Tenda

User Guide

TDSEE App for Network Video Recorder

Shenzhen Tenda Technology Co., Ltd.

Version: v1.0

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Preface

Thank you for choosing Tenda! Please read this user guide before you use the TDSEE App to manage security devices (such as the network video recorder).

Conventions

This user guide applies to Tenda Network Video Recorders (NVR) that can be managed by the TDSEE App. The contained images and UI screenshots are subject to the actual products. N3L-4H is used for illustrations here unless otherwise specified.

Features and parameters in gray indicate that they are not available or cannot be changed under the current configuration.

Operations in this guide are based on iOS. Operations of other operating systems may differ.

The typographical elements that may be found in this document are defined as follows.

Item	Presentation	Example
Cascading menus	>	**System** > **Live Users**
Parameter and value	Bold	Set **User Name** to **Tom**.
Variable	Italic	Format: *XX*:*XX*:*XX*:*XX*:*XX*:*XX*
UI control	Bold	On the **Policy** page, tap the **OK** button.
Message	“ ”	The “Success” message appears.

The symbols that may be found in this document are defined as follows.

Symbol	Meaning
NOTE	This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configurations, loss of data or damage to the device.
TIP	This format is used to highlight a procedure that will save time or resources.

For more documents

If you want to get more documents of the device, visit www.tendacn.com and search for the corresponding product model.

The related documents are listed as below.

Document	Description
Datasheet	It introduces the basic information of the NVR, including product overview, selling points, and specifications.
Quick Installation Guide	It introduces how to set up the NVR quickly for Internet access, including such contents as the installation/setup of the NVR, appearance instructions, and FAQs.
App User Guide	It introduces how to use the TDSEE App to manage NVRs.
GUI and Web User Guide	It introduces how to set up GUI and web functions of the device for more requirements, including all functions on the GUI and web of the device.

Technical Support

If you need more help, contact us by any of the following means. We will be glad to assist you as soon as possible.

Hotline	Global: (86) 755-27657180 Toll Free: Mon - Fri 9 am - 6 pm (China Time Zone) United States: 1-800-570-5892 Toll Free: 7 x 24 hours Canada: 1-888-998-8966 Toll Free: Mon - Fri 9 am - 6 pm PST Hong Kong: 00852-81931998 Toll Free: Mon - Fri 9 am - 6 pm (China Time Zone)	**Email**	support@tenda.com.cn
Website	www.tendacn.com		

Revision History

Tenda is constantly searching for ways to improve its products and documentation. The following table indicates any changes that might have been made since this user guide was introduced.

Version	Date	Description
v1.0	2022-02-16	Original publication.

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Install the TDSEE App

If you already have the **TDSEE** App, please log in.
If you have NOT got one, scan the following **QR code**, or search for **TDSEE** in **Google Play** or **App Store**, download and install it onto your smartphone/tablet.

Or

TDSEE

Login

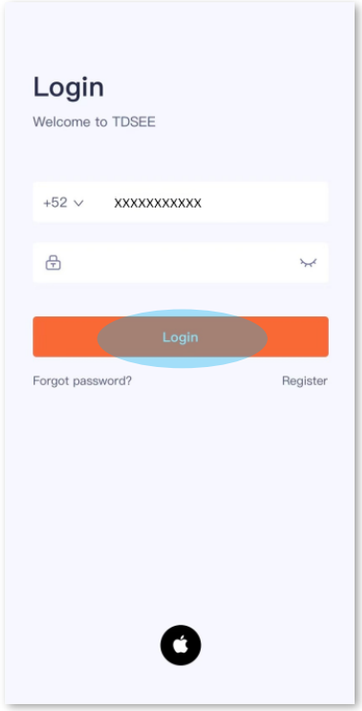
TIP

Ensure that your smart device used for setup, such as a smartphone, can access the Internet.

If you already have a registered account

Step 1 Run the **TDSEE** App.

Step 2 Enter the registered mobile phone number/email address and password, and tap **Login**.



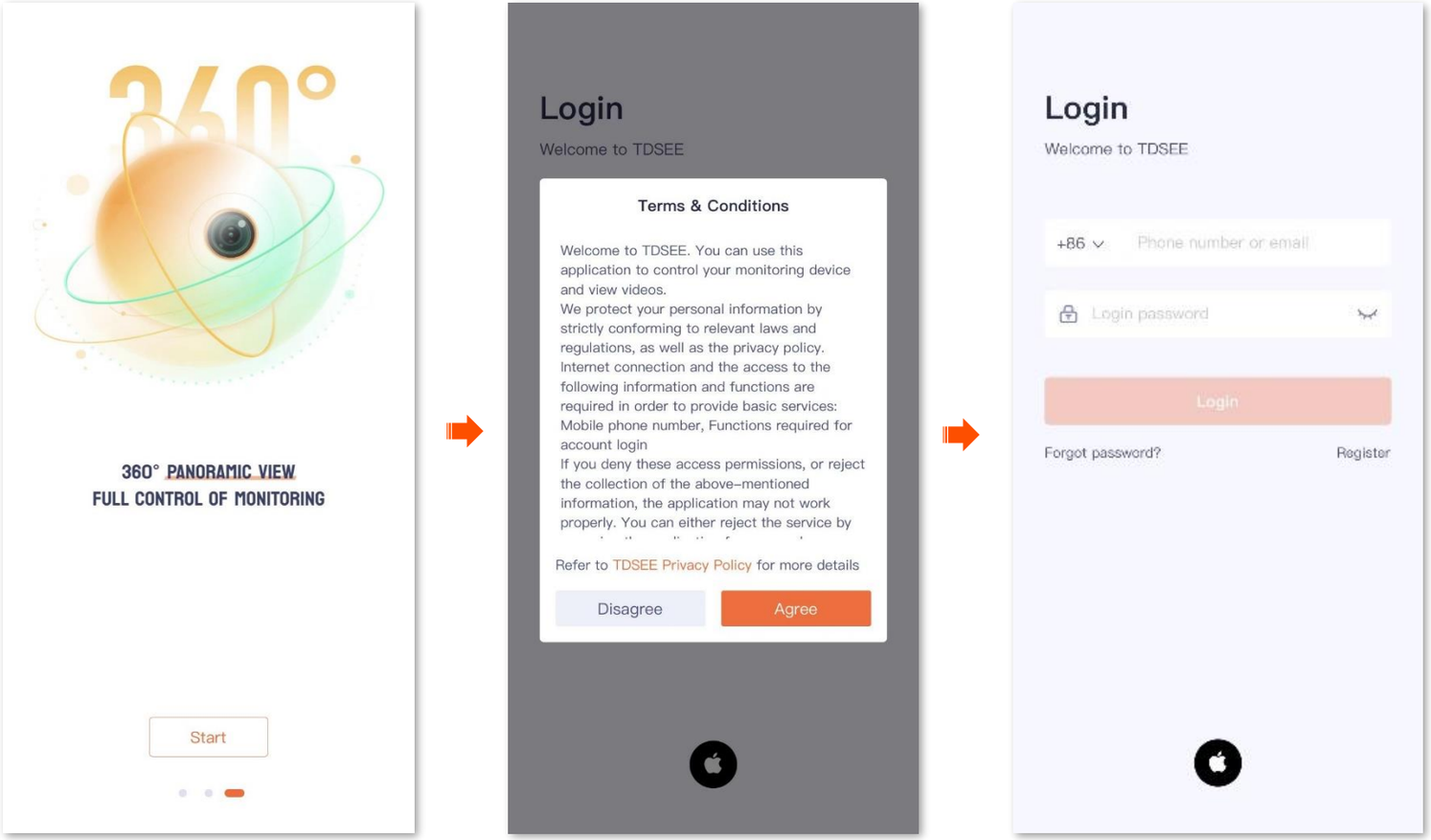
----End

■ If you DO NOT have a registered account (Example: Email Registration)

Step 1 Run the **TDSEE** App.

Step 2 Tap **Start**. After you read the terms and conditions, tap **Agree**.

Step 3 Tap **Register**.



Step 4 Choose the region where you are located. Tap **Email Registration**, enter your email address, and tap **Get Verification Code**.

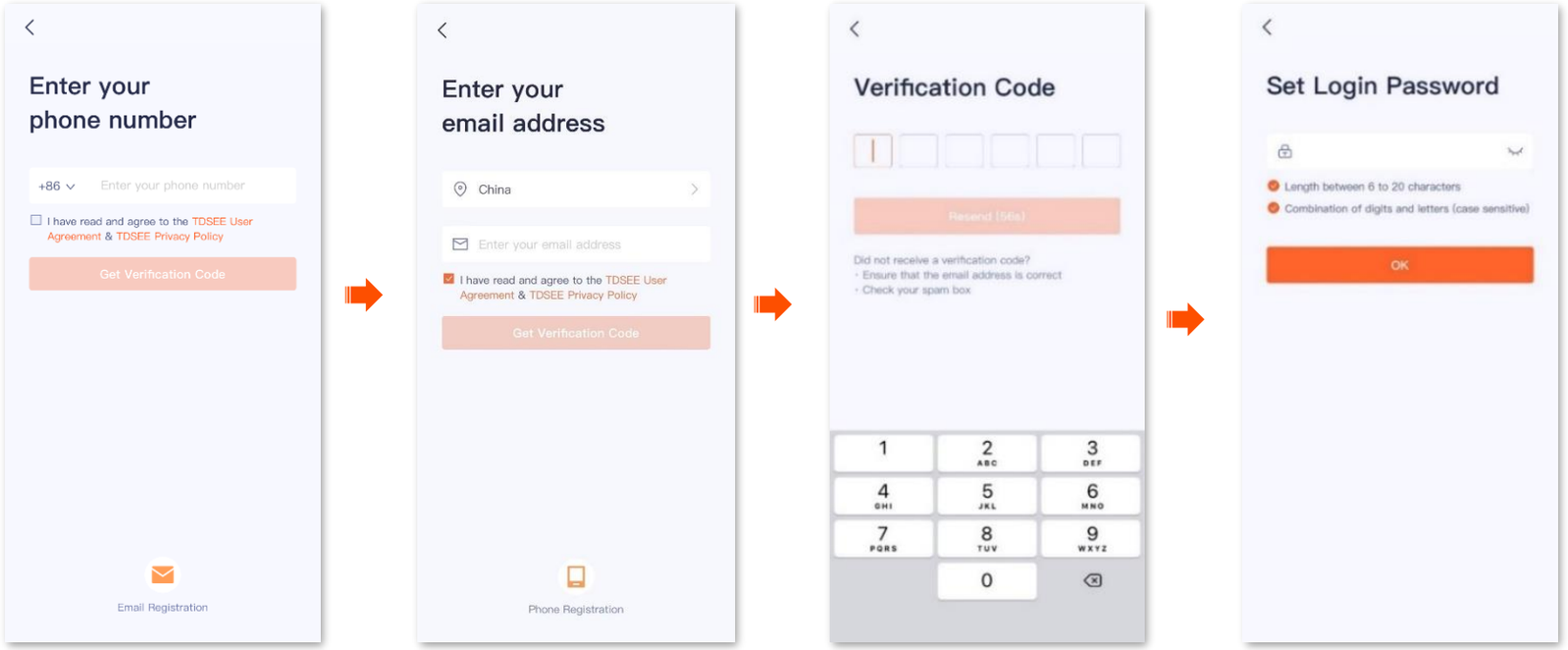
Step 5 Enter the **Verification Code**.

TIP

If you do not receive the verification code:

- Please check your spam box.
- Check if you enter the correct email address.
- Use another email address and try again.

Step 6 Set the login password, and tap **OK**.

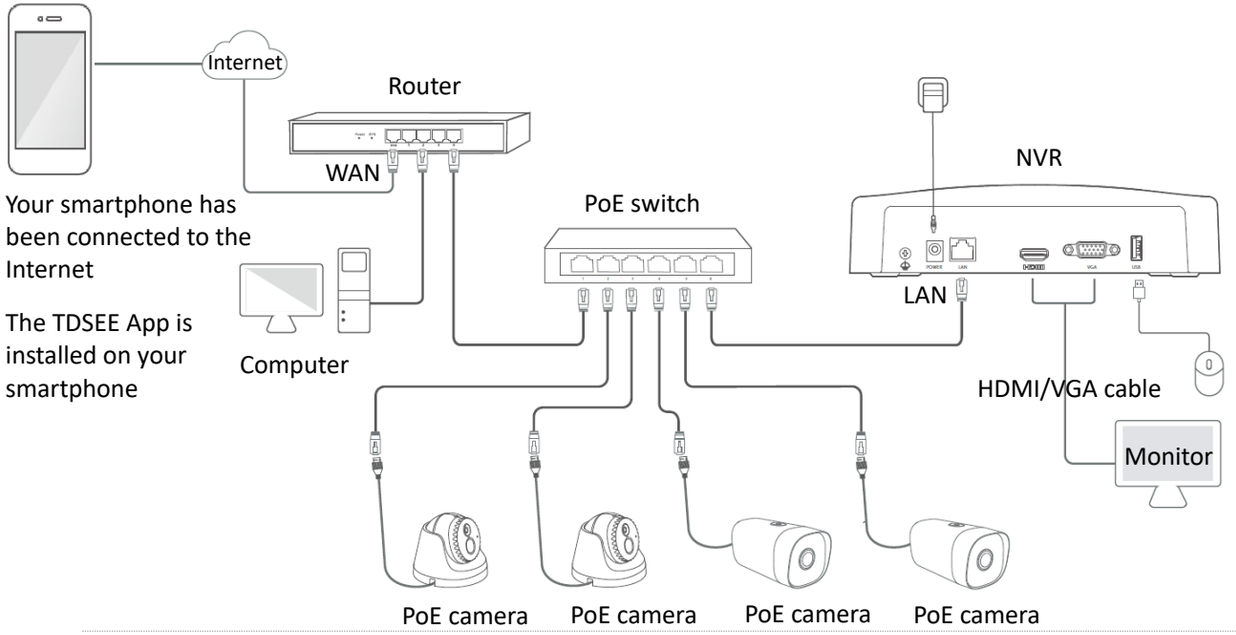


----End

Add an NVR to TDSEE App

Upon your first use or reset of an NVR, please set up the NVR by referring to the NVR's quick installation guide, which can be downloaded from www.tendacn.com.

Assume that you have set up a monitoring network with the NVR, now you want to remotely manage the NVR and monitor the network through TDSEE App.



TIP

Before the camera is added, please ensure that:

- The router is connected to the Internet successfully and the filter function is disabled.
- The NVR is connected to the Internet and the **Cloud Status** is **Online**. You can check the cloud status on the monitor that is connected to the NVR or on the web UI of the NVR.

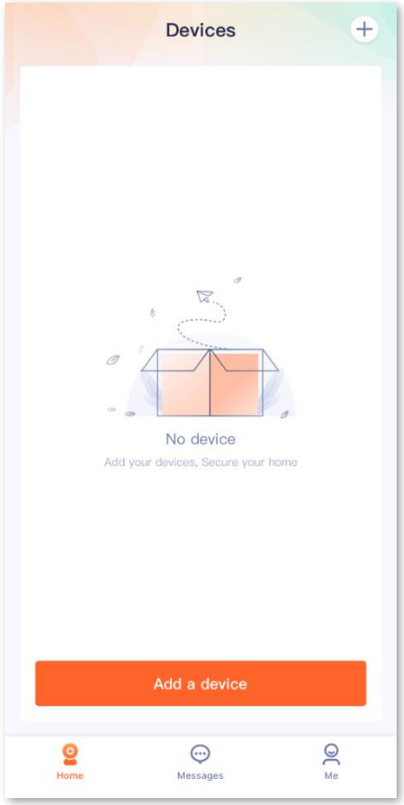
Add an NVR through QR code

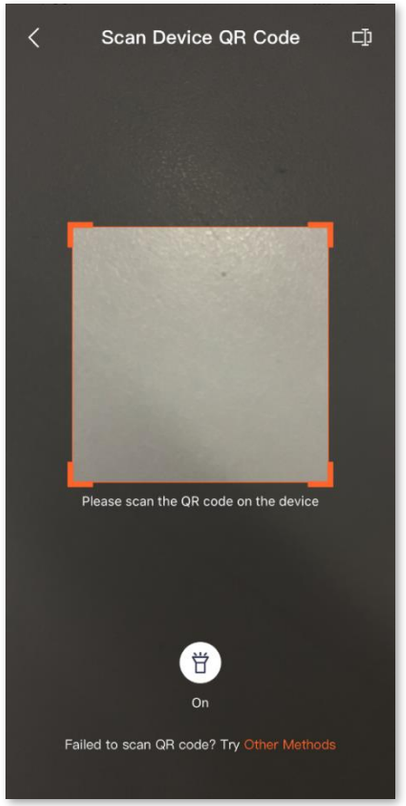
Step 1 Log in to the TDSEE App, enter the **Home** page, and tap **Add a device** or ⊕ in the upper-right corner.

Step 2 Scan the QR code on the label at the bottom of the NVR or scan the QR code on the **Cloud Service** page.

TIP

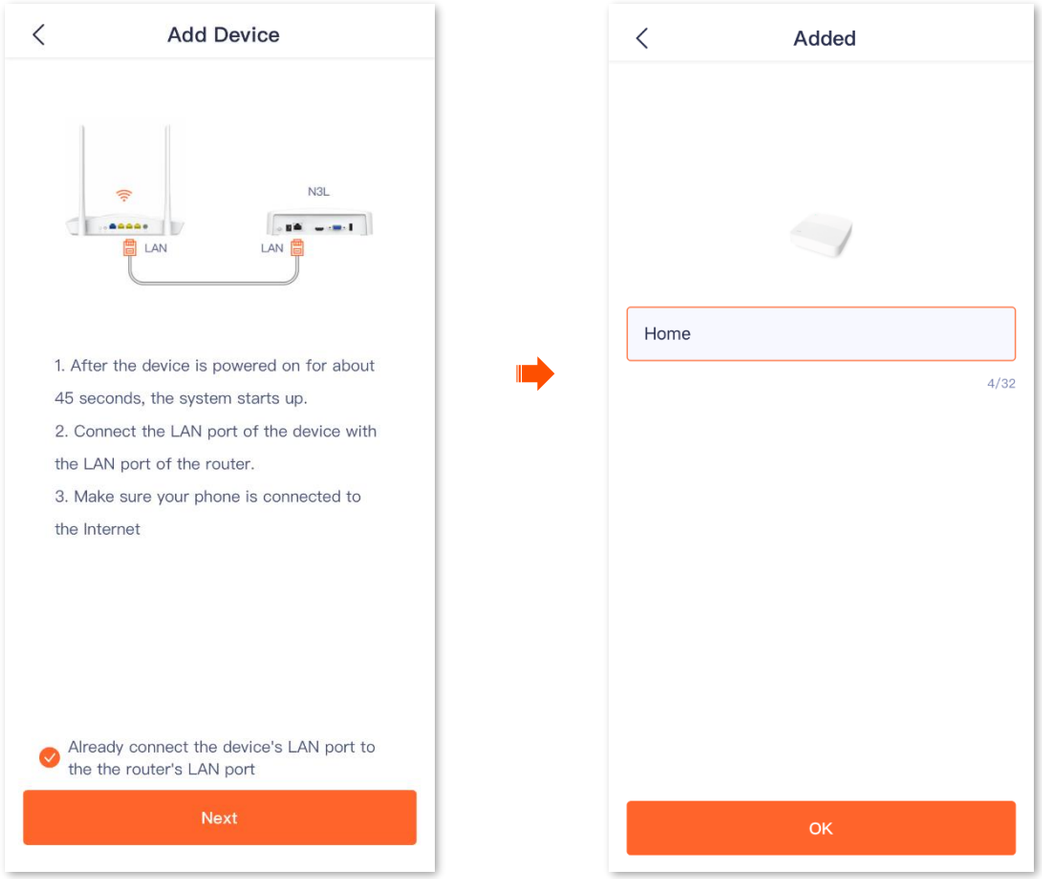
- If a prompt pop up asking for access to the camera of your smartphone, please allow it.
- Enter the **Cloud Service** page through the monitor that is connected to the NVR or on the web UI of the NVR.





Step 3 Confirm and tick **Already connect the device's LAN port to the router's LAN port**, and tap **Next**.

Step 4 (Optional) Name your NVR, which is **Home** in this example, and tap **OK**. Added successfully.



---End

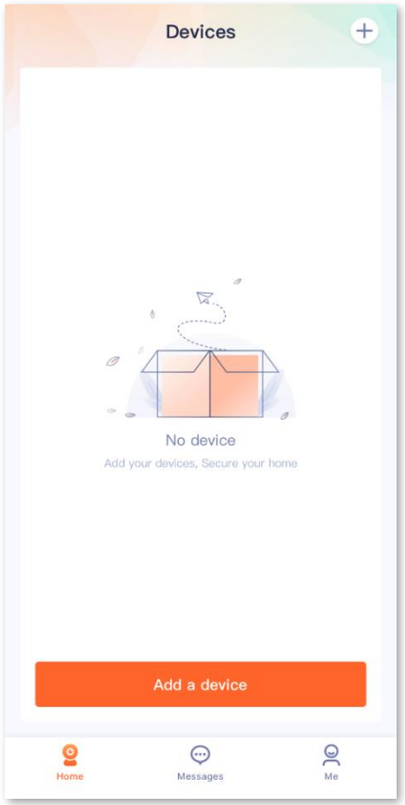
Add an NVR through UUID

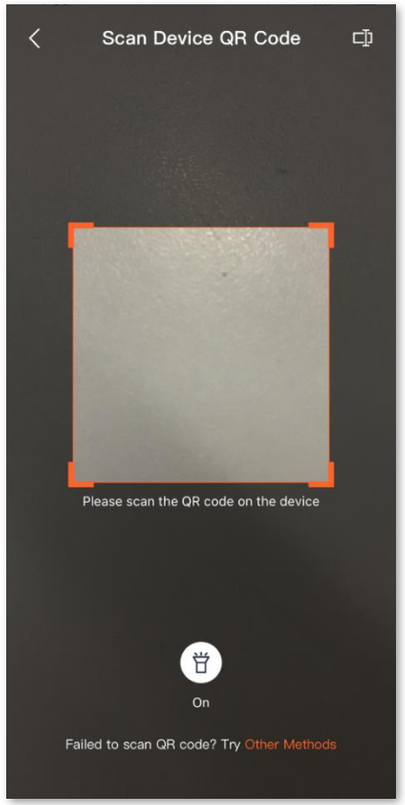
Step 1 Log in to the TDSEE App, enter the **Home** page, and tap **Add a device** or ⊕ in the upper-right corner.

Step 2 Tap **Other Methods** at the bottom of the page.

TIP

- If a prompt pop up asking for access to the camera of your smartphone, please allow it.
- Enter the **Cloud Service** page through the monitor that is connected to the NVR or on the web UI of the NVR.

