Quick Installation Guide

Network Video Recorder
N Series

Package contents

The N6P-4H of the Network Video Recorder (NVR) is taken as an example here.
The actual product prevails.

NVR x 1

Power adapter x 1

Installation package x 1

Screw: BM3.0*5 mm
(Head diameter: 6.0 mm, head thickness: 2.3 mm)

Mouse x 1

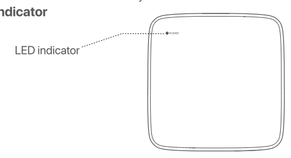
Quick installation guide x 1

Please read this guide before you start with the quick setup for this device upon the first use.
For product or function details, please go to www.tendacn.com to download the user guide.

Appearance

The series of NVRs includes ordinary NVR and PoE NVR.

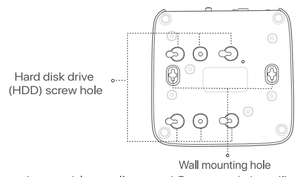
LED Indicator



LED indicator	**Solid blue**: The NVR is initializing and starting up.
	Solid green: The NVR is working properly and is recording.
	Blinking green: The NVR is working properly but is not recording.
	Solid red: The NVR is working abnormally. (The LAN port is disconnected, IP address conflict occurs, or the HDD is abnormal.)

Bottom panel

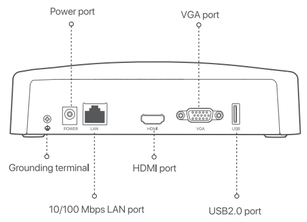
The N3L-4H of the NVR is taken as an example here.



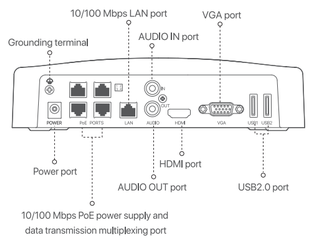
Wall-mounting materials are self-prepared. Recommended specifications of the plastic anchors and screws you may use are as follows:
Plastic anchor: Outer diameter 6.0 mm, length 26.4 mm
Screw: PA3*14 mm (Head diameter: 5.2 mm, head thickness: 1.8 mm)

Rear panel

Ordinary NVR (The N3L-4H of the NVR is taken as an example here.)



PoE NVR (The N6P-4H of the NVR is taken as an example here.)



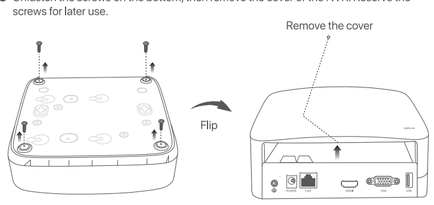
Ports	Description
⏚	Grounding terminal. Connect the grounding terminal of the NVR to the earth or the ground terminal of the building with a grounding cable to prevent static electricity or lightning from damaging the NVR.
POWER	Power port. Use the included power adapter to power on the NVR.
PoE PORTS	10/100 Mbps auto-negotiation PoE power supply and data transmission multiplexing port. It is used to connect to cameras. The PoE power supply standard is IEEE 802.3af/at, and you are recommended to use a CAT5 or better Ethernet cable to connect to PoE powered device. Tips When the port is in **Normal Mode** (default), the power supply distance is up to 100 meters. When the port is in **Long-range Mode**, the power supply distance is up to 250 meters.
LAN	10/100 Mbps auto-negotiation LAN port. Used to connect to such devices as the router and switch.
AUDIO IN	Audio input port. Used to connect to the audio input devices, such as pickups.
AUDIO OUT	Audio output port. Used to connect to audio output devices, such as active speakers.
HDMI	HDMI port. Connect your monitor or TV to this port using an HDMI cable for audio and video output.
VGA	VGA port. Connect your monitor to this port using a VGA cable for video output.
USB	USB 2.0 port. Used to connect to such devices as a mouse and a USB storage device.

1. Install the HDD

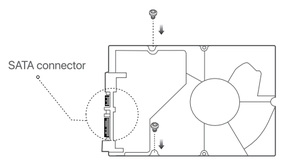
The N3L-4H of the NVR is taken as an example here.
This product does not include any HDD. Please prepare it by yourself. You are recommended to use the HDD dedicated for surveillance. You may need a screwdriver. Please prepare it by yourself.

Note
When installing or replacing the HDD, please cut off the power supply of the NVR, otherwise the HDD may not be detected or even be damaged.

