

Mobile Camera Trailer

Fixed 4K IR
Installation Manual



24/7 Support

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

Use this QR code or visit truelook.com/install to access:

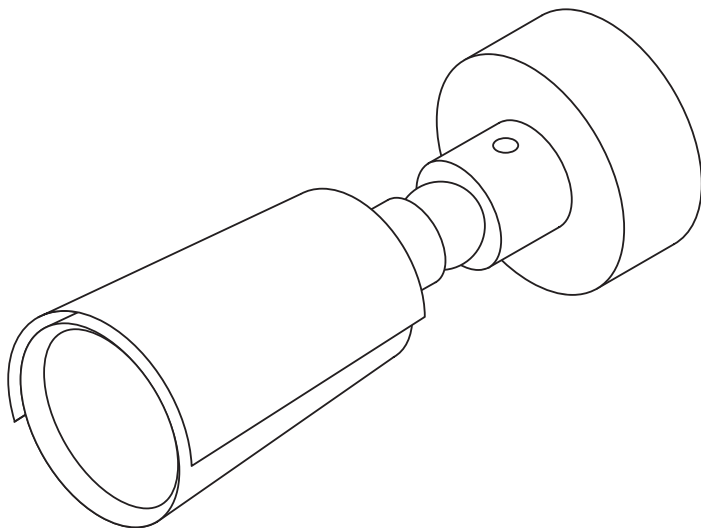
- 1 An admin guide to walk you through creating your time-lapses and other administrative settings.
- 2 Video demonstrations of installation procedures.
- 3 A digital PDF of this install guide.
- 4 Download links for the TrueLook mobile app.
- 5 Other helpful resources.



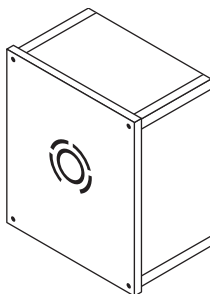
For Terms & Conditions as well as Warranty information, visit truelook.com/terms-conditions.

Hardware Packing List

Fixed 4K IR Camera



Control Box

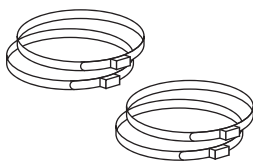


Hardware Packing List

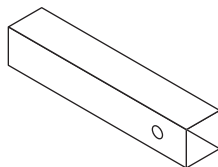
Solar Load Cable



Mast Mounting Hardware



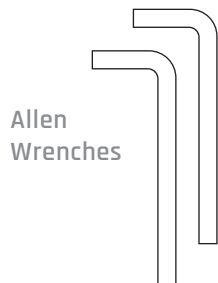
Steel Straps
(2 sets)



Mast
Adapter

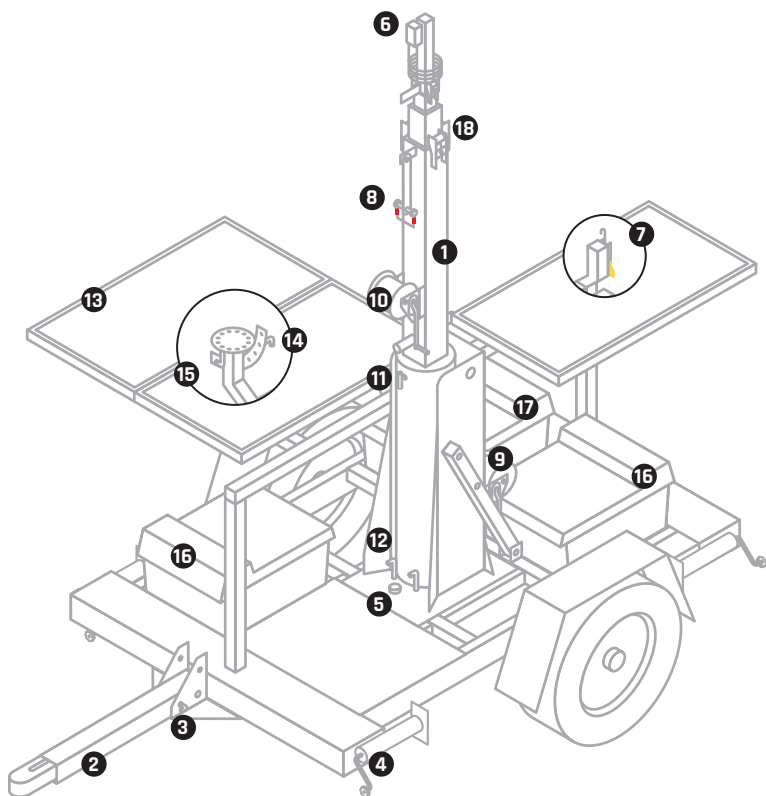
Mounting Hardware

Assorted hardware for securing your camera.



