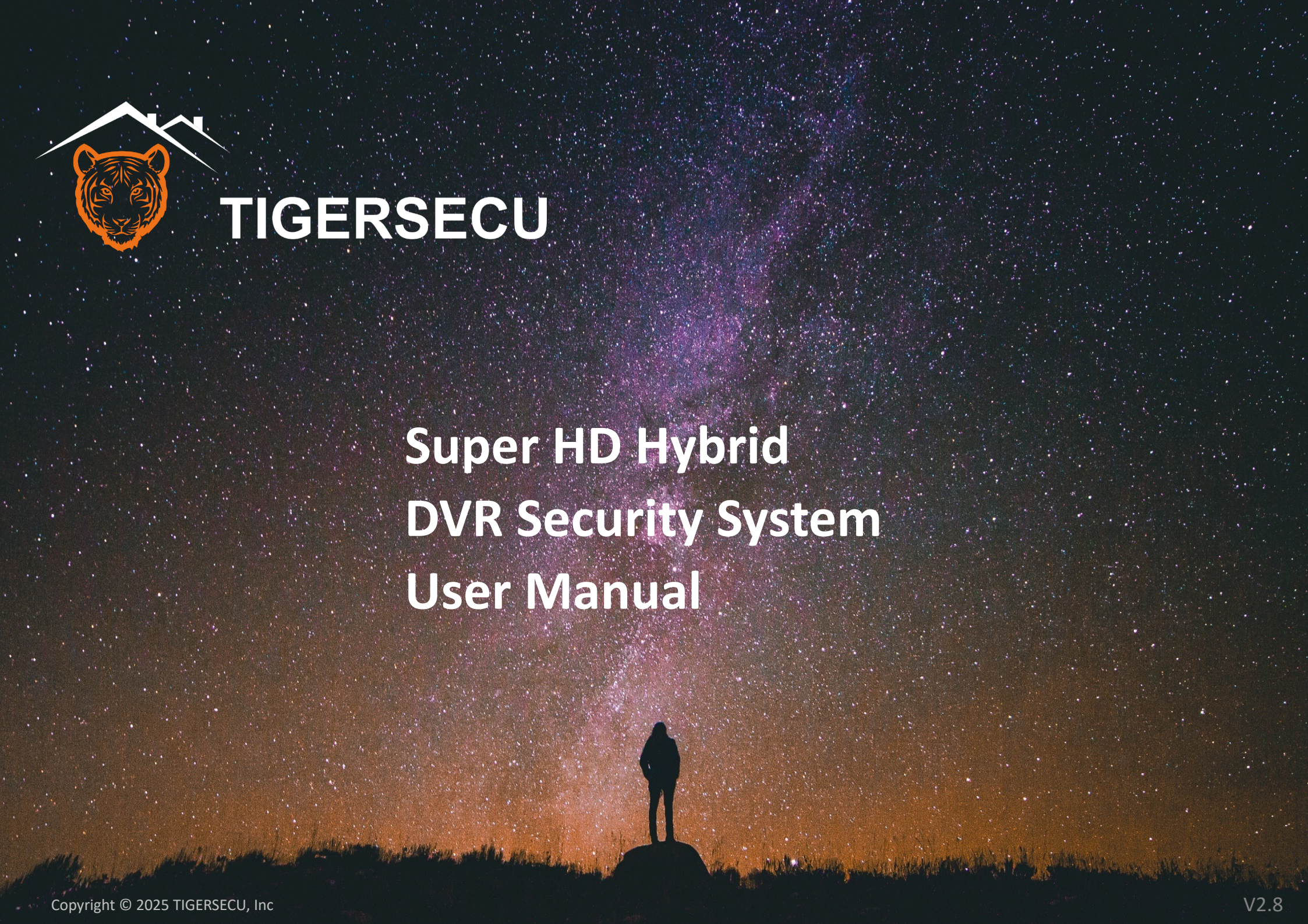

TIGERSECU

Super HD Hybrid DVR Security System User Manual

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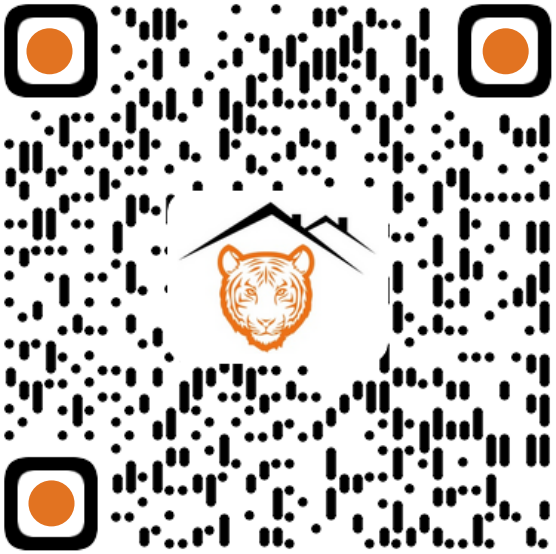
V2.8



https://www.tigersecu.com/tigersecu_dvr_user_manual.pdf

Access TIGERSECU DVR Digital User Manual here

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Important Information

Thank you for purchasing this TIGERSECU Digital Video Surveillance Recorder.

This User Manual applies to the following models:

- TIGERSECU Super HD 302 Series [4 and 8 channel models]
- TIGERSECU Super HD 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 user'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 connected correctly and placed in a stable location.
2. Do not operate the DVR if the wires and terminals are exposed.
3. Do not cover the vents on the side or back of the DVR. Allow adequate space for ventilation.
4. Only use the supplied power adapter(s). Use of a non-regulated, non-conforming power supply can damage this product or cause a fire and voids the warranty.
5. Unplug the power adapter before installing or replacing the hard drive.

Default Username and Password

The default username is "**admin**"; the default password is **00000000**. To ensure your privacy, we highly recommend you reset the password as soon as possible.

Go to Page 28-29 for instructions regarding how to change the password.

Default Resolution

TIGERSECU DVR default display resolution is 1920x1080. Make sure your TV or monitor has a minimum of 1080p resolution. Resolution helps determine a video's quality and how clear or realistic it can appear. If your TV/Computer monitor supports a higher resolution, go to DVR **Main Menu** - **Configuration** – **System** and adjust the resolution. If the monitor doesn't support the selected resolution, the system will automatically revert to the previous resolution.

Contact us

Thank you for purchasing this TIGERSECU Security product. If you require any assistance with your TIGERSECU product, we're here for you. Your new TIGERSECU DVR is backed by a 2-year warranty and Lifetime Technical Support. For technical or warranty support, contact us through Amazon Buyer-Seller Messaging or email us. Call us directly and speak with a TIGERSECU Customer Care Agent or schedule a time for us to call you.

Email Address: **service@tigersecu.com**
Phone Number: **323-315-0396**

We aim to respond to emails within 24 hours, Monday to Friday.
You may also send us your phone number and availability. We'll get phone support arranged for you.

Important Information

Seven steps to get the most out of your new TIGERSECU DVR.

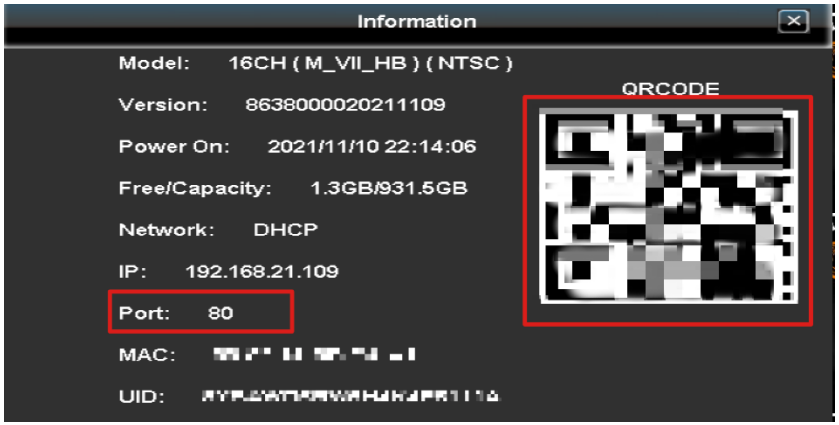
1. Unpack and activate your DVR (Installation Guide, Page 8).

2. Follow the Startup-Wizard steps to set up your DVR (Startup Wizard, Page 11).

3. Tailor your DVR's features to meet your needs (Main Menu, Pages 15– 31).
   * Default settings work for most customers.

4. Find your unique DVR QR code and port number that is required to set up remote- viewing access.

   Go to **Menu Bar**> **Information**> find your DVR **QR CODE** and **Port Number.** (Required in Step 5 and Step 6)



5. Download and set up the DVR remote-viewing app TIGERSECU HD Viewer on your mobile device (View DVR remotely on your mobile device, Page 33).

6. Download and set up the DVR remote-viewing software TIGERSECU CMS Client on your personal computer (View DVR remotely on your computer, Page 39).

7. Check our Frequently Asked Questions if you run into an issue with your DVR (Q&A Page 6&7). If you still need any assistance? We're here for you.

Important Information:

1. The Power Supply, which is supplied with the DVR, is designed ONLY for use with the TIGERSECU DVR. Please do not attempt to connect the DVR Power Supply to cameras as this may present a risk of fire.

2. Please connect the DVR to a TV/Desktop Computer Monitor to be able to view the DVR set-up process and obtain your unique DVR QR code that is required to enable remote access. (Please DON'T scan the QR code on the DVR box.)

3. DVR models without a pre-installed hard drive can only provide a live view of the focused areas. Installing a hard drive to the DVR to allow the recorder to store high definition footage is recommended.

4. Connect the DVR directly to the router. Do NOT connect the DVR to the POE Switch. Doing so will void the warranty and may result in damaging the DVR's network port.

Important Information

Battery Warnings:

⚠WARNING

- **INGESTION HAZARD**: This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN**.
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.

A) This product contains a coin battery of type CR2032.

B) The nominal voltage of the CR2032 battery is 3V.

C) Non-rechargeable batteries must not be recharged.

D) Do not force discharge, recharge, disassemble, heat above 60 °C, or incinerate. Doing so may result in injury due to venting, leakage, or explosion, resulting in chemical burns.

E) Remove and immediately recycle or dispose of used batteries according to local regulations and keep them away from children. Do NOT dispose of batteries in household trash or incinerate them.

F) Even used batteries may cause severe injury or death.

G) Ensure the batteries are installed correctly according to polarity (+ and -).

H) Do not mix old and new batteries, different brands, or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.

I) Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.

J) Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

K) Call a local poison control center for treatment information if a battery is suspected to have been swallowed or inserted into any part of the body.

Q&A

1. Will my cameras be compatible with the TIGERSECU DVR?

TIGERSECU DVRs are compatible with Analog, AHD, TVI, CVI, and PTZ cameras. They're not compatible with SDI cameras.

In the event your cameras video displays in black and white during daytime, please update camera settings at **Main Menu > Camera Menu > Camera,** change **Video Formats** from **Auto** to **CVI**, and then click Apply.

If the cameras show the TIGER LOGO on the monitor, check whether the camera **night vision** is on during the night. If it is on, let us know the camera model number through email. If the night vision is not switched on, try a different power adapter for the cameras: https://www.amazon.com/gp/product/B07JJQGVBQ

If your cameras show **No Signal** and you're not using IP cameras, go to Main Menu, Camera Menu, uncheck the IP mode, and click Apply.

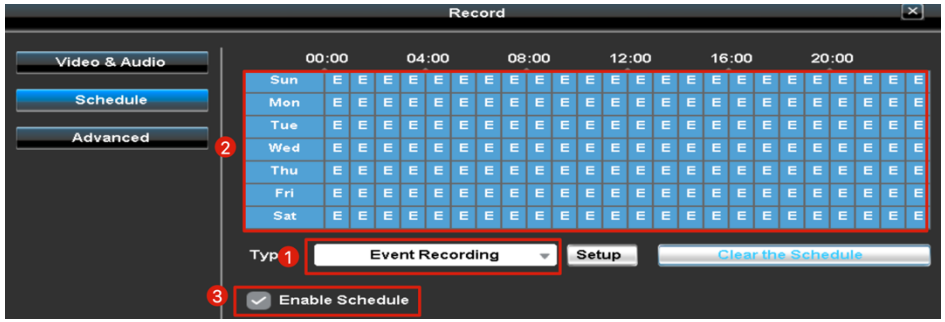
2. How do I receive notifications on my phone when motion is detected?

a. Log into TIGERSECU HD Viewer (check chapter 4 for more instructions).

b. Open push alert function by tapping Control, change status from UnNotify to Notify. Please ensure the notification function is enabled for the app on your mobile device.

3. How do I set the DVR to record only when motion is detected?

Go to **Main Menu** - **Record** - **Schedule** - Type **Event Recording**. Left-click the mouse on the timetable to choose the time range. Click **Enable Schedule**. Finally, click **Apply**. After that, the system will record only when motion is detected.

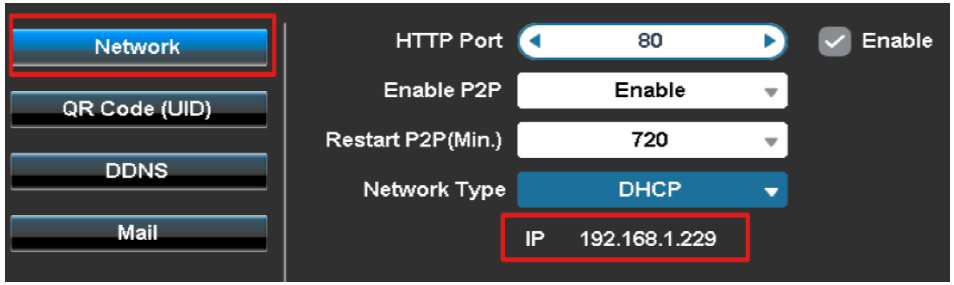


4. I tried to log into the system remotely using TIGERSECU HD Viewer on my phone, but the app shows "Connection Failed".

1. First, check the **indicator light** on the DVR network port (on the back of the DVR), is it flashing?

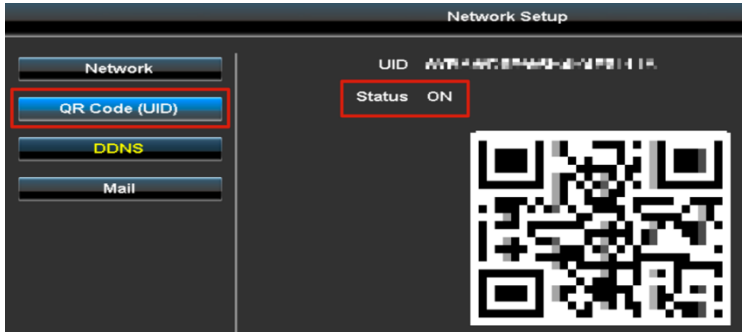
2-1. If not, try testing a different Ethernet cable and connecting it to a different port on the router.

2-2. If yes, go to **Main Menu** > **Network Menu** > **Network**. Does a valid IP address appear for DHCP Network Type?



Q&A

Go to **QR Code(UID)**. Is the QR Code **Status** ON?



3-1. If a valid IP address appears and QR Code status is on, restart your DVR.

3-2. If a valid IP address does not appear or QR code status is OFF, check this article for detailed instructions or contact us via service@tigersecu.com.
https://www.tigersecu.com/resolving-dvr-network-connection-issues/

5. How long does the DVR record before old footage on the hard drive is overwritten with new footage?

This typically depends on the security system, and type and capacity of the storage device as well as user preferences. View our general chart of Surveillance Storage Capacity Estimates here:
https://www.tigersecu.com/super-hd-dvr-hard-drive-storage-capacity-estimate/

6. The time isn't correct. How do I change it?

To change the **time zone**, follow the instructions at the Startup-Wizard or go to **Main Menu > Configuration Menu > Time Settings**. Go to page 29 for detailed instructions.

7. How do I record audio?

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

After installing the device, go to **Main Menu** > **Record Menu** > **Video & Audio**.

Enable **Record Audio**.

Then **copy** to the channels connected with audio pickup devices.

