

# VUpoint

## 32 Channel NVR

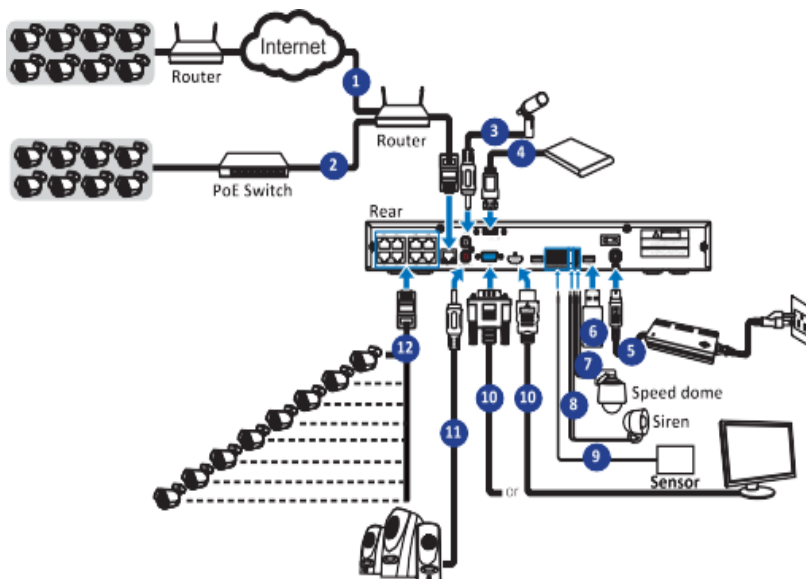


**P/N:** RVNVR324K1RA

## Quick Guide

## Installation

### Connection Diagram



- 1) You can connect to other IP cameras remotely over the Internet.
- 2) Connect a CAT.5E or higher RJ45 Ethernet cable for local connectivity. You can connect to other IP cameras through your local network.
- 3) Two-way voice conversation with the remote PC.
- 4) Connect an external hard disk drive to backup files stored on the NVR.
- 5) Connect the included power cable (48V/2A, 4-Pin DIN connector).
- 6) Use the USB flash disk for backup, camera, or system upgrade.
- 7) Connect a RS-485 device such as speed dome camera.
- 8) Connect an external alarm output device such as siren.
- 9) Connect external alarm sensors.
- 10) Connect the video output of the NVR to the TV or monitor via HDMI or VGA connection.
- 11) Connect speakers if you want to listen to the live audio sound or audio playback from the NVR.
- 12) Connect the PoE IP cameras. It may take up to 1 minute for the cameras to start transmitting video to the NVR.

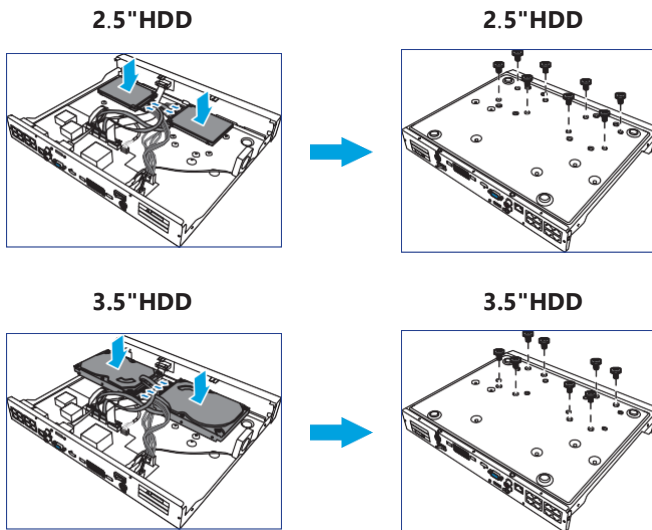
## HDD Installation

The NVR supports two 3.5" or 2.5" SATA hard disk drives.

### CAUTION:

DO NOT install or remove the hard disk drive while the device power is turned ON.

1. Connect the data and power cables to the two hard disk drives and place the hard disk drives on the NVR case.
2. Carefully flip the NVR case and secure the hard disk drives to the NVR with the eight 8 screws.



