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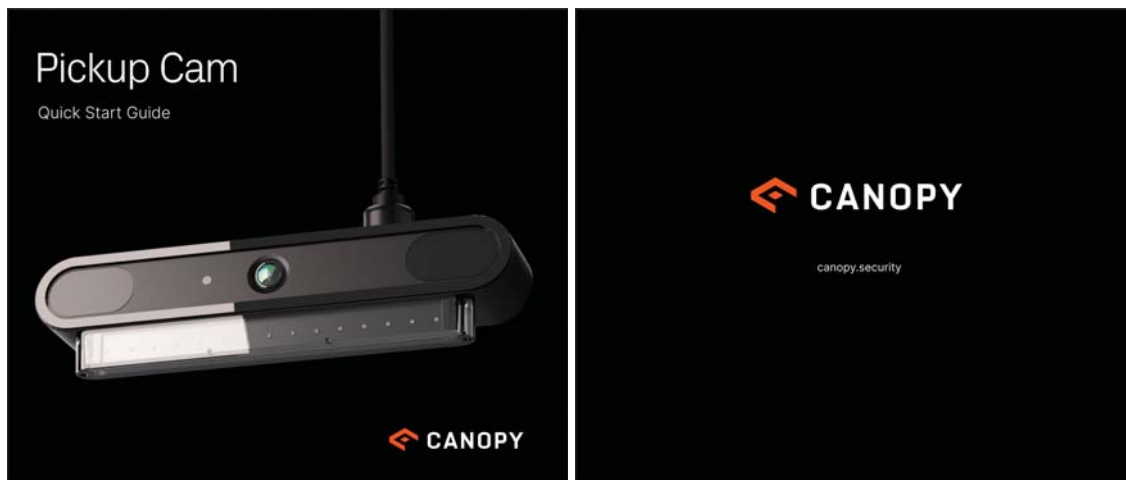
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Quick Start Guide

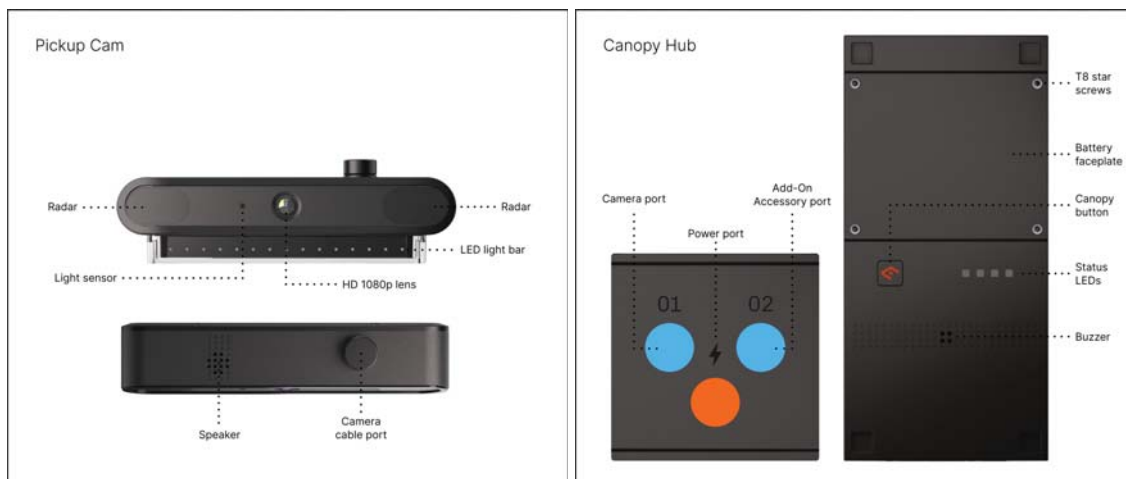
Notes

- Placed on top of the box, the customer sees this first when opening the box
- Artwork to be tweaked, however below is the general design of the printed collateral



Welcome to your new Canopy Pickup Cam System

Please read this quick start guide to help get started. For more information, read the full user manual and specifications at: canopy-security.zendesk.com



Pickup Cam

- Speaker
- HD 1080p lens
- Radar(s)
- Light sensor
- Camera cable port
- LED light bar

Canopy Hub

- Canopy button
- Status LEDs
- 01 Camera port
- 02 Add-on Accessory Port
- Power port
- (Not featured: Removable Battery)
- Battery Cover
- T8 star screws

iOS	Android
1. Scan the provided QR code with your phone's camera to directly access the Canopy Security app in the Apple App Store. If the QR code does not work or you prefer to manually search, open the App Store and search for "Canopy Security". 2. Once you've found the Canopy Security app, tap "Get" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process. 3. Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at canopy.security/ account. If you're a new user, follow the prompts to create a new account. 4. After logging in, the Canopy Security app will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.  	1. Scan the provided QR code with your phone's camera to directly access the Canopy Security app in the Google Play Store. If the QR code does not work or you prefer to manually search, open the Google Play Store and search for "Canopy Security". 2. Once you've found the Canopy Security app, tap "Install" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process. 3. Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at canopy.security/ account. If you're a new user, follow the prompts to create a new account. 4. After logging in, the Canopy Security app will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.  

iOS

1. Scan the provided **QR code** with your phone's camera to directly access the Canopy Security app in the Apple App Store. If the QR code does not work or you prefer to manually search, open the App Store and search for "Canopy Security".
2. Once you've found the Canopy Security app, tap "Get" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process.
3. Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at **[canopy.security/account](https://canopy.security/)**. If you're a new user, follow the prompts to create a new account.
4. After logging in, the **Canopy Security app** will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.

Android

1. Scan the provided **QR code** with your phone's camera to directly access the Canopy Security app in the Google Play Store. If the QR code does not work or you prefer to manually search, open the Google Play Store and search for "Canopy Security".
2. Once you've found the Canopy Security app, tap "Install" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process.

3. Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at canopy.security/account. If you're a new user, follow the prompts to create a new account.
4. After logging in, the **Canopy Security app** will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.

Preparing for Installation

Find your OBD-II port

The OBD-II port is typically located on the driver's side of your vehicle, below the dashboard, and left of the steering wheel.

- Your OBD-II port location may vary depending on your truck model.
- For help locating your OBD-II port, check your vehicle owner's manual.
- Confirm you've found your OBD-II port in the Canopy Security app.

