



TIGERSECU

**2MP & 5MP Super HD
Video Security DVR System
User Manual**



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Important Information

Thank you for purchasing this TIGERSECU Digital Video Surveillance Recorder.

This User Manual applies to the following models:

- TIGERSECU Super HD 2MP & 5MP 302 Series [4 and 8 channel models]
- TIGERSECU Super HD 2MP & 5MP 402 Series [16 channel models]

All countries have specific laws and regulations relating to the use of security cameras. Before using any camera for any purpose, it is the user's responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of cameras and to comply with the applicable laws and regulations.

Operation

1. Ensure the product is connected correctly and placed in a stable location.
2. Do not operate the DVR if the wires and terminals are exposed.
3. Do not cover the vents on the side or back of the DVR. Allow adequate space for ventilation.
4. Only use the supplied power adapter(s). Use of a non-regulated, non-conforming power supply can damage this product or cause a fire and voids the warranty.
5. Unplug the power adapter before installing or replacing the hard drive.

Default Username and Password

The default username is "**admin**"; the default password is **00000000**. To ensure your privacy, we highly recommend you reset the password as soon as possible.

Go to Page 27-28 for instructions regarding how to change the password.

Default Resolution

The default resolution of the DVR is 1024x768 pixels which is compatible with most monitors on the market. If your TV/Computer monitor supports the higher resolution, you may set the output resolution up to 1920x1080 pixels.

To change the resolution, go to **Main Menu - Configuration - System** and adjust the output resolution. If the monitor doesn't support the resolution, the system will automatically switch back to the previous resolution.

Contact us

Thank you for purchasing this TIGERSECU Security product. If you require any assistance with your TIGERSECU product, we're here for you. Your TIGERSECU DVR is backed by a 2-year warranty and Lifetime Technical Support.

For technical or warranty support, contact us through Amazon Buyer-Seller Messaging or email us. Call us directly and speak with a TIGERSECU Customer Care Agent or schedule a time for us to call you.

Email Address: **service@tigersecu.com**

Phone Number: **323-315-0396**

We aim to respond to emails within 24 hours, Monday to Friday.

You may also send us your phone number and availability. We'll get phone support arranged for you.

Important Information

Ten steps to get the most out of your new TIGERSECU DVR.

1. Unpack and activate your DVR (Installation Guide, Page 7).
2. Follow the Startup-Wizard steps to set up your DVR (Startup Wizard, Page 10).
3. Tailor your DVR's features to meet your needs (Main Menu, Pages 12– 30). *
Default settings work for most customers.
4. Find your unique DVR QR code that is required to set up remote- viewing access. Go to Main Menu > Network Menu > QR code > find your QR code. (Required in Step 5 and Step 6)
5. Download and set up the DVR remote-viewing app TIGERSECU HD Viewer on your mobile device (View DVR remotely on your mobile device, Page 32).
6. Download and set up the DVR remote-viewing software TIGERSECU CMS Client on your personal computer (View DVR remotely on your computer, Page 37).
7. Check our Frequently Asked Questions if you run into an issue with your DVR (Q&A Page 5&6).
8. Still need help? We're here to help. (service@tigersecu.com)

9. Happy with your system? Leave us a review and help other customers on Amazon!
10. Not satisfied? Give us a chance to make things right by contacting us via email service@tigersecu.com or return your order to Amazon within 30 days for a full refund – no question asked.

Important Information:

1. The Power Supply, which is supplied with the DVR, is designed ONLY for use with the TIGERSECU DVR. Please do not attempt to connect the DVR Power Supply to cameras as this may present a risk of fire.
2. Please connect the DVR to a TV/Computer Monitor to be able to view the DVR set-up process and obtain your unique DVR QR code that is required to enable remote access. (Please DON'T scan the QR code on the DVR box.)
3. DVR models without a pre-installed hard drive can only provide a live view of the focused areas. Installing a hard drive to the DVR to allow the recorder to store high definition footage is recommended.

1. I forgot my password, how do I reset the DVR back to factory default?

Please go to the DVR **Main Menu > Maintenance Menu > Reset Default** to reset the DVR to factory settings. The default username is **admin**, and the default password is **00000000** (eight zeros). If your DVR is locked, please contact us via email service@tigersecu.com. We will further assist you.

2. Will my cameras be compatible with the TIGERSECU DVR?

TIGERSECU DVRs are compatible with Analog, AHD, TVI, CVI, and PTZ cameras. They're not compatible with SDI cameras.

In the event your cameras video displays in black and white, please update camera settings at **Main Menu > Camera Menu > Camera**, change **Video Formats** from **Auto** to **CVI**, and then click Apply.

If the cameras show the TIGER LOGO on the monitor, please check whether the camera night vision is on during the night.

If the night vision is not switched on, try a different power adapter for the cameras. If it is on, please contact us through email.

If your cameras show **No Signal** and you're not using IP cameras, please go to Main Menu, Camera Menu, uncheck the IP mode, and click Apply.

To avoid camera compatibility issues, purchase TIGERSECU 1080P cameras for a complete home security system: <https://www.amazon.com/dp/B01LERCRIK>.

3. How do I receive notifications on my phone when motion is detected?

- ① Log into TIGERSECU HD Viewer (check **chapter 4** for more instructions).
- ② Open push alert function by tapping Control, change status from **UnNotify** to **Notify**. Please ensure the notification function is enabled for the app on your mobile device.

4. I tried to log into the system remotely using TIGERSECU HD Viewer on my phone, but the app shows "Connection Failed".

A1: First, check the **orange light** on the DVR network port (on the back of the DVR), is it flashing once in a while?

2-1. If not, try testing a different Ethernet cable and connecting it to a different port on the router.

2-2. If yes, please go to DVR > Main Menu > Maintenance Menu > Reset Default to reset the DVR back to factory default settings.

3. Go to DVR > Main Menu > Network Menu. Does a valid IP address appear? Is the QR Code status ON?

4-1. If a valid IP address appears and QR code status is on, manually change the HTTP Port number from 80 to 678, select "Enable" and click "Apply". Now, change the port number on your mobile device and try reconnecting.

4-2. If a valid IP address does not appear or QR code status is OFF, please send us images of your DVR network and QR Code screens along with your password

(if you've changed it) so we can help you further. (service@tigersecu.com)

5. Can I upgrade the hard disk drive to 16TB?

- 4-Channel and 8-Channel DVRs support up to one 16TB hard drive.
- 16-Channel DVR supports up to two 16TB hard drives, 32TB in total.

Please choose 3.5-inch surveillance hard drive. (Computer hard drive might not be supported.)

Brands like Western Digital, Toshiba, Samsung, Seagate are recommended.

6. The time isn't correct. How do I change it?

To change the time zone, follow the instructions at the **Startup-Wizard** or go to **Main Menu > Configuration Menu > Time Settings**.

Go to page 28 for detailed instructions.

7. How do I record audio?

The DVR supports recording audio for Channel 1, 2, 3, and 4. Audio pickup devices need to be purchased separately.

After installing the device, go to **Main Menu – Record – Video & Audio –**

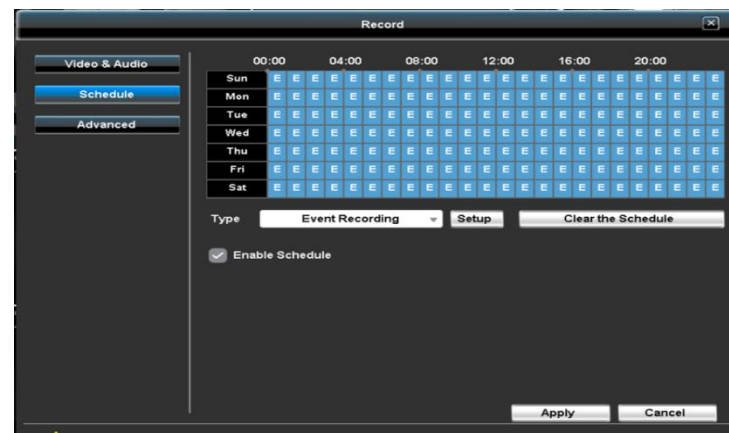
Enable Record Audio. Record Audio

Then **copy** to the channels connected with audio pickup devices.

8. How do I record only when motion is detected?

Go to **Main Menu - Record Menu - Schedule - Type Event Recording**.

Left-click the mouse on the timetable to choose the time range. Click **Enable Schedule**. Finally, click **Apply**. Then the system will record only when motion is detected.



9. Does the TIGERSECU DVR have a RTSP URL?

rtsp://\$account:\$password@\$dvr_ip:554/\$stream_\$channel

Parameter Description

Account: your DVR username

Password: your DVR password

DVR_ip: DVR's IP address

Stream: Main Stream: main, Sub Stream: sub

Channel: 0~15 means CH 1 ~ CH 16.

Example for channel 2 main stream:

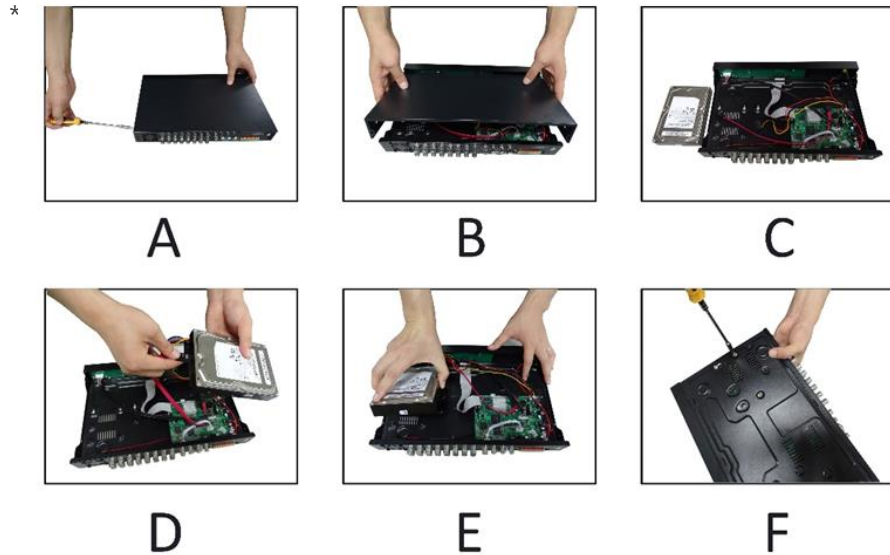
rtsp://admin:00000000@192.168.3.4:554/main_1

Please kindly note that only TCP/IP is supported, not UDP.

Installation Guide

* Follow us on YouTube (keyword: **TIGERSECU**) to watch the instruction videos

1. Install/Exchange a Hard Drive



* For DVR models with the pre-installed hard drive, this step can be skipped.

Follow the instructions below to install or exchange a hard drive.

A) Use a screwdriver to open the box.

B) Remove the top cover.

C) Compare the hard drive (HDD) with the mounting holes on the bottom cover.

D) Connect the power and SATA cable to the hard drive while paying attention to the orientation of the HDD.

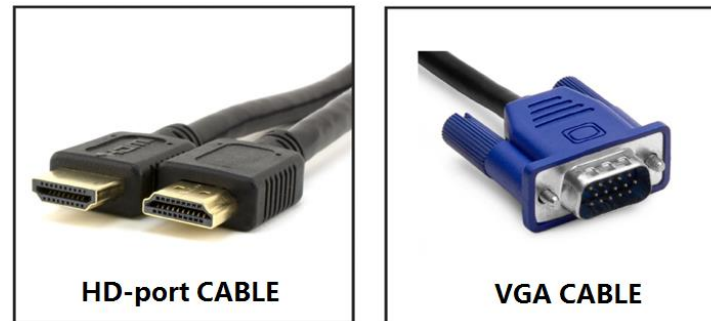
E) Carefully place the hard drive to match the mounting holes on the bottom and the side of the DVR.

F) Secure the HDD to the bottom cover with screws from the bottom or side.

2. Connect the DVR to a TV/Computer Monitor

* VGA/HD-port cable is not included in the package.

* A monitor is required for all DVR models to set up the system.



Connect your DVR to a computer monitor or TV screen using a VGA/HD-port cable.

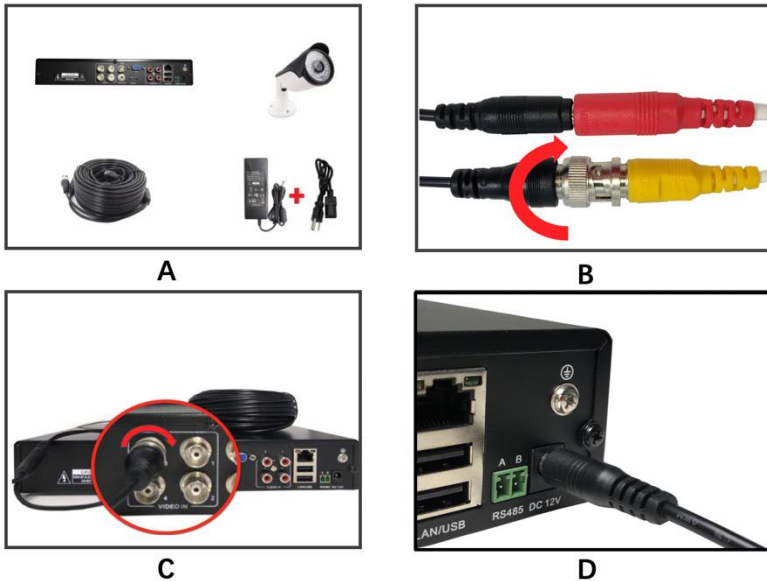
3. Connect the DVR with the Cameras

* Cameras, camera power adapter, BNC cables, and power splitters might not be included with TIGERSECU DVRs.

