SURFACE MOUNT TIS500A

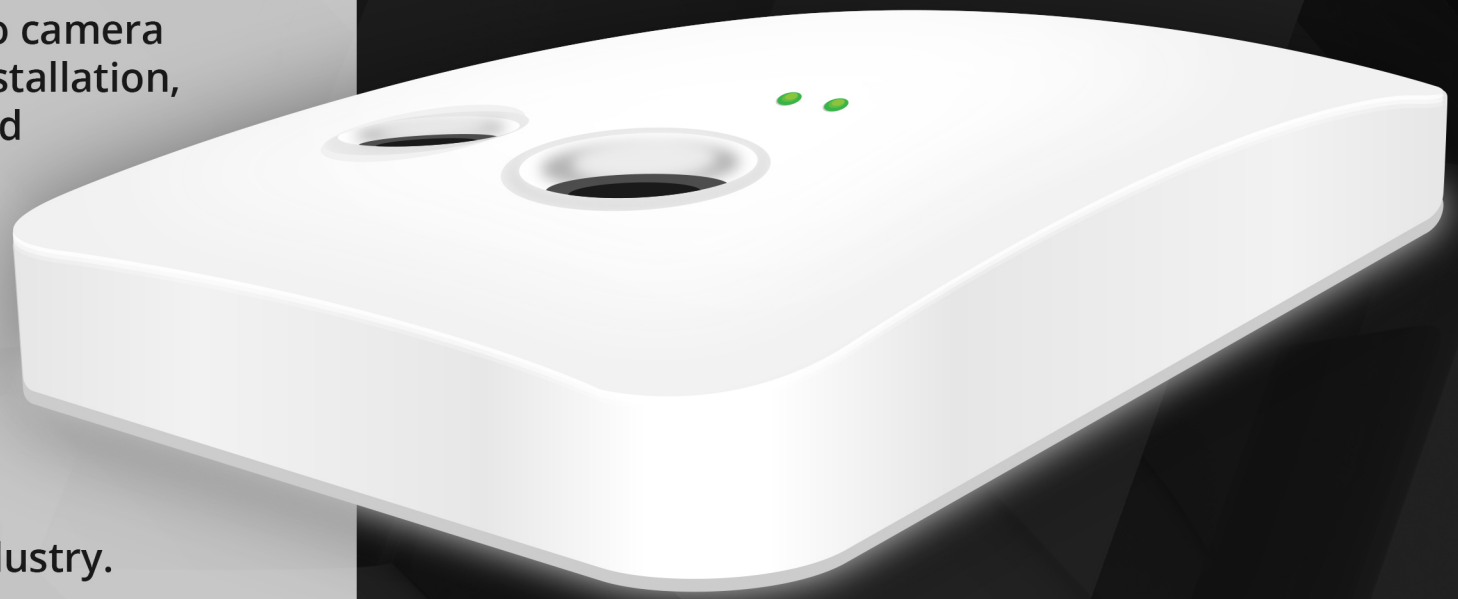
DISASSEMBLY, MOUNTING, WIRING AND PROGRAMMING GUIDE

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.

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.



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Prodco
Retail Traffic Analytics

1. Introduction

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

REQUIRED TOOLS:

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

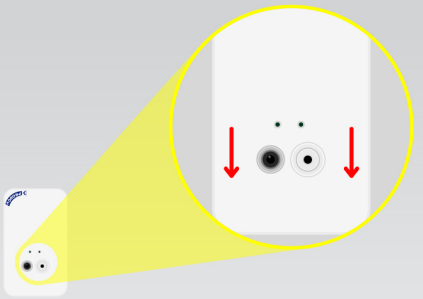
Please call Prodco Support upon your arrival to site IMMEDIATELY!
As well as if you have any questions or need assistance at any point in time.

2. TIS500A Mounting Position

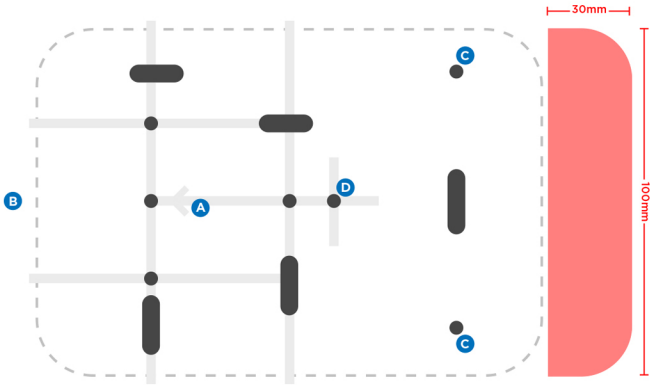
Make sure the lenses of the unit will be CLOSEST to the entryway.

