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# TrueView People Counter™ — Manual

embedded for Axis IP cameras

version 2.1

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## Table of Contents

Overview .....	1
Mounting the camera .....	2
Height and width .....	3
Positioning the camera .....	3
General guidelines .....	4
Installing the software .....	5
Configuring TrueView People Counter™ .....	7
Basic counting configuration .....	7
Data and reporting configuration .....	10
Connectivity configuration .....	11
Axis settings .....	12
Live view .....	12
Statistics .....	13
Tuning and validation .....	16
Counter status via SNMP .....	17
Lite web interface .....	18
Cognimatics POS data format .....	18
HTTP API .....	19
1. Real-time data .....	19
2. List all days, for which there is counting data .....	20
3. Download .cnt data files .....	21
4. Request CSV data .....	22
5. Request XML data .....	23
6. Clear local counting data .....	24
7. Live view information .....	24
8. Show the system log .....	25
9. Generate a log archive .....	25
Events .....	26
Maintenance .....	26
Troubleshooting .....	26
A. Supported cameras .....	27

## Overview

TrueView People Counter™ is a fully embedded software module for Axis 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 Axis IP camera. TrueView People Counter™ is a powerful stand-alone people counter directly in your Axis 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.

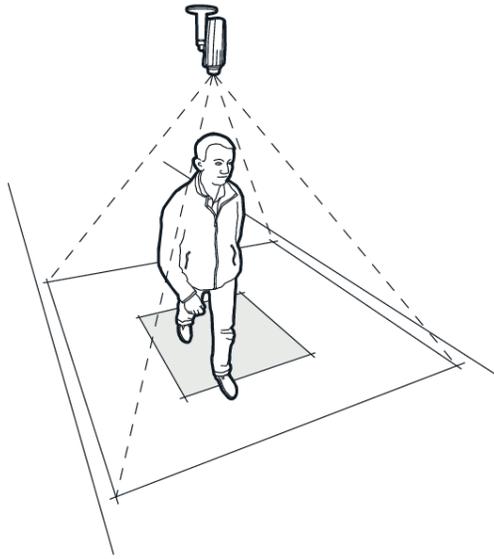
There are several ways to use the data from the People Counter:

- 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.

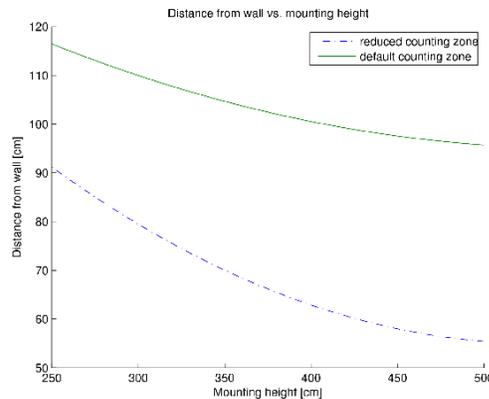
Historical data is available on the camera for up to 60 days and is updated every 15 minutes. The data is stored in 15-minute bins representing the in and out counts for the 15-minute periods.

## Mounting the camera

The camera should be mounted straight above the point where people should be counted and should be facing straight down. When mounting the camera above a door, the recommended distance from the wall is given by the figure below.



Mount the camera facing straight down.



Recommended minimum distance from wall.

## 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.

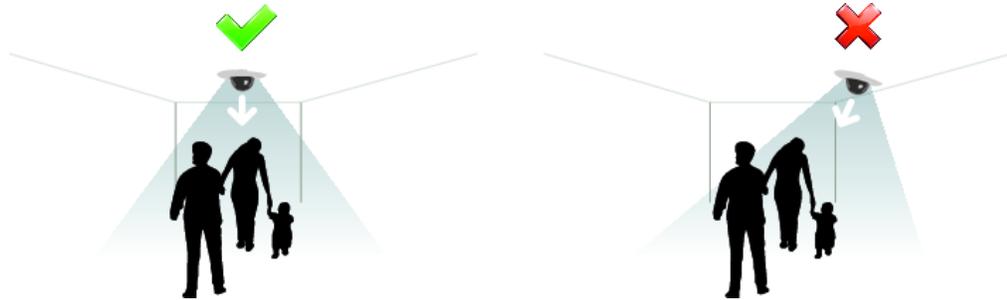
## Positioning the camera

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.



