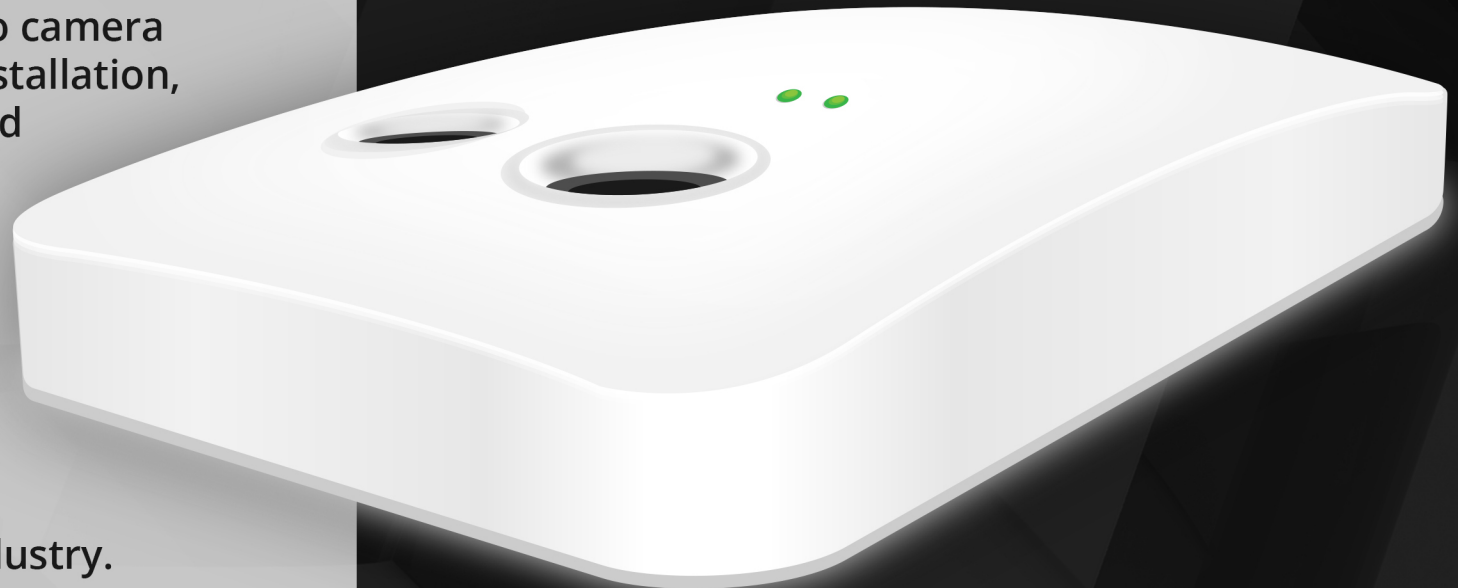


# RECESS MOUNT TIS500A

## DISASSEMBLY, MOUNTING, WIRING AND PROGRAMMING GUIDE

The TIS-500 is an integrated thermal imaging sensor and video camera that combines ease of installation, low cost of ownership and absolute verification capabilities, with a design that blends perfectly into the background.

The TIS-500 is the most accurate and advanced people counter in the industry.



## Features and Benefits

**Verifiable Accuracy** greater than 95%.

**Be Secure** about the accuracy of the data with live video feeds and scheduled recordings.

**Extremely Stable** in all lighting and temperature conditions.

**Fully Customizable** to virtually any entrance configuration.

**Advanced Count Line Logic** reduces 'false counts' detection.

**Remote Validation and Configuration** virtually eliminates on-site service.

### 1. Introduction

The following guide will walk you through the full installation of a Recess-Mount TIS500A Dual Lens.

