

# Get started with 3D Home tours

Access our quick and easy guides to using the Zillow 3D Home app.



## Capture tours with an iPhone/Android in a snap

Follow these simple steps to create, upload and finish Zillow 3D Home® tours with your iOS/Android device.

[Get started](#)



## Capture tours with a 360-degree camera

Save time creating your 3D Home tour with a Ricoh Theta and Insta360 camera. Learn how to set up your camera, capture panoramas, and upload and finish tours.

[Get started](#)



## Edit your 3D Home tour like a pro

Follow these simple steps to create, upload and finish Zillow 3D Home® tours with your mobile device.

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## Share your 3D Home tour (sharing is caring)

Take it beyond your listing! Learn how to share your 3D Home tour anywhere, give editing access to other users and embed the tour via iframe on your website.

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## Have questions?

[See our FAQ](#) or contact us at [3DHome@ZillowGroup.com](mailto:3DHome@ZillowGroup.com).

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# Create tours with a 360-degree camera

Your guide to capturing Zillow 3D Home tours with a Ricoh Theta and Insta360 cameras.

Creating a Zillow 3D Home® tour is faster and easier with a Ricoh Theta Z1, X, V, SC2, or SC2 for Business, and, Insta360 ONE RS 1-Inch 360 Edition, X4, X3, or X2 cameras. And now 360-degree camera users can upload their tour on both iOS and Android® smartphones.



**Before you get started**

1. Download the Zillow 3D Home app on your iPhone® device (iPhone 6 or above), iPad® device (iOS 16 or higher), iPod® Touch device (7th generation or above) or Android® smartphone (Android 7 or above).
2. Make sure your Ricoh Theta or Insta360 firmware is up to date and charge batteries on all devices.
3. Wipe down your Ricoh Theta or Insta360 lens.
4. Tidy up each room.
5. Turn on all lights and open all interior doors.
6. Turn off fans, TVs and any moving objects.
7. Plan your route through the home.
8. Start your tour from outside the front door or street view of the home.
9. Remember to capture a panorama for each room, doorway and hallway.

### Capturing a multifamily property? We've got you.

Zillow 3D Home lets you create panoramic tours for apartment communities, including multiple units and common spaces, with a Ricoh Theta 360-degree or Insta360 camera.

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## Set up your camera

1. Open the Zillow 3D Home app and sign in to your Zillow account.
2. Tap **Start capture** and select **Connect 360° Camera**.
3. Check that Wi-Fi on your Ricoh or Insta360 camera is switched on.

4. Following the instructions in the app, use the QR code to pair your mobile device to the Ricoh or Insta360 camera.
  5. Secure the camera on a tripod or monopod and adjust it to chest height (4 to 5 feet).
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## Start capturing your tour

1. Once you've connected your camera, choose the listing address of the home. If you don't have it, select **Add home address later**.
2. Select the room you would like to capture first. We suggest starting at the front door or front yard/street view to show off the home's curb appeal.
3. Position your camera facing the most interesting feature in the room and preview the screen.
4. When ready, step out of the camera's visibility.
5. You may choose to review the captured panorama before moving on.

Having problems using the app? Get [troubleshooting tips](#).

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## Adding more rooms

After completing your panorama, tap **Add** to select your next panorama location. It's important to capture each connecting hallway and doorway into a room so the app is able to successfully connect your images for the 3D Home tour.



**Small rooms** (bathrooms, closets, laundry rooms) and **medium rooms** (bedrooms, dens, smaller kitchens)

- Place the tripod in the center of the room.
- Make sure your camera isn't visible in mirrors or other reflections.



### Large rooms (living rooms, kitchens, open layouts)

- Multiple panoramas in larger rooms will provide a better sense of scale and highlight different parts of the room.

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## Upload and finish — presto!

