



4G Wireless PTZ Security Camera with Rechargeable Battery

User Guide

E-mail: service@cococam.com
Website: www.cococam.com

Contents

Claim Your Lifetime Warranty



Thank you for choosing COCOCAM products.

We are committed to providing the best service to all our customer.

If anything has happened to your product, please contact us for a lifetime warranty.



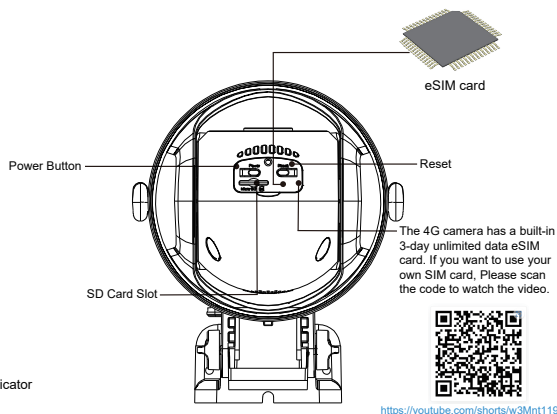
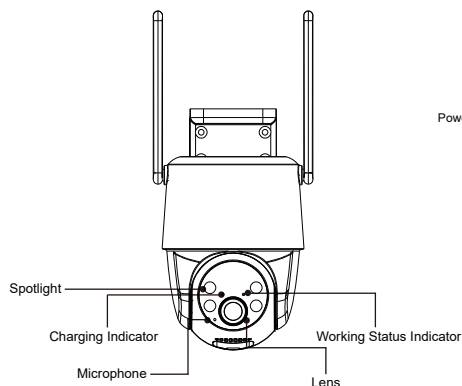
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1. Product details

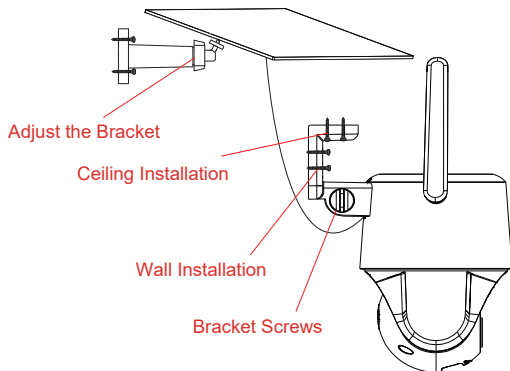


No.	Camera Buttons	Operation
1	Power Button	Press and hold the button for five seconds to turn the device on and off.
2	Power Button	Quick-press for one second to wake the camera up from standby mode.
3	Reset Key	Press and hold for five seconds to reset and restart the camera.
No.	LED Status	Operation
1	Slow blinking red	The camera is connecting to the Internet
2	Blue light flashes	The camera is successfully connected to the Internet and is waiting to be added.
3	Red and blue lights flash alternately	Camera failed to connect to network
4	The blue light is always on	The camera has been successfully connected to the Internet and has been added for use.

2. Install camera

Please fix the bracket, then install the camera.

1. If it is a wooden wall, you can use the nails provided with the product to fix the bracket to the wall.
2. If it is a cement wall or ceramic tile wall, please use an electric drill to drill a hole in the wall and then install the bracket with the expansion screw provided with the product.



https://youtu.be/3IUbk9X_y7g

The camera can also be mounted on cylindrical objects. Scan the QR code to see the installation method.

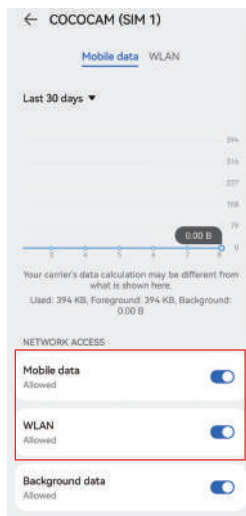
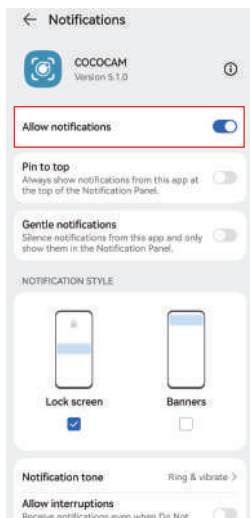
3. Install Cococam app

Search "Cococam" in the app store or on GooglePlay or scan the QR code to download and install the app on your phone.



