



INSTALLATION GUIDE

Detepo 4G Counters

Bidirectional infrared counting over its own 4G network —
seven steps from unboxing to live data

PRODUCT

4G Counter (set of 2)

INSTALLATION TIME

10 minutes

REQUIRED

Smartphone



CONTENTS

01 What's in the box

03 Create your account in the app

05 Set up the counter

07 Live counts on the dashboard

02 Download the app

04 Pair the counters via Bluetooth

06 Mount and align

STEP
01

Check what's in the box

PREPARATION

CONTENTS

SET OF 2 COUNTERS



Two sensors, one counting system

The Detepo 4G Counter consists of a **transmitter** and a **receiver**. The transmitter emits an infrared signal; the receiver detects when the beam is broken. From this, the direction of travel (in / out) is determined.

Both counters run on **2× 18650 batteries per counter** (4 batteries in total). Use the supplied USB-C cables to charge the batteries, or for permanent wired power. **Please note:** when the counter sends data every second for the Live View feature, power consumption rises and the batteries drain faster. The 4G Counter sends its data over **its own mobile network** using the supplied SIM card, so it is widely deployable — including at sites without WiFi.

In the box

- | | | | |
|----|------------------------------|---------------------|--|
| 2× | Detepo 4G Counters | (SIM card included) | |
| 4× | 18650 batteries | | |
| 2× | USB-C cables | | |
| 1× | Mounting stickers (3M) | 1× | Quick-start guide (with activation code) |
| 1× | Set of screws and wall plugs | | |

! **Damage or missing parts?** Contact support before use and have the serial number (on the back of the counter) ready.

STEP
02

Download the Detepo app

INSTALLING THE APP

MOBILE

QR · APP

Download the app



DESTINATION

App Store
Google Play

Scan the QR code on the quick-start card

The QR code on the supplied quick-start card takes you straight to the right app store for your device. You create your account in the next step, inside the app itself.

- 1 Scan the QR code with your smartphone camera
- 2 Open the App Store or Google Play
- 3 Install the **Detepo** app


Detepo

Available for iOS and Android. Look for the blue app icon with the shield.

- i Allow **Bluetooth** and **location** access on first use. Both are needed to pair the counters.

