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Thank you for purchasing the TIGERSECU Digital Video Surveillance Recorder.

This User Manual applies to the following models:

- TIGERSECU Super HD 2MP 302 Series [4 and 8 channel models]
- TIGERSECU Super HD 2MP 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 buyer’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 assembled correctly and placed in a stable location.
2. Do not operate the DVR if the wires and terminals are exposed to risk of shock.
3. Do not cover the vents on the side or back of the DVR and allow adequate space for ventilation.

**Default Username and Password**

The default user name is “admin”, the default password is 00000000. To ensure your privacy, we highly recommend you reset the password as soon as possible.

**Default Resolution**

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

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

**Contact Us**

Thank you for purchasing a TIGERSECU Security product. If you require any assistance with your new TIGERSECU product, we’re here for you. Your TIGERSECU product is backed by a full two-year warranty and Lifetime Support and we may be reached by phone, email, or through your Amazon Order Messaging page.

Email Address: service@tigersecu.com (US)

Email Address: support@tigersecu.com (UK)

Emails are answered within 24 hours, Monday to Friday.

If you need telephone support, please feel free to let us know your phone number and what time you will be available. We’d love to arrange telephone support for you.
Installation Guide

1. Connect the cameras with the DVR

A) Prepare the DVR, cameras, 5-way/9-way power splitter, BNC cables and the power adapter(s). (Do not plug in the power adapter to a power source now.)

B) Connect the cameras using BNC cables to the video in CH1 to CH(x) connectors.

C) Connect 5-way/9-way power splitter to the power adapter. Then connect one lead of the splitter to the DC 12V connector on the DVR back panel.

D) Connect the other leads of the splitter to the mating connectors on the BNC cables routed to the cameras.

2. Connect the Network Cable with the DVR (Network cable not included in the package)

Prepare the DVR, router and network cable. Connect the network cable as above.

3. Connect a display device to the DVR (VGA/HDMI cable not included in the package)

Connect your DVR to a computer monitor or TV screen as above using a VGA/HDMI cable.
4. Install/Exchange a Hard Drive

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 with the mounting holes on the bottom cover.

D) Connect to 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 of box or the side box.

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

5. Power on the DVR and monitor

A) Plug the power adapter for the DVR into a power source.

B) Power on the monitor.

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

D) You will see TIGERSECU LOGO in a few seconds, then the Live View Screen and Start-up wizard.

E) The Start-up wizard will guide you through the basic settings.

* You may search “How to install a DVR?” on YouTube for more instructions.
01) **POWER**: Power off the DVR.

02) **PIP**: Swap PIP screen with main screen.

03) **RECORD**: Enter the scheduled recording menu.

04) **SEARCH**: Search recording files.

05) **REWIND**: Reverse the footage during playback. Press multiple times to increase the speed of the reversing.

06) 15) 16) 19) **ARROW BUTTON**: Moves the cursor in the appropriate direction when navigating menus.

07) **STEP FORWARD**: Play recordings frame by frame during playback.

08) 1-10+ (numeric key pad): Input numbers, 1-10+ can be used as quick channel changing in similar manner to television, and these will work during either live-viewing mode or playback. Additionally, the numeric key pad can be used when inputting any numerical information – most often, your password.

09) **ZOOM**: Zoom the picture of selected channel.

10) **PTZ**: Control PTZ cameras.

11) **MUTE**: Enable or disable the audio output. This won’t have any effect on recordings. If you’ve configured the DVR to record audio, then it will continue to do so while muted, you won’t hear it until you un-mute it.

12) **ESC**: Exit Menu.

13) **MAIN MENU**: One of the primary controls for navigating through the menus. When in live-viewing mode, it will enter the main menu. When pressed in the main menu, it will return the DVR to live-viewing mode.

14) **FAST FORWARD**: Increase the speed of playback. Press multiple times to increase the speed of playback further.

17) **ENTER**: Use this button to select an option in the menus or confirm an entry.

