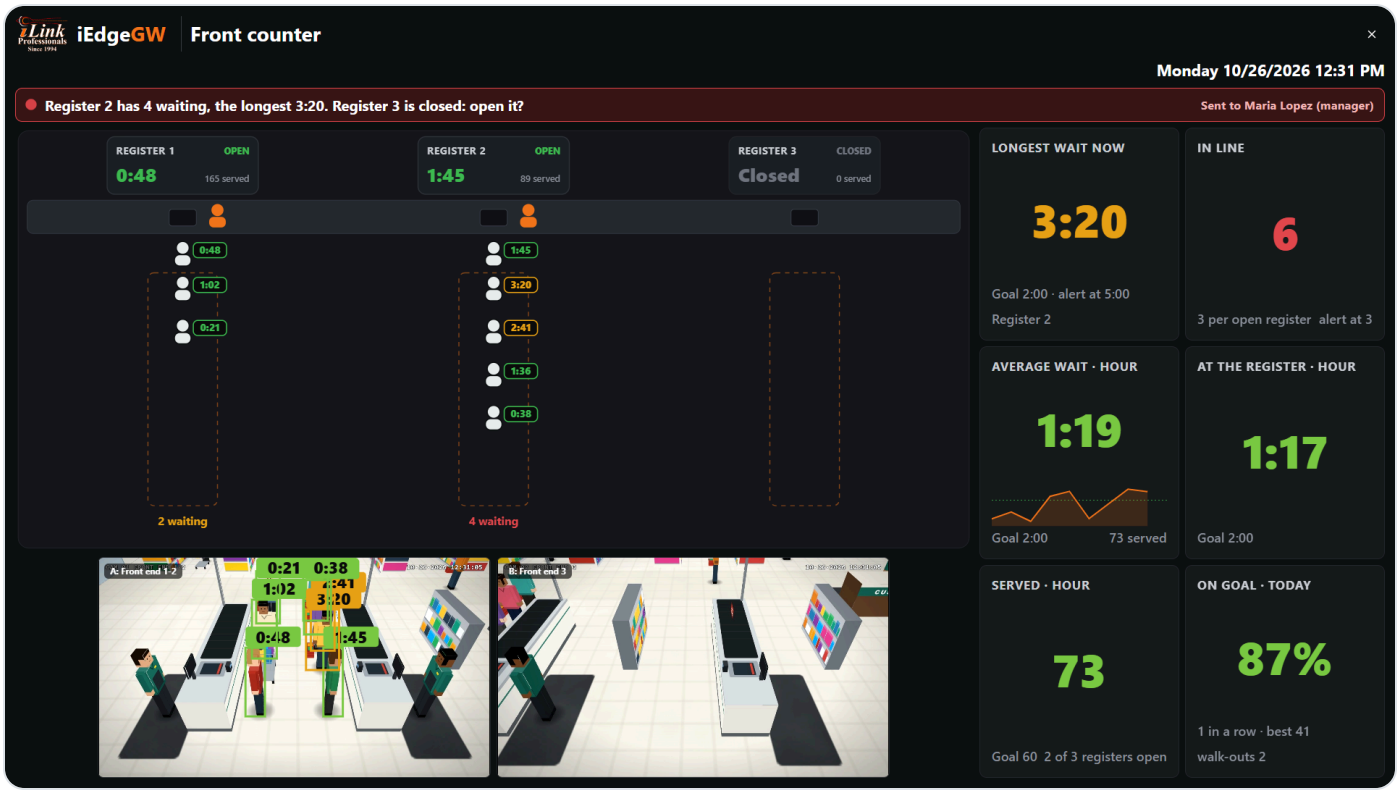
LINESENSE

Front Counter & Checkout Lines

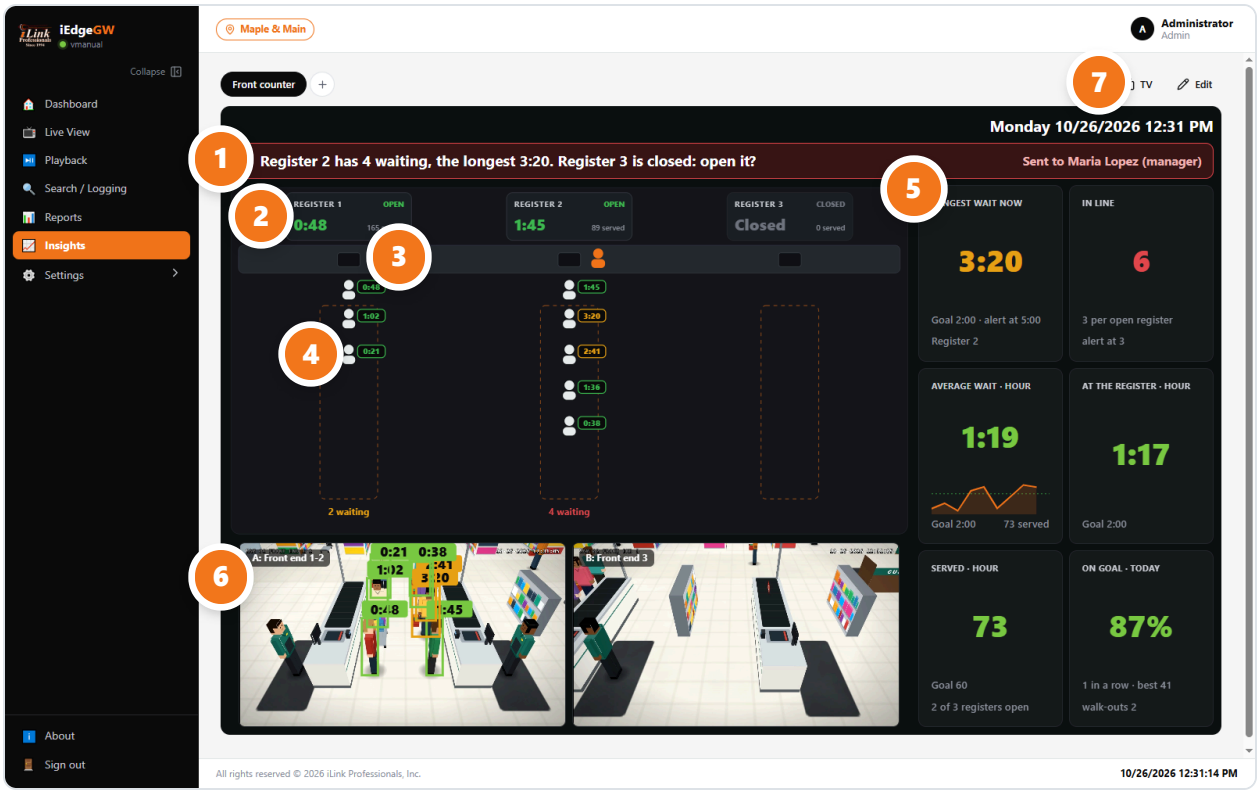
Setup and user guide for the front counter board in Insights: live waits at every register, alerts to the manager, and reports



1 What LineSense does
2 Where it works
3 Before you start
4 Where to put the cameras
5 Set up the board, step by step
6 Times, alerts and who is told
7 Using the board every day
8 A TV with no PC: the HDMI ports
9 Reports
10 Where alerts and reports go
11 How the times are measured
12 When something looks wrong
13 Setup checklist

1 What LineSense does

LineSense times every customer from the moment they join a line until they reach the register, live, from the cameras you already have. When a line gets too long it tells the manager, by name, on their phone, with the camera's picture and what to do: open another register.



1. **The alert banner.** What is wrong now, what to do about it, and who was told. Green when every line is on goal.
2. **Each register:** open or closed, the customer at the register now and for how long, and how many it served today.
3. **The counter.** Each register, and its cashier (orange) when someone stands in the cashier's place: that is how the board knows a register is open.
4. **Each line:** everyone waiting, with their own wait, coloured against the goal.
5. **Tiles:** the longest wait now, people in line (and per open register), the average wait and the time at the register this hour, customers served this hour, and the share on goal today.
6. **Up to three cameras,** live, with each person boxed and their time on the picture.
7. **TV** (full screen, for a screen at the front end) and **Edit** (the board's settings).

The colours

Every wait on the board is coloured against three times you set (section 6). For a store checkout the defaults are:

Colour	Means	Store checkout default
Green	Up to the goal.	0:00 to 2:00
Amber	Past the goal: the line is getting slow.	2:01 to 4:59
Red	Too long: someone should act now (and the manager is told).	5:00 and more

In the picture it is the lunch rush at Maple & Main. Register 1 is open with two waiting. Register 2 is open with four waiting, the longest for 3:20 (amber). Register 3 is closed. Three people waiting per open register is the store's alert level, so the board has told the manager, Maria Lopez, on her phone: **Register 2 has 4 waiting, the longest 3:20. Register 3 is closed: open it?**

> **What it is not**
> LineSense counts and times people; it does not recognise them. It keeps no faces and no names, only the number of people and how long each waited. The video stays on the gateway, as it always does.

2 Where it works

Anywhere people line up at a counter: a checkout, a service desk, a pharmacy window, a food court. One board takes up to eight registers on up to three cameras.

Grocery and supermarkets
Checkout lanes, express lanes, the service desk. **Store checkout**

Department stores
Cash wraps, fitting-room desks, returns. **Store checkout**

Malls and food courts
Kiosks, counters, order and pickup. **Restaurant counter**

Convenience stores and fuel
The till: short lines, fast service. **Convenience store**

Pharmacies
Pickup and drop-off windows, the front register. **Store checkout**

Home improvement and electronics
Front-end checkouts, pro desks, customer service. **Store checkout**

Restaurants and cafés
The front counter, then the pickup area. **Restaurant counter**

Banks and service counters
Tellers, post and parcel counters, ticket windows. **Store checkout**

Hotels and venues
Front desks, box offices, concessions. **Store checkout**

Which store type?

The first thing the board asks is the kind of store (orange above). It sets the default times; every one of them can be changed afterwards.

Default times	Restaurant counter order, then pickup	Store checkout	Convenience store
Wait in line goal / slow / too long	2:00 / 3:00 / 5:00	2:00 / 3:00 / 5:00	1:00 / 2:00 / 4:00
At the register	1:00 / 1:30 / 2:30	2:00 / 3:00 / 5:00	0:45 / 1:30 / 2:30
Pickup	3:00 / 4:00 / 6:00	no pickup	no pickup
Whole visit	5:00 / 7:00 / 10:00	4:00 / 5:00 / 7:00	1:30 / 3:00 / 5:00
Waiting per open register people, not the one being served	2 / 3 / 5	1 / 2 / 3	1 / 2 / 3
A long line must last	0:45	0:30	0:30
A walk-out in line this long, gone without being served	0:30	0:20	0:20
Served per hour goal	110	60	150

Where the defaults come from: grocers run checkout by people, not minutes (Tesco's "one in front"; Kroger opens a lane so nobody has more than one person ahead). Shopper patience drops sharply after about 4 minutes in line. The convenience store norm is

about 42 seconds in line and 21 to pay. No restaurant chain publishes a front-counter standard, so those defaults come from a lunch-hour study, a 4-minute hand-off target and shopper surveys.

