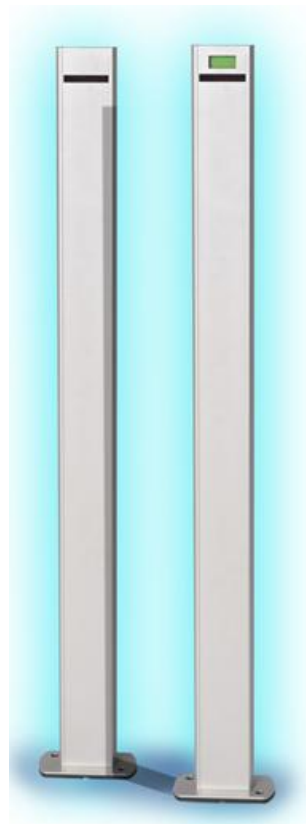


(IR) People Counter

BASIC SETTINGS

Infrared Technology for Incoming/Outgoing Traffic
Firmware v3-10 and later



Version 3.1
14 September 2010

1.0 BASIC INSTALLATION GUIDE

This section contains very basic installation instructions. For more details see the People Counter User Manual.

RX = Receiver (with LCD display)

TX = Transmitter

STEP 1: Connect power

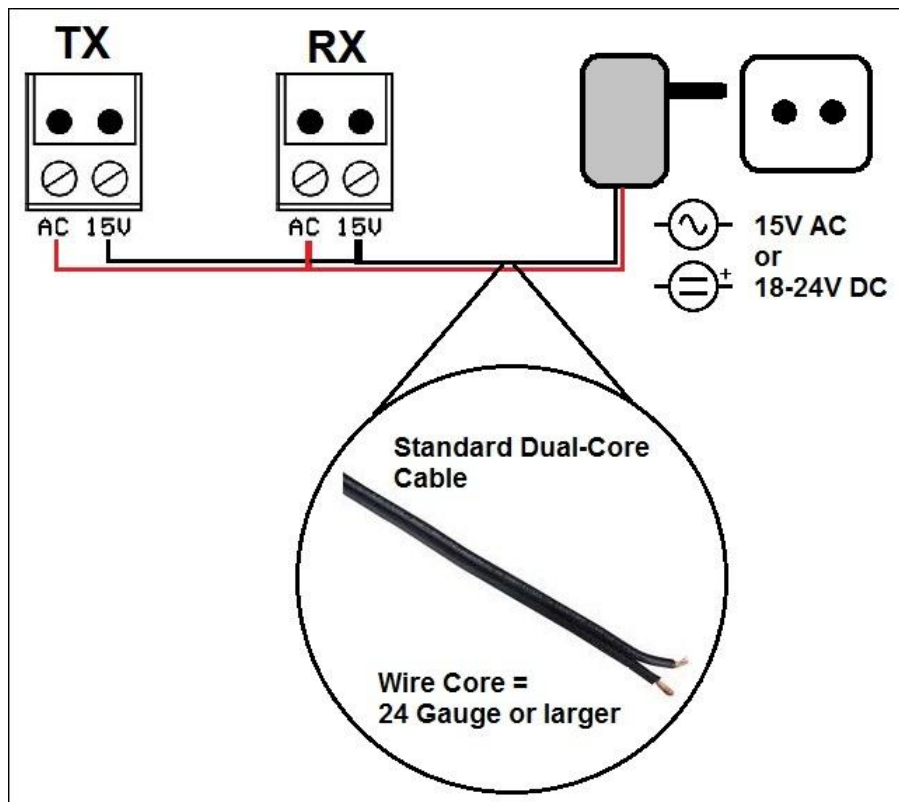


Figure 1 - Power Connection

STEP 2: Align sensors and test

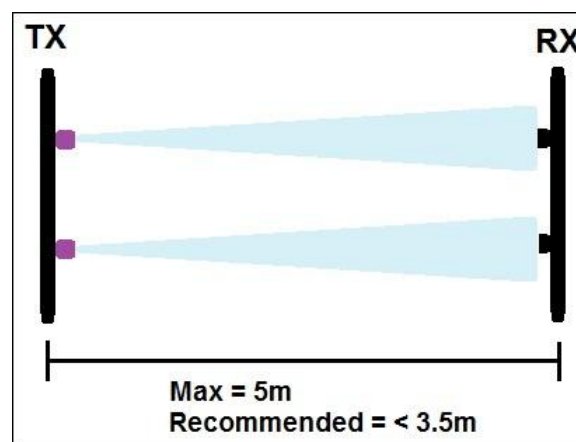


Figure 2 – Align Sensors



It does not count



Increase or decrease TX OUT Power



Make sure RX and TX sensors are in the center of the red windows



Use a USB module or eComm module to align sensors with configuration software



Look at TX sensors through a digital camera. Working sensors will look purple!



It is counting by itself



Increase TX OUT Power

STEP 3: Reset display (if needed)

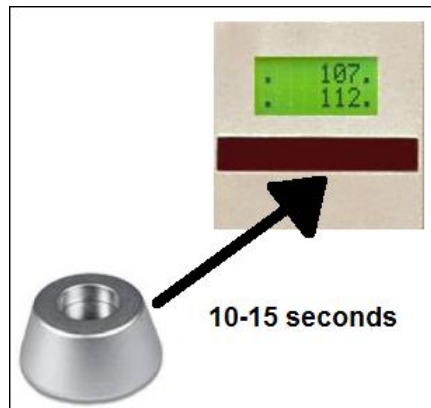


Figure 3 – Reset Display



It will not reset



Use a stronger magnet (superlock tag detacher) and hold for longer time near red window



Use a USB module or eComm module to reset with configuration software

If not connecting to PC or internet you are FINISHED!