Installation Guide

* Accessories are available for purchase separately at amazon.com/tigersecu

* This step is required for all the models.



A) Prepare the DVR, Camera, Cable, Power Supply, (Power Splitter).

B) Plug the (camera only) BNC connector and power cable into the camera. Twist and lock the end of the BNC cable to secure the connection.

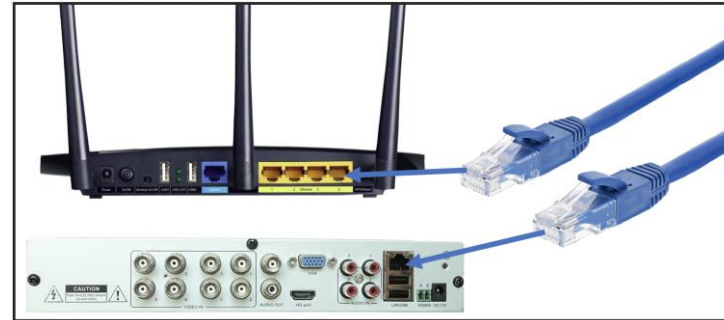
C) Connect the cameras using BNC cables to the back of the DVR, as shown in the pictures.

D) Plug the DVR power supply cord into the DC port on the back of the DVR. Plug female end of the BNC cable into the cameras power supply.

* Repeat the steps A to C for each camera. You may also use the power splitter so you will need fewer power supplies.

4. Connect the DVR with the Router

* Router and network cable are not included in the package.



* If you only want to view the DVR locally on the monitor, please skip this step. Prepare the DVR, router and network cable. Connect them as shown above.

5. Complete the Setup

A) Power on the DVR, the monitor and the cameras.

B) Connect the mouse to the USB slot on the DVR back panel.

C) You will see TIGERSECU LOGO in a few seconds, then the Live View Screen and the Start-up wizard which will guide you through the basic settings.

D) Check Chapter 2, 3 if you want to explore all the features of the DVR. Check Chapter 4 (Page 32) if you want to check the DVR on your phone. Check Chapter 5 (Page 37) if you want to view the DVR on the computer.

Remote Control

01) REC: Enter the Record Schedule Page.

02) 0-+10 (numeric keypad): Input numbers, 0 to 10+ can be used as a quick channel changing like a television, and these will work during either live-viewing mode or playback. Additionally, the numeric keypad can be used when inputting any numerical information – most often, your password.

03) Mute: Enabling or disabling the audio output won't have any effect on recordings. If you've configured the DVR to record audio, it will continue to do so while muted.

4) Menu/II: One of the primary controls for navigating through the menus. When in live-viewing mode, it will enter the menu bar. When pressed while in the main menu, it will return the DVR to live-viewing mode.

06) Play: Enter the Playback Page.

07) Tour: Recall PTZ Tour.

08) PIP: Swap Picture-in-Picture screen with the main display.

09) Zoom: Zoom the picture of a selected channel.

10) Multi-Channel: Switch between multiple screen display mode.

05) 12) 14) 17) ARROW BUTTON: Move the cursor in the appropriate direction when navigating menus. They're also control buttons for the Playback page (Fast Backward, Slow Motion, Fast Forward, Pause).

11) Lock: Lock the system, and you will need to enter the password get into the system.

13) Esc: Exit.

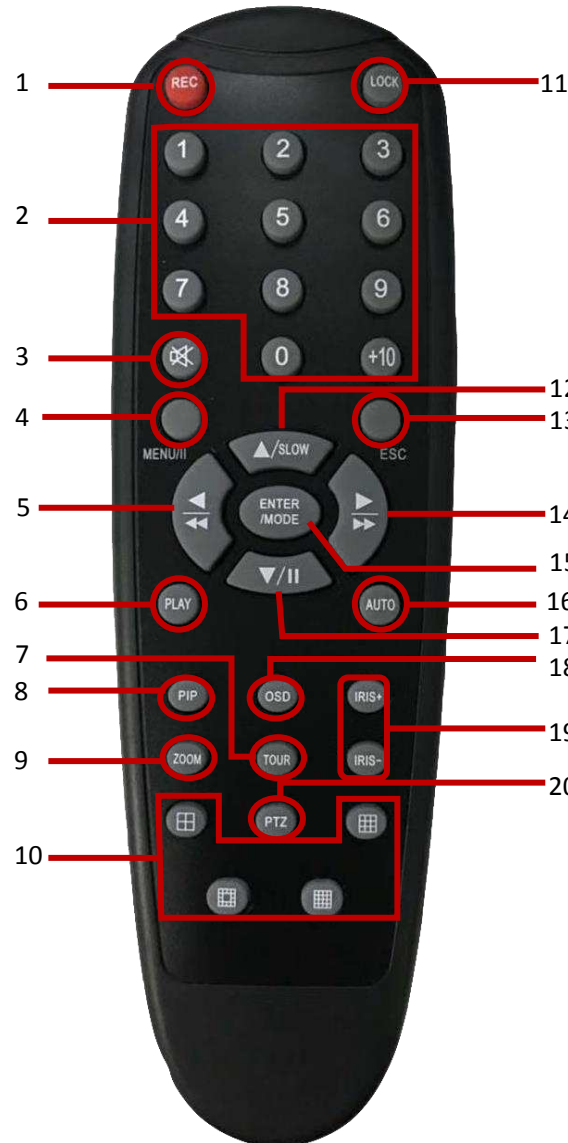
15) ENTER/MODE: Use the button to select an option in the menus or confirm an entry.

16) Auto: Enter the Auto Sequence Page.

18) OSD: Enter the Image Setting Page.


19) IRIS+ /-: PTZ camera IRIS setup.

20) PTZ: Recall PTZ control panel.



Startup Wizard

Chapter 1. Startup Wizard

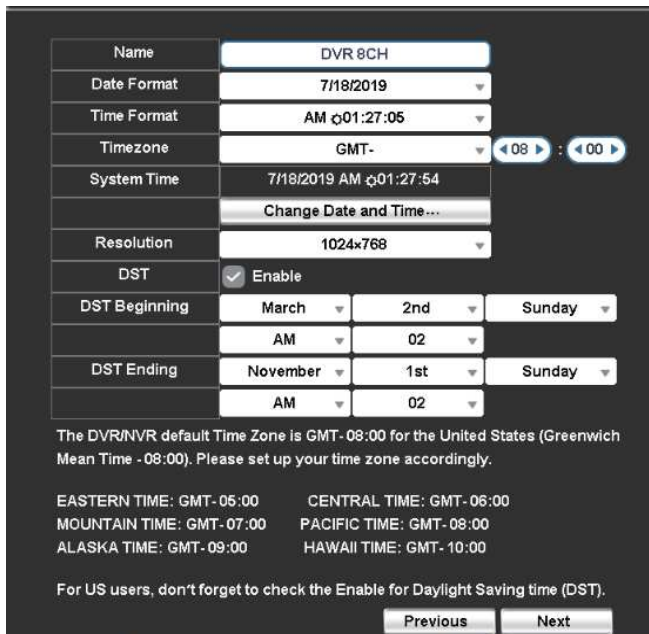
You may need to type in the default username (**admin**), password (**0000000**), then press Enter  to log on.

There is a **Startup Wizard** the first time you log on to help you quickly set up the DVR.

1. Select your Language.



2. Configure basic settings such as the date format, time format, time zone, the actual date and time (Change Date and Time), and the resolution.



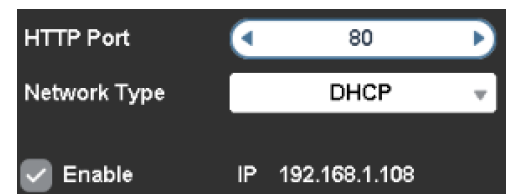
3. Set the video formats of the cameras. If your camera images appear in black and white, change the video formats from **Auto** to **CVI**.

CH	IP Mode	Video formats	Resolution
1	<input type="checkbox"/> Select	Auto	
2	<input type="checkbox"/> Select	Auto	
3	<input type="checkbox"/> Select	Auto	
4	<input type="checkbox"/> Select	Auto	

4. Format the hard drive. Choose the hard drive and click **Format**. (The hard drive may not be included in the package, please purchase it separately.)

Model	Status	Attribute	Free/Capacity
<input checked="" type="checkbox"/> TOSHIBA MQ01ABD...	Recording	Overwritable	335.2GB/465.8...

5. Set the Network type and ensure **Enable** is selected. (**DHCP** is highly recommended.)



6. Follow the instructions to set up the remote view on your cellphone.

Using the QR code is the easiest and quickest way to remotely view your camera using your mobile device. Follow these steps to set up your DVR device on your mobile device.

7. To finish the Start-up Wizard, click **OK**.

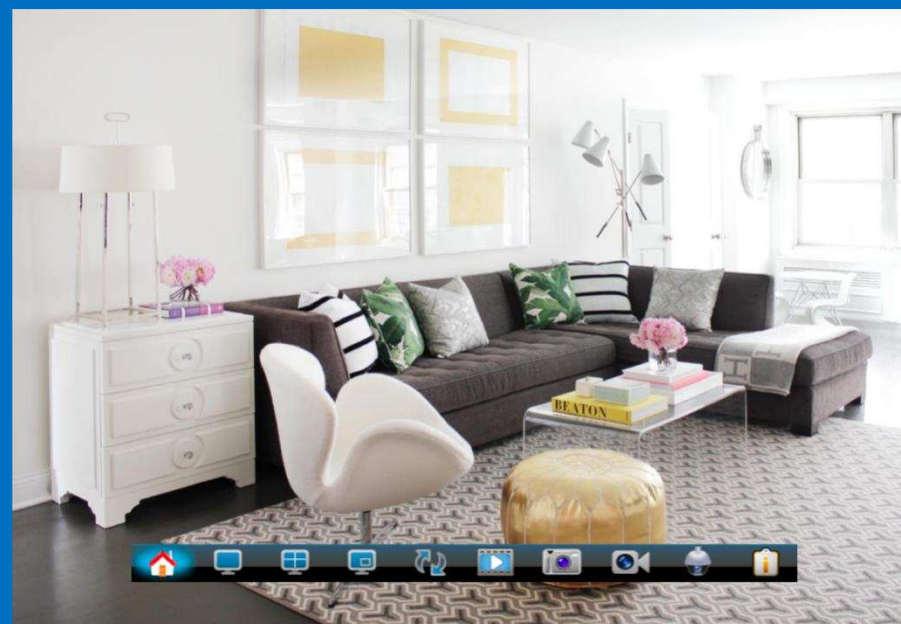
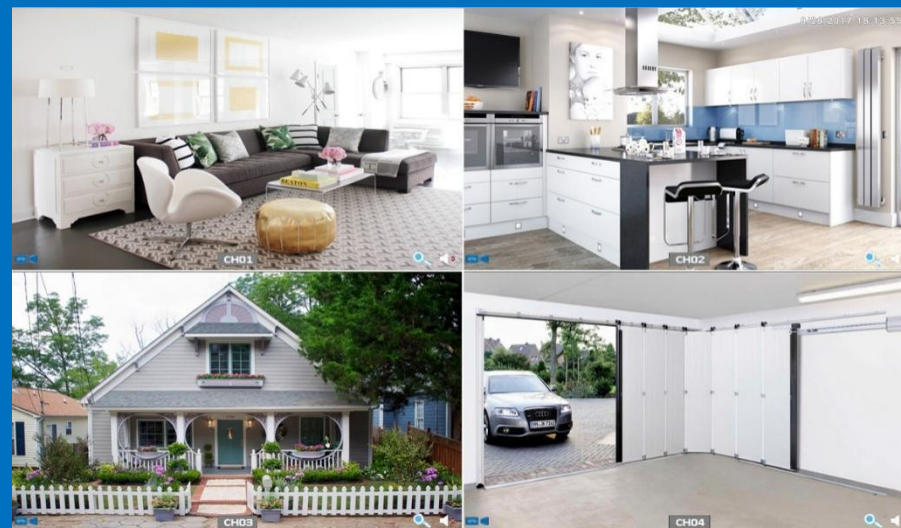


Chapter 2: Live View Screen

Live View allows you to watch live video feeds from your security cameras, enabling you to monitor your property in real time and watch recorded footage from wherever you are.

Each camera that is connected will be displayed on-screen. You can check the status or operation of your DVR and cameras using the icons and Menu Bar on the Live View screen.








Right-click the mouse to access the Menu Bar.



