

Tally Tour's Frequently Asked Questions

Ordering, Appointments, and Payment Questions

How do I use the Online FAQ file?

To use our FAQ (frequently asked questions) page:

- 1) Select the main subject from the drop down menu at the bottom
- 2) Select your question in the box above the category drop-down list.
- 3) Your answer will appear in the main window

To search, it is best to use one-word searches. For example, if you want to search for how much a virtual tour cost, you wouldn't want to type that entire question. Simply type a single relevant word, such as "price" or "cost"

What is the entire process from ordering to viewing the tour?

If you ordered your tour online, we will call to setup an appointment with you, or you may call us at 850-491-3909 to schedule a time.

We will show up to the appointment, and take the panoramic scenes and still shots (takes 30-60 min).

Usually within 24-48 business hours, you will receive an email from us (myles@tallytours) with your completed virtual tour and still shots.

The email will have instructions on linking the tour to the MLS and other websites, or you may contact us to help you with the linking process.

How do I order online?

To order a product or service from our website, simply go to the Products and Services page. From here you will see a detailed list of what we currently offer.

Next to each item, there is a link that reads "Order Now." Click that link

On the product page click the large "Add to Cart" button below the main product to purchase the item. This will open a new window or tab with your shopping cart.

If you would like to purchase "add-ons" or add additional discounted tours, click the blue "continue shopping" button in your shopping cart.

Once you are finished, click the orange “checkout with PayPal” button and follow the onscreen instructions.

Do I need a PayPal Account?

No. You do not need a PayPal account to purchase from us online. Once you click the “checkout with PayPal” from your shopping cart you will be asked to log-in to your PayPal account. However, if you do not have an account, there is a heading on the left side of the screen that reads “Don’t have a PayPal account?” Simply click the blue “continue” link under that heading and you will be asked for your credit card information.

How do I schedule an appointment ordered online?

You will receive a call from us within 24 hours of your order. If you would like to schedule with us sooner, please call our office directly at 850-329-7145. If you are scheduling a tour at the south of Tallahassee from Crawfordville to the Coast, you can call our Coastal Photographer, Heather Clark at 850-566-7410.

How long does it take to shoot a virtual tour?

The typical residential virtual tour takes 30-45 minutes. Larger properties can take around 45 minutes to an hour and ½. Resorts and Business tours can take up to 2-3 hours.

Do I need to go to the appointment?

No. You don’t need to be at the listing. However we will need access to the home.

You can provide us with a key, have the sellers let us in, or you can simply show up and let us in. However, many agents choose to stick around to watch, take the time to do some work at the home, talk with the sellers, or even suggest shots and scenes. It all depends on your needs at the time of the appointment.

When will my virtual tour be ready?

Virtual Tours typically take 24-48 hours (during regular business days) to show up online. If you do not receive an email from us within 48 hours, please call at 850-329-7145 as there may have been a problem with the email sent to you. If you have a spam filter, please allow emails from the domain tallytours.com or the individual email address of myles@tallytours.com.

What types of payments do you accept?

We now accept all major credit cards via online and phone orders. We also accept checks on the day of appointment. Non-Payment within 5 days of shooting your tour may result in the removal of your tour from our servers. We will never remove your tour from our server without contacting you first.

Can I pay by credit card on the phone?

Yes. We accept all major credit cards on the phone.

Can I pay by check?

Yes. You can bring a check to your appointment for the full amount (check our rates online, or call ahead if you need a price before the appointment). You may also request an e-mail invoice after the tour has been shot if you need to send a check.

How much do virtual tours cost?

Our current prices are posted on the Products and Services page of this website.

Do you charge for gas?

Yes. We typically charge \$10 additional for any tour 30 minutes away. We charge \$10 for every 30 minutes beyond that. If you need a tour at the coast, you can contact our coastal photographer, Heather Clark, at 850-566-7410 to reduce travel fees.

Why does Realtor.com charge me for a virtual tour link?

If you request that your tour be placed onto Realtor.com you will be charged a \$25 (by them, through us). This ONLY applies to agents who do not have a Realtor.com account (also known as an Enhanced Listings).

If you are unsure if you have a Realtor.com account, then you probably don't have an Enhanced Listings account with them. To purchase an Enhanced Listings account with Realtor.com, their contact info can be found on their website.

