

# SafeCount User Guide



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# Overview



This document is intended to help you with the operation of your SafeCount live occupancy monitoring and display solution. Having followed our installation guide, hopefully you're good to get started using the system. Just a quick reminder of what a standard SafeCount kit consists of: -

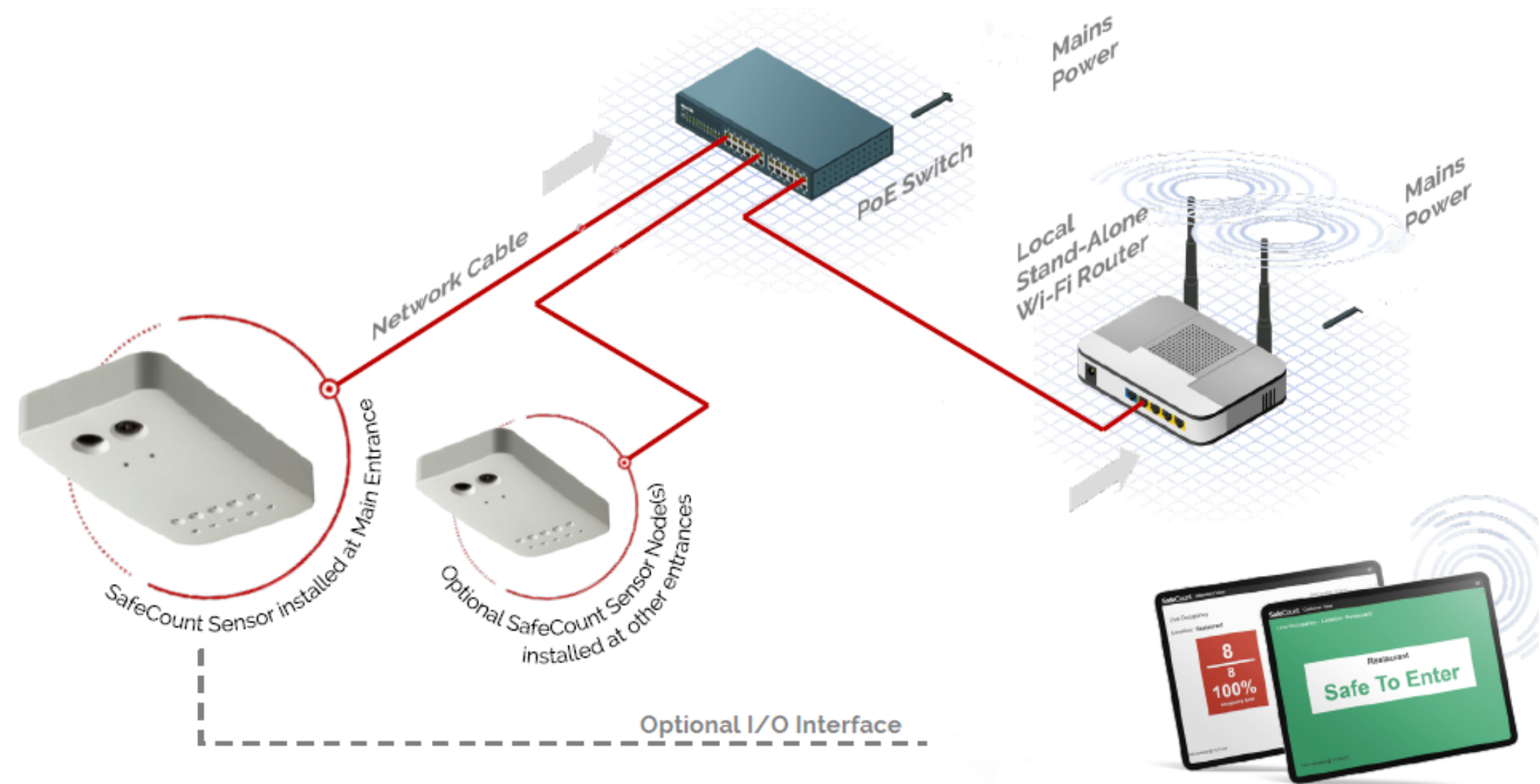
- 1x SafeCount Vector ToF People Counter (plus any nodes you may have ordered)
- 1x PoE Injector or POE Switch
- 1x Wireless Access Point
- 1x Tablet Device
- 1x Tablet enclosure

Your exact order might differ slightly from the standard kit listed in this document.

