
TrueView People Counter™ — Manual

embedded for VIVOTEK IP cameras

version 2.0

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Overview

TrueView People Counter™ is a fully embedded software module for VIVOTEK IP cameras, intended for shops and other environments where you need to count people. TrueView People Counter™ offers an unbeaten solution for people counting with features such as

1. **Embedded people counter** – Fully embedded into VIVOTEK IP camera. TrueView People Counter™ is a powerful stand-alone people counter directly in

your VIVOTEK camera. Requiring no dedicated computer, all counting is done automatically in the camera, effectively converting the camera into a sensor.

2. **IP technology** – Using IP technology it offers a cost efficient, infinitely scalable, easy-to-install and flexible system for automatic people counting.
3. **Maintenance** – Maintain your people counter remotely over IP, set and check parameters, and stream video.
4. **Web reporting** – Automatically export counting data to TrueView Web Report™.
5. **Bi-directional counting** – The module simultaneously differentiates and counts people moving upwards and downwards in the camera's field of view.
6. **Statistics** – Built in graphs in the camera web interface.

Easy to set up, with this software you can instantly monitor your customer traffic. Integrated with your network, it supports your staff planning and entrance management. With the TrueView People Counter™ you may collect data such as customer flows, trend analysis, evaluation of advertising and promotions and enhance your strategic marketing decisions through effective monitoring of customer traffic. Improve your network video surveillance system with new cost-efficient analytics.

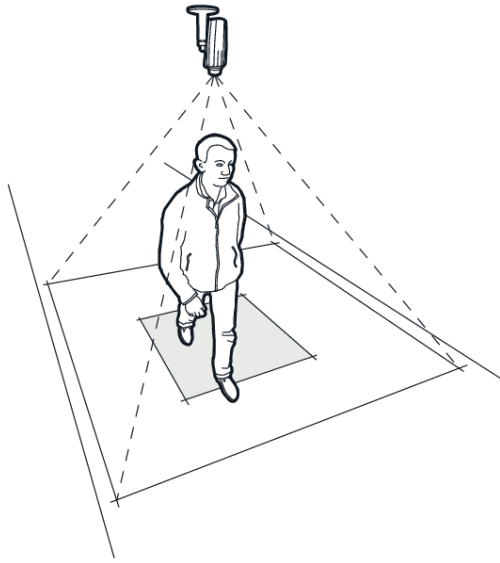
There are several ways to use the data from the People Counter:

- View real-time counting data and compare it with sales statistics directly on the camera through a web browser.
- View graphs of historical data directly on the camera.
- Download data through an open API.
- Use TrueView Web Report™, a powerful statistical software package, for managing and monitoring historical data.

Historical data is available on the camera for up to 60 days and is updated every 15 minutes. The data is stored in 15-minute bins representing the in and out counts for the 15-minute periods.

Mounting the camera

The camera should be mounted straight above the point where people should be counted and should be facing straight down.



Mount the camera facing straight down.

Height and width

TrueView People Counter™ allows a mounting height range from 250 cm and up depending on camera model. The recommended minimum height, however, is 300 cm. As a rule-of-thumb, one counter unit will cover a passage as wide as the camera mounting height. Depending on the camera model and lens focal length, both the height range and the covered width can be increased. The maximum width that one counter can cover, however, is about 10 meters, independent of camera model.

Positioning the camera

Adjust the position of the camera so that it is natural for people to pass through the camera's view vertically. If you install TrueView People Counter™ prior to mounting the camera, you can use the lines indicating the counting zone to guide you. The red area should run from left to right, across the path people will take when passing underneath the camera.

General guidelines

In order for the camera and, in effect, TrueView People Counter™ to function properly, make sure that the lighting is sufficient. A minimum of 80 LUX in the scene is required.

Make sure that no doors or other items are moving within the counting area. Do not mount the camera, for example, above an escalator. Also try to avoid getting very strong light and sharp shadows in the camera view.



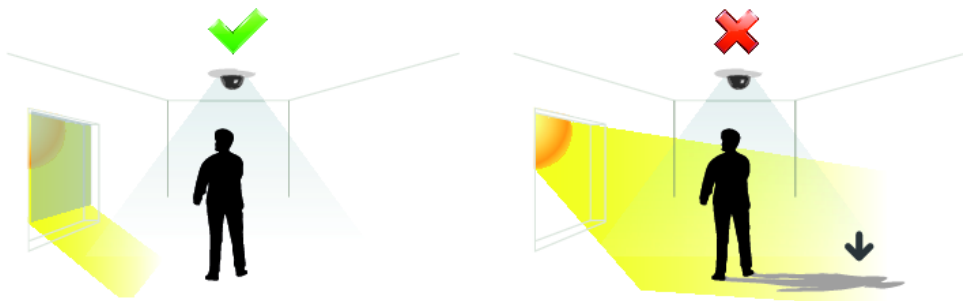
Place the camera straight over the area where people are walking.



