1080p IR PTZ Camera with Strobes and Sirens

Installation Manual

TRUELOOK

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

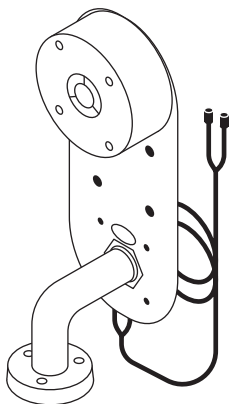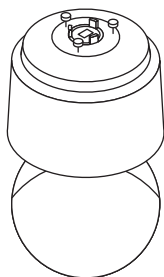Use this QR code or visit **truelook.com/install** to access:

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.
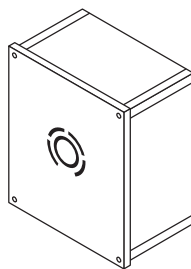
5   Other helpful resources.

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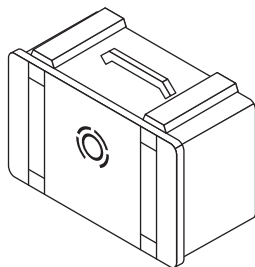
Hardware Packing List

Camera and Siren System

Control Box

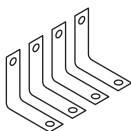## Rugged Hard Case

Hardware Packing List

Pole Mounting Hardware

Wall Mounting Hardware

L Brackets (4pcs)   Mounting Feet (4pcs)

Screws   Flat Washers   Lock Washers   Nuts

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

Powering the Camera System to Verify Operation

> ⚠ **THIS EQUIPMENT CONTAINS FLASHING LIGHTS, WHICH MAY INDUCE EPILEPTIC SEIZURES IN AT-RISK INDIVIDUALS.**

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.
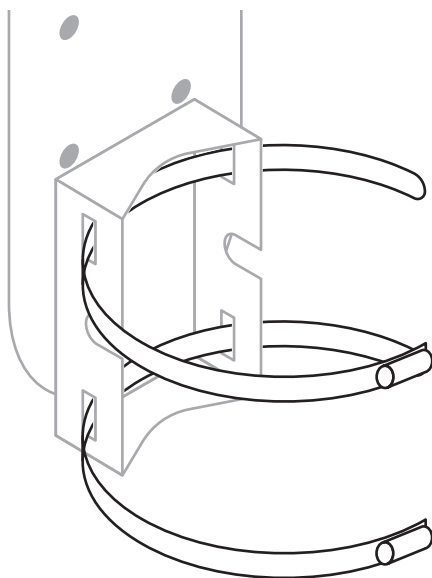
You may log in to your camera at **app.truelook.cloud** using your unique username and password located on the back cover of this guide.
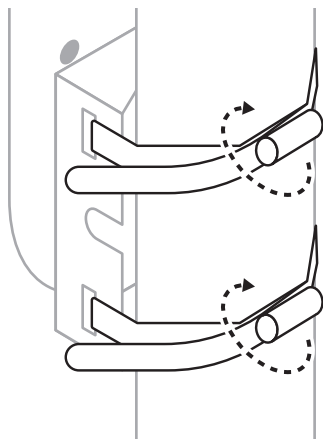
Pole Mounting

Camera

STEP 01

Thread steel straps through top and bottom of pole mounting base on back of steel plate.
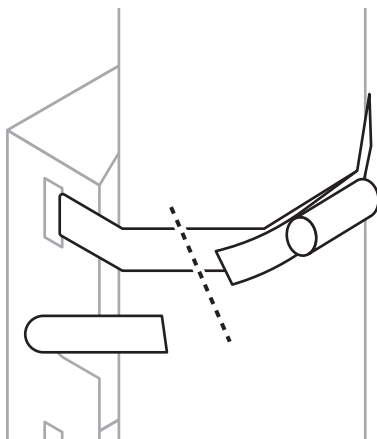
MOUNTING

