

 **cocoon™**

GPS TRACKER

GREAT FOR QUICKLY TRACKING AND
LOCATING PEOPLE, PETS AND VEHICLES



Model Number: GT42395

INSTRUCTION MANUAL



Safety Warnings & Cautions

1. Carefully read all safety instructions and the user manual before operation.
2. Keep the GPS Tracker away from liquid.
3. Do not expose or immerse the GPS Tracker in liquid.
4. Keep away from heat sources such as heaters and ovens
5. Never add any attachments and/or equipment without the approval of the manufacturer.
Unauthorized modifications may result in fire, electric shock or other personal injury and may void your warranty.
6. Do not drop or jar the GPS Tracker. Dropping or rough use of the GPS Tracker will cause damage.
7. Do not place near strong magnets or strong electric currents.
8. Caution: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Cocoon GPS tracker has been tested and meets applicable limits for Radio Frequency (RF) exposure.

Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. SAR exposure is limited at 1.6 Watts per Kilogram (over a volume containing a mass of 1 gram of tissue) in Australia. During testing, the Cocoon GPS tracker is set to the highest transmission level and placed in positions to simulate use near the body, with 10mm separation.

Carry the Cocoon GPS tracker at least 10mm away from your body to ensure exposure levels remain at or below the as-tested levels. Cases with metal parts may change the RF performance of the device, including conformance with RF exposure guidelines, in a manner that has not been tested or certified.

Although this device has been tested to determine SAR in each band of operation, not all bands are available in all areas. Bands are dependent on your service provider's wireless and roaming networks.

Mobile data may be required for some features such as viewing the Tracker via Google Maps. The supplier is not responsible for any charges incurred.

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.



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1. Getting Started

Introduction

Thank you for purchasing the Cocoon GPS Tracker. We trust you will get many years of carefree and reliable use out of this product. Please read and follow the user manual before first use. If you experience any difficulties setting up or using this product, please see back page for contact details:

Package Contents

1. Cocoon GPS Tracker Unit
2. Rechargeable battery
3. Charging Cable
4. Charging Adaptor
5. Weather Resistant Case
6. User Manual
7. Getting Started Guide
8. Warranty Card
9. Warranty Stickers



Product Overview

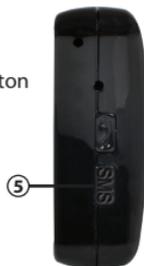
FRONT VIEW

1. GSM LED
2. GPS LED
3. CHARGE LED



LEFT SIDE

5. SMS Button



TOP VIEW

4. Power Button



RIGHT SIDE

6. USB Charging Port



BACK SIDE

- 7. Back Cover
- 8. Battery Compartment
- 9. SIM Card Slot



LED Light Status

GREEN LED - GSM	
Quick flash(0.2 seconds on and 2.8 seconds off)	GPS Tracker is connected to GSM network
Flashing (1 second on and 2 seconds off)	GPS Tracker is not connected to GSM network
Solid	No SIM Card inserted
BLUE LED - GPS	
Quick flash (0.2 seconds on and 2.8 seconds off)	GPS Tracker has a GPS fix
Flashing (1 second on and 2 seconds off)	GPS Tracker has GSM positioning fix
Long flash (2 seconds on and 1 second off)	GPS Tracker has no GPS fix
RED LED 	
Solid	GPS Tracker is Charging
Off	GPS Tracker is fully charged or not charging
Flashing	Device is in motion

Charging the GPS Tracker

1. Open the back cover of the GPS Tracker
2. Insert the battery into the GPS Tracker
3. Connect the USB cable to the GPS Tracker
4. Connect the other end of the USB cable to your computer or included charging adaptor

NOTE: Charge the GPS Tracker for a minimum of 4 hours before first use to maximise the battery life

Powering On / Off the Cocoon GPS Tracker

1. Hold the Power button on the top of the unit for 5 seconds to turn the GPS tracker on
2. The GSM & GPS lights will TURN ON to indicate the GPS Tracker is on
3. Hold the Power button on the top of the unit for 5 seconds to turn the GPS tracker off
4. The Power button will fade to indicate the GPS is turned off

2. Advanced SMS functions

Important: When using SMS commands please ensure there are no spaces in the text and that all letters are in CAPITALS unless otherwise stated.

Note: The default password is 123456. It is recommended that you change this password.