1.1 Connecting Directly to 1 PC – USB Module Required

STEP 4: Install software on PC (only 1 type)

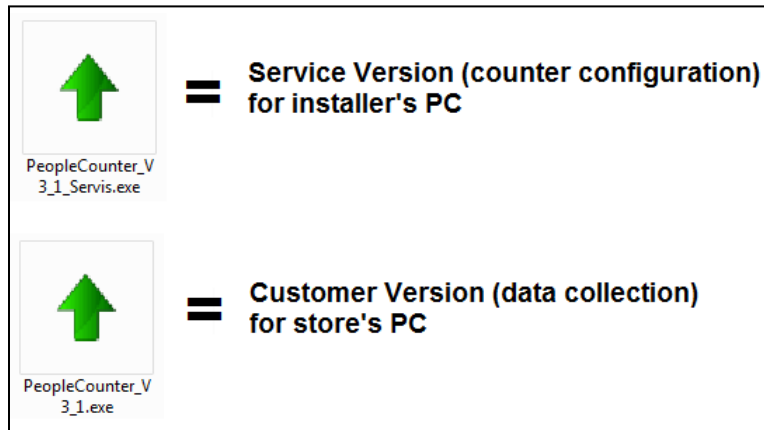


Figure 4 – Two Types of Software

STEP 5: Restart the PC

STEP 6: Connect RX to USB Module

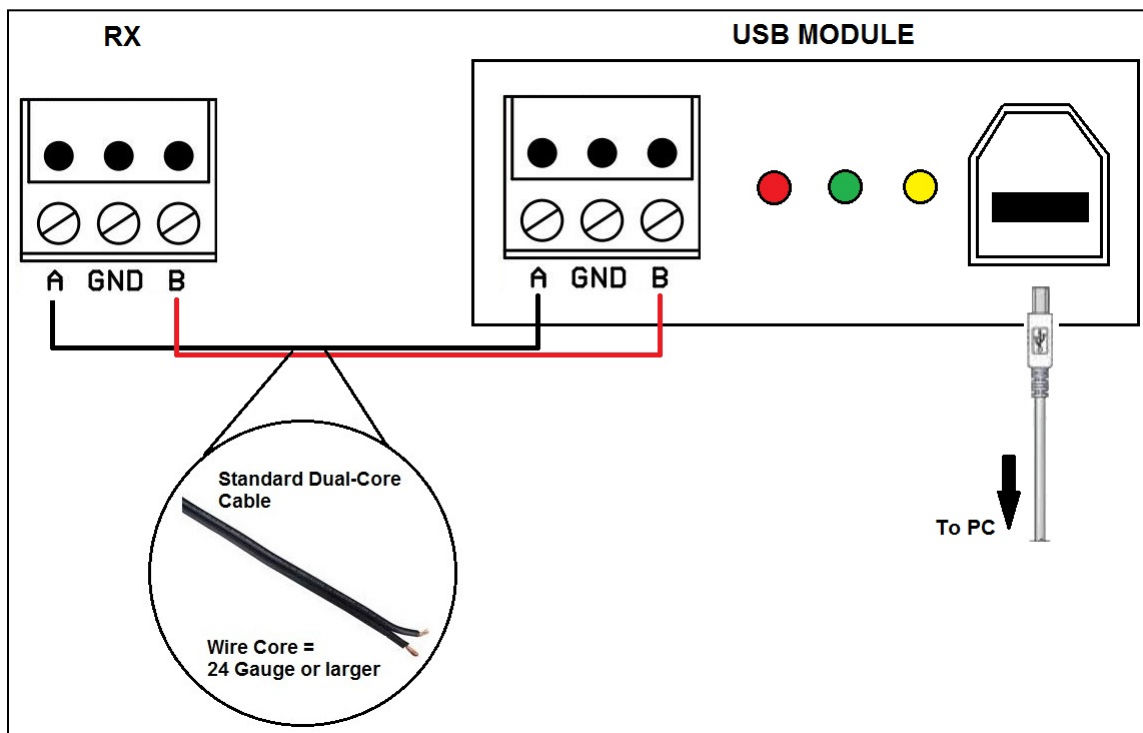


Figure 5 – USB Module Connection

STEP 7: Connect more than 1 People Counter to a USB Module (if needed)

