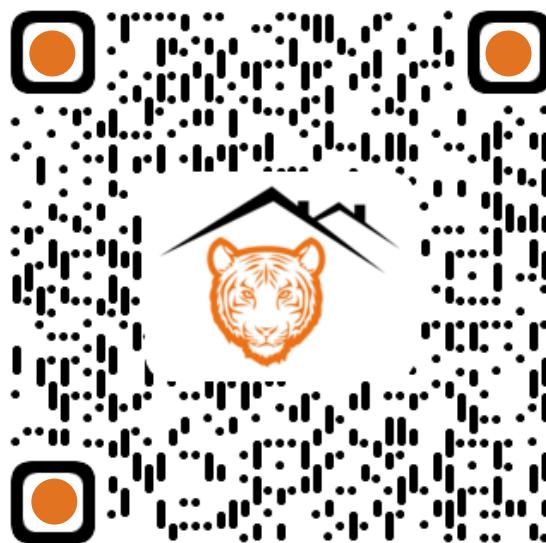




TIGERSECU

**Super HD Hybrid
DVR Security System
User Manual**



https://www.tigersecu.com/tigersecu_dvr_user_manual_new.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.

Important Safety Instructions

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.

Display 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. The DVR supported screen display resolutions include: 3840x2160 (4K UHD), 2560x1440 (WQHD), 1920x1080 (FHD), 1280x1024, and 1024x768.

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 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**

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

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 16– 32).
 - * 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 34).
6. Download and set up the DVR remote-viewing software TIGERSECU CMS Client on your personal computer (View DVR remotely on your computer, Page 40).
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/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.

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/B07JJQGVBO>

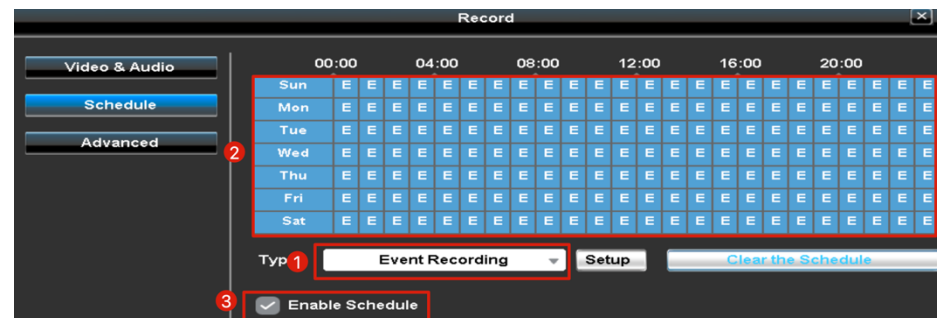
If your cameras show **No Signal** and you're not using IP cameras, go to Main Menu, Camera Menu, uncheck the IP mode, and click Apply.

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

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

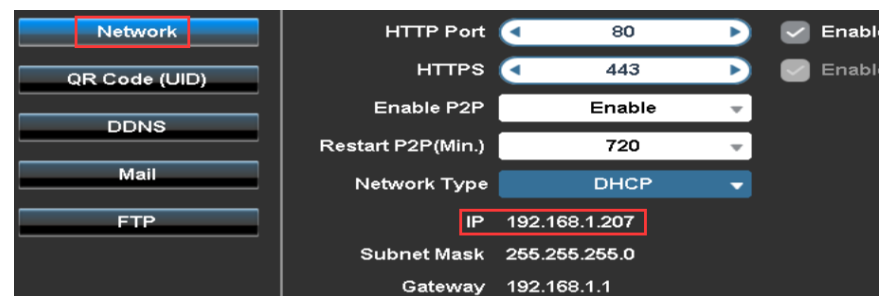


4. I tried to log into the system remotely using TIGERSECU HD Viewer on my phone, but the app shows "Connection Failed".

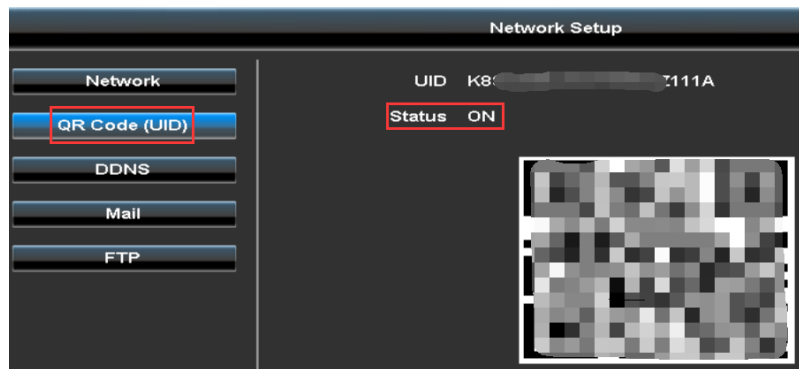
1. First, check the **indicator light** on the DVR network port (on the back of the DVR), is it ON?

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?



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 30 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 link for channel 2 main stream:

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

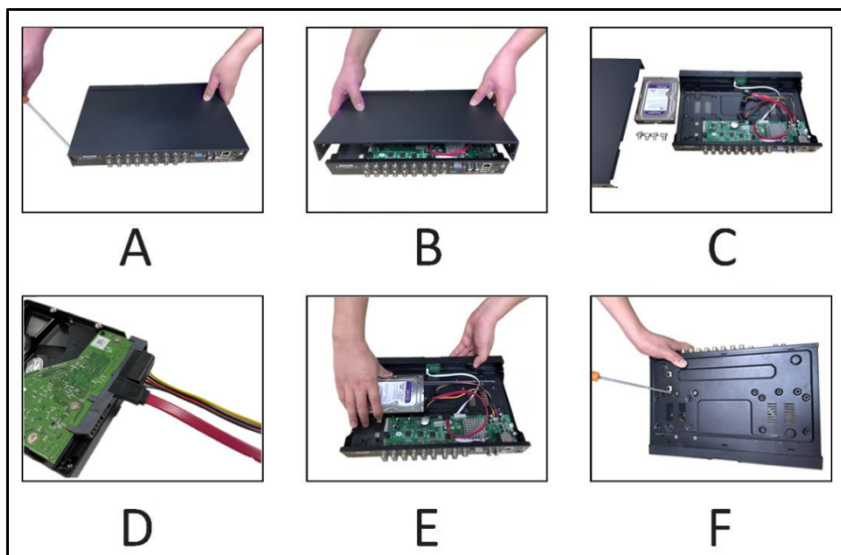
Please kindly note that only TCP/IP is supported, not UDP.

Installation Guide

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

1. Install/Exchange 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.

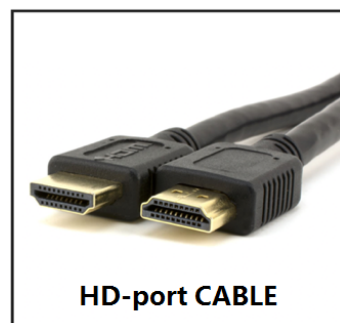
F) Screw in the hard drive to the bottom of the case. Screw in the remaining screws to the sides and back of the DVR.

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.

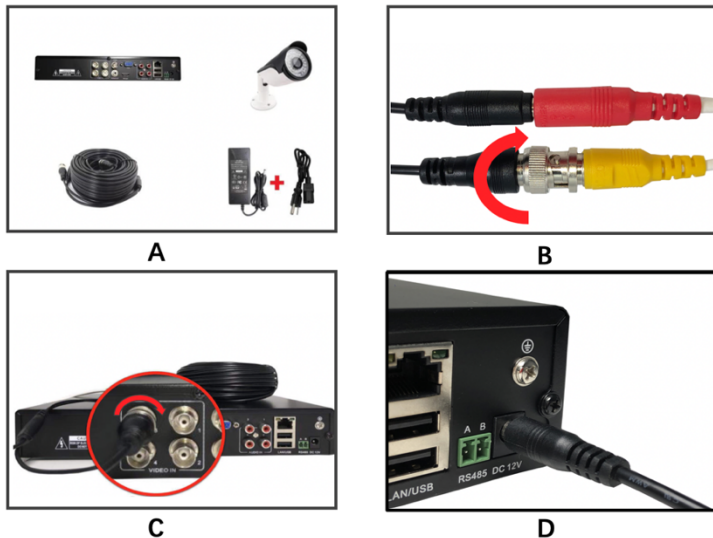


Connect your DVR to a desktop computer monitor or TV monitor using a VGA/HD-port cable. TIGERSECU DVR's default display resolution is 1920x1080 and will work with TV and desktop computer monitors that support 1920x1080 pixels or higher resolution.

Installation Guide

3. Connect the DVR with the Cameras

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



A) Prepare the DVR, Camera, 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. 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 34) if you want to check the DVR on your phone.

Check Chapter 5 (Page 40) 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.

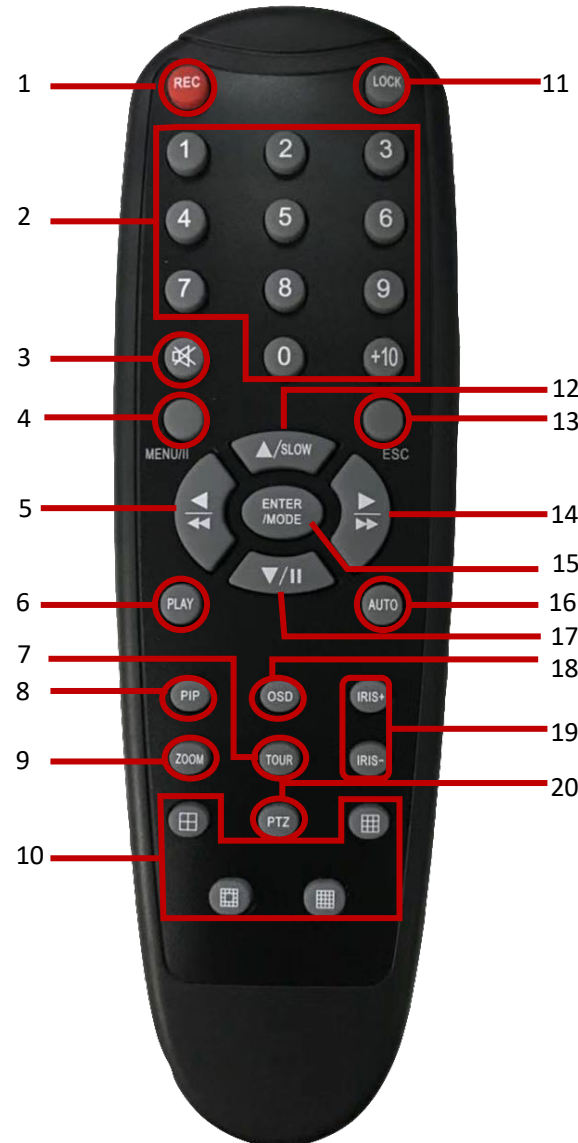
03) Mute: Enabling or disabling the audio output won't have any effect on recordings. If you've configured the DVR to record audio, it will continue to do so while muted.

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 to 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.

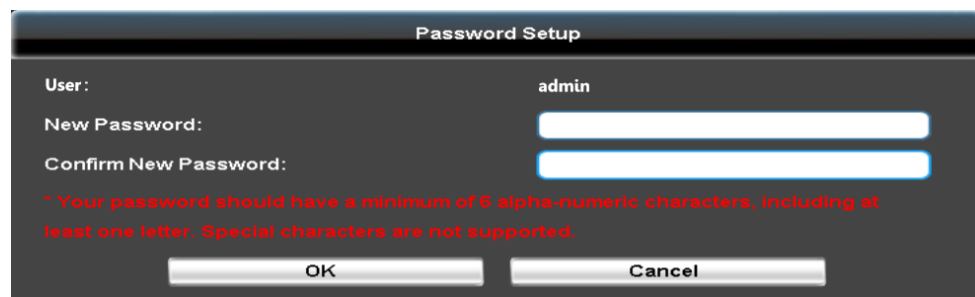
Tip: Point the remote control at the DVR; not the monitor.

