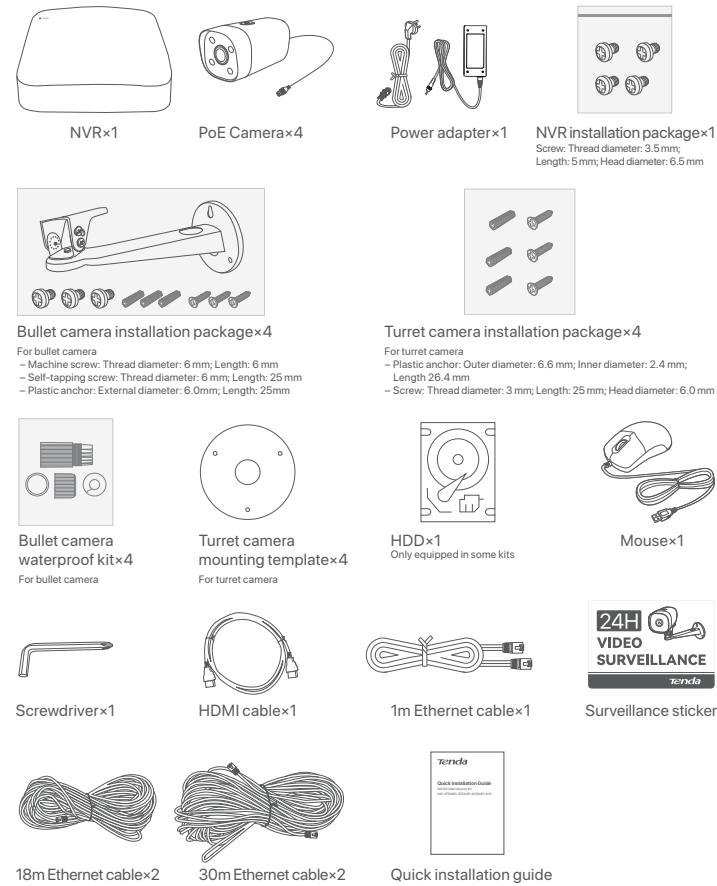# Tenda

Quick Installation Guide

PoE HD Video Security Kit

K4P-4TR/K8P-4TR/K4P-4CR/K8P-4CR

Package contents

The PoE HD Video Security Kit with 4 Cameras is taken as an example here. The actual product prevails.
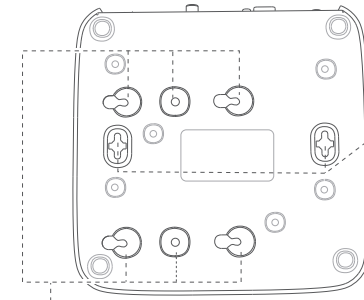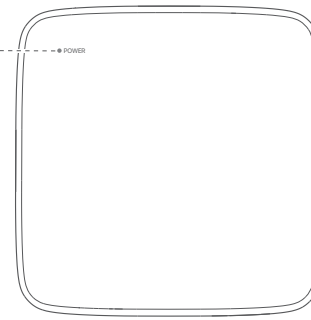
NVR×1   PoE Camera×4   Power adapter×1   NVR installation package×1
Screw: Thread diameter: 3.5 mm;
Length: 5 mm; Head diameter: 6.5 mm

Bullet camera installation package×4
For bullet camera
– Machine screw: Thread diameter: 6 mm; Length: 6 mm
– Self-tapping screw: Thread diameter: 6 mm; Length: 25 mm
– Plastic anchor: External diameter: 6.0mm; Length: 25mm

Turret camera installation package×4
For turret camera
– Plastic anchor: Outer diameter: 6.6 mm; Inner diameter: 2.4 mm;
Length 26.4 mm
– Screw: Thread diameter: 3 mm; Length: 25 mm; Head diameter: 6.0 mm

