

Tech Tip 170014

V Series VX-2S-CPIR-W Multi Sensor Cam – SD Card Footage Recovery

Tech Tip #:	170014-1
Date:	March 8 th , 2017
Product Affected:	V Series VX-2S-CPIR-W Multi Sensor Cam
Purpose:	This document is intended to instruct a user on the SD Card footage recovery process for a V-Series VX-2S-CPIR-W camera.

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1 Introduction

If a V-Series VX-2S-CPIR-W Multi Sensor camera utilizing on-board recording fails in the field, loses power or network connectivity, it may be required to recover the camera’s footage for review before the camera has been repaired or has its connectivity restored.

In this instance, it is possible to recover footage from the failed camera’s on-board SD card so that it can be reviewed/recovered using a new V-Series VX-2S-CPIR-W camera.

1.1 Requirements

- SD Card from failed VISIX V-Series VX-2S-CPIR-W Multi-Sensor Camera.
- Replacement VISIX V-Series VX-2S-CPIR-W Multi-Sensor Camera with network connectivity. Initial setup of the replacement camera should be performed before proceeding. Reference the VX-2S-CPIR-W User Guide for more information on available setup methods
- Windows PC with VIGIL Client installed (must be on same network as replacement camera).

2 VX-2S-CPIR-W Multi-Sensor Camera- SD Card – Footage Recovery

2.1 Removal of MicroSD Card from Failed Camera

To safely remove the MicroSD card from the failed camera:

1. Ensure the camera is powered off.
2. Remove the SD Card from the camera as instructed in the camera’s hardware installation manual.

2.2 Insert MicroSD Card into New Camera

Before inserting the MicroSd Card from the failed camera, the replacement camera should undergo initial setup. Reference the VX-2S-CPIR-W User Guide for more information on available setup methods. Once setup, follow the below instructions to insert the MicroSD card into the new replacement camera:

1. Insert the SD Card into the camera’s SD card slot as instructed in the camera’s hardware installation manual.

2.3 Using VIGIL Client to Pull Footage from SD Card

After inserting the SD card from the failed camera into the replacement VX-2S-CPIR-W, a user can utilize VIGIL Client to connect to the replacement camera and retrieve footage from its onboard storage as necessary:

1. Launch VIGIL Client (*Local Mode* only; VCM mode will only display Servers from a networked VCM Server) and select **Servers** from the **Servers** top menu. This will launch the Servers window. VISIX V-Series devices are considered edge recording devices and thus are recognized as their own VIGIL Server within the VIGIL suite.
2. Click **Add**. This will deploy the **Add/Edit VIGIL Server** window.
3. Enable the **Use VIGIL Connect** option. If connecting using traditional network connection criteria is desired, enter the cameras **IP Address/DNS Name** and confirm TCP/IP port status.
4. Enter in the **VIGIL Connect Alias** of the desired VX-2S-CPIR-W Multi Sensor Camera (configured during initial setup; **VIGILTest1** used in the below example). Skip this step if using traditional network connection criteria (IP/Port).
5. Click **Test VIGIL Connect** to confirm the camera can be communicated with through the Connect system using the provided alias. Skip this step if using traditional network connection criteria (IP/Port).

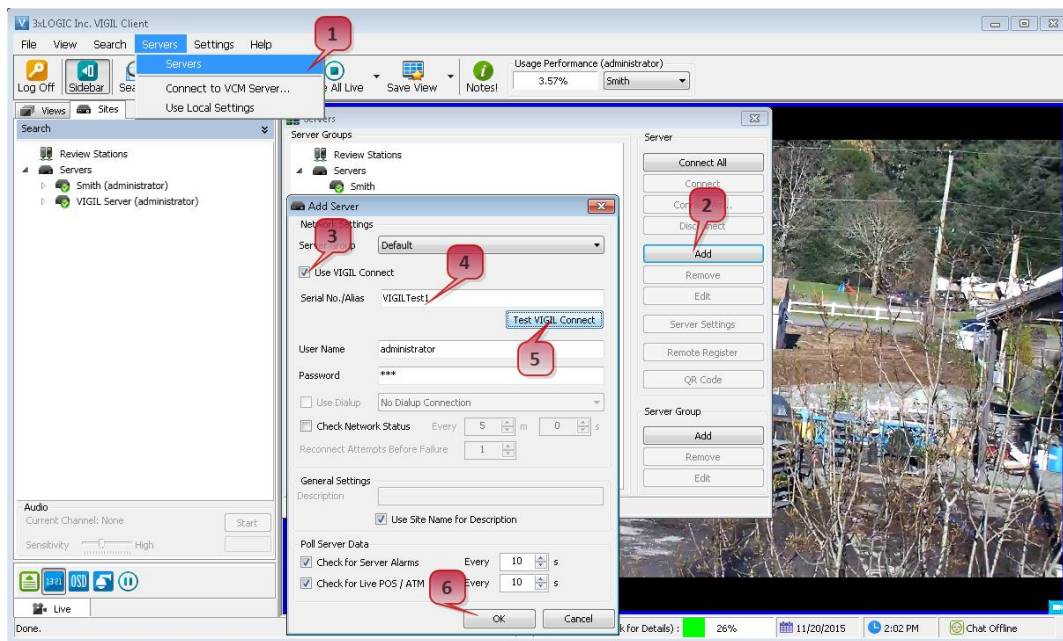


Figure 1-1 Adding VX-2S-CPIR-W Camera to VIGIL Client

6. If the test is successful, then VIGIL Client can successfully communicate with the Camera as a VIGIL Server. Click **OK** at the bottom of the **Add Server** window after configuring all required fields to save the new Server to VIGIL Client. For more information on configuring VIGIL Servers, please see **Section 5.1** of the [VIGIL Client Users Guide](#).

After adding the camera to VIGIL Client, perform a simple playback search on the camera to confirm the desired footage can be retrieved from its on-board storage. If required, use VIGIL Client's footage export feature to save recovered footage to a local or remote destination.

3 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