STEP
03

Create your account in the app

REGISTRATION

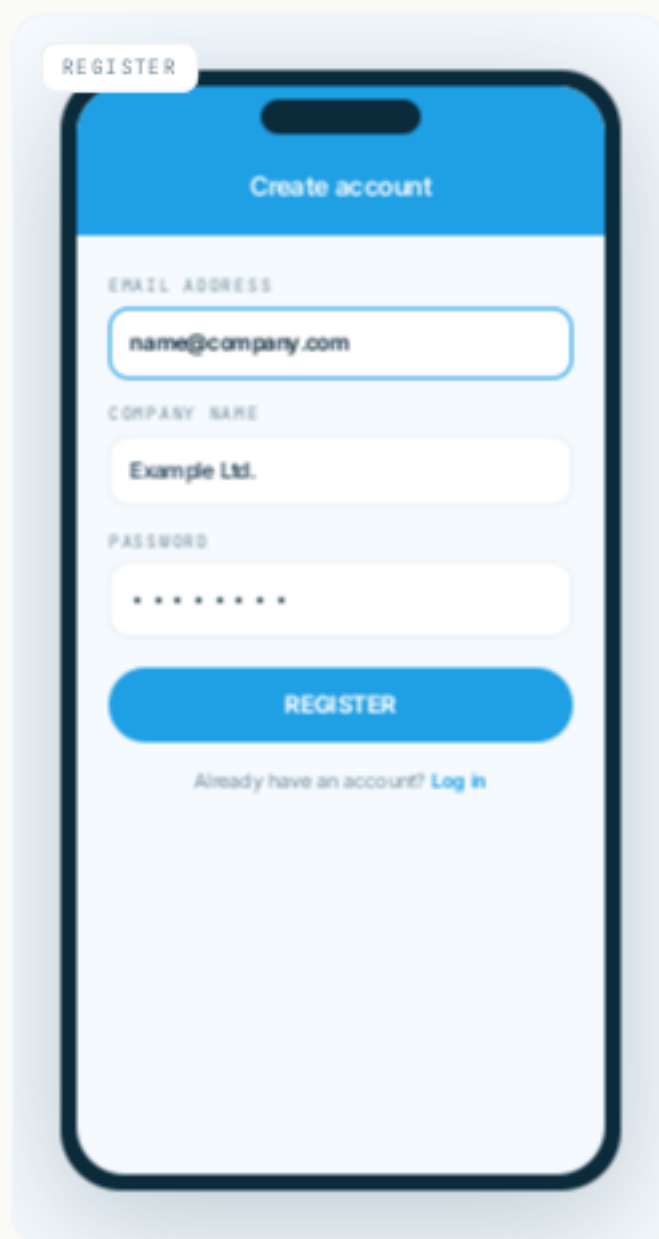
ACCOUNT

You register inside the app

There is no separate account to create on the website: open the Detepo app and register straight from the login screen. The same credentials then work on the web dashboard too.

- 1 Open the Detepo app
- 2 On the login screen, tap "No account yet? Register here"
- 3 Enter your email address and company name
- 4 Choose a password (at least 8 characters, 1 number)
- 5 Confirm your email address via the link you receive, then log in

i The same credentials work in both the mobile app and the web dashboard at **dashboard.detepo.com**.



The screenshot shows the 'Create account' screen in the Detepo app. At the top, there is a blue header with the text 'Create account'. Below the header, there are three input fields: 'EMAIL ADDRESS' with the placeholder 'name@company.com', 'COMPANY NAME' with the placeholder 'Example Ltd.', and 'PASSWORD' with a masked password '*****'. A blue 'REGISTER' button is located below the password field. At the bottom, there is a link that says 'Already have an account? Log in'.

STEP
04

Pair the counters via Bluetooth

ADDING TRANSMITTER AND RECEIVER

PAIRING

"+ COUNTER" TAB



Pair the transmitter via Bluetooth

Switch on the transmitter by pressing the **Bluetooth button** on the right-hand side. Open the Detepo app and tap the **+ Counter** tab at the bottom. Then choose **4G Counter**.

- 1 Take both counters out of the box and **slide open the back of each counter** to reach the battery compartment
- 2 Remove the **white insulation strips** from both counters and refit the back covers
- 3 Press and hold the **Bluetooth button** on the right of the transmitter for about 3 seconds, until the Bluetooth icon on the display starts flashing
- 4 In the app, tap the **+ Counter** tab at the bottom and choose **4G Counter**
- 5 Select the counter found in the list
- 6 Tap **Add counter** to confirm the connection

Stay within 3 metres. Keep your phone within 3 metres of the counter throughout the pairing process.

i Only the counter with the display needs to be paired.

! Houd tijdens het koppelen een afstand van **maximaal 5 meter** tussen smartphone en teller aan.

STEP
05

Set up the counter

NAME, LOCATION AND ACTIVATION CODE

SETUP

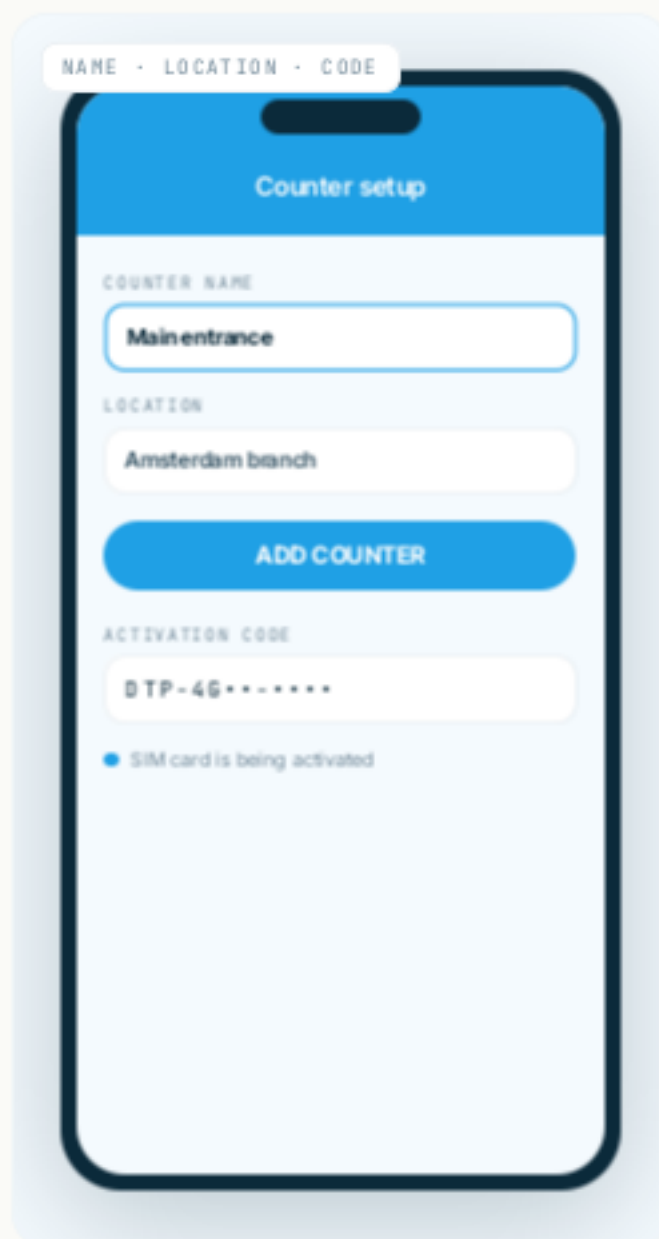
No WiFi needed — the counter has its own network

