PREVISITE
Power to showcase your listings

F A Q

Hardware

Q: How does the Previsite Solution work?
A: First you take your pictures using the Previsite Photography Kit *(Digital Camera + Previsite Fisheye Lens).* The images are then uploaded on the Previsite web-based platform and the images are processed to give you a «virtual tour» of the property within minutes.

Q: I don't have any fisheye, but I already have a camera. Can I use it with the Previsite Platform?
*A:* The Previsite kit contains both a camera and a fisheye lens. The camera provided in the kit guarantees the best results in terms of image quality. Avoid using another camera with the Previsite fisheye lens.

Q: How do I set up the camera?
A: The camera provided by Previsite is already set up and ready to use.
If you have lost the initial settings, please refer to our tutorials on www.previsite.com.

Q: What is the difference between a fisheye and a wide-angle lens?
A: With a wide-angle lens, you get images with a wide angle, but inferior to the 180° that a fisheye brings to your camera. The Previsite Platform doesn't work with images taken with a wide-angle lens.
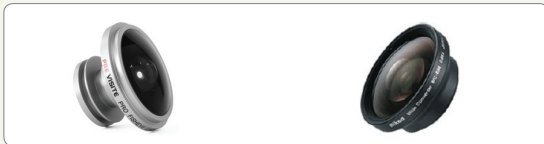
Q: My computer doesn't have any USB ports to connect the camera. What do I do?
A: You need a USB port to upload your images onto your computer. If you don't have any, you can find USB or USB2 adapter cards. Don't hesitate to ask for advice at your computer store.

Q: How can I increase the storage capacity of my camera?
A: You can change your camera's memory card to one that offers more storage. Ask your local camera store for advice in choosing the appropriate memory card to fit your needs.

Q: I plug in my camera on the USB port, but nothing happens. What should I do?
A: To transfer your images, connect the camera to your computer through the USB cable, once connected turn the camera on.To locate the pictures:
- ‣ double-click *«My Computer»* located on either your desktop or in the Start Menu;
- ‣ You should see *«Removeable Disk (E:)»* under

«Devises and Removable Storage»;
- ‣ double-click on it;
- ‣ Open the *«DCIM»* folder that appears;
- ‣ then open the *«MEDIA»* folder. This is the folder you need to go to when selecting the pictures to upload.
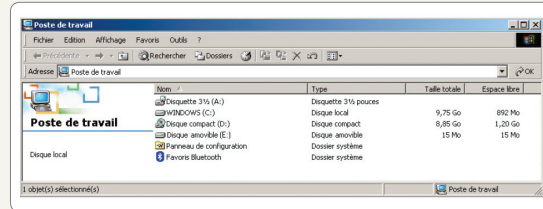
Q: I have Windows 95 or 98. When I connect my camera to my computer, it doesn't find the camera. What should I do?
A: For Windows 95 or 98, the digital cameras generally need the installation of a driver. You will find this driver on the CD provided with the camera.

Q: Sometimes I get blurred images. How do I correct this?
A: From time to time, images can be a bit blurred. This comes from the fact that the digital camera has been moving during the shooting. To solve this problem, please make sure not to move during the taking of the picture and check that the Digital camera is in *«manual»* mode.

Q: I have color distortions in my final images. How do I correct this?
A: Try to upload the images again or report this problem to the *«quality»* team.

Q: Some images have been taken in dark rooms. What can I do?
A: The Previsite Platform automatically corrects the luminosity and contrast of your images; therefore, it is unnecessary to modify the images before they have been processed by the Previsite Platform. Be sure to flip on all the lights in a room as well as capture the natural lighting. Please note that when the sun is beaming into a room to either take the image with the window behind you or shut the blinds and flip on all the lights to avoid a glare caused by the sun. Most importantly, the best way to guarantee a quality image is to be sure you see the green box in the center of the screen before taking the picture. With that you will know you are in focus and have ample lighting. Do not snap the picture if you see a red box, you will need to re-position the camera to focus on another object.

Q: How can I optimize the settings of my shootings?
A: Here is a piece of advice to optimize your shootings:
- ‣ Zoom out to the minimum;
- ‣ Turn the flash off;
- ‣ Use a low ISO value to avoid images perturbations;

‣ Always choose the maximum quality for your pictures: 2 to 5 MB *(image size)*.

For any additional tips on how to take pictures with the Previsite Kit, please refer to the tutorials.

Q: I see my feet, my shadow or my reflection in a mirror on the picture. How can I avoid it?
A: Remember that the attached Previsite lens takes a 180 degree picture in every direction. Before taking the picture consider the surroundings, and stand in front of any object that may hinder the picture. Rember to hold the camera out in front of you to prevent seeing your feet.

