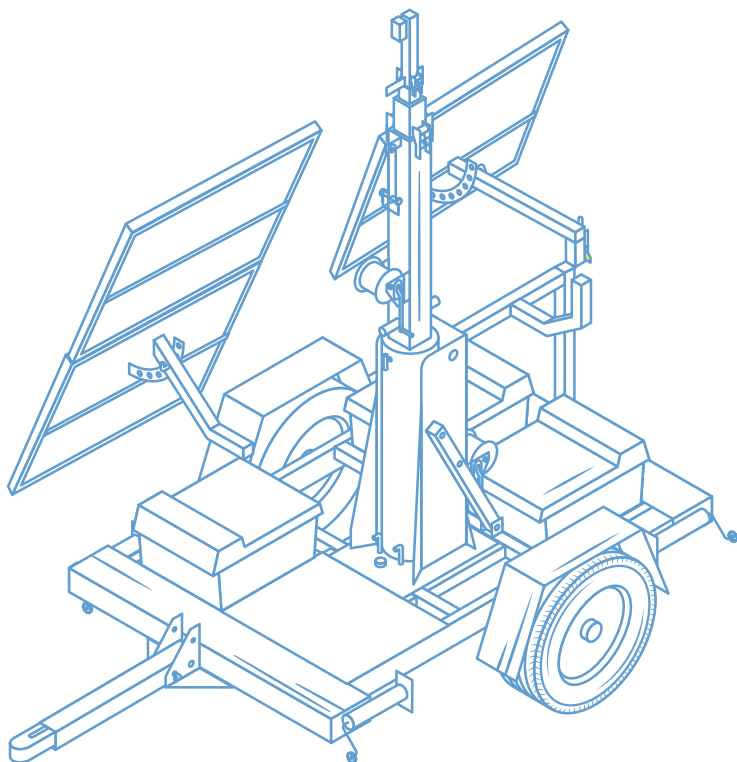


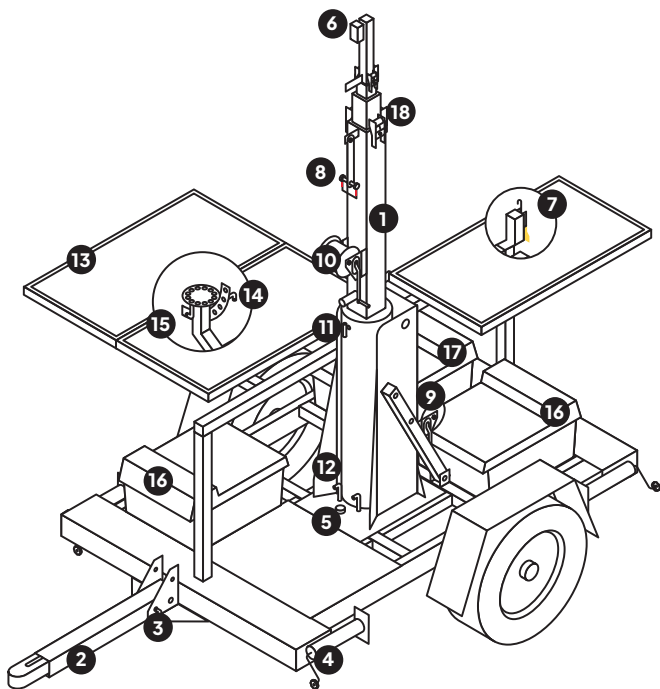
# Mobile Surveillance Trailer

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## Installation Manual *3-5 Panel Model*



# Assembled Unit



- |                        |                                |
|------------------------|--------------------------------|
| 1. Mast                | 10. Mast extending winch       |
| 2. Trailer tongue      | 11. Mast rotation lock bolt    |
| 3. Trailer tongue pin  | 12. Mast locking pins          |
| 4. Jack stands (4)     | 13. Solar panels               |
| 5. Bubble level        | 14. Panel angle adjuster bolt  |
| 6. Trailer power input | 15. Panel swivel lock bolt     |
| 7. Yellow lock handle  | 16. Battery boxes (2)          |
| 8. Red lock pin        | 17. Storage compartment        |
| 9. Mast raising winch  | 18. 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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### Solar Load Cable [1x]