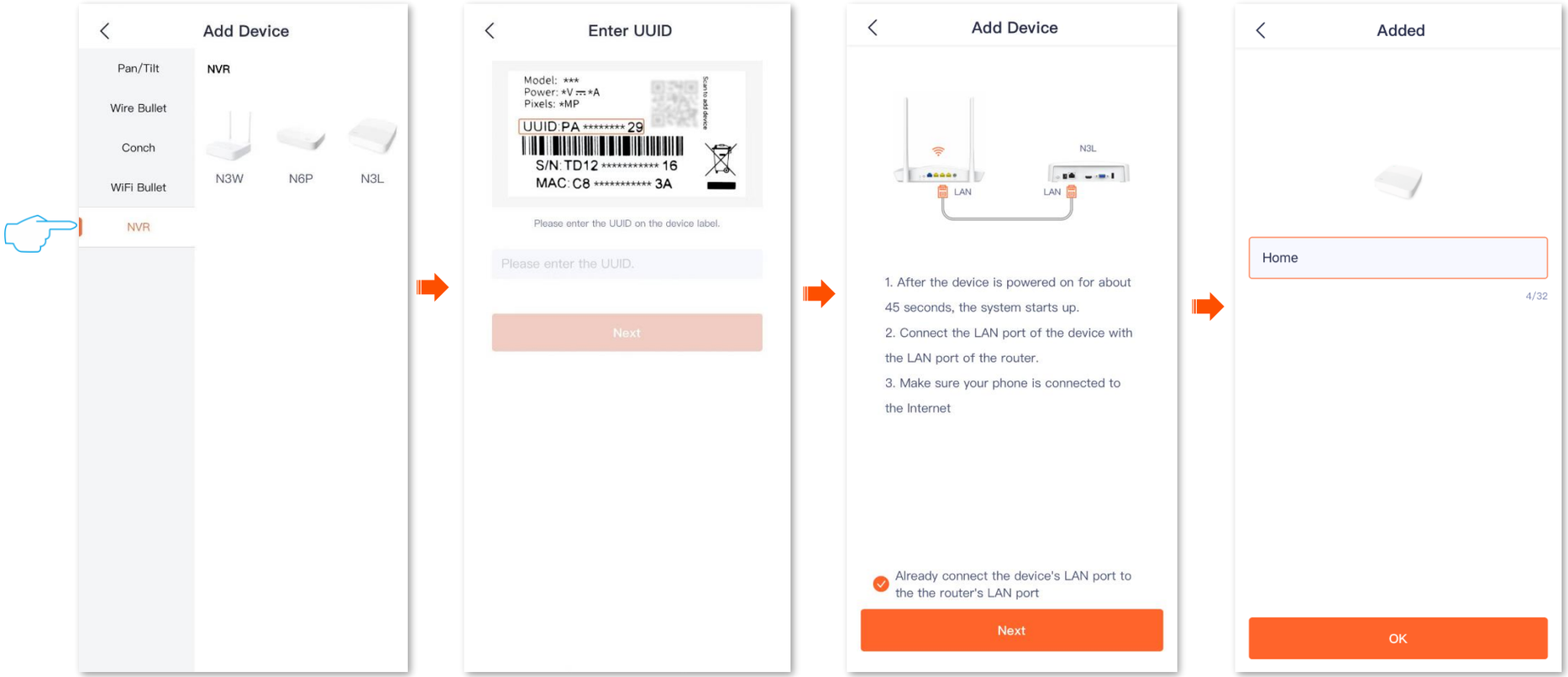




Step 3 Select **NVR**, then select the desired NVR model to be added, which is **N3L** in this example. Enter the UUID of the NVR (check the UUID on the label attached to the device), then tap **Next**

Step 4 Confirm and tick **Already connect the device's LAN port to the router's LAN port**, and tap **Next**.

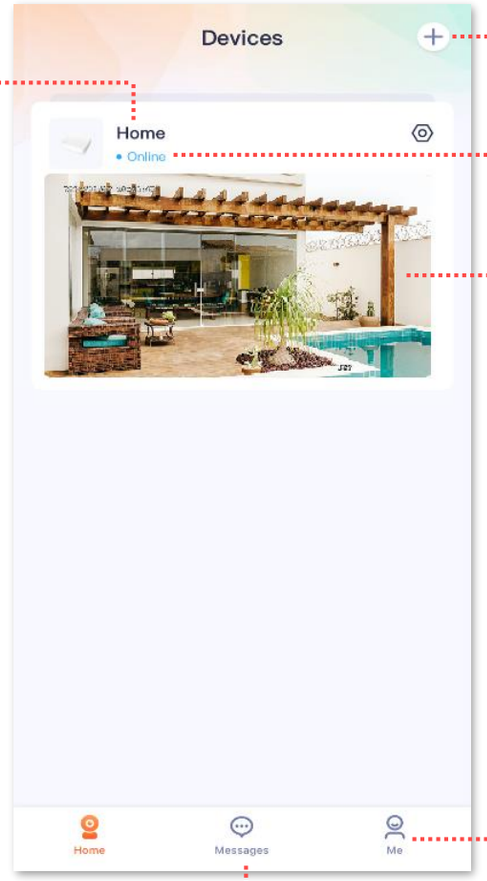
Step 5 (Optional) Name your NVR, which is **Home** in this example, and tap **OK**.



---End

Home page

By default, the **Home** page is displayed after you log in to the TDSEE App. You can perform such operations as previewing all devices under this account or adding a device.



Check your device name

Tap it to add a device

Check device status

Monitoring video of the camera. Tap it to perform detailed settings for all cameras

Tap it to check more settings

Tap it to check system messages and notification messages of each device

Basic settings

Check monitoring videos of the camera

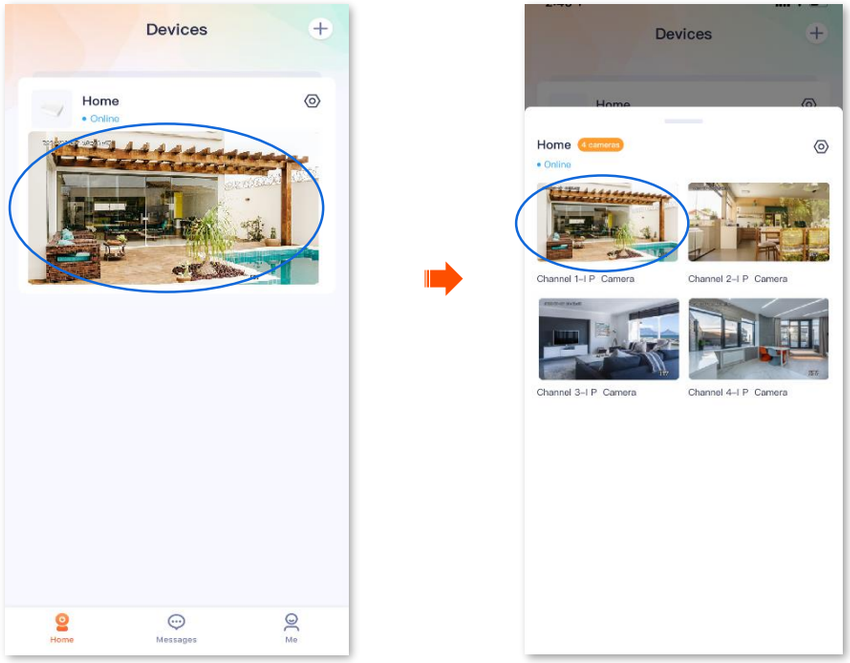
After the NVR is successfully managed through TDSEE App, you can check the monitoring videos of the camera that is added to the NVR on the App.

Assume that you want to check the monitoring videos of the channel 1 camera.

Procedure:

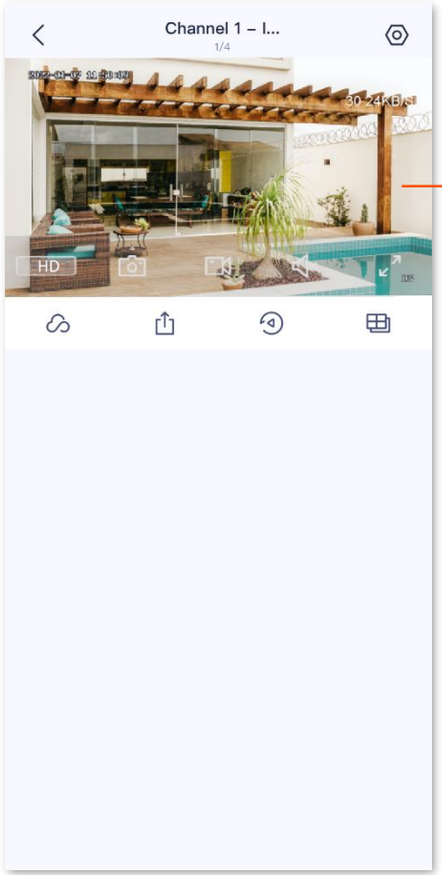
Step 1 Log in to the TDSEE App. Target and tap the specific device on the **Home** page, which is the NVR **Home** in the example.

Step 2 Tap the desired monitoring video channel, which is **Channel 1** in this example.



Step 3 Perform the related settings according to the actual conditions.

- Scroll left/right on the monitoring image to switch the channel.
- Switch the single image/multiple images by double-tapping the live screen.
- Pinch in/out to zoom in/out the video images.
- Tap ⚙ to modify the channel name and hide the channel.



TIP

You can pull up the taskbar by single tap the live screen to perform such operations as switching the video clarity, taking a screenshot and recording.

---End

Parameter description

Parameter	Description
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recording. Tap it to record the monitoring image, and tap it again to stop the recording. The recorded file will be automatically saved to TDSEE Album.
	Tap it to disable or enable the audio. By default, the audio is disabled.
	Tap it to view in full screen.
	Cloud storage. After the cloud service is subscribed to, the device will upload monitoring videos to the cloud. You can check or edit cloud storage videos as required.
	Share a channel camera with friends or add your friends. Tap it to share a channel camera with friends for reviewing the monitoring videos and managing the camera. Only members with registered accounts can be shared.
	Playback. Tap it to check the monitoring video of each camera. You can customize the inquiry time.
	It specifies the number of channels displayed on the screen at the same time. Tap it to switch the image to display 4 channels or 1 channel at the same time.

Play back/edit local monitoring video

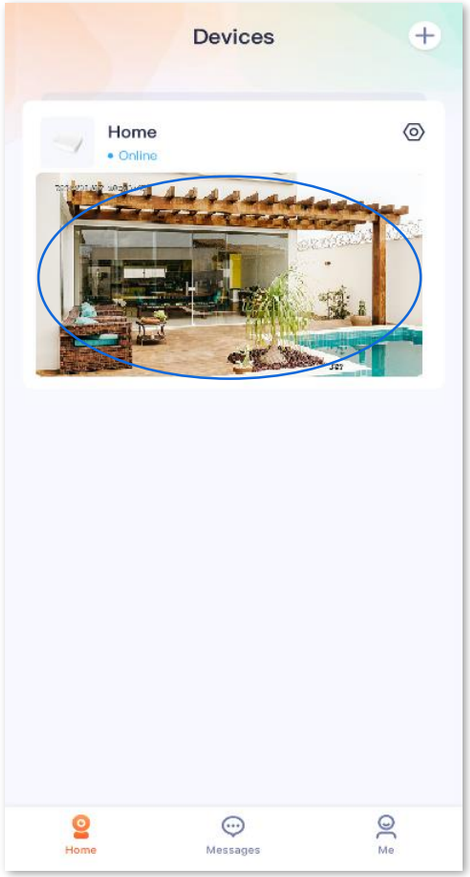
Local monitoring videos are stored in Hard Disk Drive (HDD).

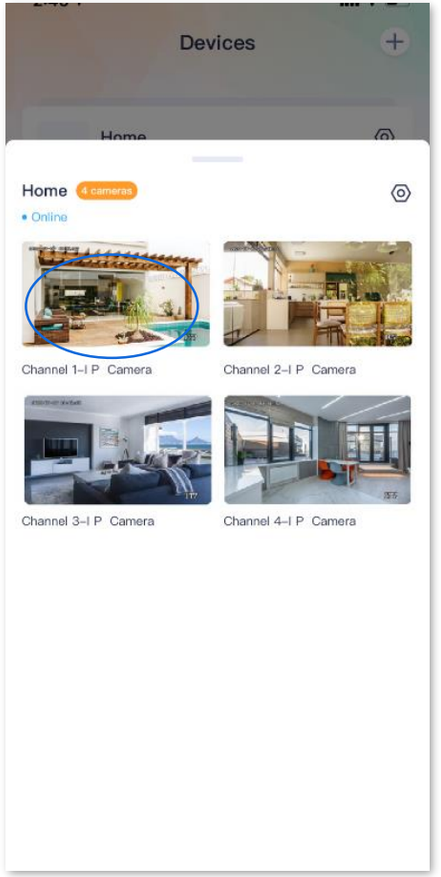
Assume that you want to play back the monitoring videos of the channel 1 camera after a specific time.

Procedure:

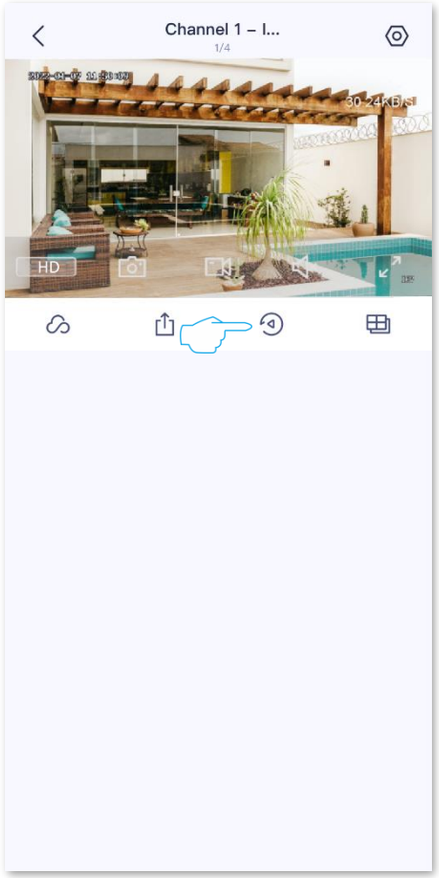
Step 1 Log in to the TDSEE App. Target and tap the specific device on the **Home** page, which is the NVR **Home** in the example.

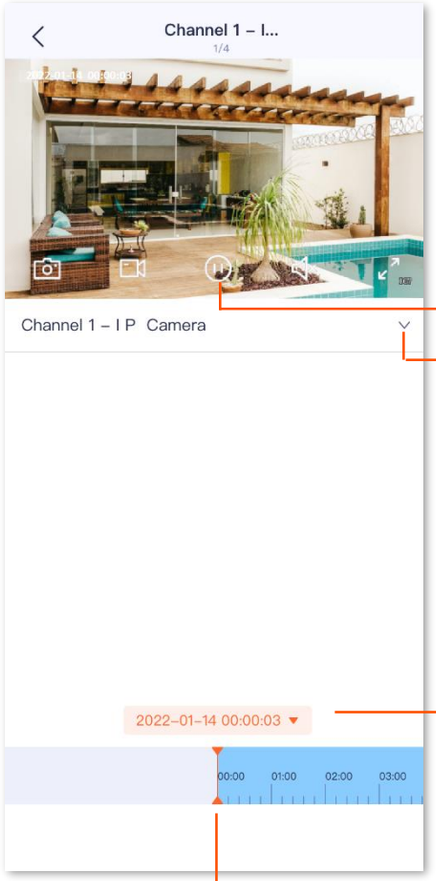
Step 2 Tap the desired monitoring video channel, which is **Channel 1** in this example.





Step 3 Tap , then select the start time of the desired monitoring video to check the related videos (Two-finger to zoom in/out the video image).





Tap it to pause/play the video

Tap it to switch the channel

Tap it to select the specific date

Drag the time bar left/right to quickly select time

Orange means alarm recording (detection recording), blue means all-day recording (continuous recording), gray means no recording

---End

Parameter description

Parameter	Description
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recording. Tap it to start recording, and tap it again to stop recording. Successful recordings are automatically saved to TDSEE Album.
	Tap it to pause/play the video.
	Tap it to disable/enable the camera audio.
	Tap it to view in full screen.
Time bar	Orange means alarm recording (detection recording), blue means all-day recording (continuous recording), and gray means no recording. You can select the specific date on the upper of the time bar.

Play back/edit monitoring video on the cloud

The NVR supports the cloud storage service, after the cloud storage service is activated, the monitoring videos of the channel device will be saved to the cloud. You can play back/edit the cloud recordings on the TDSEE App. Please refer to the Cloud storage for more content.

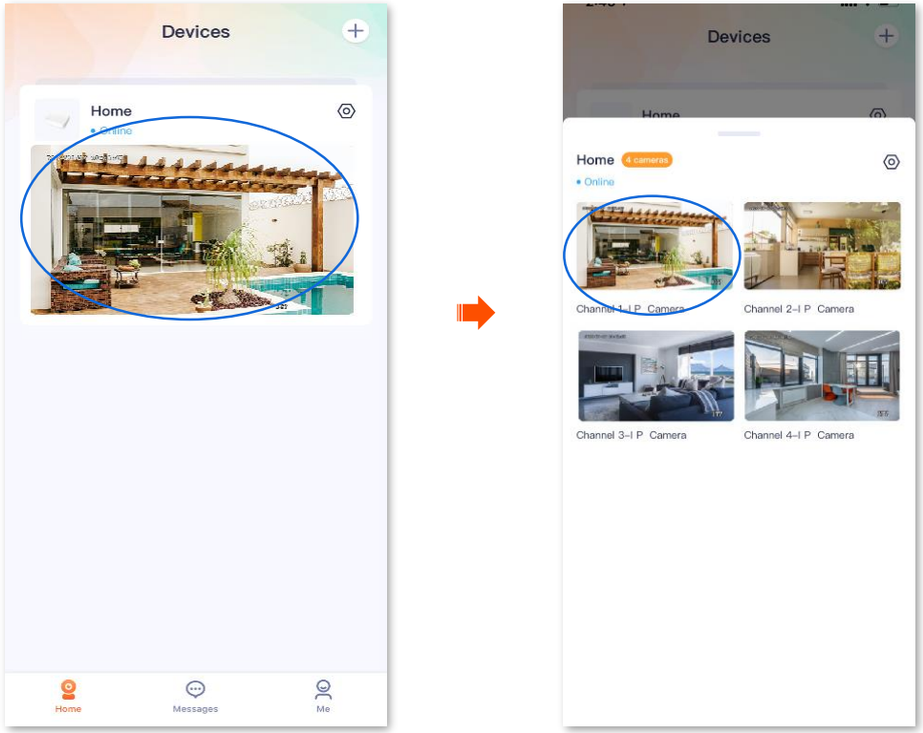
Assume that you want to play back the monitoring videos of the channel 1 camera after a specific time.

Method 1

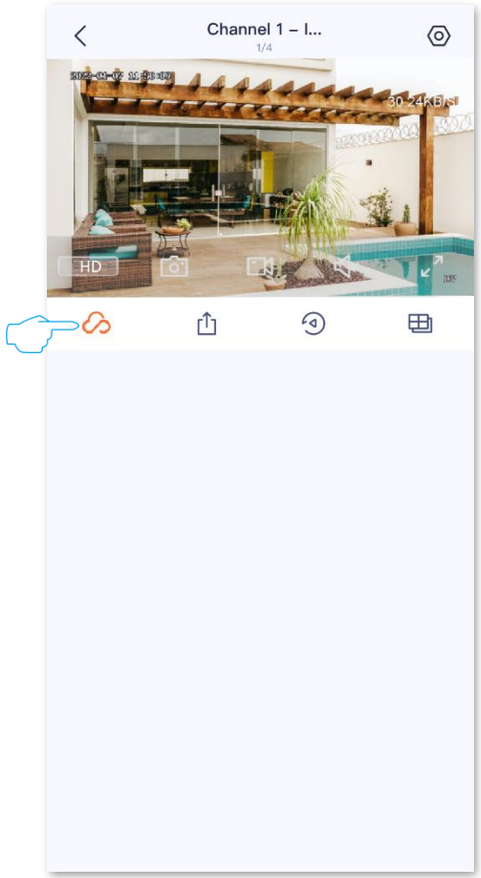
Procedure:

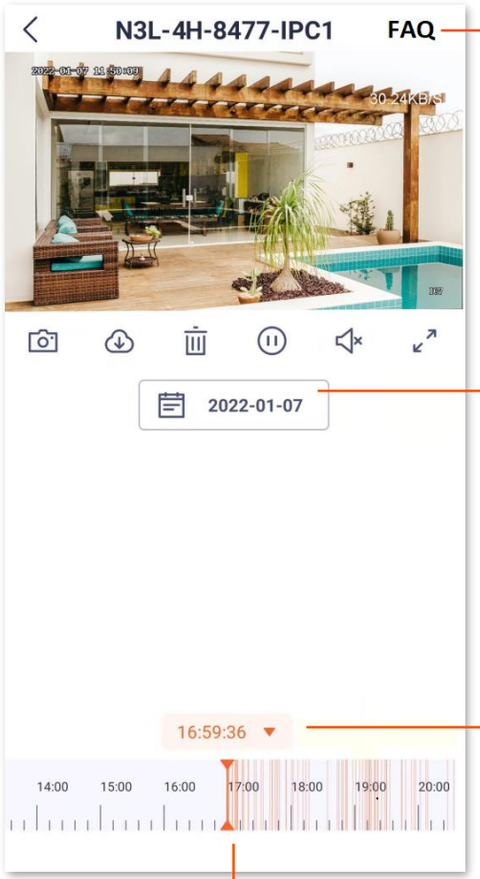
Step 1 Log in to the TDSEE App. Target and tap the specific device on the **Home** page, which is the NVR **Home** in the example.

Step 2 Tap the desired monitoring video channel, which is **Channel 1** in this example.



Step 3 Tap , then select the start time of the desired monitoring video to check the related videos (Two-finger to zoom in/out the video image).





Tap it to see FAQs of the cloud storage service

Tap it to select the specific date

Tap it to select the time

TIP

Drag the time bar left/right to quickly select the time.

Orange means alarm recording (detection recording), blue means all-day recording (continuous recording), gray means no recording.

---End

Some parameter descriptions are as follows. Refer to parameter description of playback for other parameters description.

Parameter description

Parameter	Description
	Tap it to download the recorded file from the cloud to the TDSEE Album.
	Tap it to delete the specific cloud storage video. Deleted videos cannot be restored.

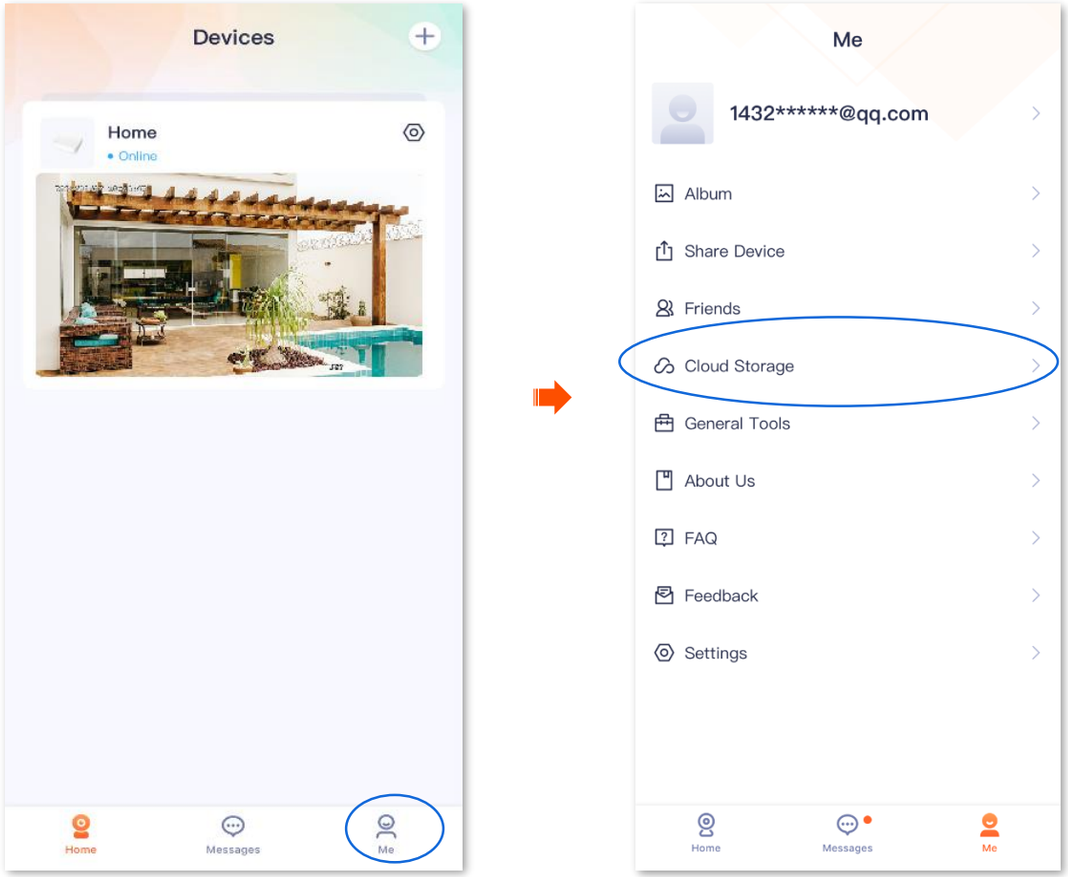
Method 2

TIP

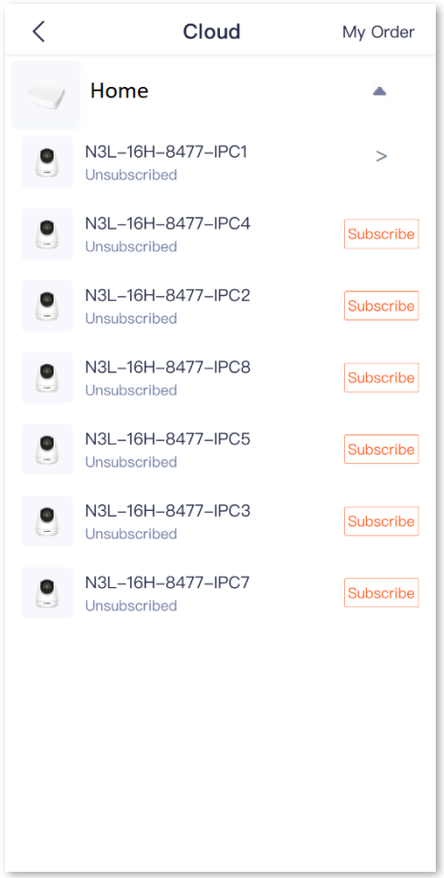
If your device is shared by your friends, this method is unavailable.