Live View Screen: Icons

Status Icon

These icons are used to indicate different camera status. See the table below to learn more about these icons:

Icon	Description
	The blue camera icon indicates continuous recording.
	The red camera and running person icon indicate event (motion) recording.
	The running person icon indicates an event detected.
	The speaker icon indicates that audio is enabled/disabled on the corresponding channel.
	The magnifying glass icon indicates that you can enlarge the image.
	No Signal indicates the channel has been switched to IP Mode, but no signal comes from the IP Camera, or no IP Camera is selected to the corresponding channel.
	Tiger Logo indicates the channel has lost the feed from its camera, which may be caused by a disconnected/damaged cable, camera, or power adapter. It also appears if no camera is connected to the corresponding channel.

Menu Bar Icons













The **Menu Bar** is a handy place to change the view format of the **Live View** screen.

To access the Main Menu, right-click the mouse on the Live View screen to display the Menu Bar.




The Menu Bar is where the DVR's basic and advanced functions are configured and managed.


Live View Screen: Icons


Icon	Description
	Display the DVR Main Menu .
	Show video from one camera in full screen.
	Show multiple screens on the same page. 
	Show the picture of one channel in the picture of another channel.
	The system will automatically cycle through the Live View of connected cameras every few seconds.
	Playback the 24 hours of recordings for the chosen day.
	Take a snapshot of the screen. (USB flash drive required.)
	Set up the record mode (off, continuous record, event record).
	Shortcut to go to PTZ (Pan, Tilt, Zoom). You may control the PTZ camera by adjusting the controls for each Channel.
	Shortcut to go to PTZ (Pan, Tilt, Zoom). You may control the PTZ camera by adjusting the controls for each Channel.
	Show information such as Model Number, QR code, or Network Type.

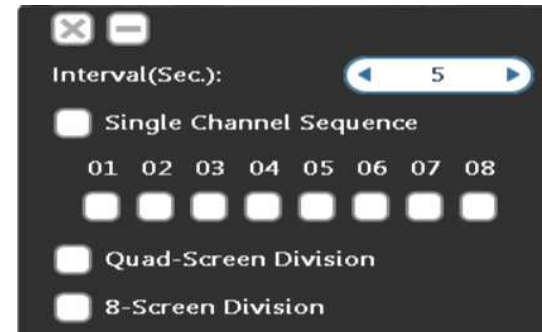


Auto Sequence

Click  on the menu bar to see the Auto Sequence page. Setup the interval seconds, choose the channel(s), and the way of displaying them.

Click  to hide the setting page but keep the sequence.

Click  to exit the Auto Sequence.



Chapter 3. Main Menu

The **Main Menu** is where you control the primary functions of the DVR including camera settings, recording settings, playback of recordings, network settings, motion detection settings, hard drive settings, the configuration for the system, and maintenance.



* If your camera images appear in black and white, camera settings can be optimized to enable color-images.

Optimize camera settings at **Main Menu > Camera Menu > Video Format >** select "**CVI**" from the **Video Format** Menu.

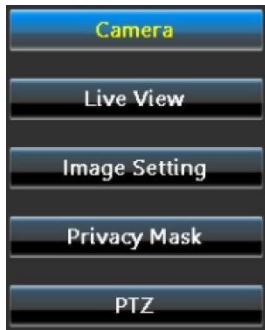
Main Menu

To go to the **Main Menu**, click the icon as shown below.



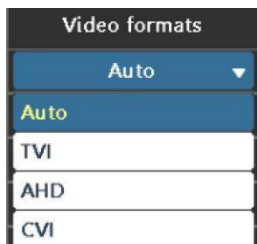
Camera Menu

The **Camera Menu** is where you set up how to display the video from the cameras. (The DVR supports PTZ cameras.)



1. Camera

From the **Camera Page**, you may set up the Video Formats of the cameras. TIGERSECU 2MP Super DVR supports most D1, AHD, TVI, and CVI cameras.



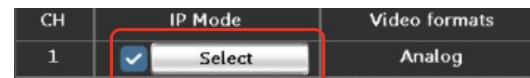
If you're using CVI cameras, you may need to change the **Video formats** from **Auto** to **CVI** to ensure the cameras are showing colors instead of black and white.



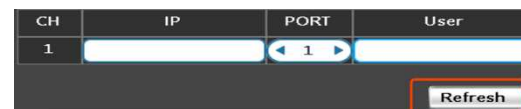
* How to setup IP cameras?

A. Place the DVR and the IP camera within the same local network.

B. Tick **IP Mode**, then choose **Select**.

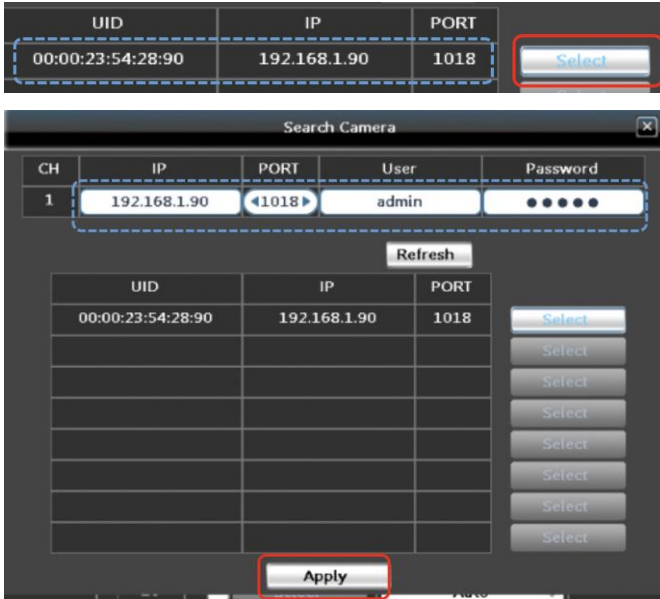


C. Click **Refresh** and wait for a few seconds.

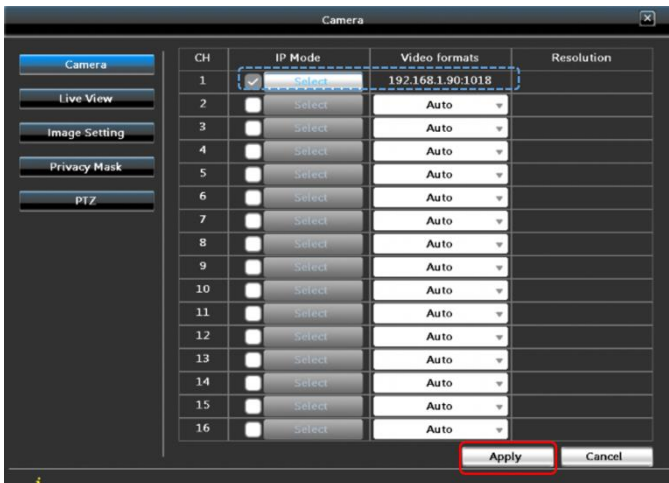


Main Menu

D. The IP camera will appear in the list. Click **Select** button. Then click **Apply**.

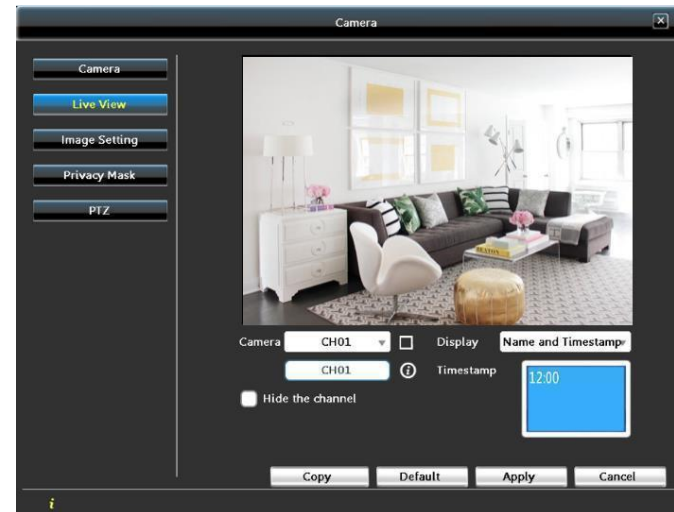


E. Click Exit to go back to the camera page. The selected IP camera should be applied to the channel, then click **Apply**.



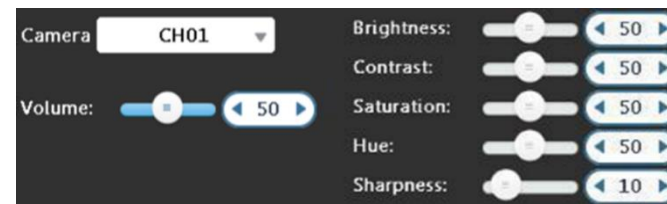
2. LIVE View

From the **Live View** page, you may set the channel's **Name** and **Display** information (for playback interface). Check **Hide the channel** option when you don't want to display one or multiple channels from the **Live View**.



3. Image Setting

In the **Image Settings** page, you can configure settings for video and volume. (Sound pickup devices are purchased separately, then connected to the DVR.) Click **Copy** to copy the setting to the other channels. Then, click **Apply**.



Main Menu

3. Privacy Mask

Use **Privacy Mask** if cameras are mounted at home or in an office that requires privacy. This function covers or "blurs" some areas of the videos. Drag a numbered **black square** from the upper left to cover the area you wish to blur. Don't forget to check the **Area** box to enable the function. Then, click **Apply**.



4. PTZ

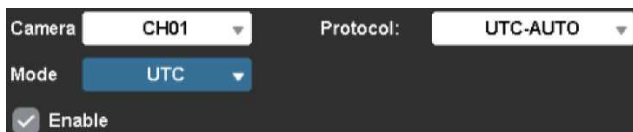
*You may set up the PTZ cameras here or via Live View > PTZ Camera.

If you have PTZ cameras (not included in the package), the basic setup can be done on this page. Make the changes using the drop-down menus.

Mode UTC:

- UTC Supported Protocols: AUTO, TVI, AHD1080P, AHD720P, CVI

Check Change the setup **Mode** to **UTC**, select the **Protocol** for your camera. Check **Enable** box to enable the settings, then **Apply**.



Mode RS485:


- Supported Protocols: Pelco-D/Pelco-P/Merit LiLin Protocol 1/Merit LiLin Protocol 2/Samsung/SamsungII/LG-MultixE
- Supported Baud Rate: 2400/4800/9600/19200

Change the setup **Mode** to **RS-485**, select the **Protocol** and **Baud Rate** for your camera. Check the **Enable** box to enable the settings, then **Apply**.



Then back to **Live view - Toolbar** - click **PTZ** to enter the **PTZ control interface**.



Choose the Camera (CHx), then adjust the view of that camera to the preset location that you would like to define, then click the flag button  to enable the preset location.

Click **Touring Setup** to enter the touring setup page, then enable and choose the preset locations and duration time. Click OK to complete the setup.



Then go back to the **PTZ Control Interface** to enable the Touring.



Main Menu

Record Menu

From the **Record Menu**, you may set up the video and audio quality and schedule a recording mode for each day.



1. Video and Audio

In the **Video & Audio** page, for each channel, there are three **Quality** levels (High, Medium, Low). You may choose a suitable recording quality based on the hard drive's capacity. You may also choose **Custom** to set up the Main Stream and Sub Stream yourself.

A higher **Quality** level means higher resolution and consumes more storage on your hard drive.



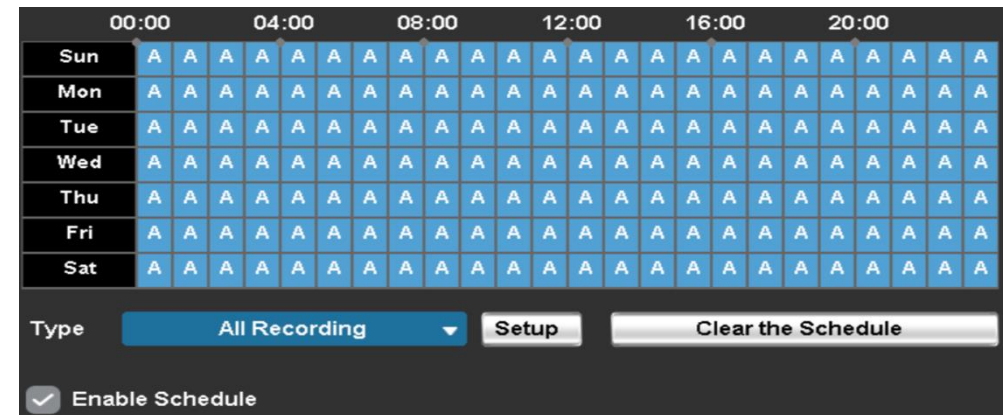
Check **Record Audio** (sound pickup devices need to be purchased separately and connected to the DVR) if you want to record audio for the channel.

2. Schedule

In the **Schedule** page, the DVR provides two modes of recording:

- **All Recording:** Record both continuously and when motion is triggered.
- **Event Recording:** Record only when motion is triggered.

Choose the desired recording **Type** first (All/Event). Then, left-click the mouse on the timetable to choose the time range. Click **Enable Schedule**.

