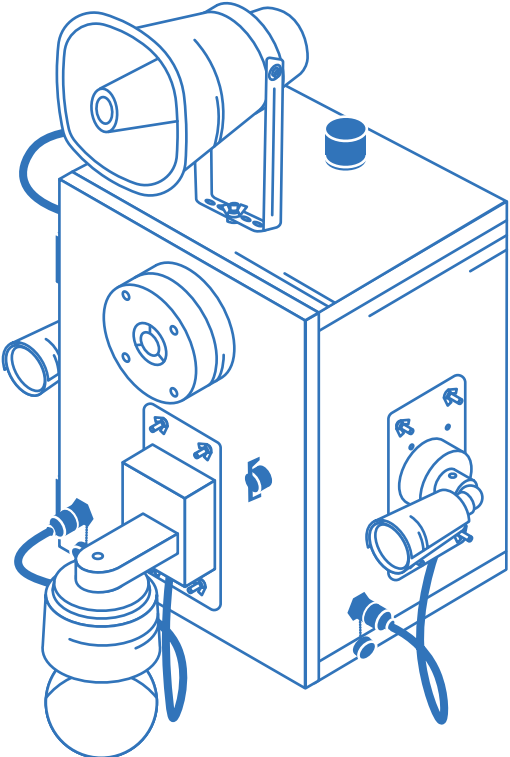


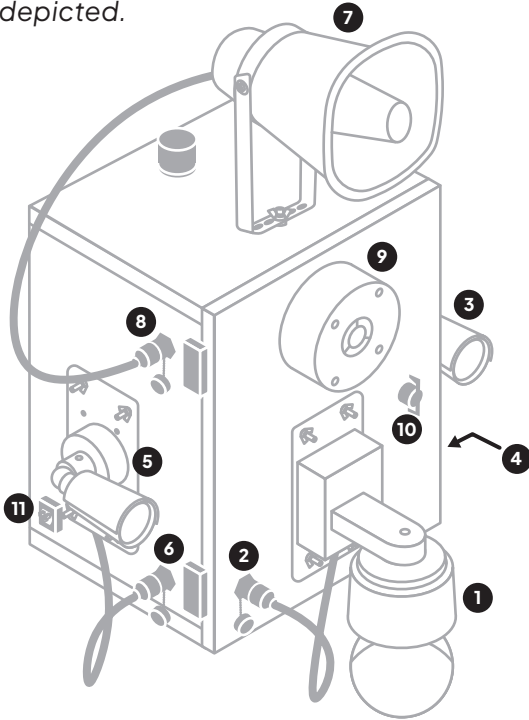
TrueShield Security Solution

Installation Manual



Assembled Unit

Pro model depicted.



- 1. Front camera
- 2. Front camera port
- 3. Right camera
- 4. Right camera port
- 5. Left camera
- 6. Left camera port
- 7. Bullhorn
- 8. Bullhorn port
- 9. Strobe and siren
- 10. Enclosure door lock
- 11. 110V power input

Unlimited Support

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

You can also submit a support request online at:

support.truelook.com/contact-support

Online Resources

Visit truelook.com/install to access:

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

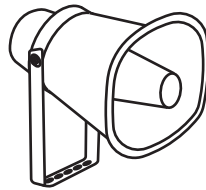
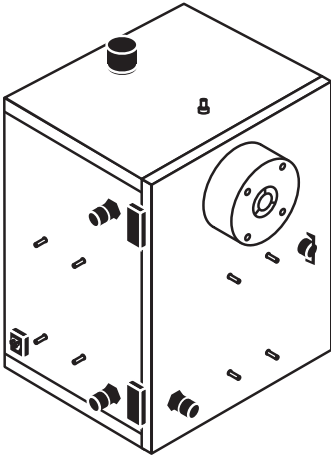
For Terms & Conditions, as well as Warranty information, visit: truelook.com/terms-conditions.

Hardware Packing List

Warning: This equipment contains flashing lights, which may induce epileptic seizures in at-risk individuals.

Enclosure with Strobe and Siren [1x]

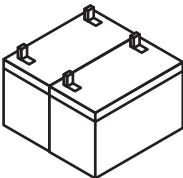
Bullhorn [1x]



24V Backup Batteries [2x]

Batteries come installed in enclosure.