1. When you've finished capturing, you can upload and finish your tour using a computer, iPhone® or iPad® device, or Android smartphone (Android 7 or higher).
2. Once your panoramas have uploaded, tap **Finish**.
3. Double-check that you have captured all rooms that you want to show off.
4. You now have a choice. Select **Post to listing** to save your tour to Zillow and publish it to your Zillow listing or select **Build, but keep private** to save your tour to Zillow for review in [My 3D Homes dashboard](#) later.
5. We'll automatically create your 3D Home tour and email you when it's complete. A tour with 10-20 panoramas should process within four hours.

## Edit and share to the world

After your tour is processed, check to make sure everything is built and labeled correctly. You can change the default view, add or edit the arrows between panoramas, change the room order, edit room details, and hide a panorama from the tour. A moderator will also review your tour within 72 hours to address any necessary fixes.

To edit or share your 3D Home tour, visit [My 3D Homes](#) dashboard. For more information, visit the [dashboard support page](#).

## Have questions?

[See our FAQ](#) or contact us at [3DHome@ZillowGroup.com](mailto:3DHome@ZillowGroup.com).

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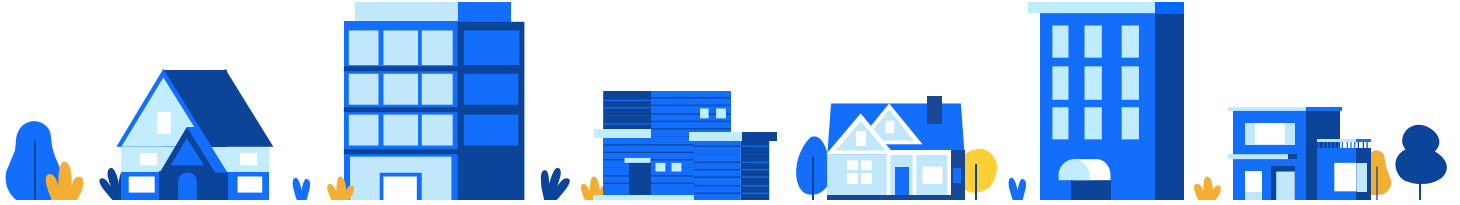
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# My 3D Homes dashboard

Manage your Zillow 3D Home tours easily from one spot.

Login

[Accessing your dashboard](#)

[Editing your tour](#)

[Sharing your tour](#)

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## Accessing your dashboard

1. In the mobile app, your dashboard is under My 3D Tours in the menu. If you're on your computer, it's called [My 3D Homes](#).
  2. Log in to Zillow with the email address you used to create your Zillow 3D Home® tour.
  3. From here, you'll be able to manage all your published and unpublished tours.
- 



## Editing your 3D Home tour

### Add an arrow to a panorama

1. After creating a tour, it will take 24 hours for guide arrows to appear. If you need to add more arrows, click on the 3D Home tour you'd like to edit and then press the menu icon (•••).
2. Select **Edit tour**.
3. Click on the panorama to which you would like to add an arrow. In the thumbnail gallery, click on the blue "plus" symbol (+) in the corner of the panorama that you would like.
4. Move the arrow to place it in the right direction, then press **Save**. Your changes should be effective immediately.

## Moving and deleting arrows within panoramas

1. Click on the 3D Home tour you'd like to share and then press the menu icon (⋮).
2. Select **Edit tour**.
3. Click on the panorama containing the arrow you want to change and select **Edit arrows**.
4. Click on an arrow and move the arrow to the correct location and select **Save**.
5. Select **Delete** on the left of the screen if you'd like to remove the arrow.
6. Select **Edit arrows** for each arrow you'd like to move.

## Changing a room's default view

1. Click on the panorama you would like to edit.
2. Press the menu icon (⋮) on the tour thumbnail.
3. Select **Edit tour**.
4. Click on the room panorama from the thumbnail gallery.
5. Rotate the panorama to the preferred view.
6. Select **Set default view** in the lower right of the screen.
7. Select **Set** in the lower right corner.

