TIGERSECU

Super HD 1080P

Wi-Fi NVR Security System

User Manual

V2.4

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Important Information

Thank you for purchasing this TIGERSECU Network Video Surveillance Recorder.

This User Manual applies to the TIGERSECU Super HD 1080P Wi-Fi NVR Security System (4 and 8 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 NVR if the wires and terminals are exposed.

3. Do not cover the vents on the side or back of the NVR. 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 Resolution

The NVR default resolution is 1280x1024 pixels, which is compatible with most monitors on the market. If your TV/Computer monitor supports a higher resolution, set the output resolution up to 1920x1080 pixels. To change the resolution, go to **Main Menu - Configuration** and adjust the output 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 TIGERSECU NVR 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: **support@tigersecu.com**
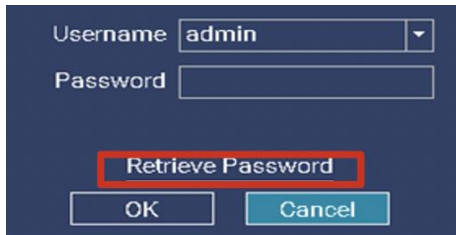Phone Number: **323-315-0396**

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.
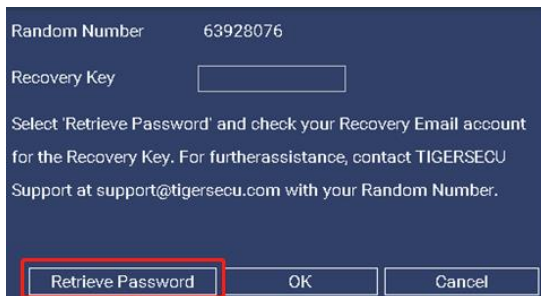
support@tigersecu.com   3

1. What do I do if I forget my password?

Click on **Retrieve Password** at the login screen.

- If you've set up a recovery email, click **Retrieve Password** again on the next page. A **recovery key** will be sent to your **Recovery Email**. If it's not in your inbox, check your junk or spam folder. Enter the key and click OK.
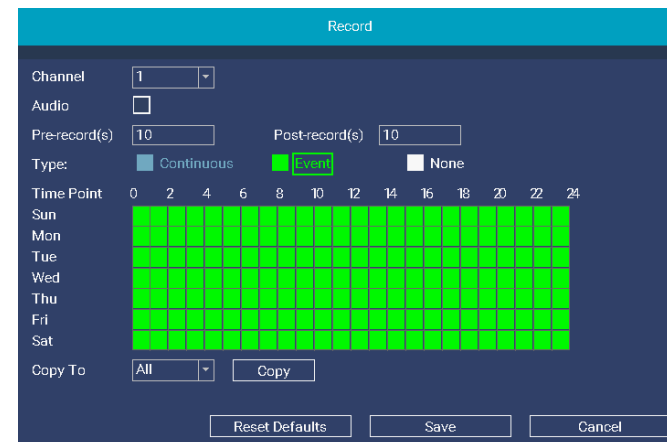

-If you haven't set up a **Recovery Email** or your NVR is not connected to a network, contact us at support@tigersecu.com with your NVR **Random Number** and your Amazon Order ID.

2. How do I set up motion detection email alerts for my NVR?

Check page 21-23 for detailed instructions.

3. How do I set up motion recording on my NVR?

The NVR is set by default to record continuously. Go to the NVR Main Menu, Record Menu, select Event, then left-click the mouse on a particular square to change or click and drag the mouse over the squares corresponding to your desired time period. Apply **Copy To** to copy the settings to other channels.
The timetable marked in green indicates the NVR will only record when an event occurs.

4. How do I enable audio recording on my NVR?

Go to the NVR Main Menu, Record Menu, enable **Audio**. Apply **Copy To** to copy the settings to other channels.

5. How do I change the time zone on my NVR?

To change the time zone, follow the instructions at the **Startup-Wizard** or go to

the NVR Main Menu, Configuration Menu to set up your time zone.

6. How do I reset my NVR to factory settings?

Go to the NVR Main Menu, Reset Menu.
The Reset function restores NVR default settings for the IP address, time, log, and user password. Reset defaults will not erase recordings.

7. Which hard disk drive is best for my NVR?

This NVR has a maximum hard drive storage capacity of 8TB.

We recommend WD Purple surveillance hard drives which are designed for use with DVR or NVR security systems. TIP: Set your NVR to record only when motion is detected to help save storage space and extend your record time.

8. How to unbind my cellphone with the NVR?
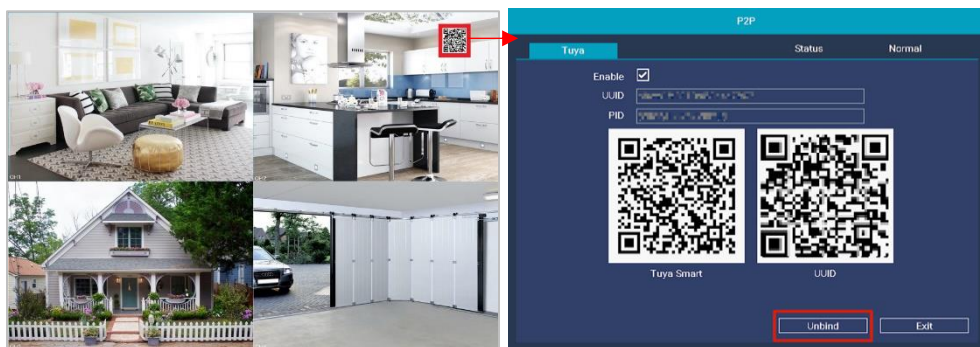
For security concerns, one NVR could be bound with one Tuya account only. However, you may share the device with up to 20 users.

Follow the instructions below only if you want to bind a new Tuya account with the NVR.

Go to the NVR **P2P Screen**, click **Unbind**. The NVR will reboot itself. On Tuya Smart, the NVR status will switch to offline, and it will be grayed out.

① Open Tuya Smart on your old cellphone, Long press the device's name until you see "**Remove Device**".

② Select "**Remove Device**" and click **Confirm**. Then you can bind the NVR with a new Tuya account.
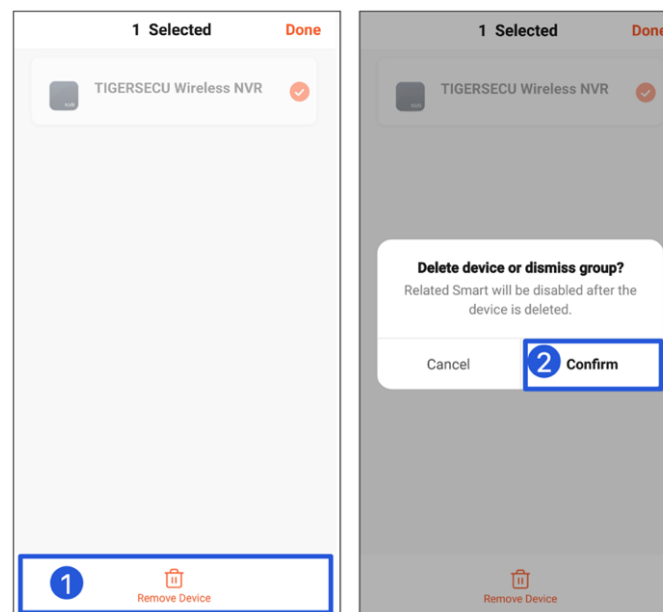
Startup Wizard

Chapter 1. Startup Wizard

The **Startup Wizard** will begin when you first power up your NVR. The Startup Wizard will help you configure core NVR settings, including password creation, email configuration, date format, time zone, display resolution, hard drive, network settings, and remote access.

Password

This NVR does <u>not</u> have a default password. A **password** and **Recovery Email** is required to be set up during the Startup Wizard.

The password has to be a minimum of four characters and can contain a combination of letters and numbers. 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:

_____

A **Recovery Email** address is required so your NVR can send you a password reset request if you have forgotten your password.

User Name	admin
New Password	
Confirm Password	
Recovery Email	

Click **Save** to apply settings and proceed to the login screen. Enter the password you created and click, OK.

Username	admin ▾
Password	

Retrieve Password

OK   Cancel

Password Recovery

If you forgot your password, click **Retrieve Password** at the login screen. A **Recovery Key** will be sent to your **Recovery Email**. If it's not in your inbox, check your junk or spam folder.

Random Number	63928076
Recovery Key	

Select 'Retrieve Password' and check your Recovery Email account for the Recovery Key. For furtherassistance, contact TIGERSECU Support at support@tigersecu.com with your Random Number.

Retrieve Password   OK   Cancel

If you haven't set up a **Recovery Email** or your NVR is not connected to a network, contact us at support@tigersecu.com with your NVR **Random Number** and your Amazon Order ID.

Startup Wizard

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

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

System Time	03/ 29/ 2021	11 : 04 : 30	PM ▾
Date Format	MM DD YYYY 12		▾
Time Zone	(GMT-8:00)Pacific Time (US & Cal ▾		
Language	English		▾
Resolution	1280x1024		▾
Auto Logout(m)	0		
Daylight Savings Time	Setting		

* Tip

Daylight savings time is enabled by default for US geolocations. To modify Daylight Savings Time settings for geolocations outside of the US, click on Setting.
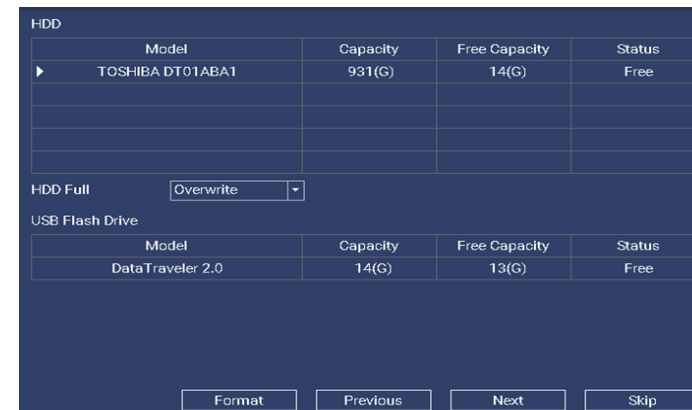
When setting up your NVR system for the first time, it is highly recommended that the system date and time be set accurately. This ensures that recorded video timestamps are accurate.

Select the time zone applicable to your region. The default time zone is GMT-08:00 (Pacific Standard Time). Avoid manually changing the system's time.

The **Daylight-Saving Time** (DST) function allows you to select the amount of time that Daylight Saving has increased in your particular time zone. This setting is enabled by default. If DST does not apply to your region, disable this feature by selecting **Daylight Saving Time Setting** and uncheck **Enable**.

2. Format the hard drive.

At the HDD screen, select the hard drive you want to format and click **Format**.

HDD				
	Model	Capacity	Free Capacity	Status
▶	TOSHIBA DT01ABA1	931(G)	14(G)	Free

HDD Full   Overwrite ▾

USB Flash Drive

Model	Capacity	Free Capacity	Status
DataTraveler 2.0	14(G)	13(G)	Free

Format	Previous	Next	Skip

Your recorded video files are stored on your NVR internal hard disk drive (HDD). Formatting the HDD deletes all saved files. It is recommended to format any newly installed HDD before recording.