## NVR Setup Options

You can setup the NVR using either of the following methods:


- 1 Add NVR to RISCO Cloud first, then configure
- 2 Configure NVR first, then add NVR to RISCO Cloud


### **1 Add NVR to RISCO Cloud first, then configure**

#### Step 1

 Install hard drive in NVR and connect to router.

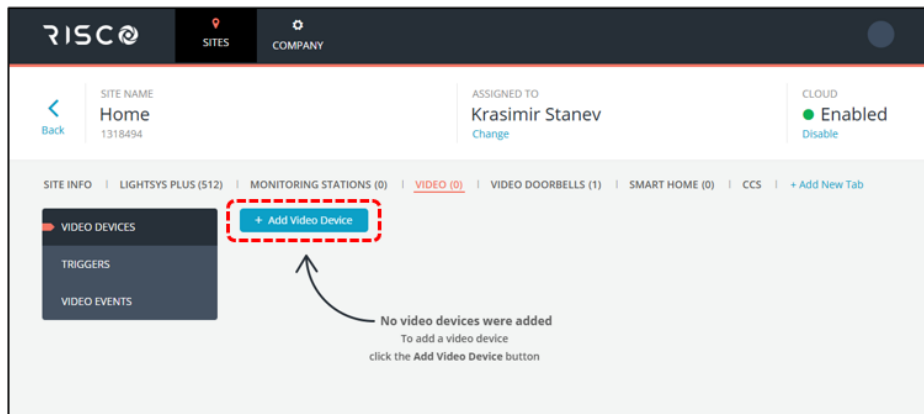
#### Step 2

 Open your browser and go to: [www.riscocloud.com/ic](http://www.riscocloud.com/ic)

 Login with Installer Admin credentials

 Add a Site or select an existing Site > Click **Video** tab >

[+ Add Video Device](#)



Step 3

Set NVR info:

- ✓ Enter a **Device Name**
- ✓ Select **NVR** Video Device
- ✓ Select **VUpoint AI** Type
- ✓ Enter the Device **Serial Number** (printed on the box and on the device)

Click **Continue** when done.

ADD VIDEO DEVICE

1

2

3

4

Device Type

Activation

Firmware Check

Options

DEVICE NAME

NVR 1

VIDEO DEVICE

NVR

IP Camera

TYPE

VUpoint AI

VUpoint

Other (0/0)

SERIAL NUMBER

123456789

Where to find the Serial Number on the product's sticker

RISCO

Street Name 1, City, Country

Device Name

PTN: 00000000000000

← Serial Number

MAC: 00:00:00:00:00:00

Continue

Cancel

Step 4

ID Define Admin Password and then click [Continue](#)

**Note:** If the NVR is already activated, this step may be skipped

ADD VIDEO DEVICE

<

1  
Device Type

2  
Activation

3  
Firmware Check

4  
Options

SETUP  
ADMIN PASSWORD

Enter Admin Password

Confirm Admin Password

- The length must be 8 ~ 16 characters
- The password cannot be the same as the user name
- Only uppercase letters, lowercase letters, digits, special characters are allowed. Must contain 2 of them
- Special characters include \*~@#S%^&\*O-\_\*\|!~<.>/?