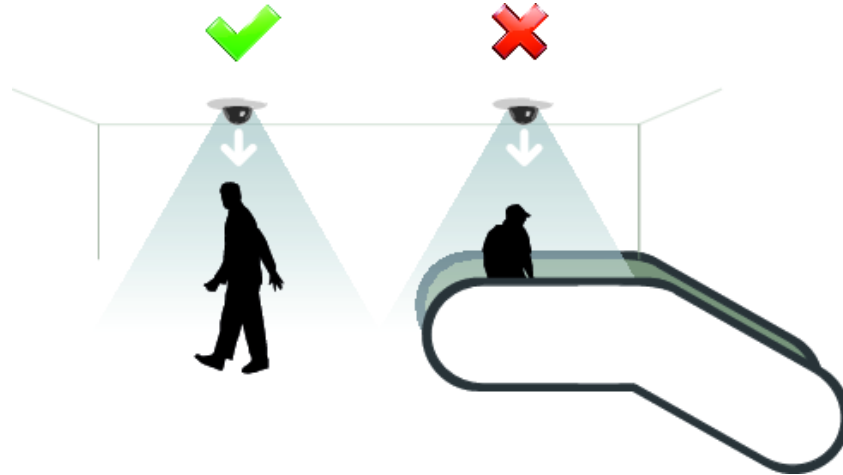
Do not tilt the camera forwards or backwards.



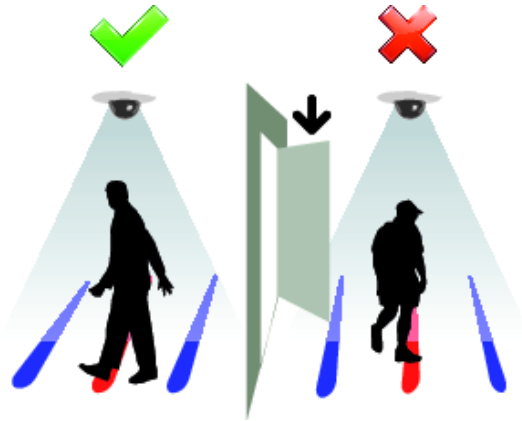
Make sure there is enough light.



Avoid having direct sunlight into the counting zone.



Avoid having moving escalators in counting area.



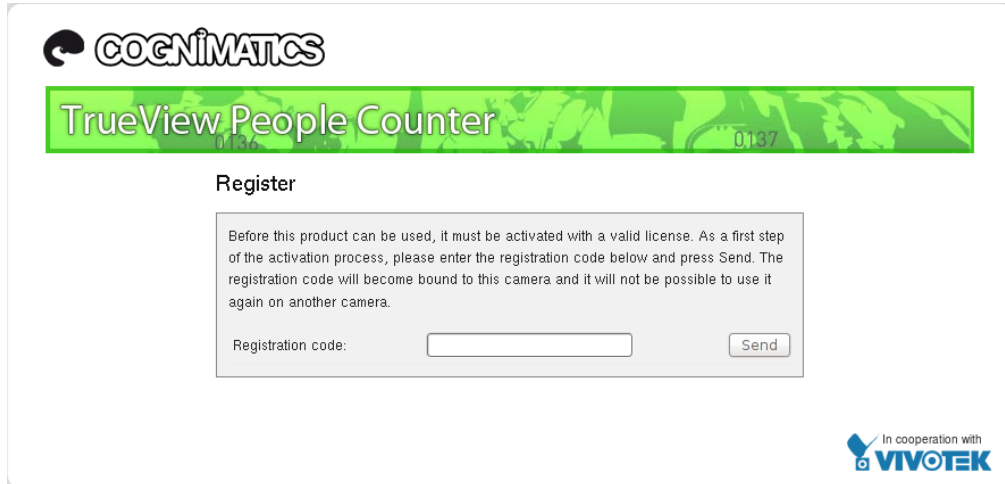
Make sure that doors are not opened into the counting zone.

Installing the software

The TrueView People Counter™ software module is already installed from your vendor. They may have also activated your license, but if that is not the case, you need to do it according to the section below.

Enter your registration code supplied to you and follow the instructions. The software will attempt to activate the license automatically by connecting to a registration server. If the server cannot be reached you will be asked to activate the license on a computer with Internet access. When the license activation is complete the camera is ready to be used for counting.

Note that your software license is for one camera only. You can not activate the license on another camera without a new registration key. You can, however re-activate a license using the same camera, should you need to.



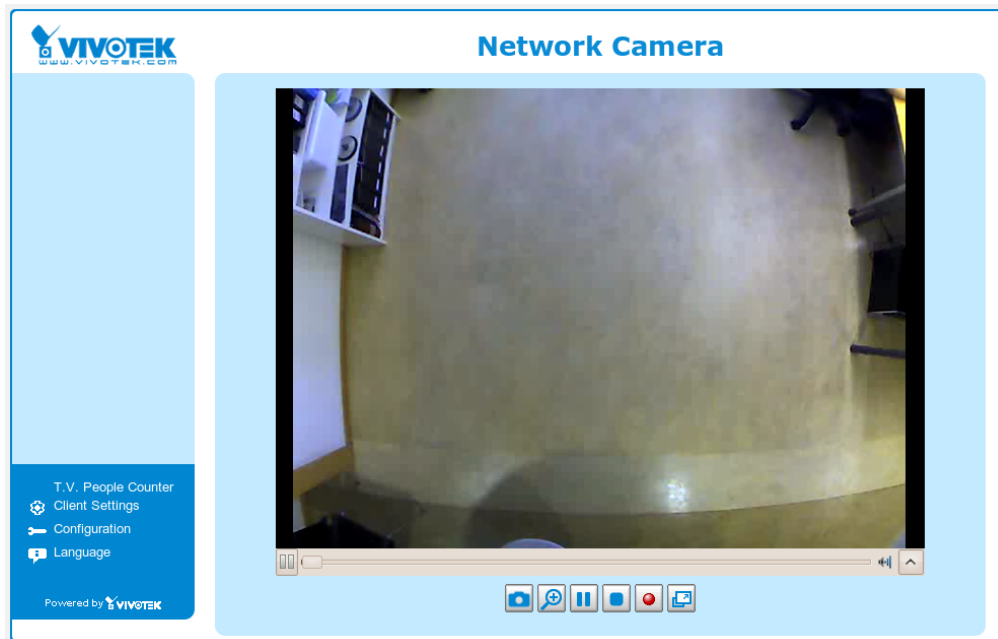
Registration page.