If your NVR is not pre-installed with a HDD, a new HDD must be installed and formatted before it can record. WD Purple surveillance hard drives are recommended.

Ensure the NVR is powered off and the power adapter is disconnected before installing or replacing a HDD.

Free indicates the NVR is not recording.

3. Connect the NVR to your local network.

Set the Network Type. DHCP (Dynamic Host Configuration Protocol) Network Type is enabled by default.

The DHCP setting allows your router to automatically assign an IP address to the NVR connected to your network. This will be required for in-network viewing.

Network Type	DHCP
Network port	80
IP Address	192 . 168 . 21 . 104
Subnet Mask	255 . 255 . 255 . 0
Gateway	192 . 168 . 21 . 1
Primary DNS	192 . 168 . 1 . 1
Secondary DNS	202 . 96 . 134 . 133

4. Remote Access

Set up remote access to your NVR and view your security system remotely using a mobile device. Before proceeding, ensure you have a router and high-speed Internet access (not included).

Connect your NVR to your internet network router using an Ethernet cable, and click NEXT.

If you plan **only** to view the NVR locally and do not wish to set up remote access, skip this section and select Exit to leave the Startup Wizard now.

Follow the instructions on the NVR's Tuya Smart App setup screen to install the free Tuya Smart App from the App Store or Google Play Store.

Two QR codes should appear at the NVR's Tuya instructions screen.

When scanned with your mobile device, **the first QR code** will allow you to quickly access and install the Tuya Smart App to your mobile device.

The **second QR code** is your NVR's unique QR code (a unique identification code). Your NVR's QR code, when scanned using the Tuya Smart App, will add your NVR to the Tuya Smart App and allow you to access the NVR from your mobile device.

If the second QR Code (your NVR's unique code) does not appear at the Tuya instructions screen in your NVR, click Finish to exit the screen. Connect your NVR to your internet router using an Ethernet cable, and click on the QR Code in the top right corner of the NVR Live View screen to find your NVR's unique QR Code.

1. Download the 'Tuya Smart' App by scanning the first QR code on the left using your mobile device. The app may also be downloaded to your mobile device by visiting the App Store or Google Play.

2. Open the 'Tuya Smart' App on your mobile device, create an account, and log into the account.

3. Add your NVR to your 'Tuya Smart' App account by opening the 'Tuya Smart' App, and press '+' in the upper right corner. Now, scan the second QR code on the left by pressing the 'scan' icon in the upper right corner.

4. Follow the instructions in the app to finish the setup.

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.

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

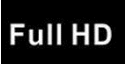Right-click the mouse to access the Main Menu.

Click and drag a live video channel to reposition it to a different display window.
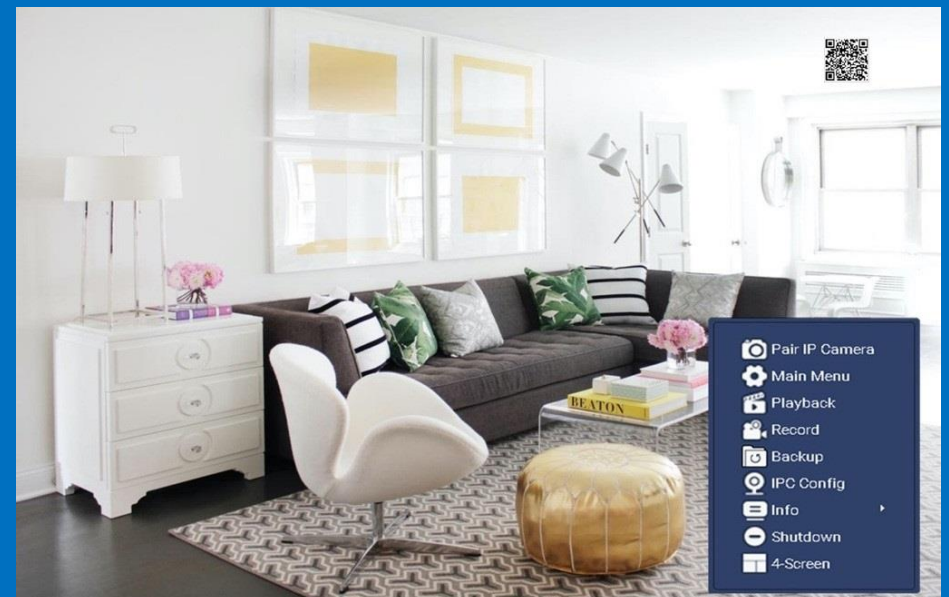
Live View Screen: Icons

Status Icons

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

Icon	Description
▶	This icon indicates the camera is being recorded.
🏃	This icon indicates the NVR is detecting human motion from the camera.
🏃	This icon indicates that your camera has detected motion from a human or moving object.
🔇🔊	This icon indicates that audio is enabled/disabled on the corresponding channel.
📶	This icon indicates the strength of the wireless signal between the security camera and NVR.
Connecting	This icon indicates that the NVR is connecting to the security camera.
Full HD	This icon indicates that the particular channel is not supported.
💾⚠	This icon indicates that: a. The hard drive is not detected. b. The hard drive storage is almost full.

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 NVR's basic and advanced functions are configured and managed.
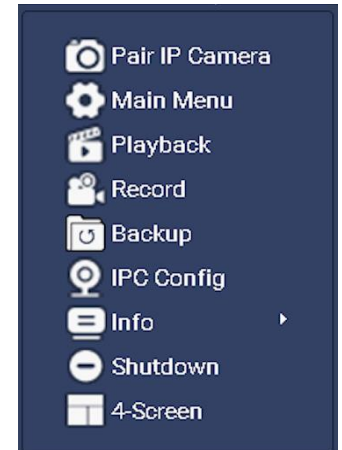
Menu Bar: Pair IP Camera

Pair IP Camera

TIGERSECU Wi-Fi NVR Security Systems come with IP cameras pre-paired to the NVR, so manual pairing is not required.

If you purchase additional TIGERSECU IP cameras, these can be easily connected over your Wi-Fi network by following these steps:

1. Set the camera to Pairing mode by pressing and holding the **pair button** located at the end of the IP camera cable.

2. Click **Pair**

3. Once the pairing is completed, release the **pair button**.
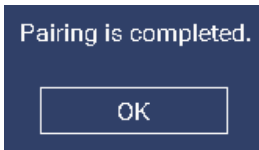

A Wi-Fi channel (**WIFI CH**) is the medium through which wireless networks send and receive data. For routers made in the U.S., the 2.4 GHz band has 11 channels, and the 5 GHz band has 45 channels.

The NVR system will automatically select the best Wi-Fi channel for you. You can also manually select the proper Wi-Fi channel to improve your Wi-Fi coverage and performance. Choose channel 1, 6 or 11 to get the best performance since they don't overlap with each other.

Work status will show you the signal strength and interference level for the IP cameras.

TIGERSECU IP cameras have a built-in **Repeater** feature which enhances the strength of the wireless signal between the cameras and NVR, and extends the range of your NVR system. This feature expands the range of the wireless IP cameras and allows you to get the most from your cameras. You can click **Repeater** to check how the IP cameras are connected to the NVR. The following is for information purposes.
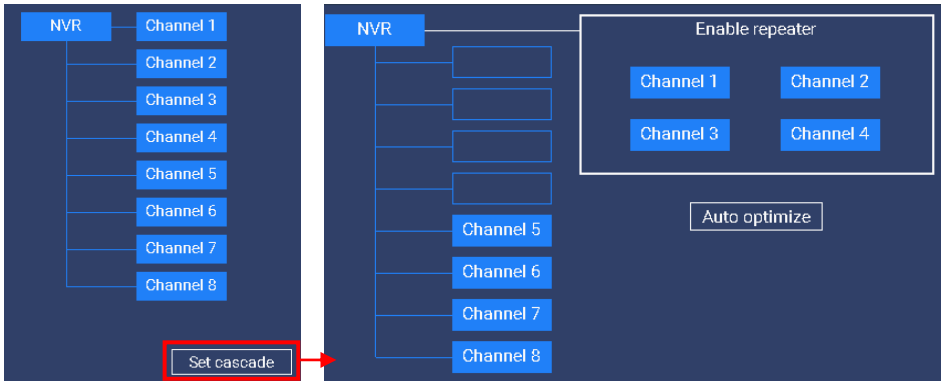
The repeater feature is automatically enabled in TIGERSECU Wi-Fi NVR Security Systems. No action is required to enable this setting.

4-Channel NVR systems automatically have the repeater feature enabled on all four IP cameras.

Menu Bar: Playback

8-Channel NVR systems automatically optimize the repeater to accommodate potential variations in signal range across an increased number of cameras. The NVR system will optimize the repeater function utilizing two IP cameras with maximum signal strength and extending to two cameras with the weakest signals. View **Auto optimize** settings in the **Cascade** menu for further information.
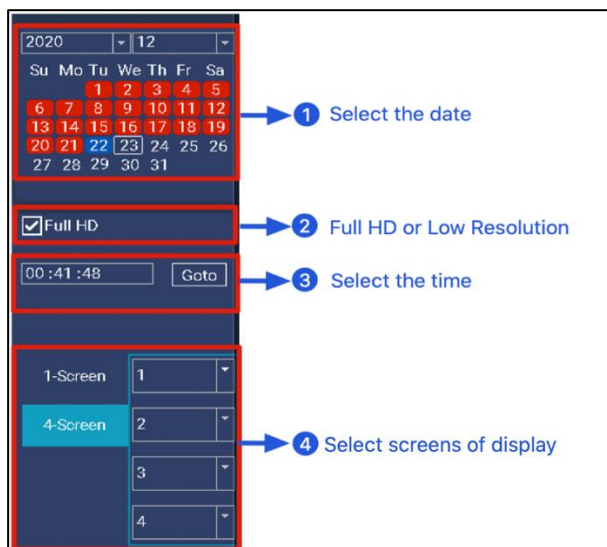
Main Menu

See Chapter 3 (page 17) for detailed instructions.

Record

See page 19 for detailed instructions.

Playback

At the Playback Menu, you can review previously recorded videos and save important events to an external USB flash drive to view on your computer.

The **Playback** function allows you to search for and play previously recorded videos as well as snapshots that are stored on your NVR's hard drive.

In the Playback Menu, select the year, month, dates, and time you would like to search on and display for playback. (The date marked in red indicates there is recording on that date.) Click **Go to** to initiate the search.

The playback progress region shows the time period with recordings. Move your curser into the playback progress region, scroll up and down to zoom in and out for more precise control.
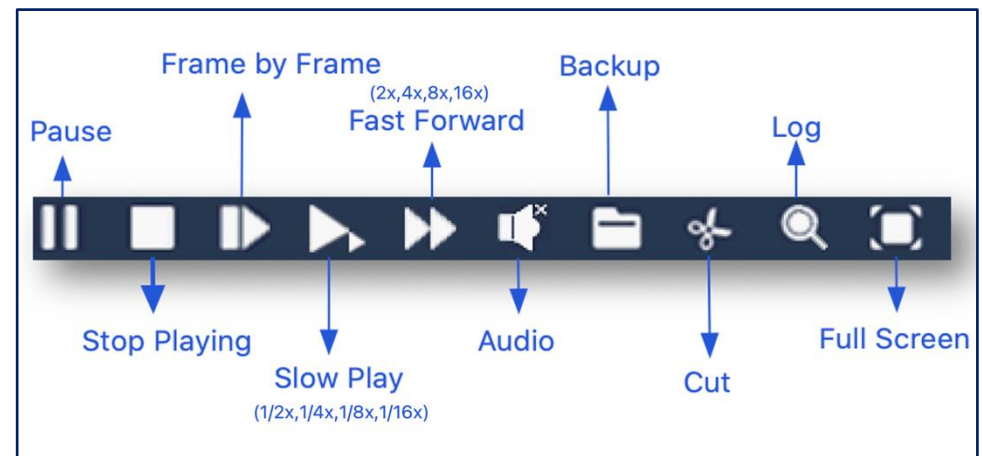

Click **Cut** to save a video clip.