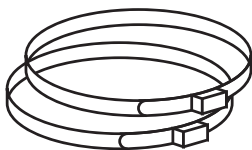
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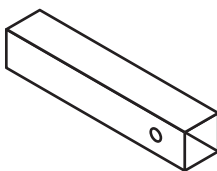
### Mast Mounting Hardware

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#### Steel Straps [2x]



#### Mast Adapter [1x]



# Trailer Positioning

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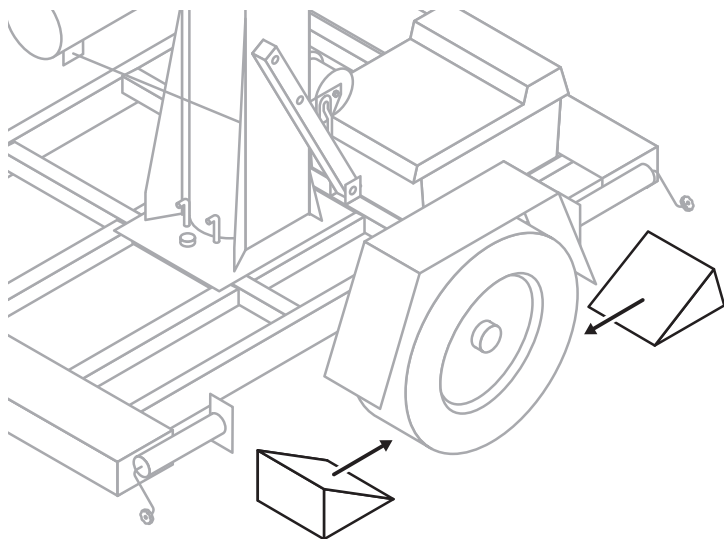
**Place your camera trailer 20–150 feet away.**

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 you've selected (PTZ or fixed-position), the size of your jobsite, and the amount of detail you want to see.

# Stabilizing the Trailer

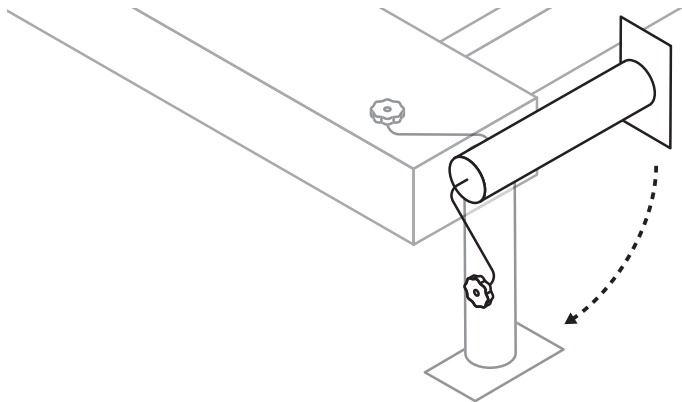
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**Step 1** Chock wheels on both sides of each wheel, then detach from your tow vehicle.

