

Arrive EyePoint™ AEP-3030

USB 3.0 HD CAMERA



Please note the serial number of your purchased product for future reference:

Model No.: AEP-3030-UPTZ Serial No.: _____

We reserve the right to introduce changes after the printing of this document. Please refer to our website www.arrivesys.com for updated documentation and information.

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IMPORTANT SAFETY INSTRUCTIONS

CAUTION

**RISK OF ELECTRIC SHOCK
DO NOT OPEN**



CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL

Explanation of Graphical Symbols



This graphic symbol is intended to alert you to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons



This graphic symbol is intended to alert you the presence of important operating and maintenance accompanying the appliance.

1. Read Instructions - All the safety and operating instructions should be read before you operate the product.
2. Retain Instruction-The safety and operating instructions should be retained for future reference.
3. Heed Warnings - All warnings on the product and in the operating instructions should be adhered to.
4. Follow Instructions - All operating and use instructions should be followed.
5. Cleaning - Unplug this product before cleaning. Do not use liquid cleaners or aerosol cleaners.
6. Attachments - Do not use attachments not recommended by the product manufacturer as they can cause hazards.
7. Water and Moisture - Do not use this product near water- near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like.
8. Accessories - Do not place this product on an unstable cart, stand, tripod, bracket or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a bracket, recommended by the manufacturer or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by manufacturer.
9. A product and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
10. Power Sources - This product should be operated only from the type of power source indicated on the mark.
11. Cable Protection - All connected cables should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
12. Lightning - For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the ethernet and/or from the power socket. This will prevent damage to the product due to lightning.
13. Object and liquid entry - Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
14. Servicing - Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
15. Damage Requiring Service - Unplug this product from the ethernet and/or power socket and refer servicing to qualified service personnel under the following conditions:
 - a) When the connecting cable is damaged,
 - b) If liquid has been spilled, or objects have fallen into the products,
 - c) If the product has been exposed to the rain and water,
 - d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of the controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation,
 - e) If the product has been dropped or damaged in any way, and
 - f) When the product exhibits a distinct change in performances- this indicates a need of service.
16. Replacement Parts - When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
17. Safety Check - Upon completion of any service or repair to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
18. Heat - The product should be situated away from heat sources such as radiators, heat registers, stoves, or other product (including amplifiers) that produce heat.

COMPLIANCE INFORMATION (DECLARATION OF CONFORMITY PROCEDURE)

Responsible Party: Arrive Systems, Inc.
Address: 6737 Katella Ave., Cypress CA 90630 USA
Telephone: +1-844-427-7483 (Toll Free)
Hour of operation: 9:00 - 17:00
Type of Equipment: USB 3.0 HD Cameras
Model Name: AEP-3030-UPTZ
This device complies with Part 15 of FCC Rules. Operation is subject to the following conditions:

- 1) this device may not cause harmful interference, and
 - 2) this device must accept any interference received the including the interference that may cause undesired operation.
- See user manual instructions if interference to radio reception is suspected.

This Device complies with the requirements listed in FCC regularizations, Part 15 for Class "A" Digital devices. If you are using cardiac pacemaker, please note that this device can radiate radio frequency energy in the area near the product

FCC INFORMATION (for US customers)

1. IMPORTANT NOTICE: DO NOT MODIFY THIS UNIT!

This product, when installed as indicated in the instructions contained in the manual, meets FCC requirements. Modifications not expressly approved by ARRIVE may void your authority granted by FCC to use the product.

2. IMPORTANT:

When connecting this product to accessories and/or another product, use only high quality shielded cables. Cable/s supplied with this product MUST be used. Follow all installation instructions. Failure to follow instructions could void your FCC authorizations to use this product in the USA.

3. NOTE:

This has been tested and found to comply with the requirements listed in FCC regulations, Part 15 For Class "A" digital devices. Compliance with these requirements provides a reasonable level assurance that your use of this product in a residential environment will not result in harmful interference with other electronic devices. This equipment generates/uses radio frequencies and, if not installed and used according to the instructions found in the user manual, may cause interference harmful to the operation of other electronic devices.

