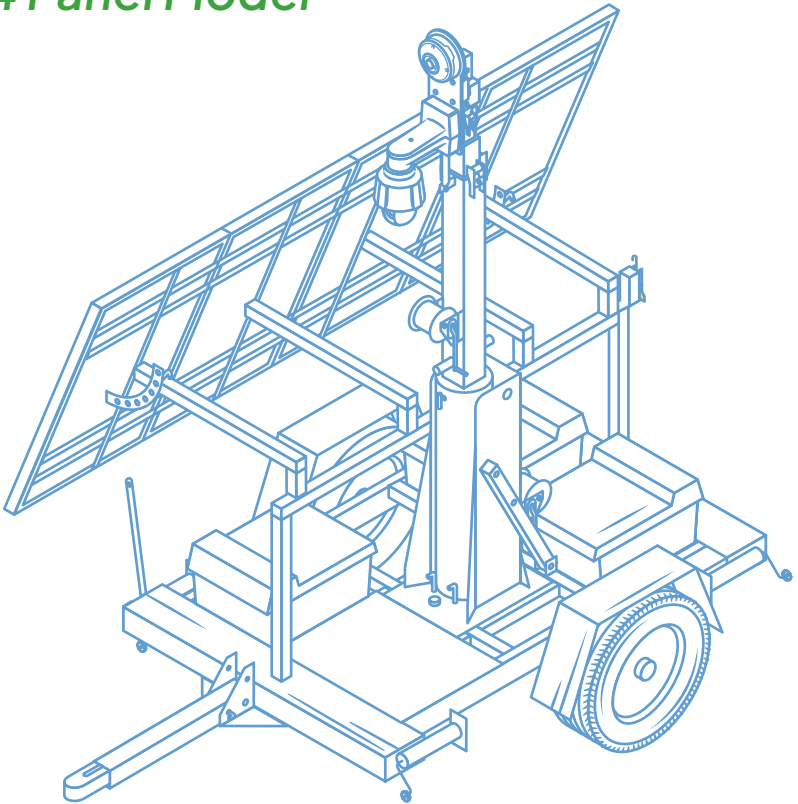


# Mobile Surveillance Trailer

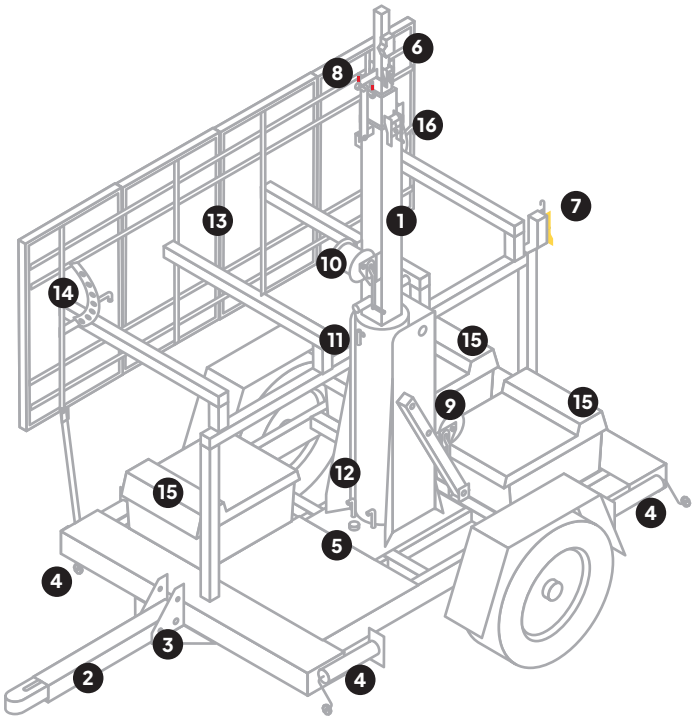
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## Installation Manual *4 Panel Model*



# Assembled Unit

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- 1. Mast
- 2. Trailer tongue
- 3. Trailer tongue pin
- 4. Jack stands (4)
- 5. Bubble level
- 6. Trailer power input
- 7. Yellow lock handle
- 8. Red lock pin
- 9. Mast raising winch
- 10. Mast extending winch
- 11. Mast rotation lock bolt
- 12. Mast locking pins
- 13. Solar panels
- 14. Panel angle adjuster bolt
- 15. Battery boxes (3)
- 16. Mast stabilization rollers

# 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).

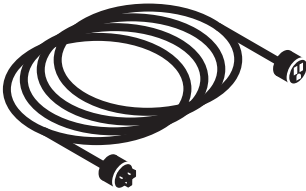
# Hardware Packing List

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110V Power Cord [1x]

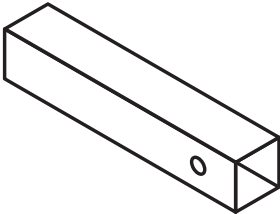
*Length will vary based on camera system.*

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Mast Adapter [1x]

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# Trailer Positioning

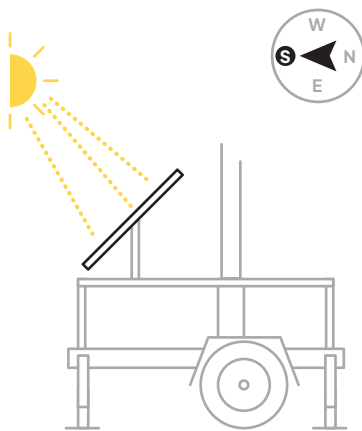
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### Place your camera trailer 20–150 feet away.

