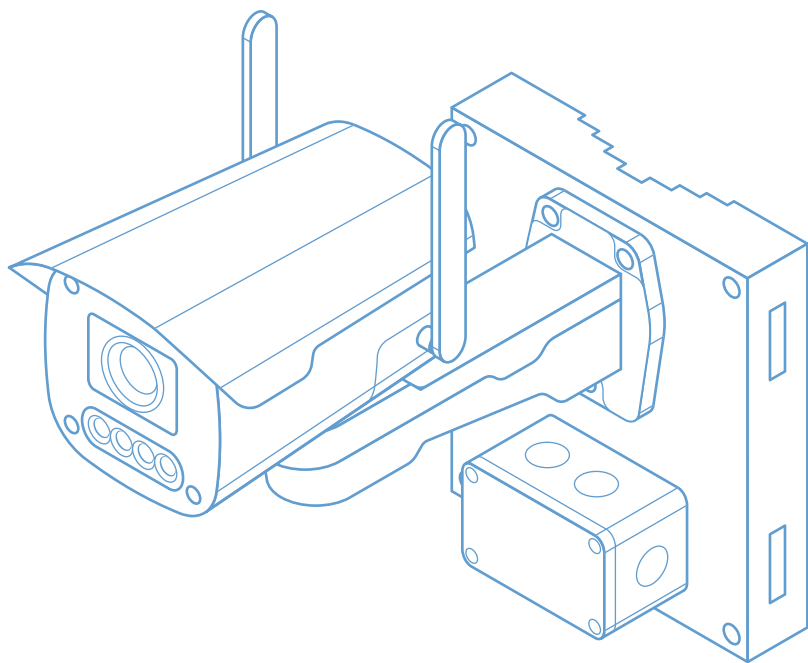


2K IR Fixed Camera

Installation Manual



Unlimited Support

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

You can also submit a support request online at:

support.truelook.com/contact-support

Online Resources

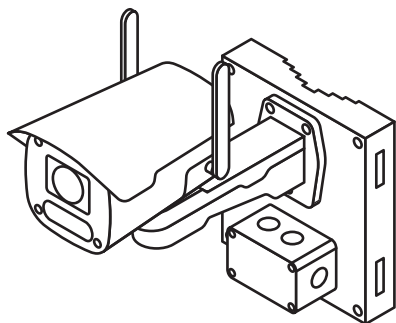
Visit truelook.com/install to access:

- ✓ 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.

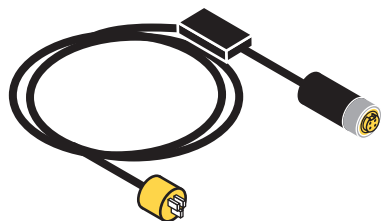
Hardware Packing List

Camera [1x]



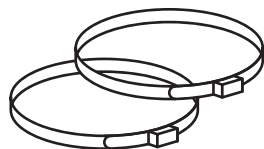
Power Cord [1x]

20' 110V Power Cord



Mounting Hardware

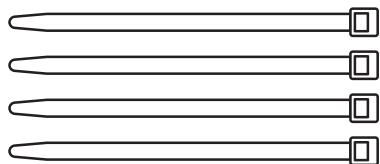
Steel Straps [2x]



Getting Started

Assorted Hardware

Zip Ties [4x]



T-25 Allen Wrench [1x]