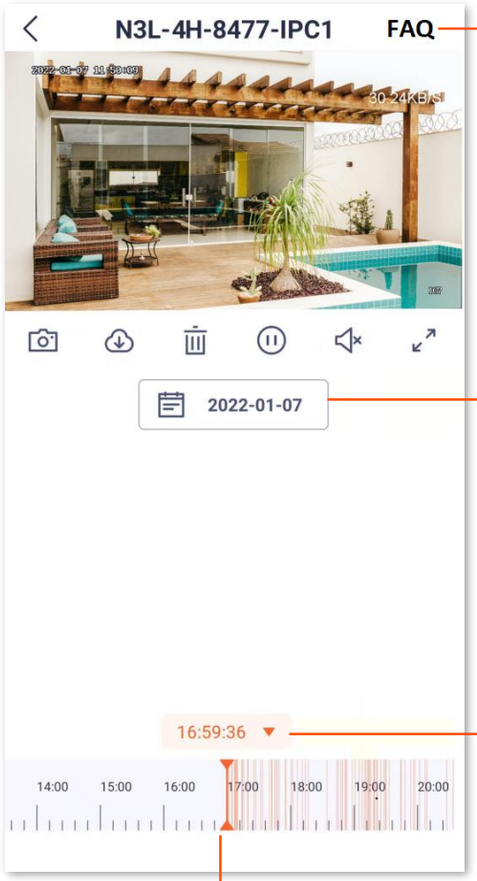
Procedure:

Step 1 Log in to the TDSEE App, enter the **Home** page, and tap **Cloud Storage**.



Step 2 Select the desired device of the cloud storage video, which is the NVR **Home** in this example. Select a camera in the specific channel, which is **Channel 1** in this example, and then you can check/edit the videos according to the actual conditions. Please refer to the parameter description of cloud storage playback for the related settings.





Tap it to see FAQs of the cloud storage service

Tap it to select the specific date

Tap it to select the time

TIP

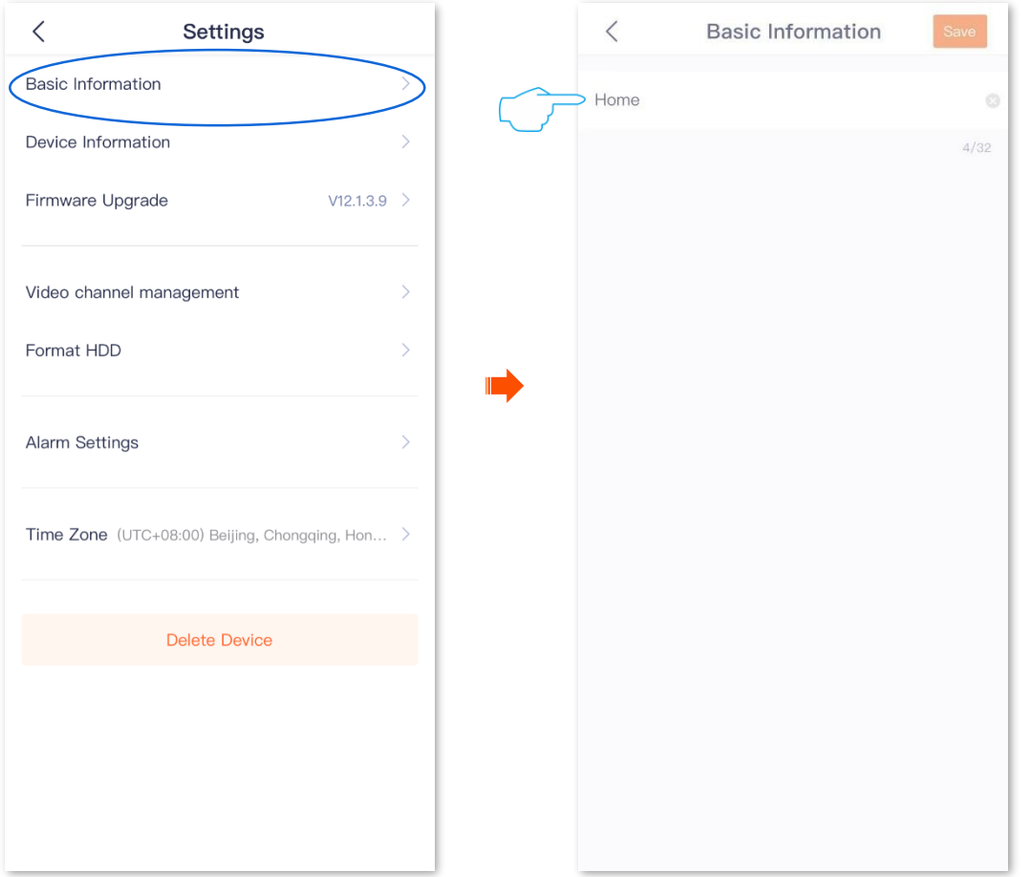
Drag the time bar left/right to quickly select the time.

Orange means alarm recording (detection recording), blue means all-day recording (continuous recording), gray means no recording.

---End

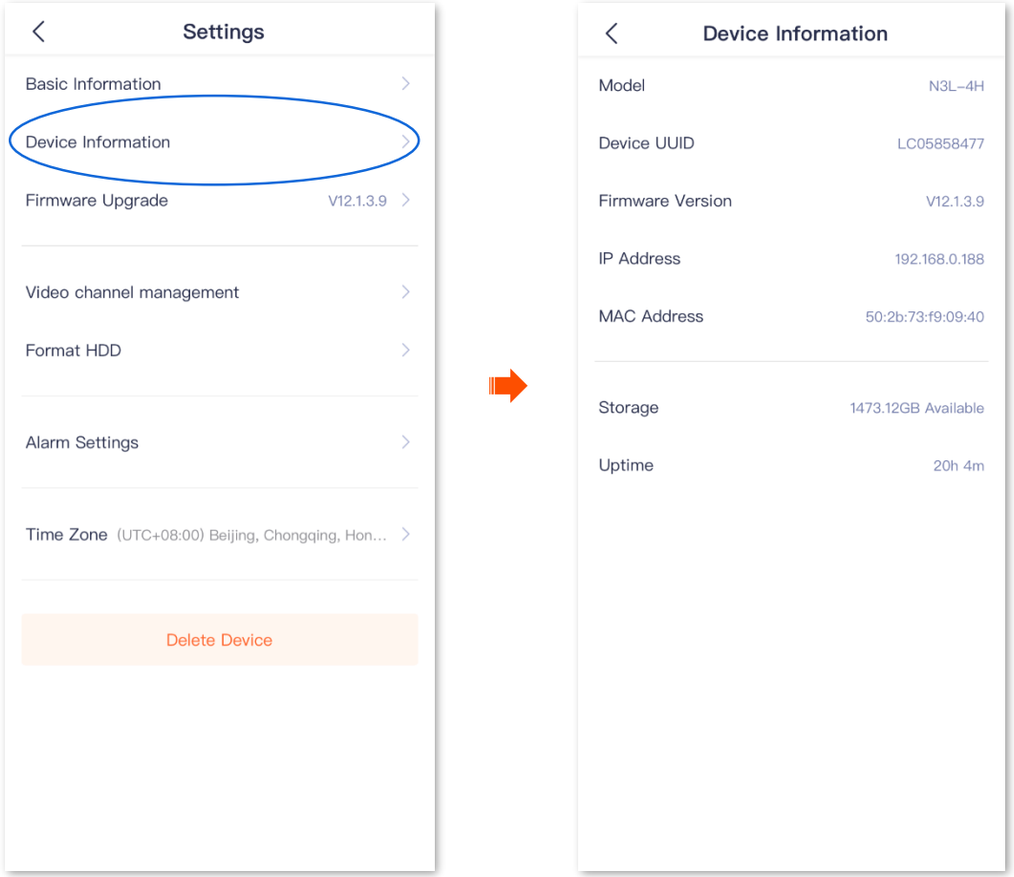
Name your device

Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example. Navigate to (Settings) > **Basic Information** to modify the NVR name.



Check the information of your device

Log in to the TDSEE App. Target the specific device on the **Home** page, which is **Home** is this example. Navigate to **Settings** (⚙) > **Device Information** to check such basic information as device model, IP address and MAC address of the device.



Upgrade device firmware

Target the specific NVR on the **Home** page, then navigate to **Settings** > **Firmware Upgrade**.

Tenda is devoted to constantly improving and innovating products to provide users with a smoother online experience. The device can achieve new functions or more stable performance through firmware upgrades.

Please upgrade the firmware if a new App version is detected.

NOTE

During the upgrade, do not cut off the power or disconnect the device from the Internet; otherwise, the upgrading may fail or damage the device.

Procedure:

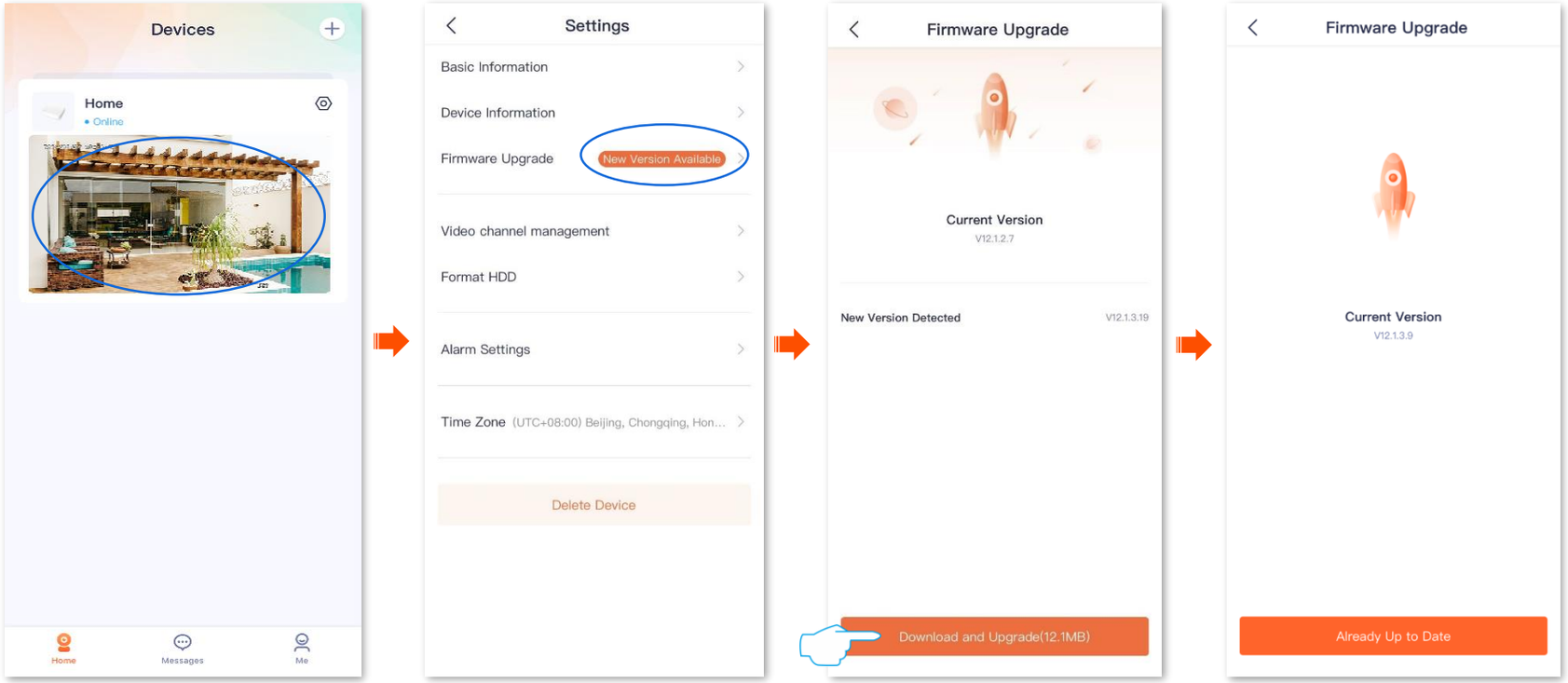
Step 1 Log in to the TDSEE App. Tap the specific device on the **Home** page, which is the NVR **Home** in this example**.** Tap ⚙ (Settings).

The firmware upgrade window will pop up if a new App version is detected.

Step 2 Tap **Upgrade**.

Step 3 Tap **Download and Upgrade**, and tap **OK** in the pop-up window.

The **TDSEE** App will download the firmware and upgrade automatically. After upgrading successfully, the device will automatically reboot.



----End

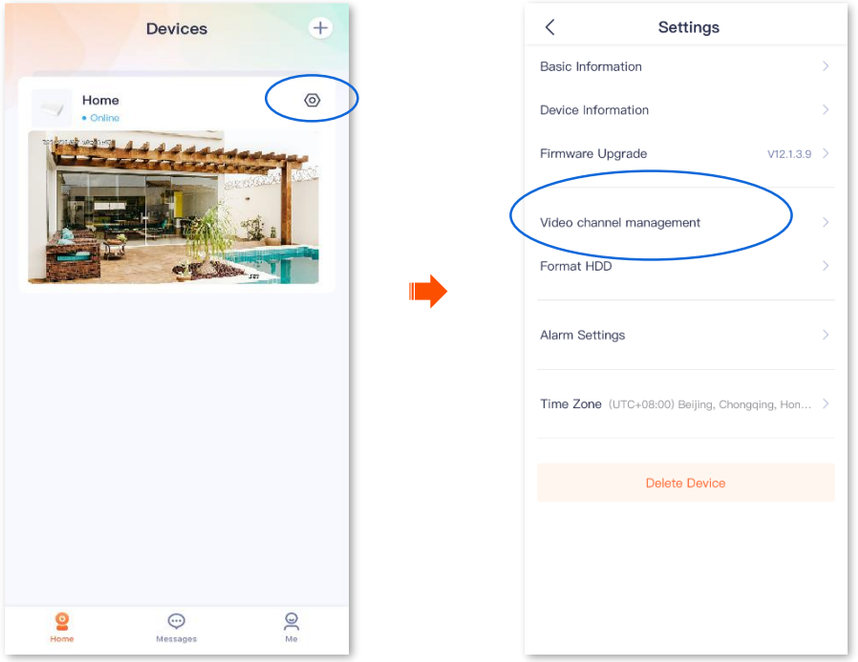
Manage video channels

Target the specific device on the **Home** page, then navigate to **Settings** (⚙) > **Video channel management**. You can modify the channel name and hide the channel display here.

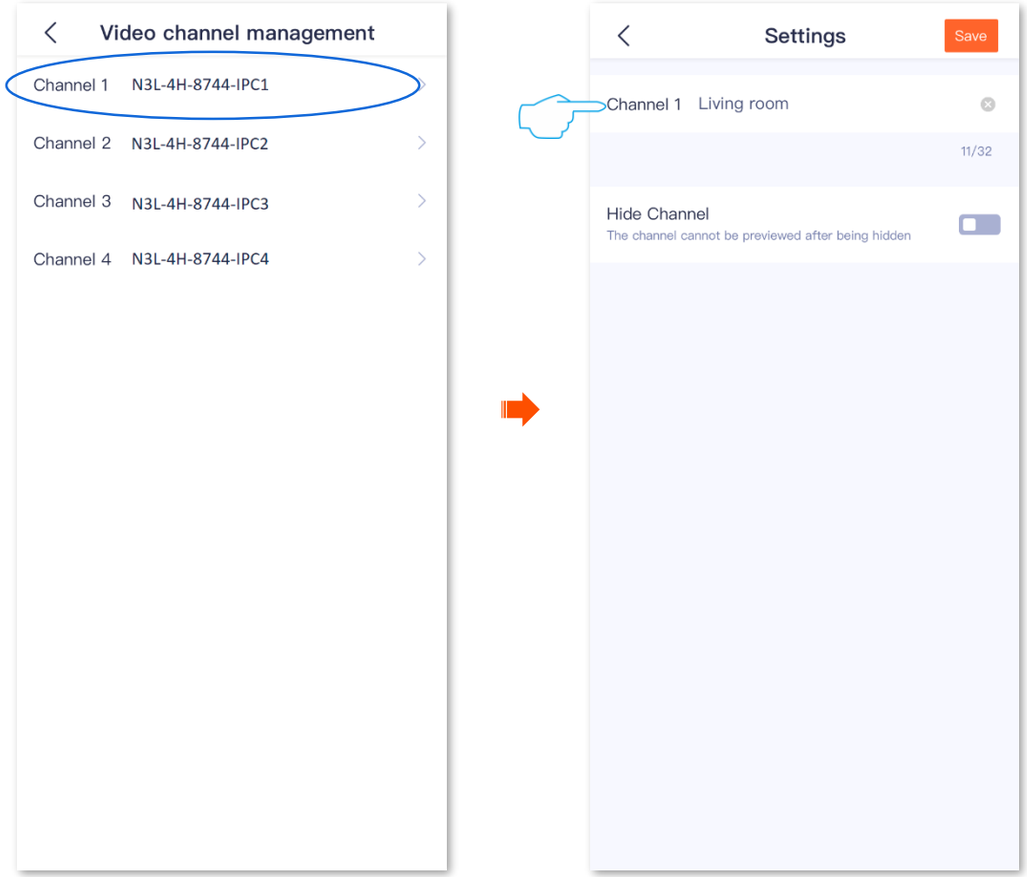
Modify channel name

Method 1 (Recommended)

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example. Tap ⚙ (Settings), and then tap **Video channel management**.



Step 2 Tap the desired channel to modify the channel name, customize the channel name, which is **Living room** in this example, and tap **Save**.



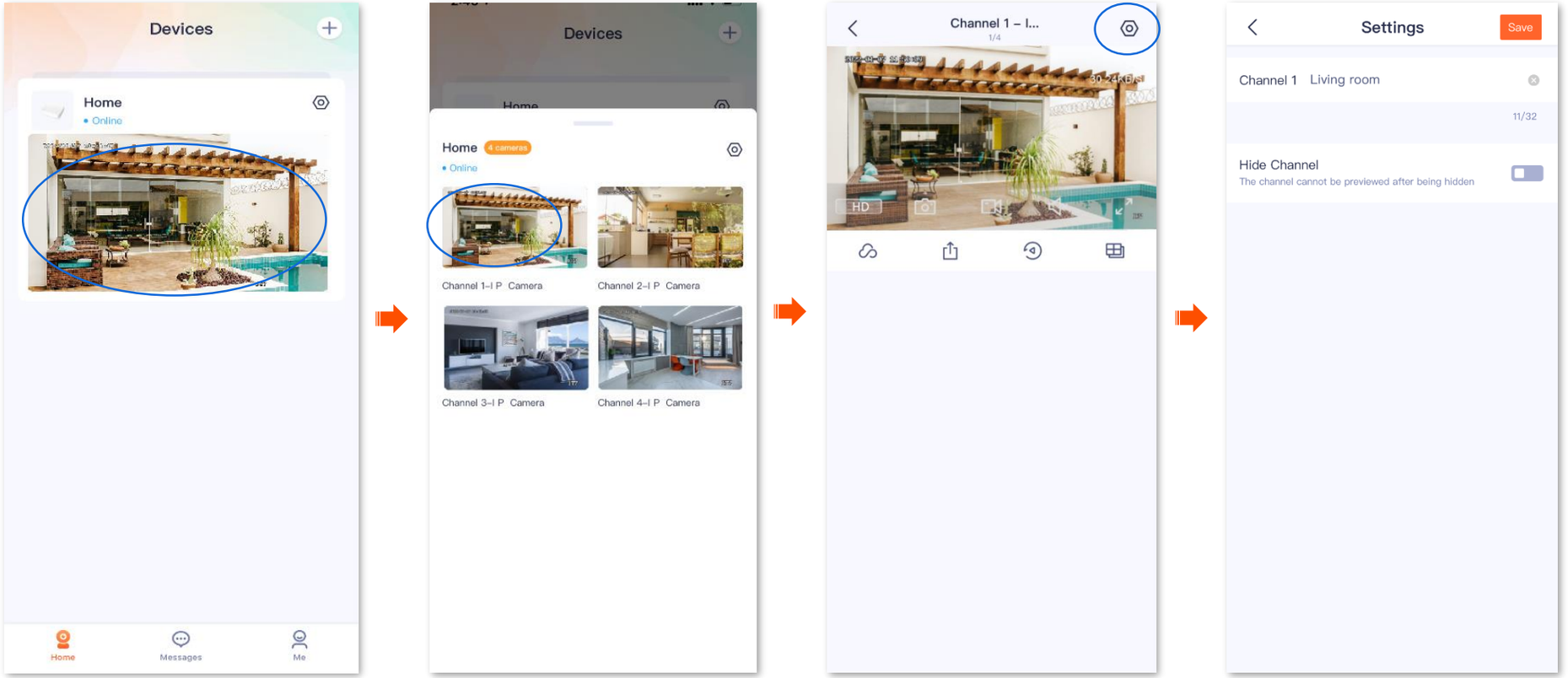
---End

Method 2

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example.

Step 2 Tap the desired channel to modify the channel name, which is **Channel 1** in this example.

Step 3 Tap (Settings) in the upper right corner of the page, customize the channel name, which is **Living room** in this example, then tap **Save**.



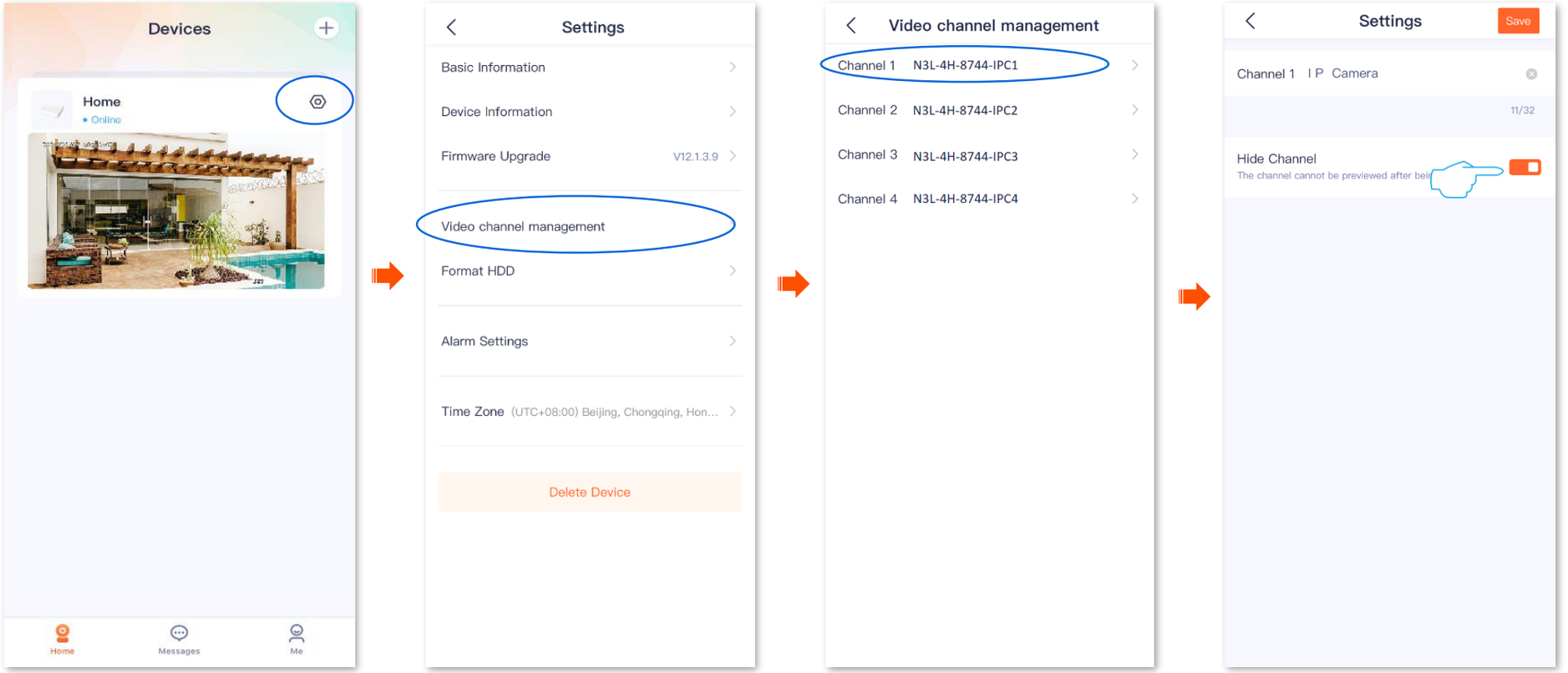
---End

Hide the channel

Method 1 (Recommended)

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example. Tap (Settings), and then tap **Video channel management**.

