

[FAQ]

3D People Counter Detection Limitations

Release Date: 2/3/2015

Applied to


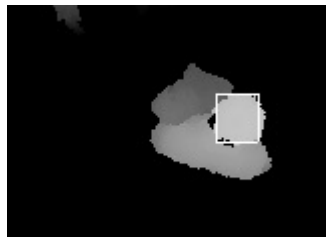
GV-3D People Counter

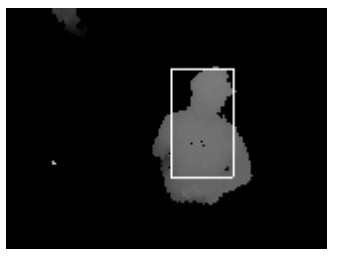
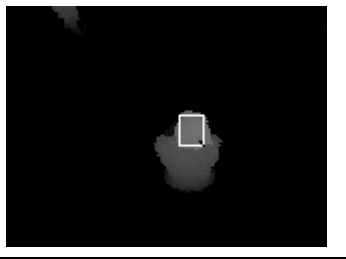
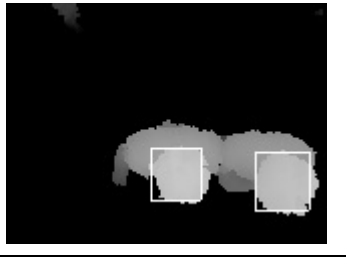
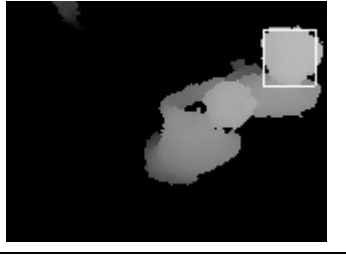
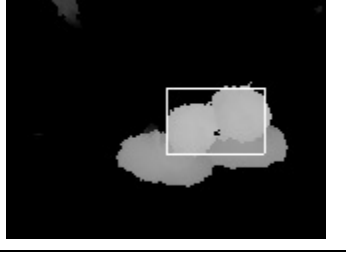

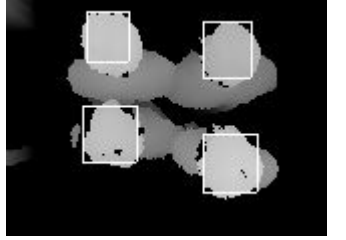
Question

I am not able to playback file on GV-Eye when connected to NVR/VMS server where “No Recorded File” message shows up?

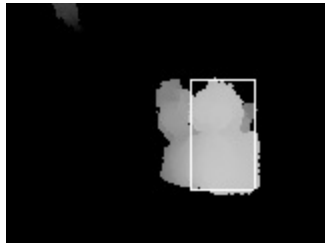
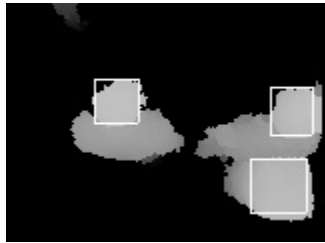
Answer

There are situations that may cause GV-3D People Counter to falsely detect the number of people. Below are examples of situations that may or may not result in false detection.

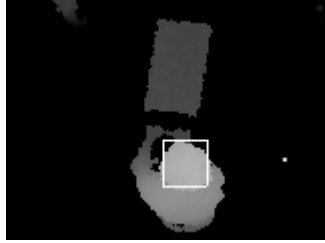
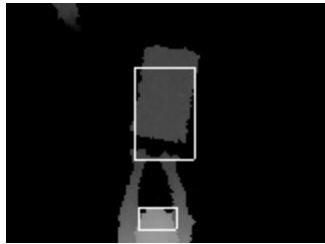
		Actual: 1 Counted: 1	Standing upright
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✓		<p>Actual: 1 Counted: 1</p>	Leaning forward
✓		<p>Actual: 1 Counted: 1</p>	Squatting down
✓		<p>Actual: 2 Counted: 2</p>	Shoulder to shoulder
✗		<p>Actual: 2 Counted: 1</p>	Head leaning on shoulder
✗		<p>Actual: 2 Counted: 1</p>	Head to head
✓		<p>Actual: 2 Counted: 2</p>	One hand on shoulder
✓		<p>Actual: 4 Counted: 4</p>	Multiple people

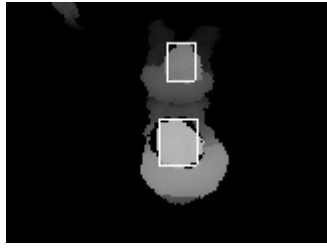
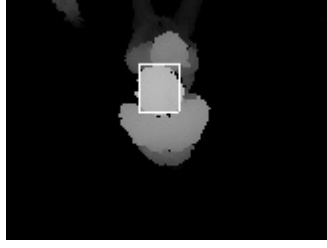
Carrying a large backpack:

✓		Actual: 1 Counted: 1	Backpack in close contact with the person's head.
✗		Actual: 2 Counted: 3	Backpack at a distance from the person's head.

Pushing a cart:

✓		Actual: 1 Counted: 1	Cart close to the person's body.
✗		Actual: 1 Counted: 2	Cart away from the person's body. Tip: Set a minimum detection height that is higher than the cart to avoid false detection.

Pushing a wheelchair:

✓		Actual: 2 Counted: 2	The person pushing the wheelchair is standing upright.
✗		Actual: 2 Counted: 1	The person pushing the wheelchair leans over and overlaps with the wheelchair user.

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw