

Admin User Guide



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Admin Introduction

Thank you for choosing TrueLook! This guide is intended to quickly help you understand the most important tools and settings for your new camera.

For a comprehensive guide to all TrueLook's features, visit:
support.truelook.com

For hardware installation help, visit:
www.truelook.com/install

Accessing Admin Features

The username and password provided to you by TrueLook is admin-level access. Do not share this password with anyone else. For usability, some admin features are disabled on phone-sized screens so you will need to use a tablet or computer.

What Can Admins Do?

Some Admin features include:

- Create new time-lapses
- Edit time-lapses
- Edit photo albums
- Save preset views (PTZ cameras only)
- Edit the "Project Info" page
- Edit user accounts
- Set up sharing links (no password required)
- Create email subscriptions for automated project updates
- View and download security recordings

Camera Access

How Do I Access TrueLook?

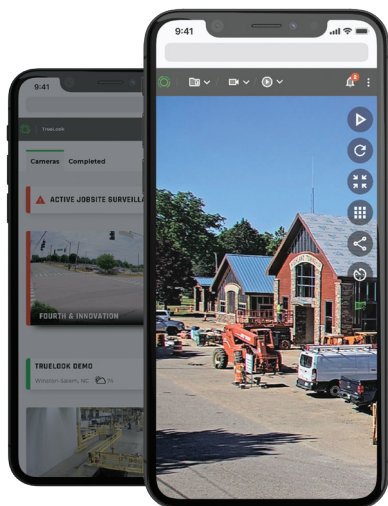
Log in to your camera(s) at app.truelook.cloud

Your login credentials were emailed to you. They can also be found inside the installation manual that shipped with your camera. Contact TrueLook if you need assistance.

Mobile Access

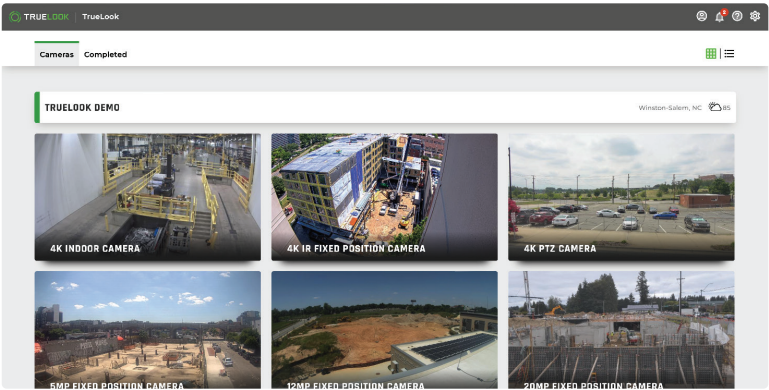
To access your TrueLook dashboard from your mobile device, you can go to app.truelook.cloud, as you would on your computer.

You may also download the TrueLook mobile app in the Google Play or iTunes stores. The app acts exactly the same as the website version, it simply gives you a quicker way to launch your camera interface.



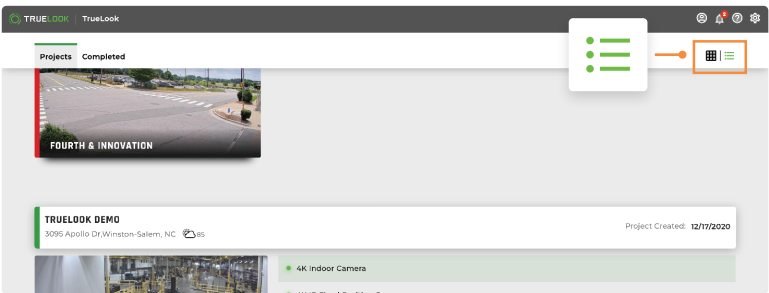
Interface Basics

The Project Dashboard



When you log in to the TrueLook application, you will be greeted by the project dashboard. Your project dashboard shows you all of your active and completed projects and you may click on any camera thumbnail to launch that camera's interface.

You can also swap to the project view by selecting the list icon in the upper right corner. This will provide a list of cameras, rather than thumbnails for each project.



Active Projects are displayed by default. To see Completed Projects, toggle over to the completed tab, next to the cameras tab.

Additionally, you can also see the current weather conditions in your project area from the dashboard view.

