



Frequently Asked Questions

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Frequently Asked Questions (FAQs) about SightSensors, SightMonitor and WebConfig.

What is the default IP address of a SightLogix device?

The default IP address is **192.168.0.99**.

3rd Generation SightLogix devices ship with DHCP enabled with the assumption that there is a DHCP server on the network.

If no DHCP service is detected after approximately one minute, the default IP address will be adopted for setup purposes to reach the device. After initial setup, the default IP address will no longer be used unless a factory reset has been performed.

If you are on a corporate network and the IP has been assigned via DHCP, you can use the [SightLogix discovery tool](https://dyzz9obi78pm5.cloudfront.net/app/image/id/5d5ff9208e121ca74046455e/n/sightlogix-discovery-1-0-0.zip) (<https://dyzz9obi78pm5.cloudfront.net/app/image/id/5d5ff9208e121ca74046455e/n/sightlogix-discovery-1-0-0.zip>) to discover devices when you don't know the actual IP address.

Default username/password for a SightLogix device?

SightLogix device default credentials are:

Username: *root*

Password: *push2edg*

Default SightMonitor username and password?

SightMonitor default credentials are:

Username: *chief*

Password: *change*

Viewing Thermal and Visible SightSensor Video Streams

SightLogix video is commonly viewed via a compatible VMS by adding the SightLogix device as an ONVIF device. If you are adding a dual-stream SightSensor (HD or TC), add the device to your VMS and both streams will be available.



Alternatively, you can view the camera's video via third-party applications, as described below.

Dual-Stream SightSensor TC and SightSensor HD

On the dual-stream SightSensor TC and HD, both visible and thermal streams are available as MJPEG or MPEG.

We recommend ONVIF Device Manager (<https://sourceforge.net/projects/onvifdm/>), or any generic media player, like as the open-source VLC (<https://www.videolan.org/vlc/>). You can also use a web browser.

For ONVIF Device Manager:

- Default ONVIF credentials: service/test1234
- SightSensors can usually be discovered automatically

For VLC Media Player, click "Media" and "Open Network Stream" (use your camera's IP address if changed from the default)

- Visible: rtsp://192.168.0.99/mpeg1
- Thermal: rtsp://192.168.0.99/mpeg2

MJPEG streams can be viewed through a web browser using the following URLs (use your camera's IP address if changed from the default):

- Visible: http://root:push2edg@192.168.0.99/axis-cgi/mjpg/video.cgi
- Thermal: http://root:push2edg@192.168.0.99/axis-cgi/mjpg/video.cgi?ch=2

Viewing Live Video: Thermal-Only SightSensors

On the Thermal SightSensor, thermal video streams are available as MJPEG or MPEG.

MPEG streams can be viewed using a third-party media player such as the open-source VLC (<https://www.videolan.org/vlc/>), ONVIF Device Manager (<https://sourceforge.net/projects/onvifdm/>), or your Video Management System.

For VLC Media Player, click "Media" and "Open Network Stream" (use your camera's IP address if changed from the default)

- rtsp://192.168.0.99/mpeg1

For ONVIF Device Manager:

- Default ONVIF credentials: service/test1234
- SightSensors can usually be discovered automatically

MJPEG streams can be viewed through a web browser using the following URLs (use your camera's IP address if changed from the default):

- http://root:push2edg@192.168.0.99/axis-cgi/mjpg/video.cgi



How to view thermal and visible streams in a VMS?

SightSensor HD and TC are presented to the network (and any VMS) as a dual stream ONVIF device. The streams are hard coded as Stream 1 and Stream 2. Any preferences for which stream to view is determined by the VMS you are using.

Unlike SightSensor NS cameras, the thermal stream in the SightSensor HD was designed for detection, and the HD stream for viewing. For this reason, it's expected that customers typically configure their VMS or monitoring center to view the HD stream during the day and if needed supplement that with the thermal stream at night.

In practice, we've seen situations where the HD stream, even in night mode with IR Illumination, may not be as clear as the thermal stream due to available lighting or other circumstances at the site. For that reason, some customers have chosen to view both streams in the VMS. Some VMS systems offer a dropdown where a user can select either stream based on preference. Again, this is a VMS-specific operation.