18) **PLAY/PAUSE**: Play/Pause the recordings during playback.
Chapter 1. Start-up Wizard

To help you set up quickly, there is a start-up wizard the first time you log on.

Step 1. Select your Language.

Step 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.

Step 3. Set the Network type and ensure Enable is selected. (DHCP is recommended.)

Step 4. Format the hard drive. Choose the hard drive and click Format. Wait a few minutes until complete. (Hard drive may need to be purchased separately.)

Step 5: To finish Start-up Wizard, click OK.
Chapter 2. Live View Screen

Live View is where you can watch live feeds from the cameras.

It displays one or all the channels available to you. This is useful if you have someone monitoring the channels in real time or you need to check on a specific location.
Live View Screen: Icons

Status Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="blue-camera-icon" /></td>
<td>The blue camera icon indicates continuous recording.</td>
</tr>
<tr>
<td><img src="image2.png" alt="red-camera-and-running-person-icon" /></td>
<td>The red camera and running person icon indicates event (motion) recording.</td>
</tr>
<tr>
<td><img src="image3.png" alt="running-person-icon" /></td>
<td>The running person icon indicates event detected.</td>
</tr>
<tr>
<td><img src="image4.png" alt="speaker-icon" /></td>
<td>The speaker icon indicates that audio is enabled/disabled on the corresponding channel.</td>
</tr>
<tr>
<td><img src="image5.png" alt="magnifying-glass-icon" /></td>
<td>The magnifying glass icon indicates that you can enlarge the image.</td>
</tr>
<tr>
<td><img src="image6.png" alt="no-signal-icon" /></td>
<td>No Signal indicates the channel has lost the feed from its camera, which may be caused by a disconnected/damaged cable, camera, or adapter. It also appears if no camera is connected to the corresponding channel.</td>
</tr>
</tbody>
</table>

Menu Bar Icons

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

You can also open the Main Menu, where you configure and manage many of the DVRs basic and advanced functions.

To display the Menu Bar, right-click the mouse on the Live View screen.
## Live View Screen: Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>Display the DVR <strong>Main Menu</strong>.</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>Show video from one camera in full screen.</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td>Show multiple screens on the same page.</td>
</tr>
<tr>
<td><img src="image4" alt="Icon" /></td>
<td>Show the picture of one channel in the picture of another channel.</td>
</tr>
<tr>
<td><img src="image5" alt="Icon" /></td>
<td>System will automatically cycle through the Live View of connected cameras every few seconds.</td>
</tr>
<tr>
<td><img src="image6" alt="Icon" /></td>
<td>Playback the 24 hours of recordings for the chosen day.</td>
</tr>
<tr>
<td><img src="image7" alt="Icon" /></td>
<td>Take a snapshot of the screen. (USB flash drive required.)</td>
</tr>
<tr>
<td><img src="image8" alt="Icon" /></td>
<td>Setup the record mode (off, continuous-record, scheduled-record).</td>
</tr>
<tr>
<td><img src="image9" alt="Icon" /></td>
<td>Shortcut to go to PTZ (Pan, Tilt, Zoom). You can control the PTZ camera by adjusting the controls for each Channel.</td>
</tr>
<tr>
<td><img src="image10" alt="Icon" /></td>
<td>Show information such as Model Number, UID QR code, and Network Type.</td>
</tr>
</tbody>
</table>
Chapter 3. Main Menu

From the **Main Menu**, you can access the major functions of the DVR including camera settings, recording settings, playback of recordings, network settings, motion detection settings, hard drive settings, configuration for the system, and maintenance.

* If you’re using CVI cameras, please go to Main Menu – Camera Menu – Camera -change the Video Formats to CVI.
Main Menu

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

![Main Menu Icon](image)

**Camera Menu**

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

**1. Camera**

From the **Camera Page**, you may set up the Video Format of the cameras.

