

Scan a Space

Matterport Pro Camera &
Matterport Capture App

User Guide

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Safety

Before using the camera, please ensure that you **read and understand the safety precautions** described below. Always ensure that the camera is operated correctly.

Keep these safety instructions where all those who use the product will read them.

Do not use the camera around volatile or flammable materials. The camera is not designed for dangerous environments. Use at your own risk.

Warnings

Do not open or disassemble the camera. The camera contains no user-serviceable parts inside.

This product contains a lithium ion battery. **Do not attempt to open or service the battery.** Batteries are only intended to be removed by a professional.

Use only the included power supply. **Do not use with another power converter/transformer.**

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Equipment

Included	Required	Optional
 <p>Matterport Pro Camera The quick release adapter plate is attached to the bottom of the camera and cannot be removed.</p>  <p>Power charger Transformer with connection to camera and power cord to the wall. The power cord can be swapped for another cord based on your local outlet type (North America, UK, EU, etc). Refer to charger specifications for more information.</p>	<p>Must be purchased separately</p>  <p>Tripod with 3/8-16 mount Rated for 10 lb or more. Do not use a thread adapter as it can make the camera unstable. Do not use ball-joint heads or tripod heads with a handle.</p>  <p>Quick release clamp (3/8-16)</p> <p>See recommended equipment</p>  <p>Apple® iPad™ See list of supported models <ul style="list-style-type: none"> - 128GB model recommended - 8GB current free space (check space) - Most recent iOS version </p>  <p>Matterport Capture app Free on Apple App Store</p>	 <p>Padded camera case Tip - the box the Matterport Pro Camera shipped in also makes a good case.</p>  <p>iPad carrying case</p>

Scanning a Space

1) Prepare for your visit

Download the app



Turn on the iPad and download the **Matterport Capture** app on the [App Store](#).

Charge camera and iPad

Make sure your Matterport Pro Camera and iPad are fully charged.



It takes **4.5 hours** to fully charge the camera.
A camera can scan **8 to 10 hours continuously** on a full charge.



To see the current battery level, turn the camera on by pressing the power button and check the LCD display.

You can also press the button below the power button. This displays the battery level on the LCD without turning on the camera.



If your camera does not have an LCD display, [first connect to the camera's WiFi](#). Then open **Matterport Capture** on the iPad to see the camera's current battery level.

Check available space on iPad



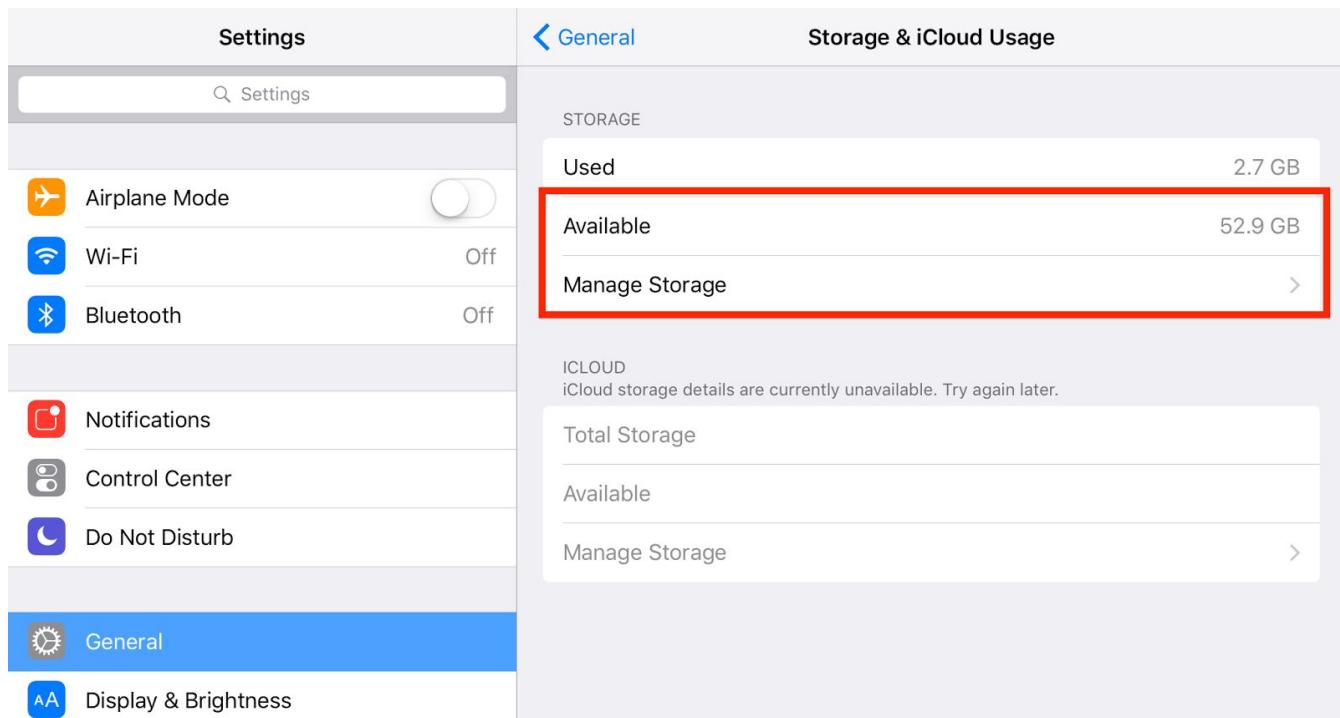
We recommend **at least 8 GB of free space** on the iPad to scan several spaces and keep a generous margin for your iPad.