20' 110V Power Cord [1x]

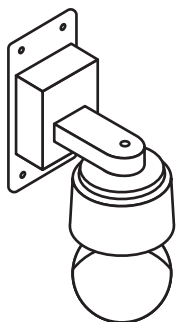


Getting Started

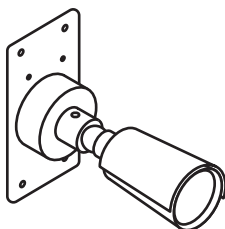
Cameras [1-3x]

Type and number of cameras depend on order.

2KIRPTZ



4K IR Fixed



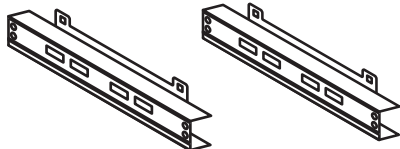
Mounting Hardware

Upper Mounting
Bracket [1x]

Lower Mounting
Bracket [1x]

Wing Nuts [13x]

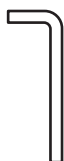
5/16 Nuts [2x]



Assorted Hardware

Only provided with fixed cameras.

T-25 Allen Wrench [1x]



Preparing for Installation

Warning: Ensure your chosen mounting location will be able to safely support the system's weight prior to installation.

Determine Mounting Hardware

Pole Mounting

Your mounting kit **does not include** hardware for pole mounting. Choose appropriate mounting hardware for your pole size. We suggest using U-bolts. Do not use steel straps.

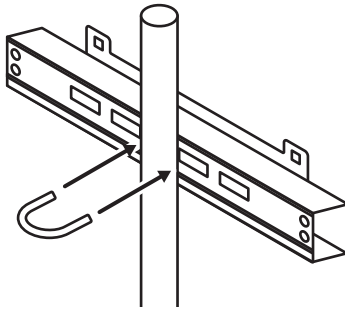
Wall Mounting

Your mounting kit **does not include** hardware for wall mounting. Choose appropriate mounting hardware for your surface. We suggest using four lag bolts and a unistrut.

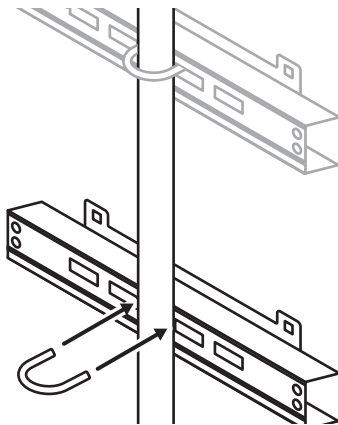
Enclosure

Pole Mounting

Step 1 Using chosen hardware (see “Preparing for Installation” section), secure upper mounting bracket to pole. Use outer slots for larger poles and inner slots for smaller poles.

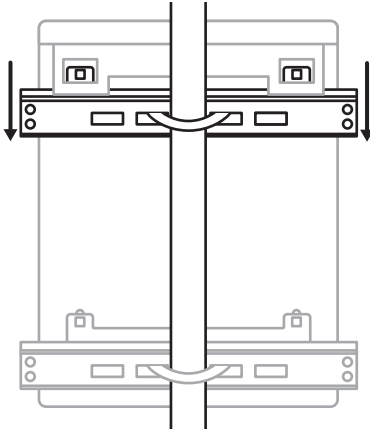


Step 2 Repeat step 1 for lower mounting bracket, but do not fully tighten to pole. Lower mounting bracket should be approximately 11” below upper mounting bracket.

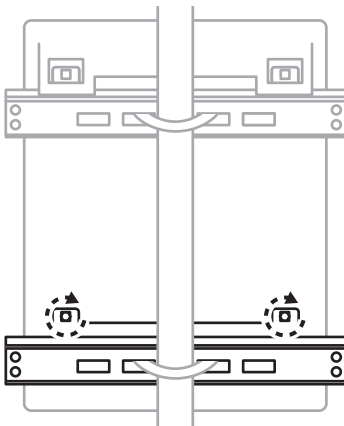


Installation

Step 3 Hook slots on back of enclosure onto tabs on upper mounting bracket.



Step 4 Adjust lower mounting bracket to be in line with studs on back of enclosure, then secure enclosure to lower mounting bracket with nuts (included).

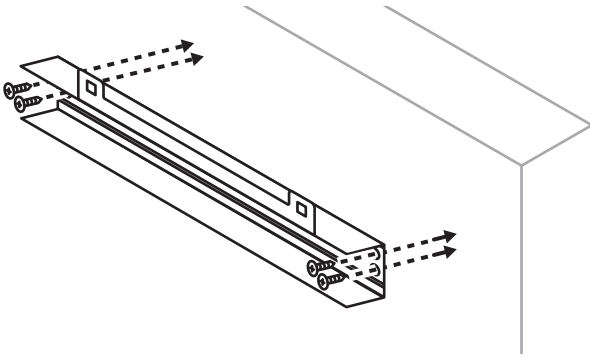


Step 5 Fully secure lower mounting bracket to pole.