The kit supplied by Axiomatic will be configured to work as a SafeCount solution. You might choose to make final configuration to suit your operation.

Axiomatic will provide in a separate document the hardware specific configuration settings such as SSID names, and user credentials and passwords.

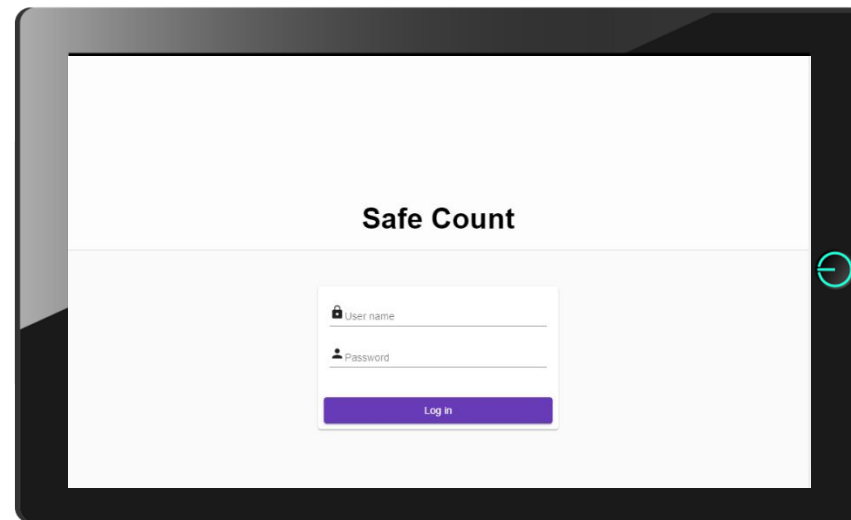
# System Schematic



# Using the Tablet and the SafeCount Reporting

With the system fully installed, there are some simple final configuration or validation steps you need to make before the system can be used (these might have been completed by your installer, but we recommend you validate the configuration applied, see the SafeCount settings page).

To access the SafeCount reporting interface launch the SafeCount webpage that has been saved as shortcut on the tablet home screen. You should arrive at this login page. Sign in using the pre-supplied credentials.



The SafeCount main display will then be shown. Please note that exactly how much of the features and menus you can access depends on the user role you have been assigned. Please see the SafeCount settings page for a description on user roles.

# Using the Tablet and the SafeCount Reporting



If when you sign in you're presented with a message stating the sensor has an invalid mounting height or orientation, please refer to the SafeCount Installation Guide.

The main display will always default to showing the customer view screen. In the top right hand corner of the screen you will find a menu icon. Tapping the icon will present you with these options: -

Customer View – the screen that is intended to be displayed to customers at the door giving safe to enter, not safe to enter messages.

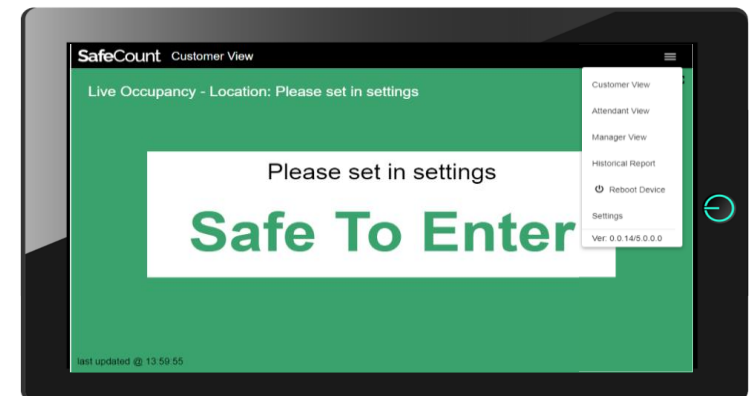
Attendant View - intended to be used by security guard or other staff managing entries.

Manager View – the option that is intended for a site manager or a member of staff authorised to make changes to the recorded occupancy level.

Historical Reports – a screen that allows you to view historical occupancy data.

Reboot Device – shouldn't be executed without the guidance of your installer.

