

# SMART SECURITY CAMERA

User Guide

cocoon™

Model: CE220731-5P  
Version 1.3





Getting the most out of your Smart Security Camera:



**Read the entire manual**

It will help you set up with ease



**Visit [www.cocoonproducts.com.au](http://www.cocoonproducts.com.au)**

We have additional support videos and guides



**Call After Sales Support - 1300 320 178**

Or email [help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au) - we're always happy to help

If you experience any issues with this product or its performance is not what you had expected, please contact our friendly customer service team

It is likely that we can resolve problems for you via phone or email

We can be reached on:

**Phone:** 1300 320 178 (Mon - Fri; 8:30am - 6:00pm AEST)

**Email:** [help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au)

**Web:** [www.cocoonproducts.com.au](http://www.cocoonproducts.com.au)



COCOON™

SMART SECURITY CAMERA

# Warranty Details

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**REGISTER YOUR PURCHASE AT [www.aldi.com.au/en/about-aldi/product-registration/](http://www.aldi.com.au/en/about-aldi/product-registration/)  
TO KEEP UP-TO-DATE WITH IMPORTANT PRODUCT INFORMATION**



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The product is guaranteed to be free from defects in workmanship and parts for a period of 12 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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**AFTER SALES SUPPORT**

  1300 320 178

 [help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au)

MODEL: CE220731-5P PRODUCT CODE: 717656 10/2024

**1**

**YEAR WARRANTY**

- Carefully read all safety instructions and the user manual before operation
- If power is reset then please allow 1-2 minutes for a Wi-Fi connection to be re-established
- Handle with care. Don't drop the Security Camera, especially on a hard surface. Do not crush, squeeze, puncture, bend, deform, shred or submerge the Security Camera in liquid
- Never use the Security Camera if any part of it is damaged
- Do not attempt to open or disassemble the Security Camera.
- Modifying any parts may void your warranty
- While the Security Camera is rated IP65, do not expose it to strong water jets or submerge it. Avoid installing this product in a location with high humidity or in a location where liquid may consistently spill onto it. Liquid may cause a short circuit which can result in electric shock or fire. Never attempt to dry the Security Camera with an appliance such as a hair dryer or in a microwave oven
- Do not wash the Security Camera with corrosive or liquid aerosol cleaners. Always use a damp, soft cloth for cleaning
- Children should be supervised to ensure they do not play with this appliance. Close supervision is necessary when any appliance is used by or near children
- Do not install the Security Camera near any heat sources such as radiators, stoves or other appliances that can generate heat
- At the end of its working life, observe local regulations when disposing of this product
- The manufacturer is not responsible for loss or stolen goods
- Avoid direct sunlight, as it accelerates the aging of the camera housing or components and can lead to waterproof failure.

This product has been tested to AS/NZS CISPR 32, AS/NZS 4268 and AS/NZS 62368.1.

Warranty Note	3
Safety Instructions	5
Contents	6
Parts List	7
Technical Specifications	7
Installing the Cocoon Connect App	8
Before you start	8
Setting up the Cocoon Connect application for the first time	8
Create a Home	9
Setup	10
Powering the Security Camera	10
Installation	11
Setting up the Security Camera in the Cocoon Connect app	12
Operation	14
Main controls	14
Settings menu	16
Additional Functionality	18
Adding other Cocoon Connect accounts to your Home	18
MicroSD card usage	18
Troubleshooting	19
FAQs	20
Maintenance, Storage & Disposal	21

## Parts List

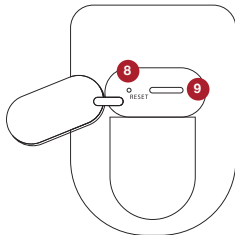
1. 5 x Smart Security Cameras
2. 10 x Screw set for mounting\*
3. 5 x USB C cables\*
4. 5 x Silicone cable covers\*
5. 1 x User Guide\*
6. 1 x Getting Started Guide\*
7. 1 x Warranty certificate\*  
\* Not shown



## Security Camera

### Internal view

8. Reset button
9. MicroSD card slot



## Technical Specifications

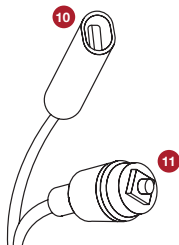
- 1080P Resolution
- Water resistant IP65
- Micro SD Slot (up to 128GB, card not included)
- Wi-Fi 2.4GHz
- Infrared night vision
- 2 way audio with noise suppression
- Power Input: 5V d.c. 2A

### NOTE:

- After pairing the camera, your phone does not have to be connected to your local Wi-Fi to use this, however mobile charges may apply
- The Cocoon Connect App is subject to change over time. The manual is written as per Cocoon Connect app version 1.1.9. Please see our website for any updates on the app
- If the power adapter cannot provide a 5V DC 2A output, it may cause the product to malfunction.