## Rearranging the order of panoramas\*

1. Click on the 3D Home tour you'd like to edit and then press the menu icon (⋮).
2. Select **Edit tour**.
3. Along the bottom of the screen, hover the cursor over the panorama thumbnail that needs to be moved.
4. Click the left or right arrow to move the panorama to a new position.

5. Repeat for each panorama you'd like to reorder.

*\*Note: this is only available for tours without a floor plan. Because the panorama thumbnails are not visible on interactive floor plans, this option is not available for 3D Home tours with a floor plan.*

## Editing room labels and floor level, and deleting panoramas

1. Click on the 3D Home tour you'd like to edit and then press the menu icon (⋮).
  2. Select **Edit tour**.
  3. Click on the panorama you'd like to change and select **Edit details**.
  4. Enter the new label name in the title box.
  5. Select the appropriate floor in the **Floor** drop-down menu.  
Note: Rooms that are selected as **First panorama for this floor** cannot be deleted.
  6. Select **Delete** to remove a panorama from the 3D home tour.
  7. When you're finished, select **Save**.
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## Sharing your 3D Home tour

### Sharing via the link

1. Click on the 3D Home tour you'd like to share and then press the menu icon (⋮).
2. Select **Share**.
3. Click on any of the sharing options (**Share, Embed, Add Users**). When sharing an unbranded link to the MLS, you will have the additional option to remove the Zillow logo and backlink.
4. Share it with anyone, anywhere — the MLS, social media and beyond.

### Embedding the tour on your website

1. Click on the 3D Home tour you'd like to embed and then press the menu icon (•••).
2. Select **Share**.
3. Select **Embed** from the tabs along the top of the window.
4. Copy the embed code and paste it into the HTML of your webpage.

## Sharing editing access

You can easily share management permissions for a 3D Home tour. For example, photographers can share their 3D Home tours with clients. All users can edit, share, and publish tours.

1. Click on the 3D Home tour you'd like to share and then press the menu icon (•••).
2. Select **Share**.
3. Select **Add Users** from the tabs along the top of the window.
4. Enter the user's email address and select **Add editor**.

## Looking for something else?

[See our FAQ](#) or contact us at [3DHome@ZillowGroup.com](mailto:3DHome@ZillowGroup.com).

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JULY 2024

# Capture Guide

Zillow 3D Home® Interactive Floor Plans

Follow the instructions to create a virtual tour and interactive floor plan with the Zillow 3D Home app.

## Here's what you need to get started:



- Compatible Ricoh 360° and Insta 360° Camera (with case)
- iPhone (iPad or iPod Touch) or Android (Phone or Tablet)
- Download the latest version Zillow 3D Home app
- Monopod (or Tripod)
- Lens Cloth

## The shots you take will fall into two categories:

### 1. Rooms & Exteriors


Every home is unique. Here's a list of living spaces and shots you'll want to capture.

- Bedrooms
- Living rooms
- Kitchen
- Bathrooms
- Hallways
- Doorway shots
- Small bedrooms or offices
- Garages (can be hidden panos)
- Front yard/ backyard
- Closets (bedroom, linen, pantry, utility, etc)

### 2. Hidden Panoramas

Not every room is going to end up on your final 3D tour (i.e. cluttered spaces, pantry, small closets, hallways, garages).

However, we still need to see every space (and every corner of each space if possible) to generate a complete floor plan.

Once captured, you can hide these panos easily from the 3D Home app by tapping on the  icon on the pano.

## Prep Work

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- Set and keep your 360° camera height at around 5ft. (60in) for the entire capture — measure carefully from the floor to the center of the camera lens.
- Maintain this exact camera height once you've started capturing the tour (any change in height throws off the measurements and all of your great shots will be unusable).

## General guidance for panorama captures:

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We need to be able to see every space. This includes hallways, closets, utility closets, pantries, garages, patios, balconies, decks and every corner of those spaces if possible.

