3D Camera & Capture App User Guide

Quick and Easy 3D Models

Model MC200

Camera Kit Contents

- 1 Matterport Camera MC200
- 1 Charger
- 1 Charger cord
- 1 Tripod
- 1 Bag

Other Items Required

- iPad, provided by user. Must be 4th generation, model number A1458, A1459, or A1460
- Capture app. Not yet released in the App Store, contact Matterport to install.

How 3D Capturing Works

An iPad, tripod, and camera are the three items required to capture your space in 3D. Snap the camera onto the tripod and press the power button. On the iPad, launch the Capture app. Connect the camera to the iPad through a WiFi network, and tap the Capture button. The camera rotates around once, gathering data about the room and objects around it, and sends it to the iPad. This is called a sweep. Move the camera from point to point around a room, typically performing 4-6 sweeps per furnished room. The Capture app stitches together each sweep, and shows you a floor plan-style map of the space as you go. Each sweep is also uploaded to the Cloud, and when the job is complete, our Cloud software turns the sweeps into a 3D model. You'll receive an email notification when your model is done. Simply click the link to explore your model in a web browser.

The Six Steps to Create a 3D Model

1. Set up the camera
2. Set up the iPad
3. Connect the iPad to the camera
4. Capture the space
5. Complete the job
6. Explore the model online

1. Set up the Camera

Attach the Quick-Release Plate to the Camera
The tripod comes with a quick-release plate. Screw the plate into the base of the camera.

Set up your Tripod
Fully extend and separate the legs, and place the tripod on a stable surface.

Snap the Camera onto the tripod
Pull the lever on the quick-release plate so that it stays in the open position. Using a slight rocking motion, firmly place the camera on the tripod. It will snap into place. Make sure it's properly attached by picking up the camera.

Roughly level the tripod

There is a ball head on top of the tripod that allows you to quickly level the camera in cramped spaces, where you may not have room to fully separate the tripod legs. Make sure it's roughly level by eyeballing the square outline of the camera, or by using the bubble levels on top of the ball head. Firmly lock the ball head in place when you are done.

Note: You may also remove the ball head and screw it directly into the camera base. You must first remove the threaded insert in the camera base with a large flat-head screwdriver.

Power up your Camera

Press the power button. The button will light up and blink for a few seconds, then be solid blue. At this time, the Bluetooth™ and WiFi symbols will also start to blink, indicating the camera is ready for a connection.

2. Set up the iPad

New to iPads?

If you've never used an iPad before, they're easy to learn. Apple has great information and tutorials at: http://www.apple.com/support/ipad/
We recommend getting familiar with a few things before starting to Capture:
- Basic touch gestures – pinch, spread, drag, tap, etc
- Turning Bluetooth™ on and off using the iPad's "Settings" app
- Connecting the iPad to a WiFi network using the iPad's "Settings" app
- Using the Home button or gestures to switch between apps

Turn Bluetooth™ on

Go to the iPad's Settings app. Tap "Bluetooth" (one of the top five choices in the left panel). If Bluetooth™ is set to "Off", turn it on by tapping or lightly sliding the on/off slider. A small Bluetooth™ icon will appear in the upper right status bar on the iPad.

Launch the Capture app

Tap the Capture icon on your iPad. If you do not already have the Capture app on your iPad, please contact Matterport with your iPad's UDID (see the Support section for instructions). The Capture app is not yet available in the App Store.

3. Connect the iPad to the Camera

Verify your Camera is on and ready

The power button should be solid blue and the first time you connect, the blue Bluetooth™ and the orange WiFi indicators should be blinking.

Tap the Settings icon

This is the gear icon in the upper right corner. A menu will appear with a list of cameras and settings.

Choose your Camera from the list

Select your camera. It will be Matterport XXXX where XXXX is the camera's serial number. This can be found on the sticker on the bottom of the camera.

Configure WiFi

If the iPad is already connected to a WiFi network, tap the button that says "WiFi Access" and type in the network's password.

Note: For best results when capturing with WiFi access, you should also log into the app at this time. Instructions are found in the "Complete the Job" section below.

If your iPad does not have access to a WiFi network, tap the button that says "No WiFi access" and follow the instructions.

You can tell you're properly connected when the orange WiFi light on the camera is solid, and the camera icon next to the Settings button has a checkmark. For a full description of the two connection types, see the Continuing to Capture section.