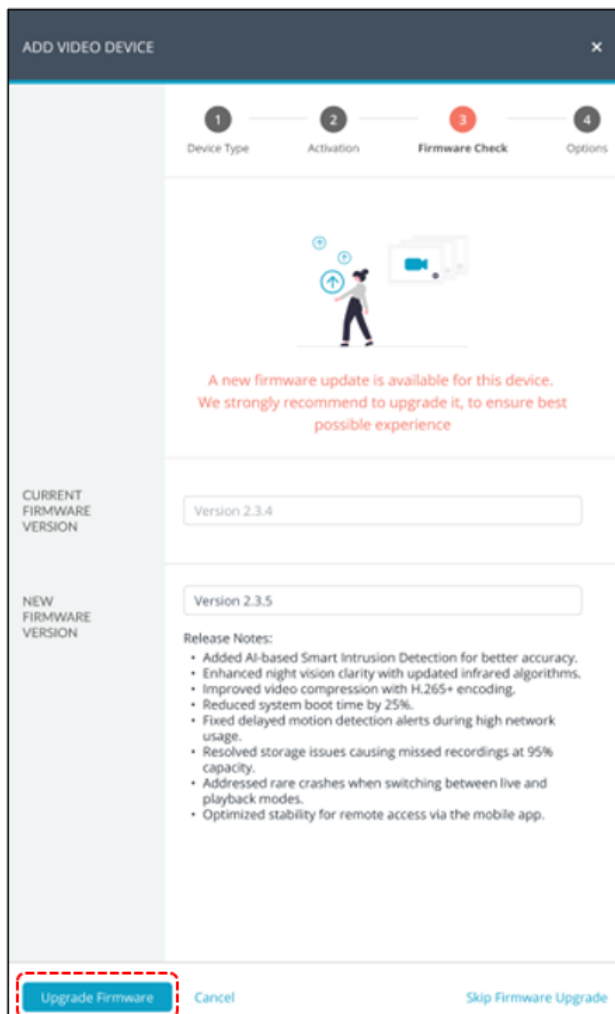
Continue

Cancel

## Step 5

↑ If prompted, click **Upgrade Firmware** to **upgrade firmware** for the latest features.

**Note:** If the firmware is already upgraded, this step may be skipped.



Step 6

⚙ The NVR is added to the Site. Click **Remote Configuration** to begin configuration.

RISCO

SITES

COMPANY

Back

SITE NAME  
Home  
1318494

ASSIGNED TO  
Krasimir Stanev  
Change

CLOUD  
Enabled  
Disable

SITE INFO | LIGHTSYS PLUS (512) | MONITORING STATIONS (0) | VIDEO (14) | VIDEO DOORBELLS (1) | SMART HOME (0) | CCS | + Add New Tab

VIDEO DEVICES

TRIGGERS

VIDEO EVENTS

+ Add Video Device

14 Video Devices found


T	NAME	TYPE	MODEL	CONNECTION	SN/MAC	VERSION	ACTIONS
▼	NVR 1	VUpoint AI	N2032	Wired	GL082500000000...	VC1.2.0.250...	Remote Configuration
▼	Front		DS-KD8003-L...	N/A	BC:BA:C2:8C:57:8F		
▼	Front	IP CAMERA		N/A	00:23:63:B3:AA:D1	VC47.55.1.1...	
▼	Thermal	IP CAMERA		N/A	00:23:63:B3:AA:D1	VC47.55.1.1...	
▼	Left	IP Camera		N/A	04:B0:66:00:28:44	V43.45.8.2.4...	
▼	Garden	IP CAMERA		N/A	00:23:63:AF:C6:34	VC31.35.1.2...	



## HandyApp Setup (Mobile Option)

Alternatively, you can use the HandyApp to add the NVR to the RISCO Cloud.

