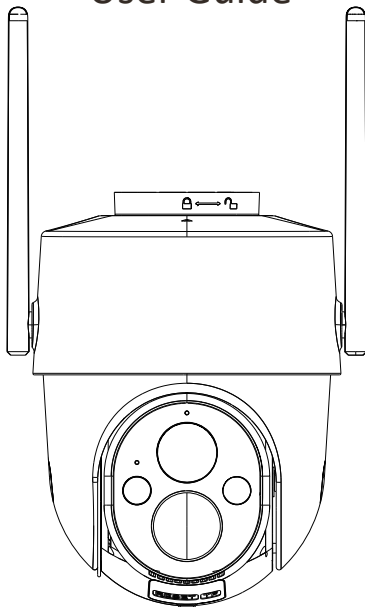# Wireless PTZ Security Camera with Rechargeable Battery

User Guide

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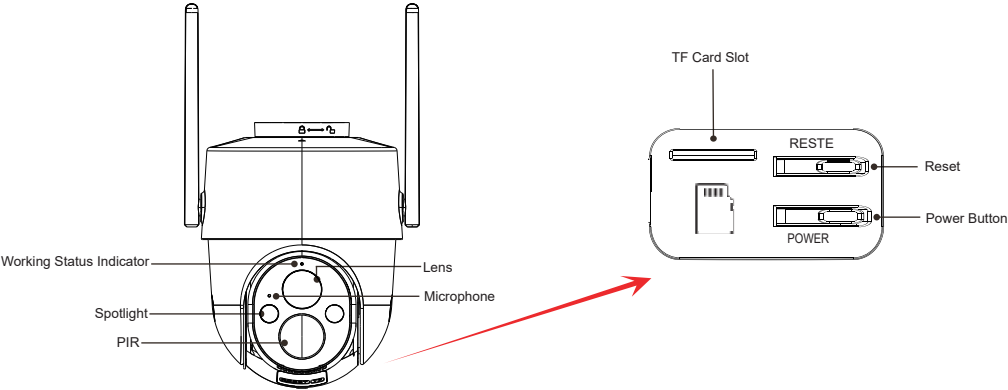
f cococam   cococam

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Website: www.cococamtech.com

Contents

1. Product details

Working Status Indicator

Spotlight

PIR

Lens

Microphone

TF Card Slot

RESTE

Reset

POWER

Power Button

| 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	3.Press and hold for five seconds to reset and restart the camera.
No.	LED Status	Operation
1	Slow blinking red	Awaiting Wi-Fi connection, start adding devices.
2	Fast blinking red	Wi-Fi connecting.
3	Solid red	Network is abnormal.
4	Solid blue	Wi-Fi connected. Camera running normally.

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 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.
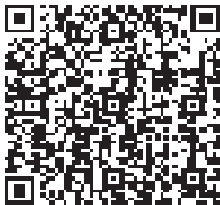
Ceiling Installation

Wall mounting

Installation video

https://youtu.be/0BLYiGZR9mY
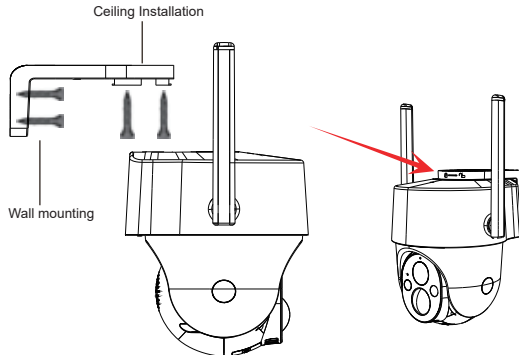
3. Install Cococam app

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.
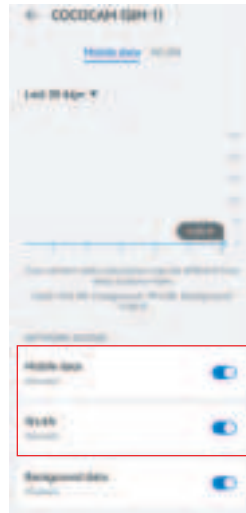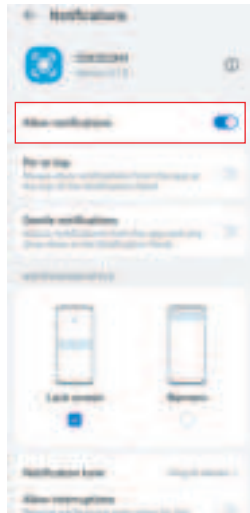
3.1 Register account:
New users need to register by e-mail. Click "Register" and follow the steps to complete registration and log in.