Startup Wizard

Chapter 1. Startup Wizard

The **Startup Wizard** initiates upon powering up your DVR for the first time. This wizard assists you in setting up fundamental DVR configurations, which include creating a password, selecting a date format, defining the time zone, adjusting the display resolution, formatting the hard drive, configuring network settings, and establishing remote access.

Password



The Password Setup screen displays the 'User' field with 'admin' selected. Below it are two input fields for 'New Password' and 'Confirm New Password'. A red warning message states: '* Your password should have a minimum of 6 alpha-numeric characters, including at least one letter. Special characters are not supported.' At the bottom are 'OK' and 'Cancel' buttons.

This DVR does not have a default password. Choose a strong password to keep your information safe and prevent unauthorized access to your account.

The password should have a minimum of 6 alpha-numeric characters, including at least one letter. Special characters are not supported. Use a password that you are familiar with but is not easily known to others.

Record your password below and store it in a secure place:

Once you've created the password, click 'OK' to proceed to the **Login** page.



The Login screen shows the 'Username' field with 'admin' and a masked 'Password' field. A virtual on-screen keyboard is displayed below the password field, featuring numeric keys, symbols, and an 'Enter' key.

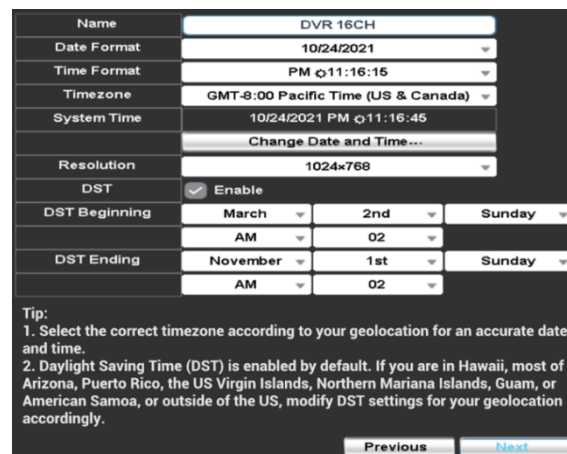
Upon clicking the **Password** field, a virtual on-screen keyboard will appear for password input. Enter the password you created and click **Enter** to complete the input. After successful login, you'll begin setting up the Startup Wizard.

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



The Language selection screen shows a dropdown menu with 'English' selected.

2. Configure basic settings such as the date format, time format, time zone, and the display resolution.



The Basic settings screen displays various configuration options: Name (DVR 16CH), Date Format (10/24/2021), Time Format (PM 01:16:15), Timezone (GMT-8:00 Pacific Time (US & Canada)), System Time (10/24/2021 PM 01:16:45), Resolution (1024x768), DST (Enable), DST Beginning (March 2nd Sunday AM 02), and DST Ending (November 1st Sunday AM 02). A 'Tip' section provides guidance on timezone selection and DST settings. 'Previous' and 'Next' buttons are at the bottom.

Startup Wizard

Select the appropriate **time zone** from the menu according to your geographic region. 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".

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

CH		IP Mode	Video formats	Resolution
1	<input type="checkbox"/>	Select	Auto	1920x1080
2	<input type="checkbox"/>	Select	Auto	
3	<input type="checkbox"/>	Select	Auto	
4	<input type="checkbox"/>	Select	Auto	

4. Format the hard drive. Choose the hard drive and click **Format**.

Model	Status	Attribute	Free/Capacity
<input checked="" type="checkbox"/> WDC WD10EJRX-89E	Recording	Overwritable	411.6GB/931.5...

* The hard drive may not be included in the package, purchase it separately in this case. WD (Western Digital) purple hard drive is highly recommended.

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

HTTP Port	<input type="text" value="80"/>
Network Type	<input type="text" value="DHCP"/>
<input checked="" type="checkbox"/> Enable	IP 192.168.1.108

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

Using the QR code is the easiest and quickest way to remotely view your camera using your mobile device. Follow these steps to set up your DVR device on your mobile device.

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

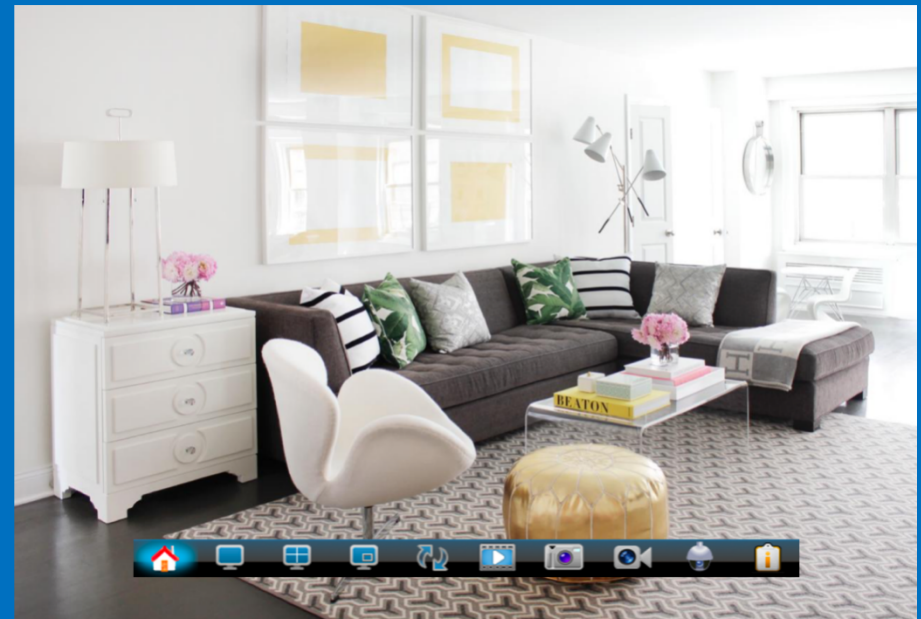
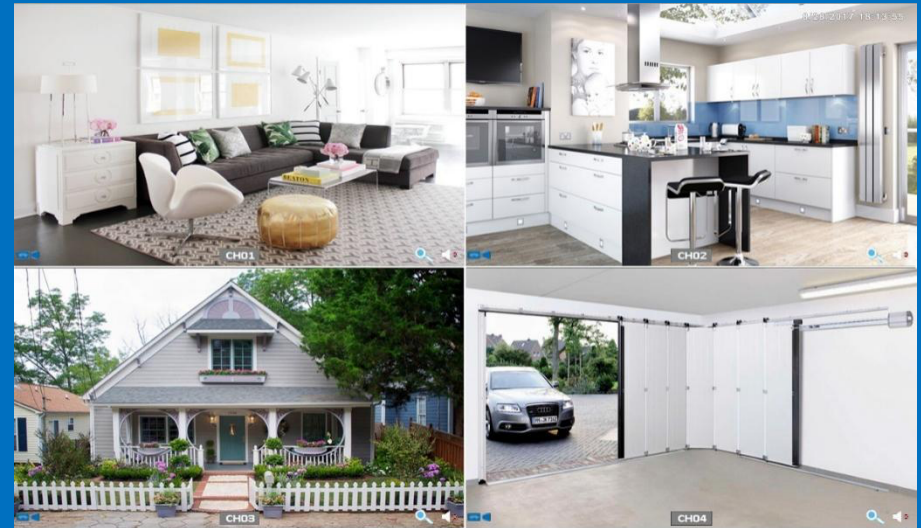
<input type="button" value="Previous"/>	<input type="button" value="Finish"/>
---	---------------------------------------

Chapter 2: Live View Screen

Live View enables you to view live video feeds from your security cameras, providing real-time monitoring of your property.

On the Live View screen, each connected camera will be displayed. You can utilize the icons and Menu Bar on the screen to check the status and operations of your DVR and cameras.








To access the Menu Bar, simply right-click the mouse.



Live View Screen: Icons

Status Icon

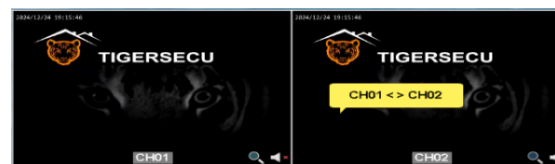
These icons are used to indicate different camera status. See the table below to learn more about these icons:

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.

Click the channel name and choose a channel to reposition it to a different display window if needed.



Or, click and drag a live video channel to reposition it to a different display window.






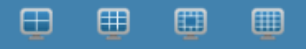





Menu Bar Icons

The **Menu Bar** is a handy place to change the view format of the **Live View** screen. The Menu Bar is where the DVR's basic and advanced functions are configured and managed.

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





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, event 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.

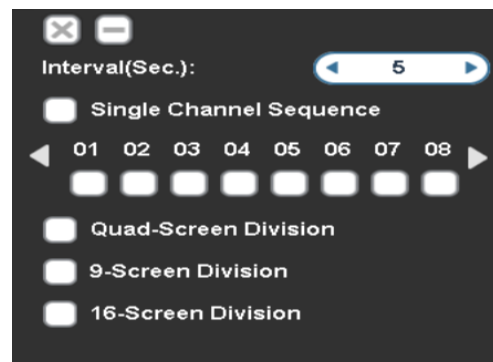


Auto Sequence

Click  on the menu bar to see the Auto Sequence page. Set up 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** serves as the central hub for controlling the primary functions of the DVR. From the Main Menu, you can access various settings such as camera settings, recording settings, playback of recordings, network settings, motion detection settings, hard drive settings, system configuration, and maintenance options.

* If your camera images appear in black and white during daytime, 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.



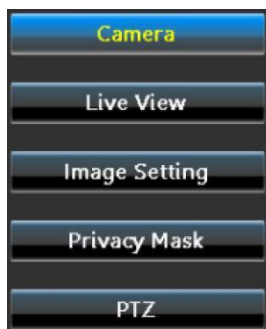
Main Menu

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



Camera Menu

The **Camera Menu** is the location where you configure the display settings for video footage from the cameras.



1. Camera

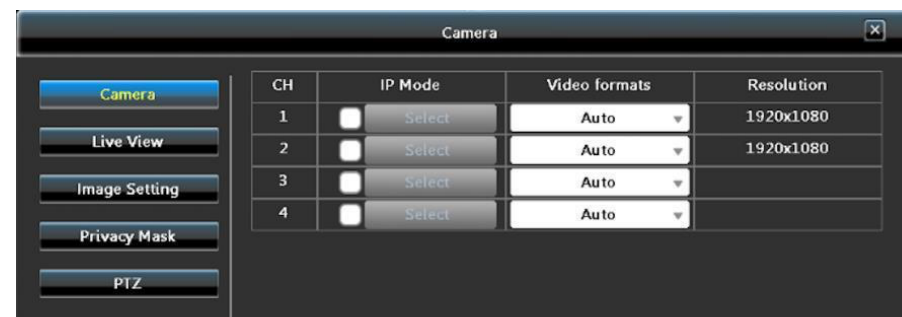
From the **Camera Page**, you may set up the Video Formats of the cameras. The TIGERSECU Super HD DVR supports most D1, AHD, TVI, and CVI cameras, as long as their resolution is 5MP or less.



