

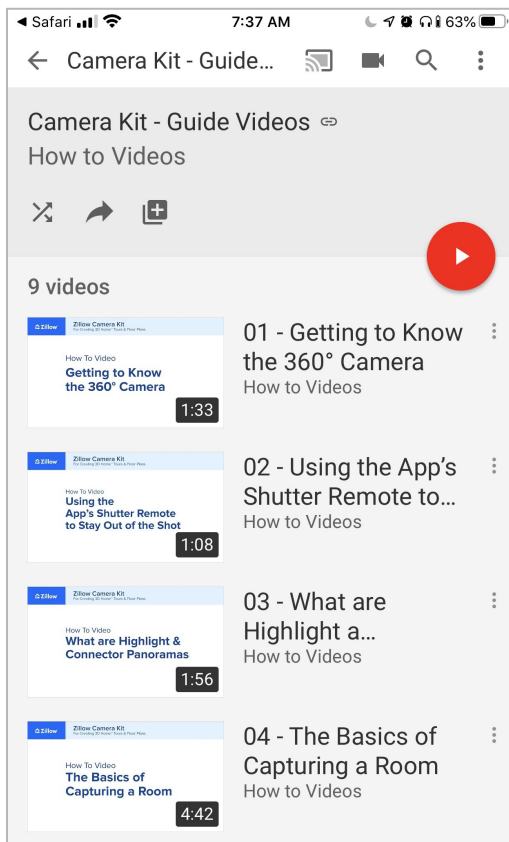
Welcome

In this Guide

- Quickstart Videos
- Before Starting Capture Process
- Set up Tripod
- Set up Ricoh Camera and iPhone
- Create your 3D Home® floor plans
- Choose your address
- Uploading & Publishing
- Help & Frequently Asked Questions

Quickstart Videos

We've created a YouTube playlist of short videos to help you get started as you create 3D Home® floor plans . Visit this short URL to easily access them – <https://bitly.com/3d-tour-videos>



Charge Devices (Before capture)



Tip! - Charge your iPhone and Ricoh Camera all the way before you start capture.

This ensures devices are fully charged when you are ready to begin capturing the panoramas for the entire home.

See how to charge the devices in steps 8 & 9 of the “Before creating your 3D Home® tour section below.

Your iPhone and Ricoh 360° Camera should be fully charged before you start the capture process.

Update Ricoh Firmware



Tip! - Make sure you have updated your Ricoh camera firmware before you go to capture 3D Home® tours.

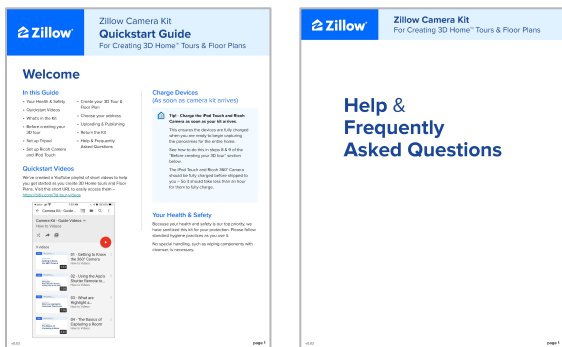
Overview



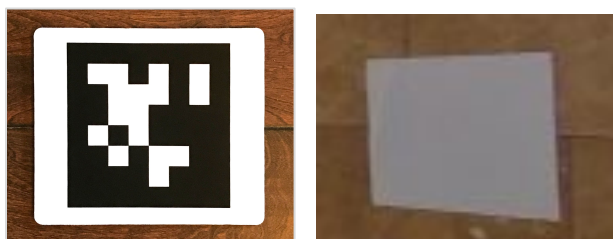
Before you start - Confirm you have everything you need for capture:

- Floor Marker or US Letter Paper (8.5 x 11)
- Ricoh 360° Camera (with case)
- Black USB Cable
- Cloth Lens Wipe
- iPhone (iPad or iPod Touch)
- Lightning Cable
- USB Charger
- Tripod (or Monopod)

