

 COCOON™

# AMP - 4K ANDROID MEDIA PLAYER



Model Number: HE315035

**INSTRUCTION MANUAL**



AMP - 4K

# Warranty Details

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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

 (AUS) 1300 663 907

 [customercare@winplus.com.au](mailto:customercare@winplus.com.au)

MODEL: HE315035 PRODUCT CODE: 51490 10/2015



## Warranty Note

**If you experience any issues with this product, or it's performance is not what you had expected, please contact us at Winplus before returning the item to the store.**

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

**We can be reached on:**

**Phone: 1300 663 907 (Mon - Fri; 8:30am - 6:00pm EST)**

**Email: [customercare@winplus.com.au](mailto:customercare@winplus.com.au)**

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

# Safety Instructions

Read this manual thoroughly before first use and keep it in a safe place for future reference, along with warranty card, purchase receipt and packaging. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to.

Follow all instructions and take notice of all warnings to reduce risk of fire or electric shock.

- Keep the AMP - 4K away from liquid.
- Keep away from heat sources such as heaters and ovens.
- If the AMP - 4K is not to be used for long periods of time, turn off and unplug AC Adaptor.
- Do not use in dusty conditions.
- Do not drop or jar the AMP - 4K. Dropping or rough use of the unit will cause damage.
- Do not place near strong magnets or strong electric currents.
- In the case of improper usage or if you have opened, altered and repaired the product yourself, all guarantees are void.
- The supplier does not accept responsibility for additional or consequential damage other than covered by legal product responsibility.
- The supplier is not responsible for the end use of this product including any improper use or when used for purposes that are not specified.

# Online Content Notice

- Winplus is not responsible for any content published on 3rd party websites.
- Winplus is not responsible for any content published on 3rd party applications or games.
- Any transactions that you enter into with a vendor, merchant or other party accessed through the AMP - 4K are solely between you and that vendor, merchant or other party.
- Winplus does not endorse the content contained in 3rd party websites, applications or games, nor the organisations publishing the content.
- Check your accounts regularly for unapproved or suspicious use. If you find any sign of misuse of your personal information, contact your service provider to delete or change your account information.
- Winplus is not responsible for any 3rd party applications that may access functions or personal data. Thoroughly read the permissions screen when downloading 3rd party applications.
- Avoid using applications from unknown or untrusted sources, Winplus is not responsible for any loss of data as a result of malicious software accessed.
- Do not distribute copyright-protected material without the permission of the content owners. Doing this may violate copyright laws. Winplus is not liable for any legal issues caused by the user's illegal use of copyrighted material.



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# Parts List

- |                                |                           |
|--------------------------------|---------------------------|
| 1 X AMP - 4K                   | 1 X Power Adaptor         |
| 1 X Remote Control             | 1 X Instruction Manual    |
| 2 X AAA Activ Energy Batteries | 1 X Getting Started Guide |
| 1 X HDMI Cable                 | 1 X Warranty Card         |
| 1 x RCA Cable                  |                           |



# Technical Specifications

Processor:	Quad Core
Maximum CPU Bitrate:	60 Mbps
Memory (RAM):	1GB
On-Board Storage:	8GB (Approx. 5GB Available)
Video Output:	HDMI 1.4 and 3.5mm AV Output
Android Version:	Android 4.4.2 KitKat
Expandable Storage:	USB and MicroSD
Connectivity:	Wi-Fi and Ethernet
Size:	10.2cm x 10.2cm x 2.3cm
Weight:	193g
Supported Video Formats:	MP4, MKV
Supported Audio Formats:	MP3, WAV, AAC
Supported Image Formats:	JPEG, GIF, PNG, BMP

## After Sales Support

 1300 663 907

 [customercare@winplus.com.au](mailto:customercare@winplus.com.au)

Model Number HE315035

10/2015

# Product Overview

## Introduction

Congratulations on the purchase of your Cocoon AMP - 4K. This product is designed to integrate into your digital life and make viewing media a breeze. Please read and follow these instructions carefully. If you experience any difficulties setting up or using this product, please see back page for customer support contact details.

## Rear View



- |                  |              |
|------------------|--------------|
| 1. AV Out        | 3. HDMI Port |
| 2. Ethernet Port | 4. DC 5V     |

## Side View



- |                  |         |
|------------------|---------|
| 1. Micro SD Port | 3. USB2 |
| 2. USB1          |         |

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# Product Overview

## Remote



- |                        |                 |
|------------------------|-----------------|
| 1. Power               | 6. Play/Pause   |
| 2. Mouse Toggle        | 7. Back         |
| 3. Directional Control | 8. Volume Down  |
| 4. OK                  | 9. Menu/Options |
| 5. Home                | 10. Volume Up   |

### Mouse Toggle

Once pressed, a mouse cursor will appear on screen. It is moved using the directional control buttons. Press again to exit mouse mode.

