

The FAQ covers the most important questions regarding RapidEye's demonstration products. If you need additional support please email demoproducts@rapideye.de.

What is the best way to view the demonstration products properly?

The best and most convenient way is to use a remote sensing software like ArcGIS, PCI Geomatica, ERDAS IMAGINE or others. Those software will be able to show the full potential of our [Standard Image Products](#) with 16 bit data depth and 5 bands.

What can I do if I don't have a suitable remote sensing software package?

Most of the software developers provide viewers for remote sensing images free of charge. You can download them from the internet, e.g. the PCI free viewer on [PCI's website](#).

Can I view the demonstration products with a common image viewer because I don't want to download or install a special remote sensing software?

A common image viewer can not handle our demonstration products. With 5 bands and data depth of 16 bit, it may happen that these image viewers only show a black square. Our demonstration product over Griffith, Australia is also presented as a [high resolution jpeg](#) [3.5 MB] in natural colors. This jpeg is provided for viewing purposes with a common image viewer and does not represent the full attributes of our [Standard Image Products](#).

When I view the demonstration products in my remote sensing software I see the colors very pale and / or dark.

For proper viewing please use the image enhancement tools to adjust the histogram of the imagery if necessary.

When I view the demonstration products in my image processing software like Adobe Photoshop I see the colors very pale and / or dark and the bands seem to be mixed up.

Advanced image processing programs like Adobe Photoshop in newer versions will be able to read and view the first three bands of the demonstration products. Adjusting the levels and changing the channel combination using the channel mixer might be necessary to achieve the natural look and feel from the imagery. Furthermore, you should adjust the histogram of the imagery for proper viewing.