4. Capture the Space

The first sweep

For the first position in a typical house, place the camera about 4 feet inside of a room and away from the nearest wall. Take the iPad and walk into an adjacent room, or until you are out of view of the camera. Tap the Capture button.

The camera will rotate 360 degrees. When the Capture progress on the iPad is past halfway, and the status changes from "Capturing" to "Processing", the camera is done collecting data. You can now move it to the next position as the iPad continues to process. When processing is complete, the sweep will appear on the iPad's screen. The view is that of a floor plan, from the top down. The camera's position is denoted by the sweep number in the center. Note that the camera cannot see directly under or above itself, you'll have to move the camera to another position to fill in that space.

Place the Camera in another position

Move the camera about 6 feet away from the previous position. The camera must be able to see overlapping objects or walls so that this sweep can be aligned to the previous one. See "Tips and Tricks for High Quality Captures" for more details on placement and specific scenarios. Tap the Capture button. When the new sweep has finished processing, it will be added to the previous one. They start to form a mini-map. In this way, you move through and capture a whole house.

Skipping from one spot to another

At times, you'll reach a dead end and will want to skip to another room. Look at the mini-map and place the camera near an existing sweep. Tap the sweep's number, then tap "Make Active Sweep". The next sweep you capture will align to the newly active sweep.

5. Complete the Job

Make sure you captured everything

Look through the mini-map to see if there are any remaining blank areas. You can zoom by spreading your fingers and unzoom by pinching. You can also move the mini-map by dragging it with your finger. If there are blank areas, make a nearby sweep active and perform another sweep close to it.

Turn the Camera off
When you are done capturing, you may turn the camera off. Press the blue power button once. It will blink as it goes through a power-down sequence. After about 10 seconds, the camera will shut itself off and the light will go out. If the camera does not shut down after 10 seconds, or if the power light does not blink, press and hold the power button for 5 seconds. This will force a shutdown. Note that the camera will automatically shut itself off after 30 minutes of no activity to conserve battery.

Enter information about your job
Tap the "Jobs" icon in the upper left corner. This brings up the Job Details menu. You can change your Job Name by tapping it and entering a new one. You may also enter Notes (optional). Options to enter more information will be available in future releases.

Complete the job
Tap the "Complete Job" button near the bottom of the Job Details page. This will tell the iPad that you're done capturing, no more sweeps are coming, and it can tell the Cloud to begin processing them into a 3D model.

Connect to the Internet
All of the information needed to turn your job into a 3D model is stored on the iPad, and you need an internet connection to upload and process it.
- If you've been capturing with WiFi access, and if the iPad is still connected to a WiFi network, you don't have to take any further steps.
- If you've been capturing without WiFi access (through the camera's network), go to a place that has internet access and connect your iPad to WiFi with the iPad's Settings app.

Log into the app
If you do not already have a Matterport account, contact us to be invited. To log in, tap the Settings button in the upper right corner of the Capture app. Tap "Log in". Enter your username and password and tap "Log in" again.   You will remain logged into the app even if the app is in the background or shut down and restarted. You may log out at any time by tapping "Log out" under Settings.   If you try to log in when an internet connection is not available, you may get an "invalid password" error message. Try again when you have internet access

Verify your sweeps are uploading
Your sweeps will automatically upload when you both have an internet connection, and are logged into the app. Though the job status will continue to say "Waiting to Upload", you can verify your sweeps are uploading successfully by going into the Sweep List. Do this by tapping the "Jobs" button, then tapping the "Sweeps" button. The upload status for each sweep will be shown, and a progress bar will be shown for the sweep that is currently uploading.

Job status = Uploaded
The job status will change to "Uploaded" after all your sweeps have been uploaded, and you've tapped the "Complete Job" button. Your capture is complete!

6. Explore the Model Online

When the Cloud has finished processing your model, you'll receive an email notification that it's ready. Click the link to start exploring. You will need to download and install the Unity plugin for your internet browser. Follow the links and directions on the screen.

System Recommendations
- Desktop or full laptop computer (minis not recommended)
- Mac OSX Snow Leopard 10.6 or later, Windows XP SP2 or later, up to date
- Modern graphics card and computer hardware, 2 years old or less
- Minimum of 2GB RAM
- Chrome, latest version (Firefox and IE latest versions also supported)

Tips and Tricks for High Quality Captures

If high visual quality and capturing every object in the home is your goal, the following guidelines will help you create beautiful models.