### Splitter cable

10. Power input cable
11. Reset button



### After Sales Support

☎ 1300 320 178

help@cocoonproducts.com.au  
www.cocoonproducts.com.au

Model number: CE220731-5P  
10/2024

## Before you start

- Know your Wi-Fi network & password
- The Smart Security Camera requires a Wi-Fi connection to communicate to the Cocoon Connect application
- Make sure your mobile device is running iOS 10 or higher or Android 4.4 or higher

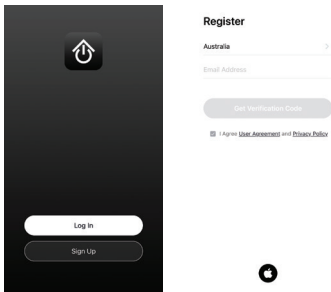


## Setting up the Cocoon Connect application for the first time

1. Download the Cocoon Connect application by scanning the QR code provided or downloading it from the iOS App Store or Google Play Store
2. Launch the application and select Register to register a Cocoon Connect account
3. Select Agree to Terms and Conditions and then you will be required to enter an email address and press Obtain verification code. A verification code will then be sent to the email address you entered
4. Enter the verification code into the password field
5. Set the password for your Cocoon Connect account



**OPTIONAL:** Click on eye icon to unhide the password





## Create a Home

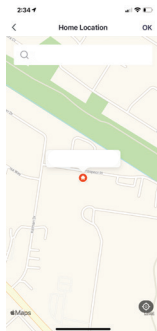
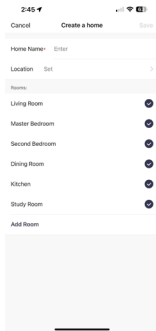
The first time you set up the Cocoon Connect application, you will be prompted to create a Home.

Creating a home allows you to invite other Cocoon Connect account holders to control the same device. Creating a home is a good way of giving other household members control of Connected Home devices

1. Select Create home
2. Enter a name for the Home, for example use your surname, address or workplace etc.
3. Set the location for the Home. If location is turned on, the Cocoon Connect application can use your smartphone's GPS function to pinpoint your location.

**NOTE:** You do not have to enter a location or use this feature

4. Select (or un-select) rooms which will have Cocoon Connect devices (e.g. living room, bedroom, front door). Add new rooms if required
5. Select Done on the top right-hand side to create the Home. You will get the confirmation Home Created Successfully



### Powering the Security Camera

1. Insert the USB-C cable end into the silicone cable cover and pull approximately 3cm through
  2. Connect the USB-C cable end into the camera USB-C port
  3. Slide the silicone cable cover back down over the connection in the cables
- NOTE:** Avoid direct sunlight, as it accelerates the aging of the silicone cable cover and can lead to waterproof failure.
4. Plug the other end of the USB cable into a USB power adaptor (not included)
  5. Reset the camera by pressing the reset button on the splitter cable or by using the resetting pin and the reset button under the silicone cover for approximately 10 seconds or until the camera chimes
  6. After about 15 seconds the camera will enter pairing mode and a blue light will flash to indicate pairing mode.

## Installation


Before installing the smart Security Camera:

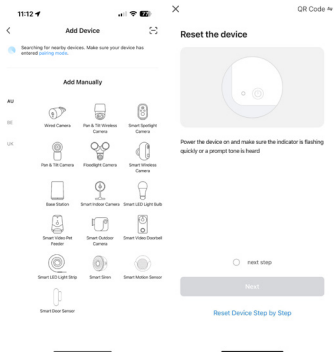
- Pair to the Cocoon Connect application and test camera functions
- Check that the install location is within range of your home Wi-Fi & the signal is strong
- Ensure an outlet is available internally to power the camera and plan the cable route

### **NOTE:**

- *Installing the device in low signal areas can affect functions of the camera*
  - *The Smart Security Camera must be plugged into an internal socket and should not be plugged into an outdoor power socket*
- 1.** Find a suitable installation location for the Smart Security Camera
  - 2.** Place the mount section of the Smart Security Camera against the wall and mark mounting holes
  - 3.** Pre-drill the mounting holes and insert rawl plugs if required
  - 4.** Drill out a central hole to feed the power cable into
  - 5.** Feed the cable through the pre-drilled hole
  - 6.** Insert the USB-C cable end into the silicone cable cover and pull approximately 3cm though
  - 7.** Connect the USB-C cable end into the camera USB-C port
  - 8.** Slide the silicone cable cover back down over the connection in the cables
  - 9.** Place the Smart Security Camera against the wall and screw the supplied screws into the wall/plugs
  - 10.** Plug the USB end of the USB-C cable into a USB power adaptor (not included)

