




# Ultima AI Quick Installation Guide




## What is included in the box:

- **Ultima AI Sensor**
- **4 screws**
- **Labels for cables**
- **7 cm bracket**

## Important Notes!

**1.**  Only use POE switches or any other POE equipment (injectors or splitters) with IEEE802.3af standards with Class 3 or Class 4 type. Any other equipment may damage the sensor.

**2.**  Only use 12V 3A adaptors if you want to power the sensor with an adapter. Any other equipment may damage the sensor.

**3.**  Use a UPS for uninterrupted power. Frequent power cuts may damage the sensor board.

## Requirements

1. A Laptop to connect and configure the sensor.
2. A POE Injector or an adaptor to power the sensor during configuration. (Not included in the box, you will need to purchase it separately).
3. A laser meter to measure the ceiling height.
4. Ethernet cable to install between the switch/modem and the sensor location.
5. Ethernet crimp tool and a cable tester to test the cable health.
6. A ladder to climb the ceiling.

## Credential request



1. Upon receiving the sensor, please request your credentials for the sensor immediately.
2. Send an email to your authorized reseller.
3. If you are a direct customer of V-Count, please email [help@v-count.com](mailto:help@v-count.com) with the following format.

**To: [help@v-count.com](mailto:help@v-count.com)**  
**Subject: Sensor Credentials Request for (Company Name) (Serial No)**  
**Content: Provide a contact e-mail and a phone number.**



**Serial No is on the back of the sensor or on the box under the name MAC ID. It's a 12 digit hexadecimal number starting with 00:15: FD...**

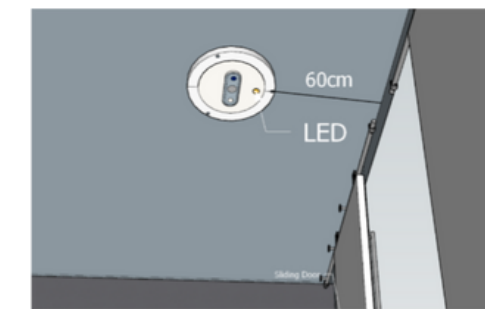
## Installation Steps

### Step 1 - Determine the sensor location (Do not mount the sensor yet)

V-Count people counting sensors are usually installed at the location entrances near the doors. Sensor location should be selected carefully, or doors may block the sensor view and may decrease counting quality.

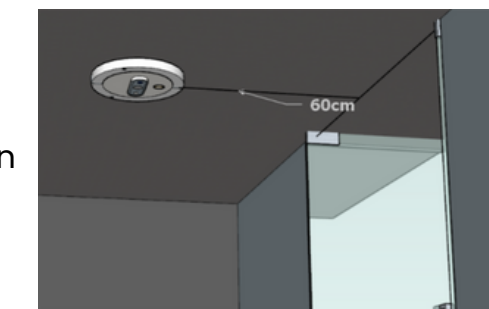
Here are 3 different types of scenarios you may have:

#### Sliding Door



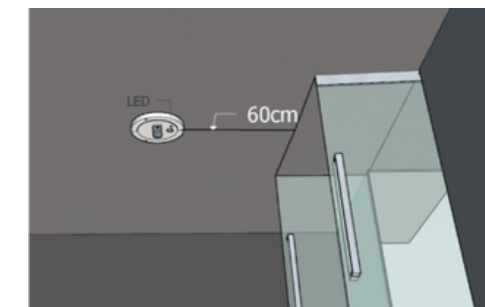
There's no chance for door(s) to block the sensor view. You may determine the position 60cm away from the door (on the inside of the building).

#### Door Opening Outside



There's no chance for doors to block the sensor view. You may determine the position 60 cm away from the door (through inside of the building)

#### Door Opening Inside



There's a chance the door(s) may block the sensor view. Open the door(s) and measure 60cm away from door endings.

#### Alignment



Sensor location should be aligned centrally in the entrance. For more complex entrances, please see the "Need Support" section of this document.

### Step 2 - Ethernet & Power Cabling



V-Count sensors will need internet connection to send counting statistics to V-Count servers so that you can browse them through our analytics platform on the web. Please install ethernet cables from the location switch to the sensor location. If your switch is a POE switch, you don't need anything else.