8. Does the TIGERSECU DVR have a RTSP URL?

Yes. Here is the URL: rtsp://account:password@dvr_ip/stream_channel

Parameter Description:

Account: your DVR username

Password: your DVR password

DVR_ip: DVR's IP address

Stream: Main Stream: main, Sub Stream: sub

Channel: 0~15 means CH 1 ~ CH 16.

Example for channel 2 main stream:

rtsp://admin:123456a@192.168.1.101/main_1

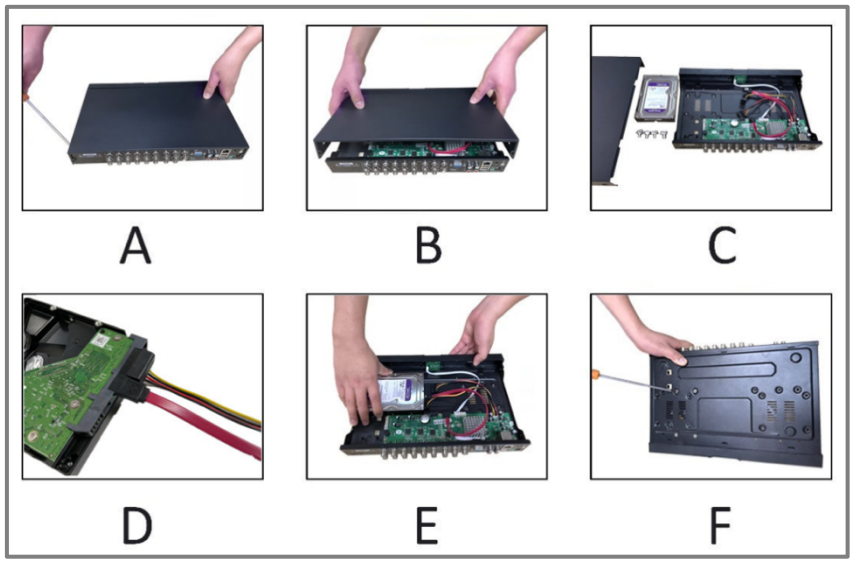
Please kindly note that only TCP/IP is supported, not UDP.

Installation Guide

* Follow us on YouTube (keyword: **TIGERSECU**) to watch the instruction videos

1. Install/Change a Hard Drive

The following instructions are for installing or changing the hard drive, which is required to save recordings to the local DVR system. If your DVR already has a hard drive pre-installed, disregard this step.



Ensure the DVR is unplugged and removed from main power.

A) Locate the screws on the side and rear of the DVR. Use a screwdriver to remove the screws.

B) Pull up the top half of the DVR case and remove.

C) Prepare the hard drive (HDD) and four screws used to secure the HDD.

D) If you are changing a hard drive, remove the power and SATA cables from the hard drive. Replace the hard drive and plug in the power and SATA cables 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 and the side of the DVR case.

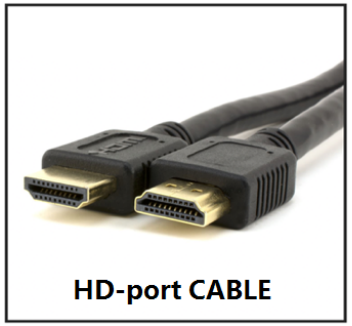
F) Screw in the hard drive to the bottom of the case. Screw in the remaining screws to the sides and back of the DVR.

G) Power on the DVR and go to the Main menu - HDD menu. Select Format to format the hard drive to get it ready for recording.

2. Connect the DVR to a TV/Computer Monitor

* VGA and HD-port cables are not included with the DVR.

* A TV or desktop computer monitor is required to set up all DVR systems.

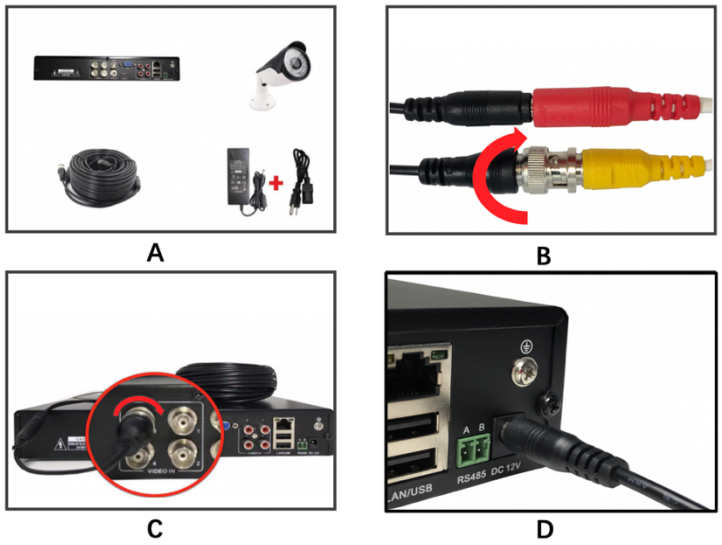


Connect your DVR to a desktop computer monitor or TV monitor using a VGA/HD-port cable.

Installation Guide

3. Connect the DVR with the Cameras

* Accessories are available for purchase separately at **amazon.com/tigersecu**



A) Prepare the DVR, camera, BNC video cable, power supply, (power splitter).

B) Plug the BNC connector and power cable into the camera. Twist and lock the end of the BNC cable to secure the connection.

C) Connect the cameras using BNC cables to the back of the DVR, as shown in the pictures.

D) Plug the DVR power supply cord into the DC port on the back of the DVR. Plug female end of the BNC cable into the cameras power supply.

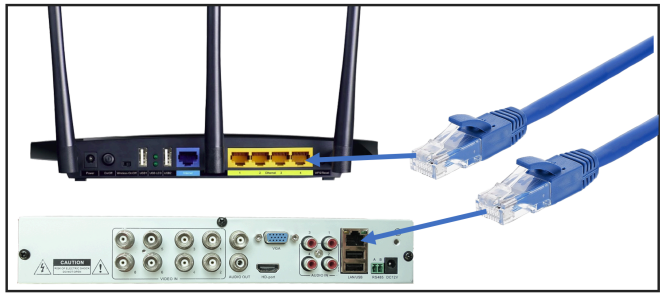
* Repeat the steps A to C for each camera. You may also use the power splitter so you will need fewer power supplies.

4. Connect the DVR with a Router

The following instructions are for connecting your DVR to your router so you can view your security cameras remotely over the internet.

* If you only want to view the DVR locally on the monitor, please skip this step.

* Router and network cable are not included in the package.



Prepare the DVR, router, and network cable. and connect them as shown in the diagram above.

5. Complete the Setup

A) Power on the DVR, the monitor, and the cameras. Connect the mouse to the USB slot on the DVR back panel.

B) You will see TIGERSECU LOGO in a few seconds, then the Live View Screen and the Start-up wizard which will guide you through the basic settings.

C) Check Chapter 2, 3 if you want to explore all the features of the DVR.

Check Chapter 4 (Page 33) if you want to check the DVR on your phone.

Check Chapter 5 (Page 39) if you want to view the DVR on the computer.

Remote Control

01) REC: Enter the Record Schedule Page.

02) 0-+10 (numeric keypad): Input numbers, 0 to 10+ can be used as a quick channel changing like a television, and these will work during either live-viewing mode or playback. Additionally, the numeric keypad can be used when inputting any numerical information – most often, your password.

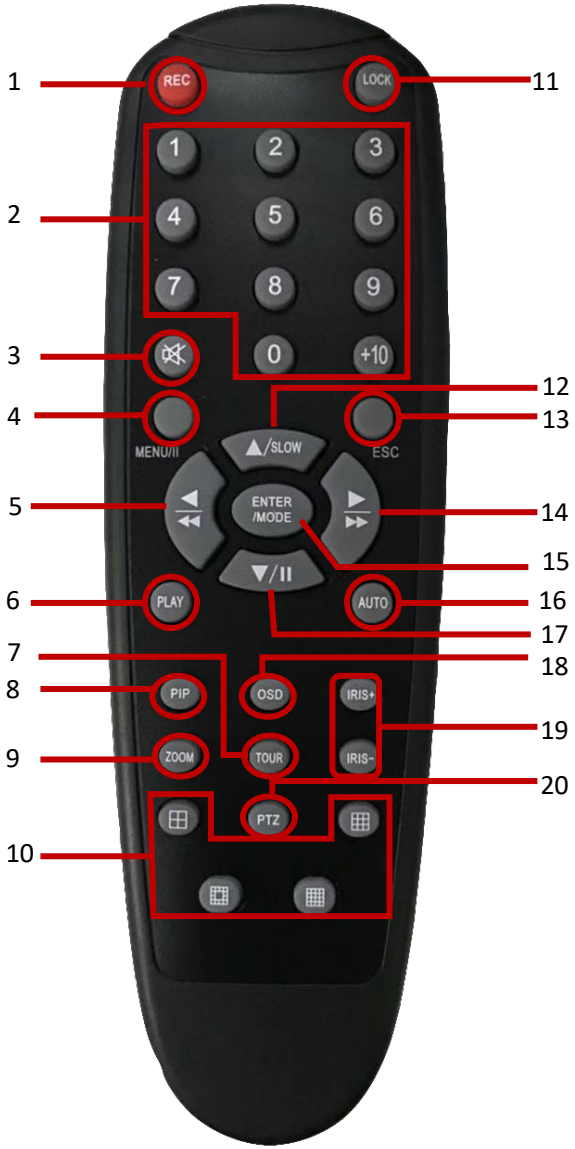
03) Mute: Enabling or disabling the audio output won't have any effect on recordings. If you've configured the DVR to record audio, it will continue to do so while muted.

4) Menu/II: One of the primary controls for navigating through the menus. When in live-viewing mode, it will enter the menu bar. When pressed while in the main menu, it will return the DVR to live-viewing mode.

06) Play: Enter the Playback Page.

07) Tour: Recall PTZ Tour.

08) PIP: Swap Picture-in-Picture screen with the main display.



09) Zoom: Zoom the picture of a selected channel.

10) Multi-Channel: Switch between multiple screen display mode.

05) 12) 14) 17) ARROW BUTTON: Move the cursor in the appropriate direction when navigating menus. They're also control buttons for the Playback page (Fast Backward, Slow Motion, Fast Forward, Pause).

11) Lock: Lock the system, and you will need to enter the password get into the system.

13) Esc: Exit.

15) ENTER/MODE: Use the button to select an option in the menus or confirm an entry.

16) Auto: Enter the Auto Sequence Page.

18) OSD: Enter the Image Setting Page.

19) IRIS+ /-: PTZ camera IRIS setup.

20) PTZ: Recall PTZ control panel.

Tip: Point the remote control at the DVR; not the monitor.

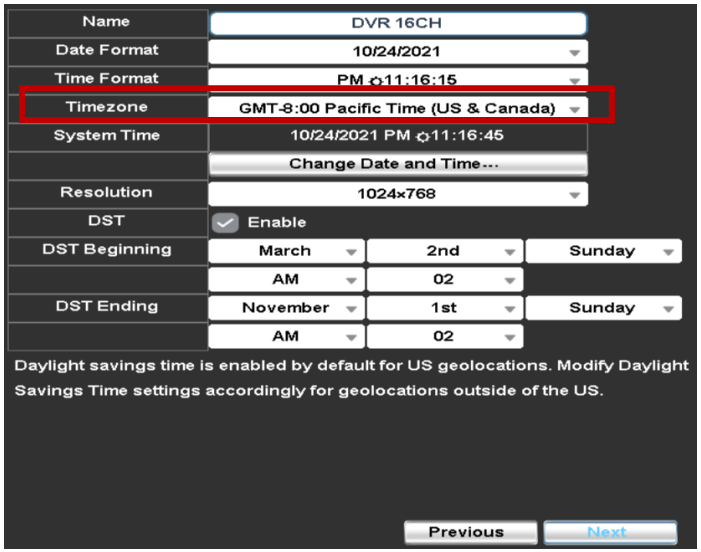
Chapter 1. Startup Wizard

You may need to type in the default username (**admin**), password (**00000000**), then press Enter Enter↵ to log on.

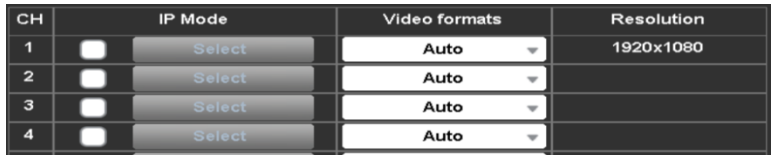
There is a **Startup Wizard** the first time you log on to help you quickly set up the DVR.

1. Select your Language. English, Spanish, Chinese and Japanese are supported.

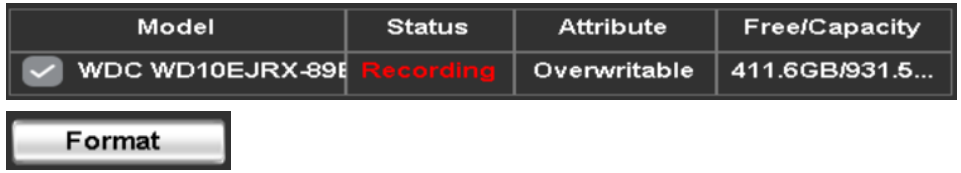
2. Configure basic settings such as the date format, time format, time zone, and the resolution. Select the correct **Time zone** accordingly for accurate date and time. Google "what is my time zone" if you're not sure about it.



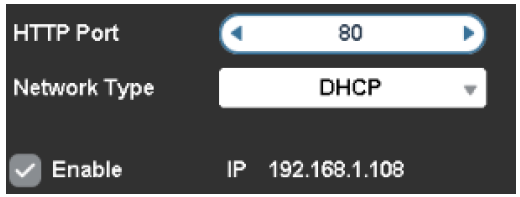
3. Set the video formats of the cameras. If your camera images appear in black and white, change the video formats from **Auto** to **CVI**, then click Next.



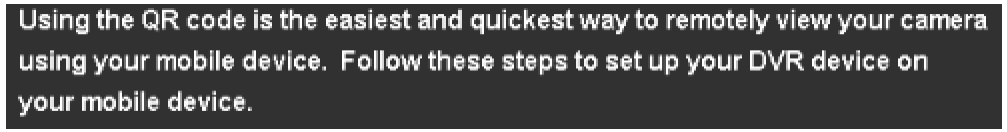
4. Format the hard drive. Choose the hard drive and click **Format**. (The hard drive may not be included in the package, purchase it separately in this case.)



5. Set the Network type and ensure **Enable** is selected. (**DHCP** is highly recommended.)



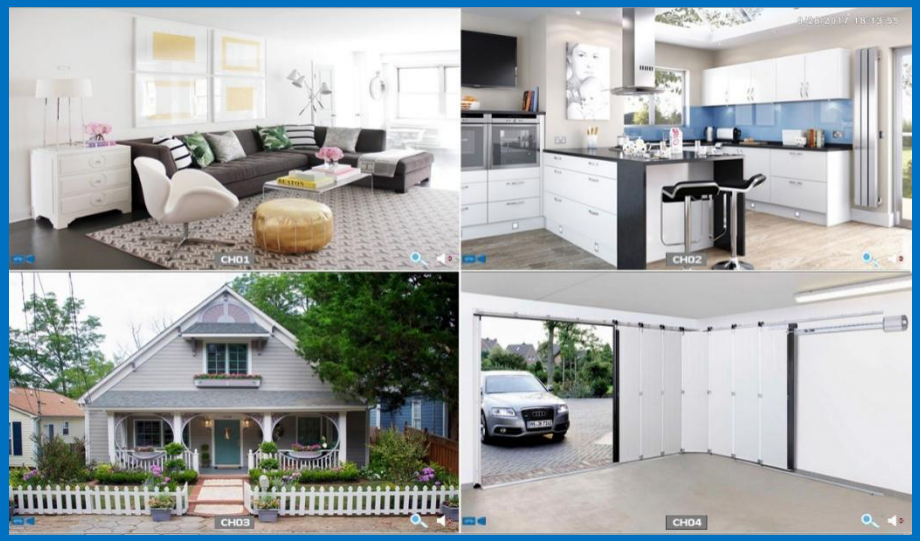
6. Follow the instructions to set up the remote view on your cellphone.