Select the **date**, then click on **Search**, choose **Add Flag**. Double left-click the mouse on the timeline to select the start and end time.

Menu Bar: IPC Config

Insert a USB flash drive to the USB slot on the back of the NVR and click **Backup**. Wait until the Backup is completed. Then, you may remove the USB drive and play the .avi files on your computer.

Microsoft has not provided support yet in the Windows Media Player application for the AVI codec. Visit this link to download **VLC Media Player** for free if needed: https://www.videolan.org/
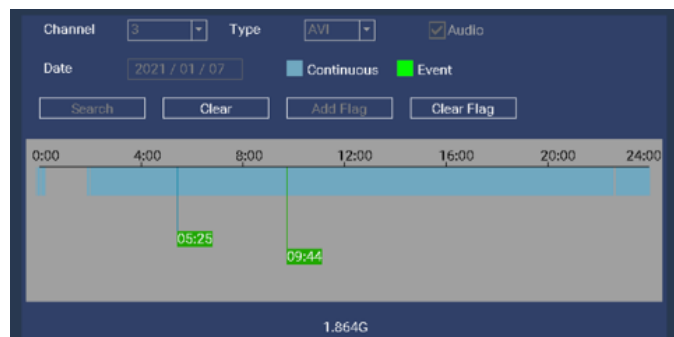
IPC Config

IP camera (IPC) configuration options are available in the IPC Config selection accessible from the Menu Bar.

Default settings will work for most users. However, if you'd like to customize your camera settings, access the IPC Configuration menu on this screen.

- Image Setting:

You can configure color settings on the **Image Settings** screen.

Image Quality maximizes image clarity over as long a distance as possible. For cameras located at a long distance away from the NVR, apply **Distance First** for optimal performance.

Horizontal Flip and **Vertical Flip** settings flip a camera's image horizontally or vertically.

BLC (Back Light Compensation) improves the exposure of an object in front of a light source. It does this by splitting the whole image into different regions and applying separate exposure levels to those regions. It corrects areas with too high or low levels of light to maintain a normal and usable level of light for the object in focus.

Defogging improves a camera's image performance in light foggy conditions. When **Defogging** is enabled (default), the IP camera will automatically adjust its settings to help combat fog.

Digital WDR (Wide Dynamic Range) refers to high-dynamic-range imaging, which improves image clarity in high-contrast lighting, revealing details in extremely bright and dark areas of the image. For example, if your camera faces a doorway, the bright light from outdoors can wash out the image, making it difficult to see events both inside the room and outdoors. With WDR enabled, the brightest and the darkest parts of the image become balanced, allowing you to see objects clearly.

Menu Bar: IPC Config

- Live View

On the **Live View** screen, configure your IP Camera's Display information.

- Encode Config

The Encode Config page shows parameters of the **Main Stream** and **Sub Stream**.

- Event

When one or more cameras have detected motion, your NVR will alert you to a potential threat at your home. It does this by sending an alert to your mobile device or email alert if this is set up. Customize motion detection settings in the Event screen.

Region setting allows you to change the motion detection area. As a default, the entire view of the camera is enabled for motion detection. However, you can select certain areas if you wish. The area covered by the blue grid will detect and notify you when motion is triggered in that area.

To delete a motion detection area, press and hold the left mouse button, click and drag to select the area you want to delete, and release the mouse.

To create a new motion detection area, select the cell or square that you want to start at. Press and hold the left mouse button, click and drag to select the area you want to create, and then release the mouse.

Motion detection will be disabled for areas of the image outside of the blue grid.

Menu Bar: IPC Config

Disabling motion detection in certain areas of the image effectively eliminates unwanted recordings and notifications caused by frequent movements like trees blowing in the wind or regular traffic.

Body Filter allows you to detect the presence of human beings in a specified area. Human body detection is the default setting for IP cameras. However, you can disable this feature if you want the system to detect all motion (such as moving cars).

Sensitivity allows you to change the sensitivity level. The higher the level, the more sensitive your NVR will be when detecting motion. For most instances, the default selection will be suitable. However, it's recommended to conduct a test to see if the sensitivity level is correct for the camera's location.

Alarm voice allow you to sound a siren or voice alert to intruders when motion events are detected.
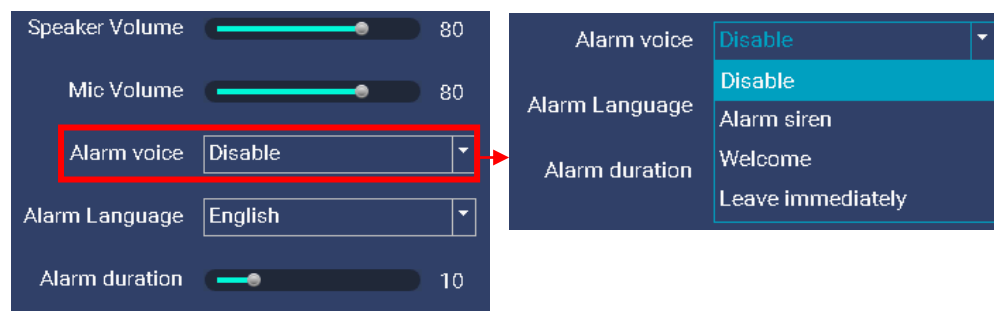
Our IP cameras contain a built-in siren that can be set up to sound automatically until an intruder leaves your home.   In addition, the voice alert allows standard messages such as "Welcome" and "Leave immediately" to sound when motion or human motion is detected

Siren/voice alerts are **disabled by default** and can be easily enabled for each IP camera.

- Maintenance

TIGERSECU IP cameras receive firmware updates to ensure they have the most current functionality, which may contain added features or assist with mobile device compatibility.

Perform camera firmware updates at the **Maintenance** screen. Select the appropriate channel(s), then click **Check** to get the latest firmware version.
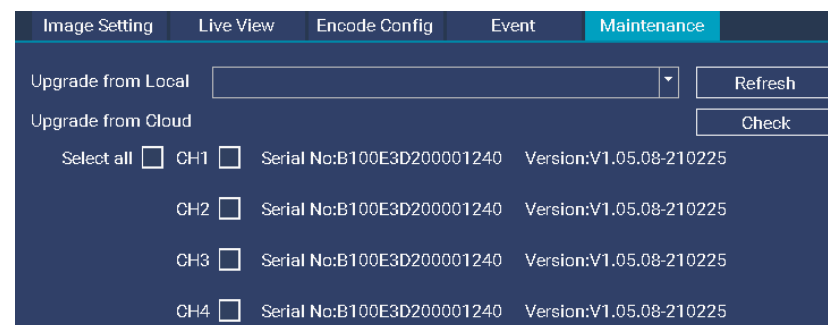
Log

The **Log** retains a record of each action that your NVR performs as well as events detected. These log files can be searched, viewed, and copied to an external USB flash drive for safekeeping.

Enter a specific **Start** and **End Time** that you would like to search on and select a specific **Type** of action that you would like to search for. Click **Backup** to copy the log files to a USB flash drive.
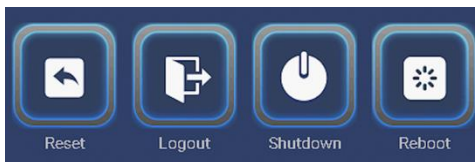
Menu Bar: Shutdown

Shutdown

Access the Shutdown menu to restore the NVR to factory settings, log out of the system, restart, or safely turn off your NVR.

Chapter 3: Main Menu

The **Main Menu** is where you control the primary functions of the NVR, including time configuration, display and record settings, back up recorded video, network settings, motion detection settings, hard drive settings, and firmware upgrades.
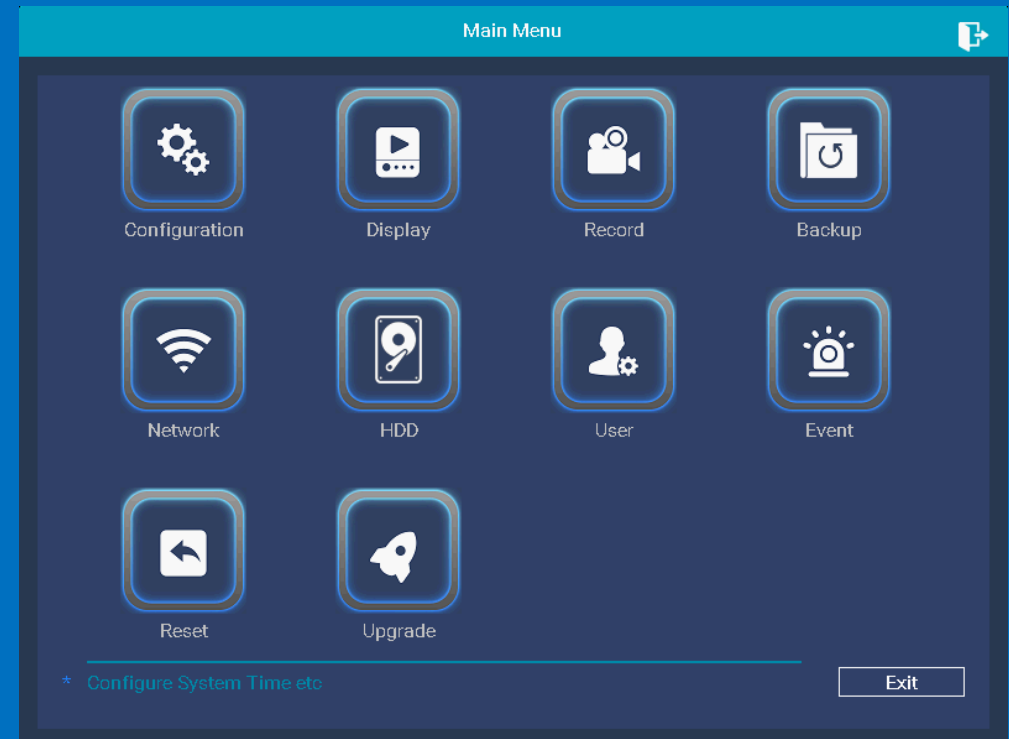
Main Menu

Configuration

If you've followed the startup wizard to set up the system configuration, skip this step and go to **Display**.

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

Select the **Time Zone** applicable to your region. Avoid manually changing the system's time.

The **Daylight-Saving Time** (DST) function allows you to select the amount of time that Daylight Saving has increased by in your particular time zone. This setting is enabled by default.   If DST is not applicable to your region, disable this feature by selecting **Daylight Saving Time Setting** and uncheck **Enable**.

Uncheck **Startup Wizard** if you don't want to see it again after system rebooting.

