

Q How does the Previsite Solution work?

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 then processed to give you a «virtual tour» of the property.

Q How can I configure my digital camera?

The digital camera provided in the Previsite kit is already configured and ready for use.

Q What image types are accepted on the Previsite platform?

The Previsite Platform accepts original pictures in JPEG format, pictures taken with the Previsite kit and the fisheye lens properly set up, and former panoramic pictures. However, only pictures taken with the Previsite Fisheye lens can be processed into a «virtual tour».

Q I plug my digital camera on the USB port but nothing happens, what should I do?

To upload your images, please switch on the digital camera and connect it through the USB cable to your computer. To check that everything is working, double click on «My Computer» and check the presence of the removable device. Check in the DCIM folder to see if there is a folder containing your pictures. This is the folder in which you will have to go and select the pictures.

You can also use the SDCARD (memory card) provided with the Previsite Photography Kit and insert into your computer and/or card reader.

Q I have windows 95 or 98. When I plug in the Digital camera, my computer doesn't find the digital camera, what do I do?

For Windows 98 and 95, digital cameras generally need the installation of a driver. You will find this driver on the CD provided with your Digital camera.

Q Sometimes I get blurred images, how do I correct this?

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 see my feet, a shadow or my image in the mirror on the picture, how do I avoid this?

Please remember that the attached Previsite lens takes a 180 picture in every direction, so please take this into effect and look around at the surroundings before taking your pictures.

Q Do we need to subscribe to the software?

Yes, in order to process any images you must be a subscriber with a log on id and password.

Q What if the camera does not turn on?

Please check that the batteries are inserted in the right direction and if so that they are either fully charged (if rechargeable) or that you have new batteries in the camera.

Q Can I take pictures at night?

As you are taking picture 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?

No, you cannot zoom in at all. You must see a complete circular image in your viewfinder to get desired results.

Q Can I take pictures holding the camera vertically?

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