COCOCAM

Security Camera
Operating Instructions
(EN/DE/FR/IT/ES)

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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Working Hours: Mon–Fri 9am–12am,1pm–6pm(EST)
Kind reminder: Phone service only support English. For other languages,
SCSMS–20230508 please send us email or chat to us online.

Contents

Contents

1.Camera light

LED status	Description
Flashing green	The device is connected to the network and operating normally
Red light flashes slowly	Waiting to be connected
Red light flashes quickly	Connecting status
Camera button	**Description**
Reset	Long press the button for 5 seconds to reset the device

2.Install the CocoCam APP

Search for "CocoCam" APP in the App Store(for iOS) or Google Play(for Android), or scan the QR code to download and install it on your mobile phone.
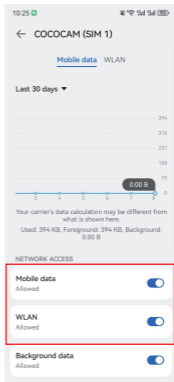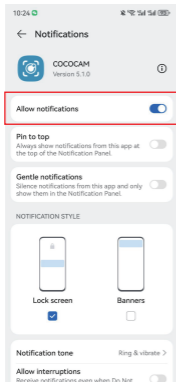
*Note：

Please enable the following 2 permissions when using the APP for the first time:

1.Allow "CocoCam" to access mobile cellular data and wireless LAN, otherwise you will not be able to add a camera through it.

2.Allow "CocoCam" to receive notifications, otherwise the phone will not receive push notifications when motion detection or sound alarms are triggered.

2.1 Register an account: New users need to register via email --> click "register" --> follow the steps to complete the account registration --> then log in.

2.2 For any help or product issues, please send us an email to service@cococamtech.com. We'll reply to you within 24 hours.

3.Add camera

Connect the attached power adapter to the camera and plug it into the socket. After the device is powered on, the gimbal starts self-checking. Then please long press the reset button for 5 seconds to reset the camera and start the connection.

1.Bring the camera and your mobile phone to within 3 feet (100 cm) away from the router and connect to Wi-Fi.
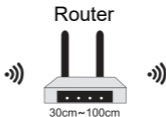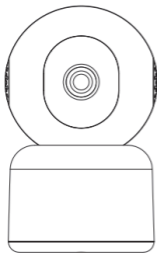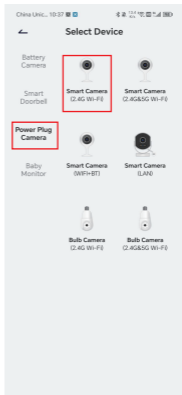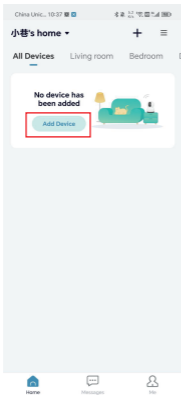
Operation video

Scan the QR code below to watch the video on your mobile phone, or you can access it through the following link:

https://youtu.be/-bXBtw_H1Wk

2.Start the "CocoCam" APP, click ⬤ Add Device and select "Power Plug Camera".

3.Follow the instructions to ensure that the camera is activated. (The indicator light should be red and flashing slowly.)

4.Select 2.4Ghz WiFi SSID and enter the password, then click "Next".

5.Place the QR code about 15cm(5.9 inches) in front of the camera lens. After the device recognizes the QR code, will make a chime; click "Next". Note: If your camera does not support 5G band, please use 2.4G band network.

6.After clicking "Hear the beep", the camera will start to connect to Wi-Fi and jump to the "Searched Device" page. Once the connection is successful, you can edit the camera name here and click "Finish" to save the settings.
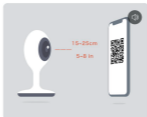
About 15cm(5.9 inches)
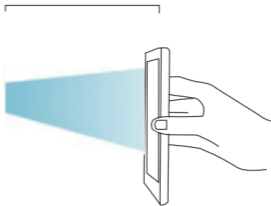
Wi-Fi Setup

