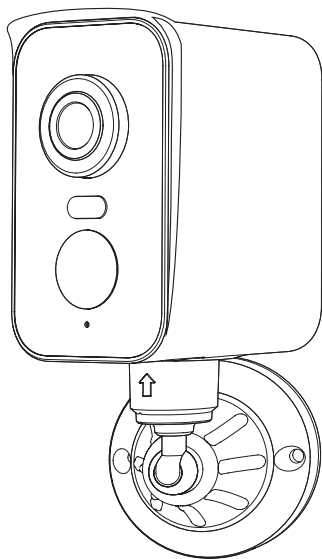




4G Wireless PTZ Security Camera with Rechargeable Battery

User Guide



E-mail: service@cococam.com

Website: www.cococam.com

Contents

Claim Your Lifetime Warranty



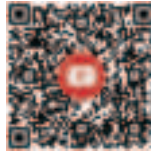
Thank you for choosing COCOCAM products.

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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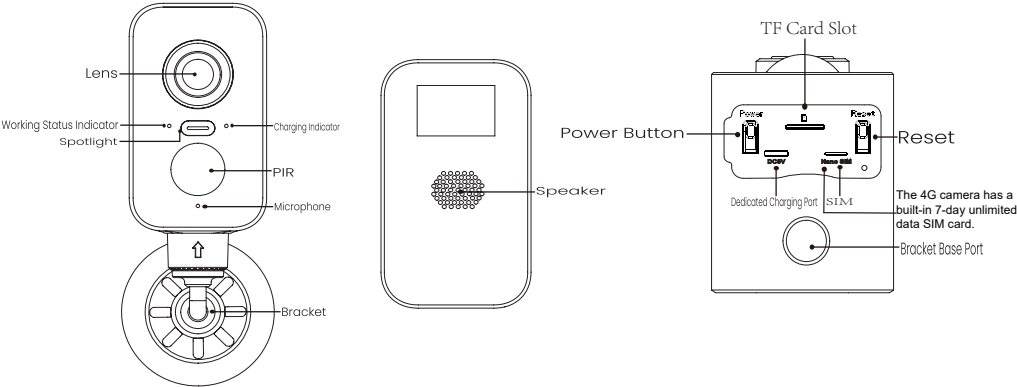
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1. Product details

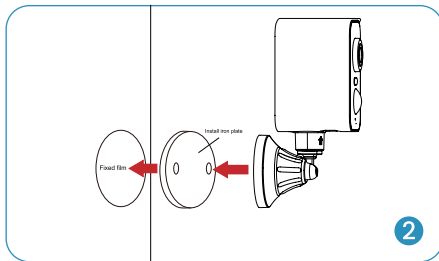
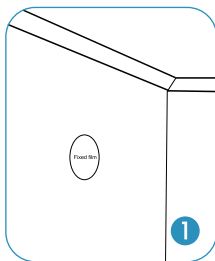


No.	Camera Buttons	Operation
1	Power Button	Press and hold the button for five seconds to turn the device on and off.
2	Power Button	Quick-press for one second to wake the camera up from standby mode.
3	Reset Key	Press and hold for five seconds to reset and restart the camera.
No.	LED Status	Operation
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.

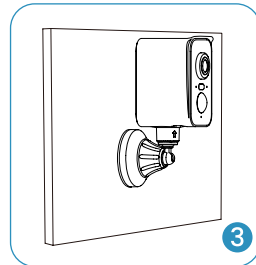
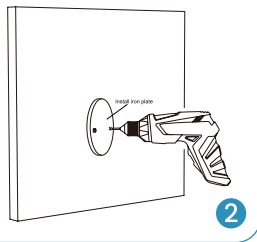
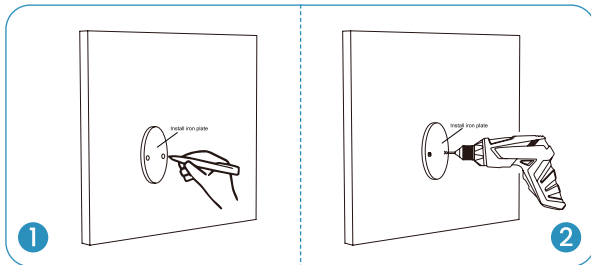
2. Install camera

Step 1: Bracket installation

Non-drilling installation: Stick the included **Fixed film** adhesive sticker on a smooth wall or glass. (Uneven surfaces will cause uneven sticking). Stick the magnetic base along the position of the adhesive sticker, and finally attach the bracket to the magnetic base.