### Step 1

 Download **HandyApp** from App Store/Google Play

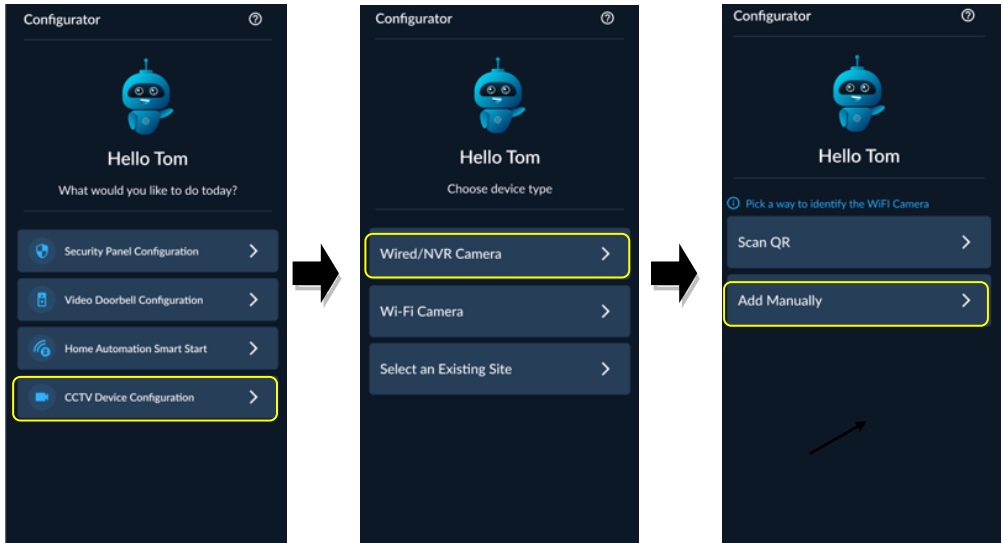
 Scan QR code in the app



### Step 2

Add NVR to RISCO Cloud via HandyApp

Select as indicated below



 Follow on-screen prompts. The NVR is now ready to operate via the cloud.

2 Configure NVR first, then add to RISCO Cloud

Step 1

🔧 Install hard drive in NVR and connect to router.

Step 2

🔍 Install RISCO Search Tool to locate the NVR's IP Address and then click Modify.

RISCO

?

—

×

Search

Upgrade

Config

Stream Config

OSD Config

Recovery

Initialization

Import/Export

Reboot

Change Password

Filtration

IP

▼

<input type="checkbox"/>	No.	IP	Media Port	Web Port	Channel	Device Name	Device Type	Device Version	Net Mask	Gateway	MAC
<input type="checkbox"/>	1	<a href="#">10.0.0.102</a>	0	80	2	IP CAMERA	IP CAMERA	VC47.55.1.1.2-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	2	<a href="#">10.0.0.104</a>	9000	80	1	IP Camera	IP Camera	V43.45.8.2.4.1_24...	255.255.255.000	010.000.000.001	
<input type="checkbox"/>	3	<a href="#">10.0.0.105</a>	0	80	1	IP CAMERA	IP CAMERA	VC31.35.1.2.0-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	4	<a href="#">10.0.0.106</a>	0	80	1	IP CAMERA	IP CAMERA	VC31.35.1.2.0-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	5	<a href="#">10.0.0.107</a>	0	80	1	IP CAMERA	IP CAMERA	VC31.35.1.2.0-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	6	<a href="#">10.0.0.108</a>	0	80	1	RPW2A	RPW2A	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	7	<a href="#">10.0.0.109</a>	9000	80	1	IPCamera	IPCamera	V40.45.8.2.4.1_24...	255.255.255.000	010.000.000.001	
<input type="checkbox"/>	8	<a href="#">10.0.0.110</a>	0	80	1	RPW1B	RPW1B	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1	
<input type="checkbox"/>	9	<a href="#">10.0.0.112</a>	0	80	1	RPW3A	RPW3A	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1	
<input checked="" type="checkbox"/>	10	<a href="#">10.0.0.181</a>	0	80	32	VUpoint 32 Channel AI	N2032	VC1.2.0-250612	255.255.255.000	010.000.000.001	
<input type="checkbox"/>	11	<a href="#">10.0.0.227</a>	0	80	1	IP Camera	IP Camera	VC54.24.1.2.2-250...	255.255.255.0	10.0.0.1	