NOTE: Please turn on two permissions below when you use this app for the first time.

1. Allow Cococam access to mobile cellular data and wireless LAN, or you will be unable to add the camera.
2. Allow Cococam to receive push messages, or the phone will not receive notifications when motion is detection or the audible alarm is triggered.



3.1 Register account:

New users need to register by e-mail. Click “Register” and follow the steps to complete registration and log in.

3.2 Help and feedback:

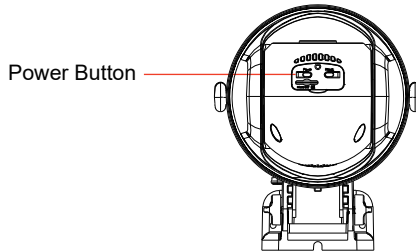
For product issues or questions, please email service@cococam.com with your product model number. We will reply to you within 24 hours.



Help & Feedback

4. Switch on camera

Press the power button for five seconds to turn the camera on. If it does not power on, please plug in the DC5V 1A/2A power adapter and charge the camera for 15 minutes before trying again. The camera is on when the indicator light below the lens is flashing slowly.



5. Add camera

Before Using:

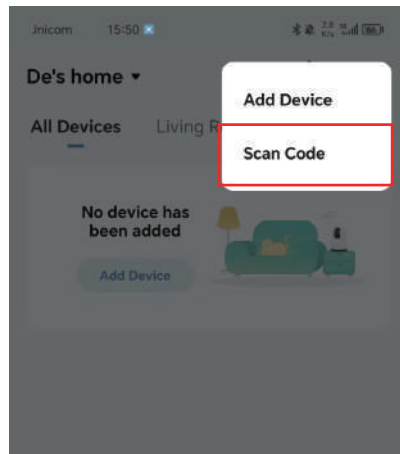
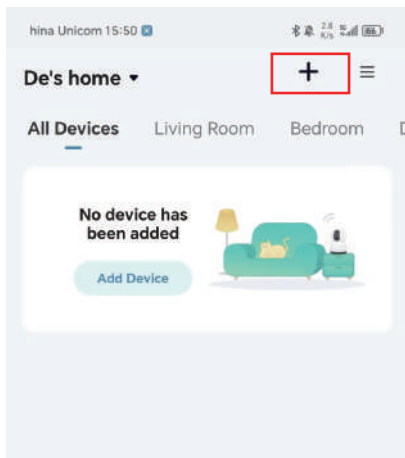
1. If using sd card Before power-on, please insert the Micro- sD card (2-128GB). If the Micro - SD card is inserted after power-on, detection may fail and the product will need to be powered on again.
2. Before adding the camera, please turn on the Bluetooth permission and positioning permission of the APP, then turn on the Bluetooth of the phone and start preparing to connect the camera. (Note: Failure to open the APP will cause the camera connection to fail).
3. The camera has a built-in eSIM card, please turn on the camera directly to start the camera. When the camera indicator light changes from red to blue, it means the camera is successfully connected to the Internet and can be added. If the indicator light changes from red to red and blue, it means there is no network connection. please contact our after-sales customer service in time for troubleshooting.
4. After resetting the camera, the camera needs to be reconnected to the Internet. Please wait for about 1 minute for the camera indicator light to turn blue and flash and play a voice before scanning the QR code to add the camera. Otherwise, the camera addition may fail.
5. It is recommended that the camera be installed in an open location. If there is signal interference near the camera, it will affect the normal use of the camera.

