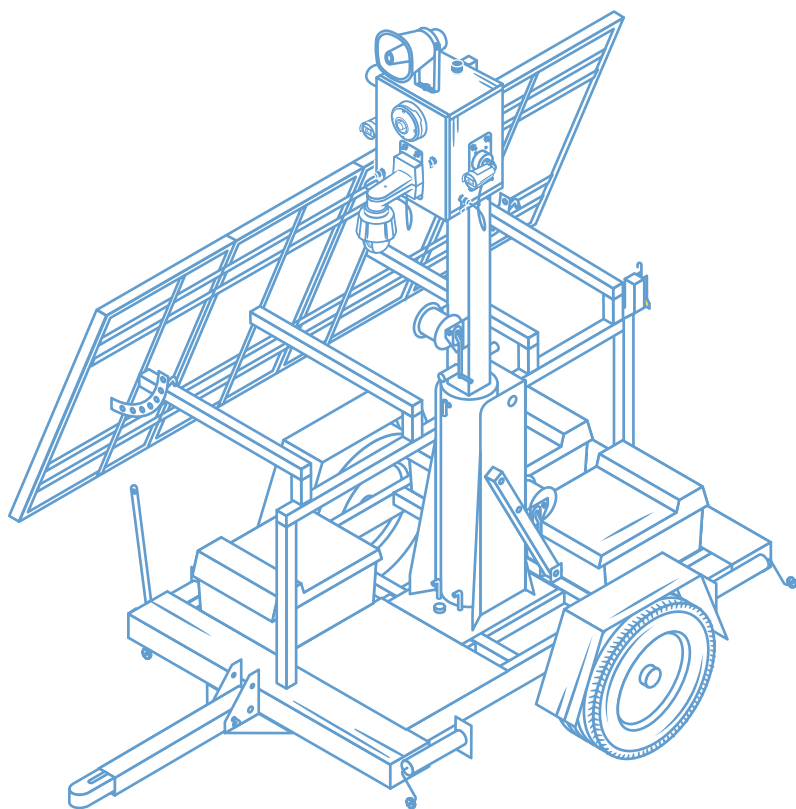


# TrueShield Mobile Surveillance Trailer

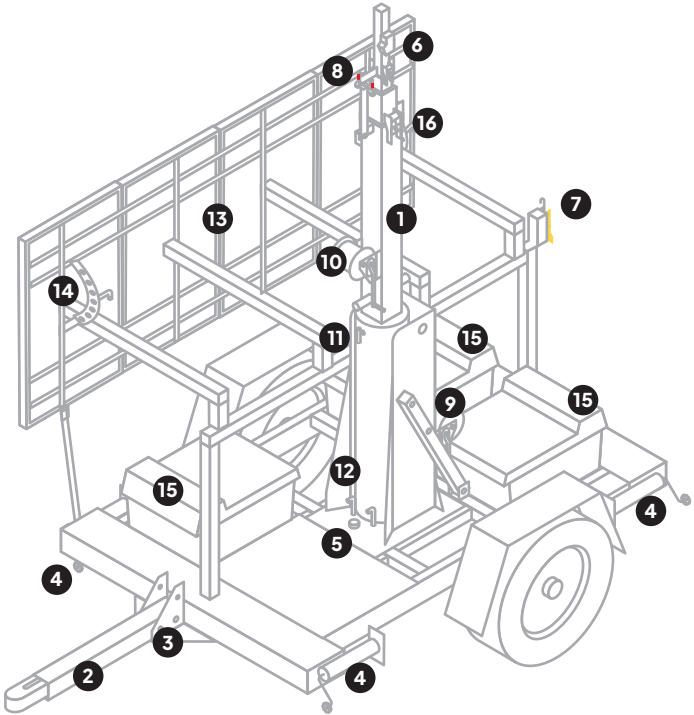
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## Installation Manual



# Assembled Unit

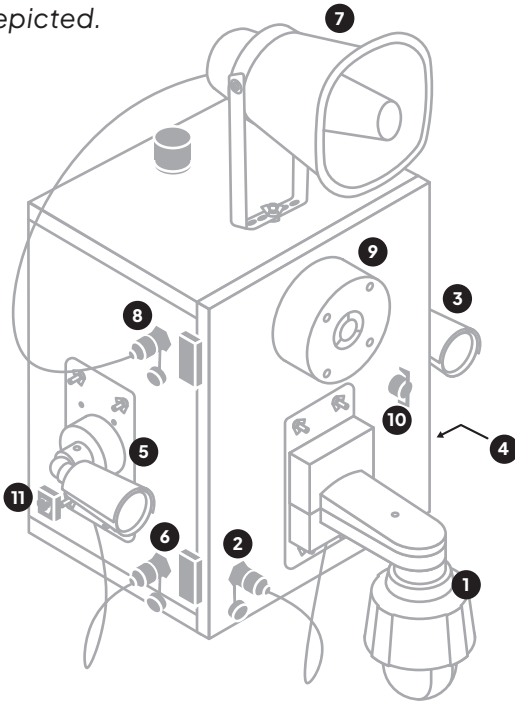
---



- 1. Mast
- 2. Trailer tongue
- 3. Trailer tongue pin
- 4. Jack stands (4)
- 5. Bubble level
- 6. Trailer power input
- 7. Yellow lock handle
- 8. Red lock pin
- 9. Mast raising winch
- 10. Mast extending winch
- 11. Mast rotation lock bolt
- 12. Mast locking pins
- 13. Solar panels
- 14. Panel angle adjuster bolt
- 15. Battery boxes (3)
- 16. Mast stabilization rollers

# Assembled Unit

*Pro model depicted.*



- |                      |                         |
|----------------------|-------------------------|
| 1. Front camera      | 7. Bullhorn             |
| 2. Front camera port | 8. Bullhorn port        |
| 3. Right camera      | 9. Strobe and siren     |
| 4. Right camera port | 10. Enclosure door lock |
| 5. Left camera       | 11. 110V power input    |
| 6. Left camera port  |                         |

# Unlimited Support

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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](mailto:support@truelook.com)

You can also submit a support request online at:

[support.truelook.com/contact-support](https://support.truelook.com/contact-support)

## Online Resources

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

- ✓ A guide to administrative settings and time-lapse setup.
- ✓ Video demonstrations of installation procedures.
- ✓ Digital versions of all installation manuals.
- ✓ And more!



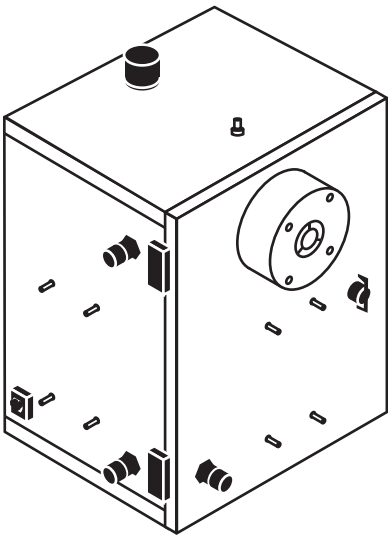
For Terms & Conditions, as well as Warranty information, visit: [truelook.com/terms-conditions](https://truelook.com/terms-conditions).

# Hardware Packing List

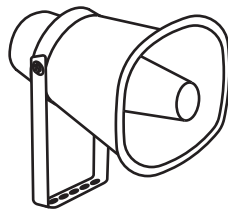
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**Warning:** This equipment contains flashing lights, which may induce epileptic seizures in at-risk individuals.