Select a 2.4GHz WIFI network and enter your password

The Device Does Not Work With 5G WiFi Networks

Common Router Setup Methods

QSG

ct123456

Next

Operation instructions

Please remove all film from the lens. Tap Next to show a QR code, and let your phone scan the code. Keep your phone 5-8 inches from the lens.
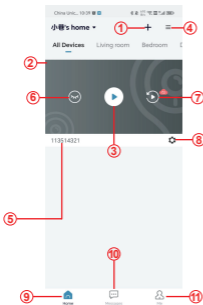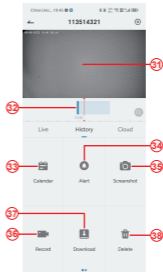
Next

Connect Network

02:08

- Make sure the device is powered on
- Make sure the device is connected to the router
- Make sure the device and the phone are on the same network

Search device — Register to the cloud — Device initialization
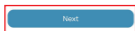
4.Device menu
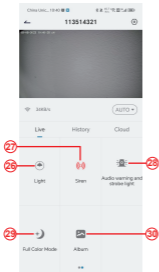
1. Add camera
2. Camera time
3. Real-time view button
4. Multi-screen
5. Camera name
6. Open & hide view
7. Replay
8. Setting menu
9. My device list
10. Messages

20. Screenshot button
21. Record
22. Lens switch
23. Intercom option, long press to talk
24. Motion Detection
25. White Light Switch
26. PTZ control
27. Alarm switch
28. Audible and Visual Alarm

5.Intelligent Tracking

When you need to turn on the camera tracking function,
turn on the corresponding tracking button according to the
tracking mode supported by the camera.

*Note: If the tracking is triggered too sensitively, you can
reduce the detection sensitivity of the device,
or set the range of the detection area.

← **Settings**

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Image Settings		Device Share	

🔲 Installation Guide ›

◎ Location Management ›

🐟 Work Indicator ⬤

⏱ Time Setting ›

🔊 Sound settings ›

🖼 Video Encryption ›

💡 Light Settings ›

✛ Motion Tracking ○

📷 PTZ Correction ›

🛡 Privacy Protection ›

Aj AI intelligent analysis ›

📷 Recording Management ›
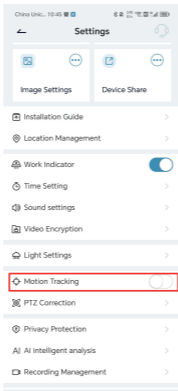
6.Alarm management

"Alarm Management" is enabled by default, and the default detection sensitivity is "Medium". This can be adjusted in "Device"—"Settings"—"Alarm Management".

1.Detection sensitivity

The detection sensitivity supports "Low-Medium-High", the higher the sensitivity is selected, the easier it is to trigger the alarm.

2.Alarm area

In order to reduce false alarms, it is recommended to set .

up area detection alarms: select the yellow area as the alarm detection area, and the blank area does not detect the alarm. When detecting, please try to avoid some objects that are easy to move, such as flowering grass and trees to avoid unnecessary false alarms

*Note: When the yellow detection area has not been set for the first connection, all the blank areas are detectable by default. Once the yellow detection area is set, the blank area will not be detected and alarmed anymore.
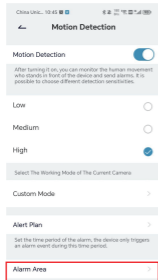
3.Sound and light alarm

This alarm function will be triggered when the camera detects objects at night. It can be divided into:

Sound alarm—when a moving object is detected, the camera will sound an alarm.

White light alarm—when a moving object is detected, the camera will emit a white light.

Sound and light alarm—when a moving object is detected, the camera will sound an alarm and emit a

7.Alert notifications and video playback

The camera supports 24-hour all day video recording. It can also push alert notifications to the APP and record the video to a micro SD card or cloud storage(payment is required)when the device detects moving objects.

You can play the recorded videos anytime and anywhere through the CocoCam APP.

When the device detects a moving object, the status of the camera:

1. The alarm sounds in the APP (turn on the notification permission of the CocoCam APP in the phone settings and turn on the phone volume)

2. Push notification of alarm information (activate the notification through the CocoCam APP in the phone settings).

3. The Micro SD card/cloud storage starts to capture alarm snapshots and record videos (make sure a TF card is inserted.)