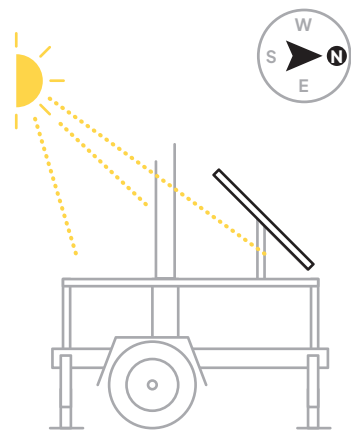
For optimal viewing, place your trailer 20–150 feet away from the area of your jobsite that you wish to capture. The distance you choose will depend on the camera(s) you've selected (PTZ or fixed-position), the size of your jobsite, and the amount of detail you want to see.

### Position trailer so that solar panels will face due south.

Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge. Failure to observe all following requirements may result in system downtime. Units self-recover automatically once panels receive sufficient sunlight.



Correct

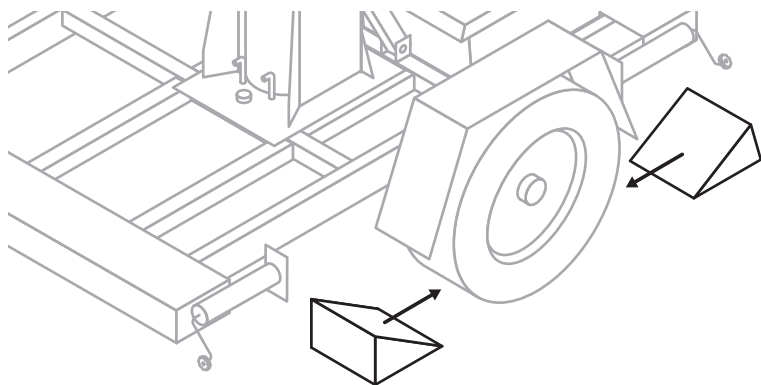


Wrong Orientation

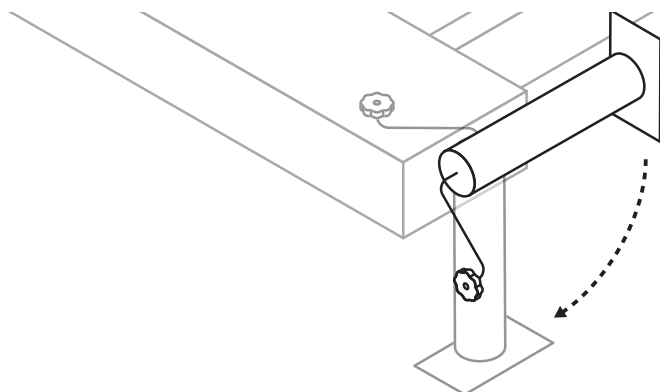
# Stabilizing the Trailer

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**Step 1** Chock wheels on both sides of each wheel, then detach from your tow vehicle.

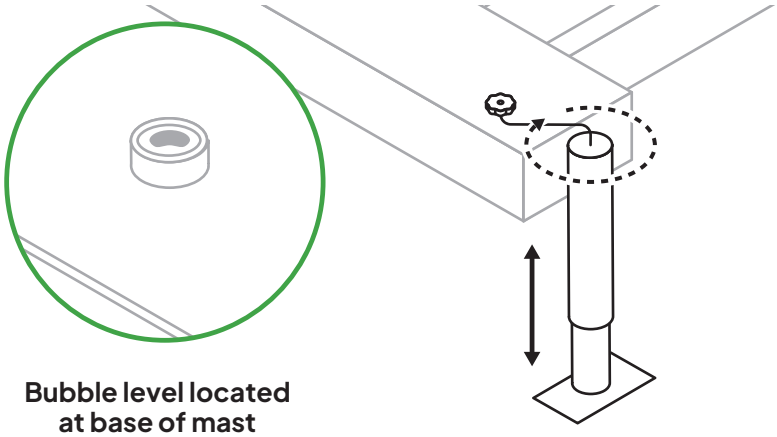


**Step 2** Lower and extend jack stands by pulling pin and turning jack stands vertical.

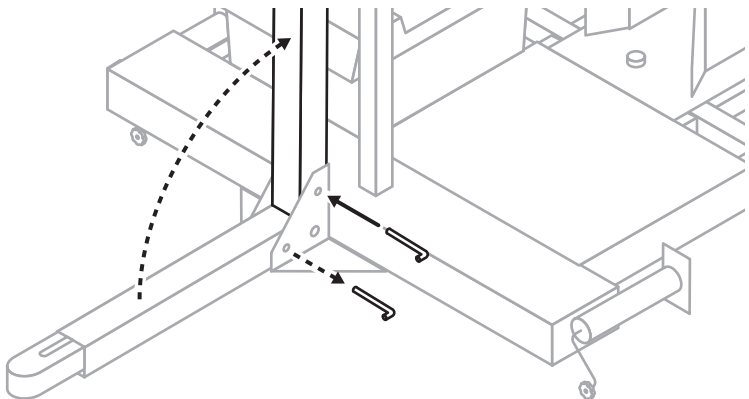


## Trailer Setup

**Step 3** Check that trailer is level using built-in bubble level. Adjust jack stands as needed by turning handle clockwise to lower and counterclockwise to raise.