3.2 Help and feedback：
For product issues or questions, please email
service@cococamtech.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.

RESTE

Power Button
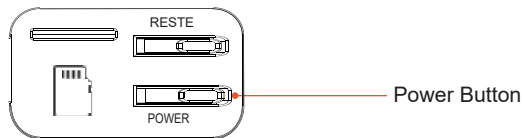
POWER

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 afterpower-on, detection may fail and the product will need tobe powered on again.

2. In WiFi connection, make the product and your mobilephone 1ft to 3ft (30cm to 100cm) from the router.

3. 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).

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

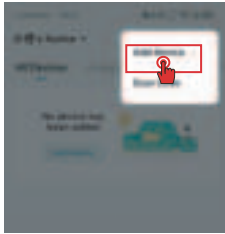1.Through Bluetooth

2.Through scan QR codes


https://youtu.be/c_Xb6jfp-o4   **https://youtu.be/LnZrOtiSr-c**

Product adding method 1: Through Bluetooth

① Press and hold the camera power button and wait for the camera LED working indicator to flash red.

② Click "+" at upper right of home page of the APP to add the product.
On the product adding page, a list of the nearby cameras that can be connected through Bluetoothwill appear automatically.

③ Select the camera, search for the nearby 2.4G band wifi that needs to be connected, enter the wifi password and wait for the camera to automatically connect to wifi, and then complete adding the camera.
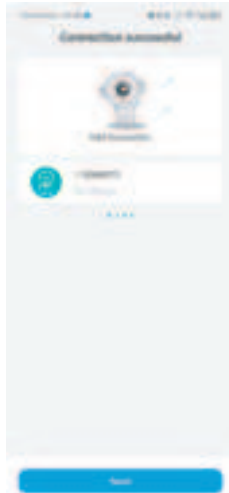
Click "Add Device"
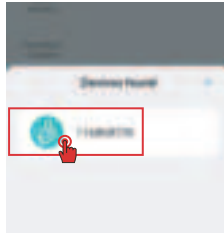
Choose the Bluetooth device.

Choose the wanted nearby WiFi and enter the WiFi password.

Wait for connection.

Connection successful.

Product adding succeeded.

Product adding method 2:Through scan QR codes

1. Click the "+" sign in the upper right corner of the homepage to select Add Device, turn on the Bluetooth of your phone and select "Battery Camera"

2. According to the APP prompts, press and hold the camera power button to start the camera, then press and hold the reset button to reset the camera, and wait for the red indicator light to flash.

3. Select the 2.4Gwifi near the camera, enter the password and show the QR code on your phone to the camera to scan

4. When you hear the "bugu" sound, it means the camera scan is successful. Wait for the camera to automatically connect and complete the camera addition.