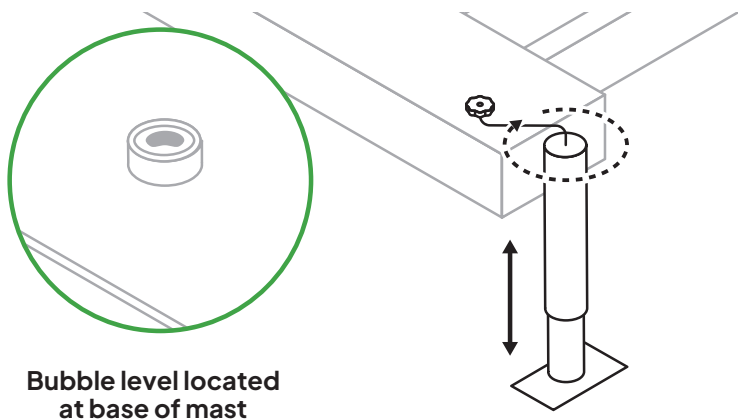


## Getting Started

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

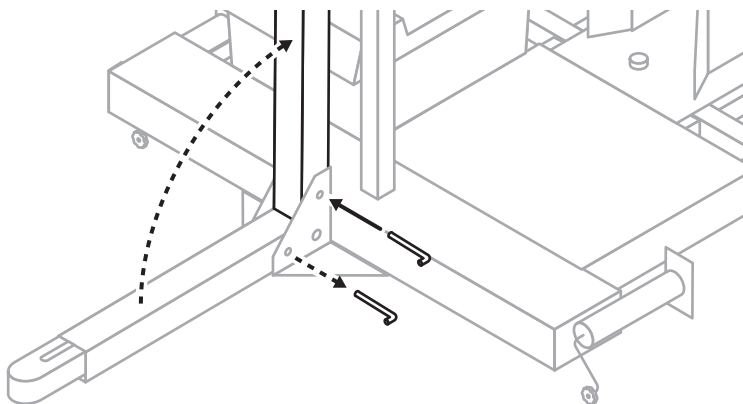


**Step 3** Check that trailer is level using built-in bubble level. Adjust jack stands as needed by turning handle clockwise to lower and counterclockwise to raise.



## Getting Started

**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.



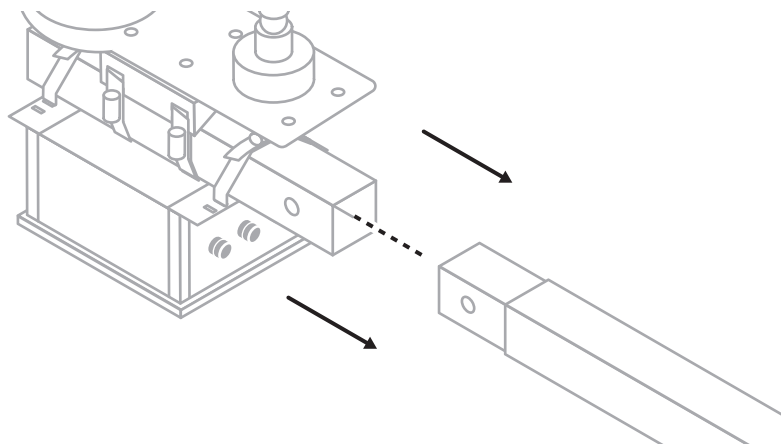
# Camera System

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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.

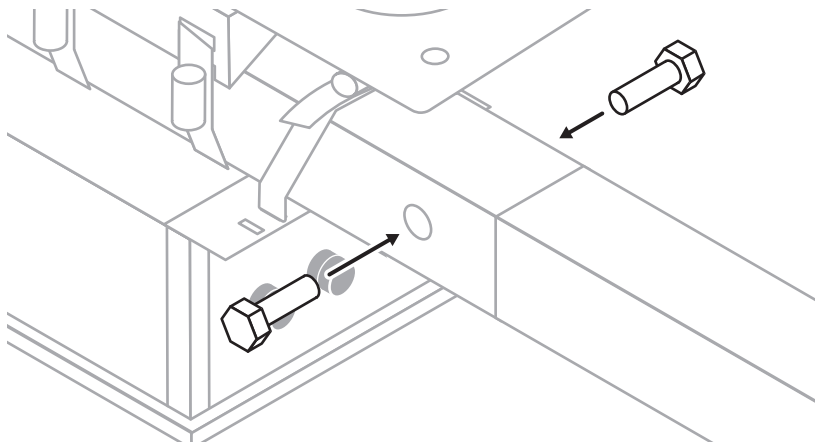
**Step 2**    Slide mast adapter with camera system and control box installed onto trailer mast end.





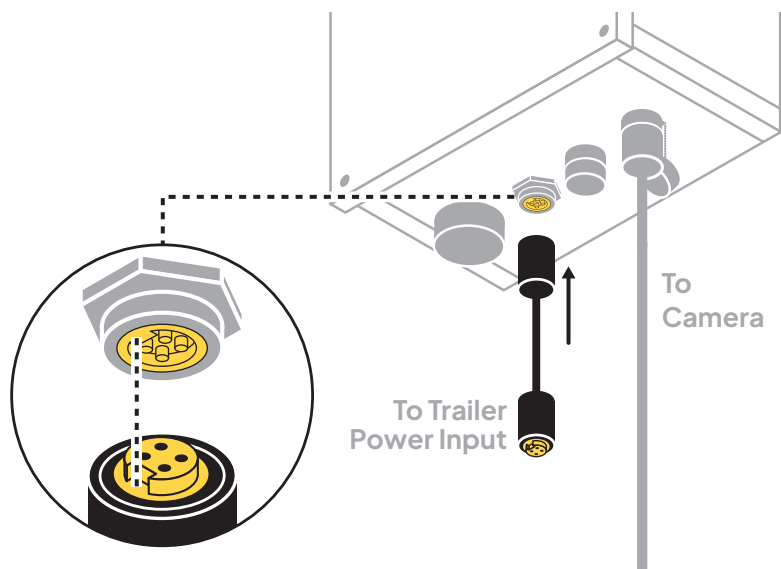
## Camera Installation

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



## Camera Installation

**Step 4** Connect camera system's control box to trailer by aligning notches and plugging one end of solar load connector into control box solar input. Gently hand tighten to screw silver collar into input.



