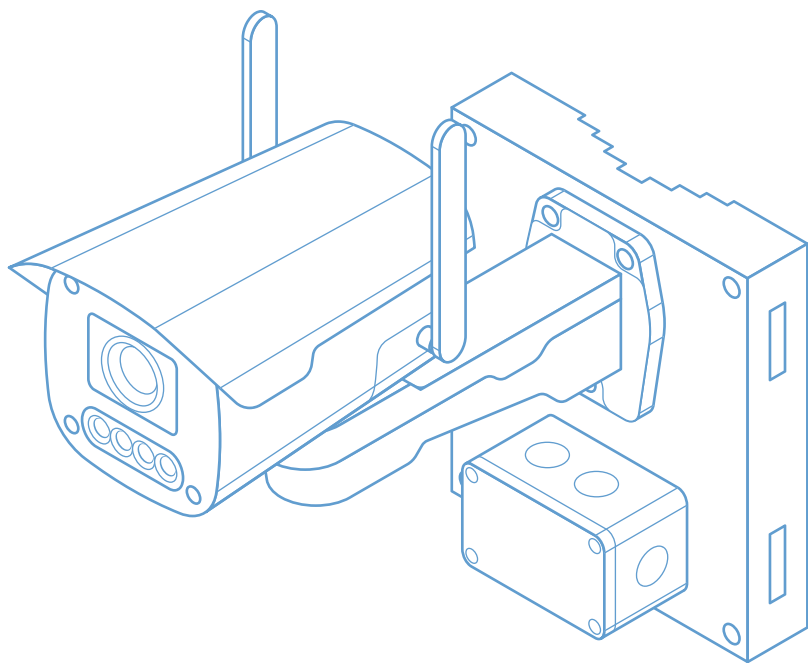


# 2K IR Fixed Camera

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## Installation Manual



# Unlimited Support

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If you have any questions or issues with your TrueLook system, please don't hesitate to contact our Customer Support team.

**Phone** 833-878-3566 (Option 2)

**Email** [support@truelook.com](mailto:support@truelook.com)

You can also submit a support request online at:

[support.truelook.com/contact-support](https://support.truelook.com/contact-support)

## Online Resources

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Visit [truelook.com/install](https://truelook.com/install) to access:

- ✓ A guide to administrative settings and time-lapse setup
- ✓ Video demonstrations of installation procedures
- ✓ And more!

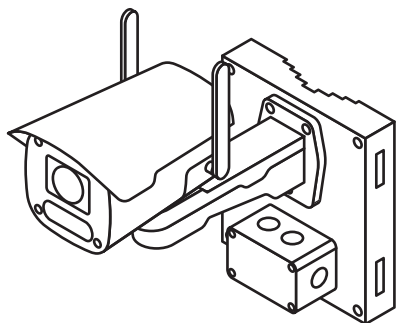
For Terms & Conditions, as well as Warranty information, visit:  
[truelook.com/terms-conditions](https://truelook.com/terms-conditions).

# Hardware Packing List

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### Camera [1x]

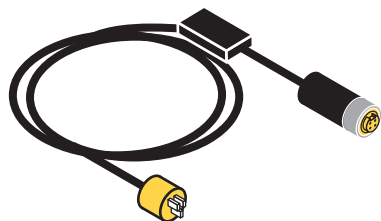
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### Power Cord [1x]

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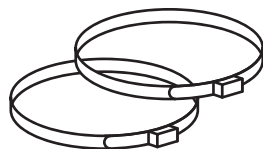
20' 110V Power Cord



### Mounting Hardware

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Steel Straps [2x]

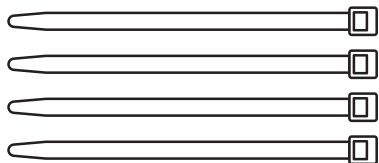


## Getting Started

### Assorted Hardware

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Zip Ties [4x]



T-25 Allen Wrench [1x]



# Preparing for Installation

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## Determine Mounting Hardware

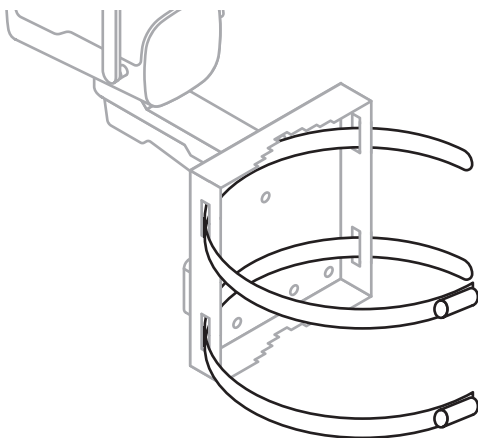
### Wall Mounting

Your mounting kit **does not include** hardware for wall mounting. Choose appropriate mounting hardware for your surface.

