

**Part 1 Determine the Correct Counter Position**

**Step 1 Company Account Sign Up**

**IMPORTANT**  
Company details must be registered before the installation is carried out onsite.

- 1) An activation email will be sent to user's registered email address.
- 2) User needs to complete the registration by entering required field information and click on SUBMIT.
- 3) After login, go to **Setting > Sites** page to add New Site.
- 4) Once site is created, a unique **pairing code** will be generated. Kindly refer to Chapter 3 Setting Up Sites for more details.

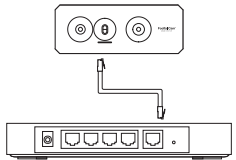
**\*\* SEND PAIRING CODE TO INSTALLER \*\***

Pairing code is unique for each site and is required to connect the counter(s) to FootfallCam Analytics Software.

**Note:** User may export IT Infrastructure Work Sheet with pairing code for multiple sites under Sites page and send to installer.

**Step 2 Connect Up the Counter**

- 1) Install counter according to the counter proposed location.  
(Please refer to Part 1: Determine the Correct Counter Position)
- 2) **Cable installation** from the counter to the router.  
(Please refer to Part 2: Wiring Setup Instructions)



**Step 3 Configure the Counter**

- 1) Login and complete the **Counter Setup Wizard**.  
(Please refer to Part 3: Configuring the Counter)

**Setup Completed. No issues detected**



**What Installer Need To Bring**

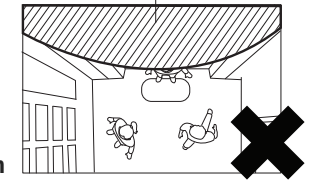
- 1) Screw drivers and drill
- 2) RJ45 crimp tool: To terminate Cat5e network cable
- 3) Ladder: Ladder type depends on the ceiling height
- 4) Laptop: To diagnose counter (Optional)
- 5) Cat5e network cable: Cable length depends on distance between the router and the counter

**IMPORTANT**

Please make sure the counter live view is not blocked by any drop down obstacle (e.g. decorations, exit signage, bulk head, wall, etc.). Otherwise, accuracy of the result may be affected due to the limited tracking zone.

To calculate the required clearance distance between counter and the drop down obstacle, please access [www.footfallcam.com/Calculator](http://www.footfallcam.com/Calculator).

Counter live view is partially blocked by the drop down obstacle.



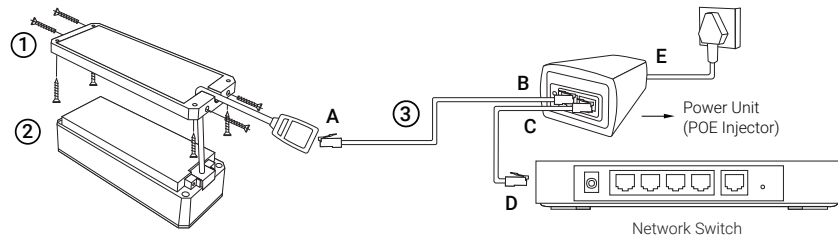
**(Optional) Requirement for Staff Exclusion Tag Implementation**

1. For sliding doors, position FootfallCam at least 1m away from the door. For swing doors, position FootfallCam at least 1m away from the edge of the door when open widest. Recommended ceiling height is 2.5m - 3.2m. Counter may not be able to detect the staff exclusion tag if the counter is not installed within the recommended ceiling height.
  2. Make sure the live view is not blocked by any obstacle. Please send a screenshot of the Live View page to the FootfallCam Support Team via FootfallCam Support Chat App, and let us know if the staff exclusion tag will be used in this site.
  3. Peel off the protective film on the Staff Exclusion Tag before use.
- \*\*Kindly refer to Appendix A: Staff Exclusion Tag for more details.**

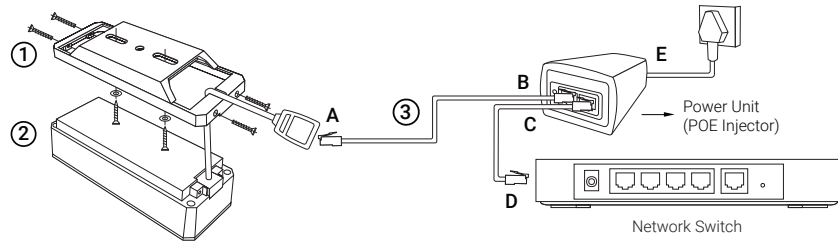
<p><b>1. Non-Swinging Door</b></p>	<p><b>2. Swinging Door</b></p>
<p><b>3. Bulkhead Installation</b></p>	<p><b>4. Open Ceiling Environment</b></p>
<p><b>5. Slanted Ceiling</b></p>	<p><b>6. Glass Entrance</b></p>