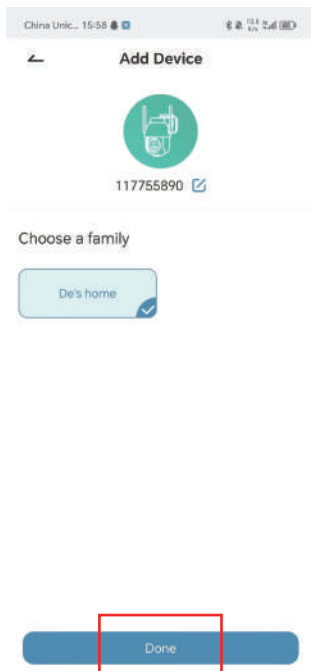
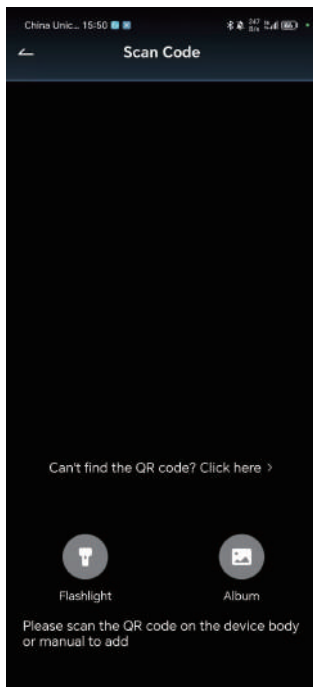
You can scan the QR code below or visit the link to watch the added video



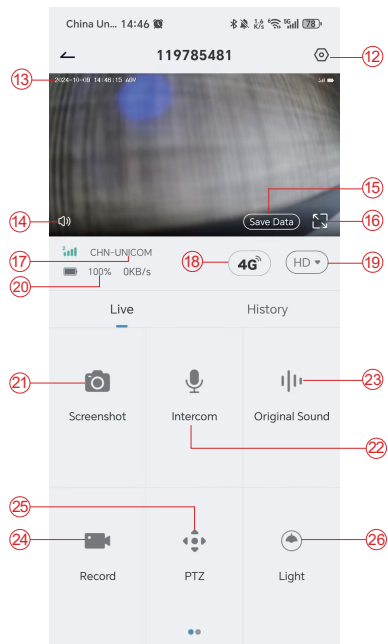
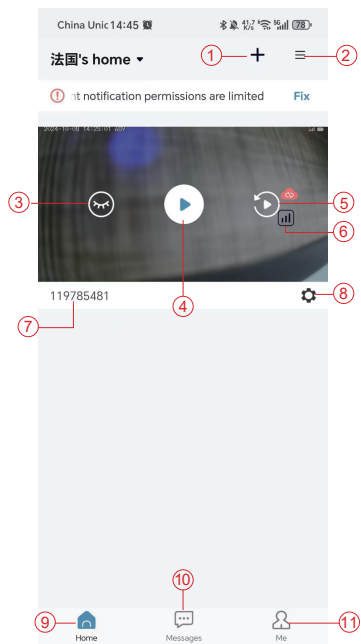
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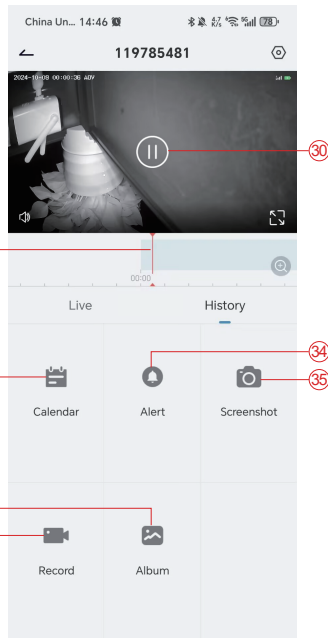
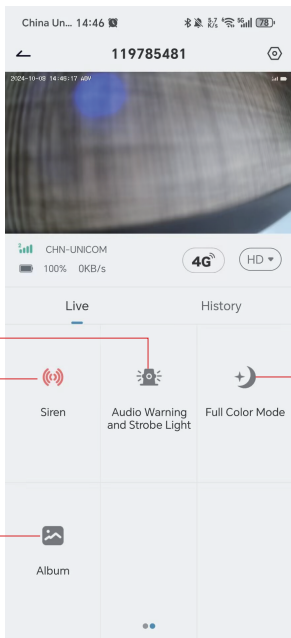
1. Click the "+" sign in the upper right corner of the homepage and select Scan
2. Wait for the camera to connect to the Internet, scan the QR code on the camera body, and wait for automatic connection to complete the addition.
3. If the addition fails, please reset the camera and add it again. (After resetting the camera, the camera needs to be reconnected to the Internet. Please wait for about 1 minute for the camera indicator light to turn blue and flash and play a voice before scanning the QR code to add the camera.)