Configuring TrueView People Counter™

Note: To ensure accurate counting of persons passing the camera, the TrueView People Counter™ must be calibrated before use. This is done using either the Visual height setting or the manual calibration procedure.

The people counter settings are divided into three categories: *Basic/counting*, *Data/reporting* and *Connectivity*. There are also direct links to some basic VIVOTEK camera settings for your convenience.

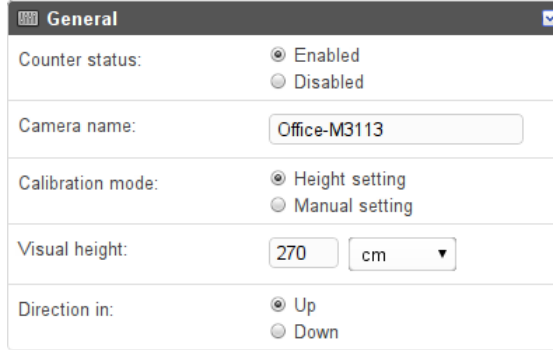
To go the TrueView People Counter™ pages type the URL of the camera in your web browser. Select **T.V. People Counter** in the lower left corner.



VIVOTEK start page.

Basic counting configuration

For the basic setup, go to the *General* section. This is where one toggles the counter status, name the counter and set the most fundamental parameters.



General	
Counter status:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Camera name:	<input type="text" value="Office-M3113"/>
Calibration mode:	<input checked="" type="radio"/> Height setting <input type="radio"/> Manual setting
Visual height:	<input type="text" value="270"/> <input type="text" value="cm"/>
Direction in:	<input checked="" type="radio"/> Up <input type="radio"/> Down

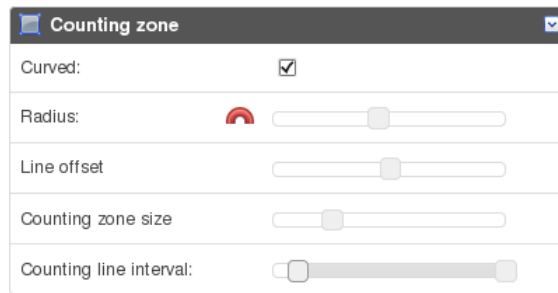
1. Verify that Counter **status** is set to Enabled.
2. Enter the **name** of the camera or location the TrueView People Counter™ is viewing. Note that all cameras used for people counting need to have unique names.
3. Set an initial calibration for the counter. Depending on which camera model you are using, this is done in two different ways:
 - If there is a Cognimatics calibration available for your unit, input the mounting height in the Visual height field, along with the appropriate unit.
 - If there is no calibration available, set the Calibration mode to Manual setting and click setup. Let a person stand underneath the camera and set the size of the yellow box such that it just covers one person.

Depending on e.g. lighting conditions, the counter may need to be fine-tuned for optimal performance. The settings above are used for fine-tuning. See the section called “Tuning and validation” for more info.

4. If the camera can use different lenses, verify that the **lens** setting corresponds to the lens currently mounted on the camera.
5. Set the **direction** through the camera view, in which people are to be counted as going in when passing underneath the camera.

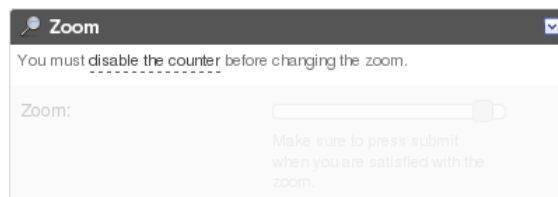
Under the **Counting zone** section one can adjust the area, in which counting will take place. The counting zone is indicated in the image by two blue lines and a red area. The red area is the virtual counting line and the blue lines show the extent of the counting zone. For proper counting, a person needs to be visible within the entire zone. In addition to adjusting the size and position of the counting zone, one can also change the shape of the counting line. Use the curvature settings to change its shape such that it is natural for people to pass through the count line at as close to a straight angle as possible. You will notice that there are certain limitations on these values as well as the visual height

setting. Note that the position of the red and blue lines over the video on the settings page are just an estimate of where the line will be. For the actual position, go to the live view page.



1. The *Line offset* moves the entire counting zone upwards or downwards. How much it can be moved will depend on the counting zone size.
2. The *Counting zone size* slider sets the size of the counting area. How much it can be changed will depend on the visual height setting.
3. Use the *Counting line interval* setting to shorten/move the counting lines sidewise.
4. Let the counter use a curved counting area by checking the *Curved* check-box. Doing so will enable another slider with an icon next to it. Use the slider to adjust the radius and click the icon to change the direction of the curvature.