POE Injector

Ethernet Cable



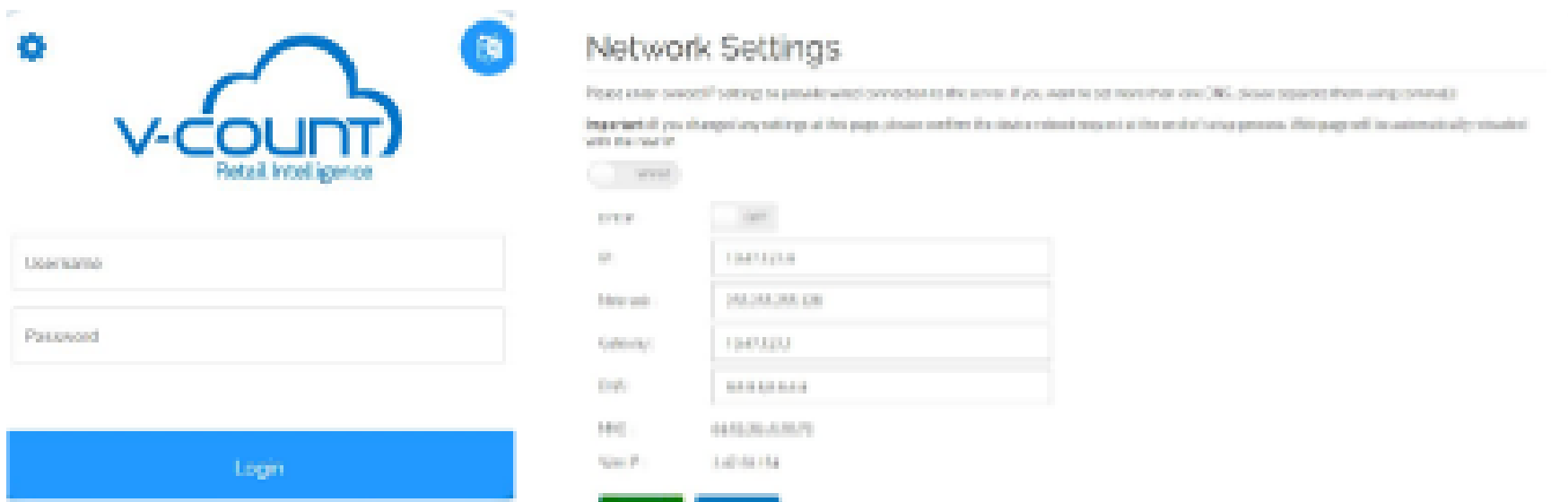
If your switch is not a POE switch, you should install a POE Injector on the switch port and then connect sensor cable to the injector so that it will provide power to the sensor.

### Step 3 – Setting Sensor IP (Please skip this step if you have a DHCP server)

- For this step you need to power the sensor either with an adapter or an injector and connect the sensor to the laptop via an ethernet cable. When powered on, sensor will have a Green led light.



- The sensor does not have an IP address by default, so you need to reset the sensor to have an IP.
- The sensors reset button is on the back. Using a thin pin, push the reset button gently and hold it until the led light turns white color.
- Please configure your laptop network with IP of 192.168.1.27, Netmask 255.255.255.0, and Gateway 192.168.1.1
- Then you should be able to access the sensor application. Release and wait for the sensor to boot for about 2 minutes.



- V-Count sensors have a web application inside for configurations. You will need to access that application. That application can be reached from your laptop browser using <https://192.168.1.26:12102> address. After reaching the application, login using your credentials and go to >System Settings >Network Settings.
- Configure sensor IP according to your own IP network requirements and save the settings.
- Now you can mount the sensor to its location.

### Step 4 – Mounting the Sensor to its Location

- Ultima AI sensor may be mounted on the marked location in 3 different methods.
- You may install the sensor with a bracket, or you may wish to install it recessed to reduce the thickness.
- Please scan the QR code on the left and you'll find three different videos for three different mounting methods.



### Step 5 – Checking the sensor connectivity

After mounting the sensor and connecting the ethernet cable, you may connect to the sensor using your laptop. Connect your laptop to the location switch and use <https://SensorIP:12102> address to reach the sensor interface, "Sensor IP" to be the IP of the sensor. If you're using a DHCP server, you should use an IP scanner to determine the IP of the sensor.



Login to the application by using your credentials and check if the sensor is online. You should see the icon on the left on the sensor interface. If the icon is RED, there's a problem with the internet connection of the sensor. There may be a block in firewall if you are using one. V-Count sensors uses some ports ( 12100to 12109, 12223 ) to send data to the Cloud. Please speak to your network administrators to give permissions for these ports.

### Step 6 – Request Sensor Activation

After you see the cloud online sign, send an e-mail to V-Count reseller or V-Count to get your sensor activated. If you are a direct V-Count customer you may write to [help@v-count.com](mailto:help@v-count.com) to request the activation of your sensor. Please use the following format:

To: [help@v-count.com](mailto:help@v-count.com)  
 Subject: Sensor Activation Request for ( Company Name ) ( Serial No )  
 Body:  
 Serial Number:  
 Ceiling Height:  
 Company Name:  
 Location Name:  
 Contact Email and Phone:  
 You will receive a response within 24 hours with credentials to access the business analytics application on [cloud.https://cloud.v-count.com/](https://cloud.v-count.com/)

### Need Support?



Please contact your authorised partner or V-Count Global Support Services ( [help@v-count.com](mailto:help@v-count.com) ) if you need help.