Fixed 4K IR Camera

Installation Manual

TRUELOOK

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

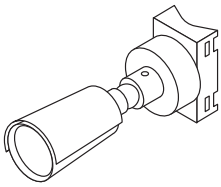
Use this QR code or visit **truelook.com/install** to access:

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.

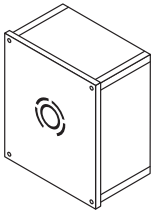
For Terms & Conditions as well as Warranty information, visit **truelook.com/terms-conditions**.

Hardware Packing List

Camera System and Control Box



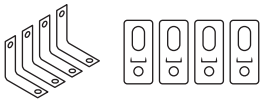
Camera System



Control Box

Pole and Wall Mounting Hardware

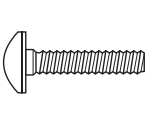
Pole Mounting (2 sets)



Wall Mounting (8 pcs)

Mounting Hardware

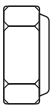
Assorted hardware for securing your camera.



Screws

Lock Washers

Flat Washers



Nuts

Allen Wrenches

Solar units will also include panel(s), batteries, and solar enclosure. 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.

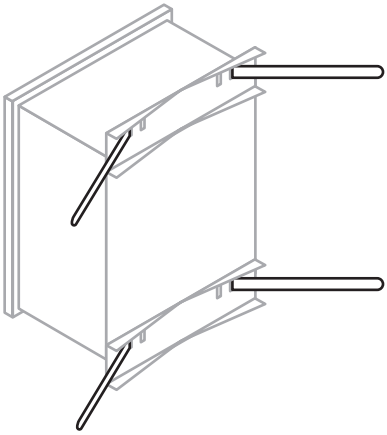
You may log in to your camera at **app.truelook.cloud** using your unique username and password located on the back cover of this guide.

Pole Mounting

Control Box

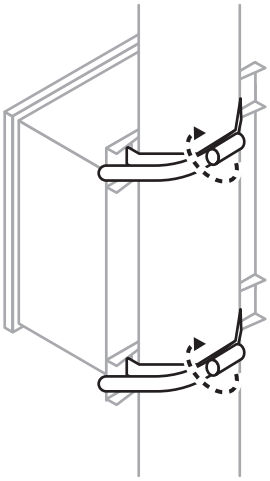
STEP 01

Thread steel straps through top and bottom of back of control box.



STEP 02

Tighten each strap around pole using drill with size 5/16 Hex driver bit (not included).

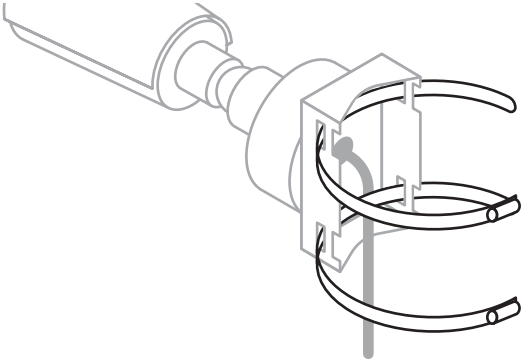


Pole Mounting

Camera

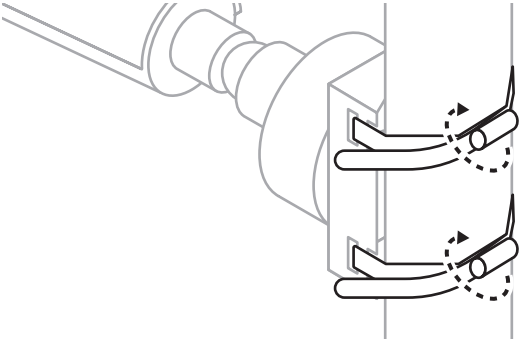
STEP 01

Thread steel straps through top and bottom of pole mounting base.



STEP 02

Tighten each strap around pole using drill with size 5/16 Hex driver bit.

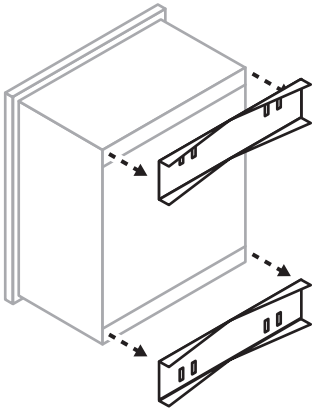


Wall Mounting

Control Box

STEP 01

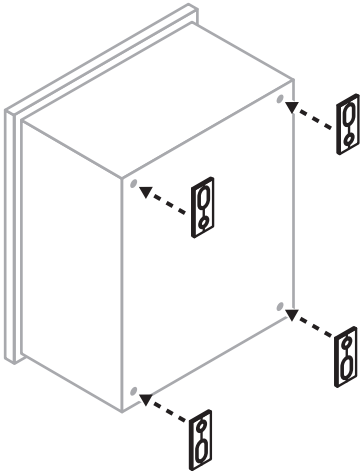
Remove pole mounting brackets from control box using drill with Phillips #2 bit.