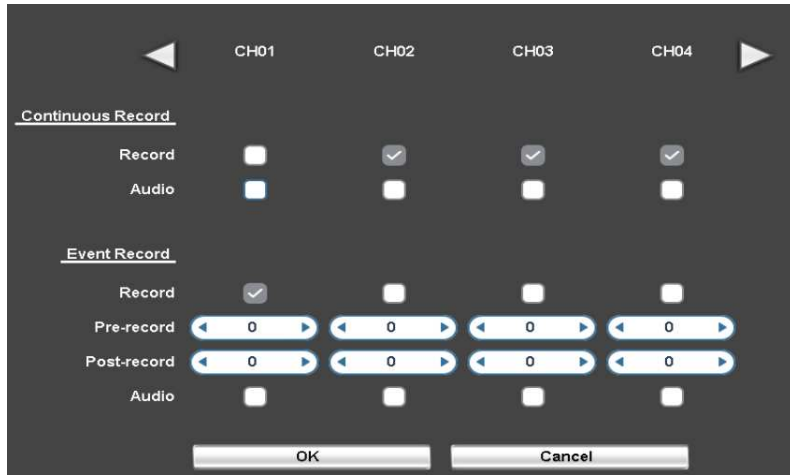


Finally, click **Apply**. If you want to delete a schedule, you may left-click the mouse on the timetable to select the area then click **Clear the Schedule**.

After completed the schedule settings, you may click the **Setup** button to set up a recording type for a specific channel individually.



Main Menu



3. Advanced


In the **Advanced** page, the **Recycle Recording** function is enabled by default. The recycled recording means the newest video continuously replaces the oldest footage. If you disable (uncheck) this function, the DVR will stop recording when the hard drive is full.



Playback Menu

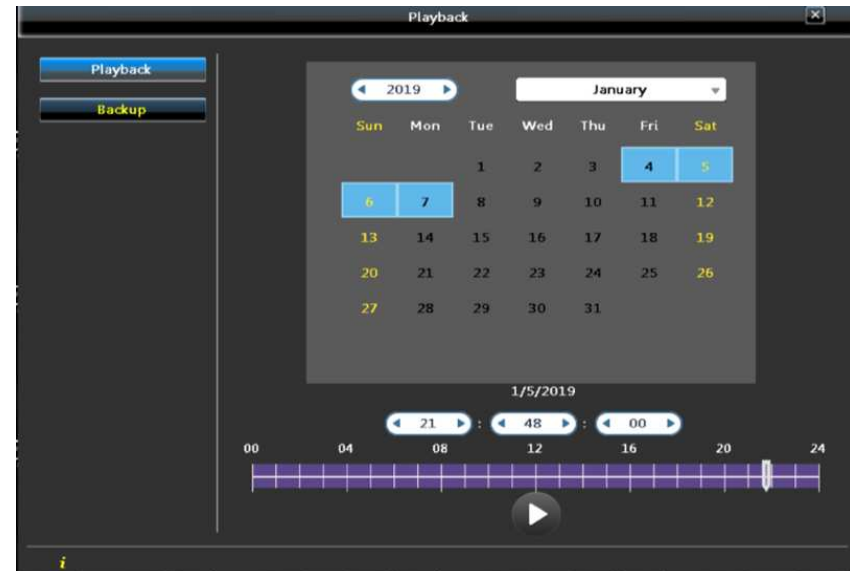
From the **Playback Menu**, you can easily play back the recordings. You can also back up the video to a USB flash drive (to view elsewhere or save space on the hard drive).

1. Playback

① On the **Playback** page, choose the time you want to playback. Then, click the **Play** button ; it will lead you to the Playback interface.

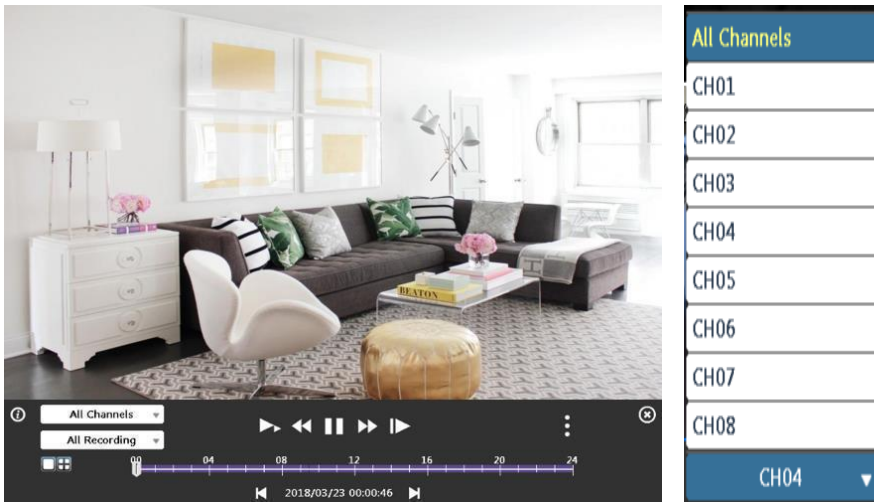
Dates with recordings are highlighted in blue.

The record timeline is highlighted in purple.



Main Menu

② Here's the **Playback interface. All Recording** (Continuous + Event) timeline is marked in purple. **Event Recording** timeline is marked in blue.



③ Playback Control Bar. If the playback control bar disappears, move your mouse to the bottom of the window.

If you want to check the event recording timeline of CHx, choose **Event Recording**, then click **All Channels**, choose **CHx** to check the event recording timeline of that channel.

*Switching from All Recording to Event Recording could take around 5 to 15 seconds. Please wait after switching.



Icon	Description
	Show multiple screens on the same page. Or select a channel to display in full screen.
	Control buttons: Slow Motion (1/2, 1/4, 1/8 speed), Fast Backward ((4x,8x,16x,32x), Play/Pause , Fast Forward (4x,8x,16x,32x), Play frame by frame .
	Switch between the Previous and the Next day.
	Click to show the Video Editing buttons: Cut Start , Cut End , Cut Backup (USB inserted to the USB slot at the back of the DVR is required), Zoom , Snapshot .

2. Backup

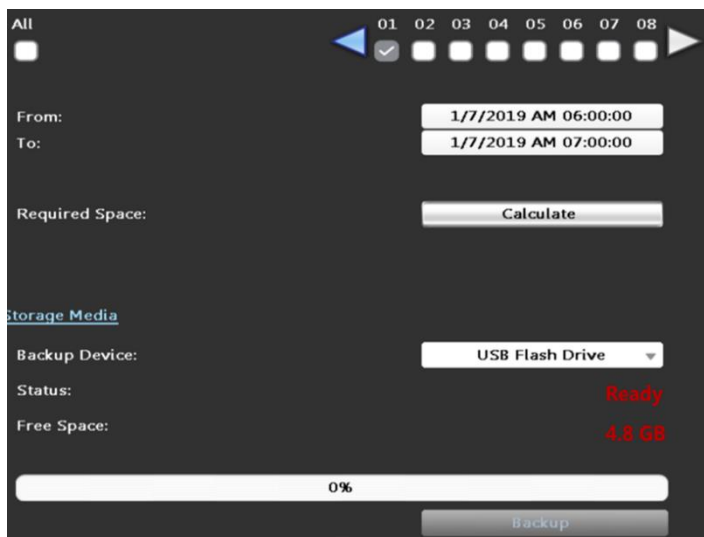
From the **Backup** page, you can back up your recordings to a USB flash drive.

NOTE: The USB drive needs to be inserted into the USB slot at the back of the DVR to back up files.

Choose the channel, time (**From/To**) range, then click **Calculate**. The system will provide an estimated **Required Space**.

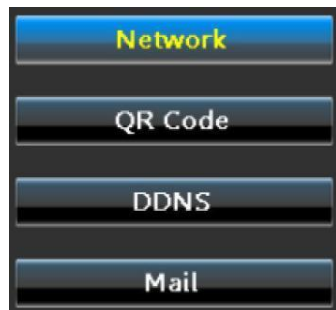
Main Menu

After confirming the Free Space of the USB drive, click **Backup**. The DVR will start to backup files (.m4v). Wait until the progress is 100% completed. Then, you may remove the USB drive and play the .m4v files on your computer. (Download VLC Media Player if needed.)



Network Menu

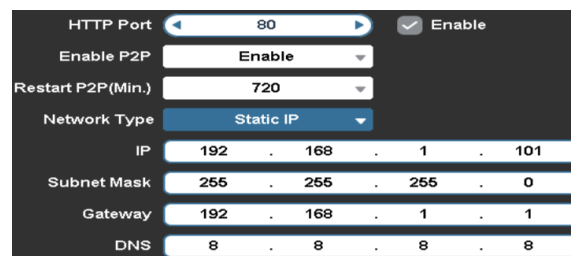
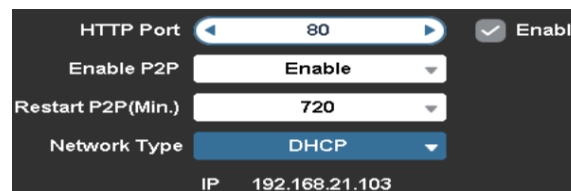
Using the **Network Menu**, you can manually configure network settings for the DVR.



1. Network

In the **Network** page, you can set **DHCP** or **Static IP**. These two are the most commonly used network types. Choose **DHCP** (by default) if you're new to computers or DVRs.

Enable P2P allows you to remotely view the cameras via the mobile app and TIGERSECU CMS by scanning the QR Code. Restart P2P means the DVR will refresh the network connection as scheduled. The DVR is set to restart P2P every 720 minutes by default.



2. QR Code

Here you will find the UID and the QR code for your DVR. Using the **QR code**, you could establish a direct connection between your mobile devices/computer and the DVR, which is the easiest way to view the DVR remotely.

* **Port Forwarding is NOT required for remote connections using QR code.** Using QR code to remotely access the DVR is highly recommended if you're new to DVR.

Main Menu

View the DVR remotely on your phone by scanning the **QR Code** using the App **TIGERSECU HD Viewer**.

View the DVR remotely on your Mac or Windows computer by entering the UID in the **TIGERSECU CMS Client**.

If you are unable to access the DVR remotely, please contact us via email at service@tigersecu.com.

For more instruction, please refer to **Chapter 4 (page 32)**, and **Chapter 5 (page 37)**.

3. DDNS

(Port forwarding is required for login via DDNS.)

Use DDNS only when remotely accessing the DVR using DDNS. The supported DDNS account is: ez-dns.com/ dyndns.org/ noip.com/ SwiftConn.com.

We provide SwiftConn.com for free, and each DVR will be assigned a hostname automatically. Leave **User** and **Password** empty. Then choose **Enable**.

4. Mail (Gmail, Yahoo and AOL Mail are supported)

To set up email alerts from the DVR, fill in **Sender** (User/Mail from), **SMTP Server**, **Port**, **User**, **Password**, **Recipient** (Mail to) on the Mail setting page. (Sender and Receiver can be the same.)

After filling in this information, click **OK** and **Apply** to save changes.

	Gmail	Yahoo Mail	AOL Mail
SMTP Server:	smtp.gmail.com	smtp.mail.yahoo.com	smtp.aol.com
Port:	SMTP uses port 25		
	Implicit SSL/TLS encrypted SMTP uses port 465		
User:	Email address that sends the alerts.		
Password:	16-digit App password* (Don't enter any spaces between 4 sets of numbers)		
Mail From:	Email address that sends the alerts.		
Mail to:	Email address that receives the alerts.		

Main Menu

Gmail and Yahoo settings require an **App Password**, a **16-digit passcode** that gives the DVR system permission to access your Email Account. This 16-digit passcode is separate to your email password.

Follow the instructions below to generate an **App Password** for Gmail or Yahoo mail.

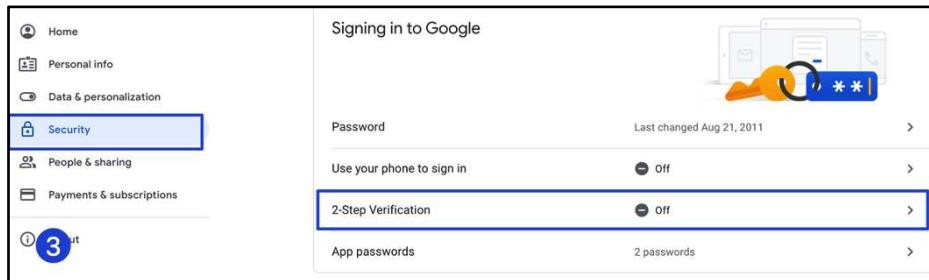
To generate an App Password for Gmail:

Step 1. Turn on 2-Step verification.