Step 2 Tap the desired channel to hide, which is **Channel 1** in this example. Turn on **Hide Channel**, and then tap **Save**.



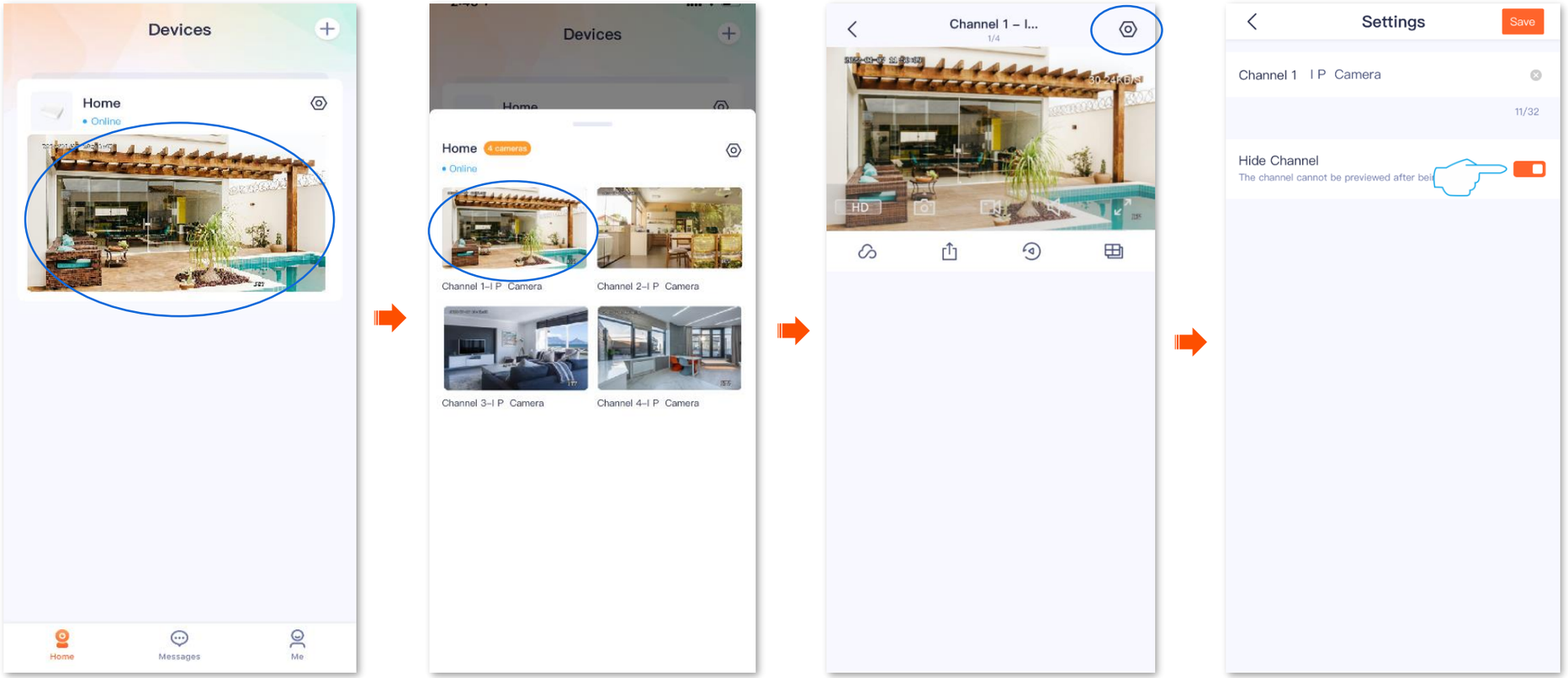
---End

Method 2

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example.

Step 2 Tap the desired channel to hide, which is **Channel 1** in this example.

Step 3 Tap the **Settings** (⚙) in the upper right corner of the page, turn on **Hide Channel**, and then tap **Save**.



---End

HDD

Target the specific device on the Home page, then navigate to **Settings** (⚙) > **Format HDD**.

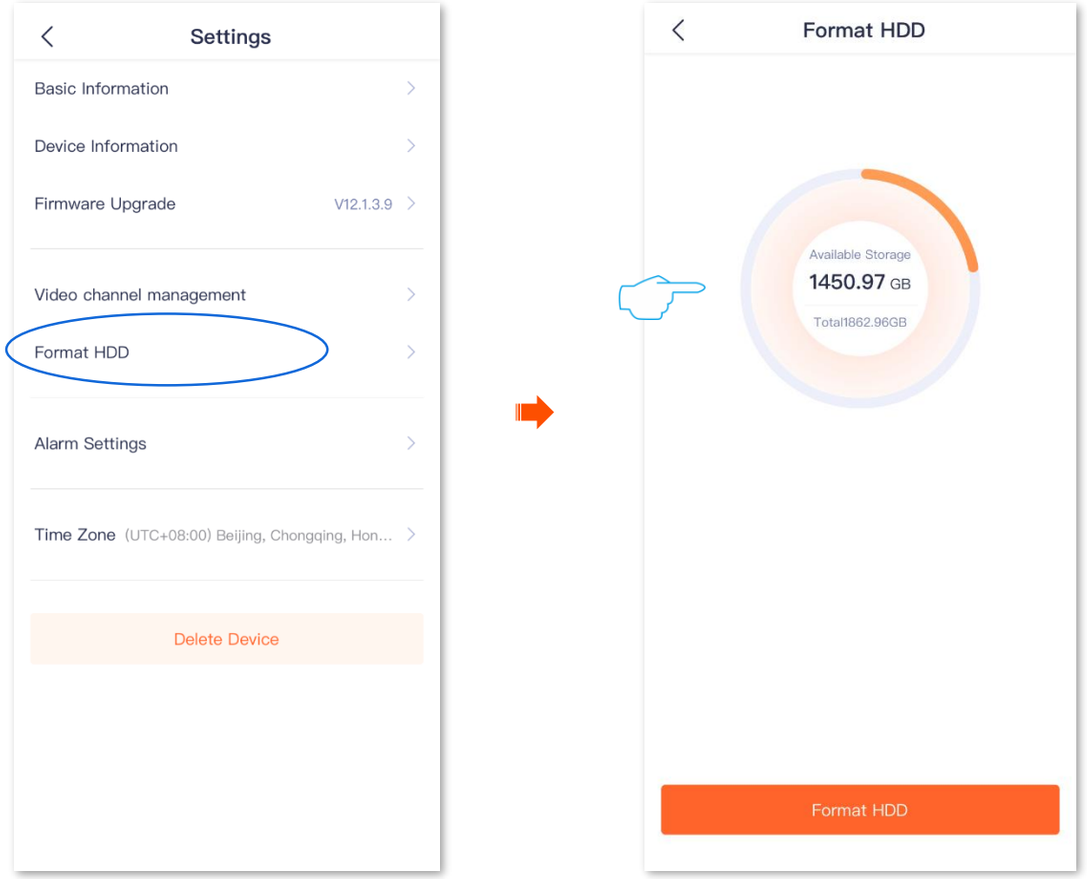
Videos recorded by Tenda's NVRs can be stored on user-prepared HDDs. You can format the HDD and check the capacity of the HDD.

TIP

- For more installation details of the HDD, please refer to the **Quick Installation Guide** of the corresponding model of NVR (download from www.tendacn.com).
- After the HDD is installed, the NVR will record according to the **Alarm event** and **Recording schedule** you set. For more details about configuring the NVR, please refer to the **Network Video Recorder User Guide** of the corresponding model of NVR (download from www.tendacn.com).

Check the remaining capacity of the HDD

Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example, then navigate to **Settings** (⚙) > **Format HDD** to check the remaining capacity of the HDD.



Format the HDD

If the recording of the NVR is abnormal, or you want to clear the data of the HDD, you can format the HDD.

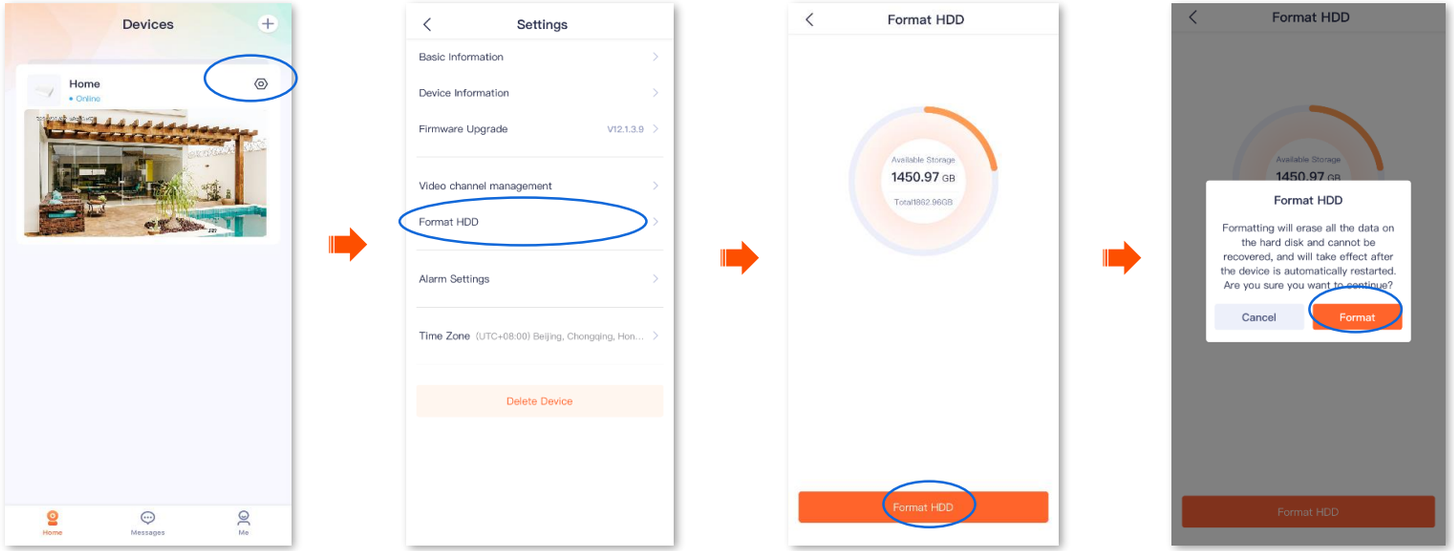
NOTE

All data will be cleared and cannot be restored after the HDD is formatted. Please operate with caution.

Procedure:

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example. Tap (Settings), and then tap **Format HDD**.

Step 2 Tap **Format HDD**, and then tap **Format** in the pop-up window.



---End

TIP

If the formatting fails, please try again. If the problem persists, please shut down the NVR first, and then replace the HDD and restart the NVR.

Alarm info settings

Target the specific device on the **Home** page, then navigate to **Settings** (⚙) > **Alarm Settings**.

You can enable/disable the message notification function, and set the period of receiving the alarm message.

TIP

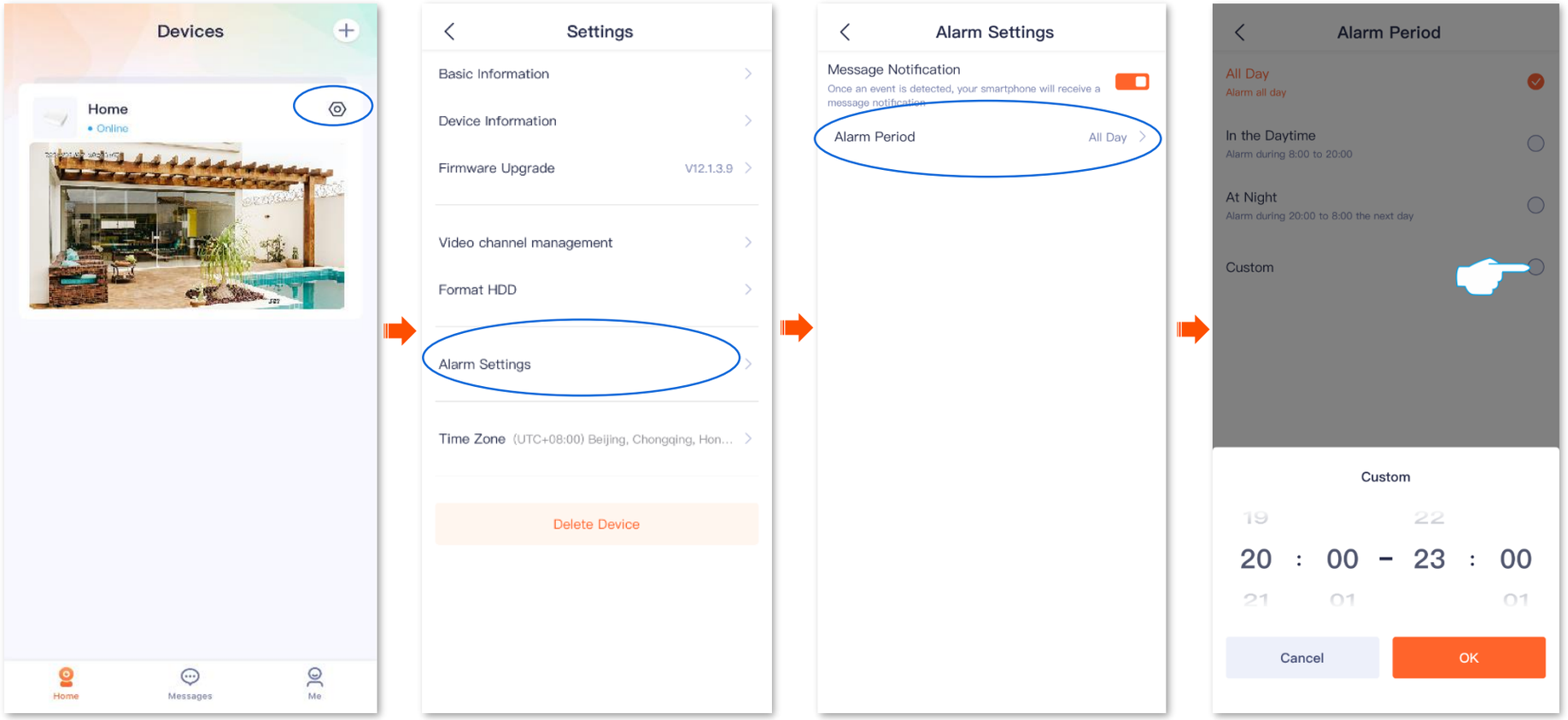
- Alarm messages can be received only when the action mode is **Message Notification** and the **Message Notification** function is enabled on the app.
- The NVR will generate alarm and detect according to the **Alarm Event**, **Arming Schedule** and **Action Mode** you set. For more setting details, please refer to **the Network Video Recorder User Guide** of the corresponding model of the NVR (download from www.tendacn.com).

Assume that you want to receive the alarm message from 20:00 to 23:00.

Procedure:

Step 1 Log in to the TDSEE App, target the specific device on the **Home** page, which is the NVR **Home** in this example. Tap (Settings), and then tap **Alarm Settings**.

Step 2 Tap **Alarm Period**, select **Custom** and set a specific period, which is **20:00 - 23:00** in this example, and then tap **OK**.



---End

The TDSEE App will receive alarm messages from 20:00 to 23:00 every day, and you can check the specific information on the **Message** page.

Modify the time zone

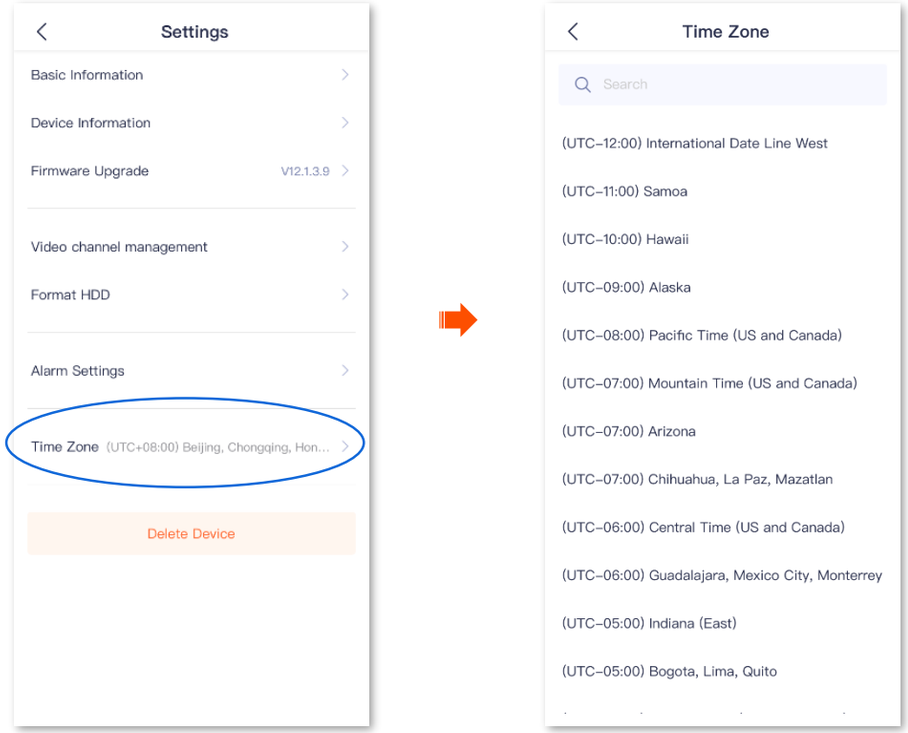
Target the specific device on the **Home** page, then navigate to **Settings** (⚙) > **Time Zone**.

You can modify the time zone of the device.

For time-based functions to take effect correctly, please ensure that the time zone of your device is correct.

To modify the time zone of the device:

Log in to the TDSEE App, target the specific device on the **Home** page, which is the NVR **Home** in this example. Navigate to **Settings** (⚙) > **Time Zone** to select the corresponding time zone as required.



Delete the NVR

Target the specific NVR on the Home page, and then tap (Settings).

An NVR can be added by only one account. If any of the following situations occurs, please delete the NVR on the TDSEE App first.

- You want to use another account to add the device.
- The NVR is abnormal and needs to be repaired or returned.

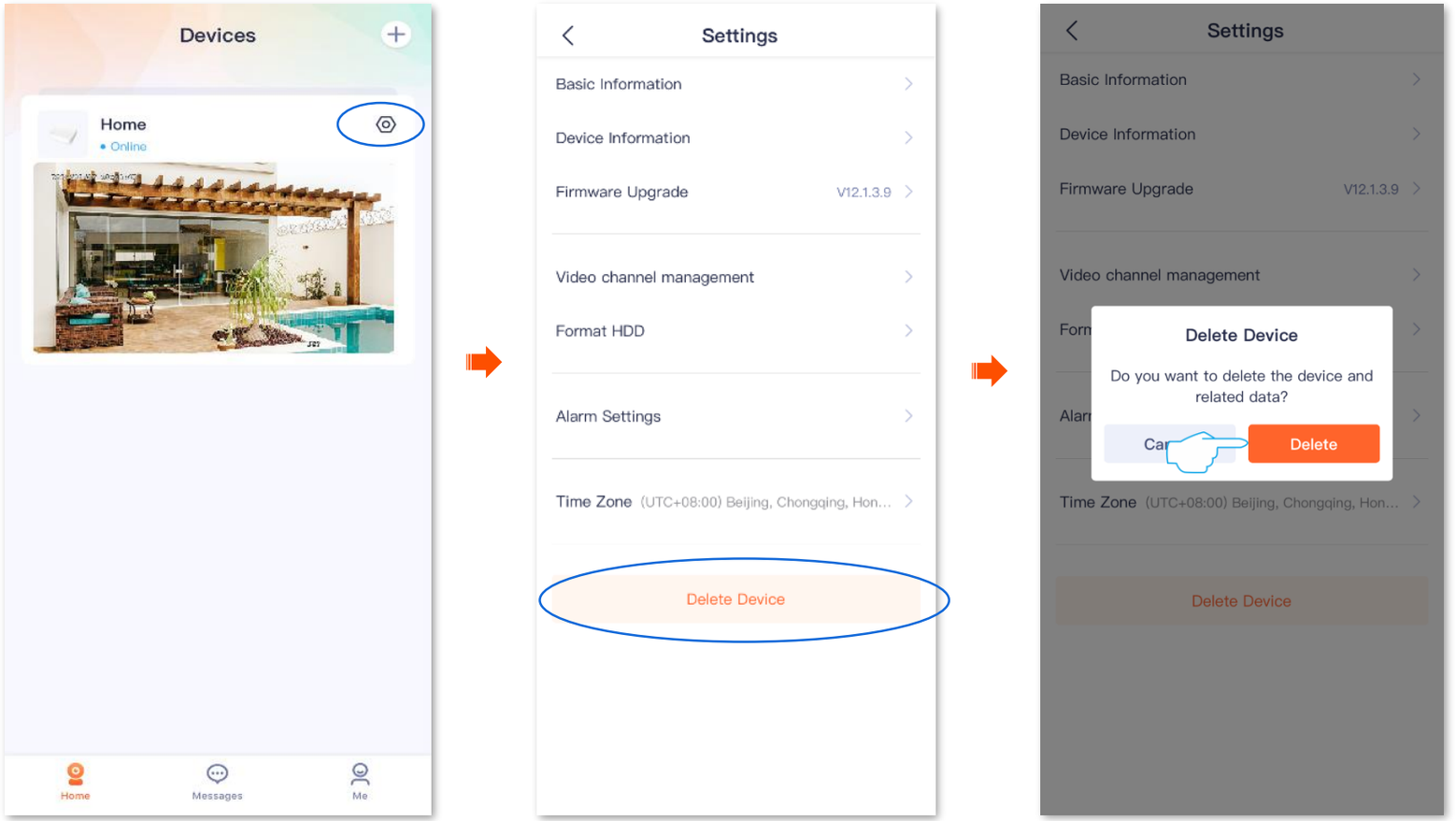
TIP

Deleting a device will clear the binding relationship between the NVR and the account.

Procedure:

Step 1 Log in to the TDSEE App, target the specific device on the **Home** page, which is the NVR **Home** in this example. Tap (Settings), then tap **Delete Device**.

Step 2 Confirm the message, then tap **Delete**.



---End

Cloud storage

Navigate to **Me** > **Cloud Storage**.

The cloud storage service of the NVR is activated based on the channel and is irrelevant to the camera bound to the channel. If the cloud storage service of the channel is still valid, the cloud storage service can continue to be used even if the channel is bound with other cameras.

After you subscribe to the cloud storage service, the monitoring videos of the device will be stored on the cloud. Even if the device is offline, you can also check the videos at any time.

Cloud storage service description:

- Network bandwidth shall not be lower than 4 Mbps.
- The currently subscribed cloud storage service is only applicable for the current channel.
- The cloud storage service types of the camera include continuous recording and detection recording.
- You can enjoy a free cloud storage service (7-day loop detection recording) for 3 months upon the first activation of the cloud service.