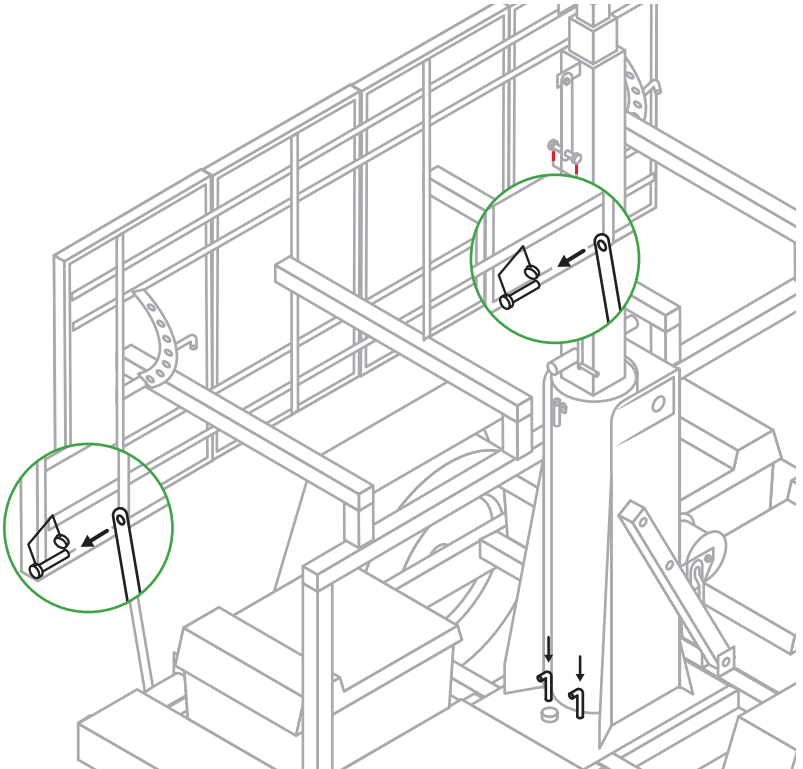
**Step 4** To raise trailer tongue for storage, unhook clip and remove pin. Raise trailer tongue to stand upright, then place pin and hook clip to secure.



# Solar Panel Positioning

**Warning:** Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge. Failure to observe all following requirements may result in system downtime. Units self-recover automatically once panels receive sufficient sunlight.

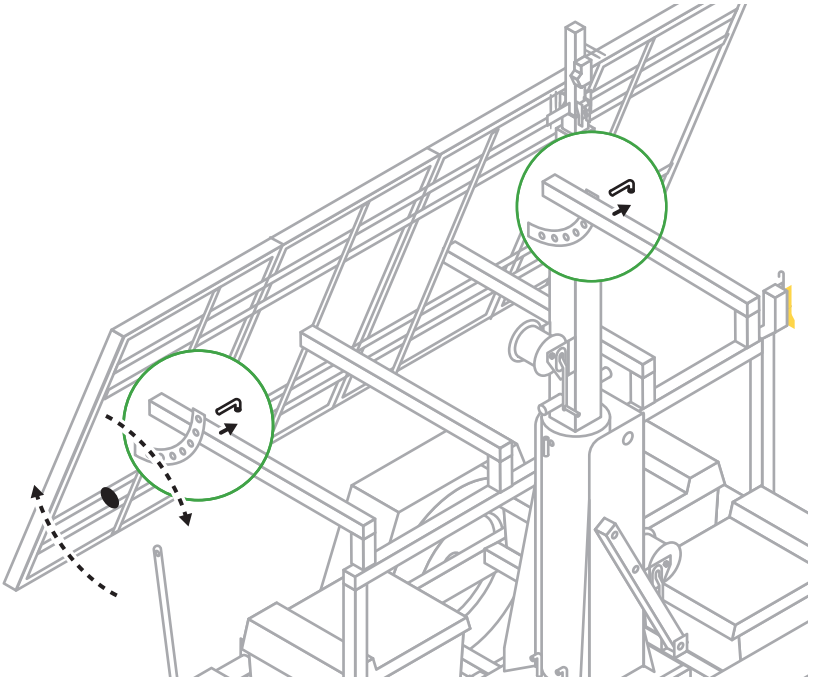
**Step 1** Remove pins from travel arms to unlock solar panels.





## Trailer Setup

**Step 2** Angle solar panels for your location by removing panel angle adjuster bolt and placing it in corresponding hole. Refer to the chart on the following page to determine the proper angle based on your location.



