

Technical Support & FAQ

System requirements, common issues and support channels.

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System requirements

- An up-to-date browser (Chrome, Safari, Edge, Firefox); no extra software or plug-ins.
- Tours work on desktop, tablet and phone; phones use gyroscope motion tracking.
- VR mode works on WebXR-capable headsets (e.g. Meta Quest).

Common situations

- Panorama not accepted → make sure the image is a 2:1 360° panorama; narrow photos are not accepted.
- My shared link does not open → the tour may be a draft; click "Publish" in the editor.
- The image looks blurry → Tourision uses a multi-resolution tile engine up to 50K; the source file must be high resolution.
- Domain will not verify → check the CNAME and TXT records; DNS propagation can take up to 24 hours, then click "Verify" again.
- Asked for my password every time → tick "Remember me" when signing in; sessions do not persist in private windows.

Frequently asked questions

- Which cameras are supported? — Insta360 and any device producing equirectangular 360° images; phone panoramas can be uploaded too.
- Can I try it for free? — Yes, the free plan includes 1 tour; no credit card required.
- Can I cancel? — Anytime; unconditional refund within the first 14 days, no automatic renewal.
- Where is my data? — Data is stored encrypted on cloud infrastructure abroad and backed up regularly; details are in the Privacy Policy.

Support channels

- Email: info@tourision.com
- Phone: +90 850 302 21 43

- Knowledge Base, Training Videos and Help Center: tourision.com/en

Tip: Including the tour link and a screenshot of the screen you are on speeds up the solution.