The 4G Counter connects to the mobile network itself using the supplied SIM card. So there is no WiFi network or password to enter — only a name, a location and the activation code.

- 1 Enter a **counter name**, for example "Main entrance"
- 2 Select an existing **location** or enter a new one
- 3 Tap **Add counter**
- 4 The counter now appears under **Locations**
- 5 Open the counter under Locations to check its details
- 6 Enter the **supplied activation code** to activate the counter and the SIM card

i Keep the activation code safe. Without SIM activation the counter sends no data to the dashboard.

i Because the counter has its own network, it can also be used at sites without WiFi.



NAME · LOCATION · CODE

Counter setup

COUNTER NAME
Mainentrance

LOCATION
Amsterdam branch

ADD COUNTER

ACTIVATION CODE
DTP-4G-*****

● SIM card is being activated

STEP
06

Position transmitter and receiver

MOUNTING AND ALIGNMENT

MOUNTING

MOUNTING HEIGHT 1.40 M



Mount both counters facing each other

The transmitter emits an infrared signal and the receiver detects it. Mount them directly opposite each other on either side of the passage, at exactly the same height.

- 1 Determine the position on both sides of the passage
- 2 Mount both counters at approximately **1.40 m** from the floor, so the infrared beam falls at chest height of a passer-by
- 3 Make sure transmitter and receiver are **directly opposite** each other, at equal height
- 4 Fix them with the supplied screws or the 3M stickers
- 5 When the batteries run low, charge the counters with the supplied USB-C cable, or leave the cable connected for permanent wired power

! **Keep the line of sight clear.** Avoid direct sunlight, reflective surfaces and obstacles between transmitter and receiver.

STEP
07

View live data in app and dashboard

REAL-TIME INSIGHT

LIVE

DASHBOARD.DETEPO.COM



The system counts automatically

As soon as both counters are connected, the system starts registering passers-by. Direction is derived from the order in which the infrared beam is broken, so entries and exits are distinguished automatically.

- See live occupancy and daily totals in the app
- Open dashboard.detepo.com for in-depth analytics
- Give the counter a recognisable name, for example "Main entrance"
- Set opening hours for accurate reporting
- Export data to Excel or PDF whenever you need it

i One account, unlimited counters and locations. Add more sets by repeating steps 4 to 6.

Done in seven steps

Keep this guide to hand when adding more counter sets. Our support team is ready to help with questions about mounting, calibration or the dashboard.

01 – 03

Preparation

Check the contents, install the Detepo app via QR and create your account in the app.

04 – 05

Pairing

Hold the Bluetooth button on the right for 3 seconds, then enter counter name, location and activation code.

06

Mounting

Transmitter and receiver opposite each other, at 1.40 m height, precisely aligned.

07

Live counting

Bidirectional counts visible in the app and on dashboard.detepo.com.

TECHNICAL SPECIFICATIONS

Detection	Infrared, bidirectional	Configuration	Transmitter + Receiver
Network	4G LTE, SIM card included	Pairing	Bluetooth Low Energy
Power	USB-C, 5V	Mounting height	1.40 m (recommended)

SUPPORT

support@detepo.com
Mon — Fri · 09:00 — 17:00

DASHBOARD

dashboard.detepo.com
Log in with your account

APP

Detepo
iOS & Android