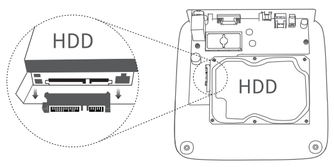
❶ Unfasten the screws on the bottom, then remove the cover of the NVR. Reserve the screws for later use.



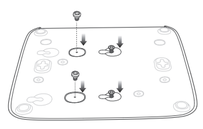
❷ Take out 2 screws from the NVR installation package, and screw them into the two screw holes closest to the SATA connector. Reserve about 2 mm between the screw head and the HDD for subsequent installation.



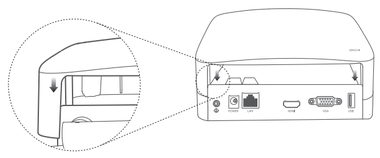
❸ Align the SATA connector of the HDD with the SATA slot on the motherboard of the NVR, and then insert the HDD into the slot until it is tightly fixed.

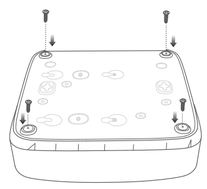


❹ Take out the remaining screws from the NVR installation package, and screw them into the HDD screw holes to fix the HDD.



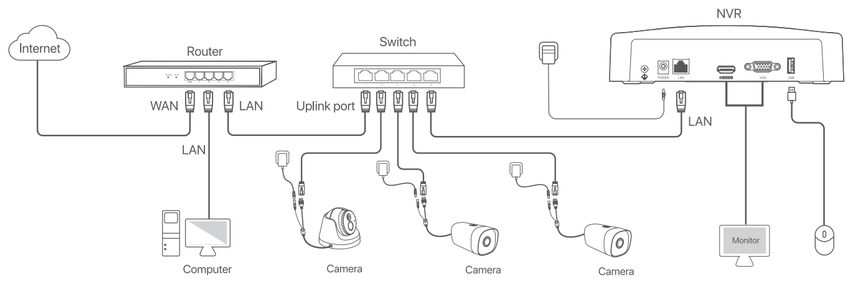
❺ Mounting the cover with the previously removed screws.



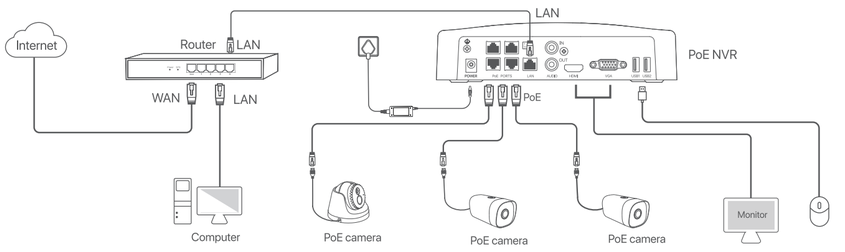


2. Connect the device

Ordinary NVR topology (The N3L-4H of the NVR is taken as an example here.)



PoE NVR topology (The N6P-4H of the NVR is taken as an example here.)



3. Basic configuration

▪ Local management

Startup

Note
Use the included power adapter to power on the NVR. Abnormal power supply will cause the NVR to not work properly, or even the NVR may be damaged.

Connect the included power adapter to the power port of the NVR, and plug the power adapter into the power socket to start up the NVR.

Shutdown

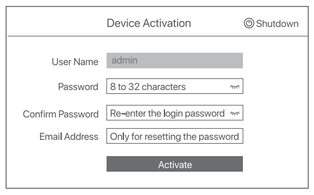
Note
Do not directly cut off the power supply of the NVR to force a shutdown; otherwise, the HDD may be damaged, videos may be lost, or even the NVR may be damaged.

After connecting the mouse and monitor to the NVR, perform the following settings on the NVR's web UI (exit the Full Screen interface):
Click ⏻ in the upper right corner, click **Shutdown**, and then click **OK**. **When The Device is Shut Down. Please Cut Off the Power** appears on the screen, unplug the power adapter of the NVR.

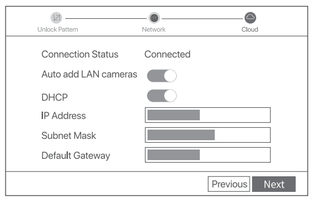
Quick setup

After connecting the mouse and monitor to the NVR, you can perform quick setup. The web UI of the NVR may vary depending on different models. The actual web UI prevails. The N3L-4H of the NVR is taken as an example here.