Display

1. Display

Configure each channel's **Title** and **Display** information, such as the display color of **Time** and **Channel Title**.

2. Sequence

In Sequence Mode, your NVR will automatically cycle through the Live View of connected cameras every few seconds. You can configure the time interval of the cycle and set the NVR to cycle through one channel or a group of channels at a time.

Select **Enable** to activate Sequence Mode. Choose **Add** to add the specific channel(s). Use **Move up**/**Move down** to adjust the channel sequence. You can also set up Event Tour, which allows the NVR to run auto-sequence if an event occurs.

In **Interval(s)**, enter the number of seconds (from 1-120) each channel or group of channels is displayed before cycling to the next channel or group of channels.

Event Auto Sequence: The system will run the auto sequence when an event is detected. Go to Main Menu, Event Menu to add the specific channel(s).

Auto-sequence mode is enabled when the auto-sequence icon ⟐ appears. To exit auto-sequence viewing mode, click on the auto-sequence icon. The lock icon 🔒 will appear, signaling that auto-sequence has stopped. Click on the lock icon to enable auto-sequence again.

Record

The NVR can be set to record continuously (**Continuous**) or only when a motion (**Event)** has been detected from one or more cameras.

By default, a continuous recording schedule has been enabled for each camera connected to the NVR. However, you can change the schedule to suit your needs. The schedule is presented as a 24-hour 7 days a week grid and is color-coded to represent the event type.
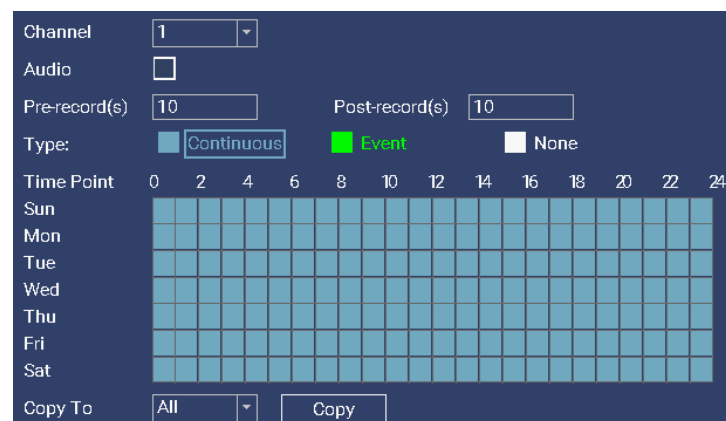
Each square represents 1 hour. Using the mouse, select the desired recording **Type (Continuous or Event)**. Then, left click the mouse on a particular square

to change or click and drag the mouse over the squares corresponding to your desired time period. The same action can also be applied if Continuous or Event recording is not required. Apply **Copy To** to copy the settings to other channels. The timetable marked in blue means the NVR will record continuously (default).

The timetable marked in green indicates the NVR will only record when an event occurs.

Audio recording is disabled by default. Select "**Audio**" to enable sound recording.

Pre-record(s) allows your NVR to record for a number of seconds before an event occurs (such as motion or video loss). **Post-record(s)** instructs your NVR to record for a set period of time after an event has occurred.

*Note: the NVR is set by default to detect human body motion. If you want a channel to detect motion (such as a moving car), set the channel to full screen on the Live View screen, go to the menu bar, select IPC Config, Event, Disable Body Filter, and click Apply to save changes.

Backup

This function can be used to search and copy video recordings to an external USB flash drive.

Insert a USB flash drive to the USB slot on the back of the NVR to back up your files.

Search for motion events by selecting the **Channel** you would like to search, recording **Type**, **Start Time,** and **End Time**. Click on **Search** to display a list of motion events that match your search criteria. Click the checkbox next to each event to select files individually or select **All** to choose all files at once.

Click on **Backup** to copy selected motion events. Wait for the backup to complete before removing the USB flash drive. Then, you may remove the USB drive and play the .avi files on your computer.

* Microsoft has not provided support yet in the Windows Media Player

application for the AVI codec. Visit this link to download **VLC Media Player** for free if needed: https://www.videolan.org/

To clear search results, click **Clear**.

USB Free Space indicates the amount of free space available on your USB flash drive. Compare it with the **Space required** and ensure enough USB space is left to complete the backup.

Network

Configure basic network settings at the **Network** menu. At this screen, select whether you would like an IP address automatically assigned to your NVR system by the router using **DHCP** (Dynamic Host Configuration Protocol) or manually assigned a **Static IP** address.

DHCP is the default network setting as it allows your router to automatically assign an IP address to the NVR connected to it.

Set up Email Alerts

Email alerts provide peace of mind when you're away from your security system.

By setting up email alerts, your system will alert you by email when motion is detected.

Fill in the **SMTP Server, Port, SSL, Device Name, Sender, Password,** and **Receiver** information as outlined below for your mailing server SMTP.

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

	Gmail	**Yahoo Mail**	**Hotmail**
SMTP Server	smtp.gmail.com	smtp.mail.yahoo.com	smtp.live.com
Port	587		
SSL	√		
Device Name	NVR		
Sender	Email address that sends the alerts.		
Password	16-digital App password (Don't enter any spaces between 4 sets of numbers)		Sender's email password
Receiver	Email address that receives the alerts.		

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

To generate an App Password for Gmail:

Step 1. Turn on 2-Step verification.

① Open your web browser, visit the link below and choose **Go to Google Account** in the upper right corner to 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**.
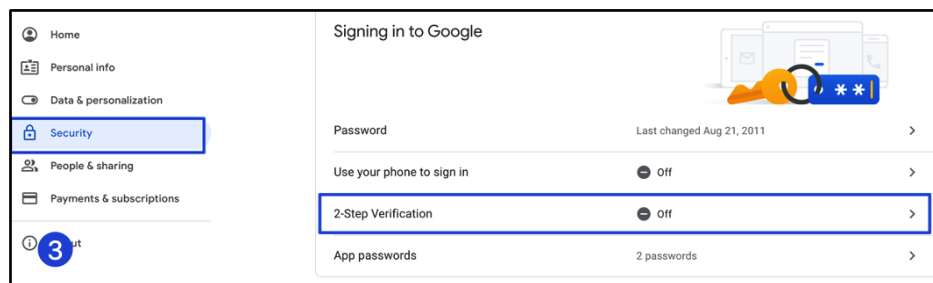
④ Enter your cellphone number and select **Text message**, then click **Next**.

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.
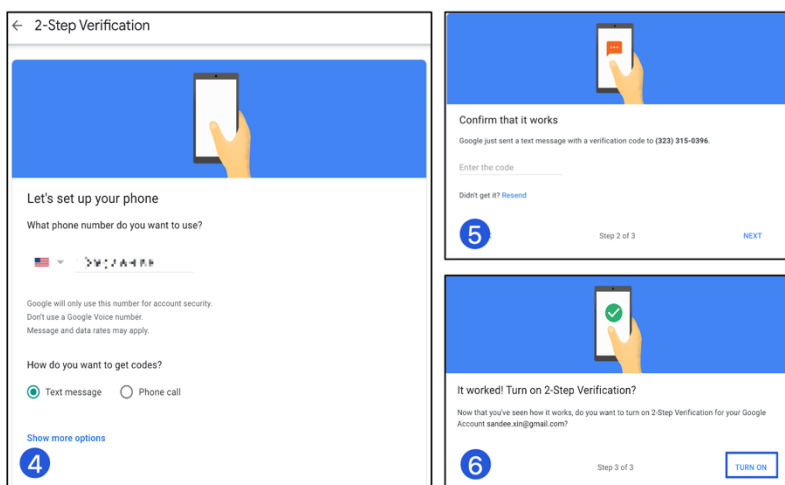
Step 2: Generate App password.

① Visit your App passwords page.

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

② In the **Select app** dropdown menu, choose the app you're using. You can also select **Other** and enter TIGERSECU NVR. Click **GENERATE**.

③ Use your 16-digit app password as the password for the NVR email setup.
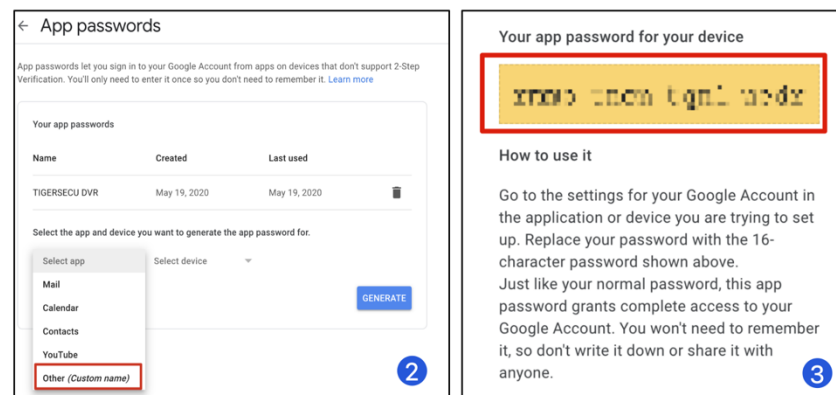
To generate an App Password for Yahoo Mail:

① Visit your Yahoo Mail security page.

https://login.yahoo.com/account/security

② Click "**Generate app password**."

③ Select "**Other app**."
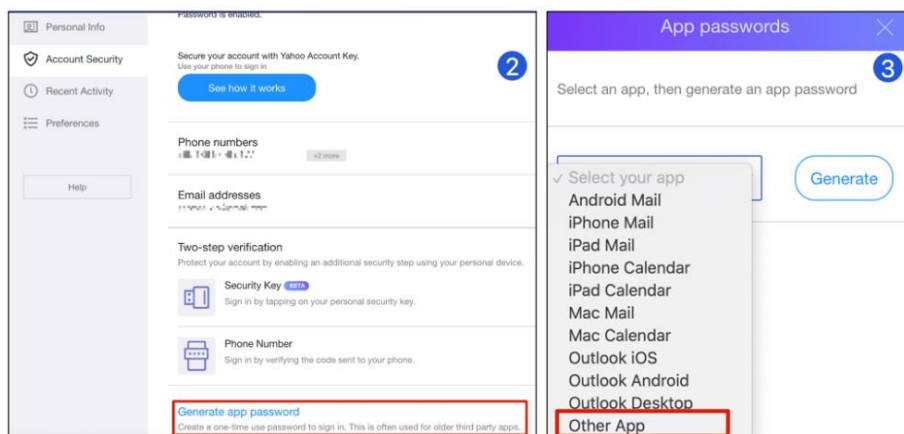
④ Enter TIGERSECU NVR.

⑤ Click **Generate** to get the 16-digit app password. Use it for your NVR email setup.
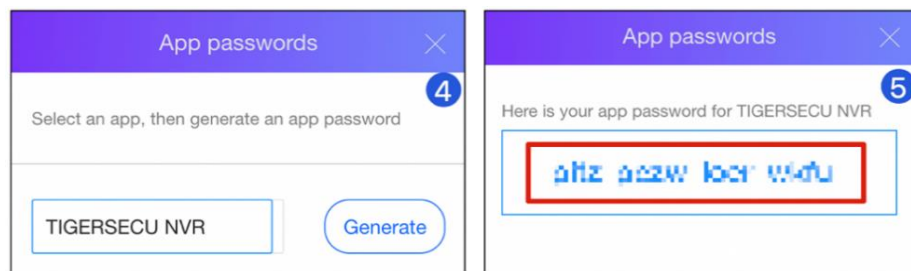
Then, click the **Test** button on the Mail setting page, and the following message will appear to confirm that your setup is successfully completed.
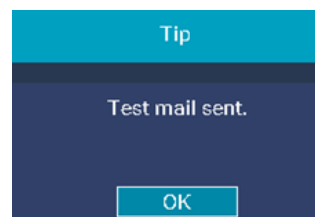
*Motion Detection/Human Detection Trigger setting of Mail Notification.