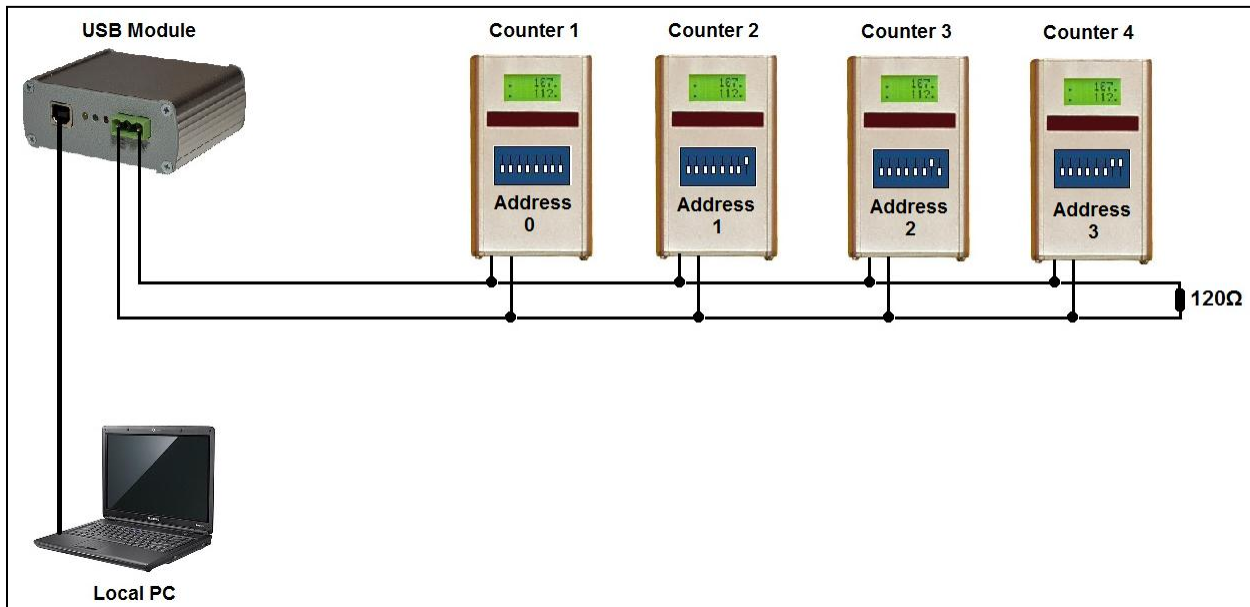


Figure 6 – Multiple Counter Connection

STEP 8: Connect USB Module to PC

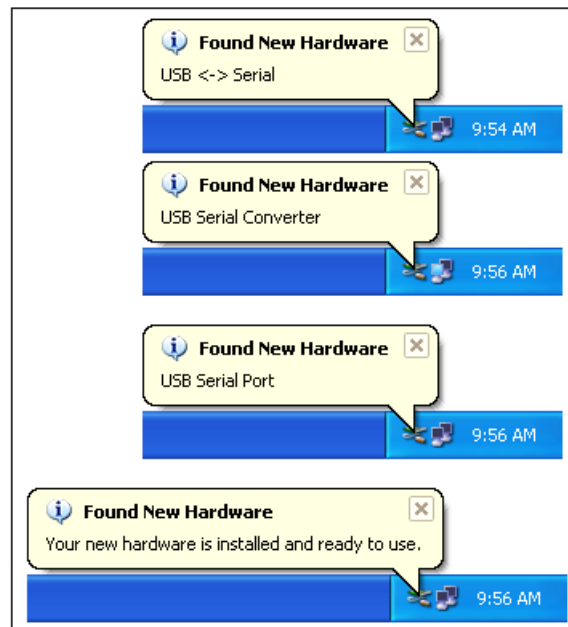


Figure 7 – USB Module to PC Connection



Hardware is not installed correctly



Unplug USB cable. Re-install People Counter software and restart PC



Make sure PC has Windows 98 or newer. Mac and Linux OS are not supported



Make sure current user is an Administrator on the PC



There is a problem with your USB port

STEP 9: Open People Counter software and connect to Serial port

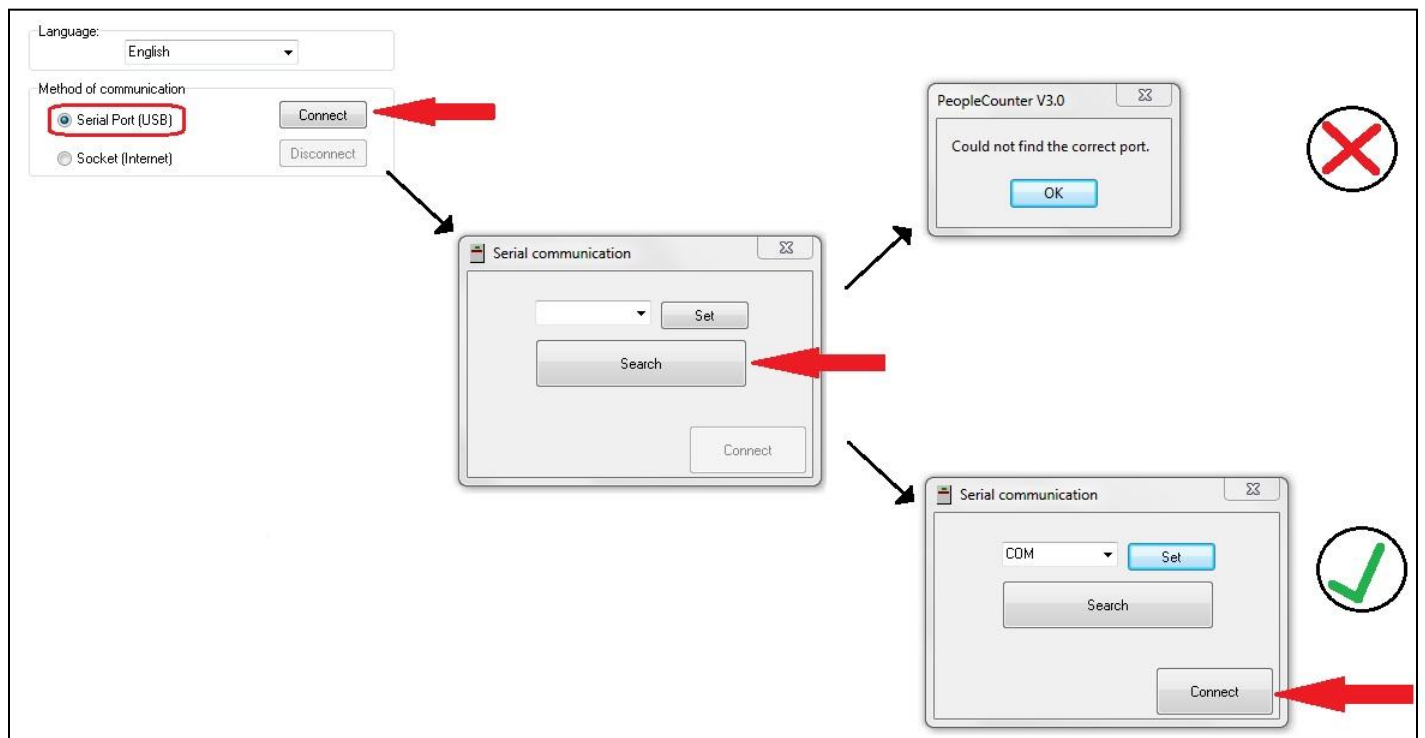


Figure 8 – Software Connection



Could not find the correct port



A – B communication wires are backwards or disconnected



People Counter is not powered on



Remove USB cable and plug it back in. Wait until it is recognized by the PC



People Counter addresses are not set correctly. Try to connect only to the first one (Address 0)