RIVERWALK HEIGHTS

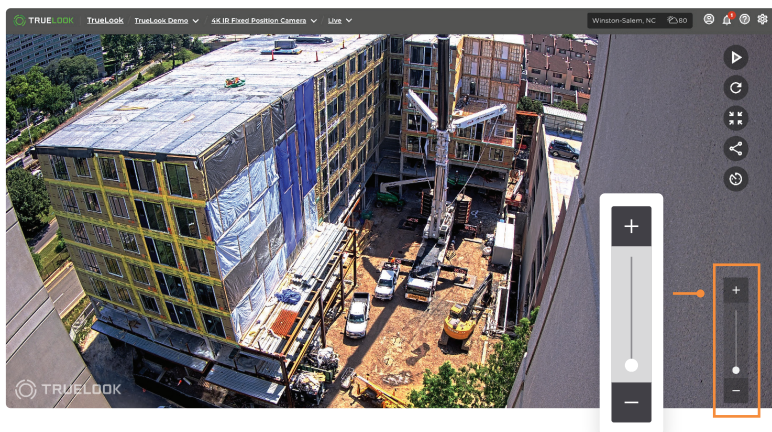
Winston-Salem, NC ☁️ 52

Camera Controls

When it comes to aiming and zooming your camera, TrueLook cameras behave in one of two ways. Fixed cameras do not physically move, while PTZ (pan-tilt-zoom) cameras can be robotically aimed.

Fixed Cameras

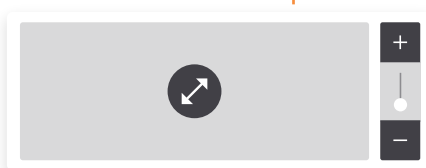
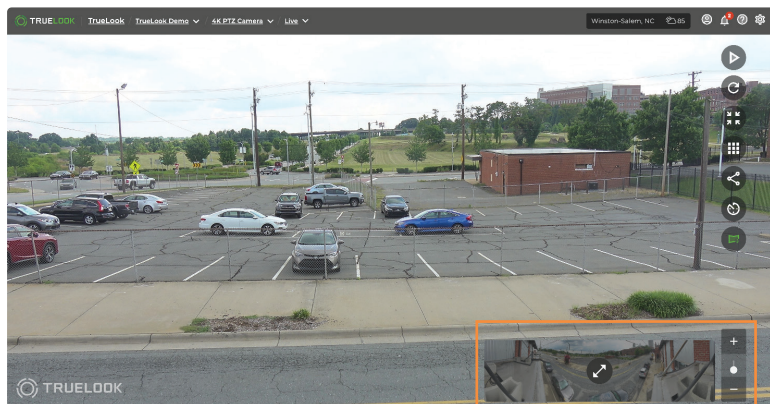
To zoom in or out on a fixed-position camera, use the zoom control in the bottom right of the screen. Your mouse wheel (or pinching for touchscreens) can be used to quickly zoom in and out. Once you have zoomed in, click-and-drag the image to move it around.



PTZ Cameras

The fastest way to control a PTZ camera is to use the Viewfinder at the bottom of the screen. Click and drag to draw a box of the area you would like to view, hit "apply" and the camera will aim and zoom to your selection.

You can also aim the camera by clicking/tapping anywhere on the image. The camera will center itself on what you have clicked. For example, clicking the left side of your image will rotate the camera to the left.

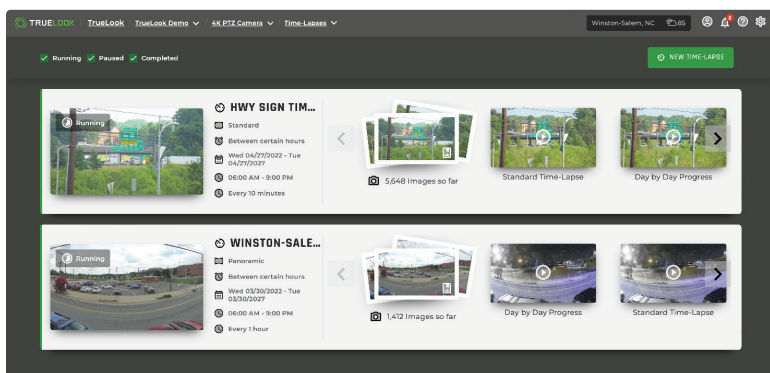


Create, Edit, and View Time-Lapses

Create Custom Time-Lapses

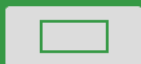
Your TrueLook Camera is delivered to you with a default time-lapse set. Through your dashboard, you can edit this default time-lapse or set up as many custom time-lapses as you would like.

Time lapses are a great way to document progress or showcase your work at the end of a project in marketing materials.



