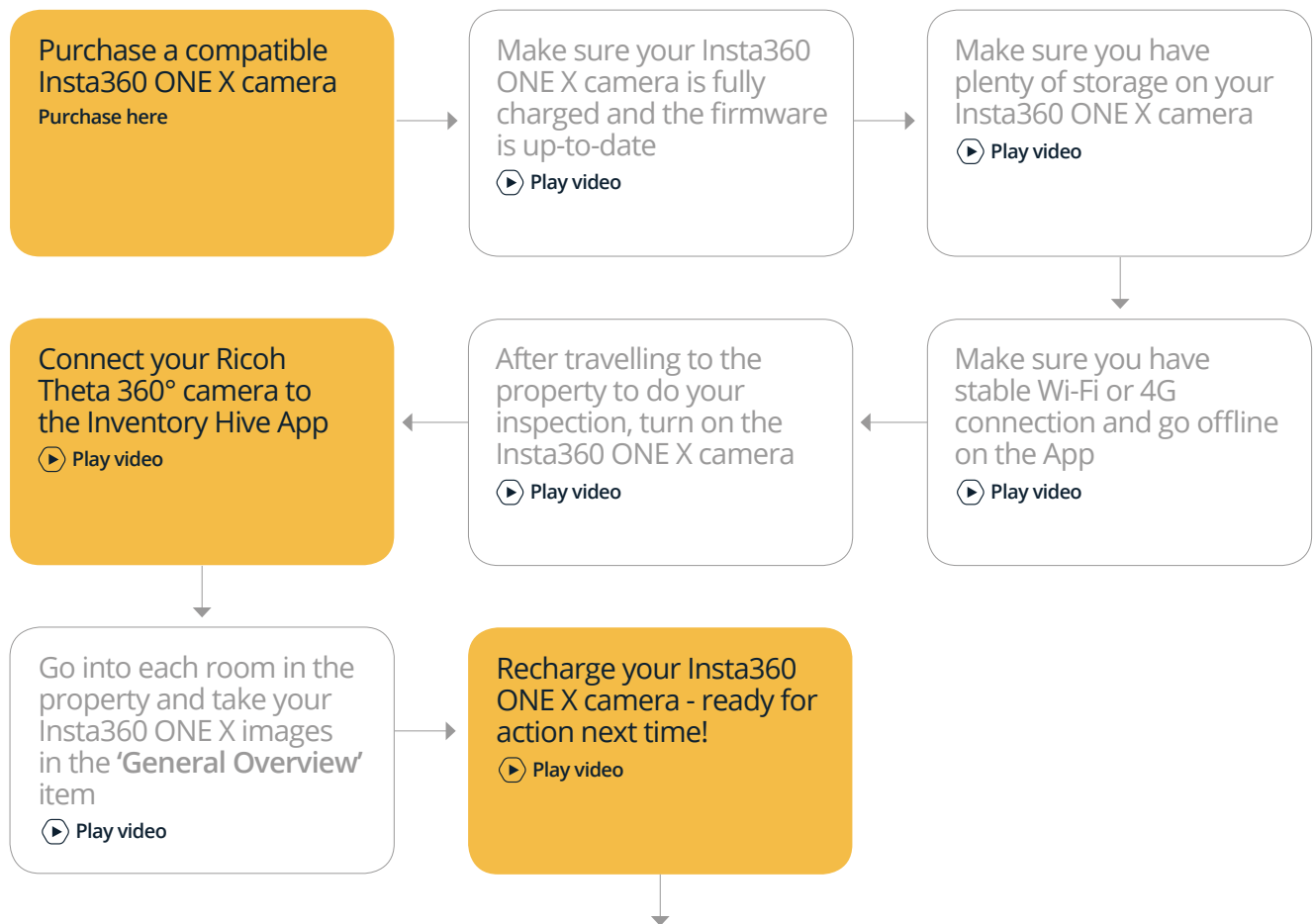


Insta360 ONE X Camera Integration



See our supported smartphones/tablets [here](#)



TIP Convert 360° images from your inventory reports and flip them into virtual 360° tours for marketing purposes
▶ Play video

FAQs

Insta360 ONE X Camera Integration

How do I connect an Insta360 ONE X camera?

To connect the camera, access the Room that you want to take an image, connect the camera to your device via wi-fi through the app, ensuring that you have location settings switched on, and you will be able to control the camera settings directly within the app. For a detailed article, [please click here](#).

Do I need a tripod with a 360° camera?

We would recommend using a tripod with a 360° camera – in order to give the image some perspective, we would recommend setting a tripod at approximately four feet to capture items higher up on top of units. For a quick article on recommended tripods, [please click here](#).

How do I change the battery in an Insta360 ONE X camera?

The beauty of the Insta360 ONE X is that it has portable batteries that can be interchanged – no more worrying about battery levels if you have lots of reports to do in a day! Simply flick open the battery cover on the side of the camera and using the built-in tab, pull out the battery and replace it with another. Insta360 also supply charging docks for multiple batteries so getting prepared for your days work has never been so easy!

How do I delete photos from my Insta360 ONE X camera?

After inserting your 360° images into your report and downloading your images, you can set Insta360 app settings to auto-delete the image files from your camera. Alternatively, through the Insta360 app, you can manually select the images from the camera and delete them individually or in a batch. [Click here](#) for an article on how to do this using either method.

My Insta360 ONE X camera is damaged – what can I do?

If your Insta360 ONE X camera suffers physical damage, Insta360 do offer two repair options as part of their aftercare – a purchased 'Insta360 Care' package and a 'non-covered repair'. This is administered directly by Insta360 and their contractors rather than through Inventory Hive. Please [click here](#) to view the Insta360 repair options via their Support Centre.

What is the password for my Insta360 ONE X camera?

You can access the password for the ONE X camera by turning on the camera, switching to 'Wi-Fi > Wi-Fi password' to obtain the password to connect to the Inventory Hive integration. [Click here](#) for an article from the Insta360 Support Centre to show how you can do this.

Does my 360° camera cause my report to close?

When your device is connected to your Insta360 camera, your camera switches to sleep mode after a period of inactivity, in order to preserve its' battery life. This inevitably disconnects your camera (via the wi-fi connection) to your device. As the connection is lost, this can cause the report to close and direct you back to the Property screen. If you take your 360° images all together, the device will only disconnect one leaving you free to continue your report.

Do I have to enable location settings to connect to my 360° camera?

Yes, you will have to enable location settings on your device so it can connect to the 360° camera. For a detailed article, [please click here](#).

How do I know when my picture has been taken?

When you have taken a picture, while stood outside the room you should hear a short beep-style noise. That indicates the camera has taken the photo. After a few seconds, the image should show up on your device to preview.

My Insta360 ONE X camera won't work – what can I do?

There are a number of checks that you can do to rectify an issue with an Insta360 camera, which include: 1: Ensuring that the battery has adequate charge (a low battery will affect connectivity); 2: Ensuring location is switched on (if switched off this will affect connectivity); 3: Ensuring the camera wi-fi connection has not timed out; 4: Ensuring that the camera internal storage is not full; 5: Ensuring that the camera firmware is up-to-date. For a detailed troubleshooting guide, [please click here](#).

If you require any further help or assistance with regards to the points outlined above, please e-mail support@propertyreporting.co.uk