Most properties can be captured in 100 scans or less, which is about 2 to 3 GB. If your site is particularly large (by number of scans) then judge appropriately.

To check the available storage space on your iPad, first open **Settings** in iOS (grey gear icon).

Tap **General > Storage & iCloud Usage**.

Tap **Manage Storage** for details about each app's usage.



Deleting models from Matterport Capture

If you need to delete old models from **Matterport Capture**:

Before deleting a model remember to:



- Mark all windows and mirrors
- Trim excess for a clean look
- Scan the entire space as desired
- Upload to Matterport Cloud for processing
- Review the Model in Dollhouse and Floorplan View for a clean look
- Tour the model in Showcase and check for invisible obstacles
- Tour model completely in Workshop's Mesh View to check window and mirror markings, trim markings, doors that might block movement, and missing areas that might need rescanning.

If you delete a model from your iPad, **you CANNOT recover it**.

If there is an issue you will have to go back and rescan the space.

Deleting a model from the Matterport Capture app deletes the **raw scan data for that model**. The final processed model is still available in Matterport Cloud for editing and sharing.

Do not delete models prematurely. Only delete models you've uploaded, edited, shared, and your customers are completely happy with.

To delete a model from your iPad open **Matterport Capture** and tap **Edit > (tap the model to delete) > Delete > Delete Item**. The app will warn you if the model hasn't been uploaded yet.



We recommend against relying on Apple iCloud to backup your scan data.

2) Stage the site

Prepare the space

- **Clean, organize, and arrange the space** as you want it to appear in the final result.
- **Hide anything you don't want seen** such as personal or private items.
- **Keep doors completely open or closed** for the duration of the scan.
 - A closed door should mean that you aren't scanning that room.
 - Use door stops to avoid unintentional movement.
 - If you need to prop a door do so at a 45° angle.

Avoid modifications while scanning

- **Do not move any objects** while scanning (chairs, doors, furniture, etc).
- **Keep out moving objects** like pets and people.

Adjust lighting

- **Turn on all the lights you want** before starting.
 - Make sure the space is well lit. You can't scan a dark room.
 - Avoid casting a shadow of the tripod or camera.
 - The Matterport Pro Camera comes with HDR (high dynamic range) to help balance uneven lighting, but it's best to avoid extreme light differences.
- **Minimize bright, direct sunlight** into the property when possible.
 - Time your visit appropriately or use shades.
 - Spaces lit by bright sunlight can be scanned but can result in poor 3D geometry (holes in the Floorplan View or Dollhouse View).
 - Do not perform a 3D scan in direct sunlight (outside or pointed at the sun).

Plan your path

- **Walk through the space** and make a plan of where you will place the camera.
- **Make additional scans at points of interest** where visitors want more details.
- Refer to [Choosing the next scan location](#) for more details.

3) Set up your equipment

Mount the camera

Open the tripod and adjust the legs so the middle of the camera lenses is at **approximately eye level (5 ft 6 in or 1.67 m)**. Remember to **lock the tripod legs**.

Attach the quick-release clamp to the tripod. Make sure the tripod is **as level as possible**.



Use a level or eyeball it **the best you can**. Check that all tripod legs are the same length. Spin the camera manually to ensure a level camera.



Slide camera
onto QR clamp



Check the connection periodically while scanning a site. The clamp may become loose and cause the camera to fall.