Setting Authorized Numbers

The Cocoon GPS Tracker allows up to 3 phone numbers to send and receive commands. Follow the steps below to authorize a phone number.

1. From the mobile you would like to authorize, SMS [PASSWORD]+[A/B/C]+1
*For example if your password is 123456 and you would like to authorize mobile number 1, you would SMS **123456A1** to the Cocoon GPS Tracker*
2. If you would like to set a second or third authorized number simply change the letter of the command
*For example, if your password is 123456 and you would like to authorise mobile number 2, you would SMS **123456B1** to the Cocoon GPS Tracker*

Removing an Authorized Number

To remove an authorized number from the Cocoon GPS Tracker follow the steps below.

1. From the mobile you would like to unauthorize,
SMS [PASSWORD]+[A/B/C]+0
*For example, if your password is 123456 and you would like mobile number 1 to be no longer authorized, you would SMS **123456A0** to the Cocoon GPS Tracker*
2. The phone number you have selected will no longer receive SMS's from the GPS Tracker

Reset to Factory Settings

The Cocoon GPS Tracker can be reset to factory settings by using the following command. This can be useful if you forget your password.

Warning: All settings, data and preferences will be lost and reset to a default state.

- To reset the Cocoon GPS Tracker to factory settings SMS RESET!
Note: unlike other SMS commands, no reply will be sent to indicate the device has accepted the command. The exclamation point must be included in the command for it to be accepted

Checking the Authorized Numbers & Status of Features

- To request a list of authorized numbers and the current status of the Cocoon GPS Tracker, SMS [PASSWORD]+G
*For example, if your password is 123456 you would SMS **123456G** to the Cocoon GPS Tracker*
- The device will reply "A[AUTHNUMBER], B[AUTHNUMBER], C [AUTHNUMBER], Speed: 0,100km/h, GEO:0,0,0, Coord Sv:0, Listen-in:0, UTC-T:0.0, Motion:0, Movement:0,0, Bat:100"

Changing the password

Note: The default password is 123456. It is recommended that you change this password.

- To change the password of the Cocoon GPS Tracker, SMS [PASSWORD]+H+[NEWPASSWORD]
*For example, if your password is 123456 and you would like to change it to 987654 you would SMS **123456H987654** to the Cocoon GPS Tracker*
- Make sure the new password is 6 Digits or it will not be recognized
**NOTE: Letters and numbers can be used for the password.
Symbols will not be recognized**

Setting the Time Zone

The unit is set to Australian Eastern Standard Time by default.

- To modify the time zone, SMS [PASSWORD]+L+[+00/-00] to the Cocoon GPS Tracker
*For example, if your password is 123456 and you want Eastern Standard Time, you would SMS **123456L+10** to the Cocoon GPS Tracker*

Naming the GPS Tracker

You can add a name to the Cocoon GPS Tracker to give individualised SMS reports. This can be useful if you need to distinguish between multiple GPS trackers

- To attach a unit name to all SMS alerts, SMS [PASSWORD]+U+1,[NAME]
*For example if your password is 123456 and you want to name the unit "John", you would SMS **123456U1,John** to the Cocoon GPS Tracker*
- If successful the device will reply "John UserName set! +GPS info"

Locating the Cocoon GPS Tracker with Latitude and Longitude

Your Cocoon GPS Tracker can send its current location using Latitude and Longitude; this information can be then entered into mapping software to find its current location.

- To request the Latitude and Longitude Coordinates of the Cocoon GPS Tracker, SMS [PASSWORD]+F
*For example, if your password is 123456 you would SMS **123456F** to the Cocoon GPS Tracker*
- The device will reply "GPS Info"
 Date: xx; Time:xx; LAT:xx; LOT:xx; Speed:xx"
- Using the LAT and LOT values you can locate the device using mapping software such as Google Earth or Google Maps

Locating the Cocoon GPS Tracker with Google Maps link

Your Cocoon GPS Tracker can send you an active website link to Google Maps of the latest GPS coordinates of the device.

1. To request a Google Maps link showing the location of the Cocoon GPS Tracker SMS [PASSWORD]+FM
*For example, if your password is 123456, you would SMS **123456FM** to the Cocoon GPS Tracker*
2. The device will reply "http://maps.google.com/mapsxxxx" Open the link on your mobile device and the location of the Cocoon GPS Tracker when the SMS was sent, will be displayed

Locating the Cocoon GPS Tracker with GPRS Address

Your Cocoon GPS Tracker can send you the current address location of the GPS unit. This will be given using the street address of the trackers location.