Find and set the COM port manually

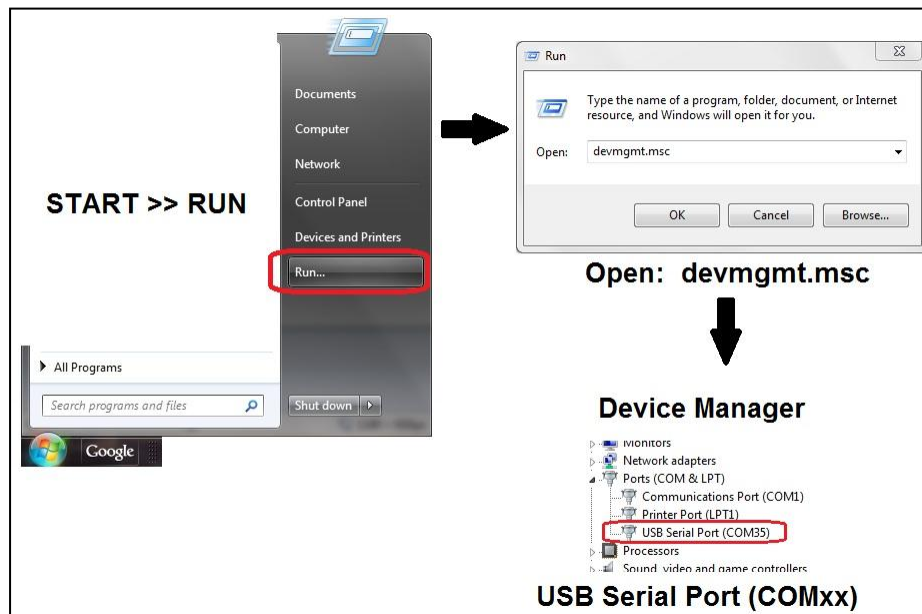


Figure 9 – Find COM Port Manually

STEP 10: Search for connected counters

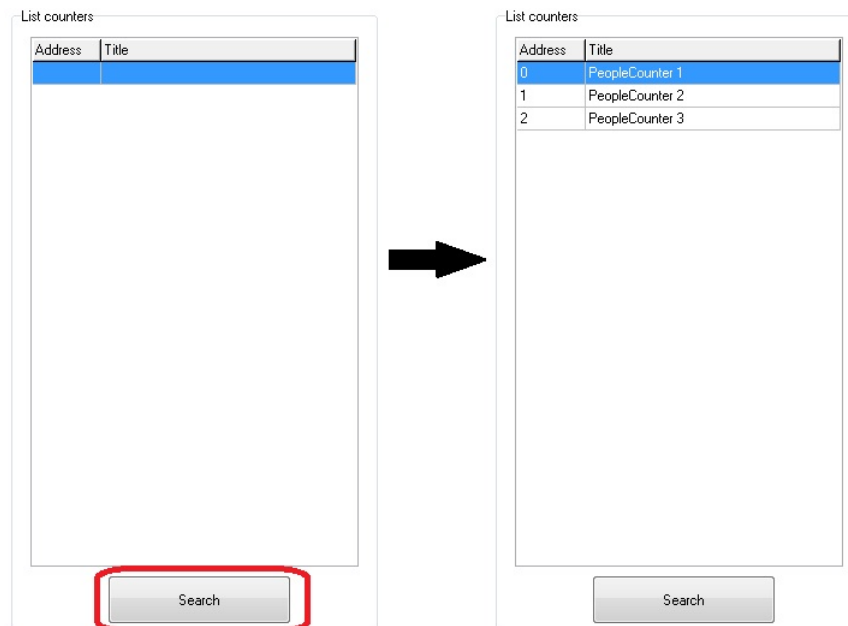


Figure 10 – Search For Connected Counters



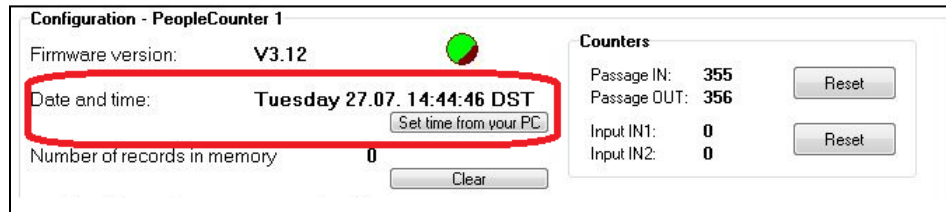
No counters were found



People Counter addresses are not set correctly. Try to connect only to the first one (Address 0)

STEP 11: Double-click on a counter to open the configuration (Options)

STEP 12: Set the Date & Time from your PC



Configuration - PeopleCounter 1

Firmware version: V3.12

Date and time: **Tuesday 27.07. 14:44:46 DST** Set time from your PC

Number of records in memory: 0 Clear

Counters

Passage IN: 355 Reset

Passage OUT: 356 Reset

Input IN1: 0 Reset

Input IN2: 0 Reset

Figure 11 – Set Date and Time

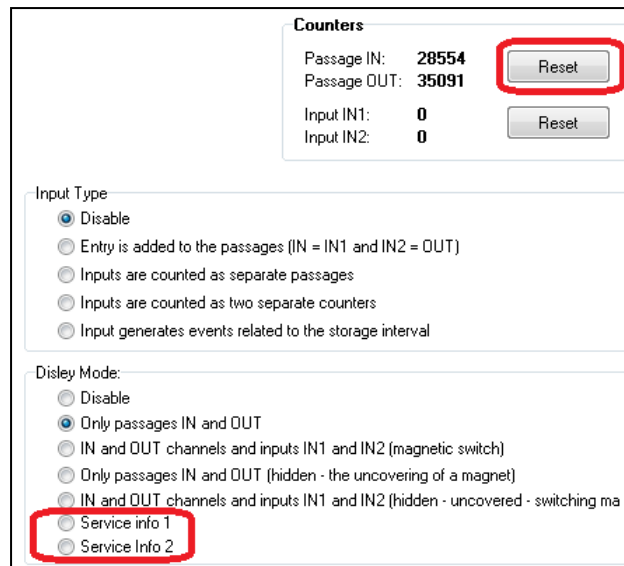


Status light in software is red, not green



People Counter firmware version may be older than version 3-10 (found on RX processor chip)

STEP 13: Reset Counter or Align Sensors (if needed)



Counters

Passage IN: 28554 Reset

Passage OUT: 35091 Reset

Input IN1: 0 Reset

Input IN2: 0 Reset

Input Type

☒ Disable

☐ Entry is added to the passages (IN = IN1 and IN2 = OUT)

☐ Inputs are counted as separate passages

☐ Inputs are counted as two separate counters

☐ Input generates events related to the storage interval

Display Mode:

☐ Disable

☒ Only passages IN and OUT

☐ IN and OUT channels and inputs IN1 and IN2 (magnetic switch)

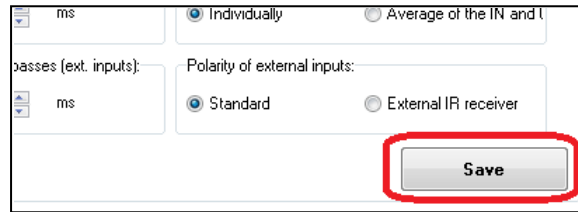
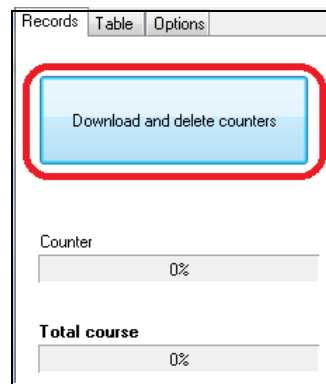
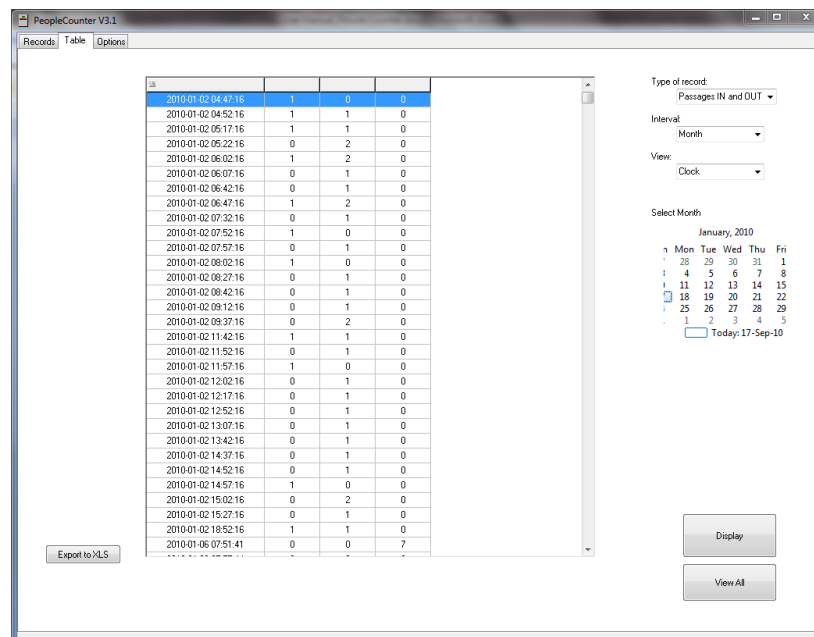
☐ Only passages IN and OUT (hidden - the uncovering of a magnet)