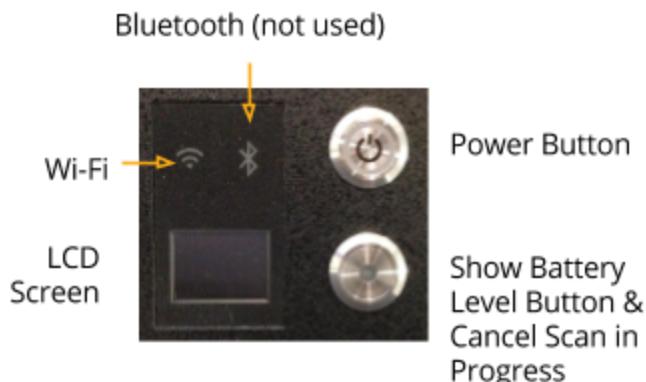


Visit **support.matterport.com** for a list of [recommended tripods and mounts](#).

Turn on the camera

Press the power button on the back of the camera. Wait for it to turn solid blue. This can take up to a minute.

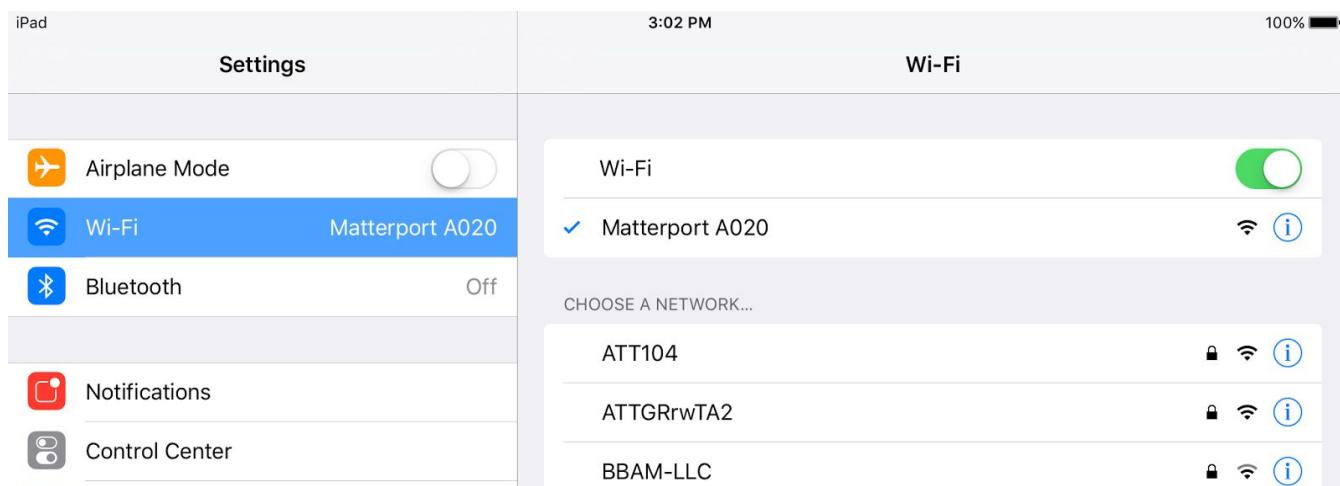
When the WiFi symbol starts blinking you are ready to connect the camera to the iPad.



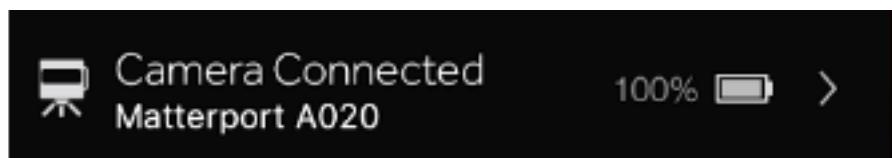
Connect camera to iPad

Go to your iPad settings and turn on Wi-Fi. Bluetooth is not necessary.

In **Choose a network...** tap on "**Matterport [Serial Number]**". The camera's serial number is located on the bottom of the camera.



Open **Matterport Capture**. You should see the camera's name and battery life indicator.



You are now ready to scan!

4) Scan the space

Start scanning

Place the camera at your first scan location. You can start anywhere in the space.

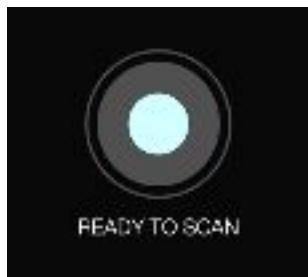
Open **Matterport Capture** on your iPad.



On the home screen tap **Create a New Model**.

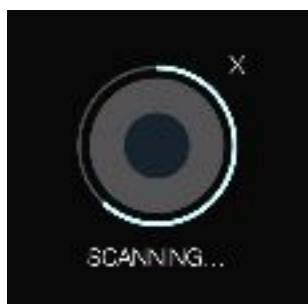
Enter the model's name and other information. You can change this information later.