STEP 02

Tighten each strap around pole using drill with 5/16 hex head driver bit (not included).
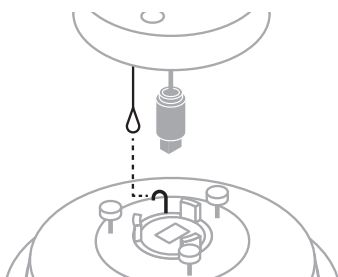
STEP 03

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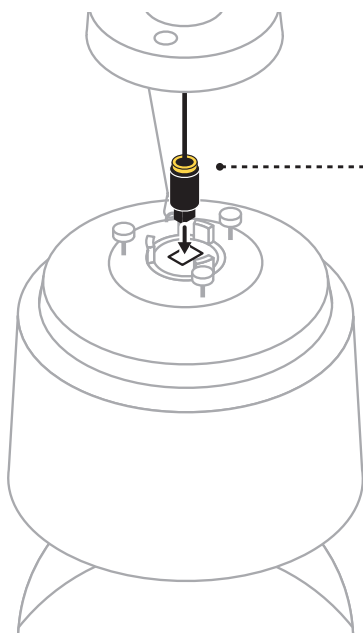
MOUNTING

STEP 04

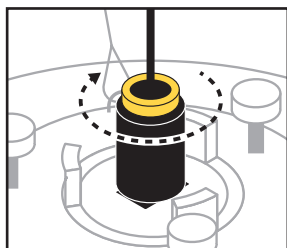Attach safety tether hanging from camera pendant to hook on top of camera.

STEP 05

Plug connector hanging from camera pendant into top of camera. Connector should snap firmly into place.
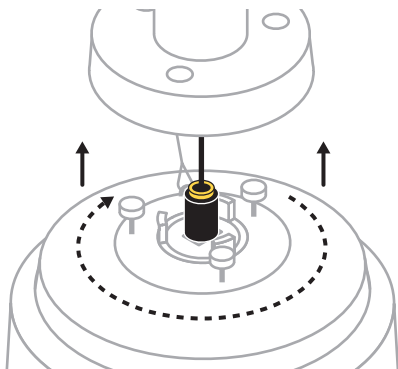
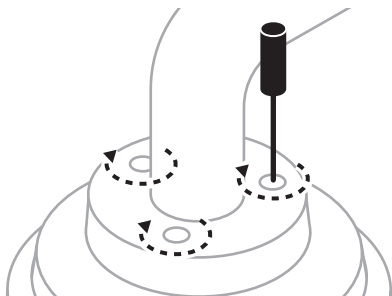Turn yellow locking ring clockwise to secure cable.

MOUNTING

STEP 06

Push camera up into pendant housing and rotate a quarter turn until it snaps into place, aligning with screw holes.

STEP 07

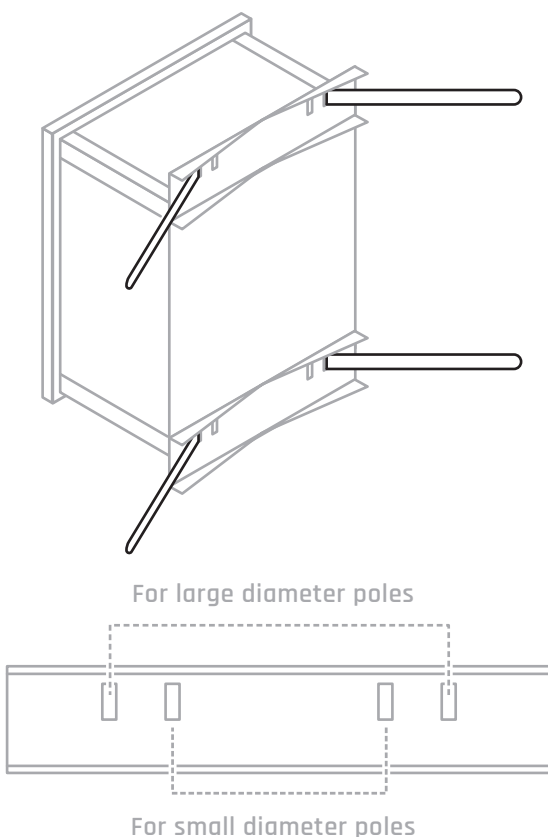Secure camera to pendant housing using T30 Torx screwdriver (not included).