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

Also, draw a pattern of the mounting position.



3. Drilling Pattern

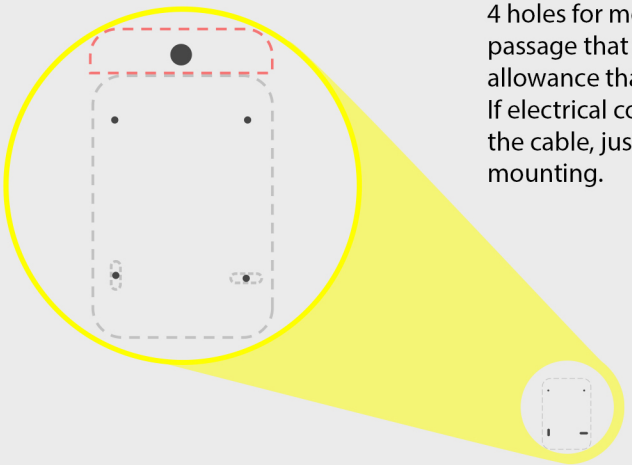


A. Traffic flow going out of the store.
B. Alignment marks can be seen on the edge of the base.
C. Locking Screw holes.
D. Cover Center.
Other holes can also be used to mount the base.

In this image, the white space is the cover while the dashed line is the base, and the space shaded in red is the allowance for the cables.

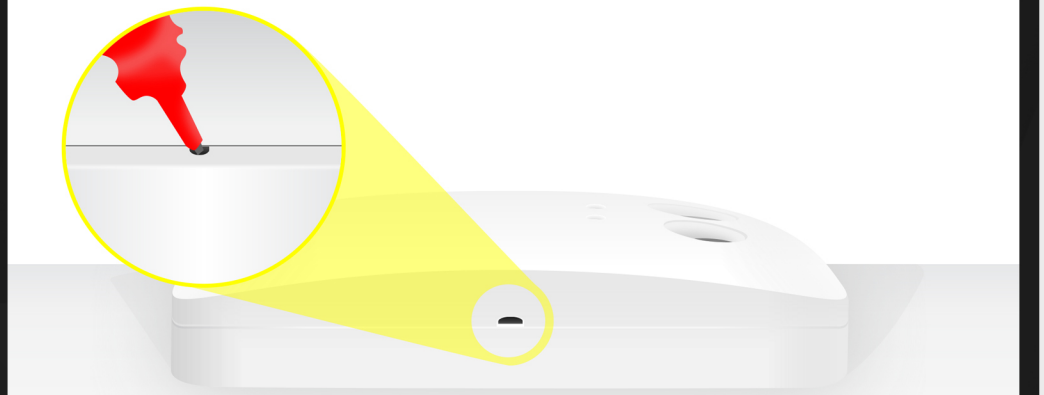
You can use that space to drill holes for cable passages that can be covered or cut the cover if electrical conduit will be used for the cables.

4. Drilling Necessary Holes



In this image, 5 holes we're created.
4 holes for mounting and 1 hole for cable passage that is located on the space allowance that can be covered.
If electrical conduit will be used to cover the cable, just drill enough holes for mounting.

5. TIS500A (Surface Mount) Disassembly



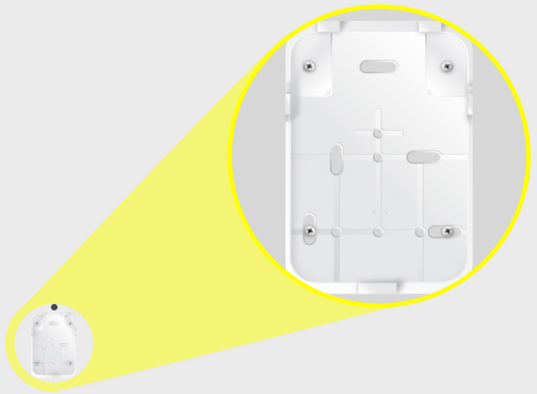
Once the mounting position is determined and the holes are drilled, disassemble the TIS500A Dual Lens by using a flat bladed screwdriver.

