



TIGERSECU

DVR Quick Start Guide V1.1B

Preparation



- 1. Check power supply**
- [Important]** Use the power supply that comes with your DVR. When you connect the power supply to an outlet, check that the adapter's indicator light is switched on.



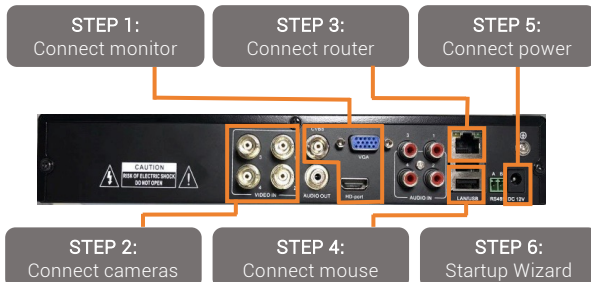
- 2. Check camera night vision**
- Test the infrared light on your camera in a dark environment to ensure that your camera's night vision is working.



- 3. Check camera format and resolution**
- Compatible with TVI, AHD, CVI, and CVBS formats up to 5MP (2560 x 1920 pixels at 12.5 fps) and certain ONVIF IP cameras.
 - NOT** compatible with SDI cameras.

Set up your DVR

See the steps below (expanded instructions on the right) to complete the initial setup of the DVR:



Front and back panels shown are for illustration only.
Your DVR's front and back panel may appear different, with the same ports in different locations.

(Optional) Install hard drive

If your DVR already has a hard drive (HDD) pre-installed, skip this step. If not, for recording video, install a up to 16TB surveillance hard drive, or add another hard drive for more storage.

The 4 and 8-channel DVR support one hard drive; the 16-channel accommodates two.



- Use a screwdriver to remove the screws and lift off the top half of the DVR case.
- Connect the power and SATA cables to the HDD. Align the HDD with the bottom mounting holes in the DVR bottom case. Secure it with screws.
- Put back the top half of the DVR case and fasten it with screws on the sides and back of the DVR.

! Ensure power adapter is disconnected before installing the HDD.

STEP 1: Connect monitor

Connect the DVR to a TV/desktop computer monitor (recommended) using an HDMI, VGA, or CVBS cable (not included). Multiple monitors may be connected to the DVR at the same time.



! The DVR's default resolution is 1920x1080. Please ensure your monitor supports 1080P or higher resolution for proper display during the initial setup.

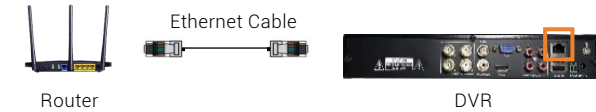
STEP 2: Connect cameras

Test your cameras prior to selecting a permanent mounting location by temporarily connecting the cameras and cables to your DVR.



STEP 3: Connect router

Connect the DVR to your router using an Ethernet cable (not included).



! High speed internet connection and a router (not included) are required to enable remote viewing and receive firmware updates. Internet is not required for local viewing.

STEP 4: Connect mouse

Connect the included mouse to a USB port on the DVR.



* Wireless mouse (not included) is also supported.

STEP 5: Connect power

Use the provided power adapter to connect the DVR to an electrical outlet. Do **NOT** use a third-party power adapter.



! Ensure that the power indicator light on the front panel is illuminated when you plug in the power supply.



(Optional) Display Troubleshooting

If your DVR isn't responding, you may see an error message such as "No Signal" on your monitor after connecting it to your DVR.



The following steps may help resolve this issue. Check whether the power indicator light on the DVR's front panel is on.



1. If it's off, check that the power supply is firmly connected to the DVR. (Be sure to use the DVR power adapter in the package. Do not share the power adapter with cameras.)

2. If it's on, try a different HDMI/VGA/CVBS cable. Connect other devices to the monitor to verify that the HDMI/VGA cable is good.

3. Try a different monitor to rule out potential screen resolution compatibility issues. Desktop computer monitors that support 1920x1080P resolution are recommended for proper display during the initial setup.

STEP 6: Startup Wizard

The TIGERSECU Startup Wizard will begin when you first power up your DVR. During this step, set up a strong password to keep your information safe and prevent unauthorized access to your account.

The password should have a minimum of 6 alpha-numeric characters, including at least one letter.

Record your password below and store in a secure place:

The Startup Wizard will help you configure core DVR settings.

1. Follow up the Startup Wizard to setup the **Timezone** and **Daylight Savings Time (DST)**.

The DVR default Time Zone is GMT- 8:00 Pacific Time. Select your time zone from the dropdown menu.

(Optional) 2. Format hard drive

Format your hard drive when installing a new hard drive on your DVR. Systems equipped with preinstalled hard drives come preformatted and do not require additional formatting.

Skip this step if you have verified that your hard drive is recognized, and the status appears as "Recording".

Start-up Wizard			
Model	Status	Attribute	Free/Capacity
✓ WDC WD10EJRX-89E	Recording	Overwritable	679.1GB/931.5...

If your DVR does not have a preinstalled hard drive and you need to record, turn off the DVR before you follow the instructions for installing the hard drive on the first page of this guide.

After installation, power on the DVR and follow the startup wizard to format the hard drive.

Recording will start automatically once the camera displays images correctly and the drive has been formatted.

When a solid HDD light appears on the front panel of the DVR, you'll know it's recording.



(Optional) Display Troubleshooting

Refer to these steps if you're experiencing any of these issues when setting up your new DVR. (For ONVIF IP cameras, refer to the user manual for detailed instructions.)