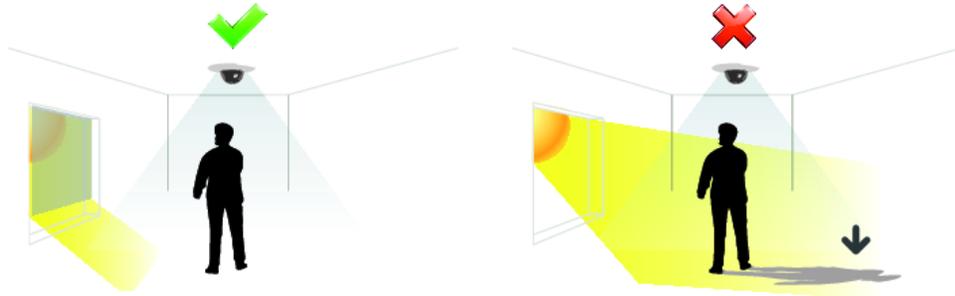
Place the camera straight over the area where people are walking.



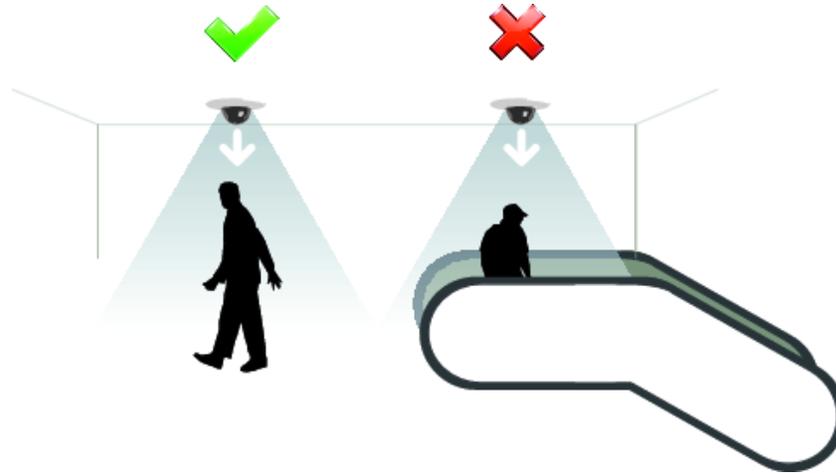
Do not tilt the camera forwards or backwards.



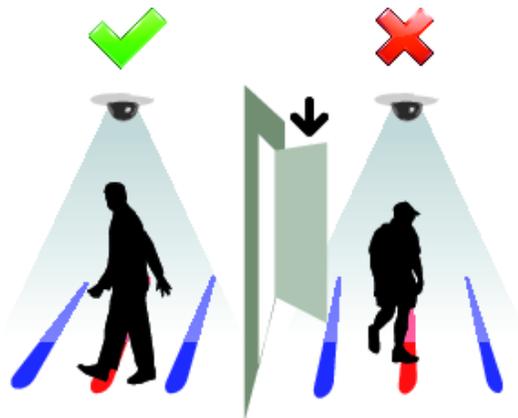
Make sure there is enough light.



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

If TrueView People Counter™ software module is not already installed from your vendor it must be installed manually in your Axis camera.

1. Make sure you have one of the supported Axis IP cameras and that you have the correct corresponding software module of TrueView People Counter™. The supported cameras and the corresponding software modules are listed in Appendix A.

