

8CH 1080P SECURITY CAMERA SYSTEM

Instruction Manual

COCOON™

Model: HE210303
Version 1.2



HDMI[®]
HIGH-DEFINITION MULTIMEDIA INTERFACE



Warranty Note

Getting the most out of your Security Camera System:

**Read the entire manual**

It will help you set up with ease

**Visit www.cocoonproducts.com.au**

We have additional support videos and guides

**Call After Sales Support - 1300 663 907**

Or email 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 663 907

Email: help@cocoonproducts.com.au

Web: www.cocoonproducts.com.au





COCOON™

8CH 1080P SECURITY CAMERA SYSTEM



Warranty Details

REGISTER YOUR PURCHASE AT www.aldi.com.au/en/about-aldi/product-registration/ TO KEEP UP-TO-DATE WITH IMPORTANT PRODUCT INFORMATION

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.

AFTER SALES SUPPORT

  1300 663 907

 help@cocoonproducts.com.au

MODEL: HE210303 PRODUCT CODE: 708199 02/2022



Safety Instructions

- **Read Instructions**

Carefully read all safety instructions and the user manual before operation.



- **Power Source**

Only use the supplied power adaptors. Using other power adaptors may cause damage to the unit or potentially start a fire. Power adapters for INDOOR use only. The electrical socket outlet shall be installed near the equipment and shall be easily accessible.

- **Do not expose the DVR Unit to Moisture**

Avoid installing the DVR unit in a location with high humidity or in a location where liquid may spill onto the unit. Liquid may cause a short circuit which can result in electric shock or fire.

- **Do not expose the DVR to Heat Sources**

Do not install the DVR near any heat sources such as radiators, stoves or other appliances that can generate heat.

- **Do not expose the DVR to Dust**

Do not use the DVR unit in dusty areas as dust can impair electronic components.

- **Cleaning the DVR Unit**

Unplug all equipment from the wall outlet before cleaning. Do not use liquid aerosol cleaners. Use a damp soft cloth for cleaning.

- **Lightning**

Unplug all equipment during lightning storms to prevent damage. Unplug the DVR unit if it will not be used for long periods of time.

- **Modifications & Attachments**

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.

- **Ventilation**

Do not block any ventilation holes. Do not place objects on top of the DVR unit or cover the ventilation holes on the sides of the DVR unit.

- **Grounding Mounted Equipment**

If mounting the DVR unit onto a rack, ensure the rack is properly grounded before turning the power on to prevent electric shock and fire when using the DVR unit.

- **Do not open DVR Unit Case**

There are no user serviceable parts inside the DVR unit. Modifying any parts may void your warranty.

- **Battery**

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions

- This equipment is not suitable for use in locations where children are likely to be present.
- Ensure correct and safe installation and interconnection of the equipment before use.

This product contains a coin/button cell battery inside. Keep batteries out of reach of children. Swallowing may lead to serious injury or death in as little as 2 hours due to internal burns.


If swallowed, immediately call the 24-hour Poisons Information Centre on 13 11 26 for fast expert advice. Dispose of used batteries immediately.

This product has been designed so that the coin/button cell battery is not accessible to young children, as the battery compartment cover is secured with glue, a screw or mechanical fastener. Always ensure that the compartment is secured before use.

This DVR has been tested according to AS/NZS 62368.1:2018 and AS/NZS CISPR 32:2015



After Sales Support

 1300 663 907

help@cocoonproducts.com.au

Model number:

HE210303
02/2022

Contents

Warranty Note	3
Warranty Details	4
Safety Instructions	5
Parts List	8
Camera Specifications	9
DVR Specifications	9
Product Overview	10
DVR Front and Side Panel	10
DVR Rear Panel	10
DVR Initial Setup	11
Initial Setup	11
DVR Unit Connections	11
Installation Location	12
DVR Operation	13
Powering on the DVR unit	13
Mouse	13
Setup Wizard	13
Main Screen	13
Navigating the DVR Menu & Logging in	13
Logging into the main menu	14
Setting a password for 'admin'	14
Quick Pop-up Menu	15
Mobile Phone Setup	16
Use Apple or Android mobile to access footage	16
Download the Cocoon HD app on your Mobile	16
Logging into or creating a Cocoon HD account	16
Adding your DVR device to the App	17
Navigating the App menus	17
Viewing your DVR footage	17
Take Screenshots (Photos) or Video	18
View Footage from DVR's Recorded Events.	18
PC Setup	19
Cocoon HD Software for PC Use	19
Installing Cocoon HD for PC	19
Logging into Cocoon HD for PC	19
Adding your DVR to the Cocoon HD for PC Software	19
Watching Footage on Cocoon HD for PC Software	20
PC Menu Overview	20
Taking a Screenshot with Cocoon HD for PC	20
Taking a Video with Cocoon HD for PCs	20



Advanced Settings	21
Main Menu - Setup.....	21
Basic.....	21
Live.....	22
Record.....	23
Schedule.....	24
Alarm.....	25
Network.....	26
Users.....	27
Advanced.....	28
Main Menu - Search.....	28
Main Menu - Backup.....	28
Main Menu - Information.....	29
System.....	29
Event.....	29
Log.....	29
Network.....	29
Online Users.....	29
Main Menu - Disk Management.....	29
Main Menu - Logoff.....	29
Manual Maintenance.....	29
Additional Info	30
Disposal of Packaging.....	30
Disposal of Product.....	30
Spare Parts.....	30
Cleaning & Maintenance.....	30
FAQs	32
Repair and Refurbished Goods or Parts Notice	34



Parts List

1. 1 x DVR Unit with 1TB HDD
2. 8 x White IR Cameras
3. 8 x 18m BNC Cables
4. 2 x Power Adaptors (DVR) & (Cameras)
5. 1 x 8 Channel Power Splitter Cable
6. 1 x 1m HDMI Cable
7. 1 x 1m Ethernet Cable
8. 1 x Mouse
9. 8 x Mounting Accessories for Cameras*
10. 1 x Instruction Manual*
11. 1 x Quick Start Guide*
12. 1 x Network Setup Guide*
13. 1 x Warranty Card*
14. 8 x CCTV Stickers*