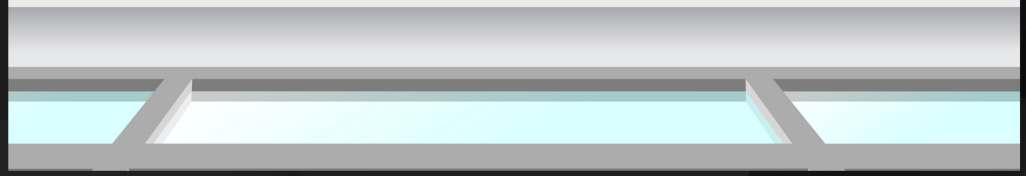
Point it on the small hole located on the middle side part of the device to unlock the cover. Be careful not to damage the cover and make sure there will be no scratches done.

6. Mounting the Base

Now that the TIS500A is disassembled, mount the base with the use of a screw and wall plugs if the ceiling is a thick concrete.

Use screws and nuts to mount the base securely if the ceiling is made of thin material.

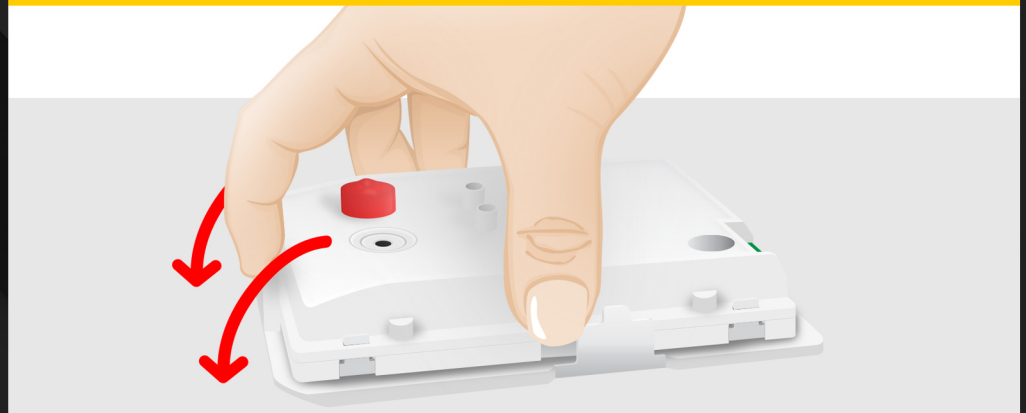




7. Remove Lens Cover

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.

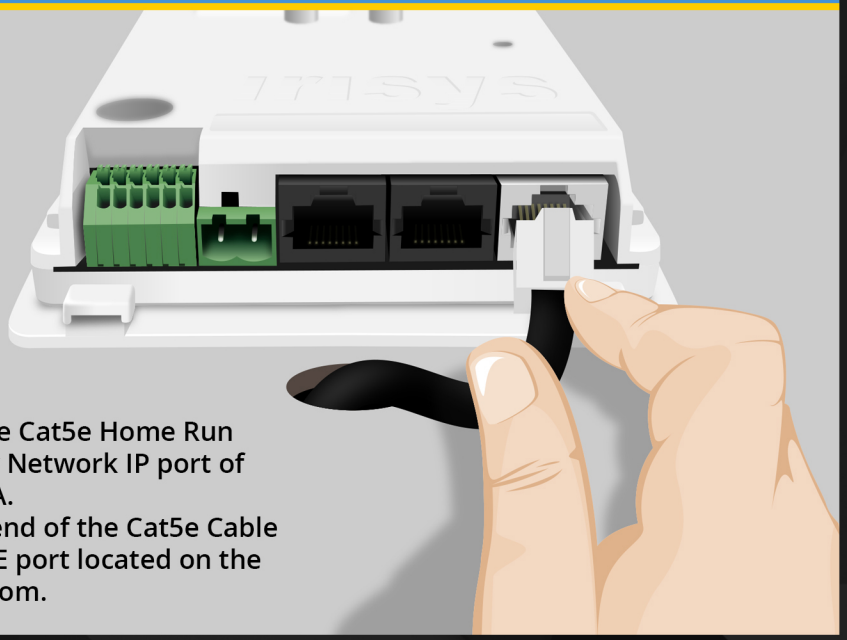
8. Clipping the TIS500A Core



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.