### Panel Angles by State

|                  |     |                |     |
|------------------|-----|----------------|-----|
| Alabama          | 45° | Montana        | 70° |
| Alaska           | 80° | Nebraska       | 65° |
| Arizona          | 45° | Nevada         | 65° |
| Arkansas         | 60° | New Hampshire  | 65° |
| California       | 45° | New Jersey     | 65° |
| Colorado         | 55° | New Mexico     | 45° |
| Connecticut      | 60° | New York       | 65° |
| Delaware         | 65° | North Carolina | 60° |
| District of Col. | 60° | North Dakota   | 70° |
| Florida          | 45° | Ohio           | 60° |
| Georgia          | 55° | Oklahoma       | 50° |
| Hawaii           | 40° | Oregon         | 65° |
| Idaho            | 65° | Pennsylvania   | 65° |
| Illinois         | 65° | Rhode Island   | 65° |
| Indiana          | 65° | South Carolina | 55° |
| Iowa             | 65° | South Dakota   | 65° |
| Kansas           | 65° | Tennessee      | 60° |
| Kentucky         | 60° | Texas          | 45° |
| Louisiana        | 45° | Utah           | 65° |
| Maine            | 65° | Vermont        | 65° |
| Maryland         | 60° | Virginia       | 60° |
| Massachusetts    | 65° | Washington     | 65° |
| Michigan         | 65° | West Virginia  | 60° |
| Minnesota        | 65° | Wisconsin      | 65° |
| Mississippi      | 45° | Wyoming        | 65° |
| Missouri         | 60° |                |     |

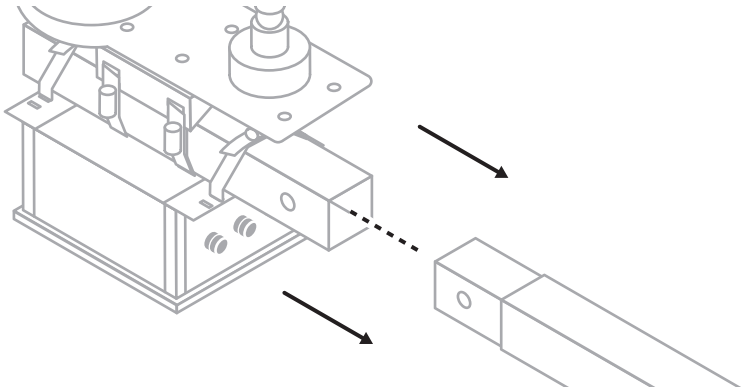
# Camera System: Cameras & TrueDeter

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**Step 1** Unpack camera system from shipping box.  
Camera and control box come mounted to mast adapter.

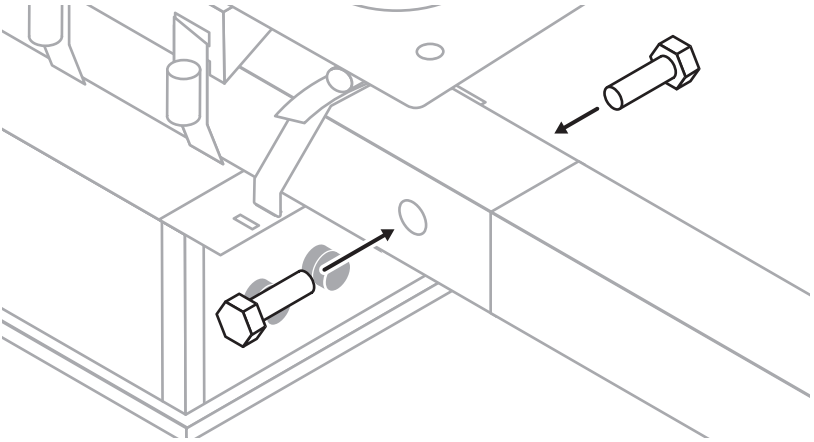
**Notice:** If leasing, keep shipping box for return shipment.

**Step 2** Slide mast adapter with camera system and control box installed onto trailer mast end.

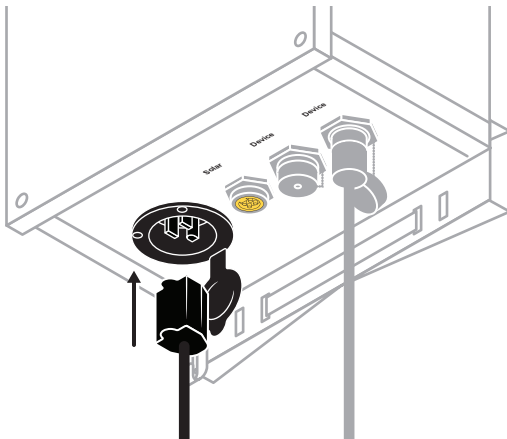


## Camera Installation

**Step 3** Secure mast adapter to mast with two bolts using a 19mm socket wrench (not included).



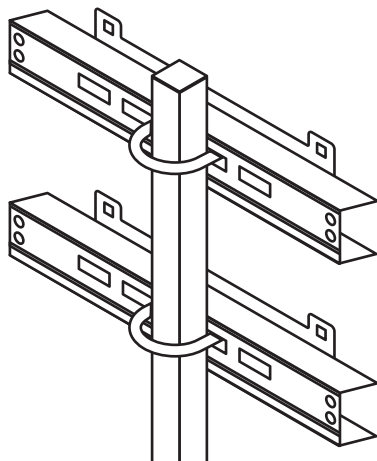
**Step 4** Connect camera system's control box to trailer by plugging cable end into 110V power input on control box bottom.



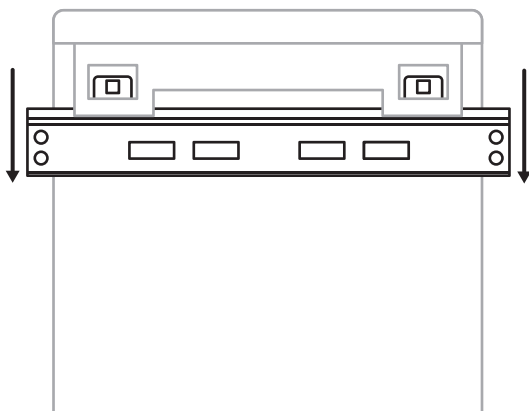
# Camera System: TrueShield

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**Step 1** Locate mast adapter on mast end.

