

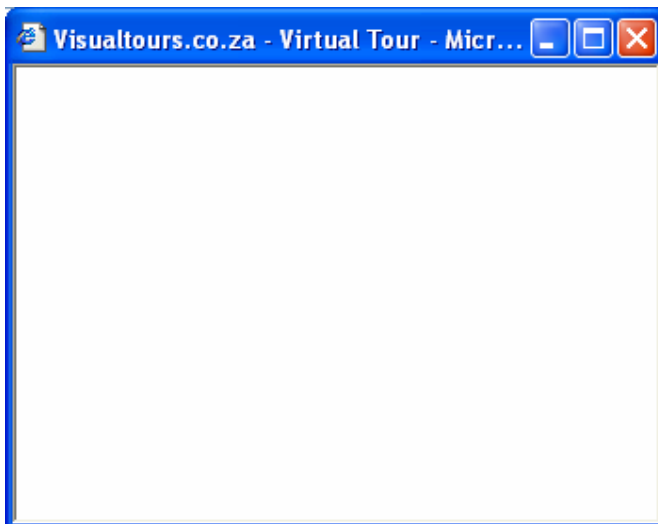
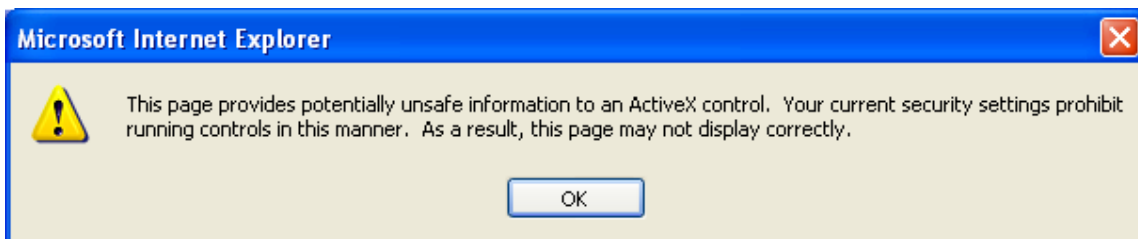


Viewing Virtual Tours – Resolving Common Problems

Should you not be able to view a virtual tour, it could be due to the following reason:

User does not have flash installed on their computer or does not have the latest version

Error looks like:



Step 1

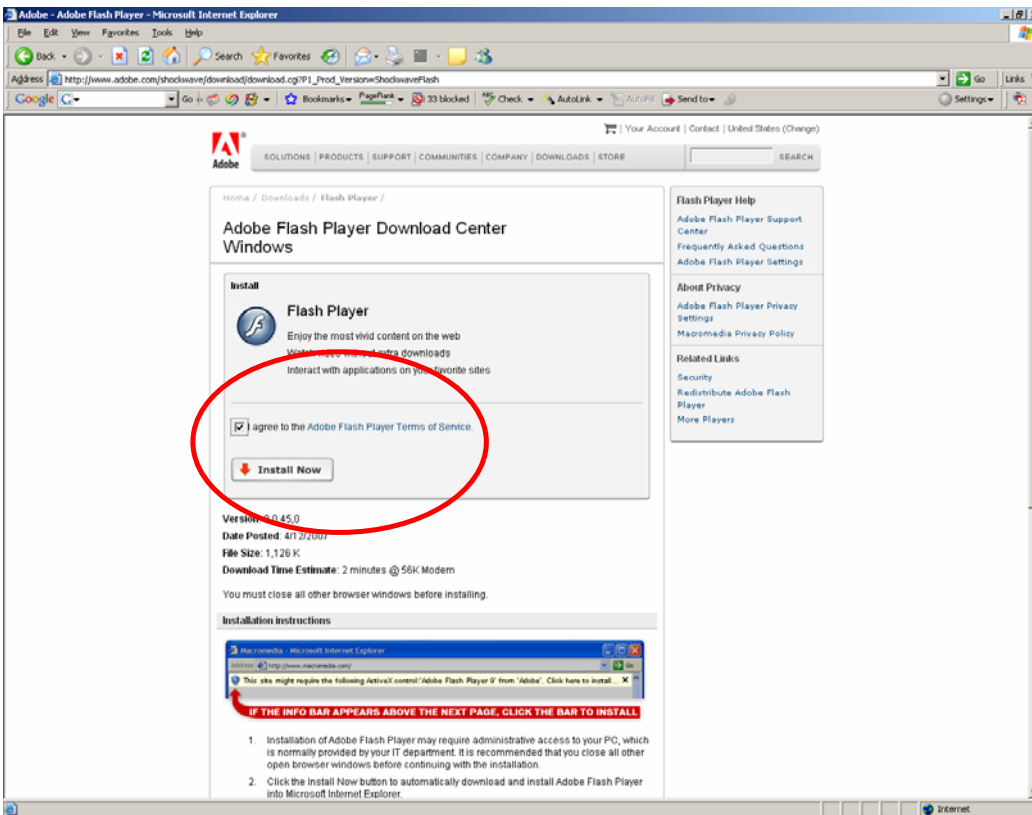
To install Flash, click on the Flash Player button