1. To request the current address of the Cocoon GPS Tracker, SMS [PASSWORD]+ADD
*For example, if your password is 123456, you would SMS **123456ADD** to the Cocoon GPS Tracker*
2. The device will reply "LAT: xx; LOT: xx; Add: number street suffix, suburb, state, postcode, country."

Note: A GPRS signal must be available for this feature to work

Obtaining the IMEI and Version numbers

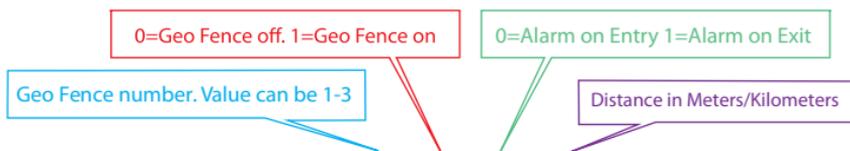
1. To request the IMEI and version numbers of the Cocoon GPS Tracker, SMS [PASSWORD]+V
*For example, if your password is 123456, you would SMS **123456V** to the Cocoon GPS Tracker*
2. The device will reply "Version: Soft:xxxxxxx Hard:xxxxxxx
IMEI:xxxxxxxxxxxxxxxx GSM CSQ:xx"
3. This information will be required for Web Tracking applications

Setting up a Geo-Fence Alarm

A geo-fence is a virtual perimeter for a real world geographic area. A geo-fence could be set around a neighbourhood, a school's boundary or a residence. Once a geo-fence is set up, a notification can be sent to an authorised number when the GPS tracker enters or exits the predefined area.

Note: While you can set up a geo-fence using an SMS, it is recommended you use the Web service. We recommend only advanced users set up a Geo-Fence using SMS commands.

1. To set up a geo-fence alarm around current location of the Cocoon GPS Tracker, send an SMS to the Cocoon GPS Tracker in the following format:



SMS [PASSWORD]+I+(1-3),(0-1),(0-1),(001-999)(M/KM)

*For example, if your password is 123456 and you wanted to set geo-fence 1 to be on 100 meters around the GPS trackers' current location and to send an alarm when the GPS leaves the geo-fence, you would SMS **12345611,1,0,100M** to the Cocoon GPS Tracker*

2. If successful the device will alert you when the unit enters/leaves the defined geo-fence area
3. You will receive an SMS in the following format: "Geo Alarm!+Geo Info"

Turning off a Geo-Fence Alarm

- To turn off a previously set up geo-fence alarm, SMS [PASSWORD]+1+[1-3],0,0 to the Cocoon GPS Tracker
*For example, if your password is 123456 and you want to turn off geo-fence 1, you would SMS **123456I1,0,0** to the Cocoon GPS Tracker*

Setting a Speed Alert

Your Cocoon GPS can be set to alert you when it exceeds a set speed.

- To set up a speed alert, SMS [PASSWORD]+J+1+(001-255) to the Cocoon GPS Tracker
*For example if your password is 123456 and you wanted to set a speed limit of 20km/h you would SMS **123456J1,020***
- The device will send an SMS to the authorized numbers stating "Over-speed! + GPS-INFO" when the Cocoon GPS Tracker's recorded speed exceeds 20km/h
- To turn off a speed alert, SMS: [PASSWORD] + J+0 to the Cocoon GPS Tracker
For example, if your password is 123456, you would SMS 123456J0 to the Cocoon GPS Tracker

Setting up GPS Signal Loss Alert

This function lets the Cocoon GPS Tracker automatically send the last known GPS info to all authorized numbers when it enters an area without a GPS signal.

- To set up a GPS signal loss alert, SMS [PASSWORD]+K+1
*For example, if your password is 123456 you would SMS **123456K1** to the Cocoon GPS Tracker*
- The device will send "Before +GPS info" to the preset numbers, when GPS signal is lost
- To turn off this function, SMS [PASSWORD]+K+0
*For example if your password is 123456 you would SMS **123456K0** to the Cocoon GPS Tracker*

Movement Alert

This function will send an SMS to the authorized numbers if the GPS unit moves a certain distance away from its location when the command is given.