Alarm record

Click to view alarm screenshots

Click to play alarm video

8.Device share

Each camera can only be added to one administrator account. If other family members want to view the camera, they must sign up for an account separately.

1. Let your family register a CocoCam account first; make sure to use a new email account and phone number.

2. Click "Device Share". There are two sharing methods for you to choose: QR code sharing or account sharing.

3. Choose QR code to share: Allow your family to show their account QR code, and then you can share the camera with your family after you scan it.

4. Select account to share: Enter the account name registered by your family, and then share the camera with your family.
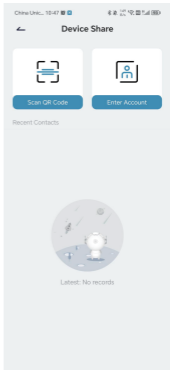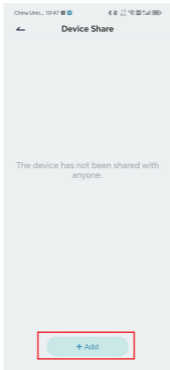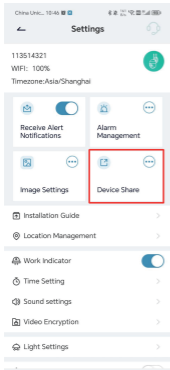
9.FAQ

1.Why can't my device connect to WiFi?

(1)Check to make sure your Wi-Fi name and password are normal. The password cannot exceed 31 digits, no special characters, preferably numbers and English letters, and please pay attention to capitalization.

(2)Make sure your camera supports the corresponding wifi band.

(3)Make sure your camera and mobile phone are close to the router.

(4)If the above suggestions do not solve the problem, please contact us via email. We'll reply to you within 24

2.How do I reset the camera?

(1)Please press and hold the reset button for 5 seconds.

(2)When the device makes a chime, the red light starts to flash slowly. This means that the camera has been successfully reset.

3.How do I connect the camera to a new WiFi?

(1)Long press the reset button for 5 seconds to restore the factory settings.

(2)Remove the camera in the CocoCam APP.

(3)Reconnect to the new WiFi.

4.Why can't I receive any alert notifications?

(1)Enable notification permission in the CocoCam APP background.

(2)Turn on the alert notifications option on the device's setting interface.

5.Why is there no alarm recording?

Check to see if the TF card has been inserted or the cloud storage recording is turned on.

6.My camera is always offline.

Please make sure the router network is normal. It may be that the location of the camera is too far away from the router, causing the WiFi to fail to cover the camera.

7.Why is the recorded video delayed in time?

Please check the speed of the WiFi bandwidth and the strength of the WiFi signal; the distance between the camera and the router should not be too long.

8.Why can't I add a camera after scanning the QR code?

Try to scan the mobile phone QR code at multiple angles 15cm away from the camera, or try to reset the camera; place it next to the router, reconnect and add it.

9.Can the video files in the SD card of the device be played by other programs?

The camera's internal video files do not support playing on other browsers or software, they are privately encrypted and must be viewed on the phone via your own account or

the account of a shared family member. However, you can record and save the video to your phone while watching.

10.Why can't the device recognize the TF card?

First, please check whether the TF card is 2-128 GB. To ensure the recognition rate and the life of the TF card, it is recommended to use Class 10 Speed FAT2 or EXFAT32 format Micro SD card, Samsung, SanDisk, Kingston Micro SD card.

After formatting the TF card, reinsert it and power the camera on again to see if it can be recognized and recorded.

11.Why can't the device detect the movement of objects under night vision?

Check to make sure the alarm management is enabled, and set the detection sensitivity to "High". Then check whether there is an object in front of the lens that is very close to the lens causing infrared light reflection and image exposure, which will affect the effect of the night vision picture.

12.Why is the camera still in the device list after reset?

The reset option of the camera can only reset the network configuration of the camera; it cannot modify the configuration on the APP. If you want to delete the camera, you must log in to the APP to delete it.

13.What should I do if there is a false alarm in the equipment detection video?

First, you need to set the detection sensitivity in motion detection to "Low", and then accurately set the detection area according to the area you want to monitor. In addition, please try to avoid areas with a large number of animals, people, flowers or trees to avoid unnecessary false alarms.