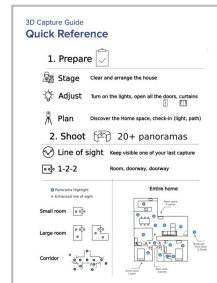
1 Quickstart Guide & Help / FAQ



2 Floor Marker or US Letter Paper (8.5 x 11)



3 Quick Reference (one sheet)



4 Ricoh 360° Camera: SC, V or Z1)

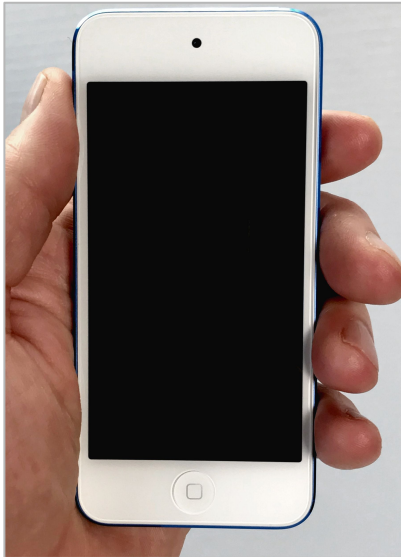


5 Black USB Cable



What equipment do you need?

6 iPhone



7 Lightning Cable



8 USB Wall Charger



9 Tripod or Monopod (sample)



10 Cloth Lens Wipe



Before starting capture process

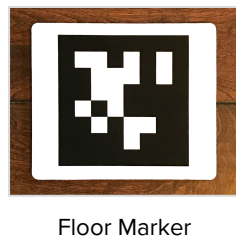
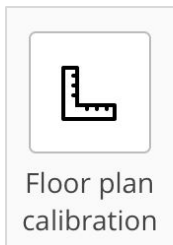
For best results, it's important to prepare your home and plan your capture route. Here are the steps you'll want to take before getting started.

1 Prepare Your Space

- Tidy up each room.
- Turn on all overhead and accent lights.
- Turn off fans, TVs and any moving objects.
- Open all interior doors.
- Open all closet doors (when capturing Floor Plans).
- Make sure people, pets and personal information are out of each room as you capture the panorama stills of the home.

2 Plan your route

- You'll start your tour outside the front door and then follow the steps below to create a floor plan calibration of the first room as you enter.
- The floor plan calibration is a step in the app that lets it know how to map the floor throughout the tour and is done with the floor marker or US Letter paper (8.5 x 11)



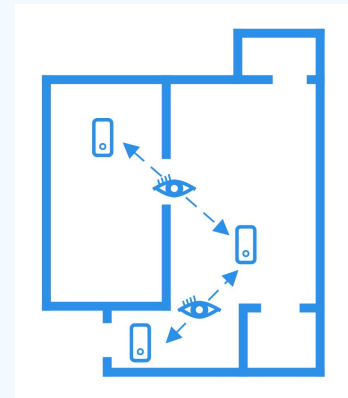
- Plan a route through the home to capture a panorama for all rooms, connecting hallways, garages, and other spaces.

3 Plan for line of sight between panorama stills

- Plan a flow through the house so that all panorama stills are connected within line of sight.



Imagine a straight line along the captures that have unobstructed vision. Imagine the camera “seeing” its previous position.

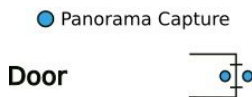


Line of sight: unobstructed vision along a straight line

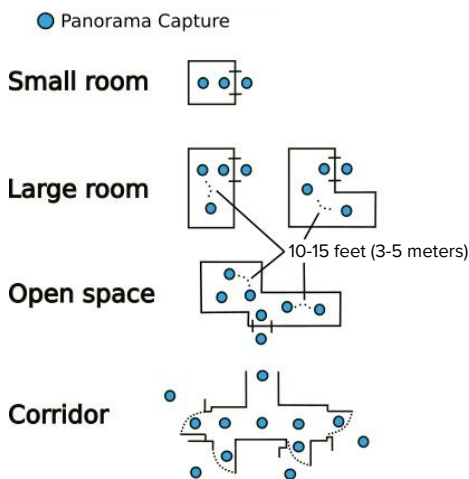
Before starting capture process

4 Plan multiple panoramas for each room

- For each room, you will take one panorama outside and one panorama inside the door or entryway. Remember to keep all interior doors open.



- Take multiple panoramas per room that are between **10-15 feet apart** from one another and within sight of previous panorama camera placements. This ensures all panoramas are connected in your 3D Home tour.



5 Open all closet doors



Note - Open all closet doors when capturing Floor Plans.

When only creating Floor Plans, no panoramas taken will be shown publicly – So don't worry about things like closet clutter. However, we do need to capture the space.

6 Stay out of the panorama



Remember - If you can see the camera, it can see you.

