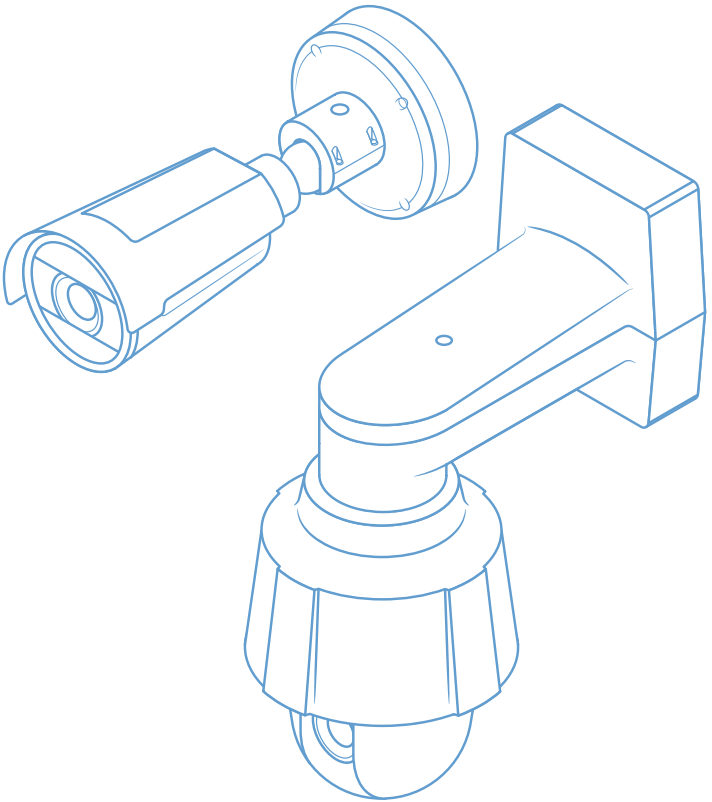


# Fixed & PTZ Cameras

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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).

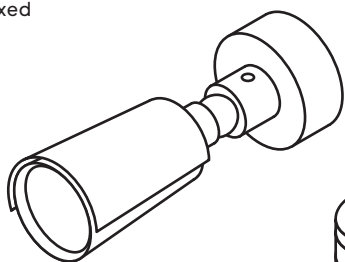
# Hardware Packing List

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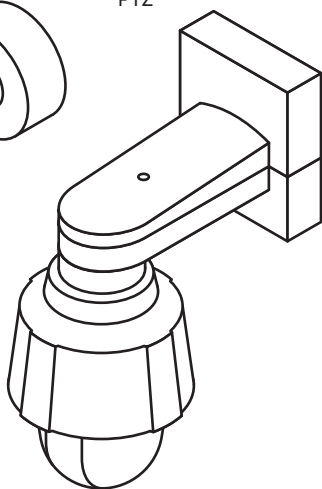
### Camera [1x]

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Fixed

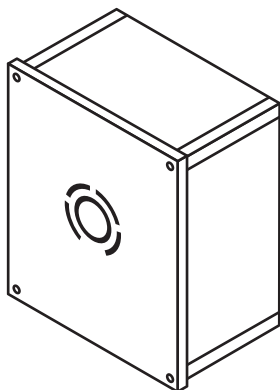


PTZ



### Control Box [1x]

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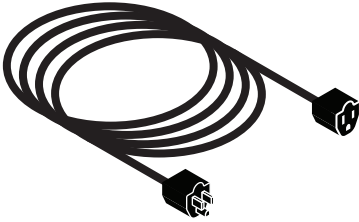
# Getting Started

## Power Cord [1x]

Type of cord depends on order.

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20' 110V Power Cord



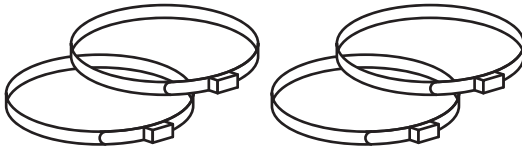
20' Solar Power Cord



## Pole Mounting Hardware

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Steel Straps [4x]

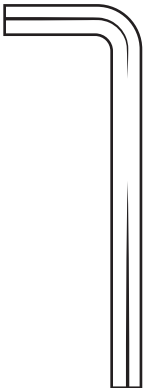


## Assorted Hardware

Only provided with fixed cameras.

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T-25 Allen Wrench [1x]  
4K IR Fixed



T-30 Screwdriver [1x]  
8K IR Fixed



# Preparing for Installation

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**Warning:** Some cameras weigh up to 16 pounds. At least two people are recommended for safe installation.

