



# TIGERSECU

## PoE NVR Quick Start Guide V2.0N

### Preparation



#### ⚠️ 1. Check power supply

- **[Important]** Use the **48V** power supply that comes with your NVR. When you connect the power supply to an outlet, check that the adapter's indicator light is switched on.



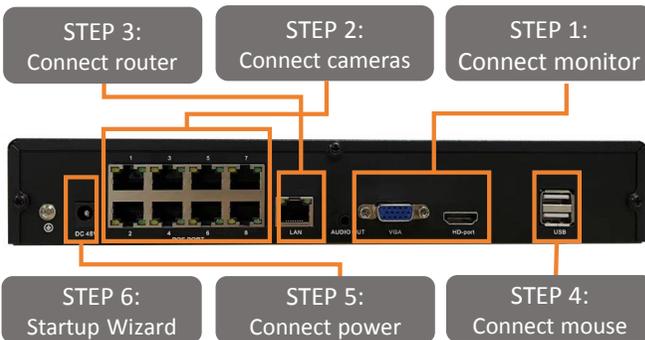
#### 2. Easy PoE Connection

- The NVR is equipped with Power over Ethernet (PoE) technology. No extra power supply is needed for the PoE IP cameras (sold separately).
- Simply connect the PoE IP cameras to the NVR, and the video feeds will appear on the NVR monitor.
- Third-party ONVIF IP cameras may require an additional power supply if they do not support PoE technology.



### Set up your NVR

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



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

### (Optional) Install hard drive

If your NVR already has a hard drive (HDD) pre-installed, skip this step. If not, for recording video, install a up to 16TB surveillance hard drive (WD Purple hard drive is recommended) for more storage.



- Format HDD during STEP 6 Startup Wizard.
- Or go to the NVR Main Menu, HDD Menu, click Format.

⚠️ Ensure power adapter is disconnected before installing the HDD.

### STEP 1: Connect monitor

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



NVR VGA&HDMI Port

⚠️ The NVR's default resolution is 1280x1024. If your monitor supports a higher resolution, set the output to 1920x1080 or higher in the NVR's **Configuration** menu - **Resolution**.

### STEP 3: Connect router

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



Router

NVR LAN Port

⚠️ 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 wireless mouse

Connect the included wireless mouse to a USB port on the NVR.

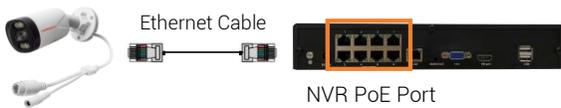


NVR USB Port

⚠️ Remove the USB receiver from the mouse battery compartment and insert it to a USB port on the back panel of the NVR.

### STEP 2: Connect cameras (sold separately)

Test the cameras prior to selecting a permanent mounting location by powering the system up. (Finish STEP 1-5). Check whether the video feeds display on the NVR monitor.



PoE IP Camera

NVR PoE Port

⚠️ TIGERSECU NVR is equipped with PoE technology, it can easily power the PoE IP cameras. No additional power supply is required. Simply connect the cameras to the NVR, and the video feeds will appear on the NVR monitor.

### STEP 5: Connect power

Use the provided 48V power adapter to connect the NVR to an electrical outlet. Do **NOT** use a third-party power adapter.



NVR Power Port

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

## (Optional) Display Troubleshooting

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



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



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

2. If it's on, try a different HDMI/VGA 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 1280x1024 resolution are recommended.

After the initial setup, if your monitor supports a higher resolution, set the output to 1920x1080 or higher in the NVR's **Configuration** menu - **Resolution**.

## STEP 6: Startup Wizard

The TIGERSECU Startup Wizard will begin when you first power up your NVR. 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 4 characters.

Record your password below and store in a secure place:

The Startup Wizard will help you configure core NVR settings.

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

The NVR 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 NVR. 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".

HDD	Model	Capacity	Free Capacity	Status
▶	WDC WD10EJRX-89B	7452(GB)	7207(GB)	Recording
HDD Full <input type="button" value="Overwrite"/>				
USB Flash Drive				
	Model	Capacity	Free Capacity	Status
<input type="button" value="Format"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>				

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

After installation, power on the NVR 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 flashing HDD light appears on the front panel of the NVR, 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 NVR.

One or more channels are not showing an image but "NO SIGNAL".



- "NO SIGNAL" means the NVR has not detected any IP cameras.
- Follow the instructions for connecting IP cameras on the first page of this guide (Step 2).
- At the NVR menu bar, select "Add IPC" to add your IP cameras.