Q: I have slightly modified my images with Paint, Photoshop, Paint Shop Pro or ACDSee and I don't have the same results. Is the Virtual Tour still working?
A: To get optimum results, use the image directly out of the camera without modifying it. The Previsite Platform uses the unprocessed numeric data to get an optimum result.

Q: Can I put still images in my Virtual Tour?
A: Yes you can. The Previsite Platform can handle normal *.jpeg* images. Select the images normally. The Previsite Platform will automatically recognize them and insert them in your Virtual Tour.

Q: I already have an old Virtual Tour. Can I use it again?
A: Usually no. We advise you to upload the images again and let the Previsite platform reprocess the images.

Account Management

Q: I want to change my password, my email address, my name or my phone number. How do I do?
A: Log on to the Previsite Platform and click on the *«user account»* button to change your personal data.

Q: I want to change my banking details, my mailing address or any other information not provided on the Previsite Platform?
A: Please contact your reseller.

Q: I have already read all the documentation and I still have technical problems?
A: Contact us by email at *help@previsite.com*.

General questions about virtual tours

Q: What is the minimum configuration required to use the Previsite Platform?
A: To use the Previsite Platform, you need a computer and an Internet connection. To use the Previsite Platform properly, you also need the Java technology and Adobe Flash installed.

Q: How do I know if my computer's configuration is sufficient to use the Previsite Platform?
A: Use the testing tool in the footer of the Previsite Platform *«Test your config»*.

Testing your configuration	
Javascript	✔
Web 2.0	✔
Java applet	✔
Flash player	✔
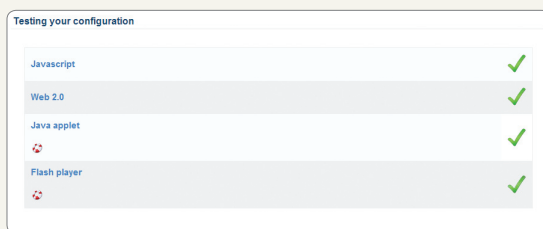
Q: I can't connect to the Previsite Platform *http://www.previsite.net*
A: First check your internet connection, close your browser and reopen it. If this doesn't work, open the Google page *(http://www.google.com)* and make a random research *(to make sure your internet connection is active)*. If nothing works, wait a few minutes or reboot your computer.

**Q: I use Mac OS 9 or Mac OS X, will I be able to use the Previsite Platform?**
A: Yes. You don't need to install any additional software: all you need is a browser and an internet connection.

Q: I can't see my virtual tour on my internet browser. Why?
A: Use the testing tool in the footer of the Previsite Platform *«Test your config»*. If there is a red cross next to *«JavaScript»* or *«Java Applet»*, your internet browser might not have the Java technology. Go to *http://www.java.com* and click on *«Free Java Download»* and follow the instructions.
If you don't have enough rights on your computer, ask your administrator to install the Java technology on your computer.
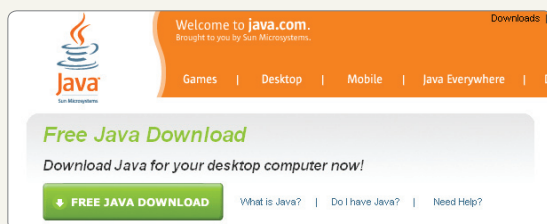
Q: I have downloaded my Virtual Tour on my Macintosh and unzipped it with Stuffit, but there isn't any picture displayed in my Virtual Tour. Why?
*A:* Be careful, the old versions of Stuffit for Macintosh do not work properly with our viewer. Download the latest version of Stuffit to solve the problem.

Q: I can't publish my Virtual Tour on my internet portals. Why?
A: To publish your virtual tours on a website, go to the services page and copy-paste the URL of your Previsite Virtual Tour.

Q: When I upload my images, a «Security warning from PREVISITE S.A» window appears. What should I do?
A: Click on *«always trust PREVISITE S.A»* and click *«yes»*. This will allow you to use the downloaded applet to download several images at the same time.
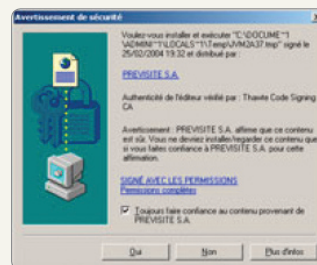
Q: My antivirus tells me the emails sent from the Previsite Platform contain viruses. What should I do?
A: Some antivirus softwares detect the emails from the Previsite Platform as virus. These emails contain what is called an *«IFRAME»*. It is a HTML marker used to view the Virtual Tour directly in the body of the email. To view the tour, change the security level of your anti virus to allow the IFRAME.

Q: I have downloaded my virtual tour but the file is in zip format. How can I open it?
A: Whether you are a windows or macintosh users, double-click on the file to open it.

Q: I can't turn my camera on. Why?
A: Make sure the batteries are put in the camera correctly. If your camera still does not turn on, make sure the batteries are recharged or new. To maximize the length of your batteries, remove them from your camera when not in use.

Q: Can I take pictures at night?
A: As you are taking pictures with the Previsite lens *(ultra wide angle)*, you need to have some lights for the camera to capture an image. It is always best to take pictures using natural lights and make sure not to use the flash. Since the Previsite lens does not work well with a flash, for best results, please take pictures during sunlight.

Q: Can I zoom for long distance?
A: no you cannot zoom out. You must see a complete circular image in your viewfinder to get desired results.

Q: Can I take pictures holding the camera vertically?

A: For virtual tour images you must hold the camera horizontally. The software does not accept or process vertical pictures correctly.

Index Tour

Q: I only see 12 Virtual Tours. Where are the others?
A: The number of tours already created appears between brackets on the top left of this area. Only 12 tours are displayed at the same time on the page. To view the other tours of your list, use either the arrows or the page numbers.
You can also have all your tours displayed on the same page by clicking on *«Display all listings»*.

1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10 - 11 - 12 - 13 ❯ ❯❯

Q: I want to edit one of my existing tours. How can I search and find it?
A: Use the *«Locate A Specific Tour»* search engine. Give at least one of the following criteria: *name, reference number, price, zip code or city.*

Q: How can I edit a Virtual Tour's information characteristics?
A: To edit a Virtual Tour's information, click the orange bold name of the tour.

Q: What do the icons next to the Virtual Tours mean?
A: Look at the legend at the bottom of the page.

virtual tour   Got to services page   Get tour lnk   Send by email   Delete tour

Q: I only see a «trash» icon next to one of my tours, why?
A: This tour doesn't have any image yet. Go to the *«Image Transfer»* page to upload images. Then, all services will be available for this tour.

| 2007-07-05 | 0 | 🗑 |
| 2007-07-04 | 10 | ✛ ⚙ URL 📤 🗑 |
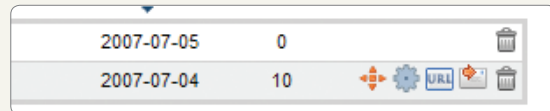
Q: I don't see the characteristics next to one of my tours. Why?
A: Because you haven't filled in all the fields in the *«Edit Information»* page.

Q: I performed a search, but the tour I am looking for is not among the answers. Why?
A: If you cannot find the Virtual Tour you are looking for among the results of your search, it means your request is too restrictive. Perform your search again with fewer details.

Q: The message «Your search returns no result» appears. What does it mean?
A: This means that you have been too specific in entering the details of your tour. Perform your search again with fewer details.

Q: Does the Previsite Platform work on Macintosh?
A: Yes.

Step 1- Content

Q: Can I change the reference number automatically assigned to my new tour?
A: Yes. You can fill in this field as you like. Note that this reference number (or name) is unique. You can replace the reference number by the MLS number.

Q: Do I have to fill in all the fields?
A: No, you have to fill in at least the «Reference number/ Name» field. For an optimal use, fill in as many fields as you can. The more fields you provide, the better your tours will be sorted out and located on the search engine. We suggest that you fill in at least the price and zip code fields.

Q: I can't move to the next step. Why?
A: If nothing appears in the «reference number/name» field, you won't be able to go further. You will be able to change the name of your virtual tour later on if you like.

Q: Can I shape the text in the description field?
A: No, you cannot shape the text at all.

Q: Is the description limited in number of lines?
A: No, use as many lines as you need to describe the property.
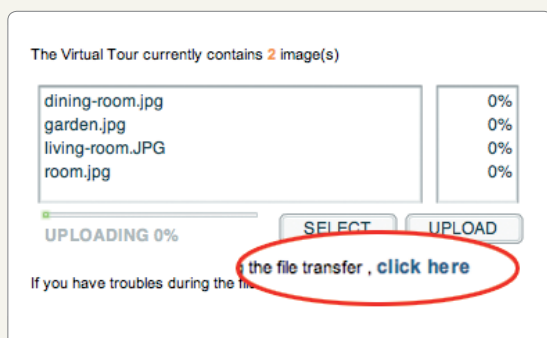
Q: Can I put images in the text?
A: No you can't.

