

Counter Troubleshooting and Diagnose Guideline

F200102

For IT Users

When the LED light of the people counter is showing blue light, it is functioning well. In contrast, when the LED light is not in blue colour, the people counter is facing some issues. Users may follow the LED lights to diagnose the physical failure of the people counter.

No Light	
Possible Causes	Diagnosis
Power switch has been turned off	[] Make sure the power cord is plugged tightly into Midspan / PoE Injectors [] The midspan / PoE Injectors should have both orange and green light
Power point faulty	[] Test the power point with another electrical device's power cord
Loose cabling in midspan	[] Unplug cable from Midspan and re-plug tightly again
Loose cabling in router port	[] Unplug the FootfallCam grey network cable and re-plug into the router
External physical damage	[] Check store ceiling and condition of people counter E.g. Device might be damaged by water leakage from ceiling

Yellow Light	
Possible Causes	Diagnosis
Network cable crimped incorrectly	[] Ensure the cable is crimped in the correct sequence and the wires are push to the end of the pin TIA/EIA 568B colour code for Internet cable: <i>White-orange, orange, white-green, blue, white-blue, green, white-brown, brown</i>
Loose network cable	[] Check network cable from counter to Midspan / PoE Injector [] The midspan / PoE Injectors should have both orange and green light

Green Light	
Possible Causes	Diagnosis
Store network down	[] Check network provider's internet service
An IP address conflict with third party devices	[] Type the counter IP address in a Google Chrome new tab in the store PC E.g. 10.102.23.110 [] Users will be redirected into Control Panel Login page and check IT settings on the network page
Firewall blocked	[] Unblock Port 80, Port 22 and Port 443 [] Unblock FootfallCam server http://footfallcounter.com , http://91.109.10.77 and http://54.85.80.97
Unable to resolve DNS issue	[] Check server address whether it was set correctly
Functionality of the router port	[] Change the Cat 5e network cable from the current port to another available port or swap with other ports in router
Proxy password expired	[] Check proxy server connectivity whether the proxy has expired.
A lack of available network bandwidth	[] Make sure other system resources are not using all the available bandwidth [] Make sure the counter IP address assigned correctly
Incorrect network settings	[] Open smartphone Wi-Fi SSID to search for counter name (E.g Counter_12345) and login into the control panel to check IT settings
Others	[] Power cycle - Power off people counter for 5 minutes, unplug both pink cable and grey internet cable from Midspan/ PoE switches, and re-plug again [] Open smartphone Wi-Fi SSID to search for counter Wi-Fi name (E.g. Counter_12345) to ensure the counter can login through Wi-Fi

Red Light	
Possible Causes	Resolutions
System stuck during boot up	[] Power cycle - Power off people counter for 5 minutes, unplug both pink cable and grey internet cable from Midspan/ PoE switches, and re-plug again [] Open smartphone Wi-Fi SSID to search for counter Wi-Fi name (E.g. Counter_12345) to ensure the counter can login through Wi-Fi

Please refer to Counter Checking Form to diagnose the LED light.