* Not shown

1



2



3



4



5



6



7



8



Camera Specifications

Image Sensor:	Colour CMOS Sensor
Video Resolution:	Up to 1080p
Video System:	PAL
Infrared IRs:	24
Day/Night mode:	Smart IR Cut Filter
Night Vision Distance:	Max 24m
Scan Frequency:	50Hz
Minimum Illumination:	0 Lux (IR On)
Backlight Compensation:	Auto
Electronic Shutter:	1/50~10,000 AUTO
Lens:	F=3.6 ~ 60 degrees
Operating Temperature:	-10°C - 50°C
IP Rating:	IP66
Input Rating:	DC 12V / 780mA, connect to the 12V / 3A adaptor
Camera Adaptor:	Input 100-240V ~50/60Hz 2A, output: DC 12V/3A

DVR Specifications

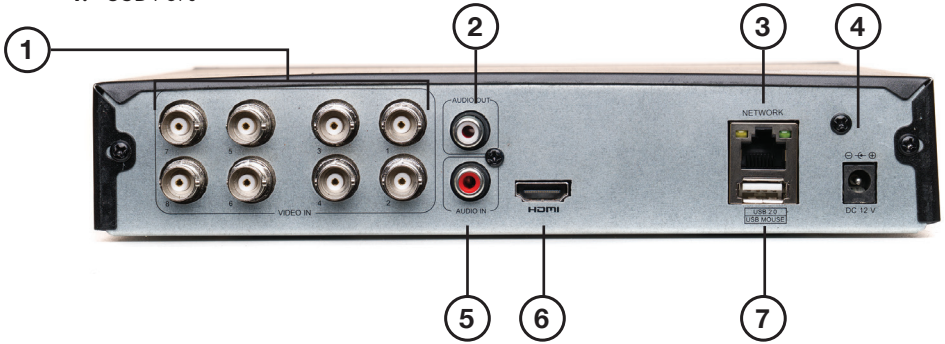
Video Compression:	H.265+
Video Input:	8 x composite BNC
Video Output:	1 x HDMI
Display Resolution:	Up to: 1920 x 1080
Record Resolution:	Up to 1080p each camera
Record Speed:	Selectable from 1 to 12 fps for all channels
Recording Modes:	Continuous, Manual, Motion Detection
Playback Channels:	1/4 channel split screen
Network:	LAN and P2P
HDD Interface:	1 x 1TB 3.5" SATA HDD, upgradable up to 6TB
USB:	2 x USB ports (for mouse and backup)
Mobile Surveillance:	Supports iOS & Android
Input Rating:	DC 12V / 2A, connect to the 12V / 2A adaptor
DVR Adaptor:	Input 100-240V~50/60Hz 1.2A, output: DC 12V/2A

Product Overview

DVR Front and Side Panel



- 1. Power Indicator
- 2. LAN Indicator
- 3. HDD Indicator
- 4. USB Port



DVR Rear Panel

- 1. Video In (BNC)
- 2. Audio Out (RCA)
- 3. LAN/Network Port
- 4. 12V Socket
- 5. Audio In (RCA)
- 6. HDMI Port
- 7. USB Ports

DVR Initial Setup

Initial Setup

Prior to installing the security system, we highly recommend that you test all components to ensure they are in good working order. To do this, the DVR unit must be connected (temporarily) to an HDMI compatible TV screen or computer monitor (not a laptop or computer) to complete your initial setup. Once setup is fully complete, the TV screen or computer monitor can be disconnected and setup as per your requirements.

DVR Unit Connections

1. Connect each of the camera BNC extension cables to the camera and power connectors taking note of the labelling on the extension cable i.e. Do not connect the incorrect end of the BNC cable to the DVR or the camera as it will not function
2. Connect the other end of the BNC extension cables to the DVR ports marked 'Video In'
3. Connect the 8-way power splitter to each of the BNC extension cables (red)
4. Connect the 'to camera' power adaptor to the 8-way splitter cable and plug into a mains outlet, then switch the outlet on
5. Connect the included HDMI cable to the back of the DVR unit and connect the other end of the cable to your monitor or TV (not a computer or laptop)

NOTE: You must switch your TV or monitor to the correct INPUT once the DVR unit has been powered on, for example HDMI 1

6. Connect the mouse to the USB port (on the back of the DVR unit)

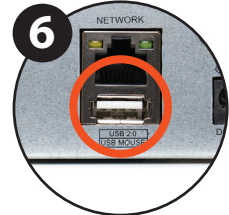
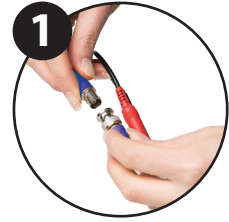
NOTE: Ensure you are connecting the 12V / 3A power adaptor labeled 'to cameras' to the 8-way splitter cable

7. Connect the 12V / 2A power adaptor labeled 'to DVR' to the DVR unit labeled DC12V and plug the other end into a mains outlet
8. Switch the outlet on. The DVR unit will begin the boot sequence

NOTE: Both the DVR unit and cameras operate as soon as they are connected to a power source and the power adaptors are switched on. To turn the cameras or DVR unit off, switch off the power adaptors at the power outlet.