Step 2 - Tour Images

Upload Tour Images

Q: I want to select several images at the same time. How do I proceed?
A: Put all the images in the same folder, click an image and use *«Ctrl+A»* to select them all.

The Virtual Tour currently contains **2** image(s)

dining-room.jpg	0%
garden.jpg	0%
living-room.JPG	0%
room.jpg	0%

UPLOADING 0%   SELECT   UPLOAD

the file transfer , **click here**

If you have troubles during the fil...

Q: I am having difficulty transferring my images. All is see is a red X where the «Select» button should be. How do I upload my images when I experience this problem?
A: Use the *«click here»* button. This will take you to another uploading interface where you will be able to select the images you want to upload one by one. You can upload 10 images at once. To upload more, repeat this step.

Q: I have troubles transferring my images: the transfer ends really quickly and I stay on the same page. What can I do?
A: Use *«click here»*. This will take you to another uploading interface in which you will be able to select one by one the images you want to upload. You can only upload 10 images at once. To upload more, repeat this step.

Q: When I transfer images in WiFi, my internet connection is interrupted. What can I do?
A: Use the *«click here»* button. This will take you to another uploading interface in which you will be able to select the images you want to upload one by one. You can upload 10 images at once. To upload more, repeat this step.

Q: Uploading the images is taking a really long time. What should I do? Is it working?
A: The higher the definition of your images, the longer they will take to upload. 1 or 2 MB is the ideal size of an image, corresponding to a resolution of 4 Mega Pixels.

Q: After selecting an image, I realize I forgot to select others. What should I do?
A: When upload is complete, you will be automatically redirected to the *«Manage Tour Images»* page. Go back to the *«Upload Tour Images»* page to add new images.

Q: Upload has not started yet. I have, by mistake, selected images I didn't want to. How can I change my selection?
A: Click *«Select»* and do the selection again with all the desired images. Then click *«Upload»*.

SELECT   UPLOAD

**Q: After I finished uploading my images, I realized there were certain ones I didn't want. How do I delete them?**
A: When you are in the *«Manage Tour Images»* tab you will click on the trashcan above the image you wish to delete. In order to complete the deletion you must scroll down to the bottom of the screen and click the larger trashcan to permanently delete the image to prevent it from still appearing on your tour.

Q: Do I have to download my images on my computer or can I upload them directly from the camera?
A: For better performances, we recommend you to download the images first on your computer.

Q: Can I stop the upload process?
A: Yes by clicking *«Cancel»*. CANCEL
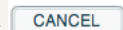
Q: What kind of images can I use to create virtual tours?
A: You can use all images in *.jpeg*, *.jpg* and *.gif* formats taken with the Previsite Fisheye lens. You can also use panoramic images.

Q: The uploading process is long. Can I go to the next step meanwhile?
A: No. If you try to go to another page, it will cancel the upload of images being transferred. Only images already 100% complete will be saved in your virtual tour.

Q: How do I know how many images have already been uploaded in my Virtual Tour?
A: The number of images already uploaded appears in orange bold above the selection field.

Manage Tour Images

Q: I have deleted an image by mistake. How can I get it back?
A: If you have clicked *«Delete Image»*, you can still restore the image by clicking *«Restore Image»* on the image.

If you then click at the bottom of the page, the images in the trash are instantly and permanently deleted, you cannot restore them anymore. All you can do now is to upload them from your computer again in the *«Image Transfer»* page.

Q: I forgot to assign a number to an image. Do I have to reorder the whole list?
A: No. Assign a number to the image and it will be automatically inserted in the desired place.

Q: I don't see some of the images I have uploaded in the «Image Transfer» page. Why?

A: It means you haven't uploaded them properly. You may have clicked *«Done»* while the images were still uploading. Go back to the *«Upload Tour Images»* page to select and upload the lost images.

Delete image   Restore image   Trash

step 3 - Floor plans /area

Create Floor Plans

Q: What's the point of adding a floor plan to my Virtual Tour?
A: Use floor plans to highlight your virtual tour and give an immersive sense of the property by creating hot spots for your images.

Q: I don't have any floor plan but I want to group my images. Can I do it?
A: You can use floor plans to create groups of images. Create a floor plan to gather images of the same area (*«garden», «swimming pool», «view from bedroom», «view from the street»,...*).
In this case, only fill in the first field (floor plan name) and directly click the *«upload»* button. The group of images you just created will be displayed as a cube instead of a floor plan image.

Q: Where can I put the images that don't belong to any of my floor plans?
A: You can create an *«empty floor plan»* or group and name it as you like.