Enclosure with Strobe and Siren [1x]

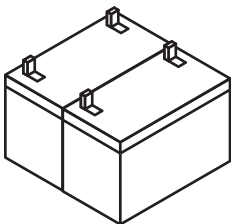


Two-Way Bullhorn [1x]

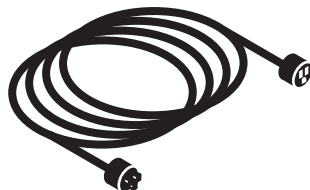


24V Backup Batteries [2x]

*Batteries come installed in enclosure.*



20' 110V Power Cord [1x]



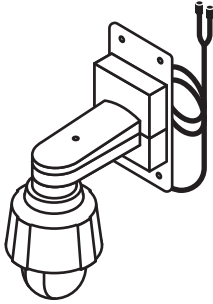
# Getting Started

## Cameras [1-3x]

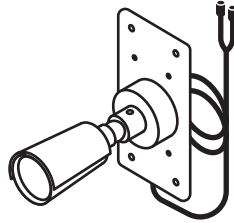
Type and number of cameras depend on order.

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2K IR PTZ



Fixed 4K IR

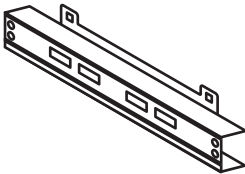


## Mounting Hardware

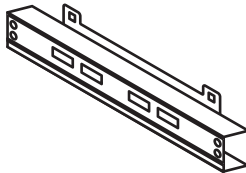
Mounting brackets come pre-installed on mast adapter.

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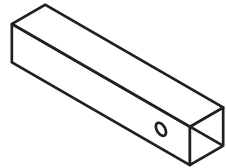
Upper Mounting Bracket [1x]



Lower Mounting Bracket [1x]



26" Mast Adapter [1x]



5/16 Nuts [2x]



Wing Nuts [13x]



### Assorted Hardware

*Only provided with fixed cameras.*

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T-25 Allen Wrench [1x]



# Trailer Positioning

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### **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(s) you've selected (PTZ or fixed-position), the size of your jobsite, and the amount of detail you want to see.

### **Position trailer so that solar panels will face due south.**

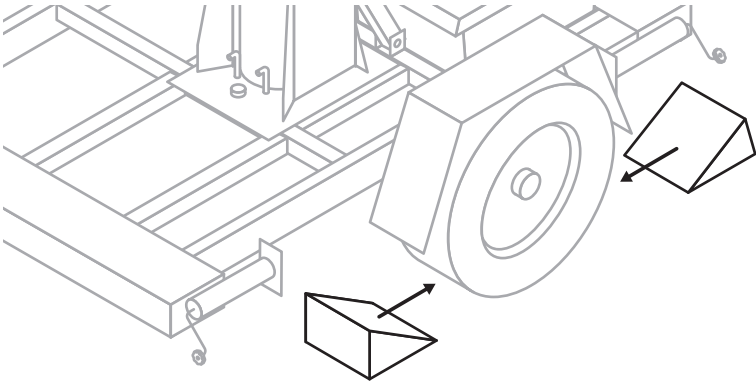
Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge. Failure to observe all following requirements may result in system downtime. Units self-recover automatically once panels receive sufficient sunlight.



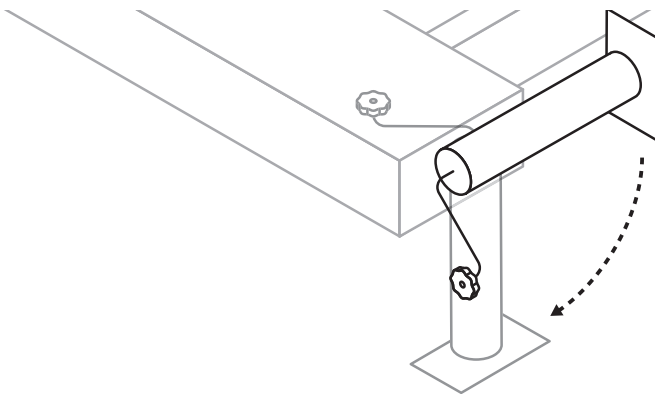
## Stabilizing the Trailer

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**Step 1** Chock wheels on both sides of each wheel, then detach from your tow vehicle.

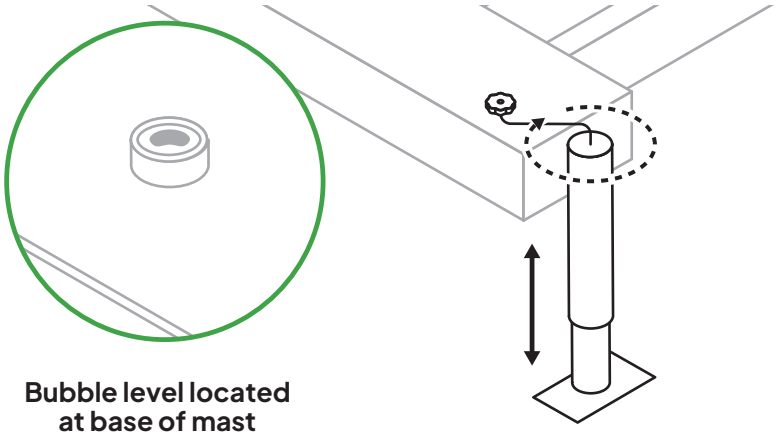


**Step 2** Lower and extend jack stands by pulling pin and turning jack stands vertical.

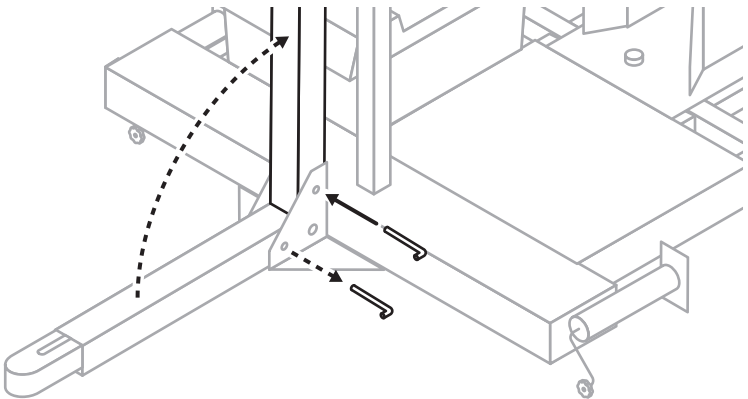


## Getting Started

**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.



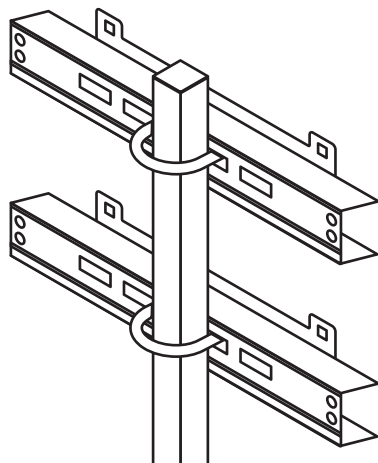
**Step 4** To raise trailer tongue for storage, unhook clip and remove pin. Raise trailer tongue to stand upright, then place pin and hook clip to secure.



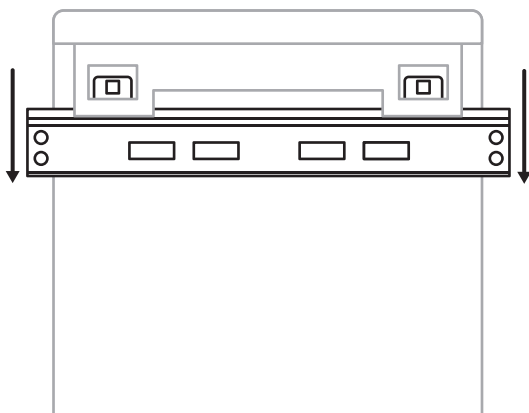
## Enclosure

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**Step 1** Locate mast adapter on mast end.

