

InView Tours

FAQs

Is it possible to have virtual tours branded in some places and unbranded in others?

Yes, the standard branded link is always available. Additional MLS links may be created as necessary (see below).

I want to load my tours on my MLS system, how do I do this?

Load the tour images into AMS using the instructions included with the camera. Then click on the Realtor logo in the Services area at the top-right portion of the screen. One of the options on this next screen will be to download an MLS compliant link that does not contain agent branding information. To do so, simply choose your MLS from the drop-down menu and proceed to create a new URL. If you don't see your local MLS or if this link does not create a tour that complies with the requirements of your local MLS, please contact your Regional Sales or Hub Manager and we will do our best to comply with the requirements of your local MLS.

Once I create a URL for my local MLS, is the tour automatically uploaded?

No, this only creates the URL link. The link must still be copied/pasted into the appropriate, corresponding MLS.

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 InView Photography Kit and insert into your card reader connected to your camera.

I have Windows Vista and there seems to be a delay in my computer finding the digital camera, what do I do?

The use of a SD card reader is recommended to avoid this delay.

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.

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

From time to time, images can be a bit blurred. This is most often caused to movement of the camera. To solve this problem, please make sure to keep your camera still while taking the picture. This can also be caused by dust or fingerprints on the camera lens. If necessary, clean the camera using the provided lens cloth.

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 InView lens takes a 180 picture in every direction, including straight up and straight down. To prevent this problem, hold the camera away from your body.

What if the camera does not turn on?

Please check that the batteries are fully charged and 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.

My battery charger does not seem to be working, what do I do?

Please check that the batteries are inserted in the right direction in the charger and make sure all plastic covering on the batteries and charger have been removed.

My camera seems to be going through batteries very quickly?

By nature, digital cameras are very "power hungry". When not in use, or if you won't be taking pictures for a few minutes, make sure to turn your camera off so you're not wasting your batteries.

Can I use my flash to take pictures?

The InView lens does not work well with a flash. For best results, please take pictures during sunlight. As you are taking picture with the InView 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. If you need to lighten an image once it has been taken, you can edit the image properties once it has been loaded into AMS. Click on the icon at the top-right corner of each image to adjust the brightness/darkness of that particular tour image.

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.

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.

Can I add music to the tour or record a narrative to play while someone is viewing my tours?

At this time, these capabilities are not available on InView virtual tours. These features, plus others, are being evaluated as possible upgrades at some point in the future.

Does the warranty depend on having the card? You just need to show proof of purchase

Is the warranty good for one year? Yes, it is for one year from date of purchase

Is the warranty on this European model camera valid in the US?

Yes it is valid for replacement

Where does a US consumer go to get this warranty service?

Please contact invieworder@nci.com explaining the nature of the problem and you will be directed how to proceed.