

Irisys People Counters

Technical Bulletin

14th March 2013.Issue: **02a**

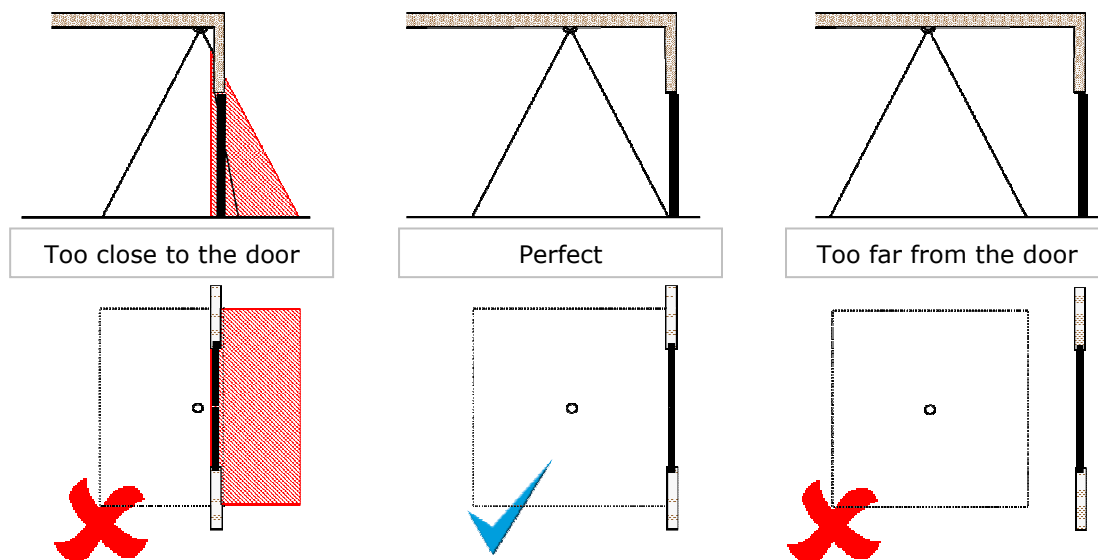
Introduction

Welcome to the second technical bulletin and first of 2013. Hopefully you found the first one from December useful – feedback received would suggest you did – and hopefully you will find this one useful too. Your feedback is always welcome. If you missed the one from December (number 01), it's on the partner portal with everything else! Here goes...



Installation Tips

We've recently had a few issues where under counting has been reported and the cause was down to the counter being physically too close to a door. This meant that the amount of 'usable' field of view was reduced, and this affected target initialisation time. The preferred unit location is shown below (taken from the Installer Training PowerPoint, available from the portal):



So how do we know the perfect distance from the door for mounting? It's simply half the field of view. There are two formulas that you can use, one is effectively the maximum distance from the door (X^{\max}) where the door itself is just outside the field of view (of course, a swinging door could still swing into the field of view) and one which is effectively the minimum distance (X^{\min}) where the door is just inside the field of view:

For 60 degree lenses: $X^{\max} = \tan(30) \times H$ $X^{\min} = \frac{(0.98 \times H) - 0.18}{2}$	For 40 degree lenses: $X^{\max} = \tan(20) \times H$ $X^{\min} = \frac{(0.62 \times H) - 0.16}{2}$	For 20 degree lenses: $X^{\max} = \tan(10) \times H$ $X^{\min} = \frac{(0.28 \times H) + 0.01}{2}$
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So, a 60 degree unit installed 3.50m high, should be mounted between 2.02m and 1.63m from the door using the two formulas. But because it's much easier to use, we recommend simply using the maximum distance formula (X^{\max}), and then mounting a little closer than that; about 20-30cm should mean you're nicely in between the min and max values.

The mounting height graph document has now been updated to show this information, as well as a new min and max separation for wide opening network installations (issue 6 on the partner portal).

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People Counter RMAs

Irisys people counters are extremely reliable with a less than 0.5% return with a genuine hardware failure, over the last 12 months (excluding water, over voltage and other physical damage). But, enough of the sales pitch...

If a counter does go wrong, we know that you want it fixed as soon as possible. With this in mind we are currently reviewing our RMA procedures in order to speed up the turnaround time on repairs. One consequence of this is that our US based customers can now send faulty counters to our office in Atlanta in order to minimise shipping time and dispense with any nasty customs charges! You must still contact the UK head office for an official RMA number before shipping units, and - for the foreseeable future at least - the Atlanta office can only repair 3000 series units. This means that any older 1000 series units, or tailgate detector units, must still be returned to the UK factory for repair, but hopefully our US based partners will appreciate this progression.



People Counter Setup Tool (PCST) Software Update

Most of you by now will know that an "Error code T" message seen in the People Counter Setup Tool (PCST) software means that you're attempting to configure a counter running firmware which is newer than the Setup Tool software version. This is fixed by simply downloading and installing the latest version of PCST from the partner portal.

Related to this is the news that a slightly newer version of the PCST software is now available. This fixes a small 'dependencies' bug in the last version relating to the advanced line logic functions. If you're using the advanced line logic, i.e. sequential, alternative or summation counting registers, then this is a recommended update. If you're not using those functions then you don't have to use this latest version if you don't want to. See new version number below.

All IP enabled counters now shipping will have the on-board web based PCST tool pre-installed. If you would like to update existing units to the latest on-board web tool version simply perform a firmware update using the latest version of the firmware upgrader software and the latest xml firmware package file, both available from the partner portal as usual.



Latest People Counter SetupTool/Firmware/API Versions

Just as a reminder, all the latest version of Irisys software and firmware are listed below. If you need an update for anything, they're all available on the partner portal as usual.

People Counter Setup Tool (PCST) (SW) (<u>recently updated</u>)	3.0.41019.1
Counter Head (DSP) (FW)	42.4.X.486
IP Counter IP (FW)	4.0.2.31110
IP Counter Web enabled on-board setup tool (PCST) (FW)	3.0.41019.1
Validation Tool (SW)	3.0.40801.01
Firmware Upgrader II Software (FUII) (SW)	1.3.0.7
Harvester (SW)	1.2.40521
Harvester Reporting (SW)	1.2.40521
.Net API	3.0.40504.01
Win32 API	3.0.40504.01
Linux API	3.0.40504.01
Java API	3.0.40518.01
Irisys USB to serial Adapter drivers	2.08.24

If anyone is interested in developing for the ARM11 powered 'Raspberry Pi' low cost Linux based PC, we now have a Beta version of an API which runs on this device. This is not available from the portal but if you are interested then contact me direct (mc@irisys.co.uk). For details of the Raspberry Pi go to: <http://www.raspberrypi.org/>

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