Frequently asked questions

⼈ Density

What is the underlying technology in the Density sensor?

Our sensors use computer vision, depth sensing technology, and a powerful onboard processor to determine the speed, direction, and movement of a person through an entryway. Using infrared (IR) light, our sensor creates silhouettes of objects beneath it to differentiate human from non-human objects Our algorithm delivers accurate people count with object recognition that filters out false positives: door swings, stationary objects, carts, etc.

What are the connectivity options available?

The Density sensor has two options for network connectivity: WiFi (802.11B/G/N/AC) or Ethernet, which can also provide power via PoE.

How far into a room does the sensor "see"?

The sensor has a field of view restricted to the area just beneath the doorway it's installed on. This eliminates the likelihood of false positives triggered by people walking close by the door, but not crossing the actual threshold.

Does the sensor store count data on the device?

Count data is processed on the sensor and streamed directly to the cloud in real time. The count data can be viewed in your Density dashboard and is also accessible via our API.

Does the sensor contain a camera?

The sensor does not contain a camera and preserves the anonymity of subjects that it counts. For this reason, the Density sensor can be installed in spaces where cameras are typically not permitted.

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What if my room has multiple entrances/exits?

Each entrance/exit door into a given space will require a sensor installed. Data from multiple rooms is aggregated to register real time count count across a whole building or campus.

How do I view the count data?

Count data is accessible in the cloud, and you can log into your dashboard to see the count data displayed in different metrics. You can also download to a CSV file, or access the count data via our modern API.

What metrics are available?

Real time count data, peak occupancy, and historical count of entrances and exits with corresponding time stamps.

Where can I install Density sensors?

We support entryways that are up to 8ft (2.4m) wide. For best results, Density should always be installed between 7.5ft (2.3m) and 10ft (3.0m) from the ground. We provide adhesive or screw brackets that mount to the surface above any single or double door, including metal, wood, glass, or drywall.

Can I pull the data off your dashboard using an API?

Yes. The Density service includes access to our modern API.

How do you protect the data the device collects?

All data on the Density device is encrypted on the device and in the cloud. That said, the data is anonymous.