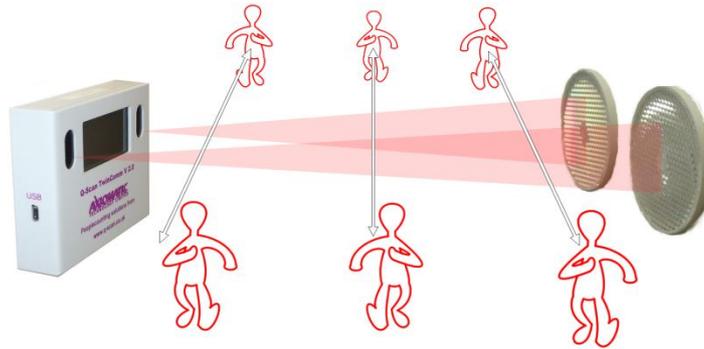


Q-Scan TwinComm V2.0



User Manual

Q-Scan People Counters



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1 Before You Start

We strongly advise that you read the installation and operating instructions before attempting to use the equipment.

Correct positioning and setting up is important. A little time spent here will ensure that the unit gives you years of trouble-free operation. In some cases a temporary installation, for test purposes, is recommended.

1.1 Package Contents

Thank you for purchasing a *Q-Scan TwinComm V2.0*. Your package contains a **Q-Scan TwinComm V2.0 People Counter, Manual, 12V Power Supply, two Reflectors, two 'AAAA' Batteries** and a **Remote Control**.

1.2 Location

Choose a location where people move freely so that undue obstruction of the beam is avoided. If possible a minimum distance of 30cm should be maintained between any passing person and the Q-Scan People Counter and the overall distance between Q-Scan People Counter and Reflectors must not exceed 6 meters. The ideal mounting height for counting legs is 12cm to 15cm from the floor to the bottom of the Q-Scan People Counter and at chest level (0.8m – 1.5m) for counting bodies. The latter will avoid arms and handbags etc. from being counted. Never locate the system in direct sunlight and areas with highly reflective surfaces.

Please be aware that some automatic door sensors can emit Infra-Red light and may interfere with the *Q-Scan TwinComm V2.0* (**see section 5.3 IR Interference** on page 13).

1.3 Fixing Surface

For temporary installation you may wish to use items like “Blu-Tack” or “double sided foam tape” but the equipment **must** eventually be securely fixed to an **even** and **smooth** permanent surface. Rough or uneven surfaces may cause internal damage, and may distort housing and will almost certainly affect the accuracy of the system.

1.4 Remote Control for Q-Scan TwinComm V2.0



The remote should be ready to use out the box. In the unlikely event of you accidentally pressing the Magic button for long enough to lose the remote control setting, please refer to programming remote below.

The Q-Scan TwinComm V2.0 uses the buttons as follows:

Function	Labelled as	Used for
Up	'CHANNEL +'	Moving up to the menu item above; scrolling up through the footfall data
Down	'CHANNEL -'	Moving down to the menu item below; scrolling down through the footfall data
Right	'VOLUME+'	Moving to the choice on the right; Scroll to next day's footfall data
Left	'VOLUME -'	Moving to the choice on the left; Scroll to previous day's footfall data
Enter	'Mute' symbol	Select the current choice
Exit	'Power' symbol	Go to previous menu
Magic	<i>MAGIC</i>	<i>Do not use! Programming the remote – see below</i>

Should you require replacement batteries for your remote, the unit uses two new 'AAAA' batteries.

1. Remove the battery cover from the back of the remote by pressing down on the tab.
2. Match the batteries to the + and - marks inside the battery case, then insert the batteries.
3. Press the battery cover back into place.

1.4.1 Remote Programming

In the unlikely event that the remote control settings have been lost (when the Q-Scan People Counter does not respond at all to the remote control), the remote can be reprogrammed as follows:

1. Press and hold the **'MAGIC'** button until the LED flashes twice (approximately 3 seconds).
2. Press the following buttons in sequence: **Right - Right - Right - Left - Centre**.
3. The LED will flash once more, and the unit is then ready for use.

2 Modes of operation

There are three modes of operation:

2.1 Live Counting Mode

This is the mode that the Q-Scan People Counter will spend most of its time in. In fact, it is in this mode all of the time that the unit is unattended. It will quietly get on with the task of counting, and recording the footfall data in memory. It will optionally display the counts on the screen, which may be dimmed down to be unobtrusive.

2.2 Menu Mode

This is when you are using the menus with the remote control to browse through settings and footfall data. Typically, the screen will be brighter in this mode to make it easier for you to view the footfall data. Provided that you don't stand directly in front of the unit and break the beam, it will continue to count.

2.3 Beam Strength Mode

This mode allows you to adjust the strength of the transmitted beams, and monitors the strength of the reflected beams. You will need this to align the reflector(s) correctly.

The unit will not count in the '*Beam Strength*' mode.

This allows the user to see a screen with 4 bars on (**See section 3.2 and figure 4**) and allows the user to adjust the Infra-Red '*Beam Strength*'. Changing the '*Beam Strength*' can help to adapt the *Q-Scan People Counter* to different environments and locations.