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# Instructions

## Connection Guide

1. Remove all items from packaging
2. Using the supplied HDMI cable, connect the AMP - 4K to your TV. Connect the HDMI cable to the port marked 'HDMI' located at the rear of the AMP - 4K to the HDMI input on your TV. Ensure your TV is set to display the correct HDMI input, for example HDMI1
3. Connect the power adaptor to a power outlet then connect the cord to the rear of the AMP - 4K in the port marked 'DC 5V'
4. Turn the power adaptor on at the socket
5. Once connected, the AMP - 4K will automatically begin booting up (ensure your TV is turned on)

## Other Connections

**USB & MicroSD Storage (Such as Memory Stick or MicroSD card):** If you wish to play media from a USB device, connect it to one of the two USB ports on the AMP - 4K. You can also insert a MicroSD card into the 'Micro SD' slot

**Wired Internet:** If you are using wired internet with the AMP - 4K, connect an Ethernet cable (not included) to the Ethernet port on the back of the device

**AV Output:** If your television or monitor does not have an HDMI port, insert the supplied RCA Adaptor Cable into the AV port on the back of your AMP - 4K. Connect the other end of the cable into your TV's RCA Ports

**Mouse & Keyboard:** Connect a mouse or keyboard using either of the USB ports on the AMP - 4K for a faster navigation and text input

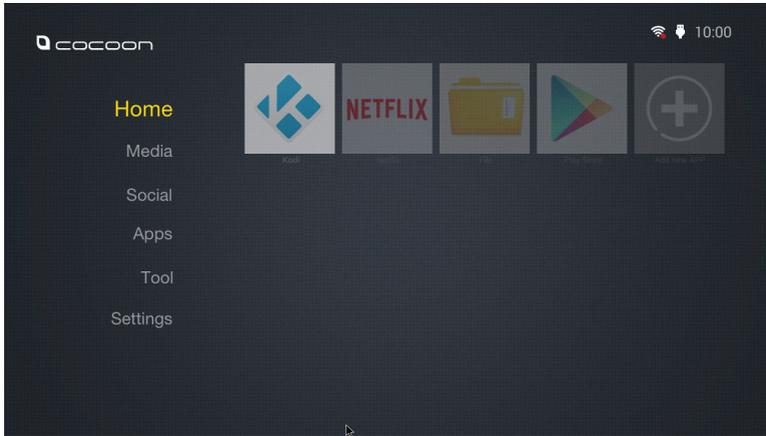
## Turning On/Off

1. Whenever the unit is first plugged in to a power source, it will automatically turn on
2. To put the AMP - 4K into sleep mode, press the Power button on the remote (Shown on page 8)
3. To wake the AMP - 4K from sleep mode, press the Power button on the remote

*NOTE: Powering off and then on will take you back to the main screen. To resume a video file you have stopped mid-way, you must navigate back to the file and resume*

# Instructions

## Using The AMP - 4K



1. **HOME** – A place for your most frequently used apps
2. **MEDIA** – Store your favourite media and catch up TV apps here
3. **SOCIAL**– Keep close to your friends by quickly accessing your contact and social apps here
4. **APPS** – Find all of your downloaded apps here
5. **TOOLS** – Additional tools to get your AMP – 4K running smoothly
  - One Click Accelerate: Speed up your system by clearing some cache
  - Boot App: Select an app to open automatically when your media player turns on
  - Miracast: Direct screen mirroring from your compatible Miracast device
  - Wallpaper: Change the wallpaper to your favourite photo
  - Support: Direct link to the Cocoon AMP – 4K Support page
6. **SETTINGS** – Quick access to your most used settings
  - Wi-Fi: Sign into your home Wi-Fi network in a number of clicks
  - Ethernet: Using an Ethernet cable instead? Quickly turn on Ethernet here
  - Date and Location: Manage the date, time and location settings here
  - Display: Change from 720P to 4K output to match your 4K compatible TV
  - Advanced Settings: Access to the default Android settings menu
  - About: Find extra information about your Cocoon AMP – 4K

# Instructions

## Connecting to the Internet

### Wired Connection

1. Plug an Ethernet cable (not supplied) into the Ethernet port on the back of the unit (shown on page 8)
2. Once plugged in, the internet should function on the device