Preparing for Installation

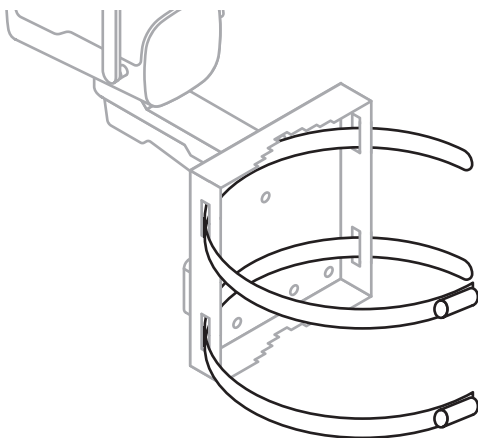
Determine Mounting Hardware

Wall Mounting

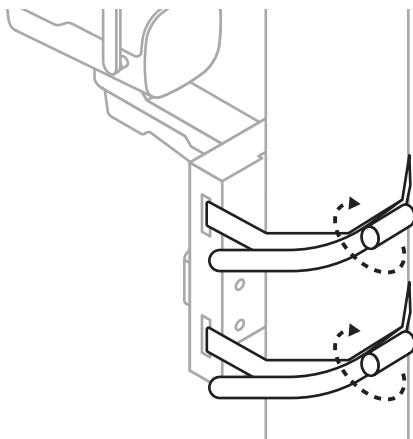
Your mounting kit **does not include** hardware for wall mounting. Choose appropriate mounting hardware for your surface.

Pole Mounting

Step 1 Thread steel straps through top and bottom of pole mount.

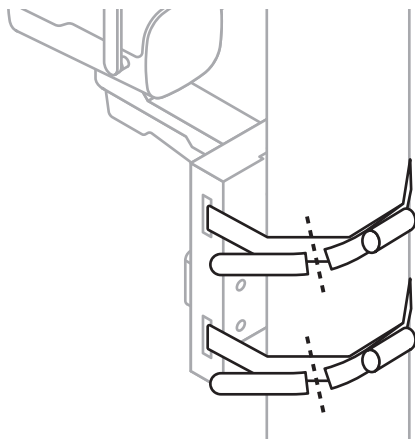


Step 2 Tighten each strap around pole using drill with 5/16 hex head driver bit (not included).

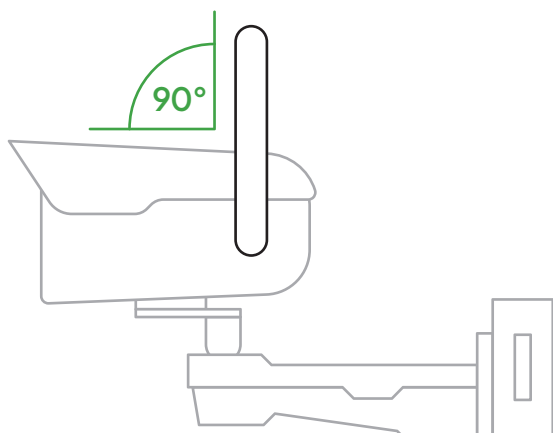


Installation

Step 3 Trim steel straps to desired length using tin snips (not included).

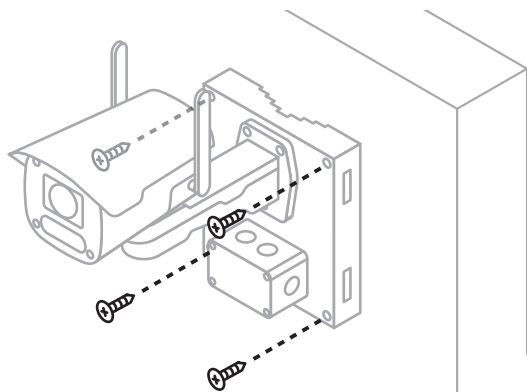


Step 4 Position both antennas to stand upright at a 90° angle from the camera body. This will provide the best connection to cellular data.

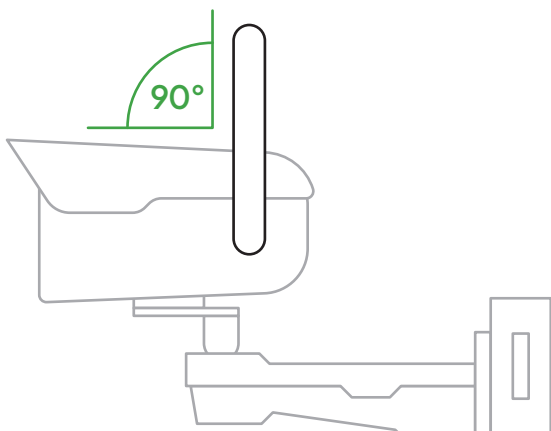


Wall Mounting

Step 1 Using chosen hardware (see “Preparing for Installation” section), secure camera mount to wall.