- As described later in this guide, use the Zillow 3D Home® app shutter remote and timer to stay out of the panorama still when capturing.
- Keep an eye out for mirrors and reflections that would show you in a panorama.

7 Don't forget hallways and other spaces

- Include rooms, hallways, walk-in closets, basements (finished and unfinished), attic, garage, front entrance, patios/decks, etc.
- If a space is not walkable, plan to capture a panorama from just outside that space.



Be sure to include:

- Rooms
- Bathrooms
- Hallways
- Stair landings
- Closets (with doors open when capturing Floor Plans)
- Basements (finished and unfinished)
- Attic
- Garage
- Front entrance
- Patios, decks, and porches
- All other spaces

Before starting capture process

8 Confirm the iPhone is fully charged

- iPhone should be fully charged before it is shipped to you.
- To confirm it is fully charged, turn it on by pressing the power button on the top right and check the battery level in the upper right hand corner of the screen.
- If it is not fully charged, use the USB charger to charge it.

9 Confirm the Ricoh Camera is fully charged

- The Ricoh Camera should be fully charged before it is shipped to you.
- To confirm it is fully charged, connect it to the USB charger with the black USB cable.
- **If the light on the power button is green while connected to the USB charger, the camera is NOT fully charged.**

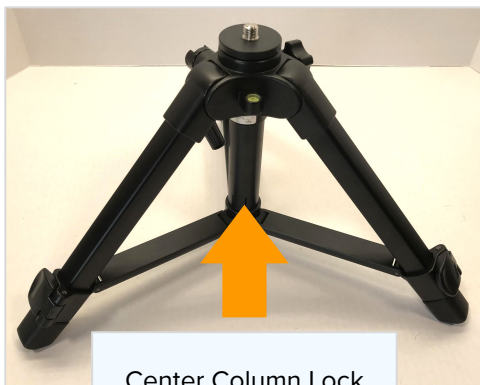


A green light while connected to USB charger indicates the camera is **NOT fully charged**.

Set up Tripod

1 Expand Tripod Base legs

- To expand the Tripod Base, pull the legs away from the center until the lock in the center column clicks.



2 Unlock the latches on your Tripod and extend to about chest height



For best results - Set the tripod to height of about 60 inches (5ft.) and keep it set to that for all panoramas.

Set up iPhone & Ricoh Camera

- 1 Wipe the front and back lenses on the Ricoh Camera with a cloth lens wipe

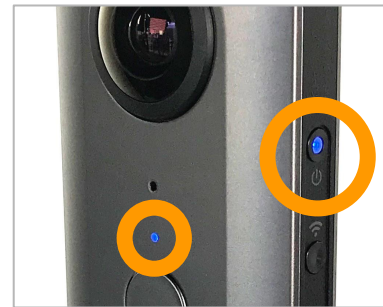


- 2 Attach the Ricoh Camera to the top of the Tripod



- 3 Press the Ricoh Camera Power power button to turn it on

- Press the power button located on the right side of the Ricoh Camera to turn it on. These lights will be solid blue when on and ready.



- Confirm the blue wireless light is blinking on the back of the camera.



Wireless Light

- 4 Open the Zillow 3D Home® app on the iPhone

- With the wireless light blinking on the Ricoh camera (as shown above), open the Zillow 3D Home® app on the iPhone.

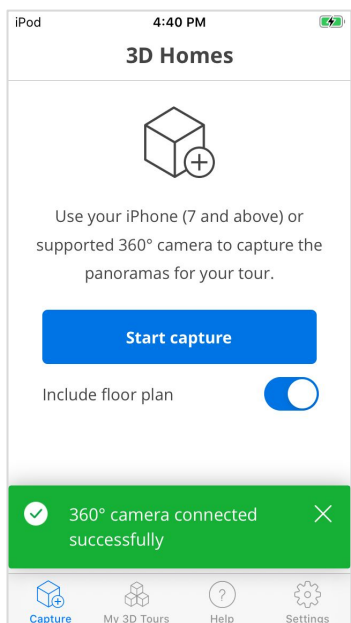


- **Note: Login to the 3D Home® app with your Zillow profile email and password (agent or photographer).** This will ensure all tours created are shown in your 3D Home® Dashboard.

Set up iPhone & Ricoh Camera

5 Confirm the Ricoh Camera is connected

- You will see a “360° Camera connected successfully” confirmation if the camera is connected.