Fully charge your Hub's removable battery before first use.

Ensure the battery has sufficient charge before first use.

You can do this by removing the Battery from the Hub and charging it using the Power Adapter provided. Follow the in-app instructions to remove the rechargeable battery pack or go to [canopy-security.zendesk.com/charging the removable battery pack](https://canopy-security.zendesk.com/charging-the-removable-battery-pack).

High-Level Warnings

Include overall most relevant warnings

Zendesk Format:

[Canopy > Canopy Pickup Cam System > How to install your Pickup Cam System](#)

Canopy Pickup Cam System

Complete Installation Guide

[Getting started](#)

[Add your vehicle](#)

[Install your Canopy Hub](#)

[Activate and pair your Canopy Hub](#)

[Temporarily mount your Pickup Cam](#)

[Test and confirm your camera view](#)

[Set up your detection zone](#)

[Safely route and secure your cables](#)

Getting started

Download the Canopy Security app

1. Download and open the **Canopy Security app** from the **Apple App Store** or **Google Play Store**. For directions visit the [Downloading the Canopy Security app](#) instructions page.
2. Log in using the account credentials you created when purchasing your Pickup Cam system at **canopy.security/account**. If you are a new user, follow the prompts to create a new account.
3. After logging in, the **Canopy Security app** will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.

In-app introduction

Welcome to Canopy Security!

You're just a few steps away from experiencing smarter vehicle security. Let's get started installing your new Canopy Pickup Cam System.

This process should take around 15 minutes. We'll cover:

[Getting started](#)

[Add your vehicle](#)

[Install your Canopy Hub](#)

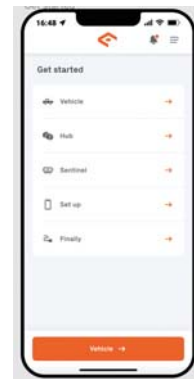
[Activate and pair your Canopy Hub](#)

[Temporarily mount your Pickup Cam](#)

[Test and confirm your camera view](#)

[Set up your detection zone](#)

[Safely route and secure your cables](#)



Additional Helpful Tools

The Canopy Pickup Cam System comes with everything you need to get started, but these items can make the process go even smoother:

- Your vehicle owner's manual
- A flashlight
- A tape measure
- A flathead screwdriver

Add your vehicle

Follow the in-app instructions in the Canopy Security App to add your vehicle.

In-app add vehicle flow

Add your Vehicle

To give you the most accurate installation guide, we need to know which vehicle you'll be installing your Pickup Cam System on.

- Year
- Make
- Model

Confirmation

Nice ride! Now let's install your Canopy Hub.

Install your Canopy Hub

Unbox your Canopy Hub

Open the Canopy Hub box. Inside, you'll find everything you need to get started, including some items you'll need in later steps. The box contents include:

- Canopy Hub
- OBD-II Power Cable
- Velcro Pads
- Multipurpose Trim Tool
- Power Adapter for Rechargeable Battery
- Cable Wrap Velcro Loops

For a more detailed overview, read the [Canopy Hub page](#).

 Canopy Hub	 OBD-II Power Cable
 Velcro Pads	 Multipurpose Trim Tool
 Cable Wrap Velcro Loops	 Power Adapter (for Rechargeable Battery)
 Removable Battery Pack (Pre-installed)	

Fully Charge your Canopy Hub's Removable Battery Pack

Charging your Canopy Hub's Removable Battery Pack

Fully charge your Hub's removable battery before first use.

- Using your **trim tool's T8 star bit**, remove the four **star screws** on the top of the Canopy Hub. Place the screws aside in a container or on a flat surface.
- Gently squeeze the sides of the **battery faceplate** and lift it off.
- Take the **orange fabric loop** and pull up to release the battery.
- Connect the **power adapter** to the charging port in the battery.
- Plug the **power adapter** into a wall outlet. The battery light will flash green when it's charging. When the battery is fully charged, the light will be solid green.
- Insert the fully charged battery back into your Canopy Hub.
- Reattach the faceplate to the Canopy Hub and secure it with the four **star screws**.
- Confirm in the Canopy Security App that your battery is fully charged and back in the Canopy Hub.



Removable Battery LED patterns

LED behavior	Description
Solid Green	Battery is fully charged
Flashing Green	Battery is charging
OFF	• Battery is charged and not in use • Battery is plugged in and not charging • Battery is out of charge

Choose a location to install your Hub

Where should I install my Canopy Hub?

- When selecting where to install your **Canopy Hub**, make sure to find a place safe from being knocked, kicked, or damaged.
- Your Hub should always be installed flat on your vehicle floor with the **orange Canopy button** facing up toward the roof.

- Do not, under any circumstances, install your Canopy Hub in a location that may obstruct your ability to operate your vehicle safely.
- The **ideal location** to install your Canopy Hub is **under the rear seats** of your vehicle.
- If that's not feasible, **under the front seats** can also work well.
- In either case, check to ensure there is at least a **half-inch (1/2")** of clearance above the hub to allow for adequate airflow.

Caution: If mounting Canopy Hub under the driver or passenger front seat, ensure the seat isn't lowered so that contact is made with the Canopy Hub and seat. This may result in crushing or damaging the Hub.

Caution: Please ensure that the Canopy Hub is installed at least 20cm (8 inches) from the nearest occupant.



Secure your Hub into place

The Canopy Hub has pre-installed hook-sided Velcro pads on its underside to help secure it to the floor of your vehicle.

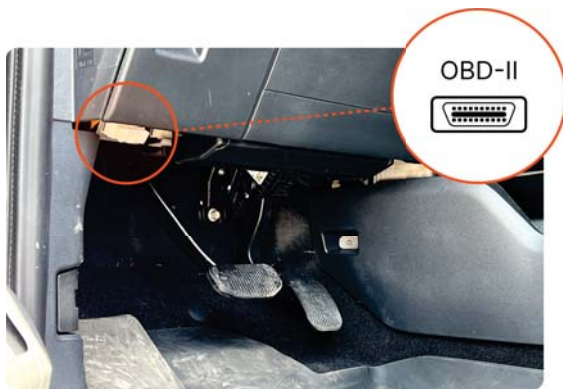
- If you are installing on a vehicle with **carpet flooring**, place your Hub with the **Velcro side facing down**. Applying light pressure, gently move it in all four directions—left, right, forward, and back—on your carpeted floor. This motion will help your vehicle's carpet fibers to latch onto the Velcro hooks, securely embedding the hub and reducing the potential for sliding.
- If you are installing on a vehicle with another type of flooring like **vinyl**, take the **two Velcro pads** provided and attach them to the Velcro on your Hub. Peel off the adhesive backing of each pad and place your Hub in your chosen install location. Apply pressure for 30 seconds for the adhesive to stick.
- Confirm your Hub is secure in the Canopy Security app.