Prepare Your Space
- For best results, close all curtains/blinds/shades and turn on interior lights. The camera does not function properly outdoors or when the lenses are exposed to direct sunlight.
- Open the doors to all rooms to be captured. Place a doorjamb under each one to ensure that it does not move during capture.
- Mirrors cause artifacts to appear in the model and may cause misalignments. It is best to cover mirrors with presentation-sized Post-It notes (approx. 2 feet x 3 feet each, the type that typically sit on an easel) or butcher paper.
- Shiny metal appliances can sometimes act like small mirrors and cause holes to appear in their place. We recommend removing or covering small appliances.
- Clean glass surfaces tend to be invisible in your model and typically do not require special preparation.

Ensure Good Alignment
- Doorways can be tricky areas because the camera can't see many overlapping features from one side of the door to the other. In order to avoid alignment errors, take small steps. Perform one sweep on each side of the doorway, within about 1 foot of each other.
- Long hallways also require care. They often look the same in both directions and can be difficult for the software to align properly. Check the mini-map often in these situations, as it is possible for a sweep to misalign by flipping it 180 degrees.
- If you see a misaligned sweep, you can always delete it by tapping the sweep number, and selecting "Delete".
- When the camera does not have enough overlapping information between sweeps to align properly, a dialog box will pop up indicating an alignment error. Move the camera closer to the previous sweep location, or make a closer sweep active, and try again.
- Quickly check that the camera is level after moving it.

No Moving Objects

- Make sure there are no people or pets in view of the camera while it performs a sweep. It's good practice to be completely out of view, in another room. Remember – if you can see the camera, the camera can see you!
- If a person does walk into a sweep, you may cancel it immediately with the "Cancel" button. No data will be saved, just tap the Capture button to try again.
- Take care to leave objects and furniture where they are, do not move them during the course of a capture. Be careful of bumping furniture on wheels. We also recommend propping doors open so they aren't accidentally closed during capture.

See All Sides

- Think about what route you would walk to see all sides of every object and piece of furniture in a house. Place the camera in positions 4-6 feet apart along that route. Pay careful attention to seeing all sides of bookcases and couches.
- If there are objects that will be difficult for the camera to see behind, move them closer to another object or a wall. This keeps shadowing to a minimum and results in a higher quality model. For example, move curios on a shelf against the back wall. Move trash cans next to cabinets and/or against walls.
- You may want to shorten and extend the tripod legs in order to capture at different heights. Short heights can be especially handy for capturing objects at ground level, like the legs of tables and chairs.
- Don't hesitate to position the camera on top of tables and other flat and stable objects in order to capture the top of taller surfaces.
- The minimum capture distance is approximately 18 inches and maximum optimal distance is approximately 15 feet. Objects within 18" will not appear in the model, and objects outside of 15 feet will not have good detail unless captured at a shorter distance in another sweep.
- Maximum ceiling height captured is approximately 20 feet, and the ceiling itself may have lower quality of visual detail than objects near the floor.

Tips and Tricks for Fast Captures

The following guidelines will help you create very fast captures, suitable for empty houses and basic floor plans of furnished homes, where holes and missing objects do not matter.

Capturing Floor Plans Only

- When you can see all the walls of a room on the mini-map, and if there are no aggregious holes in the floor, you're done with the room.
- Each room probably needs only 2-3 sweeps to capture it completely. Small rooms may be captured in one.
- Remember that as soon as the camera is done moving, and the Capture button is filled in halfway, you can move the camera to its next position.
- Doorways can still be tricky areas for alignment, and require one sweep on either side within a foot of each other. It's almost always faster to plan on this and take small steps, than to try larger steps and deal with misalignments and redoing sweeps.
- Doors should still be held open or closed at the beginning of the capture process.

- Mirrors will still create artifacts, though if you are not capturing a room or space located behind the mirror, you can choose to keep it uncovered. You will see spray in the space behind the mirror in your finished model.
- If you don't care about artifacts outside of windows, or windows appearing as large holes, you don't have to close blinds or curtains.

Continuing to Capture

Once you've completed your first job, here is more information to help you maintain a smooth and efficient Capture process.

Charging the Camera

Plug the camera in using **only** the power supply and cord provided by Matterport. While some precautions have been taken to protect the camera from misuse, Matterport is not responsible for damage to the unit that occurs from using other power supplies and cables.

- When the camera is charging, the power button will slowly blink once every few seconds.
- When the camera is fully charged, the power button will quickly double-blink every few seconds.
- You may check the exact charge of the battery by connecting to the camera with the iPad.
- To prevent damage to the camera or power supply, please note that the camera will not perform a sweep while it is plugged in.