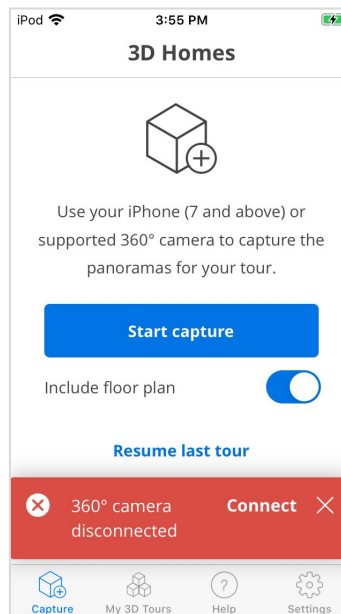
Connect to 360 Camera - Tap Create 3D Home and then Connect 360 Camera.

Follow the instructions in the app to pair your iPhone or iPad to the Ricoh camera.

You can either scan the QR code at the bottom of the camera, or type in the serial number.

- If you see a “360° camera disconnected” warning -

- 1) Make sure the Ricoh Camera is turned on and the blue wireless light is blinking on the back of the camera (the side with the Ricoh logo).
- 2) Tap **Connect** on the right part of the warning.



Tip

- Because bluetooth is not used at all to connect the Ricoh Camera and the iPhone, the iPhone has bluetooth turned off.
- To save battery charge on the iPhone, keep its bluetooth turned off.

Quick Reference

1. Prepare



Stage

Clear and arrange the house



Adjust

Turn on the lights, open all the doors, curtains



Plan

Discover the Home space, check-in (light, path)

2. Shoot 20+ panoramas





Line of sight

Keep visible one of your last capture



1-2-2

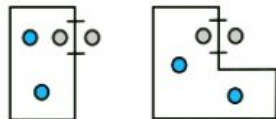
Room, doorway, doorway

-  Panorama Highlight
-  Enhanced line of sight

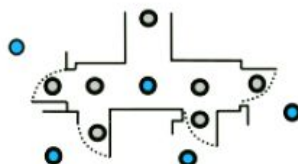
Small room



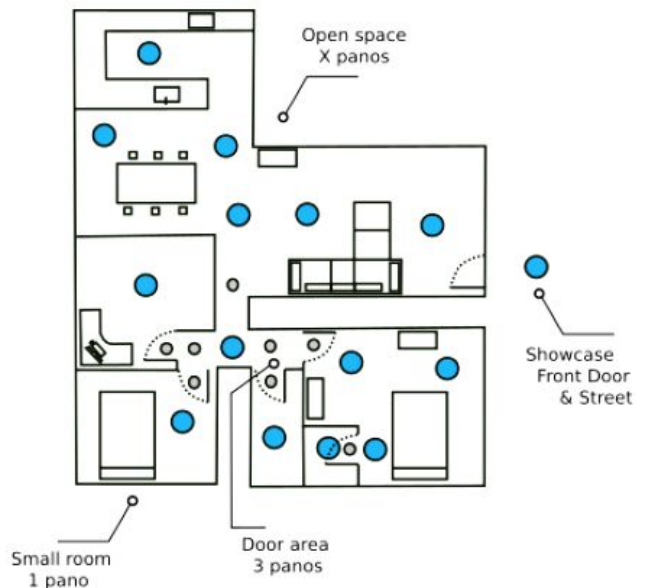
Large room



Corridor



Entire home



Create your 3D Home® floor plan

1 Set up front door exterior panorama

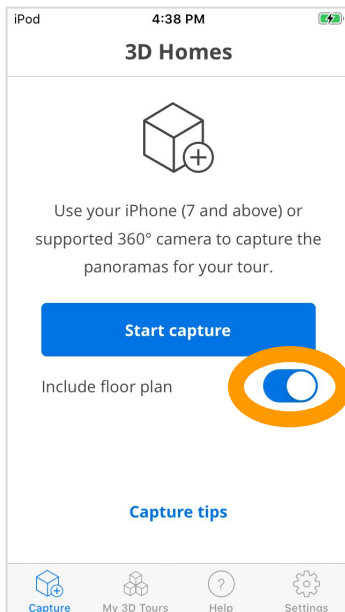
- Make sure the front door is closed for this panorama.