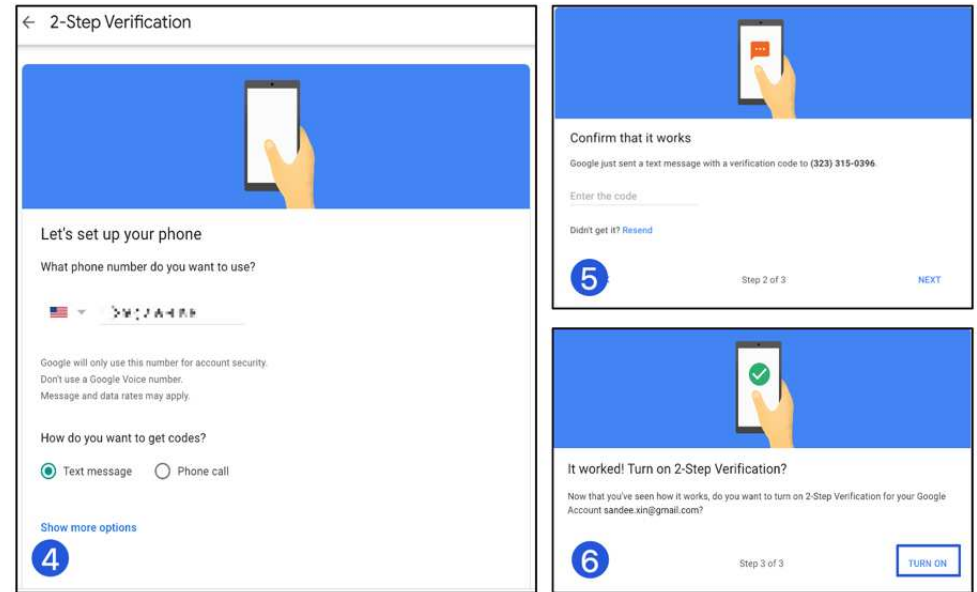
- 1 Open your web browser, log into your [Google Account](#).

<https://myaccount.google.com/>

- 2 In the navigation panel, select Security.
- 3 Under "Signing in to Google," select **2-Step Verification. Get started**.



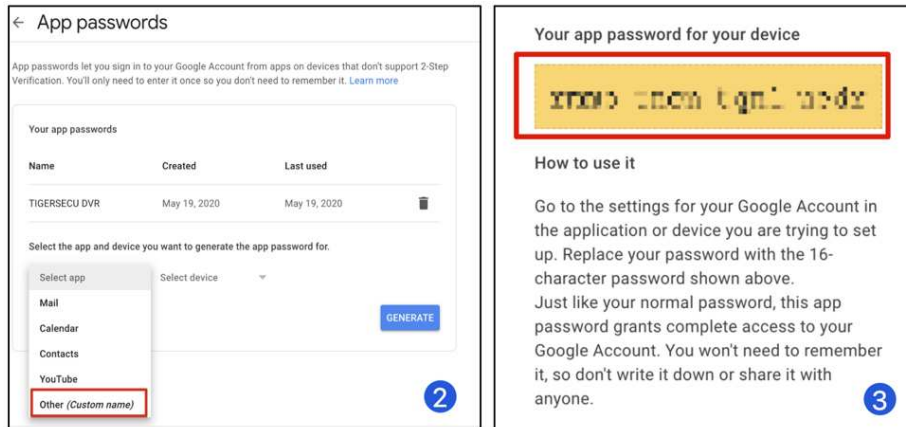
- 4 Enter your cellphone number and select **Text message**, then click **Next**.
- 5 Once you've received the code on your phone, enter it and click **Next**.
- 6 In the final step, click **Turn On** to enable 2-step verification on your Google Account.



Step 2: Generate App password.

- 1 Visit your App passwords page.
<https://security.google.com/settings/security/apppasswords>
- 2 In the **Select App** dropdown menu, select **Other** and enter **TIGERSECU DVR**. Click **GENERATE**.
- 3 Use your 16-digit app password as the password for the DVR.

Main Menu



To generate an App Password for Yahoo Mail:

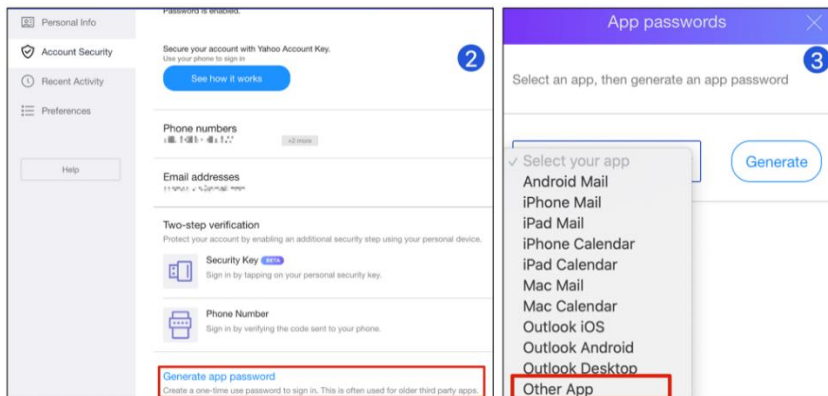
- 1 Visit your Yahoo Mail security page.

Yahoo Mail: <https://login.yahoo.com/account/security>

AOL Mail: <https://login.aol.com/account/security>

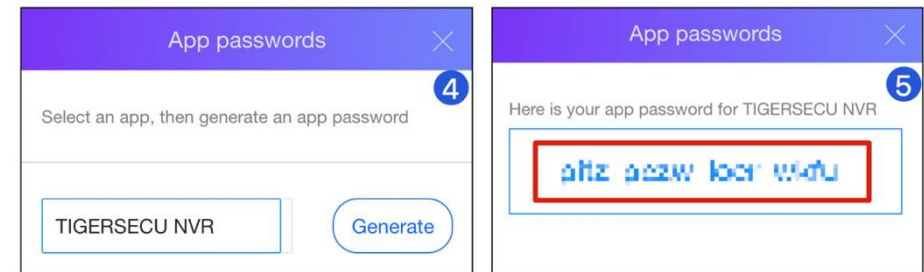
- 2 Click "Generate app password."

- 3 Select "Other app."



- 4 Enter TIGERSECU DVR.

- 5 Click **Generate** to get the 16-digit app password. Use it for your DVR.

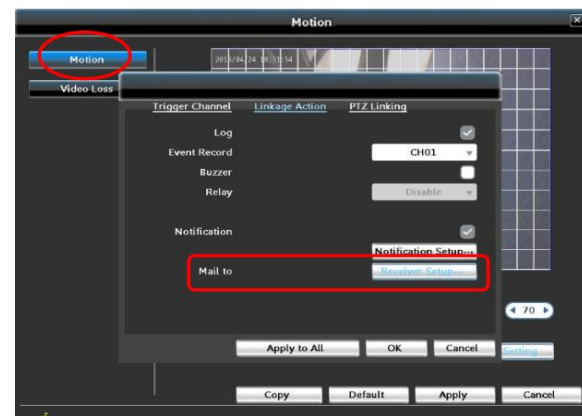


Then, click the **Test** button on the Mail setting page, and the following message will appear to confirm that your setup is successfully completed.



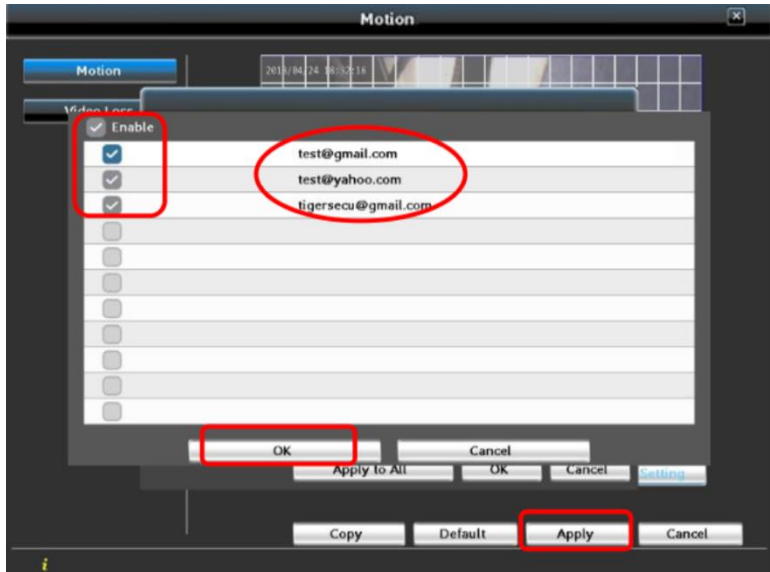
*Motion Trigger setting of Mail Notification.

- 1 Go to **Event menu - Motion - Trigger Setting - Linkage Action - Mail to Receiver** setup.



Main Menu

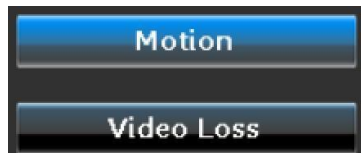
②. Choose **Enable**, then choose the recipients, Click **OK** and **Apply**.



Event Menu

In the **Event Menu**, you may set the motion detection features for each channel. Record only when motion is triggered will save significant hard drive space and save you time reviewing playbacks.

*Motion detection is enabled by default.

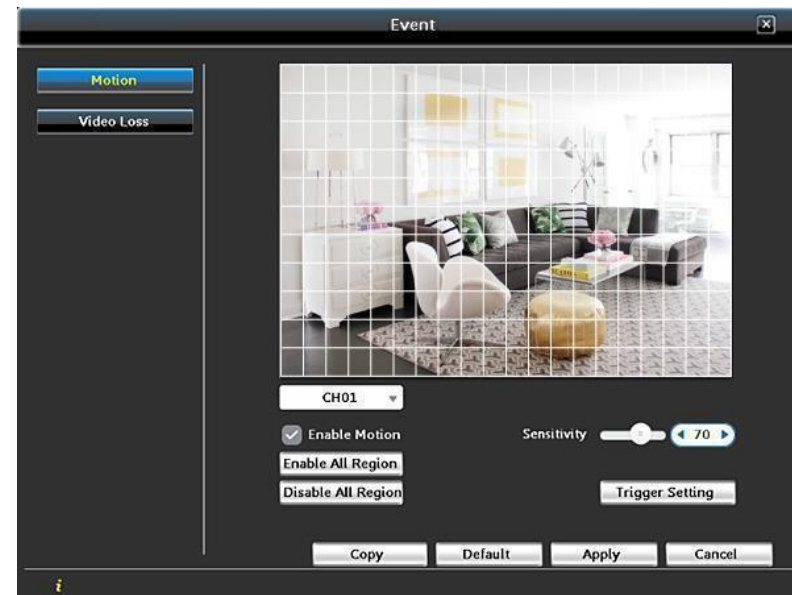


1. Motion

In the **Motion** page, choose the channel to set up motion detection. You may change the **Sensitivity** between 0 and 100. Then, select **Enable Motion**.

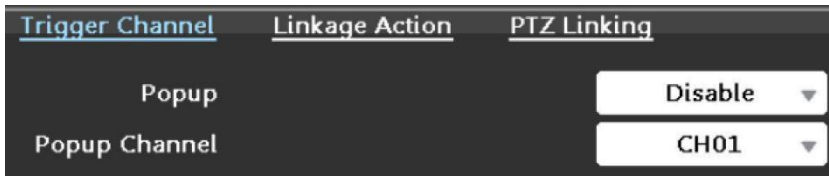
The area covered by the white grid will detect and notify you when motion is triggered. If you **don't** want a specific area to be recognized, please "erase" the area by left-clicking and dragging the mouse over the area to exclude.

Click **Copy** to copy the setting to other channels and then click **Apply**.



①: **Trigger Channel**: Chosen channel will pop up in a full-screen display when motion is detected.

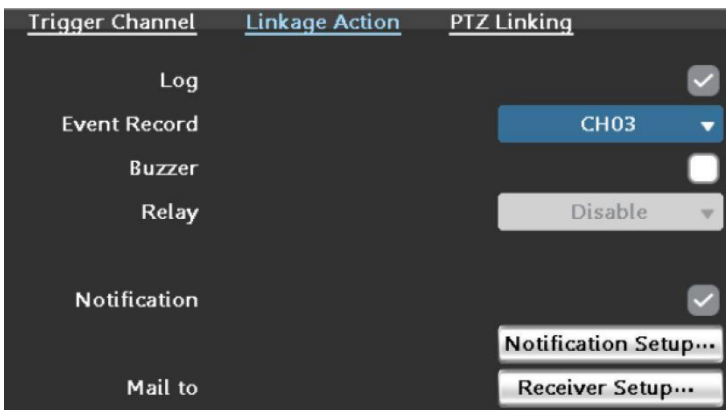
Main Menu



* Click **Apply to All** if you want to apply the same settings for all channels.



②: **Linkage Action:** Set up a Linkage action if a channel detects motion.



Event Record: Setup the linkage record channel. For example, record channel three also if channel one detects a motion.

Buzzer: Activate buzzer on the DVR when motion is detected.

Relay: Disabled for this model.

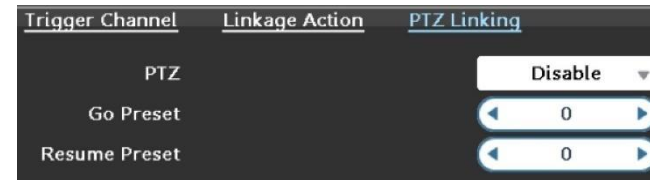
Notification: If you've logged in using the mobile app (TIGERSECU HD Viewer) and enabled **Notify**, click **Notification Setup** to choose the mobile devices that receive notifications. (See chapter 4, page 32 for detailed instruction.)



Mail to: Setup mail alert when motion is triggered.

③: **PTZ Linking:** Enable Motion function for PTZ.