## Setting up the Security Camera in the Cocoon Connect app

1. Open the Cocoon Connect app on your phone which is connected to your Wi-Fi network and log into your account
2. Select the  Home tab on the bottom left hand side
3. Select the + icon on the top right-hand side or select Add Device to add a product
4. Select Add Manually, select AU in the menu on the left hand side, then select the Wired Camera icon on the right
5. Confirm the blue LED on the Security Camera is flashing by selecting Next Step. If not, reset the camera as per See **FAQs** on page 20
6. Verify that your smartphone is connected to the Wi-Fi network you wish to connect the Security Camera to.
  - a. With initial connection, it is recommended to have the Security Camera near your Wi-Fi router to ensure a clear network connection
  - b. If there is more than one Wi-Fi network, you can change the Wi-Fi network your phone is connected to by selecting the Wi-Fi network name. You will be taken to your settings where you can change your network settings. Once changed, return to previous screen to enter your Wi-Fi password
  - c. Enter your local Wi-Fi password and select Confirm. You can click on the eye icon to see your password on your screen



7. With the local Wi-Fi network confirmed, you will need to scan a unique QR Code that will appear on your phone
  - a. Tap Continue and a QR Code will be displayed on the phone screen
  - b. Place the phone approximately 15-20cm in front of the Security Camera (LED blinking rapidly) with the QR code facing the camera
  - c. The Security Camera will read the unique QR code and an audible sound will be heard.
  - d. Once you hear the sound, select Heard the Prompt on the application
  - e. If you do not hear a prompt, select Heard nothing at all on the app and follow instructions on screen (see **Troubleshooting** on page 19)
8. Having selected Heard the Prompt the application will begin registering the device with your account. This can take a few minutes
9. Once the Security Camera is paired with the app, you can name it and select a room
  - a. The name of the Security Camera should be simple and descriptive
  - b. Select the room icon to select the Security Camera's location
  - c. Then select Complete. The app will then start retrieving the camera's video stream
10. You can also view the video stream from the Product Control Screen
  - a. Your phone does not have to be connected to your local Wi-Fi to view the Security Camera (however mobile data charges may apply if it's not)

2:47



Please scan the QR code from 15 to 20 cm away



I Heard a Prompt

No Prompts

## 24/7 or scheduled recording

Before setting up this feature please install an SD card (page 18) or enable cloud storage.

1. Select your camera and click the settings button in the top right corner of the screen.
2. Scroll down and select recording settings
3. Turn on 'Local recording' and change your settings as desired.

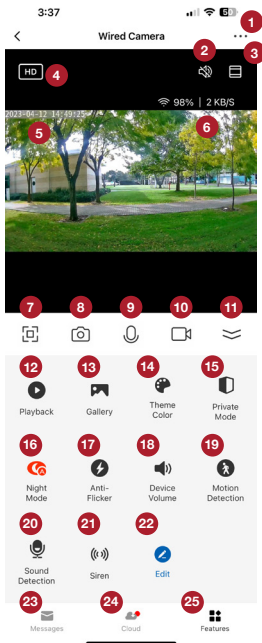
4. Once set-up you can use 'Playback' in the main controls section to review footage

*Note: Old footage will be deleted when the memory card becomes full to allow for constant recording over a certain period*

## Main controls

Once added to the Cocoon Connect app, you can tap on the Wired Camera from the home screen to access the video feed and controls. Each of the items on the screen allow the following functions:

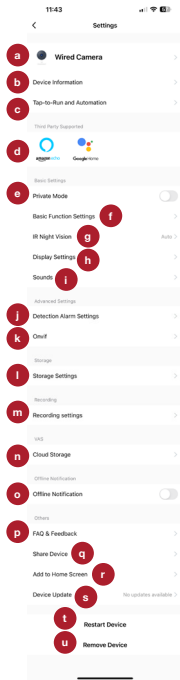
- 1. Settings:** Allows you to adjust further settings for the camera (see below)
- 2. Speaker:** Select to hear audio from the camera
- 3. Zoom:** Zoom into the high footage
- 4. HD / SD:** High Definition or Standard Definition selection
- 5. Date & Time Watermark:** Displays the device's date and time on video stream (must be turned on in settings)
- 6. Signal:** Wi-Fi signal strength in percentage and KB/S
- 7. Full Screen Icon:** Plays the video in full screen
- 8. Screenshot:** Takes a screenshot of the current video stream onto your smartphone
- 9. Speak:** Hold this button to allow two-way communication. Unmutes camera
- 10. Record:** Activates the recording of real time video onto your Smartphone
- 11. Minimize Features:** Tap to minimize the features menu
- 12. Playback:** Allows the playback of video stored on the SD Card (sold separately) in the Smart Security Camera
- 13. Gallery:** Review images or videos recorded to your smartphone photo gallery
- 14. Theme colour:** Switch between dark and light mode
- 15. Private mode:** Turn private mode On or Off