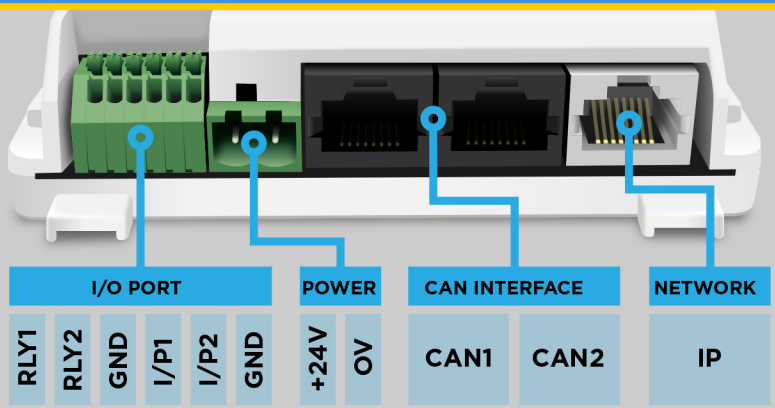
Do NOT let go of the sensor until you hear a CLICK to ensure it is securely attached.

9. Connecting Homerun Cable



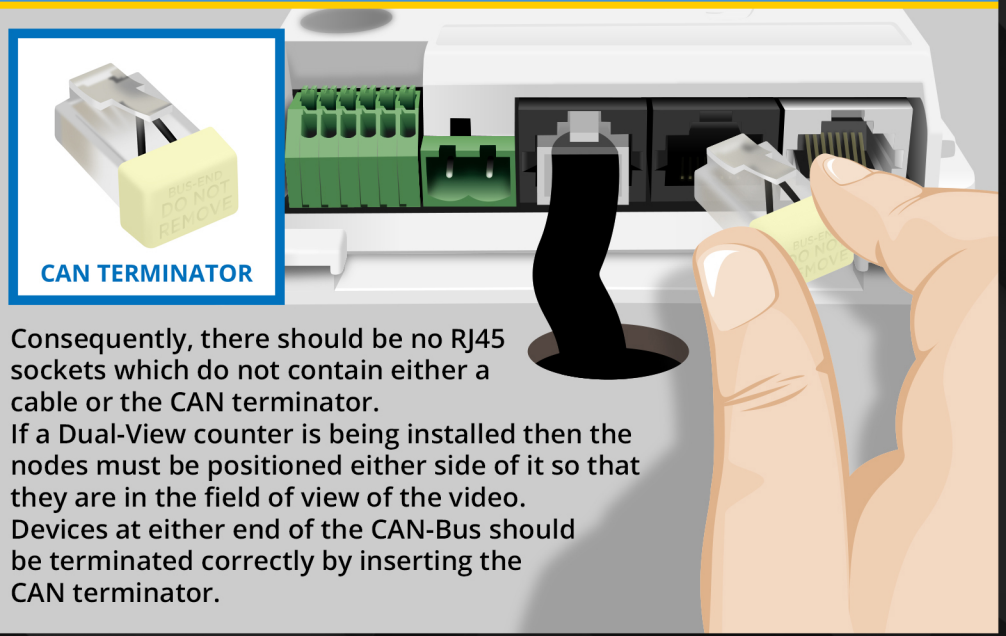
Connect the Cat5e Home Run to the Grey Network IP port of the TIS500A.
The other end of the Cat5e Cable goes to POE port located on the network room.

10. Canning TIS500A (Optional)



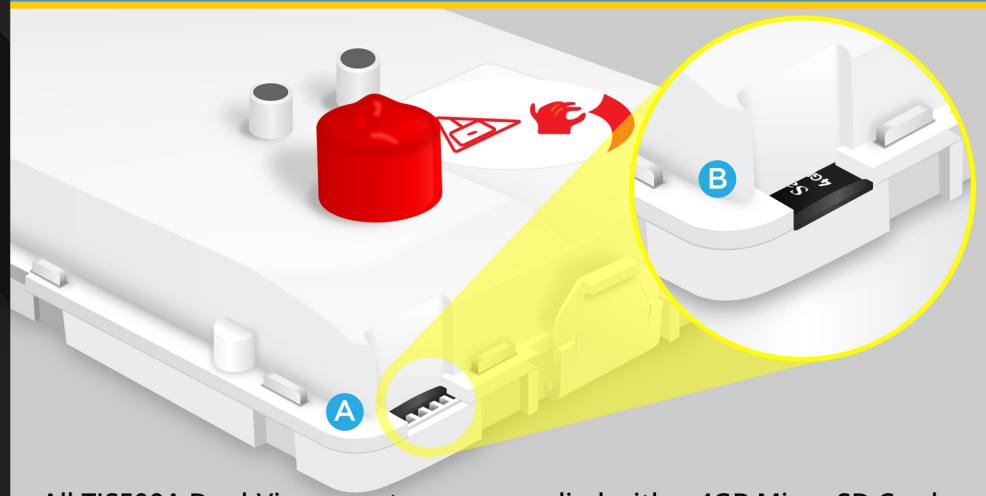
If CAN nodes are to be utilized, then they are connected via RJ45 patch lead connections (straight through configurations) from the black RJ45 connector to a black RJ45 connector on the node (either black connector can be used). There may be a maximum of 5 nodes connected to an IP Master counter's CAN–Bus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