☐ IN and OUT channels and inputs IN1 and IN2 (hidden - uncovered - switching ma

☒ Service info 1

☒ Service Info 2

Figure 12 – Reset Counter or Align Sensors

STEP 14: Save Changes**Figure 13 – Save Changes****STEP 15: Test counters and wait about 10 minutes****STEP 16: Download data from People Counter memory (Records)****Figure 14 – Download Data****STEP 17: View Data (Table)**


The screenshot shows the 'PeopleCounter V3.1' window. The 'Table' tab is active, displaying a list of records with columns for time, IN, and OUT. The 'Type of record' is set to 'Passages IN and OUT'. The 'Interval' is set to 'Month' and the 'View' is set to 'Clock'. A calendar for January 2010 is shown on the right, with the date 'Today: 17-Sep-10' selected. The 'Display' and 'View All' buttons are at the bottom right.

ms	IN	OUT
2010-01-02 04:47:16	1	0
2010-01-02 04:52:16	1	1
2010-01-02 05:17:16	1	1
2010-01-02 05:22:16	0	2
2010-01-02 06:02:16	1	2
2010-01-02 06:07:16	0	1
2010-01-02 06:42:16	0	1
2010-01-02 06:47:16	1	2
2010-01-02 07:32:16	0	1
2010-01-02 07:52:16	1	0
2010-01-02 07:57:16	0	1
2010-01-02 08:02:16	1	0
2010-01-02 08:27:16	0	1
2010-01-02 08:42:16	0	1
2010-01-02 08:12:16	0	1
2010-01-02 09:37:16	0	2
2010-01-02 11:42:16	1	1
2010-01-02 11:52:16	0	1
2010-01-02 11:57:16	1	0
2010-01-02 12:02:16	0	1
2010-01-02 12:17:16	0	1
2010-01-02 12:52:16	0	1
2010-01-02 13:07:16	0	1
2010-01-02 13:42:16	0	1
2010-01-02 14:37:16	0	1
2010-01-02 14:52:16	0	1
2010-01-02 14:57:16	1	0
2010-01-02 15:02:16	0	2
2010-01-02 15:27:16	0	1
2010-01-02 16:52:16	1	1
2010-01-06 07:51:41	0	0

Figure 15 – People Counter Data

STEP 18: Close software and re-open. Verify settings and data have been saved



Settings and data have not been saved



Current user does not have proper administrative privileges on the PC

FINISHED!

1.2 Connecting to Internet – eComm Module Required

STEP 4: Place eComm into proper Location on www.storemonitor.eu (before installation!)



Figure 16 – StoreMonitor eComm Location



I do not know how to do this



See the StoreMonitor User Manual



I do not know if it is done or not



Anybody with access to StoreMonitor can check it for you and even do it for you



The eComm is displayed as “EAS system” not “People Counter”



The eComm must be configured for a People Counter. Please see the eComm User Manual

STEP 5: Ask the store IT Department for network settings (before installation!)

- Does the store have a DHCP (like your home or office, automatic IP addresses) network?



You do not have to do anything extra

- Does the store have a non-DHCP (firewalls, fixed IP addresses, special security) network?



You need the following information from them:

- **Available IP Address**
- **Gateway**
- **Subnet Mask**
- **Primary DNS**
- **Secondary DNS**

- The store must do the following:

- **Open ports 80, 9761, and 9762 (for incoming and outgoing traffic)**
- **Allow access to www.storemonitor.eu (IP address = 81.0.217.78) for incoming and outgoing traffic**



The store does not know their network settings



A simple test is to plug your laptop into their network by cable. If you can connect to internet, you can probably (not always) just connect the eComm with no special settings



If your laptop will not connect to internet, you cannot install the eComm until they give you proper settings



I have the IP address information from them. Now what?



Configure these settings in the eComm. Please see the eComm User Manual

STEP 6: Install configuration software (PeopleCounter_V3_1_Servis.exe) on your PC (before installation!)