Subscribe to the cloud storage service

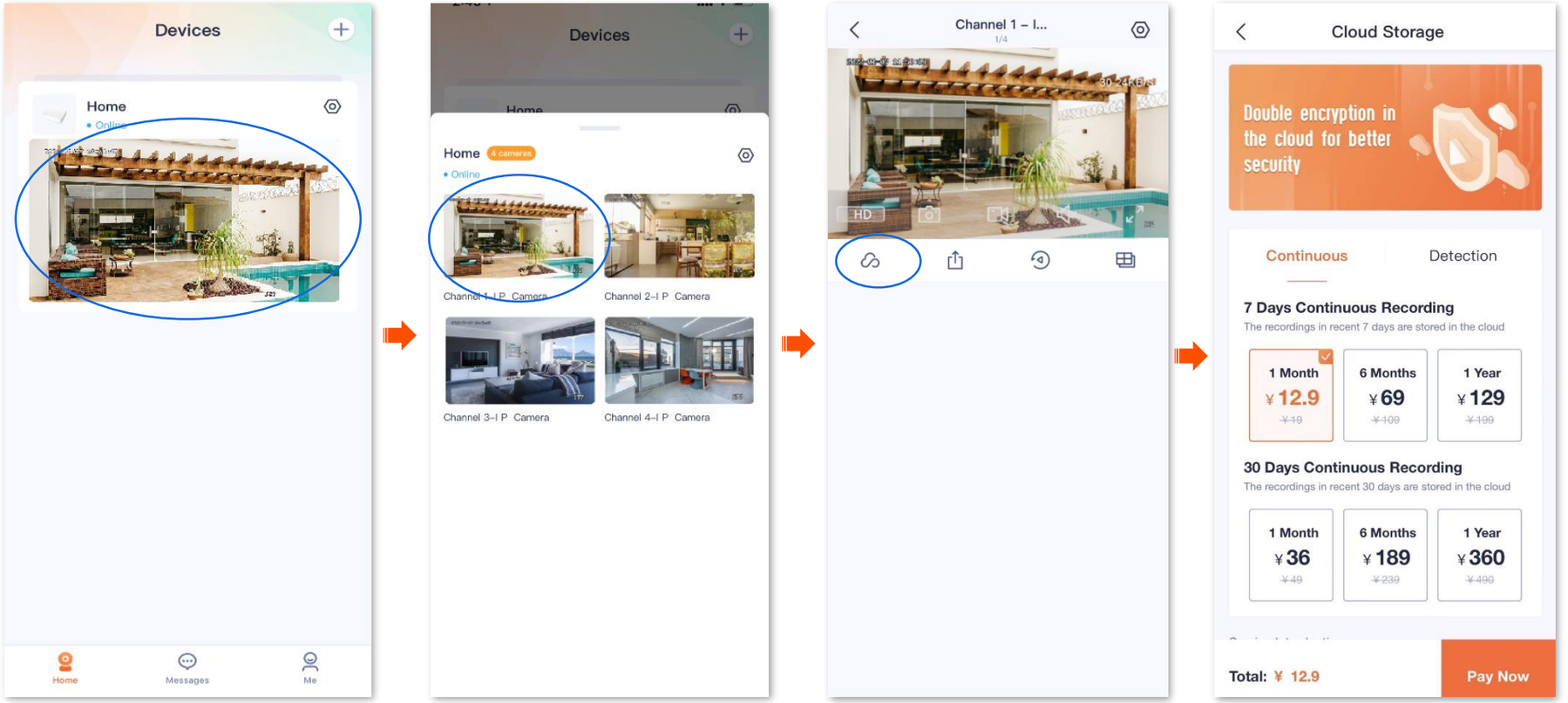
Method 1 (Recommended)

Step 1 Log in to the TDSEE App. Tap the specific device on the **Home** page, which is the NVR **Home** in this example.

Step 2 Tap the desired channel to subscribe to the cloud storage service, which is **Channel 1** in this example.

Step 3 Tap , then follow the on-screen instructions to subscribe to the cloud storage service package.

After successful subscription, the service is activated immediately.



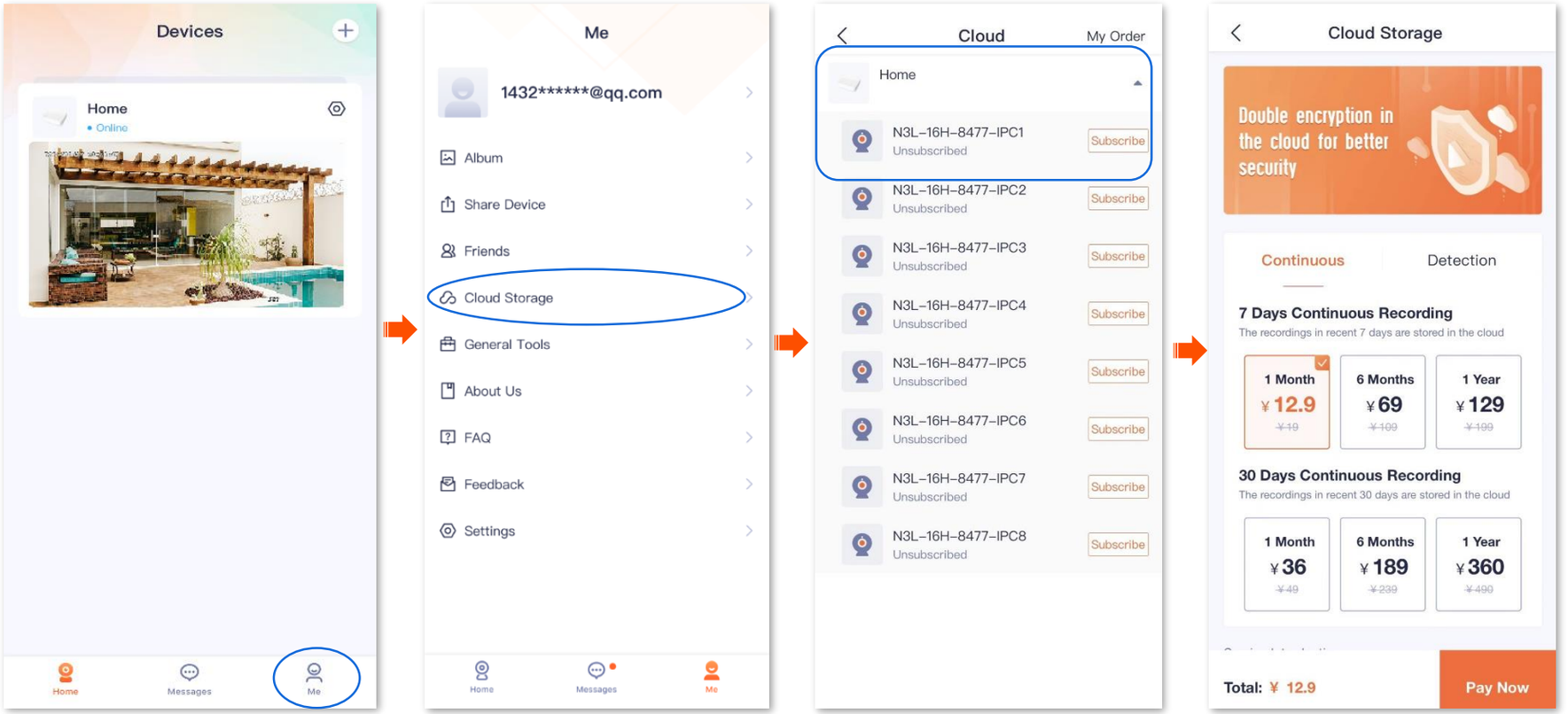
----End

Method 2

Step 1 Log in to the TDSEE App. Navigate to **Me** > **Cloud Storage**.

Step 2 Target and tap the NVR, which is the NVR **Home** in this example. Target the desired channel to purchase the cloud storage service, which is **N3L-16H-8477-IPC1** in this example, then tap Subscribe. Follow the on-screen instructions to subscribe to the cloud storage service package.

After successful subscription, the service is activated immediately.

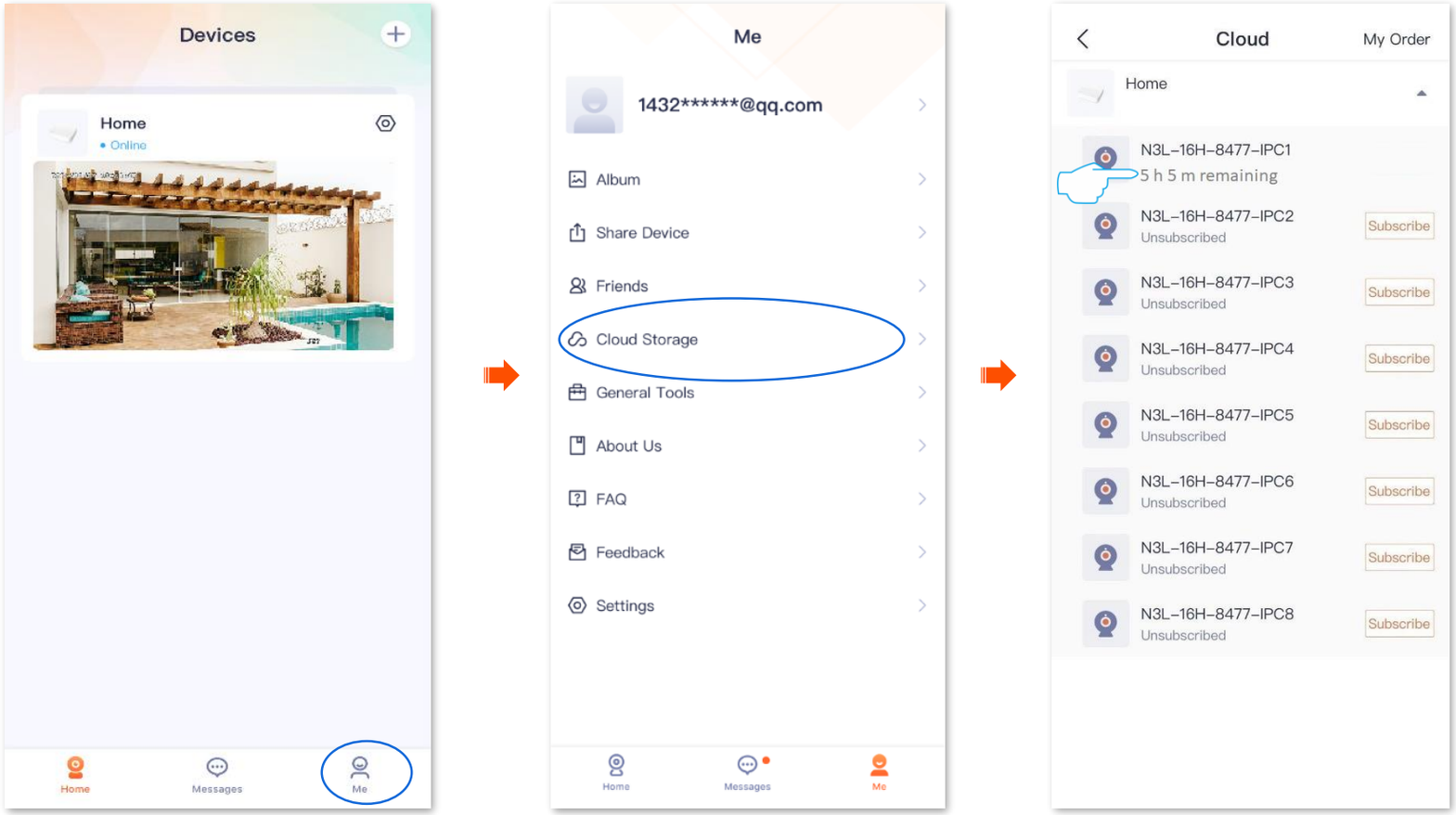


----End

Check the remaining time of cloud storage

Step 1 Log in to the TDSEE App. Navigate to **Me** > **Cloud Storage**.

Step 2 Tap the desired NVR, which is the NVR **Home** in this example. Under the NVR, you can check the remaining time of the cloud storage service of the channel that has subscribed to the cloud storage service. The following figure is for reference only.



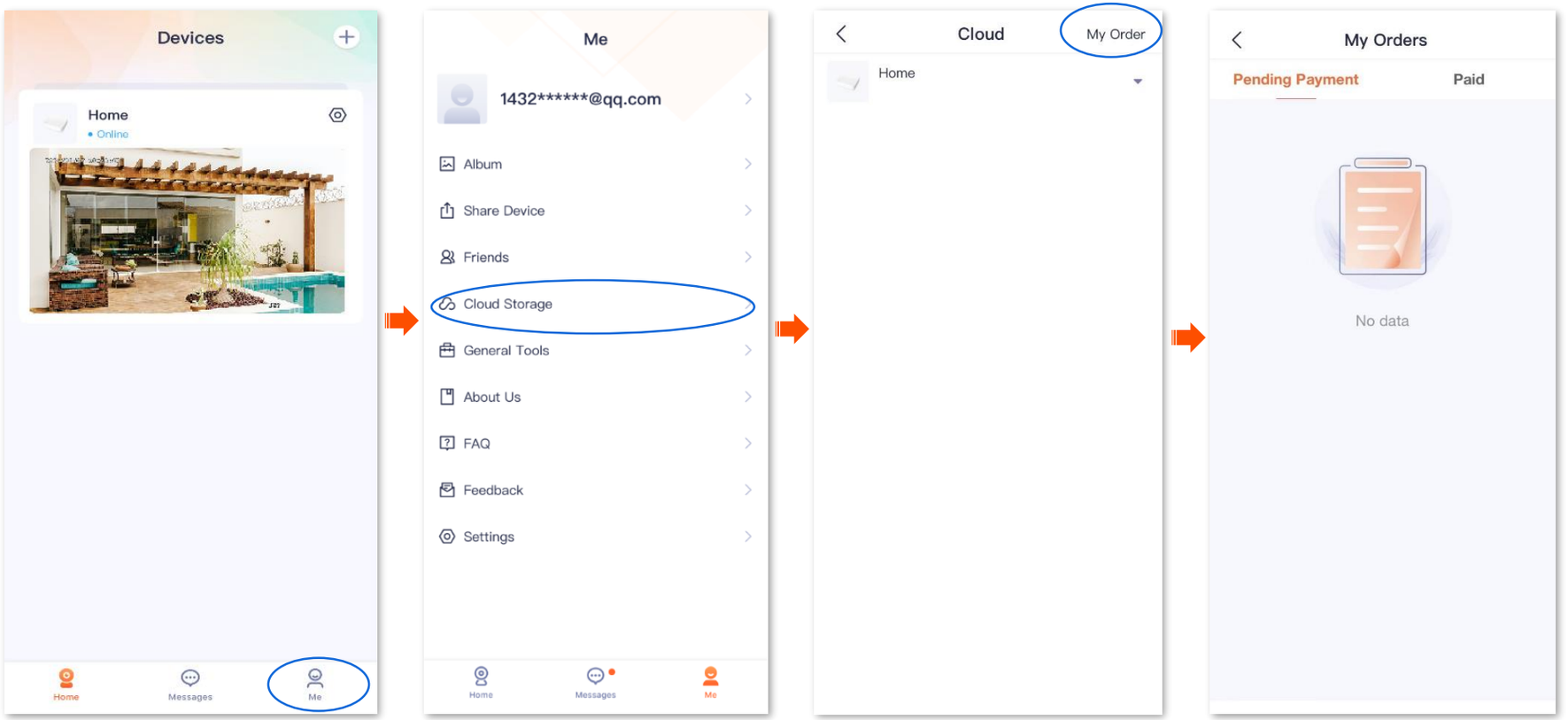
----End

Check your order

You can check the order status of the cloud storage service, including unpaid and paid orders.

Step 1 Log in to the TDSEE App. Navigate to **Me** > **Cloud Storage**.

Step 2 Tap **My Order** in the upper right corner to check the order status of the cloud storage service, including unpaid and paid orders.

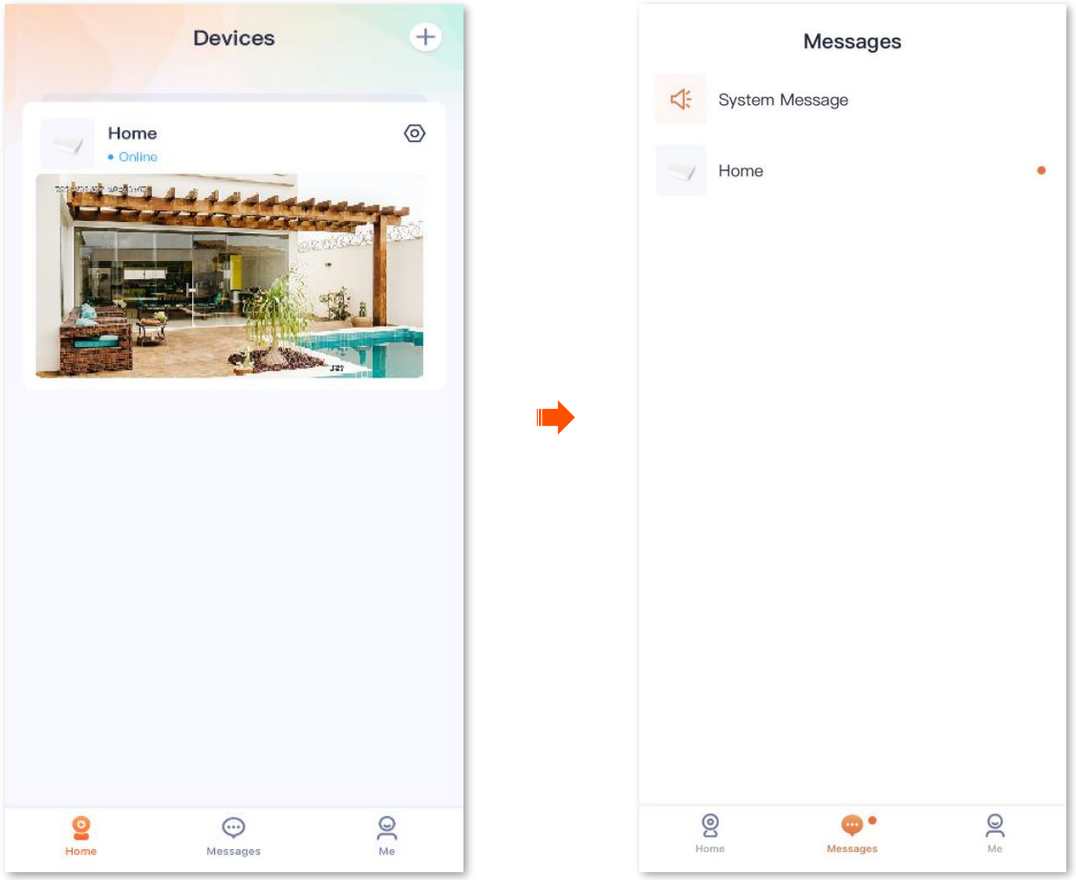


----End

Check messages

You can check the system messages and notification messages of each device on the **Messages** page.

Log in to the TDSEE App. Enter the **Messages** page, and tap **System Message** to check such messages as login notifications, friend notifications, device sharing notifications. Tap the specific device to check relevant alarm messages.



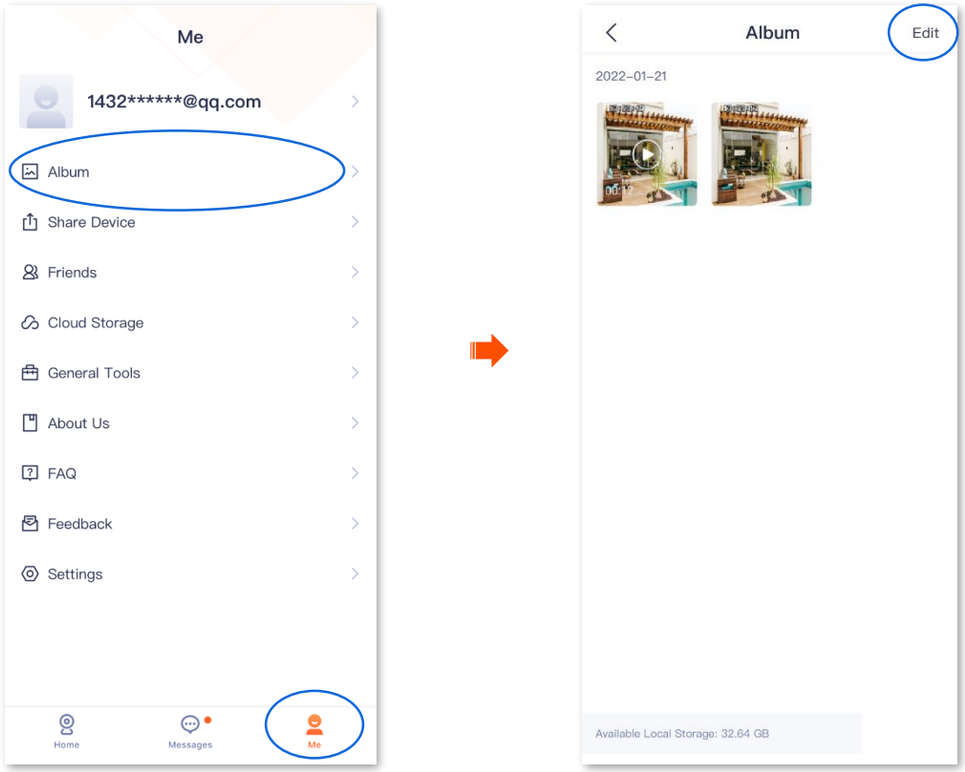
Album

Navigate to **Me** > **Album**.

You can check and edit the photos or videos saved by the **TDSEE** App.

Delete photos/videos

Log in to the **TDSEE** App. Navigate to **Me** > **Album**. Tap **Edit** in the upper right corner to delete the selected photos or videos.

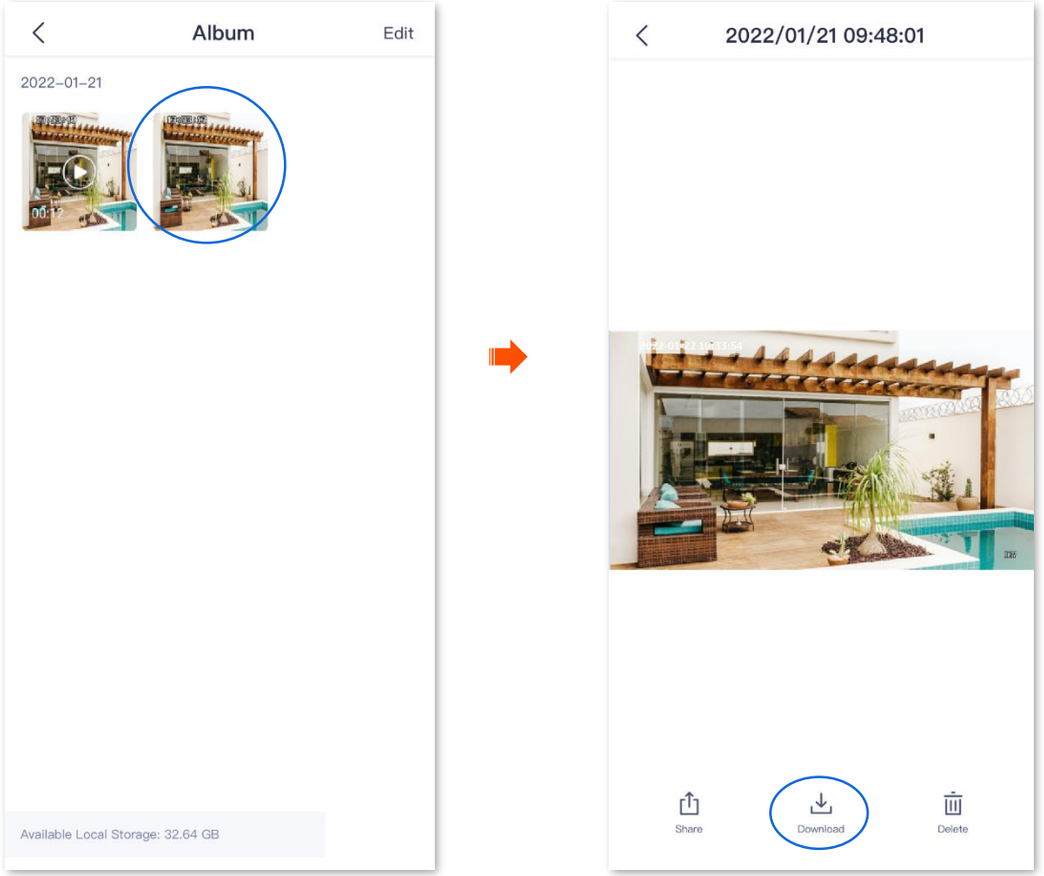


Download photos/videos to your smartphone

TIP

Only one photo or one video can be downloaded at a time.

Log in to the **TDSEE** App. Navigate to **Me** > **Album**. Tap the desired photo or video, and tap **Download**.