Allen
Wrenches

Mobile Trailer Parts



- | | |
|------------------------|--------------------------------|
| 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 |

Trailer Positioning



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.



For PTZ cameras, ensure the optimal mast location.

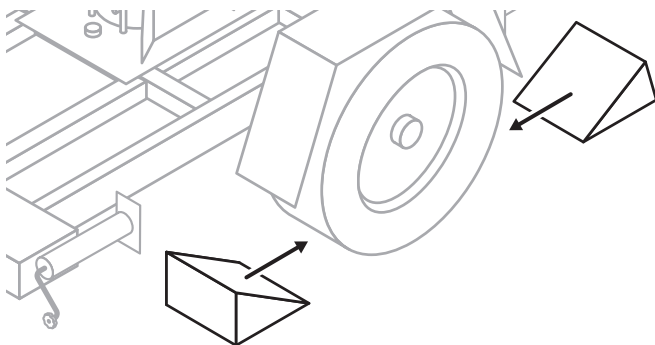
PTZ cameras have 360° views, but the trailer's mast will cause a small blind spot. Orient your trailer so that the mast doesn't block important areas of your jobsite from view.

Contact **TrueLook Support** with any questions.

Stabilizing the Trailer

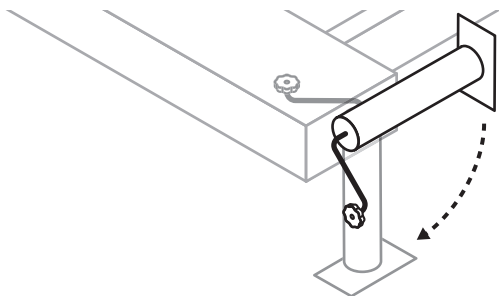
STEP 1

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



STEP 2

Lower and extend jack stands by pulling pin and turning jack stands vertical.

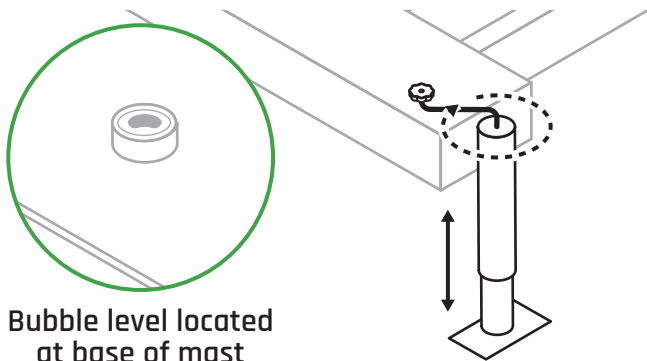


GETTING STARTED

STEP 3

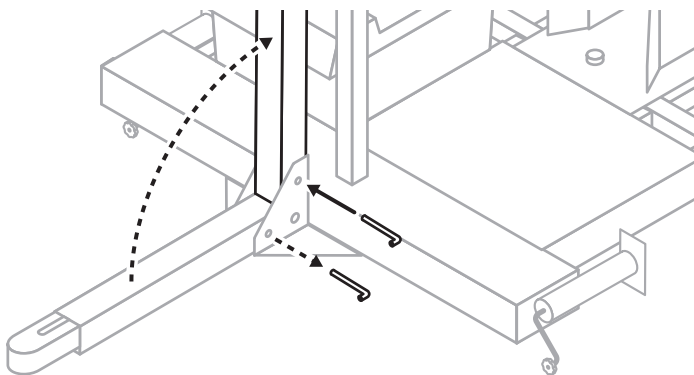
Check that trailer is level using built-in bubble level.

Adjust jack stands as needed by turning handle clockwise to lower and counterclockwise to raise.

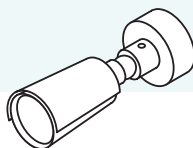


STEP 4

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.



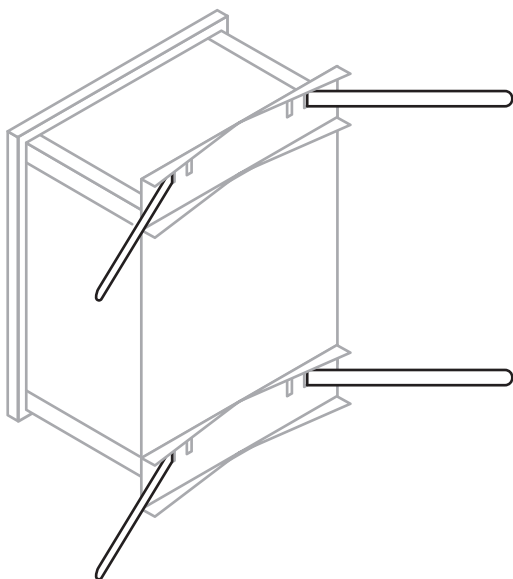
Fixed 4K IR



Control Box

STEP 1

Thread steel straps through top and bottom of mounting hardware on control box.

