

# VUpoint

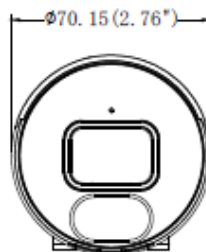
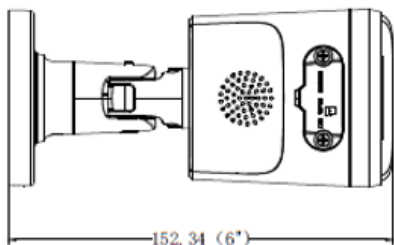
## 4MP PoE Bullet AI Camera



P/N: RVCM52A310RA

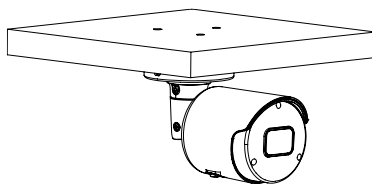
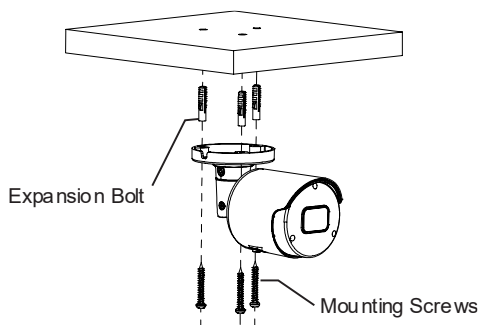
## Quick Guide

## Dimensions



## Installation

### Ceiling Mounting



Insert 3 expansion boots into the ceiling and fix the equipment with 3 mounting screws.

## Camera Setup Options

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


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


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

#### Step 1

 Install SD Card in Camera and connect to router.

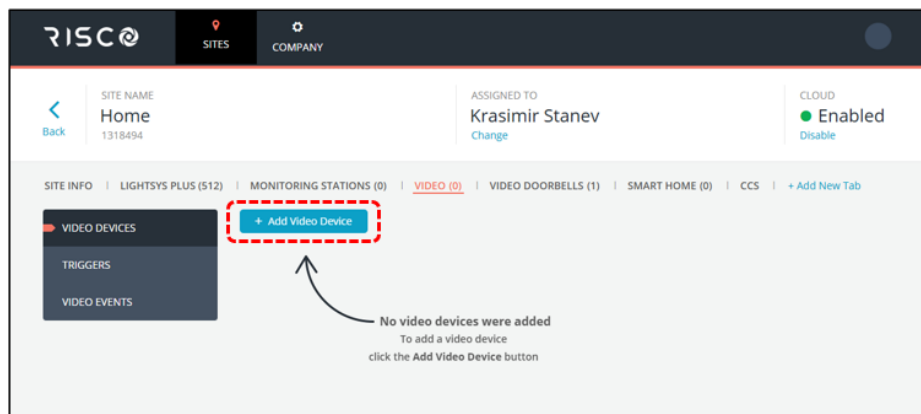
#### Step 2

 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 Camera info:

- ✓ Enter a **Device Name**
- ✓ Select **IP Camera** 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 Device Type 2 Activation 3 Firmware Check 4 Options

DEVICE NAME: IP Camera 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

RISC Device Name

Serial Number

NOTES

- Wi-Fi Cameras without LAN port must be added via the HandyApp:

Continue Cancel

**Note:** Scan QR code if Camera has no LAN port - add the camera via the HandyApp (see "HandyApp Setup (Mobile Option)")

Step 4

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

**Note:** If the IP Camera 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 \*~@#5%^&\*O\_-=+{!:"<>/?

Continue

Cancel

## Step 5

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

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

ADD VIDEO DEVICE

X

---

1  
 Device Type

2  
 Activation

3  
**Firmware Check**

4  
 Options



A new firmware update is available for this device.  
We strongly recommend to upgrade it, to ensure best possible experience

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CURRENT FIRMWARE VERSION

Version 2.3.4

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NEW FIRMWARE VERSION

Version 2.3.5

**Release Notes:**

- Added AI-based Smart Intrusion Detection for better accuracy.
- Enhanced night vision clarity with updated infrared algorithms.
- Improved video compression with H.265+ encoding.
- Reduced system boot time by 25%.
- Fixed delayed motion detection alerts during high network usage.
- Resolved storage issues causing missed recordings at 95% capacity.
- Addressed rare crashes when switching between live and playback modes.
- Optimized stability for remote access via the mobile app.