STEP 08

Remove protective plastic from camera.
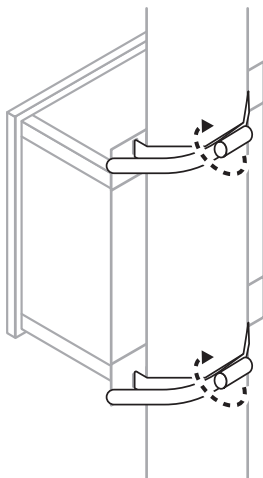
Pole Mounting

Control Box

STEP 01

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

For large diameter poles

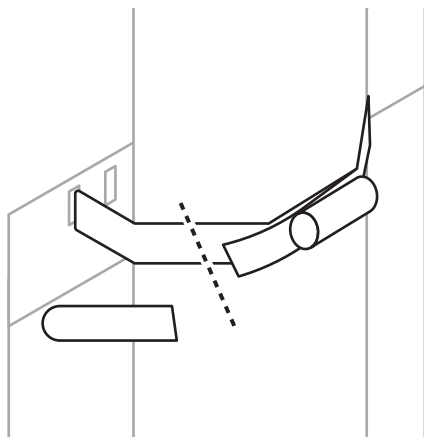For small diameter poles

MOUNTING

STEP 02

Tighten each strap around pole using drill with 5/16 hex head driver bit.

STEP 03
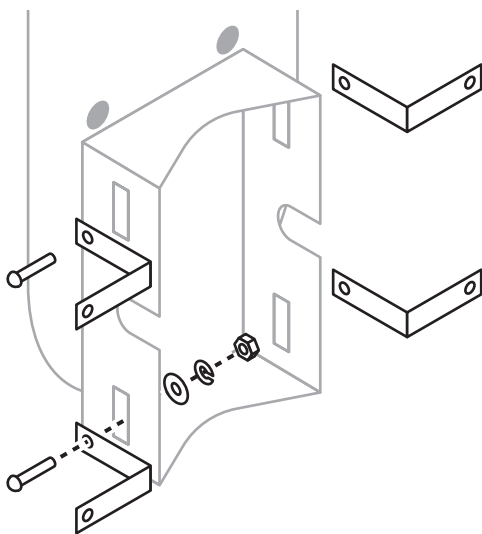
Trim steel straps to desired length using tin snips.

Wall Mounting

Camera

STEP 01

Attach wall mounting hardware to sides of pole mount with screw, washer, lock washer, and nut, using drill with Phillips #2 bit (not included) on screws and pliers (not included) to hold nuts tight.
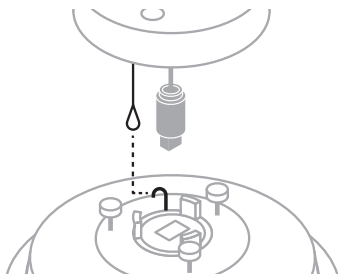
STEP 02

Using hardware appropriate for your mounting surface, attach mounting base to wall.
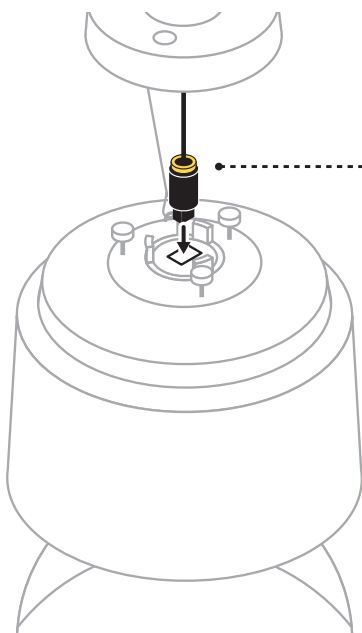
MOUNTING