Find your vehicle's OBD-II port

The OBD-II port is typically located on the driver's side of your vehicle, below the dashboard, and left of the steering wheel.

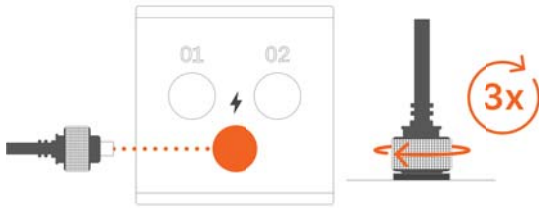
- Your OBD-II port location may vary depending on your truck model.
- For help locating your OBD-II port, check your vehicle owner's manual.
- Confirm you've found your OBD-II port in the Canopy Security app.



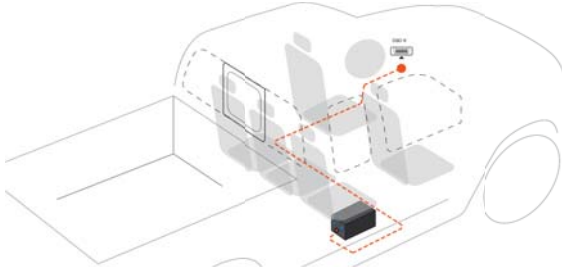
Connect your OBD-II power cable

Your Hub must be connected to your vehicle's OBD-II port to operate. This connection allows the hub to draw power while you're driving, charging its battery.

1. Take the small **orange USB-C** end of the OBD-II power cable and connect it to the power port of your **Canopy Hub**, denoted by a **lightning bolt symbol** and orange rubber cap.
 - a. If you are unable to fully insert the cable, look for the **threaded collar** on the cable and pull it backward. Try inserting the cable again.
 - b. With the cable inserted, pull down the threaded collar and **rotate it 3 times** to weather-seal the connection.



2. Route the other end of the cable along the driver's side of the vehicle and up towards your OBD-II port.



3. Connect the OBD-II cable end to your vehicle's OBD-II port.



4. Confirm your Hub is connected to the OBD-II port in the Canopy Security app.

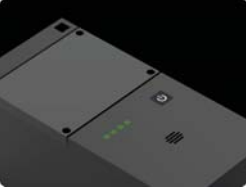
Caution: If disconnecting your vehicle battery, please ensure the Canopy OBD-II power cable is disconnected prior to doing this.

Activate and pair your Canopy Hub

Follow the in-app instructions in the Canopy Security App to activate and pair your Canopy Hub.

Canopy Hub Pairing Sequence

	Press and hold the Canopy button on the Hub for 3 seconds, allowing the Canopy Hub to find your phone and connect to it.
--	---

	Device found
	Connecting...
	Error state: Failed, please try again after 30 seconds. A series of red lights indicates a failed connection, if you see this, please repeat.
	Connected! Your device has now been activated, and paired with your Canopy app.

Firmware Update (optional step)



Note: Optional step that may appear during Onboarding.

Temporarily mount your Pickup Cam

Why do I need to temporarily mount my Pickup Cam?

- Marked with a **red backing**, the Canopy Pickup Cam comes pre-installed with a ring of high-strength adhesive tape designed for a strong hold upon contact.
- Once attached to your window, it is very difficult to reposition the camera, so it's important to position it right the first time.
- A **mounting cradle** is provided to help you find an ideal location for your Pickup Cam before permanently securing it to the window.



Unbox your Pickup Cam

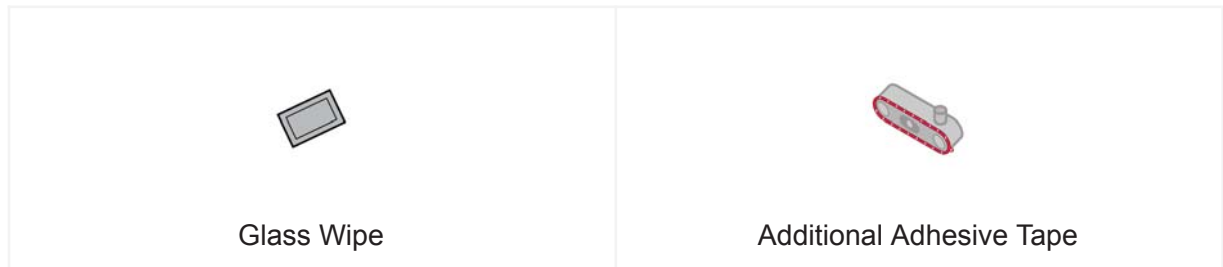
Open the Pickup Cam box. Inside, you'll find everything you need to get started, including some items you will need in later steps. The box contents include:

- Pickup Cam
- Mounting Cradle
- Camera Cable
- Cable Clips (x3)
- Glass Wipe
- Additional Adhesive Tape

For a more detailed overview, see the Pickup Cam [box contents](#).

(Note) in the app, this could be a drop-down, modal, or link to zendesk

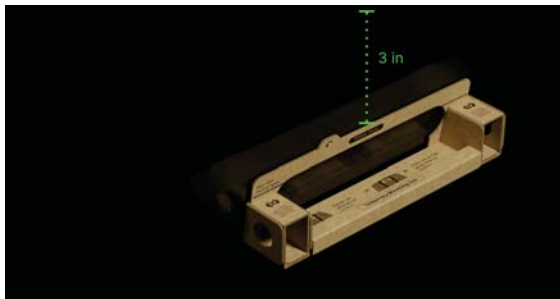
 Pickup Cam	 Mounting Cradle
 Camera Cable	 Cable Clips (x5)



Position your mounting cradle

Review the details printed on your cradle for useful mounting tips and reference lines. Make sure the cradle is oriented correctly before positioning it.