Settings – where you configure the system for your operation.



# Customer View

This view is intended to be displayed to customers at the entrance to the area. This screen will have three states that are triggered by the configuration applied to the 'Customer Limits' field in the settings screen: -

- Green background with the text 'Safe To Enter' – the occupancy value is below the high level value.
- Amber background with the text 'Safe To Enter' – the occupancy value has reached or exceeded the high level value, but is lower than the maximum customer limit.
- Red background with the text 'Do Not Enter' – the occupancy value has reached or exceeded the maximum customer limit.

Much of the text you see on this view can be customised. Please see the settings page.



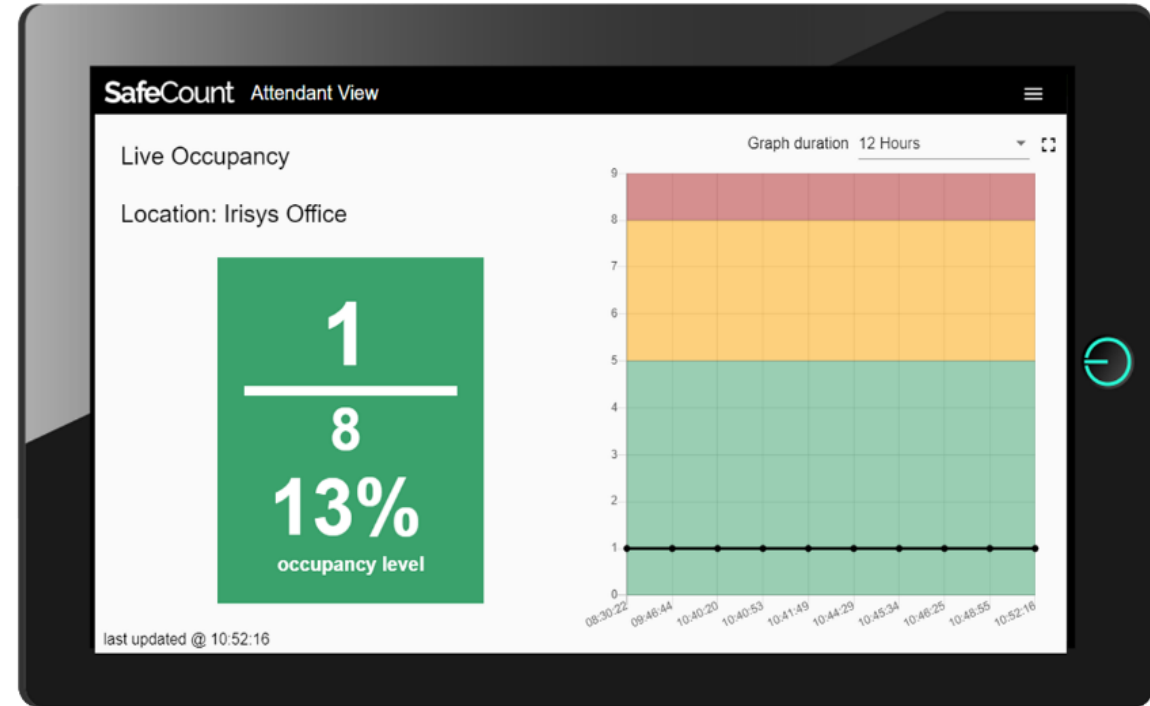
# Attendant View

This view gives the user the occupancy recorded by the sensor, the predefined maximum customer limit, and an occupancy percentage level.

The colour of the background will also change as the occupancy value moves between the predefined limits in the 'Customer Limits' configuration.

The graph gives the user an historical view of the occupancy limit so that performance over time can be viewed.

To change the graph duration use the drop down in the top right hand corner of the screen.