> **A restaurant counter**
> Choose Restaurant counter (order, then pickup) and the board adds a **Pickup** zone: where customers wait for their order after paying. Its time gets its own tile, its own alert and its own column in the reports.

3 Before you start

Ten minutes of preparation makes the setup a few clicks.

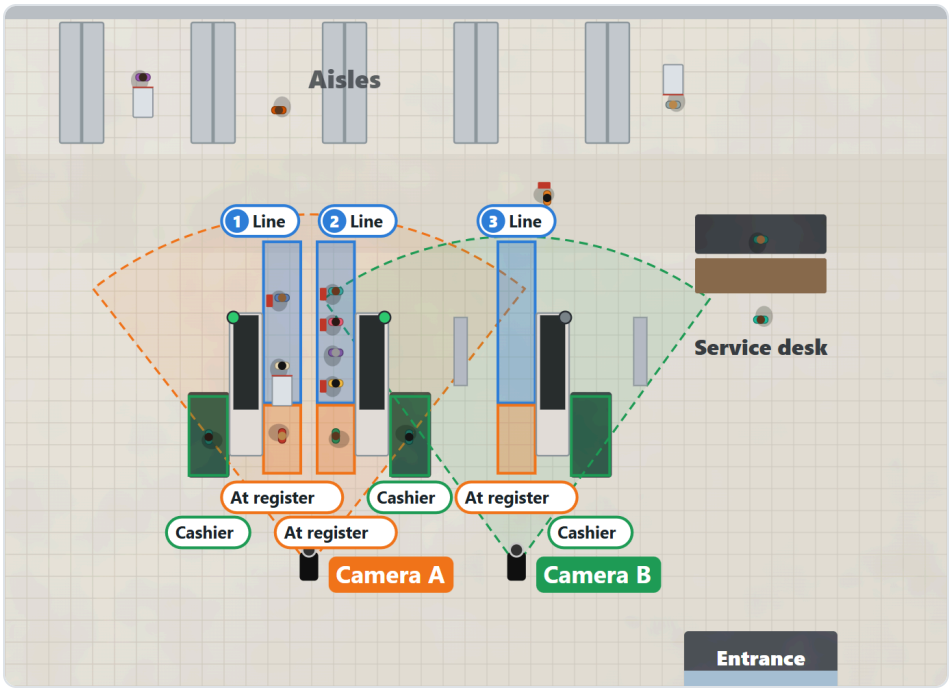
- [ ] **The gateway is running** and you can sign in with an admin or manager account (a manager can make and change boards; Settings is for admins).
- [ ] **The cameras are added** in **Settings › Cameras / NVR** and play in **Live View**. Any brand the gateway takes works, straight or through a recorder.
- [ ] **The cameras see the lines** (section 4). A camera already over the registers is often fine as it is.
- [ ] **Analytics is on** (**Settings › Analytics**): the board uses the gateway's own AI to find the people. Each board camera takes a share of the gateway's AI capacity, like any camera that counts people.
- [ ] **For alerts and reports:** e-mail and/or WhatsApp set up in **Settings › Notifications & Alerts** (section 10), and the managers' e-mail addresses and WhatsApp numbers at hand.
- [ ] **Optional:** a TV at the front end or in the office, plugged into one of the gateway's HDMI ports (section 8).

What you need, and what you don't

Needed	Not needed
The iEdgeGW gateway, on the store's network	No sensors in the ceiling, no counters at the doors, no beams across the lanes
Cameras that see the lines (most stores already have them)	No new cameras where the existing ones see the registers
A browser (PC, tablet, phone) or a TV on the gateway's HDMI	No PC at the front end, no app, no cloud subscription for the board

4 Where to put the cameras

The gateway counts people where they stand: the bottom middle of each person, their feet. So a camera must see the floor of each line, from the register back to where people join it.



Maple & Main from above. Each register has three zones: its **line**, the spot **at the register** where the customer pays, and the **cashier**'s place. Registers 1 and 2 are back to back, so Camera A, between them, sees both lines; Camera B looks down line 3.

Do

- **Mount it high** (about 12 to 16 ft), at the register end, looking back down the line. From high up, people in line do not hide each other.
- **See the whole line**: from the register to the back, where people join it, with a little room past it for busy days.
- **See the cashier's place** behind each register: someone standing there is how the board knows the register is open.
- **Two lanes, one camera:** where two lanes are side by side, put the camera between them.

Avoid

- **A camera looking across a counter** at the line behind it: the counter hides the floor where people stand.
- **Tall displays or racks** between the camera and the line.
- **A low camera at eye level:** the person in front hides everyone behind.
- **A line that runs out of the picture**: people outside it are not counted.



Camera A, as installed: high, between registers 1 and 2, looking down both lines. Each line (blue), the spot at each register (orange) and each cashier's place (green) are in full view.

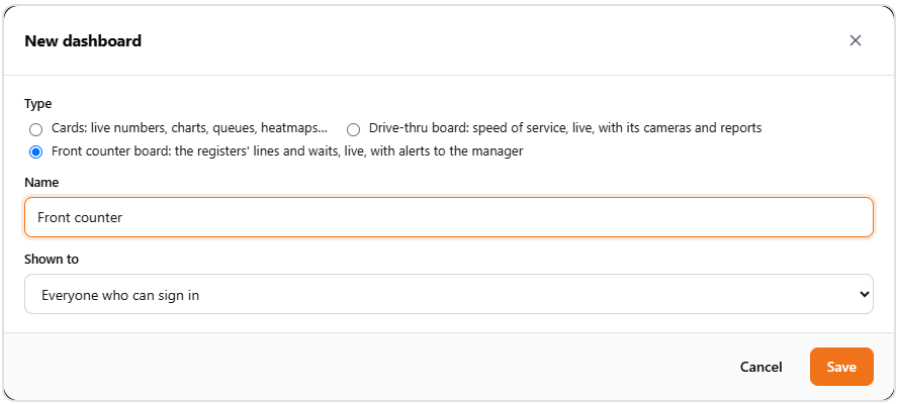
Up to three cameras per board
A board takes the zones of up to three cameras, and one camera can hold several lines. A store with more registers than one board can see makes a second board (a board for the front end, another for the service desk, for example).

5 Set up the board, step by step

You draw each register's line, its spot at the register and its cashier's place on the camera's picture, in the board's own settings. About two minutes a register.

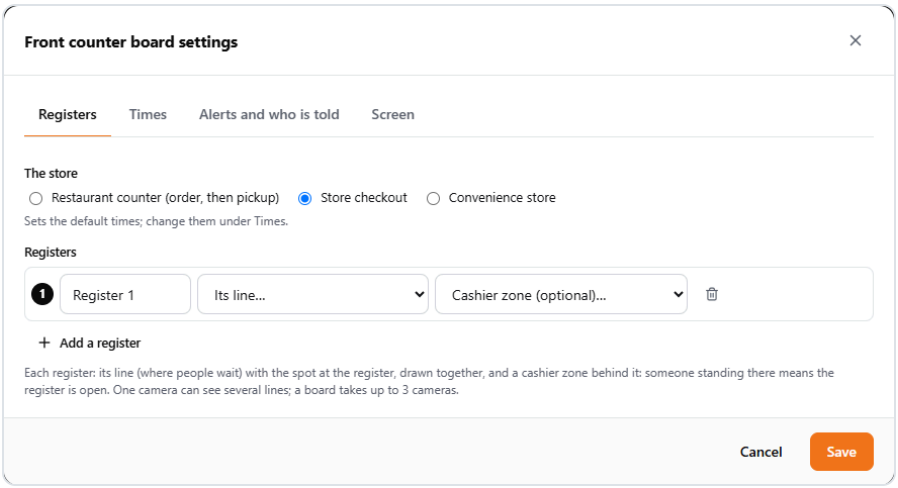
1 Make the board

Open **Insights** and click **+** next to the dashboard tabs. Choose **Front counter board**, give it a name (it is the tab's name, and the report's), choose who sees it, and click **Save**.



2 Choose the store

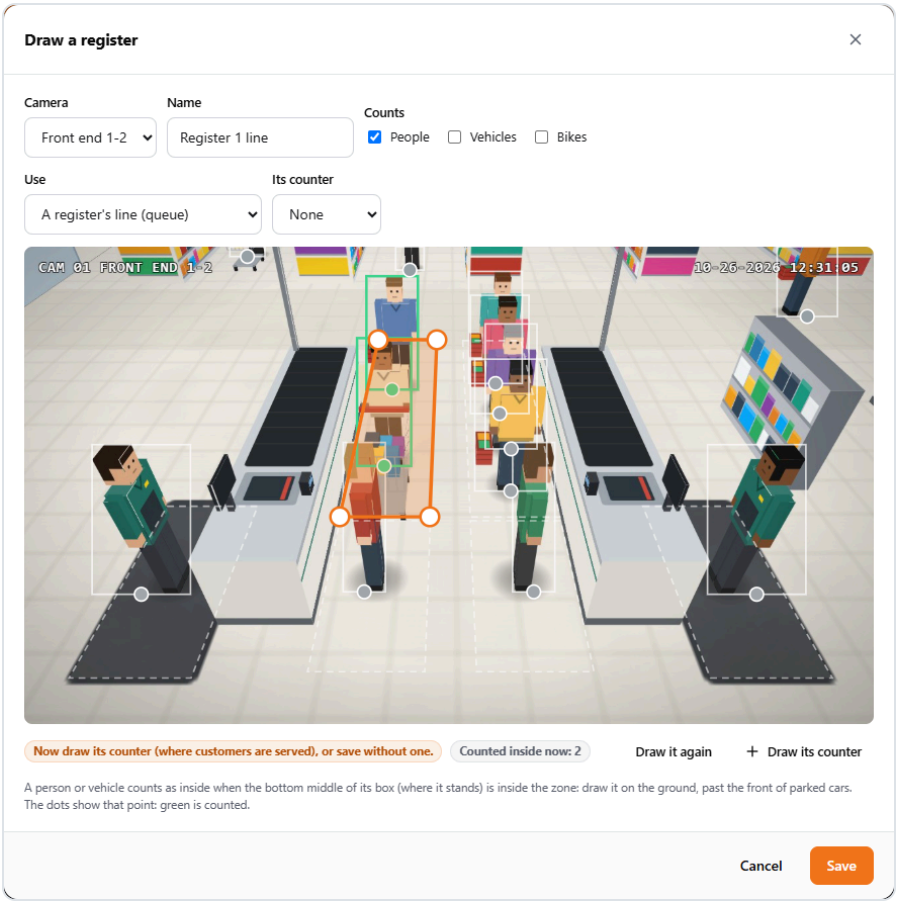
The board's settings open on **Registers**. Under **The store** choose **Restaurant counter**, **Store checkout** or **Convenience store** (section 2). It sets the default times.



