

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

- 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:

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.

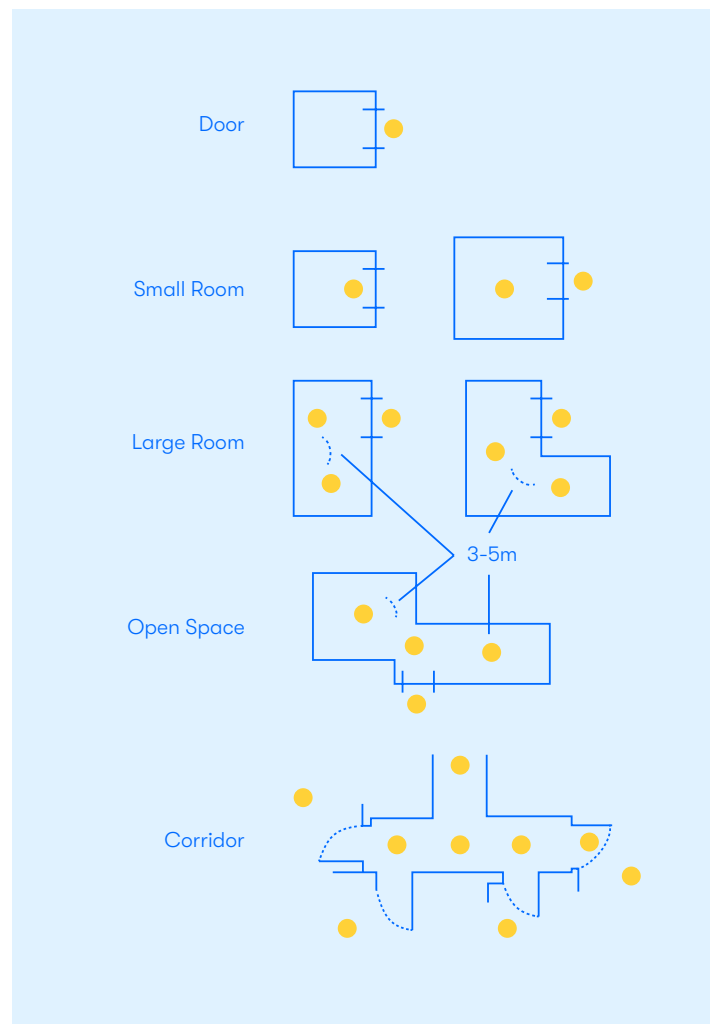
Take each panorama near the center of the room.

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.



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.

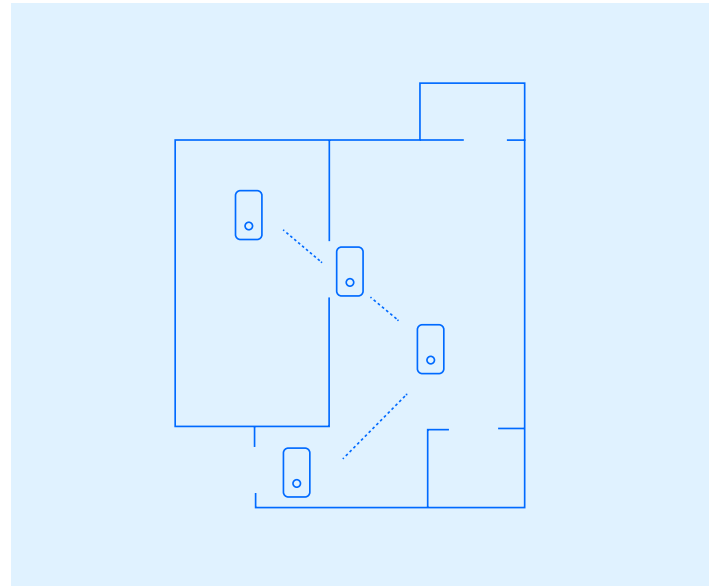
Be sure to capture hallway shots.


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

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 if you have any questions or encounter any issues!