

PHOTOVISTA VIRTUAL TOUR 3.0 FAQ

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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 Panorama 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 Panorama 3.0, Vista Organizer (new) and Vista Works (new). Reality Studio includes Photovista 1.0 and Object Modeler which is the previous version of Photovista 3D Objects. Photovista Virtual Tour 3.0 does not include Photovista 3D Objects anymore.

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.

Q. Does Photovista Virtual Tour work with Java?

A. Photovista Virtual Tour and Photovista Panorama works exclusively with Java viewers, not the Active-X Plug-in. This should eliminate any problems with anyone not being able to view your tours.

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° 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 website. With Photovista you can create 360° panoramas just by taking pictures. The software application will take care of the rest. You can purchase Photovista Virtual Tour commercial edition. 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.

For information about the commercial version see:

<http://www.iseemedia.com/virtualltour/pvtourcommercial.html>

Q. Does Photovista Virtual Tour 3.0 support Windows XP?

A. Yes, Photovista Virtual Tour 3.0 is supported on 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 Virtual Tour on a website?

A. Other than purchasing Photovista Virtual Tour, you do not require any other software to post images onto a website. If your camera is not listed in the lens settings in Photovista Panorama, 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 Virtual Tour 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. What is a commercial license and why do I need one to use Photovista and Photovista Virtual Tour?

A. For more information about the iseemedia commercial license, see <http://www.iseemedia.com/virtualtour/pvtourcommercial.html>.

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 Virtual Tour 3.0 have over other technologies?

A. There are many advantages to using Photovista Virtual Tour over the competition:

- smaller file sizes
- one single Java Viewer can handle all content
- no plug-in required
- ability to make an auto-run CD/DVD executable
- customizable and editable applet (Commercial version)
- complete samples and manual
- exportable navigation map
- image-based authoring
- can deliver high-resolution zoom enabled images

For an exhaustive and impartial comparative analysis of Photovista Virtual Tour 1.0 (version 3.0 coming soon), visit:

http://www.panoguide.com/software/reviews/pv_virtualtour_v10.html

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/ccs/index.html?sessionid=58721274&random=19cdb3dea668579ba6aa7ebef3f37298>