Refer to [Viewing Thermal and Visible SightSensor Video Streams](https://portal.sightlogix.com/help/how-do-i-view-sightsensor-thermal-visible-streams) (<https://portal.sightlogix.com/help/how-do-i-view-sightsensor-thermal-visible-streams>) for more information.

How do I set time and date in SightLogix devices (NTP)?

It is necessary to use [NTP](https://en.wikipedia.org/wiki/Network_Time_Protocol) (https://en.wikipedia.org/wiki/Network_Time_Protocol) to set proper time and date. Please use an open source NTP server (do not use Windows time or SNTP).

To set NTP on your device:

- Use the Networking page in SightMonitor or WebConfig to to set the NTP IP address.
- Be sure the correct time zone is selected in device settings.

Note: it is necessary to reboot the device in order to synchronize to NTP.

Here are examples of cost-effective open source GPS, satellite-based NTP servers:

- <https://www.veracityglobal.com/products/networked-video-integration-devices/timenet-pro.aspx>
(<https://www.veracityglobal.com/products/networked-video-integration-devices/timenet-pro.aspx>)
- <https://timemachinescorp.com/product/gps-ntpntp-network-time-server-tm2000/>
(<https://timemachinescorp.com/product/gps-ntpntp-network-time-server-tm2000/>)

How to Install SightMonitor Client on a Windows PC

Follow these steps to install the SightMonitor client on a Windows computer:

- Ensure that SightMonitor base (server) has been installed as described in the [SightMonitor documentation](#)



(<https://portal.sightlogix.com/help/sightmonitor-user-documentation>).

- Verify that you can log in to SightMonitor on the server's computer. If login is successful, then proceed.
- Copy all contents of the following directory of SightMonitor server from the computer where it has been installed to the Windows computer where client login is desired.

C:\Program Files (x86)\SightLogix\CS\Tomcat\webapps\slcs\SightMonitor

- Once contents are copied to the client PC, run the sminstaller.exe on client machine to install the SightMonitor client.
- Once installer.exe has completed there should be a shortcut to start SightMonitor client on the PC using the same credentials as the server machine.

Please note that ports 8443 and 19539 are required for remote SightMonitor client functionality. A complete list of required ports for the SightLogix system may be found in the [SightLogix-System-Installation Checklist](https://dyzz9obi78pm5.cloudfront.net/app/image/id/572a185c91121cdf4dc15a75/n/sightlogix-system-installation-checklist-rev-8-2012.pdf) (<https://dyzz9obi78pm5.cloudfront.net/app/image/id/572a185c91121cdf4dc15a75/n/sightlogix-system-installation-checklist-rev-8-2012.pdf>).

Further SightMonitor and system reference information may be found here: <https://portal.sightlogix.com/help/getting-started> (<https://portal.sightlogix.com/help/getting-started>).

When does the SightSensor's heater turn on?

The window heater, which is powered by 24V A/C only, automatically starts when the temperature is between 5°C and 0°C and ramps up to 20 watts (100%) by the time it gets to -20°C.

Note that you can disable the heater from starting automatically (it's enabled by default) by changing the **Enable Heater** option in the Device page in WebConfig.

How to Measure a SightSensor's Height?

When calibrating a SightLogix device in WebConfig, you are asked to input the device's height.

This variable is always the height above the ground - not above sea level.

The best way to measure sensor height is to use a tape rule and measure height from the ground to the lens. This will be the value entered for sensor height in the calibration dialog.

Note as well that the two calibration points used in map based calibration must be on the ground, so height for Calibration Point 1 and Calibration Point 2 are always "0"

How do you clean a SightSensor?

To clean and maintain your SightSensor, refer to the [SightSensor Maintenance Procedure PDF](https://dyzz9obi78pm5.cloudfront.net/app/image/id/66edd5af4618fd90e403de47/n/document-pn-5-3000018-001-sightsensor-)  (<https://dyzz9obi78pm5.cloudfront.net/app/image/id/66edd5af4618fd90e403de47/n/document-pn-5-3000018-001-sightsensor->



[maintenance-procedures-6449c3.pdf](#).