6. Device menu

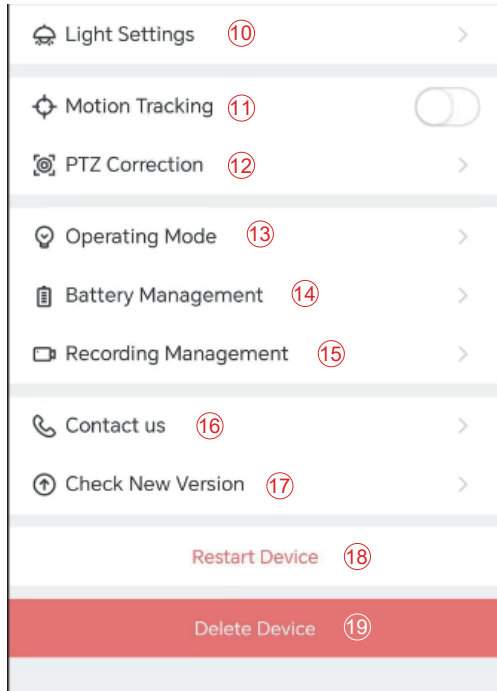
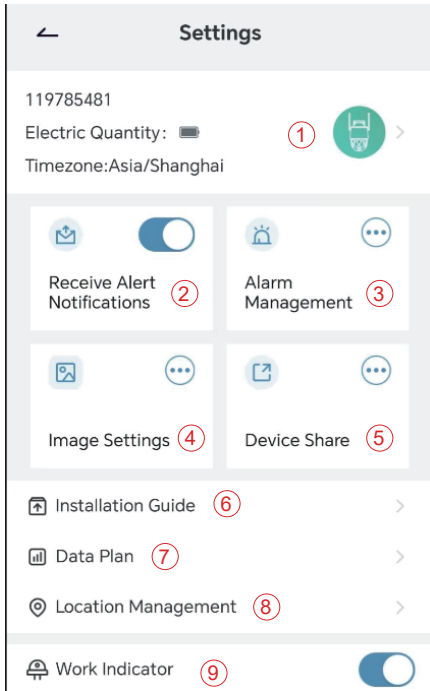




1. Add Device
2. Display List
3. Hidden Image
4. Real-time Image
5. Local Playback
6. 4G Top-up Page
7. S/N
8. Camera Setting
9. Home Page
10. APP Message List
11. Personal Center
12. Camera Setting
13. Camera Time
14. Monitor
15. Image Fluency
16. Full Screen
17. 4G Signal
18. 4G Top-up Page
19. Select Definition
20. Battery Level
21. Snapshot Manually
22. Enable Microphone
23. Select Intercom Sound
24. Record Manually
25. Rotate PTZ

26. Turn on Daylight Lamp Manually
27. Enable Alarm Sound Manually
28. Audible and Visual Alarm
29. Night Vision
30. Images Snapshotted and Recorded Manually
31. Pause/Play
32. Alarm Segment
33. Select Alarm Date
34. Alarm point
35. Snapshot Manually
36. Record Manually
37. Images Snapshotted and Recorded Manually