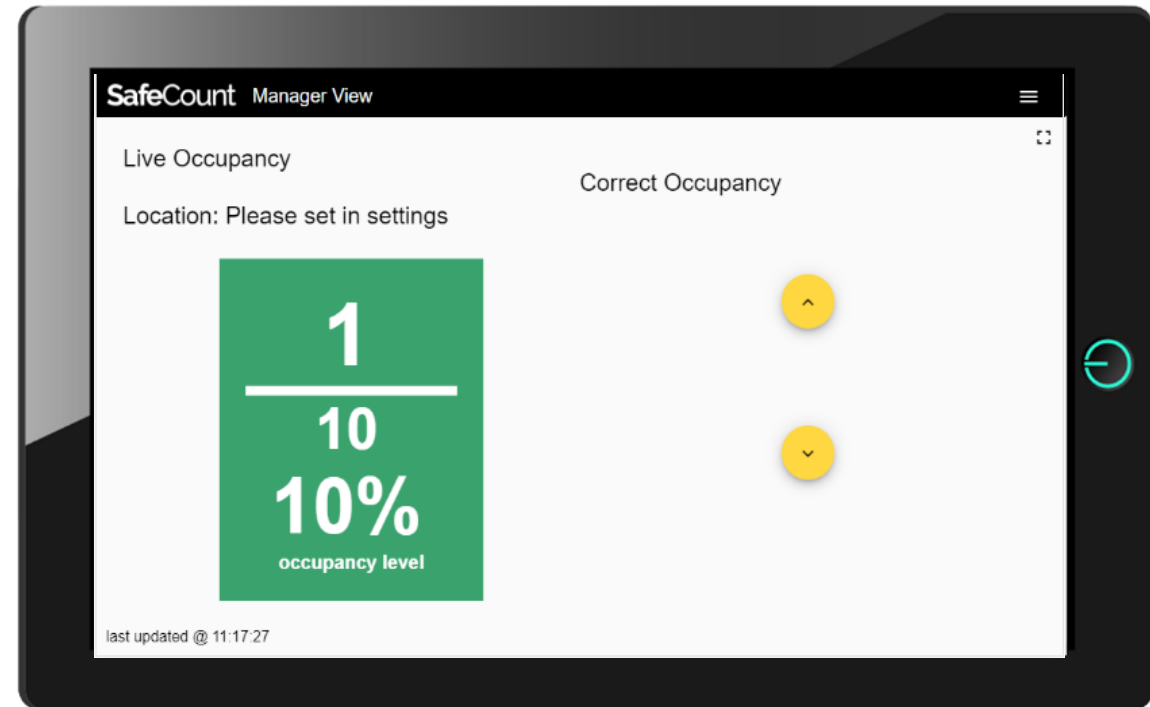


## Manager View

Again, this view gives the user the occupancy recorded by the sensor, the predefined maximum customer limit, and an occupancy percentage level.

The colour of the background will also change as the occupancy value moves between the predefined limits in the 'Customer Limits' configuration.

However in this view, the graph has been replaced by a feature to correct the occupancy value.





# Historical Reports

A simple reporting screen that allows the user to view occupancy, footfall, and daily patterns.

## Occupancy

Use this graph to review the occupancy of the store over time. You'll see that the background of the graph has green, amber and red areas. These areas relate to the customer limits configured in the settings screen. So from a graph view you can see if you've been operating within safe levels and identify if you're exceeding your capacity limit.

Please note that the graph reports against the customer limit set at the time of accessing the graph. It doesn't store any changes made to customer limits over time.

## Footfall

This graph reports on the number of IN counts over the specified time period. It is worth mentioning that 'Footfall' and 'Occupancy' are different metrics, although you might often find the graphs look very similar at times.

## Daily Patterns

A table view of data that allows you to compare the occupancy level at the same time for different days.

## Time Range

Use the drop down options available in the top left hand corner to adjust the times being reported by the graphs.

# Configuring the Sensor / SafeCount Settings



Here is where all of the reporting configuration is made, and needs to be made before the system can be used. Tap the menu icon in the top right hand corner and tap settings from the list.

Location Name Prefix Text – this is the text that appears in the top left of the screen and will appear before the Location Name Text on the same line. This is viewed only on the customer view. You might use the text to display a ‘Welcome To’ message.

Location Name Text – this is used to identify the zone (store location, area or room, gallery space etc) being monitored. This will be visible on the customer, attendant and manager views.

Do Not Enter / Safe To Enter Text – the software ships with two simple directive messages that will be displayed on the customer view only. You can change this text as required.

Post Fix Text for Do Not Enter / Safe To Enter Text – you might wish to follow the directive message with some simple instructions such as ‘Please shop responsibly and follow social distancing rules at all times’.