9. The Cocoon DVR system allows you to view footage remotely either on compatible Smartphone, Tablets or internet-ready Windows PCs or Macs. If you are wanting to set this up (instructions provided in "Use Apple or Android mobile to access footage" on page 16) you must have a constant, smooth and stable Internet connection from your modem/router via a LAN cable. To connect your DVR to the internet:

- a. Plug one end of the Ethernet cable into the back of the DVR into the network port
- b. Plug the other end of the Ethernet cable into a spare LAN (not WAN) port on your network's modem / router



After Sales Support

1300 663 907

help@cocoonproducts.com.au

Model number:

HE210303
02/2022

Installation Location

Before installing the Security System, it is essential to plan where to locate the DVR unit. Below are a few points to consider:

- The DVR unit should be positioned in a central location with easy access to mains power, cameras and installed cables
- If you plan to view footage over the internet or on your mobile phone, the DVR unit should also be located near and connected to your modem / router or ethernet network point
- Plan out where you would like to place your cameras and test all connections BEFORE permanently installing cables and cameras
- The DVR unit should be installed in a secure location to avoid tampering
- Do not place heavy objects on top of the DVR unit
- Do not block ventilation holes on the sides of the DVR unit or use in an enclosed area as this may cause overheating
- Cameras should be placed covertly indoors where you do not want to see them every day
- Cameras can be placed in plain sight to act as a deterrent to would-be intruders
- Cameras are weatherproof, however if installed outside should be done in protected areas, such as under eaves

Once you have decided the location of the cameras and the DVR unit itself, use the supplied screws to install the cameras in place and setup the DVR unit as per the instructions provided in “DVR Unit Connections” on page 11.

Once this is completed, you can setup the basic features of the DVR.



DVR Operation

Powering on the DVR unit

1. Connect the 'to DVR' power adaptor to the back of the DVR unit
2. Plug the power adaptor into a mains power outlet and switch the outlet ON
3. Once the power adaptor is connected to the DVR unit, it will proceed through the boot sequence

Mouse

1. USB Connection – ensure the mouse USB cable is connected to the back of the DVR unit
2. Left Mouse Button (LMB) – click to see main menu and make selections
3. Right Mouse Button (RMB) – click to return to previous screen or exit Menu



Setup Wizard

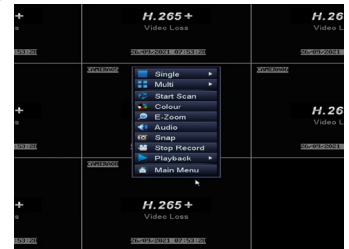
Before viewing footage on your monitor, smartphone or PC screen, the DVR must be fully setup and configured. Once the DVR has booted up and the start-up screen is displayed, the Cocoon DVR System will run a setup wizard to assist in setting up key features of the unit such as time & date format and language. You can enable or disable the setup wizard to be shown on start-up screen by selecting or unselecting the check box.

Main Screen

Once the DVR unit has finished the boot sequence and you have completed the setup wizard, the main split screen display will appear. Each camera will be labelled CH1 to CH8. A small green square will appear in the cameras that are active. If you have not connected a camera correctly, you will see 'video loss'.

TIP: Once you're logged in, double clicking a camera view with LMB will switch to single full screen mode. Double click again to go back to split screen mode

Symbol	Meaning
Green square	Active 24/7 recording
Yellow square	Motion activated recording
MD	Motion detected
Broken network symbol	No network connection



Navigating the DVR Menu & Logging in

The way to navigate the DVR menu is by using the mouse. The mouse operates in much the same way as on your computer. Left-click to make selections and choose options. Right-click (RMB) operates as a cancel or previous menu button.

NOTE:

- This manual assumes the user has connected the mouse to control the DVR unit
- Any standard wired USB mouse will work with the DVR unit

To enter the main menu, use RMB on the viewing screen and a quick pop up menu will appear.

Click on the main menu option and a log in box will appear.

For initial system setup, you will need to access the main menu and login.

After Sales Support

1300 663 907

help@cocoonproducts.com.au

Model number:

HE210303
02/2022

Logging into the main menu

1. Using the mouse, input your user name. If this is your first time logging in, then leave user name as 'admin'
2. Using the mouse, input your password. If this is your first use, leave password blank
3. Press 'Login'

You will now have access to the main menu functions which are outlined in "Main Menu - Setup" on page 21.

Setting a password for 'admin'

For security, it is highly recommended to set a password for the administrator account. To do this, RMB on the viewing screen and a quick pop up menu will appear click on the main menu option.

1. From the main menu, select 'Setup', then 'Users'
2. Double-click on the 'admin' account to open the 'Change Password' popup. If this is your first time setting a password the old password will be left blank
3. Using the mouse, input your desired password in the 'New Password' field
4. Input your password again in the 'Confirm Password' field
5. Press 'Ok'. Your new password has now been set

NOTE: The 'admin' account cannot be removed. Please ensure that a secure password is set. Always keep your password safe. If you wish, you may use the space provided below to write your password, then keep this manual in a secure location.

User (Device) Name:----- (Device) Password:-----



Quick Pop-up Menu

Right-clicking the mouse whilst on the viewing screen will show the pop-up menu for quick access to basic functions.

- **Single** – Switch to single camera view mode. Select the camera you want to view
- **Multi** – Switch to split screen mode

***TIP:** Alternatively, use the mouse and double click with LMB on the image to switch between the two modes*

- **Start/Stop Scan** – This will show each camera in single view and at selected intervals switch between each camera automatically
- **Colour** – Adjust the colour settings of the selected camera
- **E-Zoom** – Select an area on the camera screen to get a close up view. You can also select the size in which you want to zoom to by selecting the numbers in the bottom right corner of the screen. Right-click to return to full screen mode
- **Audio** – Audio settings. Must have Audio input and output devices (not included) installed and connected
- **Snap** – Take a photo from the selected camera (a camera icon will show up indicating a photo has been taken). To access photos, see “Main Menu - Search” on page 28
- **Start/Stop Record** – Start and Stop 24/7 recording all cameras (default settings). In the bottom left corner of each camera view, you will notice a green box, this means the cameras are recording. If there is no green box they are not recording.

