



TIGERSECU

5MP Super HD DVR Series

Quick Start Guide



Package Contents



5MP Super HD Security DVR



DVR Power Supply
*only for use with DVR



USB Mouse



Remote Control

Set Up Your DVR

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

STEP 1:
Connect monitor

STEP 3:
Connect router

STEP 5:
Connect power



STEP 2:
Connect cameras

STEP 4:
Connect mouse

STEP 6:
Startup Wizard

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

(Optional) Install/replace hard drive

Skip this step if you have a DVR with pre-installed hard disk drive (HDD). Install a surveillance HDD (WD purple hard drive is recommended) to record video footage. Or upgrade your HDD to add extra recording space.



- See the Installation chapter of the [User Manual](#) for detailed instructions.
- Format HDD during **STEP 6 Startup Wizard**.

! Ensure DVR is powered off and power adapter is disconnected before installing/replacing HDD.

STEP 1: Connect monitor

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



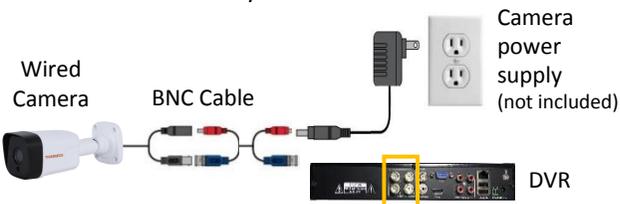
Monitor



DVR

STEP 2: Connect cameras

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



! This DVR works with 5MP (2560 x 1920 pixels) HD-TVI, AHD, CVI, and ONVIF 2.0+ IP cameras, and analog cameras. This DVR does not work with SDI cameras.

STEP 3: Connect router

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



Router



DVR

! 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 included power adapter to connect the DVR to an electrical outlet.



! The Power Supply included with the DVR is designed **ONLY** for use with the TIGERSECU DVR.

STEP 6: Startup Wizard

The TIGERSECU Startup Wizard will begin when you first power up your DVR. The Startup Wizard will help you configure core DVR settings.

After completing the Startup Wizard, create a new DVR password at **Configuration Menu > User**. Record your password below and store in a secure place:

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 other side 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 other side 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 other side 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: <http://www.tigersecu.com/cms-win.zip>
Mac: <http://www.tigersecu.com/cms-mac.zip>
2. Follow instructions in Chapter 5 of the [User Manual](#).

Common Troubleshooting

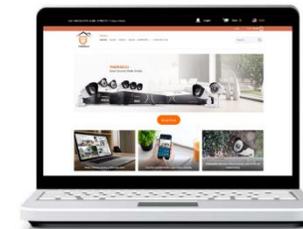
| Problem | Solutions |
|---|--|
| DVR is not recording | <ul style="list-style-type: none">• Check that you're using the DVR power adapter supplied with this DVR. If the power adapter doesn't provide sufficient power for the DVR, it may power up but not have enough power to operate the hard drive.• Check that the DVR contains a security hard drive and it is correctly installed. If you installed your own security hard drive, ensure the hard drive is formatted so the DVR will record.• Check that recording settings are enabled in the DVR: DVR Menu Bar > select Record > Continuous Record. Alternatively, reset the DVR to default settings: DVR Main Menu > Maintenance Menu > Reset default. |
| One or more of my cameras connected to the DVR are not showing an image | <ul style="list-style-type: none">• Check the camera video cable and power connections.• To determine if cameras are receiving power, look for activation of the night vision infrared light (this red glow is best seen in the dark).• If you do not see the infrared light, the cameras may not be receiving power. Replace the camera's power adapter or purchase one at: https://www.amazon.com/dp/B07JJQGVBO |
| No picture on monitor after connecting it to the DVR | <ul style="list-style-type: none">• Try a different HDMI/VGA/CVBS cable• Try a different port on the monitor (some monitors have multiple HDMI ports)• Try a different monitor (desktop computer monitor is recommended) |

Need Help?

1 Visit us
tigersecu.com/support

2 Email us
service@tigersecu.com

3 Call us
323-315-0396



Get in touch, and we'll do our best to respond within 12 hours, Monday to Friday, 9am-5pm PST.