### Wireless Connection

1. From the main screen, select 'Settings'
2. Select 'Wi-Fi' and press "OK" on the remote control to launch Wi-Fi settings
3. Using the mouse function, click "ON" in the top right hand corner
4. The device will then search for all available Wi-Fi networks. Select your preferred network by clicking on it
5. After the keyboard pops up, type in the password for your Wi-Fi network, then click "Connect"
6. The AMP - 4K should now be connected to the internet

*Tip: If you are experiencing problems using a wireless internet connection – check the security settings on your router as these may be blocking the AMP - 4K*

## Changing Display Output Resolution

1. From the main screen, navigate to "Settings"
2. Navigate to "Display" and select "OK"
3. Navigate to "Output mode" and select "OK"
4. Select a compatible output for your TV, then follow the prompts to confirm new settings

*Note: If the screen goes black for a few seconds then returns to the previous output settings, your TV is unable to accept the new settings*

## Managing your Android Apps

### Downloading Apps

Your AMP – 4K is able to download apps from the Google Play Store. To download new apps, follow these steps:

1. Ensure you are connected to a Wi-Fi or Ethernet Network
2. Navigate to the 'Google Play' app in the 'Home' folder and press 'OK'
3. If you haven't already, add a Google account on your device
4. Select an item

# Instructions

5. Navigate to, and select Install (for free items) or the item's price
6. Follow the on-screen instructions. For paid items, you can select or edit your payment method with the down arrow

## Adding Apps to Folders

When navigating the Home, Media or Contacts folders, select the '+' icon to add an additional app to the folder. When highlighting your desired app, press 'OK' on the remote to add the app to the folder

## Removing Apps

If you would like to remove an app from a folder, highlight the app, then press the menu button on the remote. Select 'Remove' from the menu to remove the app from the folder

## Uninstalling Apps

If you would like to uninstall an app, highlight the app, then press the menu button on the remote. Select 'Uninstall' from the menu to uninstall the app

## Adjusting Android Settings

As the device runs Android, there are many settings that are able to be changed. Please note that changing some of the settings could drastically change the user experience of the AMP - 4K and are done so at your own risk

1. From the main screen, select 'Settings'
2. Navigate to 'Advanced Settings' and press "OK" on the remote control to launch settings
3. In the Settings menu, scroll down on the left hand side until you reach the option you want to change, and then press "OK" on the remote
4. Some of the commonly used settings can be found here:

Function	Location
Change Wi-Fi	Network - Wi-Fi
Change Volumes	Sound
Select Video Output	Display - HDMI
Check Remaining Storage	Storage
Uninstall Apps	Apps - Select app you wish to uninstall - Select "Uninstall"
Change Input Method	Language & input
Reset To Factory Settings	Backup & reset - Factory Data Reset

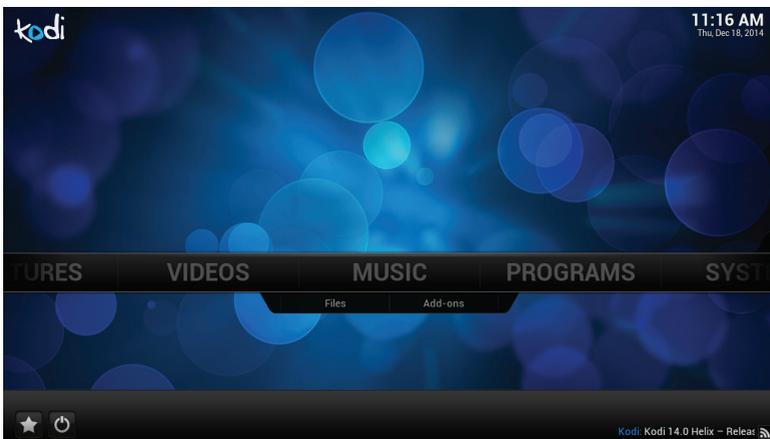
# Instructions

## Using KODI Media Centre

The AMP – 4K Media Player comes preloaded with KODI, an award-winning and highly customisable media player and entertainment hub. Using the remote, the directional buttons and the “OK” button (Shown on page 9) will cover most functions of the KODI interface

To launch into KODI, simply highlight the KODI icon from the Cocoon AMP – 4K Home Screen, then press ‘OK’ on the remote to open the app

The KODI Media Centre allows you to quickly navigate to the 6 most common functions of KODI:



1. **PICTURES** – Allows you to view your images as a slideshow with transitions
2. **VIDEOS** – Watch video content from a USB device, internally or stream from the internet
3. **MUSIC** – Listen to your favourite music from a USB device, internally or stream from the internet
4. **PROGRAMS** – Access your Android apps and add more with the Google Play Store
5. **SYSTEM** – Configure KODI to your needs. Change the appearance, manage your add-ons and tweak settings to the level you desire
6. **FAVOURITES** – A menu of your favourite programs, pictures, videos, music, files and add-ons

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## Playing Movies From USB/Internal Storage

1. Plug the USB into the USB port on your media player or insert your Micro SD Card into the Micro SD slot (see page 8 for port location)
2. From the KODI Media Centre main screen, select “VIDEOS” using the remote control
3. Select “Files”
4. If the movie is on your USB drive, select “USBHOST”. If the movie is on the internal memory, select “extsd”. Select “Add Videos” to add the folder location of your video files. Once added, the folder is then easily accessible from the “Files” menu
5. Navigate to your desired movie file
6. Highlight the movie you wish to watch and press “OK” on the remote. The movie will then start
7. You can control playback with the remote or a mouse

Function	Button
Play/Pause	OK
Forward/Back Short Skip	Right/Left Navigation Buttons
Forward/Back Long Skip	Up/Down Navigation Buttons
Quit Playback	OK, then navigate and select the stop button
Volume Control	Vol+ / Vol-

## Play Music From USB/Internal Storage

1. Plug the USB into the USB port on your media player or insert your Micro SD Card into the Micro SD slot (see page 8 for port location)
2. From the main screen, select “MUSIC” using the remote control
3. If the music is on your USB drive, select “USBHOST”. If the movie is on the internal memory, select “extsd”. Select “Add Music” to add the folder location of your video files. Once added, the folder is then easily accessible from the “Files” menu
4. Navigate to and then highlight the music you wish to listen to, press “OK” on the remote, the music will then start
5. To control the playback of the music, press left on the remote whilst in the menu to open the options sidebar. This sidebar allows you skip, pause, stop and repeat music, as well as launch into full screen mode

# Instructions

## Starting An Image Slideshow From USB/Internal Storage

1. Plug the USB into the USB port on your media player or insert your Micro SD Card into the Micro SD slot (see page 8 for port location)
2. From the main screen, select “PICTURES” using the remote control
3. If the pictures is on your USB drive, select “USBHOST”. If the movie is on the internal memory, select “extsd”. Select “Add Pictures” to add the folder location of your video files. Once added, the folder is then easily accessible from the “Files” menu
4. Once at the desired folder location, press left on the remote to open the options sidebar, this sidebar allows you to launch slideshow mode

## Adding To My Favourites

1. Navigate to the desired program, picture, video, music, file or add-on that you would like quick access to
2. When highlighted, press “Menu/Options”
3. Highlight “Add to favourites”, then press “OK” on the remote to confirm. The desired program, picture, video, music, file or add-on is now easily accessible from the main menu via the star symbol on the lower left corner

## Transferring Files From USB To Internal Storage

1. From the main menu, navigate to “SYSTEM” and select “File Manager” from the dropdown menu. The KODI file manager consists of two screens, A and B, which allow you to easily copy and transfer files between two folder locations
2. Select “Add Source” to add an internal folder to the file manager. Browse to the desired folder and select “OK” from the menu to select the location. Select “OK” again to confirm. Once added, the folder location is then easily accessible from the File Manager menu
3. On side A, navigate to the desired folder/file you want to transfer to
4. On side B, select “usbhost” or “extsd”, and navigate to the desired folder/file you want to transfer from
5. Highlight the folder/file you would like to transfer and press the “Menu/Options” button on the remote control
6. Select “Copy”, then select “Yes” to confirm
7. The files will be copied from location B to location A