If the entirety of the home is not captured, we will not be able to generate a complete tour and floor plan.

Capture a minimum of one panorama per space.

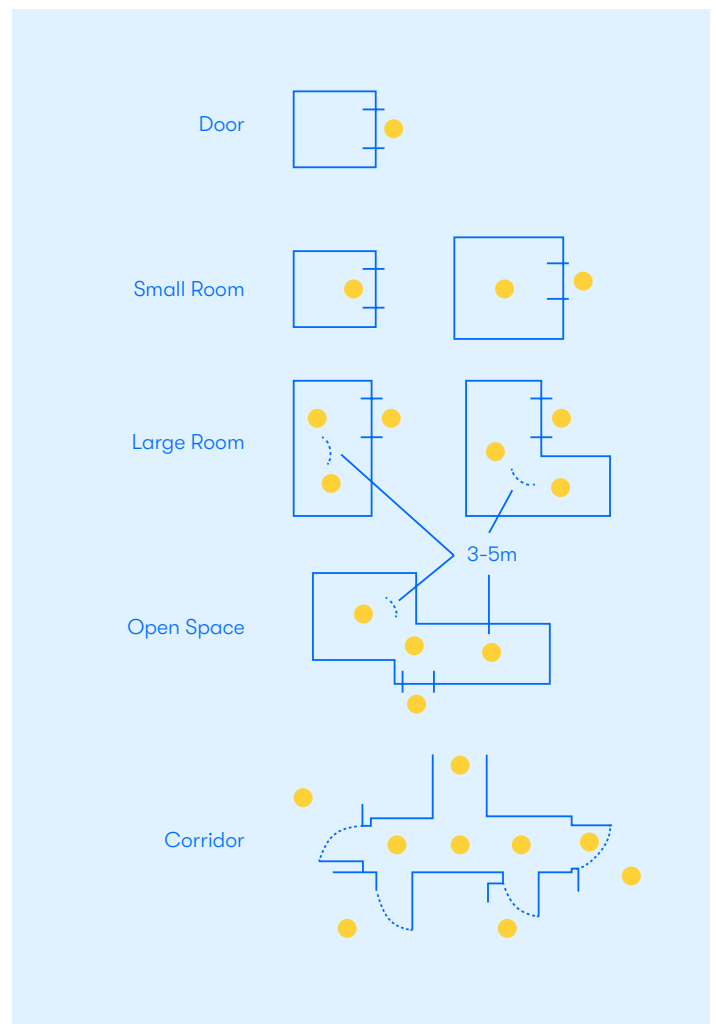
Take each panorama near the center of the room.

Some rooms may require more than one panorama. These include:

- Large rooms, corridors and L-shaped spaces (i.e. If you're more than 12 feet away from a wall, take another panorama).
- Rooms where you cannot see all corners from one panorama will require another shot. Furnished or cluttered rooms and garages require more than one pano as well.

When in doubt, capture additional panoramas to ensure better coverage. We want you to get an accurate floor plan and 3D tour.

Make sure that each of the panoramas can see into at least one another space through doorways or openings.



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Capture doorway shots for all doorways (one per door) so that we can see substantial portions of adjoining rooms in the same shot.


Setting up shots 1-2 feet from a doorway is best. You'll only need to capture one side of the door.