If you have PTZ cameras, you may set up PTZ linking on this page.



2. Video Loss

Use **Trigger Setting** to choose the way you want to be notified when the video feed fails.

Setting up for Video Loss trigger settings the same way as for Motion Settings.

Main Menu

HDD Menu

In the **HDD Menu**, you will see the list of hard drives (USB Flash Drive) connected to the DVR.



If you didn't follow the start-up wizard to format the hard, please format it here so the system will start recording.

1. HDD

On the **HDD** page, you may check the hard drive's information and format the hard drive. *USB external hard drive is not supported.

CAUTION: Formatting will erase all data.

Model	Status	Attribute	Free/Capacity
✓ TOSHIBA MQ01ABD	Recording	Overwritable	335.2GB/465.8...

2. USB Flash Drive

Information of the backup USB flash drive can be found on this page.

Model	Free/Capacity
Kingston DT 101 G2	3.6GB/3.6GB

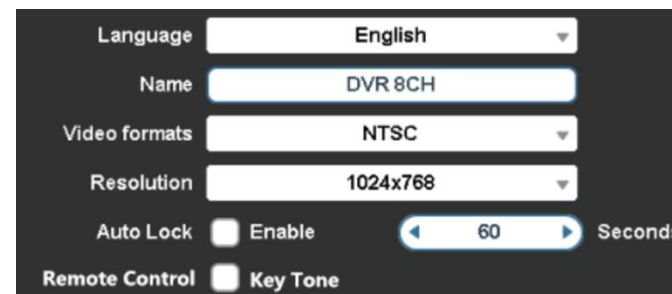
Configuration Menu

The **Configuration Menu** allows you to configure general DVR settings.



1. System

On the **Settings** page, basic system settings can be changed. You may set up the **Language**, the **Name** of the DVR, **Video formats** (NTSC for the United States, PAL for European Unions), display **Resolution** on the monitor, **Auto Lock** or not, and so on. **Key Tone** for **remote control** on/off. (Off by default).



2. User

On the **User** page, you may set up multiple users. You may change the user's name and password on this page. (Click **Edit**).

Main Menu

① Click **Edit** to change **admin** (default) password (**00000000** by default)

Name	Enable	Edit
admin	<input type="checkbox"/>	<input type="button" value="Edit"/>
User1	<input type="checkbox"/>	<input type="button" value="Edit"/>
User2	<input type="checkbox"/>	<input type="button" value="Edit"/>

Password Setup

Old Password:

New Password:

Confirm New Password:

② You may create up to 10 users with password and assign rights such as local or remote control of the DVR. (Please ensure the channels are selected.)

A: Assign privileges for Local Control

B: Assign privileges for Remote Control

Account Setup

Name:

Password:

Permission

Local Channel: 01 02 03 04

Local: Live Playback Backup

Configure: System PTZ

Remote Channel: 01 02 03 04

Remote: Live Playback Backup

Configure: System PTZ

3. Time Settings

On the **Time Settings** page, you may set up **Time Zone** and **Time/Date Format**, and so on.

The DVR default Time Zone is **GMT-8** for the United States (**Greenwich Mean Time -8**). Please set up your time zone accordingly.

- | | | | |
|-----------------------|------------|----------------------|------------|
| EASTERN TIME: | GMT- 05:00 | CENTRAL TIME: | GMT- 06:00 |
| MOUNTAIN TIME: | GMT- 07:00 | PACIFIC TIME: | GMT- 08:00 |
| ALASKA TIME: | GMT- 09:00 | HAWAII TIME: | GMT- 10:00 |

System

System

User

Time Settings

Timezone: GMT- 08 : 00

Time Format: AM 01:23:51

Date Format: 7/18/2019

System Time: 7/18/2019 AM 00:24:16

NTP Server: Enable

NTP Server: pool.ntp.org

Update Interval: 24 Hours (Max 200)

DST: Enable

DST Beginning: March 2nd Sunday AM 02

DST Ending: November 1st Sunday AM 02

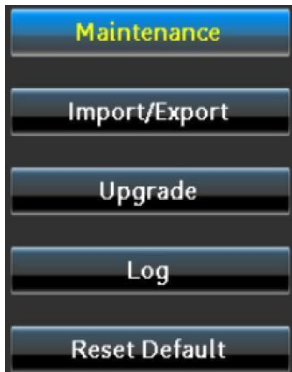
Daylight savings time (DST) is enabled by default for US geolocations. Modify DST settings for geolocations outside of the US accordingly.



Main Menu

Maintenance Menu

In the **Maintenance Menu**, you can view the DVR information, set up the maintenance cycle, upgrade the software, check log files, reset to factory defaults, and import/export files by USB drive.

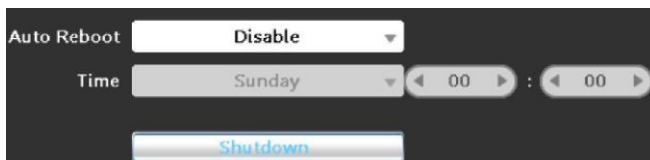


1. Maintenance

On the **Maintenance** page, Auto Rebooting the DVR from time to time helps it perform well. (This is disabled by default).

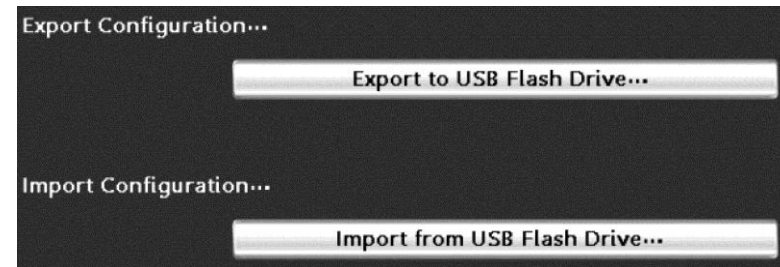
To set up **Auto Reboot**, select **Every Day** or **Every Week** (If Every Week, select a **Day** and **Time**). Click Apply.

Click **Shutdown** to shut the system down.



1. Import/Export

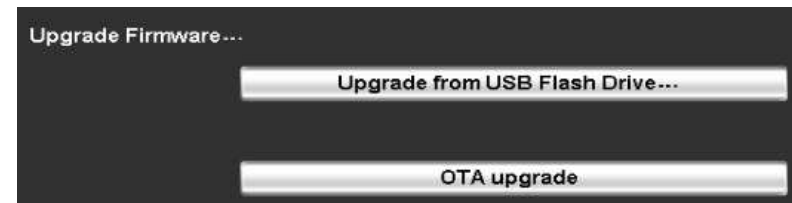
On the **Import/Export** page, you can import or export the DVR configurations. A USB flash drive needs to be inserted into the USB slot at the back of the DVR to import or export data.



2. Upgrade

Contact us via service@tigersecu.com for the latest firmware. Then follow the instructions to download the upgrade firmware to a USB flash drive and click the button **Upgrade from USB Flash Drive** to upgrade the firmware.

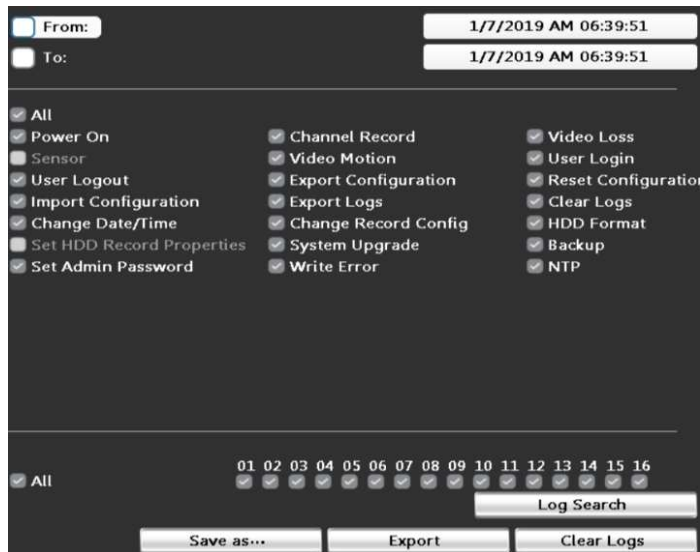
OTA upgrade (upgrade from the cloud) is supported if your DVR current firmware version is 8638000020200514/8638000020200520 or later. Contact us via service@tigersecu.com if further assistance is needed.



Main Menu

3. Log

Log file keeps records of all actions on the DVR such as Power on, Video Loss and HDD formats, and so on. You may choose the date, search by action(s) and channel(s) and Export the data if needed.



4. Reset Default

Resetting the system configuration will erase basic settings. Please reset it only in cases like forgetting the username or password.

Are you sure to reset system configuration?

Chapter 4. View DVR remotely on your phone

You can view your DVR remotely from your phone or iPad if you want to check up on what is happening or receive a notification.

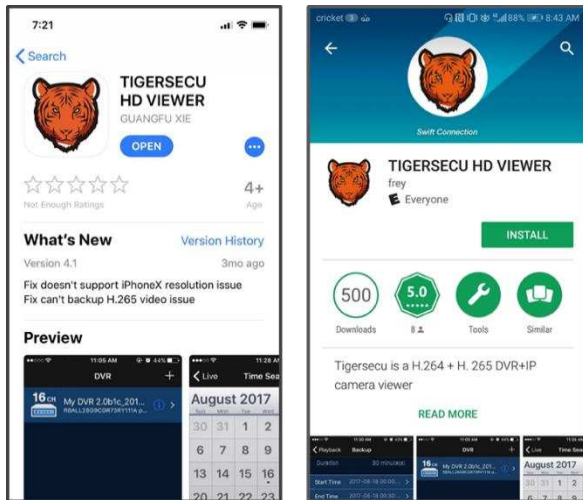
Live view, playback, backup, PTZ control and a lot of other great features are supported.



View DVR Remotely on your mobile devices

1. Setup

- ① Download **TIGERSECU HD VIEWER** from App Store or Google Play.



- ② Find your unique DVR QR Code that is required to set up remote-viewing access.

*Status should be ON. If it is OFF, please ensure the network cable has been firmly connected to the router. Or contact us at service@tigersecu.com.

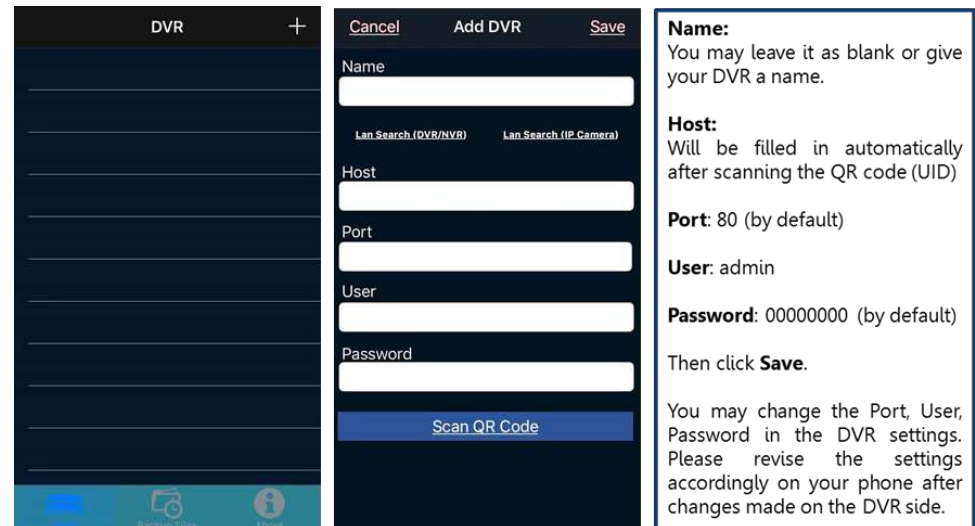


This is an example.

Go to your DVR/NVR Main Menu > Network Menu > QR code Find your own QR code.

For iPhone/iPad User

- ③ Open the app, choose +, then **scan QR code**, scan your unique QR code.



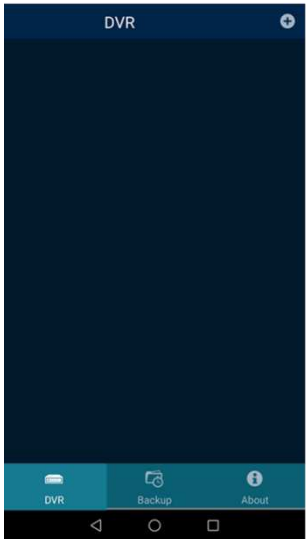
- ④ Then, tap the name of the DVR to enter the viewing page



View DVR Remotely on your mobile devices

For Android User

⑤ Open the App, click add , then **Scan QR code**, scan your unique QR Code.



Name:
You may leave it as blank or give your DVR a name.

Host:
Will be filled in automatically after scanning the QR code (UID)

Port: 80 (by default)

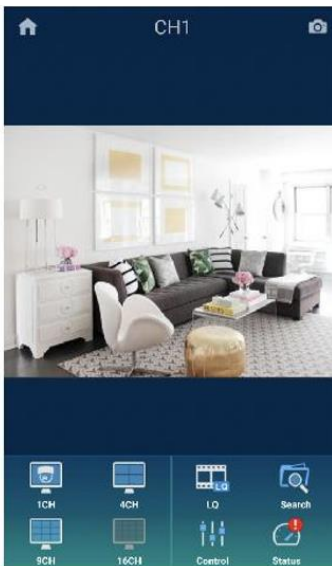
User: admin






Password: 00000000 (by default)

Then click **Save**.