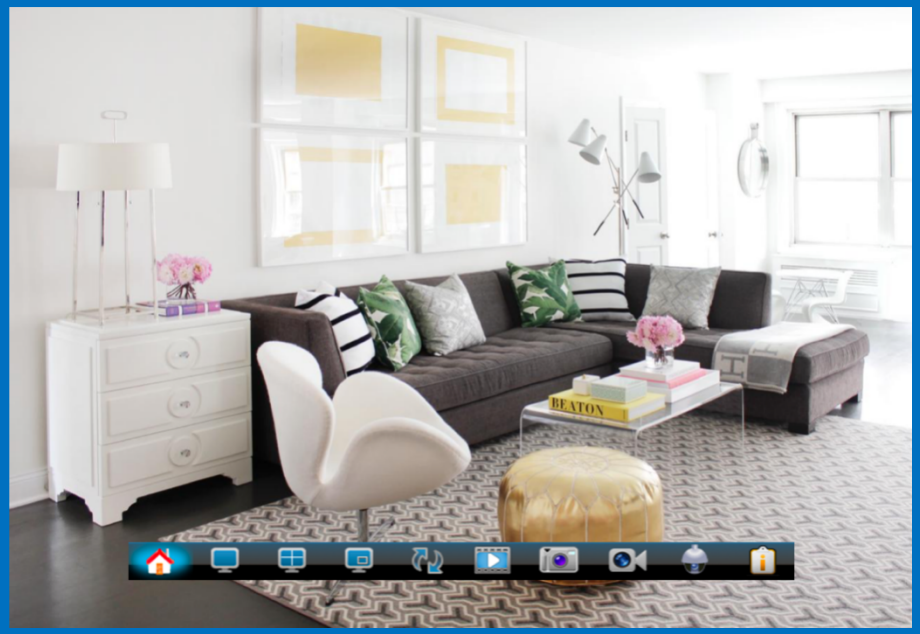
7. To finish the Start-up Wizard, click **Finish**.

Chapter 2: Live View Screen

Live View allows you to watch live video feeds from your security cameras, enabling you to monitor your property in real time and watch recorded footage from wherever you are.



Each camera that is connected will be displayed on-screen. You can check the status or operation of your DVR and cameras using the icons and Menu Bar on the Live View screen.



Right-click the mouse to access the Menu Bar.

Live View Screen: Icons

Status Icon

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

Icon	Description
	The blue camera icon indicates continuous recording.
	The red camera and running person icon indicate event (motion) recording.
	The running person icon indicates an event detected.
	The speaker icon indicates that audio is enabled/disabled on the corresponding channel.
	The magnifying glass icon indicates that you can enlarge the image.
	No Signal indicates the channel has been switched to IP Mode, but no signal comes from the IP Camera, or no IP Camera is selected to the corresponding channel.
	Tiger Logo indicates the channel has lost the feed from its camera, which may be caused by a disconnected/damaged cable, camera, or power adapter. It also appears if no camera is connected to the corresponding channel.

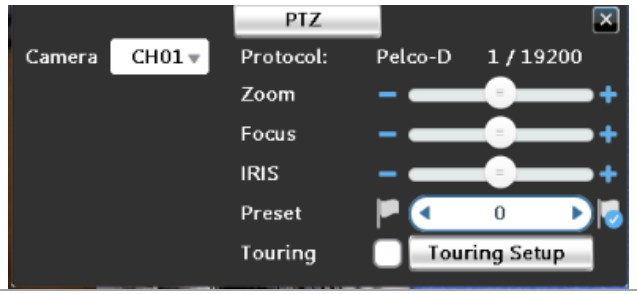
Menu Bar Icons

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

To access the Main Menu, right-click the mouse on the Live View screen to display the Menu Bar.

The Menu Bar is where the DVR's basic and advanced functions are configured and managed.

Live View Screen: Icons

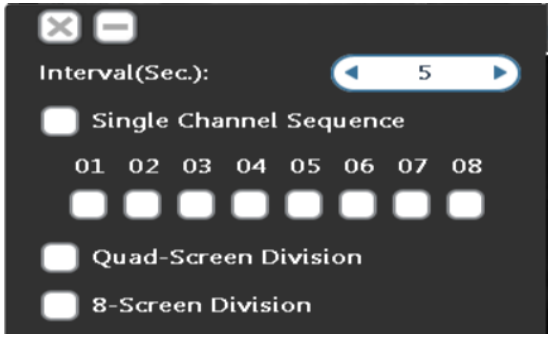
Icon	Description
	Display the DVR **Main Menu**.
	Show video from one camera in full screen.
	Show multiple screens on the same page.
	Show the picture of one channel in the picture of another channel.
	The system will automatically cycle through the Live View of connected cameras every few seconds.
	Playback the 24 hours recordings of the current day.
	Take a snapshot of the screen. (USB flash drive required.)
	Set up the record mode (Off, Continuous Record, Schedule Record).
	Shortcut to go to PTZ (Pan, Tilt, Zoom). You may control the PTZ camera by adjusting the controls for each Channel. 
	Show information such as Model Number, QR code, or Network Type.

Auto Sequence

Click on the menu bar to see the Auto Sequence page. Setup the interval seconds, choose the channel(s), and the way of displaying them.

Click to hide the setting page but keep the sequence.

Click to exit the Auto Sequence.



Chapter 3. Main Menu

The **Main Menu** is where you control the primary functions of the DVR including camera settings, recording settings, playback of recordings, network settings, motion detection settings, hard drive settings, the configuration for the system, and maintenance.

* If your camera images appear in black and white, camera settings can be optimized to enable color-images.

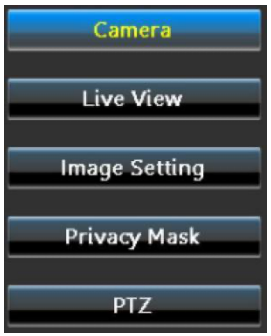
Optimize camera settings at **Main Menu> Camera Menu > Video Format >** select "**CVI**" from the **Video Format** Menu.

Main Menu

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

Camera Menu

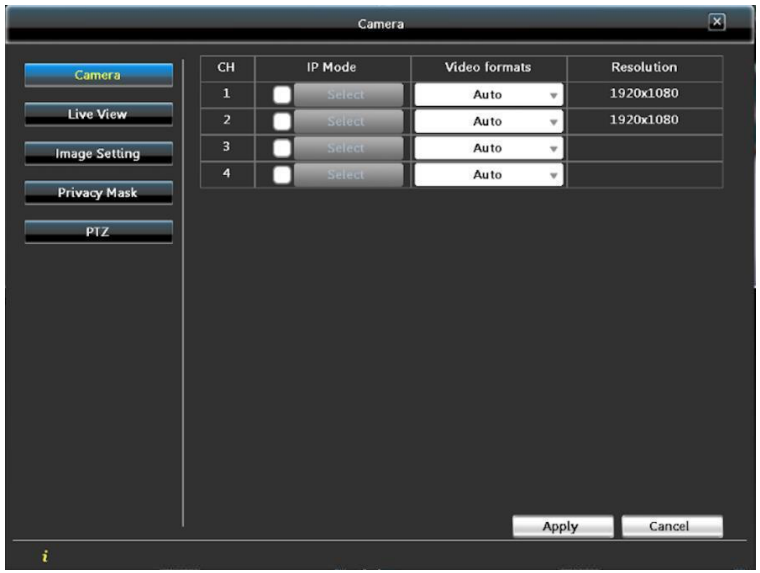
The **Camera Menu** is where you set up how to display the video from the cameras. (The DVR supports PTZ cameras.)



1. Camera

From the **Camera Page**, you may set up the Video Formats of the cameras. TIGERSECU Super HD DVR supports most D1, AHD, TVI, and CVI cameras.

If you're using CVI cameras, change the **Video formats** from **Auto** to **CVI** to ensure the cameras are showing colors instead of black and white.



* How to set up IP cameras?

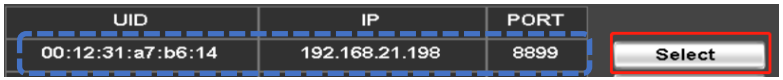
A. Place the DVR and the IP camera within the same local network.

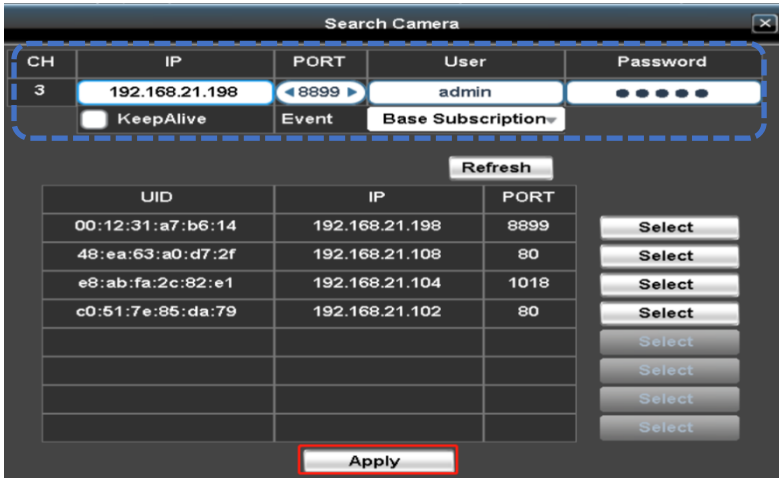
B. Tick **IP Mode**, then choose **Select.**

C. Click **Refresh** and wait for a few seconds.

D. The IP camera will appear in the list. Click **Select** button. Then click **Apply**.

* Check KeepAlive only when the IP camera drops offline frequently.

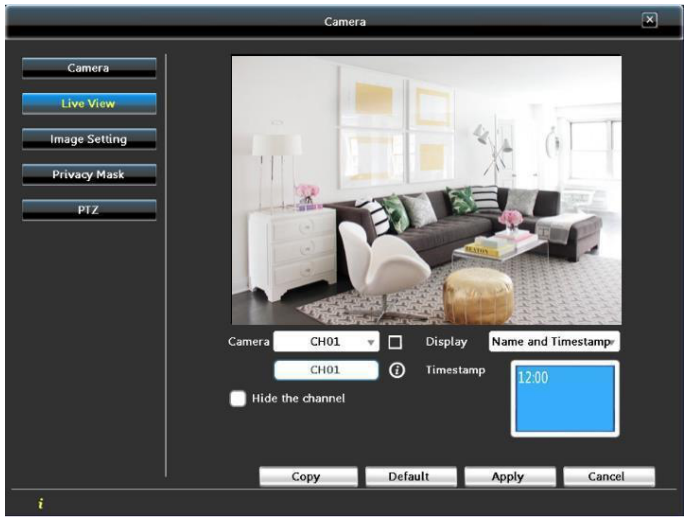




E. Click Exit to go back to the camera page. The selected IP camera should be applied to the channel, then click **Apply.**

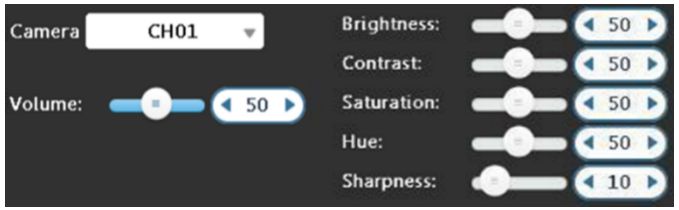
2. LIVE View

From the **Live View** page, you may set the channel's **Name** and **Display** information (for playback interface). Check **Hide the channel** option when you don't want to display one or multiple channels from the **Live View**.



3. Image Setting

In the **Image Settings** page, you can configure settings for video and volume. (Sound pickup devices are purchased separately, then connected to the DVR.) Click **Copy** to copy the setting to the other channels. Then, click **Apply**.



4. Privacy Mask

Use **Privacy Mask** if cameras are mounted at home or in an office that requires privacy. This function covers some areas of the videos. Drag a numbered **black square** from the upper left to cover the area you wish to cover. Don't forget to check the **Area** box to enable the function. Then, click **Apply.**

5. PTZ

*You may set up the PTZ cameras here or via Live View > PTZ Camera.
If you have PTZ cameras (not included in the package), the basic setup can be done on this page. Make the changes using the drop-down menus.

Mode UTC:

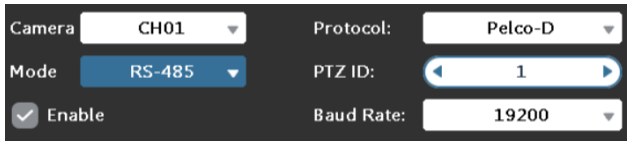
- UTC Supported Protocols: AUTO, TVI, AHD1080P, AHD720P, CVI

Check Change the setup **Mode** to **UTC**, select the **Protocol** for your camera. Check **Enable** box to enable the settings, then **Apply.**

Mode RS485:

- Supported Protocols: Pelco-D/Pelco-P/Merit LiLin Protocol 1/Merit LiLin Protocol 2/Samsung/SamsungII/LG-MultixE
- Supported Baud Rate: 2400/4800/9600/19200

Change the setup **Mode** to **RS-485**, select the **Protocol** and **Baud Rate** for your camera. Check the **Enable** box to enable the settings, then **Apply**.



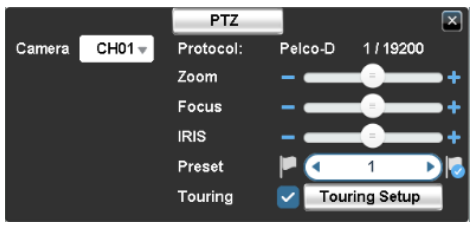
Back to **Live view** – **Menu Bar** - click **PTZ** to enter the **PTZ control interface**.

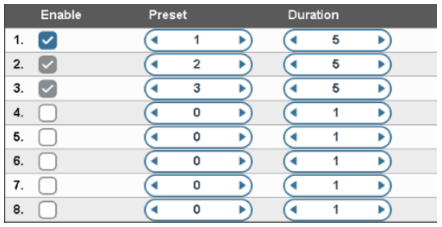
Choose the camera (CHx), then adjust its view to the desired preset position.

RS-485 PTZ: Left-click and drag the mouse around the red cross icon on the screen to adjust the view.

UTC & IP PTZ: Use the direction controls on the panel to move the camera view. Then, click the flag button to enable the preset location. Click the go preset button to go to the preset location.

Click **Touring Setup** to enter the touring setup page, then enable and choose the preset locations and duration time. Click OK to complete the setup.





Then go back to the **PTZ Control Interface** to enable the Touring.

Main Menu

Record Menu

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

1. Video and Audio

In the **Video & Audio** page, for each channel, there are three **Quality** levels (High, Medium, Low). You may choose a suitable recording quality based on the hard drive's capacity. You may also choose **Custom** to set up the Main Stream and Sub Stream yourself.

A higher **Quality** level means higher bit rate and frame rate and consumes more storage on your hard drive.

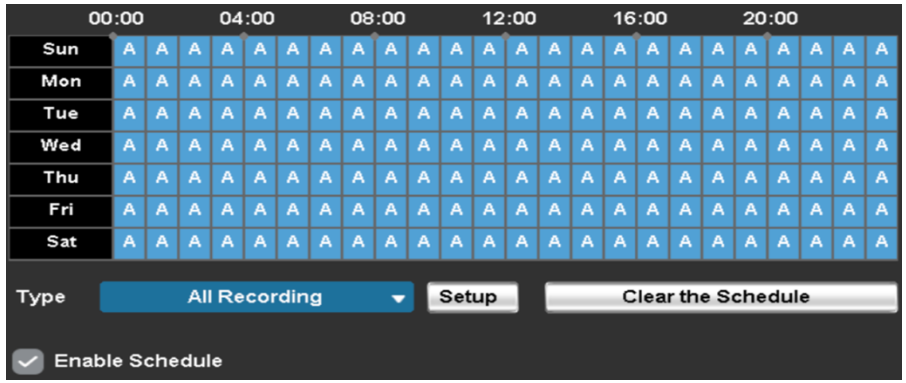
Check **Record Audio** (sound pickup devices need to be purchased separately and connected to the DVR) if you want to record audio for the channel.

