People Counter Support Helpdesk

Note: If noticed the issue has occurred on the people counter, you may refer to the following LED RGB colour indication for further diagnosis. **(Please take a clear picture of the people counter LED colour and also the PoE switch/midspan's LED light when escalating to IT helpdesk):**
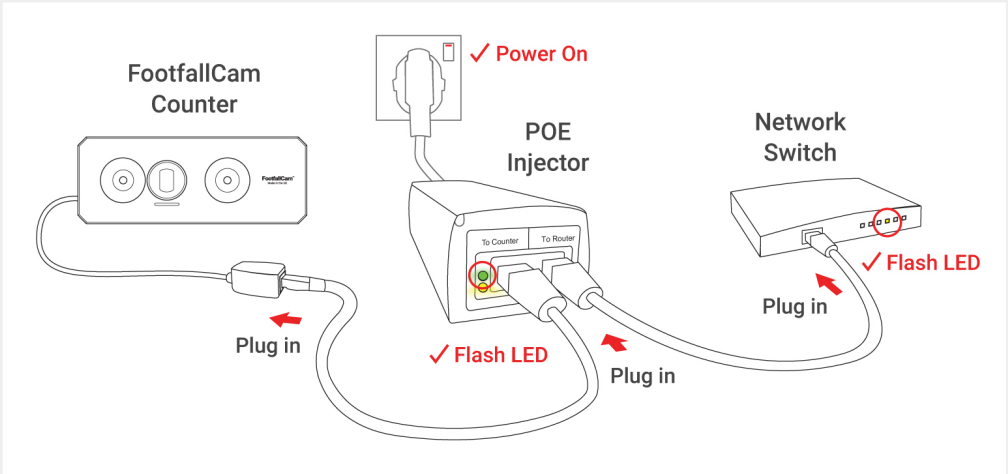
Light Indication

RGB Light	Support / Details
🔵 Constant Blue	Everything OK
⚪ No Light	Power Issue, please ensure you have power ON the device and cables are plugged in tightly to the PoE switch/midspan
🔵 Flashing Blue	Device is not paired, please contact **Customer IT helpdesk** to allocate the device in the system.
🟡 Flashing Yellow	File System Issue, please contact **Customer IT helpdesk**
🟡 Constant Yellow	Cable Issue, please contact **Customer IT helpdesk**
🟢 Constant Green	Network Configuration Issue 1. Ensure the cable has plugged into the network port. 2. Check if the store network has any issue 3. If the problem still exist after the reboot, please contact **Customer IT helpdesk**
🟢 Flashing Green	
🔴 Constant Red	System failed to boot, 1. Please reboot the people counter 2. If the problem still exist after the reboot, please contact **FootfallCam IT Helpdesk**

FootfallCam IT Helpdesk
Hotline: +44-(0) 1344 937275
Email: support@footfallcam.com

If the device shows **NO LIGHT / Yellow LED**, please ensure you have plugged in the network cable tightly or power on the device.

Type A - Connect Using POE Injector

FootfallCam Counter

✓ Power On

POE Injector

Network Switch

✓ Flash LED

Plug in

✓ Flash LED

Plug in

Plug in

Type B - Connect Using POE Switch

FootfallCam Counter

✓ Power On

POE Switch

Network Switch

✓ Flash LED

Plug in

✓ Flash LED

Plug in

Plug in