

VUpoint

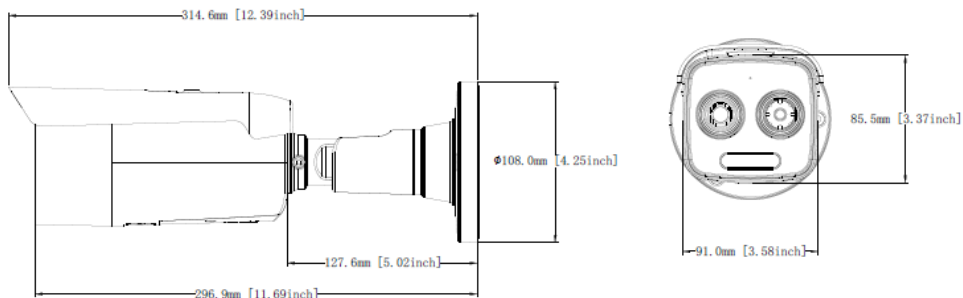
5MP PoE Thermal Bullet Camera



P/N: RVCM92A370RA

Quick Guide

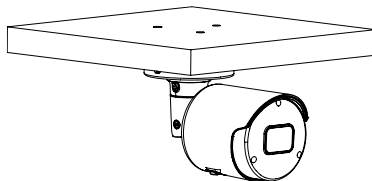
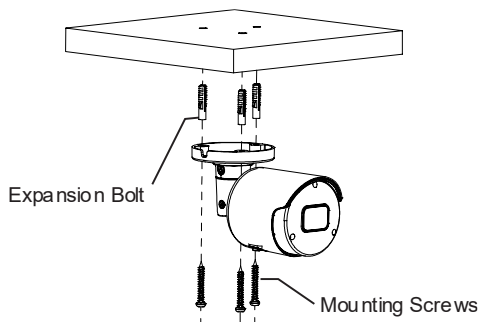
Dimensions



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.

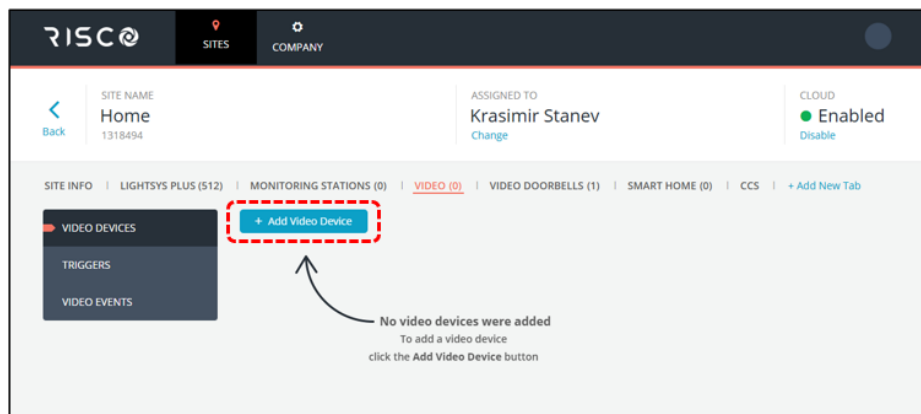
Step 2

 Open your browser and go to: www.riscocloud.com/ic

 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 **Upgrade Firmware** to **upgrade firmware** for the latest features.