1. Place your mounting cradle at the top center of your rear window, leaving about 3 inches of space above the cradle to allow room for your camera cable.



2. Keeping the cradle at the same height, slide the cradle to the center of the window.
3. If your window has horizontal defroster lines, align the corresponding reference line on your mounting cradle up or down to the nearest defroster line.

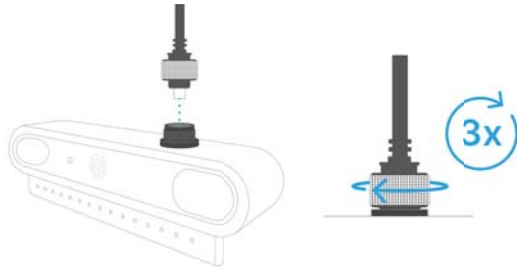


4. Once the correct position has been found for your window, peel off the white adhesive backings.
5. Keeping the cradle as level as possible, stick the cradle to your window.
6. Apply even pressure for at least 20 seconds to make sure the cradle is firmly attached to the window.

Connect your Pickup Cam to the Canopy Hub

1. Remove the **blue rubber cap** from your Pickup Cam.
2. Take one end of the **black USB-C camera cable** and connect it to your Pickup Cam.
 - Look for the **notch** in the cable - this is designed to match with a corresponding shape in the camera's port, ensuring the cable is inserted the right way.

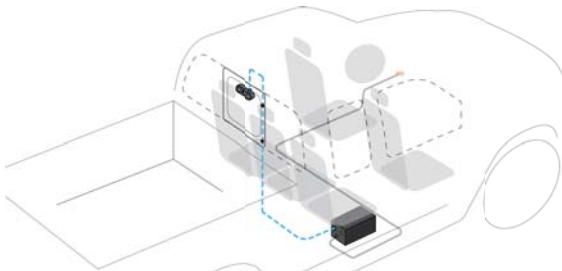
- If you are unable to fully insert the cable, look for the **threaded collar** on the cable and pull it backward. Try inserting the cable again.
- With the cable inserted, pull down the threaded collar and **rotate it 3 times** to weather-seal the connection.



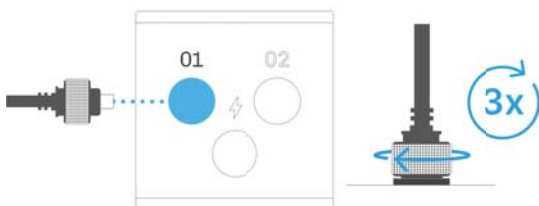
3. Now, gently insert your Pickup Cam into the mounting cradle.



4. Leaving slack in the camera cable to not disturb your Pickup Cam inside the cradle, route the other end of the cable to your **Canopy Hub**.



5. Connect the remaining **black USB-C connector** to the Canopy Hub's 01 Camera Port, denoted by the "01" and blue cap.
 - Look for the **notch** in the cable - this is designed to match with a corresponding shape in the camera's port, ensuring the cable is inserted the right way.
 - If you are unable to fully insert the cable, look for the **threaded collar** on the cable and pull it backward. Try inserting the cable again.
 - With the cable inserted, pull down the threaded collar and **rotate it 3 times** to weather-seal the connection.



Test and confirm your camera view

Follow the in-app instructions in the Canopy Security App to test and confirm your camera view.

In-app camera check flow

Check Live Camera View

Now, let's check your camera feed. You should see a screenshot of your camera's live feed below.



If the camera view is obstructed in the image above, adjust the camera position by removing your Pickup Cam from the Mounting Cradle and carefully peeling off the cradle from your window. Adjust the placement and reattach your cradle, pressing firmly for 20 seconds before reinserting your Pickup Cam. Tap "Check the camera feed" to load a new image of your camera view.

Repeat this step until you're happy with the view.

~~Re-check the camera feed~~ NOT PRIORITIZED FOR BETA 2

Confirmation

I'm happy with the view

I cannot see the camera feed

Confirm Camera Position

You're happy with the camera view. Now, let's make it permanent. Confirm that you're ready to secure the camera.

Install your Pickup Cam

1. Take your Pickup Cam out of the **mounting cradle**
2. Using the **glass wipe** provided, carefully clean the area of the window inside the inner border of the mounting cradle.
 - This will prepare the window surface for installing your Pickup Cam.
 - Wait around 15 seconds for the surface to dry or use a clean cloth.



3. Holding the back of the Pickup Cam with one hand, remove the clear protective film from the LED light bar and camera lens. Be careful not to smudge the camera lens.
4. Next, slowly peel off the red adhesive backing.
5. Using two hands, carefully place the Pickup Cam into the mounting cradle.
6. Now, gently push your Pickup Cam with even pressure from behind, sliding it forward in the cradle until it makes contact with the window
7. Finally, press firmly for about 30 seconds to secure the camera.
8. With the camera secure, remove the mounting cradle from your window by pulling on the perforated tab of the cardboard.



Set up your detection zone

Follow the in-app instructions in the Canopy Security App to set up your camera's **detection zone**.

In-app calibration flow

Set up your detection zone

Properly calibrating your camera's detection zone helps your Pickup Cam more accurately detect activity around your truck bed, which reduces the chance of false positives.

Please enter the size of your truck bed

Your Pickup Cam first needs to know how large your truck bed is.

Length

Width

16:48

Hardware test

70%

Please enter the size of your truck bed.



Length

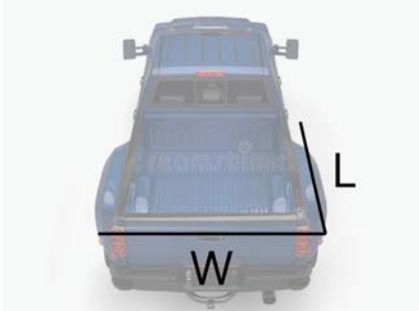
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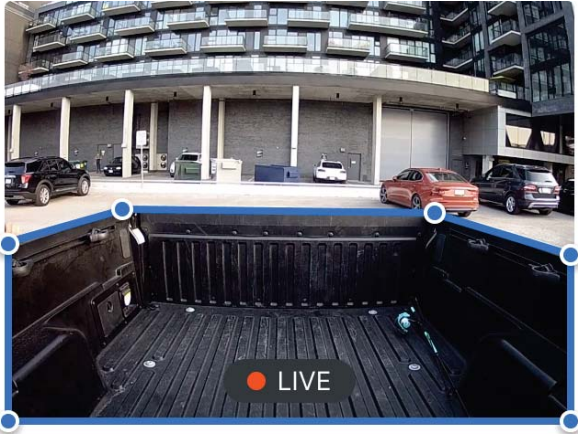
Width

72 in

← Back

Next →





Safely route and secure your cables

Safely routing and securing cables in your vehicle is an important final step before getting back on the road. Proper cable management helps maintain the aesthetic of your interior, prevent accidental disconnections, and keeps them safely out of your way while driving.