If you're using **CVI** cameras, adjust the **Video formats** from '**Auto**' to '**CVI**'. This ensures that the cameras display colors rather than black and white during daytime operation.

If all the channels are showing the Tiger logo, please check the night vision feature of your cameras to confirm they are powered on.

If the issue persists, do not hesitate to contact our technical support team, and provide us with your camera model number. We'll be more than happy to assist you in resolving the issue.



* 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. Add an IP camera using the **ONVIF** protocol or **RTSP** stream links.

① Using the **ONVIF** protocol:

Select **ONVIF**, click **Refresh**, and wait for a few seconds.

Main Menu

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

* Enable **KeepAlive** only if the IP camera frequently goes offline.

② Using **RTSP** stream links:

Select **RTSP** and enter the IP camera's **Name**, **Main Stream Url**, **Sub Stream Url**, **User** and **Password**. Then click **Apply**.

* **KeepAlive** is set to Off by default for RTSP IP cameras. Adjust the settings only if the IP camera frequently goes offline.

D. Go back to the **Camera** page. The added IP camera should be applied to the channel, then click **Apply**.

CH		IP Mode	Video formats	Resolution
1	<input checked="" type="checkbox"/>	Select	rtsp://192.168.21.106:...	
2	<input checked="" type="checkbox"/>	Select	192.168.21.100:80	1920x1080

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 need to be purchased separately, then connected to the DVR.) Click **Copy** to copy the setting to the other channels. Then, click **Apply**.

Main Menu

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**.



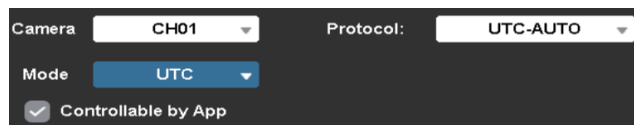
5. PTZ

*You may set up the PTZ cameras here or via Live View > Menu bar > PTZ. 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

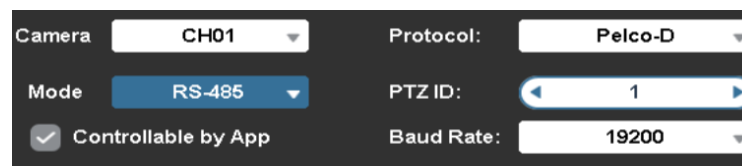
Change the setup **Mode** to **UTC**, select the **Protocol** for your camera. Check **Enable** box to enable the settings, then **Apply**.



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. Click **Apply** to enable the settings.

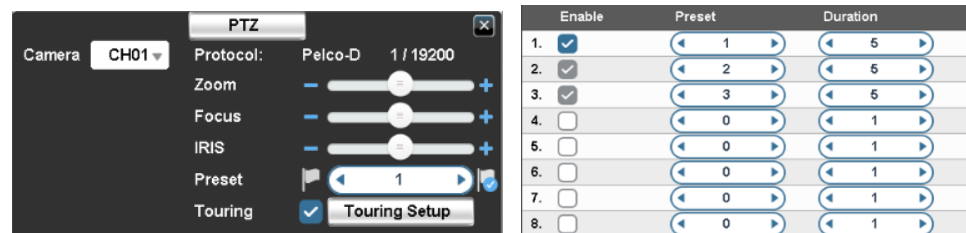


Back to **Live view** – **Menu Bar** – click **PTZ** to enter the **PTZ control interface**.



Choose the Camera (CHx), then click and drag the mouse over the image to adjust the view of the camera to the Preset location that you would like to define, 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.



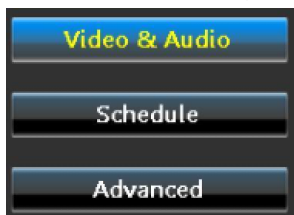
Then, go back to the **PTZ Control Interface** to enable the Touring.



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.

Choosing a higher Quality level implies a higher bit rate and frame rate, which in turn consumes more storage space on your hard drive.

Channel	CH01
Quality	High
Audio	Analog
<input type="checkbox"/> Record Audio	
Main Stream	
Resolution	1280X720
Frame Rate	25
Bit Rate	2048
Rate Control	H265+
Video Encoder	H265
Pre-record	0
Sub Stream	
Resolution	640X360
Frame Rate	25
Bit Rate	512
Rate Control	H265+
Video Encoder	H265

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. Switch Audio from **Analog** to **Coax** if the BNC camera has a built-in microphone.

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**.

	00:00	04:00	08:00	12:00	16:00	20:00
Sun	A	A	A	A	A	A
Mon	A	A	A	A	A	A
Tue	A	A	A	A	A	A
Wed	A	A	A	A	A	A
Thu	A	A	A	A	A	A
Fri	A	A	A	A	A	A
Sat	A	A	A	A	A	A

Type: **All Recording** **Setup** **Clear the Schedule**

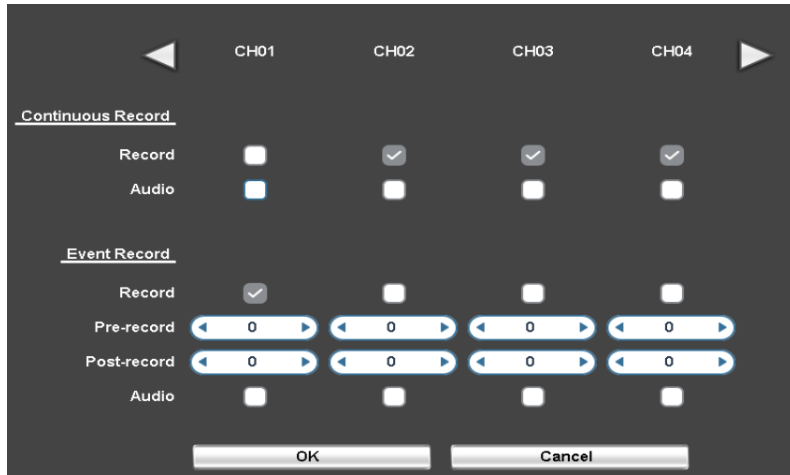
☒ **Enable Schedule**

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.

Type: **All Recording** **Setup** **Clear the Schedule**

Main Menu



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.



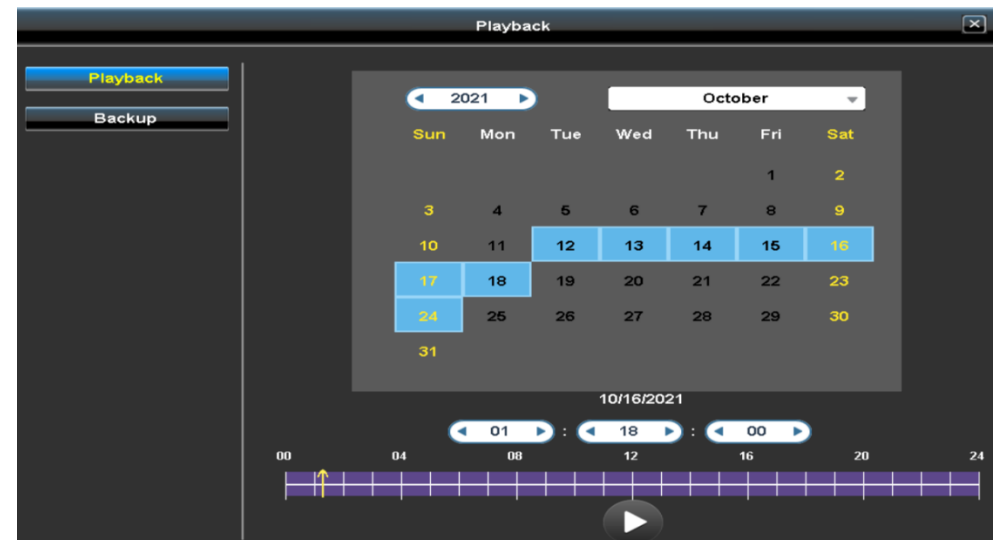
Playback Menu

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

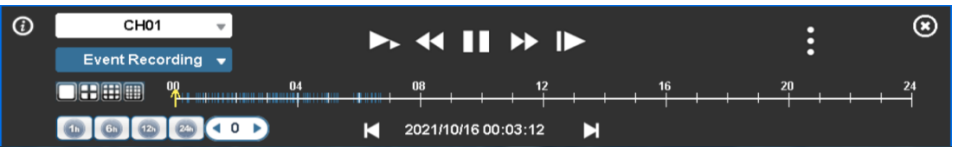
② Here's the **Playback interface. All Recording** (Continuous + Event) timeline is marked in purple. **Event Recording** timeline is marked in blue.



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' may take approximately 5 to 15 seconds. Please be patient and wait after making the switch.



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 .
	Use the zoom in and out features on the timeline for more precise control. This allows for the display of video footage over set periods 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**.

Main Menu

After confirming the Free Space of the USB drive, click **Backup**. The DVR will start to back up 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.)

The screenshot shows the 'Storage Media' section of the Main Menu. At the top, there are tabs labeled 01 through 08, with 01 selected. Below the tabs, there are fields for 'From:' (10/16/2021 PM 07:00:00) and 'To:' (10/16/2021 PM 08:00:00). A 'Required Space:' field shows 987.2MB, with a 'Calculate' button next to it. Below this, the 'Backup Device:' is set to 'USB Flash Drive'. The 'Status:' is 'Ready' and the 'Free Space:' is 14.2GB. At the bottom, there is a progress bar showing 0% and a 'Backup' button.

Network Menu

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

The screenshot shows the 'Network Menu' with five options: 'Network', 'QR Code (UID)', 'DDNS', 'Mail', and 'FTP'. The 'Network' option is highlighted.

1. Network

On the **Network page**, you can choose between **DHCP** or **Static IP**, which are the most commonly used network types. If you're new to using DVRs, it's recommended to choose DHCP, which is the default setting.

Enable P2P allows for remote camera viewing via the mobile app and TIGERSECU CMS Client by scanning the QR Code (UID). **Restart P2P(Min.)** means that the DVR will refresh its network connection based on a set schedule. By default, the DVR is configured to restart P2P every 720 minutes.

The screenshot shows the 'Network' settings page. It includes fields for 'HTTP Port' (80) and 'HTTPS' (443), both with 'Enable' checkboxes. 'Enable P2P' is set to 'Enable'. 'Restart P2P(Min.)' is set to '720'. 'Network Type' is set to 'DHCP'.

The screenshot shows the 'Network' settings page with 'Static IP' selected. It includes fields for 'IP' (192 . 168 . 21 . 109), 'Subnet Mask' (255 . 255 . 255 . 0), 'Gateway' (192 . 168 . 21 . 1), and 'DNS' (8 . 8 . 8 . 8).

2. QR Code

Here you'll locate the UID and QR code for your DVR. By utilizing the QR code, you can establish a direct connection between your mobile devices or computer and the DVR. This is the most straightforward method for remote viewing.

* Please note that Port Forwarding is NOT required for establishing remote connections using the QR code. If you're new to this process, we highly recommend using the QR code for remote access to your 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.

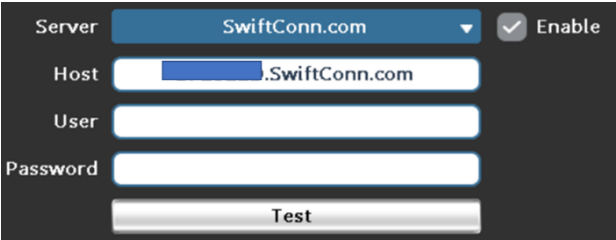
For detailed instruction, please refer to **Chapter 4 (page 34)**, and **Chapter 5 (page 40)**.