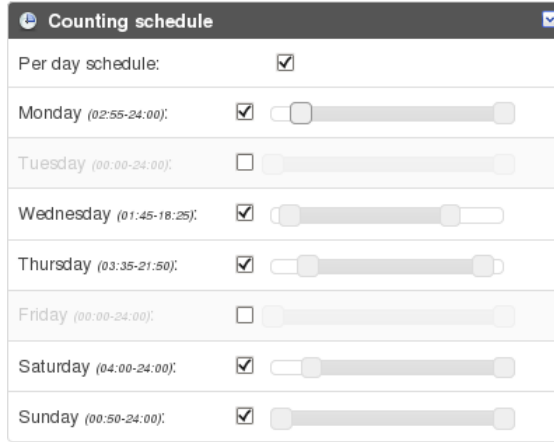
If you have a camera with zoom capabilities you can also change it from the settings page in the *Zoom* section.



1. Move the slider to the wanted value. Note that you must disable the counter before doing this, this can be done by click on the link above the slider.

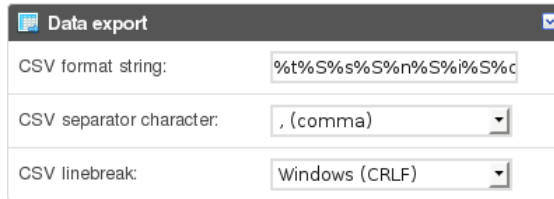
Note! Do not forget to press the Submit button when changes in settings are made, otherwise the settings will not be saved.

Under the *Counting schedule* section start and stop times for the counter can be set individually for each day of the week. By unchecking the Per day schedule box, changing the times for one day will affect all days. Unchecking a box by the sliders will disable counting for that particular day.



Data and reporting configuration

The format of the strings used when exporting data to CSV files can be customized in the *Data export* section. The CSV files are constructed using either the *time drive* or the *type drive* strategy. Time drive gives one line per time interval and may include values of several data types. Type drive gives one line per count type and time interval and may include a type description.



CSV data export settings

Possible patterns are:

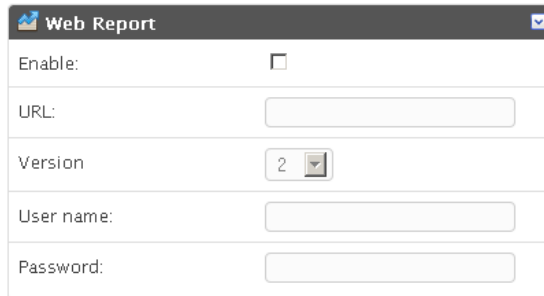
Table 1.

%i	in
%o	out
%c	type code
%d	type description
%r	short type description
%n	counter name
%s	camera serial number
%v	value
%t	time stamp
%u	Unix time stamp
%S	character separator

Patterns associated with the two different strategies mentioned above are conflicting and may not be used in conjunction. The patterns %i and %o are used with *time drive* and patterns %c, %d, %r and %v are used with *type drive* .

The default pattern is %t%S%S%S%n%S%i%S%o.

Apart from showing statistics in the camera interface and serving CSV/XML/JSON data, TrueView People Counter™ can also push count data to the TrueView Web Report™. The settings for this are found in the *Web Report* section.



The screenshot shows a configuration window titled "Web Report". It contains the following fields:

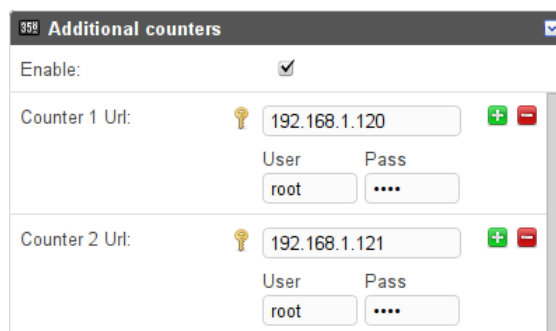
- Enable:
- URL:
- Version: 2 (dropdown menu)
- User name:
- Password:

1. Check the *Enable* check-box to enable pushing data to TrueView Web Report™.
2. Select the correct version of TrueView Web Report™ that will be accessed.
3. Enter the Web Report server address and your account credentials.
4. If the camera resides behind a proxy server, enter the proxy server address and credentials.

In the *Events* section you can enable if the counter should generate events for each passage. Please read more about this functionality in the Events section in the manual.

Connectivity configuration

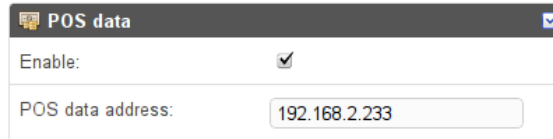
If there are several counters on your network you can enter them in the *Additional counters* section. Enter the address to the counters in the URL field and click the key icon to add credentials. This makes it possible to see statistics from all counters on the statistics page of one counter. Up to 30 additional counters can be added.



The screenshot shows a configuration window titled "Additional counters". It contains the following fields:

- Enable:
- Counter 1 Url: (with a key icon and + - buttons)
- User: Pass:
- Counter 2 Url: (with a key icon and + - buttons)
- User: Pass:

To display sales statistics from the POS system, go to the *POS data* tab. The connection to the POS system is described later on in this manual.