***NOTE:** If footage is captured by motion detection (see “Schedule” on page 24), a yellow square and ‘MD’ will appear instead*

- **Playback** – Enter playback mode to view recently recorded footage
- **Main Menu** – Access the main menu to configure DVR settings

Once you have set your username and password, your Security System is fully setup. To setup and view your cameras on mobile see “Use Apple or Android mobile to access footage” on page 16 or for PC see “Cocoon HD Software for PC Use” on page 19.



Mobile Phone Setup

Use Apple or Android mobile to access footage

Footage can be viewed on your mobile using the 'Cocoon HD' iOS and Android compatible application. Before setting up the application, ensure your DVR is connected to the internet using the supplied ethernet cable. The DVR must have a constant, smooth and stable internet connection via your modem to work. To connect:

- Ensure an ethernet cable is plugged into the back of the DVR in the network port.
- To check your network settings (i.e. is your DVR connected to the internet), go to Main Menu → Setup → Network → then press the "Test" button. If a message on the on the left hand side says "ok" your DVR is connected to the internet

Download the Cocoon HD app on your Mobile

1. On the DVR main menu, press 'Information', then 'System' – here you will find the device ID and QR codes

NOTE: Your device ID can only be accessed via the Main Menu when connected to a screen/monitor (not a laptop or computer)



iOS



Android

- **iOS:** Using a QR code reader, scan the iOS QR code to download the app 'Cocoon HD' Alternatively search and download the "Cocoon HD" app in the iOS App Store
 - **Android:** Using a QR code reader, scan the Android QR code. Alternatively search and download the Cocoon HD app in the Google Play Store
2. Click on the app icon to launch the app

Logging into or creating a Cocoon HD account

1. Ensure your DVR is connected to the internet via the supplied ethernet cable as per DVR Initial Setup 9.b
2. If you don't have a Cocoon HD account, use the 'Register' button and input the required fields to create one

NOTE: Your DVR's username and password cannot be used to log into the app. If you have never used the app, you will need to create a new username and password on the app. The DVR User Account and the Cocoon HD App Account are separate accounts and must use different usernames.

3. Follow the prompts for setup
4. Enter validation code and email address
5. Create a password. Enter twice to make sure they match and hit "register"
6. Enter your login email and password into their respective fields
7. Press the login button to login

Please write down your Cocoon HD app password

Login email: _____ Password: _____

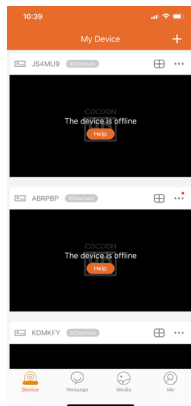
After Sales Support



Adding your DVR device to the App

Enabling your DVR footage to be watched and recorded on your smartphone is simple via the app.

1. Within the DVR Main Menu, navigate to Information → System. You will notice a 'Device ID' QR code on the bottom right hand side. Keep this menu option open and complete the below instructions.
2. On the Cocoon HD App select the + symbol in the top-right hand corner and select 'add device' to add the Cocoon HD security system. From there you will be within the add device sub-menu
3. Select type of device you wish to add. In this case it will be "DVR"
4. Pair your device using one of two methods:
 - a. **Scan QR Code Device ID**
On the app, click on the Scan QR Code button. Your camera should pop up which will allow you to scan your DVR's unique QR code found on the DVR's Main Menu (as above in point 1). It will scan your device and input your device ID automatically.
 - b. **Manually type the Device ID**
From the QR code scanning page select 'Enter device UID by manual'. Type the Device ID (as written above QR codes).
5. Name your DVR system or select from the 'common names' offered in the application eg. home, office, etc. Once named select 'Next'.
6. Ensure your DVR is connected to the internet via the supplied ethernet cable as per DVR Initial Setup 9.b and select 'Next'.
7. The pairing process will now begin, this may take several minutes to register.



NOTE: Step by step prompts are located within the app to help you through this process.

Once paired, return to your app and return to the 'My Device' menu.

Navigating the App menus


Device – This screen shows you basic information about your device and allows you to access footage

Message – Receive and view messages from with your APP

Media – View photos on videos from the APP you have manually recorded and saved into the app on your Smartphone

Me – Update details such as app password and logout of the APP.

Viewing your DVR footage

1. On the 'Device' menu click the  icon next to your DVR's name to begin live streaming
2. If paired correctly you will be able to see your footage.

NOTE: If you receive a 'Oops, connection failed due to password error, please try again' select 'Retry password'.

3. Enter the DVR system password as per page 15 and confirm.
4. Click the screen to bring up your sub menu at the bottom of the screen. Select the number in the middle of the menu to change to 1, 4 or 8 camera view.
5. Hit the return button in the top left-hand corner when you wish to return to your device page.



Take Screenshots (Photos) or Video

1. On the 'Device' menu click the icon next to your DVR's name to begin live streaming.
2. Click the screen to bring up your sub menu at the bottom of the screen.
 - Select screenshot to take an image of the selected camera.
 - Select record to record footage of the selected camera.

NOTE: *Your cameras will continue to capture footage and record to your DVR*

3. Videos/Photos will be saved in the media menu of the Cocoon HD App. To access the media menu, select the back arrow in the top left corner to arrive back to the "My Device" page and then click the "Media" menu at the bottom of the App screen
4. At the top of the "Media" menu, select between photos/record
5. For iOS devices, to save photos/videos, click the "Manage" button in the top right corner. Select the photos or videos you want to save to your mobile's photo gallery and hit "Store to photo album". Follow the prompts to finalise saving the photos/record

View Footage from DVR's Recorded Events.

You can stream recent footage captured and recorded on your DVR's hard disk drive to your phone app. To do this select the '...' icon from the 'My Device' page and select 'Playback'.

IMPORTANT: *There is limited space on your DVR's HDD. New footage records over old footage depending on your settings. Unless saved, protected or archived, footage will be overwritten on your DVR's HDD.*



PC Setup

Cocoon HD Software for PC Use

The DVR is compatible with Cocoon HD for Windows PC Software. It allows you to connect and view your DVR with a Windows PC (Running Windows 7, Windows 8 and Windows 10) or Mac.