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.

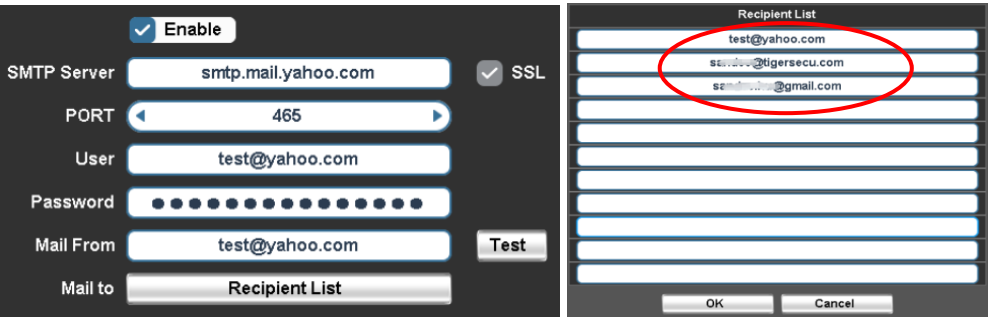
We provide SwiftConn.com for free, and each DVR will be assigned a hostname automatically. Leave **User** and **Password** empty. Then choose **Enable**. (See chapter 5, page 42 for detailed instruction.)



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.

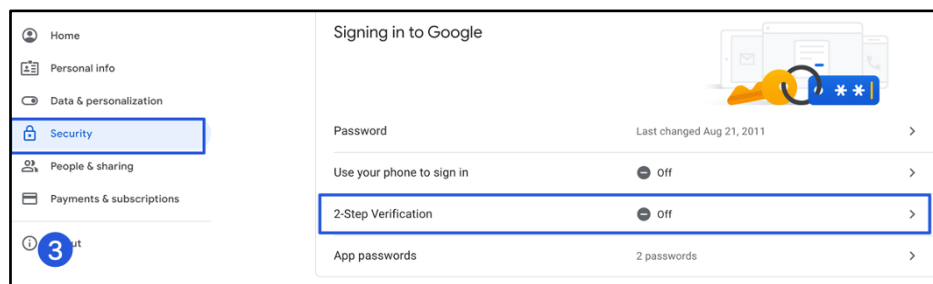
To generate an App Password for Gmail:

Step 1. Turn on 2-Step verification.

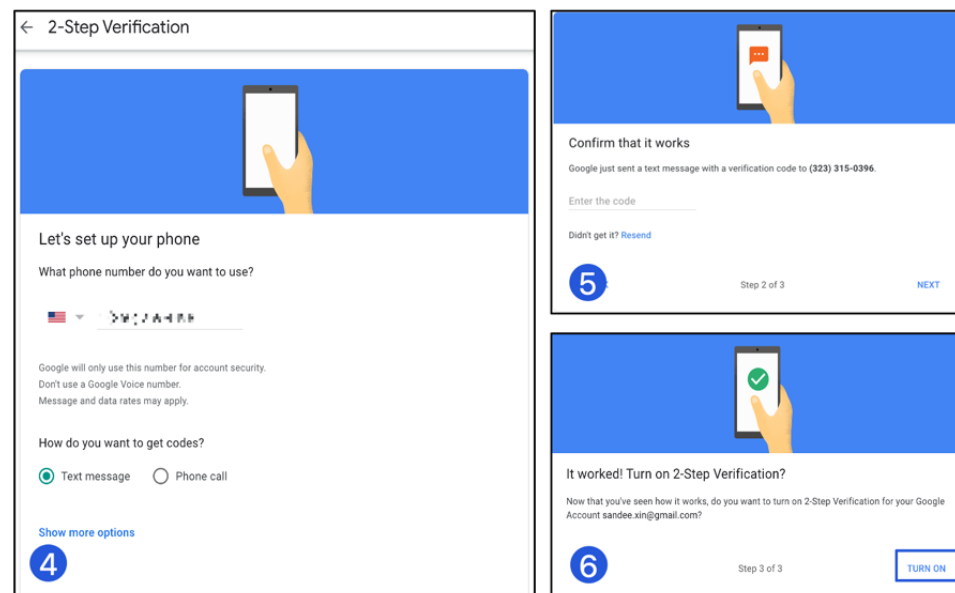
- ① Open your web browser, log into your [Google Account](#).

<https://myaccount.google.com/>

- ② In the navigation panel, select Security.
- ③ Under "Signing in to Google," select **2-Step Verification. Get started**.



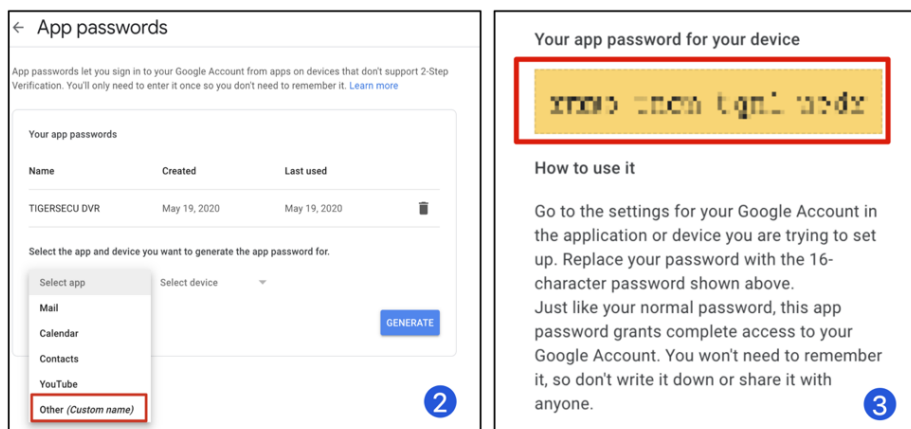
- ④ Enter your cellphone number and select **Text message**, then click **Next**.
- ⑤ Once you've received the code on your phone, enter it and click **Next**.
- ⑥ In the final step, click **Turn On** to enable 2-step verification on your Google Account.



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 or AOL Mail:

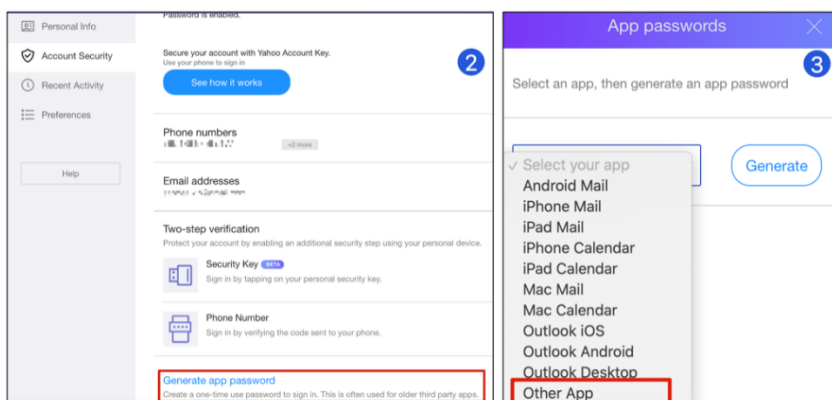
- 1 Visit your Yahoo Mail security page.

Yahoo Mail: <https://login.yahoo.com/account/security>

AOL Mail: <https://login.aol.com/account/security>

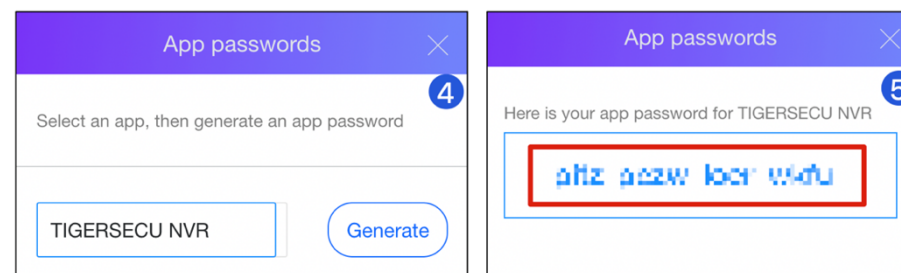
- 2 Click "Generate app password."

- 3 Select "Other app."

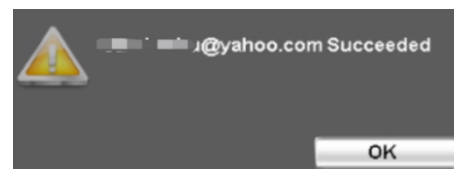


- 4 Enter TIGERSECUR DVR.

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

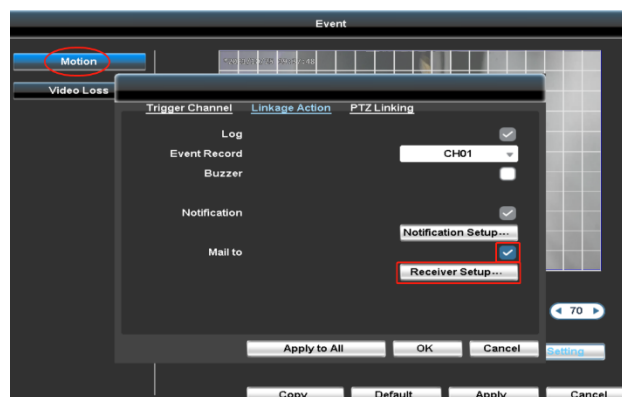


Then, click the **Test** button on the Mail setting page, and the following message will appear to confirm that your setup is successfully completed.



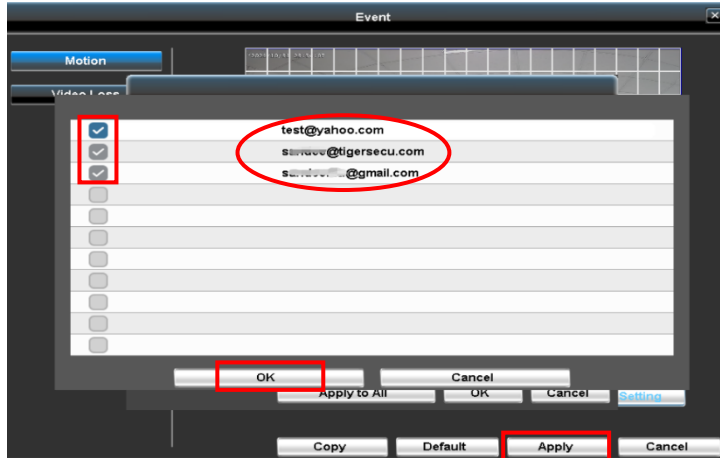
*Motion Trigger setting of Mail Notification.

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



Main Menu

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



5. FTP

The feature allows you to automatically upload recorded footage or snapshots to your FTP remote server for backup and storage.

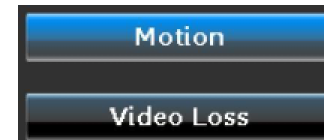
Check **Enable**. Then enter your FTP **Server**, **Port**, **User**, **Password** and **Directory** information. Click **Apply**.

A screenshot of the FTP configuration section. It features a toggle switch for 'Enable' which is turned on. Below it are input fields for 'Server', 'PORT' (with '21' entered), 'User', 'Password', and 'Directory'.

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.