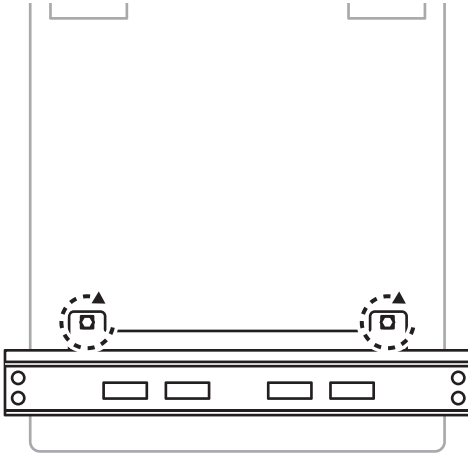


**Step 2** Hook slots on back of enclosure onto tabs on upper mounting bracket.



## Camera Installation

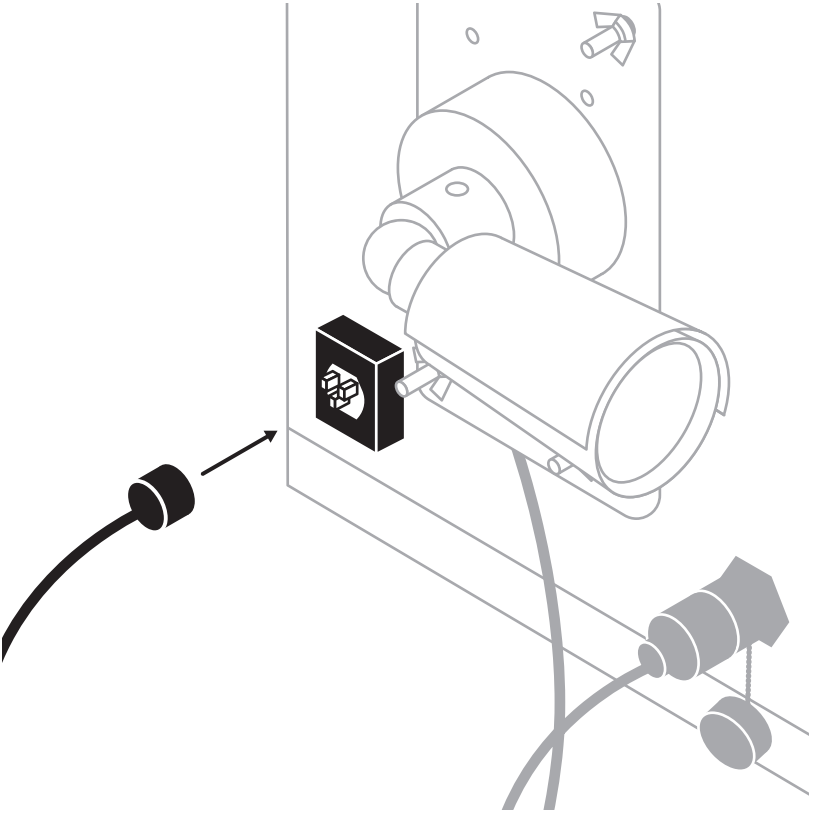
**Step 3** Secure lower mounting bracket to back of enclosure with nuts (included).



**Step 4** Proceed to your camera system's manual for instructions on how to assemble unit on mast adapter.

## Camera Installation

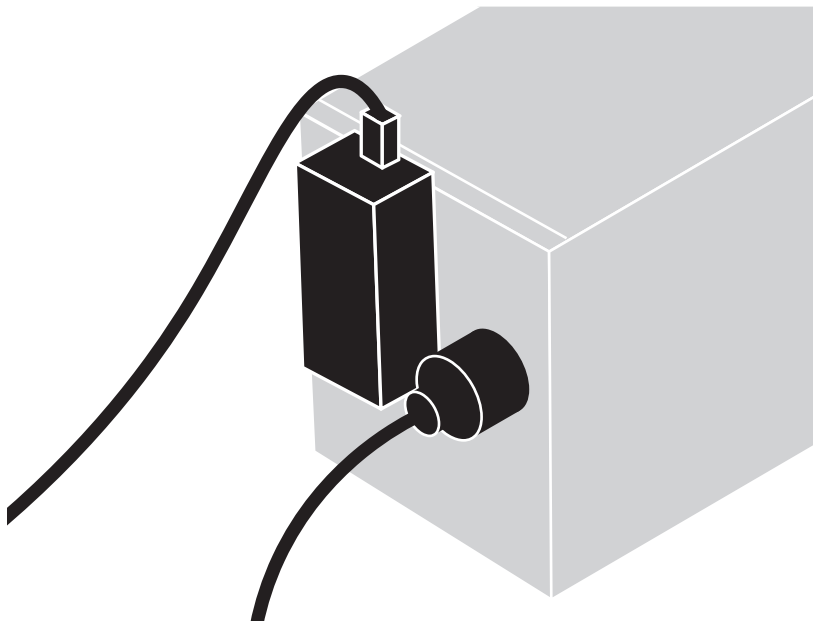
**Step 5** Plug cable end into power input on lower left side of enclosure.



