GUIDE

# Getting started with CrowdSense Desktop

From sign-up to live counts in four steps, usually inside one business day.

01 **Choose a plan**
An event pass for one event, or always-on for a venue with a 14-day free trial. Your card is taken securely by Stripe.

02 **Download and install**
Install CrowdSense Desktop on a Windows PC on the same network as your cameras. About 168 MB.

03 **Ask us to activate**
Tell us the computer's name, your cameras and who needs a login. A person checks the account and switches your feeds on, usually the same business day.

04 **Draw lines, watch the numbers**
Sign in to the app, add each camera, draw the lines and zones, and the counts reach your dashboards, alerts, reports and API.

## 1. Sign up

Go to crowdsense.events/desktop/start, choose an event pass or always-on, and tell us your organisation, your feeds and (for an event) the dates and location. Stripe takes your card: an event pass is paid then; always-on starts a 14-day free trial and charges nothing until it ends. You get an email with a private link to your account page. Keep it: that is where you download, ask for activation and manage billing.

## 2. Install

- A 64-bit Windows 10, 11 or Server PC on the same network as the cameras. AI profiles need a processor with AVX2.
- Download CrowdSense-x64-v3.7.17.msi (168 MB) from crowdsense.events/desktop/download and run it.
- Check the file if you like: SHA-256 `fd3126525ea1e23d2974419fea53e9298aa18db0f399be454cd5cde641606b90`
- Set the PC never to sleep, and to start the app with Windows. Each camera runs as its own background process; no one needs to stay signed in.

## 3. Ask us to activate

On your account page, send the computer's name, your cameras and who needs a login. A person checks three things, then switches your feeds on and emails you:

**Payment**
A card is on file through Stripe (a trial or a paid plan).

**Business**
The organisation is real: an ABN, a website or a work email that matches it.

**Machine**
The computer can carry the feeds: a 64-bit Windows PC with an AVX2 processor and enough memory for the AI profiles.

## 4. Connect cameras and draw lines

- **Find cameras automatically:** ONVIF cameras on the same network appear in the app's discovery list.
- **Or add them by address:** choose Manual and paste the RTSP or HTTP stream URL. Look up your make and model at crowdsense.events/knowledge-base.
- **Choose a profile:** AI people, AI vehicles & people, AI faces, or a non-AI profile for any moving object.
- **Draw:** a line where everyone must cross it to count in and out; a zone where you want occupancy, queues or dwell.
- **Check:** walk through the line and watch the event list beside the live view. Then sign in to the portal at cloud.crowdsense.events.

### Make sure the subject is big enough

| | |
|---|---|
| AI, vehicle front or back | 4% of frame width |
| AI, vehicle side-on | 10% of frame width |
| AI, person | 3% of frame width |
| AI, face | 4% of frame width |
| Non-AI, any moving object | 3% of frame width, absolute minimum |

## Manage your plan

- Change card, see invoices or cancel: "Manage billing" on your account page (Stripe customer portal).
- Always-on cancels at the end of the period you have paid for. An event pass is for one event and is not refunded once its feeds go live.
- More feeds, another event or another site: start again at crowdsense.events/desktop/start, or email us.

> Help: crowdsense.events/knowledge-base · support@crowdsense.events · Sales: experience@crowdsense.events