STEP 03

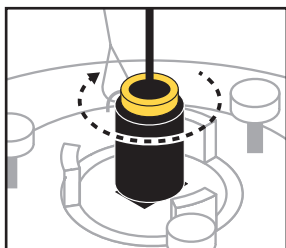Attach safety tether hanging from camera pendant to hook on top of camera.

STEP 04

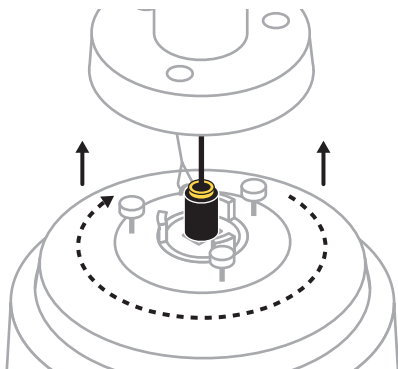Plug connector hanging from camera pendant into top of camera. Connector should snap firmly into place.

Turn yellow locking ring clockwise to secure cable.

MOUNTING

STEP 05

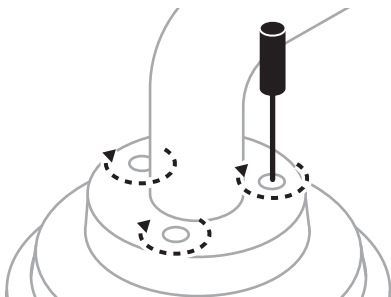Push camera up into pendant housing and rotate a quarter turn until it snaps into place, aligning with screw holes.

STEP 06

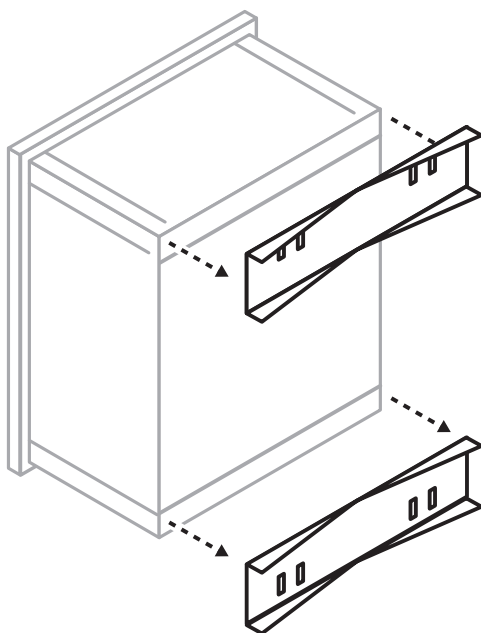Secure camera to pendant housing using T30 Torx screwdriver (not included).

STEP 07

Remove protective plastic from camera.