2. Schedule

In the **Schedule** page, the DVR provides two modes of recording:

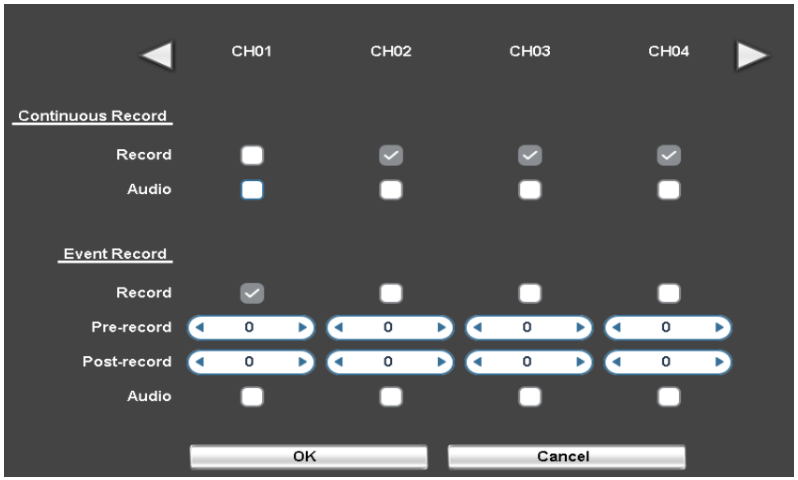
- **All Recording**: Record both continuously and when motion is triggered.
- **Event Recording**: Record only when motion is triggered.

Choose the desired recording **Type** first (All/Event). Then, left-click and drag the mouse on the timetable to choose the time range. Click **Enable Schedule**.



Finally, click **Apply**. If you want to delete a schedule, you may left click and drag the mouse on the timetable to select the area then click **Clear the Schedule**.

After completed the schedule settings, you may click the **Setup** button to set up a recording type for a specific channel individually.



3. Advanced

In the **Advanced** page, the **Recycle Recording** function is enabled by default. The recycled recording means the newest video continuously replaces the oldest footage. If you disable (uncheck) this function, the DVR will stop recording when the hard drive is full.

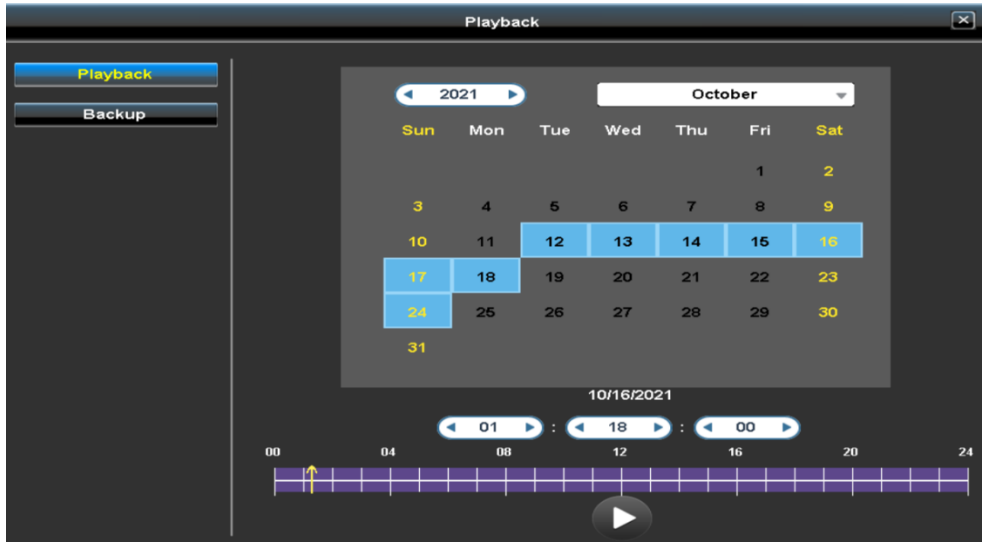
Playback Menu

From the **Playback Menu**, you can easily play back the recordings. You can also back up the video to a USB flash drive to view the recordings on a computer.

1. Playback

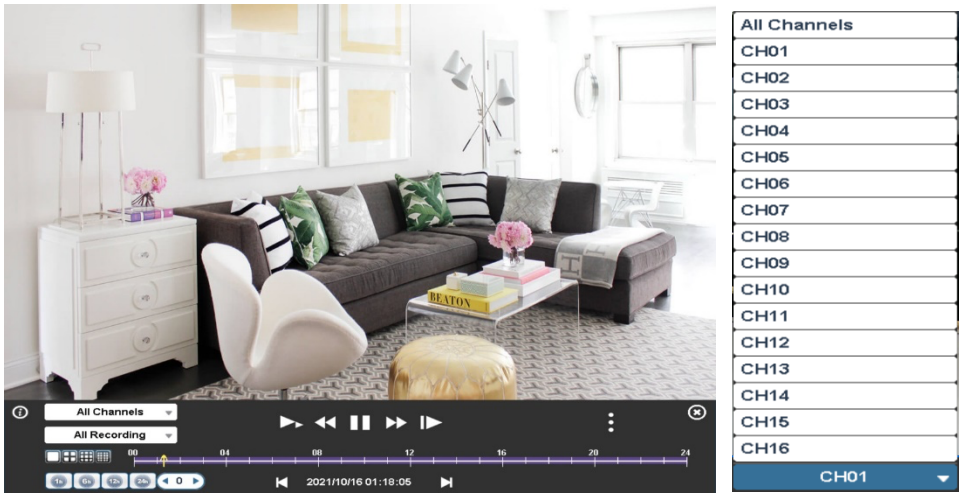
① On the **Playback** page, choose the time you want to playback. Then, click the **Play** button ; it will lead you to the Playback interface.

Dates with recordings are highlighted in blue. The record timeline is highlighted in purple.



Main Menu

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, move your mouse to the bottom of the window.

If you want to check the event recording timeline of CHx, choose **Event Recording**, then click **All Channels**, choose **CHx** to check the event recording timeline of that channel.

*Switching from All Recording to Event Recording could take around 5 to 15 seconds. Please wait after switching.

Icon	Description
	Show multiple screens on the same page. Or select a channel to display in full screen.
	Control buttons: **Slow Motion** (1/2, 1/4, 1/8 speed), **Fast Backward**((4x,8x,16x,32x), **Play/Pause**, **Fast Forward**(4x,8x,16x,32x), **Play frame by frame**.
	Switch between the **Previous** and the **Next** day.
	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.**
	Zoom in and out of the timeline for precise control. Ability to display video footage over a set period of time: 1, 6, 12, or 24 hours.

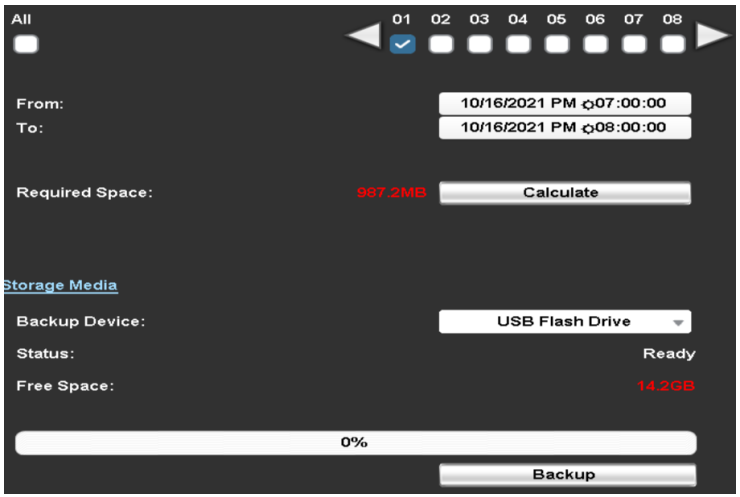
2. Backup

From the **Backup** page, you can back up your recordings to a USB flash 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**.

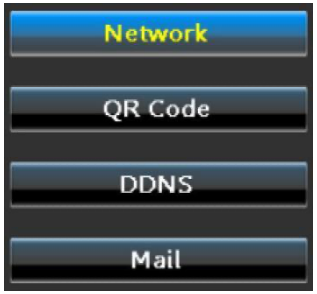
After confirming the Free Space of the USB drive, click **Backup**. The DVR will start to backup files (.m4v). Wait until the progress is 100% completed. Then, you may remove the USB drive and play the .m4v files on your computer. (Download free video player **VLC Media Player** if needed.)



* If you're using TIGERSECU CMS on your computer to back up footage remotely, you can set the **Backup Device** to **Folder**. This allows you to save the recordings directly to a folder on your computer.

Network Menu

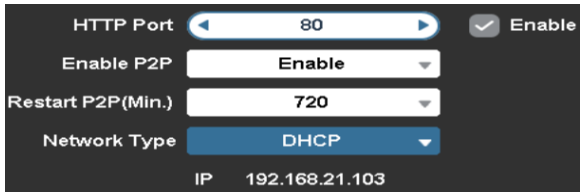
Using the **Network Menu**, you can manually configure network settings for the DVR.

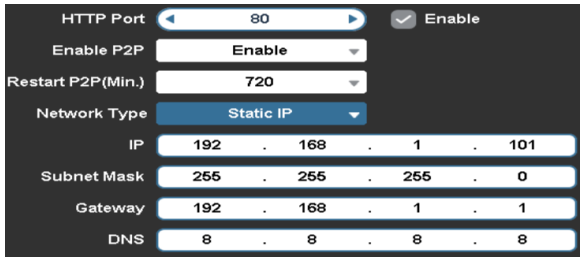


1. Network

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

Enable P2P allows you to remotely view the cameras via the mobile app and TIGERSECU CMS by scanning the QR Code. Restart P2P means the DVR will refresh the network connection as scheduled. The DVR is set to restart P2P every 720 minutes by default.





2. QR Code

Here you will find the UID and the QR code for your DVR. Using the **QR code**, you could establish a direct connection between your mobile devices/computer and the DVR, which is the easiest way to view the DVR remotely.

* Port Forwarding is NOT required for remote connections using QR code. Using QR code to remotely access the DVR is highly recommended if you're new to DVR.

Main Menu

View the DVR remotely on your phone by scanning the **QR Code** using the App **TIGERSECU HD Viewer**.

View the DVR remotely on your Mac or Windows computer by entering the UID in the **TIGERSECU CMS Client**.

If you are unable to access the DVR remotely, please contact us via email at service@tigersecu.com.

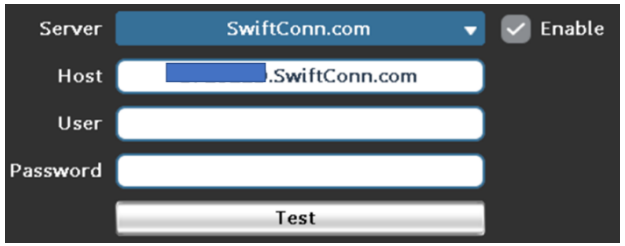
For more instruction, please refer to **Chapter 4 (page 33)**, and **Chapter 5 (page 39).**

3. DDNS

(Port forwarding is required for login via DDNS.)

Select DDNS only when remotely accessing the DVR using DDNS. The supported DDNS accounts are: ez-dns.com/ dyndns.org/ noip.com/ SwiftConn.com.

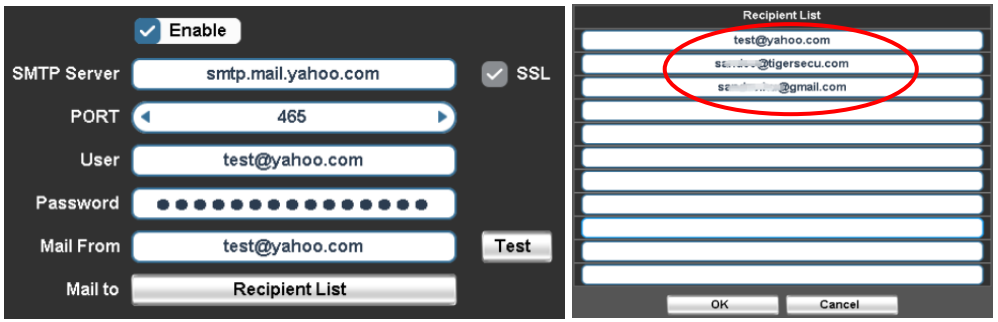
We provide SwiftConn.com for free, and each DVR will be assigned a hostname automatically. Leave **User** and **Password** empty. Then choose **Enable**.
(See chapter 5, page 41 for detailed instruction.)



4. Mail (Gmail, Yahoo and AOL Mail are supported)

To set up email alerts from the DVR, check **Enable**, fill in **SMTP Server**, **Port**, **User**, **Password**, **Mail From** (User/Sender), **Recipient** (Mail to) on the Mail setting page. (Sender and Receiver can be the same.)

After filling in this information, click **OK** and **Apply** to save changes.



	Gmail	Yahoo Mail	AOL Mail
SMTP Server:	smtp.gmail.com	smtp.mail.yahoo.com	smtp.aol.com
Port:	SMTP uses port 25		
	Implicit SSL/TLS encrypted SMTP uses port 465		
User:	Email address that sends the alerts.		
Password:	16-digit App password* (Don't enter any spaces between 4 sets of numbers)		
Mail From:	Email address that sends the alerts.		
Mail to:	Email address that receives the alerts.		

Main Menu

Gmail and Yahoo settings require an **App Password**, a **16-digit passcode** that gives the DVR system permission to access your Email Account. This 16-digit passcode is separate to your email password.

Follow the instructions below to generate an **App Password** for Gmail or Yahoo mail.

To generate an App Password for Gmail:

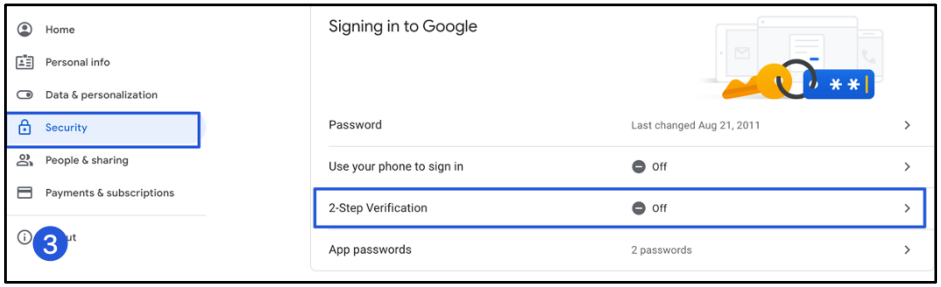
Step 1. Turn on 2-Step verification.

① Open your web browser, log into your Google Account.

https://myaccount.google.com/

② In the navigation panel, select Security.

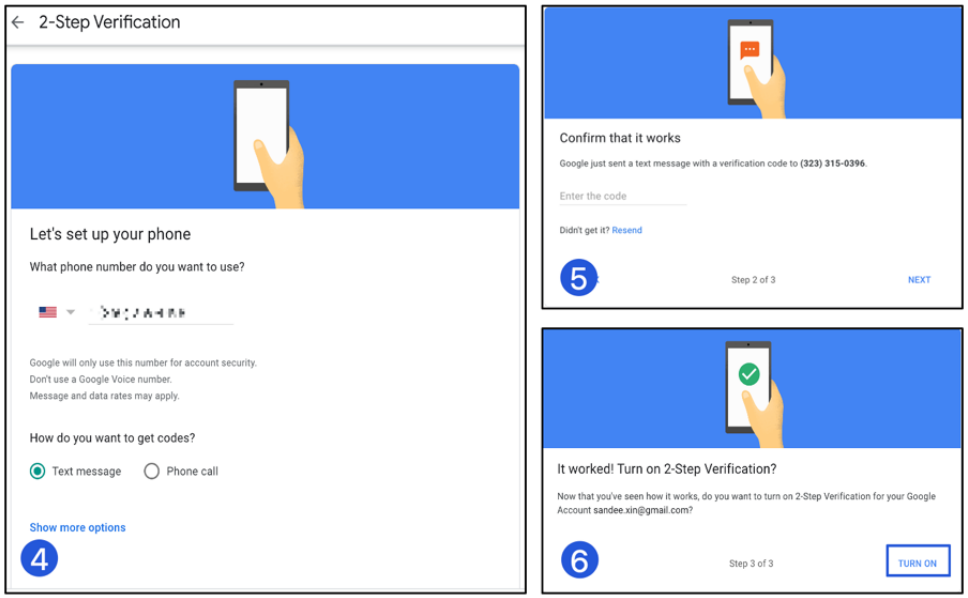
③ Under "Signing in to Google," select **2-Step Verification**. **Get started**.