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

ADD VIDEO DEVICE

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

CURRENT FIRMWARE VERSION

Version 2.3.4

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

T	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

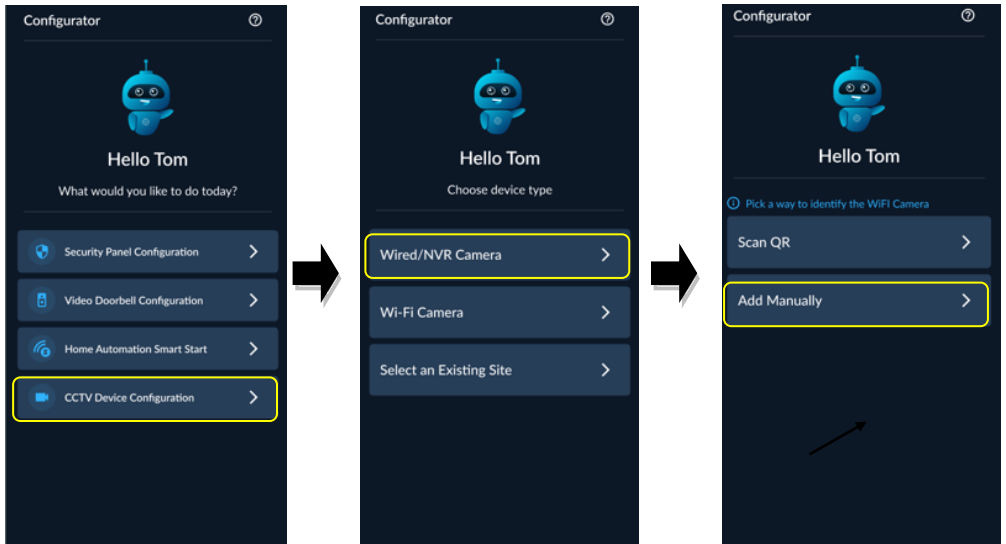
 Scan QR code in the app




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 

RISCO

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	10.0.0.102	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	10.0.0.104	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	10.0.0.195	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	10.0.0.196	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	10.0.0.197	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	10.0.0.198	0	80	1	RPW2A	RPW2A	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1
<input type="checkbox"/>	7	10.0.0.109	9000	80	1	IPCamera	IPCamera	V40.45.8.2.4.1_24...	255.255.255.000	010.000.000.001
<input type="checkbox"/>	8	10.0.0.110	0	80	1	RPW1B	RPW1B	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1
<input type="checkbox"/>	9	10.0.0.112	0	80	1	RPW3A	RPW3A	VC39.24.1.1.4-250...	255.255.255.0	10.0.0.1
<input type="checkbox"/>	10	10.0.0.181	0	80	32	VUpoint 32 Channel AI	N2032	VC1.2.0-250612	255.255.255.000	010.000.000.001
<input type="checkbox"/>	11	10.0.0.227	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	10.0.0.241	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

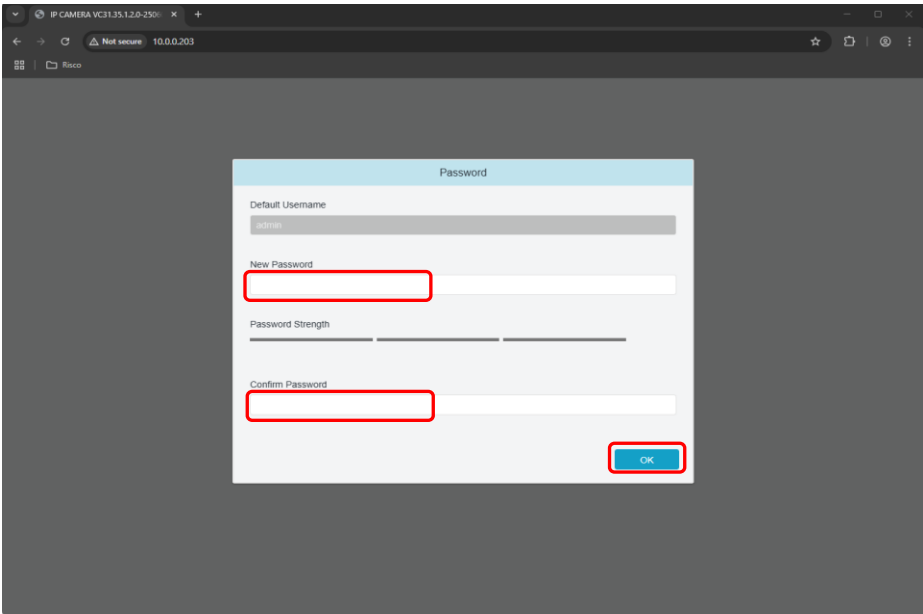
Net Mask

Net Mode

Modify

Step 3

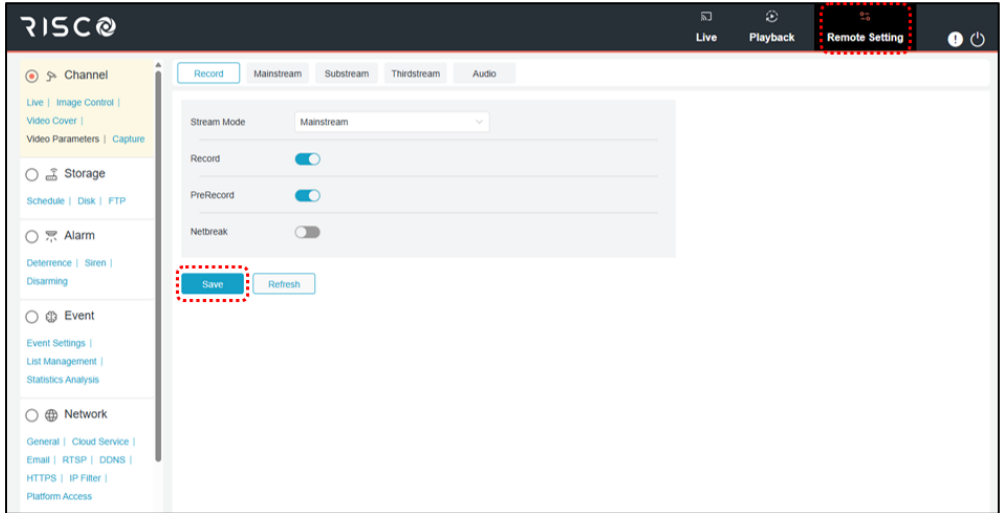
Enter the Camera IP address in the browser > Set Admin Password > 



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”**.