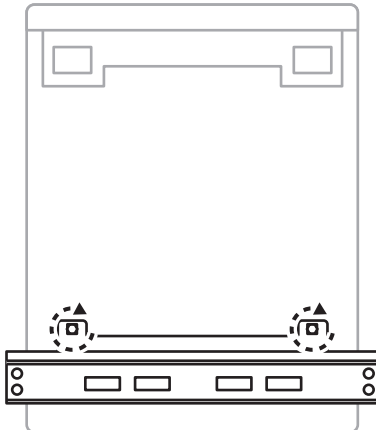
Enclosure

Wall Mounting

Step 1 Using chosen hardware (see “Preparing for Installation” section), secure upper mounting bracket to wall.

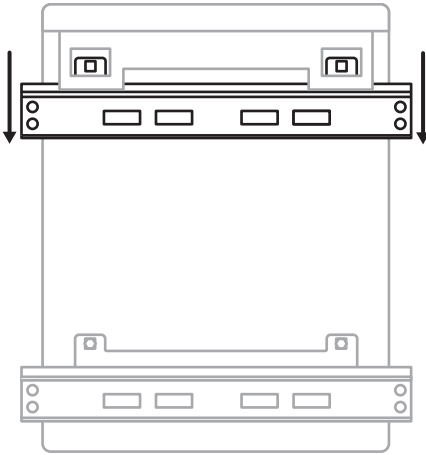


Step 2 Secure lower mounting bracket to back of enclosure with nuts (included).

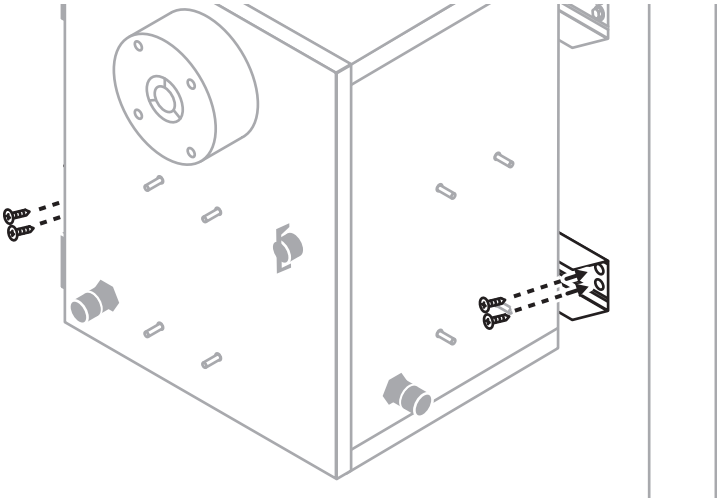


Installation

Step 3 Hook slots on back of enclosure onto tabs on upper mounting bracket.

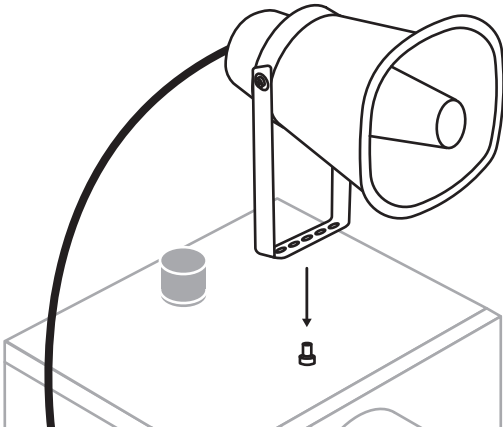


Step 4 Using chosen hardware (see “Preparing for Installation” section), secure lower mounting bracket to wall.

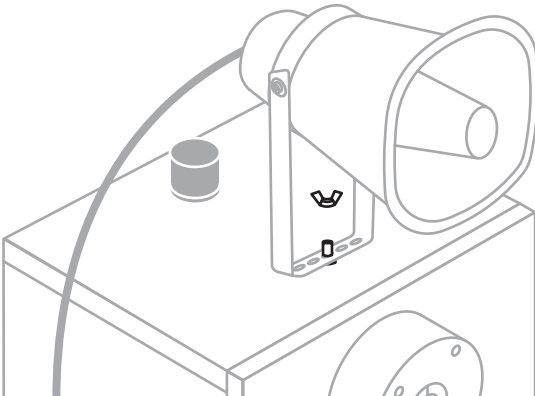


Bullhorn

Step 1 Place bullhorn mount onto mounting stud on top of enclosure and aim bullhorn in desired direction.