![Camera Menu](image)

**D1, AHD, TVI, CVI cameras are supported. If you’re using CVI cameras, you may set the format to CVI to ensure the cameras are showing color instead of black and white. (NOT all brand IP cameras are supported.)**

**2. LIVE View**

From the **Live View** page, you may set the channel’s **Name** and basic **Display** information (for playback interface) on this page. Check **Hide the channel** option when you don’t want to display one or multiple channel(s) from the **Live View**.
3. Image Setting

In Image Setting page, you can configure settings for video and volume. (Sound pickup devices are purchased separately and need to be connected to the DVR.)

Click Copy to copy the setting to other channels. Then, click Apply.

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

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

Setup the Protocol and Baud Rate first. Don’t forget to check the Enable box. If you want to copy these settings to other channels, click the Copy button. Select the channels you wish to apply them to. Click OK. Finally, click Apply.

Record Menu

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

1. Video and Audio

In the Video and Audio page, for each channel, there are three Quality levels (High, Medium, Low). This gives you some options to choose a suitable recording quality based on the hard drive’s capacity. A higher Quality level means higher resolution and consumes larger 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 schedule, you may left click the mouse on the timetable to select the area then click **Clear the Schedule**.

### 3. Advance

In the **Advanced** page, the **Recycle Recording** function is enabled by default. Recycled recording means the newest video continuously replaces the oldest video. 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 playback the recordings. You can also backup the recording to USB flash drive (to view elsewhere or save space on the hard drive).

1. **Playback**

   On the **Playback** page, choose the time you want to playback (Date with...
recordings are highlighted in blue. Record timeline are highlighted in purple.

Then, click the Play button. It will lead you to the Playback interface.

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, just move your mouse to the bottom of the window.

*Switching from All Recording to Event Recording could take around 5 to 15 seconds, please wait patiently after the switching.

### Icon Description

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image.png" alt="Multiple Screens" /></td>
<td>Show multiple screens on the same page.</td>
</tr>
<tr>
<td><img src="image.png" alt="Control Buttons" /></td>
<td>Control buttons: Slow Motion (½, ¼, 1/8 speed), Fast Backward((4x,8x,16x,32x), Play/Pause, Fast Forward(4x,8x,16x,32x), Play frame by frame,</td>
</tr>
<tr>
<td><img src="image.png" alt="Previous/Next Day" /></td>
<td>Switch between the Previous and the Next day.</td>
</tr>
<tr>
<td><img src="image.png" alt="Video Editing Buttons" /></td>
<td>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,</td>
</tr>
</tbody>
</table>

### 2. Backup

From the Backup page, you can back up your recordings to a USB 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. 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%. Then, you may remove the USB drive and play the .m4v files on your computer.
Using the **Network Menu**, you can manually configure network settings for the DVR.

1. **Network**

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

DVR also offers network types like **PPPoE** and **3G**. Choose these options only when necessary. And, if the connection failed, try **DHCP** again.
2. QR Code

Using QR code, you establish a direct connection between your mobile device and the DVR.

(Port Forwarding is not required for remote connections via QR code, highly recommended.)

Here you will find the UID and QR code and Connecting Status. ON means the DVR is connecting to the Internet and you may view the DVR on your phone using the App named TIGERSECU HD Viewer and CMS called TIGERSECU CMS. If OFF, contact us via email or Amazon message please.

For more instruction, please refer to the Chapter 4 and 5.

3. DDNS

(Port forwarding required for login via DDNS, not recommended.)

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

SwiftConn.com is provided by us and each DVR will be assigned a host name automatically. Leave User and Password empty. Then choose Enable.

For more instruction, please check Chapter 5.

4. Mail (Gmail and Yahoo Mail are supported)

To get email notifications, add Sender (Mail from), type in SMTP Server, Port, User, Password, Recipient (Mail to). (Sender and Receiver can be the same.) Check Enable.

In the Event Menu, you may set the motion detection features for each channel. This will save a lot of hard drive space and save you time reviewing playbacks.