7. Background setting



1. View Device Information

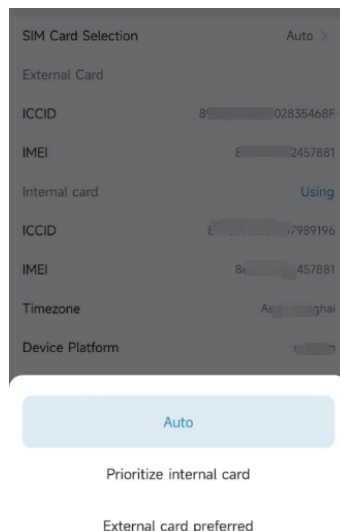
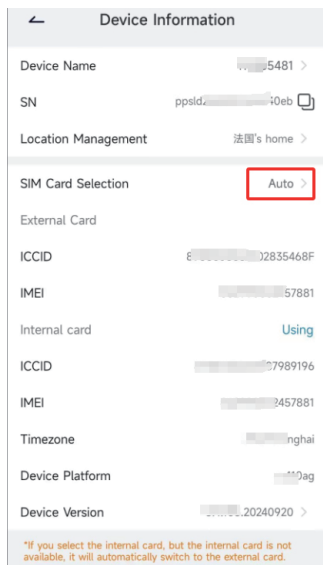
The 4g camera has a built-in eSIM card, and you can also insert your own SIM card. The 4g camera supports dual SIM dual standby, and there are three modes to choose from:

1: Automatic, the 4g camera will automatically identify the SIM card with better signal to run

2: Prioritize external card, use your SIM card first

3: Prioritize built-in card, use the SIM card that comes with the 4g camera first

Note: The 4g camera's built-in SIM card comes with 3 days of unlimited free data



2. Enable/Disable Alarm Push

3. Enable Alarm Detection: For human/vehicle recognition, sensitivity adjustment, alarm period setting, alarm area setting

4. Image Setting: For video coding format setting, image flip, night vision, etc.
5. Share Device: For sharing the device with others (The device can only be shared to other users in the same country, otherwise the system will indicate that the account does not exist.)
6. Suggestions for installation
7. Traffic recharge page, the redemption entrance in the upper right corner can use the package activation code to redeem the traffic package
8. Choose Installation Position
9. Enable/Disable Lens Indicator
10. Enable Daylight Lamp Setting Manually (The daylight lamp cannot be enabled when the battery level is lower than 20%.)
11. Enable/Disable Movement Tracking
12. PTZ calibration: The PTZ rotates up and down and left and right to complete the self-test
13. Operating Mode: Power-saving Mode, Performance Mode, Custom

***Power saving mode:** full-time recording defaults to 5 frames per second, and alarm recording has a 3-second delay interval

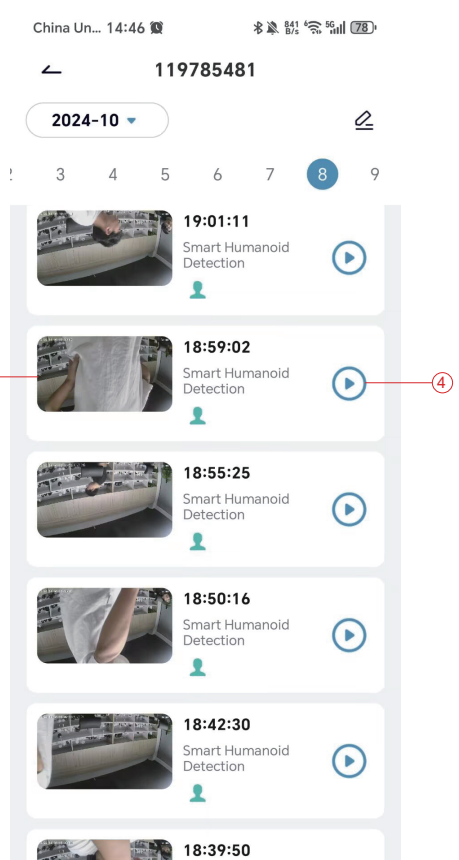
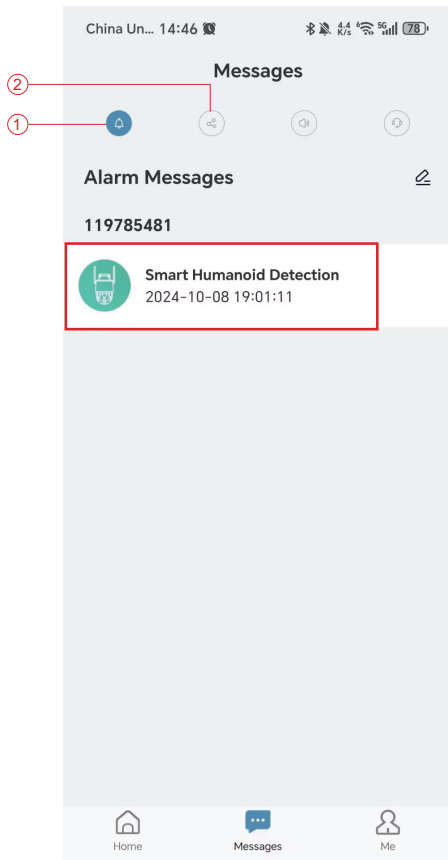
***Performance mode:** full-time recording defaults to 2 frames per second, and alarm recording has a 6-second delay interval