❶ Set **Password**, enter your **Email Address**, then click **Activate**.

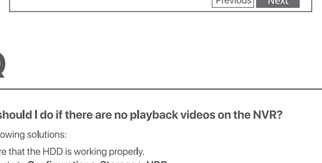


❷ If you want to use a pattern to unlock the web UI, please draw an unlock pattern. Otherwise, click **Do Not Use Unlock Pattern** and skip to step ❸ .



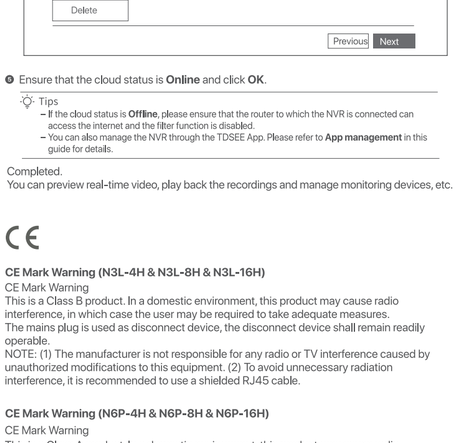
❸ Ensure that the connection status is **Connected**, and enable or disable the **Auto add LAN cameras** function as required.
– If you want to automatically add cameras on the LAN side of the NVR, click **Next**. Skip to step ❺.
– If you want to manually add cameras on the LAN side of the NVR, you can disable the **Auto add LAN cameras** function, and click **Next**.

Tips
If the connection status is **Disconnected**, try the following solutions:
– Ensure that the LAN port connection of the NVR is normal.
– Ensure that the DHCP server function of the router to which the NVR is connected is enabled.



❹ Add the camera.
Select the camera that you want to add to the **Online Camera** list, and click **Add**. When the cameras appear in the **Added Camera** list and the status is **Online**, click **Next**.

Tips
– Ensure that the IP address of the camera that you want to add and the IP address of the NVR are in the same network segment.
– If the camera that you want to add is activated and the user name a nd password are different from those of the NVR, click ⊕ , enter the relevant information, and click **Add**.



❺ Ensure that the cloud status is **Online** and click **OK**.

Tips
– If the cloud status is **Offline**, please ensure that the router to which the NVR is connected can access the internet and the filter function is disabled.
– You can also manage the NVR through the TDSEE App. Please refer to **App management** in this guide for details.

Completed.
You can preview real-time video, play back the recordings and manage monitoring devices, etc.

▪ Web management

These series of NVRs can be managed on the web UI.

Activate

If the NVR is not activated, you can activate it through the web UI. When the activation is completed, you can directly enter the **Live View** page.

❶ Connect the computer to the switch or router that is connected to the NVR.
❷ Set the IP address of the computer to an unused one belonging to the same network segment as the IP address of the NVR but different from the IP address of the NVR.
The default login IP address of the NVR is **192.168.1.254**, and the **DHCP** function is enabled. If there is a DHCP server in the network, the IP address of the NVR may be changed. Please refer to the actual IP address assigned to the NVR by the DHCP server.

❸ Start a browser and enter the IP address of the NVR in the address bar. Set **Password,** enter your **Email Address**, and click **Activate**.

Settings completed. You can enter the web UI of the NVR to preview real-time video or configure the NVR as required.

Log in to web UI

❶ Refer to the steps ❶ to ❷ in the **Activate** section to connect to the computer and set its IP address.
❷ Start a browser and enter the IP address of the NVR in the address bar. Enter the **Login User Name** and **Login Password**, then click **Login**.

After successfully logging in to the web UI of the NVR, you can preview real-time video, play back the recordings or configure the NVR as required.

App management

After the cloud service of the NVR is enabled and the cloud status is online, you can add and manage the NVR through the TDSEE App.

❶ Download the TDSEE App.
After the mobile phone is connected to the internet successfully, download and install the **TDSEE** onto your mobile phone by scanning the QR code or by searching for **TDSEE** in the Google Play or App Store.

QR Code Or GET IT ON Google Play Download on the App Store

❷ Ensure that the NVR is powered on and working properly.
❸ Run the **TDSEE** App and follow the instructions to complete user registration. Enter the **Home** page, then tap **Add a device** or ⊞ in the upper right corner of the home page.

