

Camera Installation Manual

5MP / 12MP / 20MP Fixed Position

1080p / 1080p IR / 4K PTZ



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

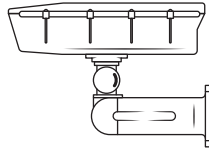
Use this QR code or visit truelook.com/install to access:

- 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.

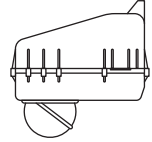


Hardware Packing List

Camera System and Enclosure

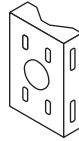


Fixed Position

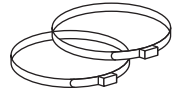


PTZ

Pole Mounting Bracket and Steel Straps



x1



x2

Mounting Hardware

Assorted hardware for securing your camera to a pole.



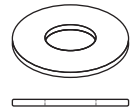
Bolts



Screws



Lock Washers



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 using your unique username and password located on the back cover of this guide.

GETTING STARTED

PTZ Cameras

PTZ cameras come equipped with a power indicator light on the underside of the camera which will illuminate green when power is supplied.



Power Off



Power On



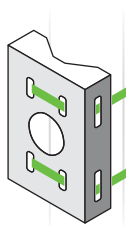
YOUR CAMERA INCLUDES A BUILT-IN 4G LTE CELLULAR MODEM AND WILL COME ONLINE AUTOMATICALLY WITHIN 5 MINUTES ONCE POWERED ON.

Mounting Brackets

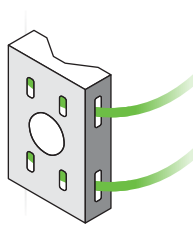
Pole Brackets

Feed straps through mounting bracket.

Cameras include pole brackets with two strap options based on the pole diameter (see diagram).



Small Diameter



Large Diameter

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

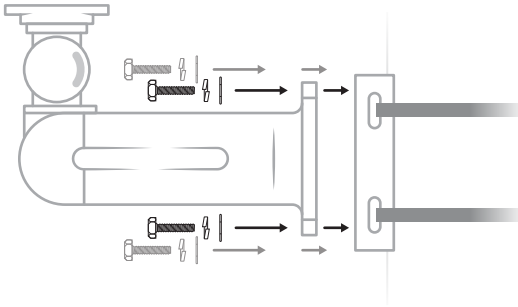


YOU ARE RESPONSIBLE FOR PROPERLY SECURING YOUR EQUIPMENT AND DETERMINING WHETHER TO USE ANOTHER TYPE OF POLE STRAP OR MOUNTING SOLUTION.

Fixed Position Cameras

STEP 01

Install camera arm to mounting bracket using hardware provided.

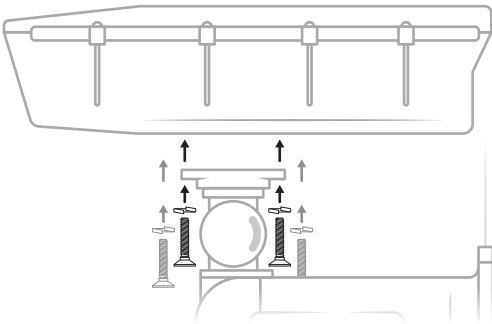


Hardware



STEP 02

Attach camera to camera arm using hardware provided.



Hardware



Fixed Position Cameras

STEP 03

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.

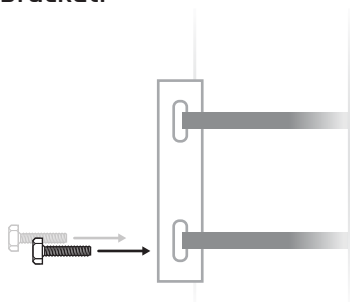
STEP 04

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

PTZ Cameras

STEP 01

Place two lower bolts into mounting bracket.

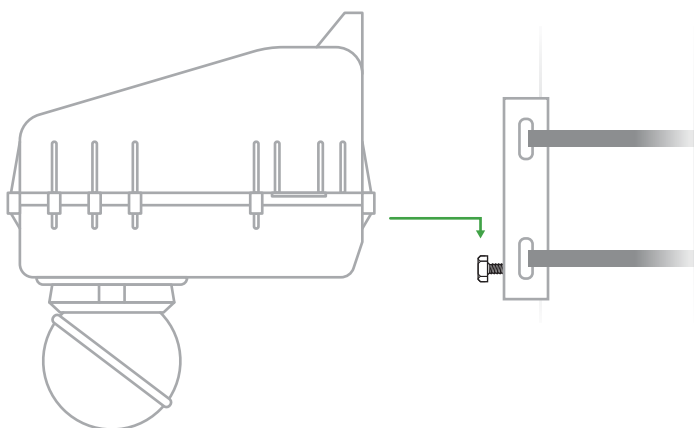


Hardware Needed



STEP 02

Slide the enclosure's lower keyhole slots onto two bolts (green arrow).

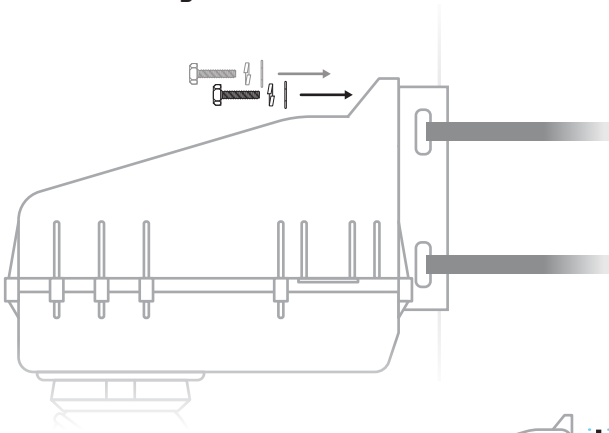
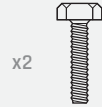


PTZ Cameras

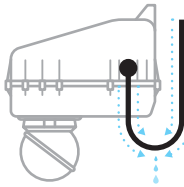
STEP 03

Install upper bolts to fully secure enclosure to mounting bracket.

Hardware Needed



Create a drip loop to avoid gravity-driven moisture entering enclosure



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STEP 04

Remove protective covering from camera lens and 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/

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/

Your Unique Login