- 16. Night mode:** Adjust night mode between Automatic, On or Off
  - 17. Anti Flicker:** Adjust the anti-flicker mode between Close, 50Hz and 60Hz (50Hz standard for Australia)
  - 18. Device Volume:** Adjust the volume on your device from 1-100
  - 19. Motion Detection:** Adjust motion sensitivity between Off, Low, Medium or High
  - 20. Sound Detection:** Turn on/off sound detection
  - 21. Siren:** Triggers an alarm on the camera
  - 22. Edit:** Edit and rearrange the features settings
  - 23. Messages:** Shows list of notifications from this camera
  - 24. Cloud Storage:** Set up cloud storage for records that cannot be destroyed or stolen
- NOTE: Additional fees apply*
- 25. Features:** Return to the features menu (functions 13 - 19)

## Settings menu

- Device Name:** Allows user to edit the name and Room location of the Smart Security Camera
- Device Information:** Provides the device owner account name, device's IP address, the unique device ID, device time zone & the Wi-Fi strength of the network
- Tap-to-run and automation:** Lists all automations created and allows you to turn each on/off
- Third party:** Link to Amazon Alexa or Google Home
- Private mode:** Toggle on/off private mode
- Basic Function Settings:**
  - Status indicator: Turn off the status indicator light that shows when the camera is streaming
  - Flip screen: Rotates the video stream 180°
  - Time watermark: Add or remove the date and time from the video
  - Talk mode: Select between one-way and two-way talk on the camera
  - Anti-Flicker: Select between off, 50Hz and 60Hz
- IR night vision:** Allows user to control infrared vision on camera
  - Auto: Infrared will activate automatically when visible light is low
  - On: Video streaming will be on infrared only
  - Images will be in black and white
  - Off: Camera will not use infrared vision, images may not be captured in low light conditions
- Display Settings: Adjust brightness and sharpness**
- Sounds:** Adjust the siren volume on your device from 1-100





**j. Detection alarm settings:**

- Motion Detection Alarm: Toggle on/off motion detection alarm
- Alarm Sensitivity Level: Select between low, medium or high sensitivity
- Activity Area: Toggle on/off to set motion detection area
- Surveillance Area Setting: Select motion detection area
- Sound Detection: Toggle on/off sound detection
- Sound Detection Alarm Sensitivity: Select between low, medium or high sensitivity
- Schedule: Set schedule to change settings

**k. ONVIF:** Setup ONVIF (Open Network Video Interface Forum) connection

**NOTE:** NVR required \*not included

**l. Storage Settings:** Allow the user to see storage settings if SD card is installed.

- Storage Capacity: Shows total, used and remaining capacity of SD Card (SD Card not included)
- Format: Format SD card and erase all recorded footage

**m. Recording Settings:** Toggle on/off local SD card recording

**n. Cloud Storage:** Link to cloud storage for video stream of Smart Security Camera

**o. Offline Notification:** Notifies you when the device is offline and therefore not available

**p. FAQ & Feedback:** The user can access our FAQs and also provide feedback via the app to resolve networking, application and device issues

**q. Share Device:** Allows user to share device to another user. It is recommended to share device via home management option (See **Adding other Cocoon Connect accounts to your Home** on page 18) so a Home member can control the device

**r. Add to home screen:** Allows you to add the device to the home screen of your smartphone for easy access

**s. Device Update:** Provides current firmware version of the application, the last time it was updated and allows the user to check for firmware upgrades

**t. Restart Device:** Reboot the device

**u. Remove Device:** Allows you to remove the Smart Security Camera from your account and home

Now that you have set up this device you may want to connect it with other Cocoon Connect devices. For example, you may want a Smart Bulb to activate if a motion is detected. Instructions for applying such functions can be found on our website <https://cocoonproducts.com.au/>

Voice control, via third party support, is also another great way to control Cocoon Connect products. Voice control instruction can be found in our manual online. In addition, you will find a list of associated commands.