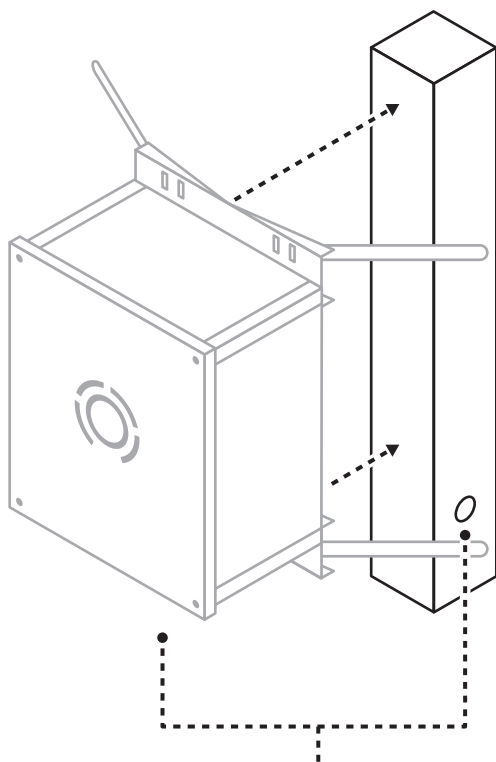


CAMERA INSTALLATION

STEP 2

Align mounting hardware to sit against a flat edge of mast adapter.

Ensure connection points on bottom of control box will face downward once mounted.

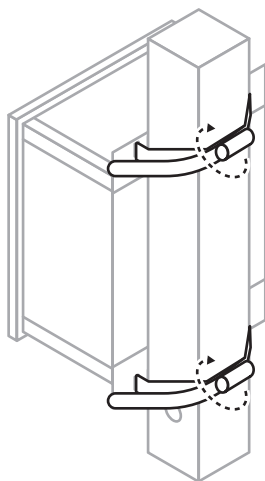


Connection points and cords should be near bolt holes on mast adapter

CAMERA INSTALLATION

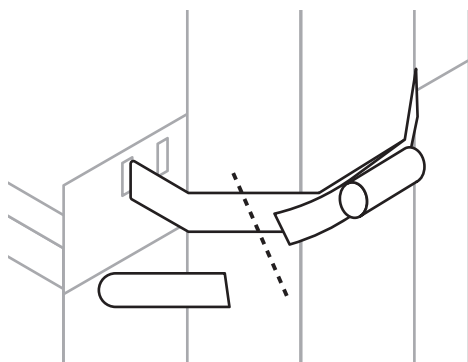
STEP 3

Tighten steel straps securely using a drill with size 5/16 Hex driver bit (not included).



STEP 4

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

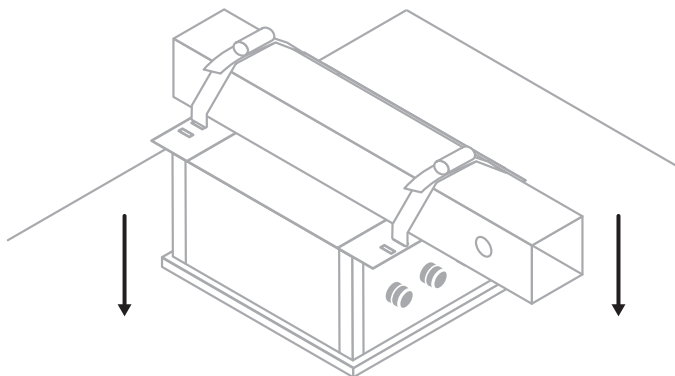


CAMERA INSTALLATION

Camera

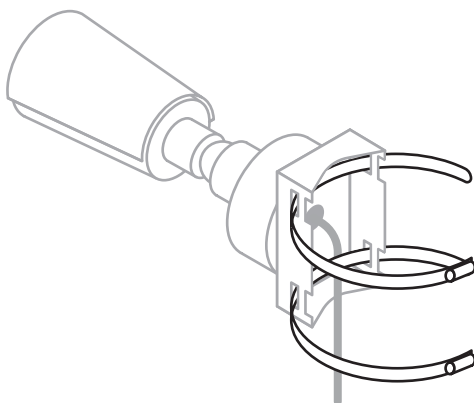
STEP 1

Flip mast adapter with control box attached so control box is facing down.