## Determine Mounting Hardware

### Wall Mounting

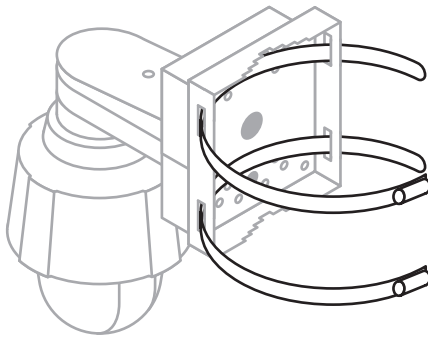
Your mounting kit **does not include** hardware for wall mounting. Choose appropriate mounting hardware for your surface.

# Pole Mounting

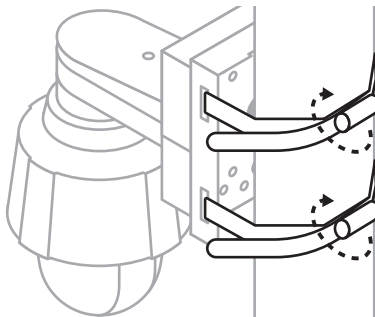
**Notice:** Exact camera model may not be shown. All cameras mount using same steps.

## Camera

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

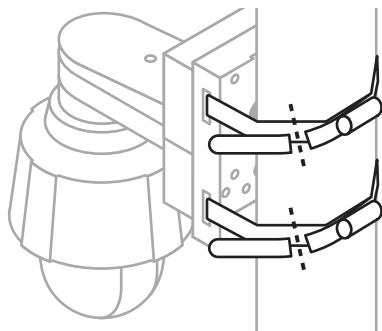


**Step 2** Tighten each strap around pole using drill with 5/16 hex head driver bit (not included).



## Installation

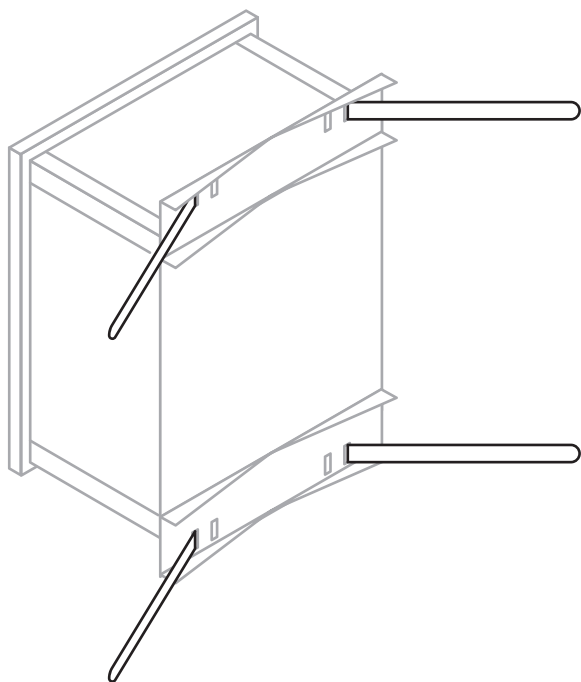
**Step 3** Trim steel straps to desired length using tin snips (not included).



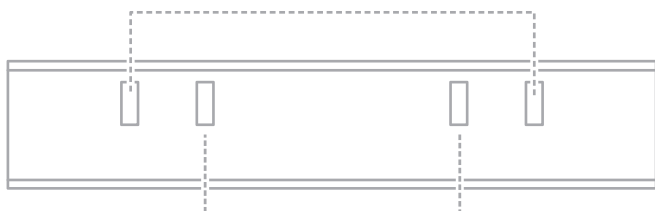
**Step 4** Remove protective covering from camera.