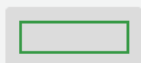
If you have a PTZ camera you will need to choose to create either a standard time-lapse or a panoramic time-lapse. Most customers start with a standard time-lapse.

× CHOOSE A TIME-LAPSE STYLE



Standard Time-Lapse

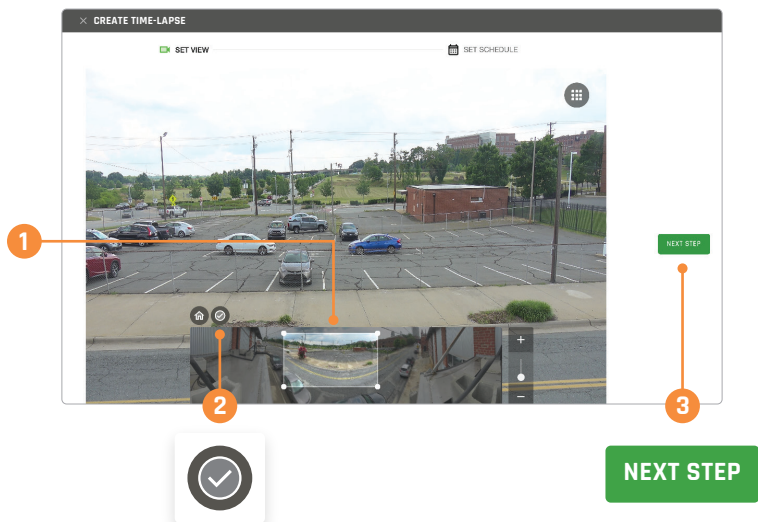
Unlimited



Panoramic Time-Lapse

1 Per Hour

To create a standard time-lapse, first, select the area in the Viewfinder that you would like to be included in your time-lapse. This can be done by dragging and resizing the box, as well as using the zoom feature. Once the area is chosen, select the green check over the Viewfinder, then select the Next Step button.



Then complete the steps and fields required in the form on the next page. These fields are explained below.

Name: This is what you would like to name your time-lapse. Tip: Make it descriptive so that you can find it when looking at your list of time-lapses later.

Take Photos: There are three options provided in the dropdown menu for when the camera should capture images of your project for the time-lapse.

- Between Certain Hours
- Continuously
- Once a day

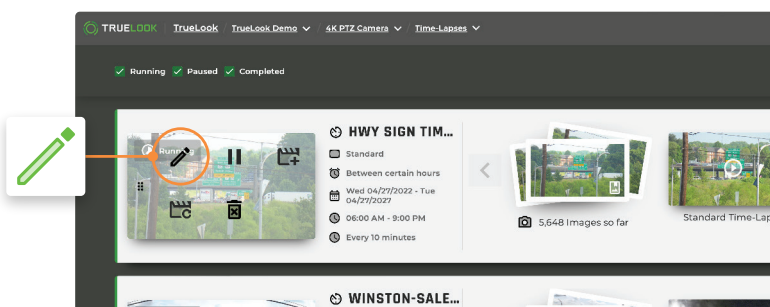
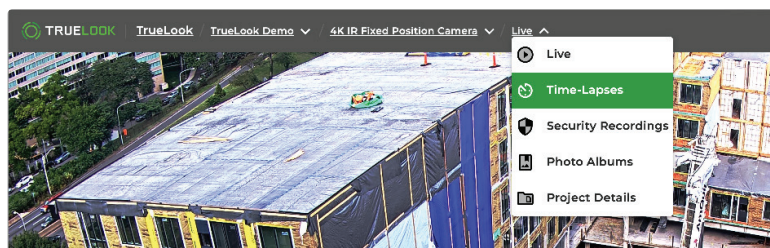
Date Range: This is the start and end day you want to capture images.

Beginning/Ending: When you have selected 'between certain hours,' this is where you set the beginning and ending times. Photos will not be captured outside of these hours.

Take a Picture Everyday: When you have selected 'continuously' or 'once a day,' these are the hours and minutes you want images to be captured.