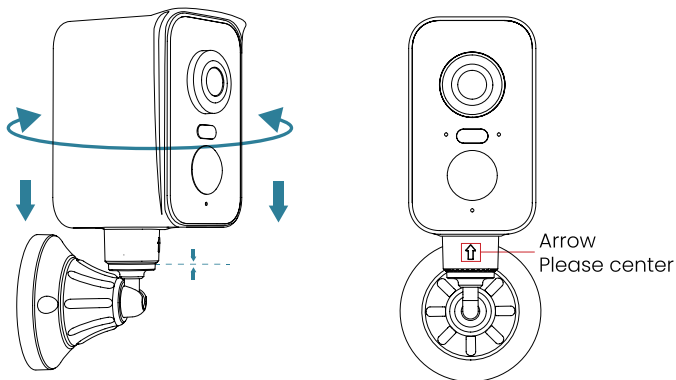


Punching installation: Use the drilling tool to punch holes in the wall according to the hole spacing of the magnetic base. (It is recommended to mark the hole positions on the wall with a pencil before drilling). First screw the expansion screws into the front holes, then connect the magnetic base to the expansion nuts with screws and finally attach the bracket to the magnetic base.



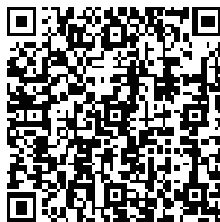
Step 2: Fix the camera

Align the bracket screw with the screw hole at the bottom of the camera, and then rotate the bracket until it is tightened. Make sure the camera's rotation angle is centered.



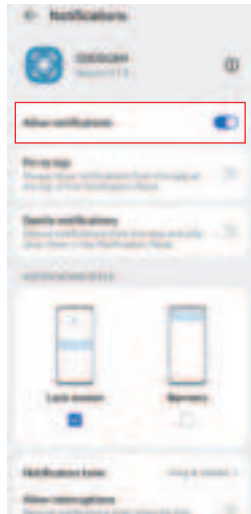
3. Install Cococam app

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.

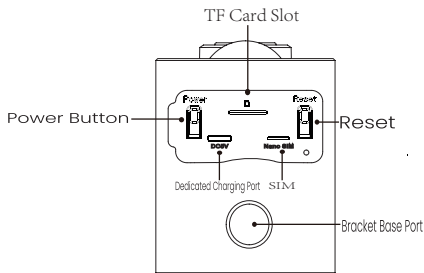
3.2 Help and feedback:

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



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:

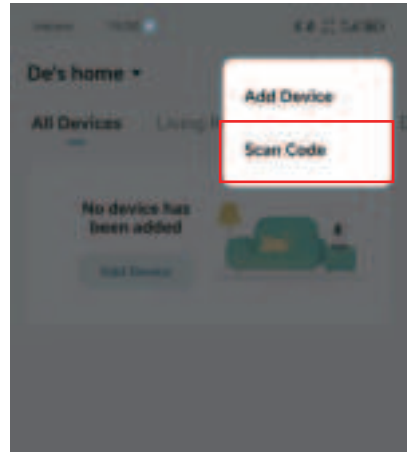
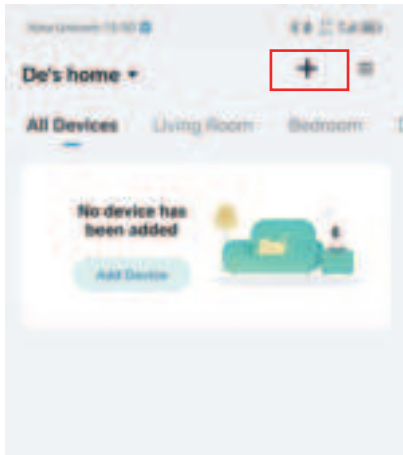
1. If using sd card Before power-on, please insert the Micro- sD card (2-128GB). If the Micro - SD card is inserted after power-on, detection may fail and the product will need to be powered on again.
2. Before adding the camera, please turn on the Bluetooth permission and positioning permission of the 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. Insert the SIM card into the camera and turn it on. 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.

