DCS SPIN

360°

360° Image Capturing and Ricoh Theta Troubleshooting Information

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We've put together some common tips to help you create better 360° Images and Videos. Giving you more information about the DCS Spin 360° app and the latest features.

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Tips for Creating 360° Images & Videos

An overview of the DCS Spin 360° image & video tips is below. Use these tips to create better 360° images and videos.

Keep the phone level and close to your body

- While recording a 360° Image or a video. Use both hands to keep the device steady.
- Keep your arms close to your body as this helps in cradling the camera and in maintaining a steady shot.

Spins should start and end at the same position on the vehicle

- Capture a full 360° Image by starting and ending your recording at the same position where you started.
- Start at the vehicle's front, and use a temporary floor marking as a reference for your starting and end point. It helps to mark a spot on the ground or drop a coin.
- Our app is also compatible with turntables if the device is stationary.

Keep the vehicle in the center of the spin

- Before capturing the 360° Image, it is a good idea to have a path around the vehicle figured out.
- The exterior 360° shot should always be completely in the phone's view - so that the image captured does not have any sections of the vehicle missing from view.
- Maintain a consistent height around the car. The best result is achieved when keeping the reticle around the door at sill height, consistently as you walk around.
- If space is limited:
    - Use a clip-on wide angle lens that fits your device. The wide angle lens lets you record a 360° Image at a closer distance than is possible without the lens.
    - Start close to the front of the vehicle, walk around in a wide arc, come in close to the back and copy the same arc around the other side and end in the same spot at the front. This produces a nice spin while not requiring a wide berth in the front and back.

Positioning the Ricoh Theta camera

- The Ricoh Theta camera should be positioned in the center of the vehicle and vertically between the driver and front passenger seat.
- Ensure that the Ricoh Theta camera is forward facing. The camera mode lamp should face the rear seats.
- Capture the interior 360° Image in good lighting. If the surrounding light is too bright, your app will try to adjust for this by adjusting the mode of the Ricoh Theta camera*. (*If the firmware and model supports this)
- Low sun in the windscreen or a glaring reflection in the windscreen causes a low quality capture. Solution: capture when the sun is higher or face the car away from the sun or any glare.
- Low white clouds with a bright sun behind it causes a white-out, which, despite the camera's HDR capability, results in dull colours. We understand that this is climate/weather/region dependent and there is no control over this.

Low Sun   **High Sun**

Use the preview feature

- After recording a 360° Image or video, use the preview feature to pan the image you've just captured or to play the video. If you are not happy with what you see, use the options to retake the 360° Image or the video.

Ricoh Theta Troubleshooting Guide

Camera status lamp

Wireless lamp
Camera mode lamp

Power button

Wireless button

Mode button

Ricoh Theta at correct settings

The Ricoh Theta is a device for capturing interior 360° Images. When Ricoh Theta connection issues arise, the following steps are recommended to resolve them.

Step 1: Check for Settings Conflicts

1.1 Check the settings on your mobile phone.
Settings conflicts may arise when:
   a. Location permission is not enabled from mobile phone.
       Recommended Action: Enable location permission in device settings
           Android: *Settings > Security & Location > Location:ON*
           iOS: *Settings > Privacy > Location Services:ON*

   b. Location permission is not enabled for the app.
       Recommended Action: Enable location permission in app permissions.
           Android: *Settings > Security & Location > Location:ON*
           iOS: *Settings > Privacy > Location Services:ON*

1.2 Check the settings on the Ricoh Theta camera.
Settings conflicts may arise when:
   a. The Ricoh Theta camera is not in still image camera mode.
           Recommended Action: Ensure that the Ricoh Theta Camera is in still image mode.
           On the side of the Richo Theta, press the capture mode button until the camera is in still
           image mode.

   b. The Ricoh Theta camera is not in WiFi mode.
           Recommended Action: Ensure that the Ricoh Theta Camera is in WiFi mode
           On the side of the Ricoh Theta, press the wireless button until the camera is in WiFi mode
           and flashes blue.

Step 2: Check Ricoh Theta Compatibility

The table shows the Ricoh Theta camera models that are compatible with the iOS and Android 360° Image application.

Ricoh Theta Camera Compatibility			
Model	**Latest Firmware Version**	**iOS 10.0 or later**	**Android 5.0 and up**
Ricoh Theta S	01.90	✓	✗
Ricoh Theta SC	01.20	✓	✓
Ricoh Theta V	3.10.1	✓	✓

The table above shows the Ricoh Theta camera models that are compatible with the iOS and Android 360° Image application.

To check your Ricoh Theta camera's firmware version, do the following:

- Install the Ricoh Theta mobile app from Google Play store or Apple app store to your mobile phone.
- Switch the Ricoh Theta camera on using the power button (Should be Steady blue).
- Ensure that the Ricoh Theta camera's Wi-Fi is also on (It should be flashing blue).
- Connect your phone and Ricoh Theta camera via the phone's Wi-Fi settings.
- From your mobile phone, open the Ricoh Theta mobile app.
- Allow the Ricoh Theta app to refresh or slide a finger down to refresh the connection.
- Wait for the Ricoh Theta app to show that it is connected to Wi-Fi.
- In the Ricoh Theta mobile app, tap on "settings".
- Then tap on "Update firmware".
- Note the firmware version currently installed on your Ricoh Theta camera.
- If the firmware version on your Ricoh Theta camera is outdated, you need the Ricoh Theta desktop app to upgrade the firmware.

Step 3: Install the Ricoh Theta Desktop Application

If your Ricoh Theta Firmware is outdated, you need the desktop application to update your Ricoh Theta's firmware.

Please follow these steps to download the Ricoh Theta Desktop app.

- Visit either of these links to find the correct Ricoh Theta desktop application:
  https://support.theta360.com/en/download/ (English)
  https://support.theta360.com/de/download/ (German)
- Click on past history in the column of the Ricoh Theta model you own.
- Select your computer's operating system and Ricoh Theta model and download the recommended desktop application.
- After downloading the desktop application, double click on the downloaded set-up file.
- Permit your computer to install the Ricoh Theta desktop application.
- When the installation is complete, begin the upgrade of the Ricoh Theta firmware.

Step 4: Upgrade the Ricoh Theta Firmware

After installing the Ricoh Theta desktop application, upgrade the Ricoh Theta firmware by following these steps:

- Switch the Ricoh Theta camera off and connect it to the desktop with its USB cable.
- If prompted to, permit the Ricoh Theta to install its driver to your computer.
- Launch the Ricoh theta desktop app you downloaded.
- Click on "File", and then click on "Firmware update" and then "Check with browser".
- The Ricoh Theta desktop application will show the latest firmware version, click "Ok".
- The firmware installation to the Ricoh Theta Camera will begin.
- During the firmware update, please ensure that the Ricoh Theta camera is sufficiently charged.
- When the firmware update is completed, the Ricoh Theta would flash both the still image and video camera lamps.