*Motion detection is enabled, and motion recording is disabled by default.
Main Menu

1. Motion

In the Motion page, choose the channel to setup motion detection. You may change the Sensitivity between 0-100. Then Enable Motion.

The area covered by white grid will detect and notify you when motion is triggered. If you don’t want a specific area to be detected, 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 full-screen display when motion detected.

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

② Linkage Action: Setup Linkage action if motion is triggered for a channel.

Event Record: Setup linkage record channel. For example, record channel 3 also if motion is triggered on channel 1.

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

Relay function: Disabled for this model.
**Main Menu**

**Notification:** If you’ve logged in via the mobile app (TIGERSECU HD Viewer) and enabled Notify, click Notification Setup to choose the mobile devices that receive notifications. (Check chapter 4, page 26 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 setup PTZ linking on this page.

1. **HDD**

   On the HDD page, you may check the hard drive's information and manually format the hard drive. **CAUTION:** All data will be erased after formatting.

   ![HDD Menu]

   *Video Preservation: Only keep recording for xx hours. Please don’t enable the function unless necessary.*

2. **Video Loss**

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

   Video Loss trigger settings are the same as Motion settings.
2. USB Flash Drive

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

<table>
<thead>
<tr>
<th>Model</th>
<th>Free/Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston DT 101 G2</td>
<td>3.6GB/3.6GB</td>
</tr>
</tbody>
</table>

**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 setup the **Language**, the **Name** of the DVR, **Video formats** (NTSC for United States, PAL for European Unions), display **Resolution** on the monitor, **Auto Lock** or not, etc. **Key Tone** for **remote control** on/off here. (Off by default).

2. User

On the **User** page, you may set up multiply users. Default username and password can be modified on this page. (Click **Edit**).

**PLEASE REMEMBER** to **Enable** user after completing the basic setup.

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

② New users (up to 10 users supported) can be created with password and assigned specific privileges such as local or remote control of the DVR.
3. Time Settings

On the **Time Settings** page, you can setup basic information regarding Time such as **Timezone** and **Time/Date Format**, etc.

Enable **Daylight Saving time (DST)**. Set DST Beginning and ending time by choosing month, week number (1st, 2nd, 3rd, 4th, Last), etc. Then click **Apply**.

*No need to setup DST in UK.*

---

**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 keeps it perform well. (This is disabled by default).

Or, for **Auto Reboot**, select **Daily** or **Weekly** (if weekly, select a **Day** and **Time**). Click **Apply**.

Click **Shutdown** to do a reboot manually.
1. Import/Export

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

2. Upgrade

You will be notified if upgraded firmware is ready for your DVR. Download the firmware to the USB flash drive and click the button Upgrade from USB Flash Drive to upgrade the firmware.

3. Log

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

Resets system configuration will erase basic settings. Please reset only in cases like when you forget your user name or password.
Chapter 4. View DVR Remotely on Your Phone

You can view your DVR remotely from your phone 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.

* T-Mobile Streaming Limitations

At the time of the publication of this user guide, T-Mobile restricts T-Mobile Unlimited Data mobile users from using unlimited data plans for remote surveillance. T-Mobile Unlimited Data users may access TIGERSECU HD Viewer on their mobile devices by connecting to a wireless network or utilizing IP login.
View DVR Remotely on Your Phone

1. Setup

**Step 1:** Download TIGERSECU HD VIEWER

![QR code for download](image)

* You may scan the QR code above or search “TIGERSECU HD VIEWER” on App Store or Google Play to download the app. (iPad Version is also available)

**Step 2:** Go to the DVR Main Menu > Network > QR Code (make sure the status shows on).

![QR code on DVR interface](image)

**For iPhone/iPad User**

**Step 3:** Open the app, choose +, then **Scan the QR code** (DVR QR Code Page).

![QR code scanning](image)

Type in your **Username** and **Password** (default username: admin, default password: 00000000). Click **Save**.