Adding your DVR is simple with P2P connectivity.

1. Plug one end of the Ethernet cable into the back of the DVR into the network port
2. Plug the other end of the Ethernet cable into your network router's LAN Ports

Installing Cocoon HD for PC

1. Download Cocoon HD and install from www.cocoonproducts.com.au/links/8chdvr-support
2. Once downloaded, follow the prompts to install the Cocoon HD PC Software
 - a. Follow the on-screen instructions
 - b. Once successfully installed, launch the Cocoon HD program

Logging into Cocoon HD for PC

If you have already installed the Cocoon HD App for iOS or Android on your phone and registered an account, the same account can be used for Cocoon HD software for your PC (see "Logging into or creating a Cocoon HD account" on page 16).

1. If you don't have a Cocoon HD Account, use the 'Register' button and input the required fields to create a new username and password

NOTE: The Cocoon HD Account cannot use the same username as your DVR user account. They are separate accounts.

2. Enter your login email and password into their respective fields.

NOTE: To remember your password for quick access, press the tick icon

3. Press the login button to login

Adding your DVR to the Cocoon HD for PC Software

If you have already added your DVR with the Cocoon HD APP for iOS or Android, then your DVR will also be shown on the software Cocoon HD for PC, and you will not be required to add it again.

If you have not completed the above you will need to pair your DVR to your PC by following the steps below:

1. Click on 'Add Device' under the 'Device List' in the side menu
2. In 'Add Device' screen enter the following details to add your device:
3. Device type - DVR
4. Device name - This can be any name
5. Device ID - As per section 4.4
6. Username - Set as 'admin'
7. Password - Same as your DVR as per page 15
8. Channel - Select the number of cameras your system has.
9. Click 'Save' and your DVR should now appear on your Device List.

After Sales Support



1300 663 907

help@cocoonproducts.com.au

Model number:

HE210303
02/2022

19

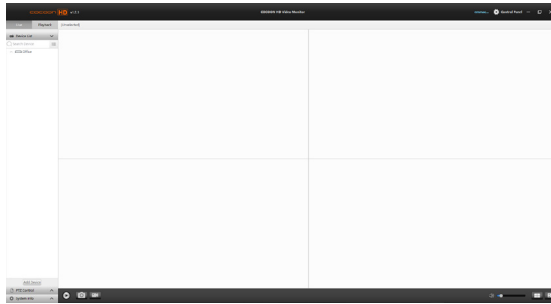
Watching Footage on Cocoon HD for PC Software

1. Click the arrow on the left-hand side of your device name to see all connected cameras.
2. Right click your device's name and select 'Play All' to play all cameras or a specific camera and select 'Play' to play individual cameras.

NOTE: Loading cameras may take a few minutes.

3. To stop streaming right click and select 'Stop All' or 'Stop'.
4. Click the four square icon in the bottom right-hand corner to change display to include all 8 cameras.

PC Menu Overview



- **Playback** - Play back footage from your chosen camera(s) by selecting the date and time period
- **System info** - Displays information about the Cocoon HD software

Taking a Screenshot with Cocoon HD for PC

1. While viewing the camera feed, highlight a channel by clicking on it. The channel will have a blue box surrounding it.
2. Select the 'camera' icon in the bottom of the display to take a snapshot.
3. A folder (titled 'Cocoon HD') will be automatically generated with the photo(s) saved into the folder

Taking a Video with Cocoon HD for PCs

1. While viewing the camera feed, highlight a channel by clicking on it. The channel will have a blue box surrounding it.
2. Select the 'record' icon in the bottom of the display to take a snapshot.
3. A folder (titled 'Cocoon HD') will be automatically generated with the video(s) saved into the folder

Visit www.cocoonproducts.com.au for additional tips and support with setting up your mobile or PC applications.

NOTE: This manual has been written with the following software version, if you have a more recent version, please contact help@cocoonproducts.com.au for up to date instructions:

iOS 2.2.3, Android 2.2.2.2, PC v1.7.1

Advanced Settings

This section gives you a better understanding of all the menu options available on your DVR unit. Tailor these settings to your requirements.

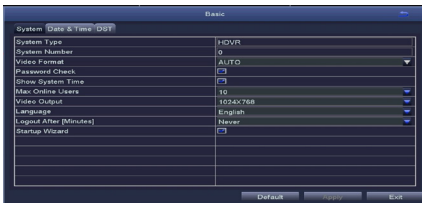
Main Menu - Setup

The Setup menu provides access to features relating to setting up your DVR in order to get the desired performance. There are multiple sub-menus within setup.

IMPORTANT NOTE: Always click 'Apply' after making any changes within the menu system. If you do not click 'Apply', your changes will not be saved

Basic

Here you will find the basic settings on your DVR.



System tab

Set the default system settings by selecting an option on the right-hand side of the menu.

- **Max Online Users:** Limit the amount of simultaneous viewers of the DVR
- **Video Output:** Change your default output from 1024x768 to match your display



Date & Time tab

Ensure your recordings are capturing the correct date and time. Change the current date and time by clicking on the date and time boxes and following the on-screen prompts.

DST tab (daylight savings time)

Set your system to automatically adjust the time to suit daylight savings times.