The screenshot shows a window titled "POS data" with a close button in the top right corner. Inside the window, there are two settings: "Enable:" with a checked checkbox, and "POS data address:" with a text input field containing the IP address "192.168.2.233".

1. Enter the POS data address.
2. Select your currency.

VIVOTEK settings

You can set the standard parameters of the VIVOTEK camera by selecting one of **TCP/IP** or **Date & Time** in the *VIVOTEK settings* section. See your VIVOTEK camera manual for how to set the parameters. To assure the best counting performance, avoid using any camera built-in functionality that may affect the counting accuracy. Do not set any other parameters than:



The screenshot shows a window titled "Vivotek settings" with a close button in the top right corner. Inside the window, there are two radio button options: "TCP/IP" and "Date & time".

- a. Local time
- b. IP address

Live view

To see when TrueView People Counter™ is counting you go to the *Live view* page. This page can also be a great help when polishing the settings. To the right the latest counts are shown in a table.

The screenshot shows the Cognimatics TrueView People Counter interface. At the top, there are navigation buttons for 'Statistics', 'Live view', 'Settings', and 'Help'. Below this is a green banner with the product name and a counter value of 0137. The main area is divided into a 'Live view' section on the left and a statistics table on the right. The live view shows a camera feed of a store entrance with a red detection zone. Below the camera feed, there are two counters: 'In' with an upward arrow and 'Out' with a downward arrow, showing values of 453 and 173 respectively. The statistics table on the right lists 'In' and 'Out' counts for various time intervals from 0 seconds ago to 1 minute ago.

	In	Out
0 seconds ago	0	2
4 seconds ago	2	0
9 seconds ago	0	2
12 seconds ago	0	1
14 seconds ago	1	0
17 seconds ago	0	1
19 seconds ago	3	0
26 seconds ago	0	1
29 seconds ago	0	2
34 seconds ago	2	0
36 seconds ago	0	2
43 seconds ago	4	0
48 seconds ago	0	2
53 seconds ago	3	0
1 minute ago	0	2

In cooperation with **VIVOTEK**

Statistics

You can configure your TrueView People Counter™ in different ways to generate the statistics you require and also link in data from point of sales. This includes important measurements like **conversion rate** and **average basket**, which helps you optimize the performance of your shop. You can obtain statistics from your counters in several different ways:

1. **Real time data with graphs** – Real time people counter data linked with Point of Sales (POS). This data is updated in real time every five seconds. Using Cognimatics API you can link in point of sales data to generate important key figures like **conversion rate** and **average basket** size. Click on Statistics at the top left hand side of the page to see data updated in real time.

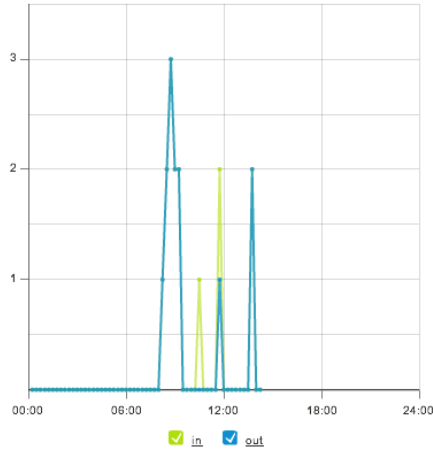
If no POS data file is specified in the settings the top table on the statistics page will contain in and out count for the latest week together with the average count. Beneath the table there are two charts. The left chart (*Day chart*) shows counts of the current day while the right chart (*Week chart*) shows values for the last week (not including the current day). When new data is available the day chart will automatically be updated.

Statistics for Office

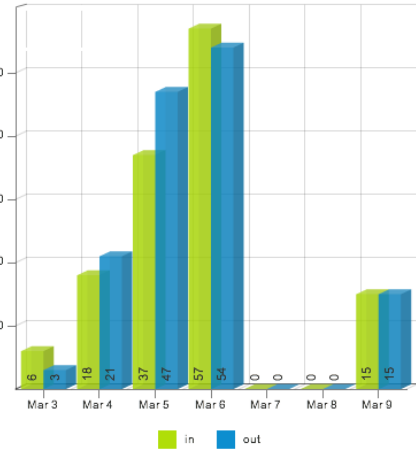
[Multiple counters](#)

	3/3	4/3	5/3	6/3	7/3	8/3	9/3	10/3	Average
In	6	18	37	57	0	0	15	15	19
Out	3	21	47	54	0	0	15	13	20

Day chart



Week chart



If POS data is specified the data table will contain different data:

- Visitors** – total number of visitors counted as going in by the units in your network
- Buyers** – total number of transactions
- Did not buy** – difference between Visitors and Buyers
- Turnover** – sales in shop
- Conversion rate** – the number of buyers divided by the number of visitors (Buyers/Visitors)
- Average basket** – the size of the average purchases (Turnover/Visitors)

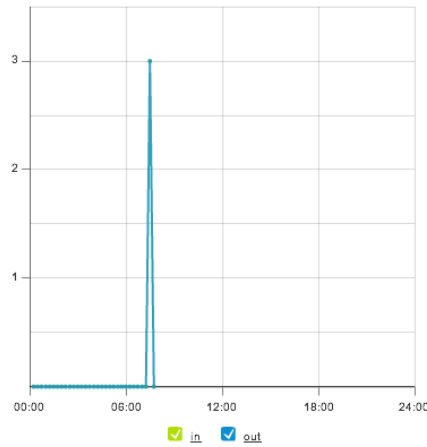
TrueView People Counter™ – Manual

Statistics for Office

[Multiple counters](#)

