

Solution FAQ



End User:

What is the benefit over simply taking some pictures of a room?

Our solution delivers much more information than photography. We are creating a 3D model that allows accurate measurements, storing of area specific information and a realistic 360° virtual preview of a room.

How exact are the measurements within the virtual preview?

Depends on the hardware used to create the model. The Ricoh THETA Z1 achieves an inaccuracy of 4-8%. However, in personal testing the camera has outperformed this specification.

Can I edit the 3D model after creating it?

Yes. You can for example create a video preview of the space, take pictures in the Matterport app, name different rooms, add measurements and add "mattertags" which are annotations inside the 3D model. All of this can be done in the edit tab in the Matterport app.

How do I navigate in the 3D model?

Each room has at least one viewpoint, which is a point in the room where one of the 360° pictures has been taken. You can navigate between the viewpoints by clicking on them in the floor plan view or while inside the model.

How can I make sure that possibly appearing faces are hidden in the model?

When sending the data to Matterport for processing just simply check the "face blur" box and all the faces are automatically blurred in the model.

Client (IT@M):

Can I use other cameras with the Matterport software?

Yes, currently Matterport supports cameras from iPhones through a variety of 360° cameras to sophisticated laser scanners. You can see specific information about the hardware behind this link: <https://matterport.com/cameras>

How to prepare a room for a scan?

Before starting the scan make sure that you hide all the content showing personal information, tidy the room up and make sure that there are sufficient paths for you to move around with the tripod.

How long does it take to digitize a room?





After preparing the room, the capturing process of a ~20m² square room only takes around 3-5 minutes.

Do you need training to use the technology?

The Matterport webpage has comprehensive instructions on how to use the hardware. You don't need external training. The procedure to create 3D models is straightforward and simple.

How much does creating a 3D model cost?

Matterport is a subscription-based software. You can see the four different subscription plans below. We recommend the "professional" option for the start because of its broad features and good price-quality ratio. There are no additional fees when creating a new 3D model. Just keep the number of models in the plan in mind.

Free	Starter	Professional Most Popular	Business
€0 / forever	€8.99 / month	€62 / month	€275 / month
You get 1 Active Space 1 User	Room to grow 5 Active Spaces 1 User	Starting at 25 Active Spaces 5 Users	Starting at 100 Active Spaces 20 Users
GET STARTED FREE	SELECT	SELECT	SELECT
Works with iPhone and supported 360 cameras 	Works with iPhone and supported 360 cameras 	Works with iPhone and all supported cameras 	Works with iPhone and all supported cameras 
Top Features <ul style="list-style-type: none">✓ View in Cloud privately✓ Download photos and videos✓ Take measurements	Top Features <ul style="list-style-type: none">✓ Share and embed anywhere✓ Publish to Realtor.com✓ Publish to Google Street View free for a limited time✓ Basic Space traffic analytics	Top Features <ul style="list-style-type: none">✓ Small team collaboration✓ Automatic face blurring✓ Publish to Google Street View free for a limited time✓ MatterPak™ technical files for €44 (excludes 360 cameras and iPhone)✓ Schematic floor plans for €15 (excludes 360 cameras and iPhone)	Top Features <ul style="list-style-type: none">✓ Large team collaboration✓ Account administration✓ Publish to Google Street View free for a limited time✓ MatterPak™ technical files for €35 (excludes 360 cameras and iPhone)✓ Schematic floor plans for €13 (excludes 360 cameras and iPhone)✓ Export traffic reports

Can I host the models on my own server?

For data safety it is possible to download the models and host them on your own servers.