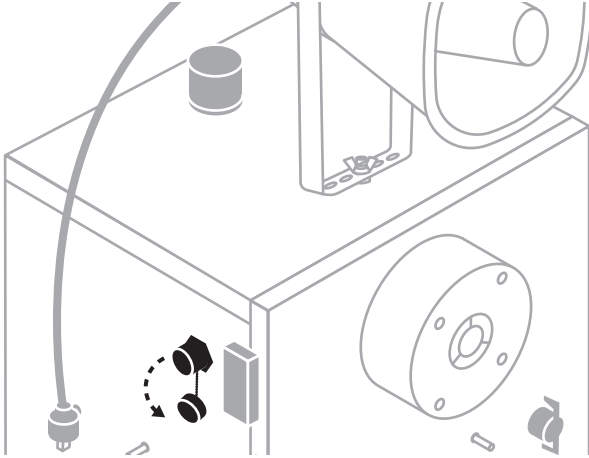


Step 2 Secure bullhorn by tightening wing nut onto mounting stud.

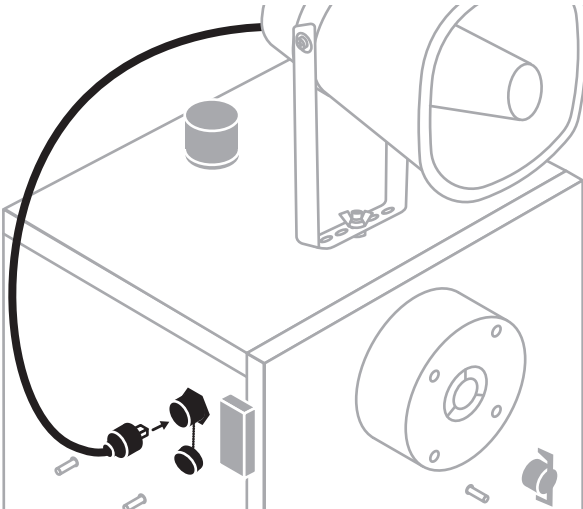


Installation

Step 3 Twist protective plug cap off port on upper left side of enclosure. The cap should hang freely.



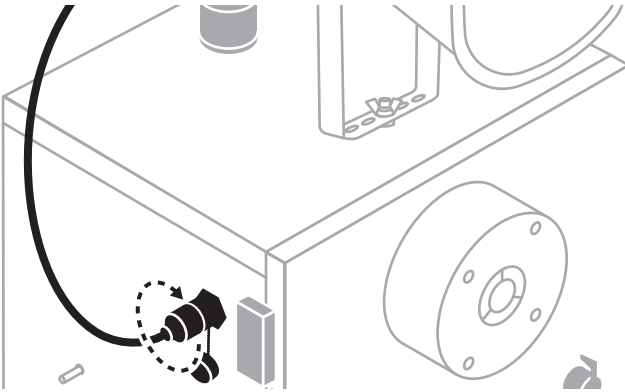
Step 4 Connect bullhorn to enclosure by plugging in connector coming from bullhorn. Connector should snap firmly in place.



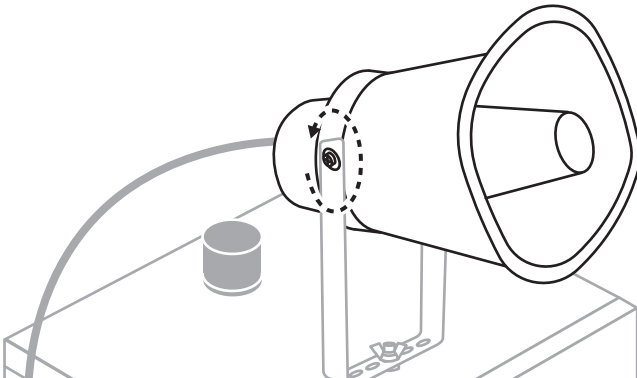
Installation

Step 5 Hand tighten protective plug cap on connector into enclosure. This will create a watertight seal.

Warning: Do not use tools to tighten cap. Cap should be snug, but will not be flush against the enclosure.