Compliance with FCC regulations does not guarantee that the interference will not occur in all installations, If this

product is found to be the source of interference, which can be determined by turning the unit "OFF" and "ON", please try to eliminate the problem by using one of the following measures;

Relocate either this product or the device that is being affected by the interference.

Utilize power outlets that are on different branch (circuit breaker or fuse) circuits or install AC line filter/s.

In the case of radio or TV interference, relocate/reorient the antenna. If the antenna lead-in is 300 ohm ribbon lead, change the lead-in to co-axial type cable.

If these corrective measures do not produce satisfactory results, please contact the local retailer authorized to distribute this type of product. If you cannot locate the appropriate retailer, please contact Arrive Systems, Inc. Address: 6737 Katella Ave., Cypress CA 90630 USA

The above statements apply ONLY to those products distributed by Arrive Systems, Inc.

FOR CANADIAN CUSTOMERS

This Class A digital apparatus complies with Canadian ICES-003.

CE Declaration of Conformity (For EU Customers)

We, Arrive Systems, Inc., declare under our sole responsibility that the Arrive component to which this declaration relates, is in conformity with General Emissions Standard EN50081-1 and with Generic Immunity Standard EN50082-1 1992.

CAUTION: READ THIS BEFORE OPERATING YOUR UNIT

1. To assure the finest performance, please read this manual carefully. Keep it in a safe place for future reference.
2. Install this unit in a well-ventilated, cool, dry, clean place away from direct sunlight, heat sources, vibration, dust, moisture, and/or cold.
3. Locate this unit away from other electrical appliances, motors, or transformers to avoid humming sounds.
4. Do not expose this unit to sudden temperature changes from cold or hot, and do not locate this unit on an environment with high humidity (i.e. a room with a humidifier) to prevent condensation inside this unit, and/or personal injury.
5. Avoid installing this unit where foreign object may fall onto this unit and/or this unit may be exposed to liquid dripping or splashing. On the top of this unit, do not place :
 - Other components, as they may cause damage and/or discoloration on the surface of this unit.
 - Burning objects (i.e. candles), as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
 - Containers with liquid in them, as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
6. Do not cover this unit with a newspaper, tablecloth, curtain, etc. in order not to obstruct heat radiation. If the temperature inside this unit rises, it may cause fire, damage to this unit, and/or personal injury.
7. Do not install this unit near mobile phones and/or televisions sets to prevent operation failure caused by electromagnetic waves and/or magnetism.
8. Install this unit in a stable place to prevent a fall and damage to this unit.
9. Keep your hands dry when connecting or disconnecting the cable to prevent an electric shock.
10. Connect USB ports on the device directly to PC. Connecting them through a USB hub may cause problems in operations.
11. Do not use force in the cable. Doing so may cause a fire, electrical shock, damage to this unit, short circuit and/or disconnecting.
12. When not planning to use this unit for long periods of time, disconnect the cable from the ethernet and/or power sockets to prevent fire.
13. When disconnecting any cable, grasp the plug- do not pull the cable.
14. Do not clean this unit with chemical solvents; this might damage the finish. Use a clean or dry cloth.
15. Do not attempt to modify or fix this unit. Contact qualified ARRIVE service personnel when any service is needed.
16. Condensation will form when any surrounding temperature changes suddenly. Disconnect the cables, then leave this unit alone.
17. When using this unit for a long time, this unit may become warm. Disconnect the cables, then leave this unit alone for cooling.
18. To prevent damage by lightning, keep the cables disconnected during a lightning storm.

WARNING

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

WARNING

TO PREVENT ELECTRIC SHOCK, ENSURE THAT YOU ARE USING MATCHING POWER PLUGS TO THE POWER SOCKET AND FULLY INSERT.

Information for users on collection and disposal of old equipment



This symbol on the products, packaging, and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products, please take them to applicable collection points, in accordance with your national legislation and Directives 2002/96/EC.