11. Terminating the 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.

12. Placing SD Card



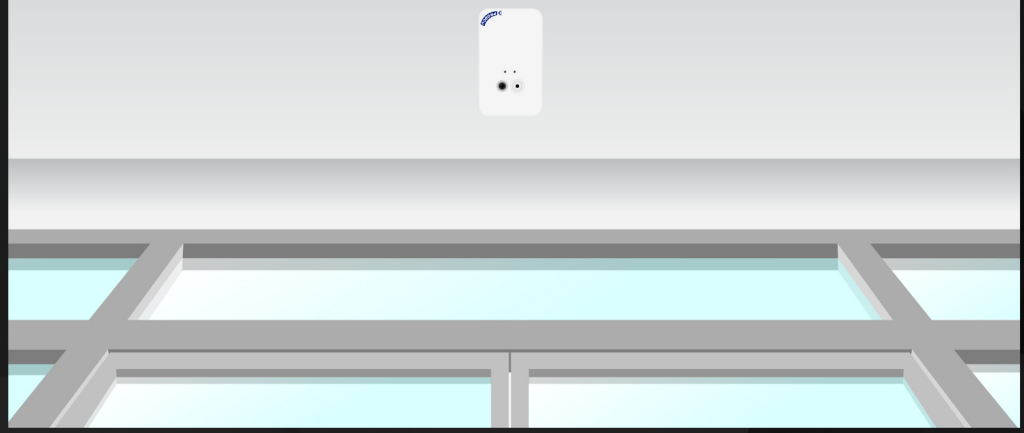
All TIS500A Dual-View counters are supplied with a 4GB Micro SD Card installed. Figure A shows a properly placed SD Card. This can be removed by pressing on it in the socket as shown in the figure B.
The SD card MUST be correctly connected for the Dual-View to function.

13. Removing Blanking Plugs

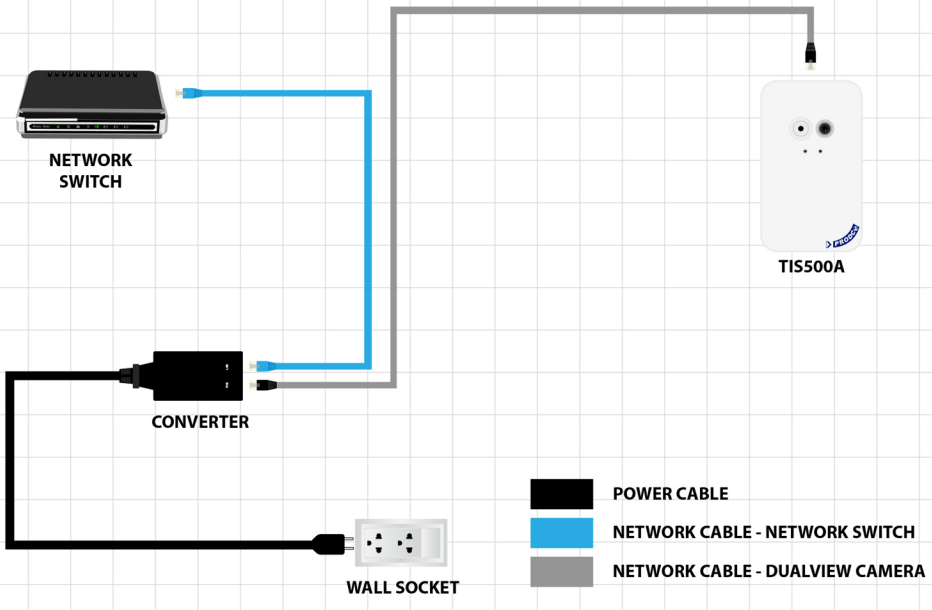
The cover is supplied with two blanking plugs pre-fitted. Once all cables are connected to the TIS500A, remove the IR blanking plug (figure A) and, for the TIS500A Dual-view, remove the Video blanking plug (figure B).

14. Fitting the Cover

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 IN ORDER TO RECEIVE A CHECKOUT CODE.