Will you trade services?

Yes. Tally Tours does offer free virtual tours and photo shoots for businesses or service trade. We work with a national brand and have corporate support, but we are essentially a family owned business. We work hard all week and we love our weekends! Many customers offer trades such as memberships, resort stays, etc... This is purely on a provisional basis, but it never hurts to ask!

I received my Virtual Tour... Now What?

Where can I find my virtual tour?

Your virtual tour can be found in many ways. First, when your tour is completed you will receive an email from us with a link to your virtual tour. You can use this link to view your tour anytime you need to quickly get to it.

Your tour can also be found on any website where your listings appear (some websites may require you to manually link your virtual tour). You can even place your virtual tour on untraditional or non-real estate websites by using the direct virtual tour link in the email you receive from us.

To search for a virtual tour, please visit our Search Tours and Agents page (found as a tab at the top of this page).

How do I use or view the virtual tour?

Virtual tours are very simple to use. In fact, you can do nothing, and the tour will automatically play through the scenes. However, there are several ways to navigate and use the tour window to get the most out of your viewing experience.

There are several ways you can interact and navigate through the virtual tour. The most common method to view a virtual tour is to use the hot-links. Hot-Links are icons found within each scene that can be clicked, bringing you into the next scene in the tour. Usually hot-links are placed on the image to lead you into a particular room. For example: an icon on the door way leading into the Master Bedroom will show you to the scene of the Master Bedroom.

You can also use the back / next / autoplay buttons found on the top left of the border of the image. This will bring you through the tour sequentially, giving you the ability to jump to the next scene or return to the previously viewed scene in the tour. Clicking the Autoplay button will play the tour with no interaction from you.

Lastly, the fastest way to jump to a particular scene in the tour, is to use the drop down menu found on the right boarder at the top of the image. This will bring down a list of every scene and still shot within the tour for you to quickly navigate.

Additional buttons on the tour, such as “share this tour”, “maps”, and “Schools” will bring up further information about the listing, location, realtor and more.

How do I link my virtual tour to the MLS and websites?

A full tutorial with graphics and instructions showing you how to easily link your virtual tour to the MLS is available in our “tutorial” section (found above under the “Support” tab on our webpage).

To link a virtual tour to a site other than the MLS, go to your listing’s edit view. This is where you change or update information for that particular listing. There should be a field or location that asks for a Virtual Tour. If there is no field that asks for a Virtual Tour, please contact your webmaster to request one be added (or email us for assistance).

Now open the email you received from us once your tour was completed. Towards the bottom of that email, there are to full links to your virtual tour.

Copy / paste the proper virtual tour link to the listing. You do this by highlighting the entire link in the email, pressing CNTRL-C (copy), then opening your listing's edit page, clicking into the Virtual Tour Field and press CNTRL-V (paste).

Save your updated information and your tour will now appear as part of your listing.

How do I download or email my tour to others?

Open your Virtual Tour from the email you received from us, or from a website where the virtual tour appears.

At the top of the virtual tour image, there are buttons. The first button reads "Share This Tour". Click the "share this tour" link.

A variety of options appear that will allow to Download the Tour to your computer, Email the Tour to others, or Save it as a bookmark / favorite in your web browser.

How do I download my still shots?

A full tutorial with graphics and instructions showing you how to easily download your stills can be found in the "tutorials" section under the "Support" tab on our webpage.

For the sake of repetition here are instructions:

Download the File : Click the link in the email you receive from us. A dialog box will appear asking you to save the file to your computer. If you are asked weather to save or open this file, click "SAVE" and download the file to your desktop (some web browsers may download to a default folder other than your Desktop).

Extract the Images: Once the file has downloaded, locate it on your computer and double click it. You will be prompted to extract the photos from the compressed file to a folder on your computer. You can either choose a location or simply click "OK". This will "unzip" the files to your computer. You will quickly see the files being extracted to your computer.

Locate the Images: If you did not chose your own location to "unzip" or extract the files, the photos can be found in C:\TallyTours\ . To get to that location, go to your desktop and click "My Computer." From here open your C: Drive (often labeled "Local Disc C"). Here you will find the Folder labeled "TallyTours" which will contain your images.