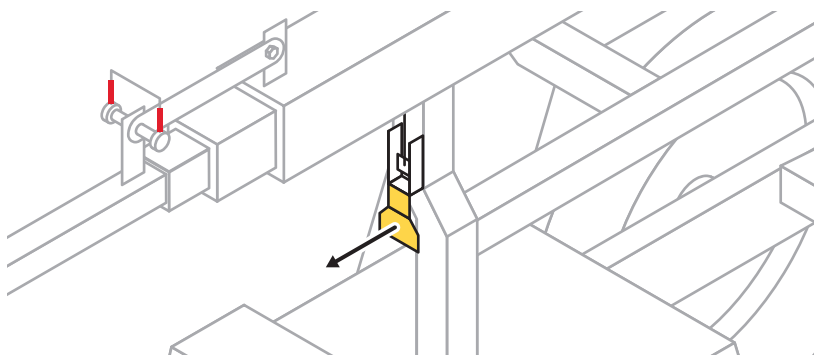
**Warning:** Never use tools to tighten connectors. This may result in over tightening and could break connector.

**Step 5** Repeat step 4 to connect other end of solar load connector into trailer power input located on mast.

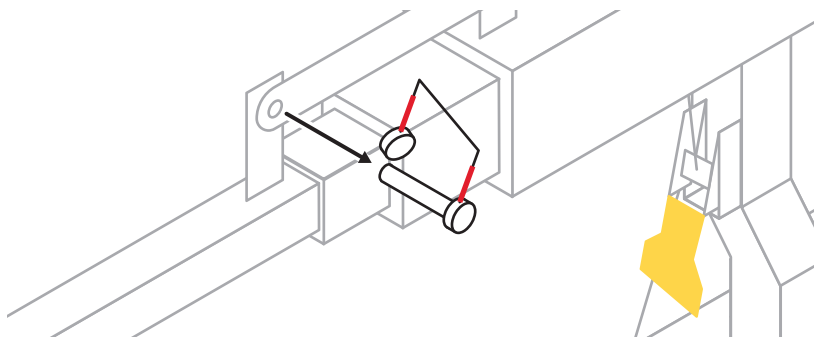
# Raising the Mast

**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.

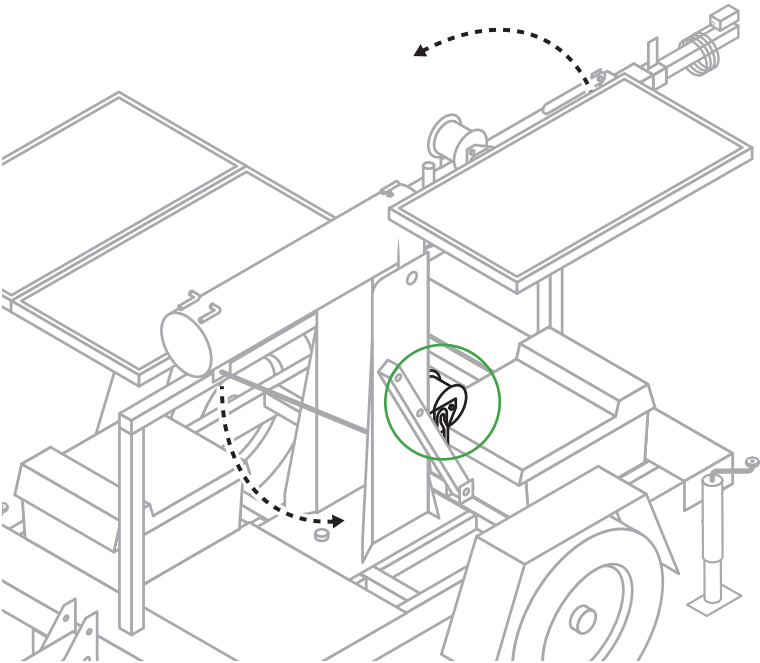


**Step 2** Release red lock pin by unhooking wire and removing pin. Hook wire back onto red lock pin to avoid entanglement while raising mast.