STEP 7: Connect RX to eComm Module

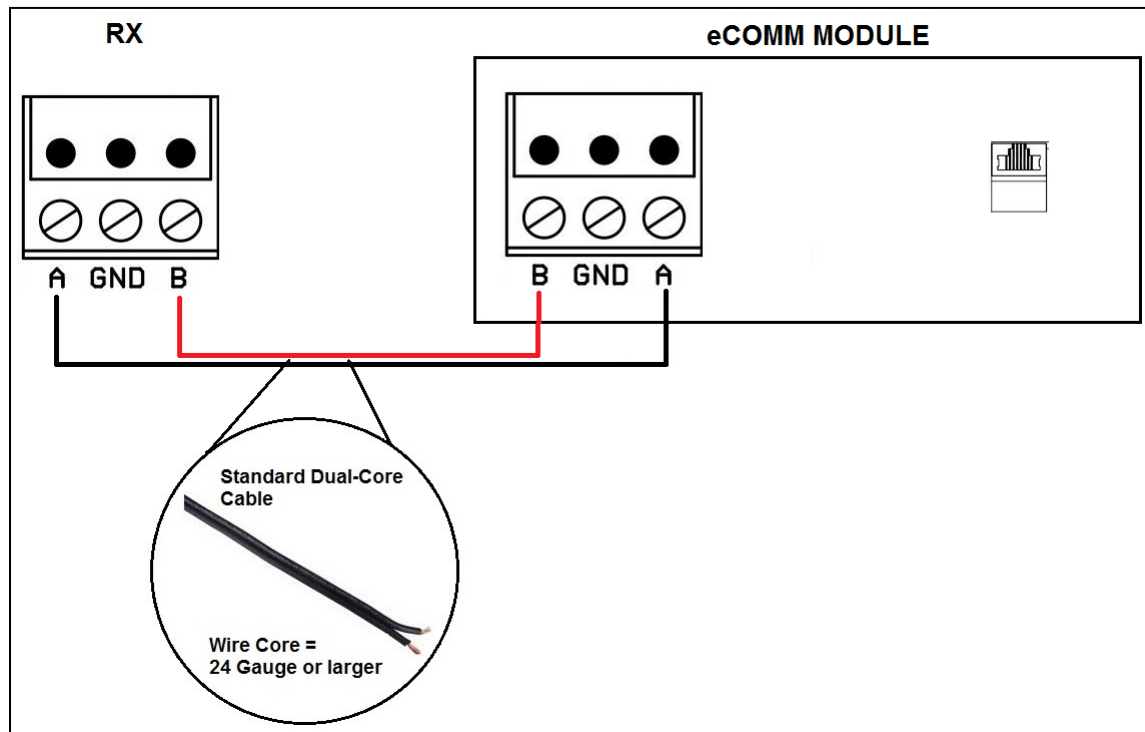


Figure 17 – eComm Module Connection

STEP 8: Connect eComm Module to power and internet

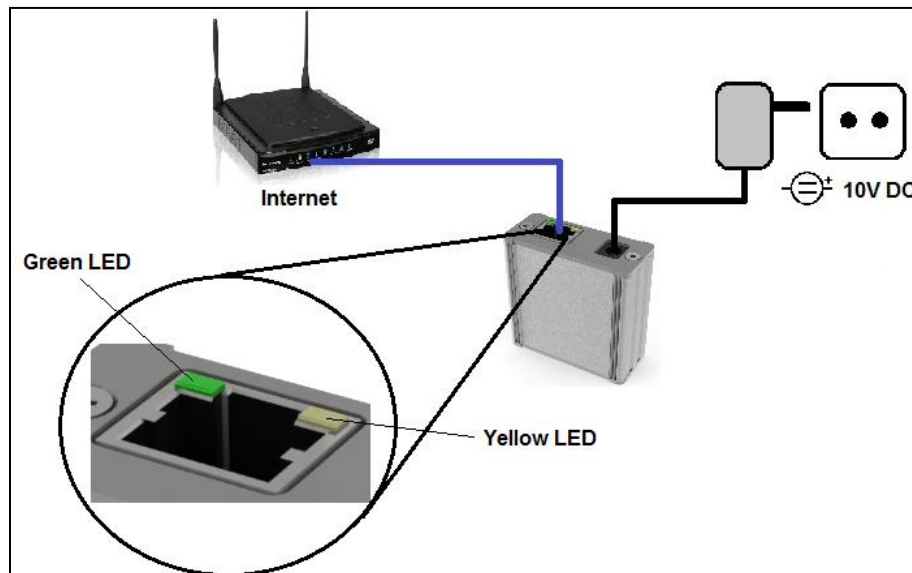


Figure 18 – eComm Module Power & Internet



Green LED is off



eComm Module is not powered



Yellow LED is off



No internet connection. Check network settings



Internet cable supplied with eComm is a crossover cable. Internet port may require a straight cable

STEP 9: Connect more than 1 People Counter to an eComm Module (if needed)

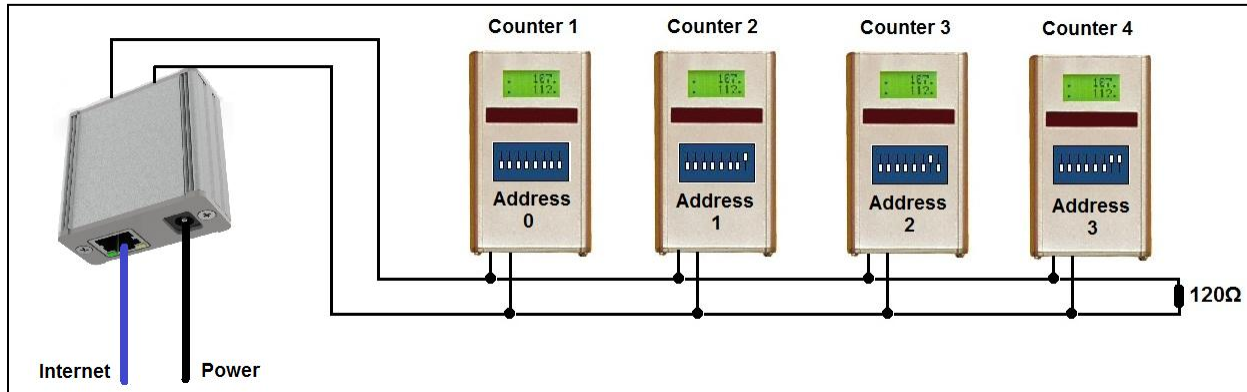


Figure 19 – Multiple Counter Connection

STEP 10: Configure number of People Counters on eComm Module

Figure 20 – People Counter Device Count



I do not know how to access the eComm Configuration



Please refer to the eComm User Manual

STEP 11: Open People Counter configuration software from PC with internet connection