### Control Box

**Step 1** Thread steel straps through pole mounting hardware on top and bottom of control box.



For large diameter poles

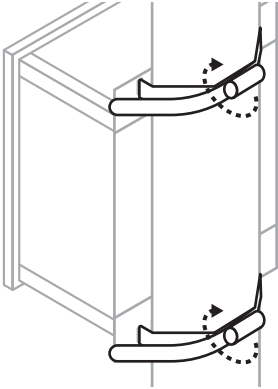


For small diameter poles

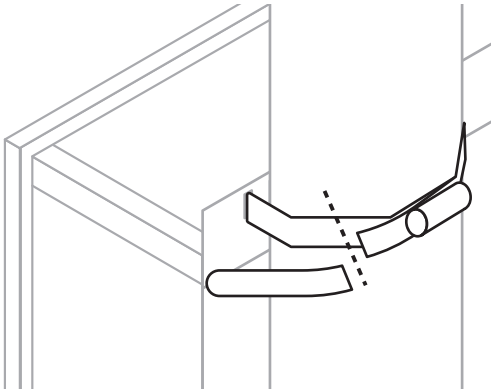


## Installation

**Step 2** Tighten each strap around pole using drill with 5/16 hex head driver bit.



**Step 3** Trim steel straps to desired length using tin snips.

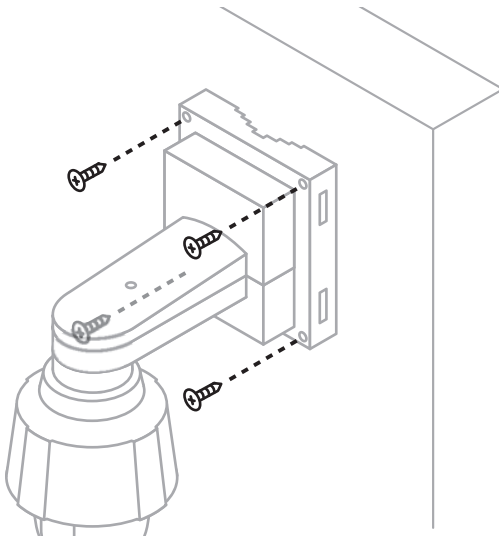


# Wall Mounting

**Notice:** Exact camera model may not be shown. All cameras mount using same steps.

## Camera

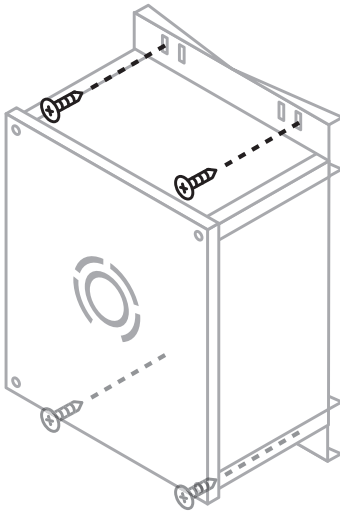
**Step 1** Using chosen hardware (see “Preparing for Installation” section), secure camera mount to wall.