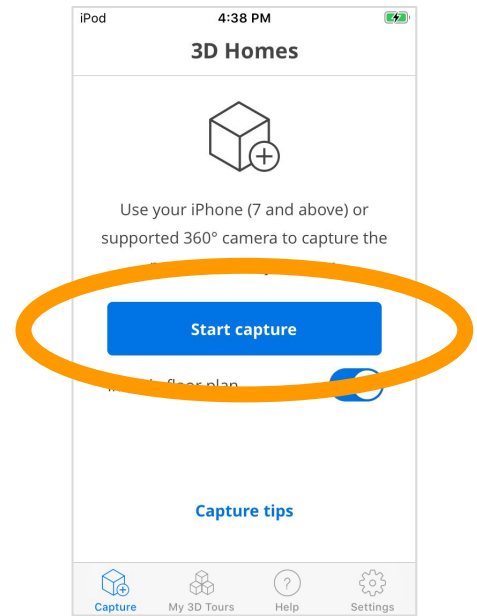
Note - This will be the only door in the home you want to capture while it is closed. You can also take a street or front shot first.

- Set the tripod with Ricoh Camera approximately **3 feet** outside the front door.
- Make sure the front of the camera (the side without the large shutter button) is facing the front door.

2 Tap Include Floor Plan

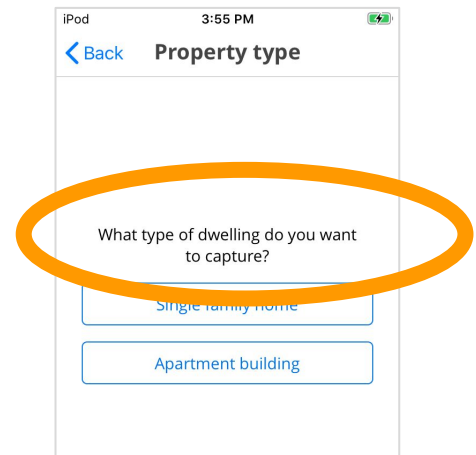


3 Tap Start capture



4 For property type, tap Single family home and add listing address now or wait until end

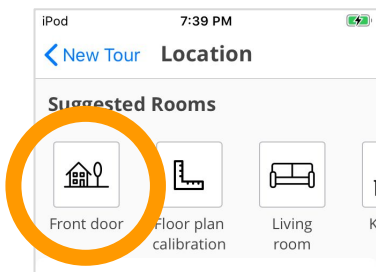
- For this pilot, tap **Single family home** if you are capturing a house or a condo.
- Apartment buildings with not work for this pilot.



Create your 3D Home® floor plan

5 Tap the **Front Door icon** to create the first panorama

- Tap the **Front Door icon** to create the first panorama.

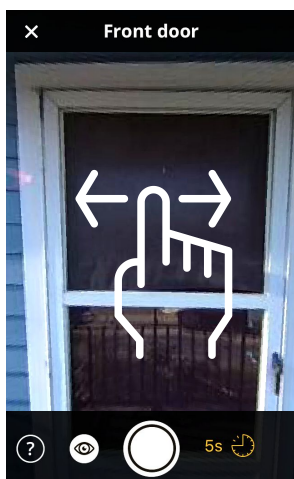


6 Use the app's shutter remote to stay out of the shot

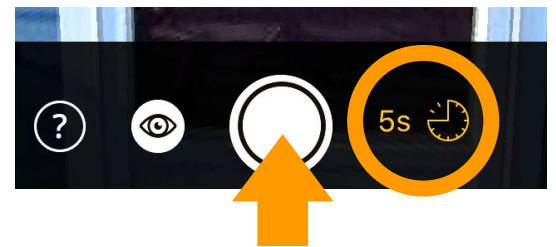


Remember - If you can see the camera, it can see you. This is important because we want to stay out of all panorama shots we take.

- The app shutter remote will default to see what the front of the camera sees.
- In the app, swipe the preview to confirm the panorama looks great.



- Step around a corner or inside the closed front door so you can't see the camera.
- Set the timer and tap **the shutter button in the app.**



Tip - Use the app shutter remote and timer to **keep the devices from going to sleep and losing their connection.**

7

Set up front door interior panorama

- Make sure the front door is closed for this panorama.



Note - This will be the only door in the home you want to capture while it is closed.

- Set the tripod with Ricoh Camera approximately **3 feet** inside the interior of the front door.
- Make sure the front of the camera (the side without the large shutter button) is facing into the house, away from the front door.