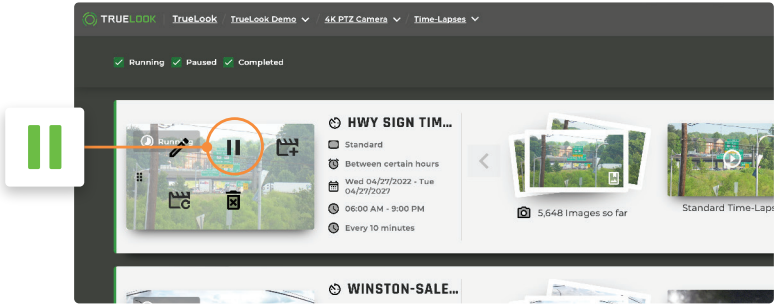
Editing, Pausing Or Removing A Time-Lapse

Time-lapses can be edited after they have started capturing images. To do this, navigate to 'Time-Lapse' in the feature drop down in the breadcrumb menu and find your desired time-lapse. Hover over the thumbnail and a menu bar with six dots will appear on the right side. Click on the dots to expand the options and then click on the pencil icon to Edit.



From here, you can change the time-lapse name, when photos are captured or how often, and the start and end dates of the time-lapse. However, the end or start date cannot be moved to a past date.

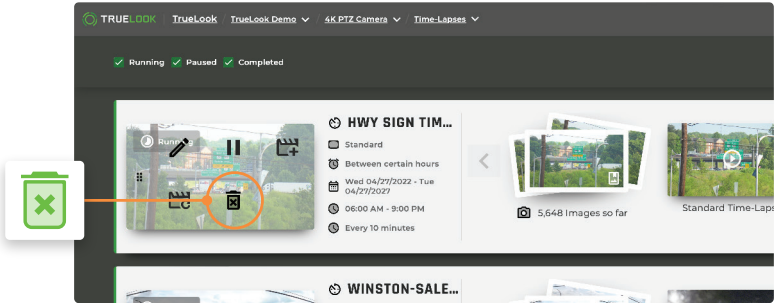
Pausing Time-Lapses



Time-lapses can also be paused from this menu. Pausing a time-lapse temporarily halts the collection of images. To pause a time-lapse, select Pause from the menu. To resume the time-lapse, just repeat the process and click on Resume from the same menu.

Removing Time Lapses

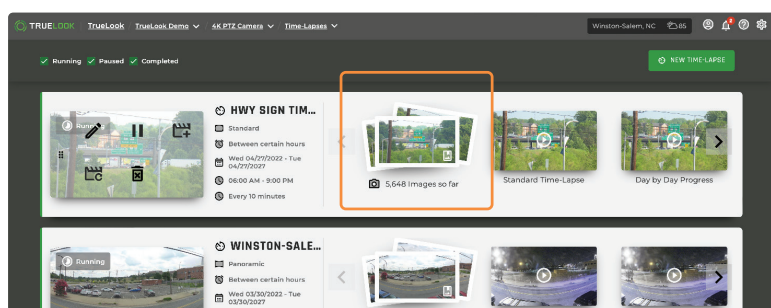
Time lapses can be removed. This will remove from the system all images and any configured time-lapse movies that have been created. To remove a time-lapse, click Delete from the same menu. You will be prompted to confirm your selection.



Viewing Time-Lapse Images

All of the time-lapses created will appear on the Time Lapse page. You can filter by running, completing, or pausing time-lapses using the filters at the top of the page. By default, all time-lapses appear.

To view any of the time-lapse images, click on the stack of images located at the front of the carousel. To view actual time-lapse movies, scroll through the carousel and select the movie you want to view.



Customizing Camera Presets

For PTZ Cameras

On PTZ cameras, there is a Preset View button.



This can be used to quickly move the camera to locations you want to see repeatedly.

To use this feature, first, make sure you are not in Live View. New presets cannot be created during Live View.

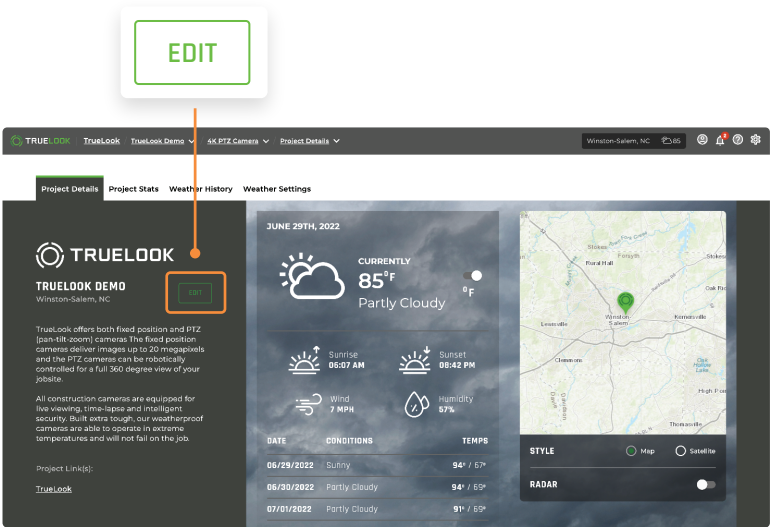
Next, point the camera using the Viewfinder to the spot you'd like to add. When you open the Preset View menu, the current view will appear at the top and you will have the option to save it as preset. Pressing this button will remember this camera position and take you to a screen where you can give this preset a name.