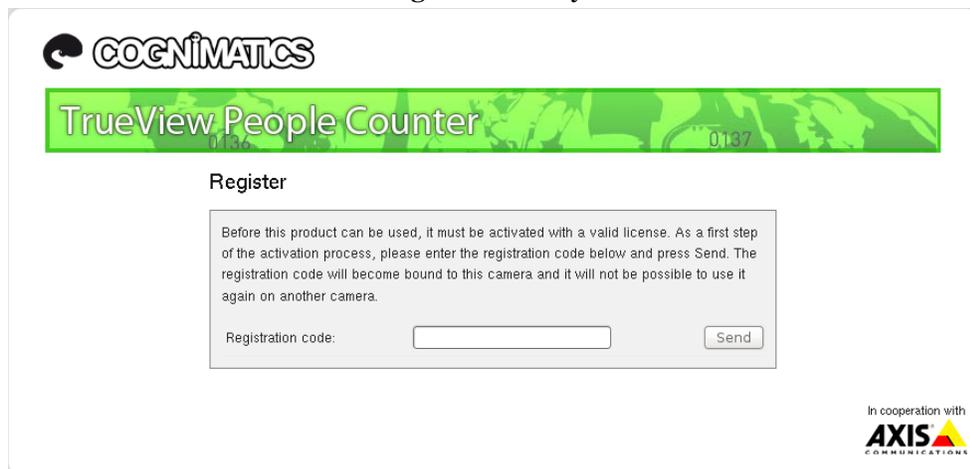
2. Install the camera on your network, start it up and point your web browser to it. Supported web browsers are Firefox 3.x, Internet Explorer 7 & 8, Safari 4 & 5 and Google Chrome 4 & 5.
3. Upload the TrueView People Counter™ installation file by clicking **Setup** -> **Applications**. Under the section *Select package file to upload*, specify the path to the TrueView People Counter™ installation file or use the **Browse** button. Click on the **Upload Package** button. Press **Start** to start the product.



Axis P3343-VE application package page

4. Click the **TrueView People Counter™** link to get to the People Counter interface. The first time you do this, you will be asked to enter your license code. Enter your license code 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 install the software to another camera without a new registration key.



Registration page.

5. When you update any setting it can sometime take up to ten minutes for the counter to calibrate. You can see if the counter is counting by navigating to the **Live view** page and view people passing the counting zone.

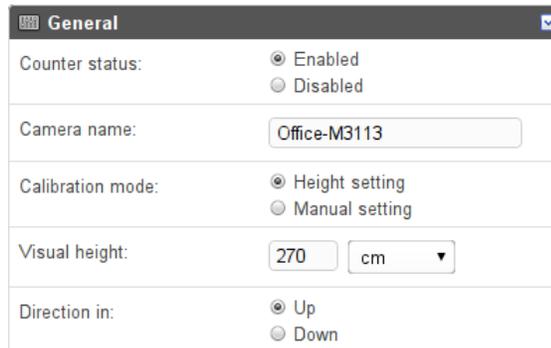
## Configuring TrueView People Counter™

*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 Axis camera settings for your convenience.

### 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.

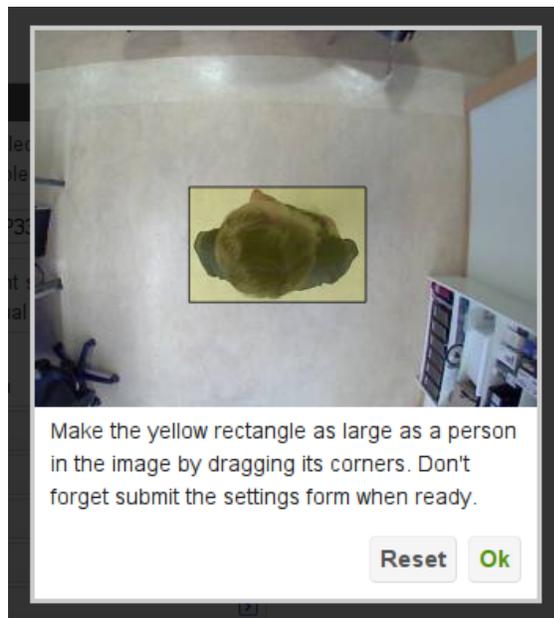


General	
Counter status:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Camera name:	<input type="text" value="Office-M3113"/>
Calibration mode:	<input checked="" type="radio"/> Height setting <input type="radio"/> Manual setting
Visual height:	<input type="text" value="270"/> <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.
6. For Axis models M3203 and M3204 you can manually change the zoom for the camera. TrueView People Counter™ supports calibrated mode for the end positions of the zoom puller, where the image is still sharp (this can be adjusted with the focus puller). There is a Zoom setting in the General section where Minimum and Maximum reflects minimum and maximum zoom.



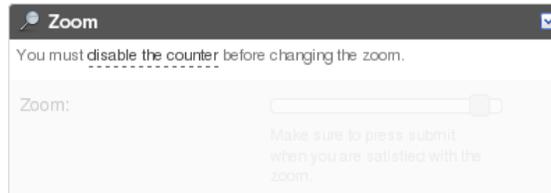
Manual calibration

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.