3 Draw register 1's line

In register 1's row, open **Its line...** and choose **+ Draw a new one...**. In the window that opens, choose the **Camera** and type a **Name** (Register 1 line). Then click the corners of the line on the picture, **on the floor where people stand**, and click the first corner again to close it.

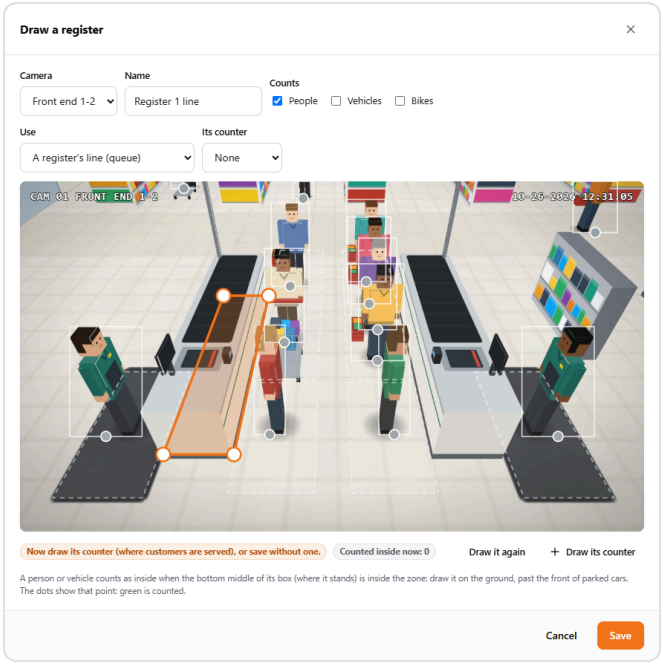
Each person the gateway sees has a box and a dot at their feet. A green dot is counted in the zone. **Counted inside now** must match the people you see waiting.



Register 1's line, drawn on the floor of the lane: **Counted inside now: 2**, the two people waiting.

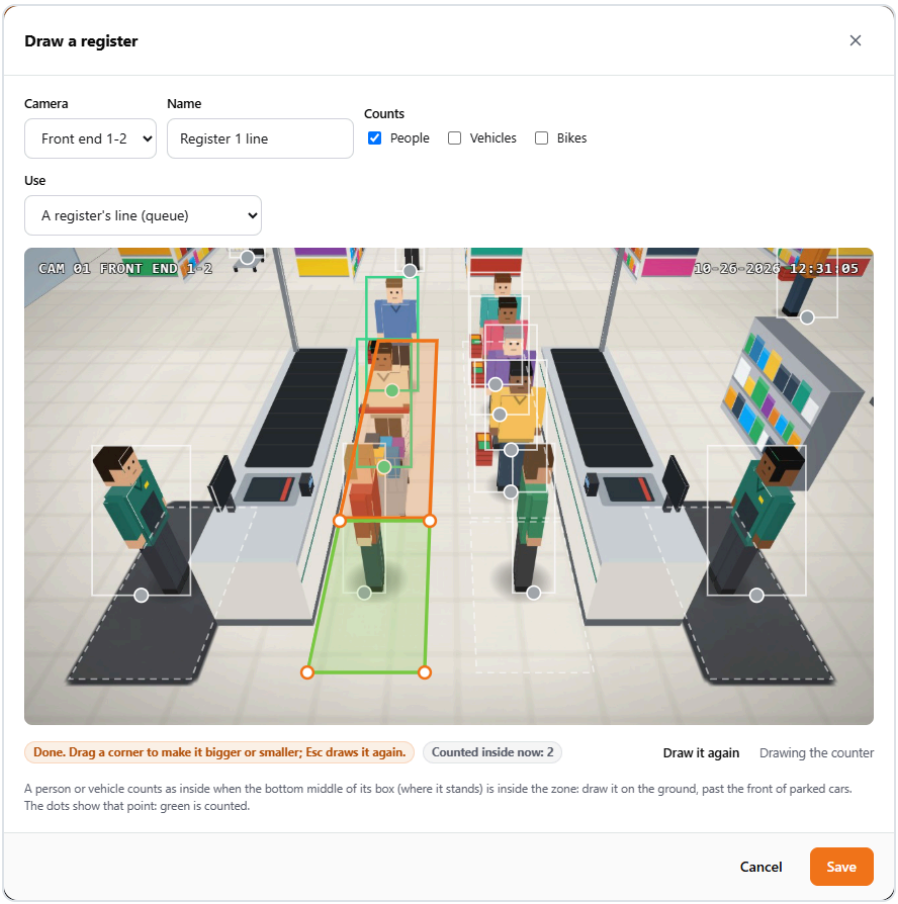
Draw it on the floor, not on the counter

Below, the same line was drawn over the counter beside it. Nobody stands there, so nobody is counted: **Counted inside now: 0**. Click **Draw it again**.



4 Draw its spot at the register

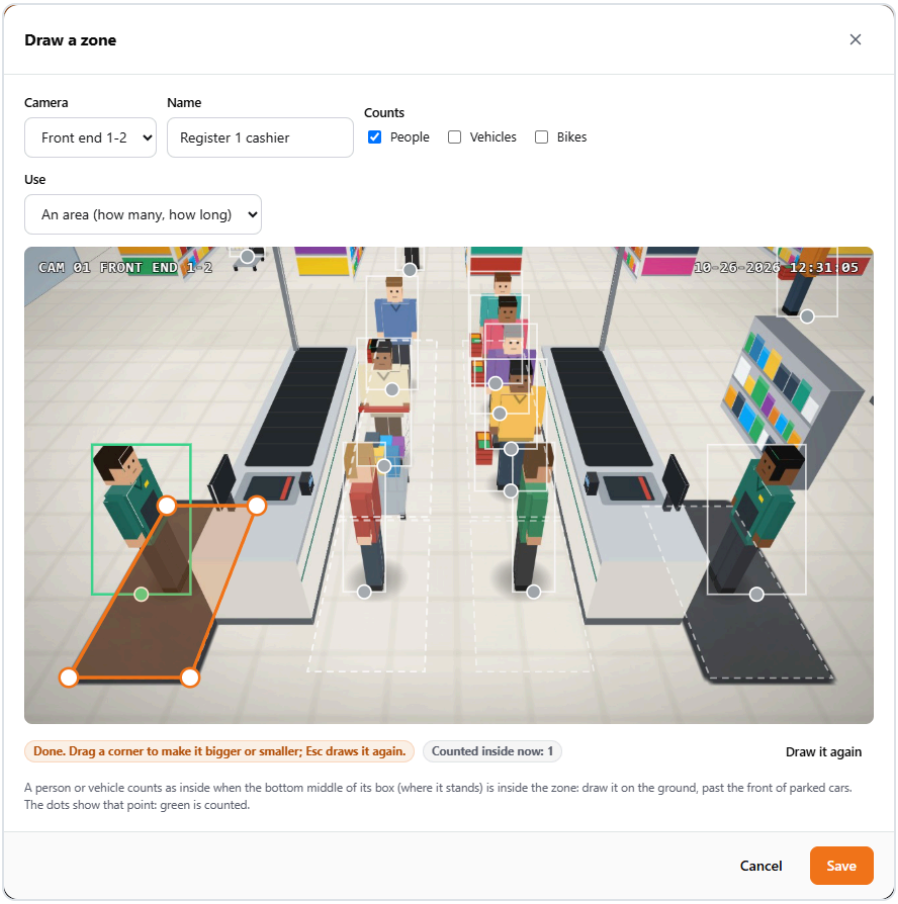
Click **+ Draw its counter** and draw, the same way, the spot where the customer stands to pay: the end of the lane, at the register. The wait ends when a customer steps in here, and their time at the register starts. Click **Save**.



The line (green while drawn) and its spot at the register, together.

5 Draw the cashier's place

In register 1's row, open **Cashier zone (optional)...** and choose **+ Draw a new one...**. Draw where the cashier stands, behind the register. Someone standing there means the register is **open**; nobody there, **closed**. That is what lets the board say "Register 3 is closed: open it?".

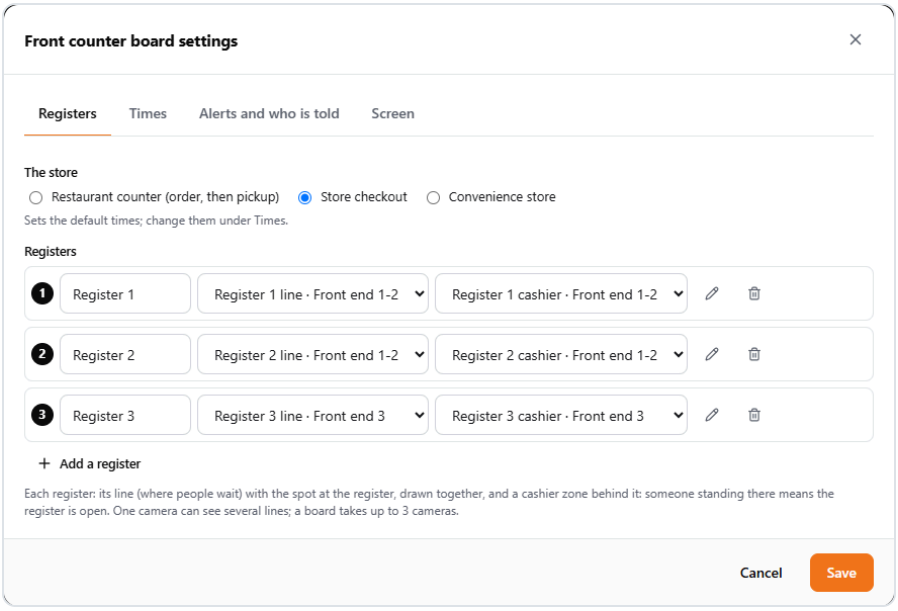


Register 1's cashier zone: **Counted inside now: 1**, the cashier.

Without a cashier zone, a register counts as open while it served someone in the last 10 minutes.