STEP 2

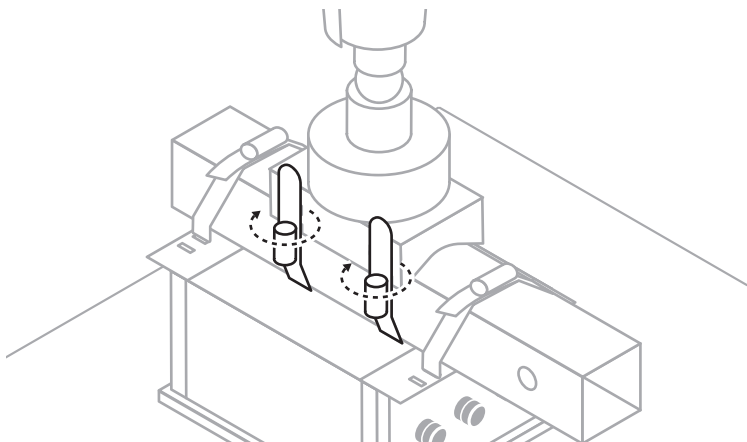
Thread steel straps through top and bottom of mounting bracket.



CAMERA INSTALLATION

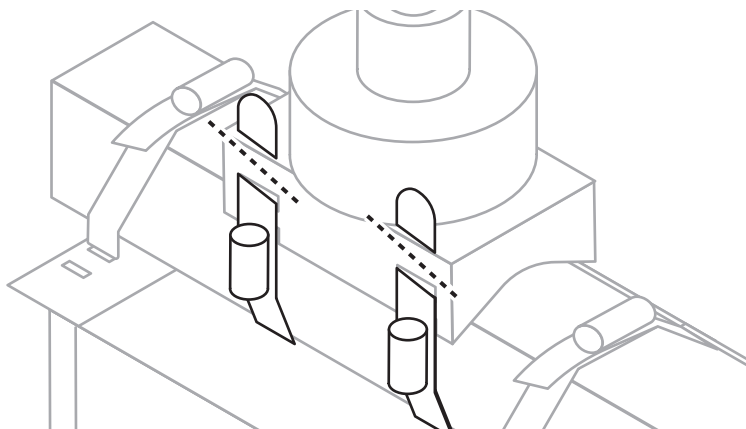
STEP 3

Tighten steel straps securely using a drill with 5/16 hex head driver bit (not included).



STEP 4

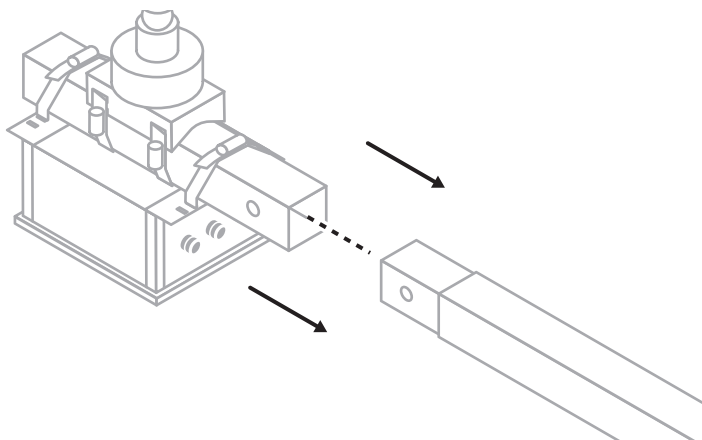
Trim steel straps to desired length using tin snips (not included).



CAMERA INSTALLATION

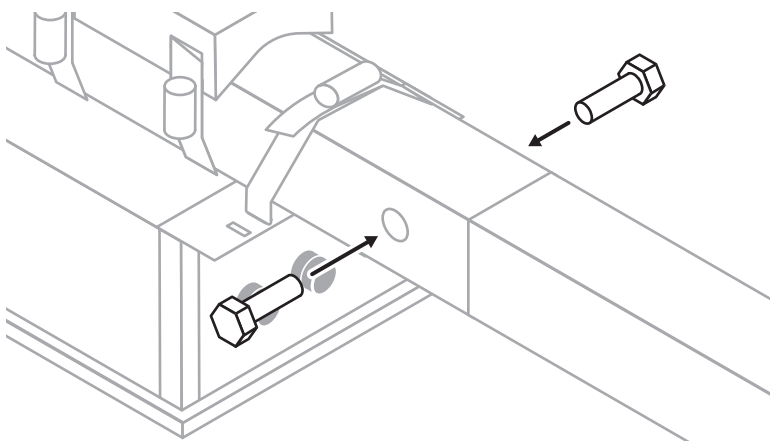
STEP 5

Slide mast adapter with camera and control box installed onto trailer mast end.



