

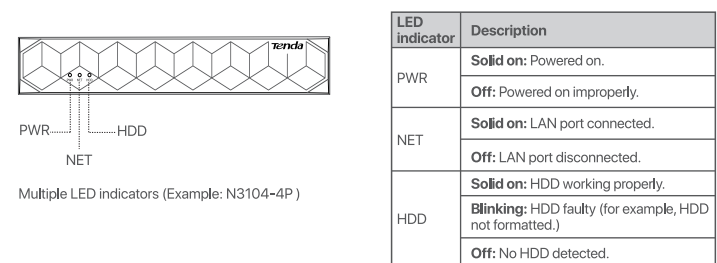
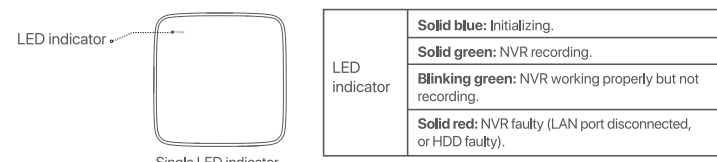
# Quick Installation Guide

HD Network Video Recorder  
 N3L-4H/N3L-8H/N3L-16H/N6P-4H/N6P-8H/  
 N6P-16H/N3104/N3108/N3116/N3104-4P/  
 N3108-8P/N3116-8P

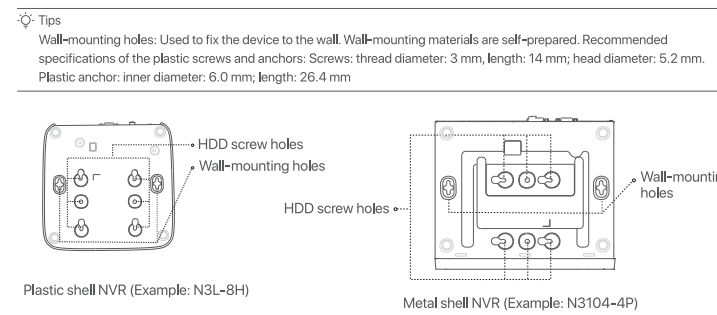
## Appearance

These series of NVRs include plastic shell NVR and metal shell NVR.

### LED indicator



### Bottom panel



### Package contents

- NVR x 1
- Power adapter x 1
- Mouse x 1
- Installation package x 1 (Screw: thread diameter: 3.5 mm, length: 5 mm; head diameter: 6.5 mm)
- Quick installation guide

## Install the HDD

The appearance NVRs may vary with models. The following information is only for reference. Please install the HDD matching the model you actually purchased. This product does not include any HDD, and the HDD dedicated for surveillance is recommended. You may need a screwdriver during installation. Please prepare it by yourself.

**Tips**  
 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.

- Use a screwdriver to unfasten the screws, then remove the cover of the NVR. Reserve the screws for later use.
- 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.
- Mount the cover with the previously removed screws.

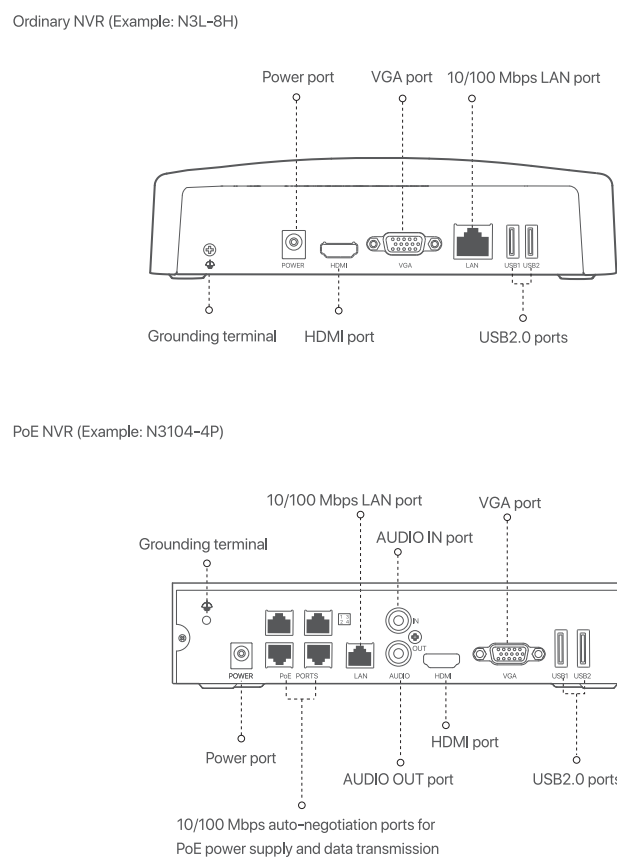
**Tips**  
 Do not directly cut off the power supply of the NVR to force a shutdown; otherwise, the HDD may be damaged, videos may be lost, or even the NVR may be damaged.

After connecting the mouse and monitor to the NVR, 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** **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.

