
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 java installed on their computer or does not have the latest version installed – this only affects older virtual tours.

Error looks like, or is similar to:



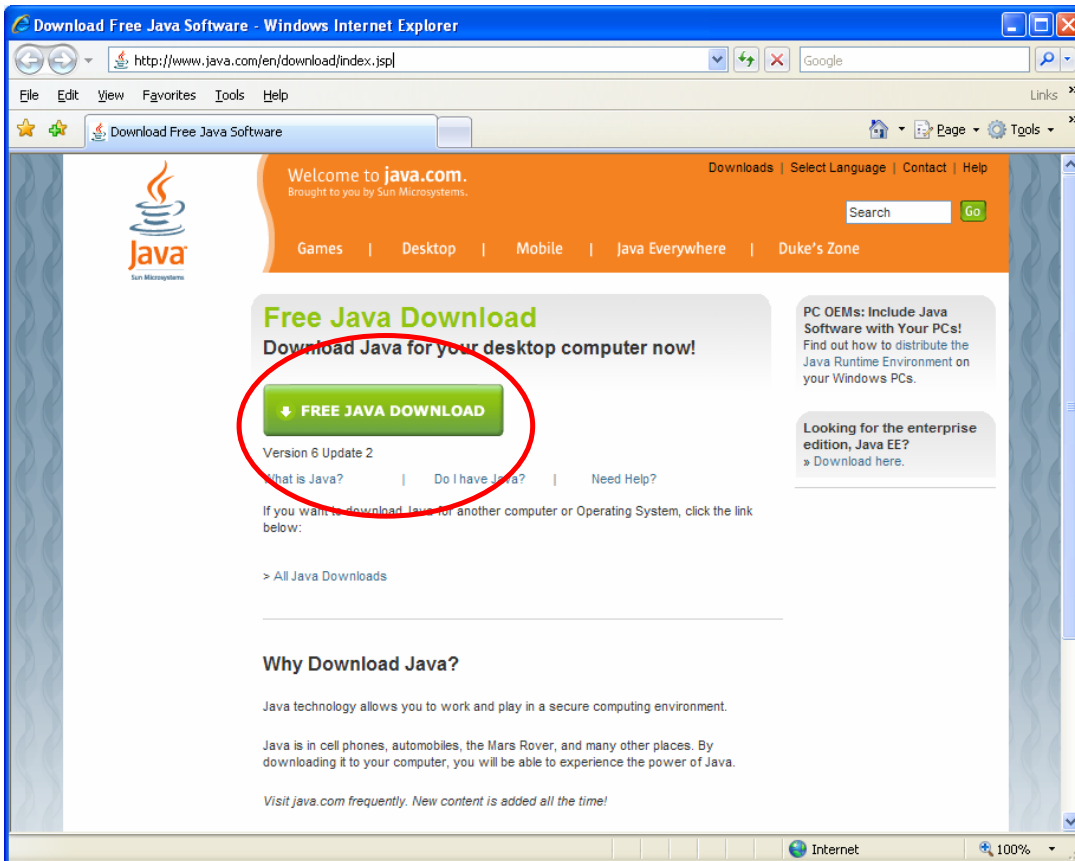
Step 1

To install Java, follow the instructions on the web page or download here by clicking on the Java Player button



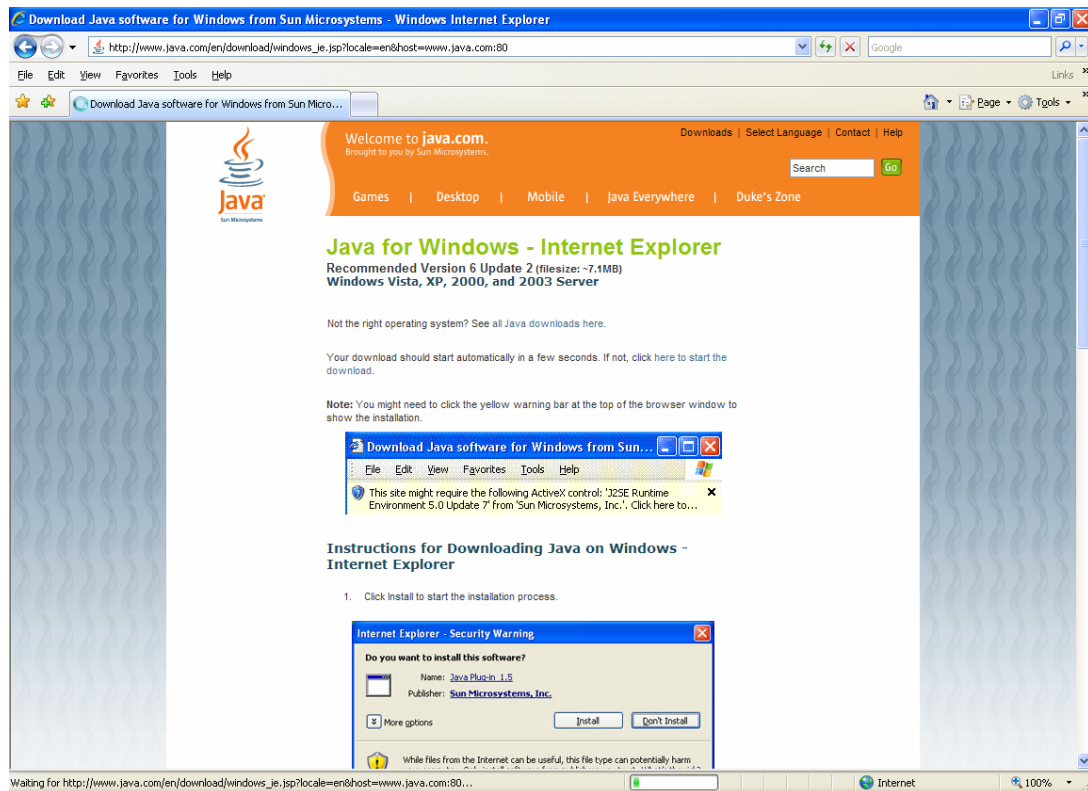
Alternatively visit <http://www.java.com/getjava/>

