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Overview

TrueView One Way® is a fully embedded software module for Axis IP cameras, intended for shops and other environments where you need to count people and trigger alarms when a person is passing IN or OUT. TrueView One Way® is based on our proven TrueView People Counter® application. With the TrueView One Way® you get features such as:

1. **Embedded People Counting** – Fully embedded into Axis IP camera. TrueView One Way® 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. **One Way triggers** – Trigger an Axis event based on what direction a person is passing under the camera. See different usage scenarios below:
   - Notify the customer that he/she is walking in the wrong direction via an audio output directly from the camera.
   - Notify a security guard via email or SMS that a person is walking in the wrong direction.
   - Close entrance gates if a person is walking out of a store in the wrong direction.
   - Notify the store personnel via blinker or a sound siren that a person is walking out of the store via the entrance path.

3. **Anonymized** – Configure your One Way to be in anonymized mode so that passing pedestrians can no longer be identified from the camera.

4. **IP technology** – Using IP technology it offers a cost efficient, infinitely scalable, easy-to-install and flexible system for automatic people counting.

5. **Maintenance** – Maintain your One Way remotely over IP, set and check parameters, and stream video. Now supported to utilize different account privileges of the camera so that unauthorized personnel can view statistics but not change any settings of the counter.

6. **Web reporting** – Automatically export counting data to TrueView Web Report®.
7. **Bi-directional counting** – The module simultaneously differentiates and counts people moving upwards and downwards e.g. IN or OUT in the camera’s field of view.

8. **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 One Way® 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 data from the One Way:

- 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 90 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 One Way® 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 zoom setting, both the height range and the covered width can be increased. The maximum width that one counter can cover for most camera models is about 5 meters. For some more powerful models, such as Axis M3006, P3363 and P3367, you will be able to reach a maximum width of 10 meters if the camera is mounted high enough.

**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 One Way® 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 One Way® 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 One Way® 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 One Way®. 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 Mozilla Firefox 3+, Internet Explorer 7 – 9 and Safari 4+. Once the counter is installed Google Chrome 4+ works also, but with Axis older firmware versions Google Chrome can not be used for the actual installation of the One Way module.

3. Upload the TrueView One Way® installation file by clicking Setup -> Applications. Under the section Select package file to upload, specify the path to the TrueView One Way® installation file file or use the Browse button. Click on the Upload Package button.

4. You should now be redirected to the registration page. If this fails, Press Start to start the product. Click the TrueView One Way® link to get to the One Way interface.

5. The first time you use the product, 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 activate the software on another camera without a new registration key.
6. When you update any setting it can sometime take up to a couple of 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 One Way®**

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

The One Way 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.
1. Verify that Counter status is set to Enabled.
2. Enter the name of the camera or location the TrueView One Way® 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 sensitivity setting is used for fine-tuning. See the section called “Tuning and validation” for more info.
4. If the camera supports digital zoom, you can enable it with the checkbox and click setup to toggle the zoom. This will increase the maximal height to mount the camera on. If the camera has optical zoom instead, it can be found as a link under Axis settings.
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 Network and time section you will find settings which are vital for your camera to
keep the correct time for a longer period of time. Tick the Use default settings to use default DNS and NTP servers. This is to continuously sync the time against servers on the Internet or optionally syncing against your own local servers. Set the time zone of your location by the Time Zone scrollbar. If you have daylight saving time changes in your time zone it is wise to check the checkbox at the bottom for an automatic hour switch at these moments.

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.

**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
Data and reporting configuration

Apart from showing statistics in the camera interface and serving CSV/XML/JSON data, TrueView One Way® 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 camera group credentials.
4. Click Run Test to verify the connection to TrueView Web Report®. This will aid you with troubleshooting if some setting or provided information is incorrect.

In the Events section you can set the counter to generate events for each passage. Please read more about this functionality in the Events section in the manual.

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:

<table>
<thead>
<tr>
<th>Axis settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Users</td>
</tr>
<tr>
<td>• TCP/IP</td>
</tr>
<tr>
<td>• Date &amp; time</td>
</tr>
</tbody>
</table>

a) Optical zoom (If this is supported).
b) Local time
c) IP address
d) Users

**Connectivity configuration**

This type of configuration is found under the *Advanced* tab. 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.

If you need to cover a wide entrance with several counters, you can configure them under the *Neighbour counters* tab. Add the counters in the same way as the *Additional counters* and finish of with calibrating their position against each other. Note that only cameras of the same model is supported for this feature.

Click and drag the video streams to match them for wide entrances
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.

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

### Live View

To see when TrueView One Way® 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. Under this table you will find the **Accuracy** button which starts an accuracy tester application. Use up and down arrow on your keyboard to count the passages and verify against the counter by clicking **Result**. Follow the guidelines in the **Tuning and validation** section to get the best result out of your TrueView One Way®.