Mismanaged cables can pose a safety risk, interfering with pedals, doors, or seat belts, or distracting you while driving.

Important safety tips to follow

1. SAFETY TIP: Loose cables can be a safety issue in the footwells or by the driver's pedals if left untucked.
1. SAFETY TIP: Ensure cables do not interfere with the seatbelt function or carseat anchors. In case of a split bench, run the cable around the window side of the bench, not between the seats.
2. SAFETY TIP: When installing cables behind vehicle trim panels, ensure that cables are not pinched, bent or kinked when re-installing vehicle trim panels and are kept away from any trim mounting clips.
3. SAFETY TIP: Ensure no cables are exposed in vehicle doorways and are tucked away to prevent any trip hazards when entering and exiting the vehicle.

Routing the OBD-II power cable

1. Find the driver's side **door sill trim** located on the floor of the vehicle between the seat and the door.
 - Using the **trim tool**, pry up the door sill trim piece up. It's ok to apply some pressure to uplift the trim.
 - Guide the power cable from your vehicle's OBD-II port down inside the channel under the door sill trim.
 - Reinstall the door sill trim piece and press firmly until it clicks into place, ensuring the power cable is not pinched, bent or kinked in the process.
2. As you work your way to the back of the vehicle, check to make sure your OBD-II power cable is not interfering with the base of your driver's side seat belt.
3. Next, find the **rear door sill trim** located in between the rear seats and rear door on the driver's side of the vehicle.
 - Using the **trim tool**, pry up the rear door sill trim piece up. It's ok to apply some pressure to uplift the trim.
 - Guide the OBD-II power cable down inside the channel under the rear door sill trim.
 - Reinstall the rear door sill trim piece and press firmly until it clicks into place, ensuring the cable is not pinched, bent or kinked in the process.
4. Finally, carefully eliminate any cable slack to prevent dangling wires and trip hazards.
 - Using the provided Velcro cable management loops, carefully bundle the remaining OBD-II power cable slack close to your Hub.



Routing the camera cable

1. Starting from your Pickup Cam, route the camera cable around the rear window, tucking under or behind the headliner and vehicle trim using the included trim tool.
 - For vehicles with power or manual sliding rear windows, note which way the window opens and route the cable in the same direction that the window opens.
2. Use the cable management clips provided to secure any loose hanging cables that cannot be tucked in behind the vehicle trim.
 - The adhesive on the back of the clips allows them to be placed along the walls and windows of the vehicle interior.
 - Do not add a cable clip too close to the Pickup Cam if it is mounted onto a sliding rear window as it will come off when the window is opened.
3. As you continue securing the camera cable down to the Canopy Hub, make sure the cable does not interfere with the function of the seatbelts, seat belt buckles, or carseat anchors.
 - In the case of a split bench, run the cable around the window side of the bench, not between the seats.
4. Wrap up remaining cable
 - Using the provided Velcro cable management loops, carefully bundle the remaining camera cable slack close to your Hub.



Troubleshooting

Issues	Solution
Cannot power on the device	• Make sure the battery pack has been provided charge to exit it from shipping mode (see shipping mode section) • Make sure the battery pack is oriented the correct way and is seated in the Canopy Hub correctly • Make sure the battery pack has charge
Device is getting warm while operating	• Canopy devices are designed to operate in an automotive environment. It is normal for the device to become warm or hot during operation and still remain safe to use.
Canopy battery pack will not charge inside Canopy Hub	• Make sure the OBD-II charging cable is securely fastened to the Canopy Hub and the OBD-II connector is securely fastened to the vehicle OBD-II port • Make sure the vehicle is running to enable device charging • For more tips please see device charging section
Video is unclear when testing during installation	• Make sure the protective film on the lens has been removed prior to installation • Make sure the camera isn't obstructed at install by any objects (stickers, rear windshield defroster lines) that could obscure the camera view
Live stream isn't working when testing during installation	•
GPS signal cannot be received	•
LTE signal cannot be received	•
Pickup Cam can not be mounted	• Ensure the 3M backing tape (red liner) has been removed. • Ensure the rear window is clean and clear of any debris or dirt (use included Glass Wipe if necessary)
Canopy Hub cannot be mounted	• Ensure the vehicles floor is clean and clear of any debris or dirt • Ensure both velcro materials have been mounted and tested on the vehicles flooring

Uninstallation Instructions

Disconnect Cables

1. Disconnect the Pickup Cam cable from the Hub.
2. Disconnect the OBD-II Power Cable from the Hub.

The Pickup Cam is mounted with double-sided, permanent mounting tape that is resistant to brute force. The key to removing this adhesive is slow, light pressure.

Uninstalling the Pickup Cam

1. Start by freeing an edge of the tape.

- We recommend using dental floss or fishing wire under the tape to do this. You may also use the provided trim tool, plastic scraper, or razor blade to separate a section of adhesive.
- We've found this article from CNET to be helpful in explaining the process: <https://www.cnet.com/home/how-to-remove-permanent-mounting-tape/>

2. Slowly pull your Pickup Cam away from the freed edge.

- It's important to patiently and carefully pull back your Pickup Cam with constant light pressure.
- If you try pulling too fast, the adhesive will resist, making it hard to pull off. Pulling too hard or fast could also cause the tape to tear, leaving more residue on your windshield.

3. Separate the camera from the adhesive completely.

If you are having a hard time pulling off your camera, we recommend separating the camera from the adhesive completely.

- Use 12-18" length of dental floss or fishing wire to carefully saw back and forth between the camera and the window.
- This sawing motion will cut through the foam in the tape and separate your camera from the rear window.
- Wearing gloves may be useful to protect your fingers during this process.