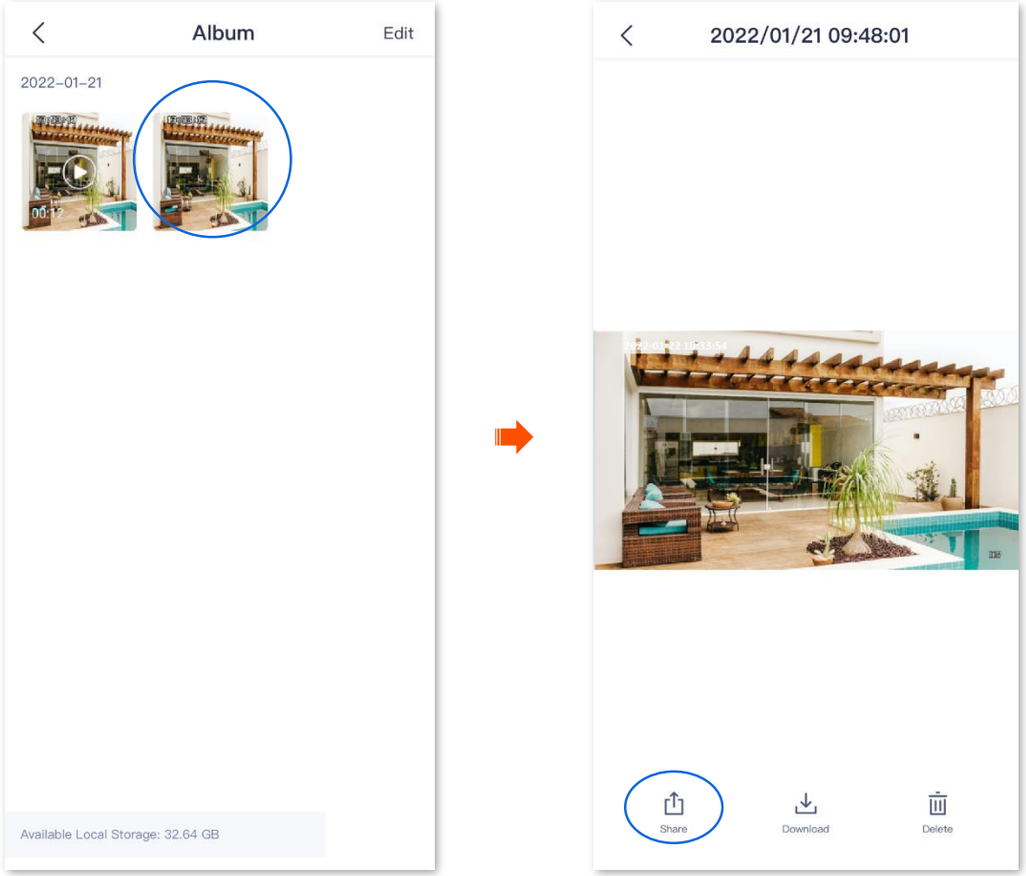


Share photos/videos with friends or on social media

TIP

Only one photo or one video can be shared at a time.

Log in to the **TDSEE** App. Navigate to **Me** > **Album**. Select the desired photo or video, tap **Share**, then follow the instructions.



Share device

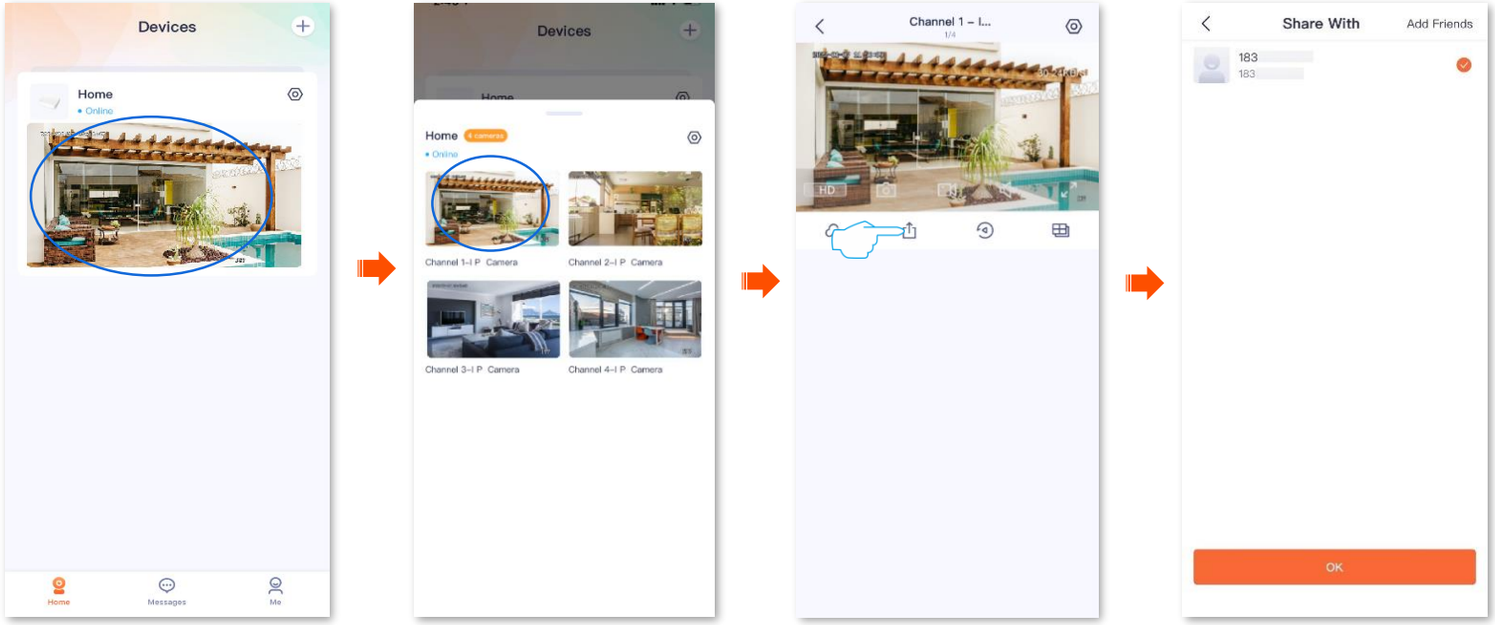
By sharing the devices under your account with friends, your friends can check the monitoring video of the camera through TDSEE App and obtain certain operation rights.

Method 1 (Recommended)

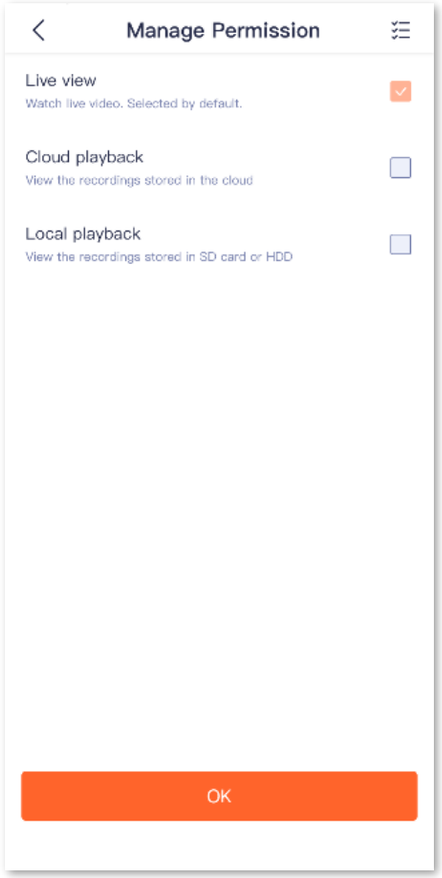
Step 1 Add a **TDSEE** App account of your friend. Refer to Add your friends for detailed steps.

Step 2 Share a device with your friend.

1. Log in to the **TDSEE** App, tap the desired NVR to share with your friend on the **Home** page, and then select the desired channel device, which is the **Channel 1-IP Camera** in this example.
2. Tap **Share** in the lower-left corner. Select a friend, and tap **OK**.



3 Select the desired management permissions to share (tap to select all), and tap **OK**.



----End

After logging in to **TDSEE** App to accept your share request, your friend can view monitoring videos of the camera and enjoy certain operation permissions.

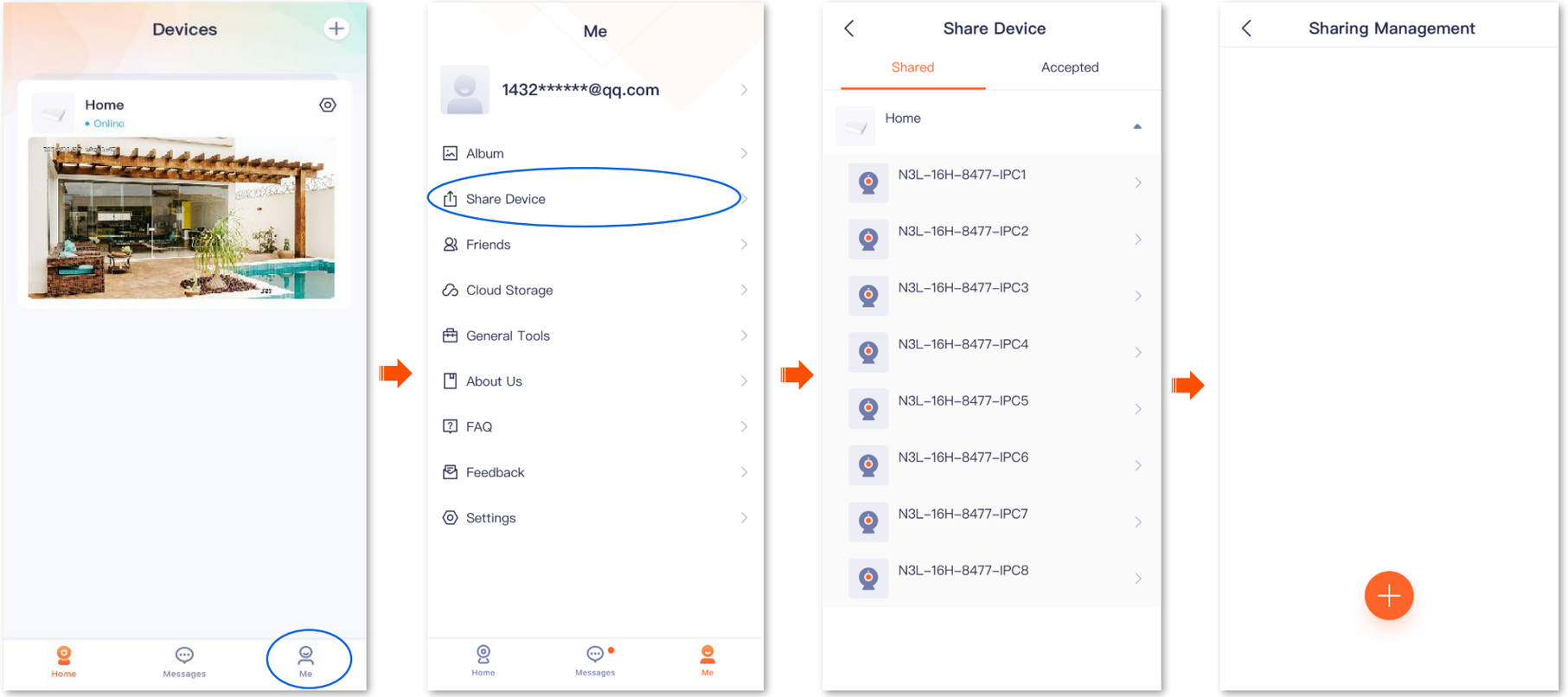
Method 2

Step 1 Add a **TDSEE** App account of your friend. Refer to Add your friends for detailed steps.

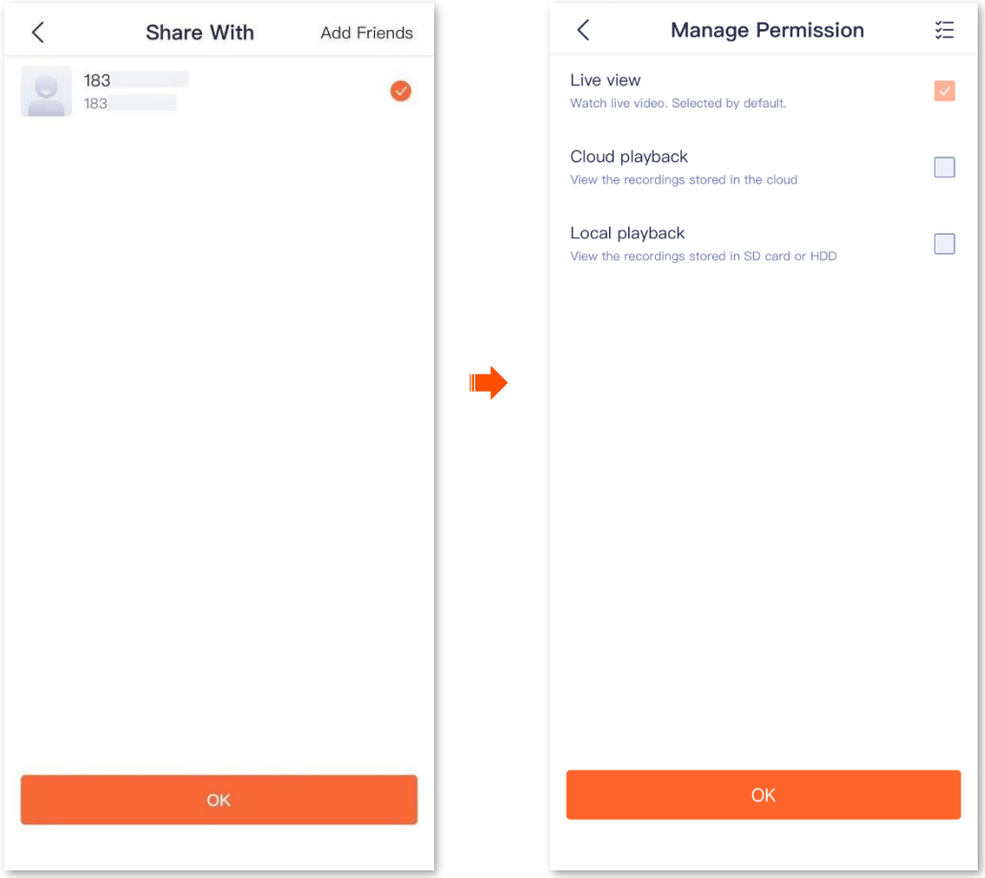
Step 2 Share a device with your friend.

1 Log in to the **TDSEE** App. Enter the **Home** page, then navigate to **Me** > **Share Device**.

2 Select the desired NVR to share with your friend, select the desired channel device, and then tap .



3 Select a friend, and tap **OK**. Select the desired management permissions to share (tap to select all), and tap **OK**.



----End

After logging in to **TDSEE** App to accept your share request, your friend can view monitoring videos of the camera and enjoy certain operation permissions.

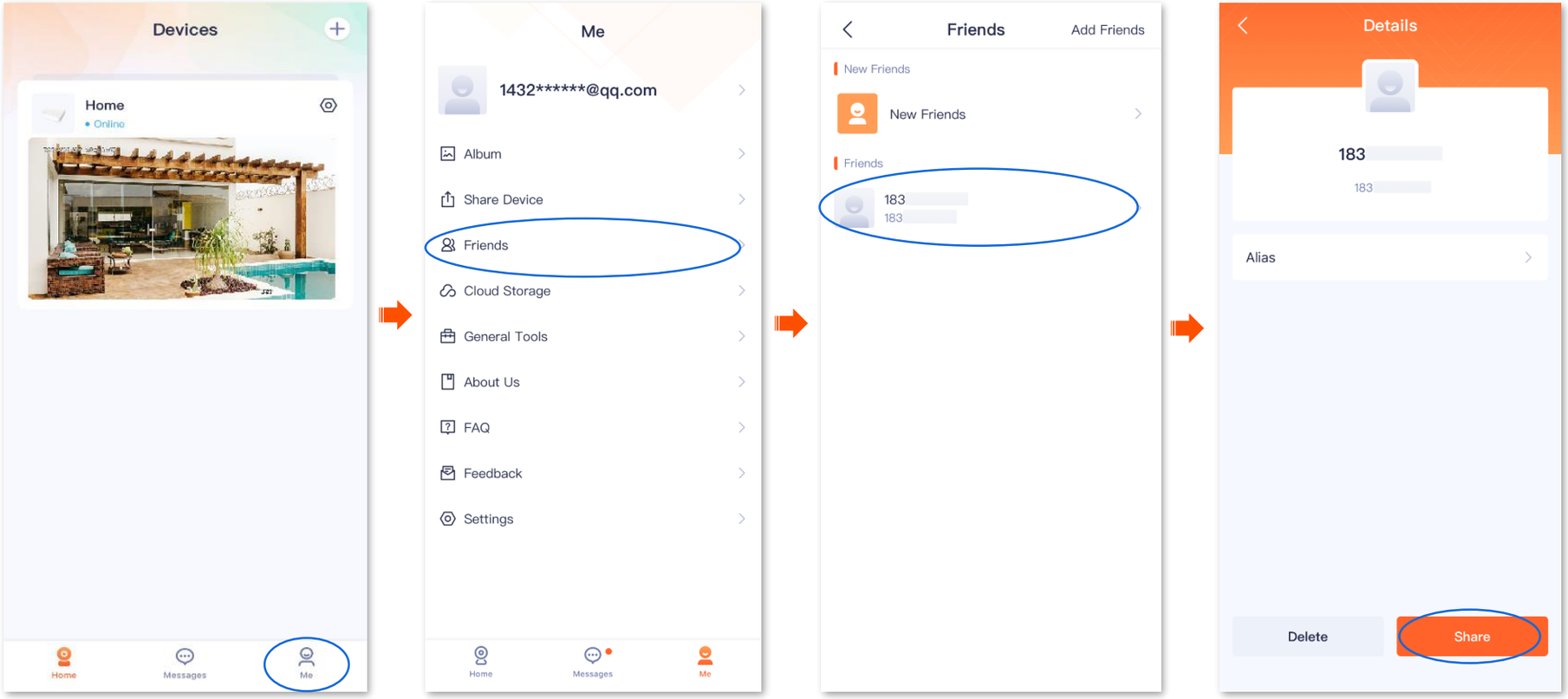
Method 3

Step 1 Add a **TDSEE** App account of your friend. Refer to Add your friends for detailed steps.

Step 2 Share a device with your friend.

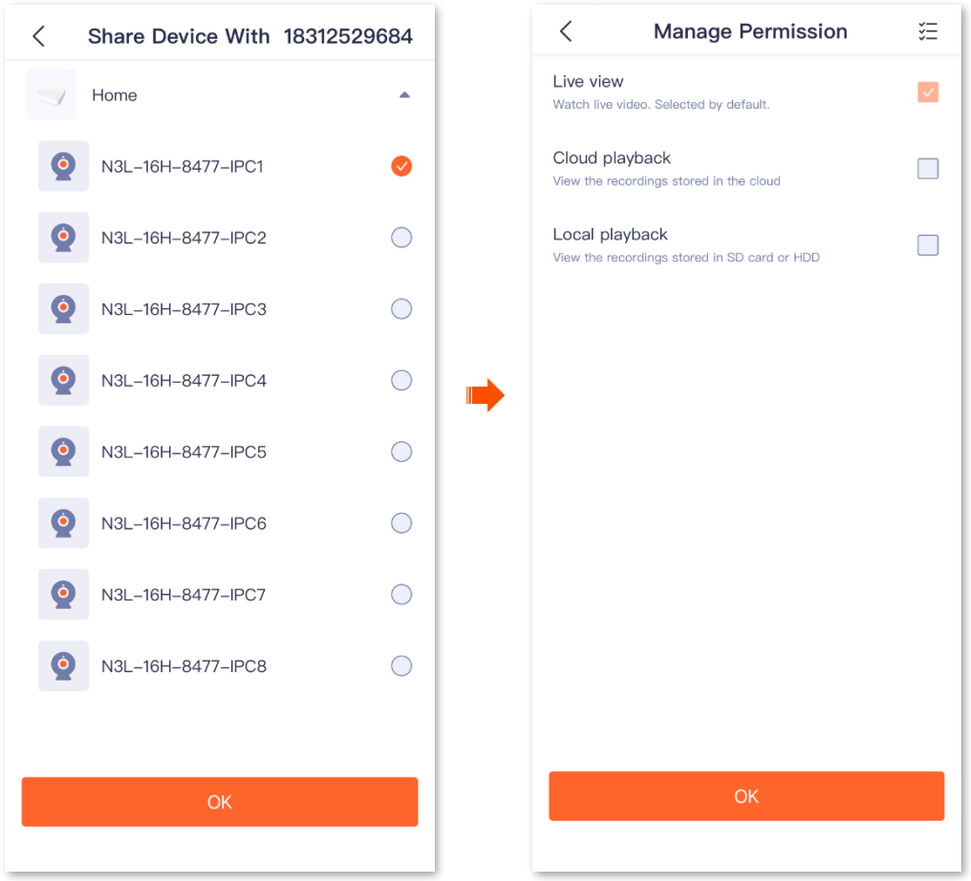
1 Log in to the **TDSEE** App. Enter the **Home** page, then navigate to **Me** > **Friends**.

2 Select a friend, then tap **Share**.



3 Select the desired NVR to share with your friend, select the desired channel device, which is **N3L-16H-8477-IPC1** in this example, and then tap **Ok**.

4 Select the desired management permissions to share, and tap **OK**.



----End

After logging in to **TDSEE** App to accept your share request, your friends can view the monitoring video of the camera and enjoy certain operation permissions.

Accept sharing

If someone shares a device with you, after you accept the shared request, you can check the monitoring videos and have some operation permissions.

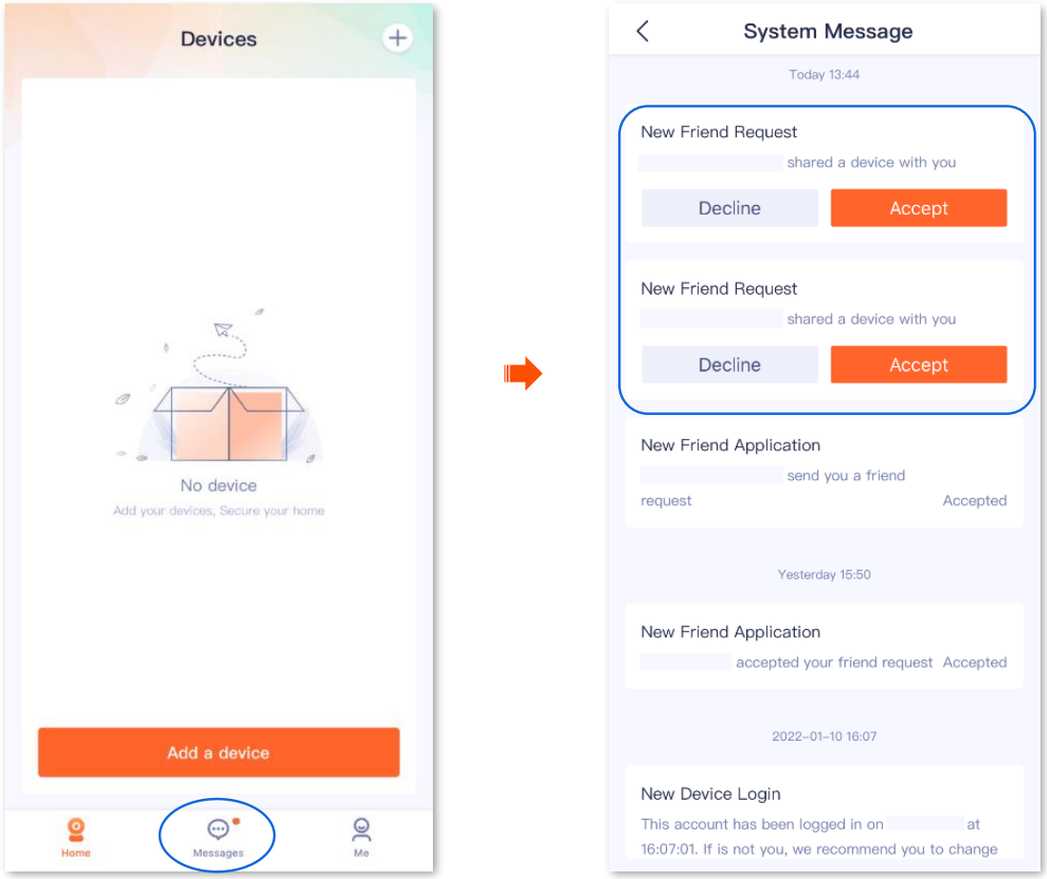
NOTE

- When you accept the sharing of the NVR channel for the first time, you need to accept the sharing of the NVR and the channel at the same time; otherwise, the sharing will fail.
- The sharing invitation is valid for 30 minutes. Please accept the device sharing in time.
- After the sharing is successful, if the relationship between you and your friends does not exist or the NVR is deleted, the sharing relationship will be canceled.
- The accepter cannot share the shared device with others.
- The operation of modifying the channel name will not be synchronized to the sharer or the accepter. The accepter cannot use **Hide channel** function.