Tap '+' to Add Device	Select Battery Camera	Switch on Camera	Reset Device
Input Wi-Fi Password	Scan QR Code	Wait for Connection	Device Added
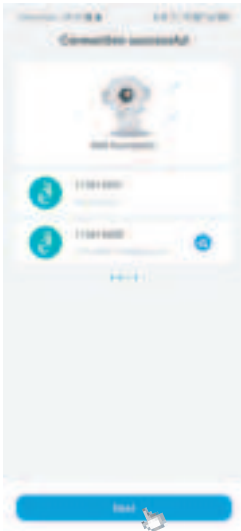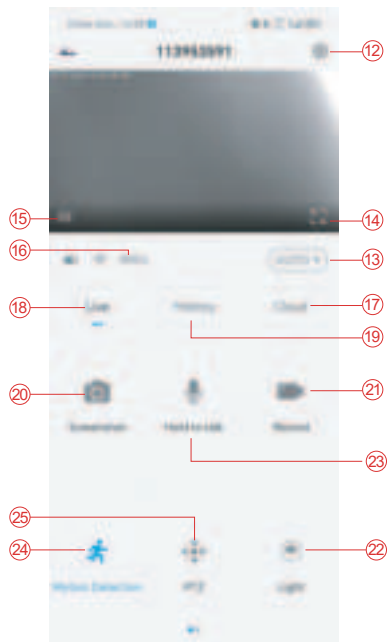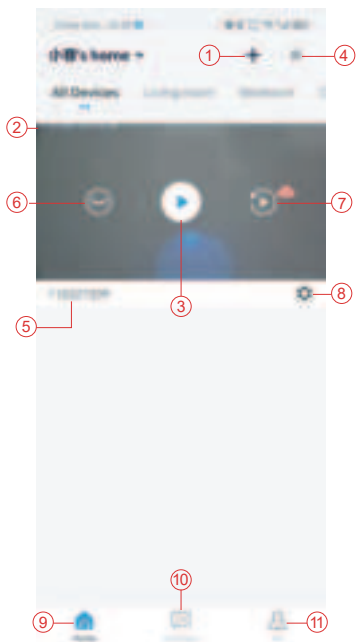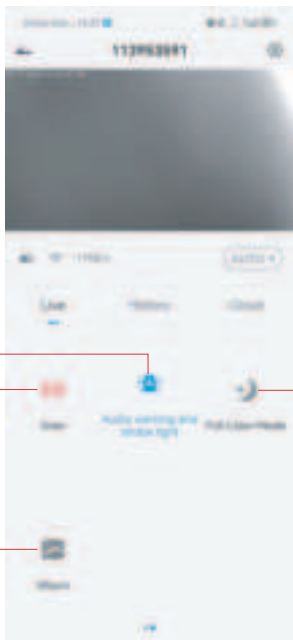
1. Add camera	13.SD and HD options	25. PTZ control
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7. PIR detection

PIR Sensor Detection Range
PIR "Alarm Setting" is on by default and the default sensitivity is high but it is adjustable: "Device"-"Settings"-"Alarm Setting". The detection distance is 10 meters(32ft).

*NOTE: Higher sensitivity offers longer detecting distances, but it will lead to more false alarms.

8. Alarm push notification and playback

The battery camera with PIR sensor is not designed for 24/7 hours recording, but with send notifications to the app and save video to the micro SD card or cloud server (for an additional fee) when the PIR sensor detects human body motions. You can watch the videos from wherever you are via the Cococam app.

When the PIR sensor is triggered, the camera and its system will activate.
1. There will be an alarm sound in the app. Please allow notifications from the Cococam app in mobile settings and turn on your mobile volume
2. Alarm snapshots and video recordings on micro SD card/cloud storage. Ensure the micro SD card is inserted.
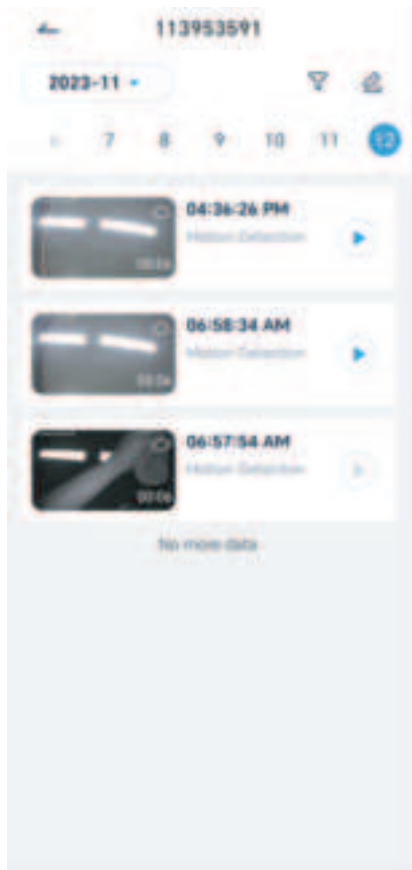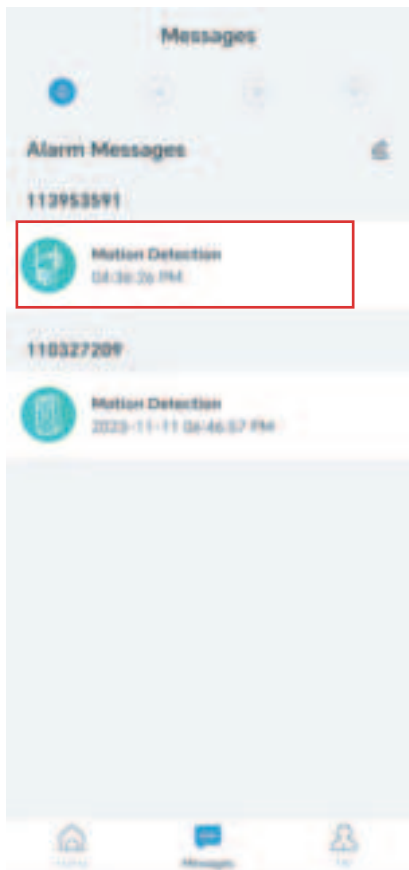
9. Best conditions for night vision

