



FAQ

Q. What is a Matterport Space?

- A.** Matterport Space is a complete, three-dimensional representation of a real-world location created from 2D (RGB) imagery and 3D data from the Matterport Pro or Pro2 3D Camera. A Matterport Space can be navigated on a desktop or mobile web browser, and in virtual reality through a Samsung Gear VR, Google Cardboard, or Google Daydream.

Combined with seamless hosting and our web player called 3D Showcase, Matterport Spaces create a complete 3D media ecosystem for businesses to leverage 3D models of real places for many purposes — property marketing, construction, facilities management, and news/entertainment.

Q. Which browsers are compatible with Matterport 3D showcase?

- A.** Matterport 3D Showcase works on any browser that supports WebGL - the modern standard for 3D content on the web. 3D Showcase works with all major browsers, including:

Firefox 4 or later

Chrome 9 or later

IE 11 or later, with Windows 8 or later

Opera 12 or later

Safari 5.1 or later, with OSX 10.8 Mountain Lion or later

To check if your browser supports WebGL, visit get.webgl.org.

Q. How do I embed Matterport 3D in a website?

- A.** Embed 3D Showcase the same way you embed a YouTube video with a simple iframe. You can add it yourself, or ask your webmaster to add it for you.

Embedding a Space is straightforward and similar to embedding a YouTube video.

Q. Can I host my spaces locally?

A. Currently we do not offer a local hosting solution, nor is one on our immediate roadmap. We believe that a SaaS (Software as a Service) model with a centralized cloud hosting strategy is better for both you and for us, since we can offer frequent updates, efficient deployment, and improved support. Because of these benefits, a SaaS solution outweighs the advantages of local hosting.

Q. Can I highlight key features, make punch list, or add other information to my 3D space?

A. Yes!

With Mattertag™ Content, you can annotate your 3D Spaces with helpful descriptions, call-outs, prices, or links to other resources like spec sheets, punchlists, or additional information. These are linked to real points in your 3D model.

Q. How is a Matterport Scan different than a slide show?

A. Matterport scans are interactive that you can virtually “walk” the space; you can pause and look around to view what’s in front of you, on your side, your back, the floor, the ceiling, etc. A good comparison to this would be a video game that allows the player to “navigate” through a virtual world. While a slide show is just a group of photos that is displayed in sequence but is very limited to what you can view.

Q. How can I sign the Matterport Image Release?

A. We will send you a link to the video/image release when we set up an appointment.

Q. What are other forms I need to review and sign?

A. We will send you a proposal/agreement form for your approval which describes the task to be done and the price so everything is clear to both parties.

Q. How long does it take to scan a typical space?

- A. On average, it takes about 45 minutes to scan 1,000 square feet (93 meters squared), so a typical 2,000 square feet (186 meters squared) property can be scanned in about 60 to 90 minutes. But this is just a guide. Most of the time, there are unforeseen variables that makes the scanning take longer.

Scan time can vary based on the complexity of the location and other factors. For example, open commercial real estate properties with less geometric detail can often be scanned more quickly than heavily occluded spaces like MEP (Mechanical, Electrical, Plumbing) rooms.

Q. Can you scan the outside of the house?

- A. Yes and no, depending on the settings of the sun. The most preferred is a cloudy day or when the sun does not shine directly to the camera. This is due to the infrared sensors of the camera which will not work with the direct sunlight.

Q. What are Mattertags?

- A. Mattertags are little markers we can place in the model that look similar to Google Map Pins. When a viewer sees these Tags, they can click on them to get more information on the item you want to emphasize.

They are usually used to point out unique built in features such as surround sound, special countertops, unique appliances, or even items that are for sale or those which are included with the house. There is no extra charge for adding MatterTags.

Q. How do I link to the model?

- A. You will receive several links upon completion of your scan. The first link is branded with the agents logo, profile picture, and a contact form. This is a great way to generate leads. This link can be used on Facebook, Twitter, or in an email. The more you promote your model, the more people will view it. You will also receive an unbranded link. This is for use on the MLS. They require that virtual tours do not have any personalization or branding. Finally, you will also get an “embed” code so that you can embed the model on your website.

Q. How do I prepare for the scan?

A. The house or space should be “open house ready” when the photographer arrives. That means the space should be cleaned, dishes stored, beds made, and personal items moved if you do not want them included. Do not wait until the appointment time to start cleaning!

- ❖ Clean the house or space. The camera is high resolution and will *reveal* clutter and unclean areas.
- ❖ Put away personal items not to be photographed. They cannot be edited or blurred afterwards.
- ❖ Make sure all lights are functional and turned on for best results.
- ❖ Unlock doors to all rooms that will be photographed. Locked room will be *excluded*.
- ❖ Remove excessive items from rooms such as boxes, footstools, animal toys, baby gates, etc. Anything that looks cluttered.
- ❖ Pets should not be in the house during photography.
- ❖ Put away cords, wirings, chargers, toothbrushes, countertop appliances, papers, bills, toys, etc.
- ❖ Remove items from refrigerator door such as magnets or papers.
- ❖ Any valuable items that you do not want displayed publicly such as expensive art, weapons, or pictures
- ❖ In other words, any stuff that does not look good in the photo or image