Battery capacity: approximately 8 hours of continuous use
Charge time: approximately 4.5 hours
Power supply voltage: 15V
Power supply current: 6A
Power supply polarity: +15V inner conductor, GND outer conductor

Caring for the Camera

Transporting & Shipping the Camera

The camera contains sensitive equipment. Treat it as you would a professional DSLR with nice lenses. Always transport the camera in a padded bag, and refrain from bumping into other objects, setting it down with force, or other rough handling. When transporting the camera in a vehicle, make sure it is held in place and cannot slide around as the vehicle moves. For airline travel, we recommend it be carried on with your personal items. If you must check it with other baggage, we recommend packing it in a Pelican™ case with customizable foam inserts. Always ship the camera in the original Matterport shipping boxes and materials.

Cleaning the Camera Lens

We recommend using a small bulb-style hand air pump with a soft lens brush to remove dust. Fingerprints may be removed with camera lens cleaner and a clean microfiber cloth. Always dust the lens first, and apply the cleaner to the cloth (not directly to the lens). Be as gentle as possible to avoid scratching the lens surface.

Using or Removing the Tripod Ball Head

The tripod provided has a swiveling ball head installed. This is useful for being able to quickly level the camera in cramped spaces where the tripod legs cannot be even. However, you may find that you need to adjust the camera head between each sweep to maintain a rough degree of levelness throughout your job.

If you prefer capturing without a ball head, and manually adjusting each tripod leg to maintain levelness when needed, you may remove it. Simply unscrew the ball head from the tripod. Using a large flat head screwdriver, unscrew the threaded insert from the base of the camera. Now you may screw the camera directly onto the tripod.

Connecting to the Camera

The camera and iPad need to be connected wirelessly in order to communicate. Choosing which way to connect depends on your WiFi scenario.

WiFi Access

We recommend always connecting to the camera through an existing wireless network if one is available. There are several benefits to this method of connection:

- **Your iPad will have an internet connection.**   Other apps (like Maps or Email) which require internet access will continue to function normally.
- **Your sweeps will upload while you are capturing.** Using a typical home or office DSL-based WiFi network, sweeps will upload at about the same rate they are created.
- **You won't have to wait as long to see your model.** After you have completed your job, it will only take 1 or 2 more minutes for the entire job to finish uploading. You'll only have to wait for it to be processed before receiving an email with a link to your model.

No WiFi Access

When no other WiFi network is available, the camera can create its own. While it can communicate with the iPad and fully capture a space, it will **not** be connected to the internet. There are a few implications:

- **Your iPad will not have an internet connection.** Other apps which require internet access will not have it and may not function.
- **Your sweeps will upload later.** They will all be stored on the iPad. When the iPad has internet access again, open the app and they will automatically start to upload. They will continue to upload as long as the app is open, and in the foreground.
- **You will have to wait for uploading, then processing.** Most internet plans have very slow upload rates. It can take 30-60 seconds for each sweep to upload. For a typical 40-50 sweep house, this can mean waiting 30-60 minutes for a job to upload. You will also have to wait for it to be processed before receiving an email with a link to your model.

Managing a Job

Jobs List
To get to the Jobs List, tap the Jobs button in the upper left of the screen. Then tap "Jobs" in the upper left corner of the menu. The job list shows all jobs you have performed on the iPad. Tapping on a job shows that job's details.

Create a New Job
A job is automatically created when you start to Capture. If you'd like to take the time to set up your job beforehand, you can create a job first. Tap the "Jobs" button in the upper left corner.
- If you don't have a current job showing, this will automatically create a new job and you can start to enter information.
- If you are already in a job, a menu will appear, showing you the active job's details. To create a new job, tap the "Jobs" button in the upper left corner of the menu. This will take you to the jobs list. Tap the "+" button to create a new job.

Job Name and Notes
A Job Name is required. You can optionally enter Notes about the job. More options for entering job details will be available soon.

Job Status
This is determined by the iPad.
- Open – this is a job that is still in process. You may still add or delete sweeps. You may have more than one job open at a time – for example, you may have started one job, but need to pause and return to it later.
- Active – this is the current job shown on the mini-map. If the active job is still Open, new sweeps will be added to this job.
- Waiting to Upload – this is a job you've Completed, and is either waiting to upload, or in the process of uploading. You need to be logged in and have an internet connection for a job to upload. The job is closed at this point, and you may not add or delete sweeps, or change job details.
- Uploaded – a job which you've Completed, and has finished uploading. The Cloud will automatically start to process the job.