Alternatively visit <http://www.macromedia.com/go/getflashplayer>

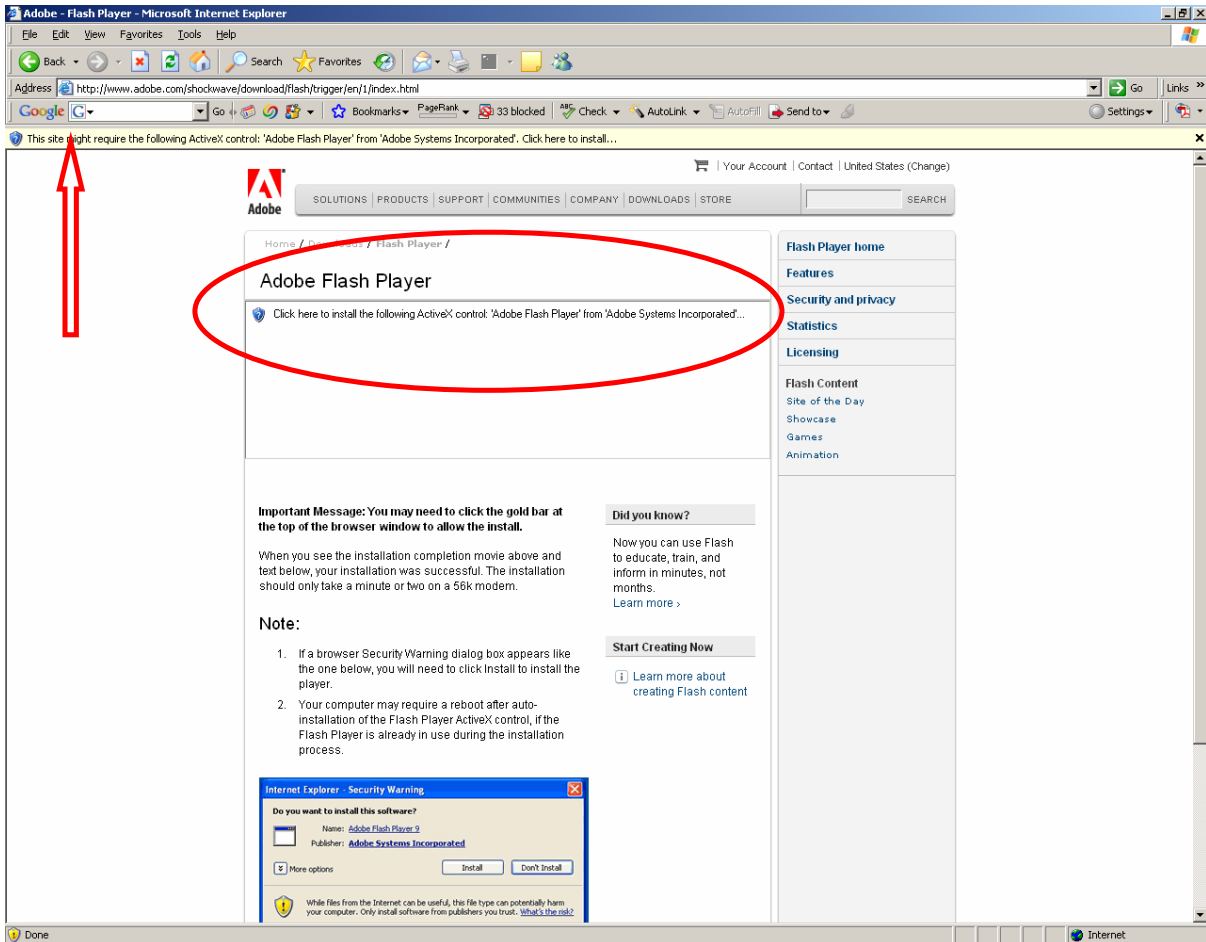
You will be directed to the Adobe Flash Player Download Center for Windows

Tick the 'I agree to the [Adobe Flash Player Terms of Service](#)' box and then click on Install Now button