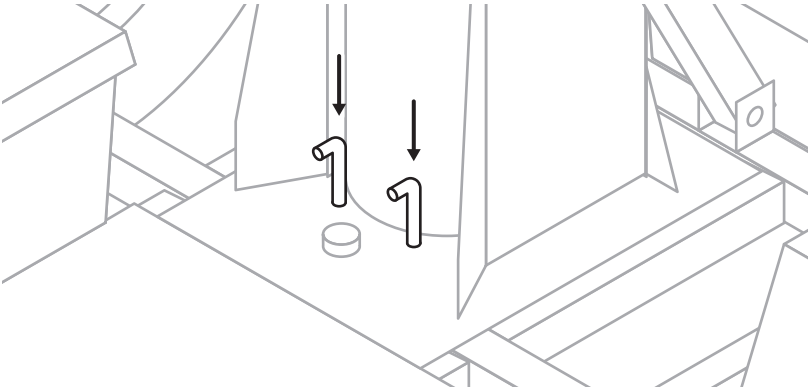


# Trailer Setup

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

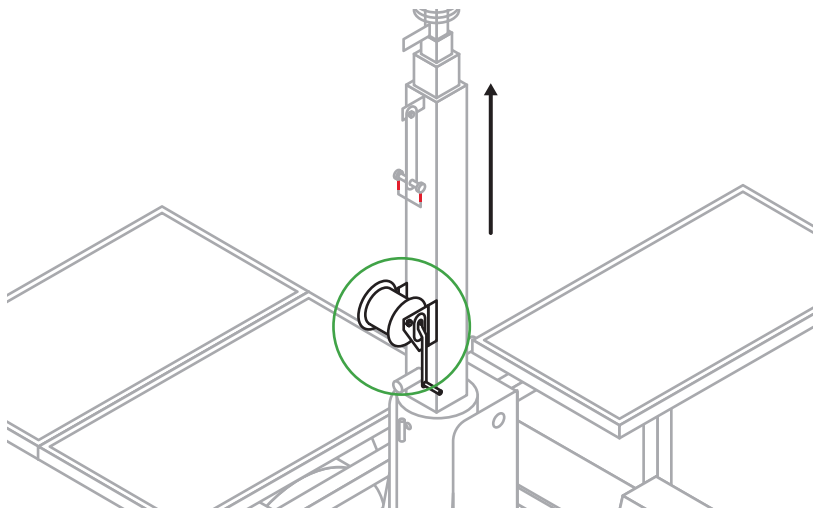


**Step 4**    Secure mast by pushing two locking pins into holes on base of mast. Mast must be fully upright for pin holes to align.