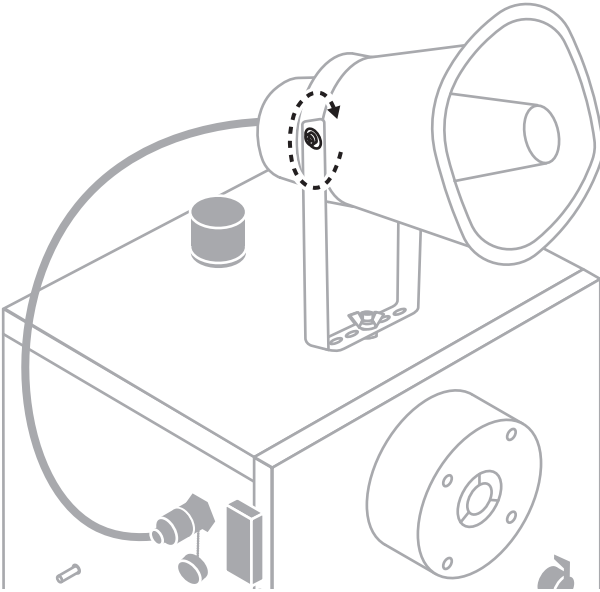


Step 6 Loosen screw on side of bullhorn with a Phillips #3 screwdriver (not included) to adjust tilt of bullhorn. Do not tilt too high to avoid water intrusion.



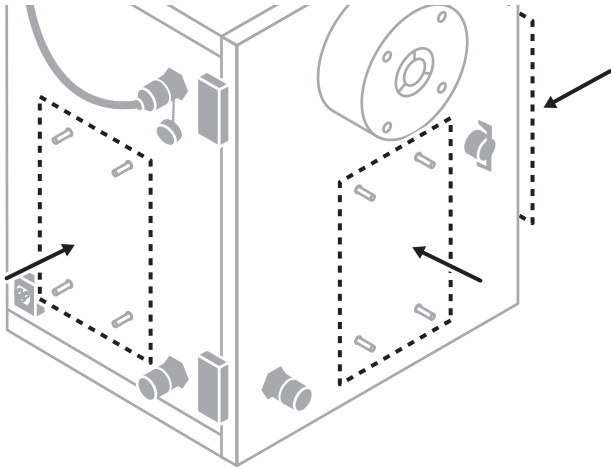
Installation

Step 7 Tighten screw on side of bullhorn when desired angle is chosen.

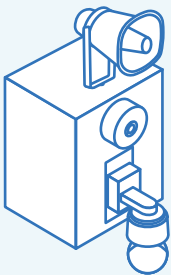


Cameras

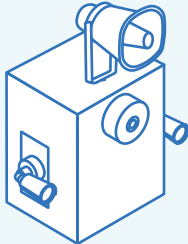
Step 1 Determine camera placement on enclosure.



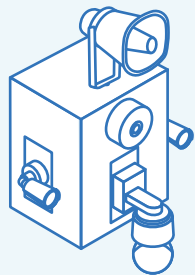
See below for recommended camera placement for each system.