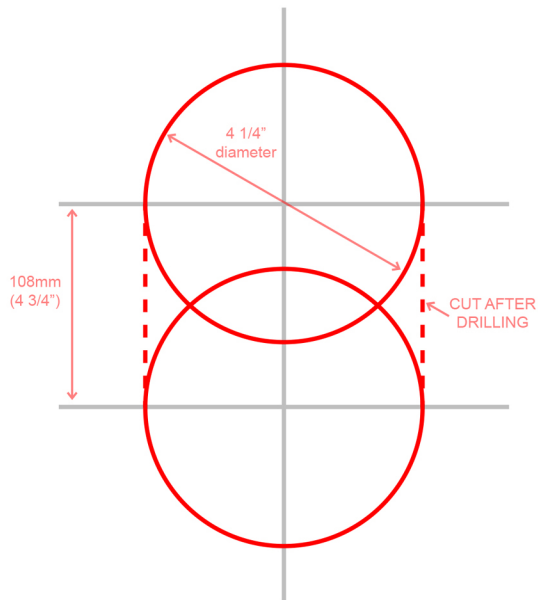
There are two versions of this unit, one is a surface-mount unit and the other is a recess-mount unit. Please confirm which version you have with Prodco Support. The guide that follows contains details for the Recess-Mount version of the TIS500A Dual Lens.

#### REQUIRED TOOLS:

- |                     |  |
|---------------------|--|
| 1. Drywall Saw      | 6. Fiber Glass Wire Pulling Kit        |
| 2. Drill and 3/8bit | 7. Laptop                              |
| 3. Drywall Anchors  | 8. USB to Serial (DB9) Dongle          |
| 4. Fixing Screws    | 9. RJ45 Clips and Crimping Tool        |
| 5. Zip Ties         | 10. People Counter Setup Tool Software |

Please call Prodco Support upon your arrival to site IMMEDIATELY!  
As well as if you have any questions or need assistance at any point in time.

### 3. Drilling Pattern



Locate the base in the required position.

Once done, mark the drilling pattern. It has two points to assist with alignment.

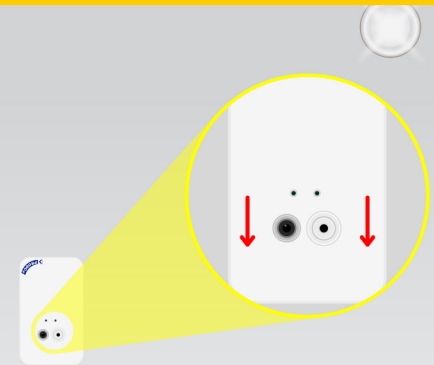
Mark two locations onto the ceiling through the holes. These form the centers for two 4 1/4" diameter holes to be drilled as shown using a hole saw.

### 2. TIS500A Mounting Position

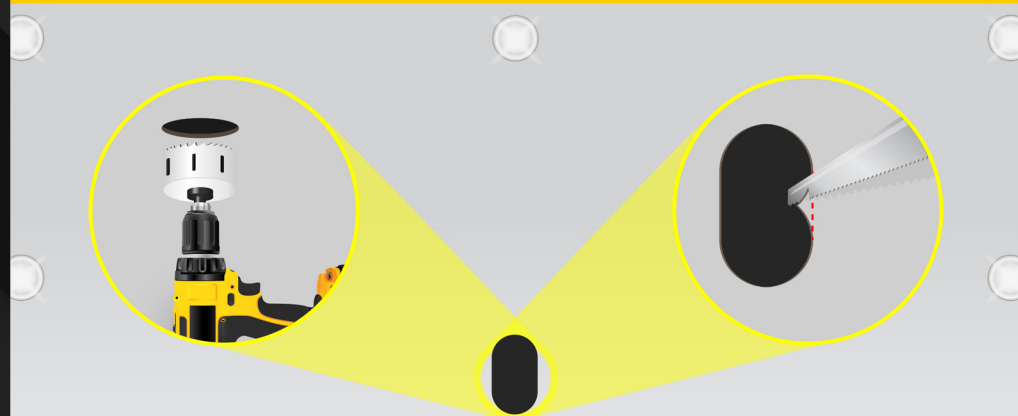
Make sure the lenses of the unit will be CLOSEST to the entryway.

Upon entering the location you will pass under the lenses first.

Also, draw a pattern of the mounting position.