**Step 2** Remove protective covering from camera.

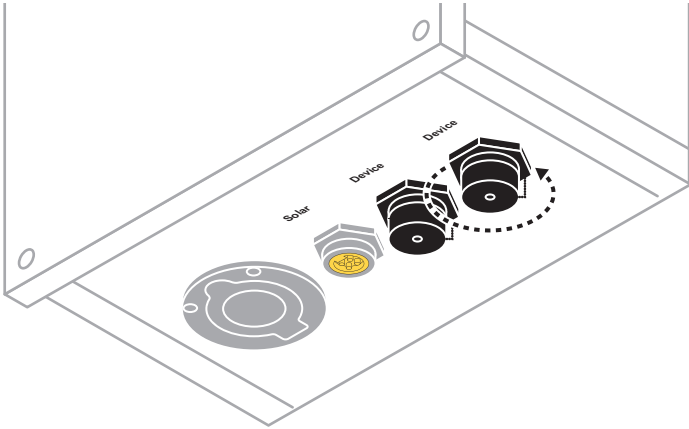
## Control Box

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

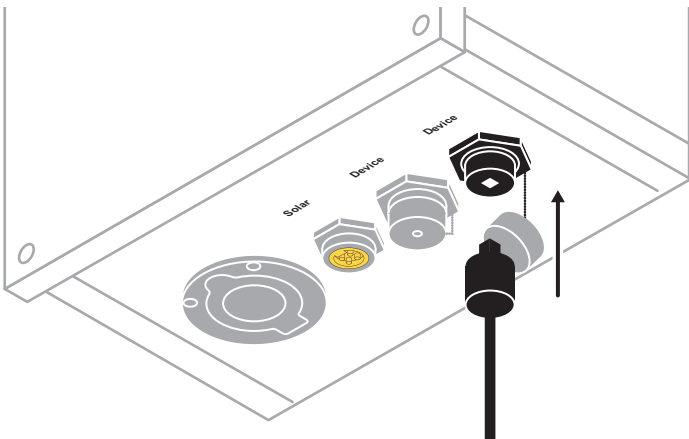


# Connecting

**Step 1** Twist protective cap off either device input on bottom of control box. Cap should hang freely.

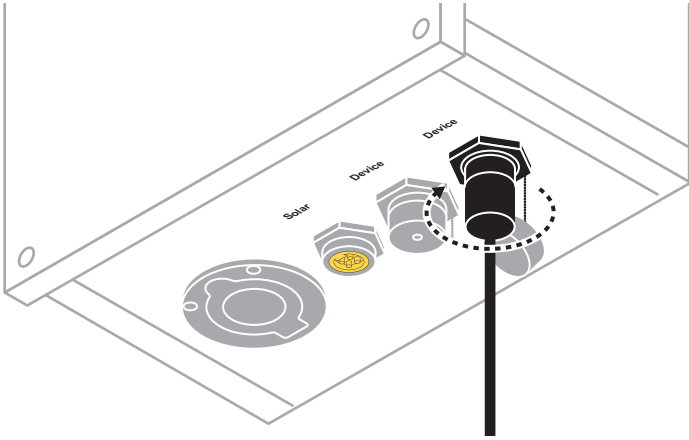


**Step 2** Plug connector coming from camera into input. Connector should snap firmly into place.



## Installation

**Step 3** Hand tighten protective cap on camera connector up into bottom of control box. This will create a watertight seal.

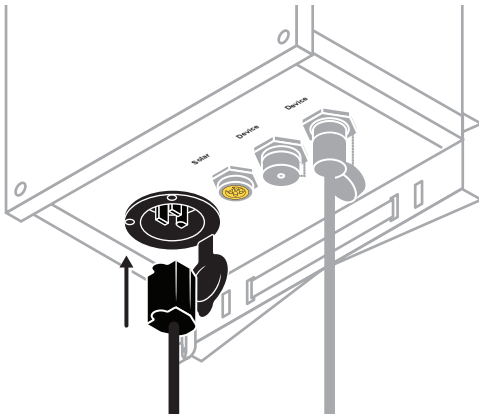


**Warning:** Do not use tools to tighten cap. Cap should be snug, but will not be flush against control box.

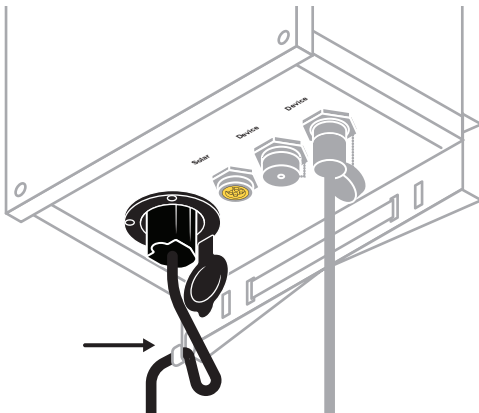
# Powering

## 110V Power

**Step 1** Plug cable end into 110V input on bottom of control box.

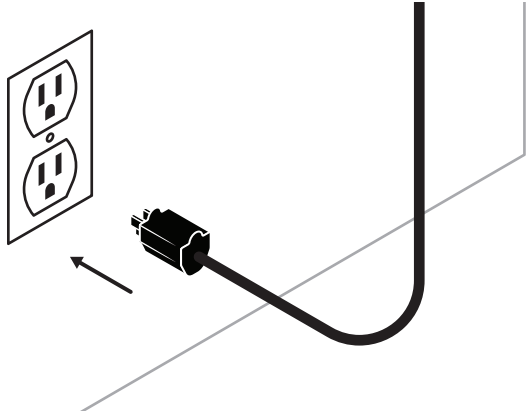


**Step 2** Loop cable onto j-hook to create a drip loop.



## Installation

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



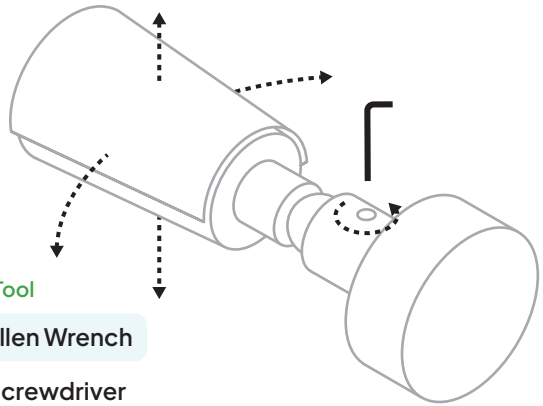
## Solar Power

Proceed to your solar system manual for further instructions.

# Camera Angling

## Fixed Cameras

**Step 1** Fully loosen screw on camera neck using provided tool to adjust camera angle.



| Camera      | Tool              |
|-------------|-------------------|
| 4K IR Fixed | T-25 Allen Wrench |
| 8K IR Fixed | T-30 Screwdriver  |

**Step 2** Fully tighten screw on camera neck using provided tool 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 camera connector is securely fastened into the control box.
2. 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)