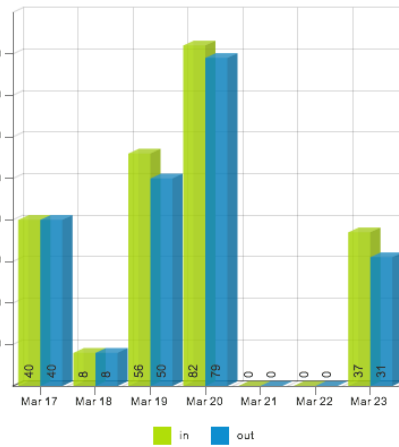
	17/3	18/3	19/3	20/3	21/3	22/3	23/3	24/3	Average
Visitors	40	8	56	82	0	0	37	3	32
Buyers	18	4	29	22	0	0	26	3	14.57
Did not buy	22	4	27	60	0	0	11	0	8.86
Turnover	234	348	2494	176	0	0	780	137	595.57
Conversion rate	45%	50%	52%	27%	100%	100%	70%	100%	32%
Average basket	13.0	87.0	86.0	8.0	0.0	0.0	30.0	45.7	38.52

Day chart



Week chart

[XML](#) | [DTD](#)



Data files can be downloaded in cnt, xml, csv or json format by selecting the format and clicking the day you want the data for in the datepicker. .cnt is a proprietary, binary format, available for compatibility reasons. For the text formats different time resolutions can be chosen as well. If you want to download all available data in a certain format just press the corresponding All files link.

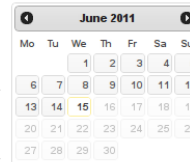
Download data

Format

cnt [All](#)
 xml [All](#)
 csv [All](#)
 json [All](#)

Time resolution

15 minutes
 hour
 day



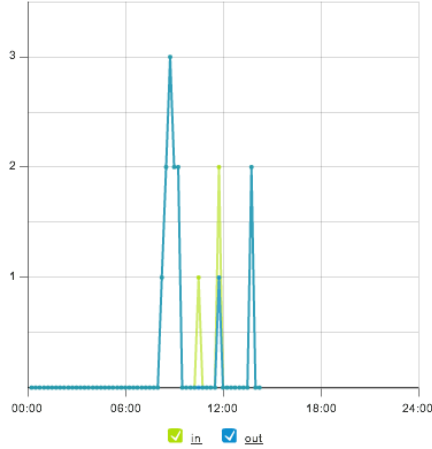
If additional counters are specified you will see a link in the upper right corner with the text "Additional counters". By clicking this link you can see data from all counters that your counter can connect to. By clicking on a counter name you will see the day and week charts for that counter.

Multiple counters

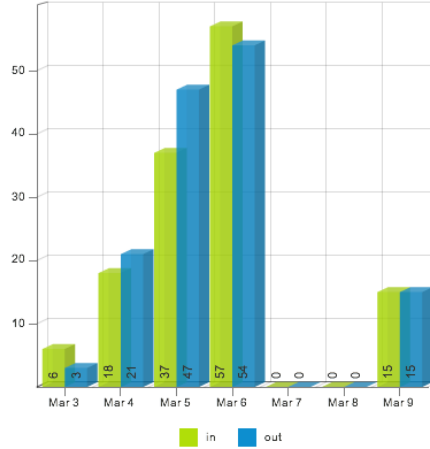
[Single counter](#)

Name	3/3		4/3		5/3		6/3		7/3		8/3		9/3		10/3	
	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out
Office	6	3	18	21	37	47	57	54	0	0	0	0	15	15	15	13
Entrance 3	24	22	24	25	12	13	54	54	12	42	32	29	12	14	0	0
Sum	30	25	42	46	49	60	111	108	12	42	32	29	27	29	15	13

Day chart



Week chart



2. **SNMP** – The SNMP responses, apart from status information, also contain counter data.
3. **HTTP API** – Download data in text format using the HTTP API described below.
4. **Events** – Let the counter generate events for each passage, with 1 second resolution.

Tuning and validation

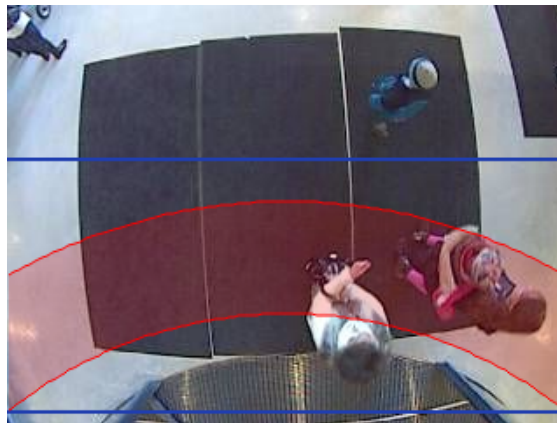
When the cameras are installed and counting it is highly recommended to validate the accuracy and fine-tune the system. This is likely to increase the accuracy or identify counting units with problems.

