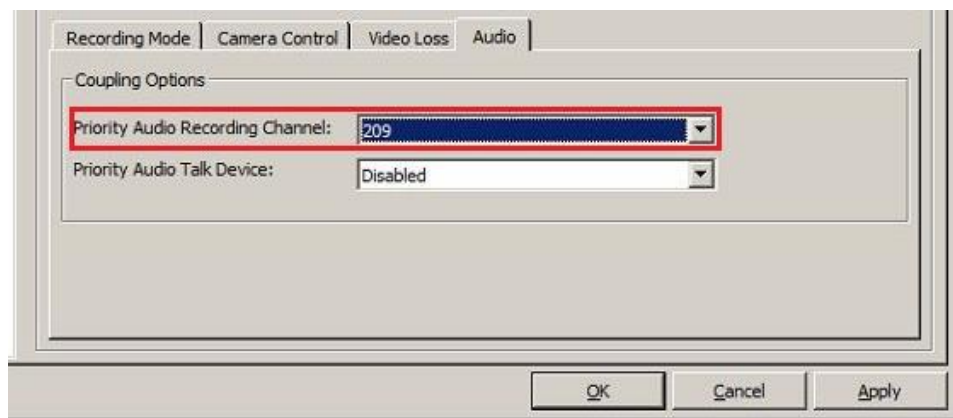
2.3 Configuring Audio

2.3.1   Audio Recording

1. To configure audio recording, enable **Audio Recording** in the desired camera's *Network Camera Settings* form. You will be prompted to name the audio channel. Click **OK** to save the new settings.

2. Navigate to **Settings > Camera Setup.**

3. Select the camera and navigate to the **Audio** tab (located bottom right of Camera Setup form). Choose the channel that was configured in the previous step from the available *Priority Audio Recording Channel* drop-down.
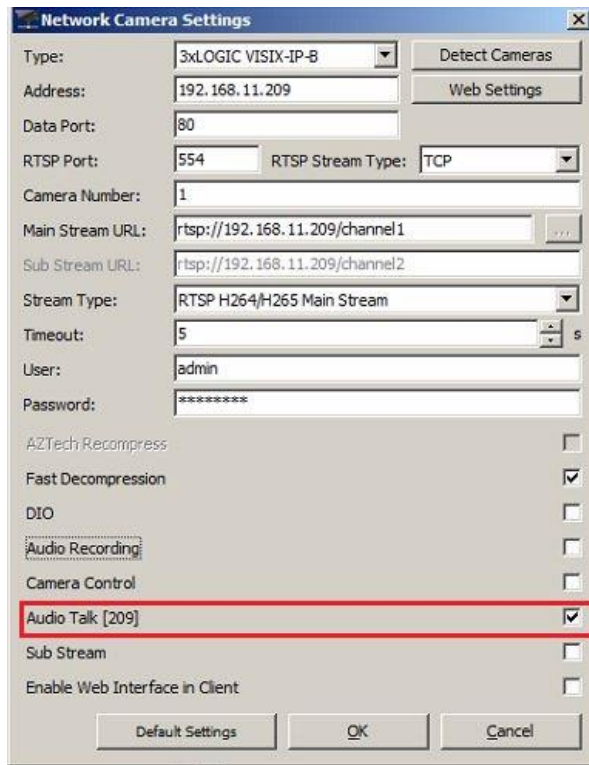

4. Click **OK** to apply the new settings. Camera audio should now be recorded.

2.3.2   Audio Talk

1. To configure audio talk (two-way audio), enable **Audio Talk** in the desired camera's *Network Camera Settings* form. An audio talk device profile will be automatically configured. You will be prompted to name the audio-talk device.