### Adding other Cocoon Connect accounts to your Home

Follow these steps to add allow other Cocoon Connect accounts access to a Home:

1. Select your current Home in the top left corner of the main page and select Home Management
2. Select the Home you want to allow another account to access
3. Select Add Member – the home member must set up an account prior to adding them
4. Fill out the details for the new Home member
5. Select if you want to give that account administrator rights – allowing them to make changes to the settings of devices in that home (including removing the whole home). This will also allow them to create automations of these devices
6. Select completed and Cocoon Connect will send an invitation for the account to join the home to access the connect devices

### MicroSD card usage

The Smart Security Camera can be used with a MicroSD card (not included) to record and store footage to review later. The MicroSD card slot can be found under the silicone cover.

To install:

1. Open the silicone cover to see the SD card slot
2. Insert a MicroSD card as per the small diagram below the slot
3. Gently replace the silver cover

### My connection process does not work

If your connection process fails, then you may see the screen to the right

#### Failed to add device

There are several potential problems, including but not limited to an incorrect Wi-Fi password, router firewall settings, network firewall settings, poor wireless communication and security settings on router. With the initial connection, it is recommended to have the device near your Wi-Fi router to ensure a clear network connection. For further troubleshooting, press the View Details tab

#### Why is there no prompt from the camera?

If the device is not providing a prompt when the QR code is help up to the camera lens try the below:

1. Ensure that the lens is not blocked. If the camera has a protective film, remove it before you scan the QR code
2. Place the app QR code in front of the camera at a distance of 15cm to 20cm. Adjust the angle and distance until you hear a prompt
3. Reset your camera and try step 2 again

4:11     
x

#### Device Adding Timeout

##### Check demerit points and retry

- Check if the device is connected to a network
- Check if the Wi-Fi is 2.4G
- Verify the Wi-Fi password.
- Check whether you heard a beep after scanning a QR code
- Check if the device and mobile phone are close to the router

Retry

Question	Solution
<b>I can't get the blue LED to blink for set up of my Security Camera</b>	Ensure that the camera is powered up and reset the camera by pressing the reset button on the power/resetting splitter cable or by using the resetting pin and the reset button under the silicone cover for approximately 10 seconds. The Security Camera should chime and the Blue LED will start blinking
<b>My Security Camera does not load on my App</b>	Check that your internet router is on and reset if needed. Please see the troubleshooting section for when the connection process does not work.
<b>What if my Router is not 2.4GHz?</b>	Wi-Fi routers operate in two bands, 2.4GHz and 5GHz. Some routers operate on both bands simultaneously. The Cocoon Connect Security Camera can only operate on the 2.4GHz frequency.
<b>Why are the speaker and microphone not working?</b>	Check the app settings to make sure they are not disabled
<b>How do I turn On/Off Push Notifications?</b>	Push notifications for the camera can be accessed in the settings function under motion detection. Push notifications for your whole account can be accessed via the settings in the 'Me' menu
<b>Where can I get additional Cocoon Connect products?</b>	Additional Cocoon Connect smart home products are available at your local ALDI store and at <a href="https://cocoonproducts.com.au">https://cocoonproducts.com.au</a>

For more information, setup guides and videos, please visit <https://cocoonproducts.com.au>

The Smart Security Camera does not require scheduled maintenance or cleaning. Should cleaning be necessary, simply wipe the outside surface with a dry soft cloth. Be sure to unplug this device before cleaning.

Always store your device in a clean dry environment and avoid storage in extreme heat or cold.

At the end of its working life, do not throw this product out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area.

Observe and local regulations regarding the disposal of waste products. Contact your local authorities for advice on recycling facilities in your area.

Please keep the original packaging carton and materials in a safe place. It will help to prevent any damage if the product needs to be transported in the future. In the event it is to be disposed of, please recycle all packaging material where possible.

If you require another copy of this instruction manual, please contact [help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au) to obtain an electronic copy.



COCOON™

## SMART SECURITY CAMERA

# Repair and Refurbished Goods or Parts Notice

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Unfortunately, from time to time, faulty products are manufactured which need to be returned to the Supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost.

**We recommend you save this data elsewhere prior to sending the product for repair.**

You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.

**Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.**

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on 1300 320 178 or write to us at:

Balco Brands Pty Ltd

PO Box 537 Bayswater Business Centre, Victoria, Australia

1300 320 178 - Hours: Mon-Fri 8:30am - 6:00pm AEST

[help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au)

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#### AFTER SALES SUPPORT

  1300 320 178

 [help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au)

MODEL: CE220731-SP PRODUCT CODE: 717656 10/2024

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YEAR WARRANTY



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After Sales Support

Ph. 1300 320 178  
[help@cocoonproducts.com.au](mailto:help@cocoonproducts.com.au)