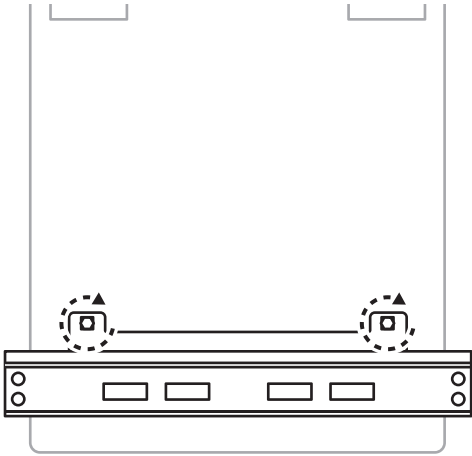


**Step 2** Hook slots on back of enclosure onto tabs on upper mounting bracket.



## Unit Installation

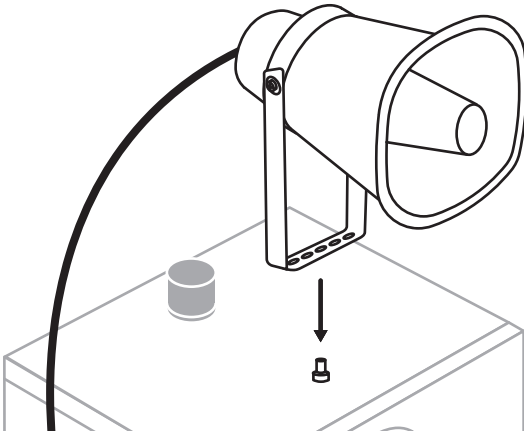
**Step 3** Secure lower mounting bracket to back of enclosure with nuts (included).



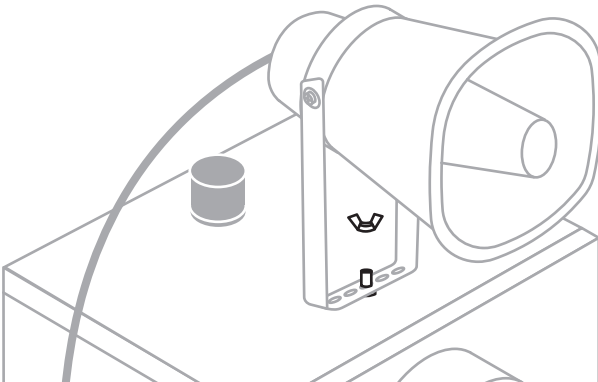
# Bullhorn

---

**Step 1** Place bullhorn mount onto mounting stud on top of enclosure and aim bullhorn in desired direction.

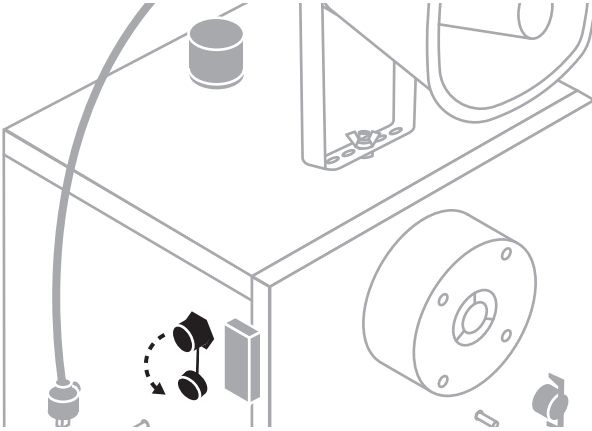


**Step 2** Secure bullhorn by tightening wing nut onto mounting stud.

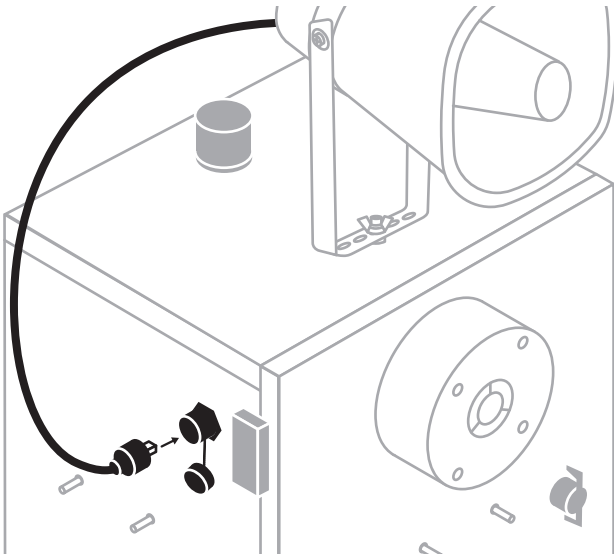


## Unit Installation

**Step 3** Twist protective plug cap off port on upper left side of enclosure. The cap should hang freely.

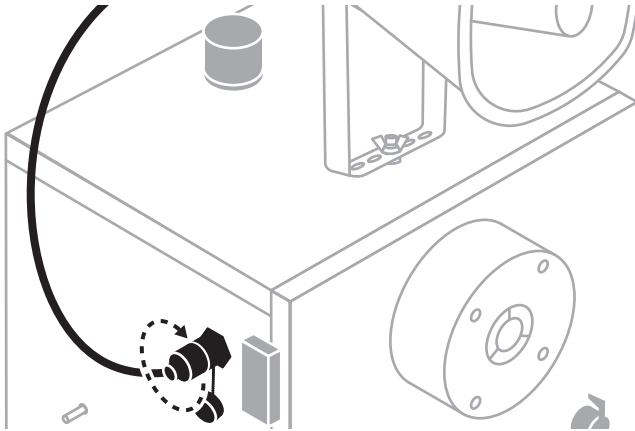


**Step 4** Connect bullhorn to enclosure by plugging in connector coming from bullhorn. Connector should snap firmly in place.

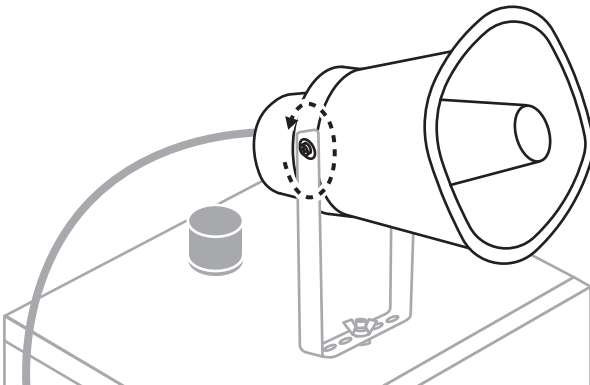


**Step 5** Hand tighten protective plug cap on connector into enclosure. This will create a watertight seal.

**Warning:** Do not use tools to tighten cap. Cap should be snug, but will not be flush against the enclosure.

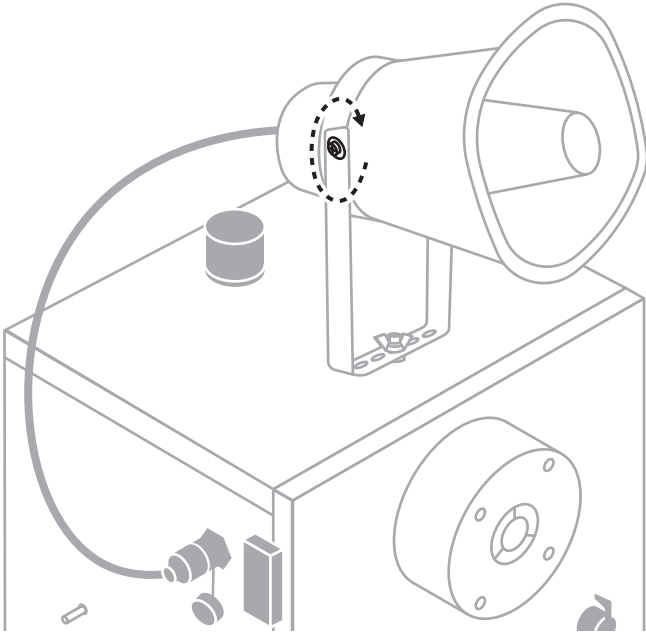


**Step 6** Loosen screw on side of bullhorn with a Phillips #3 screwdriver (not included) to adjust tilt of bullhorn. Do not tilt too high to avoid water intrusion.