Essential



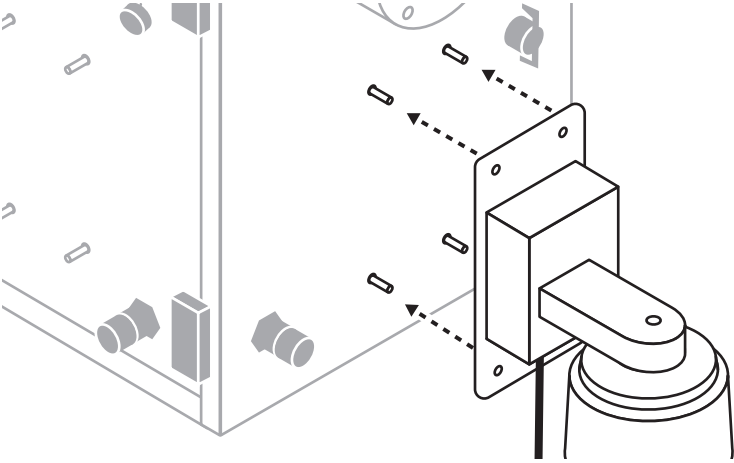
Advanced



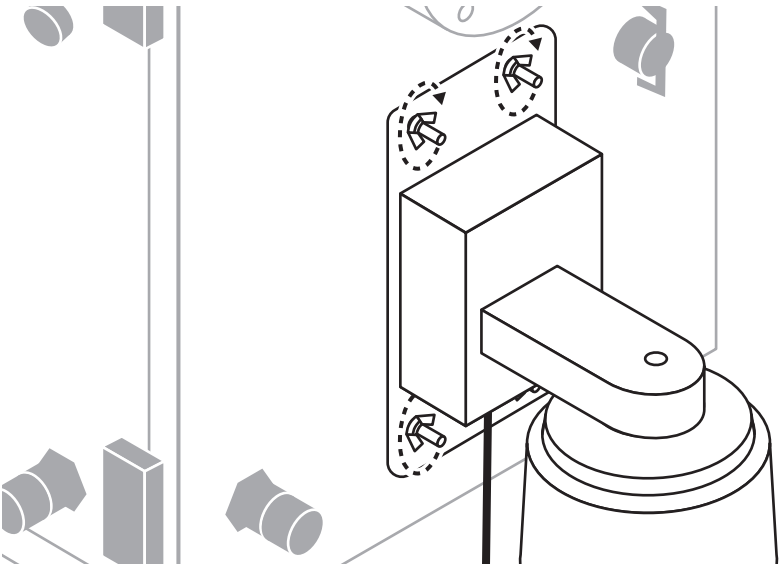
Pro

Installation

Step 2 Place camera backing plate onto mounting studs.

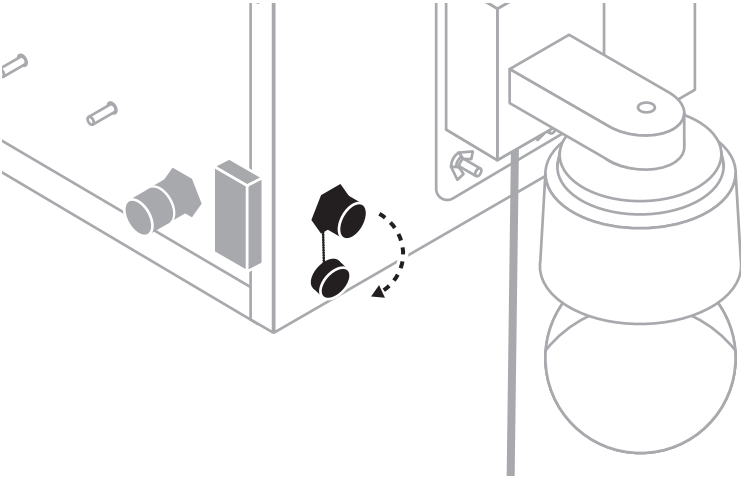


Step 3 Secure camera by tightening wing nuts onto mounting studs.

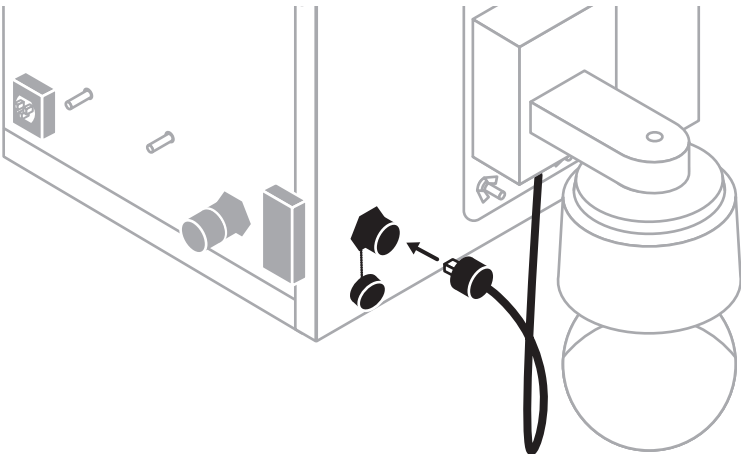


Installation

Step 4 Twist protective plug cap off port below camera. The cap should hang freely.



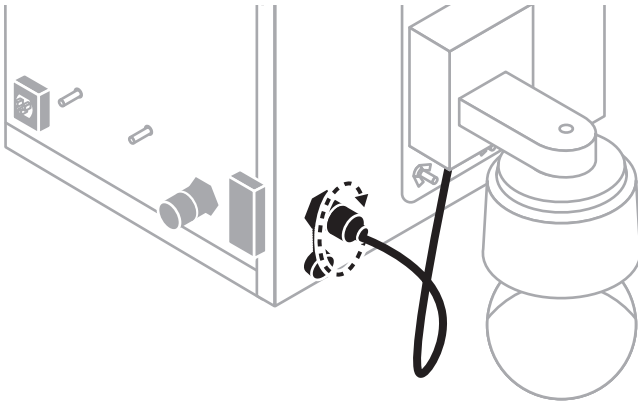
Step 5 Connect camera to enclosure by plugging in connector coming from camera. Connector should snap firmly in place.