Optionally, you can set this view as the Home Position for the Viewfinder. Only one Home Position can be set per camera. Home is where the camera will be positioned by default when you enter Live View and where it will move when you click on the Home icon from the Viewfinder.

Project Info

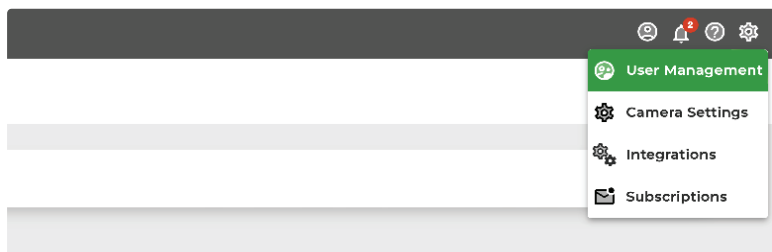
The Project Info page displays information about your project, as well as current and future weather conditions. This page can be edited by admins from the Edit button next to the project name.



Admin Settings

Manage Users

The TrueLook application allows the Customer Admins to manage their user accounts. This can be accessed by selecting User Management under Settings (the gear icon), located in the top right of the navigation bar.



By navigating to the User Management page, Admins can perform the following:

- Add Users.
- Edit User Accounts.
- Delete Users.
- Reset Passwords for User Accounts.

There are three primary user roles to select from when adding new users. Each role has a different level of permissions listed below:

Customer Admin

Total access to all features, cameras, and projects. Customer Admin inherits permissions for any newly added projects.

Project Admin

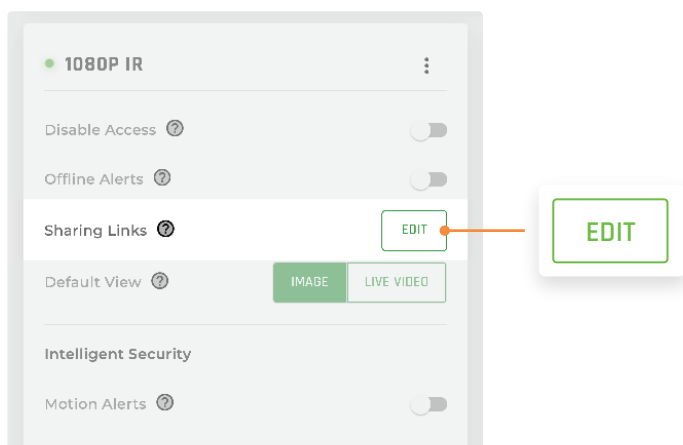
Project Admins have all the same permissions that a Customer Admin has but are limited to the Project or Projects they are administrating.

Custom User

Custom users have limited access (defined by permissions) to specific projects. There are some admin-level features they will never have access to and can't be granted to the Custom User role. **Note:** If Admins want to share a camera without creating a new user, they can create a Sharing Link that will allow a user to view the camera without login credentials.

Sharing Links

If Admins want to share a camera without creating a new user, they can create a Sharing Link that will allow anyone with the link to view the camera without login credentials. This is useful for emailing a link to a large team or sharing your camera with the public. To do this, the Admin must navigate to Camera Settings, find the desired camera, and go to Sharing Links > Edit > + New Sharing Link.



The Admin can also choose what content the user has access to view through the sharing link: Images Only or Images + Video. They can also choose if the user can see the Project Info Page, Time-Lapses, or Photo Albums.