## Unit Installation

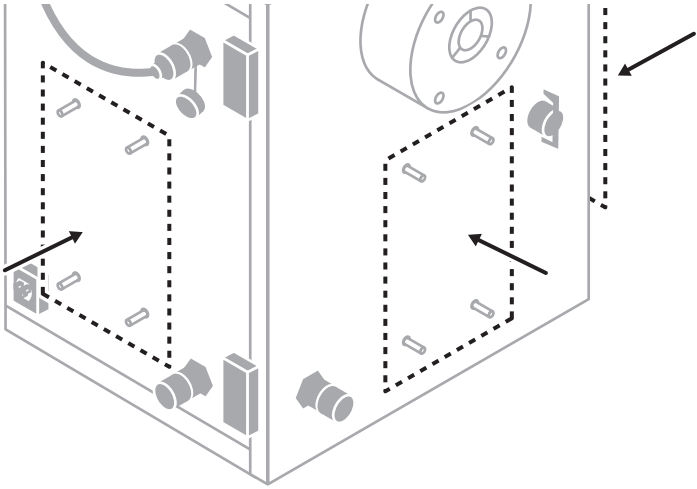
**Step 7** Tighten screw on side of bullhorn when desired angle is chosen.



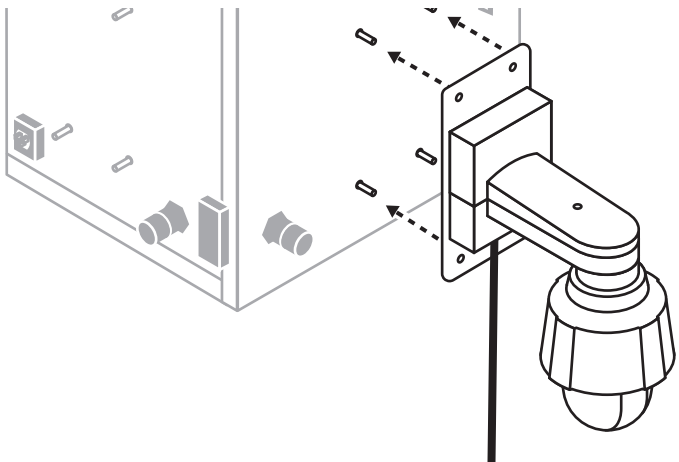


# Cameras

**Step 1** Determine camera placement on enclosure.

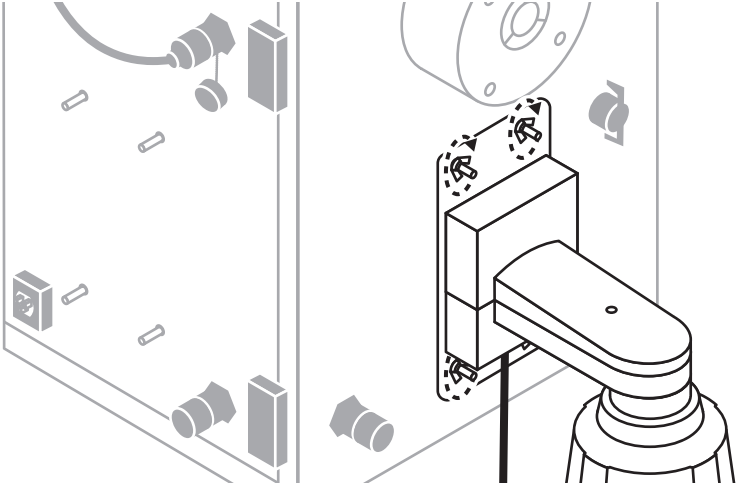


**Step 2** Place camera backing plate onto mounting studs.

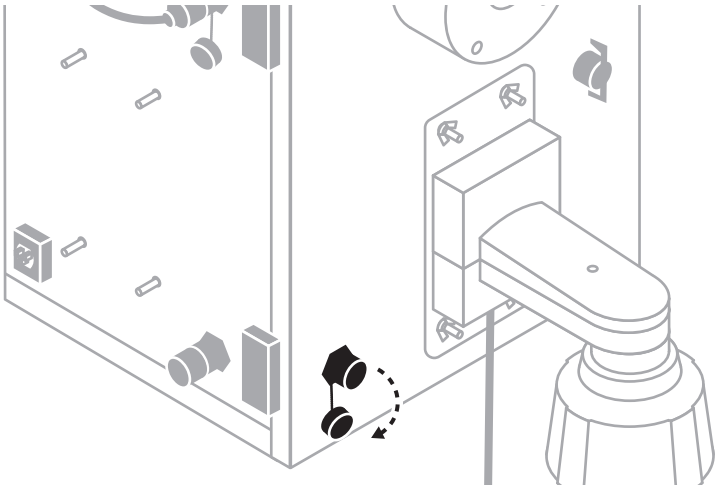


## Unit Installation

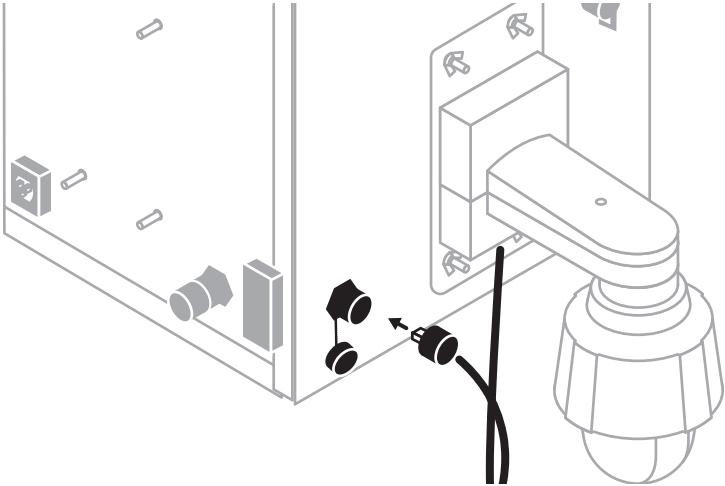
**Step 3** Secure camera by tightening wing nuts onto mounting studs.



**Step 4** Twist protective plug cap off port below camera. The cap should hang freely.

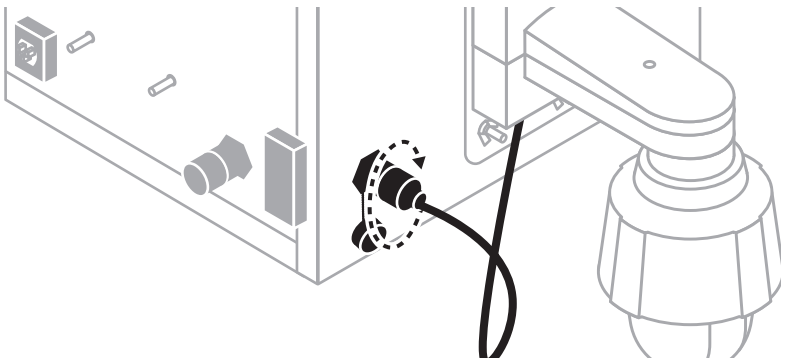


**Step 5** Connect camera to enclosure by plugging in connector coming from camera. Connector should snap firmly in place.



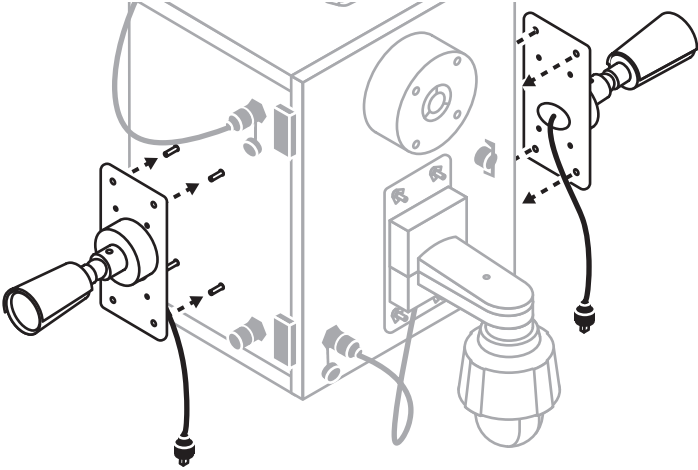
**Step 6** Hand tighten protective plug cap on connector into enclosure. This will create a watertight seal.

