

PHOTOVISTA PANORAMA FAQ

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Q. Is Reality Studio 1.0 fully compatible with Windows 2000 Professional?

A. Reality Studio is not officially supported on the Windows 2000 platform. However, we have not encountered any known issues with using Reality Studio on the Windows 2000 platform.

Q. Is there a Trial version of Photovista Virtual Tour available?

A. There are no plans to create a trial version for Photovista Virtual Tour. However, from the [iseemedia website](#) you can download a trial version of Photovista 3.0, the stitching engine used in Photovista Virtual Tour.

Q. What's the difference between Photovista Virtual Tour and Reality Studio?

A. The difference between Photovista Virtual Tour and Reality Studio at this present time is Photovista Virtual Tour includes the more up to date products such as Photovista 2.0 and Photovista 3D Objects. Reality Studio includes an older version of Photovista and Object Modeler which is the previous version of Photovista 3D Objects.

Q. Can I use a digital camera to take shots to create a virtual tour?

A. You can use a digital camera or a 35mm camera to take your pictures. A digital camera is the easiest way for you to get your pictures onto your computer and ready for your tour. If you use a 35mm camera, then you have to scan your pictures in. Photovista Virtual Tour includes Photovista (a photo stitching program) and Photovista 3D Objects (you can rotate objects and view them around a 360-degree axis).

Q. Is there a Mac version available for Photovista 3.0?

A. Unfortunately the version of Photovista that is currently available is not supported on the Macintosh platform. We will be releasing a newer version of the product that is supported on the Mac. Please continue to visit our website for announcements on when this version will be available and register to be informed when the Mac version is ready.

Q. Does Photovista Virtual Tour work with Java?

A. Photovista Virtual Tour and Photovista Panorama works exclusively with the Java viewers, not the Active-X plug-in.

Q. Does Photovista Virtual Tour work with video clips?

A. Our software does not require any video to be used. All you have to do take is several pictures that overlap and our Photovista software will stitch them together to create a 360-degree panorama. It's really that easy. Photovista Virtual Tour will add hotspots to panoramas to create a virtual experience.

Q. Can I create virtual tours of houses for my real estate business?

A. We have a couple software applications that may be able to help you. First off there is Photovista, which is available as a free trial download from our web site. With Photovista you can create 360-degree panoramas just by taking pictures. The software application will take care of the rest. You can purchase

Photovista Virtual Tour. This product includes Photovista and also allows you to add hotspots to locations on the picture that will take to you another picture (or room). This is the closest to a virtual tour you can create.

Q. Does Photovista work with ANY camera to produce a panorama on a website?

A. Our software will work with any camera. If the camera lens is not listed in the software, you can create your own custom lens setting. See the tutorial on new lens types at: <http://www.iseemedia.com/panorama/allenses.htm>

Q. Does Photovista 3.0 support Windows XP?

A. Photovista is supported the on the Windows XP platform

Q. Which of your software packages will save files as .IPX and/or 360 file format?

A. We cannot save files in the IPX format. We save as JPG, Bitmap and Flashpix.

Q. Do we require any other special software/hardware to use Photovista on a website?

A. Other than purchasing Photovista, you do not require any other software to post images onto a website. If your camera is not listed, you can either create your own custom lens or choose 35mm. This lens setting is suitable for most cameras available on the market.

Q. Does Photovista need to download a plug-in?

A. Your customers do not need to download any plugins to view the panorama. The panorama will be displayed on your website using our viewers.

Q. Do I have to use a video capture card to capture my images in Photovista?

A. With our software, you do not have to use a video capture card. Using a still shot digital camera is all you need. The virtual tour is created with our software application.

Q. Does Reality Studio work on Windows XP?

A. We currently have not encountered any problems running Reality Studio on Windows XP. You will receive support for any technical issues related to Reality Studio but we cannot support any XP related issues. Reality Studio will run on Windows XP, however, we do not officially support it until the next version comes out.

Q. What is a commercial java viewer license, and why do I need one to use Photovista and Photovista Virtual Tour?

A. For information about the commercial version of java viewer-for use on commercial web sites and its availability, please contact ericd@iseemedia.com.

Q. I have some tech support issues, where should I go?

A. Please visit the following links to participate in the product forums and voice your opinion, find workarounds to your support issues, learn new tips.

Knowledge Base

http://www.iseemedia.com/customerService/cs_knowledge.html

You'll get unlimited access to our extensive Knowledge Base which contains hundreds of articles offering usage hints and tips, answers to the most frequently asked questions and even answers to some obscure ones!