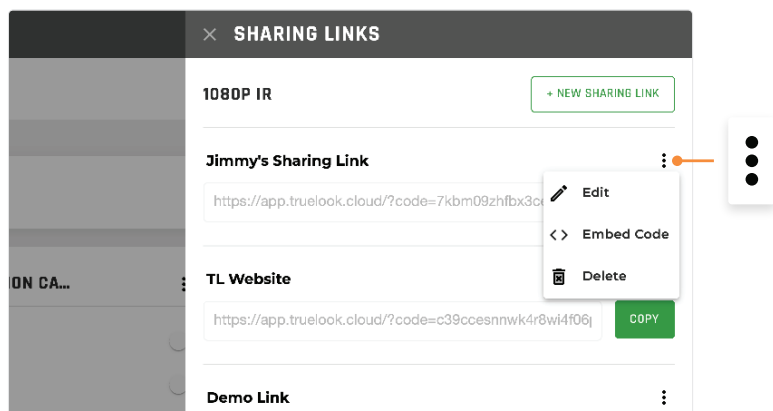
TrueLook also lets you delete a link if you wish to revoke access in the future. Just be careful when deleting links as this will affect anywhere else you have used the link (such as embedding the camera). You can generate and delete direct links as many times as you like.

Embed Your Webcam

You can embed the camera interface onto your own website to share its view with your visitors. The interface can be embedded just about anywhere and at any size on your website.

This feature works through Sharing Links. If you do not have a Sharing Link created yet, navigate to Camera Settings, find the desired camera, and go to Sharing Links > Edit > + New Sharing Link.

Once a Sharing Link has been created, click on the ellipsis menu to the right of the Sharing Link and click on Embed Code.



Copy the HTML code and give this to your web developer to add to your website. The code will work as long as the Sharing Link is active. Deleting the Sharing Link will deactivate the functionality and your embed code will no longer work.

Email Subscriptions

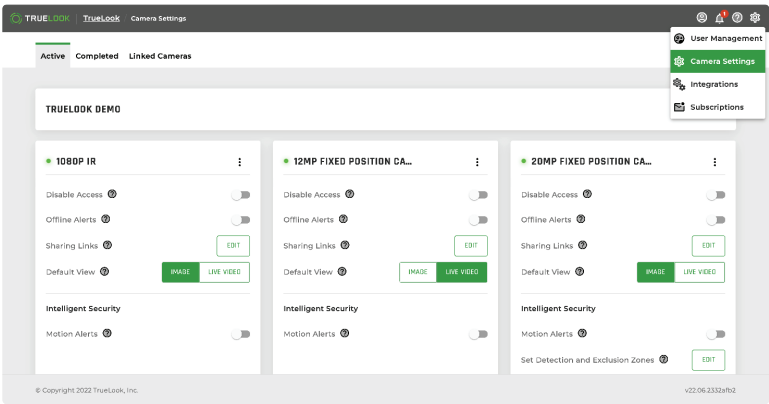
TrueLook can send automated emails with images from your camera, giving you progress updates on your project. From the Admin Settings menu (gear icon in the upper right corner), select Subscriptions.

You can add subscriptions for as many email addresses as you wish. Select any of your active time-lapses, customize the frequency of your emails, and select a delivery time. The emails can be unsubscribed at any time.

This feature is identical to the Email Subscriptions found in an individual's user account, except that admins can create alerts for any email address. The individual user can only manage their own subscription.

Camera Settings

The camera settings page allows administrators to configure different settings for each camera they have access to.



Disable Access

Administrators can disable all access to a camera should the need arise without affecting other projects or cameras. If Disable Access is toggled on, only Admins will be able to access the camera from the dashboard. In this state, the camera will still capture Time Lapse images if configured as well as Security Recordings but no users will be able to view the camera or any saved images from the camera.

Offline Alerts

A camera can go offline for several reasons, but Administrators need to know when the camera is offline and this is unplanned. Offline Alerts will send emails to administrators to let you know when the camera is offline and no longer capturing images so you can investigate the issue or call TrueLook Support.

Default View

When you click on Live View, we have the option of showing you the most recent image captured on the camera or going directly to the Live View of your site. This toggle allows you to decide which view is shown by default.

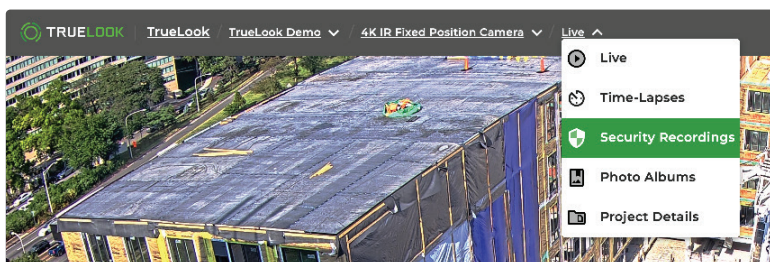
Security Recordings

Every TrueLook camera records 24/7 and recordings are stored in 10-minute intervals.