STEP 6

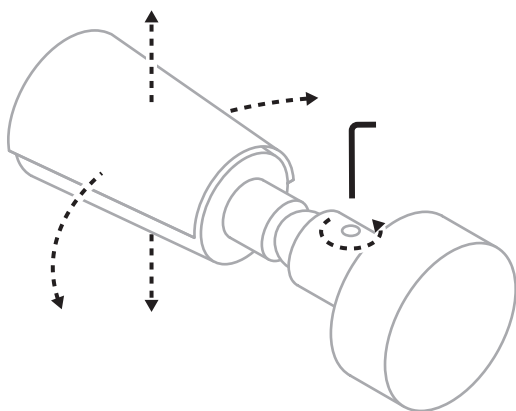
Secure mast adapter to mast with two bolts using a 19mm socket wrench (not included).



CAMERA INSTALLATION

STEP 7

Loosen screw on camera neck with Allen wrench (included) to adjust camera angle.



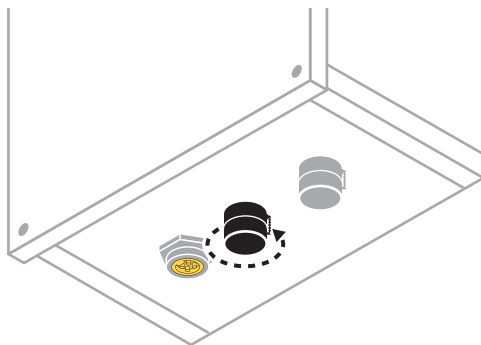
STEP 8

Tighten screw on camera neck with Allen wrench when desired angle is chosen.

Powering

STEP 1

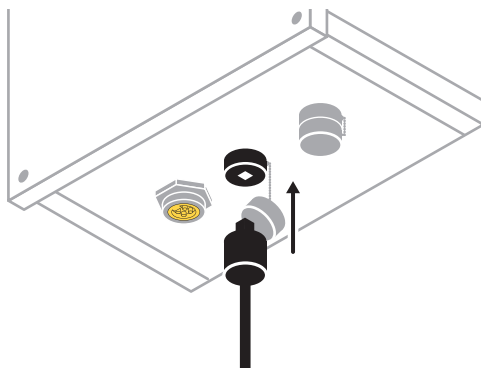
Twist protective plug cap off bottom of control box.
The cap should hang freely.



STEP 2

Connect camera to control box by plugging in connector coming from camera.

Connector should snap firmly in place.



CAMERA INSTALLATION

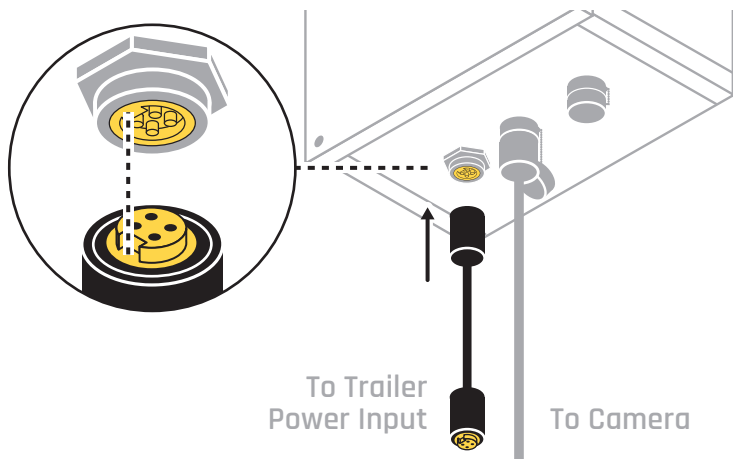
STEP 3

Twist protective plug cap on connector up into bottom of control box. This will create a watertight seal.

STEP 4

Provide power by aligning notches and plugging one end of solar load connector into control box power input.

Repeat with other end of solar load connector and trailer power input located on mast. Gently hand tighten to screw connectors into inputs.



NEVER USE TOOLS TO TIGHTEN CONNECTORS. THIS MAY RESULT IN OVER TIGHTENING AND COULD BREAK CONNECTOR.

STEP 5

Remove protective covering from camera lens. Your camera will be online and ready to use within 10 minutes.