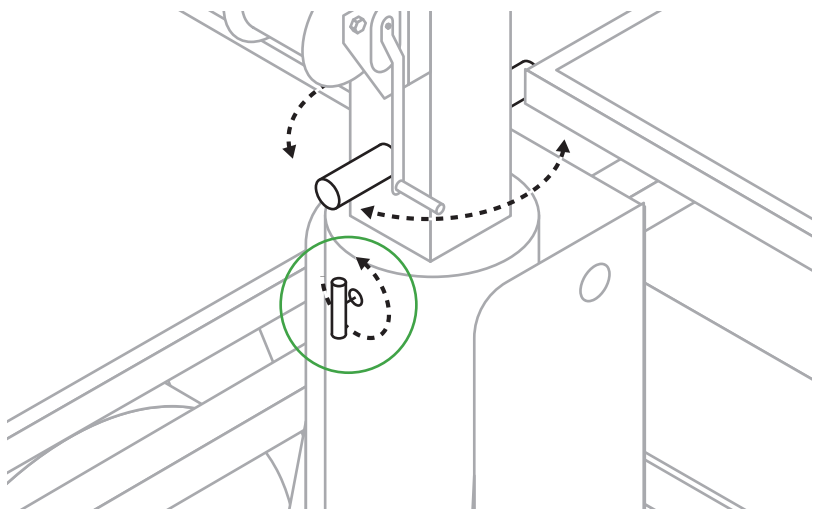


## Trailer Setup

**Step 5** Raise mast until desired height is reached using higher winch. Maximum mast height is 30 feet.



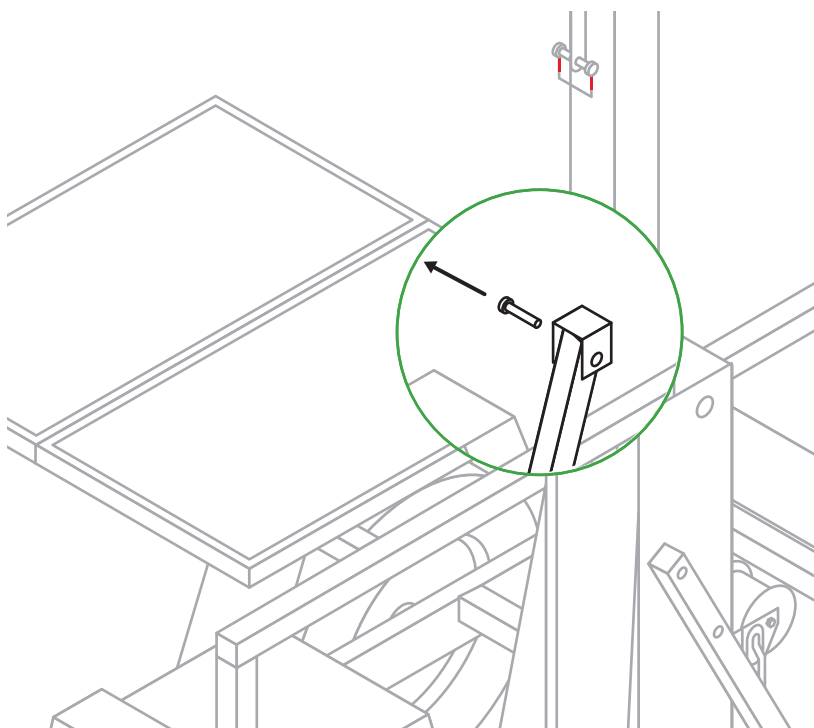
**Step 6** Fully loosen rotation lock bolt and rotate mast to desired position. Once position is achieved, re-tighten locking bolt.



# Solar Panel Positioning

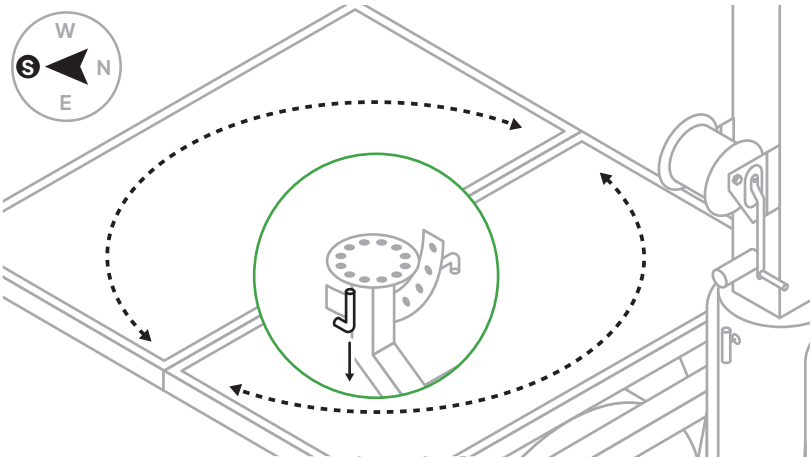
**Warning:** Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge. Failure to observe all following requirements may result in system downtime. Units self-recover automatically once panels receive sufficient sunlight.

**Step 1** Remove pin(s) from travel arm(s) to unlock solar panels.

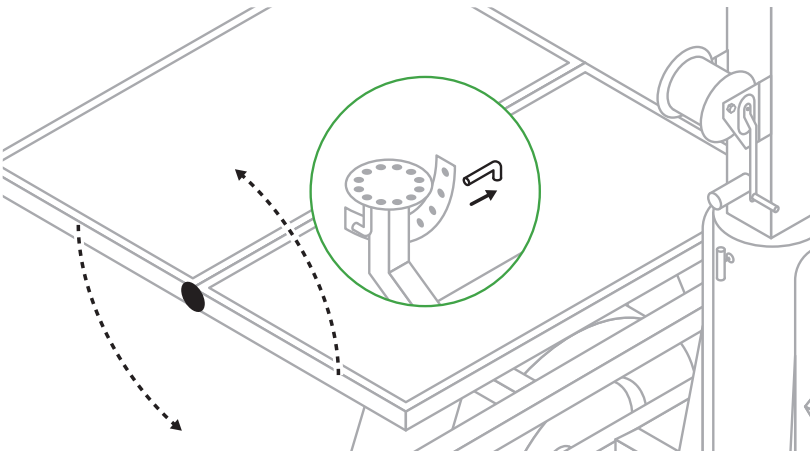


# Trailer Setup

**Step 2** Face panels due south by pulling down on panel swivel lock bolt and turning panels. Replace lock bolt to secure.