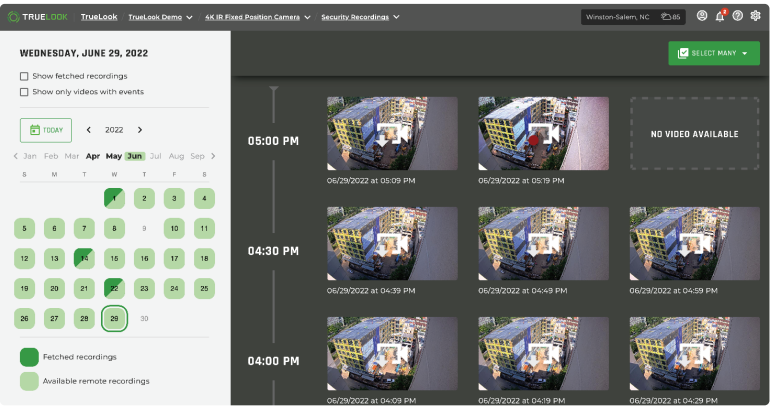
The video captured remains on the camera for approximately 30 days. At that time, the oldest footage is overwritten with newer footage. The Security Recordings page is where you can download, or “Fetch,” video footage from the camera to your database and view that footage. TrueLook never deletes Fetched footage from our servers. Fetched footage will be available to users indefinitely, or until it is deleted by the user.

Fetch Security Recordings

Once you have selected a camera to view, you can then select the **Security Recordings** page.



This will take you to the **Security Recordings** page.

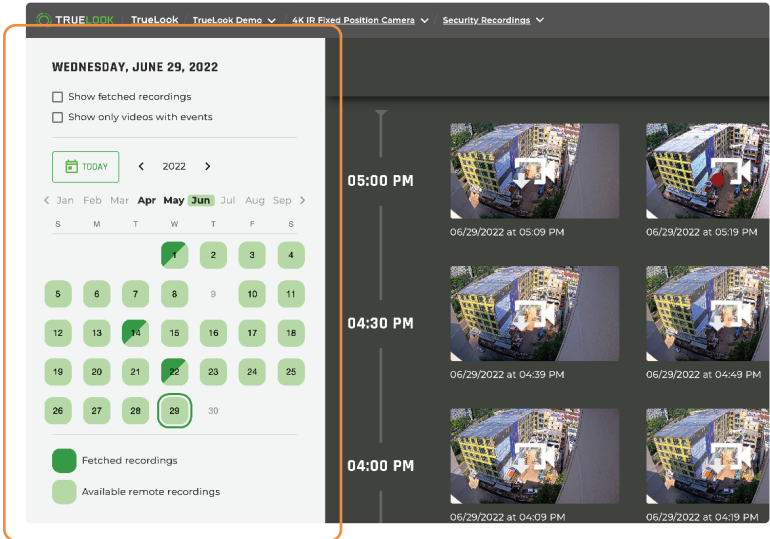


From this page, you can see all of the available recordings for this camera whether you have already Fetched them or they are still in the camera's memory.

On the right side of the page, the Security Recordings are shown in chronological order for the particular day you are on. If it is the current day, you will always see the most current recording at the top and you can scroll down to see the rest of the day. On past days you will see Midnight to Midnight on that particular day.

Security Recordings Calendar

On the left side of the page is the Security Recordings Calendar. This shows you what types of recordings are available for any particular day.



The Security Recordings Calendar shows a light green and a dark green color on the dates. The light green days are days that have recordings still in the camera memory. The dark green days are days that have Fetched recordings.

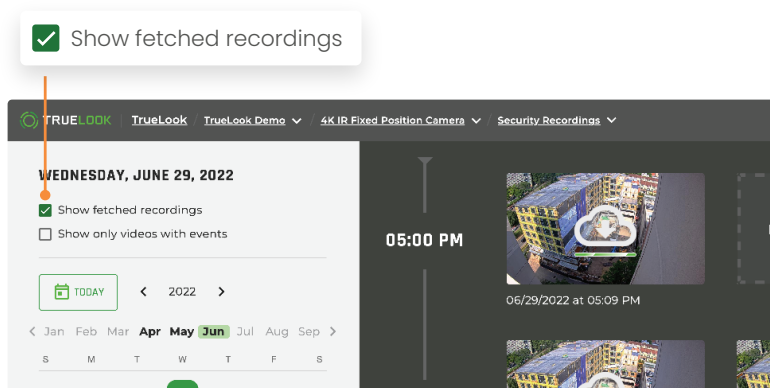
The days that are indicated with all light green are days that have ONLY recordings still in the camera's memory and the days that are indicated with all dark green are days that have had all recordings downloaded (Fetched) from the camera. The days that have both light green and dark green are days that have Fetched Recordings as well as recordings still in-camera memory ready to be Fetched.