Live

CH	Camera Name	Colour
1	CAMERA01	Setting
2	CAMERA02	Setting
3	CAMERA03	Setting
4	CAMERA04	Setting
5	CAMERA05	Setting
6	CAMERA06	Setting
7	CAMERA07	Setting
8	CAMERA08	Setting

Live tab

- Camera Name: Label the selected camera (up to 31 characters). Defaults names are Camera 1, 2, 3, 4, 5, 6, 7 & 8. Rename to your preferred
- Colour: Click on 'Setting' to adjust Brightness, Hue, Saturation, Contrast, and Sharpness settings for each camera

Main Monitor tab

- **Display Mode:** Select among 1x1, 2x2, 2x3 or 3x3 view

***NOTE:** If 1x1 is used, Start/Stop Scan can be used on the viewing screen to automatically change between cameras*

- **Interval[S]:** Select the interval that Start/Stop Scan should use
- **Previous/Next Group:** If 1x1 display mode is used, cameras can be re-ordered for when Start/Stop Scan is used

Video Masking tab

- **Mask Area Setting:** Mask areas of the camera that you don't want recorded. Useful for hiding personal information from recordings. To activate, select 'Setting', then use the mouse to draw a rectangle over the area you want 'masked'. To remove the masks, select 'Default' from the Live menu
- **Default:** Reset the displayed settings to factory defaults
- **Apply:** After all changes are made, click the 'Apply' button to save
- **Exit:** If you want to cancel after making any changes, click 'Exit' to exit the menu without changes

***IMPORTANT NOTE:** Always click 'Apply' after making any changes within the menu system. If you do not click 'Apply', your changes will not be saved*



Record

Enable Record Bitrate Stamp Recycle Record Snap							
CH	Resolution	FPS	Encode	Quality	Max Bitrate	Adjust	
1	1080P	12	CBR	Higher	1024 kbps	TVI	
2	1080P	12	CBR	Higher	1024 kbps	TVI	
3	1080P	12	CBR	Higher	1024 kbps	TVI	
4	1080P	12	CBR	Higher	1024 kbps	TVI	
5	1080P	12	CBR	Higher	1024 kbps	TVI	
6	1080P	12	CBR	Higher	1024 kbps	TVI	
7	1080P	12	CBR	Higher	1024 kbps	TVI	
8	1080P	12	CBR	Higher	1024 kbps	TVI	
All							
<input type="checkbox"/>	NO VIDEO	15	VBR	Higher	1024 kbps		

Enable tab

- Enable or disable recording function for each camera

Record Bitrate tab

Allows you to adjust the recording stream for all eight cameras

- **Resolution:** Supports 1080p
- **FPS (Frames per Second):** Choose from 1 to 12.
- **Encode:** Supports VBR (Variable Bit Rate) and CBR (Constant Bit Rate)
- **Quality:** Depending on camera
- **Max Bitrate:** Higher bit rates use more hard drive space
- **Adjust (resolution):** Depending on camera

Stamp tab

- **Camera Name:** Toggle the display of the camera name for each channel
- **Time Stamp:** Toggle the display of the time stamp for each channel
- **Position:** Use the mouse to drag the camera name and time stamp to any position on the live image. Right-click mouse to exit back to 'Record' page

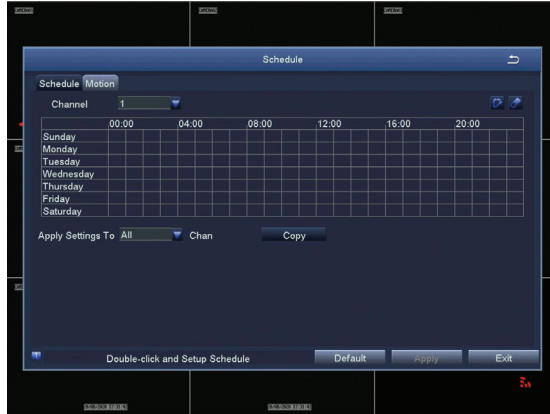
Recycle Record tab

- **If ticked:** When the hard drive is full, the DVR will automatically overwrite the earliest recorded files and continue recording
- **If unticked:** When the hard drive is full, a warning message 'The remaining space is insufficient' will display and the DVR will stop recording

Snap tab

Display snapshot settings

Schedule

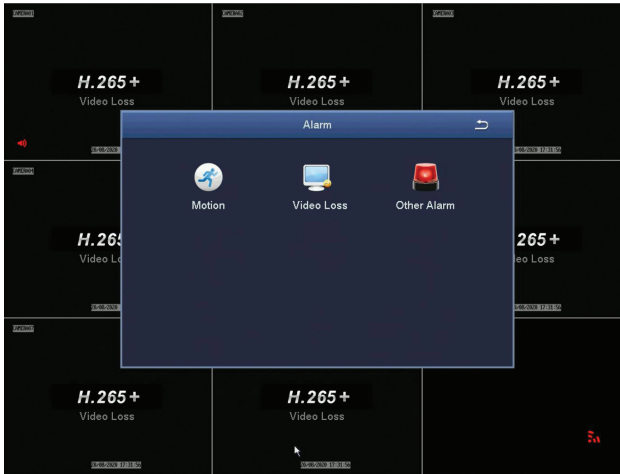


Allows manual record and motion record times to be scheduled to set an active record time, follow these steps:

1. Select 'Schedule' for manual recording or 'Motion' for motion recording schedule settings
2. Double-click an area on the graph where you would like to schedule recording
3. Ensure that the correct day is shown on the top left corner
4. Select 'Add', then use the dropdown menu to set a start and end time
5. Once set, press the tick button to add the time to the schedule
6. To copy the schedule between days, use the dropdown menu at the top right corner to select a day, then press 'Copy'
7. Press 'Ok' when complete
8. To copy the schedule between cameras, use the dropdown menu at the bottom of the schedule screen to select a camera, then select 'Copy'
9. To save settings, press 'Apply'

NOTE: Time selected will be highlighted in blue blocks. As default, the DVR is scheduled for 24/7 motion recording, but no scheduled manual recordings

Alarm



Motion

- **Enable:** Toggle which camera's alarm sensor is on or off
- **Holding Time[s]:** Select the duration that an alarm signal should be shown if triggered
- **Push Time:** Interval time of notification push
- **Trigger:** Allows 'show full screen', 'email' and 'snap' settings to be set. Please note, this model doesn't support 'To Alarm Out' or 'Buzzer'
- **Area:** In this interface, blue grid boxes indicate areas that are monitored for movement. Hold on to LMB and drag mouse across screen to adjust selection

NOTE: Removing blue grid boxes disables the area monitored for movement. This is handy for cameras facing main roads with cars driving past when monitoring your front porch.

