Webinar #1 – Q&A

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Business, License and Payment related

Why are you better than WondaVR, InstaVR?

We offer an end-to-end solution that allows you to create and publish your interactive 360° experiences without the need to deal with codes, updates or anything similar. We are the only ones, that offer this kind of service in a simple Drag and Drop solution.

In addition, we do not comment on the services of any particular competitor.

Is there a data limit for size of the experience / content files?

The limits for number if images, minutes of video and download/streaming GB are those in the corresponding licenses. We limit the resolution of images and videos to ensure optimal performance in a wide range of devices.

If you are interested in an experience that is exceeding our limits, please get in touch with us directly.

Why can I only use credit cards?

We integrated a secure and robust payment system through a renowned provider. We decided to start with credit card support as it is the most widespread method, but we will add other payment methods soon.

Does everyone need a Viond account to see my 360 movies?

No need to have an account to see the experiences. The App is free to download and can be used by anyone without the need for an account.

Do I have to pay every month when I want to have my experience live?

Yes, as long as the experience is publicly available, you need an active license. Once you take your experience down, the license can be terminated within 30 days.

Can I have a Whitelabel solution for my experience?

Yes. We offer a standard license for that (see White Label license on our Website). And you can contact us if you require more than what is offered there.

Is it possible to use «on demand streaming»?

Yes.

Is there a limit for interaction elements?

As many as your imagination can handle, no limit ☺ . Do bear in mind that too many might affect performance, especially in case of lower-end devices.

Can I install the builder on multiple devices?
Yes.

Why is there no student license?
We just recently put the license system in place. We are working hard to extend it and we will broaden our licenses offer.

Why is your service so expensive?
Before our solution was launched, you needed to hire a development team and/or invest a lot of your own time to realize interactive 360° experiences. With Viond, you save all this money and time. So, if you compare our prices to what you had to pay to build 360° experience before Viond, our prices are incredibly low.

Preview and Publishing related

How long does it take until my (published) experience is available on the Viond Player App?
We strive to review your experience in a maximum of 2 working days. If you stick to our guidelines, your experience will be live right after the review.

Will there be a live preview feature with glasses/headsets?
Yes, we plan for this feature on our roadmap.

Where do I get the preview app?
Just search for Viond in the App Store, Play Store, Daydream Play Store or Oculus Store.

Here are the links:

Android Cardboard and Daydream

iOS Cardboard

Gear VR

Do I need to be in the same Wifi to preview my experience?
For the local preview, yes. But you can also use the “Preview Draft” feature in the Slot Management section to preview from any location with internet.

Why can't I preview the interactive experience I have just created?
Yes. The fastest way is local preview: see “Preview experience” here https://re-flekt.atlassian.net/wiki/spaces/R3D/pages/169221134/Creating+your+first+experience

Can I share my experiences on YouTube, Facebook?
You can share them using the Share Link on Facebook or any other social network. Users that open the link will be taken directly to your content. Putting an experience inside a YouTube Video or post the experience directly in Facebook is not possible, as YouTube and Facebook don't support these experiences.

Can you choose if an uploaded experience is publicly listed?
Yes. Make it public for everyone to enjoy and share with the link. Or publish unlisted so only people you share the link or QR code with can access it.

Technical and Builder related

Can you use 3D-content in the builder or will it be possible in the future?
We want to give the best possible performance in a wide range of devices, so we do not support 3D content as embedded meshes. But don’t worry, you can use the 3D content to render 360° or 2D images or video that you can use in Viond. There is a great advantage: 3D models can be used to produce stereo content, which has a great 3D effect with optimal performance. Viond supports stereo for both 360° environments and interactive elements!

Can you save interaction settings as presets/templates?
Not possible at the moment but is something for our roadmap.

Why is there no undo function?
We are working on it, expect it in one of the next releases ☺

Can you use stereoscopic assets?
Yes! We even encourage you to use stereoscopic assets as they increment the level of immersion and make great VR experiences.

