

# 1080p / 1080p IR / 4K / 4K IR PTZ Camera

Installation Manual



# 24/7 Support

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Your purchase of this TrueLook system includes customer and technical support. If you have any questions regarding the use or configuration of this equipment and software, please don't hesitate to contact us.

**Phone** 833.878.3566

**Email** [support@truelook.com](mailto:support@truelook.com)

**Office** 575 4th Street E, Winston Salem, NC 27101

## Online Resources

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Use this QR code or visit [truelook.com/install](https://truelook.com/install) to access:

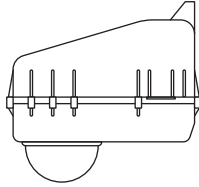
- 1 An admin guide to walk you through creating your time-lapses and other administrative settings.
- 2 Video demonstrations of installation procedures.
- 3 A digital PDF of this install guide.
- 4 Download links for the TrueLook mobile app.
- 5 Other helpful resources.



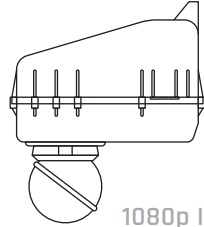
For Terms & Conditions as well as Warranty information, visit [truelook.com/terms-conditions](https://truelook.com/terms-conditions).

# Hardware Packing List

## Camera System and Enclosure

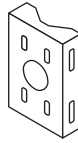


1080p & 4K Models

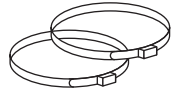


1080p IR & 4K IR Models

## Pole Mounting Bracket and Steel Straps



x1



x2

## Mounting Hardware

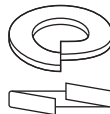
Assorted hardware for securing your camera.



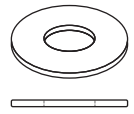
Bolts



Screws



Lock Washers



Flat Washers

Solar units will also include panel(s), battery, and battery housing. These are shipped separately.

# Preparing for Installation

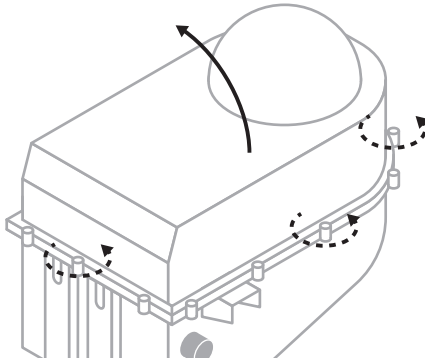
## 1080p PTZ

### STEP 01

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Unscrew 3 screws using a drill, then open enclosure.

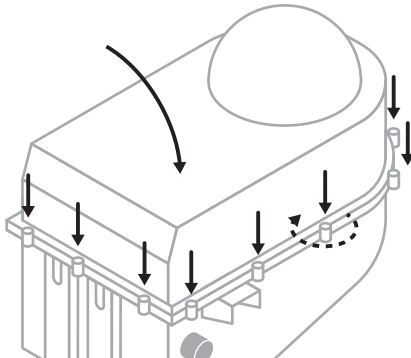
Remove bubble wrap, protective plastic dome, and tape from camera.



### STEP 02

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Close enclosure and tighten all screws (11) using a drill.

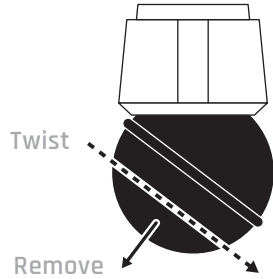


# Preparing for Installation

## 1080p IR PTZ

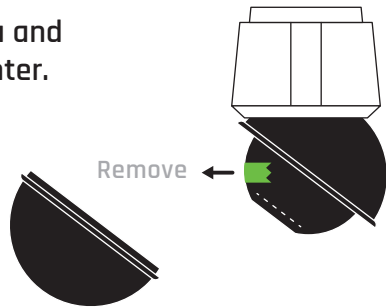
### STEP 01

Remove plastic dome that covers camera by twisting dome to unalign notches and pulling off.



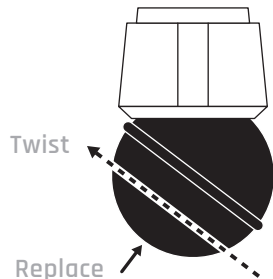
### STEP 02

Remove tape from camera and rotate camera to sit in center.



### STEP 03

Reattach plastic dome by pushing dome back on and twisting to align notches.



# Powering the Camera System to Verify Operation

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Before getting started, power your system to verify proper operation before installation. It is easier to troubleshoot an issue before it's installed in its final location.