STEP 12: Connect to Internet and StoreMonitor Server

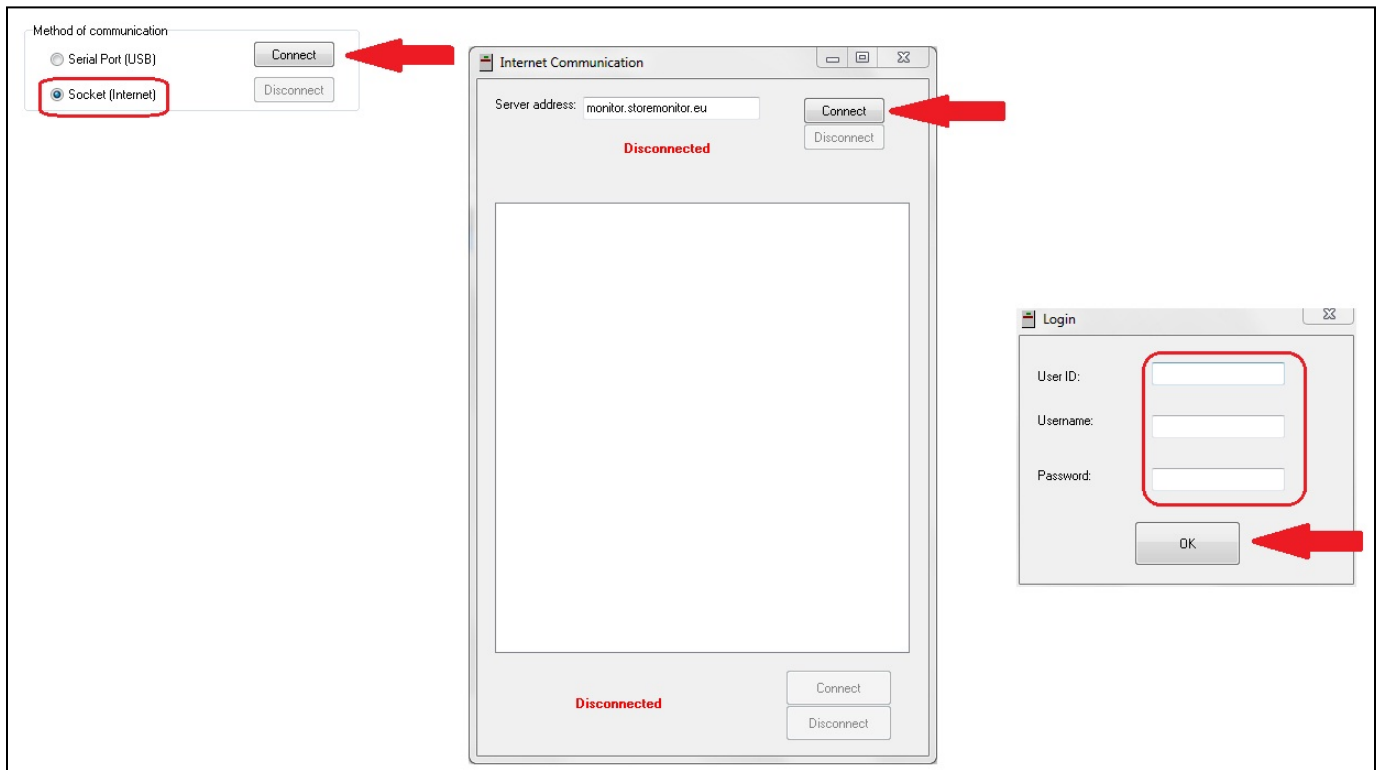


Figure 21 – Software Connection



I don't know my User ID, Username, or Password



It is the same as if logging into www.storemonitor.eu. Please contact Amersec if you do not know it

STEP 13: Expand your Clients & Locations and connect to the eComm

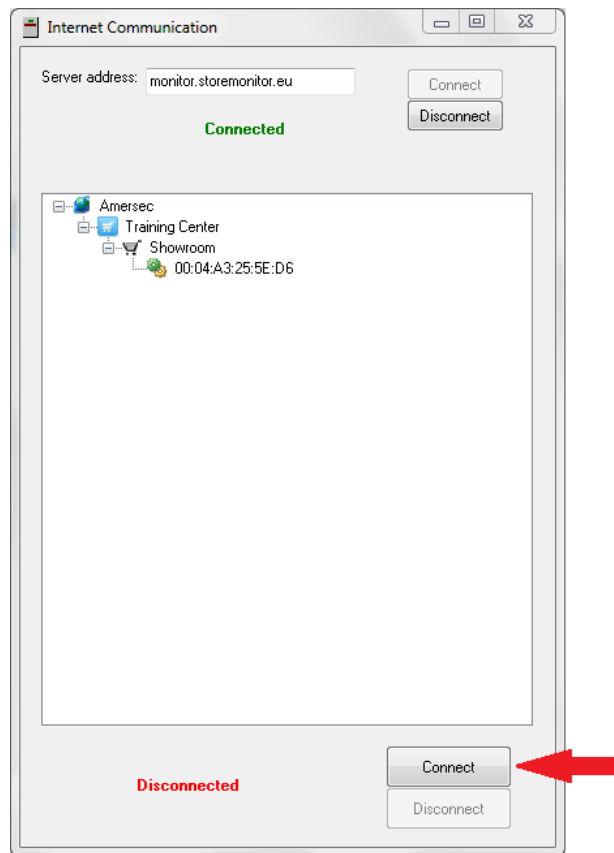


Figure 22- Server Connection



I do not see my eComm



It is not placed under a Location on www.storemonitor.eu



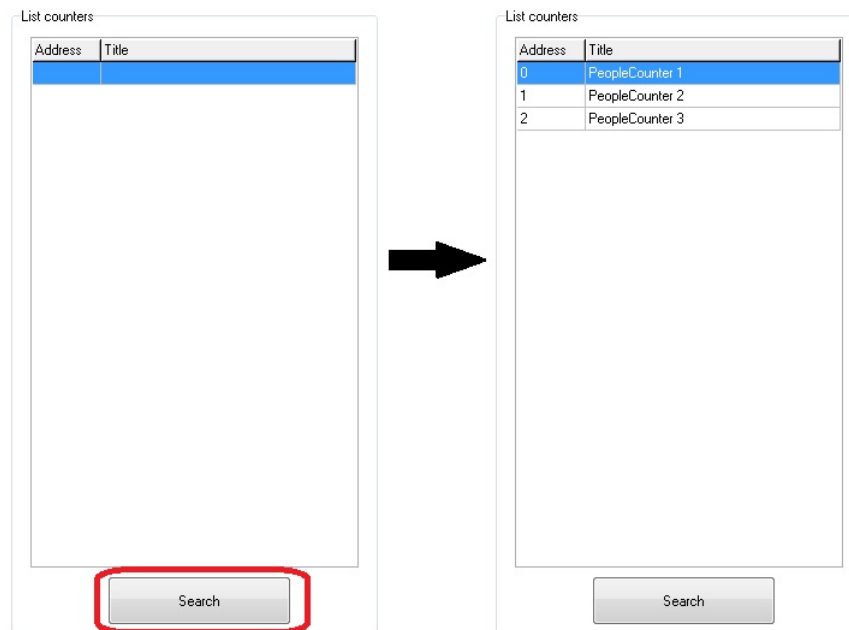
Network settings are incorrect



Internet cable is incorrect



eComm is not powered on

STEP 14: Search for connected counters**Figure 23 - Search For Connected Counters**

No counters were found



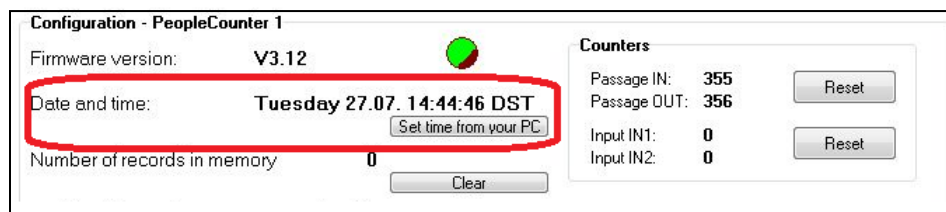
People Counter addresses are not set correctly. Try to connect only to the first one (Address 0)