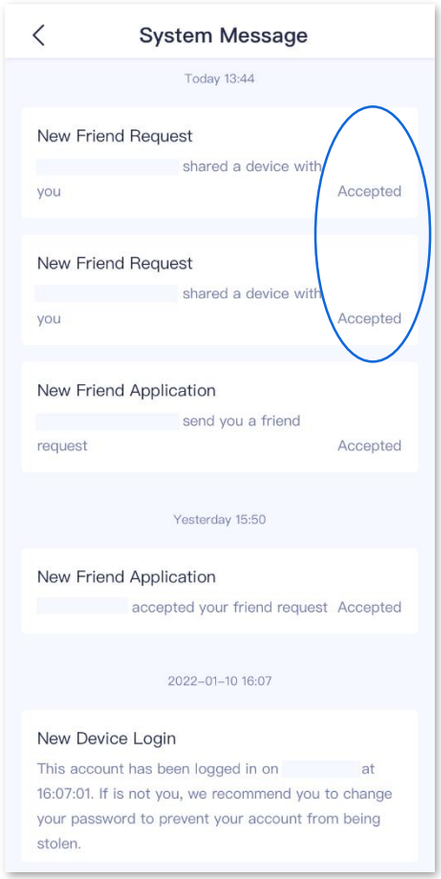
Accept the channel share upon the first time:

Method 1 (Recommended)

Log in to the TDSEE App, tap **Messages** at the bottom of the home page, find the corresponding notification message, and tap **Accept**.

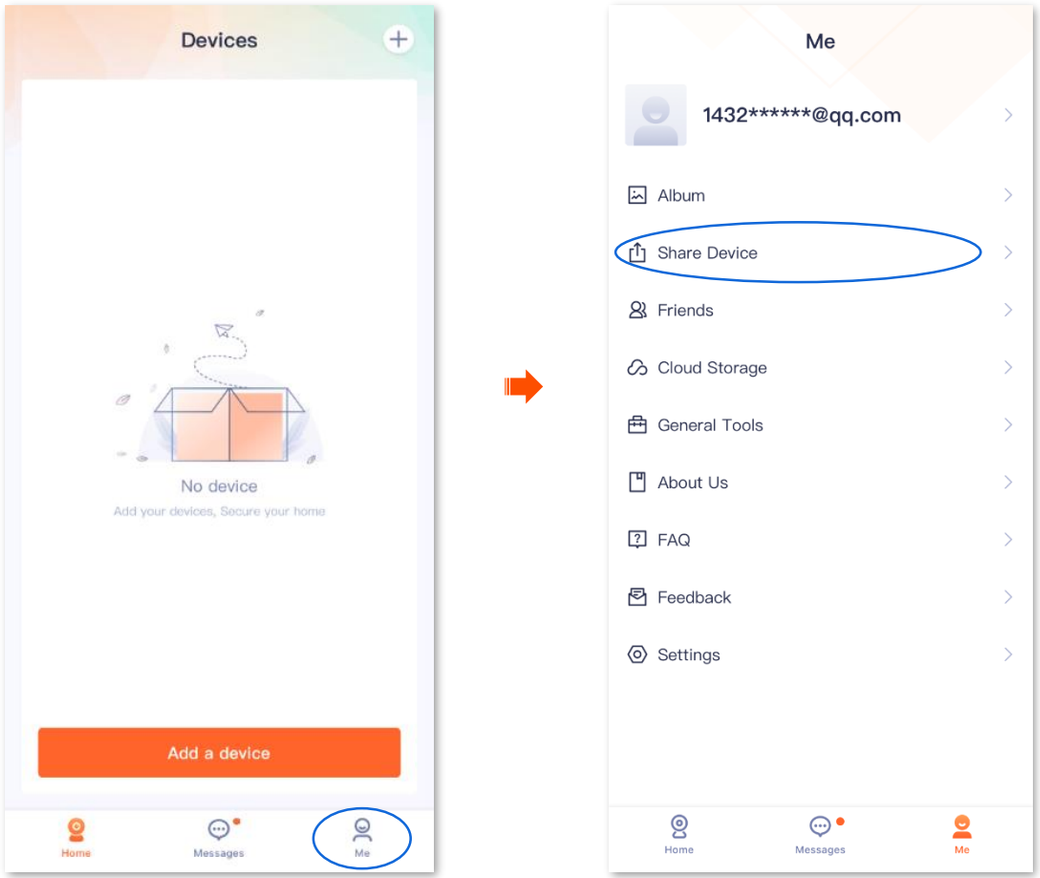


Accepted successfully.



Method 2

Step 1 Log in to the **TDSEE** App. Enter the **Home** page, and then tap **Share Device.**

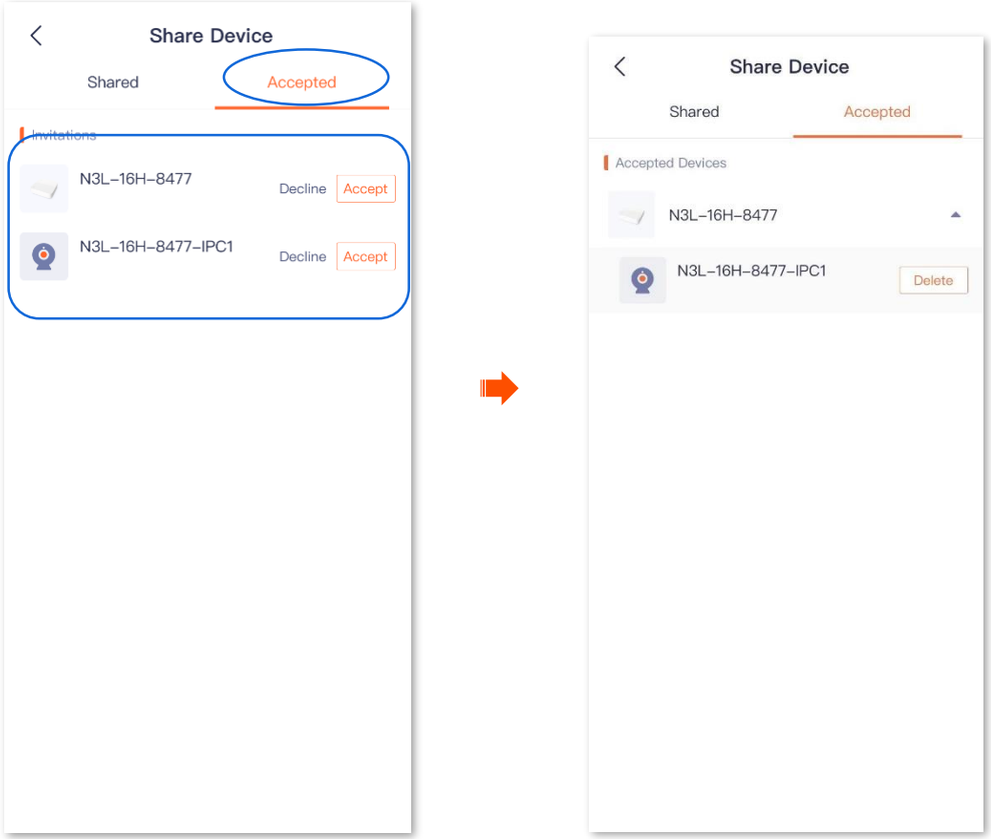


Step 2 Tap **Accepted**, find the device that your friends shared with you, and tap Accept.

The following figure is for reference only. After the sharing is successful, you can check the monitoring image of the channel device on the **Home** page.

TIP

- The name of the shared NVR is *NVR model - the last four characters of the NVR's UUID*, and the UUID can be found on the bottom of the device.
- The name of the shared channel is *NVR model-the last four characters of the NVR's UUID-IPCX* (X indicates the number of the camera), and the UUID can be found on the bottom of the camera.



----End

Dissolve sharing relationship

After you successfully share the device with your friends, if you want to stop sharing the device, you can dissolve the sharing relationship. Methods to dissolve the sharing relationship are shown as follows:

- The sharer cancels the sharing
- The accepter deletes the share

TIP

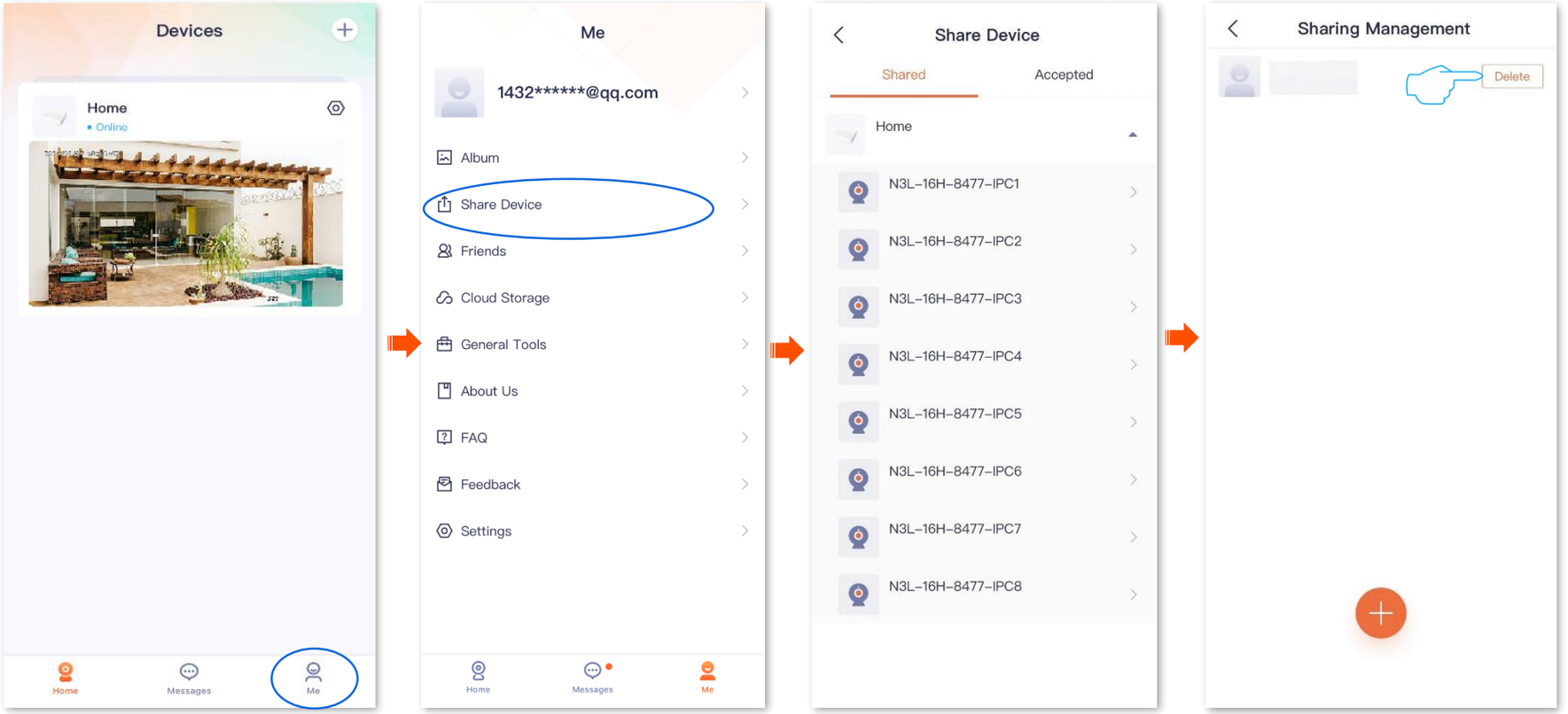
The sharing relationship will also be dissolved in the following situations:

- Friend relationships can be dissolved in the **TDSEE** App.
- The sharer deletes the NVR to which the sharing channel belongs.

Method 1 The sharer dissolves the sharing

Step 1 Log in to the **TDSEE** App, then navigate to **Me** > **Share Device**.

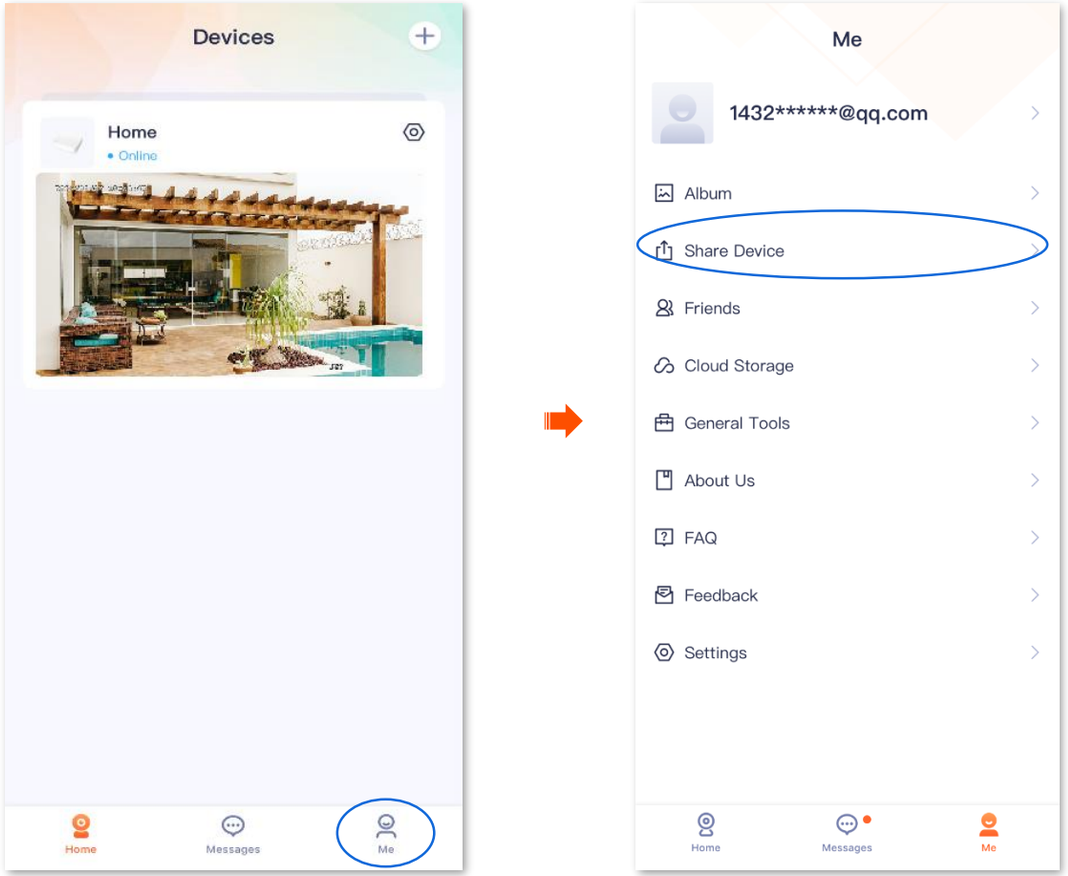
Step 2 Tap the desired device to cancel sharing, which is the camera **Home** in this example. Tap Delete .



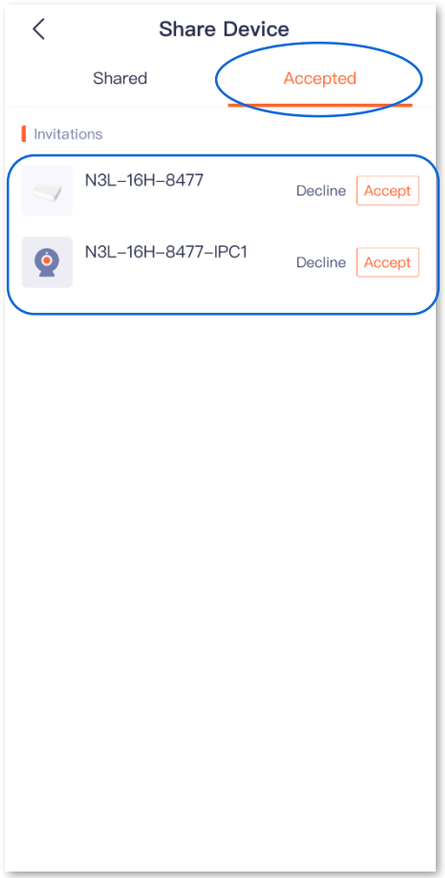
----End

Method 2 The accepter dissolves the sharing

Step 1 Log in to the **TDSEE** App, then navigate to **Me** > **Share Device**.



Step 2 Tap **Accepted**, find the device shared by another user, find the desired channel under the NVR to cancel sharing, and tap **Delete** . The following figure is for reference only.



----End

Add your friends

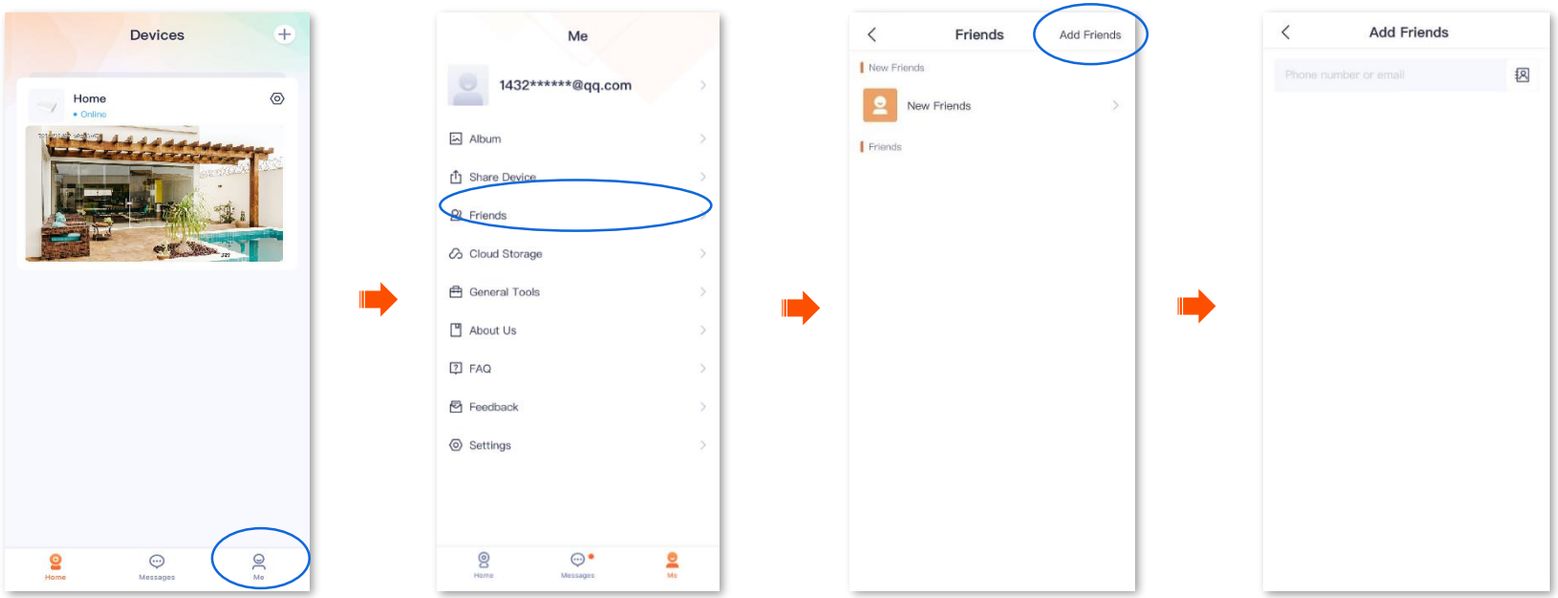
You can add the **TDSEE** App accounts of your friends here.

After adding friends successfully, you can share the devices under the current account of the **TDSEE** App with your friends, and your friends can also manage the device.

Method 1 (Recommended)

Step 1 Log in to the TDSEE App, then navigate to **Me** > **Friends**.

Step 2 Tap **Add Friends**. You can add your friend by the account, or tap to quickly add friends from your contact.



----End

Your friend logs in to the **TDSEE** App and accepts the invitation from you. Refer to Accept an invitation from your friend for detailed steps.

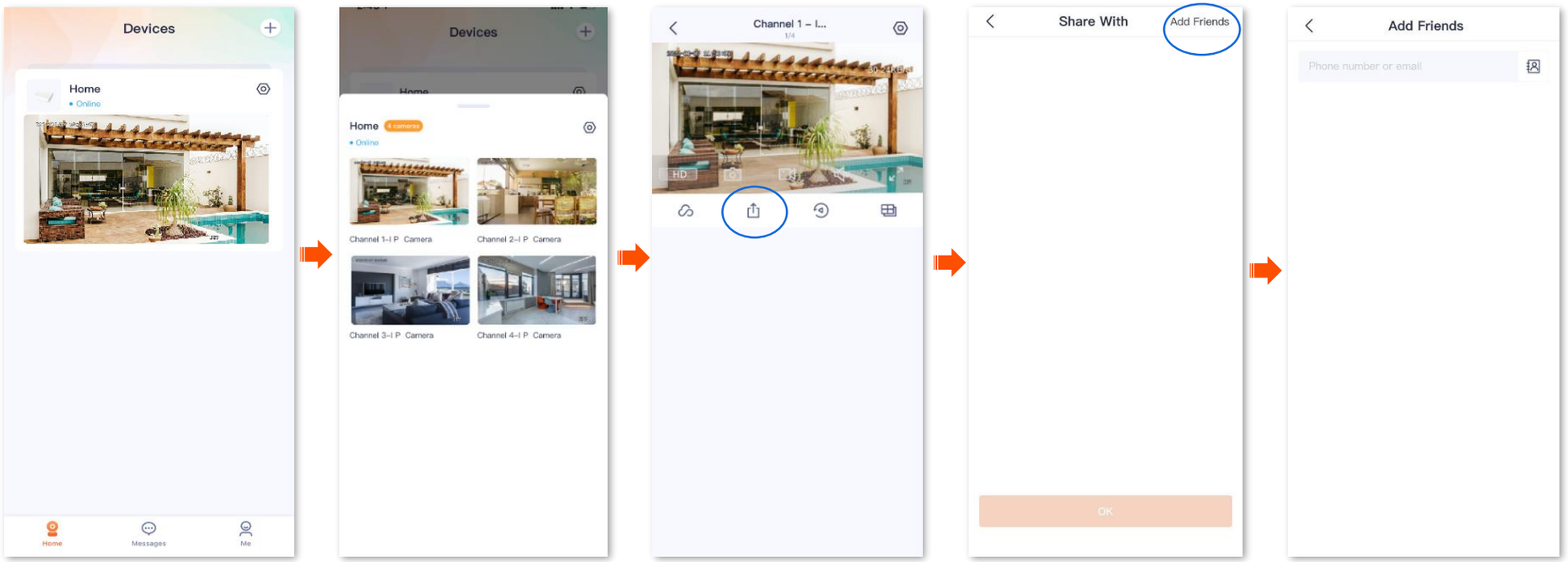
Method 2

Step 1 Log in to the TDSEE App. Target the specific device on the **Home** page, which is the NVR **Home** in this example.

Step 2 Select a channel, which is **Channel 1** in this example.

Step 3 Tap , then tap **Add Friend** in the upper right corner.

Step 4 Add your friend by entering the account, or tap to quickly add friends from your contact.