# Powering

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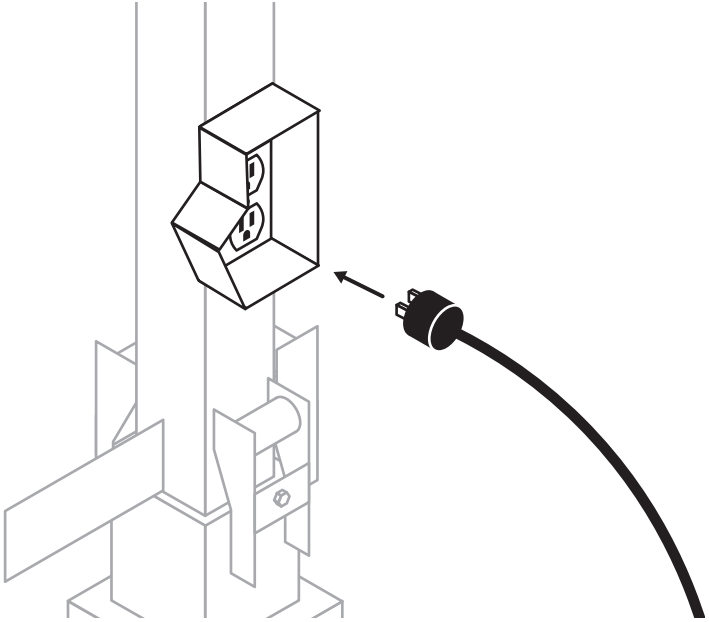
**Step 1** Open the front left battery box and verify that both 110V plugs are secure in their outlets on inverter.



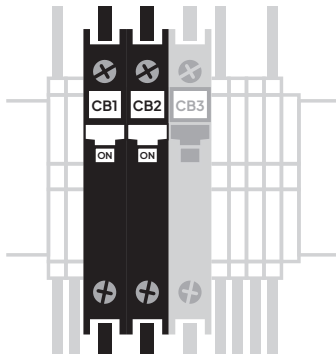


## Powering

**Step 2** Plug other side of cable into 110V power outlet at top of mast.

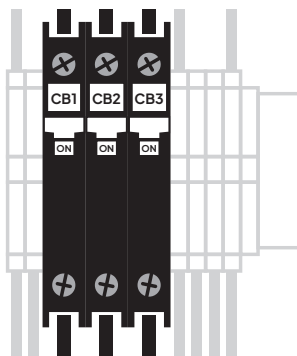


**Step 3** Open battery compartment on trailer and locate three breaker switches. Flip switches labeled CB1 and CB2 up into ON position.



## Powering

**Step 4** Wait 20 seconds. Flip switch labeled CB3 up into ON position.



**Warning:** The trailer will not function if you do not wait 20 seconds before turning on CB3. If you did not wait, please call Customer Support.

# Confirming Power

**Step 1** Open the battery compartment on trailer and verify the panels are charging the unit. With sunlight, the leftmost LED on the ProStar unit will turn green within 5 minutes after powering.

- A yellow LED lit on the ProStar unit means your panels are not receiving sunlight, and the camera is running on battery power.
- A red LED lit on the ProStar unit means there is an issue with your system. Please contact TrueLook Support.

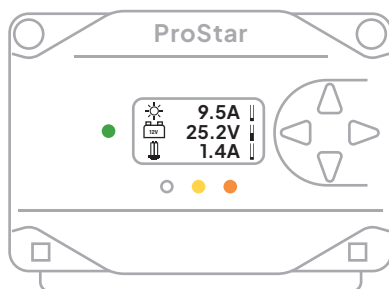
**Step 2** Verify that the following numbers are displayed on the ProStar's digital readout. You may need to cycle left/right using the arrows to get to the pictured screen.

If numbers are displayed correctly, the system should be fully functioning at this stage.