People Counter is not powered on



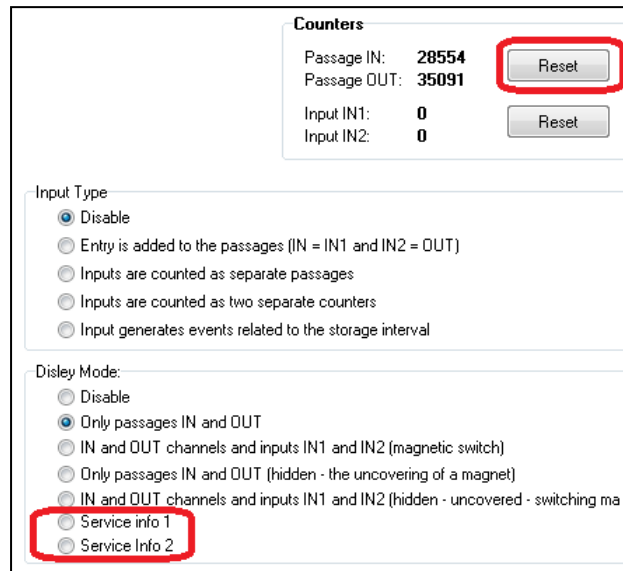
People Counter A-B communication cable is connected backwards

STEP 15: Double-click on a counter to open the configuration (Options)**STEP 16: Set the Date & Time from your PC****Figure 24 - Set Date and Time**

Status light in software is red, not green



People Counter firmware version may be older than version 3-10 (found on RX processor chip)

STEP 17: Reset Counter or Align Sensors (if needed)


Counters

Passage IN: 28554 **Reset**

Passage OUT: 35091 **Reset**

Input IN1: 0 **Reset**

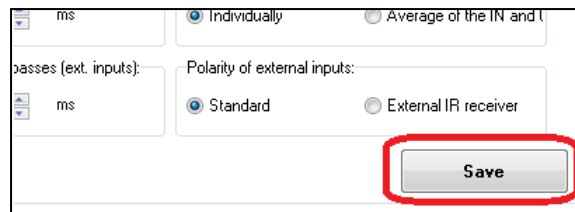
Input IN2: 0 **Reset**

Input Type

- ☒ Disable
- ☐ Entry is added to the passages (IN = IN1 and IN2 = OUT)
- ☐ Inputs are counted as separate passages
- ☐ Inputs are counted as two separate counters
- ☐ Input generates events related to the storage interval

Display Mode:

- ☐ Disable
- ☒ Only passages IN and OUT
- ☐ IN and OUT channels and inputs IN1 and IN2 (magnetic switch)
- ☐ Only passages IN and OUT (hidden - the uncovering of a magnet)
- ☐ IN and OUT channels and inputs IN1 and IN2 (hidden - uncovered - switching ma
- ☐ Service info 1
- ☐ Service Info 2

Figure 25 – Reset Counter or Align Sensors**STEP 18: Save Changes**


ms ☒ Individually ☐ Average of the IN and OUT

Passes (ext. inputs): ms ☐ Standard ☐ External IR receiver

Save

Figure 26 – Save Changes**STEP 19: Test counters and wait about 10 minutes****STEP 20: Log into www.storemonitor.eu with Client's account**


StoreMonitor System

- Add New Client
- Add New User for this Dealer
- User Default User (1019)
- Training Center (Client 100032)**
- Add New eComm Location
- Add New User for this Client
- User Default User (100032)
- Showroom
- Add New User for this Location

Client ID = 100032

StoreMonitor :: Sign In

Client ID#: 100032

Username: 100032

Password:

Sign In

Client ID: 100032
Username: 100032
Password: 100032

Figure 27 – Example Client Log-in

STEP 21: Verify that data is displayed for the People Counter

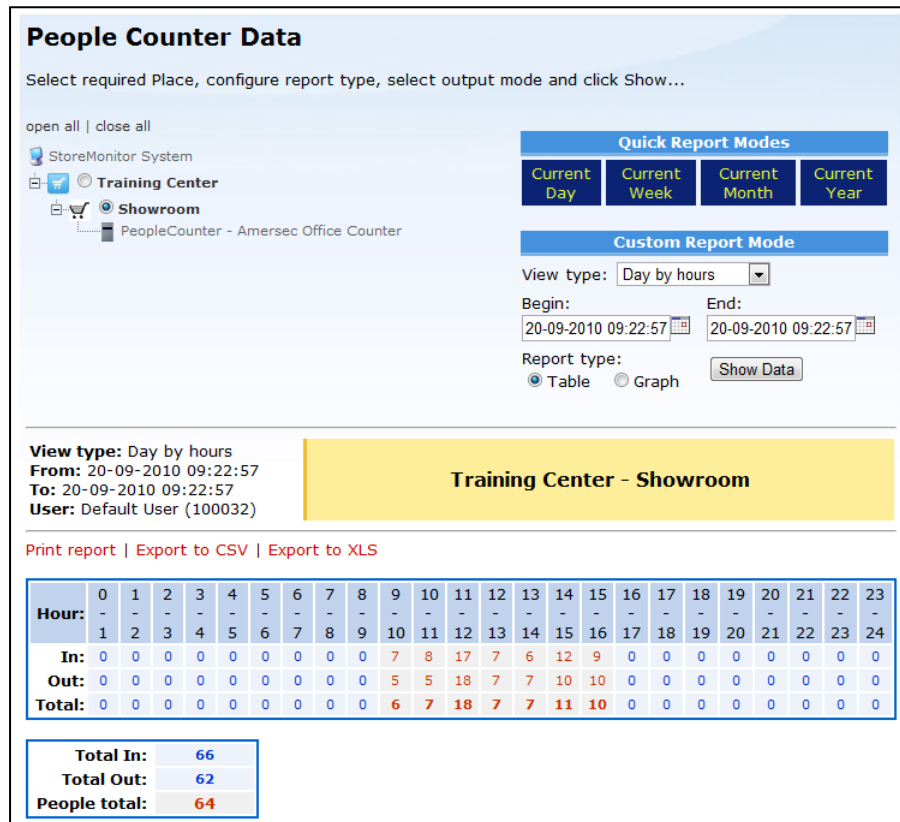


Figure 28 – Client Data



No data is displayed



Date & Time setting on People Counter is incorrect



Reset power to eComm to force upload of new data to server (do not have to wait for automatic upload)

STEP 22: Give StoreMonitor Client ID, Username, & Password to customer

FINISHED!