Hello Tony,  
  
The led should give a green blink so I think that is the reason.  
  
Can you do a factory reset with the test tool.  
During the factory reset it will disconnect automatically and reconnect when it is ready.  
When it is ready please press the buttons in the following order:  
1. Reset Calibration  
2. Get Calibration  
3. Set Clock  
4. Get Clock (you can click this multiple times to see if both displayed clocks are running)  
5. Set TimeZone  
  
Now disconnect it from USB and place the batteries again.  
On this moment it should give one red blink and 1 green blink.  
Then try again to use the USB Sensor Config.  
  
Thanks.  
  
Best Regards,  
Ronald Conen

**Sensor Development International B.V.**   
Kleine Veld 35  
7751 BG Dalen  
The Netherlands  
T: +31 524 55 14 54  
F: +31 524 55 23 20  
E: [ronaldconen@sdinternational.nl](mailto:ronaldconen@sdinternational.nl)  
W: [www.sdinternational.nl](http://www.sdinternational.nl)  
Skype: [ronald-sdi](skype:ronald-sdi)

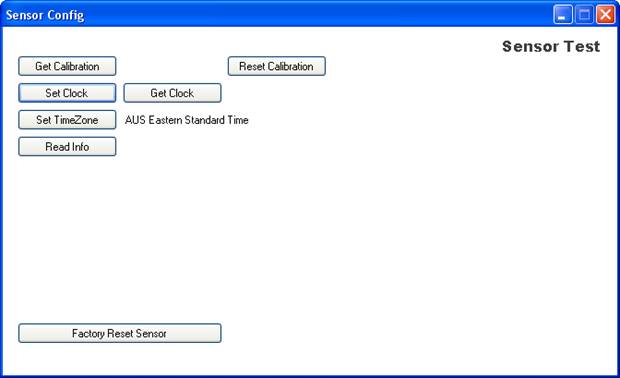
Op 21-5-2014 23:38, Tony Di Giulio schreef:

Hi Ronald

Thank you for your assistance.

To answer your queries.

1. When the batteries are inserted – The LED Blinks twice and that is all. (No green)
2. When I click the ‘Read Info’ button – No information appears.



Regards,

Tony.

**T** (03) 9551 2242 **F** (03) 8080 1665 **M** 0402 811866  
**E** [tony@webwired.com.au](mailto:tony@webwired.com.au) **W** <http://www.webwired.com.au>**W** <http://www.evolveplus.com.au>

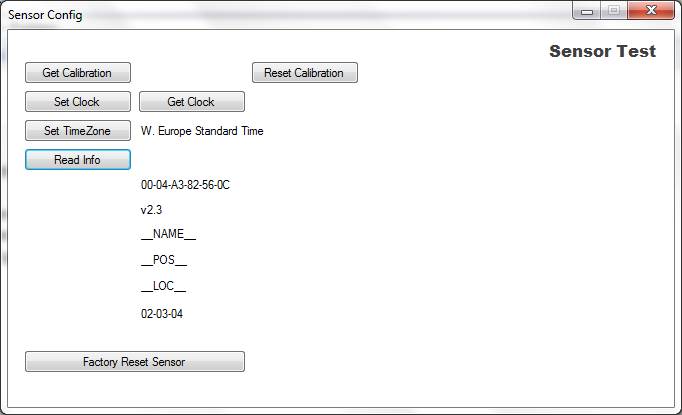
**From:** Ronald Conen [<mailto:ronaldconen@sdinternational.nl>]   
**Sent:** Thursday, 22 May 2014 6:46 AM  
**To:** Tony Di Giulio  
**Subject:** Fwd: Re: Fwd: USB Stick Counter - Configuration -Problem-

Hello Tony,  
  
The mail below seems to be blocked because of the attachment.  
You can download the zip file with the following url: <http://demo.sdinternational.nl:81/SensorTest.zip>  
  
Best Regards,  
Ronald Conen

**Sensor Development International B.V.**   
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Skype: [ronald-sdi](skype:ronald-sdi)

-------- Origineel bericht --------

|  |  |
| --- | --- |
| **Onderwerp:** | Re: Fwd: USB Stick Counter - Configuration -Problem- |
| **Datum:** | Wed, 21 May 2014 22:37:55 +0200 |
| **Van:** | Ronald Conen [<ronaldconen@sdinternational.nl>](mailto:ronaldconen@sdinternational.nl) |
| **Aan:** | Tony Di Giulio [<tony@webwired.com.au>](mailto:tony@webwired.com.au) |
| **CC:** | 'Remko Meijerink' [<remko@sdinternational.nl>](mailto:remko@sdinternational.nl), 'Trevor Dykstra' [<trevor@infoxpert.com.au>](mailto:trevor@infoxpert.com.au), 'Andy Gilbert' [<a.gilbert@all-tag.com>](mailto:a.gilbert@all-tag.com) |

Hello Tony,  
  
I think your setup is Ok.  
  
Can you confirm the following:   
While the counter is not connected by USB and the batteries are placed the led blinks first red followed by green?  
  
I have checked the software and I see a spot where it could wait for data which is not coming causing the application keeps waiting.  
  
Attached there is a small test tool for the USB People Counter,, the password of the zipfile is sdi. Can you place this in the SensorServer\Apps directory and run it?  
When you click the Read Info button you should get some information out of the counter like in the screenshot below.  
  
  
  
In your case you should see on the last line 01-04 instead of 02-03-04.  
  
Sorry for this inconvenience, we will solve this for you.   
  
  
Best Regards,  
Ronald Conen

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