1. Click **OK** to save settings.

2. Navigate to **Settings > Camera Setup.**

3. Select the camera and navigate to the **Audio** tab (located bottom right of *Camera Setup* form). Choose the channel that was configured in the previous step from the available *Priority Audio Talk Device* drop-down.
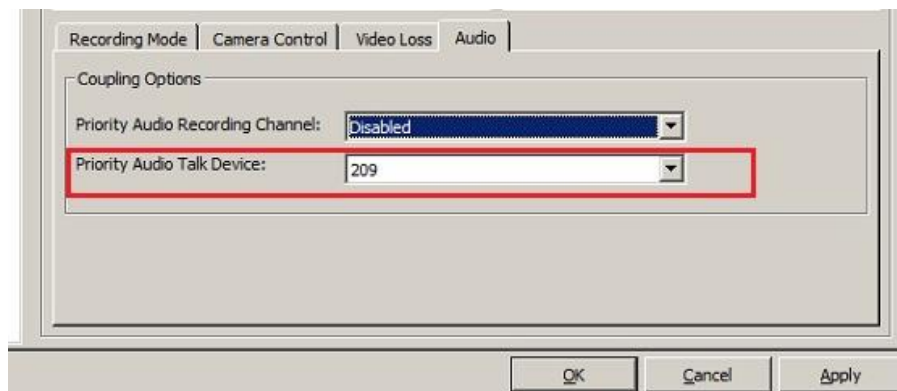

4. Click **OK** to save the new audio-talk settings.

Audio-talk has now been configured. To access audio-talk, right-click an audio-talk enabled camera in the Live Viewer and select **Audio Talk** from the available menu. The audio talk controls will deploy. Quick audio-talk controls can also be accessed from the left-edge controls of the camera's live viewer. Please refer to the appropriate VIGIL user guide for instructions on operating audio talk controls.

3   Installing Camera Firmware

To install updated firmware on a camera:

1. After acquiring the latest firmware file for your camera, open the 3xLOGIC Camera Setup Utility for new VISIX Camera models. See Step 1-5 in Section 2 for instructions on launching the utility.

2. Select the appropriate network from the available drop-down.
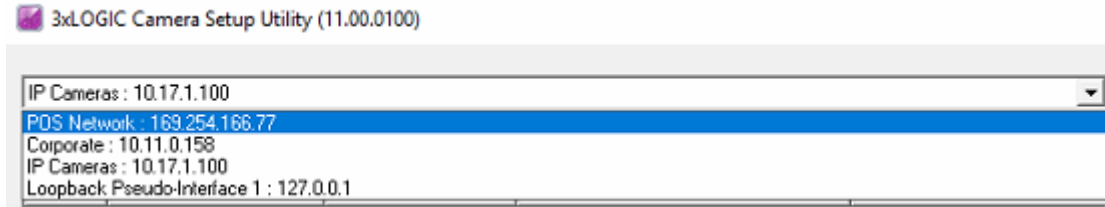
3. Click **Search**. A list of discovered of devices will populate the utility.

4. Take note of the IP for the desired camera.

5. Open Internet Explorer and input the IP into the URL bar. The login page for the camera should deploy.

6. Login to the camera. If this is the first time setting up the camera, the default username/password is **admin/admin.** Follow the prompt to reset the camera password before proceeding.

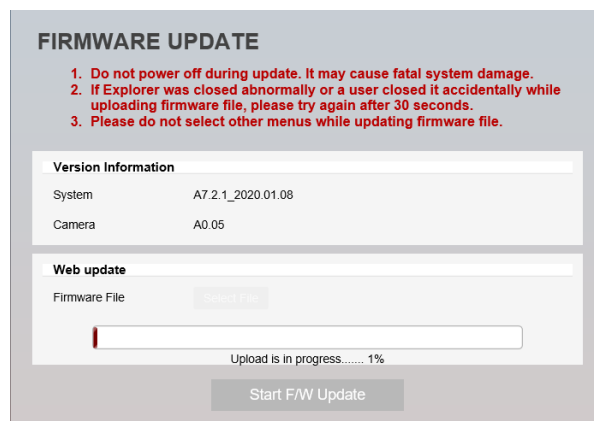7. Click **Setup** in the top-left corner. The camera settings pop-up will deploy.