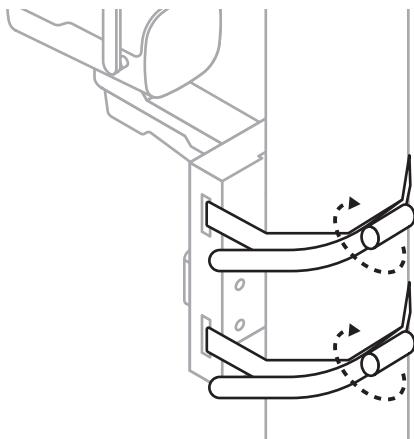
# Pole Mounting

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**Step 1** Thread steel straps through top and bottom of pole mount.

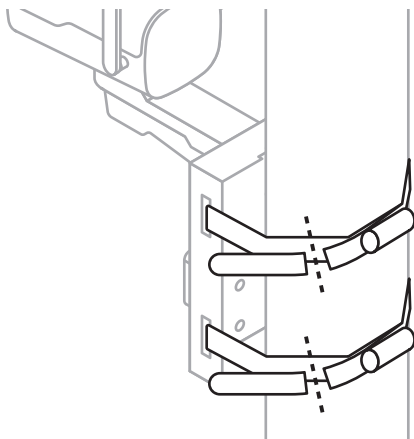


**Step 2** Tighten each strap around pole using drill with 5/16 hex head driver bit (not included).

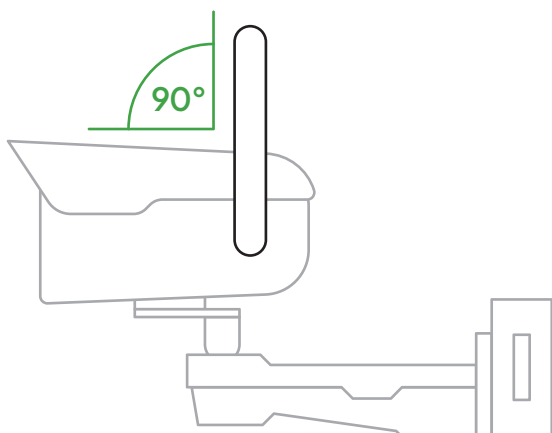


## Installation

**Step 3** Trim steel straps to desired length using tin snips (not included).



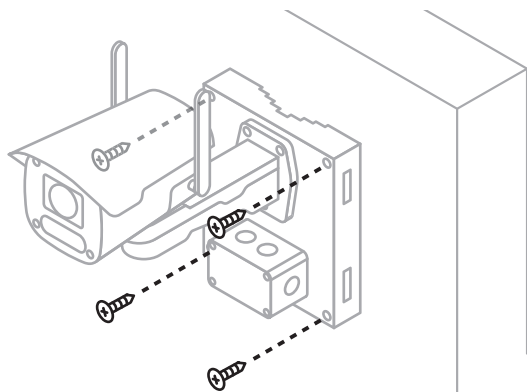
**Step 4** Position both antennas to stand upright at a  $90^\circ$  angle from the camera body. This will provide the best connection to cellular data.



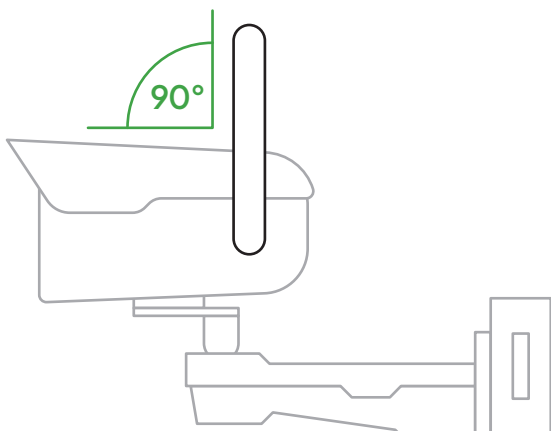
# Wall Mounting

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**Step 1** Using chosen hardware (see “Preparing for Installation” section), secure camera mount to wall.