You may change the Port, User, Password in the DVR settings. Please revise the settings accordingly on your phone after changes made on the DVR side.

⑥ Then, click the name of the DVR to enter the viewing page.



App Icon	Description
	The app supports viewing multiple channels (1/4/9/16) on the same page, while in landscape mode (with your phone held horizontally).
	HQ: Higher Image Quality LQ: Lower Image Quality. Mute: Enable or disable audio. Speaker On: One-way audio from the phone to DVR (when a speaker is connected).
	Time Search: Search Recordings by Time Log Search: Find DVR log file.
	PTZ: Control PTZ camera. Relay: Not supported. Notify/UnNotify: Alert sent to phone.
	Channel 1: Camera is connected and working. Channel 2: Camera is unconnected or stopped working.

*Open push alert function by tapping **Control** icon then change the status from

UnNotify to Notify.



View DVR Remotely on your mobile devices

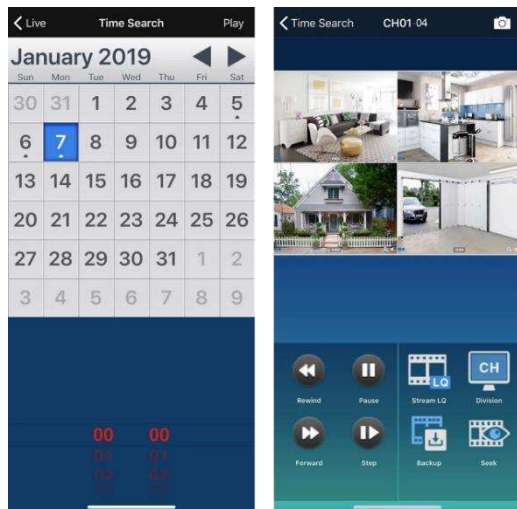
Then, go to the **Main Menu – Event Menu – Motion - Enable Motion – Trigger Setting – Linkage Action – Notification (Check) – Notification Setup** – Choose the name of your phone. Click **OK**.



2. Playback and Backup on App

*Using the iPhone app as an example; the Android app is similar.

① Tapping **Search, Time Search** leads you to a calendar, the date and time marked in red means recordings during that period. Choose the **Date and Time**, then click **Play**.



App Icon	Description
	Rewind
	Forward
	Play/Pause
	Slow Motion
	Adjust image quality (Higher or Lower image quality)
	Multiple channels
	Backup videos
	Seek. Choose the time you want to playback.

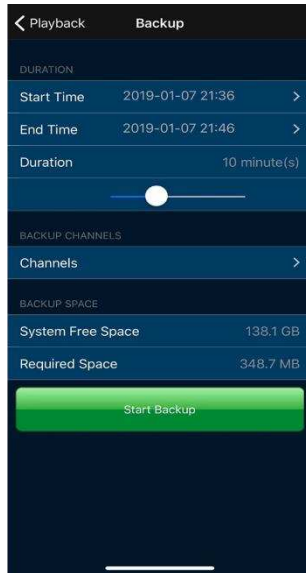
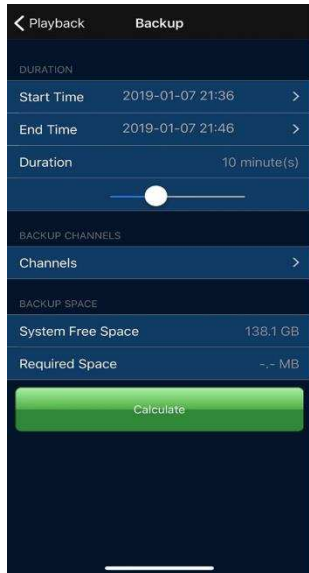
② Click **Backup**. Set the **Start Time** and **End Time, Channel Name**, then tap **Calculate** to see the **Required Space** needed. Click **Start Backup**.

Find the videos in **Backup Files** when downloading is finished.

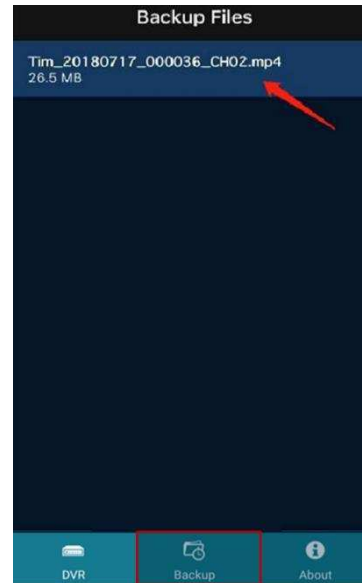


View DVR Remotely on your mobile devices

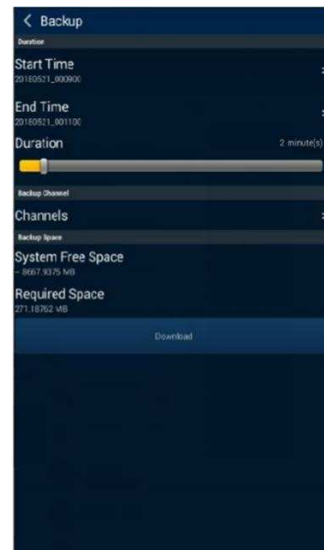
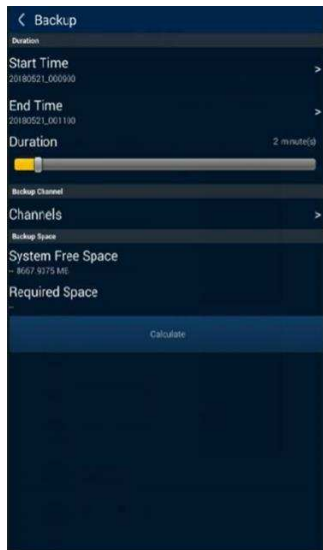
iPhone Backup



③ Check the **backup files** here.



Android Backup



* You may use the keywords **TIGERSECU HD Viewer** on YouTube to watch our instruction video about TIGERSECU HD Viewer.

Chapter 5. View DVR remotely on your Computer

You can view the DVR remotely from your computer whether it is a PC or Macintosh.

You may want to do this for DVR placed in remote locations from where you are.

For example, you may want to monitor your cottage from home or work and likewise, monitor your business from home.

You may also want to use a computer if the DVR does not have its own monitoring screen.



View DVR Remotely on your computer

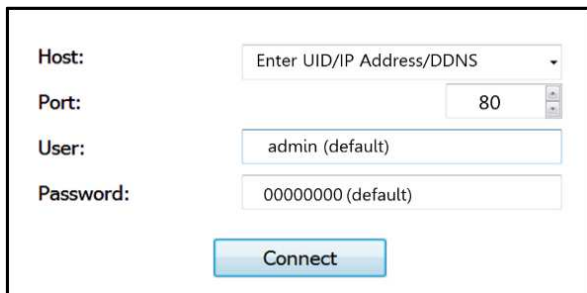
1. TIGERSECU CMS for Windows Users

Step 1: Download and install TIGERSECU CMS on your computer.

Download Link: <http://www.tigersecu.com/cms-win.zip>

Step 2: Open the software, and you will see the login page like the one below:

*You may click the drop-down menu to avoid entering the information repetitively.



Step 3: Type your Login information.

① P2P(UID) Login (Highly Recommended)

a) Go to **DVR Menu bar > Information > UID**. Enter the UID in the **Host** field.



b) **Default Port:** 80

c) **Default User:** admin.

d) **Default Password:** 00000000 (eight zeros)

e) Click **Connect**.

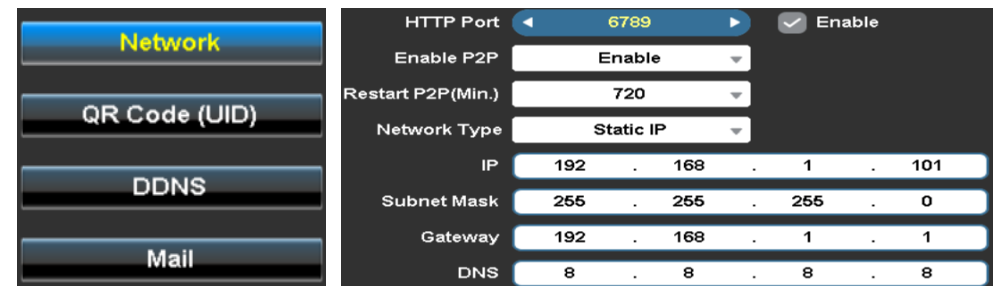
(You may change the Port, User, Password in the DVR settings. Please revise accordingly on your computer after changes are made on the DVR side.)

Tip: If you've successfully logged into the system by following the instructions above, please ignore the instructions below regarding **IP Login & DDNS Login**.

② IP Login (Port forwarding required)

a) Assign a Port for your DVR.

Go to **Network Menu > Network**. Choose **Static IP**, then **Assign a port** (> 80) to the DVR, for example, 6789, then check **Enable** and click Apply.



b) Log into your router.

Look for the **Default Gateway**: It should look something like 192.168.1.1, but

View DVR Remotely on your computer

can be different depending on the router and manufacturer.

Open Internet Explorer or your browser and enter the Default Gateway number into the Address Bar in your browser and hit enter. You should see a login screen.

Tip: If 192.168.1.1 doesn't work, you may Google "how to login to my router + brand name of your router."

c) Port Forwarding within the router.

Check out this article for reference:

<http://www.noip.com/support/knowledgebase/general-port-forwarding-guide/>

Tips:

1. For additional port forwarding support, please seek assistance from local tech support.
2. Remember to open **UPnP**.
3. Type in the port you assigned before for the DVR in the Port field.

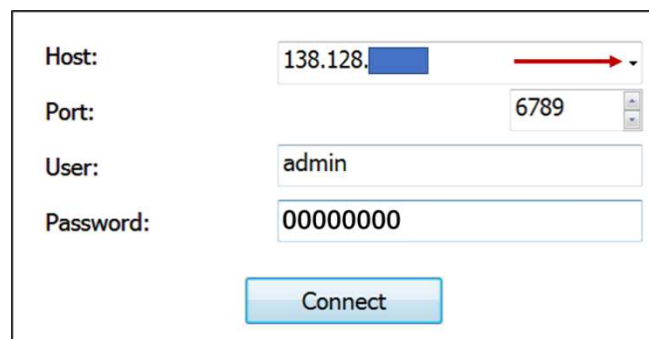
d) Find the router's external IP address.

(Could be found by opening <https://bearsmyip.com/> on your web browser.)



e) Type in External IP address into the **Host** field, **Port** you assigned for the DVR, Default **User Name**: admin, **Default Password**: 00000000 (eight zeros)

*You may click the drop-down menu to avoid entering the information repetitively.



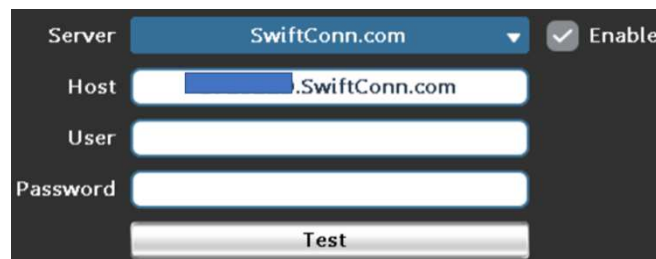
Host: 138.128. [dropdown arrow]
Port: 6789
User: admin
Password: 00000000
Connect

③ **DDNS Login** (Port forwarding required, not recommended.)

a) Find the DDNS host.

Please go to the DVR, **Main Menu > Network Menu > DDNS**.

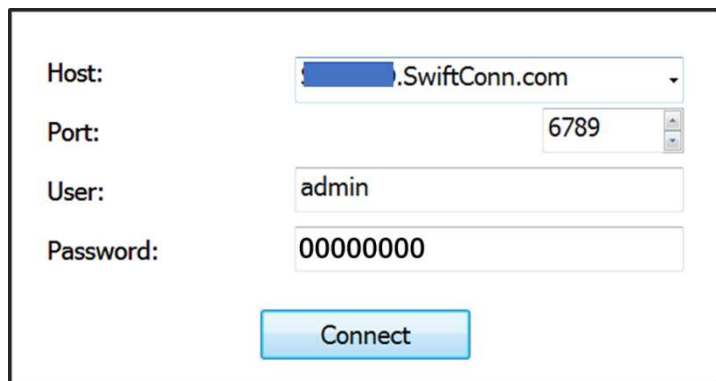
We provide the server **SwiftConn.com**, and a hostname will be assigned automatically to the DVR.