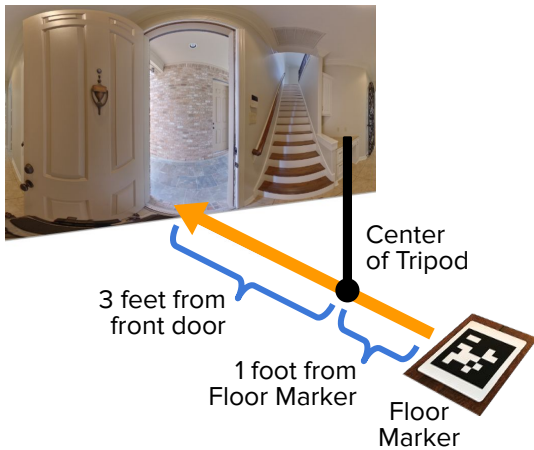


Remember - You can swipe the preview to confirm the panorama looks great.

Create your 3D Home® floor plan

8 Place the Floor Marker

- US letter (8.5x11) paper only needs to be placed once for the entire home. It does not need to be done for each room/panorama.
- Place the Floor Marker on the floor about 1 ft away from the bottom of the tripod.

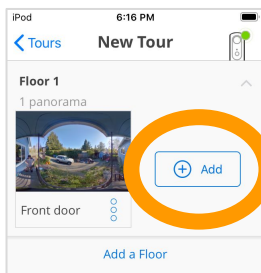


Notes -

If you need more space, you can place the Floor Marker in another room, as long as the marker and tripod are on the same floor and at the same height.

Be sure not to fold, crumple, or rip the Floor Marker.

9 Tap Add to add this panorama

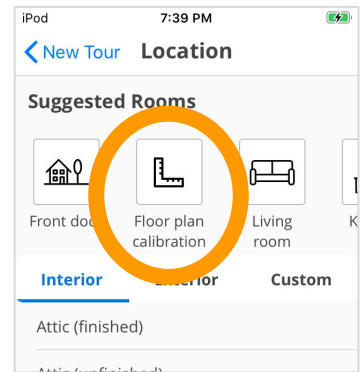


10 Tap the Floor plan calibration icon

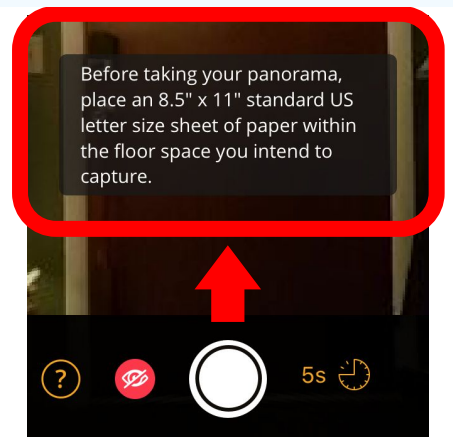
- Locate the **Floor plan calibration icon** and tap it to create the floor calibration panorama.



Note - This a panorama will automatically be hidden from the public 3D Home tour.



Important Message: do not forget to place (8.5" x 11" standard US letter size sheet of paper or Floor Marker! - This is essential to the calculation of Floor Plan measurements.



Create your 3D Home® floor plan

11 Use the app's shutter remote to stay out of the shot



Remember - If you can see the camera, it can see you. This is important because we want to stay out of all panorama shots we take.

- Step around a corner or into a nearby room so you can't see the camera.
- Set the timer and tap **the shutter button in the app.**

12 Remove the Floor Marker

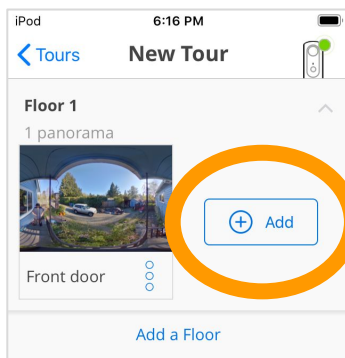
- Remove the Floor marker in order to take the same panorama again.



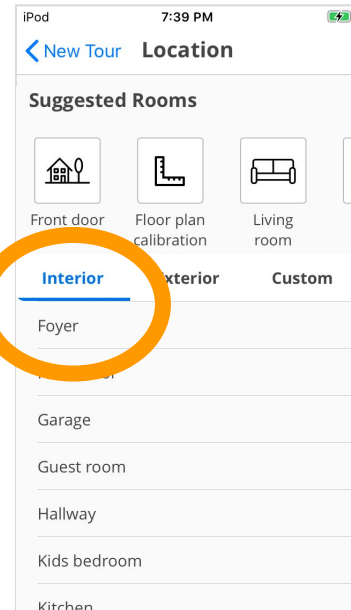
Note - This will be the first panorama for the entrance room.