Move yourself out of the camera's field of view. You can hide behind a wall or walk behind the camera as it rotates.



Tap the **blue Scan button** on your iPad to begin scanning.

You may have to wait for the camera to finish warming up.



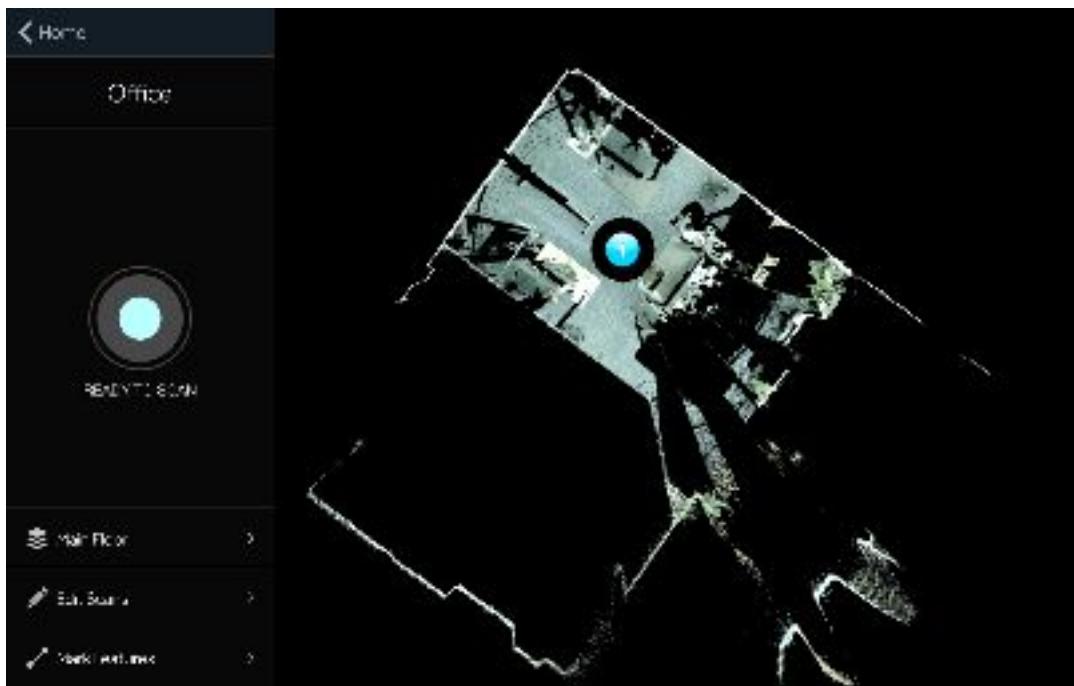
Your camera will make a full 360° rotation and then transfer the scan data to the **Matterport Capture** app.

If someone moves into the frame while scanning, tap the X in the top-right to cancel the scan. You can also press the button below the power button on the Matterport Camera to cancel a scan.



If you don't hear any sounds **increase the volume** on your iPad. Check the settings menu within Matterport Capture to make sure **Sounds are on**.

Matterport Capture will process the scan data and create a preview of the space on the right. The preview pane is a simple top-down view of the space.



 refers to first scan you took.



Similarly, a  icon would refer to the second scan, and so on.

 Deleted or unaligned scans will not appear in the preview, but will increase the scan count. The scan number in Workshop will be different from the scan number in the Capture app.

 Black areas are 'shadows' -- areas that were not captured by that scan.



The camera does not scan all the way to the floor to avoid capturing the tripod legs. You can see this in the black circle around 1 in the picture above. Your next scan should be within a line-of-sight to a previous scan to capture this area.



Mark windows and mirrors immediately after every scan. This reduces alignment errors and improves the quality of the finished model.

Choose the next scan location

Move the camera

- **Place the camera 5 to 8 ft** (1.5 to 2.5 m) from a previous scan. The maximum distance can be less depending on the space.
- **Maintain a clear line of sight** to a previous scan.
- Keep camera **2 ft away from walls and objects** to avoid distortion, slices, and warps.
- Scan before a door and after entering but **not inside or near a door frame**.
- When possible, scan in a **clean, clear grid pattern** for a professional look.

Plan your path

- Follow a **normal walking path** through the space.
- Place the camera **where a person would normally stand**.
 - Usually this means avoiding corners, walls, and doorframes.
- Scan at **natural points of interest** within the space.
- Make **additional scans at points of interest** where a visitor would want more details.