**Step 3** 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.



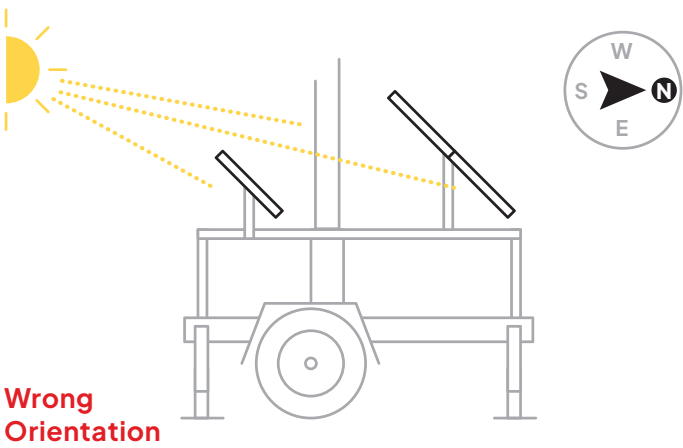
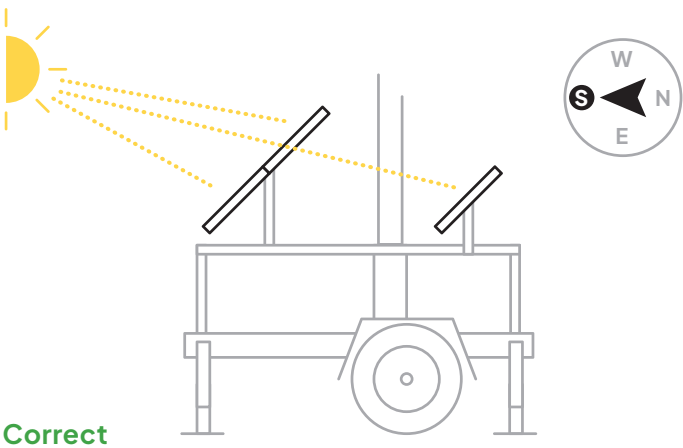
### Panel Angles by State

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



# Trailer Setup

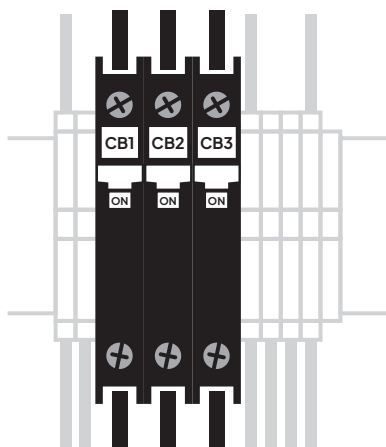
**Step 4** Ensure panels remain unobstructed. Panels must receive direct sunlight throughout the day. Do not let trees, equipment, structures, or anything else block the sun.



# Powering

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**Step 1** Open battery compartment and locate three breaker switches. Flip all three switches up into ON position.




**Step 2** 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.


## Trailer Setup

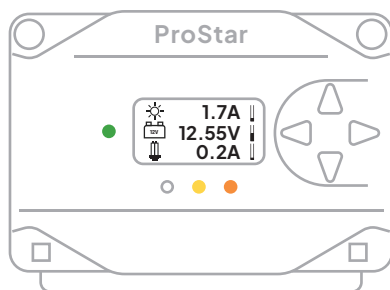
**Step 3** Verify that the following numbers are displayed on the ProStar's digital readout. You may need to cycle left/right using the arrows to get to the pictured screen.