By disposing of these products correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

[For business users in the European Union]

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

[Information on Disposal in other Countries outside the European Union]

This symbol is only valid in European Union, If you wish to discard these items, please contact your local authorities or dealer and ask for the correct methods of disposal.

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ABOUT THIS MANUAL

In this manual, brand names may be described as the brands or abbreviated as follows.

- Arrive EyePoint™-3030-UPTZ: this unit, device

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- Specifications of this unit and contents of this document are subject to change without notice.
- ARRIVE does not accept any liability for any loss or damage resulting from any use of this unit. the warranty covers this unit only.

1. INTRODUCTION

■ Document scope

The document provides the usage guidelines for Arrive EyePoint™ 3030 UPTZ family of USB 3.0 HD cameras. It guides you through the features, technical specifications, and steps in deploying and configuring the camera. It also provides best practices information for unit installation and use.

■ Product overview

Arrive EyePoint™ 3030 UPTZ comes from the family of USB 3.0 super-speed HD cameras from Arrive®. It offers unparalleled clarity and resolution for a host of applications, irrespective of room sizes and light conditions. They are ideal solutions for video conferencing, distance learning, training, meeting, courtroom and any other application that involves high- quality color video cameras with the flexibility of remote operations. The small form factor coupled with easy installation requirements make them an ace solution for video capture needs.

2. FEATURES AND SPECIFICATIONS

■ Port specifications



Figure 1: EyePoint-3030-UPTZ

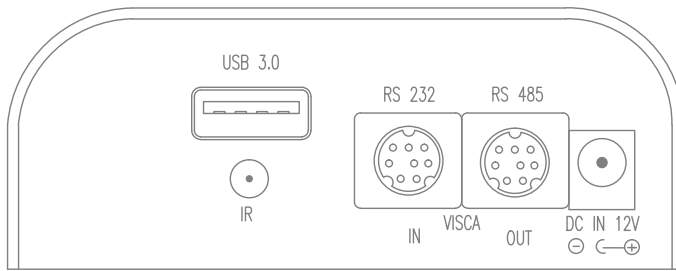


Figure 2: Rear Panel

Field	Description
USB 3.0 interface	A super- speed transfer interface
IR Receiver	Sensor to receive IR remote controller signal
VISCA IN/ RS232 VISCA OUT//RS485 Control Interface	Accommodates daisy chain connection of multiple cameras. When multiple cameras are connected to PC via RS-232C (VISCA IN), connect VISCA OUT of the first camera to VISCA IN of the second camera.
DC12V 1.2A	Power supply socket

■ Physical specifications

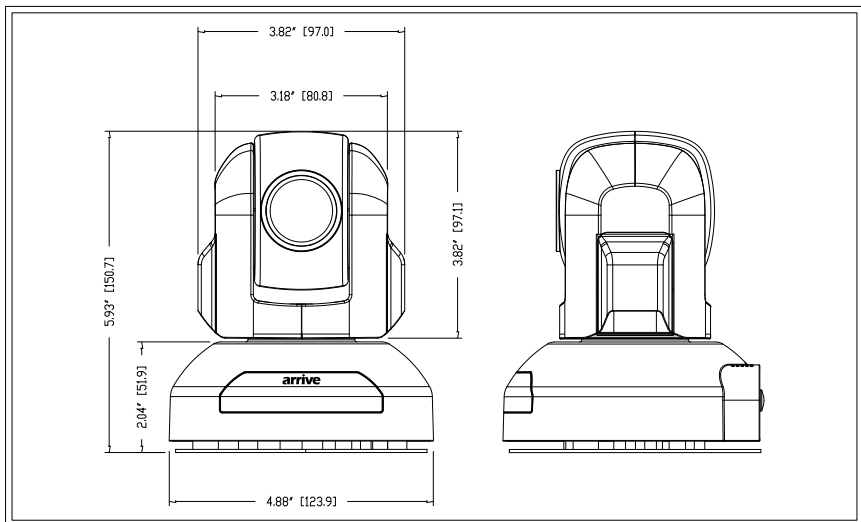


Figure 3: Arrive EyePoint front and side dimensions

■ Features

- High Definition, USB 3.0 PTZ camera
- Fast and smooth video handling
- Work and Standby LED indicator
- Auto/Manual focus/brightness/WB
- RS-232C/VISCA Protocol
- Dome and Lens OSD menu
- Boundary scanning
- Swap video format button
- DVI/HD-SDI Video output