6 The other registers

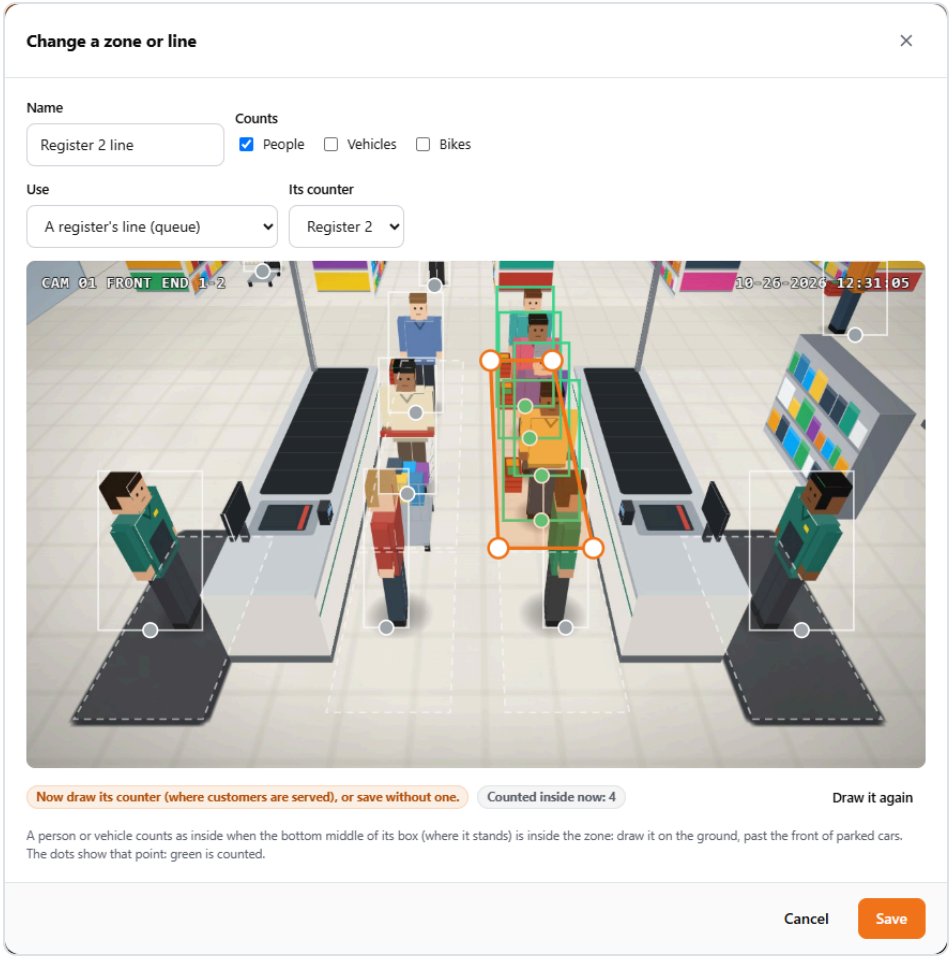
Click **+ Add a register** and do the same for each one. A zone drawn before (in Insights, or for another board) can simply be chosen from the lists. Name each register as your staff say it (Register 2, Lane 5, Pharmacy). Click **Save**.



Three registers: each its line (with its spot at the register) and its cashier zone, on two cameras.

Check a register any time

In the board's settings, the pencil next to a register opens its line on the live picture again, with who is counted now: the quickest check after a camera is moved or the counter is rearranged.

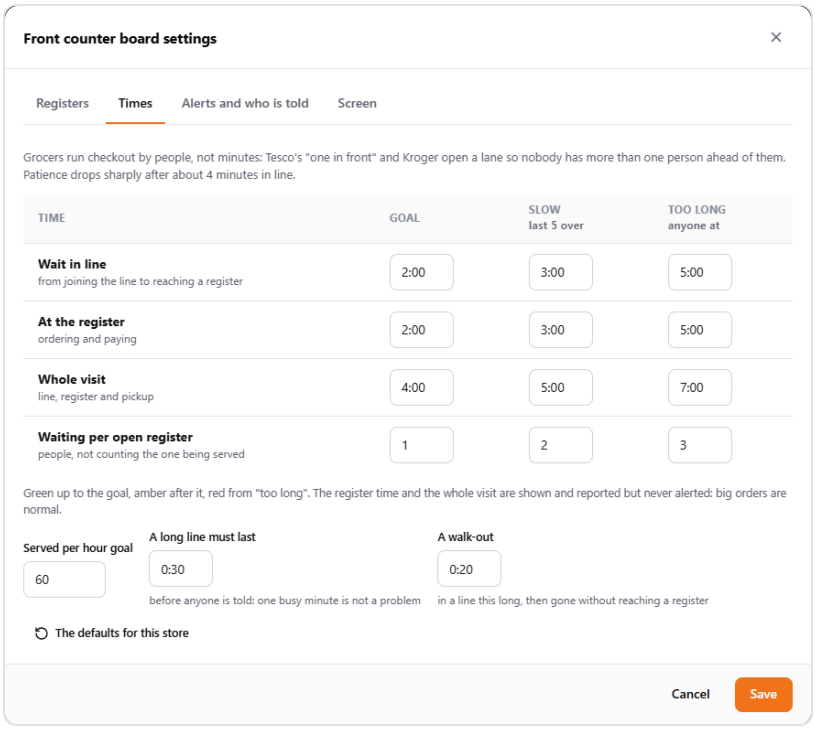


Register 2's line, opened with the pencil: four people waiting, all counted.

6 Times, alerts and who is told

Open the board, click **Edit**, then **Board settings**. The four tabs: Registers (section 5), Times, Alerts and who is told, and Screen.

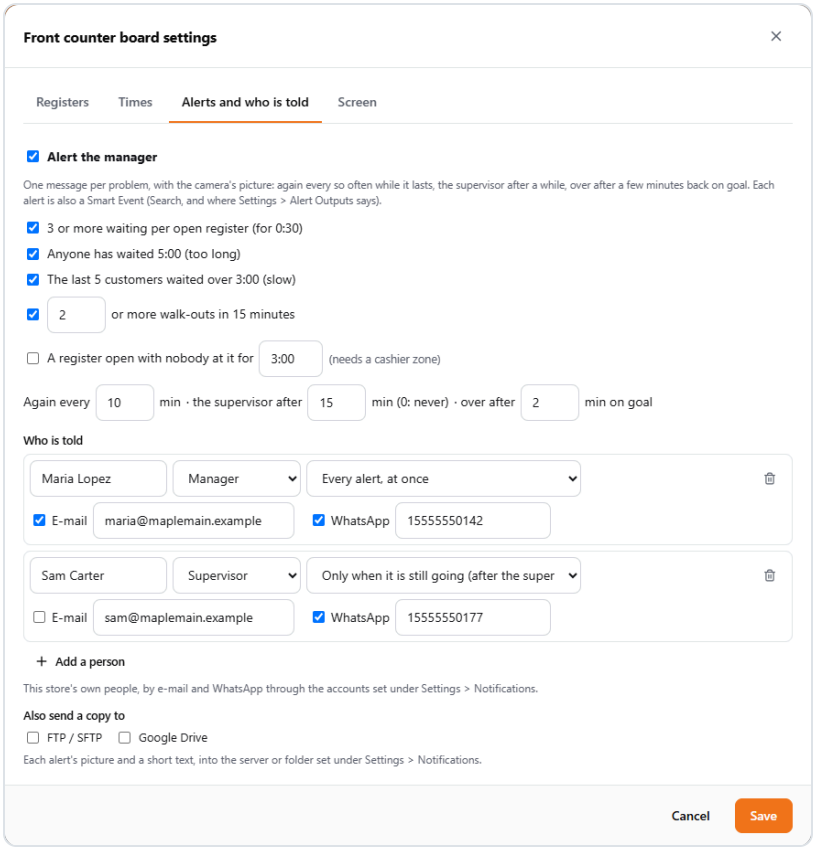
Times



- **Goal, Slow, Too long** for the wait in line, the time at the register and the whole visit (and pickup, for a restaurant). Green up to the goal, amber after it, red from too long. Type a time as m:ss (2:00) or seconds (120).
- **Waiting per open register:** people waiting, not counting the one being served, divided by the registers open. The third number is the alert level.
- **Served per hour goal**, **A long line must last** (one busy minute is not a problem) and **A walk-out** (in a line this long, then gone without reaching a register).
- **The defaults for this store** puts every time back.

The time at the register and the whole visit are shown and reported, never alerted: a big basket or a big order is normal.

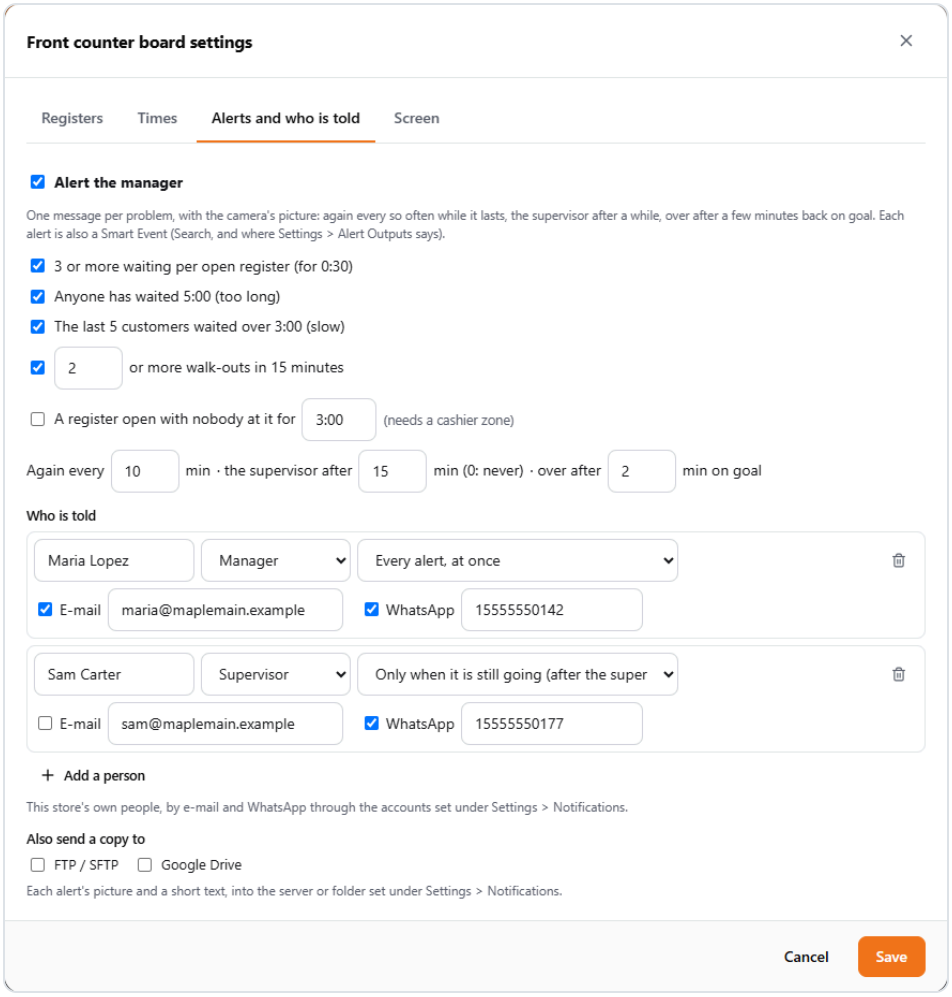
Alerts and who is told



Tick **Alert the manager**, then what is worth an alert:

Alert	Sent when
Too many waiting per open register	The line stays at the alert level for the hold time (0:30 for a store). The message names the busiest register and, when one is closed, says to open it.
Anyone has waited too long	Any customer reaches "too long" (5:00 for a store), at once.
The last 5 customers waited over "slow"	The middle wait of the last five served is over "slow": the whole counter is slowing down.
Walk-outs	That many customers left a line without being served in the last 15 minutes (moving to another register's line does not count).
Pickup (restaurant)	An order waited too long at pickup, or the last five did.
A register open with nobody at it	Off by default. Needs a cashier zone: the register is open but nobody has been in its line or at it for that long.