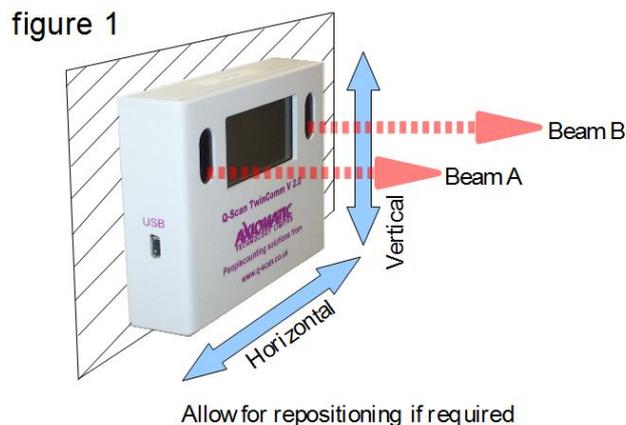
We recommend using the weakest beam strength to reduce interference, unwanted reflections and power consumption.

3 Installation

3.1 Q-Scan People Counter Installation

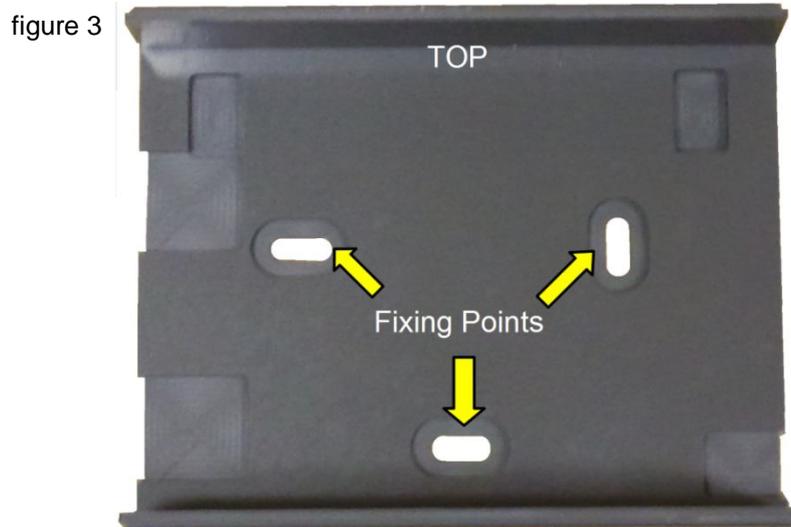
3.1.1 Choosing the ideal location for the Q-Scan TwinComm V2.0

- Taking into consideration its surroundings and the opposite wall or surface for the *Reflectors* to be located. Temporarily fix your Q-Scan TwinComm V2.0 to the desired location and power up the unit (see figure1).
- Choose a location that will not become permanently blocked or where objects may be moved in front of the beams.
- Confirm that the location has a smooth flat surface and is rigid. It is best if the surface face is perpendicular to the opposite wall where the *Reflectors* will be fitted, any slight angles in the wall may project the Q-Scan TwinComm V2.0 beams either side of the desired position.
- Ensure there is sufficient room on the opposite wall to mount the *Reflectors* (approx 260mm width and 80mm height at maximum 6 meter range).
- Ensure there are no other reflective items or objects opposite the Q-Scan TwinComm V2.0 that could possibly reflect the beams back, e.g. Mirrors, Silver Ornaments, Glass, Christmas Decorations (tinsel) etc.
- Ensure there is a mains power socket close by. A 2 metre power cable is supplied. *Low Power Extension Cables* are available if necessary. Please contact *Axiomatic Technology Ltd* for availability stating the length required.
- A typical mounting height for the Q-Scan TwinComm V2.0 is approx 1 meter from the floor but the unit can be mounted higher to omit children or lower if required with the '*Leg Counting*' option enabled from the '*Counting Menu*'. Please do not install the Q-Scan People Counter below 12cm from the floor as the unit will miss-count due to people walking over the beams.