■ Technical specifications

Image Sensor	Sensor	1/3" color CMOS, 2.1 M compatible
	Minimum illumination	1Lux at F1.8
	White Balance	Auto/Manual
	Gain Control	Auto
	Back-light compensation	ON/OFF
	Electronic shutter	1/5~1/4000S
	S/N Ratio	>50db
Lens	Focus	Auto
	Iris	Auto/Manual
	Lens	10 X Optical Zoom 1/3.6 model f=5 - 50.0mm F2.0 - 2.8
	Horizontal View	50 degrees
Video Output		USB 3.0, UY2
Video format		YUY4 1920x1080 30p
Control Decoder		EIA/RS-485
Communication		EIA/RS-232(Bi-directional)
PTZ Control Protocol		VISCA, PELCO-P, PELCO-D
Baud Rate		4800/9600 bps
Patrol tours		4

Preset	64
Save status after Power off	Supported
Speed Matching Function	Supported
OSD Menu	Supported
Image Auto Flip	Supported
Pan Speed	0-100 degrees/s
Tilt Speed	0-80 degrees/s
Pan Rotation Angle	359degrees
Tilt Rotation Angle	240degrees
Auto Pan Scan	Supported
Boundary Scan	0-359degrees (Programable)
Remoter Control	IR Wireless remote control P/T/Z
Power	DC12V \pm 10% 1.2A
Operation Temperature	-10oC ~ 60oC
Environmental humidity	0-95%RH(non-condensaion)
Length X width X height	124 x 120 x 145mm (Net) 220 x 175 x 220mm (Package)
Weight	800g (Net) 1300g(Package)
Mounting	Desktop, Ceiling / Wall mount, Standard Tripod

3. INSTALLING THE DEVICE

■ Package contents

HD Color Video Camera	1
12V/2.0A DC Power adaptor	1
Installation bracket	1
Screws	4
IR Remote Control	1