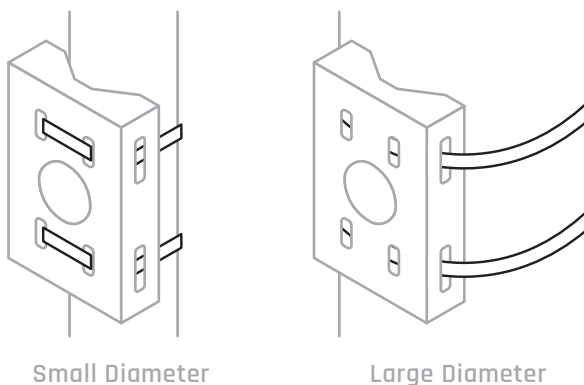
You may log in to your camera at [app.truelook.cloud](https://app.truelook.cloud) using your unique username and password located on the back cover of this guide.

# Pole Mounting

### STEP 01

**Feed straps through mounting bracket.**

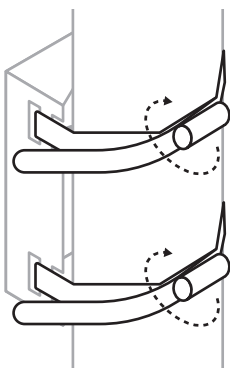
Cameras include pole brackets with two strap options based on the pole diameter (see diagram).



Small Diameter

Large Diameter

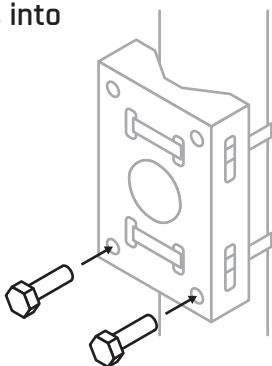
With your bracket aimed toward the center of your jobsite, tighten the straps securely using drill with size 5/16 Hex driver bit (not included).



# Pole Mounting

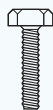
### STEP 02

Place two lower bolts into mounting bracket.



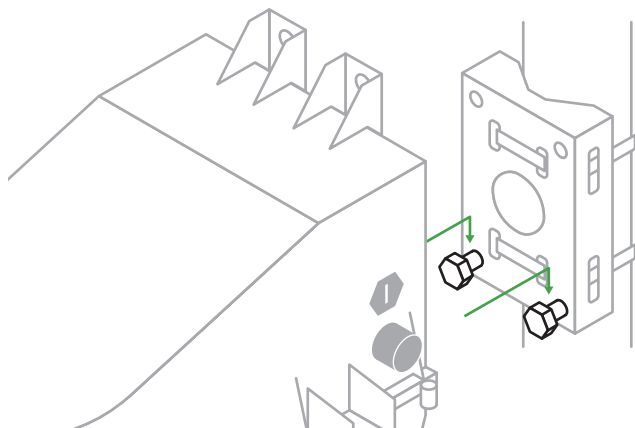
Hardware  
Needed

x2



### STEP 03

Slide the enclosure's lower keyhole slots onto two bolts (green arrow).

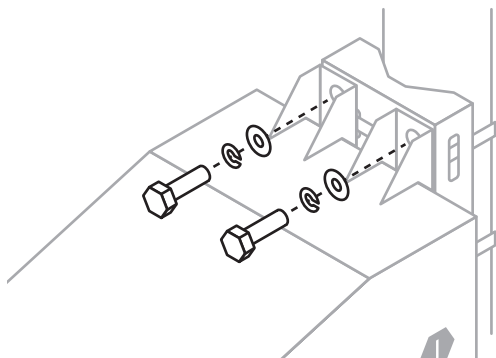




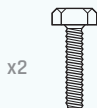
# Pole Mounting

### STEP 04

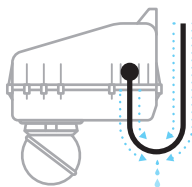
Install upper bolts to fully secure enclosure to mounting bracket.



#### Hardware Needed



Create a drip loop to avoid gravity-driven moisture entering enclosure



**SOLAR MODULE USERS:** AT THIS POINT, PLEASE PROCEED TO THE "SOLAR MODULES INSTALLATION MANUAL" AND FOLLOW THE INSTRUCTIONS THROUGH THE END OF THE GUIDE.