Security Recordings Filters

At the top of the calendar are two filters that can be applied to the page. By default, both filters are unchecked.

Show Fetched Recordings

By checking the "Show Fetched recordings" filter, the Security Recordings Page will show you only the Fetched Recordings.



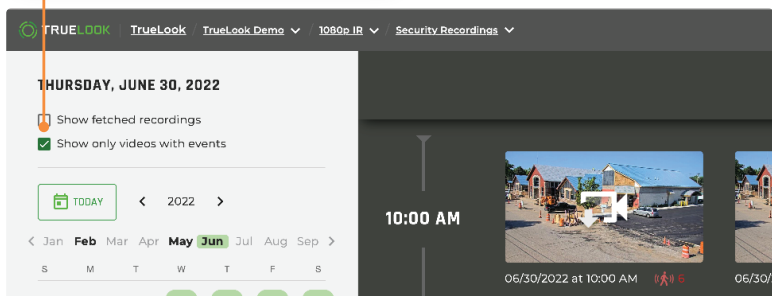
Fetched recordings are the 10-minute-long videos that have already been downloaded from the camera to your TrueLook account. Usually, we would recommend leaving footage on the camera unless you have a need to see some event. Fetched footage is never deleted from our servers.

Note: the calendar is also updated and only shows days with Fetched recordings.

Show only videos with events

By checking the "Show only videos with events" filter, the Security Recordings Page will show you only the videos (Fetched or still in the camera's memory) that have had a motion event.

☒ Show only videos with events



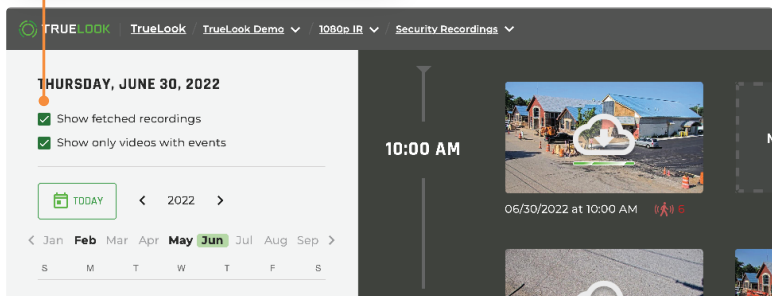
From here, you can select the recordings you would like to Fetch (see Fetching Security Recordings).

Note: the calendar is also updated and only shows days with motion alerts (either Fetched recordings or recordings still in the camera's memory).

Checking both filters

If you check both filters you will be presented with only Fetched videos that have Motion Alerts.

☒ Show fetched recordings
☒ Show only videos with events



Motion Alerts

All TrueLook cameras record security video footage 24/7 and they also detect when motion is captured by the camera. Motion Alerts allow administrators to configure notifications via email, MMS, or both to be sent to anyone who needs to know about jobsite activity.

Most typically, this is to alert you to activity that is not supposed to be happening like someone on the jobsite at night when nobody is working. Think of this as a security notification directly to you.

When enabled, an Edit button appears. Clicking on Edit opens the Motion Alert configuration window where you can configure your alert preferences.

Choose the preferred alert method; **Email, MMS, or both.**

Frequency: This determines how frequently you will receive alerts. If you set the frequency to every 30 minutes then after the first alert is sent to you, another alert will not be sent for any activity until 30 minutes have passed. We recommend keeping this frequency-time low to start with and adjust as needed.

Weekday Schedule and Weekend Schedule: This allows you to set what hours the motion alerts will start sending you notifications if motion is recorded. Continuously will work 24/7 but you might want to set notifications between certain hours if your jobsite will have legitimate activity during the day. A sample schedule could be Weekdays - Between the hours of 5PM (when everyone goes home for the day) and 7AM (when everyone starts showing up to work again).

Final Notes

Be Mindful

The Admin Features offer great control over your camera's configurations. Be careful with settings that you are unfamiliar with, and do not grant admin-level access to other users unless you are SURE they should have control of your settings!

We're Here To Help

If there's anything you need, don't hesitate to ask. We will gladly set up any user settings, time-lapses, or other functionality for you - just let us know what you want!

Contact Information

Phone: **833.878.3566 Ext. 2** (M-F, 9AM-5PM)

Email: **support@truelook.com** (24/7)



truelook



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