Go to Main Menu - **Event** menu – **Motion Detection/Human Detection** – Check **Send Email**.

Choose a specific channel number or All from **Copy To**, click **Copy** and **Save** to enable the mail notification for selected channels.
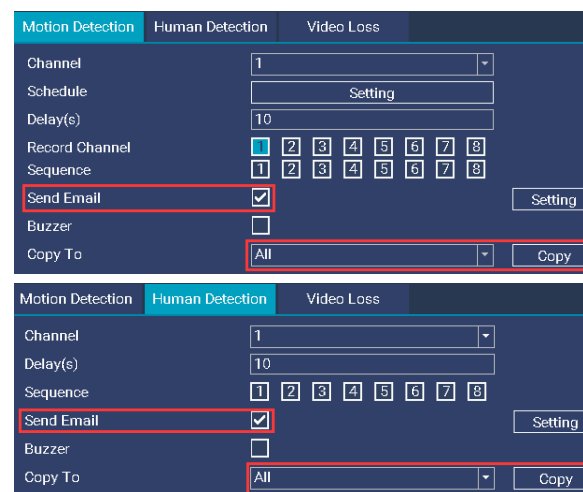
P2P

P2P (peer-to-peer) connection is the primary method used for remote access to your security system using the Tuya Smart App.

At the P2P screen, enable the **P2P Setting** to allow your NVR's unique QR code to be scanned by your mobile device and permit remote access to your security system.

Scan the Tuya Smart QR Code on the left to download the Tuya Smart App.

Ensure the status indicates **Wait for connect**. Then follow the instruction (Chapter 4) to view the NVR remotely.

Contact us via support@tigersecu.com for further assistance.

Click **Unbind** if you want to bind the system with a new mobile device.

Note: When adding a device by scanning the QR code, if the result shows that the device has been added to another account, you should **Remove Device** from the original account before you can add it to your account. Check FAQ #8 on page 5 for detailed instruction.

Advance

Configure PPPoE, NTP, and DDNS settings at the **Advance** menu.

HDD

The **HDD** screen displays the storage capacity of the NVR's internal hard disk drive and external USB flash drive that is inserted into the NVR. *External hard drive is not supported.

Main Menu

This NVR supports a maximum capacity HDD of 8TB. WD Purple surveillance hard drives are recommended. **CAUTION**: Formatting the HDD deletes all saved files.

User

Access the **User** menu to set up and manage multiple users, user permissions, passwords**,** and Recovery Email. The default user account is admin.

Set up a **Recovery Email** here if this was skipped during the Startup Wizard.

This allows the Recovery Email address to receive a password recovery message in the event a password is forgotten.

Event

The **Event menu** allows you to configure Motion/Human Body detection features for each channel.

Note: the NVR is set by default to detect human body motion. If you want a channel to detect motion (such as a moving car), set the channel to full screen on the Live View screen. Then go to the menu bar, select IPC Config, Event, Disable **Body Filter**, and click Apply to save changes.

Main Menu

1. Motion Detection

Access the **Schedule Setting** to change the recording schedule for each camera connected.

By default, a continuous recording schedule has been enabled for each camera connected to the NVR. However, you can change the schedule to suit your needs. The schedule is presented as a 24-hour 7 days a week grid and is color-coded to represent the event type.

Delay(s) indicates how many seconds the system will continue to alert you after motion is triggered.

Record Channel: If you set the system to event record (Main Menu, Record, Type, Event), you can select the channel(s), and the system will record the channel(s) when motion is triggered.

Sequence: Allows your NVR to automatically cycle through the Live View of connected cameras every few seconds.

Send Email: Set up individual channel(s) to send an **email** alert when a motion has been detected. Check page 21-23 for detailed instructions to set up email alerts.

Buzzer: Enable the NVR's buzzer to alert you for a predetermined amount of time when motion has been detected.

Copy To: Copy settings from one channel to another channel.

2. Human Detection and Video Loss

The settings for **Human Detection** and **Video Loss** are similar to Motion Detection. Check the instructions above for reference.
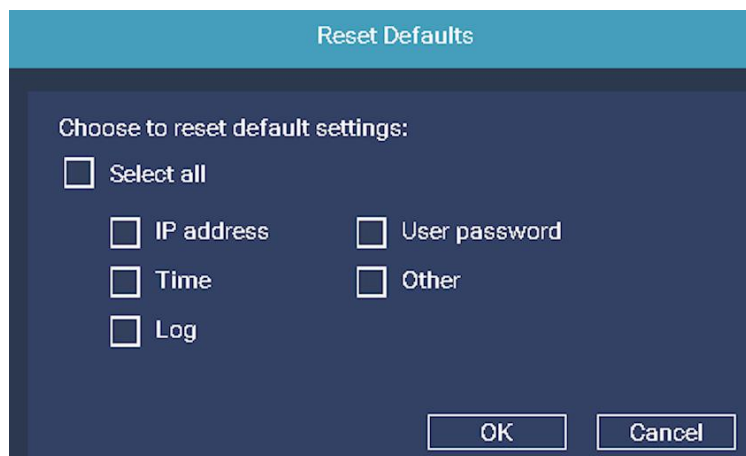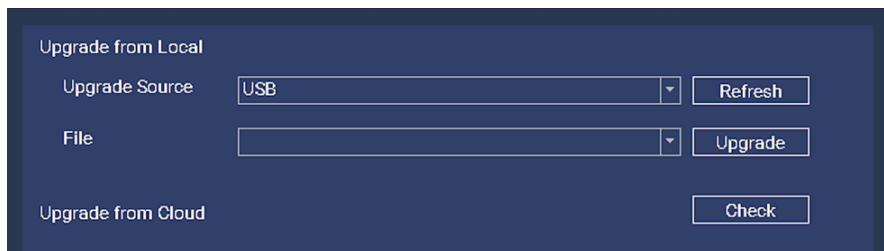
Main Menu

Reset

The Reset function restores NVR default settings for the IP address, time, log, and user password. Reset defaults will not erase recordings. **Select all** to restore to default for the following items.

Upgrade

There are two ways to upgrade the firmware of your NVR: USB Upgrade and Cloud Upgrade.

Upgrade from Local (USB Upgrade)

To perform a USB Upgrade, you will need a formatted and empty external USB flash drive.

Using a computer, download the correct firmware of your NVR to your formatted USB flash drive.

Remove the USB flash drive from your computer and insert it into one of the USB ports on the back of your NVR.

In the Upgrade settings, select **Refresh** to read the USB flash drive and click **Upgrade**.

Upgrade from Cloud (Recommend)

To upgrade your NVR's firmware through a Cloud Upgrade, it is necessary to connect the NVR to your network.

In the Upgrade settings, click **Check** to check for the latest available version of the firmware.

If an update is available for your NVR, proceed with upgrading your firmware. If not, you will get a message that your NVR firmware is up to date
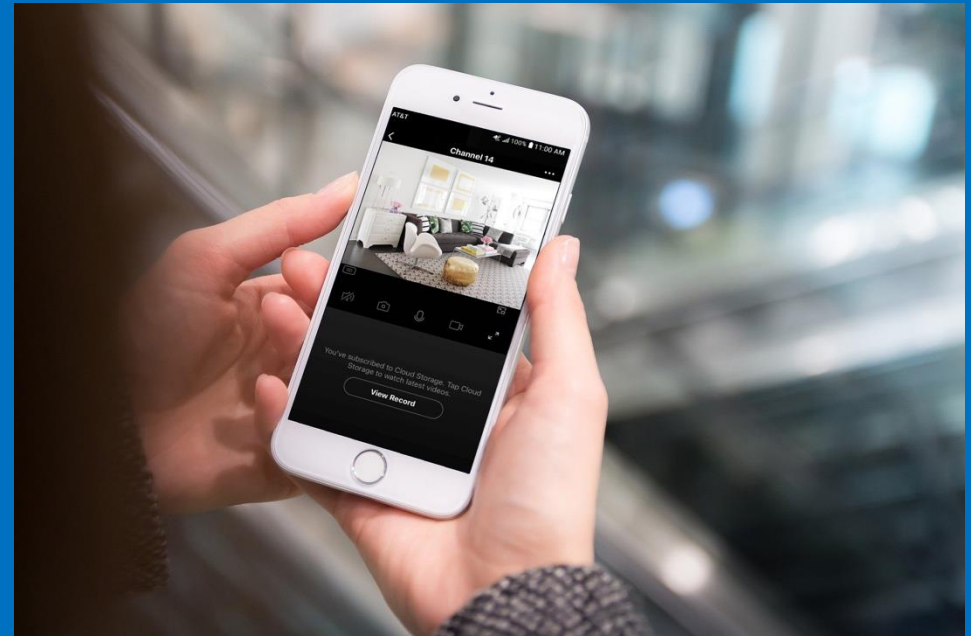
Chapter 4. Remote viewing on mobile device (iPhone, Android Phone)

Stay connected to your home or business with remote viewing from your phone with the free Tuya Smart app.

See, store and playback footage and images on your mobile device; receive instant alerts to your phone when motion is detected; access multi-camera live streaming, and more.

* iPad Tuya Smart app has not been released yet while we launch the TIGERSECU NVR system.

Download the iPhone version of the Tuya Smart app if you prefer viewing the NVR system via iPad.

Remote viewing on mobile device (iPhone, Android Phone)

1. Preparation

Set up remote access to your NVR and be able to view your security system remotely using a mobile device. Before proceeding, ensure you have a router and high-speed Internet access (not included).

The Tuya Smart App makes monitoring your TIGERSECU security system easy. Available for iOS and Android, Tuya Smart allows you to view your entire security system from anywhere in the world.

① Install the free Tuya Smart App from the App Store or the Google Play Store.
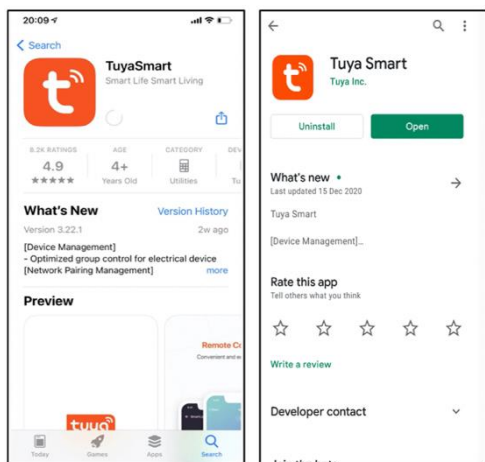
② Find your NVR's unique QR Code (a unique device identification code)

Your NVR's unique QR code is required to set up remote access to your security system with the Tuya Smart App for your mobile device.

