

# Camera Installation Manual

5MP IR / 4K IR Fixed Position



# 24/7 Support

---

Your purchase of this TrueLook system includes customer and technical support. If you have any questions regarding the use or configuration of this equipment and software, please don't hesitate to contact us.

**Phone** 833.878.3566

**Email** support@truelook.com

**Office** 575 4th Street E, Winston Salem, NC 27101

# Online Resources

---

Use this QR code or visit [truelook.com/install](https://truelook.com/install) to access:

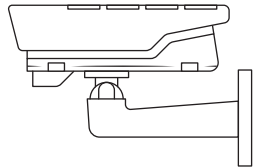
- 1 An admin guide to walk you through creating your time-lapses and other administrative settings.
- 2 Video demonstrations of installation procedures.
- 3 A digital PDF of this install guide.
- 4 Download links for the TrueLook mobile app.
- 5 Other helpful resources.



# Hardware Packing List

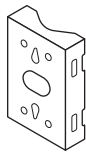
---

## Camera System and Enclosure

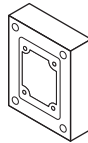


---

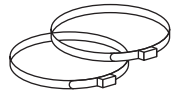
## Mounting Bracket and Steel Straps



Pole



Wall



x2

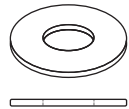
---

## Mounting Hardware

Assorted hardware for securing your camera to a pole.



Bolts



Flat Washers

---

Solar units will also include panel, battery, and battery housing. These are shipped separately.

# Powering the Camera System to Verify Operation

Before getting started, power your system to verify proper operation before installation. It is easier to troubleshoot an issue before it's installed in its final location.

You may log in to your camera at [truelook.com](https://truelook.com) using your unique username and password located on the back cover of this guide.

Cameras come equipped with a power indicator light on the backside of the camera which will illuminate green when power is supplied.



Power Off



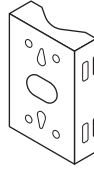
Power On



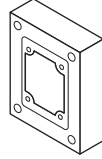
**YOUR CAMERA INCLUDES A BUILT-IN 4G LTE CELLULAR MODEM AND WILL COME ONLINE AUTOMATICALLY WITHIN 5 MINUTES ONCE POWERED ON.**

## Mounting Brackets

Your camera comes with both a pole mounting bracket and a wall mounting bracket.



Pole

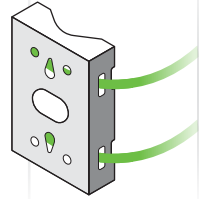


Wall

### Pole Brackets

Feed straps through mounting bracket.

With your bracket aimed towards the center of your jobsite, tighten the straps securely.

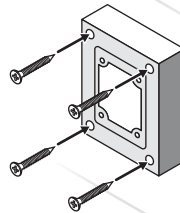


### Wall Brackets

Using wall bracket as a guide, mark hole placement on wall.

Pre-drill marked holes for screws.

Mount bracket to wall using 4 screws.



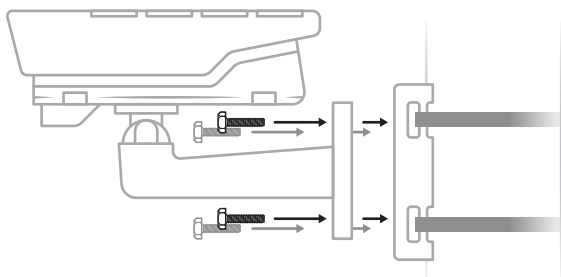
**YOU ARE RESPONSIBLE FOR PROPERLY SECURING YOUR EQUIPMENT AND DETERMINING WHETHER TO USE ANOTHER TYPE OF POLE STRAP OR MOUNTING SOLUTION.**

# Fixed Position Cameras

## STEP 01

Install camera arm to mounting bracket using hardware provided.

Pole Bracket

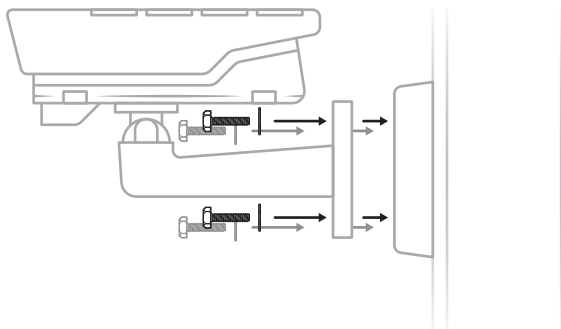


Hardware



OR

Wall Bracket



# Fixed Position Cameras

### STEP 02

Aim your camera, then tighten all bolts. Remove protective covering from in front of camera lens.



**SOLAR MODULE USERS:** AT THIS POINT, PLEASE PROCEED TO THE "SOLAR MODULES INSTALLATION MANUAL," AND FOLLOW THE INSTRUCTIONS THROUGH THE END OF THE GUIDE.

### STEP 03

Supply power. Your camera will be online and ready to use within 5 minutes.

**TERMS AND CONDITIONS:** Customer is responsible for installation of all Products. It is Customer's responsibility to install Products in accordance with all applicable laws, codes, rules, regulations, requirements and safety standards. Notwithstanding the foregoing, upon request by Customer, TrueLook may provide installation assistance, either itself or through a contractor, on mutually agreeable terms. For full terms and conditions visit: [www.truelook.com/terms-conditions/](http://www.truelook.com/terms-conditions/)

**WARRANTY:** If you purchase a TrueLook SAAS subscription along with your new webcam, TrueLook will provide continuing warranty coverage for such webcam after expiration of the Manufacturer's Warranty subject to the same terms and limits set forth in the Manufacturer's Warranty up to replacement of a defective webcam so long as you remain continuously subscribed to the TrueLook SAAS that you purchased with such new webcam (the "TrueLook Extended Warranty"); provided, that TrueLook's maximum liability under the TrueLook Extended Warranty shall be to exchange a defective webcam for a new webcam of the same or a comparable model. For avoidance of doubt, if such TrueLook SAAS subscription ends or lapses for any reason, the TrueLook Extended Warranty on such webcam shall expire and will not be reactivated if such TrueLook SAAS subscription is reinstated. For full warranty visit: [www.truelook.com/terms-conditions/](http://www.truelook.com/terms-conditions/)

# Your Unique Login