**Step 4:** Then, click the name of the DVR to enter the viewing page.

![DVR viewing page](image)
**View DVR Remotely on Your Phone**

For Android Phone User:

**Step 3:** Open the App, choose 
then Scan QR code (DVR QR code Page).

Type in Username and Password. Then tap **tick**.

**Step 4:** Then, click the name of the DVR to enter the viewing page.

---

### App Icon | Description
--- | ---
![App Icon](image1.png) | 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 phone to DVR (when speaker is connected).

- **Time Search:** Playback function.
- **Log Search:** Find DVR log file.

- **PTZ:** Control PTZ camera.
- **Relay:** Not supported.
- **Notify/UnNotify:** Alert sent to phone.

- **Channel 1:** Camera connected and working.
- **Channel 2:** Camera unconnected or stopped working.

*Open push alert function by tapping this icon ![Alert Icon](image2.png), change the status from **UnNotify** to **Notify**. Please ensure notification function is enabled for the app on your phone if motion is detected.*
Then go to the DVR – Main Menu – Motion Menu – Motion (Check) – Trigger Setting – Linkage Action – Notification (Check) – Notification Setup – Choose the name of your phone – Click OK.

Notification

*Take iPhone app as an example, Android app is similar.

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

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

Find the videos in **Backup Files** when downloading is finished.
View DVR Remotely on Your Phone

**iPhone Backup**

![iPhone Backup Interface]

- **Start Time:** 2018-06-29 23:00:00
- **End Time:** 2018-06-29 23:05:00
- **Duration:** 5 minute(s)
- **System Free Space:** 7.8 GB
- **Required Space:** -- MB

'+ Check our YouTube Video regarding TIGERSECU HD Viewer.

Search **keywords:** TIGERSECU HD Viewer

**Android Backup**

![Android Backup Interface]

- **Start Time:** 2018-06-29 23:00:00
- **End Time:** 2018-06-29 23:05:00
- **Duration:** 5 minute(s)
- **System Free Space:** 7.8 GB
- **Required Space:** 657.1 MB

View DVR Remotely on Your Phone
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 DVRs 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:

Step 3: Type your Login information.

① P2P(UID) Login (Highly Recommended, easy to login.)

a) Go to DVR Menu bar > Information > UID. Enter the UID in the Host field.
b) Port: No need to change.
c) Default User: Enter admin.
d) Default Password: Enter 00000000 (eight zeros)
e) Click Connect.

Tip: If you’ve successfully login to the system by following the instructions above, please ignore the instructions below regarding IP Login & DDNS Login.

② IP Login (Port forwarding required, not recommended.)
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.
b) Login to your router.
Look for the Default Gateway; it should look something like 192.168.1.1 but, can be different depending on the router and manufacturer. Open Internet...
View DVR Remotely on Your Computer

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:

Tips:
1. For additional port forwarding support, please seek support 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)

DDNS Login (Port forwarding required, not recommended.)
a) Find the DDNS host.

Go to Main Menu > Network > DDNS > SwiftConn.com is provided by us and a host name will be assigned automatically to the DVR.
b) Type in the Host name that ends with SwiftConn.com in the Host field, Port you assigned for the DVR, default User Name: admin, default Password: 00000000. Click Connect.

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

2. TIGERSECU CMS for MAC Users

Step 1: Download TIGERSECU CMS to your Mac.
Download Link: http://www.tigersecu.com/cms-mac.zip

Step 2: Open the software.

* In the event you are unable to access the software on your Mac, go to System Preference > Security & Privacy > (Click the lock to make changes) > Allow apps downloaded from App Store and Identified developers, then choose Anywhere/open TIGERSECU CMS anyway.
Tips: You may check the YouTube video below regarding:
How to allow your Mac applications downloaded from anywhere?
(https://www.youtube.com/watch?v=c4mF4AxqXXU )

Step 3: Login.
Type in the information. (Please refer to the instructions above regarding the three login types for Windows users.)