Your NVR's QR Code can be found in two places:

a. On the Live View screen, click the QR Code icon in the upper right corner.

b. At the NVR Main Menu, go to the Network menu, select P2P.
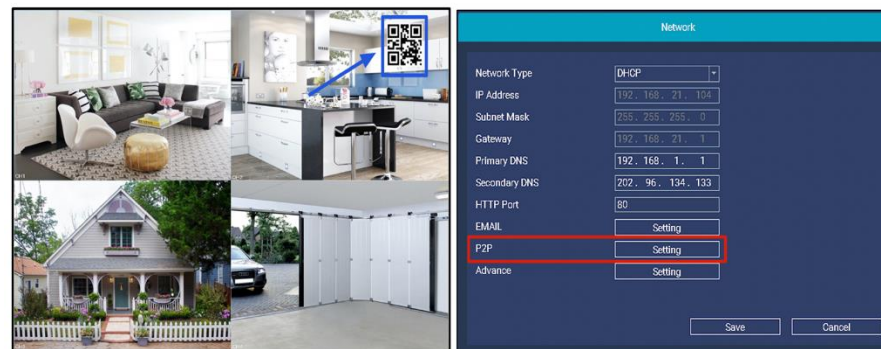
③ At the screen which displays the NVR's **unique QR Code**, ensure the Status appears as **wait for connect**.
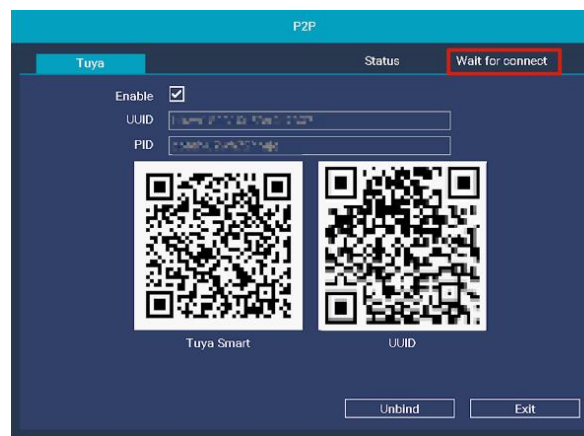
2. Create a new Tuya Smart App account
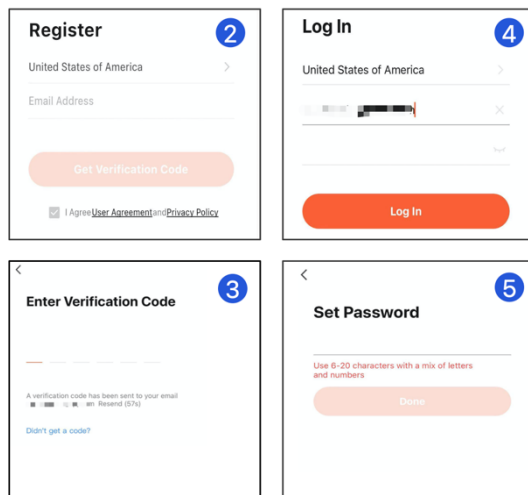

① Launch the app on your mobile device. Tap **Sign Up**.

② Select your country, then enter your **Email address**. Select **Agree** to the terms.

Choose **Get Verification Code**.

③ Check your email address for the **Verification Code**.

④ Set a password for your account.

⑤ Enter the Email address and password, then click **Log in**.

3. Add your NVR system.

① Tap the **+** button on the upper right corner.
② Tap the **scan** button on the upper right corner.
③ Scan your NVR's unique QR Code.
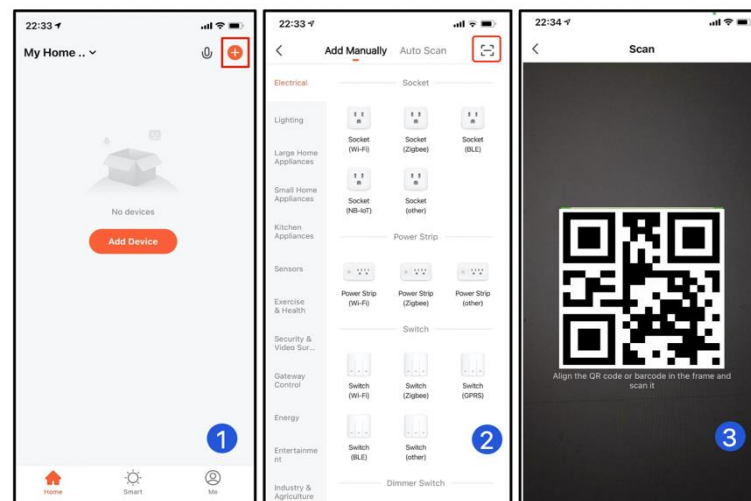
④ Wait until the setup is completed.
⑤ ⑥ Click Edit to rename your NVR.
⑦ Then you will see all of the channels. Tap on the channel(s) you want to see.
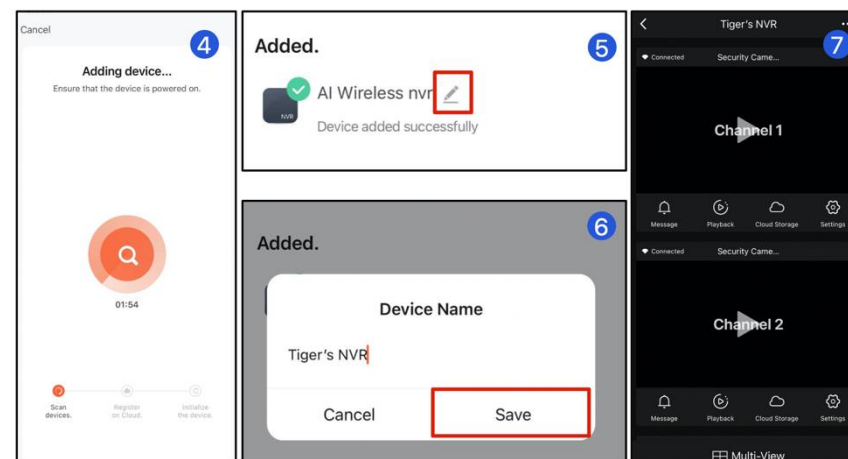
Remote viewing on mobile device (iPhone, Android Phone)

4. Icons

① **Message**: Check the motion detection notifications.
② **Playback**: Play the recordings.
③ **Cloud Storage**: Tuya offers a free trial and subscription service for a fee.
④ **Settings**: System settings
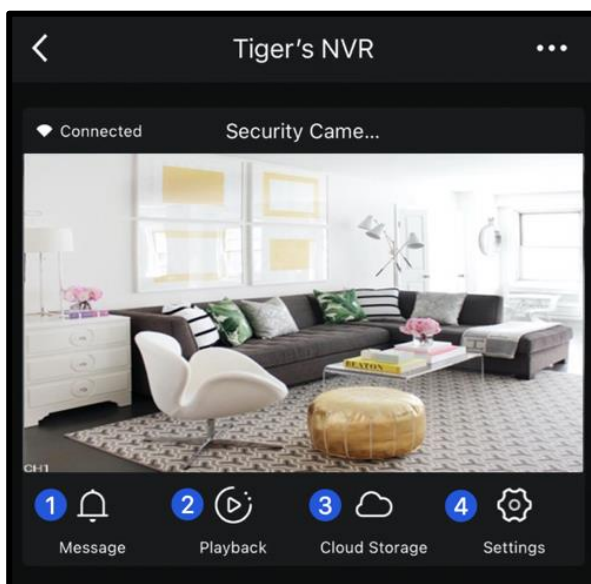
⑤ **SD**: Standard Definition
   HD: High Definition
⑥ Turn the sound on and off.
⑦ Take a snapshot.
⑧ Press the button to talk.
⑨ Capture video clips.
⑩ Change the screen to landscape mode.
⑪ Picture-in-picture

⑫ More
⑬ **Playback**: Play the recordings.
⑭ **Message**: Check the motion detection notifications
⑮ **Albums**: Check the snapshots and recorded video clips.
⑯ **Settings**: System settings
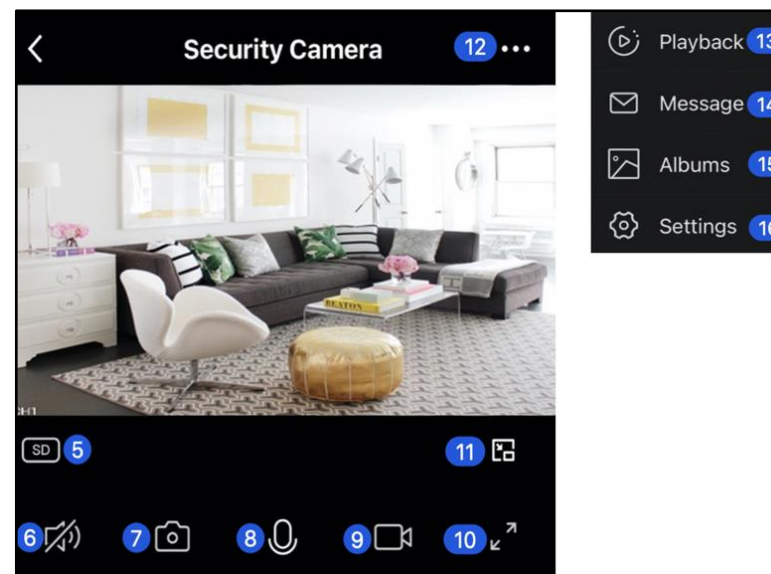
5. Playback

① Tap on the date.
② Select the date for playing back. The date highlighted in white means there are recordings on that day.
③ Tap on the timeline to select the time.
④ Tap a snapshot.
⑤ Pause playback.
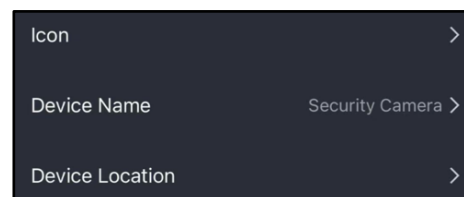
Remote viewing on mobile device (iPhone, Android Phone)

⑥ Capture video clips.

⑦ Turn sound on and off.

