TROUBLESHOOTING

Counts look too high, too low or drift

Find out why a count disagrees with reality: placement, profile, threshold, calibration, overlapping zones or the reset time.

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Check against a hand count first

Count a busy ten minutes by hand (or from a recording) and compare with the line's counter for the same ten minutes. It tells you whether the count is high or low, and when it goes wrong.

Too low: objects missed

- Objects too small in the frame: move or zoom the camera, or move the line to where they look bigger. See **Camera placement** (crowdsense.events/knowledge-base/desktop/camera-placement).
- People walking close together are merged into one from an angled view. An overhead camera separates them best.
- The detection threshold is too high, or a basic motion profile is set to low sensitivity.
- The line is too close to the edge of the frame, or behind a counter or pillar.
- The PC is overloaded at busy times: see **High CPU or GPU load** (crowdsense.events/knowledge-base/desktop/slow-pc).

Too high: things counted twice or by mistake

- Shadows, reflections or moving doors are counted: raise the threshold, use an AI profile, or cut them out with the area of interest.
- People cross a line and turn back: move the line to where people are committed to their direction.
- Two cameras see the same area and their lines or zones overlap: each person is counted by both.
- On a basic motion profile, the calibration ruler is too small, so one person becomes several objects.

Live occupancy drifts during the day

- An entrance has no line, or a line counts only one direction.
- In and Out are swapped on one of the lines in the occupancy report.
- The reset time falls while people are still inside. Set it for a time the place is empty.

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).