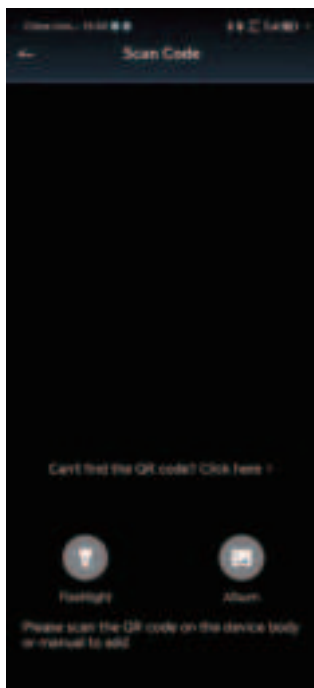
You can scan the QR code below or visit the link to watch the added video



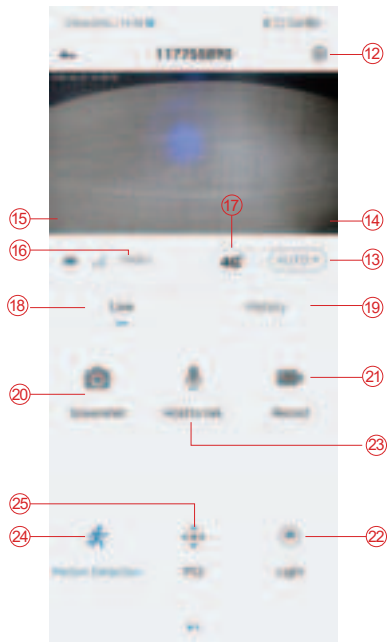
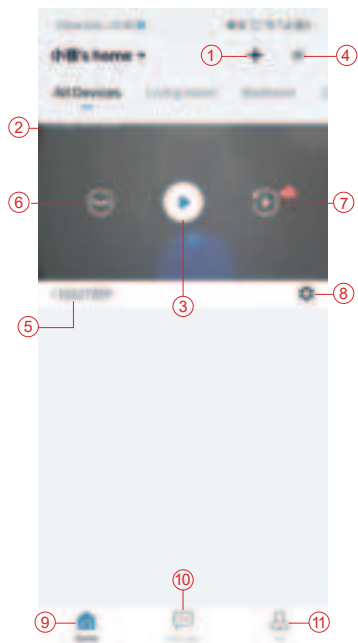
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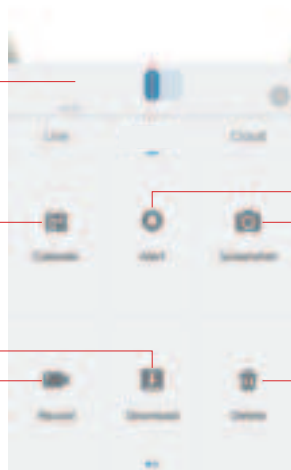
1. Click the "+" sign in the upper right corner of the homepage and select Scan
2. Wait for the camera to connect to the Internet, scan the QR code on the camera body, and wait for automatic connection to complete the addition.
3. If the addition fails, please reset the camera and add it again. (After 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 camera
2. Camera time
3. Real-time view
4. Multi-screen
5. Camera name
6. Open & hide view
7. Replay
8. Settings menu
9. My device list
10. Messages
11. My profile
12. Camera settings

13. SD and HD options
14. Full screen option
15. Speaker
16. 4G signal
17. Traffic & cloud service recharge entrance
18. Preview
19. Local play
20. Screenshot button
21. Record
22. White light switch
23. Intercom option, long press to talk
24. Motion detection

25. PTZ control
26. Alarm switch
27. Audible and visual alarm
28. Full-color mode
29. Photo album
30. Video replay
31. Playback alarm records
32. Alarm date selection
33. Alarm points selection
34. Screenshots
35. Video record
36. Download videos
37. Delete the day's videos

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).