# FAQs

Question	Solution
Why is there nothing shown on my TV?	Ensure the HDMI cable is plugged in properly to both the AMP - 4K and your television. If possible, try the unit with a different HDMI cable or television
Why is my media player not responding?	If the unit completely stops responding, unplug the power cord and wait 5 seconds before plugging it back in. If this keeps occurring, you may want to try uninstalling recently installed apps or performing a hard reset
How do I hard reset?	<p>In some instances, a hard reset may become necessary. To do this, from the Cocoon Home Screen, select 'Settings', then 'Advanced Settings'. Scroll down to "Backup &amp; Reset". Select 'Factory Data reset', and confirm you wish to perform</p> <p><i>Note: This will erase all data on your AMP - 4K, and revert it to factory settings</i></p>
My video format is not supported	While we have tried to include compatibility for most file types, you may find you have some files that are not supported by KODI. It is recommended to download a file converter and convert the file to an alternative format, or use the Google Play Store to download an alternative video app. You can also play other video formats from MX Player
Why is my video not playing smoothly?	<p>Sometimes, particularly with 4K video content, the bitrate of the video file is larger than the CPU's peak bitrate of 60Mbps (Megabits per second). To convert the file so that the bitrate is within limits, follow these steps:</p> <ol style="list-style-type: none"> <li>1. On your computer or laptop, visit <a href="https://handbrake.fr/downloads.php">https://handbrake.fr/downloads.php</a> and install the most applicable version of HandBrake for your operating system</li> <li>2. Open HandBrake, then select 'Source' -&gt; 'File'</li> <li>3. Navigate to your video file, highlight, and press 'Open'</li> <li>4. Under the 'Destination' section, select 'Browse'</li> <li>5. Navigate to the directory you wish to save your converted video, input a file name and then press 'Save'</li> <li>6. On the Picture Tab, ensure size is the same as source</li> <li>7. On the Video Tab, ensure the following settings:             <ol style="list-style-type: none"> <li>a. H.264 Profile: Main</li> <li>b. H.264 Level: 3.1</li> </ol> </li> <li>8. Press 'Start' to commence converting</li> <li>9. Once complete, try playing the video on the AMP - 4K again</li> </ol>
Why is 4K only able to output at 30Hz?	Due to the limitations of HDMI 1.4, the maximum possible transfer rate of 4K output is 30Hz
I can't access all functions in Netflix, streaming apps or catch up TV apps	Some apps may require navigation with mouse mode. Tap the mouse mode button to enter mouse mode and move the arrow using the directional buttons on the remote. Alternatively you can plug in most aftermarket air remotes or a mouse and keyboard via the USB ports for easier control

# FAQs

Question	Solution
Why is my USB Storage not being recognised?	If the USB Storage you are attempting to use is USB Powered, there is a possibility that AMP - 4K may not be able to fully power it. Try using an AC powered drive. If the USB storage you are using is formatted for Mac, it will also not work. Please try using a FAT32 formatted device
Can I install other Android Apps?	Using the Home Screen, navigate to “Apps”, then select “Google Play”
I can't wake my media player from Sleep Mode.	At times the media player may power off fully in order to reduce the amount of power consumed. In this case, simply unplug the power adaptor and plug back in
The Play/Pause button is not working?	Whilst in KODI Video Player, press the “OK” button to show the Play, Pause and Stop menu
Why doesn't the power button turn off the unit?	This occurs if the soft power button is pressed at the KODI home page. As KODI is a universal app and does not accommodate for hardware configurations
I can't navigate in certain apps that are installed	Most apps are designed for touch screen and not a remote. Therefore, please try using the “mouse mode” by pressing the mouse toggle or connecting a mouse to the USB port
There is no Audio	Some TVs have different configurations for HDMI signal. Please go to in to Settings -> Android Apps -> Settings -> Sound and change output configuration to suit your TV. i.e. Some TVs have Surround sound decoding and will work with “pass through” enabled. If in doubt please contact the TV supplier for technical support
Why does the TV go black when changing to 4K Output?	Your TV may not be able to receive a 4K signal - refer to your TV's manual for details
Advanced Features	<p>As the device runs using Android, a number of advanced features are available to customise the AMP - 4K to suit your needs</p> <p>For Kodi information, please refer to;  <a href="http://www.kodi.tv/">http://www.kodi.tv/</a> or <a href="http://www.kodi.wiki/">http://www.kodi.wiki/</a></p> <p>For Android Operating System information, please refer to;  <a href="http://www.android.com/">http://www.android.com/</a></p> <p>For further AMP - 4K updates and information, please refer to; <a href="http://www.winplus.com.au/">www.winplus.com.au/</a></p>



AMP - 4K

# 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 663 907 or write to us at:

Winplus Australasia  
PO BOX 537  
Bayswater Business Centre  
Bayswater, VIC 3153

Winplus Help Desk 1300 663 907  
(Operating Hours: Mon-Fri 08:30AM to 6:00PM)

customer@winplus.com.au  
www.winplus.com.au

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**AFTER SALES SUPPORT**

 (AUS) 1300 663 907

 customer@winplus.com.au

MODEL: HE315035 PRODUCT CODE: 51490 10/2015



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