**Warning:** Do not use tools to tighten cap. Cap should be snug, but will not be flush against the enclosure.



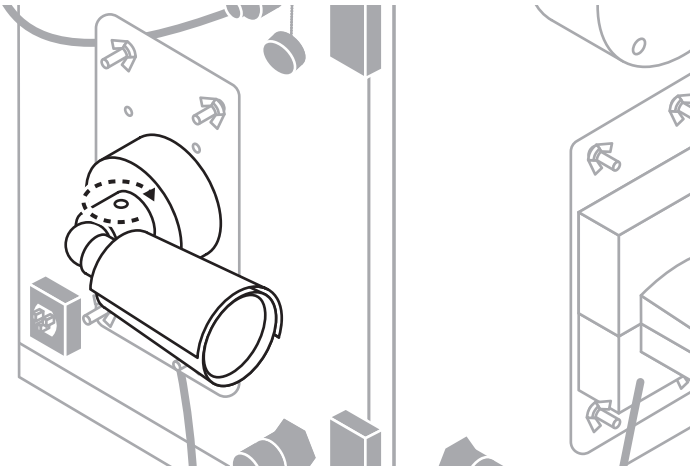
## Unit Installation

**Step 7** If applicable, repeat steps 2–6 for other camera(s).



**Step 8** Remove protective coverings from camera(s).

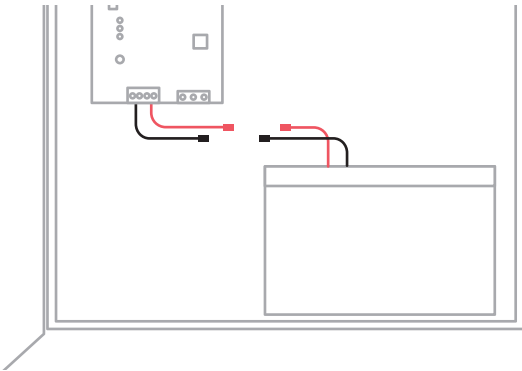
**Step 9** If applicable, loosen screw on fixed camera neck with a T-25 Allen wrench (included) to adjust camera angle. Tighten screw on camera neck with Allen wrench when desired angle is chosen.



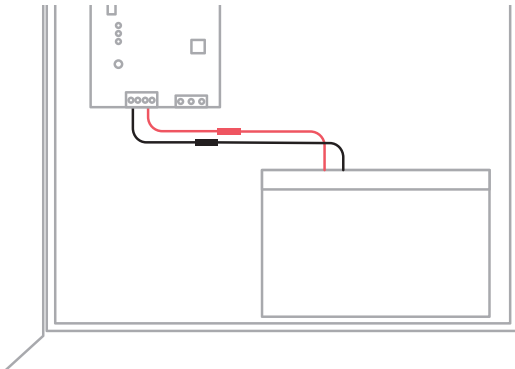
# Batteries

**Never connect red to black. Batteries are wired in series for 24VDC.**

**Step 1** Open enclosure and locate two positive (red) and two negative (black) connectors.



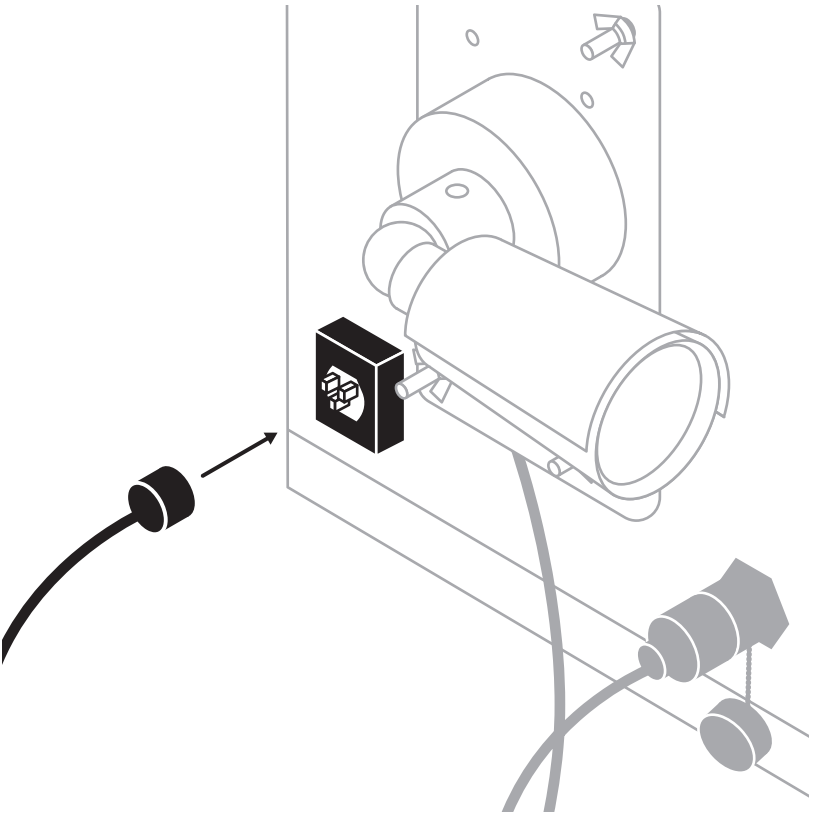
**Step 2** Connect positive (red) connectors together, then connect negative (black) connectors together.



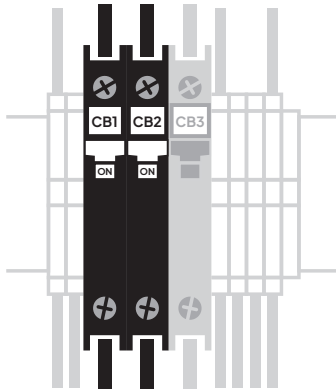
# Power Cord

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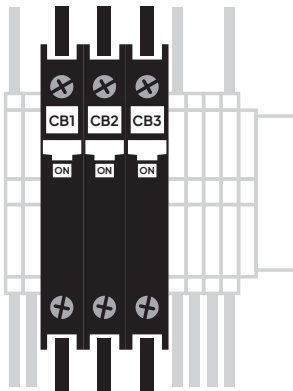
**Step 1** Plug cable end into power input on lower left side of enclosure.



**Step 2** Open battery compartment on trailer and locate three breaker switches. Flip switches labeled CB1 and CB2 up into ON position.



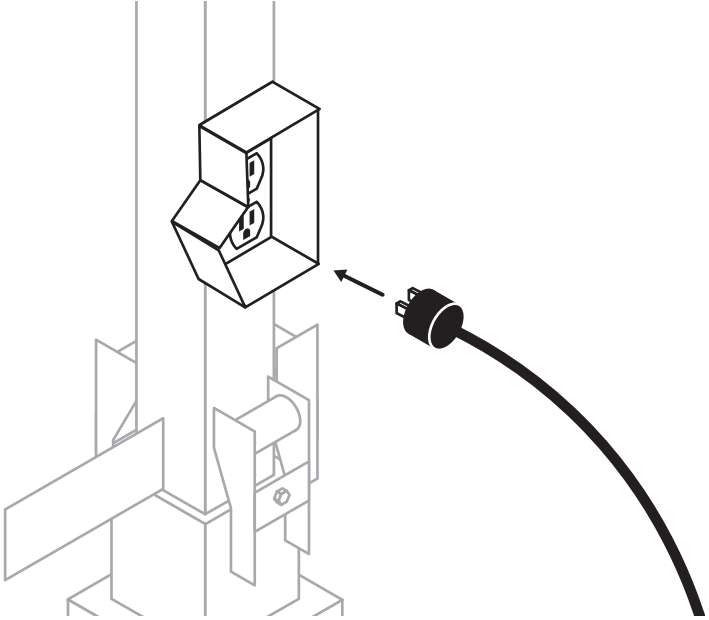
**Step 3** Wait 20 seconds. Flip switch labeled CB3 up into ON position.