⑧ Change the screen to landscape mode.
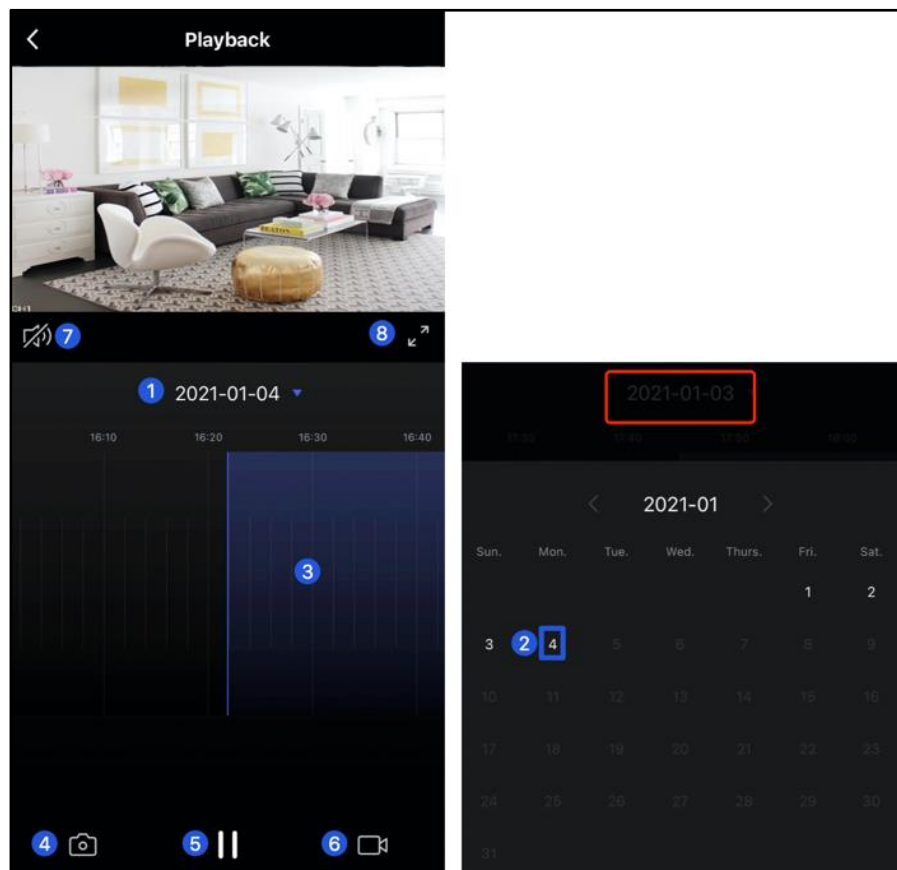
6-1. Settings (1)

① **Security Camera**: You can change the channel's icon, rename the channel, and check the **Device Location**.

② **Device Information**: Check the registered email address and device ID.

③ **Tap-to-run and Automation**: Feature is disabled for this device.

④ **Basic Function Settings**: **Flip Screen** allows you to rotate a camera's video feed upside down.

⑤ **IR Night vision**: **IR Night Vision** allows you to enable/disable infrared night vision.

⑥ **Detection Alarm Settings** allow you to enable/disable the **motion detection alarm** and adjust motion detection sensitivity to fit your needs.

Set the Alarm Sensitivity Level to **Low** to minimize or avoid false alarms.

Enable **Human Body Filtering** to receive alerts when a human body is detected.

To receive alerts during a scheduled period of time, tap on **Schedule** to set up the time.
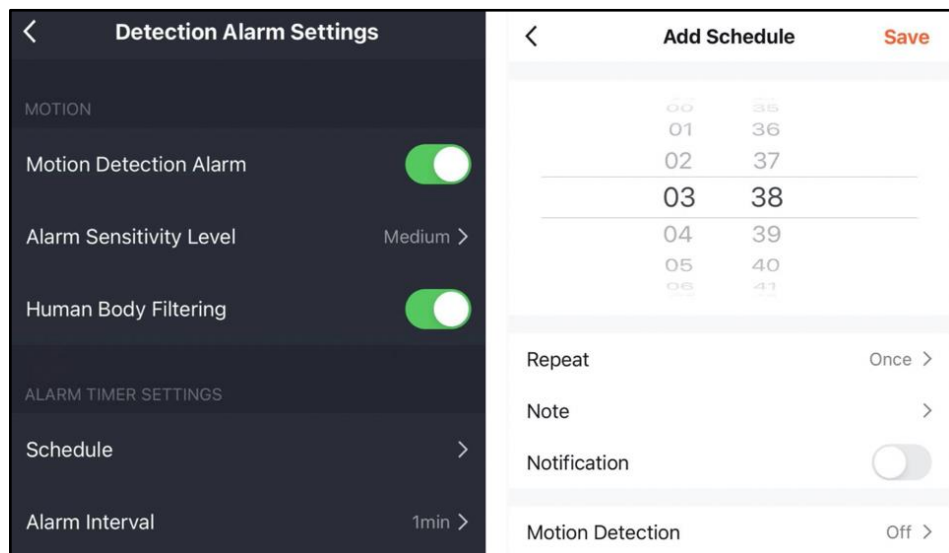
6-2. Settings (2)
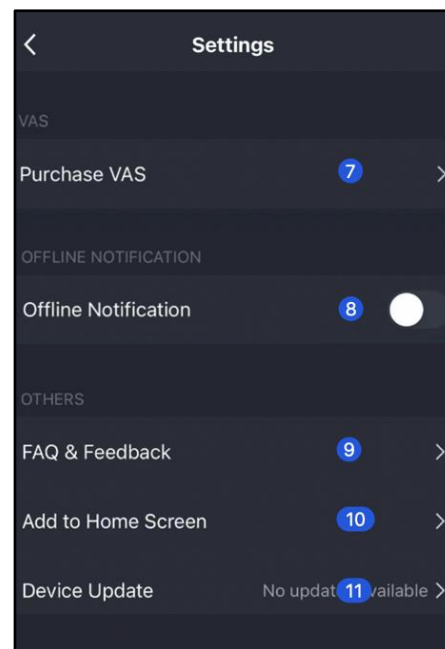
⑦ **VAS**: Value-added Service.
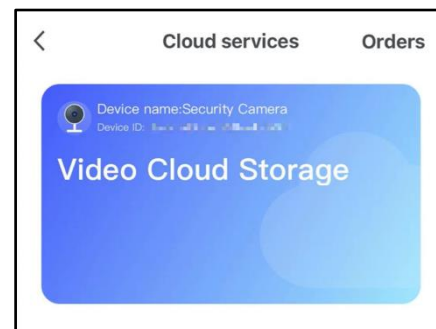
Tap on it if you want to purchase the video cloud storage service.

⑧ **Offline Notification**: Turn on/off Offline Notification

⑨ **FAQ & Feedback**: You can send feedback about the app to Tuya Smart. Or contact us via email at support@tigersecu.com.
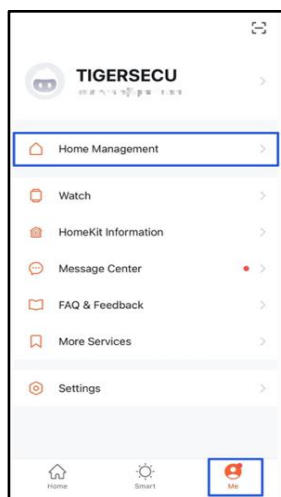
⑩ **Add to Home Screen**:

It will create an icon to enter the control panel of the channel directly through your home screen.

⑪ **Device Update**: When a new version of the app is available, you can update it here. You can also enable **Automatic updates,** so the app will upgrade automatically.

6. Share the device with other users

① Tap **Me**, then **Home Management**.

② Choose **My Home**. Complete the home information. Tap on **Add Member**.
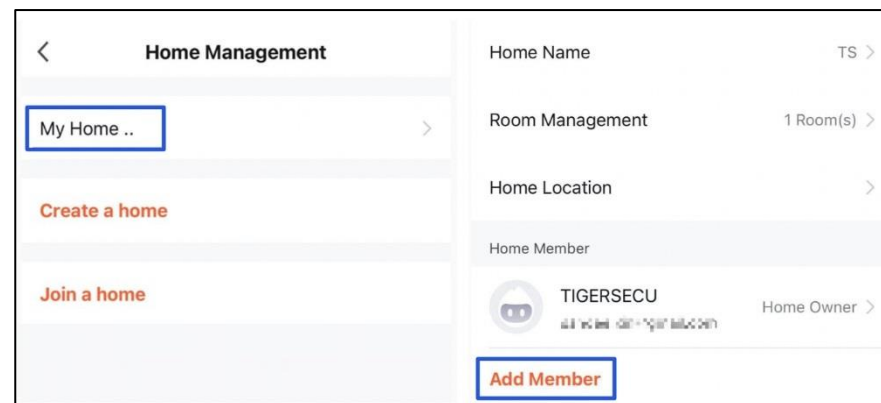
③ Have your other user download the Tuya Smart App and create a user account.

- App account:

Enter the name, region, and registered email address of the second user and assign privileges to the member.

- Message/Copy

The system will generate an invitation code. You may send it to the other users via message or other channels.
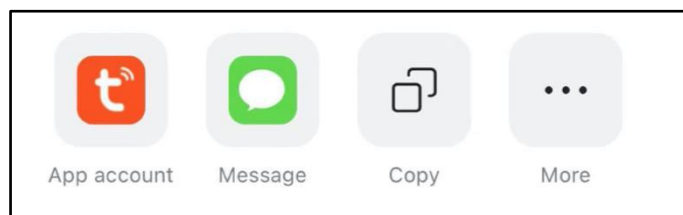
For the second user, go to **Me**, **Home Management,** and select **Join a home**. Then enter their **invitation code**.
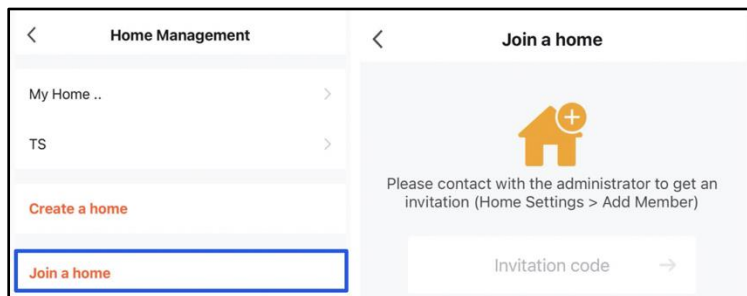
NOTE: Each invitation code is valid for three days and can only be used once.

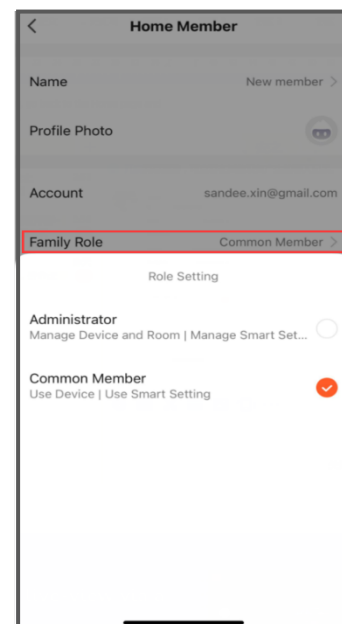After the invitation is accepted or join a home, go back to the Home page and tap on the home name to see the new device.

As a **Home Owner**, you may assign different privileges for your Home Members by changing the home members Family Role.

Remote viewing on mobile device (iPhone, Android Phone)

Administrator can manage device and room, smart setting and manage home members.

Common Member can use device and smart setting. Common member cannot view the NVR cameras via a web browser.

Chapter 5. Remotely viewing on computer or laptop

Remote monitoring gives you real-time access to your live camera view so you can check on your property or loved ones anytime, day or night.

Free access to Smart Life allows you to remotely access your TIGERSECU security cameras directly from your computer or laptop.