Bullet camera waterproof kit×4
For bullet camera

Turret camera mounting template×4
For turret camera

HDD×1
Only equipped in some kits

Mouse×1

Screwdriver×1   HDMI cable×1   1m Ethernet cable×1   **24H VIDEO SURVEILLANCE** Surveillance sticker

18m Ethernet cable×2   30m Ethernet cable×2   Quick installation guide

Appearance

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

LED indicator
- Solid blue: Initializing.
- Solid green: NVR recording.
- Blinking green: NVR working properly but not recording.
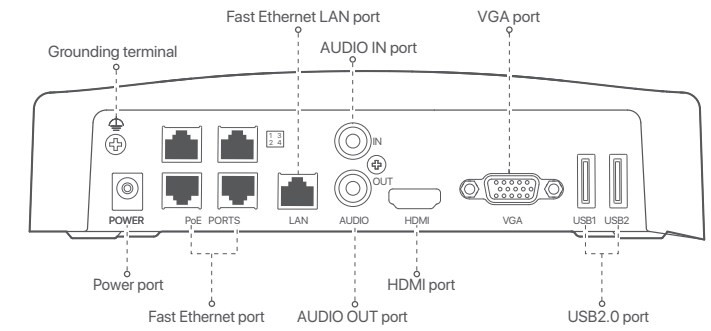- Solid red: NVR faulty (LAN port disconnected, or HDD faulty).

Fast Ethernet LAN port   VGA port
Grounding terminal   AUDIO IN port
Power port
Fast Ethernet port   AUDIO OUT port   HDMI port   USB2.0 port

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	Fast Ethernet port, which supports IEEE 802.3af/at PoE power supply. Used to connect to cameras. **Tips** – Recommended Ethernet cable: CAT 5 or better. – Power supply distance: ▪ Normal Mode (default): Up to 100m ▪ Long-range Mode: Up to 250m
LAN	Fast Ethernet 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.

Wall mounting holes
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: Thread diameter: 3 mm; Length: 14 mm; Head diameter: 5.2 mm

HDD screw holes

Camera

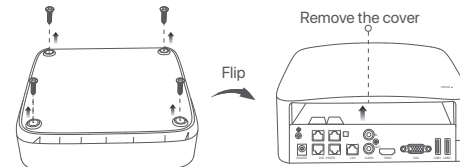| Item	Description
①	**Direction arrow.** When the arrow is at 12 o'clock position, the monitoring direction is the positive direction.
②	Microphone.
③	**Ethernet port, 10/100 Mbps auto-negotiation.** The camera supports the IEEE 802.3af standard, this port can be connected to the PoE port of a PoE power sourcing equipment for power supply.
④	Screw hole for pendant mounting.
⑤	Screw hole for wall mounting

❶ Install the HDD

If the kit does not include any HDD, please prepare it by yourself. You are recommended to use the HDD dedicated for surveillance.
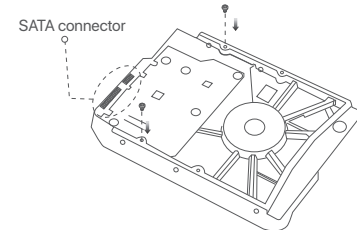
Tips
When installing or replacing the HDD, please cut off the power supply of the NVR first; otherwise, the HDD may not be detected or even be damaged.
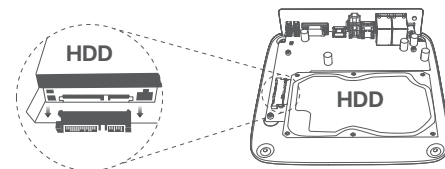
1. Use a screwdriver to unfasten the screws, then remove the cover of the NVR. Reserve the screws for later use.
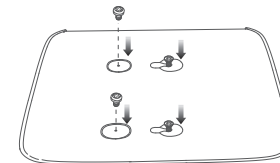
Flip   Remove the cover

2. 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.
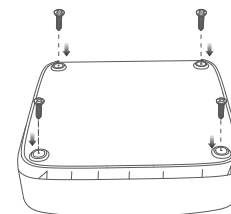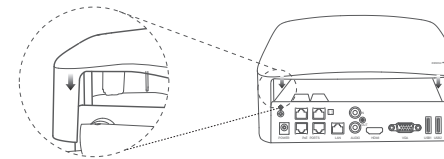
SATA connector

3. 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.