■ Bracket installation

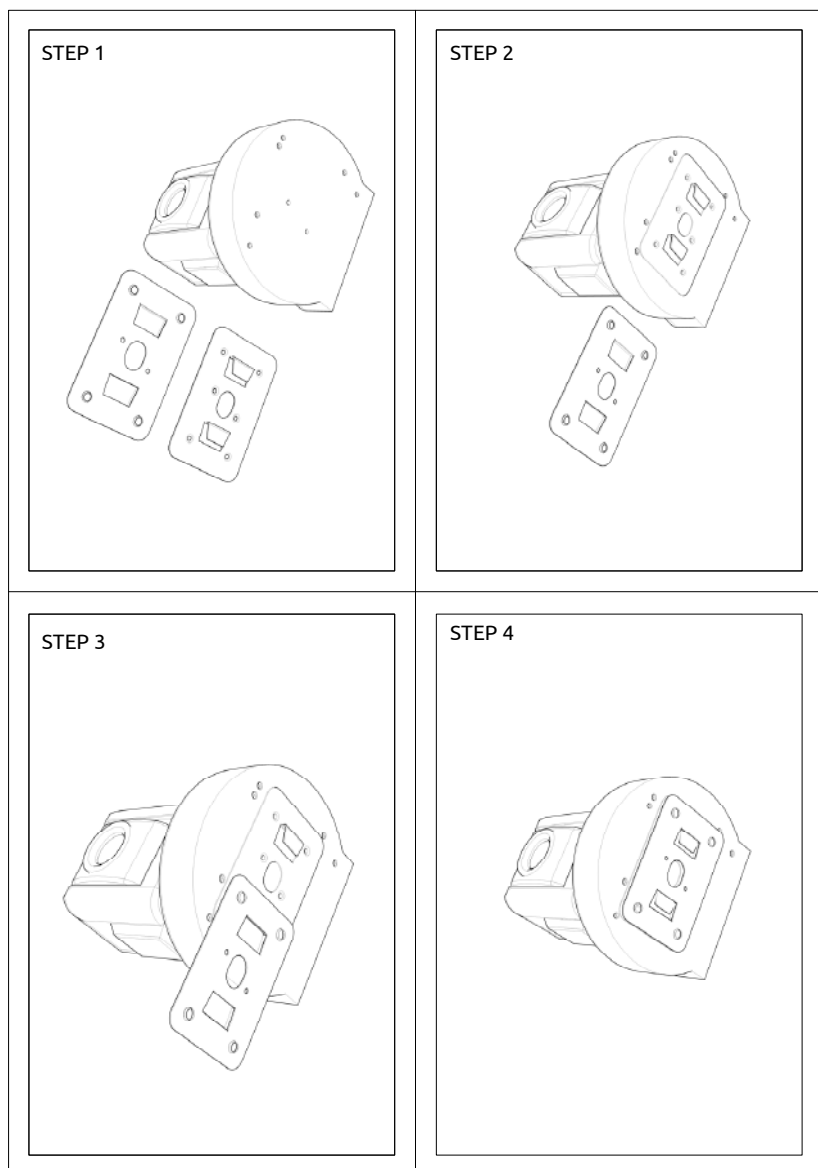


Figure 4: Bracket Installation

After the bracket is fixed to the camera base, the camera can be installed on the ceiling, wall or any flat surface as per requirement.

■ Tripod installation

Fix the tripod accessory to the bottom of the Arrive EyePoint™ and mount the camera on the tripod.

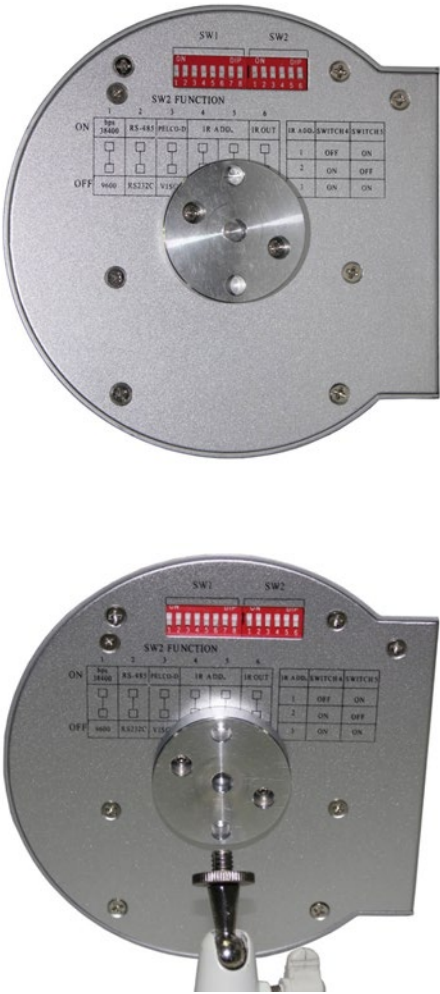


Figure 5: Tripod Installation

4. USING THE DEVICE

OSD Menus

The camera supports three types of On Screen Display (OSD) menus namely: Self Testing, Dome and Lens. Navigate each of them to understand the camera setting and adjustments in detail.



Note: When the OSD menu is ON, the Pan / Tilt of the camera cannot be adjusted.

Self Testing OSD Menu

This menu is displayed with Camera Power-on and disappears after self-testing completed.