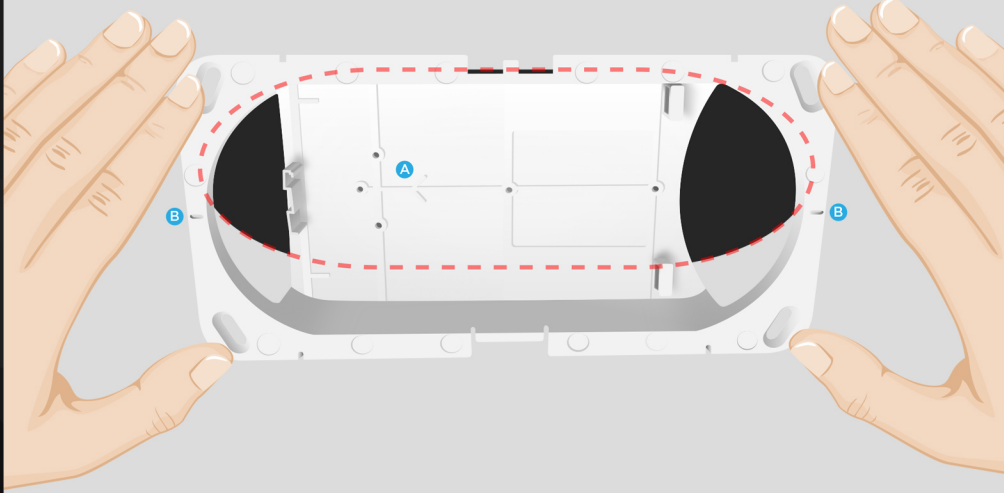
### 4. Drilling with a 108mm Hole Drill



Drill the required holes based on the pattern given on step 3 using the hole saw. Once the 2 intersecting holes are drilled, trim the excess edges (the dashed lines) with a regular saw or smaller for better precision. This hole will be slightly bigger than the base, allowing it to be aligned at the final stage of fitting.

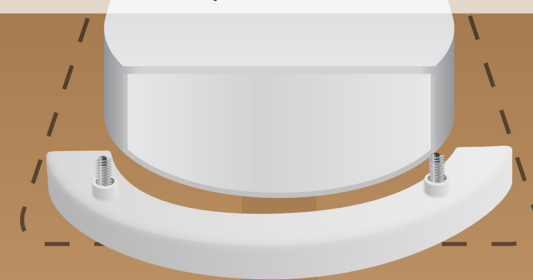
## 5. Mounting Recess Base

Mount the base on the ceiling. Ensure that the traffic flow direction arrows of all units are pointing towards the exit of the store. \*See Point A. Alignment marks are provided at the edge of the base. \*See Point B.



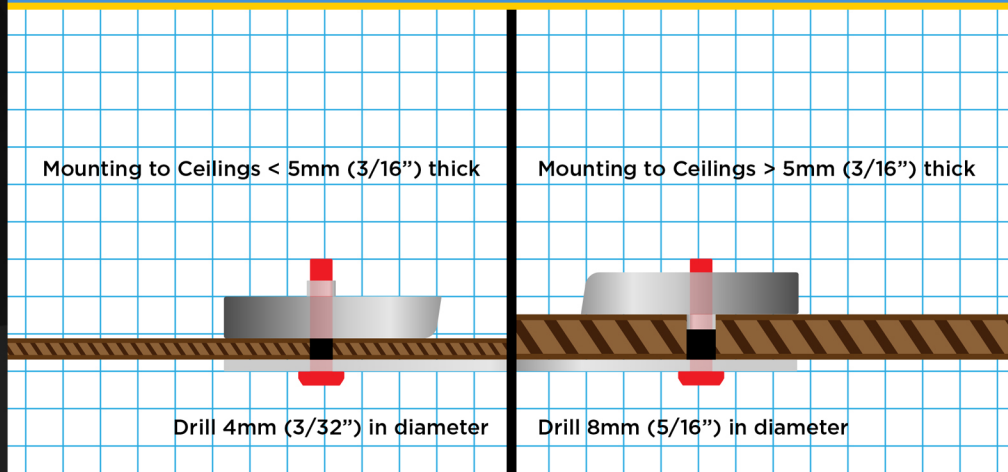
## 6. Mounting Recess Base with Brackets

To determine the correct drill locations, place the base into the hole in the ceiling and align it using the marks, then mark the drill positions using the centers of the slotted holes. Drill the relevant sized holes in four positions. Locate the base into the ceiling and then place the bracket above the ceiling. Using the bolts provided to secure the bracket, loosely fix the base in place. Make a final check of the base alignment and then tighten the four bolts to secure the base in position.



