

Counters FAQs

Adding, editing and viewing counters:

How do I add a Counter to a live eBay listing?

From your Manage Counters page, just select the listing you want to add a Counter to by clicking the checkbox on the far left, then scroll down and click the Add Counter button at the bottom of the page. On the next page, choose the Counter style and options you would like to use, and click Add.

How do I add Counters to multiple listings at once?

From your Manage Counters page, just select all the listings you want to add a Counter to by clicking the checkbox on the far left, then scroll down and click the Add Counter button at the bottom of the page. On the next page, choose the Counter style and options you would like to use, and click Add.

How do I change what type of Counter is on a listing?

Click on the Counters tab. Here, click on the 'View my counter hits' button to get to your counters page. From this page, just select the listing you want to add a Counter to by clicking the checkbox on the far left, then scroll down and click the Edit Counter button at the bottom of the page. On the next page, choose the counter style and options you would like to use, and click Edit Counters.

What do the color designations next to my Hits mean?

On your Manage Counters page, your Hits (page views) are color coded to designate how they rank in your selling category. The green designation shows that you are getting above average hits in your category. The red designation shows that you are getting below the average hits in your category. The black designation shows that your views are average in your category.

Counters Overview

How do counters count?

If you have chosen a Smart Counter, then the counter knows who visited the counter last and will not count the same person again, until someone else visits the page.

If you have chosen a Page Counter, the counter will count every click to the page, regardless if it's the same person over and over again -each visit by that person will be counted.

How do I get a Hidden Counter?

Select Hidden Counter from the Digit Style pulldown menu when you add your Counter to your listing.

What is a hit?

A hit is defined as a single visit to your auction listing or web page (the page where your counter is located).

What is a Smart Counter? What is a Page Counter? A Border?

A Smart Counter will not keep incrementing your hits when a buyer reloads a single listing repeatedly. In this case, this would only be counted as a single hit. A Page Counter will count the visitors that come to your listing every time they come to your page.

Counters Pro

What is Counters Pro?

Counters Pro is a more advanced version of our popular Counters product providing detailed daily and hourly hits and bids information to really understand when (time of day, day of the week) buyers are shopping your listings.

You can review hits by hour for the past 12 hours and hits by day for the past 10 days on live items and closed items. You can also compare the performance of up to 3 of your items at a time. For even more detail, each listing with a Counter has an in-depth Hits Report, where you will see how your current price, hits, and bids compare with other items in the same category.

How does Compare My Items work?

Andale Counters Pro offers you the ability to compare the hits to your eBay items (up to 3 at a time), so that you can gauge how your items are doing side by side. The comparison is shown in both charted and list format and you can toggle between hits by hour and hits by day.

What are Hits by Day Charts?

Counters Pro will chart your hits day by day. The Hits by Day Charts encompass 10 days worth of activity per item and are available in 2 formats -charted and mini-graph.

What are Hits by Hour Charts?

Counters Pro will chart your hits by the hour. The Hits by Hour Charts encompass 12 hours of activity and are available in 2 formats -charted and mini-graph.

What information does my Hit Details Report contain?

The Hit Details Report page contains a wealth of information:

Item views for the last 24 hours in both charted and list format.

Hits and Bids By Day for the last 10 days in both charted and list format.

How My Item Compares to Items in the same category in both charted and list format.