Menu Item	Meaning	Value
Address	Camera address	1
Baud Rate	Camera baud rate	9600
Protocol	PTZ Control Protocol	VISCA
Control	Camera control type	RS-232C
Lens Type	Camera module adopted	Acute/Sony
Dome Type	Camera model No.	
Vendor	Manufacturer name	
Version	Initial Factory version	2.3.4.4

Dome OSD Menu

Press “Dome” on remote control to invoke the OSD menu.



Note: Use the Up/Down key to navigate the menu and the Left/Right key to change the value.

Menu Item	Meaning	Default value
Pan Speed	Adjustable pan movement speed Range: 1~63	30
Tilt Speed	Adjustable tilt movement speed Range: 1~63	30
Scan Speed	Adjustable pan movement speed Range: 1~63	6
Tour Path	Optional tour path Range: 1~4	1
Tour Dwell	Tour duration time Range: 1~60	5
Proportion	Enable/disable speed match function, Possible values: ON/OFF	ON
Auto Rev	Image auto flip Vlaues: P-positive / N- inverted /OFF	P
Frame Format	1080p@30, 1080p@25,1080p@24, 1080i@60 1080i@50,720p@60,720p@50	1080I60
Output Type	HDMI/DVI	DVI
Data Sequence	YCBCR/YCRCB	YCBCR

LENS OSD Menu

Press “**Lens**” on remote control to invoke the OSD menu.



Note: Use the Up/Down key to navigate the menu and the Left/Right key to change the value.

Menu Item	Meaning	Default value
ISS	Support/no support	NO
ISE	ON/OFF	OFF
BLC	ON/OFF	OFF
Select scene	Active/Inactive	Inactive
Select scene	Auto/WDR/High/Night	Night
Metering light mode	Center/Spot/WDR	WDR
Expose mode	Manual/PAE/AAE/SAE	PAE
Aperture mode	F1.8 - F11	F1.8
Shutter speed	Shutter speed range: 1/5 - 1/4000	1/5
Ev correction	2/-1.66/-1.33/-1/-0.66/- 0.33/0/ +0.33/+0.66/+1/ +1.33/+1.66/+2	+0
ISO sensitivity	Auto / Manual	Auto
Manual setup	ISO80/ISO100/ISO200/ISO400/ ISO800 /ISO1000	ISO80
Flicker reduction	ON / OFF	ON
White balance	Auto/Custom/Manual/Daylight /Cloudy/Shade/FLW/FLN/FLD/ Tungsten	Auto
Digital effect	Normal/Sepia/Monochrome/ Posterize/Solarize/Nega	Normal
Sharpness reduction	High/Middle/Low	Middle
Noise reduction	High/Middle/Low/Off	Middle
Chroma key CR	High/Middle/Low	Low
Chroma key CB	High/Middle/Low	Low
Auto slow shutter		Off