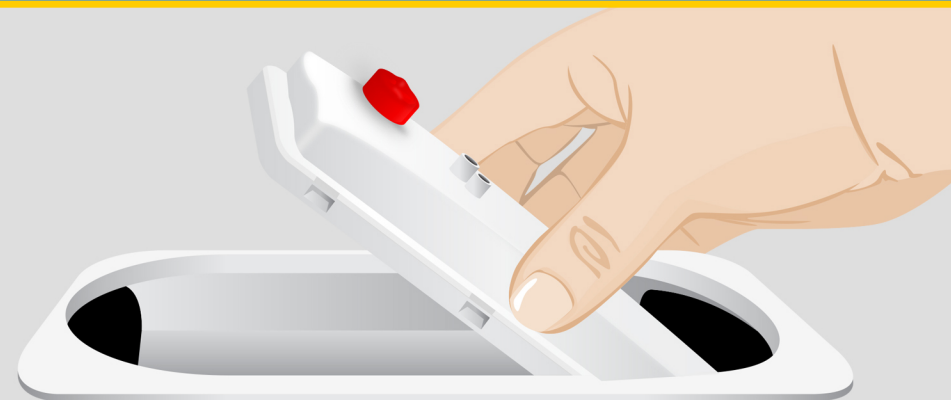
The base is held against the ceiling using the two semi-circular brackets.

## 7. Bracket Diagram



These can be used in one of two orientations, depending on the type of ceiling. For a thin ceiling they should be used with the bushes uppermost, but for ceilings thicker than 5 mm (3/16") the bushes should be recessed into the ceiling.

## 8. Clipping the TIS500A Core



The TIS500A core can now be clipped into the base by first inserting the two tabs at the connector end of the core into the base and then clipping the tab on the opposite face as shown.

Do NOT let go of the sensor until you hear a CLICK to ensure it is securely attached.

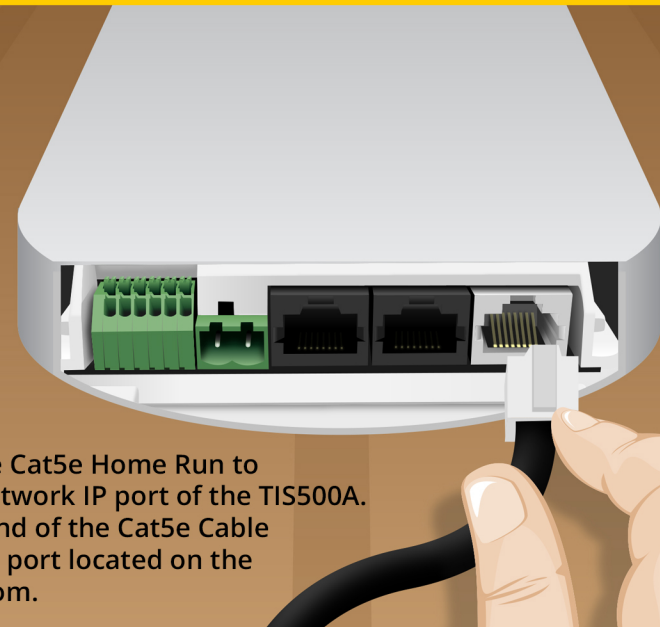


### 9. Removing Lens Cover



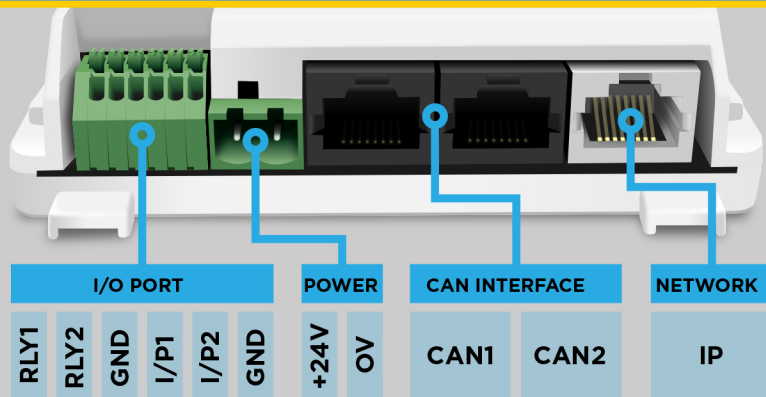
Remove the lens cover and cap as appropriate \*See Figure Above. Before fitting the cover, ensure the lens is not rotated when removing the cap.