- 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 screws head and the HDD for subsequent installation.
- Take out the remaining screws from the NVR installation package, and screw them into the HDD screw holes to fix the HDD.

### Rear panel



Port	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 such 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 or TV 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.

## Connect the device

**Ordinary NVR topology (Example: N3L-8H)**

**Tips**  
 If the camera you want to add has been connected to the switch or router that is connected to the LAN part of the NVR, please ensure that the IP address of the camera and the NVR are in the same network segment.

**PoE NVR topology (Example: N3104-4P)**

**Tips**  
 If the camera you want to add has been connected to the PoE port of the NVR, please ensure that the DHCP function of the camera is enabled.

## Basic configuration

### Local management

#### Startup

**Tips**  
 Use the included power adapter to power on the NVR. The NVR may fail to work normally or even be damaged due to abnormal power supply.

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 connecting the mouse and monitor to the NVR, 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** **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.

- Download the TDSEE App. After the smartphone 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.

- Ensure that the NVR is powered on and working properly.

- 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.
 

**Tips**  
 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.
- 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 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.

- Connect the computer to the switch or router that is connected to the NVR.
- Set the IP address of the computer to an unused one belonging to the same network segment as the default 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).
- 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 management page, 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.

## Get support and services

For technical specifications, user guides and more information, please visit the product page or service page on [www.tendacn.com](http://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>



**CE Mark Warning**  
 This is a Class B product. (N3L-4H & N3L-8H & N3L-16H & N3104 & N3108 & N3116)  
 This is a Class A product. (N6P-4H/N6P-8H/N6P-16H/N3104-4P/N3108-8P/N3116-8P)  
 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 directives 2014/53/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**  
 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.

**N3L-4H & N3L-8H & N3L-16H & N3104 & N3108 & N3116**  
 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.

**N6P-4H/N6P-8H/N6P-16H/N3104-4P/N3108-8P/N3116-8P**  
 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.



**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.

## 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 device is for indoor usage only.
  - For wall mounting, the device is only suitable for mounting at heights ≤ 2m.
  - For desktop mounting, the device must be horizontally mounted for safe use.
  - The 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.
  - 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.
  - Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
  - Please use the included power adapter.
  - Operating temperature: 0°C - 40°C.
  - Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
  - 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.
  - For latest safety precautions, see **Safety and Regulatory Information** on [www.tendacn.com](http://www.tendacn.com).

## FAQ

- Q1. What should I do if there are no playback videos on the NVR?**
- A1.**
- Ensure that the HDD is working properly. Navigate to **Configuration > Storage > HDD**:
    - If the HDD is not detected, shut down the NVR first, reinstall the HDD and start up the NVR.
    - If the HDD is abnormal, shut down the NVR first, reinstall the HDD and start up the NVR. If the problem persists, format the HDD.
    - If the formatting fails, 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, set and save them as required.
- Q2. What should I do if the TDSEE App fails to add the NVR?**
- A2.** Navigate to **Configuration > Network > Cloud Service** of the NVR to ensure that the cloud service function is enabled.
- If **Cloud Status** is **Online**, 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 is connected to the internet and the filter function is disabled (such as MAC filter and blacklist).
    - Ensure that the DHCP server function of the router is enabled.

- Q3. What should I do if there is no image display on the NVR channel?**
- A3.** Navigate to **Configuration > Channel**: **Camera** of the GUI of the NVR, find Added Camera, and check the camera status of the channel.
- If the camera status of the channel is **Online**, navigate to **Configuration > Channel > Image**, and ensure that the **Brightness** and **Contrast** under the **Image Parameters** are not both 0.
  - If the camera status of the channel is **Error**, hover the mouse over to check the exception reason, and try the following solutions:
    - If the exception reason is **Incorrect user name or password**, 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 or reset the camera and add it again.
    - Power off the camera and restart it.
- Q4. What should I do if the NVR cannot find the camera?**
- A4:** If the NVR supports PoE port, and the camera has been connected to the PoE port of the NVR, try the following solutions:
- Connect the computer and the camera to the same network, and enable DHCP function of the camera (through client management tool, such as ONVIF Device Manager or Web UI of the camera for configuration).
  - If the camera is a third-party camera, ensure that the camera supports ONVIF, and ONVIF is enabled, and an administrator with the username admin has been added to the user list.
- If the camera has been connected to the LAN side of the NVR, try the following solutions:
- Ensure that the camera is working properly, and the camera is connected properly to the switch or router that is connected to the NVR, and the Ethernet cable is tight.
  - Ensure that the IP address of the camera is in the same network segment as the LAN IP address of the NVR (through client management tool, such as ONVIF Device Manager or Web UI of the camera for configuration).
  - If the camera is a third-party camera, ensure that the camera supports ONVIF, and ONVIF is enabled, and an administrator with the username admin has been added to the user list.
- If the problem persists, please contact Tenda technical support.



**Technical Support**  
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