Upgrade Firmware

Cancel

Skip Firmware Upgrade

Step 6

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

RISCO

SITES

COMPANY

Back

SITE NAME

Test

78731

ASSIGNED TO

Krasimir Stanev

Change

CLOUD

Enabled

Disable

SITE INFO

PANEL (0)

MONITORING STATIONS (0)

VIDEO (1)

VIDEO DOORBELLS (0)

SMART HOME (0)

+ Add New Tab

VIDEO DEVICES

TRIGGERS

VIDEO EVENTS

+ Add Video Device


1 Video Devices found

	NAME	TYPE	MODEL	CONNECTION	SN/MAC	VERSION	ACTIONS
●	IP Camera 1	VUpoint AI	IP CAMERA	Wired	GL082500000000...	VC31 35.1.2	<div>Remote Configuration</div>

## HandyApp Setup (for future use)

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

### Step 1

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

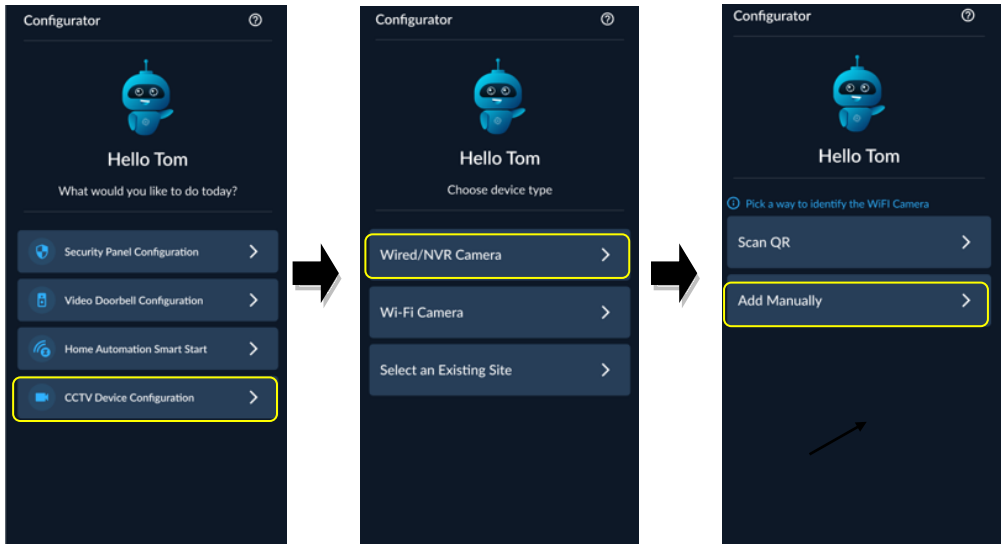
 Scan QR code in the app




### Step 2

Add IP Camera to RISCO Cloud via HandyApp

Select as indicated below



 Follow on-screen prompts. The camera 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 camera's IP Address and then click 



Search

Upgrade

Config

Stream Config

OSD Config

Recovery

Initialization

Import/Export

Reboot

Change Password

Filteration

IP

<input type="checkbox"/>	No.	IP	Media Port	Web Port	Channel	Device Name	Device Type	Device Version	Net Mask	Gateway
<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 checked="" 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="#">10.0.0.195</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="#">10.0.0.196</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="#">10.0.0.197</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="#">10.0.0.198</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 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
<input type="checkbox"/>	12	<a href="#">10.0.0.241</a>	0	80	4	RVNVR044K1RA	RVNVR044K1RA	VC1.2.0-250514	255.255.255.000	010.000.000.001