### 10. Connecting Homerun Cable



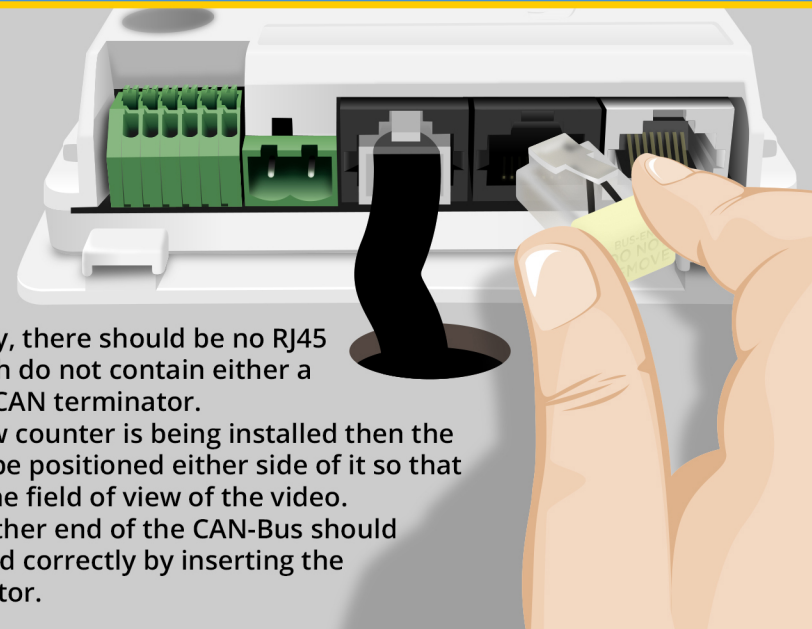
Connect the Cat5e Home Run to the Grey Network IP port of the TIS500A. The other end of the Cat5e Cable goes to POE port located on the network room.

### 11. Canning TIS500A (Optional)



If CAN nodes are to be utilized, then they are connected via RJ45 patch lead connections (straight through configurations) from the black RJ45 connector to a black RJ45 connector on the node (either black connector can be used). There may be a maximum of 5 nodes connected to an IP Master counter's CAN-Bus in a 'daisy chain' style when using POE. (Note the IP counter does not need to be at the end of the 'chain'.)

### 12. Terminating CAN Bus (Optional)

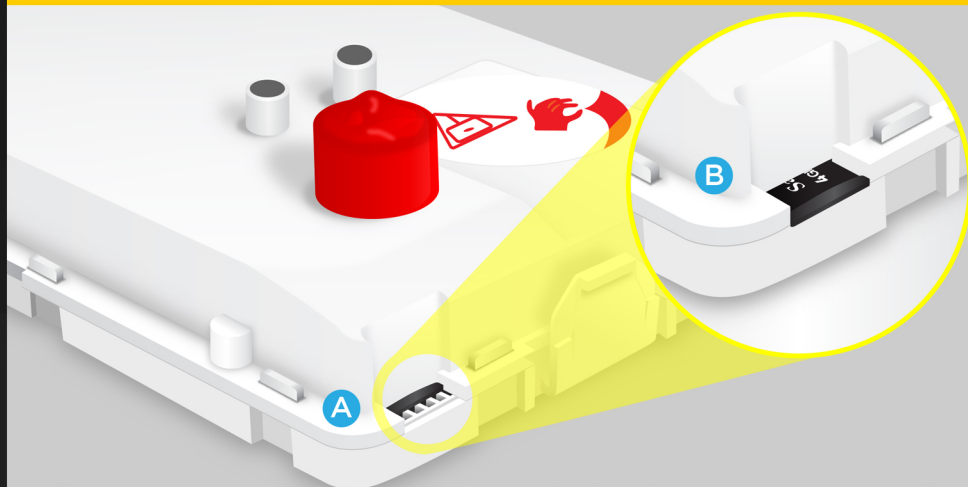


Consequently, there should be no RJ45 sockets which do not contain either a cable or the CAN terminator.

If a Dual-View counter is being installed then the nodes must be positioned either side of it so that they are in the field of view of the video. Devices at either end of the CAN-Bus should be terminated correctly by inserting the CAN terminator.