**Solar Amps** ☀️  
7.5-16+

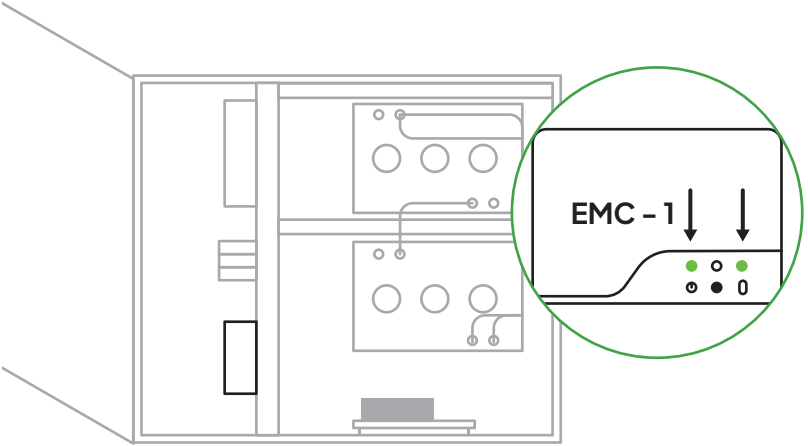
**Battery** 🔋  
23.8-27

**Load Amps** ⚡️  
0.5-3.5 (When backup batteries are charging, this may read as high as 23.)



## Powering

**Step 3** Verify that there are two green LED lights on the EMC-1 unit.



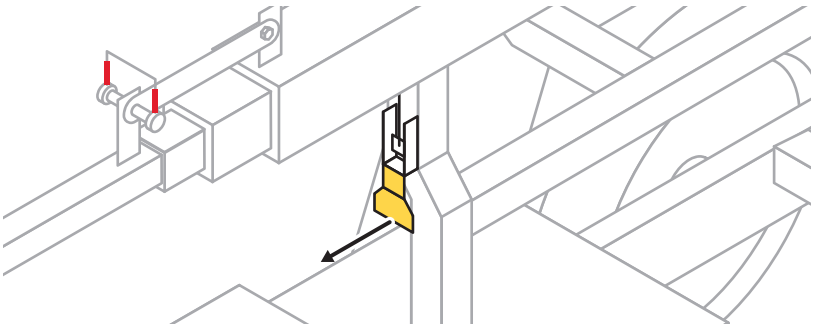
**Step 4** Verify that there are two green LEDs and one amber LED lit on the modem mounted to the side of the battery compartment.



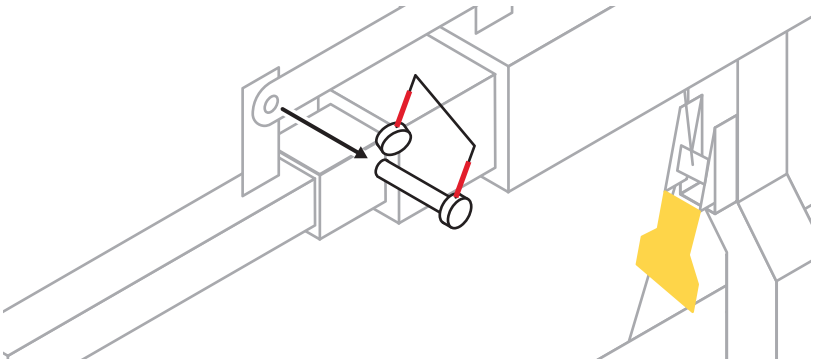
# Raising the Mast

**Warning:** Check for overhead obstructions before raising mast. Do not stand beneath mast when raising or lowering.

**Step 1** Release yellow lock handle by pulling handle toward yourself.

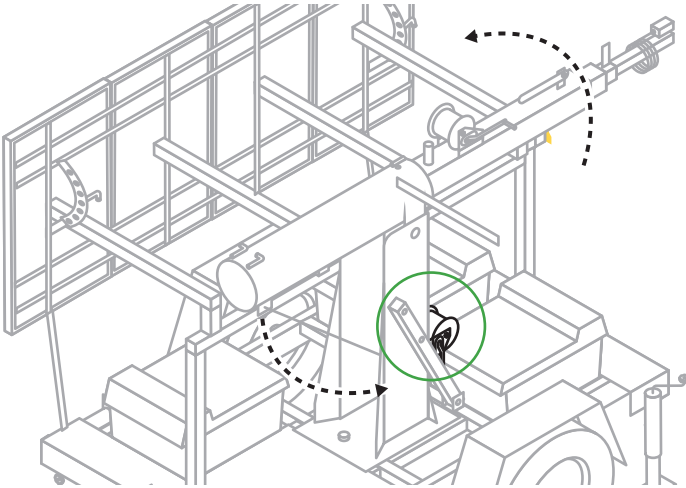


**Step 2** Release red lock pin by unhooking wire and removing pin. Hook wire back onto red lock pin to avoid entanglement while raising mast.