STEP 02

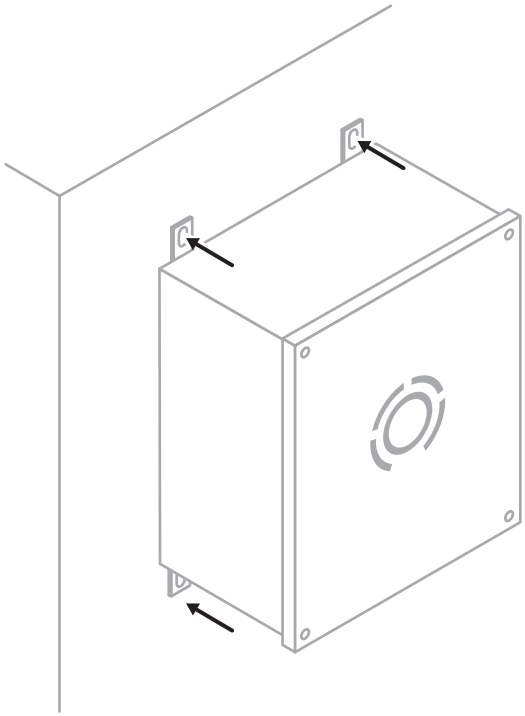
Attach wall mounting brackets using drill with Phillips #2 bit.

Tab on mounting foot nests within slot on control box.



STEP 03

Using hardware appropriate for your mounting surface, attach control box to wall.

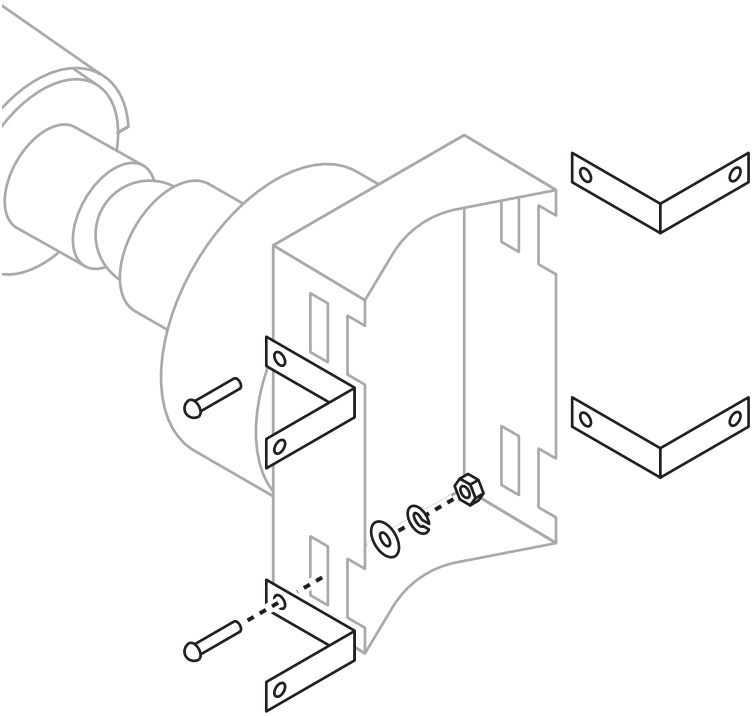


Wall Mounting

Camera

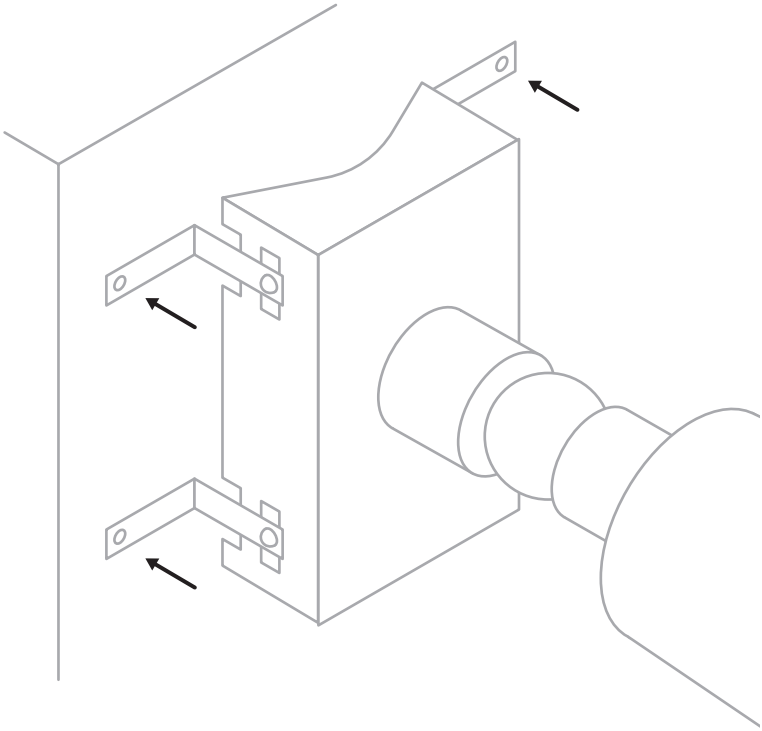
STEP 01

Attach wall mounting brackets to back of pole mount with screw, washer, lock washer, and nut, using drill with Phillips #2 bit on screws and pliers (not included) to hold nuts tight.