You will be directed to the Java Software Download Center for Windows. Click on 'Free Java Download' button, you will automatically be re-directed to the next page.



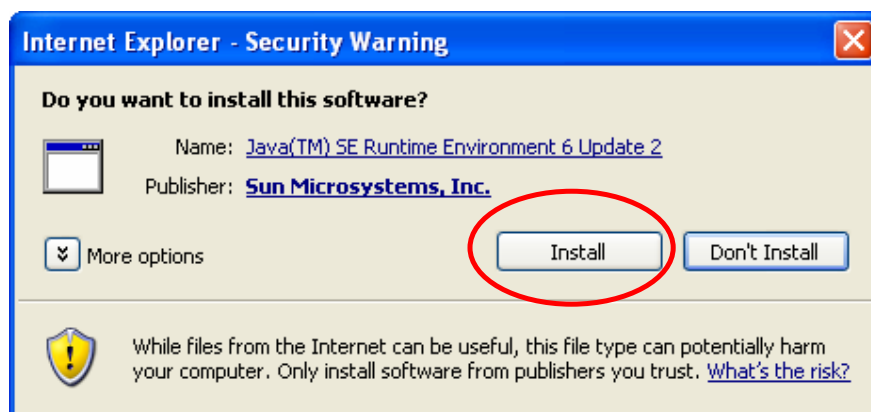
Step 2

You may need to click the gold bar at the top of the browser window to allow the install. Otherwise allow a few moments for the next window to open.



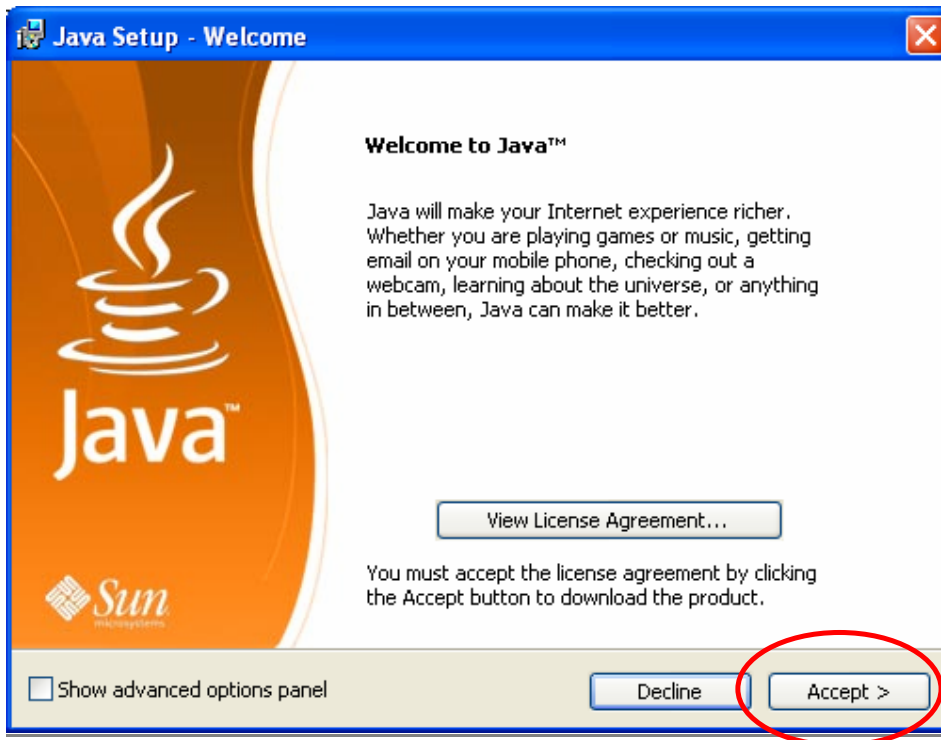
Step 3

Click on the 'Install' button to install Java.