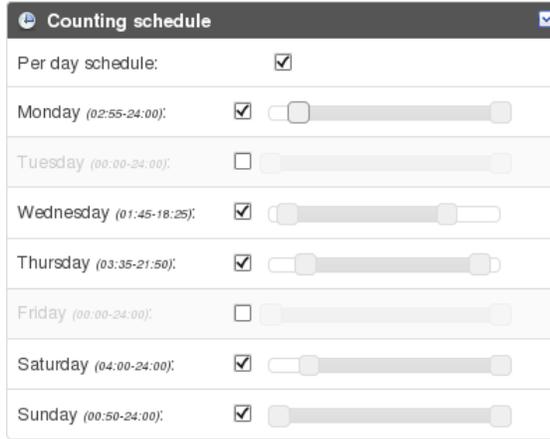
If you have a camera with zoom capabilities you can also change it from the settings page in the *Zoom* section.



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.

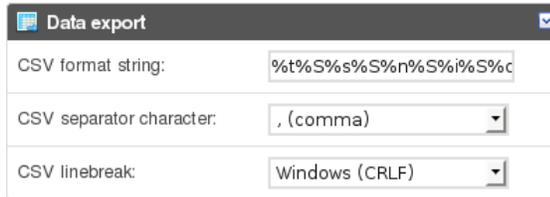
**Note!** Do not forget to press the Submit button when changes in settings are made, otherwise the settings will not be saved.

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 data, the vehicle counter software can also push count data to the TrueView Web Report™. The settings for this are found in the *Web Report* section.

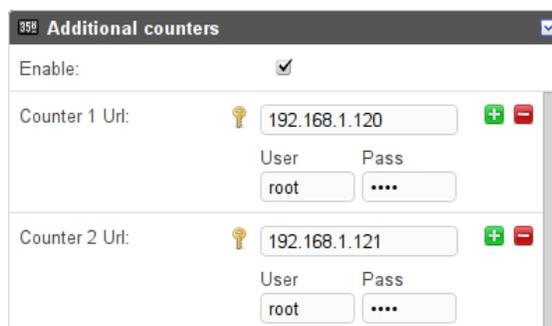


1. Check the *Enable* check-box to enable pushing data to TrueView Web Report™.
2. Select the correct version of TrueView Web Report™ that will be accessed.
3. Enter the Web Report server address and your account credentials.
4. If the camera resides behind a proxy server, enter the proxy server address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



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.



POS data

POS data address: 10.2.3.142/pos.php

Currency: EUR

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

## Axis settings

You can set the standard parameters of the AXIS camera by selecting one of **Users**, **TCP/IP** or **Date & Time** in the *Axis settings* section. See your AXIS 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:



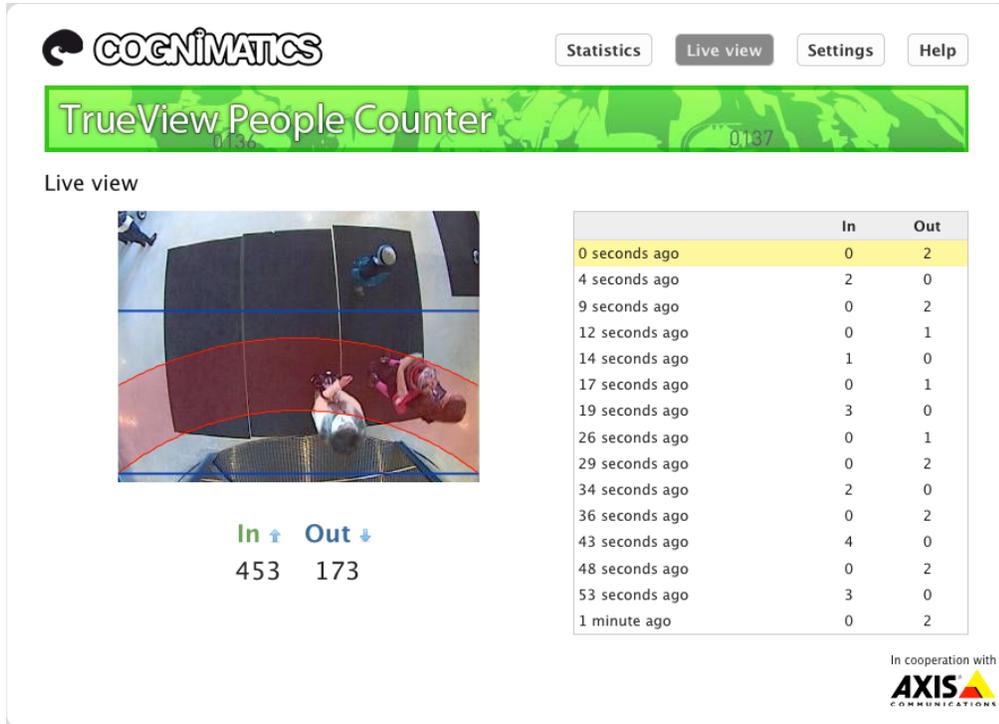
Axis settings

- Users
- TCP/IP
- Date & time

- a. Local time
- b. IP address
- c. Users

## 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 displays the Cognimatics TrueView People Counter interface. At the top, there are navigation buttons for 'Statistics', 'Live view', 'Settings', and 'Help'. Below the navigation 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 data table on the right. The live view shows a camera feed of a store entrance with a red detection zone. Below the camera feed, the current counts are shown as 'In ↑ 453' and 'Out ↓ 173'. The table on the right lists the '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  
**AXIS**  
COMMUNICATIONS

## 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 four 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.

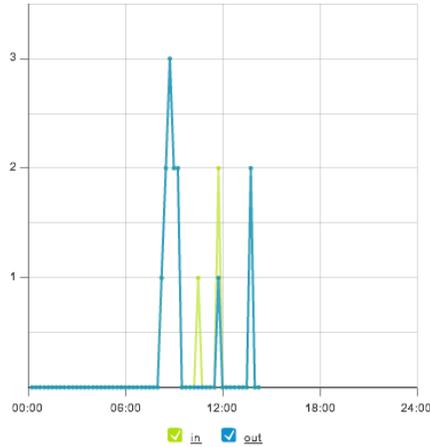
If no POS data file is specified in the settings the top table on the statistics page will contain in and out count for the latest week together with the average count. Beneath the table there are two charts. The left chart (*Day chart*) shows counts of the current day while the right chart (*Week chart*) 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

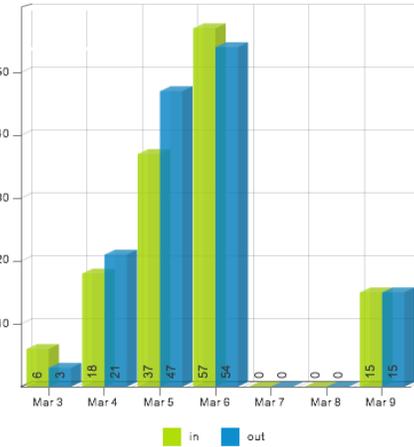
[Multiple counters](#)

	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)

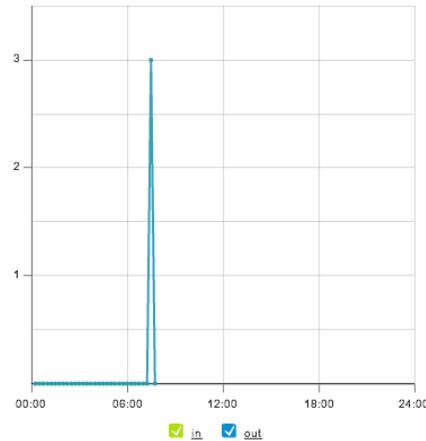
# TrueView People Counter™ – Manual

## Statistics for Office

[Multiple counters](#)

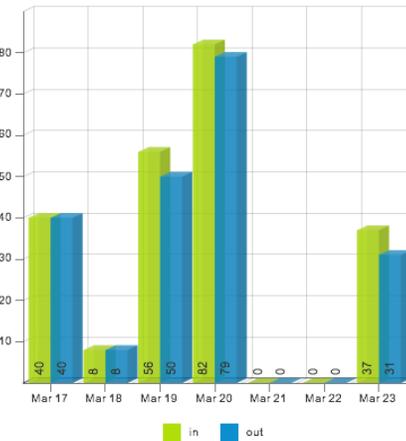
	17/3	18/3	19/3	20/3	21/3	22/3	23/3	24/3	Average
Visitors	40	8	56	82	0	0	37	3	32
Buyers	18	4	29	22	0	0	26	3	14.57
Did not buy	22	4	27	60	0	0	11	0	8.86
Turnover	234	348	2494	176	0	0	780	137	595.57
Conversion rate	45%	50%	52%	27%	100%	100%	70%	100%	32%
Average basket	13.0	87.0	86.0	8.0	0.0	0.0	30.0	45.7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