HDD
HDD

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

5. Mount the cover with the previously removed screws.
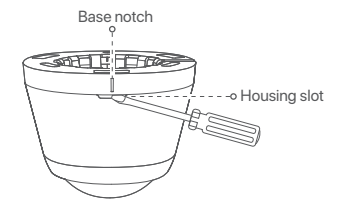
❷ Install the camera

Tips
- Please make sure the wall or the ceiling is strong enough to withstand three times the weight of the camera.
- You may need to prepare a hammer drill, a drill bit, a rubber hammer, a screwdriver, and a ladder for the installation.
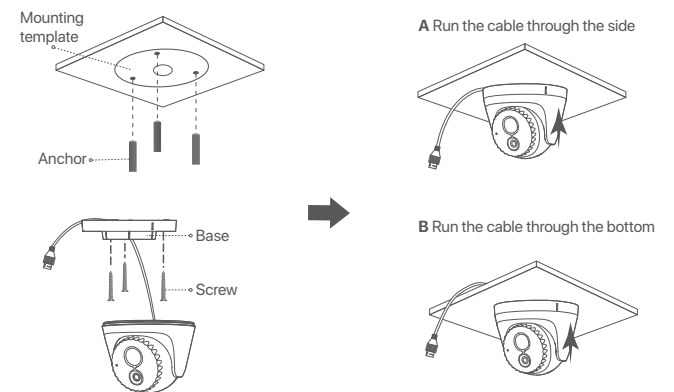
Turret camera

Remove the base

Rotate the body of the camera, align the housing slot with any base notch, and then use a screwdriver to pry the housing at the slot to remove the base.
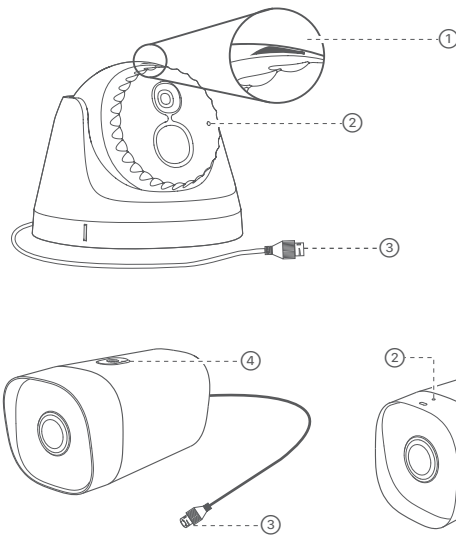
Base notch   Housing slot

Fix the camera

The camera supports ceiling and wall mounting. The ceiling mounting is taken as an example here.

Mounting template   **A** Run the cable through the side

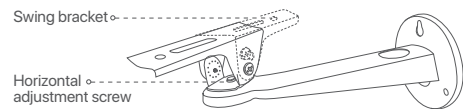Anchor   Base   Screw   **B** Run the cable through the bottom
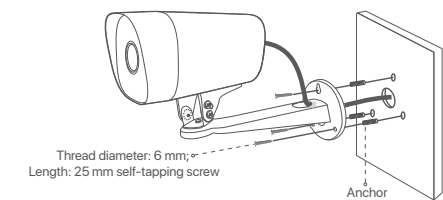
Bullet camera

Fix the camera

The camera supports wall and pendant mounting. The mounting bracket of wall mounting is included in the package. If you want to install the camera by pendant mounting, please purchase the bracket by yourself.

The wall mounting is taken as an example here.

1. Unfasten the horizontal adjustment screw on the bottom, rotate the swing bracket to a suitable angle, and then fasten the screw.