*You may keep TIGERSECU CMS in Dock so you could easily find it the next time. You may right click on the icon, then choose Option, Keep in Dock.
1. I forgot password for my DVR, what should I do?

If you forget the password, you may go to Main Menu – Maintenance -Reset Default to set the DVR to factory default settings. The default username is admin and the password is 00000000 (eight zeros). If you locked the system and forgot the password, please contact us through email or Amazon message.

2. Can I use another brand’s camera on this DVR? They appear to have the same connector.

One of the great features of this DVR is that it is compatible with over 95% of cameras (Analog, AHD, TVI, CVI, PTZ) on the market. In the event you find your cameras to be incompatible with this DVR, we would be happy to help.

Please contact us through email or Amazon message with the order ID and a description of your issue, and we will respond as quickly as possible.

3. I don’t have a TV monitor, is there any way I could connect the DVR to my laptop monitor?

Sorry, a laptop monitor cannot be used as a monitor for the DVR. But, we do offer a remote-control client called TIGERSECU CMS (the same interface as the DVR) for both Windows and Mac systems.

1. To find the DVR information (such as the UID and QR code) for programming the remote control, you will need a TV/computer monitor to initially set the DVR up.

2. After that, you may disconnect the monitor and use the TIGERSECU CMS client to view and backup files remotely. You could find more information in Chapter 5. Viewing DVR remotely on your computer.

4. I purchased three sets of TIGERSECU DVR, could I use the same app on my phone to keep track of all my DVRs?

Sure, for Super HD 2MP and Professional 5MP DVR system, you may use “TIGERSECU HD Viewer” to keep track of all your DVRs.

5. Can I upgrade the HDD to 4TB or more myself?

Sure, you can.

- 4-Channel and 8-Channel DVRs support up to a 6TB hard drive.
- 16-Channel DVRs supports up to an 6TB hard drive, and you may install two 6TB hard drives for 16-Channel DVR.

You may purchase these separately and replace the original hard drive.
6. Can I buy longer cables? So that I can mount the cameras further from the DVR.

Yes, this DVR kit comes with 60ft cables. You may also purchase longer cables to replace them if needed. Search TIGERSECU 100ft cables on Amazon.

7. The DVR does not detect my USB flash drive when I try to download video recordings or upgrade the firmware.

Try these steps:

1. Insert the USB flash drive into a computer USB port to test whether it is working properly. If it doesn’t work, you need another USB flash drive.

2. Reinsert the USB flash drive into the DVR USB port and ensure it is firmly connected to the DVR.

3. If it still won’t connect, remove the USB flash drive and check whether the USB port works by inserting the mouse USB connector into the USB port.

8. I’d like to receive notification when motion is detected on my phone. What should I do?

Motion detection function is enabled by default on the DVR. Following the steps below to receive motion alert on your phone.

1. Login TIGERSECU HD Viewer (You may check chapter 4 for instructions.)

2. Open push alert function by tapping this icon, change the status from UnNotify to Notify. Please ensure notification function is enabled for the app on your phone.

3. Go to the DVR – Main Menu – Motion Menu – Motion (Check) – Trigger Setting – Linkage Action – Notification (Check) – Notification Setup – Choose the name of your phone – Click OK.

4. Then you will receive notification on your phone when motion is detected.

9. How to record only when motion is detected?

Step 1: Go to Main Menu – Motion – Enable Motion – Copy to All Channels, then click Apply. (Enabled by default)
Chapter 6: Q&A

Step 2: Go to **Main Menu** – **Record Menu** – **Schedule** – **Choose Type Event (Motion) Recording** – left click the mouse on the timetable to choose the time range. Click **Enable Schedule**. Finally, click **Apply**.

Then the DVR will only record when motion is detected.

10. How to record audio?

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

After install the device, you may go to **Main Menu** – **Record** – **Video&Audio** – **Enable Record Audio**, then **copy** to the channels connected with audio pickup devices.