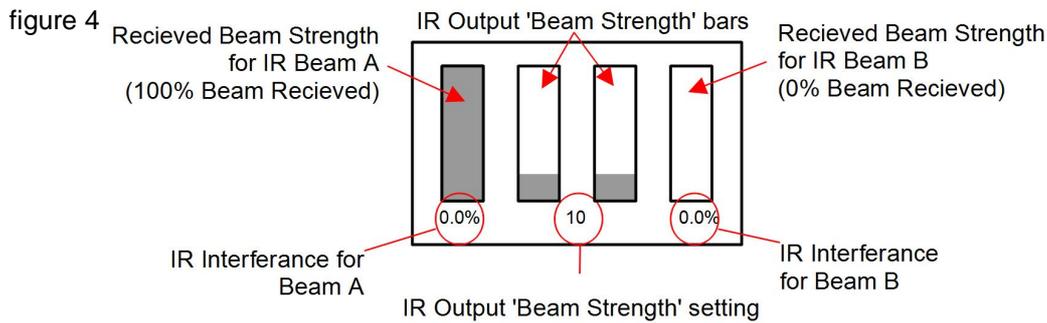
3.1.2 Fitting the Q-Scan People Counter

- Remove the front cover of the Q-Scan People Counter by gently lifting the sides out of the base grooves (see *figure 2*) and separate the two halves, avoiding contact with any of the components. The circuit board should stay slotted into the lid as the lid is removed. Just above the arrows are two small slots. You can use a small screwdriver in these to get started.
- Take the base of the Q-Scan People Counter and using the small holes, fix to the wall in your desired location, making sure it is fixed securely (see *figure 3*).
- Avoiding contact with any of the components, using the grooves in the front cover as guides, slide the cover back on to the base and press until it clicks into place and is fully seated. Check that the cover and the base have fully interlocked and if necessary press both sides in until they do.



3.2 Reflector Positioning

Check that the supplied mains adaptor is connected to the mains and switched on. Using the supplied remote control, go to the 'Beam Strength' option in the Q-Scan TwinComm V2.0 menu and set the 'IR Power' to 10 (see figure 4)



3.2.1 Find a Suitable Location for the Left Reflector A on the Opposite Wall

- Whilst holding *Reflector A* against the opposite wall and looking at the Q-Scan TwinComm V2.0 left 'Received Beam Strength' bar for IR Beam A, move *Reflector A* up/down/left/right to get the feel of where IR Beam A is projected and mark this location (see figures 4 and 5).
- The ideal position for *Reflector A* is such that the 'Left Indicator' bar in the 'Beam Strength' screen reads full and the 'Right Indicator' bar reads empty.
- The ideal 'Beam Strength' is the lowest power that will achieve the above.
- If the ideal location of the *Reflectors* cannot be found, then the Q-Scan TwinComm V2.0 may need to be moved slightly to the left or right depending on which beam is not seen.
- If either of the 'Received Beam Strength' bars are flickering rapidly check the IR Output power and increase as necessary in steps of 5. The best performance for your Q-Scan People Counter is not to have full IR Power as the higher power can reflect IR from other objects (e.g. A persons reflective jacket, this would have the effect of miss-counting). In the 'Beam Strength' screen use the Up/Down buttons on the remote to adjust the 'IR Power' output, but **remember to press 'Enter'** on the remote to save the new setting.
- The ideal positions for the reflectors should be in line with both beams of the Q-Scan TwinComm V2.0 at equal heights and depending on the distance from the Q-Scan TwinComm V2.0 should be no more than 100mm apart (typically 100mm at 6m range, 50mm at 3m range).

3.2.2 Find a Suitable Location for the Right Reflector B

- If *Reflector A* has been temporarily fitted, simply cover this with your hand or a piece of paper/card to find *Beam B* with *Reflector B* using the same method as above.
- Once the desired locations are found, temporarily fix the Reflectors into position and test the unit counts.

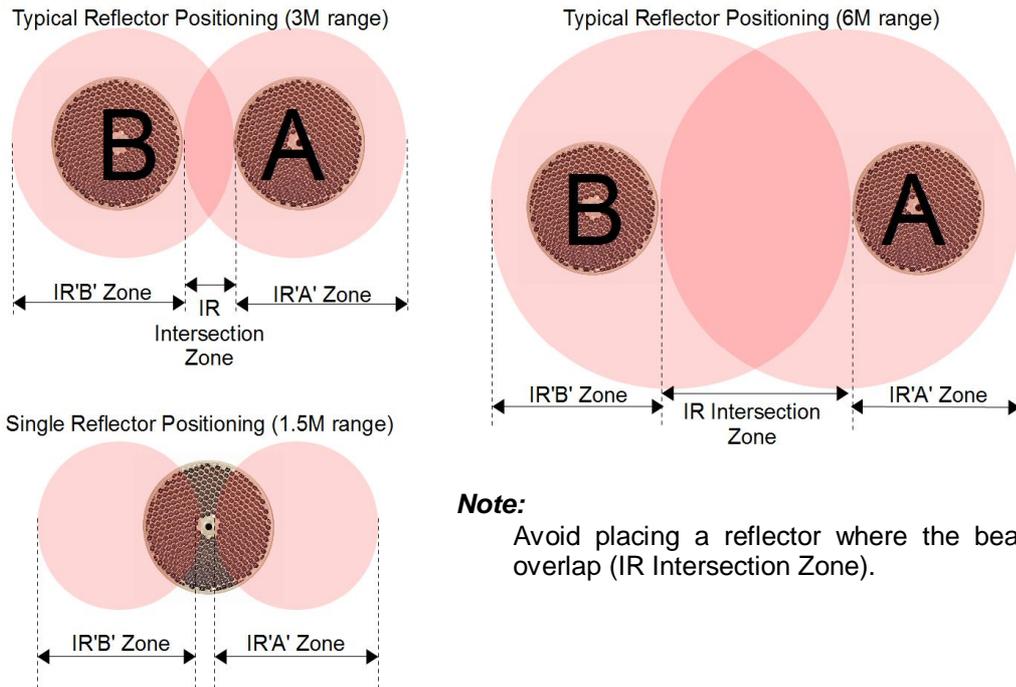
3.2.3 Single Reflector Positioning for Narrow Entrances

The Q-Scan TwinComm V2.0 can work with a single reflector on a narrow entrance between 1 and 2 metres, please be aware that using a single reflector may affect the Q-Scan People Counter accuracy (see figure 5).