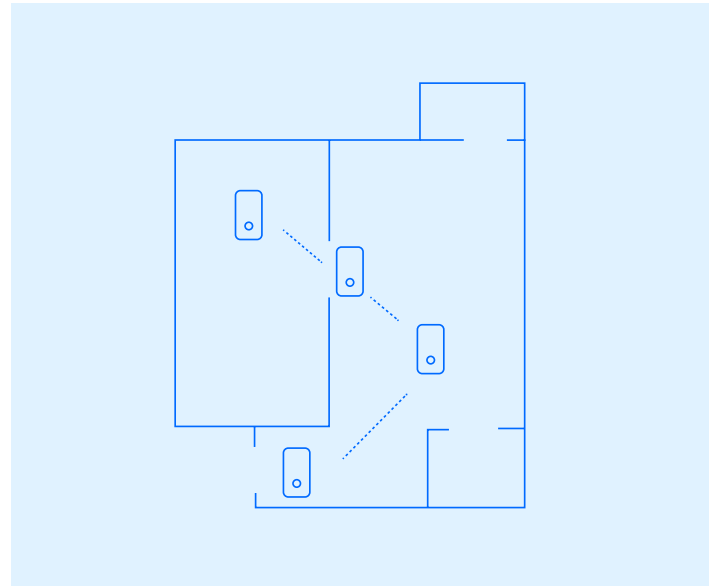
Be sure to capture hallway shots.


Ensure that the distance between two adjacent panos is not more than 12 feet.

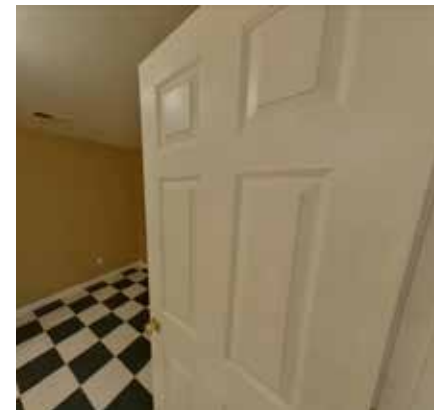
Confirm that doors do not obstruct a view of the walls, openings or windows in a room.

Keep in mind it's hard to determine the true size and shape of the room when there are obstructions.

If a door is in the way, try opening it partially so the edge is pointed at the 360 camera. This allows us to see through the doorway as well as the wall on the other side. You can always make this shot a "hidden pano" by clicking the "eye"  icon.



 Door positioned so as not to obstruct wall.




 Wide open door obstructs wall.

## Closets and Utility Rooms

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Capture one “hidden pano” of ALL closets and utility rooms.

- These are panos that you may not want to show in the public tour (ex: garages, storage spaces, small/utility closets, etc.)
- Since these panoramas will not be shown in the public tour, there’s no need to hide yourself and leave the room. Just stand a few feet back and avoid blocking the closet/utility room you’re trying to show us.
  - Small closets: open door and capture from outside of closet and label the pano “Closet”
  - Large closets: place monopod/camera inside to capture and label the pano “Closet”
- As a reminder, you can always hide these panos from 3D Home app by tapping on the  icon on the pano. This can also be done from the 3D Home Dashboard. Navigate to the tour, click on “Edit Tour” and select the pano you wish to hide. Click “Edit details” and choose “Hide” to hide the selected pano in your tour.

**Garages:** Capture two or more panos for garages, especially if they are cluttered, or if you have car(s) parked in the garage. These can be hidden panos.

**Kitchens:** Some kitchens may have complex layouts. In such instances, take multiple panoramas in the kitchen space so that we can have maximum coverage to obtain the best possible results.

**Yards and decks:** Capture at least one pano in both the front yard and the backyard to show the exteriors of the home. In addition, capture at least one pano in the center of each deck, patio and balcony.



Questions? Email [3DHome@zillowgroup.com](mailto:3DHome@zillowgroup.com) if you have any questions or encounter any issues!

## Additional Recommended Best Practices

- Initiate the Zillow 3D Home scan from the link within the Aryeo Go app. This will allow the app to auto-populate the address of the property so you don’t have to enter it.
- Always choose the option to include the Interactive Floor Plan in the product. This does not require any additional steps or work on your part.
- Once the scan has been finalized and processed, both the 3D Home Tour and the Interactive Floor Plan are automatically uploaded to Zillow and posted to Aryeo. This eliminates manual transfers and potential errors.