How do I publish the link in print?

We always recommend that you mention your virtual tour in all print ads, and have a link to your website. You can also put a link directly to your virtual tour from within a print ad to quickly get readers to view a particular listing online.

To publish a link to your virtual tour directly in print, it is recommended that you purchase a Short-Link. A Short-Link can be displayed in print as a short web address which goes directly to your virtual tour. It

will appear as TallyTours.com/YourAddress. For example, if your listing is 7765 High Rd, your shortlink would be: TallyTours.com/7765HighRd

How do I use my Short-Link?

When using your short-link in print ads. It is recommended that you use the short-address which will be: TallyTours.com/YourAddress

This address can be typed directly into any web-browser to launch your virtual tour.

You can also use your short-link to link your tour online (except for the MLS). We recommend using the full address when linking online to make the short-link clickable. To do this, place http:// in front of the address. For Example: <http://tallytours.com/7765HighRd>

Short-links are also great for an easy to remember short web address to give to potential buyers and other realtors. When you give it out, make sure to spell it correctly and let them know that the address is case sensitive. This means that the listing address part of the address has to be typed as it appears... usually with the street name capitalized as normal (such as /HighRd), or all lowercase (such as /highrd). It does not matter how TallyTours.com is capitalized.

How long does my tour stay online?

For residential real estate, your tour stays online without disruption for 2 years. If your listing does not expire after 2 years, please contact us to renew your virtual tour on our servers at no additional cost.

For commercial tours, you must renew your tour on a yearly basis, or purchase the standalone code from us to host the tour on your own server.

Questions About Tally Tours.

Why should I choose Tally Tours?

Tally Tours is a state-of-the-art marketing company located within the city of Tallahassee, FL. At this time we are the only virtual tour company located in Tallahassee. We also have a coastal office to quickly reach customers based along the Gulf.

We never stop improving our products and service by staying educated on the most current technologies, staying ahead of the most current marketing trends, and most of all, listening intently... almost obsessively to our customer feedback & suggestions.

In the marketing business... especially in the Real Estate marketing business, if you aren't leading, your falling behind.

How long have you been in business?

We have been producing virtual tours for over 6 years, and have been doing business in Tallahassee for over 3. Tally Tours was started by Myles Lasco out of his unique experience as a filmmaker, photographer, real estate agent, graphic designer and marketing leader.

What is the other company in town going by a similar business name?

We regret that we even have to post this, and we apologize for the confusion... but another company in town has in fact recently changed their name to be similar to our own business name. This has caused much confusion among our customers. Tally Tours attempted to keep the "other company" from renaming themselves to such a similar name, but they refused to reason with us despite the facts that they were not actually located in Tallahassee, were already doing business by another name, were using similar virtual tour technology, and had previously copied information on our website as their own.

There is little we can do about their choice, and it is our decision to stay friendly rather than pursue other options at this time.

Still More Questions...

How do I use the Tally Tour's Print Shop to make Signs?

The print shop found on our website is being maintained by our print department which is an outside design and print company. They have a full support department available for questions and more information about them can be found on our Print Shop site, or by contacting us directly at info@tallytours.com

What is the best time to shoot a virtual tour?

The best time to shoot a virtual tour depends on the location of the home. In the best situation, the sun will not be directly visible from the front and back of the home. In the second best situation, the sun is shining onto the front of the home (so it's behind you when looking at the front of the home). This can be a result of cloud cover, trees & shade, or time of day. The less harsh sun light the better.

But rest assured, no matter when your appointment, we will make your photos come out great. It's best not to stress too much about the time of day, and plan on an appointment time that fits best into your schedule.

How do you shoot a virtual tour?

We currently use a panoramic photography technique that involves us taking 12 still photos of a particular scene and stitching them together on our computer to produce a high quality, interactive spinning "video-like" virtual tour.

There are several types of virtual tour systems out there today. As professionals in the field, we have had the opportunity to try them all, and we have decided to use the current system we have in place. It involves a lot more work than the quickie 1 or 2 shot panoramic systems or "do-it-yourself" non-professional tour systems, but the result we achieve is a top quality virtual tour giving us full control over color and quality.

We use the best software and hardware technology available for virtual tours today. As technology grows, rest assured that we will grow with it, if not lead it.