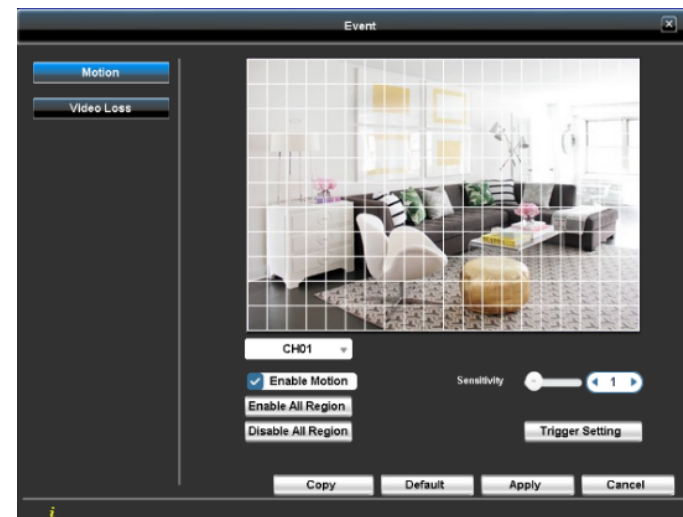
1. Motion

In the **Motion** page, choose the channel to set up motion detection.

The region covered by the white grid will monitor and alert you when motion is detected. If you wish to exclude a specific area from being recognized, you can "erase" it by left-clicking and dragging the mouse over the desired area.

Set the **Sensitivity** between 1 (lowest) and 10 (highest).

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



Main Menu

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

Trigger Channel	Linkage Action	PTZ Linking
Popup		Disable ▼
Popup Channel		CH01 ▼

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

Apply to All	OK	Cancel
--------------	----	--------

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

Trigger Channel	Linkage Action	PTZ Linking
Log		✓
Event Record	CH01 ▼	
Buzzer		□
Notification		✓
		Notification Setup...
Mail to		□
		Receiver Setup...

Event Record: Set up the linkage record channel. If motion is detected on channel one, also record on channel three.

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

Notification: If you've logged in using the mobile app (TIGERSEC HD Viewer) and enabled **Notify**, click **Notification Setup** to choose the mobile devices that receive notifications. (See chapter 4, page 35 for detailed instruction.)

<input checked="" type="checkbox"/>	iOS	iPhone
<input type="checkbox"/>		
<input type="checkbox"/>		
		OK Cancel

Mail to: Set up an email alert to be sent when motion is detected.

③: **PTZ Linking**: Enable Motion function for PTZ.

If you have PTZ cameras, you may set up **PTZ linking** on this page.

Trigger Channel	Linkage Action	PTZ Linking
PTZ		Disable ▼
Go Preset		◀ 0 ▶
Resume Preset		◀ 0 ▶

2. Video Loss

Use the '**Trigger Setting**' to choose your preferred notification method for video feed failure events. The setup process for '**Video Loss**' trigger settings follows the same steps as the 'Motion Settings'.

Main Menu

HDD Menu

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



If you didn't format the hard drive during the initial setup using the Startup Wizard, please ensure to format it here to enable the system to 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 controller** on/off. (Off by default).

Language	English
Name	DVR 16CH
Video formats	NTSC
Resolution	1920x1080
Auto Lock	<input type="checkbox"/> Enable 60 Seconds
Remote Control	<input type="checkbox"/> Key Tone

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 How to change admin password? Click the "**Edit**" button for admin. On the "**Password Setup**" page, enter the old password you created during the initial setup, followed by your new password (entered twice for confirmation). Your password must consist of a minimum of 6 alphanumeric characters, including at least one letter. Special characters are not supported.

Name	Enable	Edit
admin		Edit

Old Password:

New Password:

Confirm New Password:

- ② How to add new users? Click on the "**Edit**" button located on the right side of User(x) to add additional users. You can create up to 10 users with passwords and assign specific rights, such as local or remote control of the DVR. Make sure to select the desired channels for each user.

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

Name

Password

Permission

☒ Local Channel

☒ Local

☒ Live

☒ Configure

☒ Playback

☒ System

☒ Backup

☒ PTZ

☒ Remote Channel

☒ Remote

☒ Live

☒ Configure

☒ Playback

☒ System

☒ Backup

☒ PTZ

OK

Cancel

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

Name	Enable	Edit
admin		Edit
TIGERSECU	<input checked="" type="checkbox"/>	Edit

3. Time Settings

The DVR default Time Zone is **GMT- 8:00 Pacific Time**. Select your time zone from the dropdown menu accordingly.

By default, Daylight Saving Time (DST) is enabled for US geolocations. However, it's important to note that Hawaii, most of Arizona, Puerto Rico, the US Virgin Islands, Northern Mariana Islands, Guam, and American Samoa do not observe Daylight Saving Time. Therefore, please adjust the Daylight Saving Time settings for your specific geolocation accordingly.

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

* Please avoid manually changing the Date and Time unless your DVR is not connected to the Internet, or the time is not accurately reflected.

System

System

User

Time Settings

Timezone

GMT-8:00 Pacific Time (US & Canada)

Time Format

AM 01:18:42

Date Format

10/29/2021

System Time

10/29/2021 AM 01:18:46

Change Date and Time...

NTP Server

☒ Enable

pool.ntp.org

Update Interval

24

Hours (Max 20)

Update Now

DST

☒ Enable

DST Beginning

March

2nd

Sunday

AM

02

DST Ending

November

1st

Sunday

AM

02

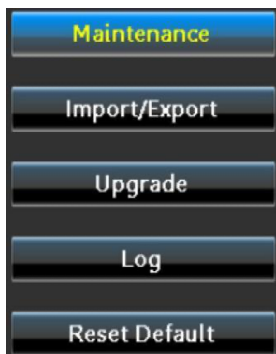
Apply

Cancel

Main Menu

Maintenance Menu

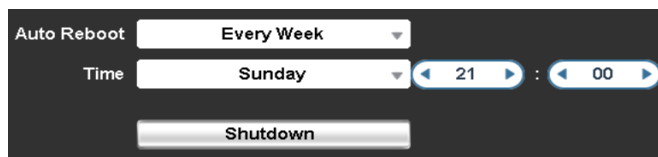
In the **Maintenance Menu**, you can perform tasks such as viewing DVR information, setting up maintenance cycles, upgrading software, checking log files, resetting to factory defaults, and importing/exporting files via USB drive.



1. Maintenance

On the Maintenance page, enabling **Auto Reboot** for the DVR at regular intervals helps ensure optimal performance. By default, Auto Reboot is set for 9:00 PM on Sundays every week. To modify the settings, choose between "**Every Day**" or "**Every Week**" (if selecting Every Week, specify a Day and Time). Once you've made the desired changes, click on "**Apply**" to save the settings.

To shut down the system, click on "**Shutdown**". Afterward, ensure the system is completely powered off by disconnecting the power adapter from the DVR.



2. Import/Export

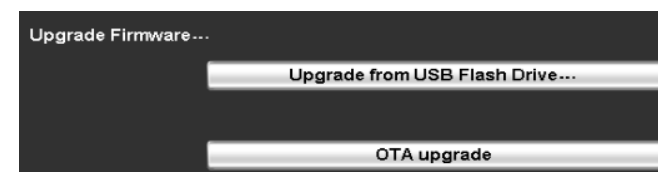
On the **Import/Export** page, you can import or export the DVR configurations. A USB flash drive needs to be inserted into the USB slot at the back of the DVR to import or export data.



3. Upgrade

TIGERSECU strongly recommends updating your DVR system firmware to benefit from the latest enhancements. All firmware upgrades are provided free of charge. There are two methods to upgrade your DVR to the latest firmware: USB Upgrade and Over the Air (OTA) Upgrade.

If your DVR is connected to the Internet, OTA Upgrade is highly recommended. However, if you prefer to upgrade using the USB Flash Drive method, please contact us at service@tigersecu.com.



Main Menu

4. Log

The log file maintains a record of all actions performed on the DVR, including events like power on, video loss, HDD formats, and more. You have the option to select specific dates, search by actions and channels, and export the data if necessary.

The screenshot shows a 'Log Search' interface with the following elements:

- Time Range:** 'From:' and 'To:' fields, both set to '10/16/2021 PM 07:53:27'.
- Action List:** A grid of checkboxes for various events, all of which are checked. The events include: All, Power On, Sensor, User Logout, Import Configuration, Change Date/Time, Set HDD Record Properties, Set Admin Password, Tamper, Change Password, Channel Record, Video Motion, Export Configuration, Export Logs, Change Record Config, System Upgrade, HDD Error, Fan Error, Schedule Record Error, Video Loss, User Login, Reset Configuration, Clear Logs, HDD Format, Backup, Write Error, HDD Temperature, and Config Changed.
- Channel List:** A row of checkboxes for channels 01 through 16, all of which are checked. There is also an 'All' checkbox which is checked.
- Buttons:** 'Log Search', 'Save as...', 'Export', and 'Clear Logs'.

5. Reset Default

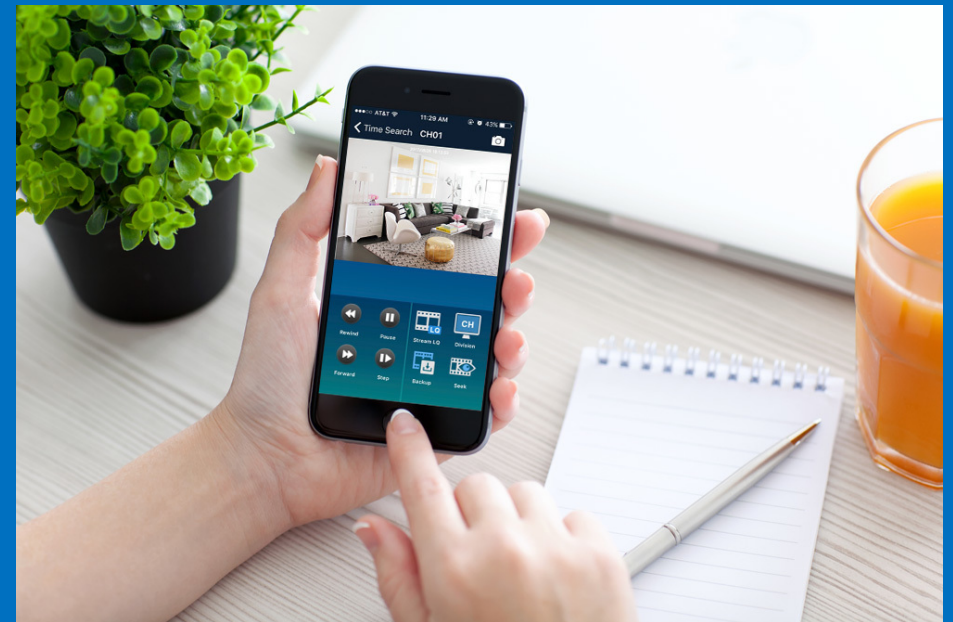
Resetting the system configuration will result in the deletion of basic settings. It is advisable to perform a system reset only if you have forgotten the password. Please note that the hard drive will not be formatted during this process.

Are you sure to reset system configuration?

Chapter 4. View DVR remotely on your phone

You have the ability to remotely access your DVR from your smartphone or tablet, whether it's an iOS or Android device. This allows you to monitor the current situation or receive notifications

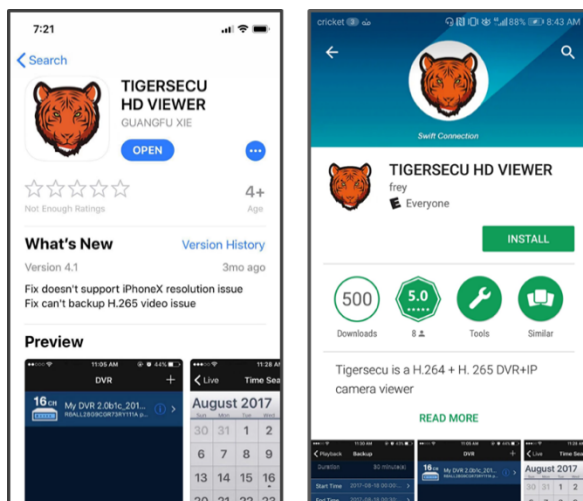
This feature supports live view, playback, backup, PTZ control, and various other useful functionalities.