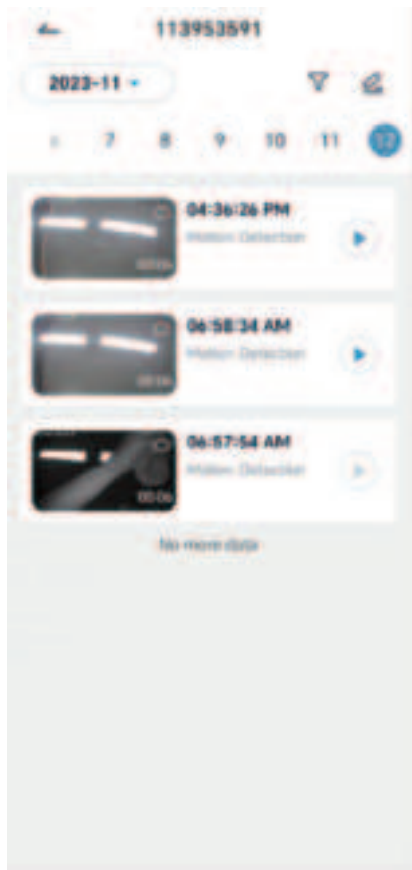
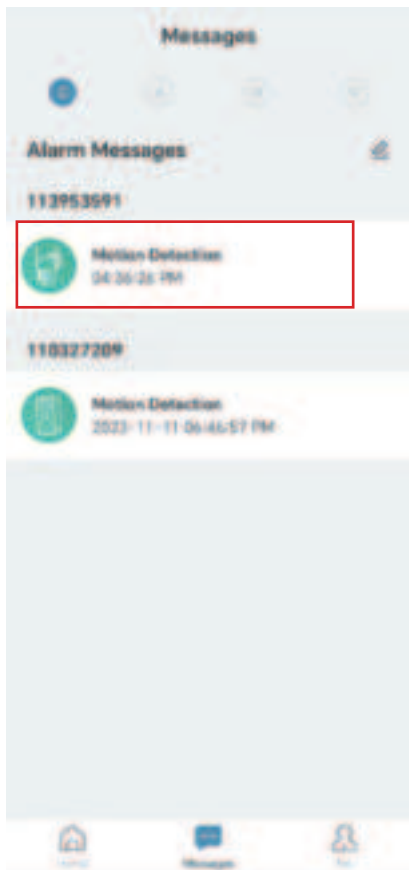
***NOTE:** Higher sensitivity offers longer detecting distances, but it will lead to more false alarms.

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

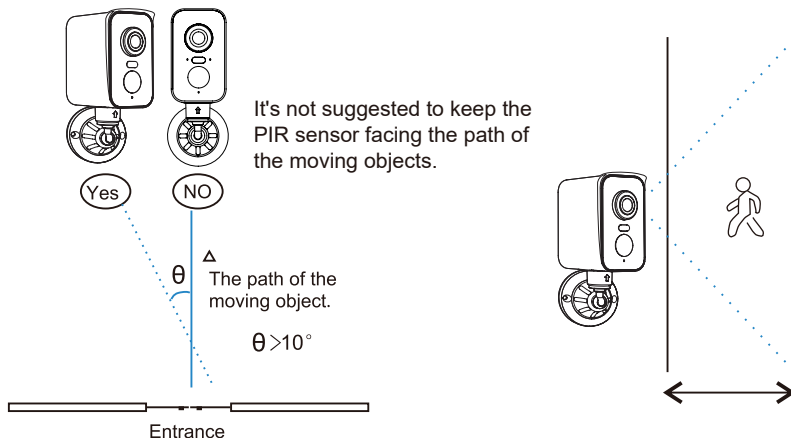
Within three meters of the lens will cause infrared rays to concentrate on it and illuminated and the night vision will not work. No matter where the camera is installed, make sure there are no obstacles within three meters of the lens.

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.

10.2 Surveillance area coverage



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 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 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	Short battery life	The camera is being awakened too often and should not be placed on the roadside or in the sun.
10	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.
11	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.
12	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.