Swing bracket
Horizontal adjustment screw

2. Fix the camera (Running the cable through the wall is taken as an example)

Thread diameter: 6 mm;
Length: 25 mm self-tapping screw
Anchor

Install the waterproof kit

Install the waterproof kit and wrap the end with waterproof tape for the Ethernet port as required.

☼ Tips
The included waterproof kit is not suitable for the Ethernet cable with protection cover on the crystal head. See the example on the right.

Please follow the steps below to install the waterproof kit when the Ethernet port of the camera is connected to an Ethernet cable.
1. Put the O-ring on the Ethernet port of the camera.
2. Pass the Ethernet cable through the fixed nut, the waterproof ring and the waterproof jacket in sequence.
3. Rotate to fix the waterproof jacket to the Ethernet port of the camera, insert the waterproof ring into the waterproof jacket and fasten the fixed nut.

Waterproof ring
(Insert it into the waterproof jacket)

Ethernet port

fixed nut

Ethernet cable   Waterproof jacket
(Clockwise rotation)   O-ring

Ⅲ Connect the device

The K4P-4TR kit is taken as an example here.
For more configuration details, please scan the QR code of the **Get Support and Services** in this guide to see the quick installation guide.

Internet
Router LAN
Ethernet cable
WAN LAN
LAN
Computer
PoE
PoE NVR
HDMI cable or VGA cable
Monitor
PoE camera PoE camera PoE camera PoE camera

Get Support and Services

For technical specifications, user guides and more information, please visit the product page or service page on **www.tendacn.com**. Multiple languages are available.

You can see the product name and model on the product label.

https://www.tendacn.com/service/default.html

Safety Precautions

Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
- The NVR is only suitable for mounting at heights ≤ 2m; The camera is suitable for mounting at heights >2m
- For desktop mounting, the NVR must be horizontally mounted for safe use.
- PoE power supply does not meet the LPS, connect the power supply products must meet the fire shell requirements.
- Please use the included power adapter.
- Mains plug is used as the disconnect device, and shall remain readily operable.
- The power socket shall be installed near the device and easily accessible.
- Operating temperature:
  Power adapter: 0℃ - 40℃.
  N6P-4H & N6P-8H: 0℃ - 40℃.
  IC7: -10℃ - 50℃.
  IT7: -20℃ - 60℃.
- Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
- Do not use the power adapter if its plug or cord is damaged.
- If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
For latest safety precautions, see **Safety and Regulatory Information** on **www.tendacn.com**.

Ⅳ Basic configuration

Local Management

Startup

☼ Tips
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

☼ Tips
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 the mouse and monitor are connected to the NVR, you can perform the following settings on the NVR's GUI (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.

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.

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

GET IT ON
Google Play
or
Available on the
App Store
⇨
Tenda WiFi

2. Ensure that the NVR is powered on and working properly.
3. Run the **TDSEE** App and follow the instructions to complete user registration. Enter the homepage, then tap **Add a device** or ⊕ in the upper right corner of the homepage.

☼ Tips
To ensure that the login password of the NVR can be reset through the TDSEE App, register with the reserved email address when activating the NVR.

4. 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 the NVR is added, you can remotely preview real-time videos, play back the recordings and check alarm messages through the TDSEE App.

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 need to log in again.

1. Connect the computer to the switch or router that is connected to the NVR.
2. 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**, please set the IP address of the computer to 192.168.1.X (X indicates 2 to 253, and is unused by other devices).

3. Launch a browser and enter the default IP address 192.168.1.254 of the NVR in the address bar. Set **Password**, enter your **Email Address**, and click **Activate**.

☼ Tips
The NVR supports HTTPS login. When you access its web UI, the browser may prompt that the web address is not secure, just ignore it and continue.

Done. You can re-enter the web UI of the NVR to preview real-time videos or configure the NVR as required.

The DHCP function of the NVR 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.

Log in to web UI

Refer to step **1** to **3** in **Activate** to operate.