Community Forums

http://www.iseemedia.com/customerService/cs_forums.html

This friendly, easy-to-use, discussion forum provides a 'virtual meeting place' where users can interact with other users. Share ideas, experiences, tips, techniques and solutions. Give it a try; we know you'll like it!

Email

http://www.iseemedia.com/customerService/cs_care.html

If our Knowledge Base hasn't helped and other users can't give you the advice you need, we want to know! Submit your question or problem on-line and we will attempt to get an answer back to you by email within five business days. Times may vary based on volume and the nature of the problem submitted.

NOTE: This service is currently FREE but is available only to registered users. For information about how to contact our Customer Service team, please visit http://www.iseemedia.com/customerService/cs_main.html

Q. What benefits or advantages does Photovista 3.0 have over other technologies?

A. Photovista produces smaller files sizes than QuickTime® files and does not require a plugin to display on the web. The java applet is compiled and run by the browser. Photovista also does not require any special hardware or lens attachments to create great panoramas. You can find out more about Photovista at: http://www.iseemedia.com/customerService/cs_resources.html

Q. What's this www.myphotovista.com website and warranty card in the program?

A. We offer an optional warranty program that allows users to get a free backup replacement copy of the Photovista product in case it is deleted or destroyed. Also users get a free activation to become a member at www.myphotovista.com. Where users can:

- Learn about digital photography

- Get their panoramic photos printed
- Enter contests and Win great prizes
- See how panoramas can help your small business
- Download new templates and styles

Q. I want to upgrade from an older version of Photovista. How much is it and how can I upgrade?

A. We offer owners of Photovista 2.0 and Live Picture Photovista 1.0 an upgrade to Photovista 3.0 for the introductory price of \$39.95, a 33% savings. Go the store for more details: http://www.iseemedia.com/store/whats_new.html

Q. What about upgrading the version of Photovista 2.0 that comes with my copy of Photovista Virtual Tour?

A. If you buy Photovista Virtual Tour at the regular price, you can get an upgrade of Photovista Panorama 3.0 for only \$8.99. Check the details in the Photovista virtual tour store page.
http://www.iseemedia.com/store/whats_new.html

Q. Does Photovista work on Windows® NT?

A. Photovista 3.0 does not work on Windows® NT. This is due to changes in our product code. At the beginning of December 2001, Microsoft announced that there would be a gradual reduction of support for Windows NT, with the end of product support by Microsoft set to occur January 1, 2004, at the earliest. This means that it is becoming increasingly difficult to verify that our product conforms to Windows NT development guidelines.

For more information about Microsoft and support of Windows NT visit:
[http://support.microsoft.com/default.aspx?scid=fh;\[In\];lifeWinNTSBS](http://support.microsoft.com/default.aspx?scid=fh;[In];lifeWinNTSBS)

Q. What are the new features in version 3.0?

A. WHAT'S NEW VERSION 3.0

- New interface and workflow ...Even easier to use
- WIA (Windows® Image Acquisition) support for acquiring digital photos
- Expanded workspace: 800 x 600 screen resolution
- Print your panoramas in landscape or portrait mode across 2 pages
- Print to regular and Panorama photo-grade paper / film
- Vertical stitching: Stitch 2 images together to create a simple panorama
- Improved web publishing: Post panoramas to your web site
- New version 5.0 java viewer- Display your panoramas on the web
- Includes new samples and Quick Start tutorial
- Create your own panoramic screensaver
- Free account membership to: www.MyPhotovista.com

For more complete listing of product features visit:

http://www.iseemedia.com/customerService/cs_resources.html to get the Photovista Facts and Features.pdf

Q. How and why should I register my product?

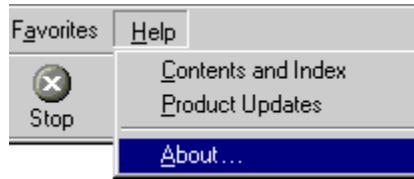
A. Go to: http://www.iseemedia.com/customerService/cs_register.html and fill out the form to register your product. Benefits of Registration: When you register your iseemedia product, you are entitled to the following benefits:

- New product announcements and special offers
- Early notification of product upgrades
- Access to knowledge base and special forums
- The iseemedia newsletter with valuable information, contests and more!
- Ability to upgrade from one version to another for a special price

Q. How do I find my product version number?

A. For Photovista line of Products:

1. Start the application.
2. Your version number is contained in the About section of the application. To view this dialog, click About. If there is no About button on the screen, choose the Help menu and click About.



Q. How do I get a refund for products?

A. If you are a software buyer who has bought a product through Element 5 and have questions or comments concerning your order, please contact our customer service:

<http://esales.element5.com/ccc/index.html?sessionid=58721274&random=19cdb3dea668579ba6aa7ebef3f37298>