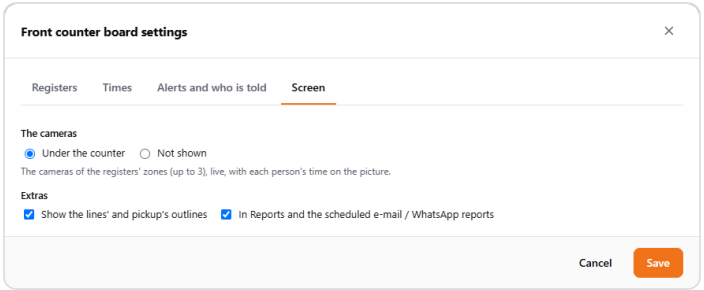
One message per problem, with the camera's picture and the problem in words. It is sent again every 10 minutes while it lasts, to the supervisor too after 15 minutes, and it ends after 2 minutes back on goal. Each of these can be changed.



Who is told: the store's own people. Maria, the manager, gets every alert at once by e-mail and WhatsApp; Sam, the supervisor, only when it is still going after 15 minutes.

- **Who is told:** each person's name, their role (Manager, Supervisor, Owner) and what they get: **Every alert, at once**, **Only when it is still going**, or **Reports only**. Tick E-mail and/or WhatsApp and type the address and the number (with the country code).
- **Also send a copy to** FTP / SFTP or Google Drive: each alert's picture and text, into the server or folder set in Notifications.
- Each alert is also an event in **Search**, and goes wherever **Settings › Notifications & Alerts › Alert Outputs** says for the **Front counter board** row (section 10).

Screen

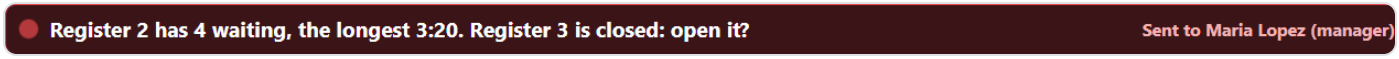


The cameras: under the counter, or not shown. **Show the lines' and pickup's outlines** on the counter drawing. **In Reports and the scheduled e-mail / WhatsApp reports**: untick it for a test board.

7 Using the board every day

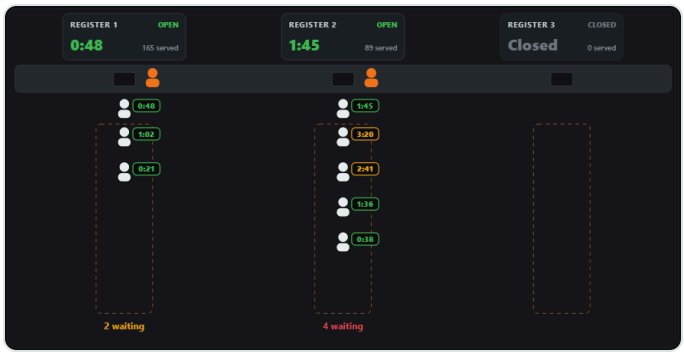
Leave it on a screen at the front end, or open it on a phone. It updates every second.

The banner: what is wrong now



The banner	Means
Green	**Every line on goal**, and how many registers are open.
Amber	A problem has started: **The manager is told in 0:30 if it lasts**. Fix it now and nobody is bothered.
Red	The alert went out: the problem, what to do, and **Sent to** whom. When a register opens during it, the next message says so.
Green, easing	**Easing off**: back on goal; the alert ends after 2 minutes on goal.

The counter and the lines

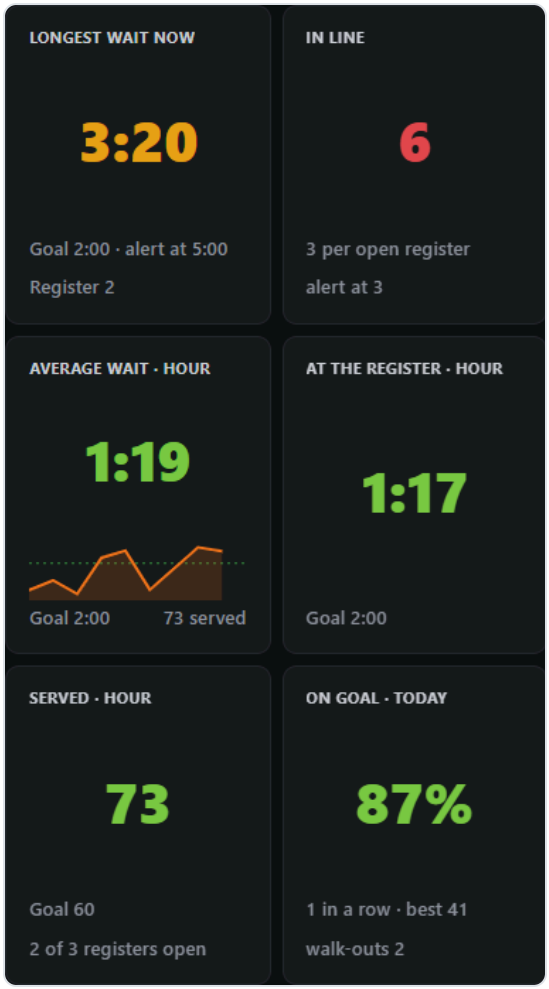


Each register's card says **Open** or **Closed**, the customer at the register now and how long they have been there, and how many it served today.

Below, the counter: a cashier (orange) at every open register. Then each line, with every person waiting and their own time, the longest at the front. Under each line: how many are waiting.

The counter drawing shows people as icons; the live pictures are the cameras' (below it, unless the Screen tab hides them).

The tiles



Tile	Shows
Longest wait now	The longest wait of anyone in line, and at which register.
In line	Everyone waiting, and per open register (the alert level beside it).
Average wait · hour	The average wait of the last hour's customers, with its line over the last 30 minutes.
At the register · hour	The average time at the register (pickup, for a restaurant).
Served · hour	Customers served in the last hour, against the goal; how many registers are open.
On goal · today	The share of today's customers served within the goal; customers in a row on goal, the day's best; walk-outs today.

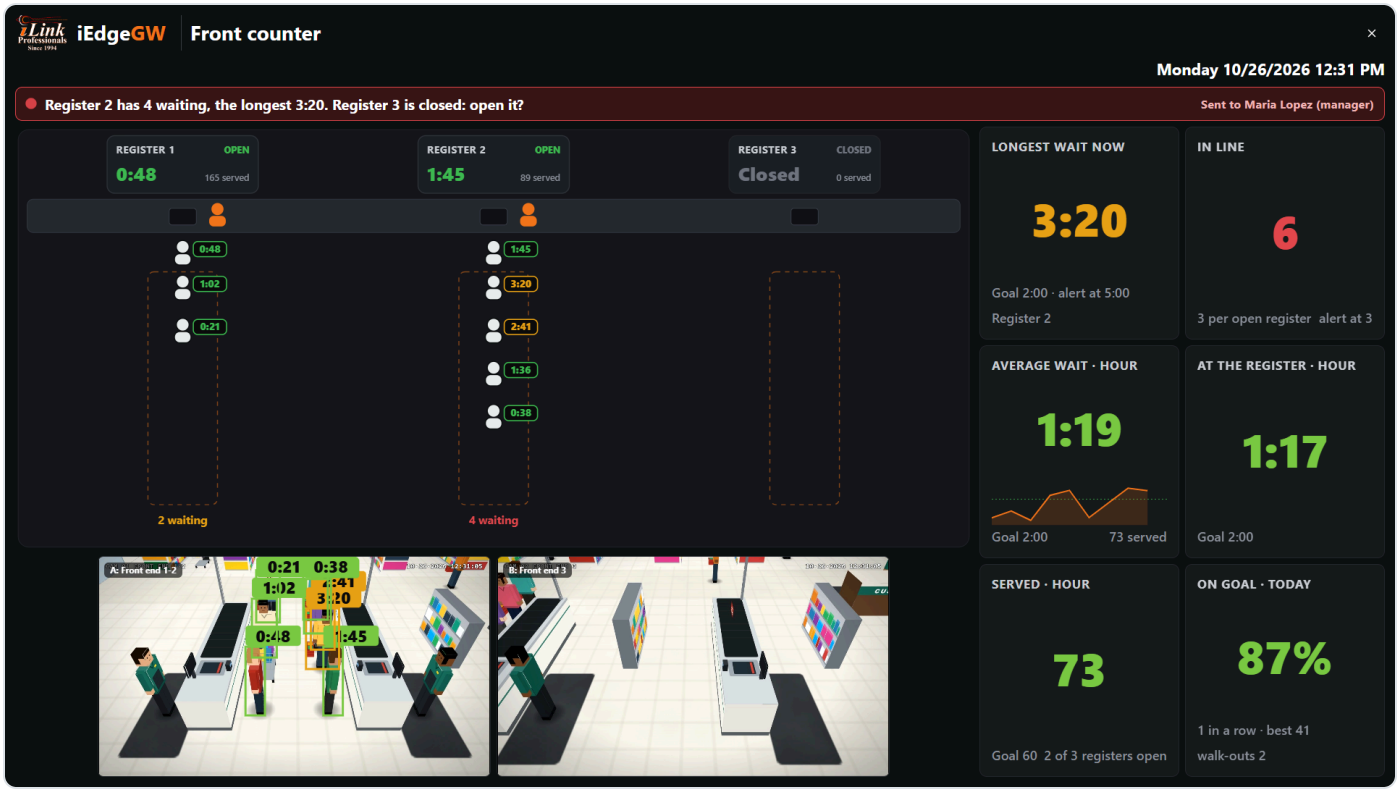
The cameras



Each person boxed, with their wait (in line) or their time at the register, coloured against the goal.

TV mode

Click **TV**: the board fills the screen, for a TV at the front end or a monitor in the office. **Esc** leaves it. To keep it on a TV all day with no PC, see section 8.


iEdgeGW
Front counter
Monday 10/26/2026 12:31 PM
Register 2 has 4 waiting, the longest 3:20. Register 3 is closed: open it?
Sent to Maria Lopez (manager)
REGISTER 1
OPEN
0:48
165 served
REGISTER 2
OPEN
1:45
89 served
REGISTER 3
CLOSED
Closed
0 served
0:48
1:02
0:21
1:45
3:20
2:41
1:36
0:38
2 waiting
4 waiting
A: Front end 1-2
B: Front end 3
LONGEST WAIT NOW
3:20
Goal 2:00 · alert at 5:00
Register 2
IN LINE
6
3 per open register alert at 3
AVERAGE WAIT · HOUR
1:19
Goal 2:00
73 served
AT THE REGISTER · HOUR
1:17
Goal 2:00
SERVED · HOUR
73
Goal 60 2 of 3 registers open
ON GOAL · TODAY
87%
1 in a row · best 41
walk-outs 2

8 A TV with no PC: the gateway's HDMI ports

The gateway has two HDMI ports. One shows the gateway's own screen; the other can show the front counter board all day, on its own, with nobody signed in. A TV over the checkouts needs nothing but an HDMI cable.