STEP 02

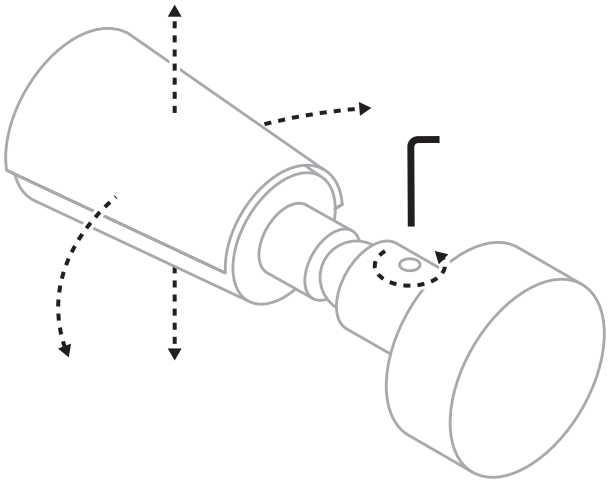
Using hardware appropriate for your mounting surface, attach camera to wall.



Adjusting Angle

STEP 01

Loosen screw on camera neck with Allen wrench (included) to adjust camera angle.



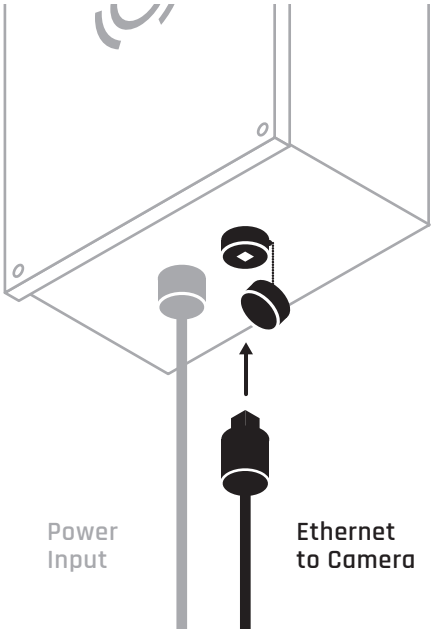
STEP 02

Tighten screw on camera neck with Allen wrench when desired angle is chosen.

Connecting & Powering

STEP 01

Connect camera to control box by plugging the ethernet cable coming from the camera into the bottom of the control box.



STEP 02

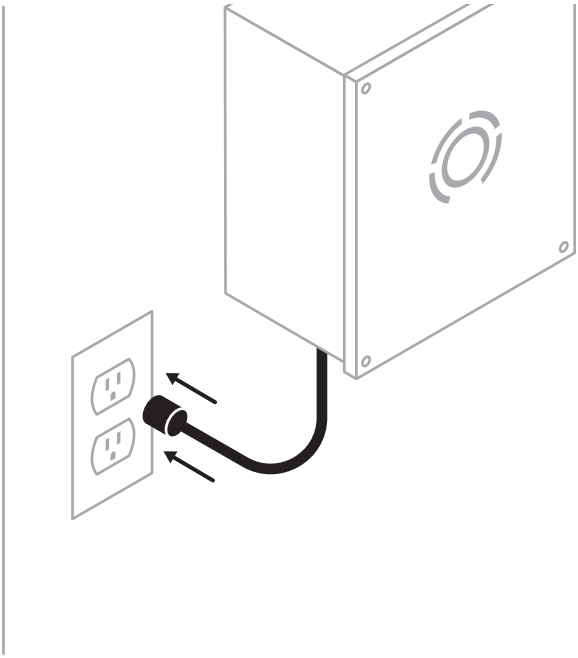
Twist round piece of cable up over ethernet connector and hand tighten. Do not over tighten to touch control box.

STEP 03

Connect control box to power.

For 110v: Plug control box into standard 110v power outlet. Your camera will be online and ready to use within 10 minutes.

For Solar: At this point, please proceed to the Solar Module Installation Manual and follow the instructions through the end of the guide.



One Last Step!

Did you know that our support team offers a free installation review?

Once you're done, simply snap a few pictures and email them to **support@truelook.com**. If we notice anything that we can help with, we'll reach out. This will also help our support team quickly view your setup if you run into equipment issues at any point in the future.

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 (such as solar panels)
   b) Close-ups of mounting
   c) Close-ups of connections
   d) Inside control box, if applicable (this is especially helpful for solar panels, solar skids, and mobile trailers)

Notes

Your Unique Login

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