View DVR Remotely on your mobile devices

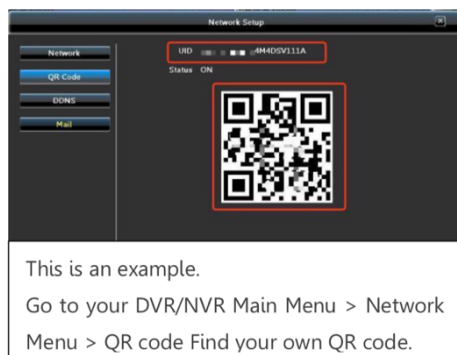
1. Setup

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



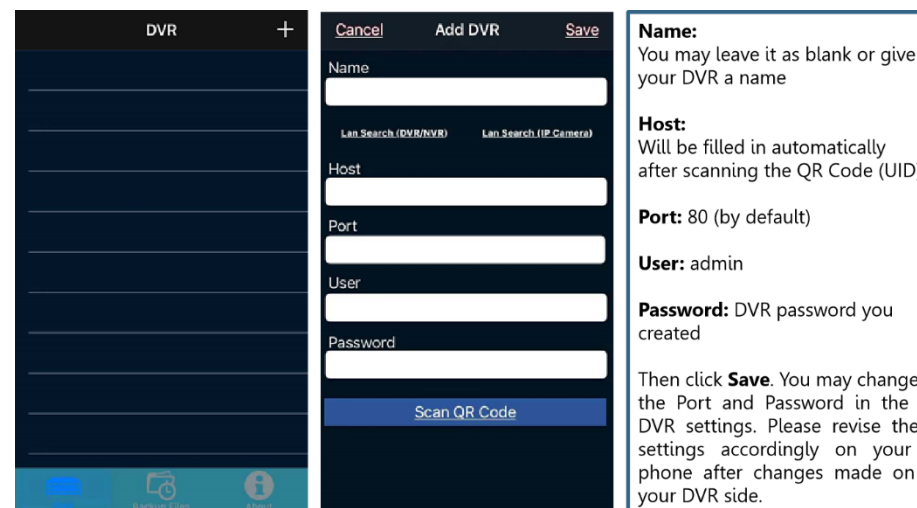
- ② Find your unique DVR QR Code that is required to set up remote-viewing access.

*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.

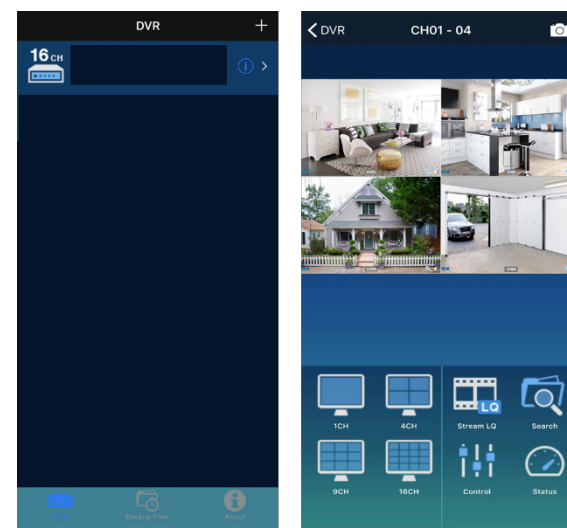


For iOS Device:

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



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



View DVR Remotely on your mobile devices

For Android Device:

- 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)

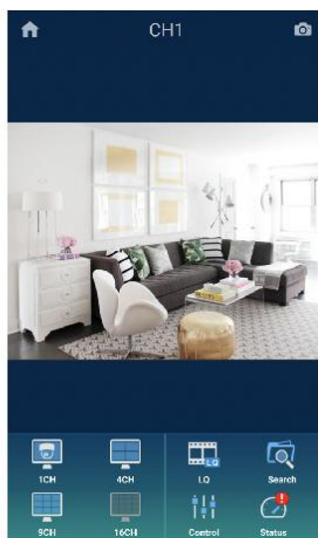
Port: 80 (by default)



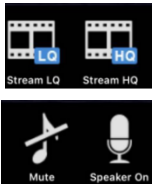


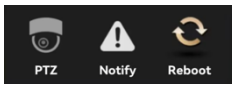
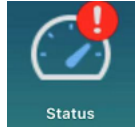
User: admin

Password: DVR password you created

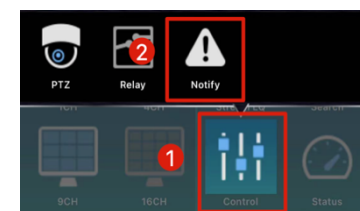
Then click **Save**. You may change the Port and Password in the DVR settings. Please revise the settings accordingly on your phone after changes made on your DVR side.

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

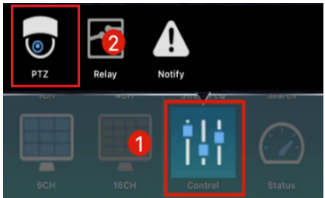


App Icon	Description
	The app supports viewing multiple channels (1/4/9/16) on the same page.
	HQ: Higher Image Quality. LQ: Lower Image Quality.
	Mute: Enable or disable audio. Speaker On: Feature disabled for this model.
	Time Search: Search Recordings by Time. Log Search: Find DVR log file.
	PTZ: Control PTZ camera. Relay (iOS): Feature disabled for this model. Notify/UnNotify: Turn motion detection push alerts on or off.
	Reboot (Android): Reboot the DVR remotely.
	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

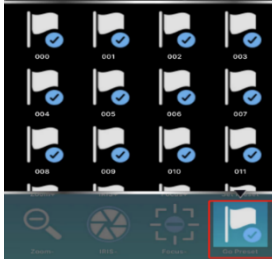
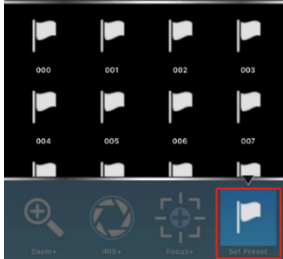


To control PTZ camera using the app, first, set the PTZ camera to display in a single division. Then, tap **Control** icon and **PTZ**, use the PTZ function buttons (Zoom, Iris, Focus, Set Preset and Go Preset) to operate the camera.

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

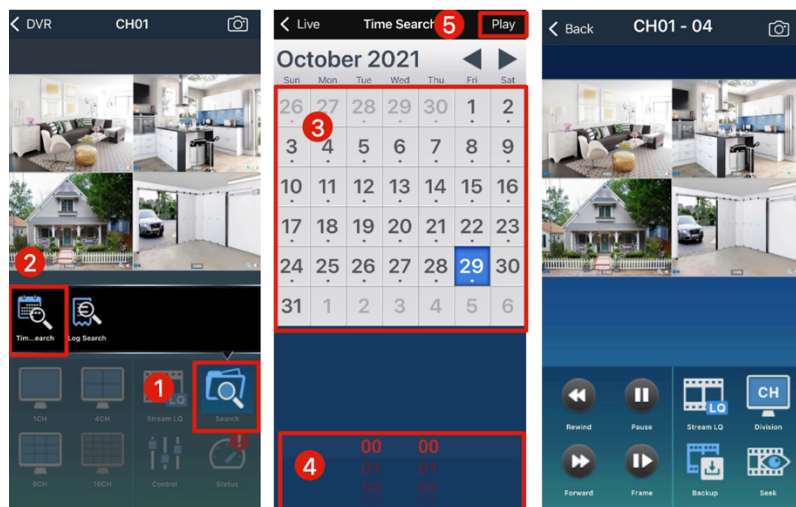
By tapping on "**Search**" and then selecting "**Time Search**," you will be directed to a calendar.

- Choose the date marked with a dot (for iOS device) or in grey (for Android Device).
- Select the time marked in red.
- Click on "Play" to begin playback.

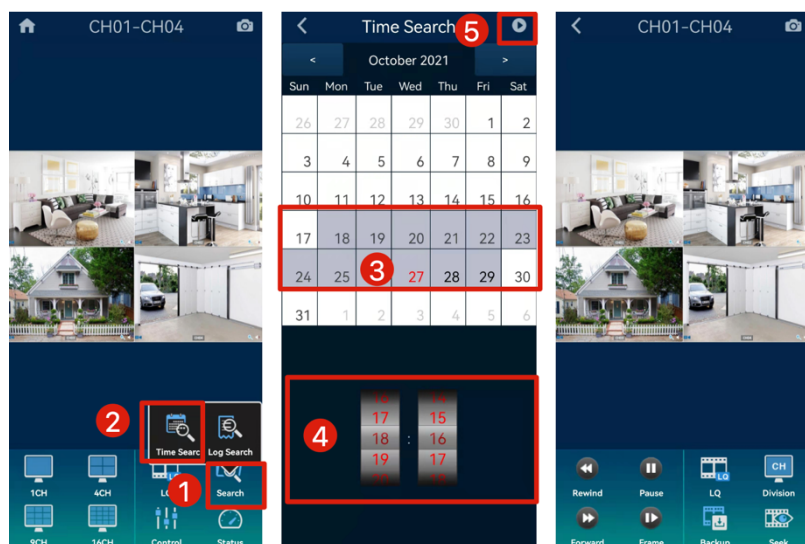
App Icon	Description
	Rewind
	Forward
	Play/Pause
	Slow Motion
	Adjust image quality (Higher or Lower image quality)
	Multiple channels
	Backup videos
	Seek. Choose the time you want to playback.

View DVR Remotely on your mobile devices

For iOS Device:

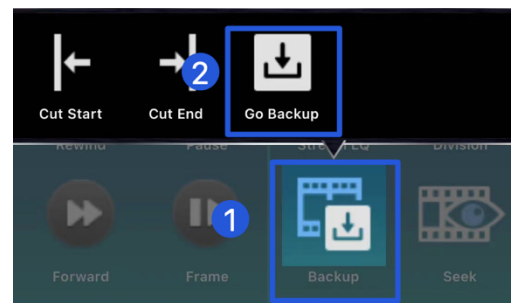


For Android Device:



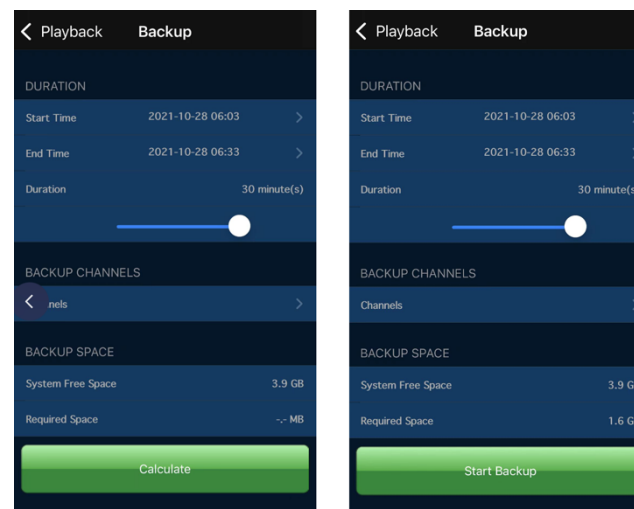
② Backup

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



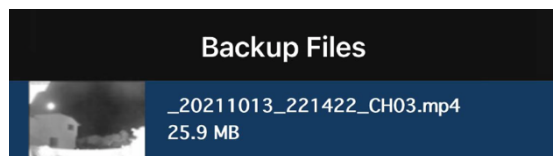
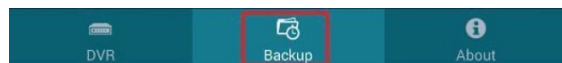
Set the **Start Time** and **End Time**, **Duration** and **Channel Name**.