----End

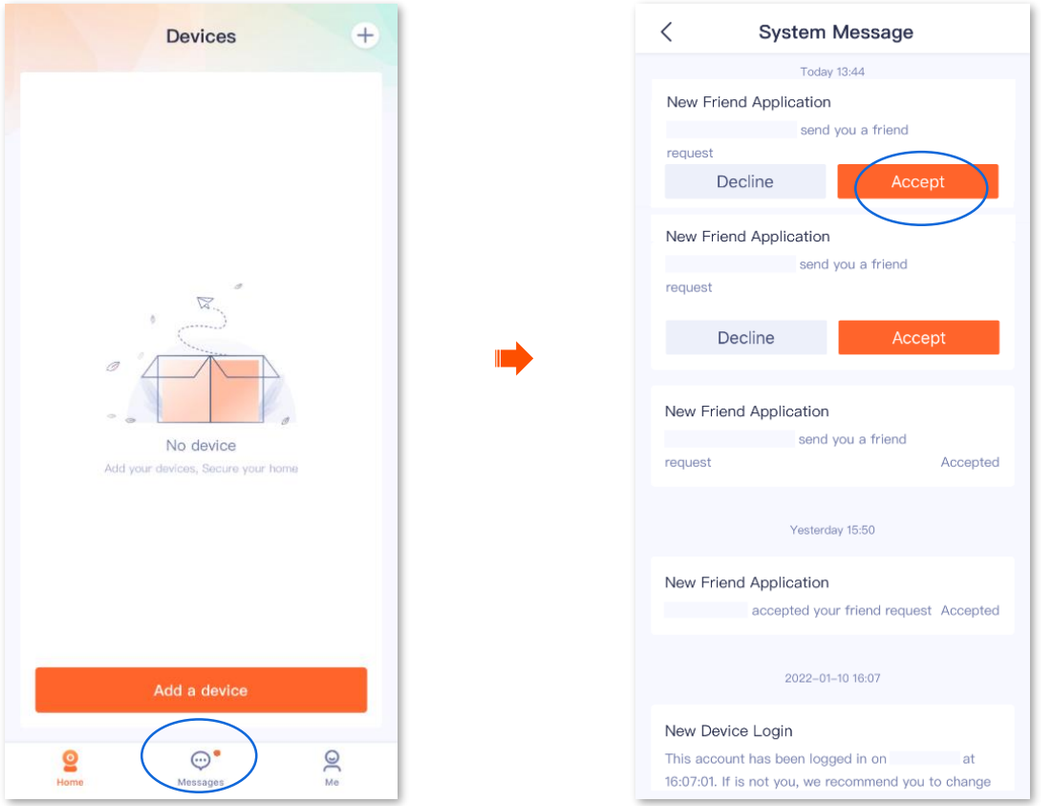
Your friend logs in to the **TDSEE** App and accepts the invitation from you. Refer to Accept an invitation from your friend for detailed steps.

Accept an invitation from your friend

If someone has sent you an invitation to add you as a friend in **TDSEE** App, you can accept the invitation here.

Method 1 (Recommended)

Log in to the TDSEE App, and enter the **Message** page. Find the corresponding notification message, then tap **Accept**.

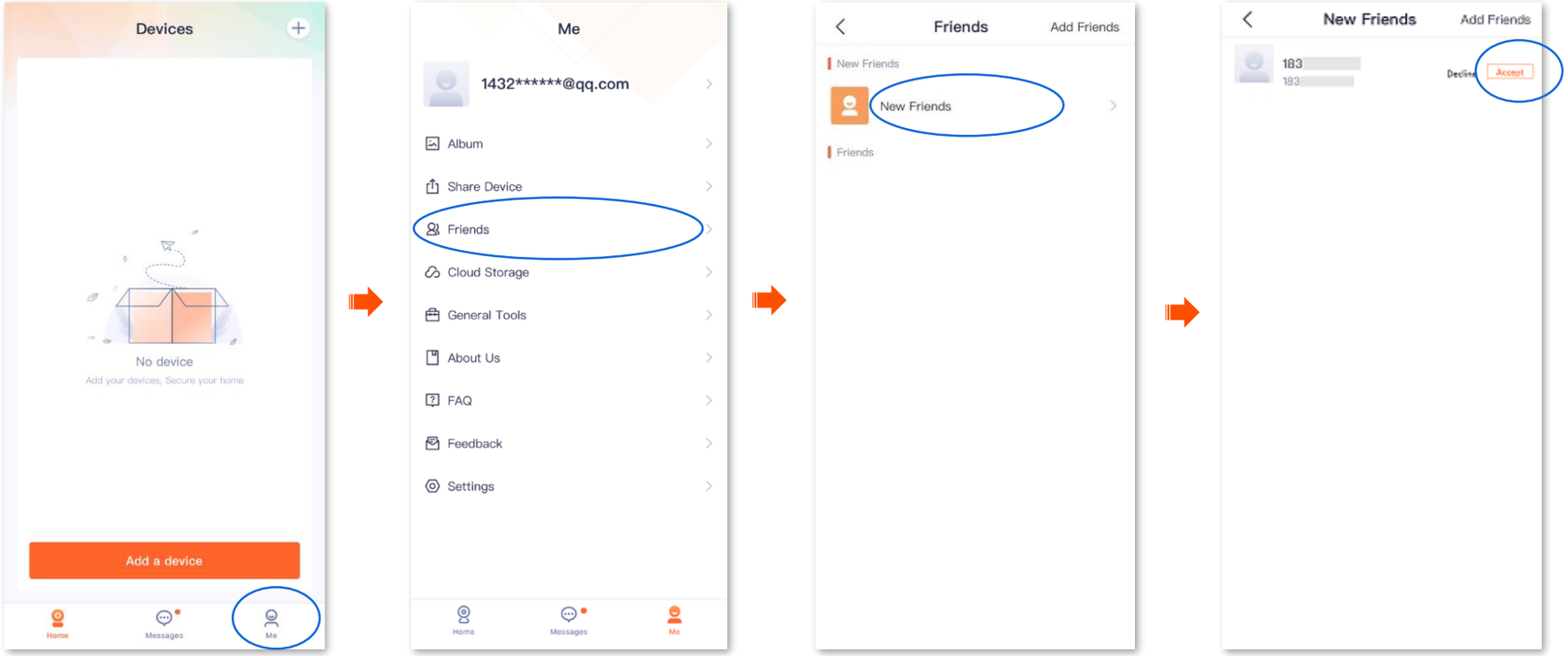


When **Accepted** is displayed on the page, your friend is added successfully.

Method 2

Step 1 Log in to the TDSEE App. Tap **Me**, and then tap **Friends**.

Step 2 Tap **New Friends**. Find the invitation information, then tap **Accept**.



----End

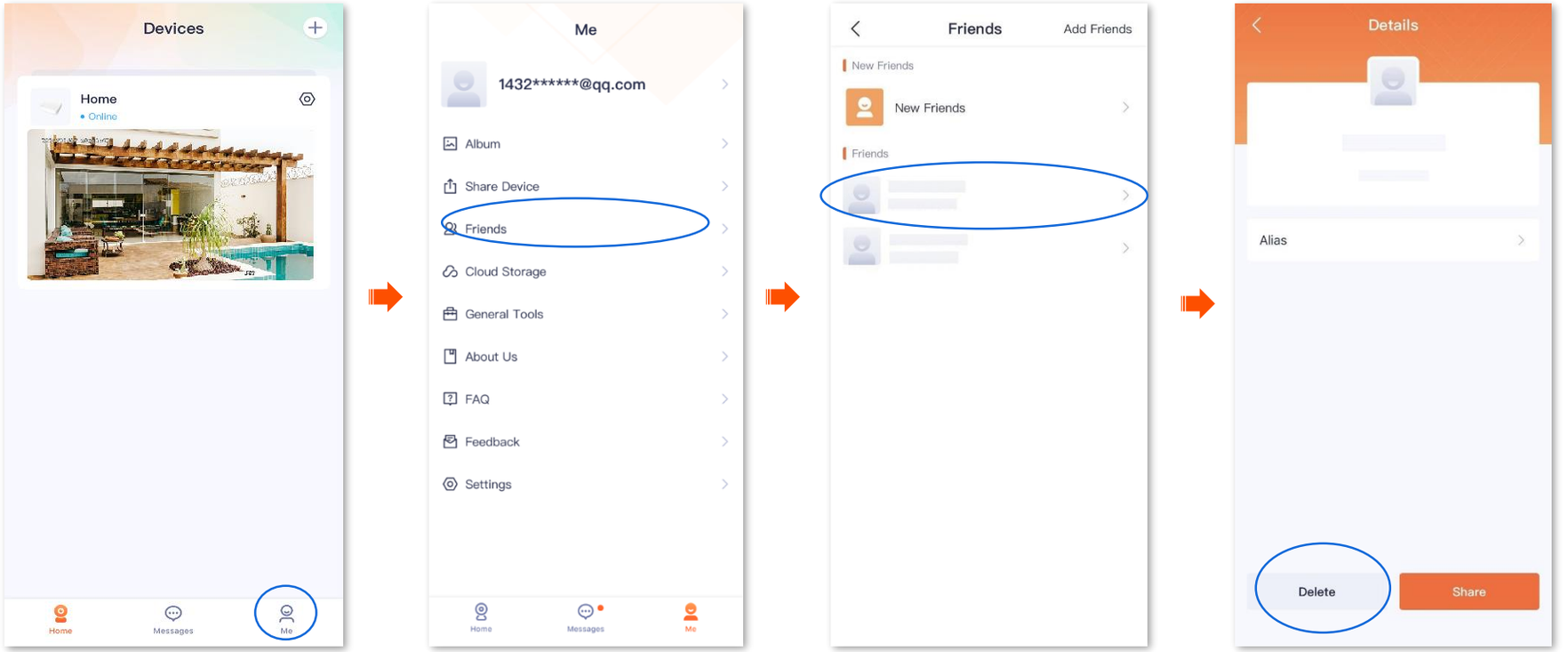
When **Accepted** is displayed on the page, your friend is added successfully.

Delete your friends

Navigate to **Me** > **Friends**, you can delete friends here.

Step 1 Log in to the TDSEE App, then navigate to **Me** > **Friends**.

Step 2 Tap the account of a friend you want to delete, and tap **Delete**. Tap **Delete** in the pop-up window.



----End

Reset login password of the NVR

Navigate to **Me** > **General Tools**.

After the NVR is successfully added through TDSEE App, if you forget the login password of the NVR, you can reset the password through TDSEE App.

TIP

If you did not reserve an email address when activating the NVR, you are recommended to add an email address to the administrator account on the **User Management** page. Please ensure sure that the email address bound to the administrator account is the same as the email address logged in to the TDSEE App.

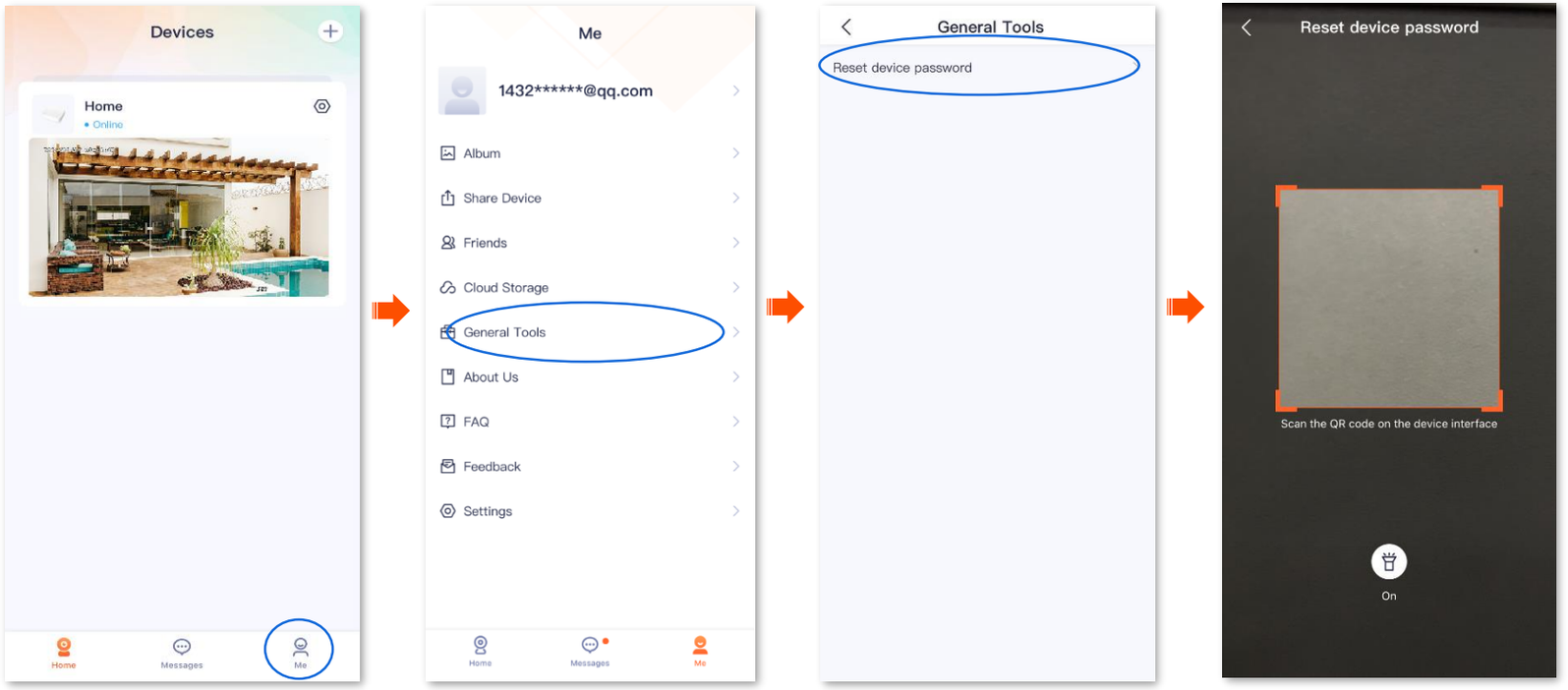
Procedure:

Step 1 Log in to the TDSEE App, enter the **Me** page, then tap **General Tools**.

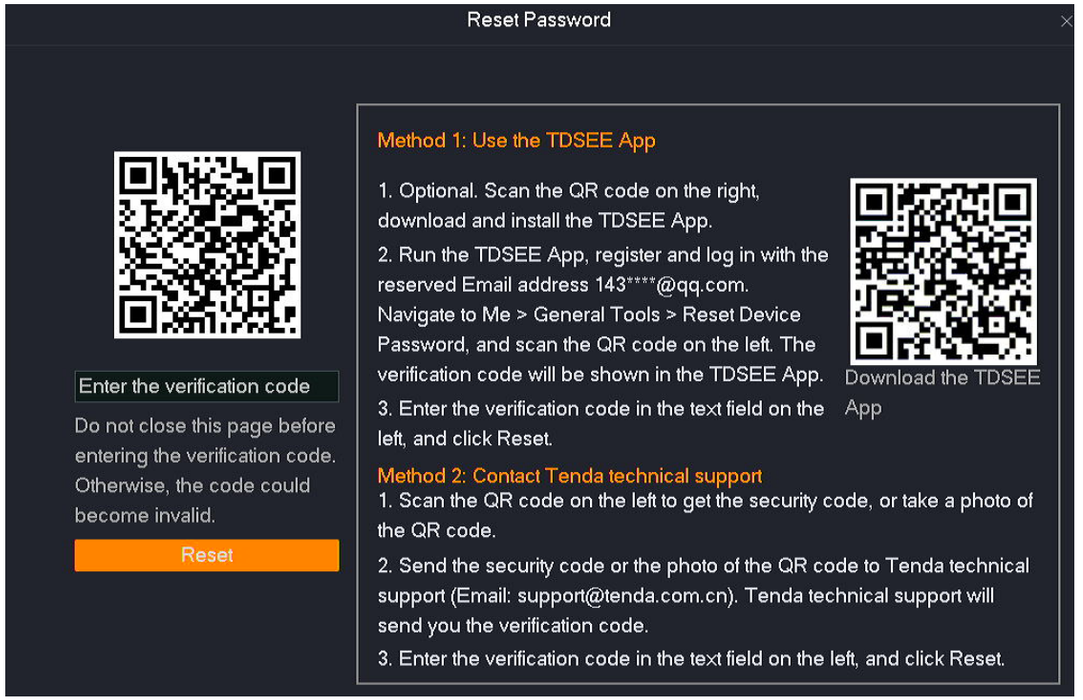
Step 2 Tap **Reset device password**, then scan the QR code to obtain the verification code on the **Reset Password** page (GUI or Web).

TIP

Click **Forgot password?** on the account login page to enter the **Reset Password** page of the NVR.



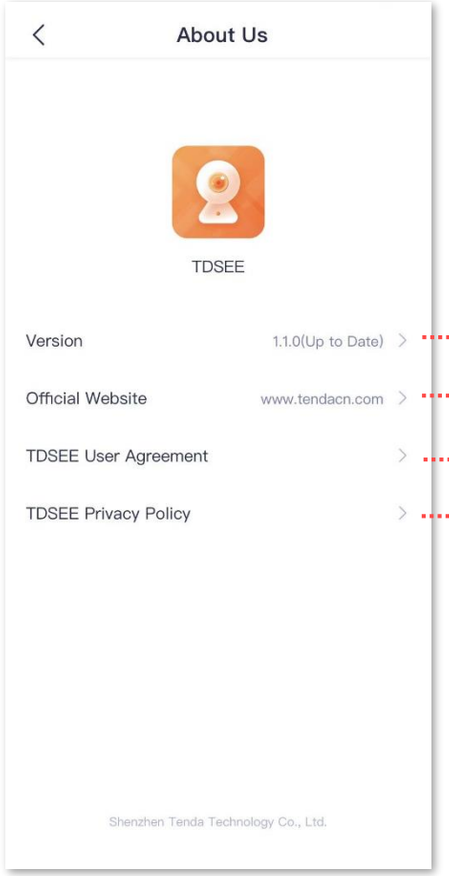
Step 3 Enter the verification code on the **Reset Password** page of the NVR (The GUI page is taken as an example here.), and then follow the on-screen instructions to reset the password.



---End

About us

Navigate to **Me** > **About Us**.



Check firmware version and upgrade device firmware

Tap it to visit Tenda official website

Tap it to check TDSEE user agreement

Tap it to check TDSEE privacy policy

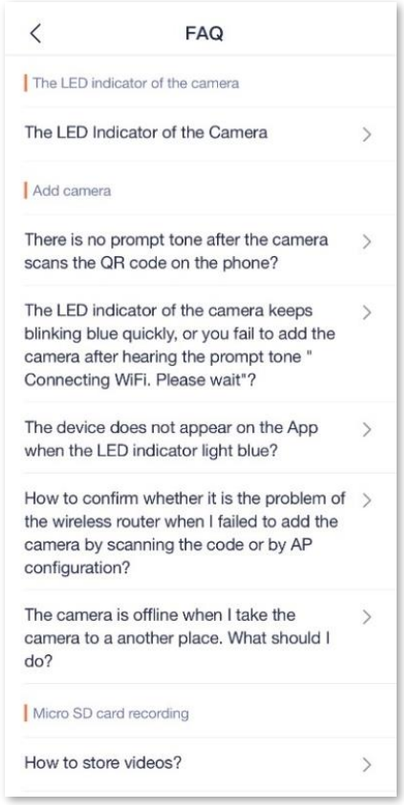
FAQ

Navigate to **Me** > **FAQ**.

If you cannot find solutions here, please contact us, and we will solve the problem for you as soon as possible.

You can give us feedback through the two ways below:

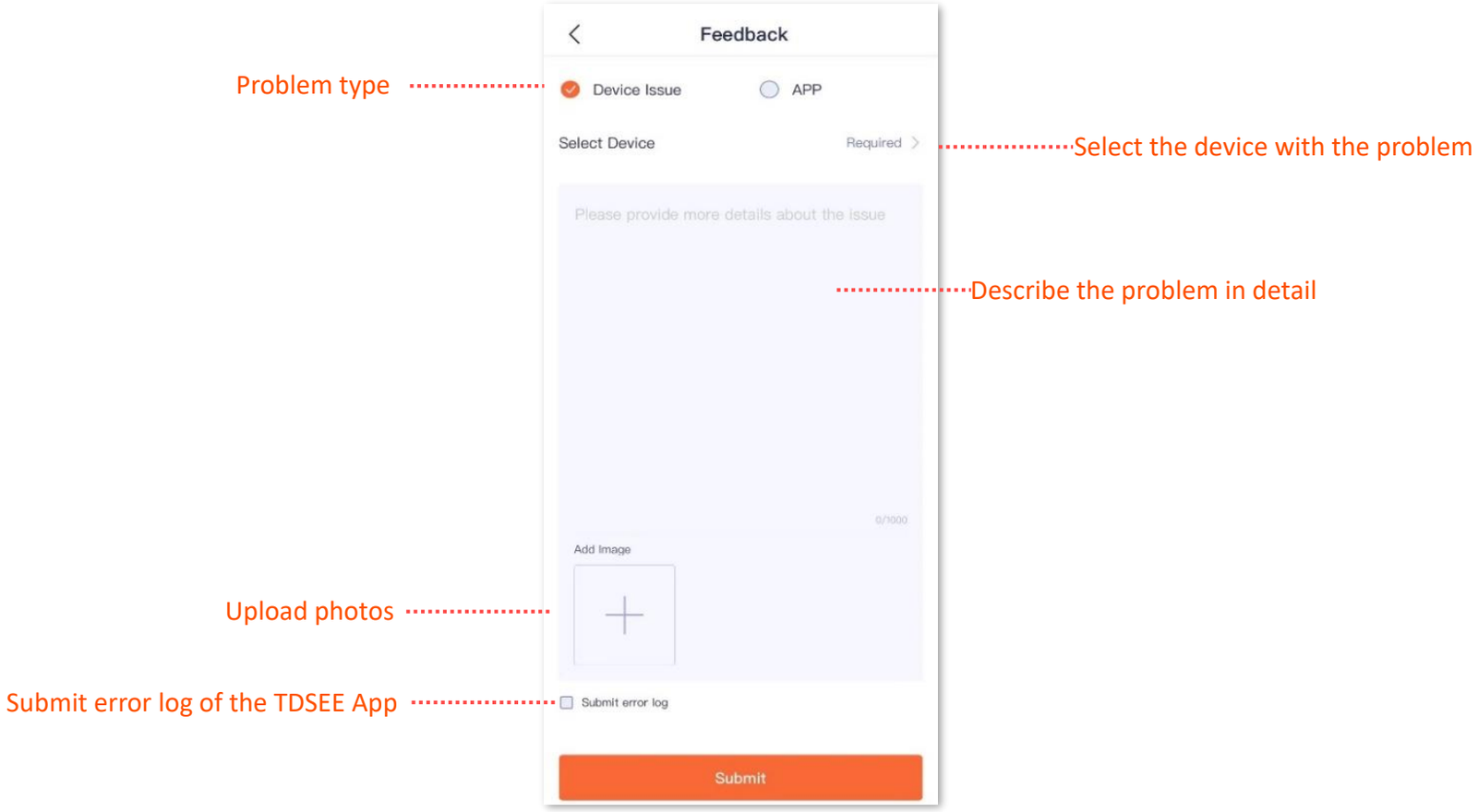
- Contact us according to the contact information shown in the Technical Support.
- Submit your feedback in Feedback.



Feedback

Navigate to **Me** > **Feedback**.

If you have problems when using our device or App, or you have any comments or suggestions on us, you can give us feedback, and we will solve the problem for you as soon as possible.



Settings

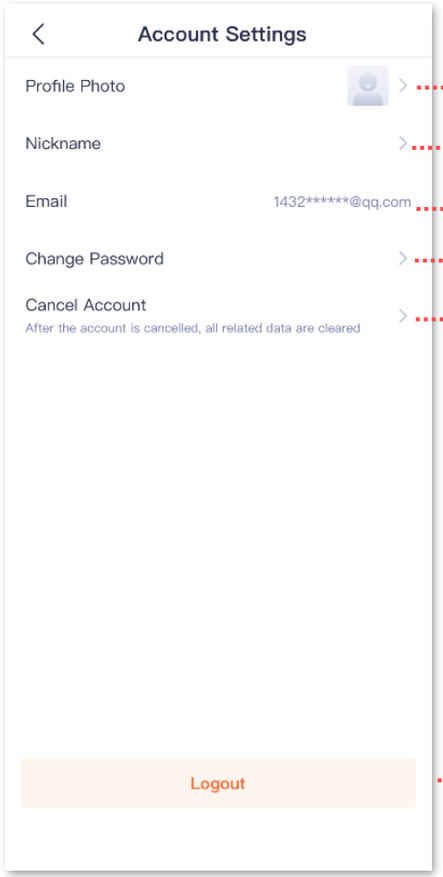
Navigate to **Me** > **Settings**.

You can clear the cache of the **TDSEE** App, or enable/disable the **Notifications** function here.

After the **Notification** function is disabled, the terminal device will block the message notification of the **TDSEE** App.

My profile

You can replace the profile photo, set a nickname, change the password, cancel the account, or log out, tap the account in the upper side on the **Me** page.



Change profile photo

Set nickname

View current account of the TDSEE App

Change the password of the TDSEE App

Cancel account of the TDSEE App

Log out