**Warning:** The trailer will not function if you do not wait 20 seconds before turning on CB3. If you did not wait, please call Customer Support.

## Unit Installation

**Step 4** Plug other side of cable into 110V power outlet at top of mast.

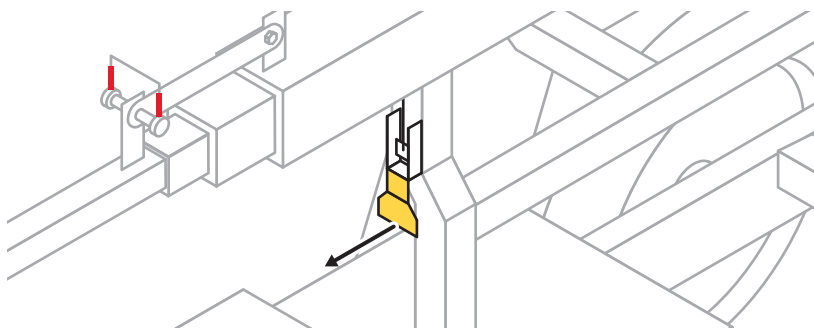




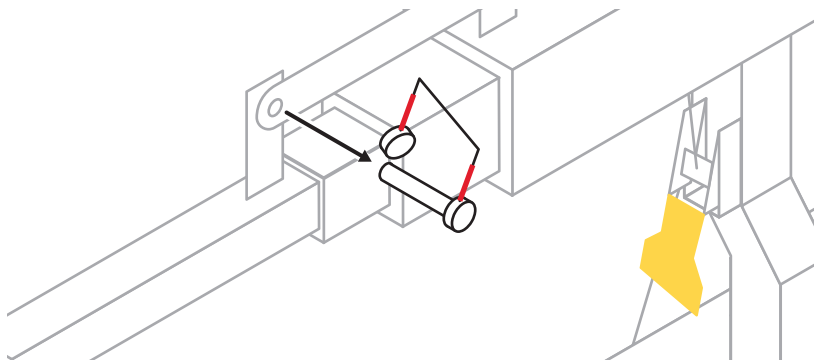
## Raising the Mast

**Warning:** 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.

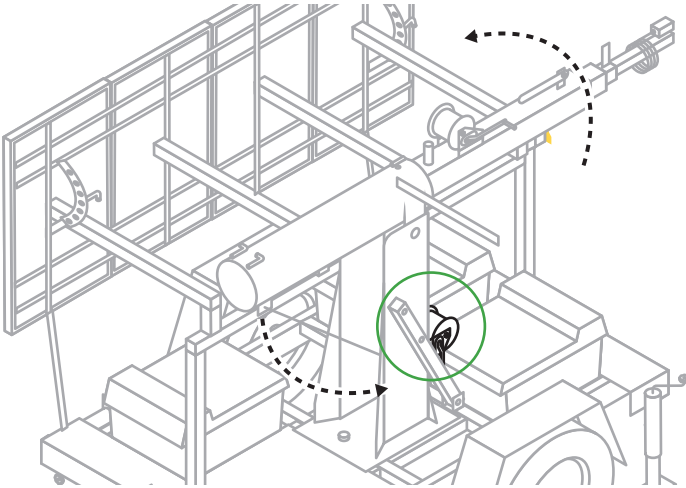


**Step 2** Release red lock pin by unhooking wire and removing pin. Hook wire back onto red lock pin to avoid entanglement while raising mast.

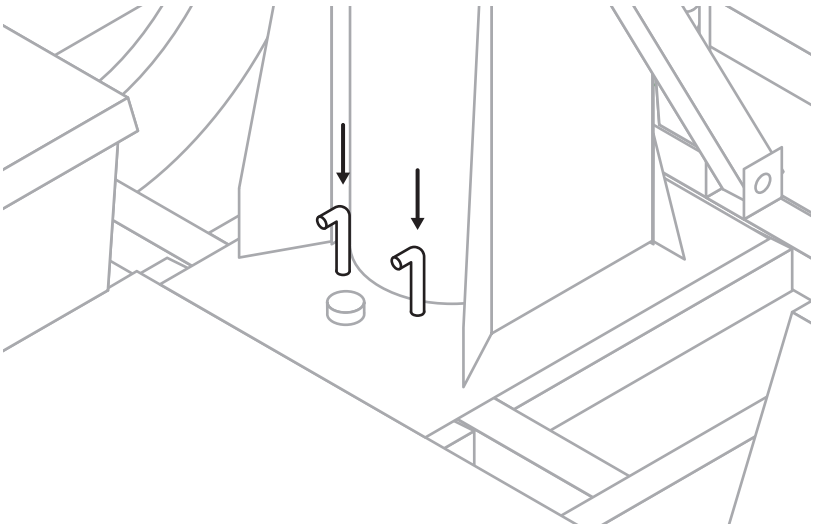


## Trailer Setup

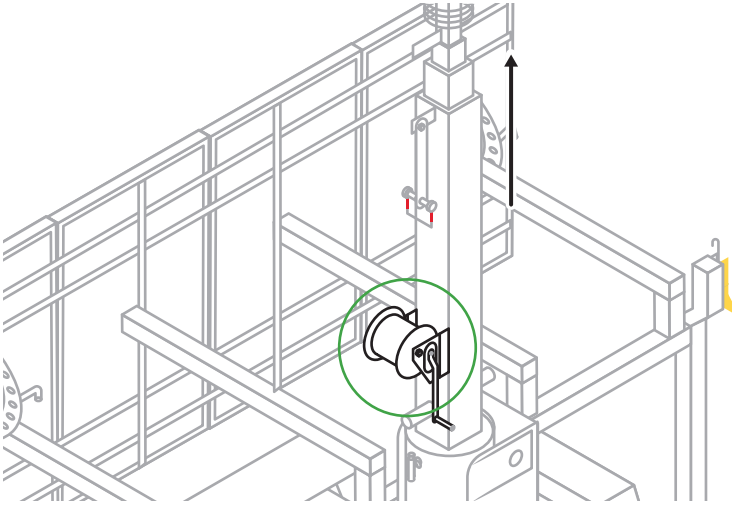
**Step 3** Raise mast into vertical position using lower winch.



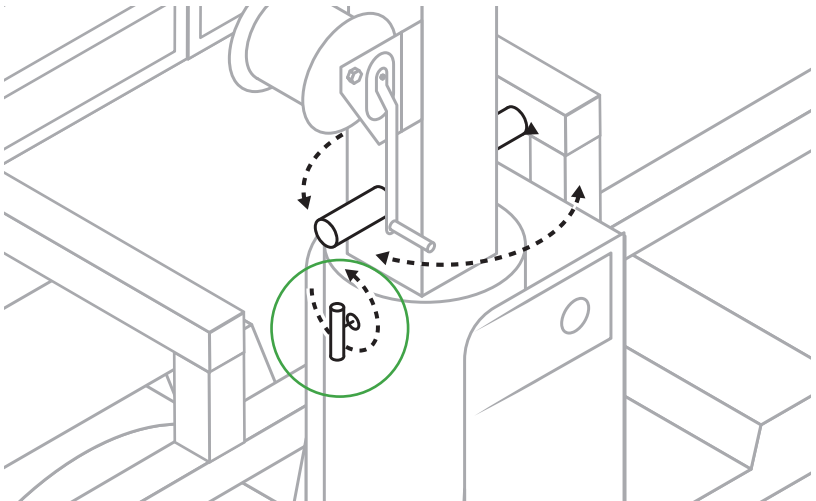
**Step 4** Secure mast by pushing two locking pins into holes on base of mast. Mast must be fully upright for pin holes to align.