1 Plug in the TVs

Any TV or monitor works; 1920×1080 is ideal. Use HDMI 2 for the front-end TV (the board) and HDMI 1 for a screen in the office (the gateway's main screen). A USB mouse and keyboard on the gateway work the main screen.

2 Open Settings › Support › HDMI output

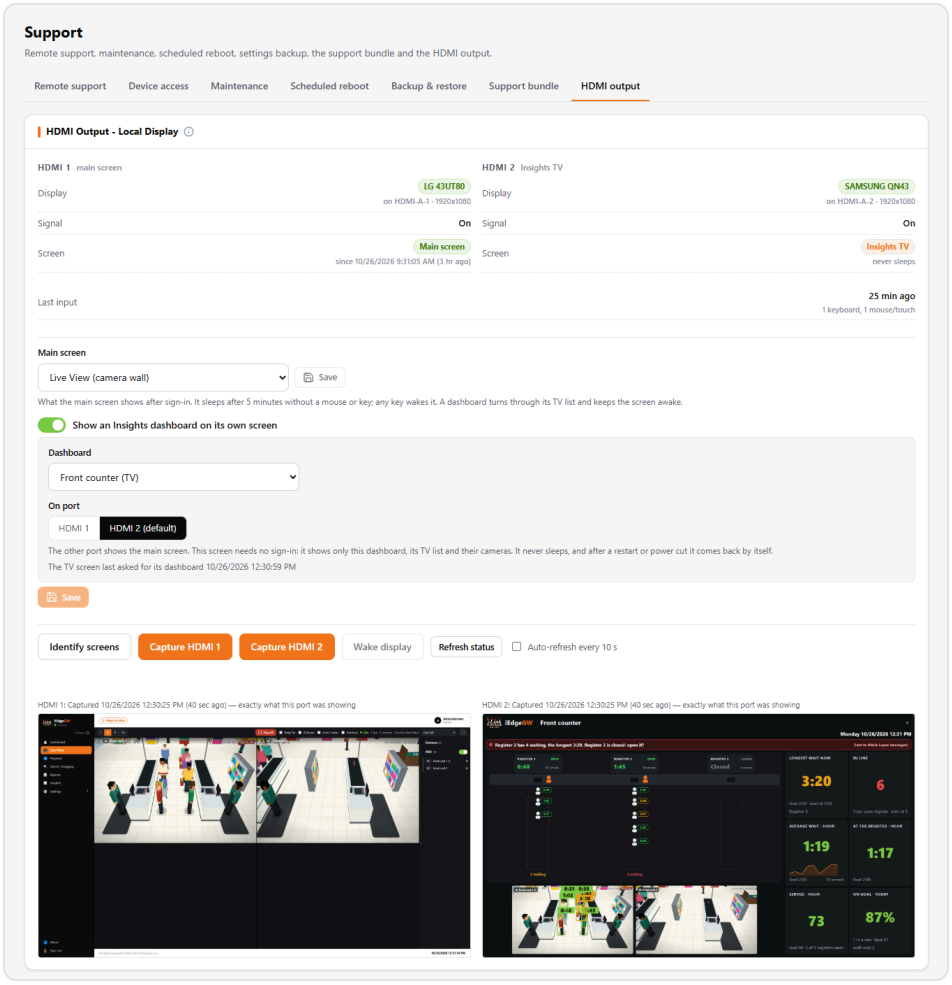
Each port is listed with the display it found (its make and model), whether its signal is on, and what it shows: Main screen or Insights TV.

3 Put the board on its own screen

Turn on **Show an Insights dashboard on its own screen**, choose the front counter board under **Dashboard**, keep **On port** at HDMI 2 (or the port the TV is on) and click **Save**. Both screens start again in about 15 seconds; the TV then shows the board.

4 Check it from here

Identify screens shows each port's name on its TV for 10 seconds. **Capture HDMI 1** and **Capture HDMI 2** show, on this page, exactly what each TV shows: check the front-end TV from the office, or from anywhere through the gateway's remote address.



Settings › Support › HDMI output: an LG in the office on HDMI 1 (the main screen, Live View) and a Samsung over the checkouts on HDMI 2 showing the front counter board. At the bottom, what each TV shows.

- **The board's screen needs no sign-in:** it shows only that dashboard and its cameras, nothing else of the gateway. It never sleeps, and after a restart or a power cut it comes back by itself.
- **The main screen** asks for a sign-in, then shows Live View or an Insights dashboard in TV mode. It sleeps after 5 minutes without a mouse or key.

> **Who can change it**
> **Settings › Support** is for admins: sign in with an admin account to set the screens up.

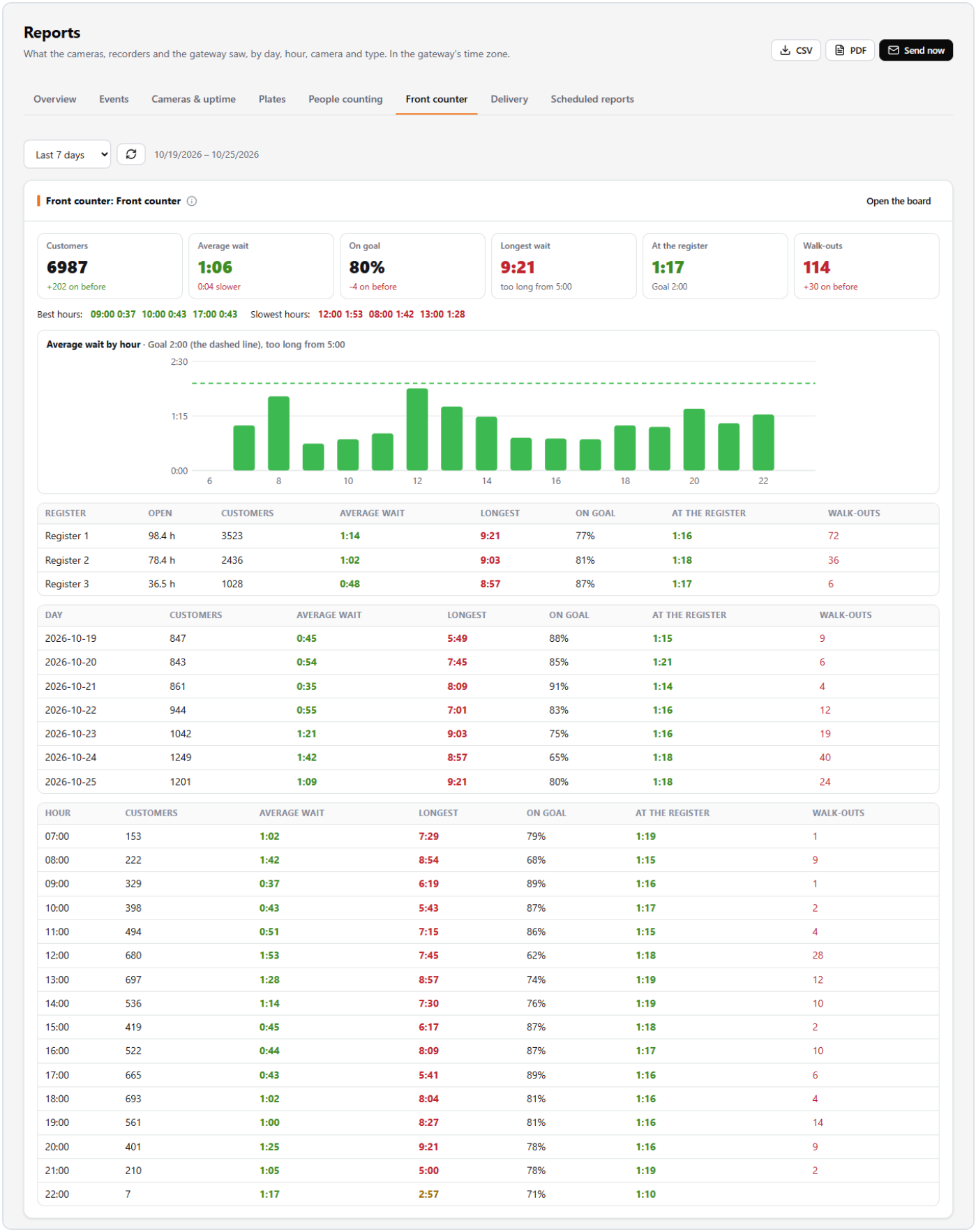
9 Reports

Every customer is kept, so the board can answer: how fast were we, when were we slow, which register held us up, and how many walked out.

Reports › Front counter

Open **Reports** and the **Front counter** tab. Choose a period (Today, Yesterday, Last 7 days, Last 30 days, this or last week or month, or any dates). For each board:

- **At the top:** customers, the average wait against its goal, the share on goal, the longest wait, the time at the register and walk-outs, each against the period before.
- **Best and slowest hours**, and the average wait by hour against the goal.
- **By register:** hours open (from the cashier zone), customers, waits, the share on goal and walk-outs. **By day** and **by hour**, the same.



Reports

What the cameras, recorders and the gateway saw, by day, hour, camera and type. In the gateway's time zone.

CSV PDF Send now

Overview | Events | Cameras & uptime | Plates | People counting | Front counter | Delivery | Scheduled reports

Last 7 days 10/19/2026 – 10/25/2026

Front counter: Front counter Open the board

Customers	Average wait	On goal	Longest wait	At the register	Walk-outs
6987	1:06	80%	9:21	1:17	114
+202 on before	0:04 slower	-4 on before	too long from 5:00	Goal 2:00	+30 on before

Best hours: 09:00 0:37 10:00 0:43 17:00 0:43 Slowest hours: 12:00 1:53 08:00 1:42 13:00 1:28