Begin with an overview of the traffic numbers. Look at the numbers for all cameras a couple of days back. If the difference between number of persons going in and out is <5-10% then this is a good first indication that the TrueView People Counter™ system is configured correctly.

To validate each camera:

1. Go to the **Live View** page of the camera.
2. Make a note of the numbers for the dominant walking direction.
3. Manually count 100 or more passages.
4. Compare the number between your manual count and the TrueView People Counter™ system count. The difference between the system count and the manual count should be less than 10 %.

5. If the difference is sufficiently small you can move on to the the next camera.
6. If the difference is >10 % then TrueView People Counter™ needs to be manually tuned.
7. Make sure the camera is mounted according to the guidelines in this document.
8. Depending on the camera model used, or rather if the counter is running in calibrated or manual mode, either adjust the visual height setting or adjust the size of the yellow box defining the shape of a person. These changes will adjust the internal parameters of the counter.
 - a. If TrueView People Counter™ is counting too much compared to the ground truth, then decrease the visual height with around 10 cm **or** increase the size of the box slightly.
 - b. If TrueView People Counter™ is counting too few compared to the ground truth, then increase the visual height with around 10 cm **or** decrease the size of the box slightly.
9. Go back to step 3 to validate the accuracy. Please note that TrueView People Counter™ will need a couple of minutes after saving parameters before counting accurately.



Use the live view to guide you

Cognimatics POS data format

The POS data file specified in the settings must be on the **Cognimatics POS data format** for the counter to be able to interpret the data. The data format can handle up to eight days including the current day.

An example of the POS data format is the following:

```
{ "data": {  
  "20100519" : { "buyers": 5, "turnover": 61 },  
  "20100520" : { "buyers": 15, "turnover": 198 },  
  "20100521" : { "buyers": 31, "turnover": 530 },
```

```
"20100522" : { "buyers" : 46 , "turnover" : 647 } ,  
"20100523" : { "buyers" : 0 , "turnover" : 3 } ,  
"20100524" : { "buyers" : 0 , "turnover" : 3 } ,  
"20100525" : { "buyers" : 6 , "turnover" : 123 } ,  
"20100526" : { "buyers" : 12 , "turnover" : 87 }  
}}
```

The data should be a JSON¹ object with the key "data". Each row in the object should have the date as key and an object as value. The object should have these keys:

- buyers: number of persons who bought something that day
- turnover: the turnover that day

Note that if the current days' data is updated TrueView People Counter™ will also show the changes in the interface.

HTTP API

1. **Request real-time data:** Returns JSON file with real time counting data
2. **List available data:** Returns a list of days where data exists
3. **Download binary data:** Returns Cognimatics proprietary format
4. **Request CSV data:** Returns historical data in CSV format
5. **Request XML data:** Returns historical data in XML format
6. **Clear counting data**
7. **Live view information:** Returns information about the placement of the lines in Live view
8. **Show the system log**
9. **Generate a log archive:** Generates a gzip'ed tarball containing log files, settings and data

1. Real-time data

URL

`http://<servername>/people-counter/api?live-sum.json`

Format

JSON

Method

GET

¹ For more information about the JSON format, see <http://www.json.org>.

Return

```
{  
  "name": "<counter-name>",  
  "timestamp": "<timestamp>",  
  "in": <in>,  
  "out": <out>  
}
```

<counter-name>
name of the counter

<timestamp>
time in the camera in the format YYYYMMDDhhmmss

<in>
number of people passing in until now today

<out>
number of people passing out until now

Example

Request real time data from TrueView People Counter™.

URL

http://<servername>/people-counter/api?live-sum.json

Return

```
{  
  "name": "Exit south",  
  "timestamp": "20110615112756",  
  "in": 12,  
  "out": 318  
}
```

2. List all days, for which there is counting data

URL

http://<servername>/people-counter/api?list-cnt.json

Format

JSON

Method

GET

Return

```
{  
  "timestamp": "<timestamp>",  
  "days": [ "YYYYMMDD", [...] "YYYYMMDD" ] }
```

```
}  
  
<timestamp>  
  time in the camera in the format YYYYMMDDhhmmss  
  
<days>  
  an array of days where there exists
```

Example

List all days of data available in TrueView People Counter™

URL

`http://<servername>/people-counter/api?list-cnt.json`

Return

```
{  
  "timestamp" : "20100513132513",  
  "days":["20100510", "20100511", "20100513"]  
}
```

3. Download .cnt data files

URL

`http://<servername>/people-counter/api?export-cnt&date=<date>`

where <date> can be

- a date of the form YYYYMMDD
- a date interval of the form YYYYMMDD-YYYYMMDD
- comma separated dates of the form YYYYMMDD, [. .], YYYYMMDD
- all for all available data

Format

cnt

Method

GET

Return

This script returns a Cognimatics proprietary binary data file for the given date(s), to be used in TrueView Report™

Example

Request historical data for the 12th to the 15th of May 2010.

URL

`http://<servername>/people-counter/api?export-cnt&date=20100512-20100515`

Example

Request all available historical data.

URL

`http://<servername>/people-counter/api?export-cnt&date=all`

4. Request CSV data

URL

`http://<servername>/people-counter/api?export-csv[&date=<date>][&res=<res>]`

where <date> can be

- a date of the form YYYYMMDD
- a date interval of the form YYYYMMDD-YYYYMMDD
- comma separated dates of the form YYYYMMDD, [. .], YYYYMMDD
- all (default) for all available data

and <res> can be

- 15m (default) for data in 15 minute bins
- 1h for data in 1 hour bins
- 24h for data in 1 day bins

Format

CSV

Method

GET

Return

This script returns data in plain text, comma-separated values. The format for each line can be defined on the settings page, described above.