Last Update Prefix Text – you can include text that appears just before the time of last update.

# Configuring the Sensor / SafeCount Settings



User Access – you can choose to create a manager profile and a user profile, in addition to the master admin user profile. Doing so will create two additional login users to the SafeCount interface, that have different user rights.

The master admin user profile will have full access to all menu options. The manager profile will have access to the customer, attendant and manager views, retaining the right to adjust the occupancy level, as well as the historical reporting display. The user profile will be able to access the customer and attendant views only.

You can also enable the option to apply a password to exit full screen mode (the square looking icon below the menu icon found on the customer, attendant and manager views). This prevents unauthorised access of the SafeCount interface and the tablet.

Customer Limits - are the occupancy limits that cause the main screen to change through the various Red/Amber/Green colours. 'Max Limit' is the value that turns red, 'High Limit' is the value that turns amber. Anything below these two numbers means the screen stays Green, and people are allowed to continue entering.

The customer limits can be changed but it is worth noting that this will overwrite historical customer limits as viewed in the historical reports.

## Configuring the Sensor / SafeCount Settings

Opening Hours – applying opening hours will mean the historical data graphs only show the data for the times the area is open. Also you can hide days from the graph, say Saturdays and Sundays if you're closed over the weekend, by tapping on the yellow tick. Changing the opening hours and days will overwrite the historic opening hours and days in the historical reporting.

Audio Files – only applicable if you are using a 3<sup>rd</sup> party speaker and the I/O module.

Device settings – this has two independent features, occupancy reset timeout and staff exclusion.

The occupancy reset timeout is a feature that helps to correct count inaccuracies that can occur throughout the day, and overtime leave the occupancy reading incorrect. If the sensor has not counted any targets after the set duration of seconds, it will automatically reset the occupancy to zero. You need to carefully consider an appropriate occupancy reset timeout for your mode of operation. If the timeout is too short you're in danger of over occupying the zone being monitored.

The staff exclusion feature must be enabled if you have equipped your staff with the manufacturer proprietary reflective lanyards. The combination of this feature being enabled and staff correctly wearing the lanyard will exclude staff from the count values.

# Configuring the Sensor / SafeCount Settings



Height and Orientation – here is where you give the sensor the command to auto detect the mounting height and orientation. Press ‘Auto Detect’, and if the counter has been installed correctly an image showing what the counter is viewing will then be displayed.

If the invalid height or orientation message is still being displayed, please revisit the installation of the sensor. If further problems persist please contact Axiomatic’s support team on 01158757509.

Remember to save all settings before navigating away from the settings page.

The image now being displayed will be showing you what the sensor is seeing through a low resolution video lens. You should be able to make out the location and entrance the sensor has been installed to monitor.

You’ll also see some count lines that are superimposed on the video image. And as people walk through the entrance you’ll see some yellow circles appear. This is the counter recognising targets and starting to track them.

All SafeCount sensors are shipped with default count lines. Please check that they are positioned so that all visitor traffic entering or leaving passes through these count lines. It would be best to carry out some walk tests to check the correct placement of the lines.

If the count lines are not adequately placed please contact Axiomatic’s support team on 01158757509.

# Walk Tests



Before putting the system into production, we recommend that you complete a walk test exercise to ensure the system performs as expected.

The most useful way of completing a walk test is to display the manager view mode on the tablet screen (accessed via the menu icon) and walk through the count lines to observe what happens with the displayed occupancy value. As you walk into the area being monitored, walking through the count lines and clearing the field of view, you should observe an increase of 1 to the occupancy value. And as you exit the area the value should decrease by 1.

We recommend you complete this exercise a number of times ensuring that you simulate the realistic movement of visitors and the paths they are likely to take as they arrive or leave the area being monitored.

Before exiting the Manager View mode, you need to ensure that the occupancy value displayed represents the actual head count in the area. You can adjust the occupancy value using the onscreen arrow keys when in Manager Mode.

The final step to take before making the system live is to put the display into customer view and enable full screen mode (the square looking icon below the menu icon) so that the software can't be tampered with.

Further instruction on the use of the SafeCount system can be found in our SafeCount User Guide document.

Axiomatic's support team can be contacted on 01158757509 if you experience any problems.