Step 2 Position both antennas to stand upright at a 90° angle from the camera body. This will provide the best connection to cellular data.

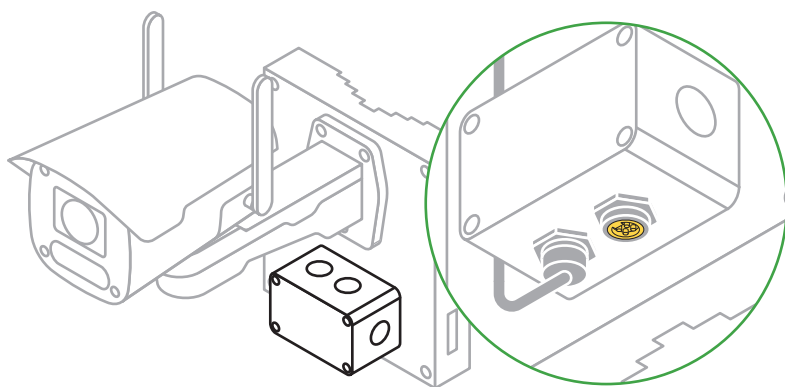


Powering

Notice: Upon startup, camera lights will turn on and a welcome message will play. Instructions given during this message can be ignored.

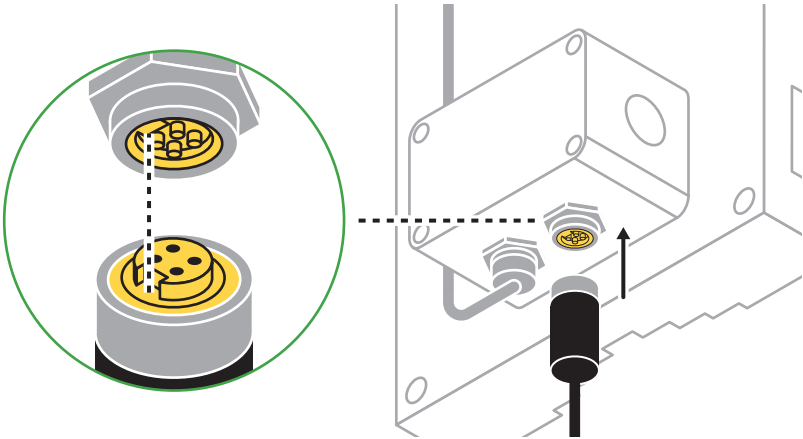
110V

Step 1 Locate yellow connector port on bottom of junction box.

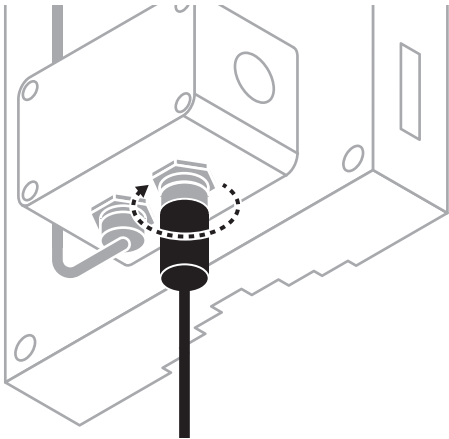


Powering

Step 2 Align notches and plug end of power cable into port.