Wall Mounting
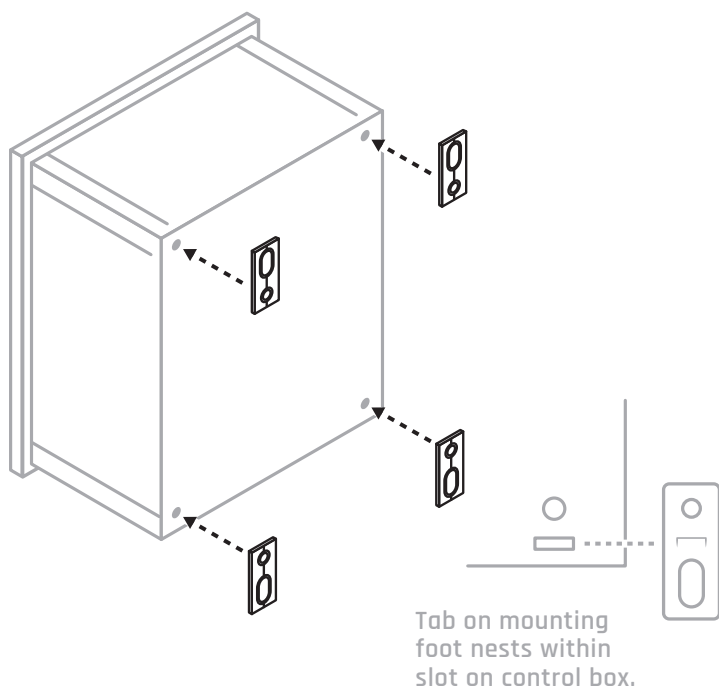
Control Box

STEP 01

Remove pole mounting hardware from back of control box using drill with Phillips #2 bit.

MOUNTING

STEP 02

Attach mounting feet to back of control box using same screws and drill with Phillips #2 bit.

Tab on mounting foot nests within slot on control box.

STEP 03
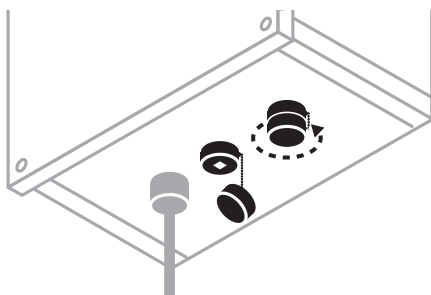
Using hardware appropriate for your mounting surface, attach control box to wall.

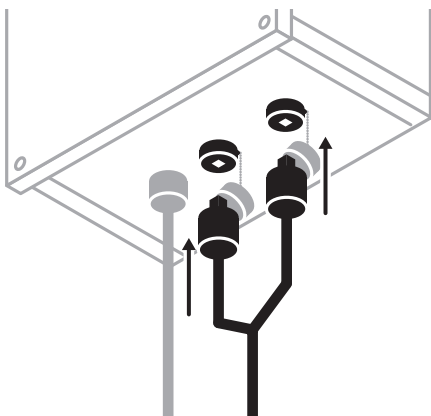# Connecting & Powering

STEP 01

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

STEP 02

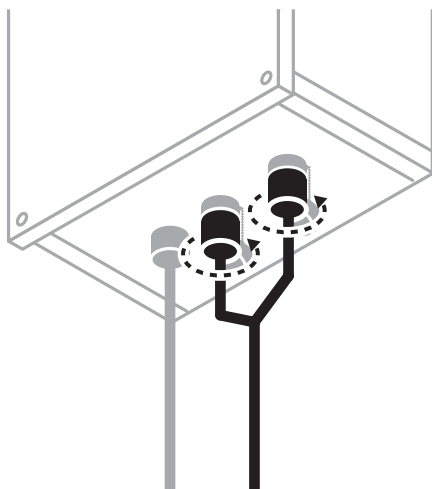Connect camera and siren to control box by plugging in both connectors of braided cable coming from camera.

Connectors go into either socket and should snap firmly in place.

CONNECT

STEP 03 ———————————————————

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

STEP 04 ———————————————————

Connect control box to power.

For 110v: Plug control box into standard 110v power outlet. Your camera will be online and ready to use within 10 minutes.

For Solar: At this point, please proceed to the Solar Module Installation Manual and follow the instructions through the end of the guide.

One Last Step!

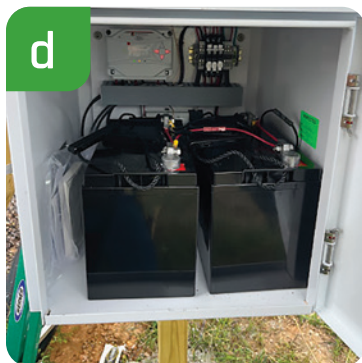## Did you know that our support team offers a free installation review?

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 (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

Notes

Notes

Your Unique Login