8. Click **System**, located in the left-hand menu.
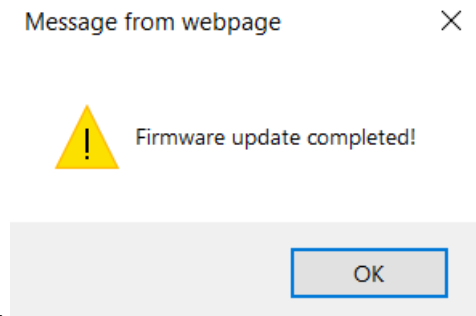
9. Click **Firmware Update**.
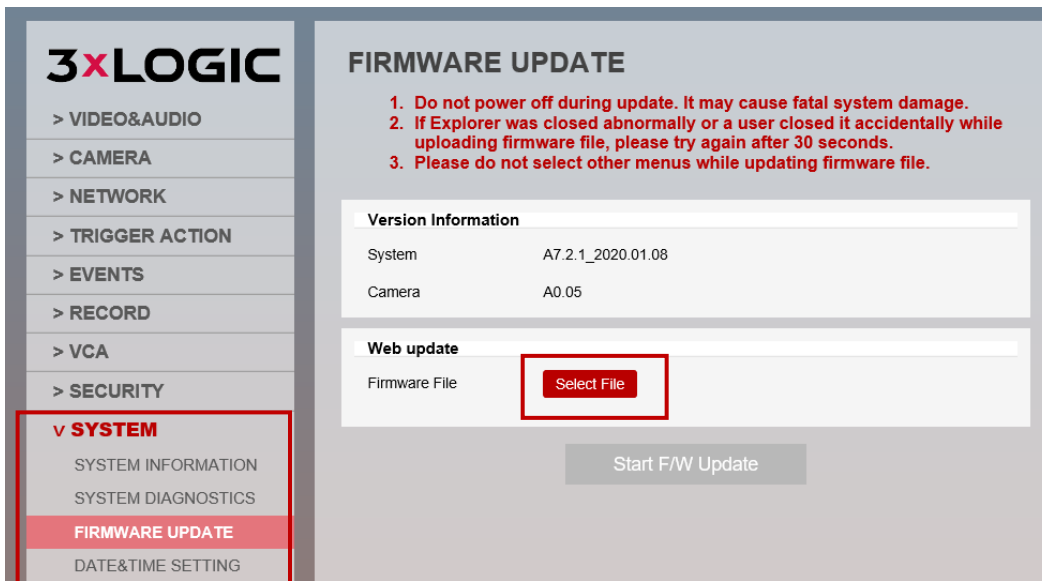
10. Click **Select File** and use the file explorer that opens to navigate to the firmware file on your system. Select the file and click **Open.**
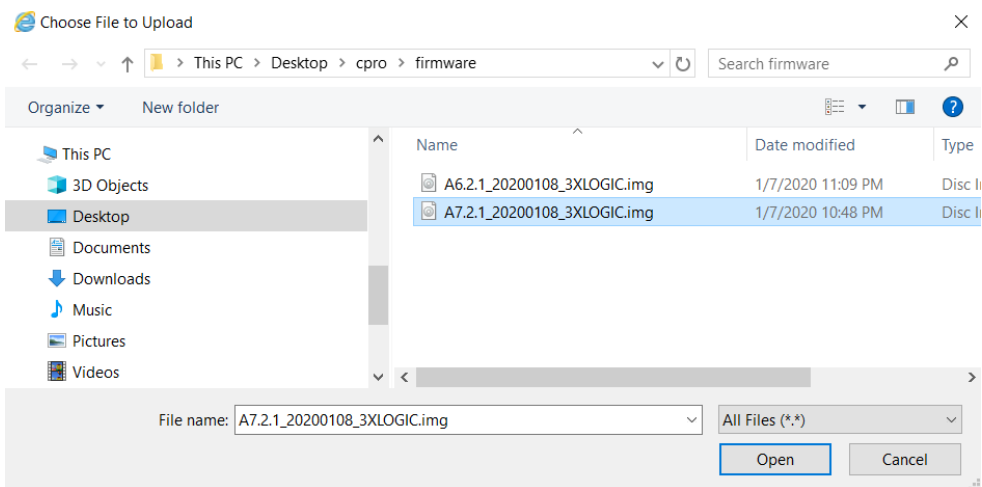
11. Click the **Start F/W Update** button. Firmware update progress will be visible.

A pop-up will deploy when the firmware has finished updating

Message from webpage   ✕

⚠ Firmware update completed!

OK

4 Troubleshooting Tips
4.1 Failure to Save Camera to VIGIL Server
Login to the camera and confirm the default username and password have been changed. In keeping with modern security practices, the camera cannot be added to VIGIL Server with the default credentials in place.

4.2 Live Viewing - Delay, Frame Skipping, System High CPU Usage
Adjust the camera's codec and resolution in the camera's browser UI. This can be especially helpful on older systems. See SB 200008 for more information.

5 Contact Information
If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:
Email: helpdesk@3xlogic.com
Online: www.3xlogic.com