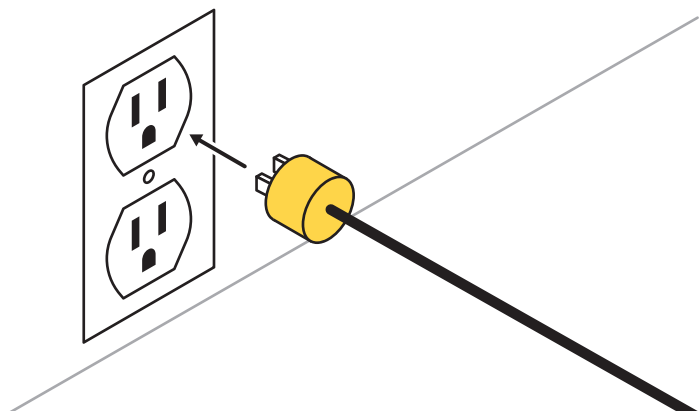


Step 3 Gently hand tighten silver collar to secure cable end into port.

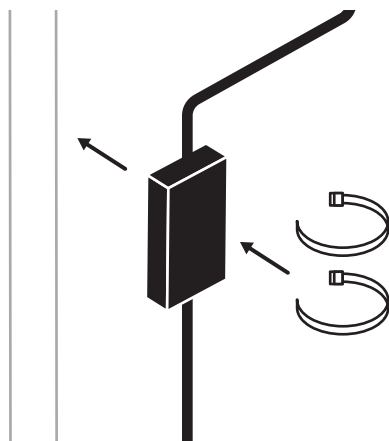


Powering

Step 4 Plug other end of 110V cable into power outlet. Cable end will light up green when supplied with power.



Optional: Secure junction box on power cable to pole using zip ties (included) or to wall using appropriate hardware for your surface.

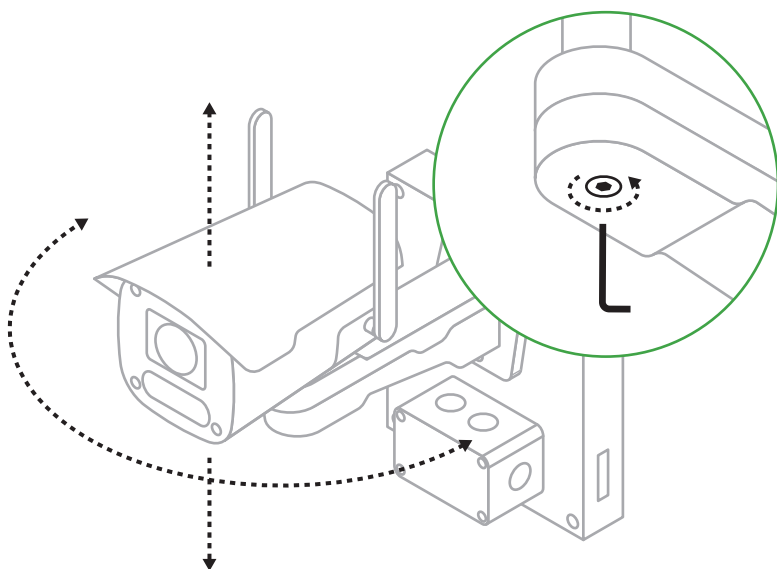


Solar Power

Proceed to your solar system manual for further instructions.

Camera Angling

Step 1 Fully loosen screw on bottom of camera mount arm using a T-25 Allen wrench to adjust camera angle.



Step 2 Fully tighten screw on bottom of camera mount arm when desired angle is chosen.

Verifying Camera Operation

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

- ✓ Clean camera lens as needed using a microfiber cloth.
- ✓ Mounting hardware may loosen over time due to construction machinery causing vibrations. Be sure to regularly check that all hardware has remained tight.

Troubleshooting

If something seems wrong with the system, it may be necessary to troubleshoot.

Camera Not Operating Properly

1. Check that the power source is supplying power.

If your system is still not functioning properly, please contact Customer Support for further assistance by emailing support@truelook.com or calling **833-878-3566 (Option 2)**.

Support Review

Once you're done with installation, snap a few pictures and email them to 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
 - D. Inside of battery enclosure (if applicable)