Can you create virtual dropdown-lists in the builder?
Yes, combine interactive elements to make the corresponding objects appear and active at the right moment. Creativity is the key.

Can you integrate an interactive map of the experience (visualize the journey-tree)?
Yes, use interactive elements to build it. You might even use it as a navigation tool.

Is it possible to edit the footage within the builder? (rotate, crop, etc.)
We will include a rotation offset feature for the 360° content in one of the next releases. Cropping is not on the roadmap as this can be done by various other tools.

Is there a way to link interaction elements to weblinks, for e.g. shopping purposes?
Not at the moment, but we have this feature on our roadmap.

My interactive elements keep moving when I drag and look around in the Builder. Can I lock them?
We are working as we speak on a fix for that problem. Won't be exactly a lock, but you won't have the problem of dragging them accidentally anymore.

Why is my experience invalid?
The validation window that appears when exporting or previewing tells you what and where the error is. For example, it might be that you have forgotten to set a media path, or a reference in an interaction is wrong.

A common issue is related to the resolution of the files, go to the FAQ in the User Documentation to see how your files should be formatted: https://re-flekt.atlassian.net/wiki/spaces/R3D/overview. We worked to solve this issue, in the next release you will be advised about which files are failing in the experience

Why is the fan of my laptop so loud when using Viond?
Viond Builder is relatively intense on the hardware resources. If your computer is not on the high-end, its fan will switch on to cool down the processor.

What are the hardware requirements?
Windows: a decent computer with a graphic card and Windows 10. E.g. Intel i5, 8GB RAM, Nvidia GTX 1060 or better specs in all areas.

Mac: MacBook Pro 2015 or better is recommended.

Why is the resolution of the software so low?
On Windows the resolution is the correct one for the screen you are using up to 4K. In Mac, retina is not fully supported yet, so the graphics might show some aliasing. We are planning an update with full retina support.

Can I add text in the Viond Builder?
Is not possible right now, but you can convert this text to a graphic file like .png and add it as an Interactive Element.

Can I make a video full-screen in the Viond Builder?
If by full screen you mean “fixed to screen”, then no, it is not possible at the moment.

Can I attach a PDF or other files in my experience?
No. But you can convert this PDF to .PNG or .mp4 and add it as an interactive element, showing to your viewers what is important for you to show.

Other

Do you have videos I can use?
We want to enable you to get creative, even if you don’t have suitable 360° content, so we are working on providing sample files or even a full library. Expect some update in the near future!

Why is there a cheese-symbol at the bottom of the Player App?
That means you can change from 2D Mode to Cardboard Mode, if you have a Carboard with you this will make the experience more real!

Why are there no tool-tips?
It’s on the Roadmap. They are not supported at the moment, but we strive to make the tool as intuitive as possible, so you don’t miss them too much.

Why is there no help or support in the website?
We do offer a quick guide / tutorial on our website. You can find it in the footer.

In addition, we have a page with all user documentation and FAQ: https://re-flekt.atlassian.net/wiki/spaces/R3D/overview, as well as an email where you can write inform us in case you have issues using the builder: support@viond.io. We will let you know when we have setup a service desk.

How do I stitch my photos to make it 360?

There are many tools available that will do the trick, like Kolor Autopano, Hugin, Autostitch, etc. See these articles for more details:

https://veer.tv/blog/top-360-degree-vr-video-stitching-software/

https://beebom.com/photo-stitching-software/

Also, most newer camera devices, do the stitching automatically.

Which camera do I need to create the footage?

Depending on your budget and requirements, there is a wide variety of cameras that you can use to create the perfect footage. See this link for some examples: https://www.adorama.com/alc/best-360-cameras

From the User Documentation FAQ

https://re-flekt.atlassian.net/wiki/spaces/R3D/pages/171851267/FAQ

How should videos be formatted?

