CAMERAS

Add a camera: discovery, wizard or stream address

Three ways to bring a camera into CrowdSense Desktop, the scenario questions it asks, and the per-camera settings.

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What you can connect

- IP cameras that stream RTSP, found automatically when they support ONVIF.
- Video streams over RTSP or HTTP(S), including the per-camera streams most NVRs and recorders publish.
- USB webcams plugged into the PC.

CrowdSense Desktop is built for live streams. If you want to count from recorded footage, write to support@crowdsense.events with the file type and length, and we will tell you the options.

Option 1: let the app find it

ONVIF cameras on the same network appear in the list of discovered sources on the left of the app.

1 **Find the camera in the list**
If it is missing, check the camera is on the same network as the PC and that ONVIF discovery is switched on in the camera's own web settings.

2 **Drag it onto the scene panel**
Or double-click it. Enter the camera's user name and password if asked.

Option 2: the camera wizard

Use the wizard when the camera is not discovered but you know its make.

1. **Open the wizard**
   Choose Manual at the bottom of the source list.

2. **Choose the make, model and address**
   Pick the model, then type the IP address or scan the network for it. If your exact model is not listed, try another from the same maker: many share one stream format.

3. **Enter the login**
   Add the camera's user name and password if the stream is protected.

4. **Place the new channel**
   A new manual channel appears in the source list. Drag it onto the scene panel.

Option 3: paste the stream address

If you already know the stream address, paste it into the URL field. A protected stream carries the login before the address, like this:

```
rtsp://username:password@192.168.1.64:554/stream1
```

The path after the address differs by maker. The camera's manual or web settings list it, and our camera brand directory (crowdsense.events/knowledge-base#supported-cameras) shows which makers are known to connect.

The two questions after you place a camera

The app then asks what the camera is for, and sets a sensible detection profile from your answers. You can change both later.

- Scenario: people; vehicles and people; faces (age and gender estimates); other (basic movement without classes); or analytics off for a camera you only want to view or record.

- Mounting: overhead (looking straight down, as from a ceiling) or tilted (looking along the scene, as from a wall).

Per-camera settings

Right-click a camera tile and choose its info and settings to change:

- The name shown in reports.
- The stream address and the transport: Auto, TCP, UDP, UDP multicast or HTTP. Changing this fixes many broken or dropping pictures.
- The stream format: leave on Auto unless the camera sends MJPEG.
- Hardware decoding, to hand video decoding to the graphics card.
- The working resolution: lower it (for example to 360p) to save processing.
- Disabled, to pause a camera without deleting it.

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).