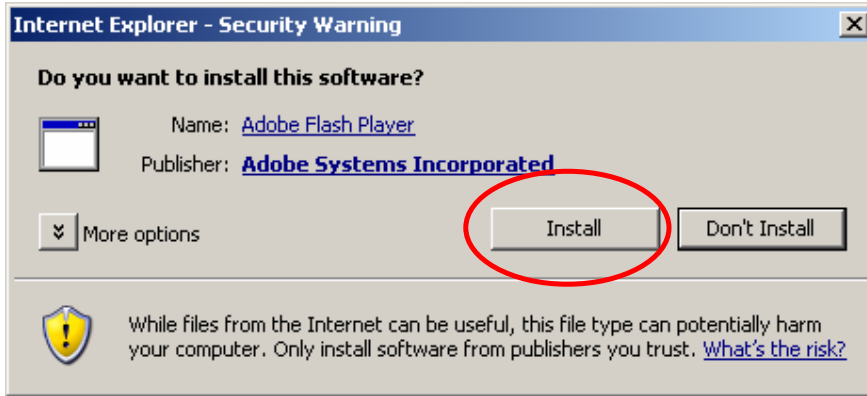
Step 2

You may need to click the gold bar at the top of the browser window to allow the install. Or you can select the 'Click here to install the following ActiveX control: 'Adobe Flash Player' from 'Adobe Systems Incorporated'



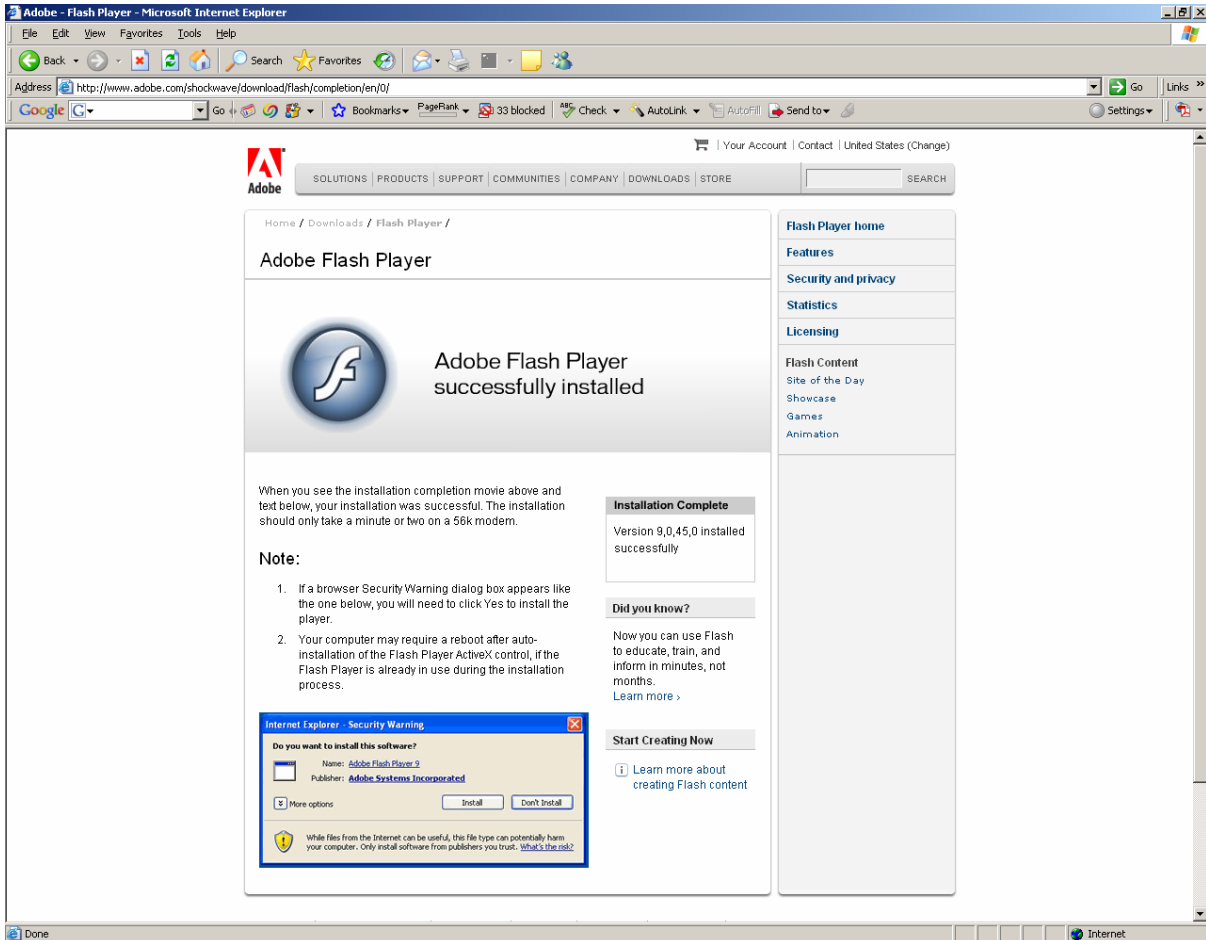
Step 3

Click on the 'Install' button to install Adobe Flash Player



Step 4

Adobe flash player has now been installed and you should be able to view the virtual tour



If you are still unable to view the virtual tour, please contact Visual Tours on 021 422 4848 or email support@visualtours.co.za with details and we will be glad to assist.