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

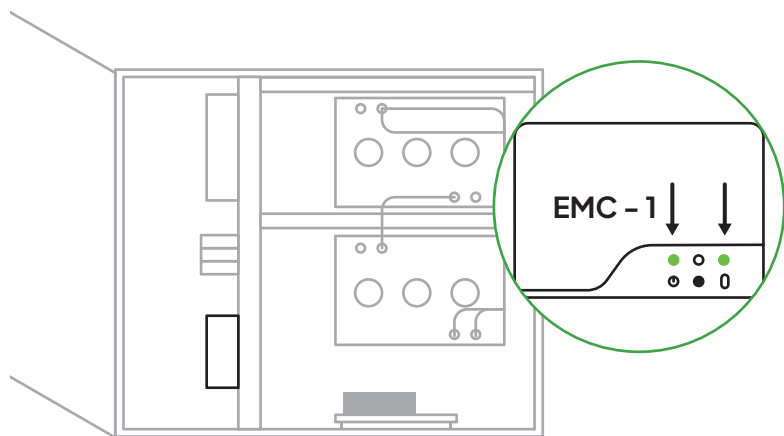
**Solar Amps**   
0.5 - 4+

**Battery**   
12 - 14+

**Load Amps**   
0.3 - 0.7

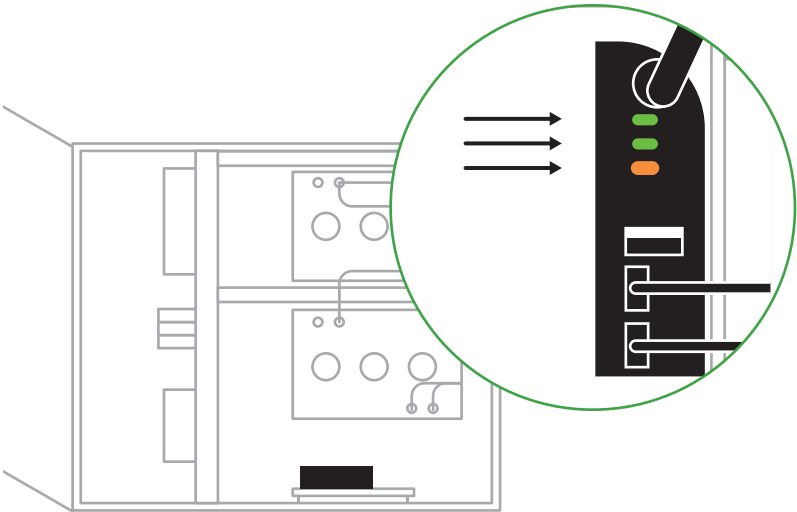


**Step 4** Verify that there are two green LED lights on the EMC-1 unit.



# Trailer Setup

**Step 5** Verify that there are two green LEDs and one amber LED lit on the modem mounted to the side of the battery compartment.



# 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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- ✓ 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 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 the ProStar from its case. There are no user serviceable parts inside the ProStar.

## Camera Not Operating Properly

1. Check that the load breaker is turned on.
2. Check that the camera cable connectors are securely fastened.
3. If the ProStar internal temperature is above 80°C/176°F, the load will be disconnected, and all LEDs will be flashing in sequence.

## Battery Is Not Charging

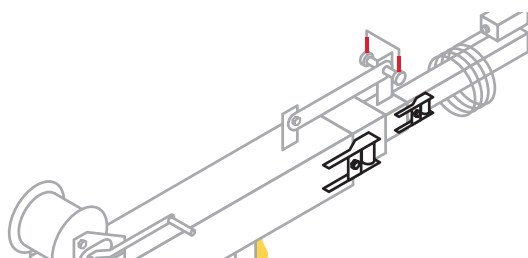
1. Check that all wire connections in the system are correct and tight.

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

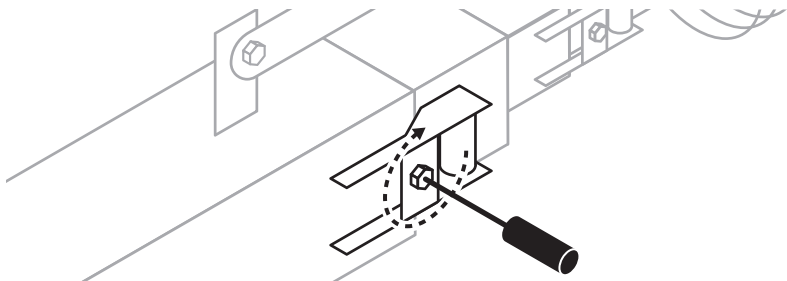
### Mast Stabilization

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