④ Enter your cellphone number and select **Text message**, then click **Next**.

⑤ Once you've received the code on your phone, enter it and click **Next**.

⑥ In the final step, click **Turn On** to enable 2-step verification on your Google Account.



Step 2: Generate App password.

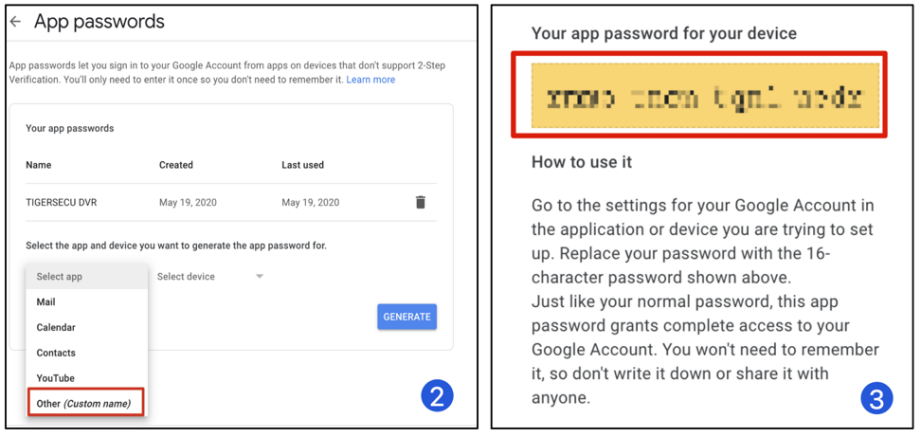
① Visit your App passwords page.

https://security.google.com/settings/security/apppasswords

② In the **Select App** dropdown menu, select **Other** and enter **TIGERSECU DVR**. Click **GENERATE**.

③ Use your 16-digit app password as the password for the DVR.

Main Menu



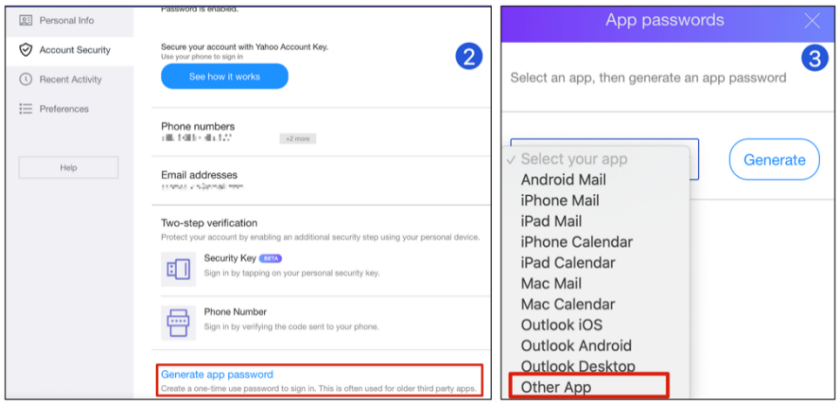
To generate an App Password for Yahoo Mail:

① Visit your Yahoo Mail security page.

Yahoo Mail: https://login.yahoo.com/account/security
AOL Mail: https://login.aol.com/account/security

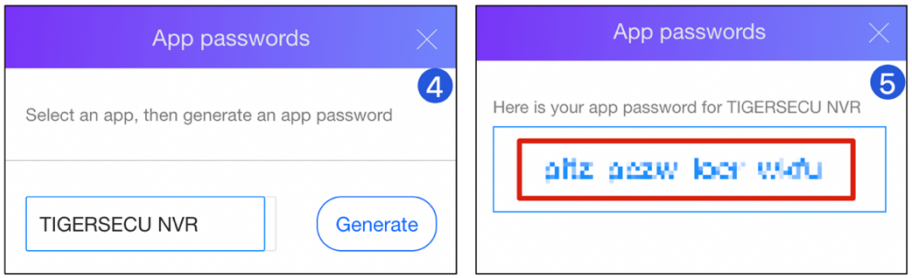
② Click "**Generate app password**."

③ Select "**Other app**.



④ Enter TIGERSECU DVR.

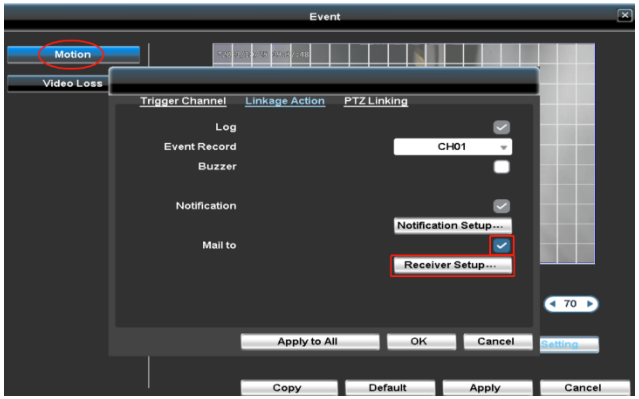
⑤ Click **Generate** to get the 16-digit app password. Use it for your DVR.



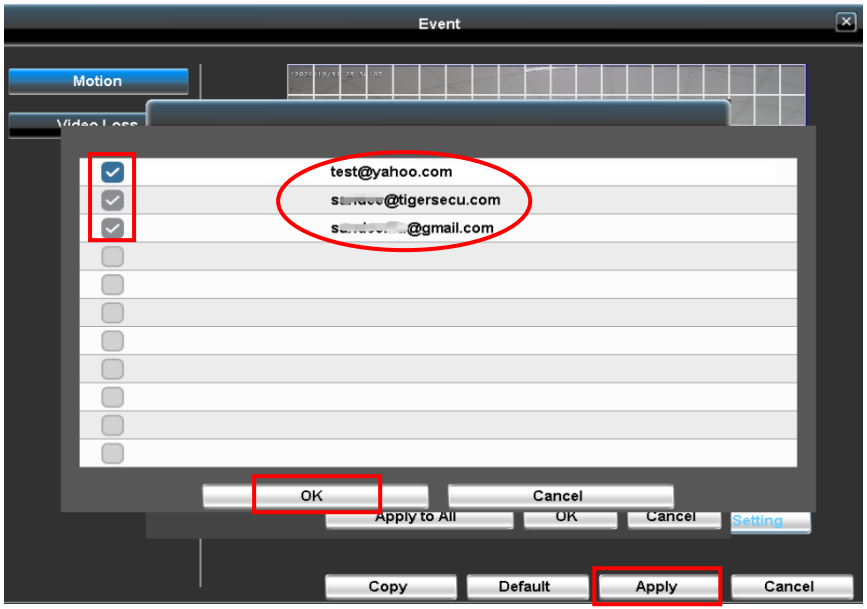
Then, click the **Test** button on the Mail setting page, and the following message will appear to confirm that your setup is successfully completed.

***Motion Trigger setting of Mail Notification.**

①. Go to **Event** menu **- Motion –** select a specific **Channel - Trigger Setting - Linkage Action –** check the **Mail to** box and click **Receiver Setup**.



②. Choose **Enable**, then choose the recipients, Click **OK** and **Apply**.



Event Menu

In the **Event Menu**, you may set the motion detection features for each channel. Record only when motion is triggered will save significant hard drive space and save you time reviewing playbacks.

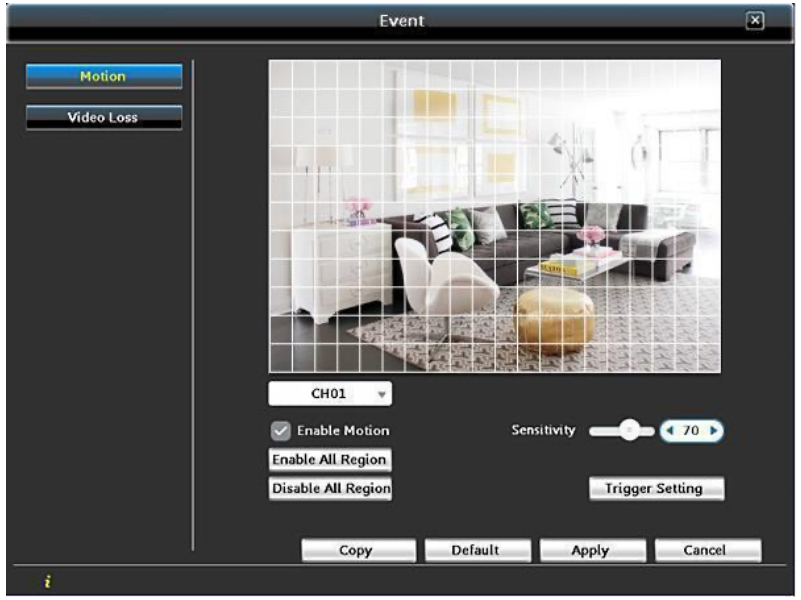
*Motion detection is enabled by default.

1. Motion

In the **Motion** page, choose the channel to set up motion detection. You may change the **Sensitivity** between 0 (lowest) and 100 (highest). Then, select **Enable Motion**.

The area covered by the white grid will detect and notify you when motion is triggered. If you **don't** want a specific area to be recognized, please "erase" the area by left clicking and dragging the mouse over the area to exclude.

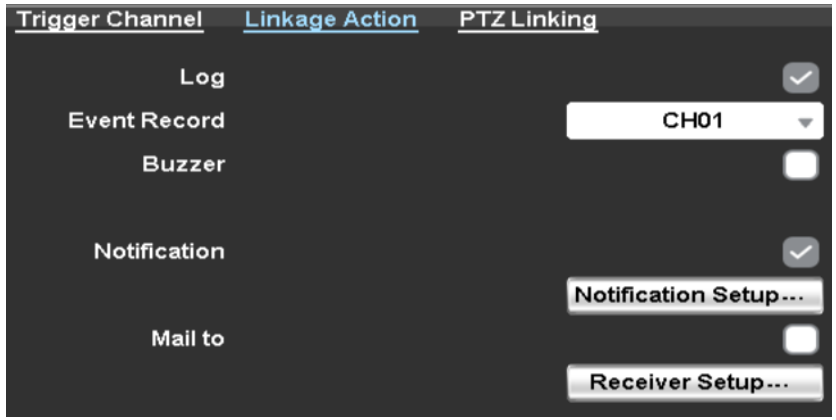
Click **Copy** to copy the setting to other channels and then click **Apply**.



①: **Trigger Channel Popup**: Chosen channel will pop up in a full-screen display when motion is detected.

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

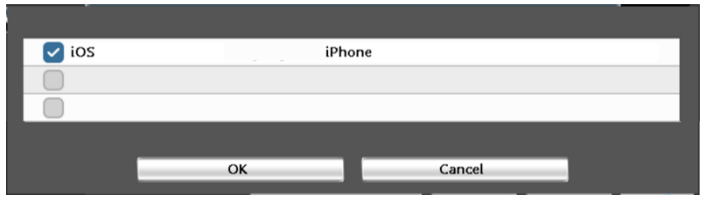
②: **Linkage Action**: Set up a Linkage action if a channel detects motion.



Event Record: Setup the linkage record channel. For example, record channel three also if channel one detects a motion.

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

Notification: If you've logged in using the mobile app (TIGERSECU HD Viewer) and enabled **Notify**, click **Notification Setup** to choose the mobile devices that receive notifications. (See Chapter 4, page 34 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 set up PTZ linking on this page.

2. Video Loss

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

Setting up for Video Loss trigger settings the same way as for Motion Settings.

Main Menu

HDD Menu

In the **HDD Menu**, you will see the list of hard drives (USB Flash Drive) connected to the DVR.

If you didn't follow the start-up wizard to format the hard drive, please format it here so the system will start recording.

1. HDD

On the **HDD** page, you may check the hard drive's information and format the hard drive. *USB external hard drive is not supported.

CAUTION: Formatting will erase all data.

Model	Status	Attribute	Free/Capacity
WDC WD10EJRX-89E	Recording	Overwritable	411.6GB/931.5...

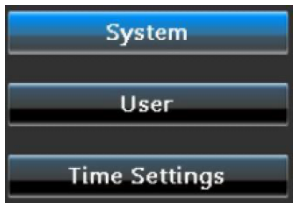
2. USB Flash Drive

Information of the backup USB flash drive can be found on this page. (FAT32 USB2.0 flash drive is recommended.)

Model	Free/Capacity
Kingston DataTraveler 2.0	14.2GB/14.4GB

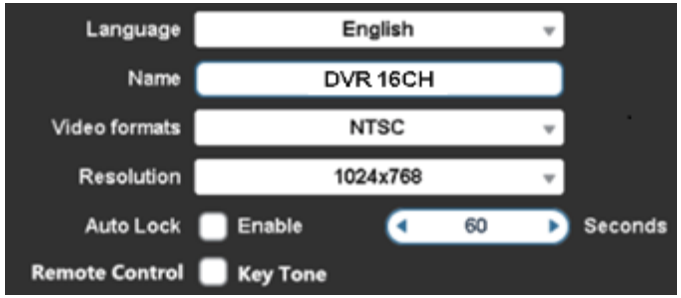
Configuration Menu

The **Configuration Menu** allows you to configure general DVR settings.



1. System

On the **Settings** page, basic system settings can be changed. You may set up the **Language**, the **Name** of the DVR, **Video formats** (NTSC for the United States, PAL for European Unions), display **Resolution** on the monitor, **Auto Lock** or not, and so on. **Key Tone** for **remote control** on/off. (Off by default).

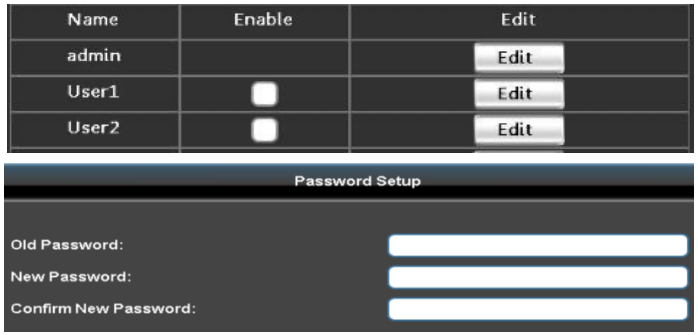


2. User

On the **User** page, you may set up multiple users. You may change the user's name and password on this page. (Click **Edit**).

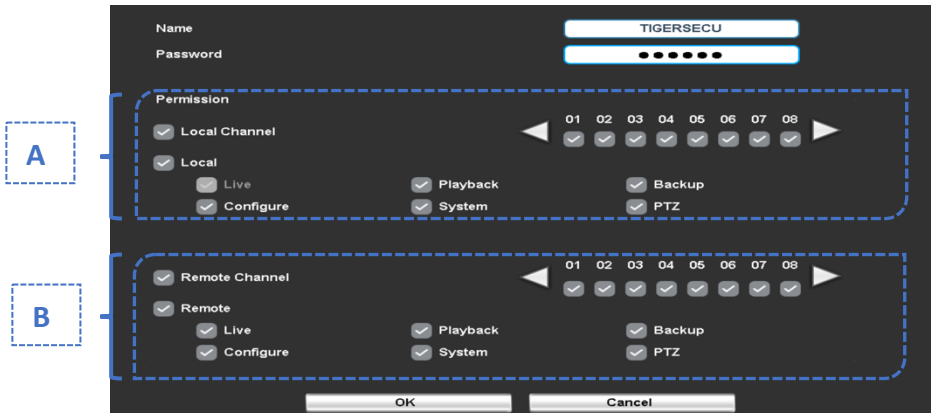
Main Menu

① Click **Edit** and then **Password Setup** to change **admin** password. Enter **00000000** as the old password and new password for twice.