3.2.4 Typical Beam Patterns and Reflector Positioning

The diagrams below show typical Beam Patterns projected from the Q-Scan TwinComm v2.0. This will give you an idea of how the beams project onto the opposite wall and why the gap is required between the reflectors. Please avoid placing the reflectors within the IR Intersection Zone as this will cause inaccuracy of the Q-Scan People Counter and cause miss-counts (see figure 5).

figure 5



Note:

Avoid placing a reflector where the beams overlap (IR Intersection Zone).

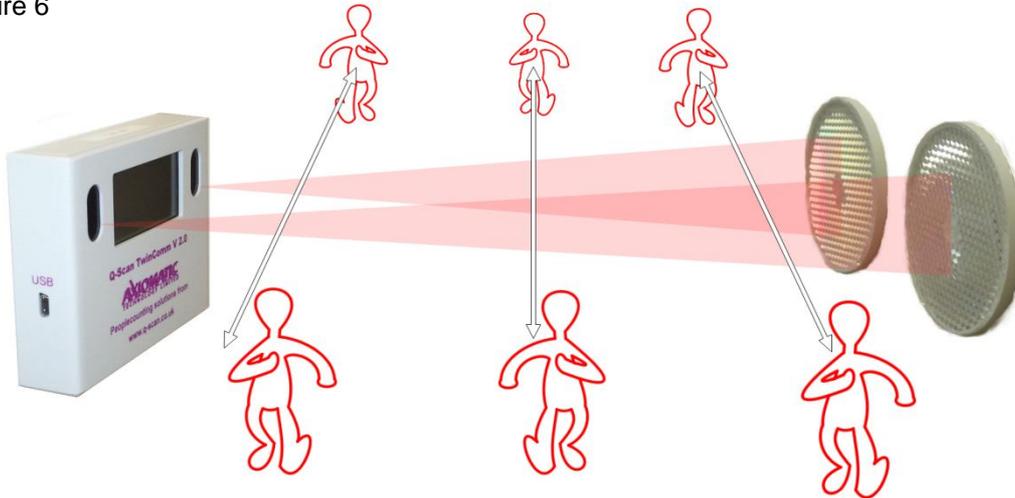
Note:

The beam patterns for ranges 1 to 2 meters do not have the overlap (IR Intersection Zone) therefore a single reflector may be used providing the received beam strengths are strong enough.

3.3 Testing the Alignment

- Test the unit by choosing 'Live Counts' from the menu ('Reset Counts' if necessary) and walk 'In' and 'Out' of the entrance 10 times, varying your distance from the counter, to see if the Q-Scan TwinComm V2.0 counts correctly.
- If the Q-Scan TwinComm V2.0 fails to count 10 'In' and 10 'Out' with this test, then check the Reflector alignment set up and try again, repeat alignment set up if necessary.
- For best results, please fully test by walking through the entrance on the near and far sides to the Q-Scan TwinComm V2.0 (see figure 6).

figure 6



3.4 Beam Counter Limitations

Beam Counters are a cost effective way of getting basic footfall trends, they should not be expected to achieve accuracy of more than 90%. The unit will not count two or more people walking side by side. The accuracy of beam counters is affected by the concentration and flow of customers past the beams, and will not count whilst the beam is blocked e.g. by an inward opening door, the wider the entrance, the lower the expected accuracy. They can also be affected by direct sunlight.

3.5 Advice with using Footfall Data

We advise that you perform manual count tests at different times with varied volumes of pedestrian traffic, after the installation is complete to highlight any difference between the manual count and the Q-Scan TwinComm V2.0 count. This average factor can be converted to a percentage which can then be applied to your daily summaries.

4 Menu

4.1 Main Menu

Live Counts	Displays the live counting screen
Reset Counts	Reset the displayed counts to zero. Does not affect the footfall data stored in the unit's memory
Settings Menu	All the things you can change
Beam Strength	Used to calibrate and align the count beams
Logs Menu	Used to view footfall data
Counter Details	Information about this counter

4.2 Settings Menu

4.2.1 Display Menu

Blocked Mode - Choose the warning option you want your *Q-Scan TwinComm V2.0* to display when the unit detects that the beams are blocked.

- **None** - No warning.
- **Screen** - Screen will display '*BEAM BLOCKED*' in text at the bottom of the screen then start to blink after 20 seconds.
- **Screen + Backlight** - Screen will display '*BEAM BLOCKED*' in text at the bottom of the screen then start to blink after 20 seconds along with the backlight flashing.

Backlight On/Off - Enable the backlight during '*Menu*' and '*Beam Strength*' modes.

Backlight Intensity - Adjust the brightness of the backlight. Range 0 to 10 for '*Menu*' and '*Beam Strength*' modes.