Sweep List & Upload Indication
The Sweeps button tells you the number of sweeps you've captured, and tapping it takes you to a list of the sweeps. You can see each sweep's upload status. If you have not had an internet connection during capture, most will be "Not yet uploaded". If you do have an internet connection, the date and time the sweep was uploaded will be displayed. The sweep that is in the process of uploading will have a status bar displayed.

Make Active Job/Active Job
If you would like to see the mini-map for another job (Open or Complete), choose it from the Jobs list and tap "Make Active Job". If the job is still Open, you may add or delete sweeps, add notes, or re-name the job. If you are already looking at the active job's details, this button will be grey and read "Active Job".

Complete Job

Tap this button when you are done capturing. This tells the Cloud that there are no more sweeps coming, and it can go ahead and process your job into a 3D model. Once a job has been Completed, this button will change to a grey indicator of upload status.

Delete Job

This deletes the job off of the iPad, and is useful if you are running out of storage space on the iPad, or if you just want to clean up your list. If your job is Complete and has already been uploaded to the Cloud, deleting does not affect any of your data on the Cloud. Your original job and 3D model will still be there. If you have not uploaded your job yet, or if the upload has not completed, **you will permanently lose that job's data**.

Managing Sweeps

Cancel Sweep

After tapping the Capture button, a Cancel button will appear underneath it for the duration of the capture. Tapping it causes the camera to stop. The data is thrown out, and the camera is immediately ready to capture again. This is useful when a person accidentally walks through a room in the middle of a sweep, or if you realize you forgot to change the active sweep after jumping across a section of the house.

Delete Sweep

Sometimes a sweep doesn't align properly and you may want to delete it and try again. To delete a sweep, tap the sweep number on the mini-map. Choose "Delete Sweep" and confirm. The mini-map will refresh with the sweep removed.

Make Sweep Active

When jumping from one side of the mini-map to another, or out of a room and back to a previously captured area, you will need to choose a new sweep to align to. We call this the "active sweep", and it is denoted by a bright white circle. Find the sweep with the most common area to your current location. This will most likely be the sweep closest to your current position, though be aware that corners and walls can occlude the space. Tap the sweep and choose "Make Active Sweep". This sweep will now have the bright white circle indication of the active sweep, and any new sweeps you perform will align to it.

Troubleshooting

What to Do in Most Situations

If you experience a problem that prevents you from capturing, please contact us with the details. We thoroughly test our software, and want to know about any unforeseen issues. If you need to quickly return to capturing, there are two things that will generally sidestep a problem:

Quit the Capture app and restart it
1. When you are in the app, press the Home button on the iPad (the only physical button on the front) once to return to the main screen showing your apps.
2. Double-click the Home button. A series of apps will appear across the bottom of your screen. The Capture app should be near the left.
3. Tap and hold the Capture app icon. After a couple of seconds, the app icons should all start to wiggle, and red x's will appear in the top right corner of some of them.
4. Tap the red x on the Capture app. This causes the app to stop running (it does not delete the app).
5. Press the Home button again to stop the wiggling.
6. Press the Home button a second time to return to the main screen showing your apps.
7. Tap the Capture app icon once to re-launch it.

Cycle the power on the camera
1. Press the power button once, it will start to blink and shut itself off in about 5 seconds. If it does not, you may press and hold the power button for 5 seconds to force a shutdown.
2. For best results, put the Capture app in the background or quit the app.
3. Press the power button on the camera once more to power it back up.
4. Re-start the Capture app once the Bluetooth™ and WiFi lights on the camera are blinking (solidly lit may be OK too).

Commonly Occurring Scenarios

No cameras found
- Check that the camera is on (it will automatically shut off when idle for 30 minutes to save battery)
- Check that Bluetooth™ is on in iPad Settings

I can't connect to the camera
- Check the network that the iPad is connected to in iPad Settings.
- Check that you are trying to connect to the camera through that same network.
- Carefully read the instructions on the iPad's screen and make sure you have followed them.
- If the WiFi network requires you to log in through a webpage, the camera will not be able to connect to it. Capture using the camera's network ("No WiFi" option) instead.

- Some WiFi network names may include special characters that prevent the camera from recognizing it properly. If you cannot connect to a WiFi network with special characters, capture using the camera's network ("No WiFi" option) instead.