User Info

Device Info

User Name

admin

IP

10.0.0.181

Media Port

Web Port

80

Password

\*\*\*\*\*

Gateway

010.000.000.001

Net Mask


255.255.255.000

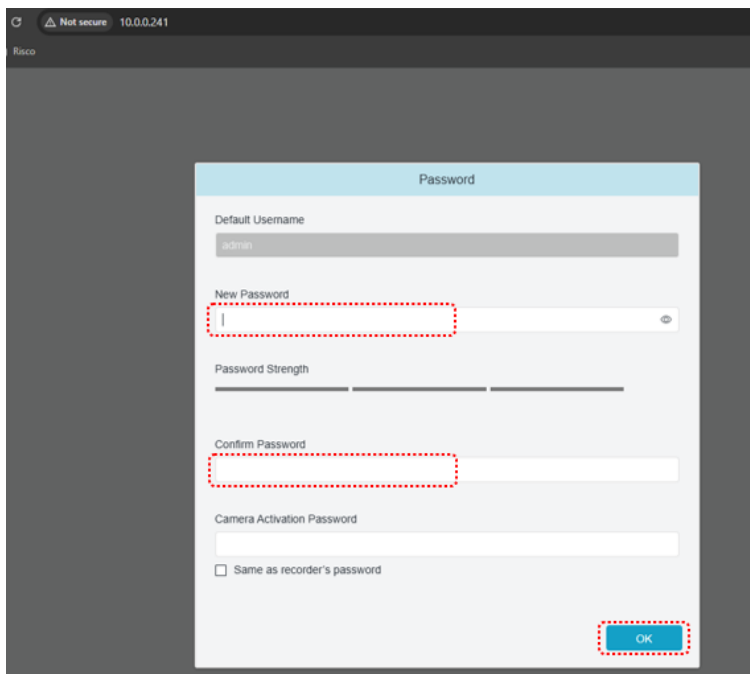
Net Mode

Static

Modify

### Step 3

Enter the NVR IP address in the browser > Set Admin Password > click .



Not secure 10.0.0.241

Risco

Password

Default Username

admin

New Password

Password Strength

Confirm Password

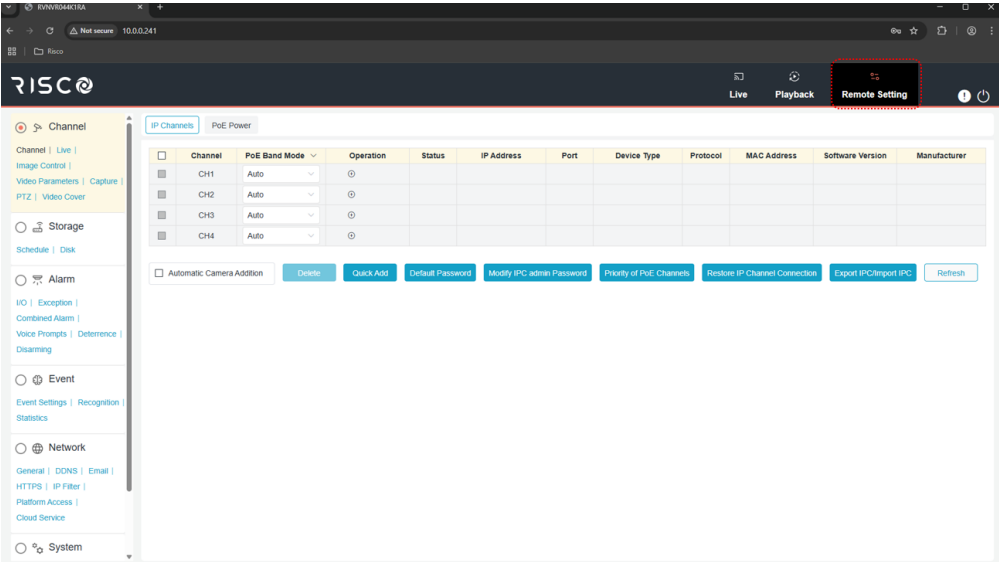
Camera Activation Password

☐ Same as recorder's password

OK

Step 4

Click Remote Settings tab > Configure NVR parameters



After the configuration is completed, you can add the device to the RISCO Cloud.

Repeat from Step 2 in the section “Add NVR to RISCO Cloud first, then configure”.