## Part 2 Wiring Setup Instruction

### Option 1: Mounting Bracket



### Option 2: Universal Mounting Bracket



### 1) PLUG IN MOUNT BRACKET

Choose your preferable mounting bracket based on Mounting Guideline, then screw in the mount adapter and secure it onto the ceiling with screws. Kindly refer to the video in Mounting Guideline for more details.

### 2) CLOSE CASE

Slot the case back to the mount adapter and secure it on the mounting location with screws.

### 3) POWER ON

Connect each Cat5e network cable according to the ABCD sticker in the diagram above, then turn on the (E) power plug.

### CRIMP NETWORK CABLE PLUGS



The Color code of ethernet cable **MUST** follow the T568B Standard to terminate.

Pin	Wire Color	Wire Diagram
1	White - Orange	
2	Orange	
3	White - Green	
4	Blue	
5	White - Blue	
6	Green	
7	White - Brown	
8	Brown	

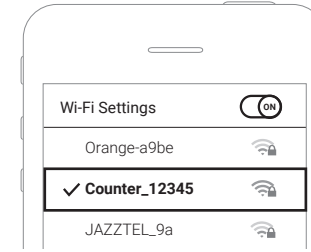
**Note:** Not following the colour code ordering may cause cross talk interference.

### LED LIGHT INDICATIONS

LED Color	Messages
Constant Red	System failed to boot
Flashing Yellow	File System Issue
Constant Yellow	Cable or Wiring Issue
Flashing Green	Network Configuration Issue
Constant Green	Server Connection Issue
Flashing Blue	Device is not paired
Constant Blue	Everything is OK

**Note:** Kindly refer to Appendix E: Installation Completion Checklist for more details.

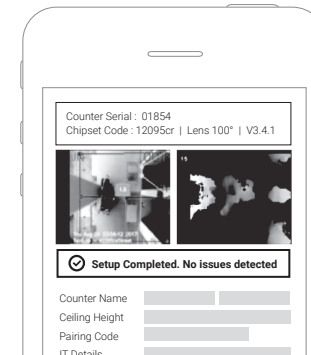
## Part 3 Configuring the Counter



### ① LOGIN TO COUNTER SETUP WIZARD

Go to the list of available Wi-Fi networks on your mobile device, select the counter SSID e.g. **Counter\_12345** and key in one of the following password: **counter888/counting789/pillow7788**.

Type <http://192.168.4.1> in the browser and login with one of the following password: **123456/ clock1010/ trex456**.



### ② CONFIGURE THE COUNTER

Input the following details:

**Counter Name** - Naming the counters from left to right: SiteName1, SiteName2, etc.

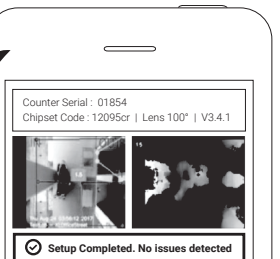
**Ceiling Height** - Measure and fill in **ceiling height** from floor to the mounting height.

**Pairing Code** - Connect the counter to FootfallCam Analytics Manager via unique Pairing Code.

**IT Details [Optional]** - Fill in the information needed: Server Address, IP Setting, Proxy Setting, etc.

### JOB COMPLETION CHECKLIST

For a successful completion of the installation, please resolve all the issues as highlighted in the Setup Wizard home page until you get the "Setup Completed" message.



### FOR MORE INFORMATION, PLEASE REFER TO:



User Manual for FootfallCam 3D Counters



Datasheet for FootfallCam 3D Pro2™



Appendix E: Installation Completion Checklist



Appendix A: Staff Exclusion Tag



FootfallCam Analytic Manager V9™



FootfallCam Support Chat App Installation Guide



FootfallCam Calculator



Mounting Guideline



Chapter 3: Setting Up Sites