4.2.2 Standby Menu

Display Mode - Choose the display option you want your *Q-Scan TwinComm V2.0* to display when the unit times out with no remote activity or after pressing the back button.

- **Q-Scan** - Displays the Axiomatic Technology splash screen.
- **In/Out/Total** - Screen will display the '*In*' count, '*Out*' count and '*Total*' counts.
- **Footfall** - Screen will display the Footfall only (the '*In*' count).

Backlight On/Off - enable the backlight during '*Live Counts*' mode.

Backlight Intensity - Adjust the brightness of the backlight. Range 0 to 10 for '*Live Counts*' mode.

4.2.3 Date/Time Menu

Date - Set the current date, on the remote use '*up/down*' to change the date, '*left/right*' to change the day/month/year field.

Time - Set the current time, on the remote use '*up/down*' to change the time, '*left/right*' to change the hour/minute/second field.

Daylight Saving - Set to '*On*' to enable the daylight saving option.

4.2.4 Counts Menu

Count Body/Leg

- **Body** - If the Q-Scan People Counter is mounted on the wall above 50cm then the 'Body' option should be chosen.
- **Leg** - If the Q-Scan People Counter is mounted on the wall between 30cm and 50cm then the 'Leg' option should be chosen.

Count Direction - This option should be set after installation and testing.

- **In→ Out←** - Usually set if the Q-Scan People Counter is mounted on the left side of the entrance (indoor).
- **In← Out→** - Usually set if the Q-Scan People Counter is mounted on the right side of the entrance (indoor).

Count Period - The Q-Scan People Counter can save the daily summaries for either 30 or 60 minutes periods.

Auto Reset On/Off - Enable or disable the 'Auto Reset' feature, this will reset the display counts each day at a given time.

Auto Reset Time - Set the time to automatically reset the displayed footfall data each day, this does not affect the footfall data stored in the unit's memory.

4.2.5 Ethernet Menu

NOTE: Only available for Ethernet enabled counters.

- **View All** - View all the currently used IP settings and the MAC address of the counter. On the remote use 'up/down' to scroll between settings.
- **DHCP** - Enable or disable DHCP.

NOTE: The following menu items are only visible if DHCP is set to 'off'.

- **IP Address** - Set the IP address of the counter. * **NOTE** - It is very important to always know the IP address of your TwinComm v2.0, we advise that the IP address is set to 'static' or a fixed IP address allocated via your 'DHCP server'.
- **Subnet Mask** - Set the subnet mask of your network.
- **Gateway** - Set the gateway of your network.
- **DNS Server 1** - Set the DNS Server 1 of your network.
- **DNS Server 2** - Set the DNS Server 2 of your network.
- **Port** - You are able to choose a network port available on your network. The Default port is 25.

To set an address (e.g. IP address) on the remote use 'up/down' to change the selected part of the address, 'left/right' to select the part of the address to change.

4.2.6 Restore Defaults

- Choose 'yes' to reset all settings to default.

4.3 Logs

There are 3 types of log that can be browsed: Daily Summary, Count Details and Events. Once you have chosen the data type you are interested in, you select a date using the 'up' and 'down' keys to change the date, and 'left' and 'right' to move between day, month and year. Then press 'enter' to start browsing that day's footfall data. Having chosen a day, use 'up' and 'down' to scroll through the footfall data, and 'left' or 'right' to move to the previous or next day.

4.3.1 Daily Summary

The daily summary displays a 'Total' In/Out footfall and a breakdown of activity with either 30 or 60 minute periods throughout that day.

4.3.2 Count Details

Choose a date to view and press enter on the remote. This screen gives you detailed information for the Time-Stamped Footfall and direction of travel.

4.3.3 Events

For some events, you can scroll to the event, and then get more details by pressing 'enter'.

The possible events are listed below.

Event	Description	More Details: Examples
RESETC	The footfall counts have been reset.	<date / time> Counts reset: Manually
POWER	The counter has been powered on.	<date / time> Counter turned on
BLOCKED	The counter infra-red beam has been blocked for more than 20 seconds.	<date / time> Beam blocked
UNBLOCKED	The counter's obstruction has moved, therefore leaving the infra-red unblocked.	<date / time> Beam unblocked: Duration 01:40:15 (hh:mm:ss)
COMMS	The Comm port has been used for the first time.	<date / time> Comms started: USB
SETTINGS	A setting has been changed.	<date / time> Settings Changed: IR LED power = 40
TIMEDATE	The time and date have been changed. Viewing more details on this event will show the user what the previous settings were and what the new time and date settings are.	<date / time> Time/Date changed
HEARTBEAT	This will check that the counter is still active every 10 minutes. If the counter has been turned off, viewing more details on this heartbeat event will show how long the counter was alive for.	<date / time> Heartbeat NOTE: any new events will replace the last heartbeat.

4.4 Counter Details

This allows you to view the Firmware Version, Serial Number or Connecting via USB serial settings.

5 Miscellaneous

5.1 Memory

If for any reason the unit loses power, the counts will be held in the memory for more than 5 years and up to 40,000 events can be stored. The counts will be displayed when the unit is powered on. The real-time clock is battery-backed, but will lose the time and date settings after 2 years without mains power. This battery will then need replacing to keep the time correct.