13 Add the panorama for the entry room

- Tap **Add**.

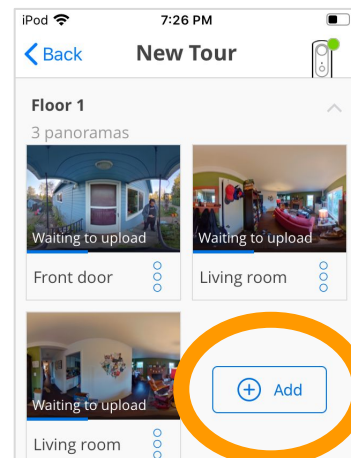


- Select the name of the entry room you are capturing, like foyer or hallway.



14 Move the camera and add your next panorama

- After completing the first panorama for the entrance room, move the camera and tap **Add** for your next panorama.



Create your 3D Home® floor plan

15 Repeat to add every space in the home



Remember -

Take multiple panoramas for each room and space them 10-15 feet apart so that the entire room is covered.

Don't forget to capture hallways and other spaces and remember to stay out of the picture (including mirrors and reflective surfaces).



Be sure to include:

- Rooms
- Bathrooms
- Hallways
- Stair landings
- Closets (with doors open when capturing Floor Plans)
- Basements (finished and unfinished)
- Attic
- Garage
- Front entrance
- Patios, decks, and porches
- All other spaces

16 Confirm all panoramas have processed or have a “Waiting to upload” status (no data)

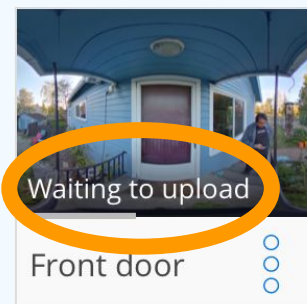
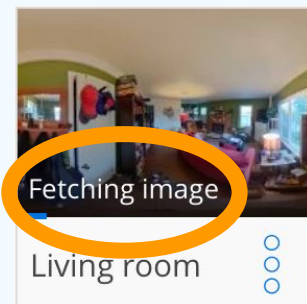
- Confirm all panoramas for every space in the home are captured.



Note -

Panoramas with a **“Fetching Image”** status message have not completed transferring from the Ricoh Camera to the iPhone.

Panoramas with a **“Waiting to upload”** status message have completed transferring.



Choose your address

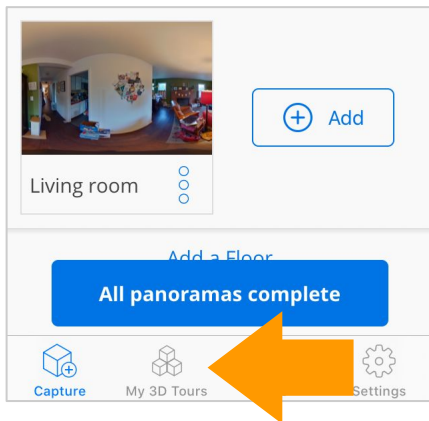
1 Connect iPhone to your Wi-Fi (if captured tour without data)

- On the iPhone, go to Settings > Wi-Fi, and make sure Wi-Fi is turned on.
- Tap the name of the Wi-Fi network you want to join and, if prompted, enter the password.
- If you can't tap Join, the password you've entered is incorrect.