1. To set up a Movement Alert SMS [PASSWORD]+R+1,xxxM/KM
For example, if your password is 123456 and you would like to be alerted if the unit moves more than 100 meters from its current location, you would SMS 123456R1,100M to the Cocoon GPS Tracker
Note: the set distance must be submitted in a three digit format.
*For example; To set a 15m alert, you would SMS 123456R1,015M
 To set a 1km alert, you would SMS 123456R1,001KM*
2. To turn off this function, SMS [PASSWORD]+R+0
 For example if your password is 123456, you would SMS 123456R0 to the Cocoon GPS Tracker

Using the SMS Button

The SMS button will send an SMS to all registered mobiles with the current coordinates of the GPS tracker.

1. Press the SMS button for 3 seconds
2. The GSM light will dim and the Cocoon GPS Tracker will send an SMS to all registered numbers stating "Help me! +GPS Info" with the current coordinates of the GPS Tracker

3. Web Tracking

NOTE: To use the online functions you will need the IMEI & Version Numbers associated with your device. Please see "Obtaining the IMEI and version numbers" on page 10 of this instruction manual

Using your PC or Mac web browser go to www.gpstracker.com and enter the username and password provided on the back of your instruction manual and press the login button.



Changing Settings

1. Click on "Settings" from the menu on the left side of the webpage to open the settings dialogue box
2. From this dialogue box you can change the authorized numbers, change the interval of data reporting, set a speed alarm, modify the time zone, set a movement alarm, enable/disable coordinate saving and request a status SMS

Warning: Please do not change any settings if you are unsure what the effect will be

Setting a Point of Interest

Using the web tracker you can set points of interest at any location on the map. This could include your house, local parks or any nearby areas you wish to keep visible on your map.

1. Clicking "Interest Point" from the menu on the left side of the webpage will drop a blue call out on the map
2. This call out can be clicked and dragged to another area of the map.
3. You can also input text to name the point of interest

Adding a new Geo-Fence - Online

A geo-fence is a virtual perimeter for a real world geographic area. A geo-fence could be set around a neighbourhood, a school's boundary or a residence. Once a geo-fence is set up, a notification can be sent to an authorised number when the GPS tracker enters or exits the predefined area.

1. To set up a geo-fence, select "Geo-Fence" from the menu on the left side of the webpage
2. Click "Add New Geo-Fence"
3. Enter a name for the geo-fence you want to create
4. Click the "Select range from map" button
5. The dialogue box will disappear and the map will be visible again
6. Find the area you want to set up a geo-fence around – see navigating the map, page 14
7. Left click on the map to set the first corner of the geo-fence
8. Move the mouse and click a second time to set the opposite corner. Don't worry about trying to set the area perfectly the first time, you can fine tune the area later
9. You will now see a green rectangle with a red line outline and white squares along the edges. The red line is the border of the new geo-fence
10. You can change the geo-fence by clicking and dragging one of the white squares to a new location. By doing this you can fine tune the borders of the geo-fence to fit any area you like
11. While re-sizing you may notice transparent squares along the border, these are additional points you can add, by clicking and dragging, that allow further control over the geo-fence area
12. When you are happy with the area set click the "Ok" button on the "Finish GEO editing?" dialogue box to return to the "Add New Geo-Fence" menu
13. You can now change the alarm to either send an alert when the Cocoon GPS tracker enters the geo-fence or when it leaves
14. Click the "Submit" button. The geo-fence is now active



Modifying/Deleting an existing Geo-Fence - Online

1. Select "Geo-Fence" from the left side menu to open up the geo-fence dialogue box
2. In the "Operation" column click on the green modify text to open the "Edit Geo-Fence" dialogue box
3. Modify the fields required then click the "Submit" button
4. In the "Operation" column click on the green "delete" text
5. Click the "OK" button when prompted to delete the geo-fence entirely
Note: This will remove the geo-fence and cannot be restored.

History

View the GPS Tracker's recorded location for the past 3 months in 7 day blocks.