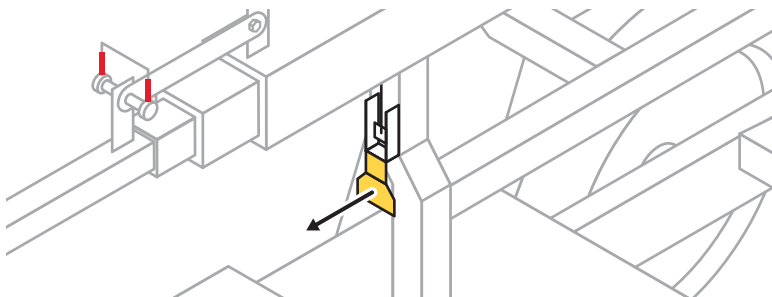
Raising the Mast



CHECK FOR OVERHEAD OBSTRUCTIONS BEFORE RAISING MAST. DO NOT STAND BENEATH MAST WHEN RAISING OR LOWERING.

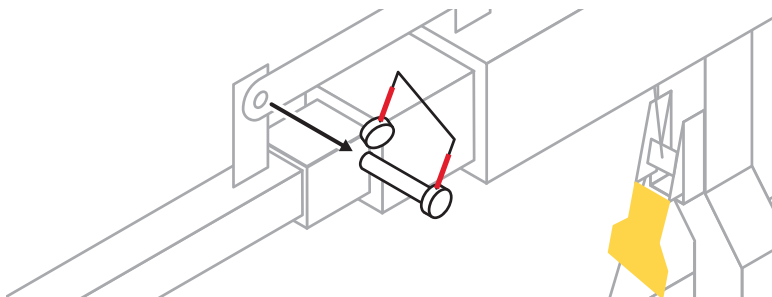
STEP 1

Release yellow lock handle by pulling handle toward yourself.



STEP 2

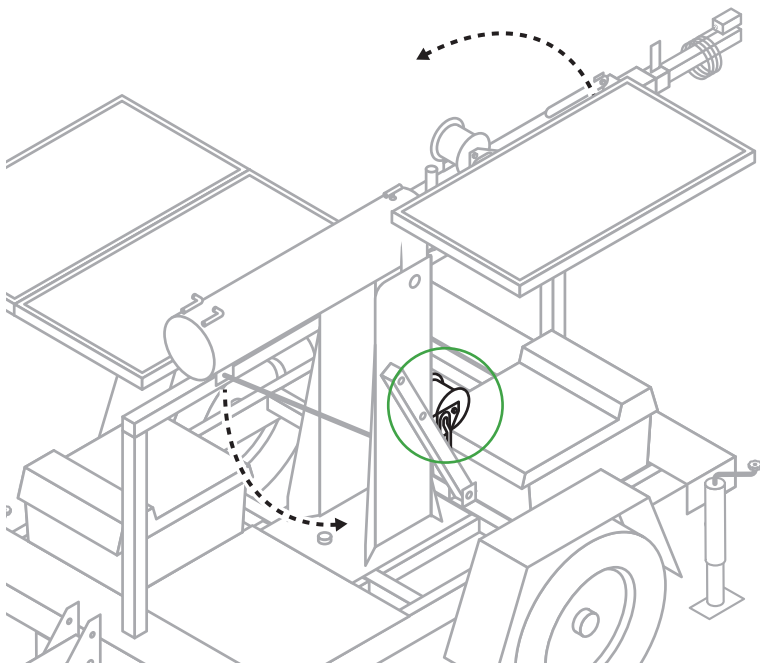
Release red lock pin by unhooking wire and removing pin.



FINAL SETUP

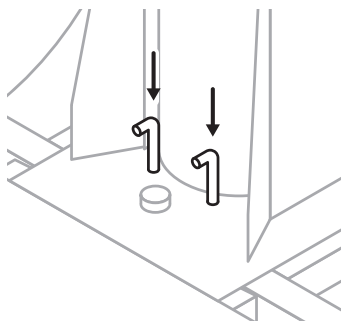
STEP 3

Raise mast into vertical position using lower winch.



STEP 4

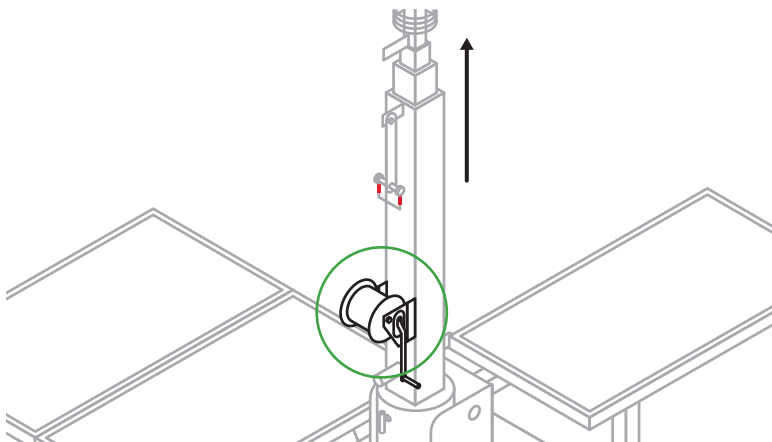
Secure mast by pushing two locking pins into holes on base of mast. Mast must be fully upright for pin holes to align.