Device Remote Control

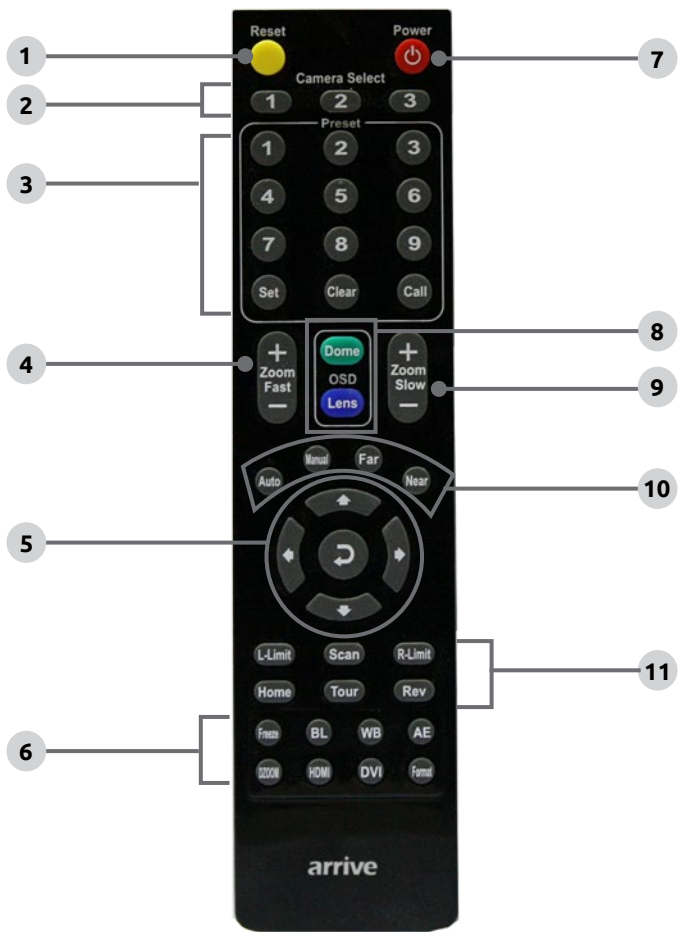


































Figure 6: Remote control

S/N	Regional	Keynote	functions
1	Reset		Reset current settings to default factory settings
2	Camera Select		Select the camera
3	Preset		Choose the preset position
			Set the preset position
4	Zoom Fast		Increase the Zoom In speed (+)
			Increase Zoom Out speed (-)
5	Pan/Tilt control		Move camera upwards
			Move camera downwards
			Move camera left
			Move camera right
			Enable Pan movement scanning
6	Auxiliary		Image Freeze
			Backlight compensation
			White Balance
			Auto Exposure
			Digital Zoom
			N/A
			N/A
			N/A

7	Power		Power-on/off
8	OSD		Invoke DOME OSD Menu
			Invoke Lens OSD Menu
9	Zoom Slow		Reduce Zoom in speed (+)
			Reduce Zoom out speed (-)
10	Lens Focus		Auto focus
			Manual focus
			Far end lens zoom
			Near end lens zoom
11	Pan & Tilt Function area		Set left limit points for boundary scanning
			Enable scanning automatically
			Set right limit point for boundary scanning
			Home position of camera
			Enable touring
			Image up-side down option

5. CONNECTING THE CAMERA

VISCA RS-232C IN Reference

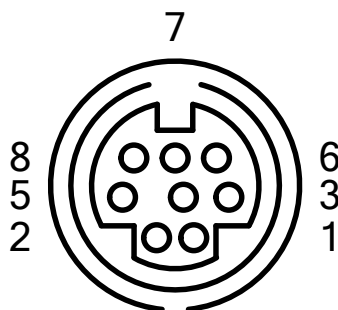


Figure 7: VISCA RS-232-C IN

Pin S/N	Function
1	DTR IN
2	DSR IN
3	TXD IN
4	GND
5	RXD IN
6	GND
7	IR Commander Signal OUTPUT
8	NO Connection

VISCA Out Reference

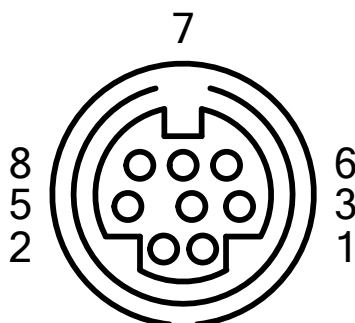


Figure 8: VISCA RS-232C OUT

Pin S/N	Function
1	DTR OUT
2	DSR OUT
3	TXD OUT
4	GND
5	RXD OUT
6	GND
7	RS-485-
8	RS-485+

Pin Configuration for Connecting Camera to PC

Camera	Computer 9 Pin
1. DTR IN	1. CD
2. DSR IN	2. RXD
3. TXD IN	3. TXD
4. GND	4. DTR
5. RXD IN	5. GND
6. GND	6. DSR
7. IR OUT	7. RTS
8. N.C	8. CTS
	9. RI

Camera	Computer 25 Pin
1. DTR IN	1. FG
2. DSR IN	2. TXD
3. TXD IN	3. RXD
4. GND	4. RTS
5. RXD IN	5. CTS
6. GND	6. DSR
7. IR OUT	7. GND
8. N.C	20. DTR

Pin Configuration for Cascading Cameras

Camera A VISCA OUT	Camera B VISCA IN
1. DTR OUT	1. DTR IN
2. DSR OUT	2. DSR IN
3. TXD OUT	3. TXD IN
4. GND	4. GND
5. RXD OUT	5. RXD IN
6. GND	6. GND
7. RS485-	7. IR OUT
8. RS485+	20. N.C

References



Note: Switch -off the power supply prior to altering the DIP switch settings.