5.2 Beam Obstruction

If for any reason the system becomes obstructed for prolonged periods, the live counts screen (as shown in 3.1) will flash and display a beam blocked message. Remove the obstruction and the system will automatically return to counting mode. This event is stored in memory, and can be reported if the count data is download using the Q-Scan Data Downloader software or if the unit is connected to a RECAP reporting system.

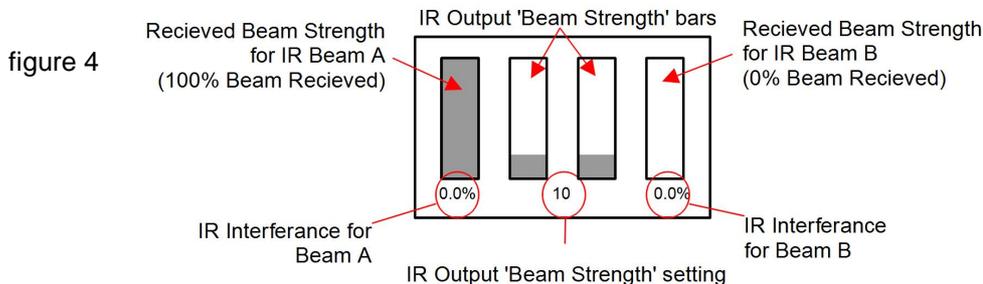
5.3 IR Interference

The percentage readings at the bottom of the 'Beam Strength' screen (see figure4) indicate IR Interference received from the Q-Scan TwinComm V2.0 by other IR devices (such as Automatic Door Detectors), for best performance the IR Interference reading should read zero, but the device is able to ignore certain interferences at given levels, if the Interference level is permanently above 5% then a new location for the Q-Scan People Counter may be required.

In the unlikely event that your Q-Scan TwinComm V2.0 is experiencing excessive interferences from external IR devices, simply try re-locating the Q-Scan TwinComm V2.0 to the left/right or higher/lower to find a more suitable position with less interference.

Interference will also cause the remote control to lag slightly, this is normal.

The Q-Scan TwinComm V2.0 will report signals from the remote as interference, please refrain from using the remote when checking for other external interference.



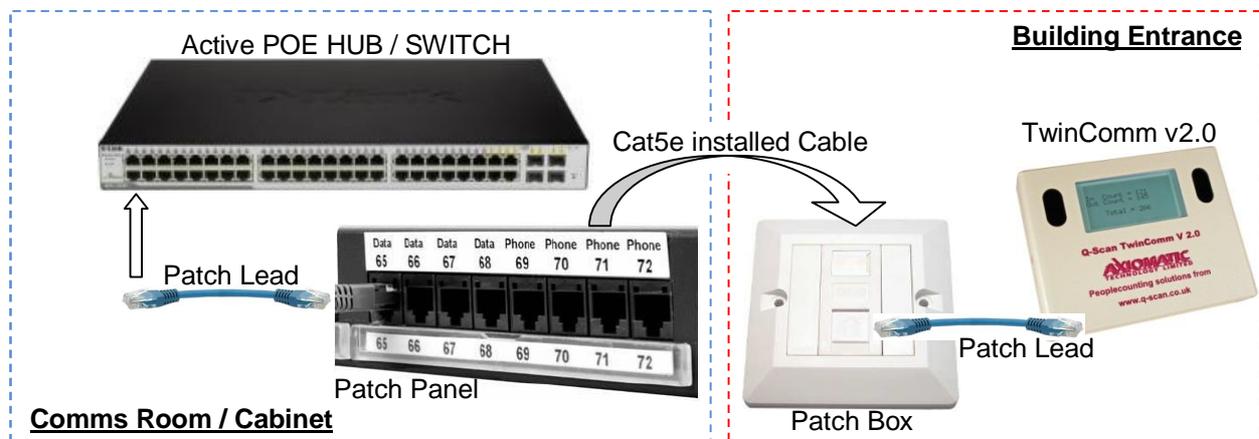
5.4 Power Over Ethernet (POE)

A Network enabled Q-Scan TwinComm V2.0 is capable of accepting POE from either an 'Active POE Switch' or 'Passive POE Injector'. Please follow these guides to connect your Q-Scan TwinComm V2.0 correctly to the remote power source.