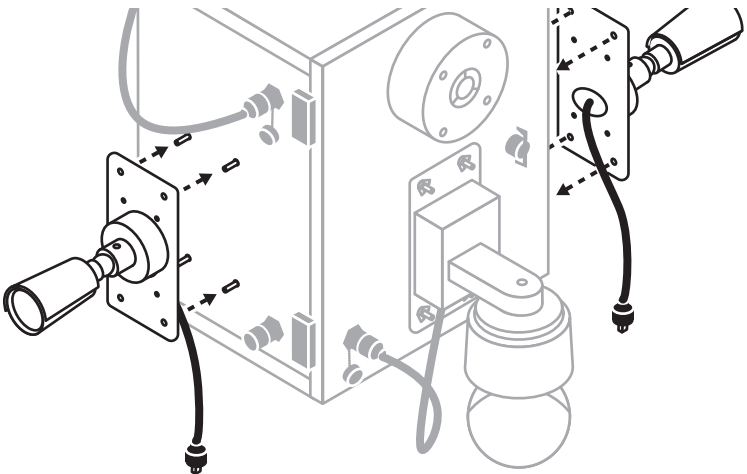
Installation

Step 6 Hand tighten protective plug cap on connector into enclosure. This will create a watertight seal.

Warning: Do not use tools to tighten cap. Cap should be snug, but will not be flush against the enclosure.



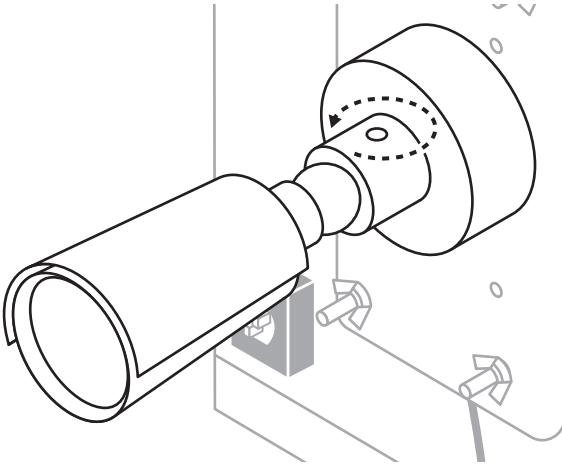
Step 7 If applicable, repeat steps 2–6 for other camera(s).



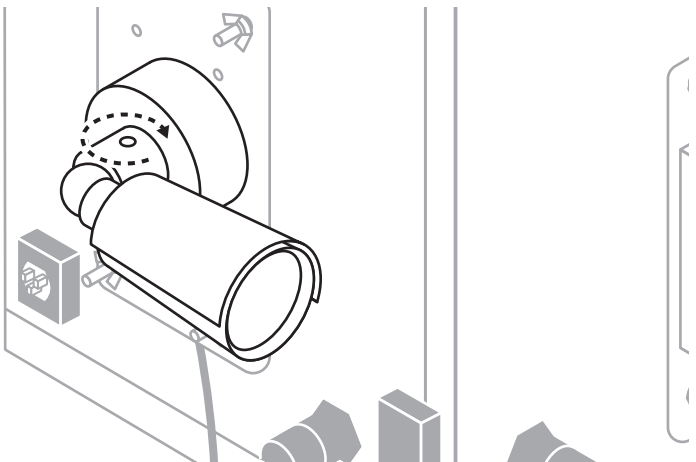
Installation

Step 8 Remove protective coverings from camera(s).

Step 9 If applicable, loosen screw on fixed camera neck with a T-25 Allen wrench (included) to adjust camera angle.



Step 10 Tighten screw on camera neck when desired angle is chosen.