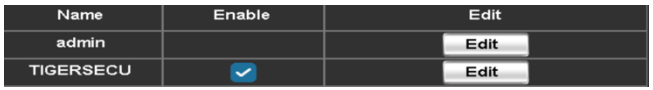


② Click **Edit** on the right side of **User(x)** to add additional users. You may create up to 10 users with password and assign rights such as local or remote control of the DVR. (Please ensure the channels are selected.)

A: Assign privileges for Local Control **B**: Assign privileges for Remote Control



Remember to **Enable** the user after setup is completed and click **Apply**.



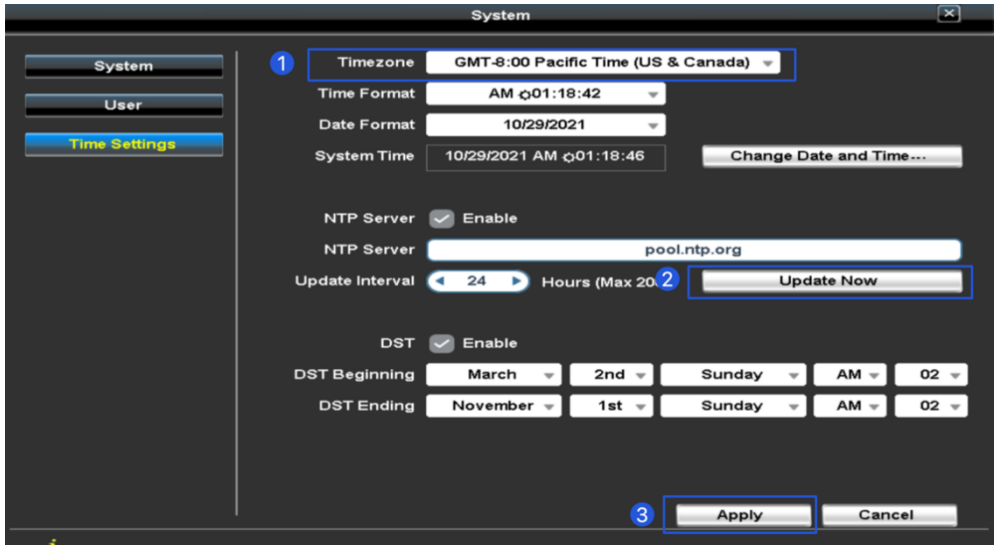
3. Time Settings

The DVR default Time Zone is **GMT- 8:00 Pacific Time**. Select your time zone from the dropdown menu accordingly. If you're not sure which time zone you're in, this can be found through a web search for "what is my time zone".

Daylight savings time (DST) is enabled by default for US geolocations. The only parts of the US that do not have Daylight Saving Time are Hawaii, most of Arizona, Puerto Rico, the US Virgin Islands, Northern Mariana Islands, Guam, and American Samoa. Modify DST settings for your geolocations accordingly.

Click **Update Now,** then Apply to save time zone settings.

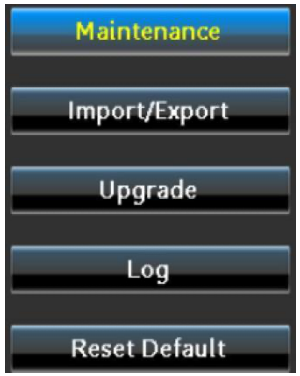
Don't manually **change Date and Time** unless your DVR is not connected to the Internet and the time is not accurate.



Main Menu

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.

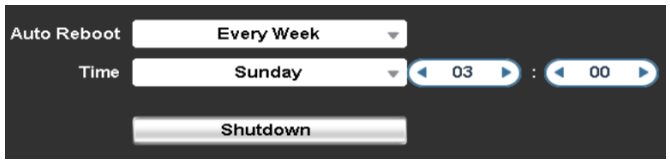


1. Maintenance

On the **Maintenance** page, Auto Rebooting the DVR from time to time helps it perform well.

Auto Reboot at 3:00 AM on Sunday Every Week is enabled by default. To change the settings, select **Every Day** or **Every Week** (If Every Week, select a **Day** and **Time**). Click Apply.

Click **Shutdown** to shut the system down.



2. Import/Export

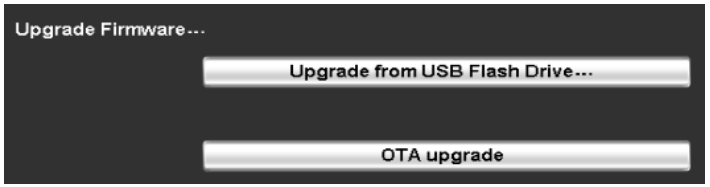
On the **Import/Export** page, you can import or export the DVR configurations. A USB flash drive needs to be inserted into the USB slot at the back of the DVR to import or export data.

3. Upgrade

TIGERSECU highly recommends that you update your DVR system firmware to take advantage of the latest improvements. All our firmware upgrades are provided free of charge.

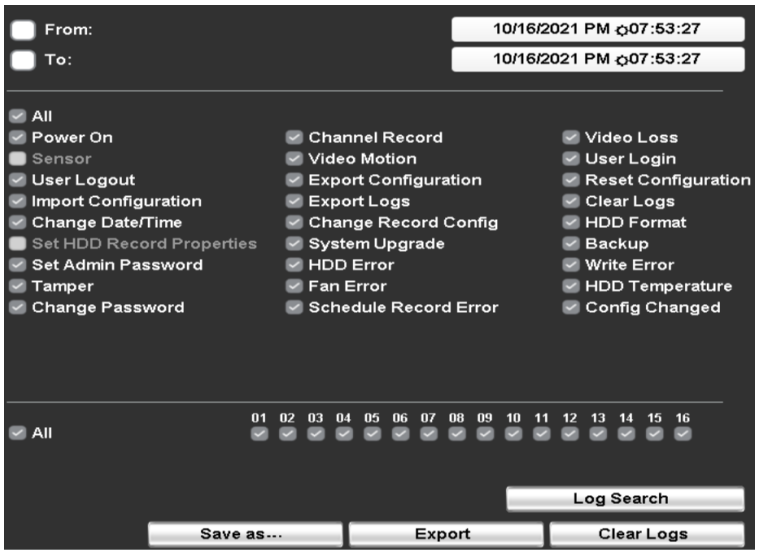
There are two ways to upgrade your DVR to the latest firmware: USB Upgrade and **Over the Air (OTA) Upgrade**.

OTA Upgrade is highly recommended if your DVR is connected to the Internet. Contact us at service@tigersecu.com if you prefer to upgrade using the **USB Flash Drive** method.



4. Log

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



5. Reset Default

Resetting the system configuration will erase basic settings. Please reset it only in cases like forgetting the username or password.

Chapter 4. View DVR remotely on your phone

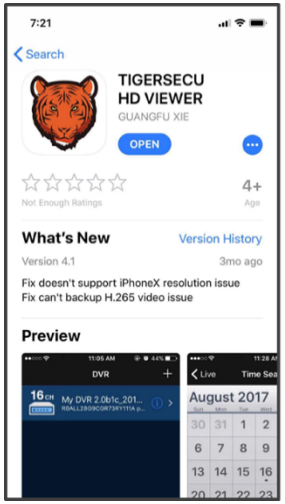
You can view your DVR remotely from your phone or iPad if you want to check up on what is happening or receive a notification.

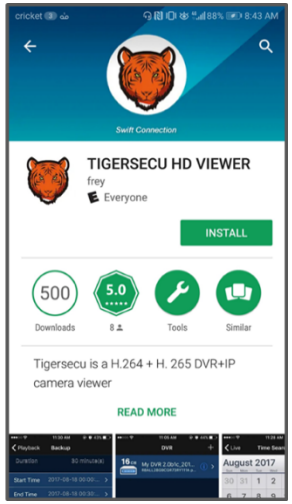
Live view, playback, backup, PTZ control and a lot of other great features are supported.

View DVR Remotely on your mobile devices

1. Setup

① Download **TIGERSECU HD VIEWER** from App Store or Google Play.





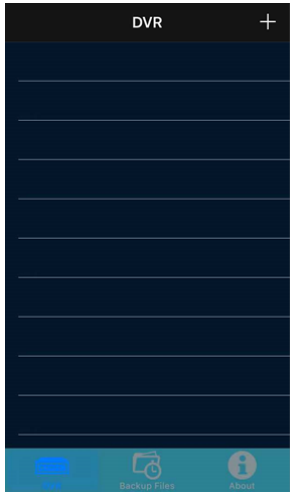
② Find your unique DVR QR Code that is required to set up remote-viewing access.

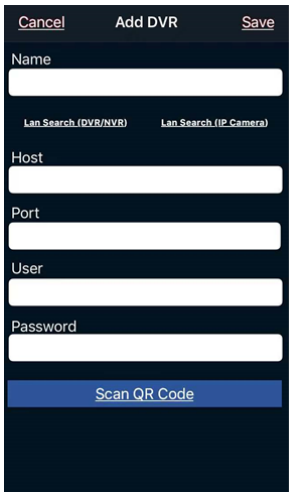
*Status should be ON. If it is OFF, please ensure the network cable has been firmly connected to the router. Or contact us at service@tigersecu.com.

This is an example.
Go to your DVR/NVR Main Menu > Network Menu > QR code Find your own QR code.

For iPhone/iPad User

③ Open the app, choose **+**, then **scan QR code**, scan your unique QR code.





Name:
You may leave it as blank or give your DVR a name.

Host:
Will be filled in automatically after scanning the QR code (UID)

Port: 80 (by default)

User: admin

Password: 00000000 (by default)

Then click **Save**.

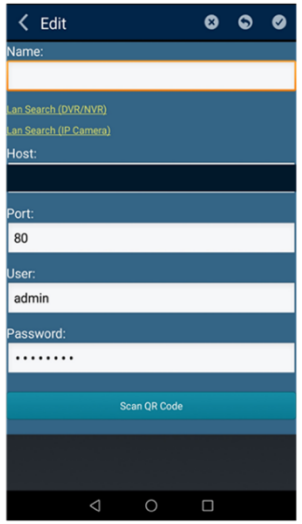
You may change the Port, User, Password in the DVR settings. Please revise the settings accordingly on your phone after changes made on the DVR side.

④ Then, tap the name of the DVR to enter the viewing page

View DVR Remotely on your mobile devices

For Android User

⑤ Open the App, click add , then **Scan QR code**, scan your unique QR Code.



Name:
You may leave it as blank or give your DVR a name.

Host:
Will be filled in automatically after scanning the QR code (UID)

Port: 80 (by default)

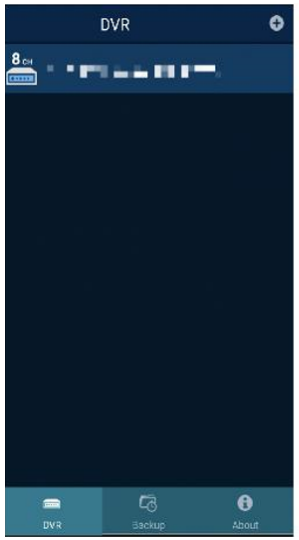
User: admin

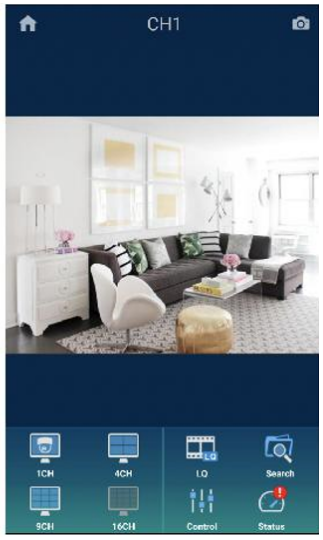
Password: 00000000 (by default)

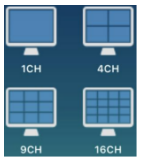
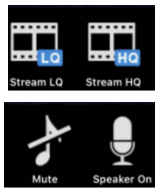
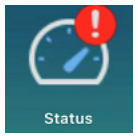
Then click **Save**.

You may change the Port, User, Password in the DVR settings. Please revise the settings accordingly on your phone after changes made on the DVR side.

⑥ Then, click the name of the DVR to enter the viewing page.

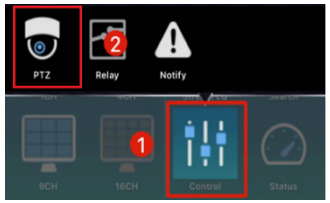




App Icon	Description	
	The app supports viewing multiple channels (1/4/9/16) on the same page.	
		**HQ**: Higher Image Quality. **LQ**: Lower Image Quality. **Mute**: Enable or disable audio. **Speaker On**: Feature disabled for this model.
		Time Search: Search Recordings by Time. **Log Search**: Find DVR log file.
		PTZ: Control PTZ camera. **Relay**: Feature disabled for this model. **Notify/UnNotify:** Turn motion detection push alerts on or off.
		**CH01**: Camera has detected motion. **CH02**: Camera is connected and working. **CH03**: Camera is disconnected or not working.

*Open push alert function by tapping **Control** icon then change the status from **UnNotify** to **Notify**.

View DVR Remotely on your mobile devices

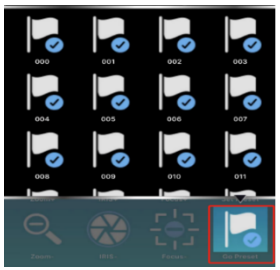


To control PTZ camera using the app, first, set the PTZ camera to display in a single division. Then, tap **Control** icon and **PTZ**, use the PTZ function buttons (Zoom, Iris, Focus, Set Preset and Go Preset) to operate the camera.

App Icon	Description
	Zooming in and out with the PTZ camera
	Adjust the aperture size for better image control
	Fine-tune the sharpness and clarity of the image
	Set Preset / Go Preset

Set Preset: To adjust the camera view to a desired Preset location, swipe your finger over the image. Once positioned, tap the **Set Preset** button, and select a preset number from 000 to 127.

Go Preset: To navigate to a specific Preset location, tap the **Go Preset** button and choose the corresponding preset number.



2. Playback and Backup on App

① **Playback**

By tapping on "**Search**" and then selecting "**Time Search**," you will be directed to a calendar.

a. Choose the date marked with a dot (for iOS device) or in grey (for Android Device).

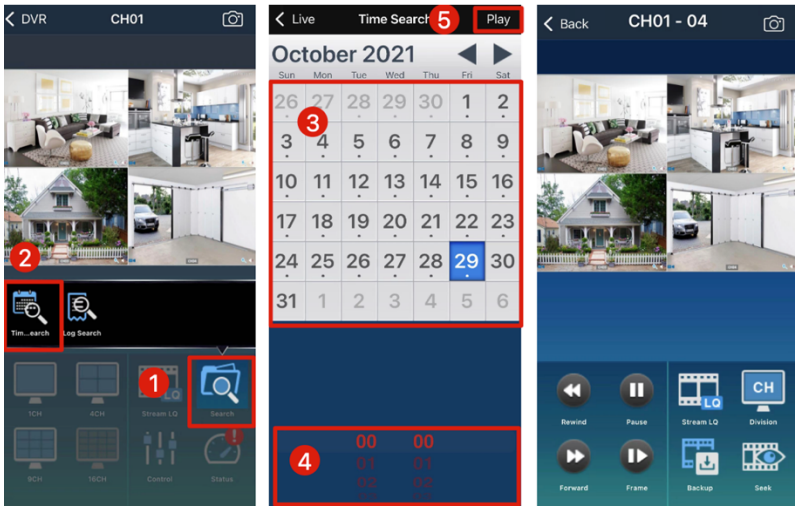
b. Select the time marked in red.

c. Click on "Play" to begin playback.