1. Select "History" from the left side menu to expand the History menu
2. Set a start and end date
3. Click the "Search" button
Note: The search period cannot be more than 7 days long
4. When you hit "search" the web tool will return every GPS point reported within the specified time frame.
Note: Each point is recorded separately (usually at 30 second increments) and can be viewed as an individual point
5. You can click the "Play" button to chronologically cycle through the recorded points. Use the "-" and "+" buttons to change the cycle speed
6. You can manually navigate the list of GPS points by clicking "Previous" and "Next"
7. Clicking "Save to XML file" will save the file in a format that can be used with various applications and Web services

Reports

1. Select "Reports" from the left side menu to expand the Reports menu
2. Set a start and end date
3. Click the "Search" button
Note: The search period cannot be more than 7 days long





4. A filter can be applied via the drop down menu if a certain type of data is required
5. When you hit "search" the web tool will return every GPS point reported within the specified time frame
6. From the "Reports" dialogue box you can choose to export the data to an .xls format by clicking "Export Excel" at the bottom of the report

Using Latitude and Longitude Values on the Map

You can manual input any latitude and longitude values on the map navigate to that given area.

1. Select "Map" from the left side menu to expand the Map menu
2. Enter a pair of Latitude and Longitude coordinates
3. Click the "Locate" button
4. This will put a red pin on that location and zoom to it using the map

Ruler

Utilising the map you can measure between any points selected.

1. Select "Ruler" from the left side menu to select the ruler tool
2. While the mouse is over the map, left click to set the start point of the measurement
3. Click the left mouse button again to add another point of measurement
4. Right click to set the end point
5. When set the total length between the two or more points is displayed in kilometres

Chart

1. Select "Chart" from the left side menu to open the Chart screen
2. Select the Chart Type and time interval from the drop down menus
3. Set the start and end dates
Note: The chart period must be more than two and less than twelve days
4. Click "OK" to generate the chart for the period selected



Manage

Adding a New Tracker

1. Click on "Manage" from the menu of the left side of the webpage
2. Click "Tracker Info"
3. Click on the "Add New Tracker" button
4. Fill in the name, tracker icon, hard version, IMEI, User ID and Tracker SIM number fields
5. Click the "Add" button
6. You can repeat the steps to add another GPS tracker to the same account if you choose

Deleting an Existing Tracker

1. Click on "Manage" from the menu of the left side of the webpage
2. Click "Tracker Info"
3. Select the Tracker you wish to delete by checking the box next to its name
4. Click the "Delete" button
5. You will be prompted to confirm your choice

Warning: Deleting the tracker will remove all data (history, geo-fences etc.) related to the device

Modifying an Existing Tracker

1. Select "Manage" from the left side menu to open the Tracker info window
2. Click "Tracker info"
3. Select the Tracker you wish to modify by checking the box next to its name
4. Click the "Modify" button
5. Now you can modify the GPS Tracker details

Email Settings

You can set your device to send you email alert settings as well as SMS

1. Select "Manage" from the left side menu to open the email settings screen
2. Click "Email Settings"
3. Check the box marked "Send email Alert"
4. Fill in the information as given by your email provider then click the "Modify" button
5. You will now receive email alerts as well as SMS alerts

Change Password

1. Select "Manage" then "Change Password" from the left side menu
2. Input your old password then you will be required to choose a new password and confirm it
3. Press the "Submit" and your password will be changed
4. Keep note of your password for your records

Firmware Upgrade

Note: This section is for advanced users only; using unauthorized or modified software with this product may void your warranty

1. Select "Manage" then "Firmware Upgrade" from the left side menu to open the Firmware Upgrade screen
2. Choose the GPS tracker from the drop down menu and press the "Read" button to detect the current version of firmware
3. If the version detected is not the latest version, you may need to update
4. Press the "Choose File" button, navigate to the current firmware file and select it
5. Press the "Upgrade" button
6. Your device will be updated to the latest available firmware if applicable

Understanding The Buttons

Power 	Press and hold for 5 seconds to turn on/off the GPS Tracker
SMS	Press for 3 seconds to send SMS' to all sorted numbers

Commonly Used Abbreviations

GPS INFO	:DD-MM-YY Time:HH:MM:SS Lat:000.00000000N Long:000.00000000E Speed:000.0
GEO INFO	Date:DD-MM-YY Time:HH:MM:SS Speed: 000.0
SMS COMMAND	Send an SMS to the SIM card inserted in the GPS Tracker