<b>Video</b>	
Inputs Bandwidth	320M
Out Bandwidth	320M
<b>Performance</b>	
Recording Resolution	12 MP/8 MP/5 MP/4 MP/3 MP/1080p/720p
Recording Compression	Audio: G.711a,G.711u Video: H.264/H.265, H.264+/H.265+
Speed	12MP:30fps 8MP:120fps 4MP:240fps 2MP:480fps
Playback	1080P:480fps Max 16CH
<b>Network</b>	
WEB	IE10/11 Safari V12.1 above Firefox V.52 above Google chrome V.57 above Edge V.79 above
Protocols	TCP/IP, DHCP, IPv4, IPv6, DNS, DDNS, NTP, RTSP, SADP, SMTP, SNMP, UPnP, HTTP, HTTPS
API	RS API/Onvif (profile S/G/T)
Voice command	Home Device: Google Assistant, Amazon Alexa
Smart Feature	SMD (Pedestrian&Vehicel Detection) Up to 720P images
<b>Interface</b>	
P/W Reset	YES
VGA	1 (1024*768, 1280*720, 1280*1024, 1440*900, 1920*1080)
HDMI	1 (1024*768,1280*720,1280*1024,1440*900,1920*1080,2560*1440(2K),3840*2160(4K))
	1 (1024*768, 1280*720, 1280*1024, 1440*900, 1920*1080 /EDID) Async out

Ethernet	2 RJ45 100/1000 Base-T
USB	USB2.0*1(front) USB3.0*1+USB2.0*1(rear)
Audio	1 in / 1 out
E-sata	1
HDD	2 each up to 12TB
RS485	1
Alarm Input/out	16 in /4 out
<b>General</b>	
OSD Language	English / French / Spanish / Portuguese / German / Italian / Greek / Danish / Finnish / Russia / Hebrew / Turkish / Bulgarian / Arabic / Korean / Japanese / Thai / Hindi / Romanian / Dutch / Polish
Dimension (WxDxH)	378*317*50mm
Weight	2200g
Input Voltage/Current	12V/5A
Power consumption (excluding hard disk)	8W
Operating Temperature/Humi dity	Temperature: 0°C~+50°C (32°F ~ 122°F) Humidity: Less than 90%RH
FCC	YES
CE	YES

## UKCA and CE EMC Compliance Statement

Hereby, RISCO Group declares that this equipment is in compliance with the essential requirements of the UKCA Electromagnetic Compatibility Regulations 2016 and CE Directive 2014/30/EU.

For the UKCA and CE Declaration of Conformity please refer to our website:

[www.riscogroup.com](http://www.riscogroup.com)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation

Changes or modifications to this equipment which are not expressly approved by the party responsible for compliance (RISCO Group's.) could void the user's authority to operate the equipment.

### **FCC Note**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on to a different circuit from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **Standard Limited Product Warranty (“Limited Warranty”)**

RISCO Ltd. (“**RISCO**”) guarantee RISCO’s hardware products (“**Products**”) to be free from defects in materials and workmanship when used and stored under normal conditions and in accordance with the instructions for use supplied by RISCO, for a period of (i) 24 months from the date of delivery of the Product ( the “**Warranty Period**”). This Limited Warranty covers the Product only within the country where the Product was originally purchased and only covers Products purchased as new.

**Contact with customers only.** This Limited Warranty is solely for the benefit of customers who purchased the Products directly from RISCO or from an authorized distributor of RISCO. RISCO does not warrant the Product to consumers and nothing in this Warranty obligates RISCO to accept Product returns directly from end users who purchased the Products for their own use from RISCO’s customer or from any installer of RISCO, or otherwise provide warranty or other services to any such end user directly. RISCO’s authorized distributor or installer shall handle all interactions with its end users in connection with this Limited Warranty. RISCO’s authorized distributor or installer shall make no warranties, representations, guarantees or statements to its end users or other third parties that suggest that RISCO has any warranty or service obligation to, or any contractual privity with, any recipient of a Product.

**Remedies.** In the event that a material defect in a Product is discovered and reported to RISCO during the Warranty Period, RISCO shall accept return of the defective Product in accordance with the below RMA procedure and, at its option, either (i) repair or have repaired the defective Product, or (ii) provide a replacement product to the customer.