Average wait by hour · Goal 2:00 (the dashed line), too long from 5:00

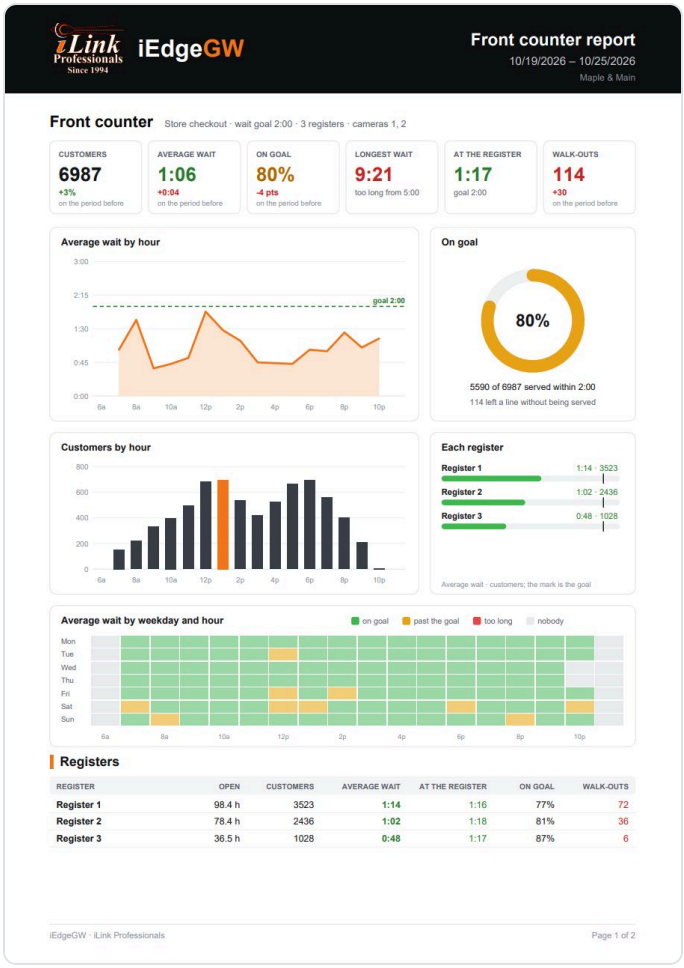
REGISTER	OPEN	CUSTOMERS	AVERAGE WAIT	LONGEST	ON GOAL	AT THE REGISTER	WALK-OUTS
Register 1	98.4 h	3523	1:14	9:21	77%	1:16	72
Register 2	78.4 h	2436	1:02	9:03	81%	1:18	36
Register 3	36.5 h	1028	0:48	8:57	87%	1:17	6

DAY	CUSTOMERS	AVERAGE WAIT	LONGEST	ON GOAL	AT THE REGISTER	WALK-OUTS
2026-10-19	847	0:45	5:49	88%	1:15	9
2026-10-20	843	0:54	7:45	85%	1:21	6
2026-10-21	861	0:35	8:09	91%	1:14	4
2026-10-22	944	0:55	7:01	83%	1:16	12
2026-10-23	1042	1:21	9:03	75%	1:16	19
2026-10-24	1249	1:42	8:57	65%	1:18	40
2026-10-25	1201	1:09	9:21	80%	1:18	24

HOUR	CUSTOMERS	AVERAGE WAIT	LONGEST	ON GOAL	AT THE REGISTER	WALK-OUTS
07:00	153	1:02	7:29	79%	1:19	1
08:00	222	1:42	8:54	68%	1:15	9
09:00	329	0:37	6:19	89%	1:16	1
10:00	398	0:43	5:43	87%	1:17	2
11:00	494	0:51	7:15	86%	1:15	4
12:00	680	1:53	7:45	62%	1:18	28
13:00	697	1:28	8:57	74%	1:19	12
14:00	536	1:14	7:30	76%	1:19	10
15:00	419	0:45	6:17	87%	1:18	2
16:00	522	0:44	8:09	87%	1:17	10
17:00	665	0:43	5:41	89%	1:16	6
18:00	693	1:02	8:04	81%	1:16	4
19:00	561	1:00	8:27	81%	1:16	14
20:00	401	1:25	9:21	78%	1:16	9
21:00	210	1:05	5:00	78%	1:19	2
22:00	7	1:17	2:57	71%	1:10	

Reports › Front counter, the last 7 days. The lunch hour is the slowest: 1:53 on average and 28 walk-outs. At Maple & Main, register 3 opens only at 12:40: opening it before noon is the fix.

The report's PDF

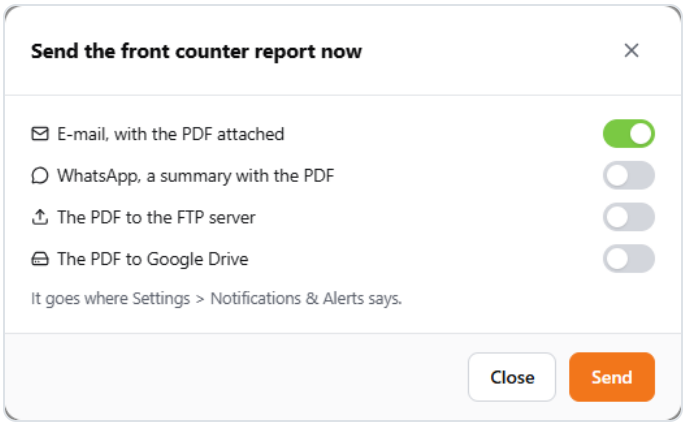


On the Front counter tab, **PDF** downloads the front counter report on its own, ready to print or forward:

- the six key figures against the period before;
- the average wait by hour with the goal;
- the share on goal;
- customers by hour, the busiest hour marked;
- each register's wait and customers;
- the average wait by weekday and hour: on goal, past the goal, too long;
- the registers and every day of the period, with the best and slowest hours in words.

CSV downloads the same numbers for a spreadsheet.

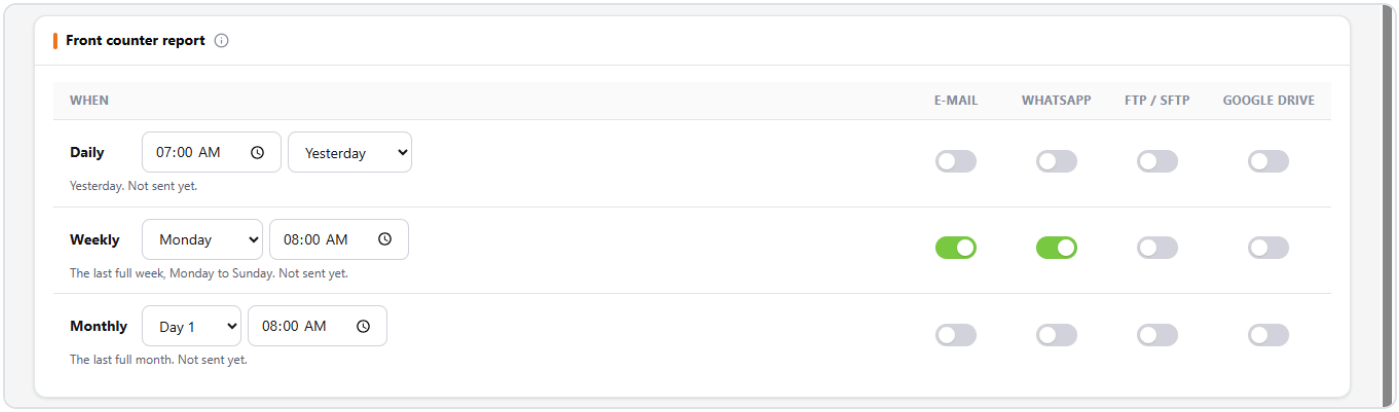
Send it now, or on a schedule



Send now: the report as it is on screen, by e-mail (PDF attached), WhatsApp (a summary with the PDF), FTP or Google Drive.

Send now (admins) sends the report on screen at once, wherever you tick.

On **Reports › Scheduled reports**, the **Front counter report** has its own **Daily**, **Weekly** and **Monthly** rows. Choose the time (and the weekday or day of the month), switch on where it goes, and click **Save**. A report missed while the gateway was off goes out when it is back, up to 12 hours late.



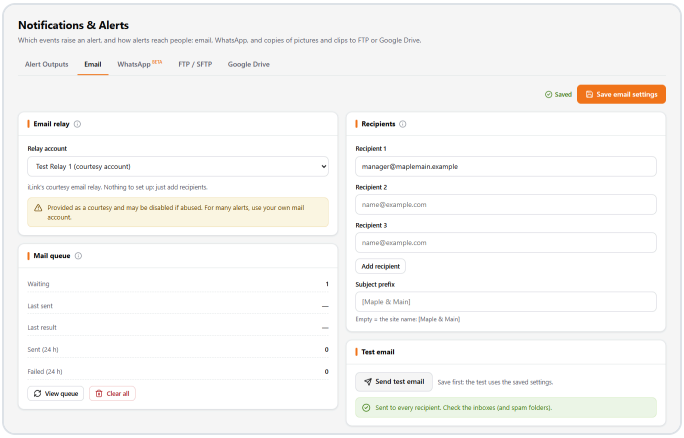
The front counter report every Monday at 8:00 AM, for the week before, by e-mail and WhatsApp.

10 Where alerts and reports go

The board's alerts and the reports leave the gateway the ways you set up once, for the whole gateway, in **Settings › Notifications & Alerts**: e-mail, WhatsApp, and copies to an FTP / SFTP server or Google Drive. Set them up and test each one before turning the board's alerts on.

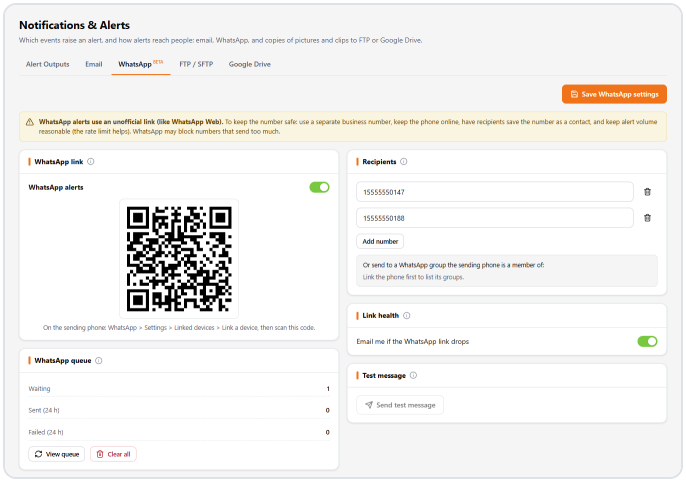
E-mail

1. Open the **Email** tab. Under **Relay account**, the easiest is **Test Relay 1 (courtesy account)**: iLink's own mail relay, nothing to set up. For many alerts or your own sender address, choose your mail provider (Gmail, Yahoo, Outlook.com, Microsoft 365, GoDaddy) and fill in its account.
2. Type the managers' addresses under **Recipients**.
3. Click **Save email settings**, then **Send test email**. **Sent to every recipient** means the mail server took it: check the inbox (and the spam folder the first time).

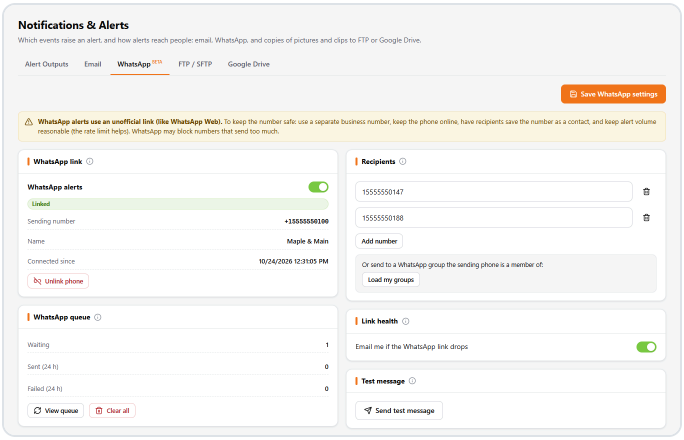


WhatsApp

1. Choose the phone that will send the alerts: a separate business number is best, kept charged and online.
2. On the **WhatsApp** tab, turn on WhatsApp alerts. A QR code appears in a few seconds.
3. On that phone: **WhatsApp › Settings › Linked devices › Link a device**, and scan the code. The card then says **Linked**, with the sending number. The link survives restarts and updates.
4. Under **Recipients**, add the numbers in international format, country code first; or, once linked, a WhatsApp group. Click **Save WhatsApp settings**, then **Send test message**.