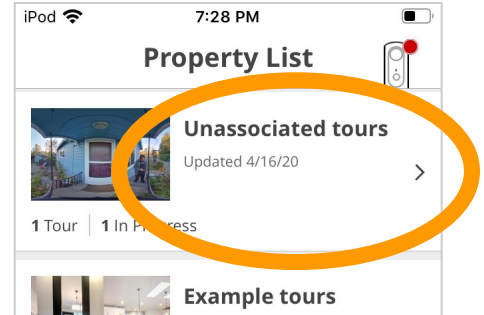


2 Enter your address

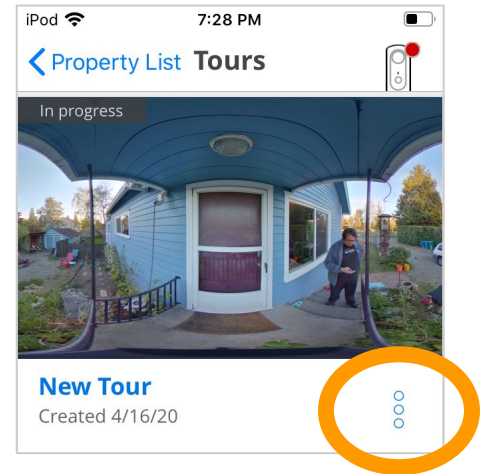
- Tap **My 3D Tours**



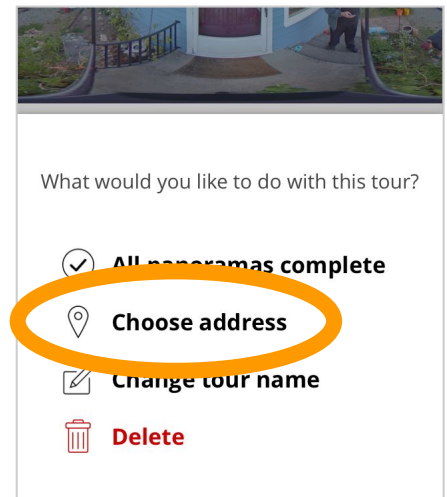
- Tap **Unassociated tours.**



- Tap the **details icon** for your tour.

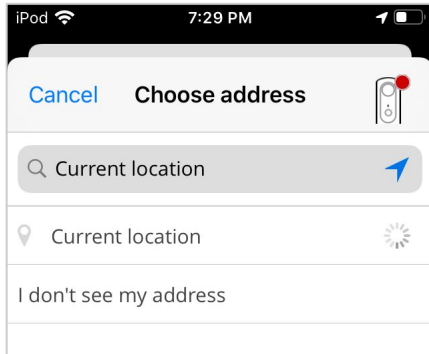


- Tap **Choose address.**



Choose your address

- Enter your Zillow listing address.



3

What if I can't find my address?



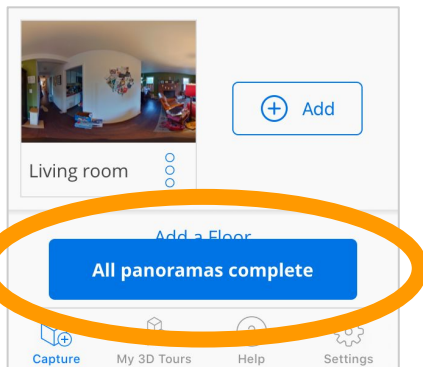
See “What if I can't find my address?” in **Help & Frequently Asked Questions** for a step by step guide in troubleshooting address problems.

Uploading & Finishing

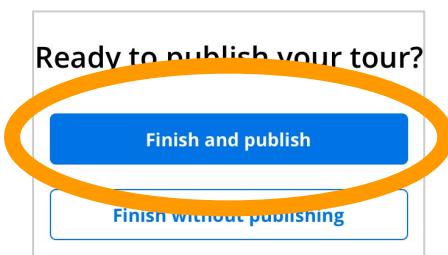
1

Finish and publish

- Once you're done capturing all areas of the space, tap **All panoramas complete**.



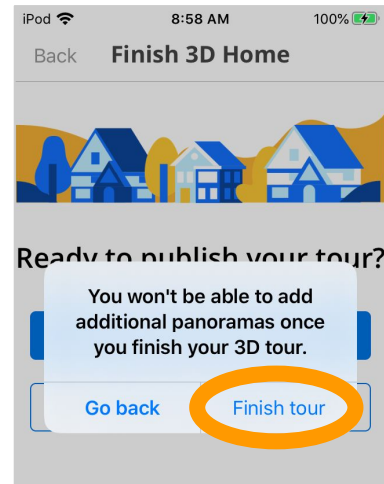
- On the next screen, tap **Finish and publish**.



2

Make sure you have captured the entire home and then tap **Finish tour**

- If finished, ignore the “You won't be able to add additional panoramas once you finish your 3D Home® tour” message that appears.
- Tap **Finish tour** (if capture is complete)



Uploading & Finishing

3

Congratulations!

- You have successfully created your 3D Home® floor plan.
- If you experience any problems or issues, contact us at floorplan@zillowgroup.com for help.