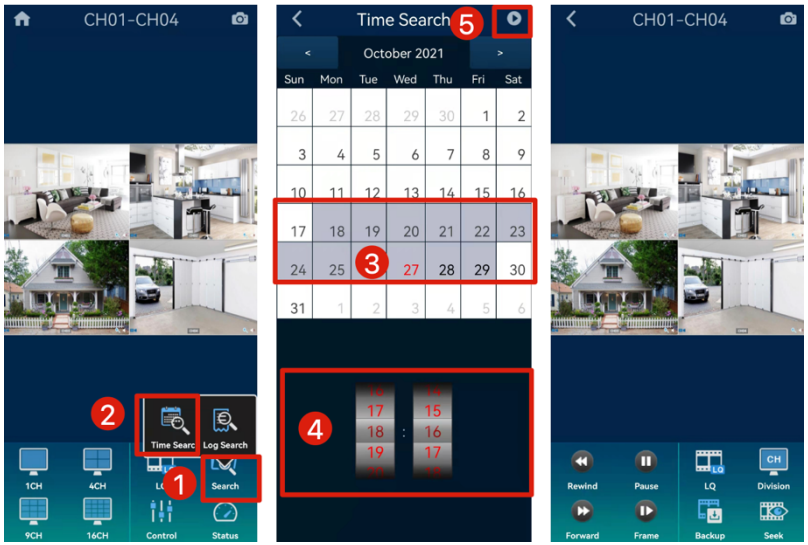
App Icon	Description
	Rewind
	Forward
	Play/Pause
	Slow Motion
	Adjust image quality (Higher or Lower image quality)
	Multiple channels
	Backup videos
	Seek. Choose the time you want to playback.

View DVR Remotely on your mobile devices

For iOS Device:

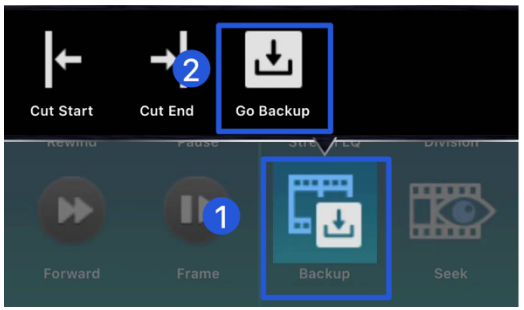


For Android Device:



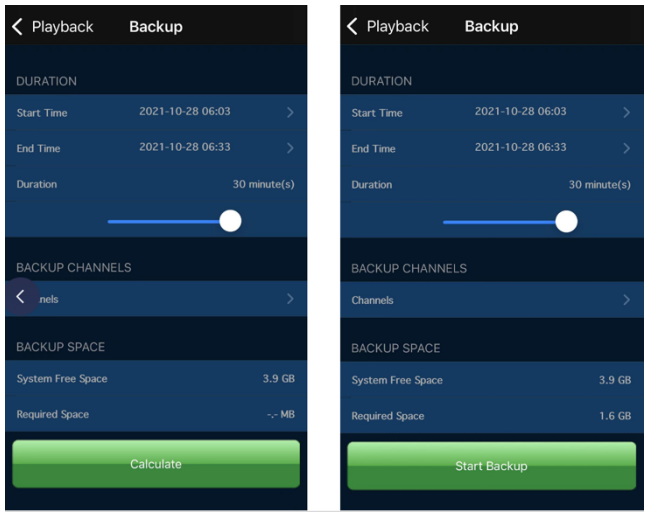
② **Backup**

Click **Backup**, then **Go Backup**.



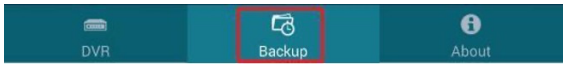
Set the **Start Time** and **End Time**, **Duration** and **Channel Name**.

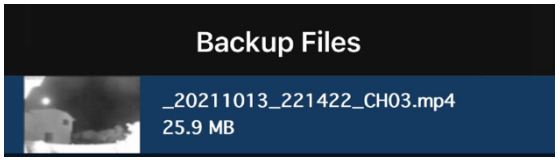
Then tap **Calculate** to see the **Required Space** needed. Click **Start Backup** to back up the recordings.



View DVR Remotely on your mobile devices

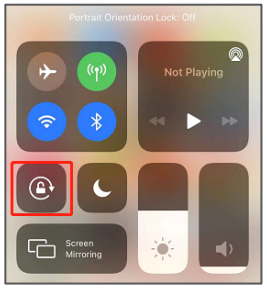
③ Check the **backup files** here or cellphone **photo album** after the download is completed.

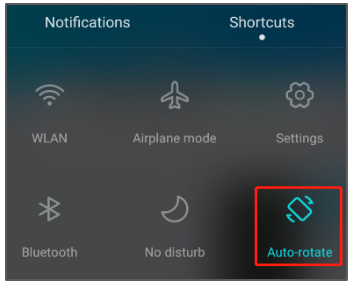




* You may use the keywords **TIGERSECU HD Viewer** on YouTube to watch our instruction video about TIGERSECU HD Viewer.

Tip: For the optimal video display experience, ensure that Portrait Orientation Lock is turned off on your iOS device, or enable Auto-Rotate to landscape mode on your Android devices.





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 DVR 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

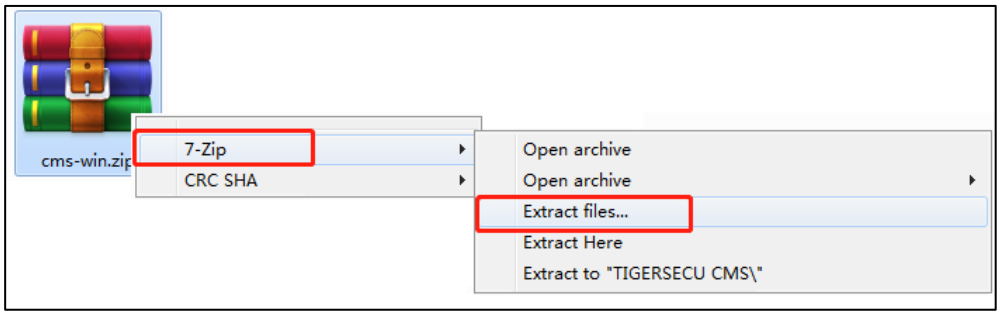
Step 1: Download "**7-Zip**" software from https://www.7-zip.org/ first if you don't have an unzip software on your computer.

7-Zip is free software with open source. You can use 7-Zip on any computer, including a computer in a commercial organization. You don't need to register or pay for 7-Zip.

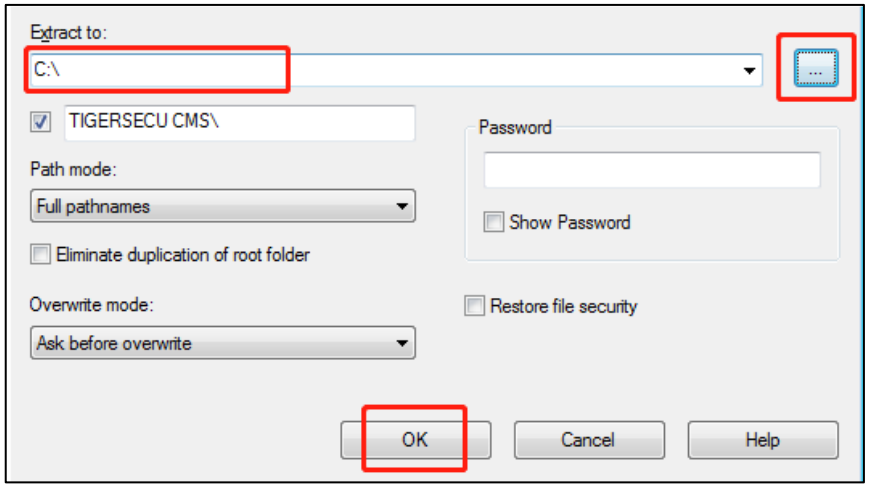
Step 2: Download the TIGERSECU CMS from this link:
https://www.tigersecu.com/cms-win.zip

Step 3: Open TIGERSECU_CMS Client

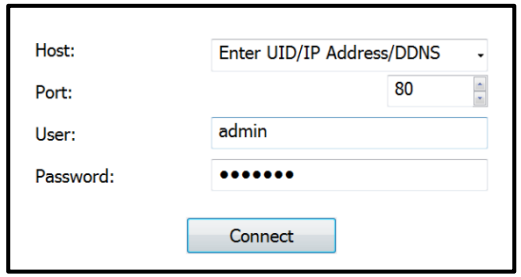
Right-click on the TIGERSECU cms-win.zip file and open with the "**7-Zip**" and choose Extract files.



Select the file location where you'd like to save the TIGERSECU_CMS and click OK.



Step 4: Navigate to the saved file location, open the TIGERSECU_CMS, and you will see the login page like the one below:



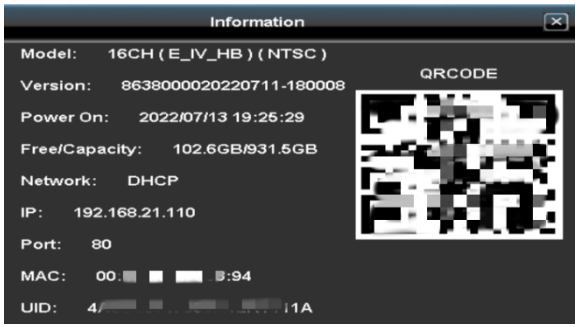
*You may click the drop-down button in the Host field to avoid entering the information repetitively.

View DVR Remotely on your computer

Step 5: Type your Login information.

① **P2P(UID) Login (Highly Recommended)**

a) Go to **DVR Menu bar > Information > UID**. Enter the UID in the **Host** field.



b) **Default Port**: 80

c) **Default User**: admin

d) **Password**: 00000000 (by default)

e) Click **Connect**.

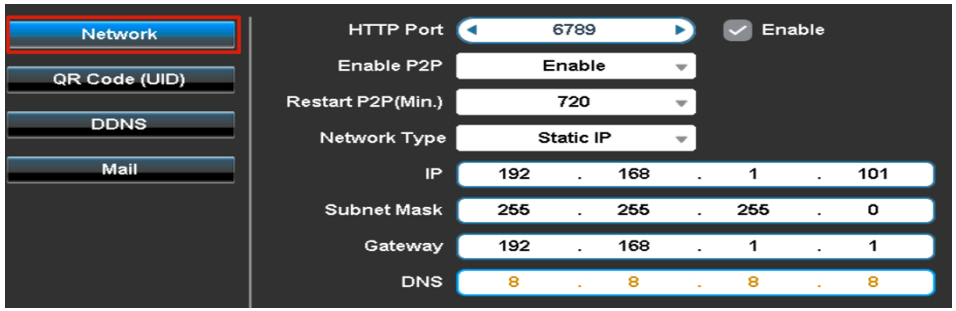
(You may change the Port and Password in the DVR settings. Please revise accordingly on TIGERSECU CMS after changes are made on the DVR side.)

Tip: If you've successfully logged into the system by following the instructions above, please ignore the instructions below regarding **IP Login** & **DDNS Login**.

② **IP Login (**Port forwarding required)

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** and click Apply.



b) Log into your router.

Look for the router's **Default Gateway**: It should look something like 192.168.1.1 but can be different depending on the router and manufacturer.

Open Internet 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:

https://www.noip.com/support/knowledgebase/general-port-forwarding-guide/

View DVR Remotely on your computer

Tips:

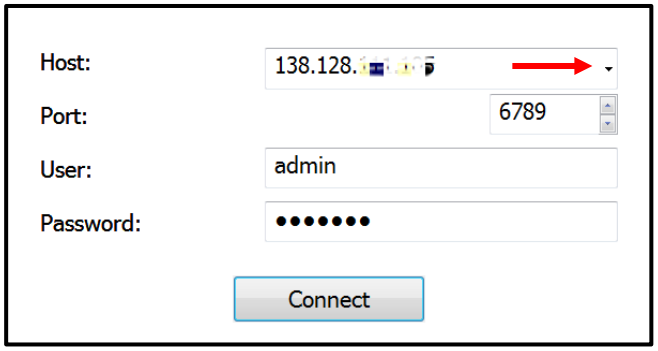
1. For additional port forwarding support, please seek assistance from local tech support.
2. Remember to open **UPnP**.
3. Type in the port you assigned before for the DVR in the Port field.

d) Find the router's external IP address.

(Could be found by opening https://www.tunnelbear.com/whats-my-ip on your web browser.)

e) Type in External IP address into the **Host** field. The **Port** you assigned for the DVR. Default **User**: admin, and your **DVR Password**.

* You may click the drop-down button in the Host field to avoid entering the information repetitively.

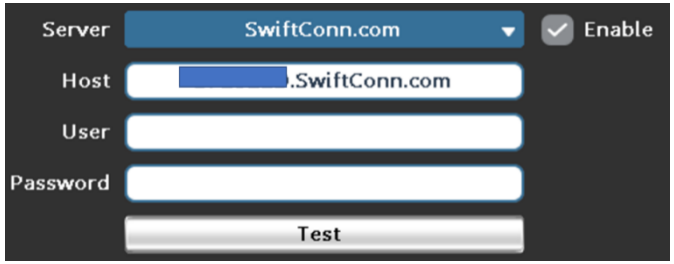


③ **DDNS Login** (Port forwarding required, not recommended.)

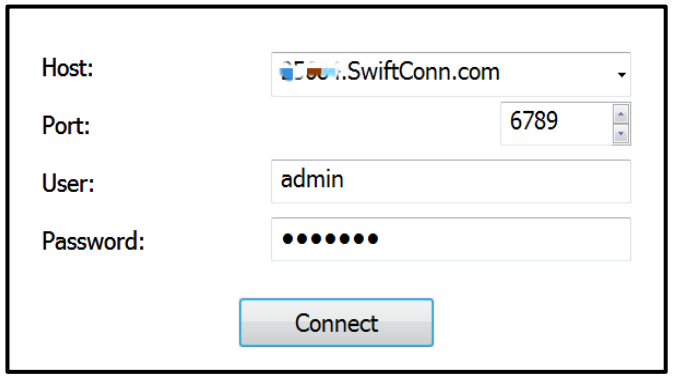
a) Find the DDNS host.

Please go to the DVR, **Main Menu > Network Menu> DDNS.**

We provide the server **SwiftConn.com**, and a hostname will be assigned automatically to the DVR. (Leave the User and Password blank on this page if you choose **SwiftConn.com.**)

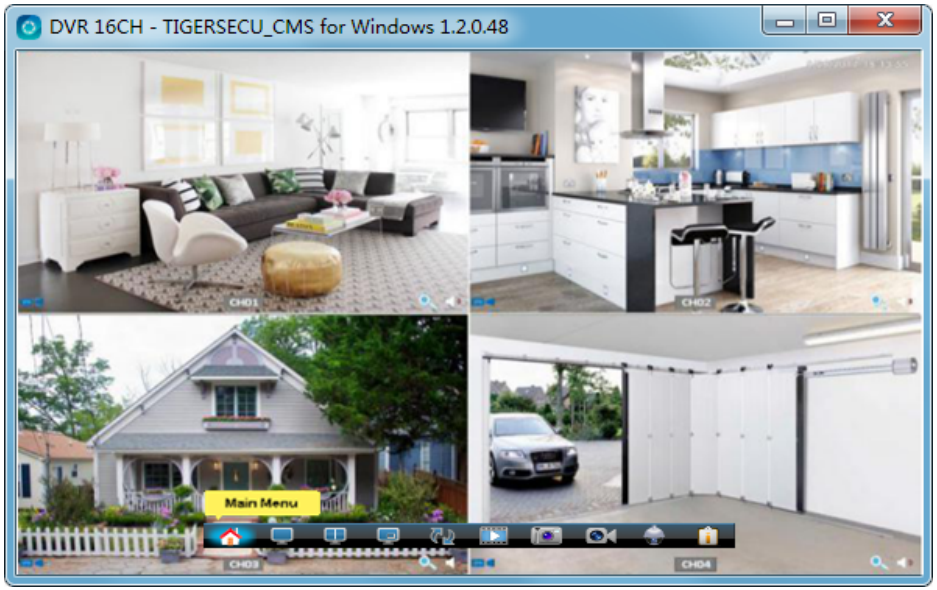


b) Type in the Hostname that ends with SwiftConn.com in the **Host** field. The **Port** you assigned for the DVR. Default **User**: admin, and your **DVR Password**.