4. Remove residual adhesive

The second method will leave a ring of adhesive on your window. To remove residual adhesive on the windshield:

1. Separate a small section of the adhesive with your trim tool, a plastic scraper, or a razor blade.
2. Gently stretch the adhesive by pulling it backward with light pressure.
3. This will make the tape elongate, causing it to lose its grip on the window, similar to a command strip.
4. Continue this process gradually in sections, inching along the tape, repeating the pulling and lifting.

Tip: do not apply too much pressure to the tape when removing it, as it could leave a lot of residue. You may also use any rubbing alcohol, WD-40, or Goo Gone in small amounts to remove any remaining residue. Apply it first to a cloth and gently rub the saturated cloth on the residue. If you prefer, our Canopy team will complete the residual adhesive removal during your scheduled uninstall.

Uninstalling the Hub

1. Ensure all of the cables have been disconnected from the Hub.
2. Remove the hub and any velcro patches used during installation.

Clean up

1. Disconnect the OBD-II power cable from the OBD-II port.
2. Remove the cables from the vehicle, using the trim tool as needed to lift any trim pieces where the cables may have been routed through.
3. Once the cables have been removed, remove any retaining clips used to secure the cables using caution to pull them off slowly to avoid leaving any residual adhesive on the surface.

Product Guide: Safety, Regulations, Warranty & Agreement

WARNING: Failure to read the following battery safety instructions could result in fire, electric shock or other injury or damage.

Battery Safety

General

Rechargeable lithium-ion battery.

Do not disassemble, crush, bend, deform, puncture, shred or attempt to open the battery pack.

Do not attempt to heat above 85 deg C/185 degrees F.

Do not short circuit the battery pack, or allow conductive objects to come into contact with the battery pack terminals.

Do not attempt to insert foreign objects into the battery pack, immerse it in water or other liquids, expose to fire, explosion or any other hazards.

Avoid dropping the battery pack, if the battery is dropped, and the user suspects damage, do not attempt to repair. Before assembling the battery pack after it has been dropped check the casing and battery terminals for any damage.

Charging

Only use the Canopy battery pack in approved Canopy devices.

Only charge the Canopy battery pack with the provided Canopy power adapter. If a non-Canopy power adapter is used this may damage the battery pack and reduce the battery cell life.

When charging the Canopy battery pack outside of Canopy Hub, do not charge near other heat sources.

Need to add operating temperature range and power output (voltage, capacity, power rating)

Shipping Mode/Battery first use

Ensure the battery has sufficient charge before first use

You can do this by removing the Battery from the Hub and charging it using the Power Adapter provided

Alternatively, you can Power On your device by **starting your vehicle when the OBD-II Power Cable is attached to your vehicle's OBD-II port**, and the Canopy Hub's Power port

(This is a required step during set-up/install to 'wake' the Battery from Shipping Mode and should be included as a step in the install instructions)

Warranty Information

Returns

Regulatory Approvals

FCC statement

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designated to provide reasonable protections against harmful interference in a residential installation. This equipment generates, uses, and can radiate radiofrequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference

to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The FCC IDs for the device are;

- Canopy Hub - 2BBDG-CHPU-NS-A01
- Pickup Cam - 2BBDG-CPSU-TS-A01

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

This device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

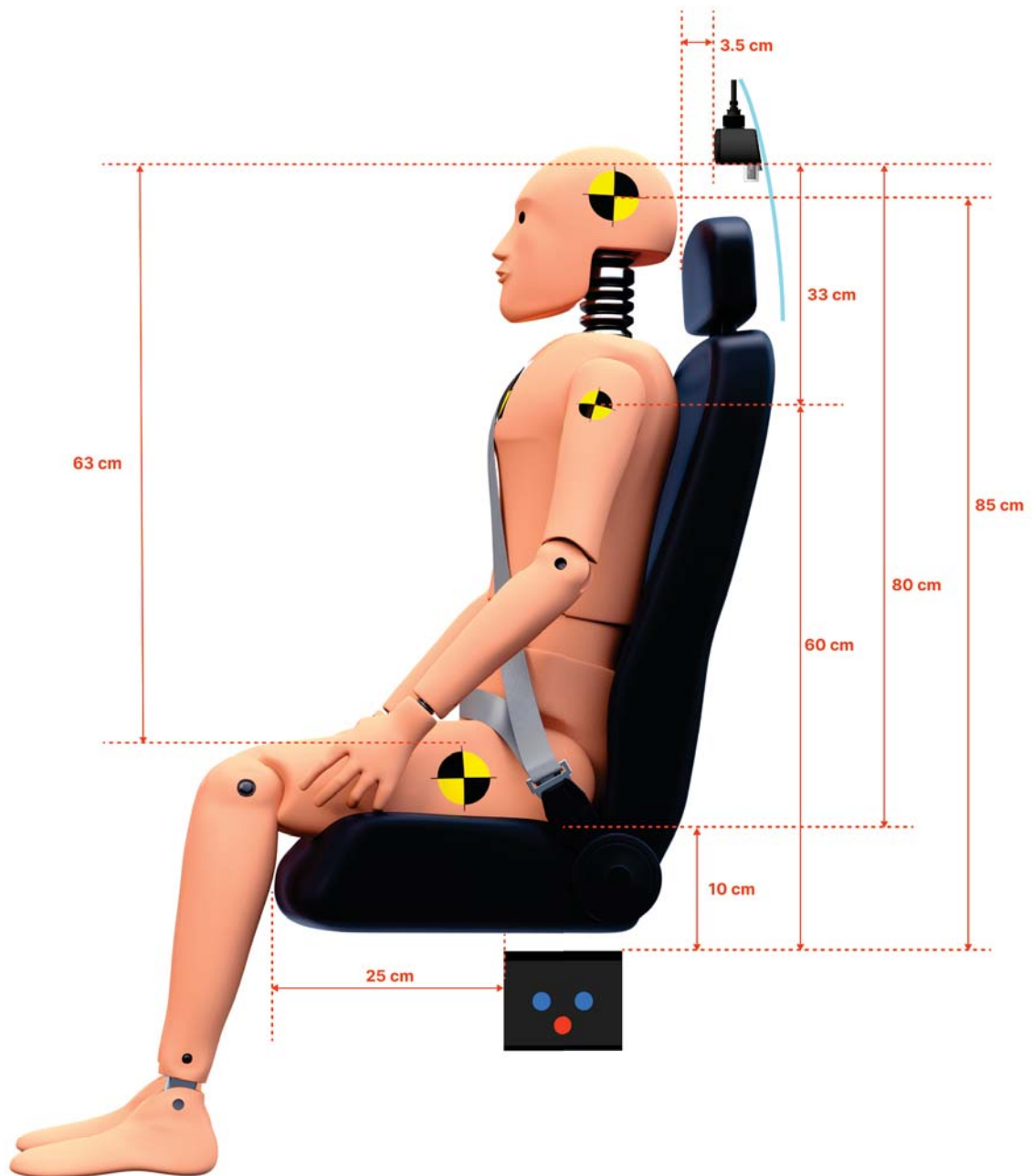
Radiation Exposure Statement

This product complies with the FCC portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual.