FAQ

Q1. What should I do if the NVR cannot find the camera?
Q2. Try the following solutions:
- – The camera needs a period to start. Please wait about 120s after the camera is connected to the PoE port of the NVR through the Ethernet cable.
- – Ensure the camera is connected to the PoE port of the NVR properly.
  Navigate to **Configuration** > **Network Configuration** > **PoE Configuration** to check the port status of the NVR. If the icon of the port status is gray and the output power is 0.0W, it indicates that the camera connection is abnormal or no power is supplied to the camera. Please re-plug or replace the Ethernet cable.
- – If the problem persists, please contact Tenda technical support.

Q2. What should I do if the GUI preview is normal, but no recordings during playback?
A2. Enter the **Live View** page to view whether a recording icon ⌧ is displayed in the upper right corner of the channel.
If no recording icon is displayed in the upper right corner of the channel, try the following solutions:
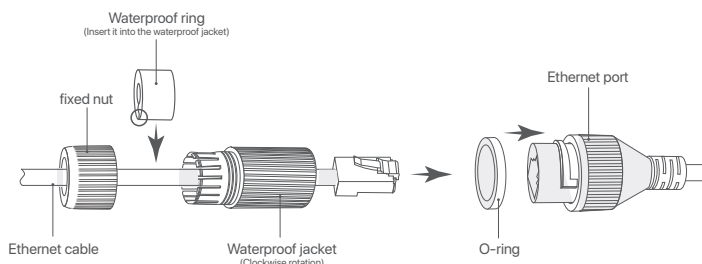- – If the HDD is not installed inside the NVR, please install it first.
- – Navigate to **Configuration** > **Storage** > **HDD** to check whether the HDD is normal. If the status of the HDD is abnormal, please shut down the NVR first, then remove the cover and unplug and re-plug the HDD. If the problem persists, please format or replace the HDD.
- – Navigate to **Configuration** > **Storage** > **Schedule** to check that the recording function is enabled, and the recording mode and time are set correctly.
If a recording icon is displayed in the upper right corner of the channel, please try the following solutions:
- – Navigate to **Configuration** > **System** > **Time** to ensure that the system time of the NVR is accurate.
- – Navigate to **Configuration** > **Storage** > **HDD** to check whether the HDD space is full. By default, the Overwrite function is enabled. If the HDD space is full, the oldest recording files will be overwritten.

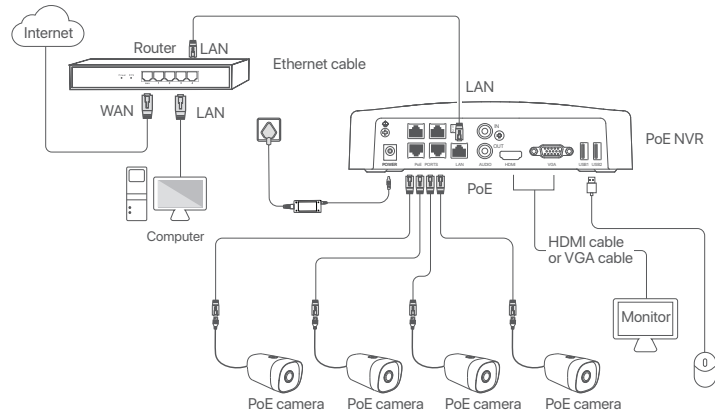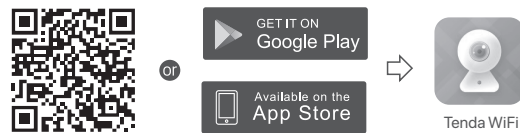**Q3. What should I do if the TDSEE App fails to add the NVR?**
A3. Try the following solutions:
Navigate to **Configuration** > **Network** > **Cloud Service** of the NVR to ensure that the cloud service function is enabled.
- – If **Cloud Status** is **Online**, please ensure that the mobile phone (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 and blacklist).
  • Ensure that the DHCP server function of the router in the network is enabled.

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.

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.

Declaration of Conformity

Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the device is in compliance with Directive 2014/35/EU and 2014/30/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.tendacn.com/download/list-9.html

FCC Statement

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 a new electrical or electronic equipment.