Example

Request historical CSV data for the 12th and the 15th of May 2010 with 15 minute resolution.

URL

`http://<servername>/people-counter/api?export-csv&date=20100512,20100515&res=15m`

Example

Request historical data for all available days, with 24 hour resolution.

URL

`http://<servername>/people-counter/api?export-csv&date=all&res=24h`

5. Request XML data

URL

`http://<servername>/people-counter/api?export-xml[&date=<date>][&res=<res>]`

where <date> can be

- a date of the form YYYYMMDD
- a date interval of the form YYYYMMDD-YYYYMMDD
- comma separated dates of the form YYYYMMDD, [. .], YYYYMMDD
- all (default) for all available data

and <res> can be

- 15m (default) for data in 15 minute bins
- 1h for data in 1 hour bins
- 24h for data in 1 day bins

Format

XML

Method

GET

Return

This script returns data in XML format. The DTD file can be found at `http://<servername>/people-counter/appdata.dtd`

Example

Request historical XML data for the 12th and the 15th of May 2010 with 15 minute resolution.

URL

`http://<servername>/people-counter/api?export-xml&date=20100512,20100515&res=15m`

6. Clear local counting data

URL

`http://<servername>/people-counter/api?clear-data`

Format

text/plain

Method

GET

Return

OK

7. Live view information

URL

`http://<servername>/people-counter/api?cntpos.json`

Format

JSON

Method

GET

Return

Information about the counting area.

```
{
  "width":<width>,
  "height":<height>,
  "left":<left>,
  "right":<right>,
  "top":<top>,
  "bottom":<bottom>,
  "yfirst":<yfirst>,
  "ylast":<ylast>,
  "radius":<radius>
}
```

`<width>, <height>`
dimension of the video stream

`<left>, <right>`
x coordinates in pixels for start and stop for the blue lines in Live view

`<top>, <bottom>`
y coordinates in pixels for the two blue lines in Live view

`<yfirst>, <ylast>`
y coordinates in pixels for the top and bottom of the red counting area, disregarding curvature

`<radius>`
radius in pixels describing the curvature of the red counting area, as measured in the center of the area on both axes, or 0 if the area is not curved

Example

Request Live view information from TrueView People Counter™.

URL

`http://<servername>/people-counter/api?cntpos.json`

Response

```
{
  "width":320,
  "height":240,
  "left":0,
  "right":296,
  "top":88,
  "bottom":224,
  "middle":136,
  "yfirst":88,
  "ylast":152,
  "radius":0
}
```

8. Show the system log

URL

`http://<servername>/people-counter/api?show-logs`

Format

Plain text

Method

GET

Return

Displays the system logs.

9. Generate a log archive

URL

`http://<servername>/people-counter/api?generate-logs`

Format

tar.gz

Method

GET

Return

A log archive.

Events

The counter can generate events for each passage, with 1 second time resolution. The daemon that handles the event system can act either as a server or as a client. When

running as a server a client may connect to the counter to start receiving events. When running as a client, the daemon itself connects to a provided listener that collects the events and handles the information.

Example code is available for those who want to write their own event handler.

Maintenance

On the *Maintenance* page (found under **Help** > **Maintenance**) there are several options for simplifying maintenance of TrueView People Counter™.

1. **Restart** If you find the counting inaccurate or the web interface unusually slow, you may try restarting the running services or restart the camera.
2. **Logs** If you have any trouble with your camera you can send counter logs to Cognimatics. These can be generated by pressing the **Generate logs** button. After a while you will be prompted with a file you can save to your computer and send to support@cognimatics.com.
3. **Record video** You can use this feature to record video from your camera, locally to your computer. Just select the desired duration of the video and press **Record**.

Troubleshooting

The video does not show in Live view.

Make sure no one else is watching the video and click reload in your web browser.

The software asks for registration code every time.

Reset to factory default after installation and restart the camera.

The software prompts me with a warning saying that the frame rate is too low.

- If the scene is too dark, the VIVOTEK camera does not deliver enough frames per second for TrueView People Counter™ to work. The scene must have an illumination of at least 80 LUX.
- When streaming video from the camera make sure to open only one stream at a time and to stream in 640x480 MJPEG format.

The setting page does not show the parameter values.

Reset to factory default after installation and restart the camera.

The software does not count.

Make sure you reset to factory default after installation and restart the camera. Make sure the scene is well lit. People Counter only works when the scene has at least 80 LUX.

The software does not count after changing parameters.

After changing the parameters the software may need to run up to 10 minutes before the counting accuracy is at optimum.

The software does not count correctly.

- Make sure people are passing the entire counting zone crossing both blue lines – not passing out to the left or to the right.
- If the software counts too many – lower the visual height.
- If the software counts too few – increase the visual height.

If you have followed the advice above and still cannot get the software to work, please contact the Cognimatics support team at support@cognimatics.com. Do not forget to send the archive with logs and other generated material from the page <http://<servername>/people-counter/api?generate-logs>.

A. Supported cameras

Table A.1. Supported cameras

Camera model
VIVOTEK MD7560X