### 13. Placing SD Card

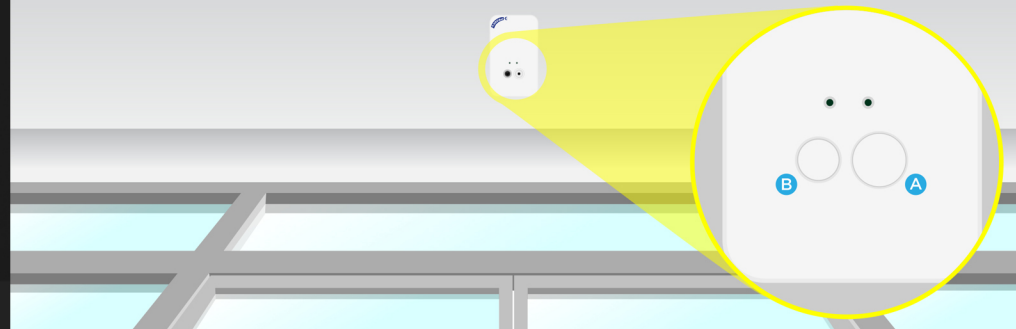


All TIS500A Dual-View counters are supplied with a 4GB Micro SD Card installed. Figure A shows a properly placed SD Card. This can be removed by pressing on it in the socket as shown in the figure B. The SD card **MUST** be correctly connected for the Dual-View to function.

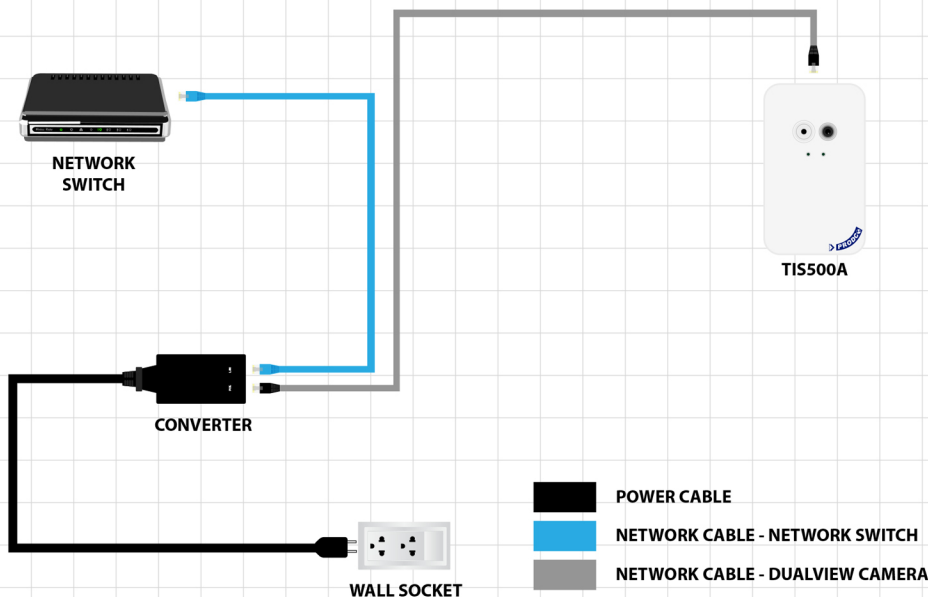
### 14. Fitting the Cover

The cover is supplied with two blanking plugs pre-fitted. Once all cables are connected to the TIS500A, remove the IR blanking plug (figure A) and, for the TIS500A Dual-view, remove the Video blanking plug (figure B).

The cover can now be clipped onto the base. The cover can be removed for access by pressing the clips on either side with a small flat bladed screwdriver. Take care to not damage the surface finish of the cover.



### 15. Power and Wiring Diagram



### 16. Important Notes

Once all equipment is installed and connected. Ensure the sensor at the front entrance has power. If you see any lights on the TIS500A Dual Lens, it does have power.

At this point you **MUST CONTACT** Prodco Support. Your Support will log into the unit and complete all programming and count line adjustments. Then you will perform a count test with your Support to confirm counts are 100% accurate.

Once Prodco Support completes all setup, they will immediately call you back to go through release procedures.

**DO NOT LEAVE SITE UNTIL YOUR PRODCO SUPPORT REPRESENTATIVE RELEASES YOU FROM SITE! YOU MUST EMAIL PHOTOS UPON COMPLETION AND OF ANY ISSUES TO [exitphotos@atgroupinc.com](mailto:exitphotos@atgroupinc.com) IN ORDER TO RECEIVE A CHECKOUT CODE.**