Thermal Module	
Image Sensor	Vanadium Oxide Uncooled Focal Plane Arrays
Max. Resolution	256×192
Pixel Interval	12μm
Response Waveband	8-14μm
NETD (Noise Equivalent Temperature Difference)	≤ 40 mk @ 25°C F # 1.0, 25Hz
Lens (Focal Length)	3.2mm
IFOV	3.75 mrad
Field of View	56°x42°
Min. Focusing Distance	0.3m
DRI Distance Human(Beta Version)	Detection: 148m(486ft), Recognition: 36m(118ft), Identification: 21m(69ft)
DRI Distance Vehicle(Beta Version)	Detection: 421m(1381ft), Recognition: 90m(295ft), Identification: 53m(174ft)
Heat Detection Distance(Beta Version)	44m(144ft)
Aperture	F 1.1
Optical Module	
Max. Image Resolution	2592*1944
Image Sensor	1/2.7" Progressive Scan CMOS
Min. Illumination	Color: 0.003 Lux @ (F1.6, AGC ON), B/W: 0 @IR ON
Shutter Speed	1/5 s to 1/100,000 s
Lens (Focal Length)	3.6mm
Field of View	Horizontal: 81°, Vertical: 57°, Diagonal: 108°
WDR	120dB
Day & Night	IR cut filter with auto switch
Image Function	
Bi-spectrum Image Fusion	Fusion view of thermal view and overlaid details of the optical channel

Smart Function	
Intelligent Analytics	Optical: Motion, Face Detection, Pedestrian & Vehicle, Line Crossing, Intrusion, Enter Region, Exit Region, Object Detection, Crossing Counting, Heat Map, Queue Length, Crowd Density, Rare Sound Thermal: Line Crossing, Intrusion, Enter Region, Exit Region, Fire detection, temperature exception alarm, Pedestrian & Vehicle
Temperature Measurement	Global, 12 points, 12 areas, and 12 line
Temperature Range	-20 °C to + 550 °C (-4 °F to + 1022°F)
Temperature Accuracy	± 8 °C (± 14.4 °F)
Fire Detection	Yes
Illumination	
Supplement Light Type	IR and Warm Light
Supplement Light Range	Up to 30 m (IR) / 15m (Warm light)
IR Wavelength	850 nm
Smart Supplement Light	Yes
Warning Light	1 Red & 1 Blue flashing light
Network	
Main Stream	Visible Light: 50Hz@25fps; 5MP(2592x1944), 4MP(2592x1520), 3MP(2304x1296), 1080P(1920x1080), 960P(1280*960), 720P(1280x720) 60Hz@30fps; 5MP(2592x1944), 4MP(2592x1520), 3MP(2304x1296), 1080P(1920x1080), 960P(1280*960), 720P(1280x720) Thermal: 50Hz/60Hz@25fps; 1280 × 720, 640 × 480
Sub-stream	Visible Light: 50Hz@25fps; 720P(1280x720), VGA(640x480), QVGA(320x240) 60Hz@30fps; 720P(1280x720), VGA(640x480), QVGA(320x240) Thermal: 50Hz/60Hz@25fps; 640 × 480, 320x240
Mobile Stream	Visible Light: 50Hz@25fps; VGA(640x480), QVGA(320x240) 60Hz@30fps; VGA(640x480), QVGA(320x240)

Video Compression	H.265/H.264/MJPEG
Audio Compression	G.711u/G.711a
Protocols	TCP/IP, HTTP, DHCP, DNS, DDNS, RTP/RTSP, SMTP, NTP, UPnP, SNMP, HTTPS, FTP
User/Host Level	4 users, 2 levels: Administrator, User
Security Measures	User authentication (ID and PW), HTTPS encryption, IP address filtering
Integration	
Alarm Input	1-ch inputs
Alarm Output	1-ch outputs
Alarm Action	SD recording/ Alarm output/ smart capture/ FTP upload/email linkage/ audio alarm/ Red & Blue flashing light
Audio Input	1-ch inputs / 1 Built-in MIC
Audio Output	1-ch outputs/ 1 Built-in speaker
Reset	Yes
Communication Interface	1, RJ45 10M/100M self-adaptive Ethernet interface.
SD Memory Card	Built-in micro SD card slot (up to 256 GB)
Analog Video Output(BNC)	NA
Web Browser	IE10/11 Safari V12.1 above Firefox V.52 above Google chrome V.57 above Edge V.79 above
General	
Menu language	English, Russian, German, Italian, French, Portuguese, Spanish, Turkish, Japanese
Power	12 VDC \pm 20%, PoE (802.3af)
Power Consumption	TBD
Working Temperature/Humidity	Temperature: -35 °C to 60 °C (-31 °F to 140 °F) Humidity: 90% or less
Protection Level	IP67
Dimensions	\varnothing 108mm*314.6mm (\varnothing 4.25"*12.39")
Weight	Approx. 1.25kg(2.76lb)
Environment	RoHS2.0

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

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 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) or at the following telephone and fax numbers:

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