**Return Material Authorization.** In the event that you need to return your Product for repair or replacement, RISCO will provide you with a Return Merchandise Authorization Number (RMA#) as well as return instructions. Do not return your Product without prior approval from RISCO. Any Product returned without a valid, unique RMA# will be refused and returned to the sender at the sender’s expense. The returned Product must be accompanied with a detailed description of the defect discovered (“**Defect Description**”) and must otherwise follow RISCO’s then-current RMA procedure published in RISCO’s website at [www.riscogroup.com](http://www.riscogroup.com) in connection with any such return. If RISCO determines in its reasonable discretion that any Product returned by customer conforms to the applicable warranty (“**Non-Defective Product**”), RISCO will notify the customer of such determination and will return the applicable Product to customer at customer’s expense. In addition, RISCO may propose and assess customer a charge for testing and examination of Non-Defective Product.

**Entire Liability.** The repair or replacement of Products in accordance with this Limited Warranty shall be RISCO’s entire liability and customer’s sole and exclusive remedy in case a material defect in a Product is discovered and reported as required herein. RISCO’s obligation and this Limited Warranty are contingent upon the full payment by customer for such Product and upon a proven weekly testing and examination of the Product functionality.



**Limitations.** This Limited Warranty is the only warranty made by RISCO with respect to the Products. The warranty is not transferable to any third party. To the maximum extent permitted by applicable law, this Limited Warranty shall not apply and will be void if: (i) the conditions set forth above are not met (including, but not limited to, full payment by customer for the Product and a proven weekly testing and examination of the Product functionality); (ii) if the Products or any part or component thereof: (a) have been subjected to improper operation or installation; (b) have been subject to neglect, abuse, willful damage, abnormal working conditions, failure to follow RISCO's instructions (whether oral or in writing); (c) have been misused, altered, modified or repaired without RISCO's written approval or combined with, or installed on products, or equipment of the customer or of any third party; (d) have been damaged by any factor beyond RISCO's reasonable control such as, but not limited to, power failure, electric power surges, or unsuitable third party components and the interaction of software therewith or (e) any failure or delay in the performance of the Product attributable to any means of communication provided by any third party service provider, including, but not limited to, GSM interruptions, lack of or internet outage and/or telephony failure. BATTERIES ARE EXPLICITLY EXCLUDED FROM THE WARRANTY AND RISCO SHALL NOT BE HELD RESPONSIBLE OR LIABLE IN RELATION THERETO, AND THE ONLY WARRANTY APPLICABLE THERETO, IF ANY, IS THE BATTERY MANUFACTURER'S WARRANTY. RISCO does not install or integrate the Product in the end user's security system and is therefore not responsible for and cannot guarantee the performance of the end user's security system which uses the Product or which the Product is a component of.

This Limited Warranty applies only to Products manufactured by or for RISCO. Further, this Limited Warranty does not apply to any software (including operating system) added to or provided with the Products or any third-party software, even if packaged or sold with the RISCO Product. Manufacturers, suppliers, or third parties other than RISCO may provide their own warranties, but RISCO, to the extent permitted by law and except as otherwise specifically set forth herein, provides its Products "AS IS". Software and applications distributed or made available by RISCO in conjunction with the Product (with or without the RISCO brand), including, but not limited to system software, as well as P2P services or any other service made available by RISCO in relation to the Product, are not covered under this Limited Warranty. Refer to the Terms of Service at: <https://riscocloud.com/ELAS/WebUI/UserLogin/License> for details of your rights and obligations with respect to the use of such applications, software or any service. RISCO does not represent that the Product may not be compromised or circumvented; that the Product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss. CONSEQUENTLY, RISCO SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON ANY CLAIM AT ALL INCLUDING A CLAIM THAT THE PRODUCT FAILED TO GIVE WARNING.

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## Contacting RISCO

RISCO Group is committed to customer service and Product support. You can contact us through our website ([www.riscogroup.com](http://www.riscogroup.com)) or at the following telephone and fax numbers:

### United Kingdom

Tel: +44-(0)-161-655-5500  
[support-uk@riscogroup.com](mailto:support-uk@riscogroup.com)

### Italy

Tel: +39-02-66590054  
[support-it@riscogroup.com](mailto:support-it@riscogroup.com)

### Spain

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