

# 12MP / 20MP Fixed-Position 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

**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:

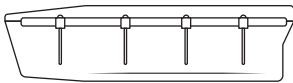
- 1 An admin guide to walk you through creating your time-lapses and other administrative settings.
- 2 Video demonstrations of installation procedures.
- 3 A digital PDF of this install guide.
- 4 Download links for the TrueLook mobile app.
- 5 Other helpful resources.



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

# Hardware Packing List

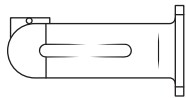
## Camera System and Enclosure



Camera

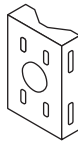


Hinge

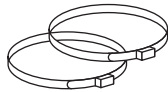


Mounting Arm

## Pole Mounting Bracket and Steel Straps



x1



x2

## Mounting Hardware

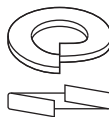
Assorted hardware for securing your camera.



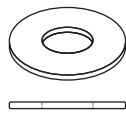
Bolts



Screws



Lock Washers



Flat Washers

Solar units will also include panels, battery, and battery housing. These are shipped separately.

# 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.

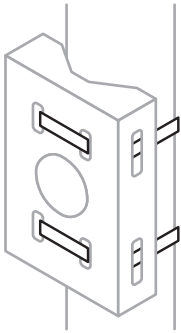
You may log in to your camera at [app.truelook.cloud](https://app.truelook.cloud) using your unique username and password located on the back cover of this guide.

# Pole Mounting

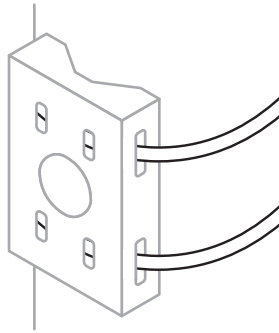
## STEP 01

**Feed straps through mounting bracket.**

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

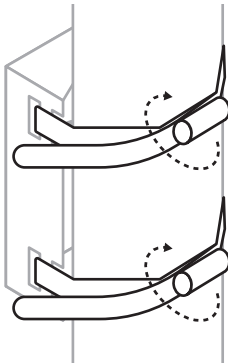


Small Diameter



Large Diameter

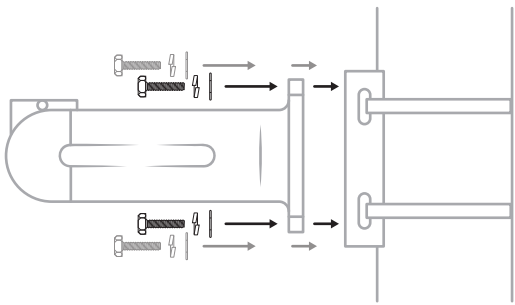
With your bracket aimed toward the center of your jobsite, tighten the straps securely using drill with size 5/16 Hex driver bit (not included).






# Pole Mounting

STEP 02

Install camera arm to mounting bracket using hardware provided.



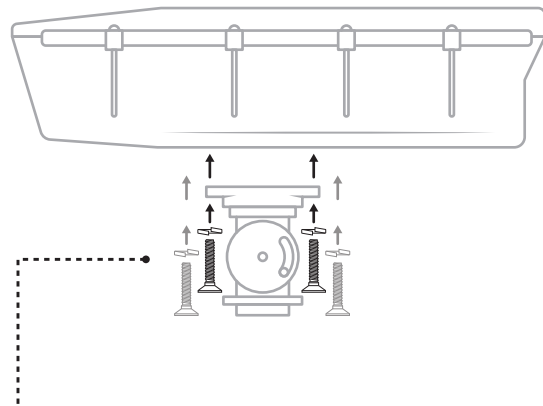
Hardware

- x4 
- x4 
- x4 

# Pole Mounting

## STEP 03

Attach hinge to camera using hardware provided.