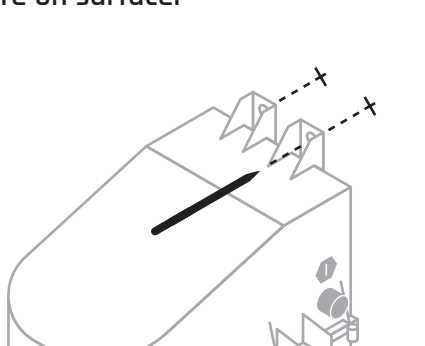
### STEP 05

Remove protective covering from camera lens and supply power. Your camera will be online and ready to use within 5 minutes.

# Wall Mounting

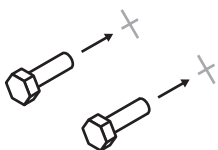
### STEP 01

Hold camera up to about five inches lower than desired place on wall and mark the upper screw holes of enclosure on surface.



### STEP 02

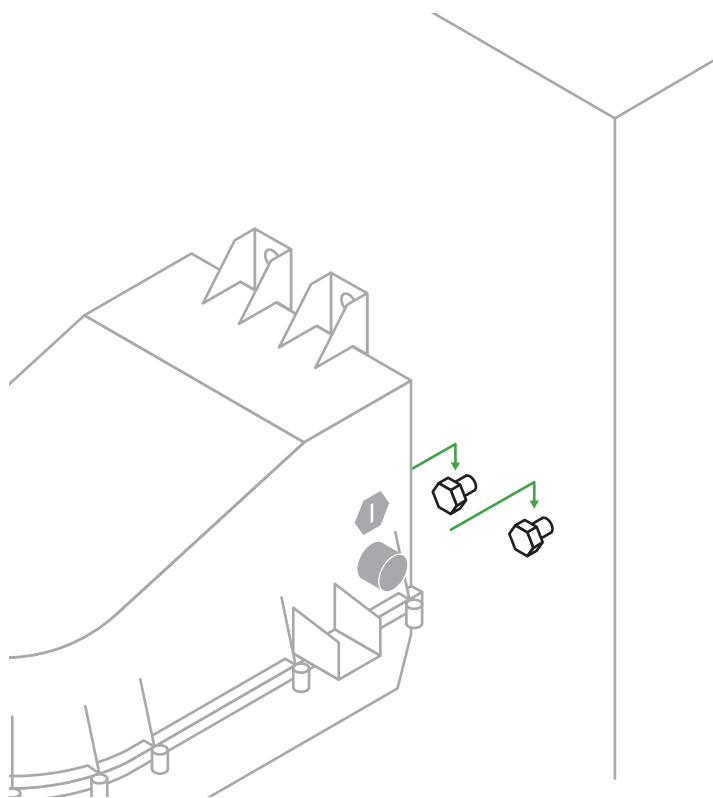
Place bolts (not included) into marked locations.



# Wall Mounting

### STEP 03

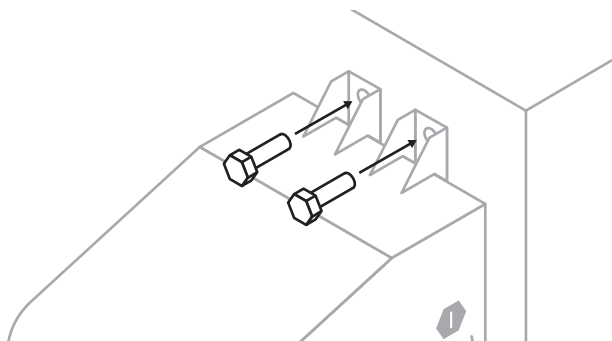
Slide the enclosure's lower keyhole slots onto two bolts (green arrow).



# Wall Mounting

### STEP 04

Using hardware appropriate for your mounting surface, install upper bolts to fully secure enclosure to wall.



Create a drip loop to avoid gravity-driven moisture entering enclosure



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### STEP 05

Remove protective covering from camera lens and supply power. Your camera will be online and ready to use within 5 minutes.

# One Last Step!

Did you know that our support team offers a free installation review?

Once you're done, simply snap a few pictures and email them to [support@truelook.com](mailto:support@truelook.com). If we notice anything that we can help with, we'll reach out. This will also help our support team quickly view your setup if you run into equipment issues at any point in the future.

## THE EMAIL

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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 (such as solar panels)
  - b) Close-ups of mounting
  - c) Close-ups of connections
  - d) Inside control box, if applicable (this is especially helpful for solar panels, solar skids, and mobile trailers)

# Photograph Examples



# Notes

# Your Unique Login



23019-1403