### Day chart



### Week chart

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



Data files can be downloaded in cnt, xml or csv-format by selecting the format and click day you want the data for. For csv and xml different time resolutions can be chosen as well. If you want to download all files for a certain format just press the All files link.

#### Download data files

Format

cnt All files  
 xml All files  
 csv All files

Time resolution

15 minutes  
 hour  
 day



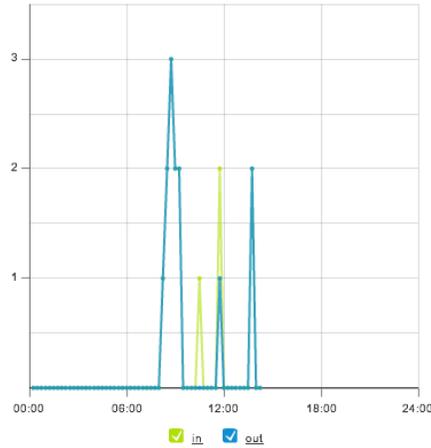
If additional counters are specified you will see a link in the upper right corner with the text "Multiple counters". By clicking this link you can see data from all counters that your counter can connect to. By clicking on a counter name you will see the day and week charts for that counter.

Multiple counters

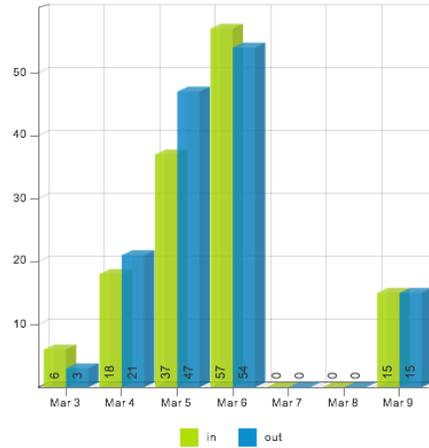
[Single counter](#)

Name	3/3		4/3		5/3		6/3		7/3		8/3		9/3		10/3	
	In	Out	In	Out												
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. **TrueView Report™** – Installing TrueView Report™ on your windows PC or TrueView Web Report™ on a web server lets you manage and view historical data conveniently. For more information about these statistical software packages we refer to their respective manuals.

At the bottom of the statistics page you can find data from TrueView People Counter™ in both .cnt and .xml format.

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

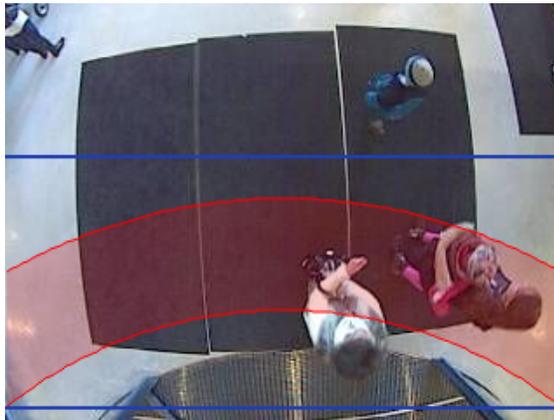
When the cameras are installed and counting it is highly recommended to validate the accuracy and fine-tune the system. This is likely to increase the accuracy or identify counting units with problems.