Hardware

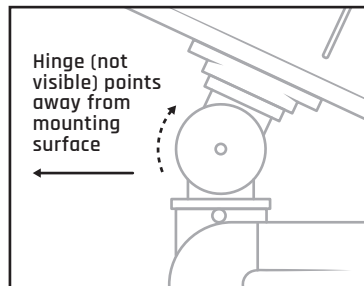
x4



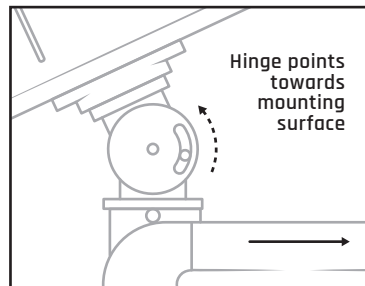
x4



Hinge is shown installed to allow camera to tilt down.  
Install hinge flipped around to allow camera to tilt up.



For Tilting Camera Up



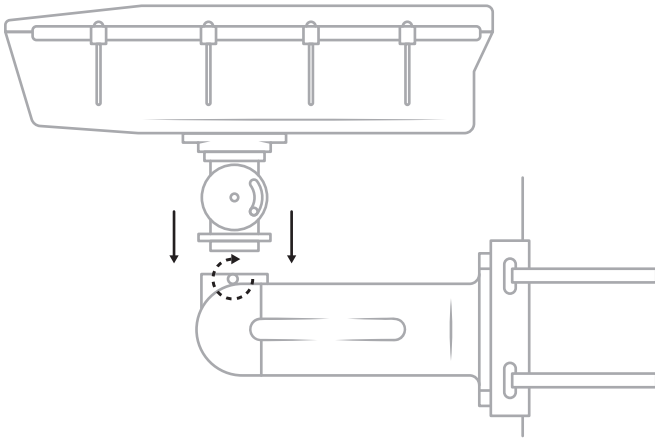
For Tilting Camera Down

# Pole Mounting

### STEP 04

Fit hinge into round hole of camera arm, then secure using screws on side of hole.

Note that the direction the hinge is mounted determines the camera's ability to tilt up or down.

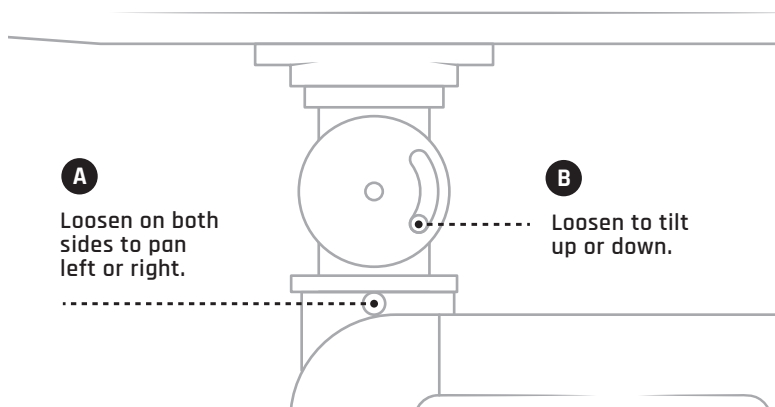




# Pole Mounting

### STEP 05

Aim your camera by loosening screws to pan left or right (A) and tilt up or down (B). Then, re-tighten all screws and remove protective covering from in front of camera lens.



**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 06

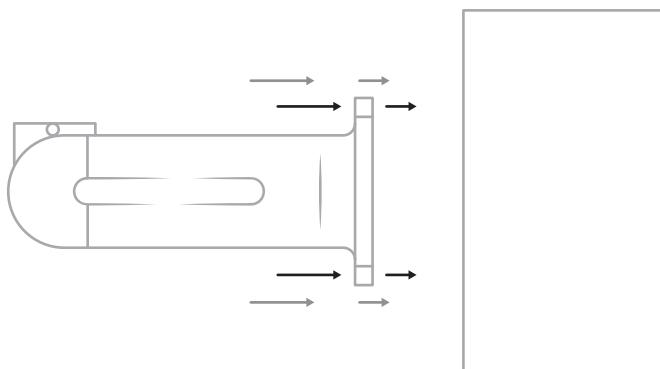
Supply power. Your camera will be online and ready to use within 5 minutes.