It's taking a long time to connect to the camera
- The camera may still be warming up. It takes about 30 seconds after power-up to complete the warm-up cycle. If it is still warming up, there will be a small note under the "Search for Other Cameras" button in Settings.
- Some networks are slow to respond. Wait for about 30 seconds. If it is still trying to connect, exit and re-enter Settings and try again.

I lost connection to the camera
- Check that the camera is still powered on, and has not run out of batteries or shut down after being idle.
- Check the signal strength of your WiFi network in the iPad's Settings. If it is weak, use the camera's network ("No WiFi" option).

The Capture button is grey and doesn't respond when I tap it
- The camera may still be warming up or you may have lost connection to the camera. Check the camera connection icon in the top right toolbar. The camera is ready to sweep when the icon displays a checkmark and when the Capture button's inner circle is red.
- Check that the camera is not plugged in. Sweeps are disabled while the camera is plugged in to prevent damage.

My sweep failed to align
- The camera needs to see some of the same area in each sweep in order for it to overlap and align them. Move the camera closer to its previous position and try again. See the Tips and Tricks section for more details on specific scenarios.
- If you have just jumped to a different area of the house, make sure you made a different sweep active. You must do this before tapping the Capture button and performing the new sweep.
- Check the mini-map for any abnormalities. It could be that a previous sweep misaligned, or there are artifacts from a mirror that are interfering with your current sweep. If you suspect that a previous sweep is bad, you can delete it.

My mini-map looks weird
- Mirrors can cause artifacts to appear in the mini-map, which can cause subsequent misalignments. If it looks like there's "spray" into another room, delete any sweeps that had a view of the mirror. Cover the mirror and try again.
- Sometimes alignment can be off by a few degrees. Take care especially through doorways and hallways. If a room looks tilted, delete sweeps and try again.
- Sometimes a sweep can flip. This is a risk in symmetrical spaces like long hallways or aisles. Zoom in and check that the space looks visually consistent. If it does not, delete the sweep and try again.

My job says "Waiting to Upload" and I think it should be uploading
- Check that the iPad has an internet connection. Note that some WiFi networks, including the camera's, will connect to the iPad but not the internet. If you are

unsure about a network, check by launching a standard webpage (like www.google.com) using the iPad's browser app (the default is Safari).
- Check that you are logged into the Capture app. Go to Settings, Account will be at the bottom. If you are logged in, there will be a message saying who you are logged in as, and the button will say "Log Out".
- **Known issue with Capture app version 1.0.2**: job status does not change to "Uploading", uploads happen while the status still says "Waiting to Upload". You may still check upload status by going into the Sweeps menu and looking at individual sweep upload status.

My sweeps have all uploaded but my job status doesn't say "Uploaded"
- Check that you have tapped the "Complete Job" button in the job details screen. You must do this to finish your job – otherwise the app does not know that you are not going to add more sweeps.

My job says "Uploaded" but I didn't get an email with a link to my model
- Processing the job into a full 3D model takes a little time. The more sweeps you have, the longer it will take. A typical 30-40 sweep job takes about an hour to process, after the job status has changed to "Uploaded".
- Check that the email notification didn't accidentally go to your Spam folder.
- If it has been many hours since your job was uploaded and you still do not have a link to your model, please contact Matterport.

Contact Us

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Mountain View, CA 94041
Phone: (650) 641-2241

Email: support@matterport.com

Finding your iPad's UDID
In order to install the Capture app, we may ask for your iPad's UDID. In order to find it, follow these instructions:

To find your iPad's UDID using only the iPad (recommended):
- Download and install a free app called UDID+. Its icon is a little monster.
- Launch the app.
- Tap the "Send UDID" button at the bottom left of the page.
- This will open an email window with your device information already entered.
- Send the email to support@matterport.com

To find your iPad's UDID using your computer and iTunes:
- Launch iTunes on your computer.
- Plug in your iPad.
- Click the name of your iPad when it appears in the left sidebar under "Devices".
- Click on the text that says "Serial Number" and it will change to say "Identifier (UDID)". It will be long and contain both letters and numbers.

- Right click and select "Copy UDID" or select "Copy" from the iTunes "File" menu.
- Paste the identifier into an email.
- Send the email to support@matterport.com

FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult Matterport or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Matterport could void the user's authority to operate the equipment.

Industry Canada Compliance

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.