5.4.1 Active POE Connection Guide

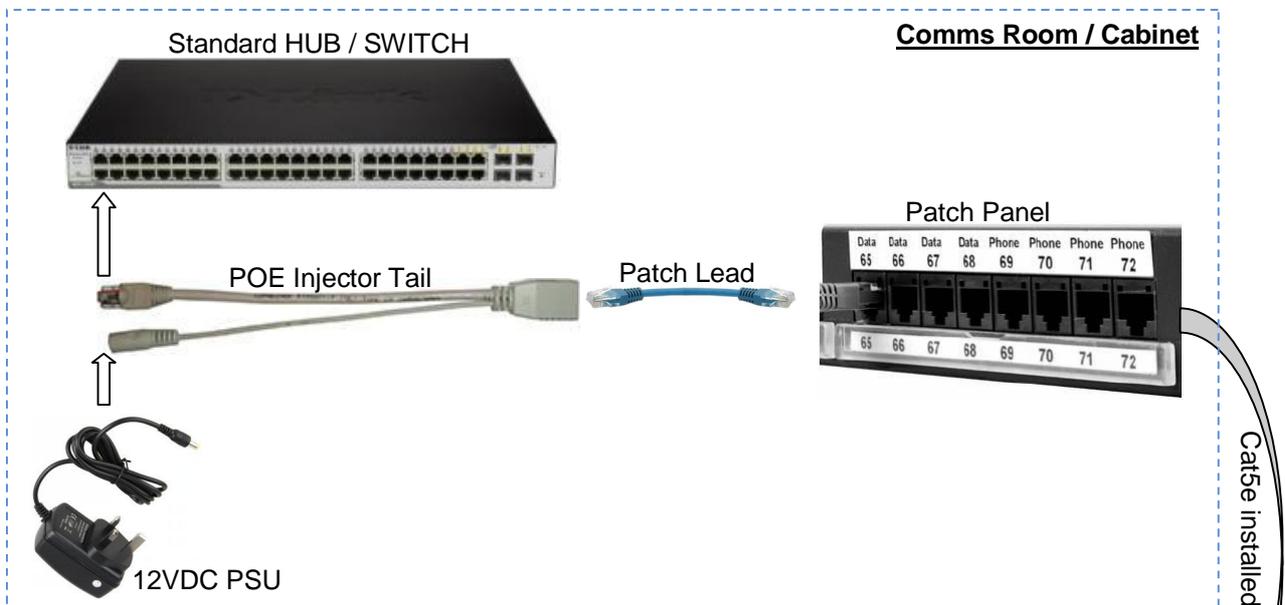
If you have access to an 'Active POE Switch', the Q-Scan TwinComm V2.0 can connect directly to this to receive power and communicate over your network at the same time. Simply plug a straight-through standard patch lead from the 'Active POE Switch' to the RJ45 Socket (Ethernet Port) on your Q-Scan TwinComm v2.0.

Note - There is a Jumper on the circuit board of the Q-Scan TwinComm v2.0 labelled 'Passive POE' and is located just underneath the RJ45 Socket (Ethernet Port), this needs to be removed to allow the unit to be powered by an 'Active POE Switch'.



5.4.2 Passive POE Connection Guide

If you do not have an 'Active POE Switch' then the Q-Scan TwinComm V2.0 may be powered via the supplied 'Passive POE Injector Tail' and '12VDC Power Supply'. Please follow this guide to avoid damaging any of your network equipment.



1. Fit the Q-Scan TwinComm V2.0 to the desired location, ensuring you have an Ethernet socket close by the installed unit
2. Find the Ethernet Port number on the Ethernet socket and trace this back to the patch panel in the comms cabinet
3. Plug in your Q-Scan TwinComm V2.0 '12VDC Power Supply' into a spare mains socket within the comms cabinet
4. Plug the Power supply into your 'POE Injector Tail'
5. Plug the RJ45 connector of the 'POE Injector Tail' into your Switch or Hub for connectivity
6. Plug the output of the 'POE Injector Tail' into the patch panel or Ethernet cable that leads back to the Q-Scan TwinComm V2.0
7. Plug a patch lead into the Ethernet Port and into the Q-Scan TwinComm V2.0



Note - There is a Jumper on the circuit board of the Q-Scan TwinComm v2.0 labelled 'Passive POE' and is located just underneath the RJ45 Socket (Ethernet Port), this needs to be in place to allow the unit to be powered by a 'Passive POE Injector'.

The Q-Scan TwinComm V2.0 should now be powered and ready for you to configure the IP Address.