Further RF exposure reduction can be achieved if the product is kept as far as possible from the user's body or by setting the device to lower the output power, where such function is available.

The **Canopy Hub** should be installed and operated with a minimum distance 10cm (3.93in) between the radiator & your body.

The **Pickup Cam** should be installed and operated with a minimum distance 3.5cm (1.37in) between the radiator & your body.



Product Radio Features

The Canopy product will utilize radio's to offer the following features:

- Intrusion detection - Canopy device is equipped with two 60 GHz radars
 - Device will survey the monitoring zone for any potential threats, and will wake up the Canopy device to verify if the threat is a person

- Bluetooth pairing - Canopy device provides a 2.4GHz BLE module capable of multiple radio standards including 1 and 2 Mbps low energy modes.
 - Users are able to pair their mobile device with the Canopy device.
 - Canopy device is able to alter its state (notifications, detection state) when detecting a paired device
 - Canopy device shall automatically reconnect to a paired device when detecting it is in range
- WiFi connectivity - Canopy device provides a dual-band direct conversion radio capable of supporting 2.4GHz/5GHz frequency bands
 - Device is able to connect to a WiFi network in order to download larger event files, receive large OTA updates
 - Device app shall be capable of connecting to a chosen WiFi network, once connecting, able to automatically reconnect to that WiFi network when in range.
- LTE connectivity - Canopy device provides an LTE module that supports B2/B4/B12 frequency bands
 - Device is able to connect to a LTE network in order to:
 - Send notifications to the user's app
 - Send intrusion events to the user's app
 - Send updates of the device state to the user's app (battery status, monitoring state, OTA status etc.)
 - Receive OTA updates
 - Provide a livestream of the device to the user's app
 - Capable of streaming multiple pipelines (livestream, event upload, notifications etc.) without compromising the user experience

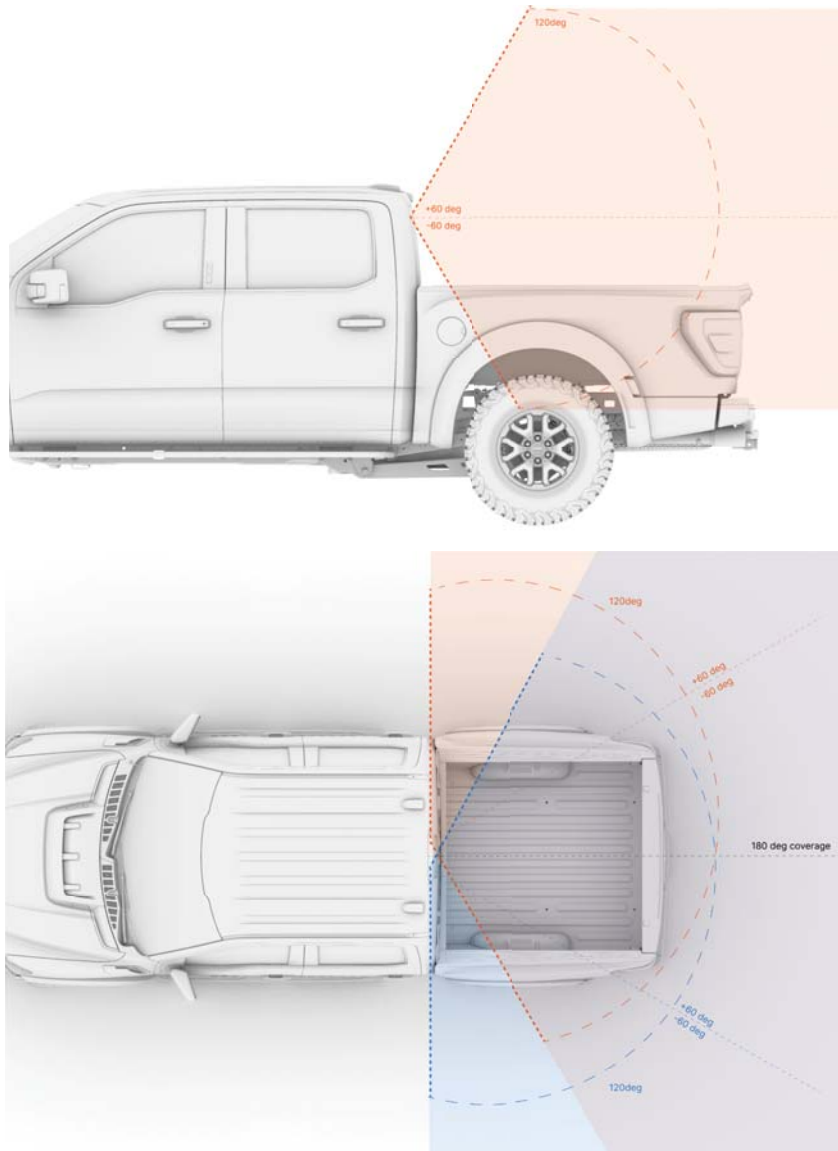
Radar Features and Usage

The Canopy device is equipped with two 60 GHz radars that survey the truck bed area. The device will survey the monitoring zone for any suspicious activity, and will wake up the Canopy device to verify if there is a theft attempt occurring. The radars operate in the following way:

1. The two radars monitoring the bed have a combined field of view of 180° to cover the entire bed area.
2. The radars operate within the ISM band (61-61.5GHz = 500MHz).
3. Each radar will give a maximum output power of +13dBm EIRP.
4. The radars are intended to monitor intrusions into the bed area and ignore events occurring outside of the bed.
5. As customer vehicles can vary in sizes, the radar needs to be calibrated as per the 'Set up your detection zone' section in this guide. This allows the Canopy device to be tuned for a specific truck bed.
6. The radars will have two modes of operation - low power and active mode. When there is no activity in the scene, the radars will be in low power mode and switch to active

mode when there is motion present. Once the activity is over, the radars go back to low power mode. In this way, the battery life can be kept optimized.