# Wall Mounting

### STEP 01

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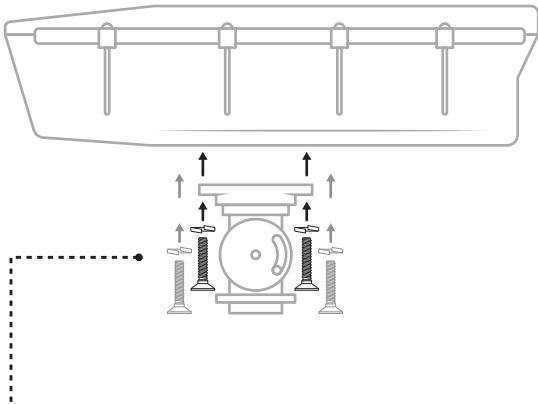
Using hardware appropriate for your mounting surface, install camera arm directly to wall.



# Wall Mounting

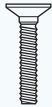
## STEP 02

Attach hinge to camera using hardware provided.



Hardware

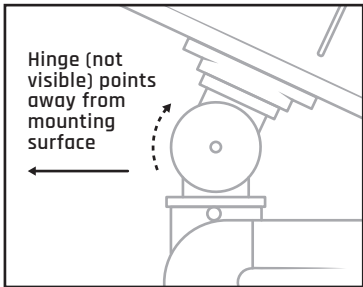
x4



x4

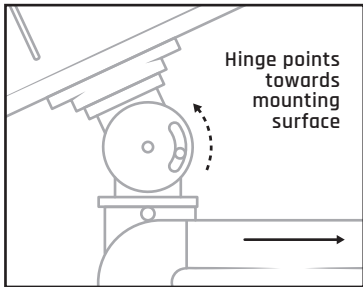


Hinge is shown installed to allow camera to tilt down.  
Install hinge flipped around to allow camera to tilt up.



Hinge (not visible) points away from mounting surface

For Tilting Camera Up



Hinge points towards mounting surface

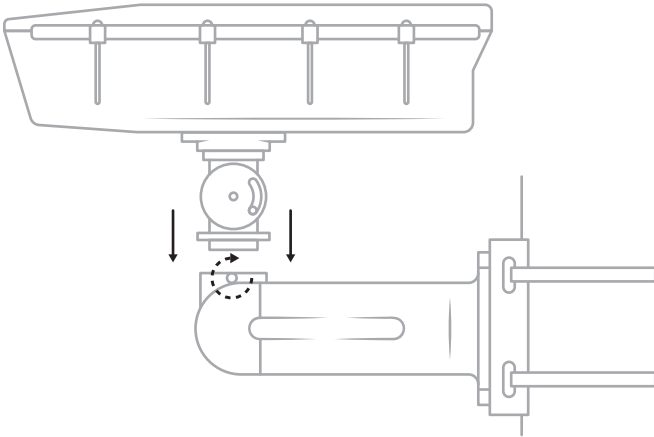
For Tilting Camera Down

# Wall Mounting

## STEP 03

Fit hinge into round hole of camera arm, then secure using screws on side of hole.

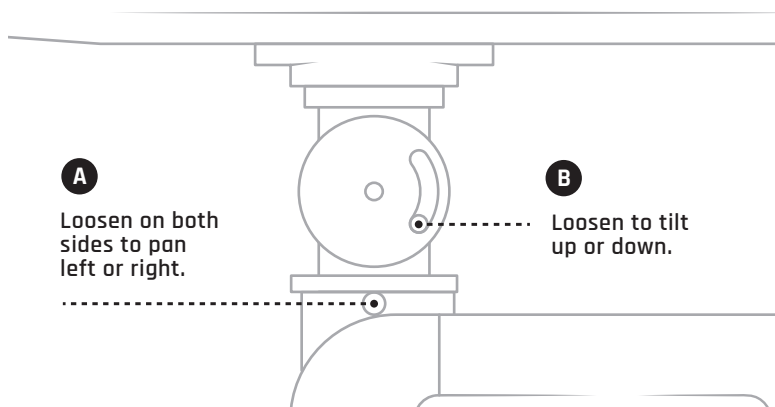
Note that the direction the hinge is mounted determines the camera's ability to tilt up or down.



# Wall Mounting

### STEP 04

Aim your camera by loosening screws to pan left or right (A) and tilt up or down (B). Then, re-tighten all screws and remove protective covering from in front of camera lens.



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### STEP 05

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



# Your Unique Login



23019-15D4