One or more channels are not showing an image but "Connecting".



- "Connecting" message indicates that the IP camera is not transmitting a signal to the NVR.
- Ensure your IP camera is powered on and connected to the NVR or the same network.
- This NVR works with TIGERSECU 5MP PoE IP cameras (sold separately) and certain third-party ONVIF IP cameras.
- Some ONVIF IP cameras may need extra setup, such as enabling ONVIF or creating a separate ONVIF login. Compatibility is limited, and features like motion detection or two-way audio may not support.
- For further assistance or compatibility questions, contact TIGERSECU support at [support@tigersecu.com](mailto:support@tigersecu.com), and include your IP camera's brand and model number.

## Remote Access

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



### Requirements:

- Router and high-speed internet connection with an upload speed in excess of 4Mbps. (not included)
- NVR connected to your router using an Ethernet cable.
- Compatible mobile device (iOS 11.0 or later, Android 6 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 NVR's QR Code

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



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



NVR Main Menu > P2P > UUID(remote access)

## STEP 2: Mobile and computer setup

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

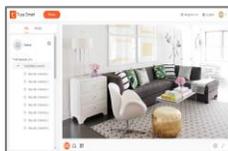
### Mobile device:

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



### Computer:

1. Visit <https://protect-us.ismartlife.me/login> on your Microsoft Edge (PC) or Chrome web browser (PC and Mac).  
\* Internet Explorer (IE) and Safari web browser are not supported yet.
2. On your mobile device, open the **Tuya Smart** app. Ensure you're logged into your NVR via the app before proceeding.
3. Tap **+** in the top right corner on the **Tuya Smart** app home page, then tap in the top right corner to scan the QR Code on your web browser. Confirm Login.
4. On the web page, select the device and channel(s) you wish to view.



## Common Troubleshooting

Problem	Solutions
Forgot password	<ul style="list-style-type: none"> <li>• At the Login Screen, select <b>Forgot Password</b>.</li> <li>• If you have set up a Recovery Email, choose <b>Retrieve Password</b> on the following page. You will receive a recovery key via email.</li> <li>• Check your inbox and, if necessary, your junk or spam folder. Enter your recovery key at the Login Screen and click <b>OK</b>.</li> <li>• If you have not set up a Recovery Email, or if your NVR is not connected to the network, please contact us at <a href="mailto:support@tigersecu.com">support@tigersecu.com</a>. Include your NVR's <b>Random Number</b> and your <b>Order ID</b> for assistance.</li> </ul>
Enable audio recording on NVR	<ul style="list-style-type: none"> <li>• Go to the NVR <b>Main Menu - Record Menu</b>, enable <b>Audio</b>. Apply <b>Copy To</b> to copy the settings to other channels.</li> <li>• TIGERSECU 5MP PoE IP cameras (sold separately) are equipped with a built-in microphone for audio recording.</li> <li>• Ensure the third-party ONVIF IP cameras (if connected) are equipped with built-in microphones for audio recording.</li> </ul>
Set up motion detection recording	<ul style="list-style-type: none"> <li>• By default, this NVR is set to record continuously.</li> <li>• To set up your NVR for motion recording only, go to the NVR <b>Main Menu - Record Menu</b>, select <b>Event</b>.</li> <li>• Set up a recording schedule by either left-clicking on a specific square or left clicking and dragging the mouse over squares corresponding to your desired time period. Apply <b>Copy</b> to replicate your settings across other channels. Timetable highlighted in green indicates that the NVR is set to record only during events.</li> </ul>
Unbind a mobile device (Tuya account) from NVR	<ul style="list-style-type: none"> <li>• Go to the NVR <b>Main Menu - Network Menu</b>, select <b>P2P</b>, and then click <b>Unbind</b>. The NVR will automatically reboot. Following this, in the Tuya Smart app, the NVR will appear offline and greyed out.</li> <li>• On the mobile device from which you wish to unbind the NVR, open the Tuya Smart app. Press and hold the name of the device until the option <b>"Remove Device"</b> appears.</li> <li>• Tap <b>"Remove Device"</b> and then click <b>Confirm</b> to remove the device.</li> </ul> <p>After these steps, you are ready to bind the NVR with a new Tuya account.</p>

Contact us at [support@tigersecu.com](mailto:support@tigersecu.com) or +1-323-315-0396 if these steps do not help. To help expedite your case, include your Order ID and a brief summary of your issue.

# Need help?



[support@tigersecu.com](mailto:support@tigersecu.com)

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



[www.tigersecu.com](http://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: _____                          |  |   |