Manage Floor Plans

Q: How many hot spots can I use on a floor plan?
A: The number of hot spots you can place is the number of images you have uploaded: an image can only be linked once to a hot spot. The number of remaining pictures appears on the right bottom, under the floor plan.

Q: Can I link an image to 2 different hot spots *(view from 2 different windows of the same room for example)*?
A: An image can only be linked once to a hot spot. You can upload the image twice, and link each image to a hot spot.

Q: How to choose the appropriate hot spots?
A: 8 different hot spots are available, each corresponding to a different view angle.

For example, if you took a picture from the bottom left corner, the corresponding hot spot is:

Q: I did not give a meaningful name to my images. I can't recognize what they represent because they are displayed in small format. What can I do?
A: Go back to *«Image Management»* and give more meaningful names to your images.

Q: How can I delete some of my images?
A: Go to *«Image Management»* and delete the ones you don't want.

Q: How can I delete hot spots?
A: If you only want to delete a hot spot:
  ‣ click the hot spot icon to select it;
  ‣ The image appears in small format;
  ‣ Click the red cross icon on the top of the image, then click *«OK»*.
The hot spot is removed and the image that was linked to it becomes available again in Column 2.
If you want to remove all hot spots from a floor plan at once, select the floor plan and click 🔄 *(in Column 1)*.

Step 4 - Services

Q: How can I see my Virtual Tour?
A: Click *«View The Tour»*, this will open a window called *«the viewer»* in which your tour is displayed. Many options are available: enlarge the tour, see the floor plans you created, etc.

Q: Can I add a comment to the Virtual Tour I plan to send?
A: Yes. After clicking *«Send by email»*, add your message in the appropriate field after the URL.

Q: How can I download my Virtual Tour's statistics?
A: Once you have clicked *«Traffic Statistics»*, click on *«Excel Export»* at the bottom right of the screen. The statistics will appear in an Excel table. You can save this table and use it as you wish.

Q: I want to link my Virtual Tour with a web page. How can I do it?
A: Click the *«Get Tour Url»*, and copy-paste the link on the targeted page.

Q: I have deleted a Virtual Tour by mistake. How can I recover it?
A: Once deleted, a Virtual Tour cannot be recovered. You have to create it again.

Q: I have sold a property, so I deleted the listing from my system. Do I also need to remove the corresponding Virtual Tour on the Previsite Platform?
A: Usually no. If you have bundled your system to our platform, when you delete a listing, it is automatically removed from the Previsite Platform.

Q: I want to send my Virtual Tour to several contacts, can I do it?
A: The Previsite *«Send by email»* service only authorizes one contact in the *«Recipient's email address»* field. To send the same Virtual Tour to several contacts, repeat this step. You don't need to type the message again, you can copy-paste it.

Q: I want to change the «your name» or «your email address» fields in the «Send by email» service, can I do it?
A: Yes. By default it is filled with your information *(from your account)*, but you can change it.

Q: Can I send several Virtual Tours at the same time?
A: No. You can only send one Virtual Tour at a time.

Q: I have downloaded the Virtual but I'm unable to open it. Why?
A: If your Operating System is Windows, double-click on the downloaded file. It will open automatically. If your Operating System isn't Windows, your file is a *«.zip»* file, you need to extract it. If extracting does not work, this means you have to download the appropriate program to open it.

Viewer

Q: How can I access the viewer?
A: Access the viewer linked to a virtual tour either on *«Index Tour»* page by clicking on the header or by clicking on in *«Services»* page.

Q: Not all my images are displayed in the footer. Why?
A: Only 6 Images are displayed in the footer at a time. If there are more than 6 images linked to the selected floor plan, use the arrows in the footer to view the next or the previous images.

Q: I want to see an image that is not displayed in the viewer. How can I do this?
A: If the desired image is linked to the selected and displayed floor plan, Click either on the hot spot linked to the desired image or click the selected image from the footer *«Featured tours»*.
If the desired image is not linked to the selected floor plan, select the correct floor plan on the second header from the drop-down menu then follow the steps described above.

Q: Where can I find the location of the property I'm viewing?
A: Click the *«Interactive Map»* tab. A map by default is displayed, click on *«Satellite»* to see a satellite image.

Q: How do I stop the tour from transitioning from image to image?
A: Click on either the tour image or the square located in the circle below the image.

Q: I've just realized I have given incomplete information wrong name to my Virtual Tour. How can I change this?
A: Go back to the *«Step 1 - Content»* and change the corresponding fields.

Q: How can I enlarge my Virtual Tour?
A: Click on the *«x2»* button to double the size of the tour.

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