**Step 2** Position both antennas to stand upright at a 90° angle from the camera body. This will provide the best connection to cellular data.





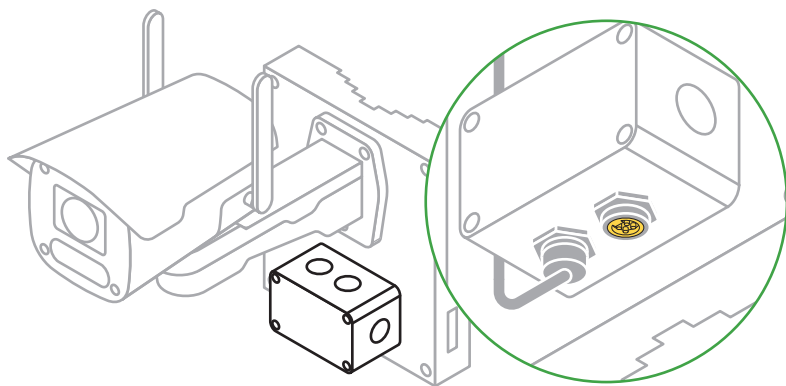
# Powering

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**Notice:** Upon startup, camera lights will turn on and a welcome message will play. Instructions given during this message can be ignored.

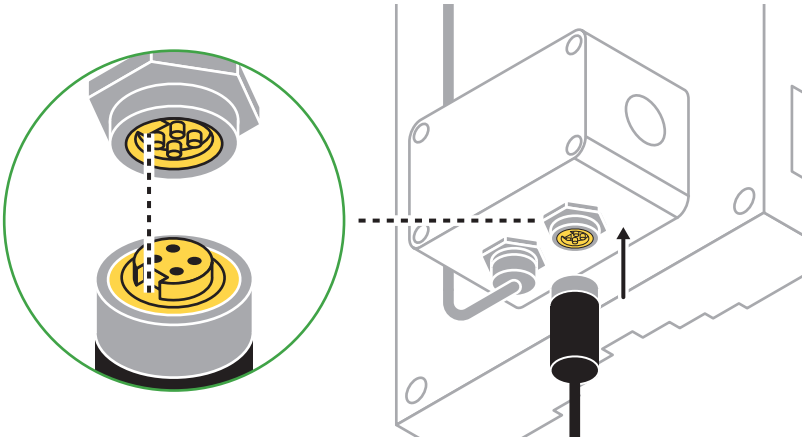
## 110V

**Step 1** Locate yellow connector port on bottom of junction box.

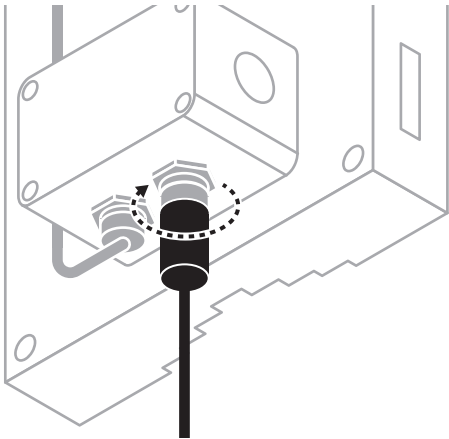


# Powering

**Step 2** Align notches and plug end of power cable into port.

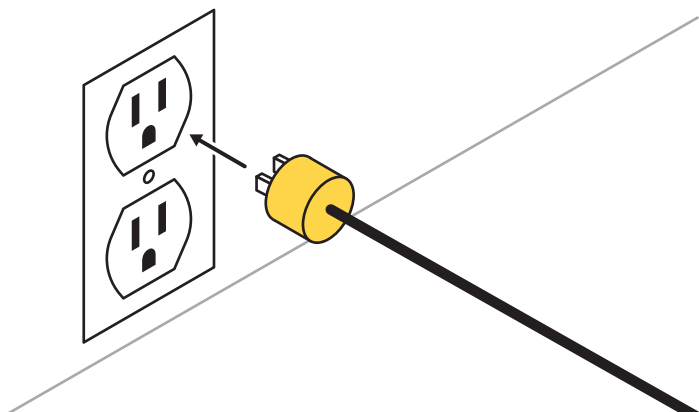


**Step 3** Gently hand tighten silver collar to secure cable end into port.

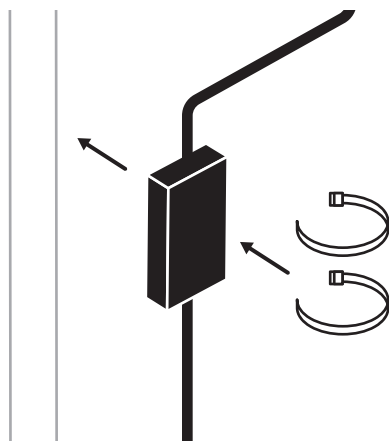


## Powering

**Step 4** Plug other end of 110V cable into power outlet. Cable end will light up green when supplied with power.



**Optional:** Secure junction box on power cable to pole using zip ties (included) or to wall using appropriate hardware for your surface.

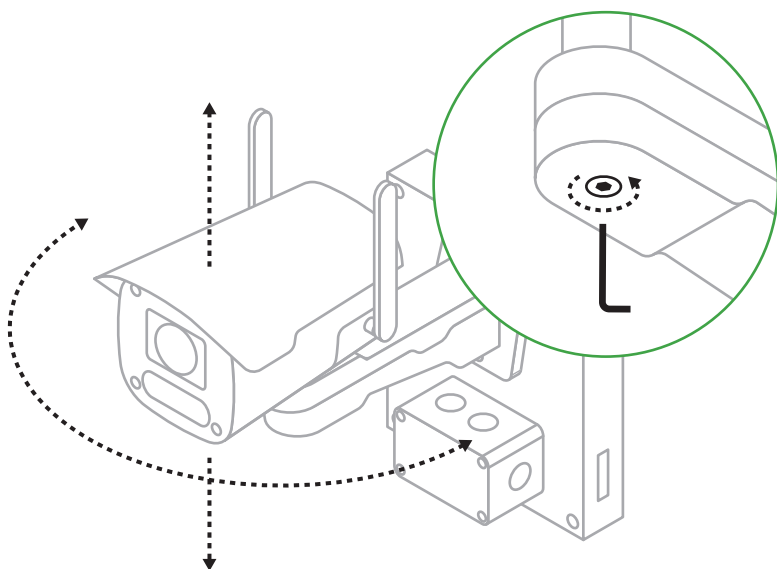


### Solar Power

Proceed to your solar system manual for further instructions.

# Camera Angling

**Step 1** Fully loosen screw on bottom of camera mount arm using a T-25 Allen wrench to adjust camera angle.



**Step 2** Fully tighten screw on bottom of camera mount arm when desired angle is chosen.

# Verifying Camera Operation

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After providing your TrueLook Camera with power, wait **10 minutes** for it to come online.

If you don't see the camera in the TrueLook Platform, contact Customer Support for assistance.

## Maintenance Tips

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- ✓ Clean camera lens as needed using a microfiber cloth.
- ✓ Mounting hardware may loosen over time due to construction machinery causing vibrations. Be sure to regularly check that all hardware has remained tight.

# Troubleshooting

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If something seems wrong with the system, it may be necessary to troubleshoot.

## Camera Not Operating Properly

1. Check that the power source is supplying power.

If your system is still not functioning properly, please contact Customer Support for further assistance by emailing [support@truelook.com](mailto:support@truelook.com) or calling **833-878-3566 (Option 2)**.

# Support Review

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Once you're done with installation, snap a few pictures and email them to [support@truelook.com](mailto:support@truelook.com). If our Customer Support team notices anything they can help with, they'll reach out. This will also help with a quick review of your setup if you run into future issues.

## The Email

For the most efficient response from our team, include the following in your email:

1. Company name
2. Project name
3. Contact person for installation issues
4. The following photographs:
  - A. Your whole TrueLook solution: the camera, what it's mounted to, and any accessories
  - B. Close-ups of mounting
  - C. Close-ups of connections
  - D. Inside of battery enclosure (if applicable)