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

## Counter status via SNMP

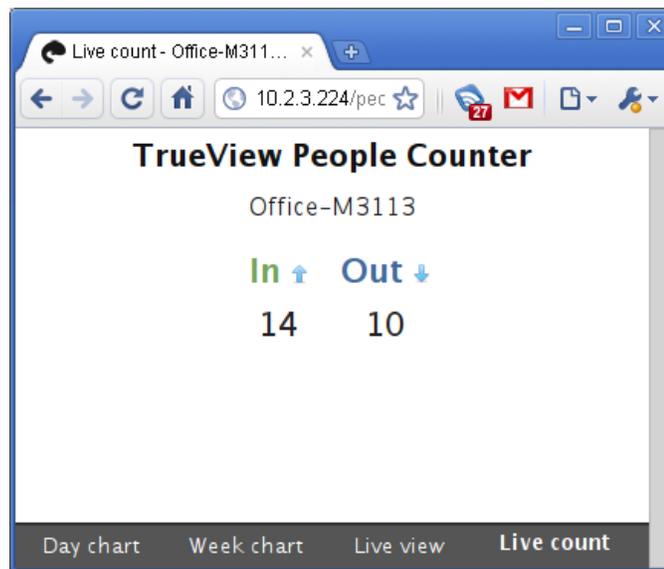
TrueView People Counter™ can be configured to provide status reports and data using the SNMP protocol. Please see the Technical Materials section, <http://www.cognimatics.com/support/technical/materials/snmp>, on the Cognimatics website for more information on how to use this feature.

## Lite web interface

There is a light-weight version of the web interface at the URL `http://<servername>/people-counter/lite/index.html`. These pages can for instance be used to embed TrueView People Counter™ into other systems like Axis Camera Station and Milestone's XProtect Smart Client.

There are four pages available:

1. `http://<servername>/people-counter/lite/day.html`: The page shows the day plot, the same plot that can be seen on the Statistics page.
2. `http://<servername>/people-counter/lite/week.html`: The page shows the week plot, the same plot that can be seen on the Statistics page.
3. `http://<servername>/people-counter/lite/count.html`: A page that shows the live count for the current day.
4. `http://<servername>/people-counter/lite/liveview.html`: A slim version of the Live view page that shows live count and the video stream with the counting area as overlay.



The Live Count page in the lite interface.

The menu at the bottom of the pages can be disabled by appending `?clean` to the URL:s above, e.g `http://<servername>/people-counter/lite/liveview.html?clean`.

## 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 JSON<sup>1</sup> 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 a file with comma-separated values
5. **Request XML data:** Returns an XML file containing historical data
6. **Clear local 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>/local/people-counter/.api?live-sum.json`

---

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

**Format**  
JSON

**Method**  
GET

**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>/local/people-counter/.api?live-sum.json

**Return**

```
{  
  "name": "Exit south",  
  "timestamp": 20100517132154,  
  "in": 2,  
  "out": 18  
}
```

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

**URL**

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

**Return**

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

### 3. Download .cnt data files

**URL**

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

**Example**

Request all available historical data.

**URL**

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

## 4. Request CSV data

**URL**

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

## 5. Request XML data

**URL**

```
http://<servername>/local/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**

CSV

**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>/local/people-counter/.api?export-xml&date=20100512,20100515&res=15m`

## 6. Clear local counting data

**URL**

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

**Format**

text/plain

**Method**

GET

**Return**

OK

## 7. Live view information

**URL**

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

### Format

Plain text

### Method

GET

### Return

Displays the system logs.

## 9. Generate a log archive

### URL

`http://<servername>/local/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**.
4. **Patch software** When minor modifications to the counter software is made they are usually released as patches that will be provided by Cognimatics. When you have such patch file you can use it by selecting the file in the form and press **Upload and patch**.

## 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. In the Axis 207W only one viewer is allowed while Axis 209FD and 212PTZ support a few more viewers at the same time.

**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 Axis 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 320x240 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 upload to TrueView Web Report™.**

Go to `http://<servername>/local/people-counter/.api?show-logs` in your web browser and see if the logs can help you. Note that some times it can take up to half an hour for the software to upload data to TrueView Web Report™.

**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.

**I still cannot get the software to count.**

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>/local/people-counter/.api?generate-logs`.

## A. Supported cameras

**Table A.1. Supported cameras**

Camera model	Software module
Axis M3113	tvpcAxisACAP_xx.eap

TrueView People  
Counter™ – Manual

---

<b>Camera model</b>	<b>Software module</b>
Axis M3203	tvpcAxisACAP_xx.eap
Axis M3204	tvpcAxisACAP_xx.eap
Axis P3343, 6mm	tvpcAxisACAP_xx.eap

*xx is the version number of the software module.*