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



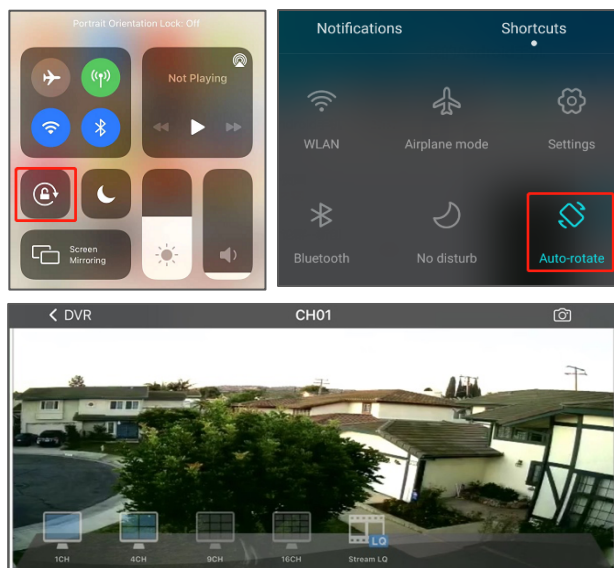
View DVR Remotely on your mobile devices

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 have the ability to remotely view the DVR from your computer, whether it's a PC or Macintosh. This feature is useful when the DVR is located in a remote place different from your current location. For instance, you may want to monitor your cottage from home or work, or keep an eye on your business from home. Additionally, using a computer becomes beneficial when 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.

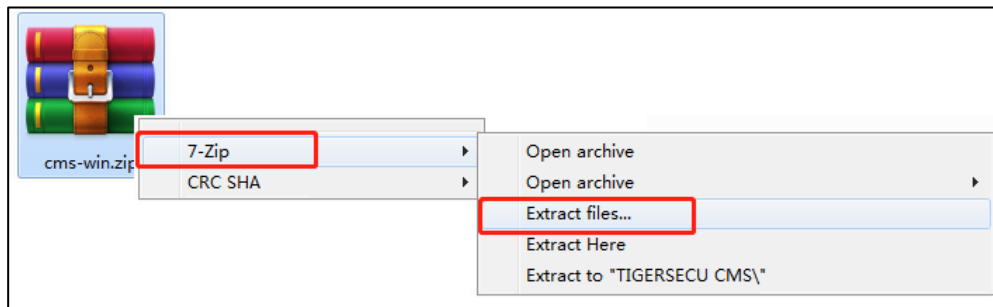
7-Zip is free software with open source. You can use 7-Zip on any computer, including a computer in a commercial organization. You don't need to register or pay for 7-Zip.



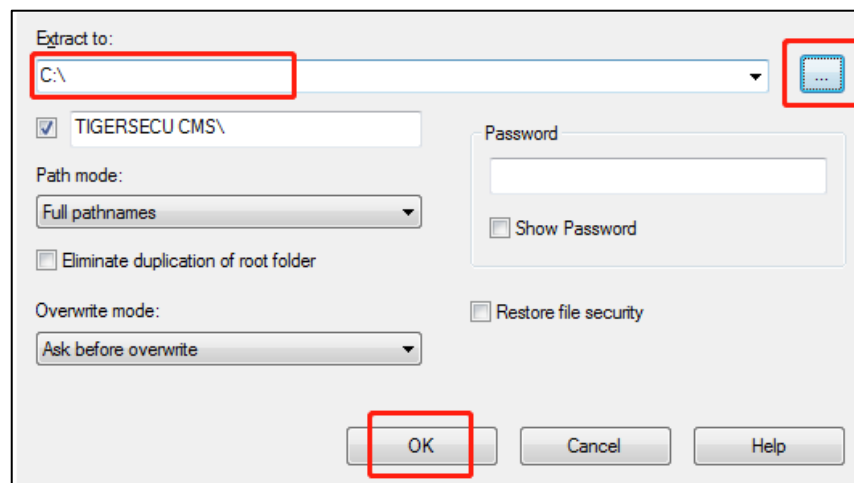
Step 2: Download the TIGERSECU CMS from this link:
<https://www.tigersecu.com/cms-win.zip>

Step 3: Open TIGERSECU_CMS Client

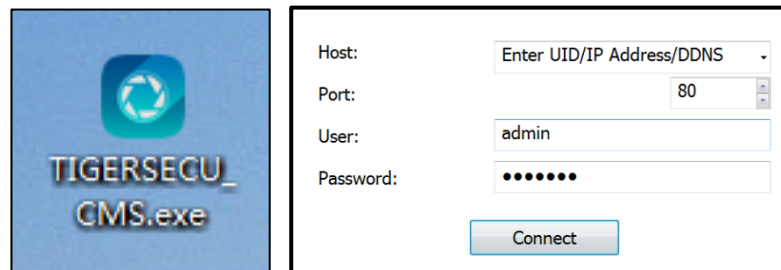
Right-click on the TIGERSECU cms-win.zip file and open with the “7-Zip” and choose Extract files.



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:



View DVR Remotely on your computer

Step 5: Type your Login information.

① P2P(UID) Login (Highly Recommended)

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



b) **Default Port:** 80

c) **Default User:** admin.

d) **Password:** DVR password you created

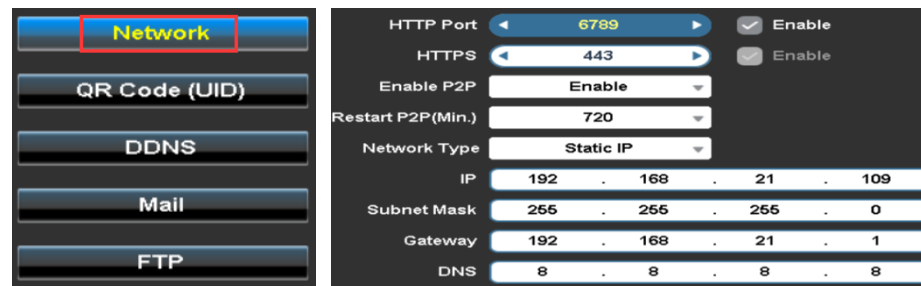
e) Click **Connect**.

Tip: If you've successfully logged into the system by following the above instructions, please disregard the following instructions concerning IP Login & DDNS Login. Proceed directly to page 43 **Step 6**.

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.

1. Look for the Default Gateway address, which typically appears as something like 192.168.1.1. However, please note that this number may vary depending on your router and manufacturer.
2. Open your preferred internet browser, such as Internet Explorer or any other browser of your choice.
3. Enter the Default Gateway number into the Address Bar of your browser and press Enter.
4. You should then be directed to a login screen.

Tip: If the Default Gateway address 192.168.1.1 doesn't work, you can try searching on Google for "how to login to my router" along with the brand name of your router.

View DVR Remotely on your computer

c) Port Forwarding within the router. Check out this article for reference:
<https://www.noip.com/support/knowledgebase/general-port-forwarding-guide/>

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**.

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**.)

A screenshot of a DDNS configuration interface. It features a "Server" dropdown menu set to "SwiftConn.com" with a checkmark and the word "Enable" next to it. Below this are input fields for "Host" (containing ".SwiftConn.com"), "User", and "Password". At the bottom is a "Test" button.

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**.

A screenshot of a DDNS configuration interface. It shows the "Host" field filled with "5004.SwiftConn.com". The "Port" field is set to "6789". The "User" field is filled with "admin". The "Password" field is masked with dots. A "Connect" button is at the bottom.

View DVR Remotely on your computer

Step 6: Once the loading page finishes, you'll see a familiar interface, similar to the DVR interface. To access the Menu Bar, just right-click with the mouse. When you're done viewing, you can close the window.



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

Host:	Enter UID/IP Address/DDNS	▼
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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.

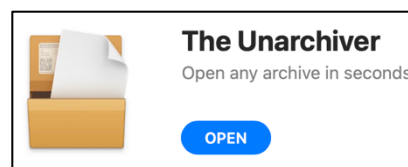
2. TIGERSECU CMS for MAC Users

* 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.

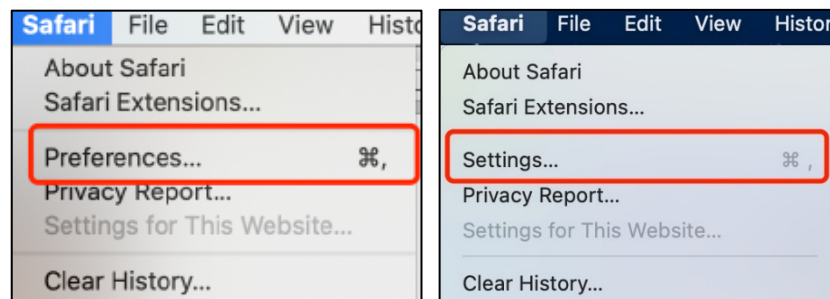
As from macOS Catalina 10.15 or later version, Mac does not include a built-in utility to work with archived ZIP files, download the "The Unarchiver" from App Store to open RAR files on your Mac.



Step 2: Download TIGERSECU CMS Client Zip file.

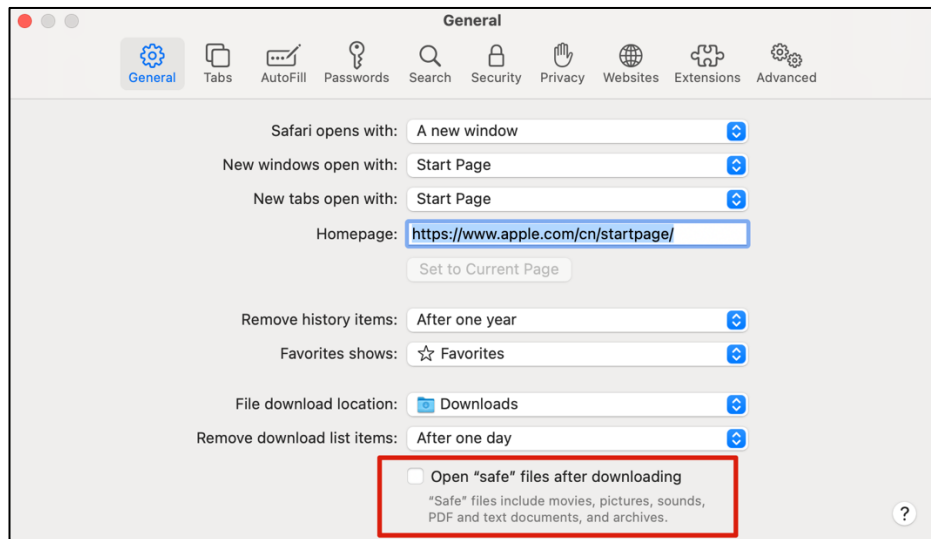
- For Safari users.