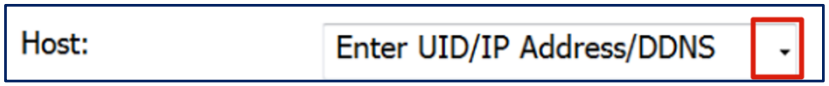


View DVR Remotely on your computer

Step 6: After the loading page, you will see the familiar interface (the same as the DVR interface). Right click on the mouse to access the **Menu Bar**. Close the window when you finish viewing.



Next time, you may click the drop-down button in the Host field to avoid entering the information repetitively.



You have the option to change the Port and Password in the DVR settings. After making changes on the DVR side, please update these settings accordingly in the TIGERSECU CMS.

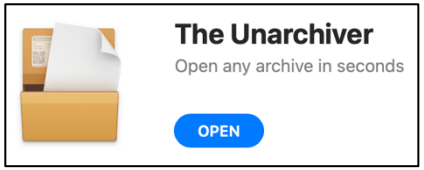
2. TIGERSECU CMS for MAC Users

* Check the video for the step-by-step instructions:

https://www.youtube.com/watch?v=hvXQv5h6Au4&t=3s

Step 1: Download "**The Unarchiver**" unzip software from App Store on your Mac computer.

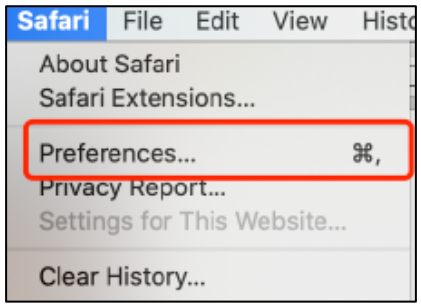
As from macOS Catalina 10.15 or later version, Mac does not include a built-in utility to work with archived ZIP files, download the "**The Unarchiver**" from App Store to open RAR files on your Mac.

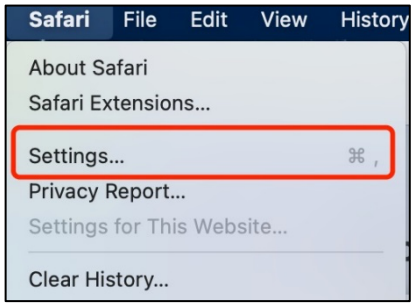


Step 2: Download TIGERSECU CMS Client Zip file.

- For Safari users.

1. Open Safari web browser, then choose Preferences or Settings.





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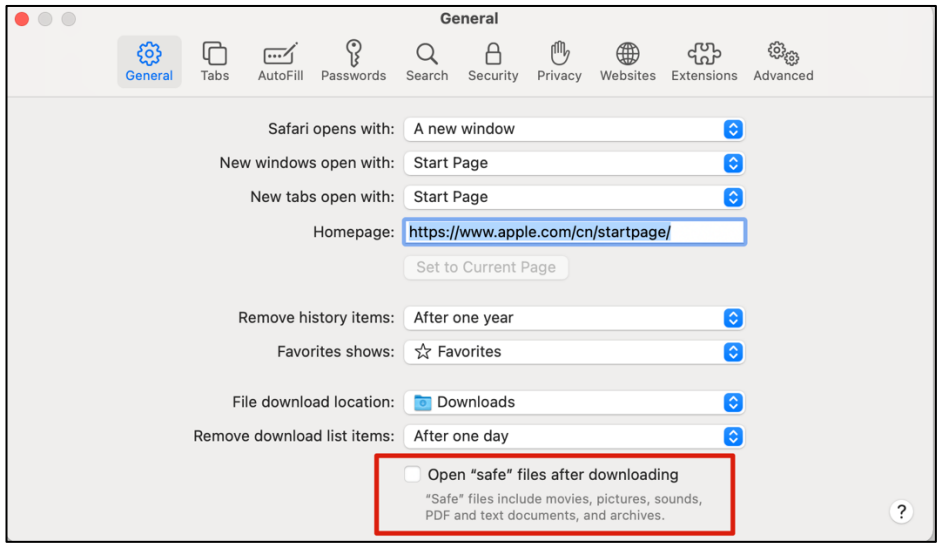
2. Uncheck “Open safe files after downloading”.

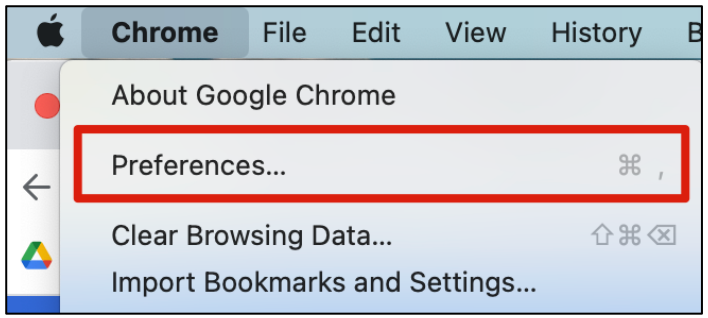


3. In your Safari web browser, open the TIGERSECU CMS link:

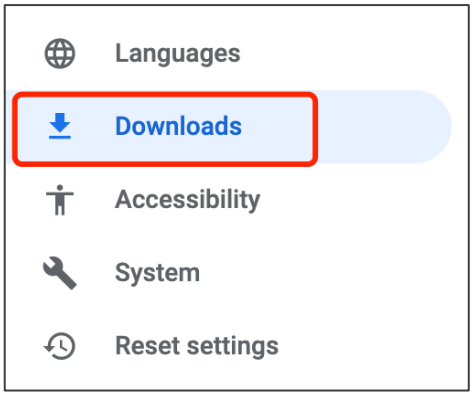
https://www.tigersecu.com/cms-mac.zip

- For Chrome users

1. Open Chrome web browser, click on Chrome on the upper left corner, then choose Preferences.



2. Chrome Settings, Downloads.

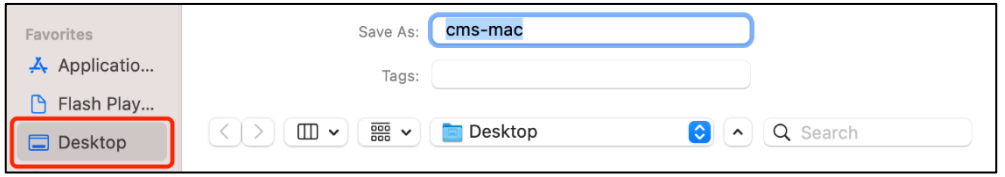


3. Enable the option for “Ask where to save each file before downloading”.

4. In your Chrome web browser, open the TIGERSECU CMS link:

https://www.tigersecu.com/cms-mac.zip

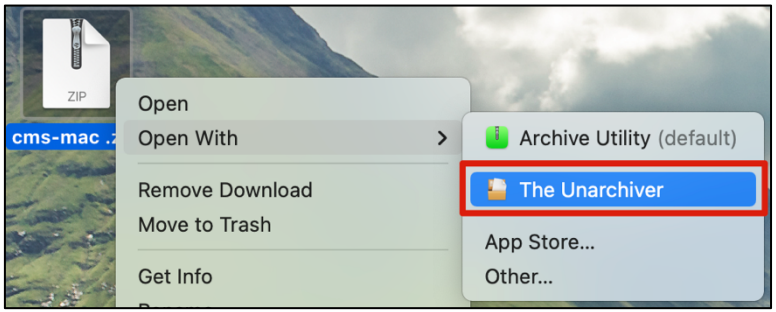
And save the file to your Mac Desktop.



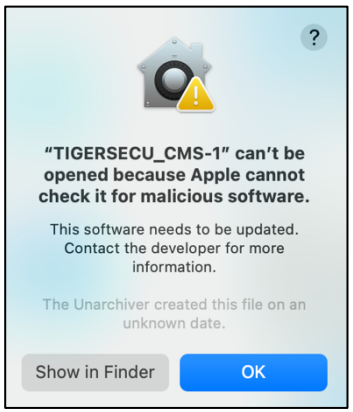
View DVR Remotely on your computer

Step 3: Open TIGERSECU CMS Client

(IMPORTANT) 1. **Right-click** on the TIGERSECU cms-mac zip file and open with the app "The Unarchiver". This will automatically create a folder named "cms-mac" and extract the archive files to your computer.

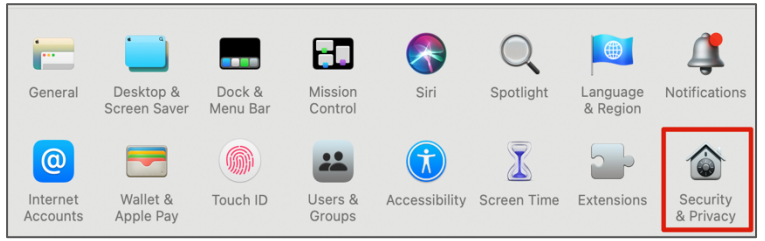


2. Left-click on the TIGERSECU CMS icon to run the software. If the following notice appears on your screen, click OK.



If your Mac OS version is or before Monterey, follow the instructions below.

Open **System Preferences**, then choose **Security & Privacy**.

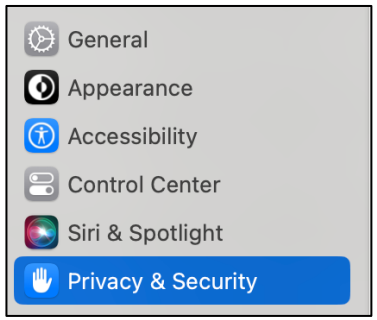


Click **Open Anyway**.

If your Mac OS version is Ventura 13.0 or later, follow the instructions below.

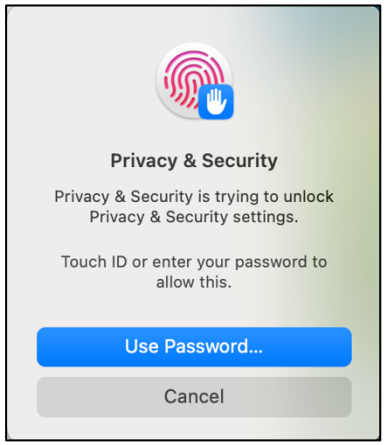
View DVR Remotely on your computer

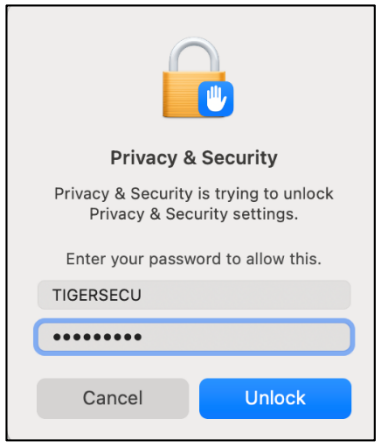
Open **System Settings,** then choose **Privacy & Security**.



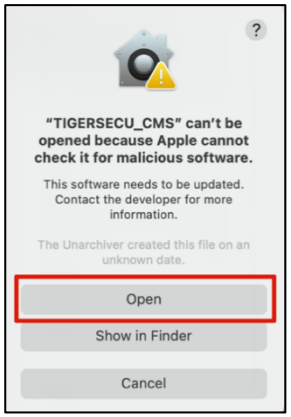
On the right of the page, scroll to the bottom to find **Security**. Click **Open Anyway**.

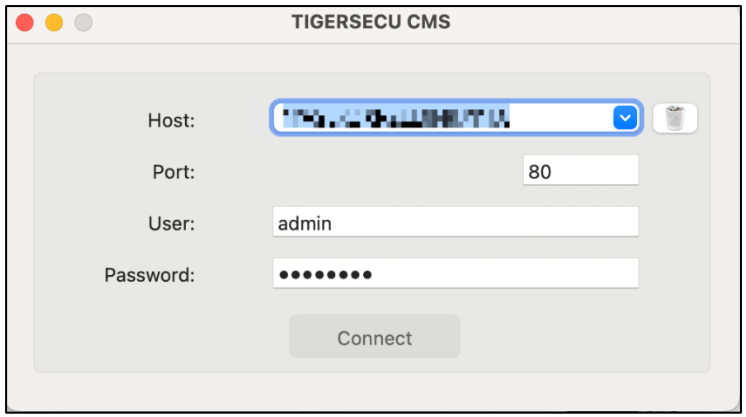
Mac might ask you to enter your Mac login password in this case. Choose **Use Password** and enter the password. After that, click **Unlock**.





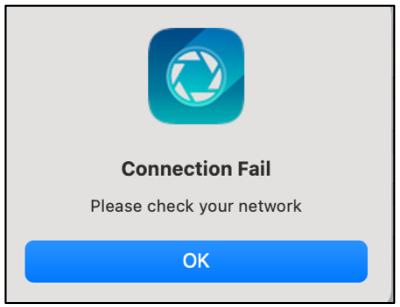
On the next page, click **Open**. You will see the login interface. Go to DVR Main Menu, Network Menu to find the UID number(Host) and port. The default User is admin and password is 00000000. Enter all the parameters and click **Connect**.



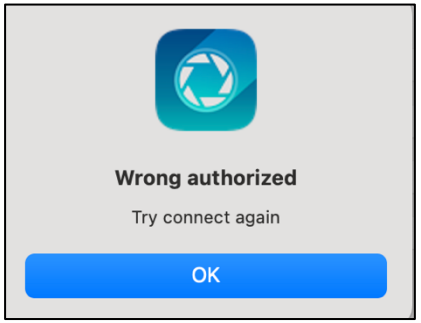


View DVR Remotely on your computer

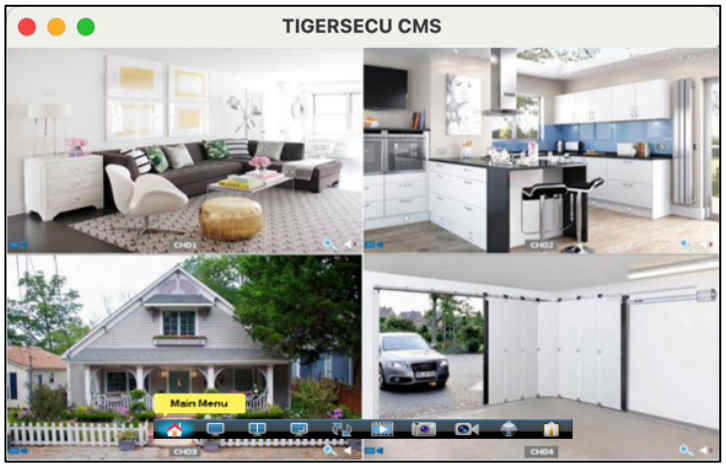
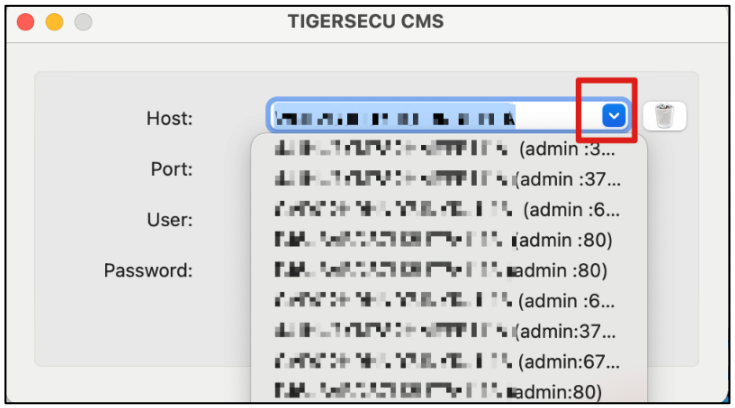
If the CMS shows connection failed, go to the DVR Main Menu, Network Menu, make sure network type shows DHCP and there is a valid IP address. Then go to QR Code page to confirm whether the status shows On. If yes, reenter the UID number in the host field and try again.



If the CMS shows wrong authorized, which indicates the DVR is online, but the login parameters are not correct. Double check the port number, user and password, make sure they're all correct and try again.



If you successfully log into the DVR via the CMS client, right click on the mouse to access the **Menu Bar**. Choose the home icon to go to the **Main Menu**.



Next time, you may click the dropdown menu to load the history and avoid reentering the parameters.