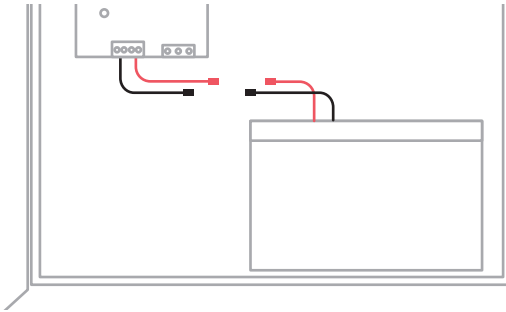


Powering the System

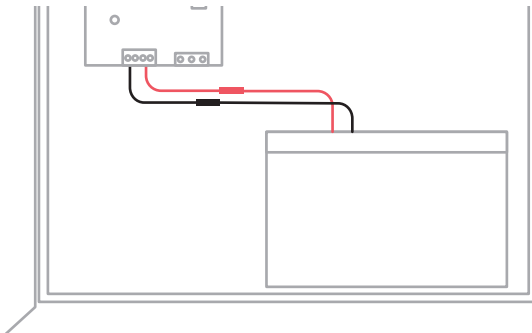
Batteries

Never connect red to black. Batteries are wired in series for 24VDC.

Step 1 Open enclosure and locate two positive (red) and two negative (black) connectors.



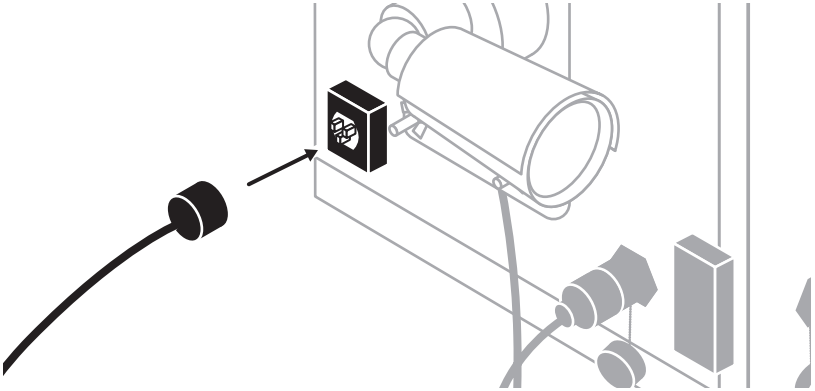
Step 2 Connect positive (red) connectors together, then connect negative (black) connectors together.



Powering

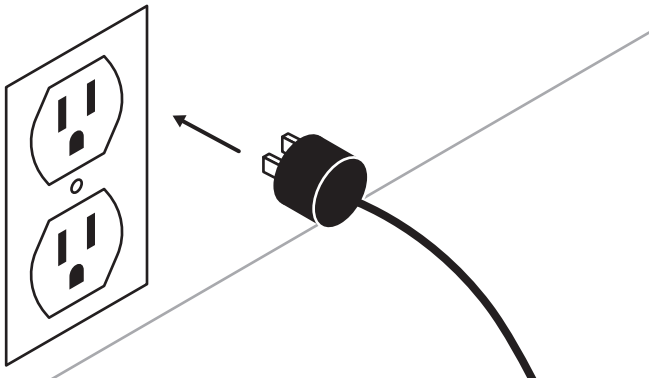
Power Source

Step 1 Plug cable end into power input on lower left side of enclosure.



Step 2 Gently pull on power cable to ensure it is secure. To remove cable end from enclosure, depress white side buttons and pull on cable.

Step 3 Plug other side of cable into 110V power outlet.



Verifying Camera Operation

After providing your TrueLook security solution with 110V power, wait **10 minutes** for it to come online. If you see yellow or red LED lights inside the enclosure, contact Customer Support for assistance.

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

Maintenance Tips

- ✔ Do not allow smoking or open flames near enclosure.
- ✔ Clean camera lenses as needed using a microfiber cloth.
- ✔ Mounting hardware may loosen over time due to construction machinery causing vibrations. Regularly check that all hardware has remained tight.

Troubleshooting

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

Cautions:

- Troubleshooting should be attempted by qualified personnel only.
- A battery can cause serious damage if shorted.
- Do not disassemble any components within the enclosure.

Camera Not Operating Properly

1. Check that the battery connectors are connected.
2. Check that the camera cable connectors are securely fastened.
3. Check that the power source is supplying power.

Battery Is Not Charging

1. Check that the battery connectors are connected.
2. Check that the power source is supplying power.
3. Check that the status LED is green. If orange or red, contact Customer Support.

If your system is still not functioning properly, please contact Customer Support for further assistance.

Support Review

Once you're done with installation, snap a few pictures and email them to 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
 - B. Close-ups of mounting
 - C. Close-ups of power connections
 - D. Inside of enclosure