A: No image but "Tiger logo"



B: Black and White image



C: Wavy lines on image

A: One or more cameras connected to the DVR are not showing an image but "Tiger logo".

If you've verified that your camera's night vision infrared light is on, search the camera's **Brand** and **Model Number** online to check its video format and resolution.



This DVR is compatible with TVI, AHD, CVI, and CVBS video formats up to 5MP (2560 x 1920 pixels at 12.5 fps).



This DVR does not work with SDI cameras.

B: Cameras are not showing up in color during the daytime.



1. Finish the Startup Wizard. Navigate to the Main menu, Camera menu, set the Video Format to "CVI" for the corresponding camera.

2. Contact service@tigersecu.com with camera brand and model number if the cameras are still not in color during the daytime after set to "CVI" format.

C: There are wavy lines on the camera image.

The causes of wavy lines in the camera image include interference from the power supply or video cable, and loose connections at the video interface.

Replacing the power supply usually resolves this, and we recommend the TIGERSECU 12V 5A Security Camera Power Adapter. If this doesn't work, try replacing the video cable or adjusting the connection heads on the camera end and the DVR back panel.

Remote Access

Setting up remote connectivity allows you to view your DVR from a mobile device and computer with Internet access.



Requirements:

- Router and high-speed internet connection with an upload speed in excess of 4Mbps. (not included)
- DVR connected to your router using an Ethernet cable (see **DVR Setup STEP 3** on the first page of this quick start guide)
- Compatible mobile device (iOS 9.3 or later, Android 9 or later)
- Sufficient signal to your mobile device (areas with intermittent coverage or low signal strength will adversely affect playback, remote-access, and live-view streaming).

STEP 1: Find your DVR's QR Code

Your DVR has a unique QR code (device identifier) located within the DVR's Network Page. This code is required to complete remote access.



Connect the DVR to a monitor in order to access the DVR and locate the QR code in the DVR. (See **DVR Setup STEP 1** on the first page of this quick start guide).



DVR Main Menu > Network Menu > QR Code

STEP 2: Mobile and computer setup

You must complete initial setup of the DVR detailed in **DVR Setup STEPS 1-6** on the first page of this quick start guide before mobile setup.

Mobile device:

1. To view playback or live video on a mobile device, install the free **TIGERSECU HD Viewer** app from the App Store or Google Play Store.
2. Follow instructions in Chapter 4 of the [User Manual](#).



Computer:

1. To view playback or live video on your PC, install the free TIGERSECU CMS Client software:
Windows: <https://www.tigersecu.com/cms-win.zip>
Mac: <https://www.tigersecu.com/cms-mac.zip>
2. Follow instructions in Chapter 5 of the [User Manual](#).

Remote Access Troubleshooting



For optimal experience, connect your DVR directly to a router. **Do not** use a Wi-Fi extender with this DVR.

Refer to these steps if you're experiencing any of these remote access issues.

At the DVR **Main Menu**, **Network Menu**, ensure network type is set to **DHCP**, and select Apply to see whether a valid IP address appears. Then, go to the **QR Code page** to check that the **UID status** is switched to "ON".

IP address and status	Solutions
IP address appears as "Network Disconnected"	Check that the orange light on the Ethernet port on the back of the DVR and the router are both flashing.
UID Status is "OFF"	If lights are not flashing, try connecting the Ethernet cable to a different port or try a different Ethernet cable.
IP address appears as "0.0.0.0"	a. Reboot both the router and the DVR. Check the network status again. b. If there's no valid IP, try the ethernet cable on different ports on the router. c. If there's still no valid IP, log into your router and check DHCP settings to enable this. Search online for instructions specific to your router model.
Valid IP address but UID status is "OFF"	a. Reset the DVR's default settings in the DVR Main Menu – Maintenance Menu – Maintenance – Reset Default – select OK. b. Reboot both the DVR and the router. c. If status remains OFF, log into your router to verify whether any restrictions are enabled that could prevent the DVR from being able to access the network.
Valid IP address and UID status is "ON"	Double check your DVR's UID, port number, username and password. If all parameters have been entered correctly, try reducing the DVR's bitrate to improve streaming.
Still get connection failed message within the app	To adjust the bitrate, go to the DVR Main Menu – Record Menu – Video & Audio – set Quality to Custom – lower sub-stream bitrate to 256 – Copy to All – Apply.

Contact us at service@tigersecu.com or +1-323-315-0396 if these steps do not help. To help expedite your case, please send photos of your DVR **Network** and **QR Code** pages to us so we can dive into it.

Need help?



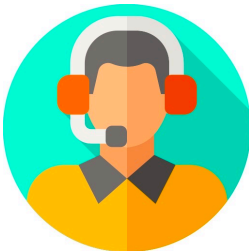
service@tigersecu.com

Email us and we'll get back to you within 12 hours, Monday to Friday.



www.tigersecu.com

Register for a Free 1-Month Extended Warranty.



+1-323-315-0396

Call us for immediate support.
Available Monday to Friday, 9am to 5pm PST.



Scan to Visit Help Desk

Get immediate answers to your questions.
Available 24 hours a day, 7 days a week.

More than 95% of problems can be quickly resolved with a simple phone call to us.

For direct returns, we value your feedback and reason:

- | | | |
|---|--|---|
| <input type="checkbox"/> Product does not meet your expectation | <input type="checkbox"/> Product received has been damaged | <input type="checkbox"/> Product does not match the picture/description |
| <input type="checkbox"/> Missing parts | <input type="checkbox"/> Quality issue | <input type="checkbox"/> Not delivered on time |
| <input type="checkbox"/> Others: _____ | | |