DIP-switch settings

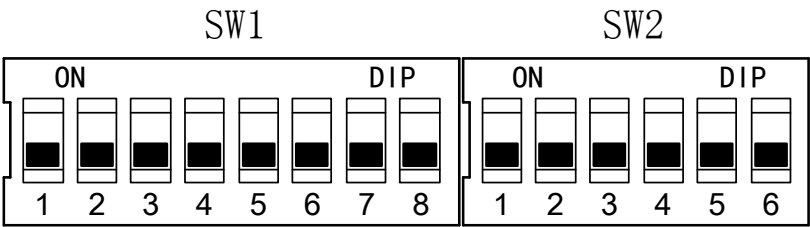


Figure 9: DIP - switch overview

Address code assignment

Address Code	SW 1 DIP - switch info						
	DIP-1	DIP-2	DIP-3	DIP-4	DIP-5	DIP-6	DIP-7
1	ON	OFF	OFF	OFF	OFF	OFF	OFF
2	OFF	ON	OFF	OFF	OFF	OFF	OFF
3	OFF	OFF	ON	OFF	OFF	OFF	OFF
4	OFF	OFF	OFF	ON	OFF	OFF	OFF
5	OFF	OFF	OFF	OFF	ON	OFF	OFF
6	OFF	OFF	OFF	OFF	OFF	ON	OFF
7	OFF	OFF	OFF	OFF	OFF	OFF	ON

Firmware upgrading

Firmware software upgrade	Set SW1/DIP-8 to ON
Normal Work Mode	Set SW1/DIP-8 to OFF

Baud rate, communication protocol assignment

Baud rate	SW 2 DIP-1	Communication	SW 2 DIP-2	Protocol	SW 2 DIP-3
38400bps	ON	RS-485	ON	PELCO-D	ON
9600bps	OFF	RS-232	OFF	VISCA	OFF

IR Remote control Input settings

R/C Address	SW 2 Dip-switch status (Pin 4, Pin 5)	
	DIP-4	DIP-5
default	OFF	OFF
1	OFF	ON
2	ON	OFF
3	ON	ON

IR Remote control Output settings

To send signal from Remote Controller	Set DIP-6 as ON
To receive from VISCA IN interface	Set DIP-6 as OFF

6. TROUBLESHOOTING

Listed are the commonly faced errors, their probable causes, and simple solutions to rectify the problems.

Error	Cause	Solution
Camera cannot be powered on	<ul style="list-style-type: none">• DC IN 12V has not been connected to camera.• Power switch is set to OFF.• Faulty connector	Check the connector, power connection and power switch.
The video is not displayed on the screen.	<ul style="list-style-type: none">• Video cable is not connected properly or loosely connected.• Incorrect exposure setting.	<ul style="list-style-type: none">• Check the connection between video cable, camera and monitor; fix the connector on each end.• Check and rectify the exposure settings.
Unable to Pan, Tilt and Zoom camera.	<ul style="list-style-type: none">• OSD Menu is active .• Pan and tilt range is limited.	Exit the OSD Menu and then re-operate.
Remote control is not working.	Mismatch between the “camera select” on the remote and “IR select” switch number.	Choose the right “IR select” number to match the camera.
VISCA control is not happening when camera connects to PC.	Wrong connection between the PC and camera.	Check the connection between the camera and PC. (Refer to the section “Connecting the Camera”)
The camera is not working properly.		Power off the camera, and restart after a few seconds.

■ Warranty Information

[Please visit Arrive CarePoint for updated information on warranty for non-computing equipment](#)



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