



# TIGERSECU

## Hybrid DVR/NVR Quick Start Guide V1.1X

### 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.



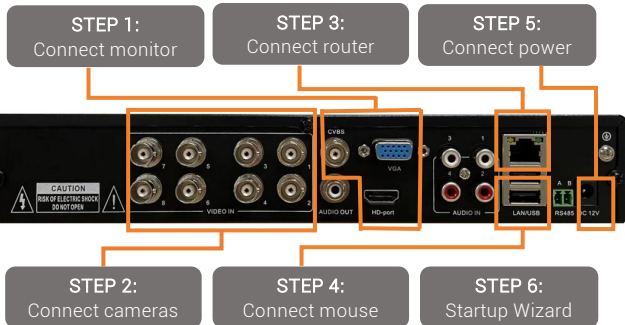
- 2. Check camera night vision**
- Test the infrared light on your camera in a dark environment to ensure that your camera's night vision is working.



- 3. Check camera format and resolution**
- Compatible with TVI, AHD, CVI, and CVBS formats analog cameras up to 5MP (2560 x 1920 pixels at 12.5 fps), TIGERSECU PoE IP cameras and select third-party 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

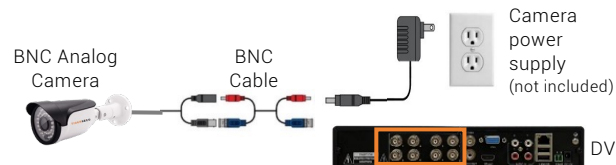
Connect the DVR to a TV/desktop computer monitor (recommended) using an HDMI, VGA, or CVBS cable (not included). Multiple monitors may be connected to the DVR at the same time.



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

### STEP 2-1: Connect analog cameras

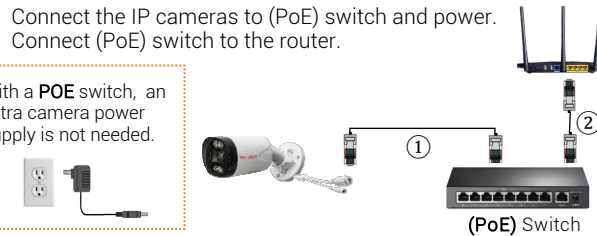
Test your cameras prior to selecting a permanent mounting location by temporarily connecting the cameras and cables to your DVR.



### (Optional) STEP 2-2: Connect IP cameras

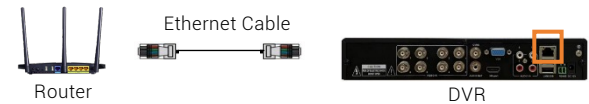
- Connect the IP cameras to (PoE) switch and power.
- Connect (PoE) switch to the router.

With a **POE** switch, an extra camera power supply is not needed.



### STEP 3: Connect router

Connect the DVR to the same 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 wireless mouse

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



**!** Remove the USB receiver from the mouse battery compartment and insert it to a USB port on the back panel of the DVR.

### STEP 5: Connect power

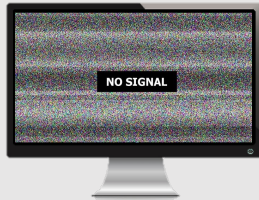
Use the provided power adapter to connect the DVR to an electrical outlet. Do **NOT** use a third-party power adapter.



**!** 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 1280x1024 resolution are recommended.

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

## 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 4 characters.

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".



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 flashing 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.



A: NO VIDEO on analog channels

B: Wavy lines on analog camera

C: NO SIGNAL/Connecting on IPC channels

A: One or more analog cameras connected to the DVR are not showing an image but "NO VIDEO".

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: There are wavy lines on the analog 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.

C: One or more IPC channels are not showing an image but "NO SIGNAL" or "Connecting".

1. "NO SIGNAL" means the DVR has not detected any IP cameras. Follow the instructions for connecting IP cameras on the first page of this guide (Step 2-2). At the DVR menu bar, select "Add IPC" to add your IP cameras.
2. "Connecting" message means the IP camera is not transmitting a signal to the DVR. Ensure your IP camera is powered on and connected to the network.
3. Check that your IP camera is compatible with this TIGERSECU DVR. This model works with TIGERSECU 5MP PoE IP cameras and select third-party ONVIF IP cameras. Contact us at [support@tigersecu.com](mailto:support@tigersecu.com) with compatibility questions, and include your IP camera's brand and model number.

## Remote Access

Setting up remote connectivity allows you to view your DVR from a mobile device 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.
- 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 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 > P2P > UUID(remote access)

## 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.

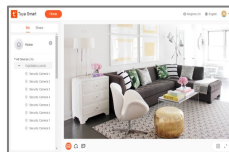
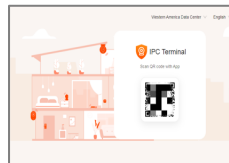
### Mobile device:

1. To view playback or live video on a mobile device, install the free **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 DVR 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 DVR is not connected to the network, please reach out to us at <a href="mailto:support@tigersecu.com">support@tigersecu.com</a>. Include your DVR's <b>Random Number</b> and your <b>Order ID</b> for assistance.</li></ul>
Enable audio recording on DVR	<ul style="list-style-type: none"><li>• Go to the DVR <b>Main Menu - Record Menu</b>, enable <b>Audio</b>. Apply <b>Copy To</b> to copy the settings to other channels.</li><li>• Analog cameras require external microphones to capture audio. An 8-channel DVR can support up to 4 microphones, whereas a 16-channel DVR can support up to 2 microphones.</li><li>• Ensure that IP cameras 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 DVR is set to record continuously.</li><li>• To set up your DVR for motion recording only, go to the DVR <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 DVR is set to record only during events.</li></ul>
Unbind a mobile device (Tuya account) from DVR	<ul style="list-style-type: none"><li>• Go to the DVR <b>Main Menu - Network Menu</b>, select <b>P2P</b>, and then click <b>Unbind</b>. The DVR will automatically reboot. Following this, in the Tuya Smart app, the DVR will appear offline and greyed out.</li><li>• On the mobile device from which you wish to unbind the DVR, 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 DVR 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?



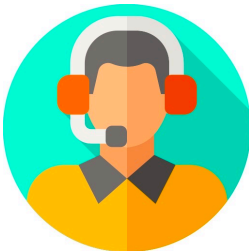
[support@tigersecu.com](mailto:support@tigersecu.com)

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: _____                          |  |   |