**Step 5** Raise mast until desired height is reached using higher winch. Maximum mast height is 20 feet.



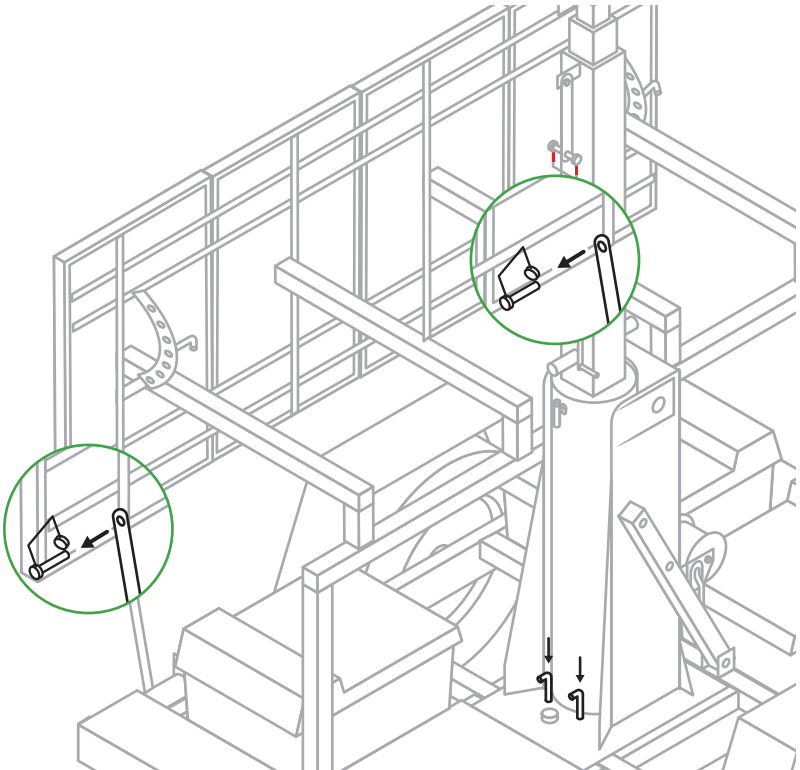
**Step 6** Fully loosen rotation lock bolt and rotate mast to desired position. Once position is achieved, re-tighten locking bolt.



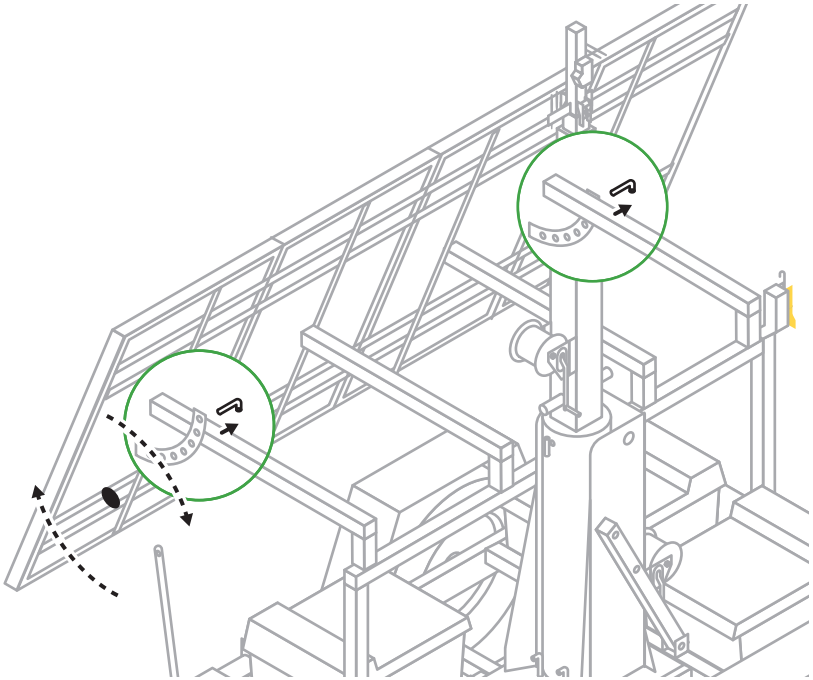
# Solar Panel Positioning

**Warning:** Solar panels must face the equator (directly south) in order to capture adequate sunlight and properly charge. Failure to observe all following requirements may result in system downtime. Units self-recover automatically once panels receive sufficient sunlight.

**Step 1** Remove pin(s) from travel arm(s) to unlock solar panels.



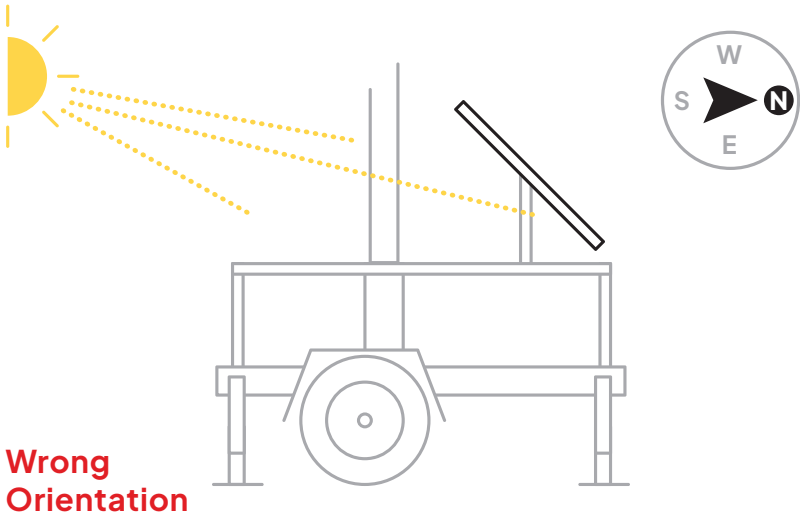
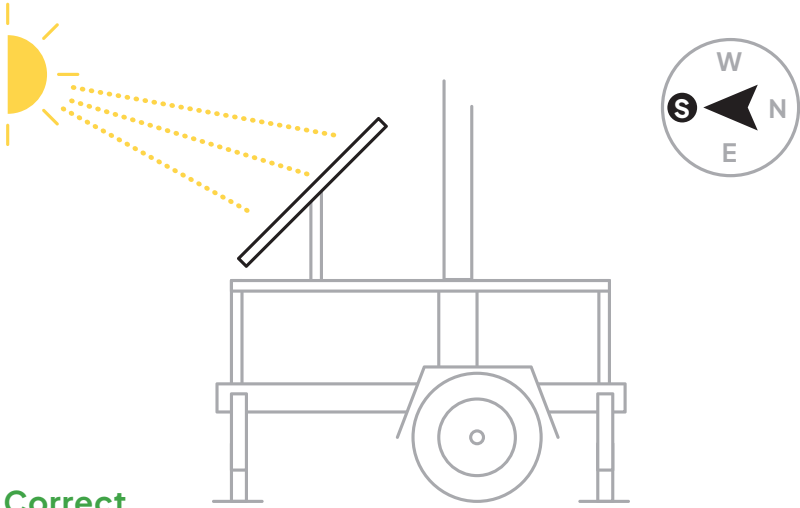
**Step 2** Angle solar panels for your location by removing panel angle adjuster bolt and placing it in corresponding hole. Refer to the chart on the following page to determine the proper angle based on your location.



## Trailer 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°		

**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.



# Powering

**Step 1** Open the battery compartment on trailer and verify the panels are charging the unit. With sunlight, the leftmost LED on the ProStar unit will turn green within 5 minutes after powering.

- A yellow LED lit on the ProStar unit means your panels are not receiving sunlight, and the camera is running on battery power.
- A red LED lit on the ProStar unit means there is an issue with your system. Please contact TrueLook Support.

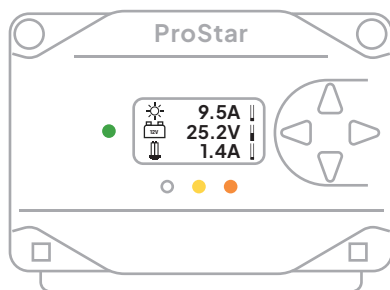
**Step 2** Verify that the following numbers are displayed on the ProStar's digital readout. You may need to cycle left/right using the arrows to get to the pictured screen.