User Info

Device Info

UserName

IP

Media Port


Web Port

Password


Gateway

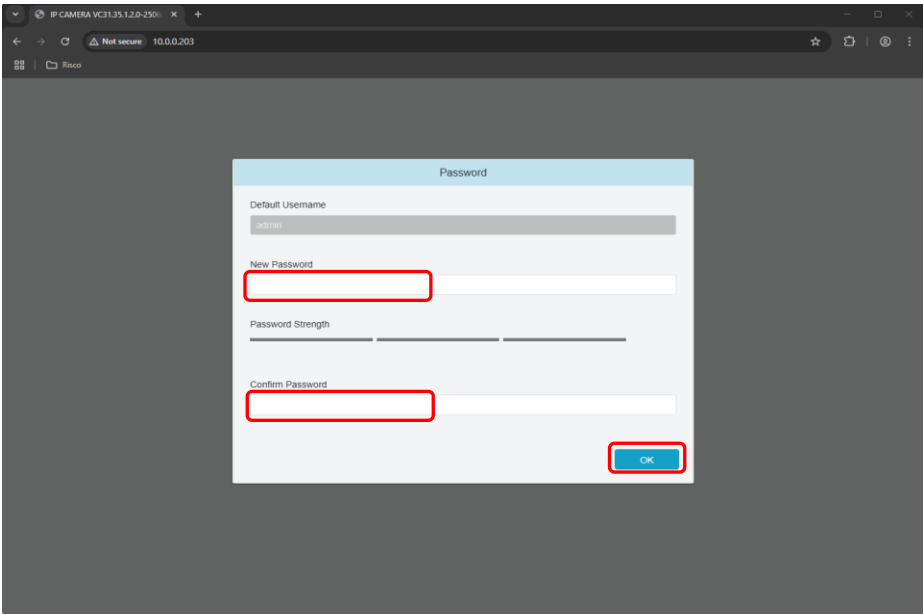
Net Mask

Net Mode



Step 3

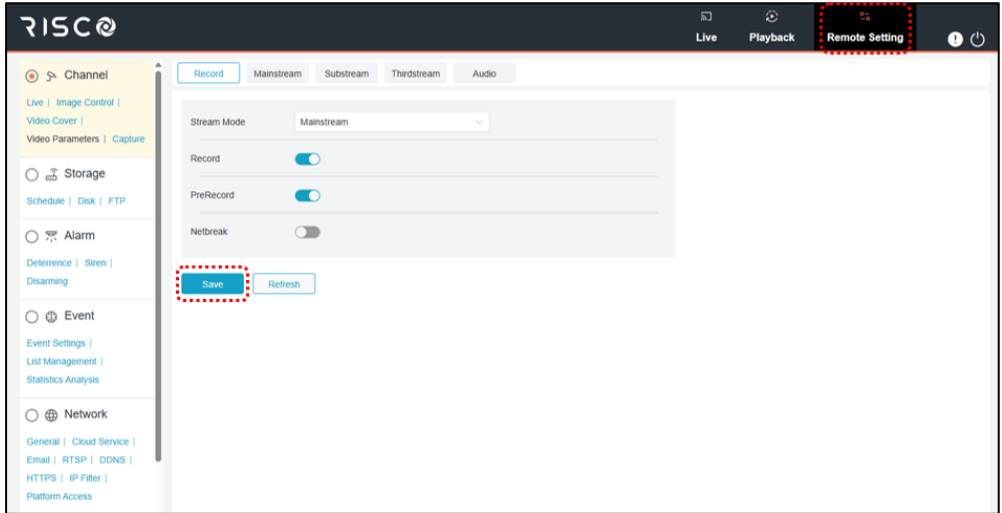
Enter the Camera IP address in the browser > Set Admin Password > 



## Step 4

⚙️ Click Remote Settings tab > Configure Camera parameters

💾 Click [Save](#) when done.



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

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

<b>Lens Type</b>	
Focal Length (Zoom Ratio)	2.8 mm
Max. Aperture Ratio	F No. 1.0
Angular Field of View	Horizontal:95°, Vertical:51°, Diagonal: 112°
Min. Object Distance	2m
Lens Type	Fixed(M12)
<b>Video</b>	
Imaging Device	1/3"
Effective Pixels	4MP 2560(H)×1440 (V)
Scanning System	Progressive CMOS
Min. Illumination	Color 0.002 Lux @ (F1.0, AGC ON); B/W 0 lux @ IR ON
<b>Operational</b>	
IR LED	1
WarmLight	2
Red Blue Light	2 (1 Red&1 Blue)
IR Viewable Length	Up to 25m
WarmLight Viewable Length	Up to 20m
Type of complementary light	Default warm light, switchable infrared light
Motion Detection	Off/On (8 Level)
Wide Dynamic Range	DWDR
Digital Noise Reduction	3D DNR
Image Setting	Full Color Mode/Day&Night Mode/Smart Illumination
White Balance	Auto/Manual
Electronic Shutter Speed	1/5 ~ 1/20000s
On-Board Storage	Micro SD slot, up to 1TB
Alarm	NA
Audio	Built-in microphone&Speaker
Hardware Reset	Yes

Smart Feature	Pedestrian & Vehicle/Line Crossing/ Intrusion/ Enter Region /Exiting Region/ Motion by SMD (Pedestrian&Vehicle)
Images	Up to 720p
<b>Network</b>	
Ethernet	RJ45(10/100BASE-T)
Video Compression Format	H.265/H.264
Resolution	Main Stream@25fps 4MP(2560x1440) Sub Stream@25fps 720p(1280x720)
Video Quality Adjustment	256Kbps ~ 4Mbps
Bitrate control method	CBR/VBR
IP	IPv4
Protocol	TCP/IP, HTTP, DHCP, DNS, DDNS, RTP/RTSP, SMTP, NTP, HTTPS
Security	Complicated password;Authenticated username and password
Application Programming Interface	ONVIF
Web Viewer	IE10/11 Safari V12.1 above Firefox V.52 above Google chrome V.57 above Edge V.79 above
<b>Environmental</b>	
Operating Conditions	-35~+60°C/less than ≤ 90% RH
Ingress Protection	IP67
<b>Electrical</b>	
Input Voltage / Current	D12V/POE(IEEE802.3af)
Power Consumption	DC12V : max 8.5W ; POE : max 11.6W
<b>Mechanical</b>	
Material	Metal
Dimensions (HxWxD)	152.3*70.1mm
Weight	282g

## **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

Tel: +34-91-490-2133  
[support-es@riscogroup.com](mailto:support-es@riscogroup.com)

## France

Tel: +33-164-73-28-50  
[support-fr@riscogroup.com](mailto:support-fr@riscogroup.com)

## Belgium (Benelux)

Tel: +32-2522-7622  
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## China

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## Israel

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