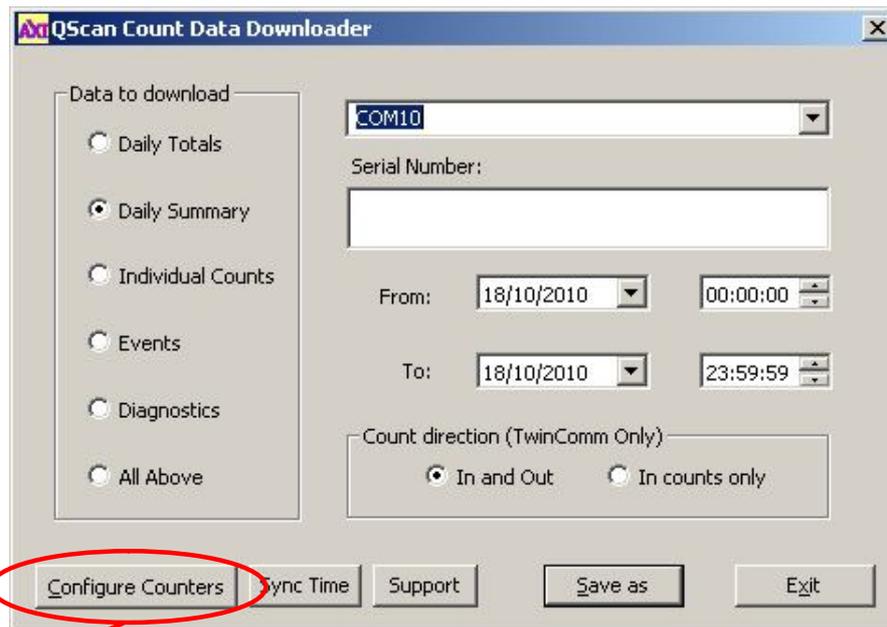
6 Q-Scan Data Downloader

6.1 Software Installation

The software is designed to be used with Microsoft Operating Systems; Windows XP, Vista or Windows 7. Please insert the supplied installation CD into your CD-ROM drive and click install when the option appears. If the install option does not appear please open Windows Explorer and browse to the CD, find the file 'Q-Scan Software Setup v1.0.exe' and double click to start the installation process. Please click 'allow' if the 'User Account Control' feature asks if you want to allow this software to make changes to your computer. Follow the remaining steps to complete the installation.

6.2 First Use

The first time you use the 'Q-Scan Data Downloader' you will notice the 'drop down menu' at the top right instructs you to click the 'Configure Counters' button in the bottom left of the window. This button is used to define the Q-Scan People Counters connected to your computer, the application will save these configurations between sessions for fast Footfall Data retrieval later.



Click to add

6.3 Configure a Counter

To configure a *Q-Scan People Counter* either choose a '*USB Serial Port*' if connected via USB cable, or enter an '*IP Address*' and '*Port*' number (default = 25) if using an Ethernet counter. Next give the *Q-Scan People Counter* a meaningful name then click '*Add*' and the *Q-Scan People Counter* will be added to the list of '*Existing Counter Configurations*', clicking '*Done*' will save any changes and return to the main display.

Name	COM / IP	Speed / Port
Entrance	COM10	38400

Note: The configuration file can be manually edited using the button in the bottom left of the window; this is useful if you wish to delete any previously configured *Q-Scan People Counters*.

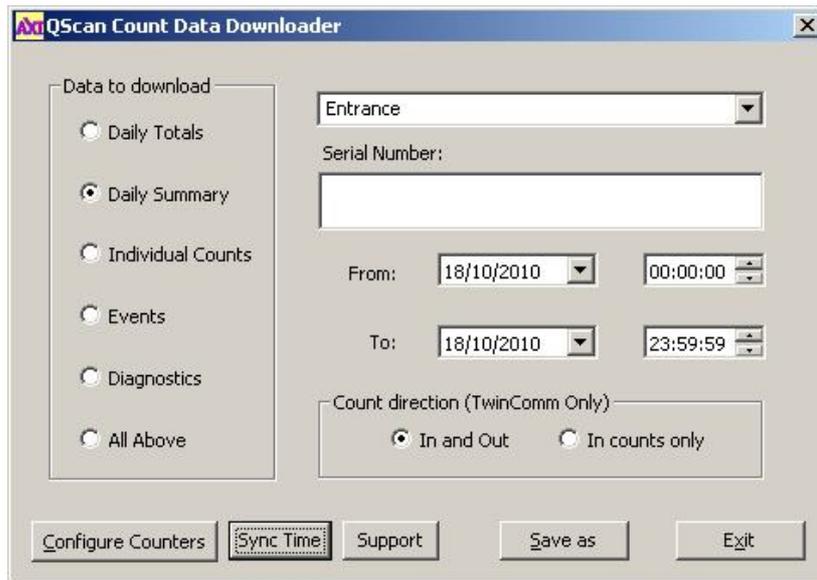
After one or more counters have been configured they will be listed in the '*drop down menu*', which will prompt the user to '*Select Counter*' the next time '*Q-Scan Data Downloader*' is used.

After selecting a *Q-Scan People Counter*, the software will check the connection to that counter and attempt to retrieve its serial number.

Note: If the counter is incorrectly configured, the software may display an error message and will also show that it was unable to retrieve the serial number from the *Q-Scan People Counter*.

6.4 Saving your Footfall Data

You can then choose the type of data to download, dates and times you are interested in and count direction. Clicking 'Save as' will prompt you to choose a file name and location for the file, the application will have already created a default file name for you and will default to the location you last saved to (or My Documents as default).



The file created will be in 'Comma Separated Values' or '*.csv' format. This can easily be imported into MS Excel or another spreadsheet application to create tables and graphs to view your Footfall Data.

6.5 Sync Time

You can Sync the Time of your Q-Scan TwinComm V2.0 with a single click from the Q-Scan Data Downloader. Simply connect your Q-Scan TwinComm V2.0 to the downloader via USB or Ethernet and click the 'Sync Time' button. This syncs the time of the PC you are currently connected to so it is advised that the time is checked on the PC before Syncing.

Alternatively the time can also be set using the remote control, directly on the Q-Scan TwinComm V2.0 as explained in section 4.2.3 on page 10 of this manual.



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