FINAL SETUP

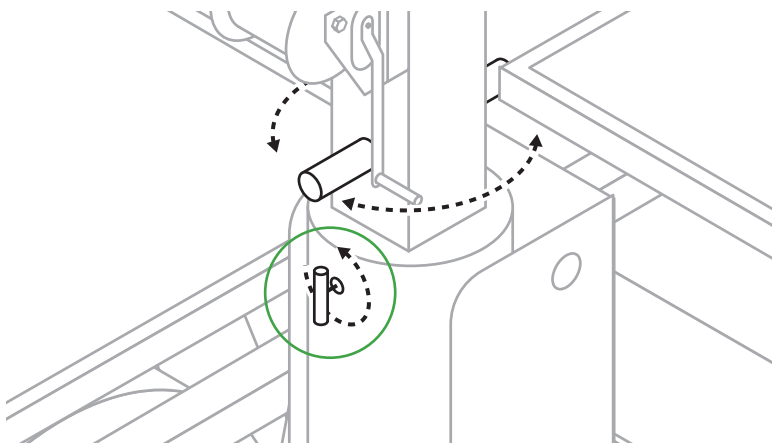
STEP 5

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



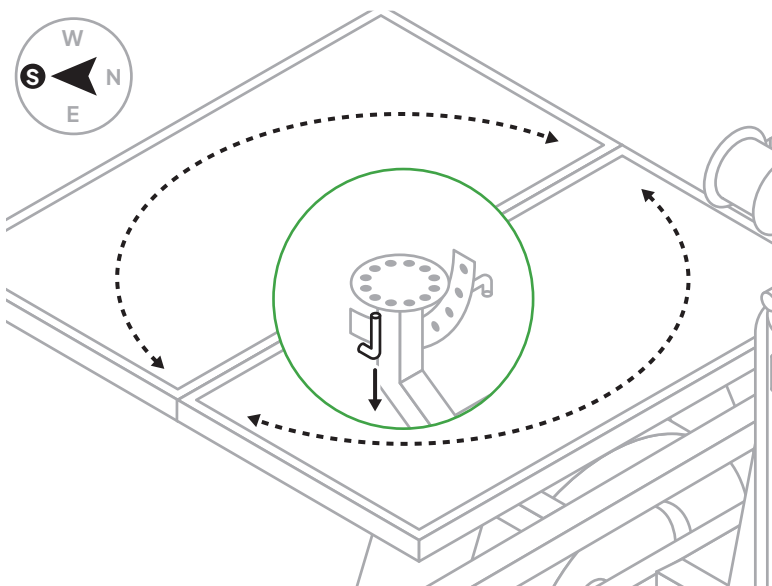
FAILURE TO OBSERVE ALL FOLLOWING REQUIREMENTS MAY RESULT IN SYSTEM DOWNTIME. UNITS SELF-RECOVER AUTOMATICALLY ONCE PANEL RECEIVES SUFFICIENT SUNLIGHT.

STEP 1

Face panels due south.

Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge.

To position them, pull down on panel swivel lock bolt and move panels to face south. Then, replace lock bolt to secure.