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. Important information for reducing false alarms

10.1 To reduce false alarms, please:
- Do not install the camera in a place where there are bright objects or light is directed, including sunshine, bright lamps, etc.
- Please do not place the camera in a place where vehicles and people often come and go.
- Keep the camera away from the outlets of air conditioning vents, humidifiers, heat transfer openings, etc.
- Do not point the camera towards mirrors or glass.
- Keep the camera at least one meter away from wireless devices to avoid interference.

10.2 Surveillance area coverage

It's not suggested to keep the PIR sensor facing the path of the moving objects.

Yes

NO

θ

The path of the moving object.

θ＞10°

Entrance
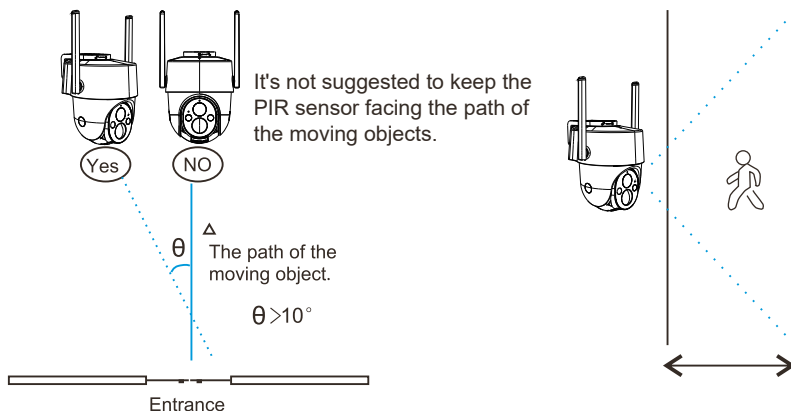
When installing the camera, the PIR sensor should not be vertically aligned with moving objects, as it may not detect movement. It is recommended that the camera be tilted at more than 10 degrees to capture all motion.

11. Video playback and micro SD card

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

11.1 Only support 2-128GB

11.2 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.

11.3 Check the micro SD card for damage and format it before inserting into the camera. The format must be FAT32 or EXFAT32.

11.4 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.

11.5 If the micro SD card is not readable, contact us for assistance.

Troubleshooting table		
No.	Description	Solutions and operation
1	What do I do when it says "connection cannot be established?"	1) Check your Wi-Fi name and password 2) Note: If your camera does not support 5G, please use a 2.4G network. 3) Make sure your camera and mobile phone are near the router. 4) Email contact customer services to solve your problem within 24 hours.
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	How do you connect the camera to new Wi-Fi network?	1) Press the reset button to the factory setting. 2) Remove the camera in the CocoCam app. 3) Re-connection.
4	Why do you receive pictures without people in them?	1) The camera needs time to wake up and people are moving too fast. 2) Objects with dissipative heat may be detected by PIR. If this happens, lower the sensitivity of the PIR alarm.
5	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".
6	How are people passing without triggering the alarm?	The PIR inspection area has a range limitation. It may be that the person is too far away or too close, or the person passes quickly in the corner of the video and is not detected by the PIR
7	No alarm push	Enable notifications from the CocoCam app in the mobile settings.
8	No alarm video recording	Insert the micro SD card or enable cloud storage.
9	Device offline	Check if the network is working. It is possible that the camera is installed too far from the router, causing the Wi-Fi to work properly.

10	Video delay	Check the Wi-Fi network. The camera and the router should not be too far apart.
11	Short battery life	The camera is being awakened too often and should not be placed on the roadside or in the sun.
12	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.
13	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.
14	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.