In general, Viond Builder and App support MP4, H264 encoded, 30fps.

For the Builder

Not all devices can play higher resolutions and higher bitrates. So, for preview purposes, we recommend using 1920x960 resolution with a bitrate of 2Mbps. If you have a Galaxy S6 or S7, you can play 4K videos, so you could use 4096x2048 resolution with a 6Mbps bitrate. But remember to switch to 1920x960 if you switch to another device. If your device can play 4K videos, let us know: support@viond.io.

When publishing in an App

If you decided to publish in a Viond App, you should use 4096x2048 resolution and 12Mbps. We will transcode it to support dynamic bitrate adaption and the different devices' resolutions.

How should images be formatted?

Supported image formats are PNG and JPG. For 360 images, we recommend using JPG as they are lighter, and the resolutions should be 1920x960 for the default media path and

4096x2048 in for the high-quality media path. Smaller 360 images can also be used, but we recommend the mentioned sizes to deliver the best quality the devices can handle.

For interactive elements, you can use PNG so the alpha channel results in transparency.

How should audio be formatted?

The supported audio format is MP3. We recommend using 256Kbps, but 128Kbps is also OK.
We also support the TBE audio format. Get creative and make the most out of VR audio through Ambisonics support.

Can the video in a node be looped?

Yes, just select the corresponding node and check LoopVideoAndAnimations. This also loops all time events. If you want a smooth loop, be sure that the last frame of the video is the same as the first one.

The video is not shown in the detail view. What went wrong?

Please check that you do not have spaces or characters like "ä, ö, ü, ß" in the path to your video, for example ".../Office Tour/video.mp4".

I get the message "The media xxx/yyy.zzz is not valid for this element.

Please use a .jpg, .png, .jpeg or .mp4 file.

Versions 0.9.10 and newer

Reallocate/Reselect the file on the media path or optional high-resolution media path within the affected node.

I get the message "The high resolution media file aaa/bbb.ccc and the standard resolution media file xxx/yyy.zzz have different types. Please use the same file type." or "... different media types. Please use the same media type.".

Versions 0.9.10 and newer

Ensure that both media files are the same type of media. Both must either be images, or both must be videos. A combination of the 2 is not possible.

I get the message "Could not start preview. Network discovery failed.".

You will get this message in the Viond App if it cannot find the Builder on the same network. Start by checking that Builder and device are on the same WiFi network. If not,

stop sharing in the Builder and close the App. Then connect both devices to the same network. Start the Preview Mode again in the Builder and then re-start the App.

If the network is really busy, it can happen that the App isn't able to find the Builder. Restart the application to make another attempt.

Also, some WiFi networks prevent the direct preview mode (especially corporate and public WiFis), try a direct hotspot connection instead.

My preview download started but got stuck around the end.
Newer versions of the App and Builder don't have this bug anymore, but your device might have old data which causes the conflict. To solve it, do the following:

Go to Settings -> Apps -> Viond -> Storage -> Clear Data and confirm with "Delete". This will erase all downloaded data and should resolve the preview issue.

I would like to remove the Viond watermarks in my experience. What should I do?
Users with a license can publish and share their experiences without a watermark.

I am having technical issues and documentation isn't doing the trick.
What should I do? Send an email to support@viond.io.

I am getting the information "You have reached your storage limit, delete other experiences before uploading". What should I do?
You probably need more capacity, so you might want to upgrade your license. If that's not the case, you should either delete another experience or reduce the size of the experiences so that they fit in the license limits. Please note that if you delete a slot the corresponding data will be deleted, and a published experience will be removed from the Viond App.
If you want to publish several experiences, make sure you register the different licenses with individual email addresses. We will offer multiple license management in the future, but this is the current solution.

Links:

https://re-flekt.atlassian.net/wiki/spaces/R3D/pages/168265771/Getting+Started
https://re-flekt.atlassian.net/wiki/spaces/R3D/pages/171851267/FAQ