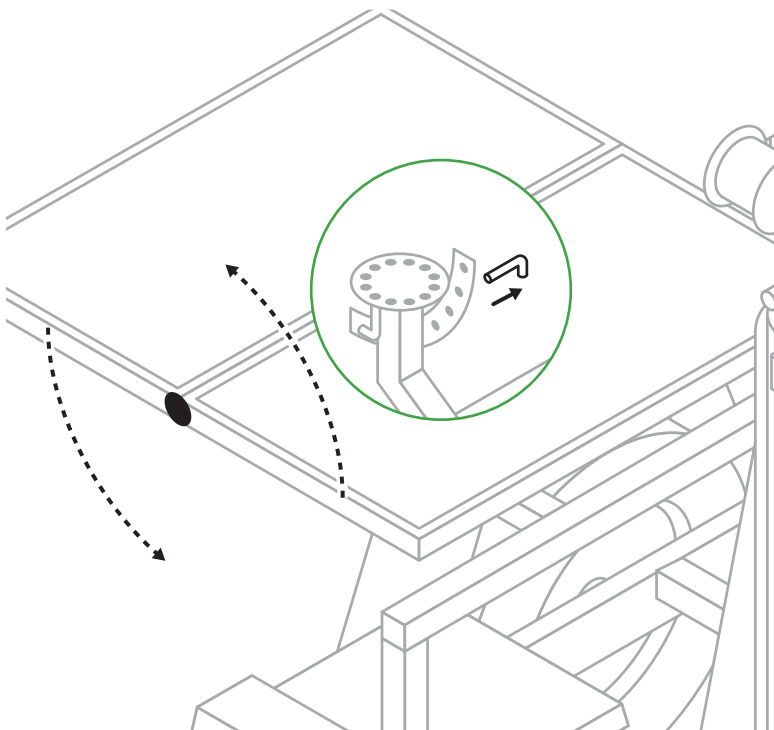


FINAL SETUP

STEP 2

Angle panels for your location.

Adjust the angle of your solar panels 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 state.

FINAL SETUP

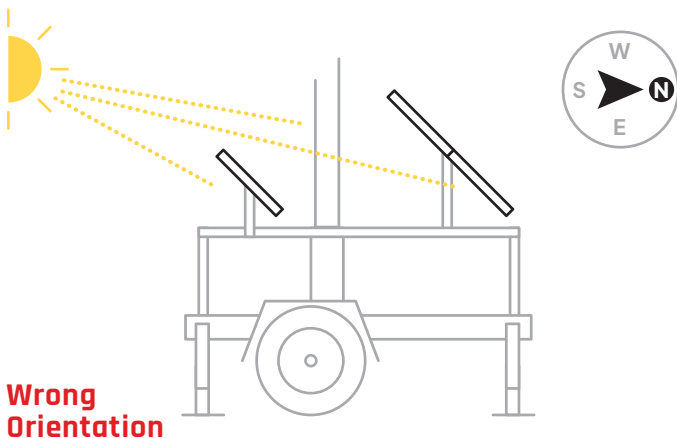
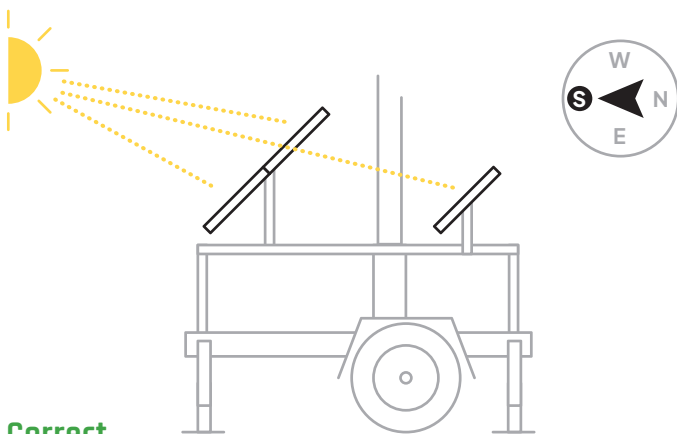
| | | | |
|------------------|-----|----------------|-----|
| Alabama | 45° | Montana | 70° |
| Alaska | 80° | Nebraska | 65° |
| Arizona | 45° | Nevada | 65° |
| Arkansas | 60° | New Hampshire | 65° |
| California | 45° | New Jersey | 65° |
| Colorado | 55° | New Mexico | 45° |
| Connecticut | 60° |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

FINAL SETUP

STEP 3

Ensure panels remain unobstructed.

Panels must receive direct sunlight throughout the day. Do not let trees, equipment, structures, or anything else block the sun.



Trailer Maintenance Tips



Do not allow smoking or open flames near battery compartment.



Regularly check that tire pressure is 45 psi (310 kPa).



Clean camera lens 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.

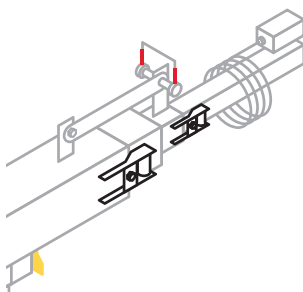
Mast Stabilization

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

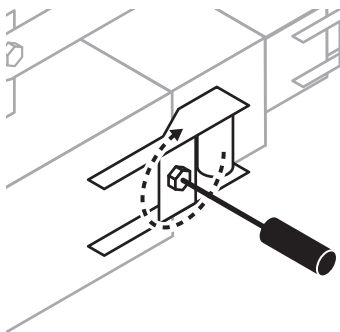
Lower the mast and locate the six rollers on the trailer.

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.

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. 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

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 control box, if applicable

Notes

Your Unique Login