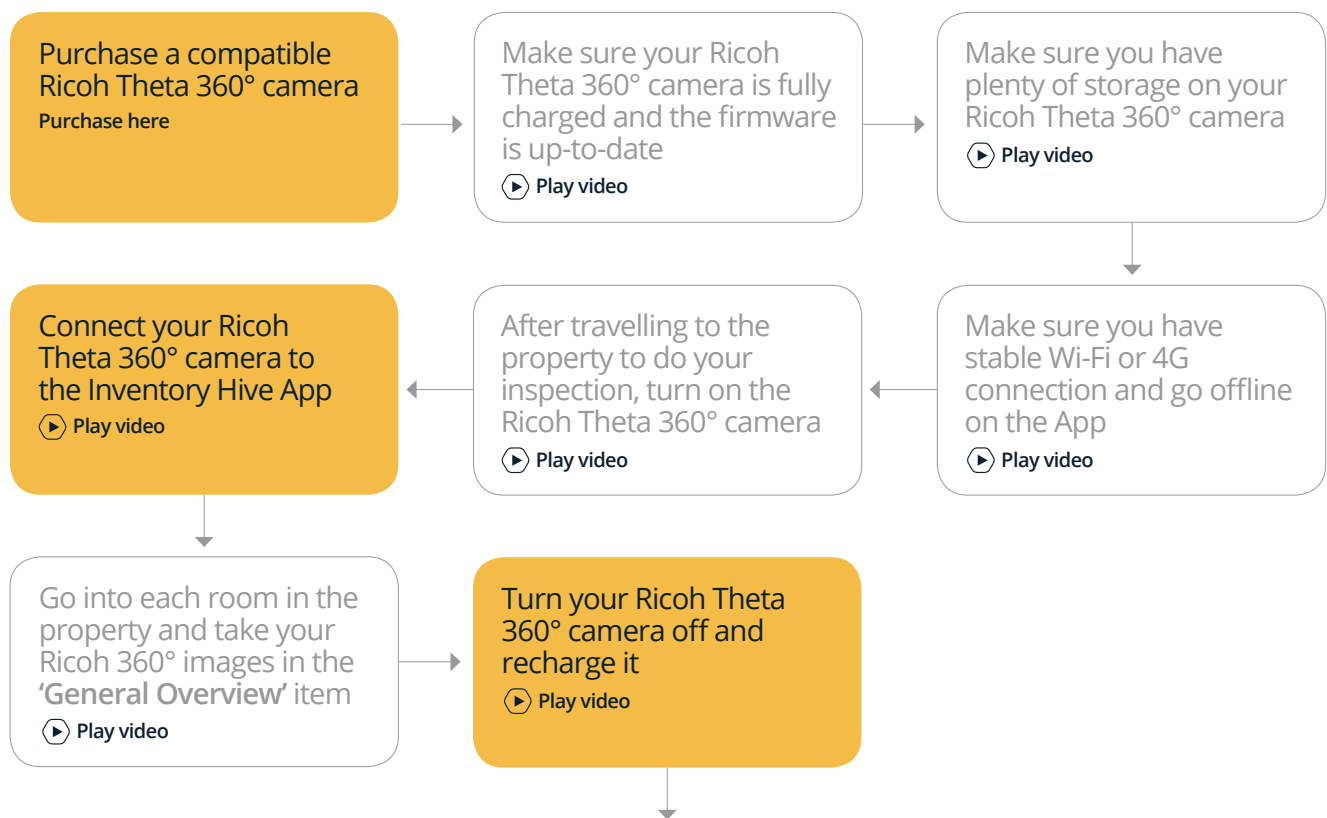


Ricoh 360° Camera Integration



See our advice on the best supported devices [here](#)



TIP Convert 360° images from your inventory reports and flip them into virtual 360° tours for marketing purposes

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FAQs

Ricoh 360° Camera Integration

How do I connect a Ricoh camera?

To connect the camera, access the Room that you want to take an image, connect the camera to your device via wi-fi through the app, ensuring that you have location settings switched on, and you will be able to control the camera settings directly within the app. For a detailed article, [please click here](#).

Do I need a tripod with a 360° camera?

We would recommend using a tripod with a 360° camera - in order to give the image some perspective, we would recommend setting a tripod at approximately four feet to capture items higher up on top of units. For a quick article on recommended tripods, [please click here](#).

How do I delete photos from my Ricoh camera?

Dependent on the model of camera that you have purchased, you can delete photos from your cameras' internal storage either by connecting to a PC via USB or directly by the Theta app when your camera is connected. For a detailed article, [please click here](#).

My Ricoh camera is damaged - what can I do?

If your Ricoh camera suffers physical damage, Ricoh do offer a repair service as part of their aftercare. This is administered by Ricoh and their contractors, rather than through our product, but you can contact their Service Centre [via this link](#).

What is the password for my Ricoh camera?

The password to connect your Ricoh Theta camera to your device is located on the bottom of the camera. The password is the numbers from the serial number of the camera.

Does my 360° camera cause my report to close?

When your device is connected to your Ricoh 360° camera, your camera switches to sleep mode after approximately 1 minute of inactivity, in order to preserve its' battery life. This inevitably disconnects your camera (via the wi-fi connection) to your device. As the connection is lost, this can cause the report to close and direct you back to the Property screen. If you take your 360° images all together, the device will only disconnect once leaving you free to continue your report.

Do I have to enable location settings to connect to my 360° camera?

Yes, you will have to enable location settings on your device so it can connect to the 360° camera. For a detailed article, [please click here](#).

How do I know when my picture has been taken?

When you have taken a picture, while stood outside the room you should here a short tweet-style noise. That indicates the camera has taken the photo. After a few seconds, the image should show up on your device to preview.

My Ricoh camera won't work - what can I do?

There are a number of checks that you can do to rectify an issue with a Ricoh camera, which include: 1: Ensuring that the battery has adequate charge (a low battery will affect connectivity); 2: Ensuring location is switched on (if switched off this will affect connectivity); 3: Ensuring the camera wi-fi connection has not timed out; 4: Ensuring that the camera internal storage is not full; 5: Ensuring that the camera firmware is up-to-date. For a detailed troubleshooting article, [please click here](#).

If you require any further help or assistance with regards to the points outlined above, please e-mail support@propertyreporting.co.uk