Right-click for pop up bar to adjust motion sensitivity, resetting grid to default and saving settings

IMPORTANT: THE DVR CANNOT DIFFERENTIATE BETWEEN DIFFERENT TYPES OF MOVEMENT. E.G. Human walking, driving car, tree swaying etc

NOTE: Sensitivity 1 is the most sensitive, with 8 being the least sensitive

Schedule tab

Linked to 'Motion Record' from the Schedule submenu. See "Schedule" on page 24 for details about configuring the motion record schedule

Video Loss

Configure how video loss is handled by the DVR

Other Alarm

Configure how other events are handled by the DVR

Network

Network tab

Configure your network settings here:

- **HTTP Port:** Default value is 80
- **Server Port:** Default value is 5000
- **Mobile Port:** Default value is 5001
- **Obtain an IP Address Automatically:** To obtain the IP function automatically (we recommend leaving this box ticked)
- **IP Address:** To set the IP address of the device
- **Subnet Mask:** To set the subnet mask of the device
- **Gateway:** To set the default gateway of the DVR
- **Preferred DNS Server:** This address is provided automatically by your network operator and must be filled in when using mobile monitoring
- **Alternate DNS Server:** This address is provided automatically by your network operator
- **PPPOE:** When enabled, the DVR will automatically establish a network connection in the form of PPPOE, then the IP address can be seen through Main Menu → Information → Network
- **Username:** For PPPOE mode, enter the ISP (Internet Service Provider)
- **Password:** For PPPOE mode, set password
- **Test:** Check whether the entered IP address and PPPOE information are valid or not

Email tab

The Cocoon HD Security System can email you motion alerts if settings are enabled. Contact your network administrator if you do not have this information. We recommend using a webmail service such as Gmail, Yahoo etc

- **SMTP Server:** Enter your server details. e.g.: smtp.gmail.com
- **Port:** Enter your SMTP port number
- **SSL Check:** Enable if your server uses SSL
- **Send Address:** Email address notifications sent from
- **Password:** Email Password
- **Receive Address:** Email address the alerts will be send to
- **Test:** Check whether the entered SMTP information is valid or not



DDNS tab

Some internet providers operate using DDNS or Dynamic DNS IP addresses. As opposed to a fixed Static IP, a DDNS IP is dynamic and constantly changing. This type of IP address is a problem for your DVR unit unless you setup a service to manage this. Fortunately, there are many services available that can do this for you. However, some may ask for a nominal fee for their services.

- **DDNS:** Toggle to enable/disable the DDNS settings
- **DDNS server:** Choose your DDNS provider from the drop-down list
- **Username:** Enter your DDNS provider username
- **Password:** Enter your DDNS provider password
- **Host Domain:** Enter your host name provided by your DDNS provider
- **DDNS Update [Hours]:** Set the frequency that the DVR should check for DDNS updates
- **UPNP:** Toggle to enable/disable UPNP

Users

Configure all user settings using the following steps. Your Cocoon Security System can limit specific MAC addresses for additional security.

Adding a new user

1. Press the 'Add' button at the bottom of the User Management sub-menu
2. Set the User Name as desired, then input the desired password
3. Select between Normal and Advanced user type:
 - **Normal:** Allows remote login and local log in to view cameras
 - **Advanced:** Allows full access to view cameras, search logs, file management, except for being able to shut down the DVR
 - For more specific settings, such as being able to shut down the DVR, select the 'Authority' tab and configure access control for each camera and feature
4. Optional: Bind the user to a specific MAC address by enabling 'Binding PC MAC Address' and entering the MAC address below
5. Authority: User specific authority settings
6. Press 'OK' to add new user

Deleting a user

Whilst logged into your DVR's admin account, highlight an existing user by clicking on the user with the mouse. Press the 'Delete' button and then press 'OK' to confirm.

Changing a user's password

Whilst logged into the user's account, highlight an existing user by clicking on the user with the mouse. Press the 'Change Password' button and enter the old password, as well as your new password. Press 'OK' to confirm.



Advanced

Reset: Reset all settings to factory default

NOTE: *time and language will not be reset.*

Import/Export: Export the parameters of your device onto a removable storage device.

1. Insert a USB flash drive up to 32GB into the rear of the DVR
2. Select the 'Import' or 'Export' button to import or export your DVR settings

System Maintenance: Clears cache to free up storage space.

Main Menu - Search

To access the 'Search' settings, select 'Search' from the Main Menu. Choose the tabs at the top to switch between sub-menus. The 'Search' menu provides access to playback recordings and backup to flash drive.

NOTE: *The DVR may take some time to retrieve all your recordings*

Time Search tab

Search for footage recorded on a given day.

1. On the right-hand side, select the date to search, then press 'Search'
2. Light blue bars indicate found recordings. Using the mouse, select a start time on the display, or enter known time and date to view specific times
3. Press the play button to commence playback from the DVR to your monitor

Event Search tab

Search for motion events that the DVR has detected.

1. On the right-hand side, select the date to search, then press 'Search'
2. A list of detected motion recordings will be shown. Double-click on an entry to commence playback from the DVR to your monitor

Image tab

Search for images captured on the DVR.

1. On the right-hand side, enter the start and end times to search, then press 'Search'
2. A list of image files will be shown. Double-click on a file to view

Main Menu - Backup

Backup allows you to transfer recordings to a USB flash drive up to 32GB formatted to FAT32.

1. Insert a USB flash drive into the rear of the DVR unit
2. On the right-hand side, enter the start and end times to search, then press 'Search'
3. A list of footage files that have been recorded by the DVR will be shown. Select your desired files for export by ticking the file
4. Once selected, press the 'Backup' button, then press 'Start'
5. Wait until the backup is complete before exiting and removing the USB flash drive

NOTE: *If the USB has insufficient space for transfer, select 'Disk Cleanup'. Files can now be highlight and deleted using the 'Delete' button*



Main Menu - Information

System

Displays system information of the DVR. If you are wanting to setup the DVR to be viewed on a smartphone, two QR codes allow easy set up for mobile monitoring. For more information, refer to “Mobile Phone Setup” on page 16.