### Statistics

You can configure your TrueView One Way® 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 One Way 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](image)

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)
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.

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.
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 One Way® system is configured correctly.

To validate each camera:

1. Go to the **Live View** page of the camera.

2. Click the **Accuracy** button at the bottom of the table showing the latest counts.

3. Click **Start** and manually count 100 or more passages by pressing the up and down arrows on your keyboard. Click **Reset** if you need to start over and **Result** when you are done counting.
4. An accuracy table will appear showing the TrueView One Way® system count, your manual count and a percentage accuracy calculation. The total accuracy should not be biased by more than 10%.

5. If the difference is sufficiently small you can move on to the next camera.

6. If the difference is >10% then TrueView One Way® 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 Counter sensitivity 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 One Way® is counting too much compared to the ground truth, then decrease the counter sensitivity with around 20 units or increase the size of the box slightly.
   b) If TrueView One Way® is counting too few compared to the ground truth, then increase the counter sensitivity with around 20 units or decrease the size of the box slightly.

9. Go back to step 3 to validate the accuracy. Please note that TrueView One Way® will need a couple of minutes after saving parameters before counting accurately.

Use the live view with the integrated accuracy tester to guide you
Counter status via SNMP

TrueView One Way® 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 One Way® into systems like e.g. 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.

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.
You can also add a lang tag before lite to display these pages in other languages, example http://<servername>/people-counter/cn/lite/liveview.html.

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:

```json
{"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\(^1\) 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 One Way® 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. **Request JSON data**: Returns historical data in JSON format
7. **Clear counting data**
8. **Live view information**: Returns information about the placement of the lines in Live view

\(^1\) For more information about the JSON format, see http://www.json.org.
9. Show the system log
10. Generate a log archive: Generates a compressed file containing log files, settings and data

1. Real-time data

URL

Format
JSON

Method
GET

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

<camera-serial>
camera serial number

<counter-name>
name of the counter

<timestamp>
time in the camera in the format YYYYMMDDhhmms

<in>
number of people passing in until now today

<out>
number of people passing out until now

Example
Request real time data from TrueView One Way®.

URL

Return
```
{
```
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 the days where there exists

Example

List all days of data available in TrueView One Way®

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 first line contains a
description of each element, and the following lines contain the corresponding data for the
chosen time interval and resolution.

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

6. Request JSON data

URL
http://<servername>/local/people-counter/.api?export-json[&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
JSON
Method
GET

Return
This script returns data in JSON format.

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

7. Clear local counting data
URL
Format
text/plain
Method
GET
Return
OK

8. 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 One Way®.

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,
9. Show the system log

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

Format
Plain text

Method
GET

Return
Displays the system logs.

10. Generate a log archive

URL
http://<servername>/local/people-counter/.api?generate-logs

Format
tar.gz

Method
GET

Return
A log archive.

11. List TrueView One Way® parameters

URL
http://<servername>/local/people-counter/.api?params.json

Format
JSON

Method
GET

Return
A JSON object of all the TrueView One Way® related parameters.
12. Set TrueView One Way® parameters

**URL**

http://<servername>/local/people-counter/.apioperator?setparams

**Format**

text

**Method**

POST. The post format has a format where pairs and values need to be specified, best described by an example.

&p1=Counter.Enable&v1=1&p2=Counter.Height&v2=280 &setparams=needstobeincluded

**Return**

OK
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 One Way®.

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. **Reset** To clear all counting data from the camera you can click Clear data. Restore all settings of TrueView One Way® to default by clicking Restore settings.

3. **Anonymize** To anonymize the video stream from the camera so that passing pedestrians are unidentifiable, you can click Anonymize soft. This will lock all video streams and images from the camera and replace it with a low resolution stream in TrueView One Way® so that you still can see what is going on but can't identify people. This is reversible by a user with an Administrator account by clicking Reset anonymization. If you want this feature irreversible by all users you can click the Anonymize hard button. **Warning! This will remove all administrator users and can only be reversed by manually clicking the factory default button of the camera. You will need an operator account to toggle the settings of the counter after this anonymization.**

4. **Parameter backups** It is recommended to backup your TrueView One Way® settings to a computer by pressing the Backup button. To restore settings you first choose the file and then press Restore.

5. **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.

6. **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.

7. **Record debug data** Use this recording alternative when there seems to be severe issues with the counting of this unit. Here is also an option for sending the data recording directly to a Cognimatics™ server as well as downloading to computer to send it later on.

8. **Registration** You can use these features to alter your license. Use Renew License if you have an updated license.
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 One Way® 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. One Way 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

<table>
<thead>
<tr>
<th>Camera model</th>
<th>Software module</th>
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<tbody>
<tr>
<td>Axis M3004</td>
<td>TrueView_People_Counter_x_y\ ARTPEC-C__x.y.z-b.eap</td>
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<td>Axis M3005</td>
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*xyz/b is the version and build numbers of the software module.*