***Custom mode:** You can manually adjust the camera's full-time recording frame rate and alarm recording delay time

14. Battery Management: For viewing the remaining battery level, setting the battery level for disabling continuous recording, or entering the power-saving mode
15. Video Management: For viewing capacity of the SD card
16. Contact Us: E-mail for after-sales service
17. Check New Version
18. Restart Device
19. Delete Device

8. Message page

1. Alarm Notice
2. Device Sharing Notice
3. View Alarm Image
4. Play Alarm Video



9. Best conditions for night vision

Within three meters of the lens will cause infrared rays to concentrate on it and illuminated and the night vision will not work. No matter where the camera is installed, make sure there are no obstacles within three meters of the lens.

10. Video playback and micro SD card

Video recordings are stored in the micro SD card (not included) or on the cloud.

1. Only support 2-128GB
2. To ensure a steady recognition rate and micro SD card life, we recommend a Class10 Speed Micro SD Card, Samsung, SanDisk, or Kinston Micro SD Card.
3. Check the micro SD card for damage and format it before inserting into the camera. The format must be FAT32 or EXFAT32.
4. After you insert the micro SD card into the camera, the memory volume will show in the Cococam app. This means the camera micro SD card is readable.
5. If the micro SD card is not readable, contact us for assistance.

Troubleshooting table		
No.	Description	Solutions and operation
1	What should I do if the camera cannot be added?	1) Confirm whether the SIM card traffic is sufficient 2) After the camera resets, you hear the "bugu" sound. Wait for one minute before the camera turns to blue light and flashes and plays a voice before adding it. 3) Take the camera to an open place before adding it. There may be signal interference in a narrow environment. 4) Please contact our 24-hour customer service to solve it for you as soon as possible.
2	How do you reset to default?	1) Press and hold the reset button for five seconds. 2) Listen for the "bugu" sound. 3) Watch for the red light flashing slowly.
3	Camera access always appears offline?	It is best to install the camera in an open space. There should be no signal interference nearby, otherwise it will affect the normal online operation of the camera. If the 4G signal base station in the installation area is far away, it will also affect the camera's normal online operation.
4	Why am I receiving frequent alarms?	The environment or the number of vehicles where you have installed the camera triggers the cameras frequently. Change the camera alarm sensitivity to "low".
5	Why does full-time recording stop?	Please check the minimum battery level for continuous recording under "Battery Management". If the actual battery level is lower than the set value, the camera will enter the power-saving mode and stop continuous recording.
6	No alarm push	Enable notifications from the CocoCam app in the mobile settings.
7	No alarm video recording	Insert the micro SD card or enable cloud storage.

8	Cococam app flashbacks	1) It may be that your phone system version is too low or too high, resulting in poor compatibility. Uninstall the APP and re-download it. 2) Contact customer service staff with the model number of your camera and the system number of your mobile phone.
9	Unable to register account	1) When registering an account, please ensure you select the correct country. 2) You do not need to enter a verification code. Please follow the process to register your account.
10	Unable to add friend	Your account and your friend's account must be registered in the same country or the same area. For example, accounts in Europe and America cannot be friends.
11	Why are the videos jerky?	If any human has been detected, the video will be smooth because of the maximum frame rate; if no moving object has been detected, the camera will record all day with a low frame rate to minimize the power consumption. To enable the maximum frame rate in continuous recording, set under "Operating Mode".