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



View DVR Remotely on your computer

2. Uncheck "Open safe files after downloading".

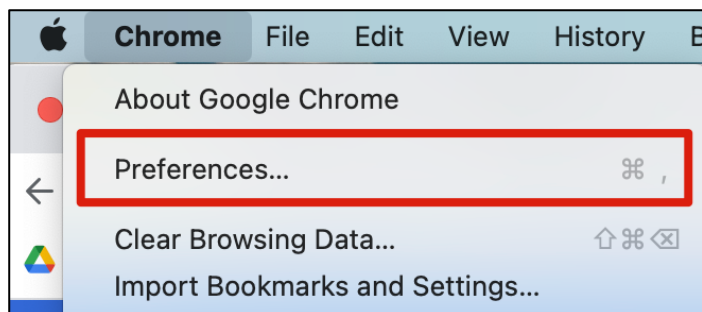


3. In your Safari web browser, open the TIGERSEC CMS link:

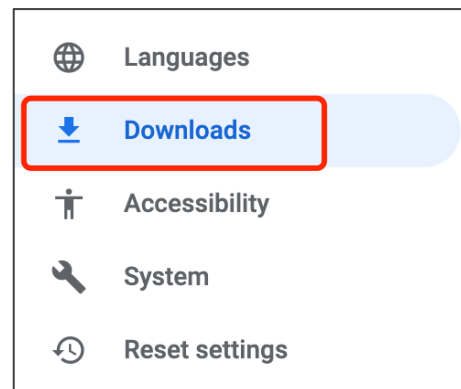
<https://www.tigersecu.com/cms-mac.zip>

- For Chrome users

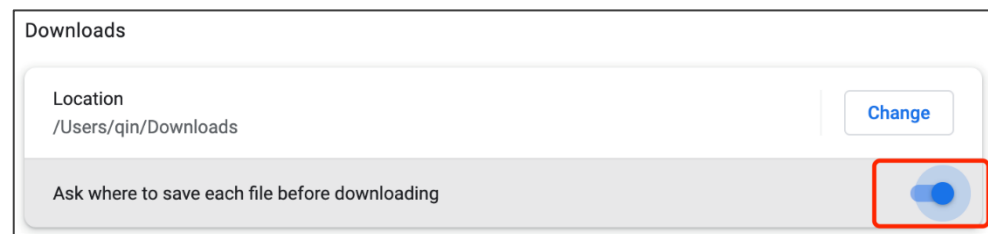
1. Open Chrome web browser, click on Chrome on the upper left corner, then choose Preferences.



2. Chrome Settings, Downloads.



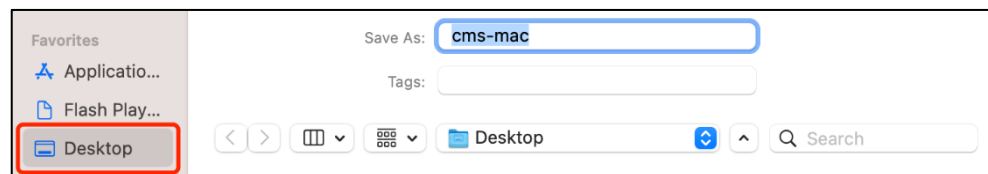
3. Enable the option for "Ask where to save each file before downloading".



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

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

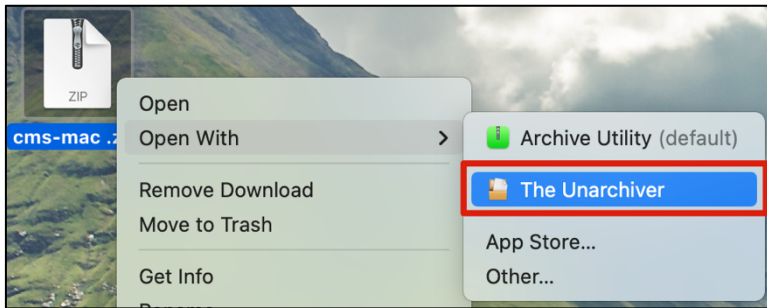
And save the file to your Mac Desktop.



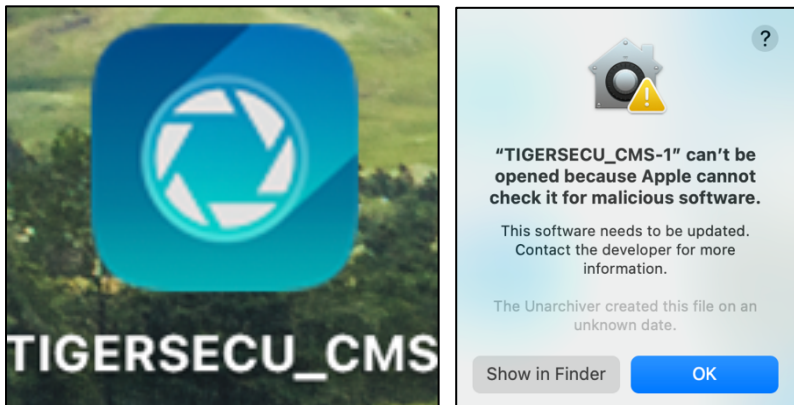
View DVR Remotely on your computer

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.



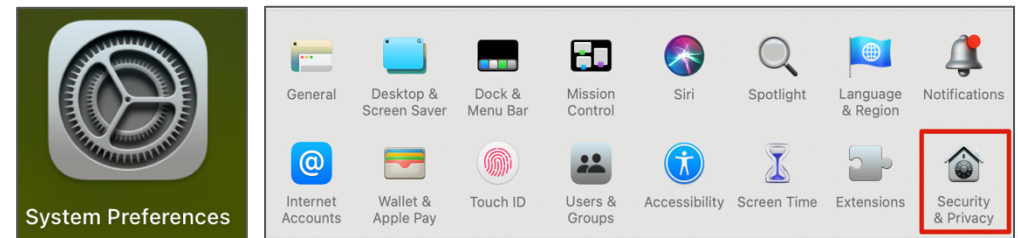
2. Left-click on the TIGERSECU CMS icon to run the software. If the following notice appears on your screen, click OK.



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

macOS Monterey
Version 12.0 Beta (21A5284e)

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



Click **Open Anyway**.

Allow apps downloaded from:

- ☐ App Store
- ☒ App Store and identified developers

"TIGERSECU_CMS" was blocked from use because it is not from an identified developer.

Open Anyway

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

macOS



macOS Ventura

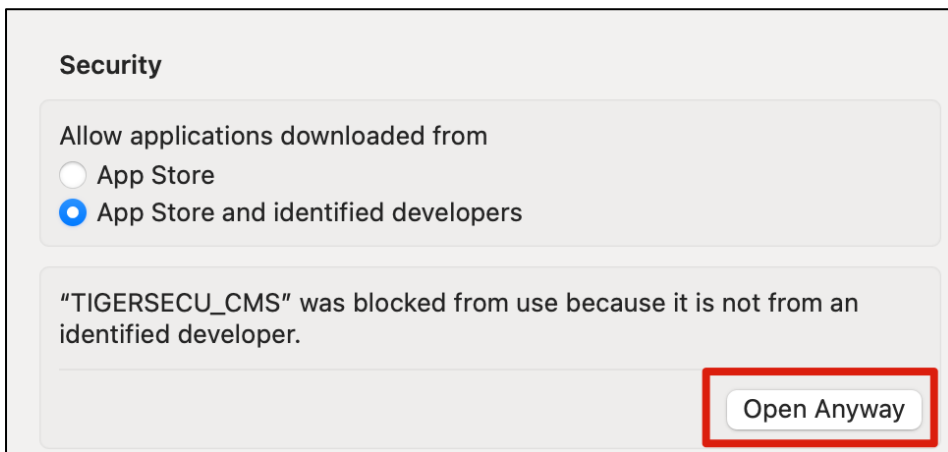
Version 13.0

View DVR Remotely on your computer

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



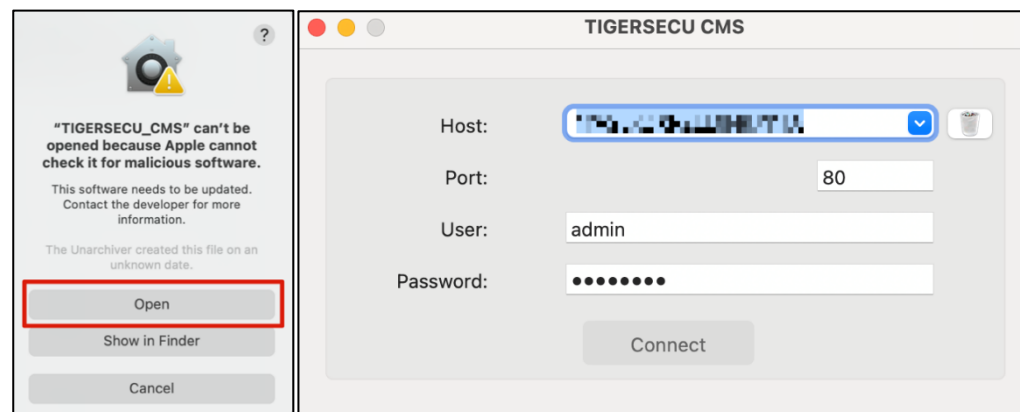
On the right of the page, scroll to the bottom to find **Security**. Click **Open Anyway**.



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

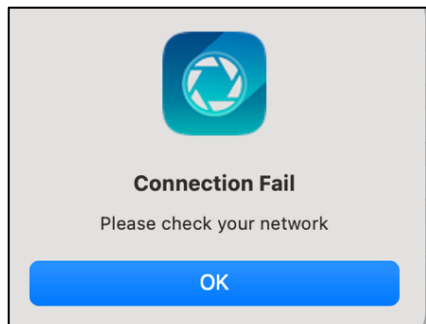


On the next page, click **Open**. You will see the login interface. Go to DVR Main Menu, Network Menu to find the UID number (Host) and port. The default User is admin and enter your DVR password. Enter all the parameters and click **Connect**.

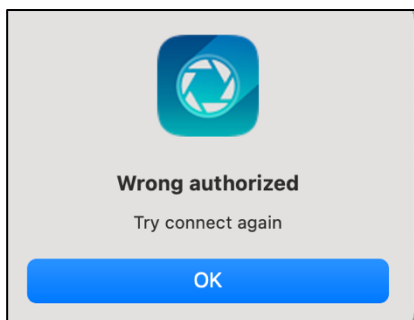


View DVR Remotely on your computer

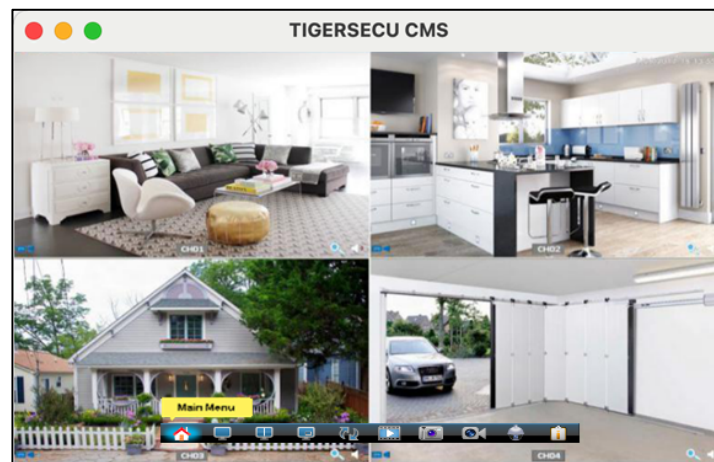
If the CMS shows connection failed, go to the DVR Main Menu, Network Menu, make sure network type shows DHCP and there is a valid IP address. Proceed to the QR Code page to confirm whether the status shows On. If yes, reenter the UID number in the host field and attempt the connection again.



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 can click on the dropdown menu to load the history and avoid the need for reentering the parameters again.