7. The Canopy device runs an advanced algorithm that uses radar data to decide when to wake the main system. The main system uses computer vision to confirm whether the activity in the scene represents a theft event.
8. The radars will not be operational whilst the vehicle is in motion.
9. The radars are directional and all radio frequencies shall be directed toward the truck bed and not rearward into the passenger cabin (see images below).



Canopy Support > Canopy Pickup Cam System

Canopy Support > Canopy Pickup Cam System > Canopy Pickup Cam

Canopy Pickup Cam



The Canopy Pickup Cam is a powerful camera with advanced sensing capabilities that monitors your truck bed for potential threats and captures high-quality footage to keep you informed and protected.

Canopy Pickup Cam Features

- HD 1080p Lens
- HDR Night Vision
- LED Light Bar
- Speaker
- Advanced Radar Sensing

*The Canopy Pickup Cam requires a **Canopy Hub** to operate.

[How to install your Pickup Cam](#)

Pickup Cam Kit

The box titled “Pickup Cam” contains all of the parts needed to install your Pickup Cam.

	Pickup Cam The Pickup Cam detects activity around your vehicle using its sensors. It then captures that activity with its camera and shares it with you in the Canopy app.
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	Mounting Cradle The mounting cradle helps you to position the Pickup Cam on the rear truck window. It should be fitted to the window first so that the camera position can be checked before it is fitted permanently.
	Camera Cable The camera cable connects your Pickup Cam to the Canopy Hub.
	Cable Management Clips Cable management clips are used to safely secure cables around the vehicle.
	Glass Wipe The glass wipe is used to clean the rear window before mounting the Pickup Cam,
	Adhesive Tape The adhesive tape is used to permanently secure the Pickup Cam in place.

Canopy Hub



The Canopy Hub is the powerhouse of your Pickup Cam System, providing cellular connectivity, data processing, and continuous power with its rechargeable (and removable) battery pack.

Canopy Hub Features

- Cellular 4G LTE Connectivity
- 7-Day Rechargeable Battery Pack
- Artificial Intelligence on the Edge
- GPS Location
- Continuous OBD-II Charging
- Weatherproof Threaded Cable Ports
- Support for Add-On Accessory

*The Canopy Hub requires a Canopy Security subscription to operate.

[How to install your Canopy Hub](#)

Canopy Hub Box Contents

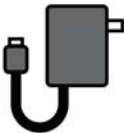
This box contains all of the parts needed for the Canopy Hub.



Canopy Hub

The Hub is the powerhouse of your Pickup Cam system, providing cellular connectivity, data processing, and continuous power with its rechargeable battery pack.

Driving your vehicle for 30 minutes a day will charge the Hub's battery pack. Alternatively, the battery pack may be removed and charged in your home using the provided Canopy power adapter.

	OBD-II Power Cable This power cable connects the Canopy Hub to your vehicle's OBD-II port. It draws power from your vehicle when it's moving to charge the Hub's battery.
	Velcro Pads The Hub has pre-installed hook-sided Velcro pads on its underside, perfect for attaching to carpeted vehicle floors. For other types of flooring, like plastic, we've included additional Velcro pads to ensure a more secure placement.
	Multipurpose Trim Tool The trim tool is used to tuck cables out of the way after installation.
	Velcro Loops Velcro loops are provided for bundling excess cable after installation.
	Power Adapter for Removable Battery This power adapter is used to charge the removable battery pack.



Removable Battery Pack (Pre-installed)

Pre-installed inside the Hub is a dedicated battery designed to power your security system when your vehicle is off. The battery safely recharges via the OBD-II Power Cable when the vehicle is moving.

If you drive your vehicle at least 30 minutes a day, your Hub's battery should remain ready to power your system. However, if your driving habits vary, the battery can easily be removed and recharged at home using the provided power adapter.

Canopy Security app

The Canopy Security app is a gateway to experience all the benefits of your Pickup Cam System including several in-app features to keep you connected and in control of your vehicle security.

Canopy Security app features

- Real-time Alerts
- Remote Livestreaming
- Activity History
- Vehicle Location
- Install and Setup

How to get started with the Canopy Security app

iOS

To get your Canopy Pickup Cam system set up and running, you'll need to follow the in-app instructions in the Canopy Security app.

Here's how to get it installed on your iOS device:

1. **Access the Canopy Security app:** Scan the provided **QR code** with your phone's camera to directly access the Canopy Security app in the Apple App Store. If the QR code does not work or you prefer to manually search, open the App Store and search for "Canopy Security".
2. **Download the App:** Once you've found the Canopy Security app, tap "Get" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process.
3. **Log In:** Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at **canopy.security/account**. If you're a new user, follow the prompts to create a new account.
4. **Follow In-App Instructions:** After logging in, the **Canopy Security app** will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.

With these steps complete, you'll be all set to enjoy the full benefits of your Canopy Pickup Cam system. If you run into any issues, contact our customer care team for assistance.

Android

Here's how to get the Canopy Security App installed on your Android device:

5. **Access the Canopy Security app:** Scan the QR code provided in your Quick Start Guide with your phone's camera to directly access the Canopy Security app in the

Google Play Store. If the QR code does not work or you prefer to manually search, open the Google Play Store and search for "Canopy Security".

6. **Download the App:** Once you've found the Canopy Security app, tap "Install" to download it. Ensure your phone is connected to Wi-Fi or a stable data connection for a smooth download process.
7. **Log In:** Open the app once it's installed and log in using the account credentials you created when purchasing your Pickup Cam system at canopy.security/account. If you're a new user, follow the prompts to create a new account.
8. **Follow In-App Instructions:** After logging in, the **Canopy Security app** will guide you through the rest of the setup and installation process. Please follow the step-by-step instructions to ensure proper setup and functionality.

With these steps complete, you'll be all set to enjoy the full benefits of your Canopy Pickup Cam system. If you run into any issues, contact our customer care team for assistance.