Switched on: the code to scan with the sending phone (a sample picture).



Linked: the sending number and the numbers that receive the alerts.

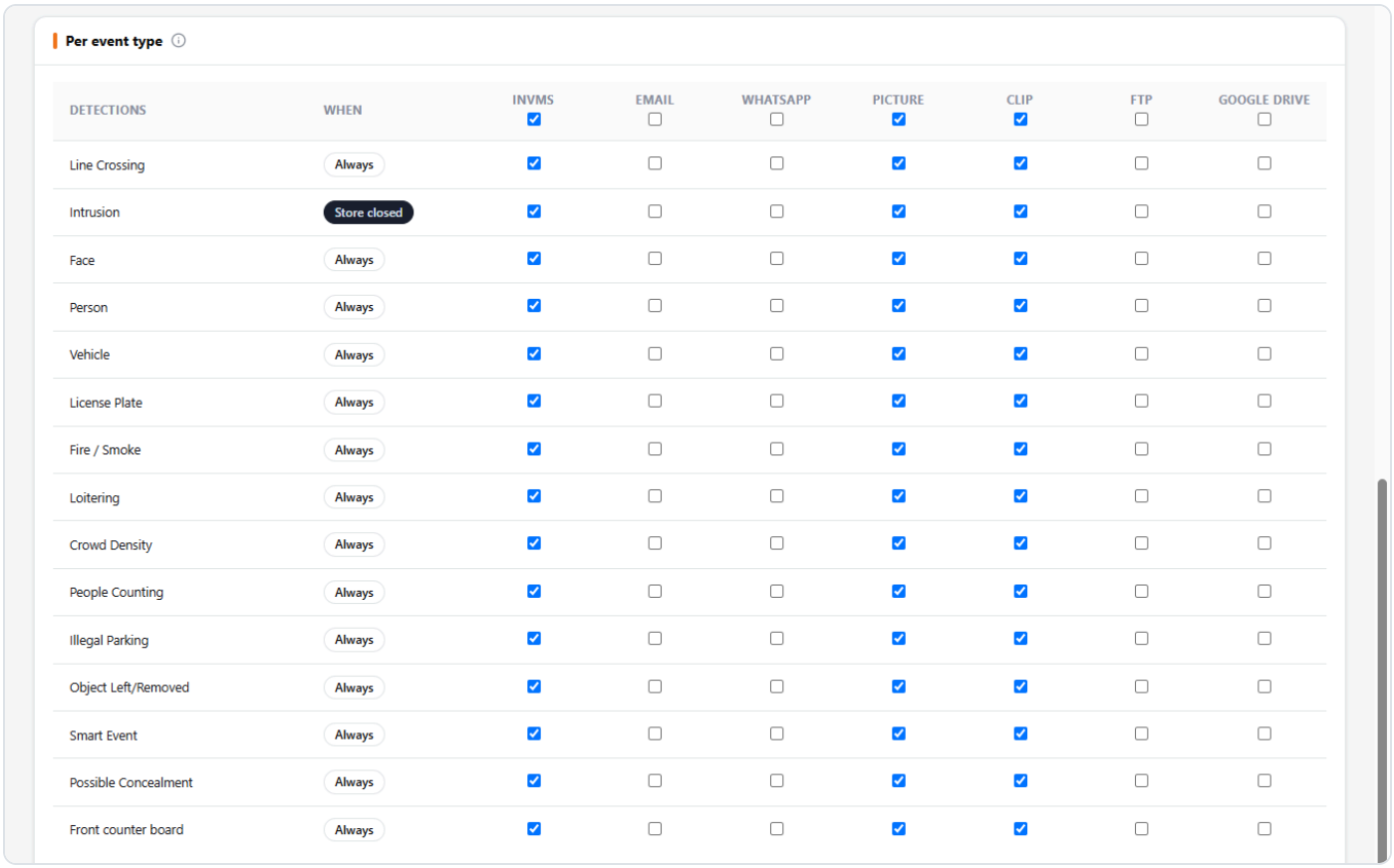
The board's own people (section 6) are reached through these same accounts: their e-mail addresses and WhatsApp numbers are on the board, the sending account is here.

Copies to an FTP / SFTP server or Google Drive

Each alert's picture and text, and each report's PDF, can also be copied to a server or a Google Drive folder, kept as long as you like. **FTP / SFTP:** turn on **Upload to FTP**, choose the protocol (SFTP is the safest), the server, its port, the account and the folder, then **Save FTP settings** and **Test connection**. **Google Drive** needs Google Workspace: a service account key and a folder in a Shared Drive (the page's Setup box has the steps).

Which alerts go where: Alert Outputs

On the first tab, **Alert Outputs**, each kind of event is a row: tick where it goes (Email, WhatsApp, FTP, Google Drive; Picture and Clip add the camera's picture and a short video), then **Save**. The front counter board's alerts have their own row, **Front counter board**. The reports do not use these rows: each report's schedule says where it goes.



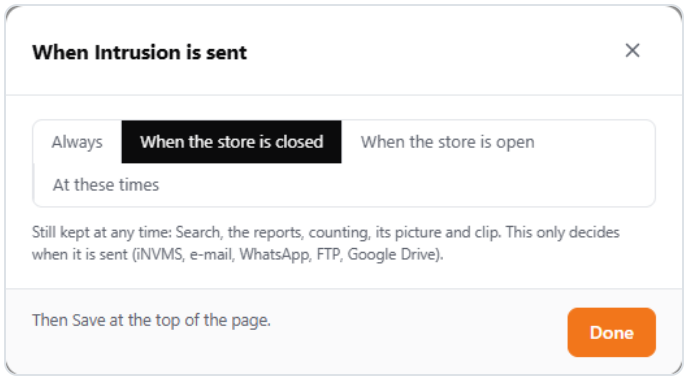
Alert Outputs: each kind of alert, when it is sent and where it goes; the Front counter board's own row at the end.

When alerts are sent: store hours and alert times

Every alert is always kept: in Search with its picture, in the reports and in the counts. What you choose here is when it is **sent**. Fill in **Store hours** on the Alert Outputs tab (each day's opening and closing, and closed days such as Christmas) and click **Save store hours**. Then, in the **When** column, choose for each row: Always, When the store is closed, When the store is open, or At these times.



Store hours, with Christmas closed all day.



A row's time: here Intrusion, sent only when the store is closed. The Front counter board row usually stays Always.

Test before you rely on it

Send test email, Send test message (WhatsApp) and Test connection (FTP, Google Drive) each prove one way works. Then turn on the board's alerts (section 6) and its scheduled report (section 9).

11 How the times are measured

The gateway's AI finds each person in the cameras' pictures several times a second and follows them. The zones you drew turn that into times.

Number	How
Wait	From the moment a person steps into a register's line until they step into its spot at the register. The same person is followed all the way up the line to the register.
At the register	The time in the spot at the register: paying, ordering. Shown and reported, never alerted.
Customers served	Everyone who reached a register from its line.
Walk-out	Someone in a line at least the walk-out time (20 seconds for a store) who leaves without reaching a register. Walking out through the lane after paying is not a walk-out, and neither is moving to another register's line: that customer keeps their wait and counts at the register they reach. Between two cameras the board links such a move just after a register opened (its cashier zone taken).
Register open	Someone is standing in its cashier zone. Without a cashier zone: it served someone in the last 10 minutes. A register's hours open in the reports are the time someone stood there.
In line per open register	Everyone waiting, not counting those being served, divided by the registers open (all of them, when every register is closed).
On goal	The share of customers served within the wait goal.

- **Where a person is** is the bottom middle of their box: where they stand. That is why zones are drawn on the floor.
- **At night, in glare or when a camera shakes,** the gateway's own scene handling makes it surer before it counts.
- **Times are the gateway's** (its time zone, set in **Settings › Date / Time**), on the board, in the reports and in the alerts.
- **Privacy:** only counts and times are kept for the board and its reports: no faces, no names. The video stays on the gateway and is kept as your cameras' video always is.

12 When something looks wrong

What you see	Why, and what to do
A register says **Closed** while a cashier is there	The cashier stands outside its cashier zone, or the camera does not see that spot. Open the board's settings and draw the cashier zone where the cashier really stands (the pencil shows who is counted).
Fewer people in a line than you see	The line is not drawn on the floor where people stand, or part of it is hidden behind a counter or a display. Check it with the pencil: every waiting person's dot must be green. Draw it again, or move the camera higher (section 4).
Waits look too long	The line zone reaches into an aisle where shoppers browse. Draw it only where the line forms.
Many walk-outs that did not happen	The line zone covers a walkway people cross. Make it tighter, or raise **A walk-out** under Times.
"A register's zone no longer exists"	One of its zones was deleted in Insights. Open the board's settings and choose or draw it again.
No alerts arrive	Check, in order: **Alert the manager** is ticked and the alert kind is on; each person has E-mail or WhatsApp ticked with an address or number; the e-mail and WhatsApp tests in Notifications work; the Front counter board row's **When** is not holding it back (in Search the event says **Not sent**, with the reason).
Alerts every busy minute	Raise **A long line must last**, or the alert level of **Waiting per open register**, under Times.
A camera on the board says No picture	The camera is offline or its stream changed: check it in **Live View** and **Settings › Cameras / NVR**.
The board is missing from the reports	Its **In Reports** box (Screen tab) is unticked.

13 Setup checklist

- [ ] Cameras high at the register end, seeing each whole line, each register's spot and each cashier's place.
- [ ] Analytics on; the cameras play in Live View.
- [ ] A front counter board made, with the right store type.
- [ ] Each register: its line drawn on the floor (Counted inside now matches the people waiting), its spot at the register, its cashier zone.
- [ ] The times checked against the store's own standard (Times tab).
- [ ] The alerts chosen, and who is told: names, roles, e-mail and WhatsApp.
- [ ] E-mail and WhatsApp set up and tested in Notifications & Alerts.
- [ ] The Front counter board row in Alert Outputs, and its When.
- [ ] The front counter report scheduled (daily, weekly or monthly) to the right people.
- [ ] Optional: a TV on the gateway's HDMI 2 showing the board; Capture HDMI 2 checked.
- [ ] A busy hour watched on the board: the lines, the waits and the open registers look right.

Need a hand?
Your iLink installer can set the board up with you, or check it remotely through the gateway's remote address. Have the store's hours, the managers' contacts and the registers' names at hand.