Server: SwiftConn.com [dropdown arrow] [checked] Enable
Host: [dropdown arrow].SwiftConn.com
User: [text field]
Password: [text field]
Test

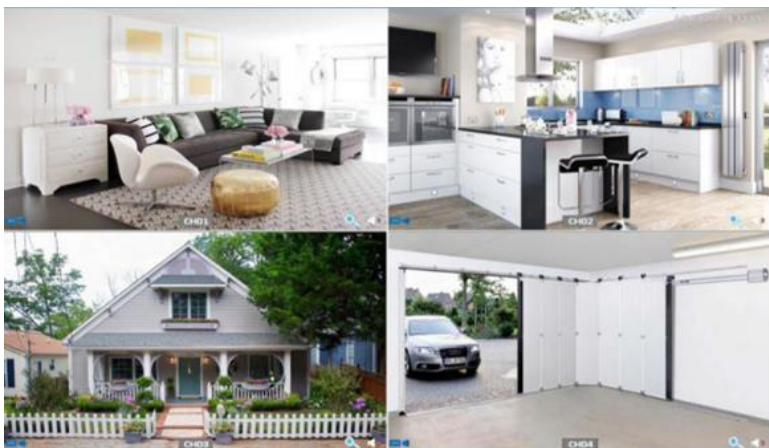
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b) Type in the Hostname that ends with SwiftConn.com in the **Host** field, The **Port** you assigned for the DVR, default **User**: admin, default **Password**: 00000000. Click **Connect**.



The screenshot shows a web form with the following fields: Host (dropdown menu with ".SwiftConn.com" selected), Port (input field with "6789"), User (input field with "admin"), and Password (input field with "00000000"). A blue "Connect" button is located below the fields.

Step 4: After the loading page, you will see the familiar interface (the same as the DVR interface). Close the window when you finish viewing.



1. TIGERSECU CMS for MAC Users

Step 1: Download "The Unarchiver" unzip software from App Store on your Mac computer.

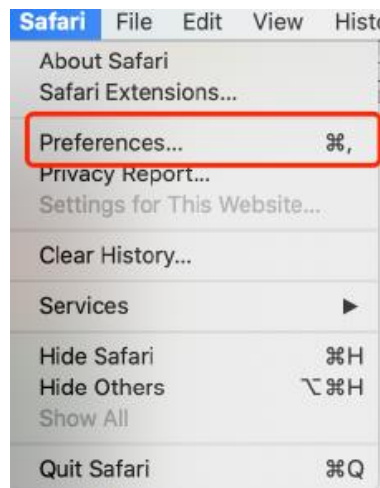
As from macOS Catalina 10.15 or later version, Mac does not include a built-in utility to work with archived ZIP files, download a free third-party software such as "The Unarchiver" from App Store to open RAR files on your Mac.



Step 2: Download TIGERSECU CMS Client Zip file.

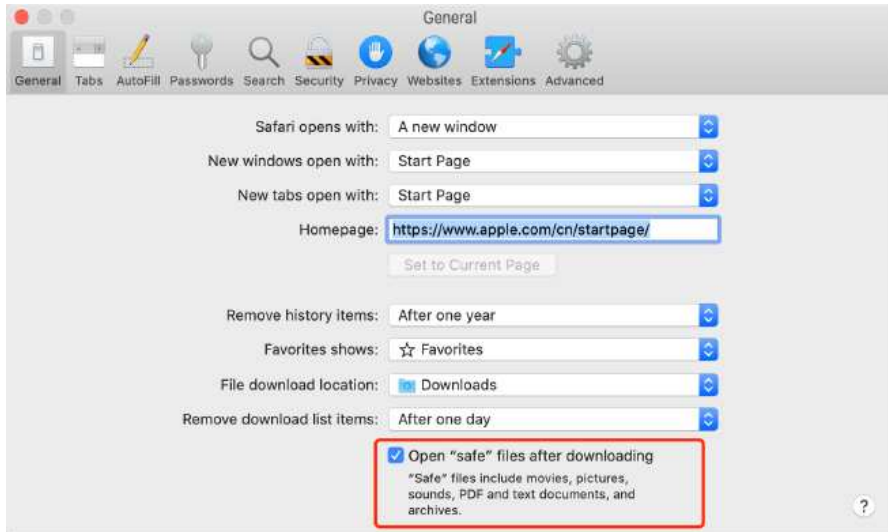
- **For Safari users.**

1. Open Safari web browser, then choose preferences.



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2. Uncheck "Open safe files after downloading".



3. In your Safari web browser, open the TIGERSECU CMS link:

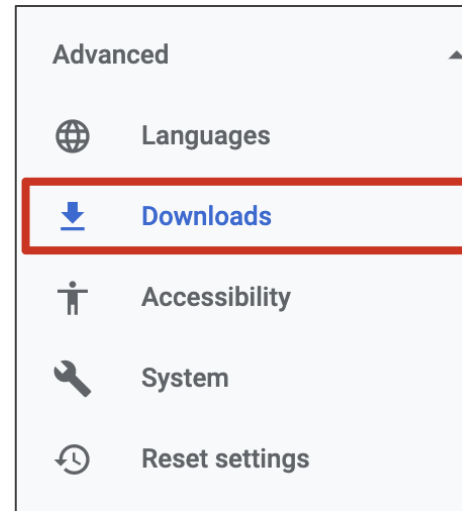
<http://www.tigersecu.com/cms-mac.zip>

- For Chrome users

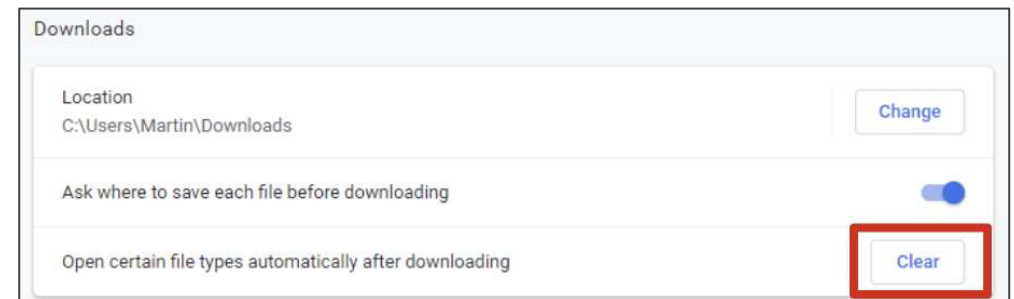
1. Open Chrome web browser, click on Chrome on the upper left corner, then choose Preferences.



2. Choose Advanced, Downloads.



3. Choose Clear.



* If you don't see "Open certain file types...", you may skip this step and go to 4.

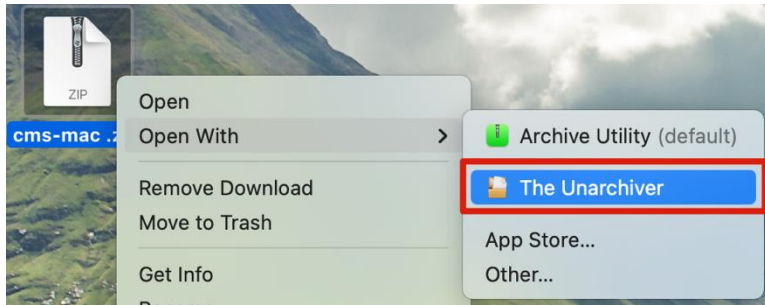
4. In your Chrome web browser, open the TIGERSECU CMS link:

<http://www.tigersecu.com/cms-mac.zip>

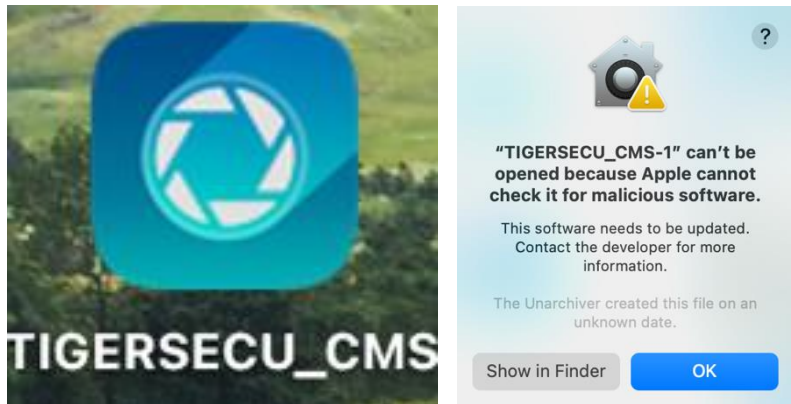
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Step 3: Open TIGERSECU CMS Client

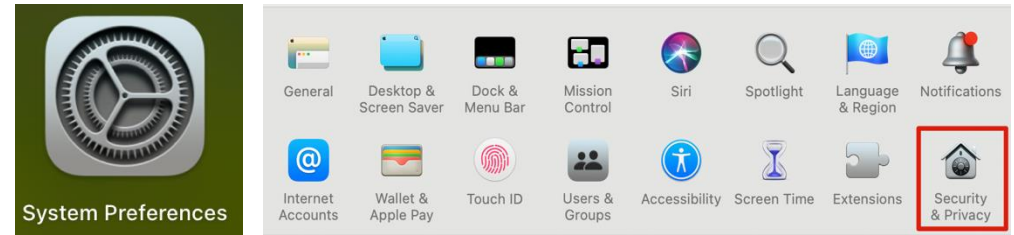
1. Right-click on the TIGERSECU cms-mac zip file and open with "The Unarchiver". This will automatically create a folder named "cms-mac" and extract the archive files to your computer.



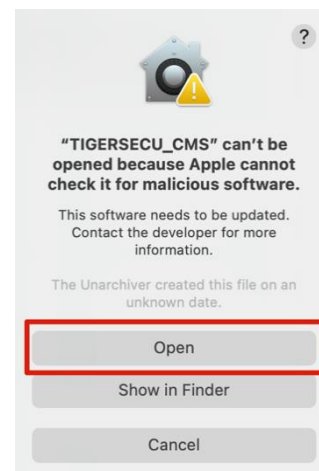
2. Left-click on the TIGERSECU CMS icon to run the software. If the following notice appears on your screen, click OK.



*By default, macOS only allows users to install applications from "verified sources" like App Store. Please open System Preferences, then choose Security & Privacy.



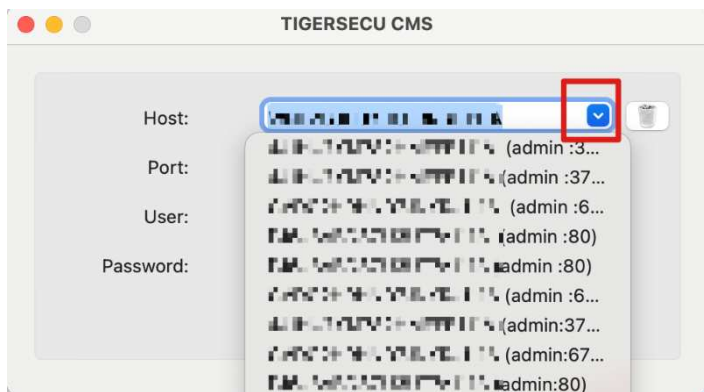
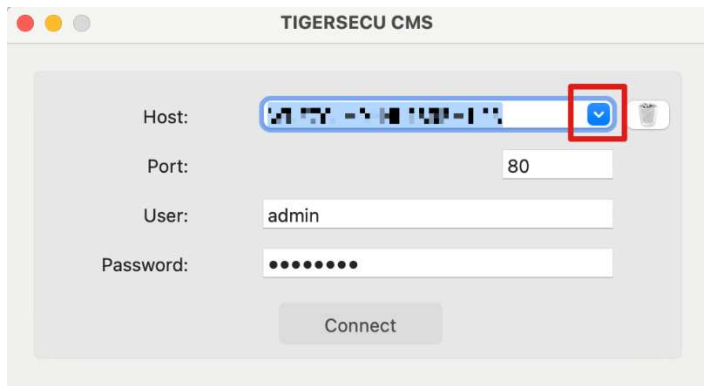
Then go ahead and click **Open Anyway**. Click **Open**.

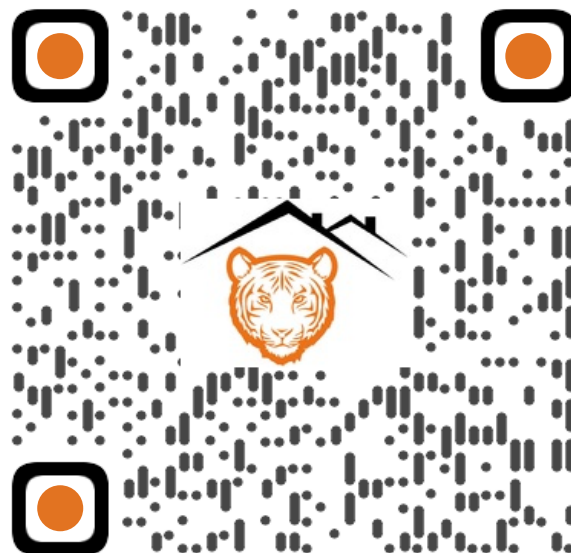


View DVR Remotely on your computer

You will see the login page. Enter the parameters and click Connect.

Next time, you may click the dropdown menu to load the history and avoid reentering the parameters.





https://www.tigersecu.com/tigersecu_dvr_user_manual.pdf

Scan the QR Code to view the latest version of the User Manual.