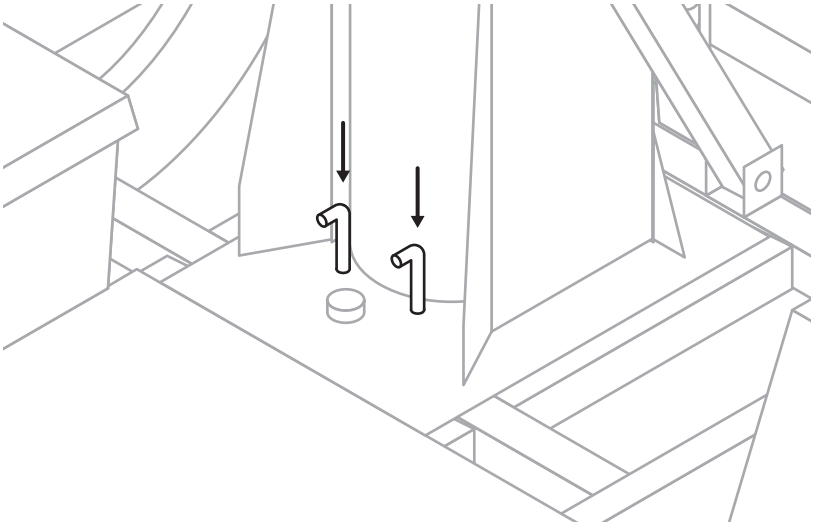


## Trailer Setup

**Step 3** Raise mast into vertical position using lower winch.

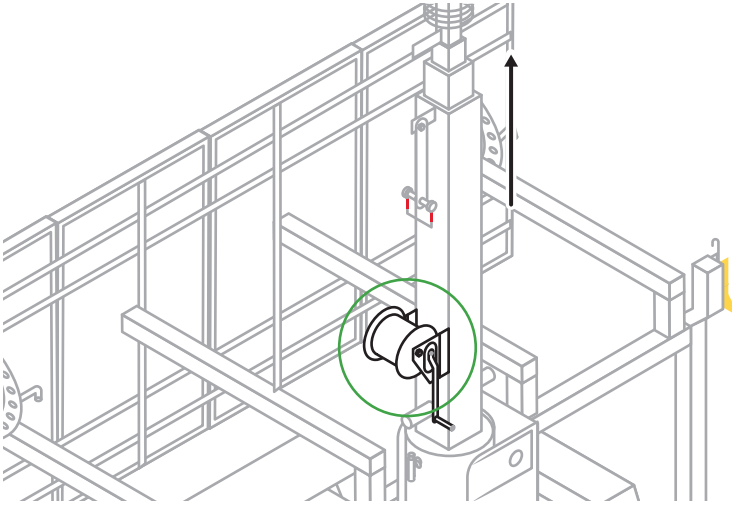


**Step 4** Secure mast by pushing two locking pins into holes on base of mast. Mast must be fully upright for pin holes to align.

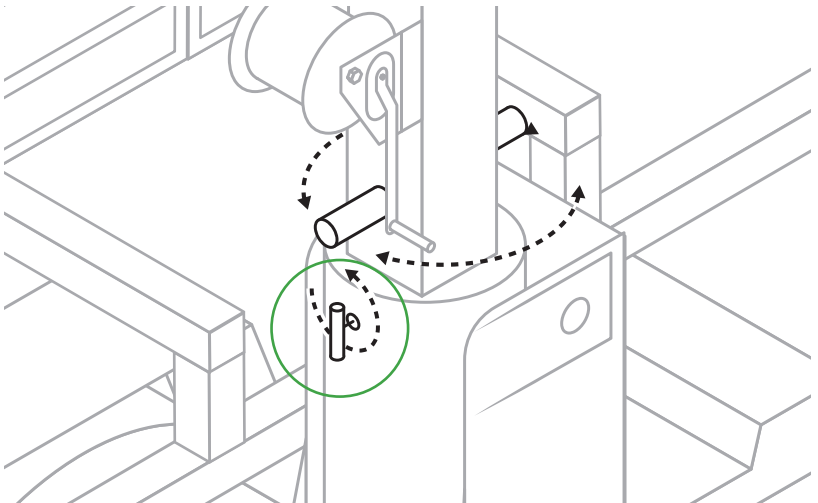


## Trailer Setup

**Step 5** Raise mast until desired height is reached using higher winch.



**Step 6** Fully loosen rotation lock bolt and rotate mast to desired position. Once position is achieved, re-tighten locking bolt.



# Verifying Camera Operation

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After providing your TrueLook security solution with 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

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- ✔ Do not allow smoking or open flames near battery compartment.
- ✔ Do not disassemble the ProStar from its case. There are no user serviceable parts inside the ProStar.
- ✔ Regularly check that tire pressure is 45 psi (310 kPa).
- ✔ Clean camera lens(es) as needed using a microfiber cloth.
- ✔ The solar panels are designed to quickly melt snow on their own. If there is a more urgent need to remove snow, gently use a soft brush. Using too much force may scratch or damage the panels.
- ✔ 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.

### **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 or battery compartment.

## 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.

## Camera 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.

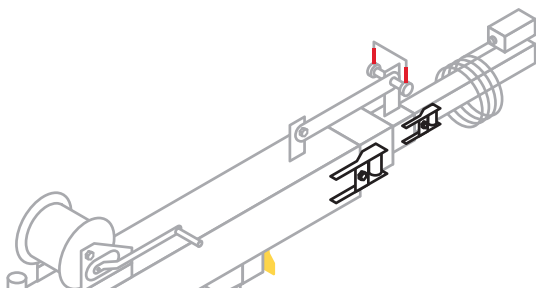
If your system is still not functioning properly, please contact TrueLook Support for further assistance.

## Final Setup

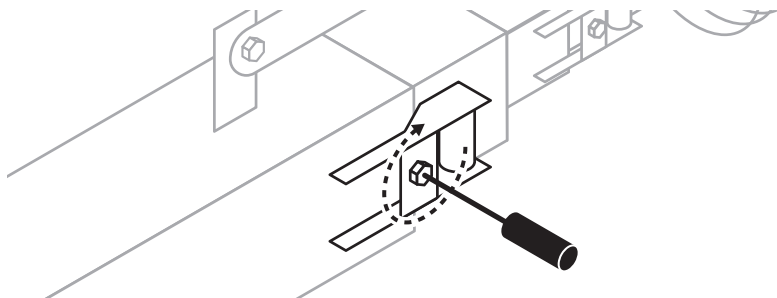
### Mast Stabilization

Due to a variety of factors (local weather conditions, camera weight, etc.), you may notice the trailer mast swaying. If you experience this, please follow these steps to increase your mast's stability.

**Step 1** Lower the mast and locate the six rollers on the trailer. There are two sets of three; one set in the middle section of the extendable mast and one set near the top of the extendable mast.



**Step 2** Tighten each roller using a T25 Allen wrench (not included) by inserting the wrench into the keyhole below each roller and turning clockwise one revolution.



**Step 3** Repeat with all remaining keyholes.

# 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