Note
To ensure that the login password of the NVR can be reset through the TDSEE App, please register using the email address you used to activate the NVR.

❹ Scan the QR code on the label at the bottom of the NVR or scan the QR code on the **Cloud Service** page, then follow the instructions in the App.

After adding the NVR, you can remotely preview real-time video, play back the recordings and check alarm messages through the TDSEE App.

FAQ

Q1. What should I do if there are no playback videos on the NVR?

A1. Try the following solutions:
— Ensure that the HDD is working properly.
Navigate to **Configuration > Storage > HDD:**
- If the HDD is not detected, please shut down the NVR first, reinstall the HDD and start up the NVR.
- If the HDD is under abnormal status, please shut down the NVR first, reinstall the HDD and start up the NVR. If the problem persists, please format the HDD.
- If the formatting fails, please shut down the NVR first, replace the HDD and start up the NVR.

— Ensure that the recording plan is proper.
Navigate to **Configuration > Storage > Schedule**, and ensure that:
- The channel recording schedule is enabled.
- The recording time and recording type have been set properly. If not, please set and save them according to the actual situation.

Q2. What should I do if the TDSEE App fails to add the NVR?

A2. Try the following solutions:
Navigate to **Configuration > Network** > **Cloud Service** of the NVR to ensure that the cloud service function is enabled.
— If **Cloud Status** is **Online**, please ensure that the mobile phone (with the App installed) is connected to the internet.
— If **Cloud Status** is **Offline**, try the following solutions:
- Navigate to **Configuration > Network > Internet** to ensure that the internet parameters configuration is correct.
- Ensure that the LAN port of the NVR is correctly connected to the peer side (switch or router).
- Ensure that the router in the network is connected to the internet and the filter function is enabled (such as MAC filter, blacklist, etc.).
- Ensure that the DHCP server function of the router in the network is enabled.

Q3: What should I do if there is no image display on the video recorder channel?

A3: Navigate to **Configuration > Channel> Camera** of the NVR, find the **Added Camera**, and check the camera status of the channel.
— If the camera status of the channel is **Online**, navigate to **Configuration > Channel> Image** of the NVR, and ensure that the **Brightness** and **Contrast** under the **Image Parameters** are not both 0.
— If the camera status of the channel is **Error**, please hover the mouse ⓘ to check the exception reason, and try the following solutions:
- If the exception reason is **Incorrect user name or password**, please click ✎ and re-enter the login user name and password.
- If the exception reason is **Disconnected**, ensure that the connection between the NVR and the camera is normal, and the Ethernet cable is not loose.
- Delete the camera and add it again.
- Power off the camera and restart it.
- Reset the camera, and then add it again.

CE Mark Warning (N3L-4H & N3L-8H & N3L-16H)
CE Mark Warning
This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
The mains plug is used as disconnect device, the disconnect device shall remain readily operable.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

CE Mark Warning (N6P-4H & N6P-8H & N6P-16H)
CE Mark Warning
This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
The mains plug is used as disconnect device, the disconnect device shall remain readily operable.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

Caution (N6P-4H)
Adapter Model: BN031-A65051
Input: 100-240V AC 50/60Hz 1.5A
Output: 51.0V DC, 1.25A
Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
⎓ : DC Voltage

Caution (N6P-8H & N6P-16H)
Adapter Model: 2AAL090R
Input: 100-240V AC, 50/60Hz 1.5A
Output: 48V DC, 1.875A
Manufacture: CHANNEL WELL TECHNOLOGY CO., LTD.
⎓ : DC Voltage

Caution (N3L-4H & N3L-8H & N3L-16H)
Adapter Model: BN026-A24012E, BN026-A24012B
Input: 100-240V AC, 50/60Hz 0.7A
Output: 12V DC, 2A
Manufacture: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.
⎓ : DC Voltage

FCC Statement (N3L-4H & N3L-8H & N3L-16H)
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
— Reorient or relocate the receiving antenna.
— Increase the separation between the equipment and receiver.
— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
— Consult the dealer or an experienced radio/TV technician for help.
Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Caution!
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

FCC Statement (N6P-4H & N6P-8H & N6P-16H)
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Caution!
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

RECYCLING
This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.
User has the choice to give his product to a competent recycling organization or to the retailer when he buys new electrical or electronic equipment.

Temperature: 0°C–40°C
Humidity: (10 – 90) %RH, non-condensing

Technical Support
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