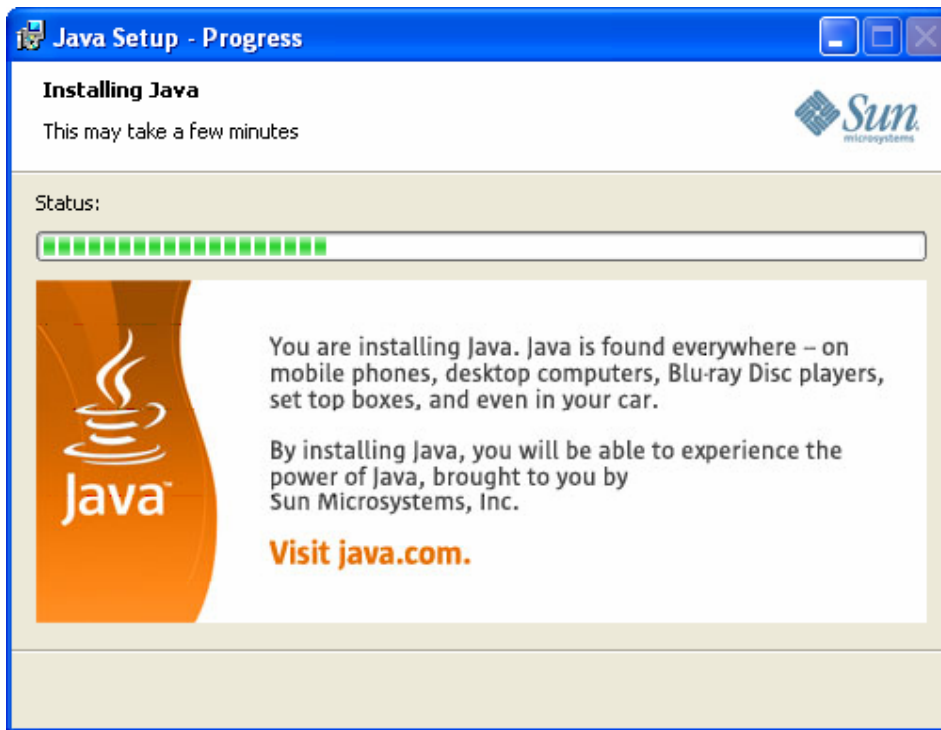
Step 4

Click on 'Accept' to continue with the Setup



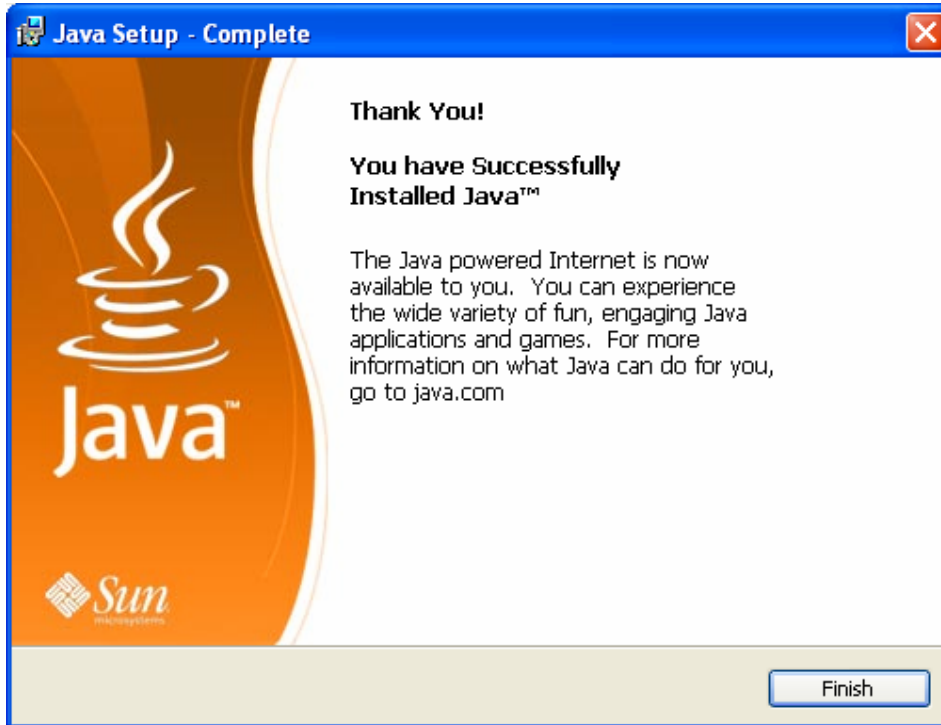
Step 5

The Setup installation may take a few minutes, please be patient.



Step 6

Java has now been installed and you should be able to view the virtual tour. Remember to refresh the page to view (Ctrl + F5). Java might ask you to verify the installation, if so follow the 1 step instruction.



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.