

Irisys People Counters Technical Bulletin



4th December 2012.

Issue: **01**

Introduction

This is the first in - what is hoped to be - a series of bi-monthly technical bulletins aimed at all users of the Irisys People Counter products, but especially those people involved in the installation, configuration and integration side of Irisys people counters. We will bring you news of any new people counter related products as well as any recent advances in firmware and software products that may be of interest to you. We will also introduce hints and tips to allow you to get more out of your counter installations. As this is the first one, there is a lot to get through...



The Irisys Partner Portal

The Irisys partner portal has been live for over two years now and is working very well. Here, you can access all the latest software tools and installation documents that you need as well as training presentations, demo videos, and other marketing material. If you've not used the portal yet, it's available as a link from our main website, or you can go straight there using this link: <http://partnerportal.irisys.co.uk/Login.aspx>. The good news is that the vast majority of people receiving this technical bulletin will already be signed up to use the portal; just login using your email address as the username. If you've lost or forgotten your password, just use the 'Password Reminder' option. For those not yet signed up to the portal, send an email to counting.support@irisys.co.uk remembering to include your name and company details and we'll sign you up within 24 hours, but usually much quicker.



People Counter Setup Tool (PCST) Software Update Reminder

Most of you will already know that the People Counter Setup Tool (PCST) software version **3.0.40706** executable is now available from the partner portal. If you've not downloaded this version yet, you should do so as soon as possible or you will not be able to configure counters now shipping with the very latest firmware.



If you see an "Error code T" message then this is usually because you're trying to configure a counter running the latest firmware with an old version of PCST!



People Counter Firmware Update Reminder

Related to the above note about software is that all counters ordered right now are being shipped with the very latest version of firmware. This includes 'DSP' (head) firmware ending **.486** which adds support for the new line logic functionality and the new CAN I/O module. IP units will additionally have IP board firmware (version **4.0.2.31110**) as well as the on-board web accessed PCST version **3.0.40706** (same version number as the installed PCST exe).

The firmware upgrader software and the xml firmware package file are available from the partner portal as usual if you want to use the new features on any existing units that you may have. The upgrader works with all 3000 series units, including IP, relay and DualView units; indoor and outdoor units.



We've recently had a few instances where updates to IP units have been stopped half way through in the mistaken belief that the update had finished - when upgrading IP enabled units, do not close the firmware upgrader software until the IP firmware, DSP firmware and on-board web PCST firmware have all been updated, one after the other.



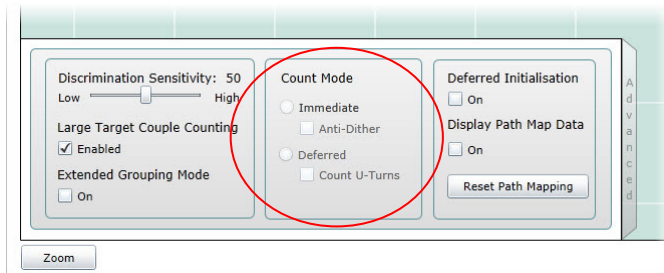
People Counter Setup Tool Documentation Update

Although the PCST software has been available for some time now, an update to the user guide has not - but this has been remedied, and issue 13 of the People Counter Setup Software Guide is now available for download from the partner portal. Just click on one of the 3000 series people counter products and then go into the documentation tab.

This documentation update includes the new features available when using the latest PCST version with counters running latest firmware - namely the advanced line logic functions and support for the CAN I/O module.

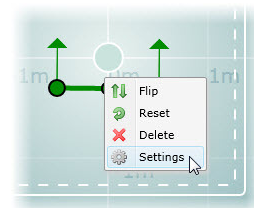


Count Mode Selection in Latest Firmware Version

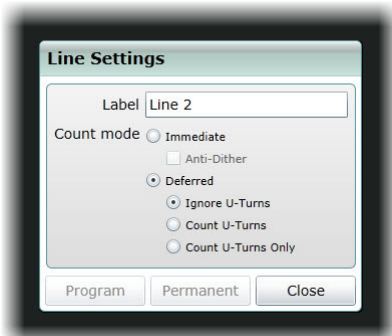


We've had a few enquiries about why the 'Count Mode' selection in the 'Advanced' settings dialog is now greyed out when configuring counters running the very latest firmware, see left.

This is now fully explained in the latest software guide (available from the partner portal, see above), but to enable everyone to get going quickly, you must now right click on the individual count line and go into 'Settings' in order to access the count mode. You can also set the line label here too.



Why have we done this? Well, it's because every count line can now have its own distinct count mode!



This may mean that lines which are placed on top of each other will need to be moved in order to access the settings for lines beneath, but hopefully you'll agree that this is a better than just having one global count mode for all count lines; as in previous firmware.

The Count mode is still shown in the 'Advanced' settings section for backwards compatibility with counters running old firmware.

Additionally, there is now a third deferred count mode called 'Count U-Turns Only'. All the count modes are fully explained in the user guide update.

In a slight change, the default count mode is now 'Deferred' with 'Ignore U-Turns', instead of the previous 'Deferred' with 'Count U-Turns'.



People Counter API Update

As well as updates to the setup software, counter firmware and user guide, we have also recently updated all four IP counter software APIs (available from the partner portal as usual). Note that the new API versions include breaking changes, so be sure to read the release notes in the accompanying documentation. APIs are now at versions:

.Net	3.0.40504.01
Win32	3.0.40504.01
Linux	3.0.40504.01
Java	3.0.40518.01

As well as bug fixes, In this latest update, you can now retrieve the count register names and a settings Checksum from, using the functions **GetRegisterLabels** and **GetNetworkChecksum**. Also the new 'User String' added in counter firmware .486 can now be set and retrieved via API using new functions **SetUserString** and **GetUserString**.

Unsubscribe Information:

You have been sent this technical bulletin because you have previously contacted Irisys for technical support, or have been identified as a technical contact within your company. If you do not wish to receive this technical bulletin in future then please send an email to counting.support@irisys.co.uk and we will remove you from the email run.