FAQ'S

Problem	Solution
The GPS Tracker will not turn on	<ul style="list-style-type: none"> - Hold the power button for 5 seconds - Charge the GPS Tracker for a minimum of 4 hours
The GPS Tracker is no longer sending SMS's	<ul style="list-style-type: none"> - Check the GPS Tracker has power and recharge if necessary - Check the mobile SIM has enough credit to send SMS's
How long do I need to charge the GPS Tracker	Charge at least four hours before the first use, typically around 3 hours from completely flat
How long does the GPS tracker battery last per charge?	The battery should last about 100 hours in standby mode. Keep in mind the unit consumes more power when sending or receiving SMS commands
How many phone numbers can I authorize on the GPS tracker?	The Cocoon GPS Tracker can have up to three authorized phone numbers at any one time
How do I view a map on my smart-phone with the current GPS location?	Request an SMS with Google maps link (see page 10), then click the link in the SMS you receive back
What is a Geo-Fence and what do I do with it?	A geo-fence is a virtual perimeter or barrier. You can set up a geo-fence for any location and monitor when the GPS tracker leaves or enters that location. For example; You could use a geo-fence to alert you if your pet leaves your property, or you could set up a geo-fence around your child's school to alert you when they arrive
How do I stop receiving SMS's from the GPS Tracker?	Follow the steps for removing an authorized number on page 7

<p>Which device pays for the texts, my mobile or the GPS Tracker?</p>	<p>When you SMS the GPS Tracker your mobile is charged for the text. When you receive a text from the GPS Tracker, the GPS Tracker is charged for the text</p>
<p>How do I know if the GPS tracker is out of credit?</p>	<p>The Cocoon GPS Tracker will not be able to send replies to you SMS commands if it is out of credit. Please refer to your service provider for account balance</p>
<p>Why is my GPS tracker sending me SMS's every 30 seconds?</p>	<p>'Frequent SMS's can be due to any of the following reasons:</p> <p>speed alert is set up for a low speed -<i>turn off speed alerts (see page 12)</i></p> <p>Geo-fence alert is set up in a frequented area -<i>turn off geo fence alerts (see page 12)</i></p> <p>Signal loss is set up in a poor reception area -<i>turn off signal loss alert (see page 12)</i></p>

Summary of SMS Commands

Note: Ensure there are no spaces in the texts and that all letters in CAPITALS unless otherwise stated

*The phrase PASSWORD should be substituted with your own password.
The default password is 123456 as used in the example below*

SUMMARY OF SMS COMMANDS		
Function	Command	Comment
Set Authorized Number A	123456A1	
Set Authorized Number B	123456B1	
Set Authorized Number c	123456C1	
Remove Authorized Number A	123456A0	
Remove Authorized Number B	123456B0	
Remove Authorized Number C	123456C0	
Check Authorized Numbers	123456G	
Change the password	123456HXXXXXX	Password must be 6 digits where XXXXXX is the new password
Set Time Zone		+/- is GMT/UTC time
Australian Eastern Standard Time	123456L+10	Time zone = +10 UTC
Australian Eastern Daylight Time	123456L+11	Time zone = +11 UTC
Western Standard Time	123456L+08	Time zone = +08 UTC

SUMMARY OF SMS COMMANDS

Function	Command	Comment
Western Daylight Time	123456+09	Time zone = +09 UTC
Add name to SMS alerts	123456U1,John	Name can be lower case
Request LAT + LONG Coordinates	123456F	
Request Coordinates with Google Maps Link	123456FM	
Request Coordinates + Address	123456ADD	GPRS signal must be Available
Request IMEI + Version numbers	123456V	Required for Web Tracking
Set geo-fence alarm	123456I111200M	See Instruction Manual
Turn off geo-fence alarm	123456I100	See Instruction Manual
Set Speed Alert	123456J1,020	Last 3 digits denote speed in km/h
Set Signal Loss Alert	123456K1	
Turn off Signal Loss Alert	123456K0	
Turn off the LEDs	123456Y0	
Turn off device	123456D	

Support

For additional support including helpful guides and videos, visit the Cocoon support website at www.winplus.com.au/cocoon.html

Telephone: 1300 663 907
Email: customercare@winplus.com.au
Website: www.winplus.com.au

Warranty Details

This product is warranted against defects for a period of One year. If the product is faulty, Winplus will repair or replace the product (at its discretion) at no cost to you provided the product has been used in accordance with instructions provided. You are responsible for any expenses associated with making a claim under this warranty (incl. postage). The benefits under our Warranty are in addition to other rights and remedies under consumer law in relation to these goods. 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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 cocoon™