If numbers are displayed correctly, the system should be fully functioning at this stage.

**Solar Amps** ☀️  
7.5-16+

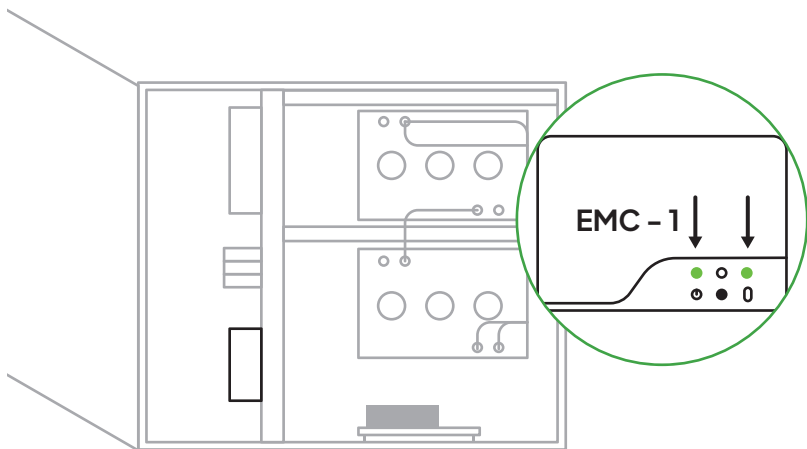
**Battery** 🔋  
23.8-27

**Load Amps** ⚡️  
0.5-2.5 (When backup batteries are charging, this may read as high as 23.)

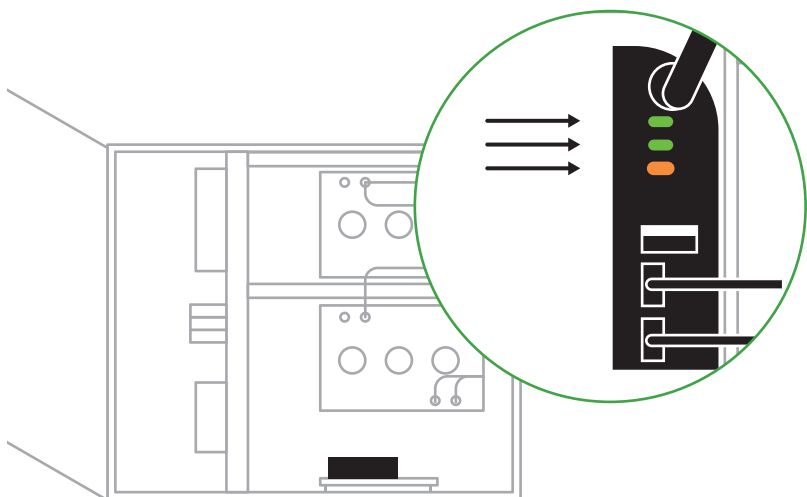




**Step 3** Verify that there are two green LED lights on the EMC-1 unit.

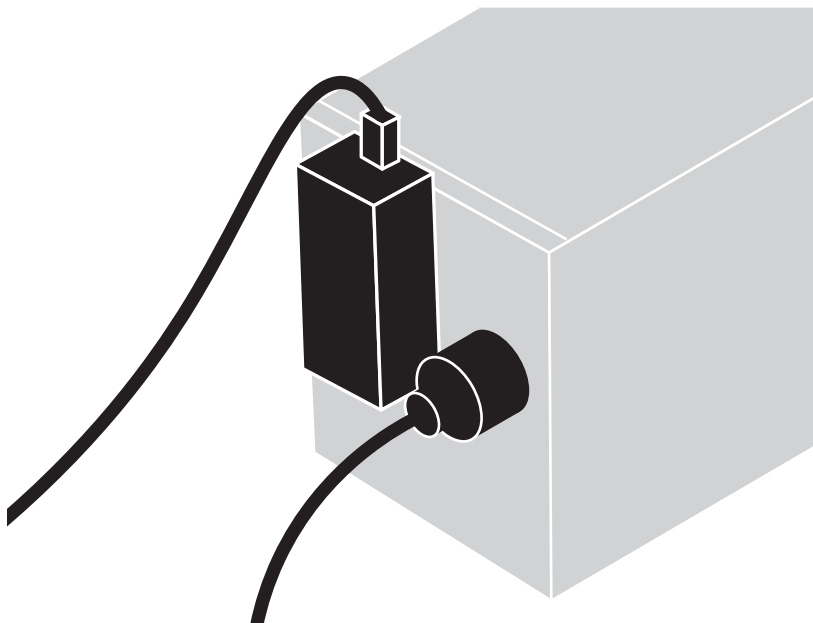


**Step 4** Verify that there are two green LEDs and one amber LED lit on the modem mounted to the side of the battery compartment.



## Trailer Setup

**Step 5** Verify that both 110V plugs are secure in their outlets on inverter.



## Verifying Camera Operation

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After providing your TrueLook security solution with power, wait **10 minutes** for it to come online. If you see yellow or red LED lights inside the enclosure, contact Customer Support for assistance.

Once power is confirmed, use the link on the back of the manual to view the system and verify its functionality. If you don't see all camera views in the TrueLook Platform, contact Customer Support for assistance.

## Maintenance Tips

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- ✔ Do not allow smoking or open flames near battery compartment.
- ✔ Do not disassemble the ProStar from its case. There are no user serviceable parts inside the ProStar.
- ✔ Regularly check that tire pressure is 45 psi (310 kPa).
- ✔ Clean camera lens(es) 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.
- ✔ Mounting hardware may loosen over time due to construction machinery causing vibrations. Be sure to regularly check that all hardware has remained tight

# Troubleshooting

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

### **Cautions:**

- Troubleshooting should be attempted by qualified personnel only.
- A battery can cause serious damage if shorted.
- Do not disassemble any components within the enclosure or battery compartment.

## Camera Not Operating Properly

1. Check that the battery connectors are connected.
2. Check that the camera cable connectors are securely fastened.
3. Check that the power source is supplying power.

## Camera Battery Is Not Charging

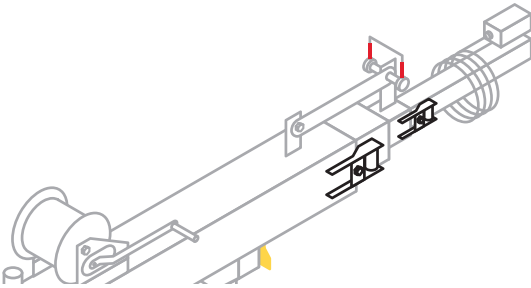
1. Check that the battery connectors are connected.
2. Check that the power source is supplying power.
3. Check that the status LED is green. If orange or red, contact Customer Support.

If your system is still not functioning properly, please contact TrueLook Support for further assistance.

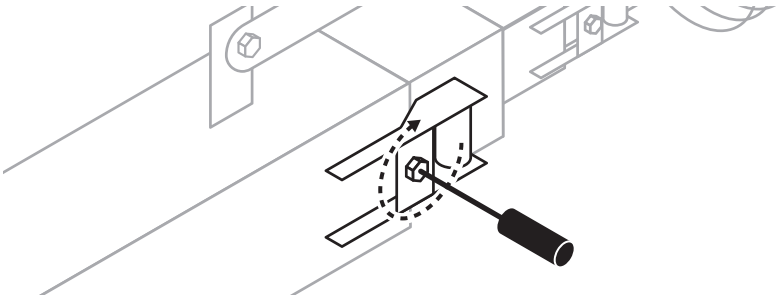
## Mast Stabilization

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.

# Support Review

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Once you're done with installation, snap a few pictures and email them to [support@truelook.com](mailto: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

# Notes

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# Accessing Your Camera

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