

# Five Steps to Solve Miscounting Issue of Dual-lens People Counting Camera

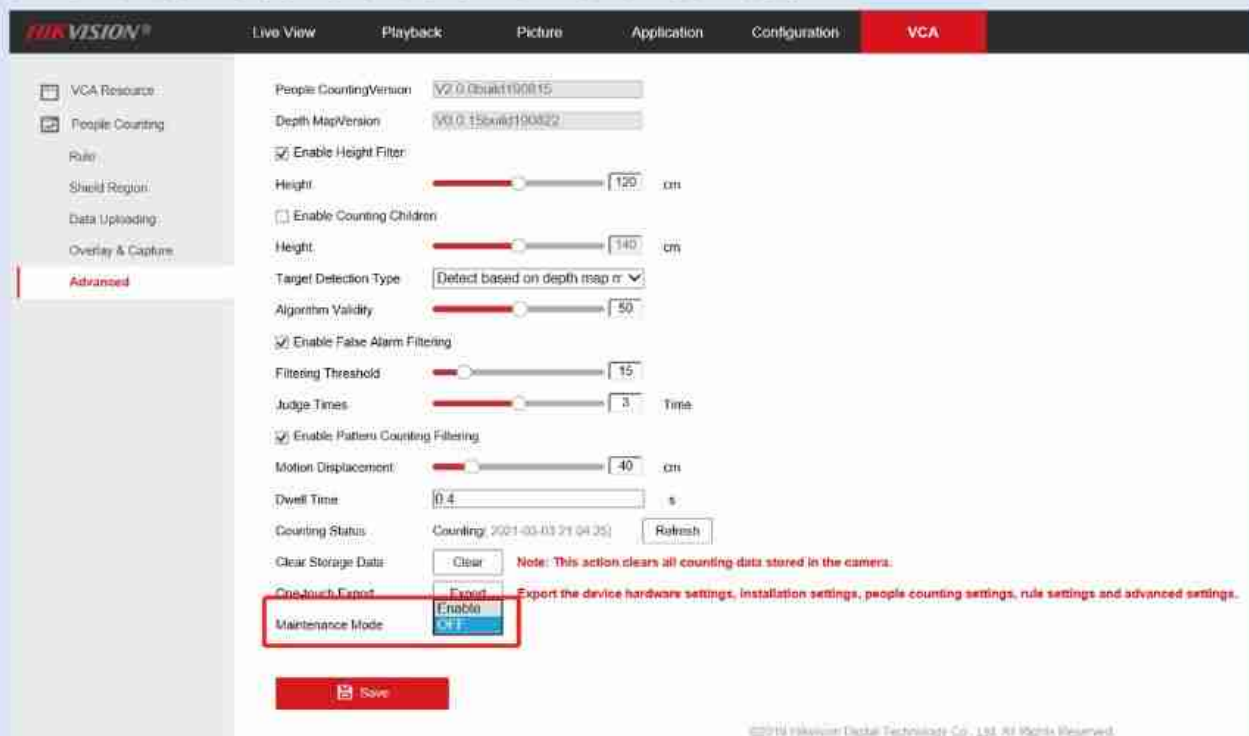
## Background

Model: DS-2CD6825G0/C-I(V)(S)

Issue: While people continuously passing-by the area of dual-lens people counting camera, some are not recorded.

## Solution

1. On the web page of camera, go to VCA-People Counting-Advanced-Maintenance Mode to enable Maintenance Mode:



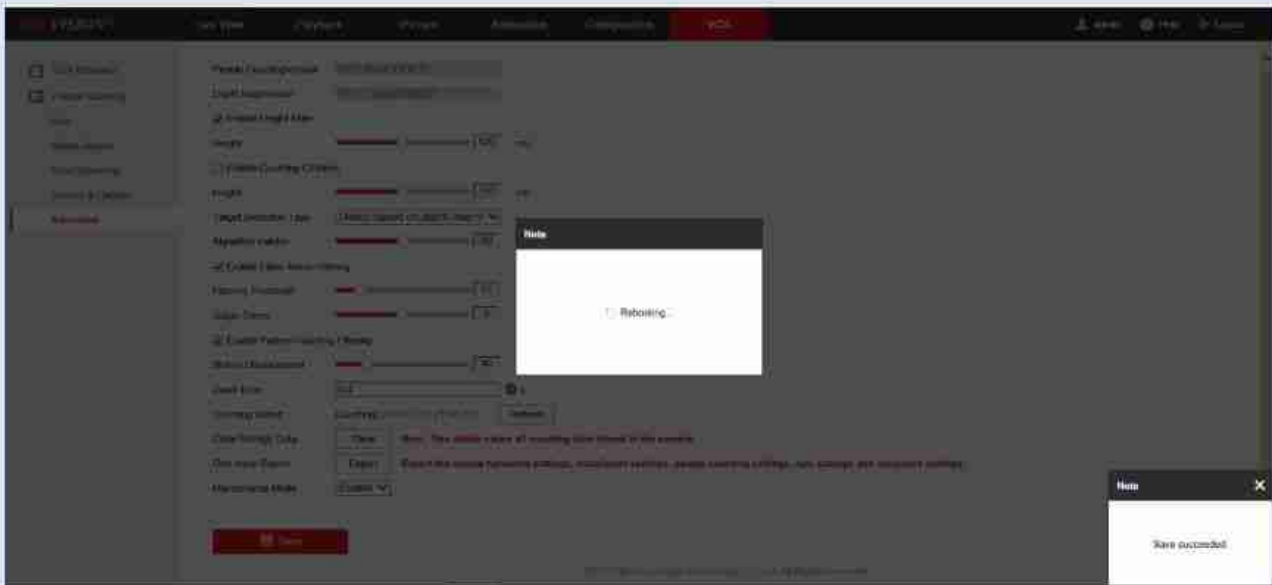
The screenshot displays the Hikvision VCA configuration web interface. The top navigation bar includes 'Live View', 'Playback', 'Picture', 'Application', 'Configuration', and 'VCA'. The left sidebar shows a menu with 'Advanced' selected. The main content area is titled 'People Counting' and contains various settings:

- People Counting Version: V2.0.0build190815
- Depth Map Version: V0.0.15build190822
- Enable Height Filter
- Height: 120 cm
- Enable Counting Children
- Height: 140 cm
- Target Detection Type: Detect based on depth map
- Algorithm Validity: 50
- Enable False Alarm Filtering
- Filtering Threshold: 15
- Judge Times: 3 Time
- Enable Pattern Counting Filtering
- Motion Displacement: 40 cm
- Dwell Time: 0.4 s
- Counting Status: Counting, 2021-03-03 21:04:35, Refresh
- Clear Storage Data: Clear, Note: This action clears all counting data stored in the camera.
- One-touch Export: Export, Export the device hardware settings, installation settings, people counting settings, rule settings and advanced settings.
- Maintenance Mode:  Enable

A red box highlights the 'Maintenance Mode' checkbox, which is currently checked. A 'Save' button is located at the bottom of the configuration area.

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Device will reboot automatically to take configuration effect:



2. Adjust the installation angle of camera to make "P" value in the OSD as close to 90 as possible:

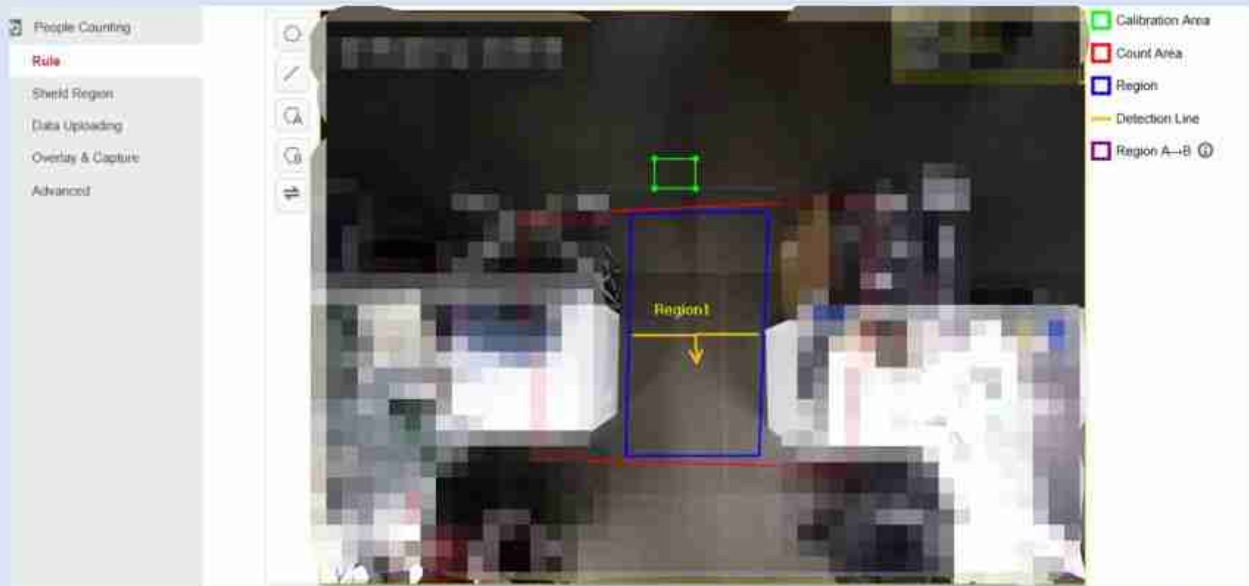


3. Check VCA-People Counting-Shield Region, if the counting area is shielded, click  and save, to clear the shield region.

The screenshot shows the Hikvision VCA configuration interface. The top navigation bar includes 'Live View', 'Playback', 'Picture', 'Application', 'Configuration', and 'VCA'. The left sidebar lists 'VCA Resource', 'People Counting', and 'Rule', with 'Shield Region' selected. The main display area shows a video feed from 'Camera 01' with a timestamp of '03-03-2021 Wed 21:19:55'. The video shows a person at a counter. A green box labeled 'Counting Region' is overlaid on the person, and a blue box labeled 'Shield Region' is overlaid on the counter. A red 'X' icon is visible in the top-left corner of the video frame. A 'Save' button is at the bottom. The bottom right corner contains the copyright notice: '©2019 Hikvision Digital Technology Co., Ltd. All Rights Reserved.'

The screenshot shows the same Hikvision VCA configuration interface. The top navigation bar and left sidebar are identical. The main display area shows the same video feed from 'Camera 01' with a timestamp of '03-03-2021 Wed 21:27:23'. The video shows the same person at the counter. The green 'Counting Region' box is still present, but the blue 'Shield Region' box is no longer visible. The red 'X' icon in the top-left corner of the video frame is now highlighted with a red box. The 'Save' button at the bottom is also highlighted with a red box. The bottom right corner contains the copyright notice: '©2019 Hikvision Digital Technology Co., Ltd. All Rights Reserved.'

4. Go to *VCA-People Counting-Rule*, draw the areas following suggestions:
- Select the flat ground with rich texture as the calibration area;
  - Select the area with uniformity of brightness as the calibration area;
  - Select the middle of the image as the calibration area.



5. If the miscounting issue is still unsolved, go to *VCA-People Counting-Advanced* and disable false alarm filtering.