Event

Search for motion and video loss logs that have occurred on the DVR

1. On the right-hand side, select the date to search, then press ‘Search’
2. A list of log files will be shown

Log

Search for operational logs that have occurred on the DVR.

1. On the right-hand side, select the date to search, then press ‘Search’
2. A list of log files will be shown. Double-click on an entry for more information

NOTE: A log file can be exported to a USB flash drive using the ‘Export’ button

Network

Displays a list of your DVR’s current network settings. This is useful to confirm which IP address your DVR has been assigned.

Online Users

Displays a list of current users viewing the DVR. Press the ‘Refresh’ button to update the generated list of viewers.

Main Menu - Disk Management

Check the free space available on your 1TB internal HDD. You can also check space available on an inserted USB flash drive.

Main Menu - Logoff

To change between users, select the ‘Logoff’ button, then press ‘OK’ to confirm.

Manual Maintenance

Clears cache to free up storage space.

Additional Info

Disposal of Packaging

This product has been packaged to protect it against transportation damage. Unpack the appliance and keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the appliance when it is not in use.

In the event, it is to be disposed of, please recycle all packaging material where possible. Wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely. Observe any local regulations regarding the disposal of packaging and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area.

Disposal of Product

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

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.

Spare Parts

Spare parts can be purchased from <https://cocoonproducts.com.au>.

Cleaning & Maintenance

This product 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.



FAQs

Question	Solution
I have no picture	<p>Check that power is on and the Power LED is lit up</p> <p>Check the HDMI cable is connected properly in both the DVR unit and your television</p> <p>Set the TV or monitor to the correct video input channel. On most TV's, you can change inputs by pressing the button labelled source, input, A/V, channel 0 etc</p>
I have no power	<p>Make sure the power adaptor is connected to the back of the DVR and the other end is plugged into a socket that is turned on</p>
I have H.265+ Video Loss	<p>Check the camera/cameras are connected securely to the power splitter cable</p> <p>Check the power splitter cable is correctly and securely plugged into the wall adaptor labeled 'To Cameras'</p> <p>Check the wall adaptor labeled 'To Cameras' is plugged into a socket that is turned on</p>
Why are some camera images discoloured?	<p>Your cameras are equipped with a night vision filter to help them see at night. This can make some colours appear discoloured. Try adjusting the colour settings in the display menu</p>
My night vision image is very dark or just a black screen	<p>The cameras will work to about 24m in the dark. If you are getting a dark image, the camera may be aimed at a target further than 24m away. Try aiming it closer or down towards the ground to make sure they are working</p>
My night vision image is very bright and I can't see anything when aimed out a window	<p>The infrared light is bouncing off the window and reflecting back into the camera. These cameras should be installed outside the window.</p>
Motion Detection settings keep recording all night long	<p>Night vision uses infrared light to 'see' an image at night. It relies on small amounts of ambient light to function correctly. The less light there is, the harder it is for the camera to see an image. This can result in artefacts in the image. If there are too many artefacts and motion recording keeps triggering, try adjusting the sensitivity settings in the 'Alarm Area Menu' to a lower value. See notes in "Alarm" on page 25</p>
Where do I place my cameras?	<p>Camera placement depends on your application.</p> <p>For businesses, suggested camera placements are near doorways, under eaves looking into the car park, or in a meeting room. For small or retail businesses, high traffic areas near doorways, over cash registers, or down aisles are suggested</p>
Can I add more cameras?	<p>The Cocoon DVR Unit accepts up to 8 cameras. You can replace any of the cameras with other cameras, however there is no way to add additional channels to the DVR</p>
Recycle Record	<p>If your hard drive fills up you can either format the hard drive or turn on the Recycle Record tab feature. Setting Recycle Record tab to 'Enable' will overwrite the oldest footage first to ensure there is no down time, see "Record" on page 23.</p> <p>Turning motion detection on will only record when motion is detected saving additional hard drive space</p>



Question	Solution
Can I add a bigger hard drive?	Yes, the Cocoon DVR Unit accepts SATA HDDs up to 6TB in size. If you are unfamiliar with hard drives and changing computer components, we strongly suggest you consult a professional. Any damage or modifications to the internal components may void your warranty. Always ensure there is no power to the DVR unit when opening the casing
How long will my DVR record?	Depending on your recording settings, resolution and number of cameras, you can record for up to 90 days on the lowest settings, or approximately 3.5 days on the highest settings. We recommend setting motion detection to 'enable' to record only when motion is detected. This will allow you to record even longer
We have changed the password but we do not remember what it is	If you have forgotten your password, contact Balco Brands Technical Support for assistance on 1300 663 907 or email us at help@cocoonproducts.com.au
How can I share security footage with others?	To view the footage on your computer or send an AVI to other parties such as the police, refer to "Main Menu - Backup" on page 28
I have a Disk Loss! message	DVR cannot detect internal hard drive, reboot your DVR and if problem persists contact Technical Support on 1300 663 907 or email us at help@cocoonproducts.com.au





COCOON™

8CH 1080P SECURITY CAMERA SYSTEM

Repair and Refurbished Goods or Parts Notice

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:



Balco Brands Pty Ltd

PO Box 537 Bayswater Business Centre, Victoria, Australia

1300 663 907 - Hours: Mon-Fri 8:30am - 6:00pm AEST

help@cocoonproducts.com.au

AFTER SALES SUPPORT

  1300 663 907

 help@cocoonproducts.com.au

MODEL: HE210303 PRODUCT CODE: 708199 02/2022



cocoon™

After Sales
Support

Ph. 1300 663 907
help@cocoonproducts.com.au