*This service is currently available on Microsoft Edge (PC) and Google Chrome web browsers (PC and Mac). Internet Explorer (IE), Firefox and Safari browsers are currently not supported.
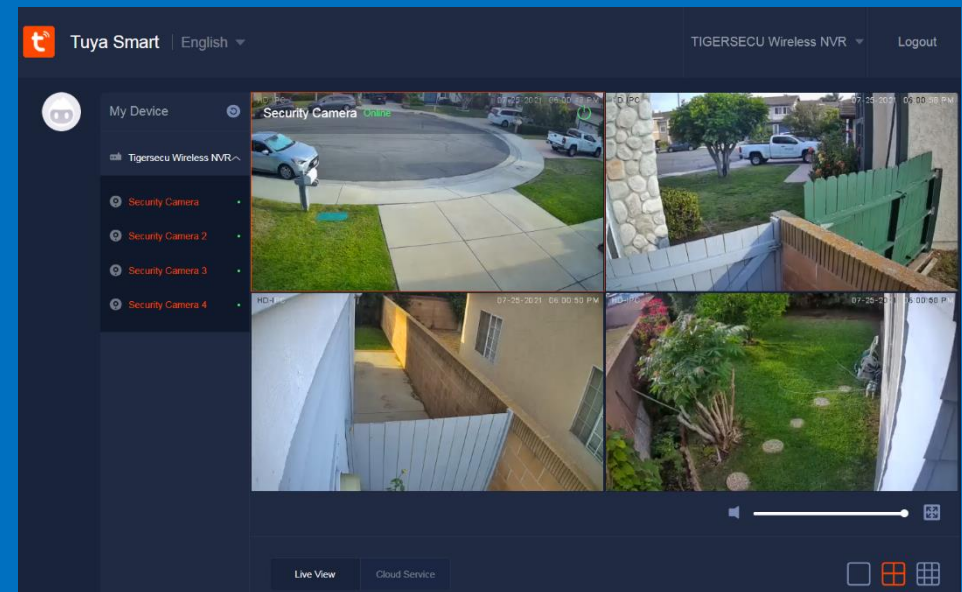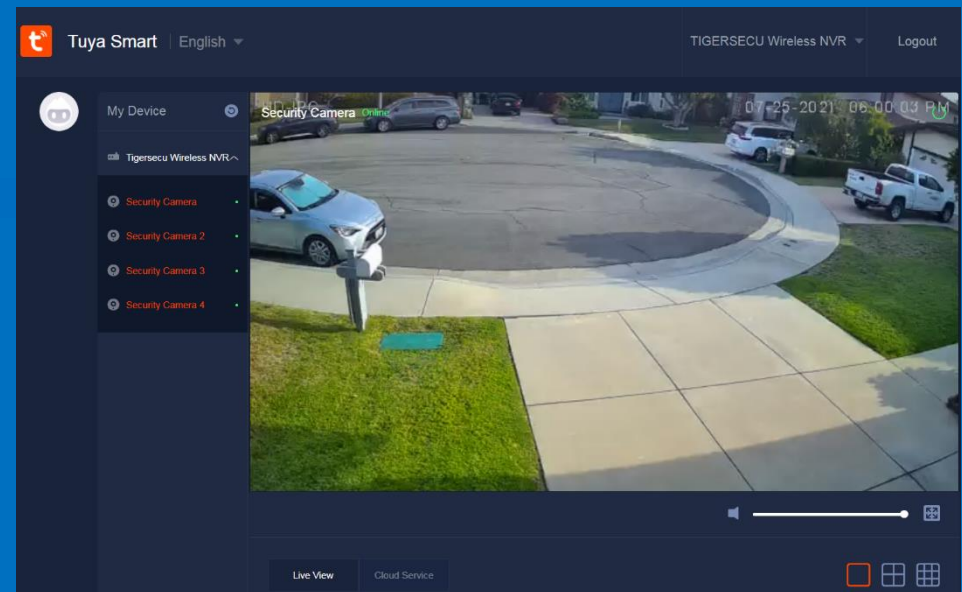
Remote viewing on computer or laptop

Free access to Smart Life allows you to remotely access your TIGERSECU security cameras directly from your computer or laptop.

Remotely live-view TIGERSECU cameras via the Microsoft Edge (PC) or Google Chrome web browsers (PC and Mac).

*Internet Explorer (IE), Firefox and Safari browsers are currently not supported.

1. Access the Smart Camera Terminal website

On your web browser, access the Smart Camera Terminal at the Smart Life website: https://ipc.ismartlife.me/login
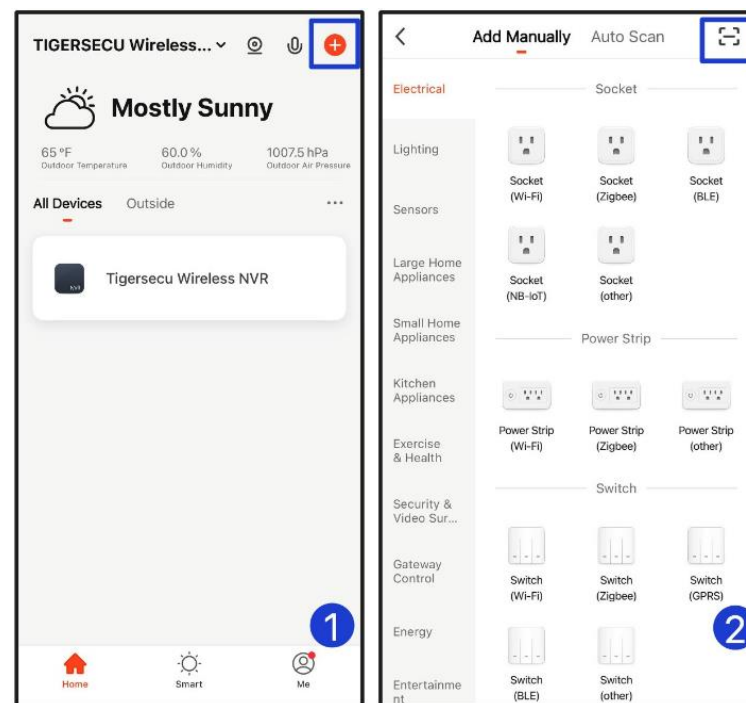

2. Scan and view via a web browser

On your mobile device, open the Tuya Smart app. Ensure you're logged into your NVR via the app before proceeding. Check chapter 4 (page 28) for detailed instructions.
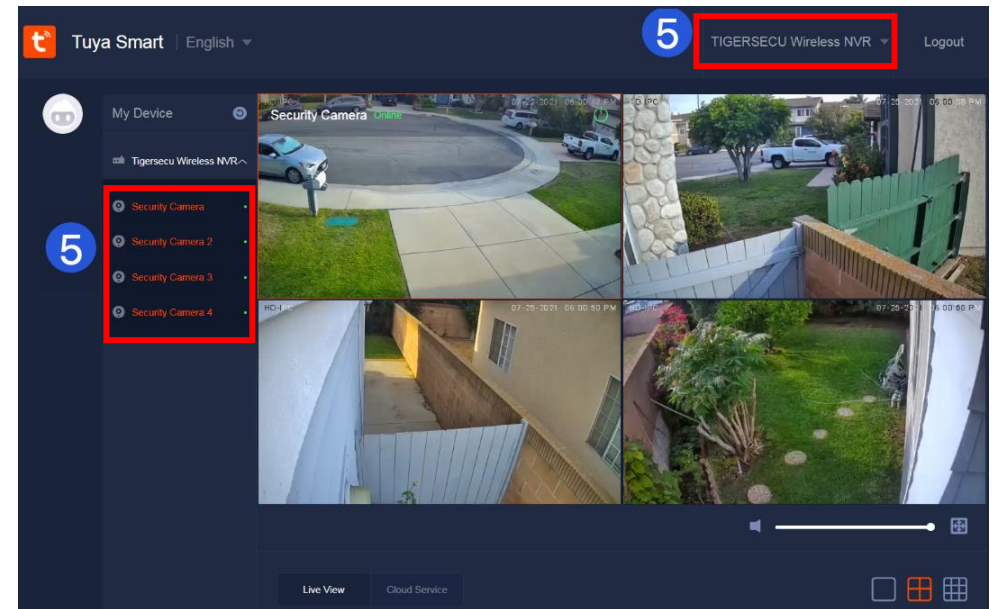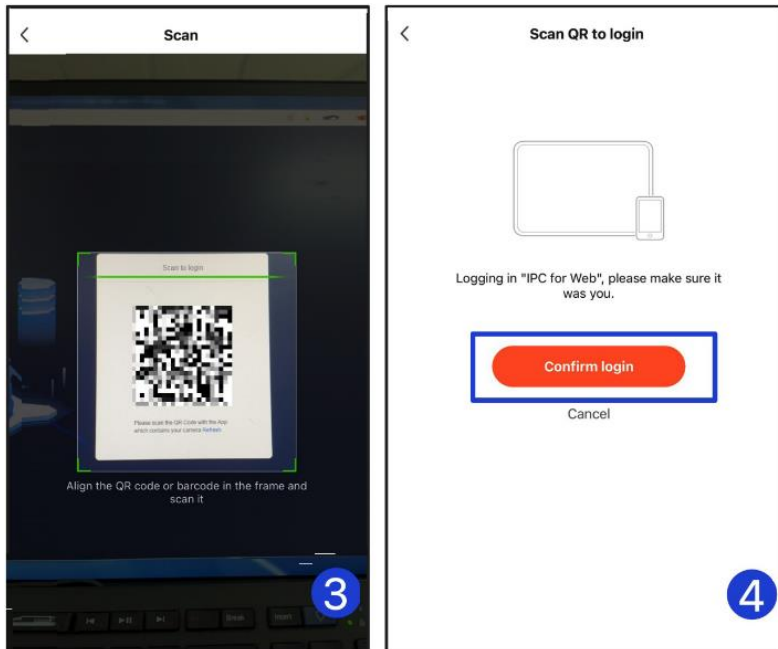
① Go to the device-adding page by tapping the ⊕ icon in the top right corner on the Tuya Smart app home page.

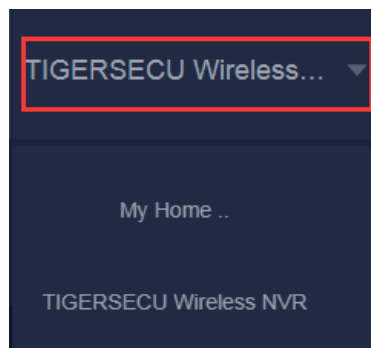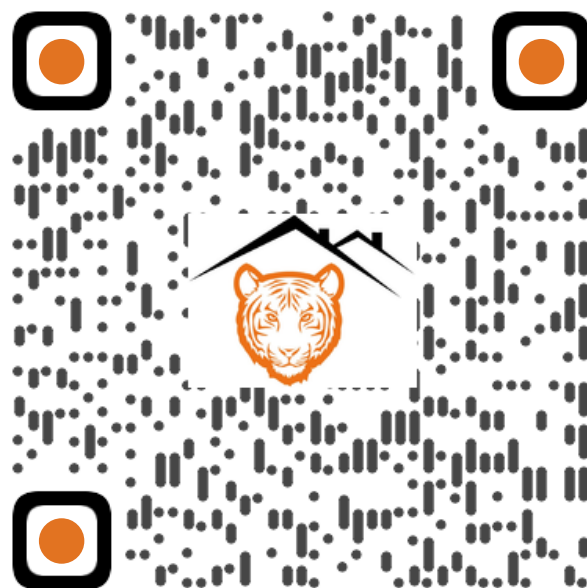② To add a device, tap the ⬚ icon in the top right corner.

③ Use your mobile device to scan the QR Code which appears on your computer's web browser.

④ Confirm Login in the Tuya Smart app.

Remote viewing on computer or laptop

⑤ On the web page, select the device first, then choose the channels to view.

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

Scan the QR Code to view the latest version of the User Manual.