Outdoors

- Scanning outdoors (3D scanning for depth data) is **not supported**.
- If you must scan outdoors, scan **during civil twilight**. This is about 30 minutes before sunrise and 30 minutes after sunset, where the sun is below the horizon but you can still see outside.

Completion

- Perform extra scans to “**fill in the black spaces**” on the preview as much as possible. Extra scans capture more 3D data for a more complete Dollhouse View.
- **Use very low or very high scans** (raise/lower the tripod as much as possible) to scan over, under, or around objects like tables and statues. This fills in the mesh for a better 3D model. Remember to **do a full-height scan** there too.
- **Hide extra scans in Workshop** so they are inaccessible in Inside View.



You can move the camera to the next scan location.

Transferring data to iPad. Ok to move camera. Do not turn off WiFi on iPad.

You can scan again.

Tap the **Scan** button on the iPad to scan again. Repeat until you have scanned the entire floor. [Move to the next floor](#) and continue until you have scanned the entire space.

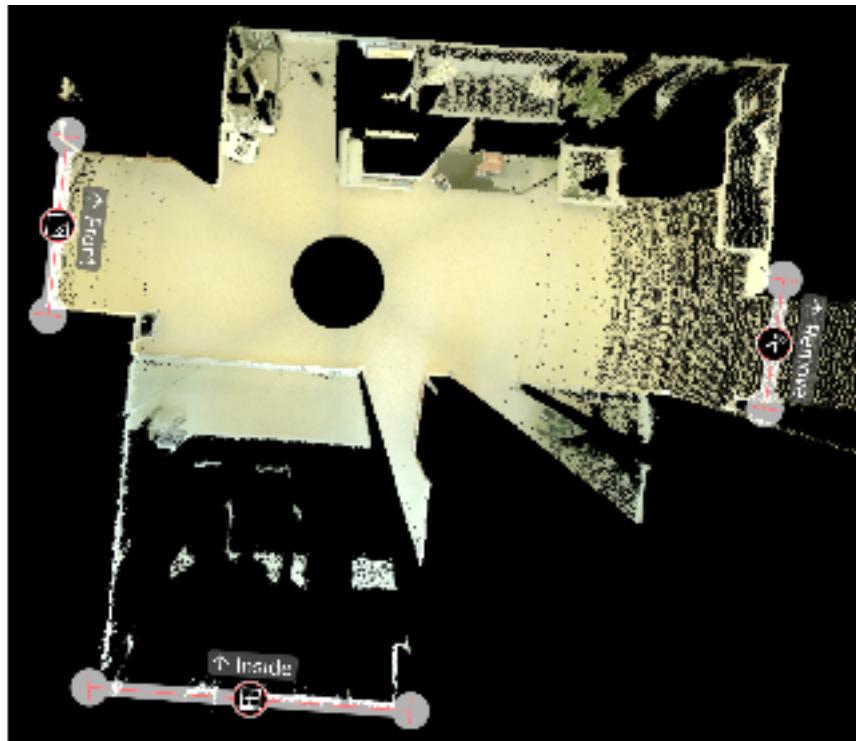
Mark windows & mirrors

Reduce errors and improve the finished quality by using the **Windows**, **Mirrors**, and **Trim** tools.



Mark windows and mirrors immediately after every scan. This reduces alignment errors and improves the quality of the finished model.

Use the **pinch-to-zoom** gesture to zoom in on the preview pane. Tap **Mark Features**. Choose the appropriate feature. In the preview pane tap and drag the indicator to the correct spot.



User Interface Tips



- To extend or rotate a line segment, **tap and drag an endpoint** as desired.
- To move an entire line, **tap and drag** the middle of the segment.
- **Tap the middle** to swap the label (reverse the marking's orientation).
- **Tap the middle** to delete the markup.
- When using pinch-to-zoom **be careful not to modify other markings**.

Remember you have to tap **Mark Features** first to edit markings.



Windows



- Make sure the **inside direction** is pointed the right way.
- No need to mark interior glass doors as windows.
- Mark exterior glass doors as windows **only if you will not open** and scan outside.

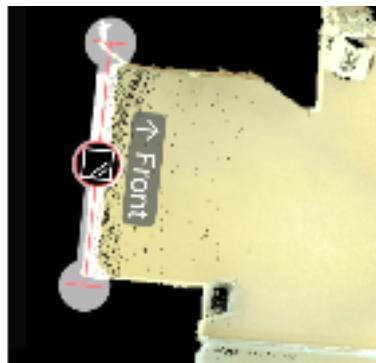


Do not mark windows and mirrors above doorways.

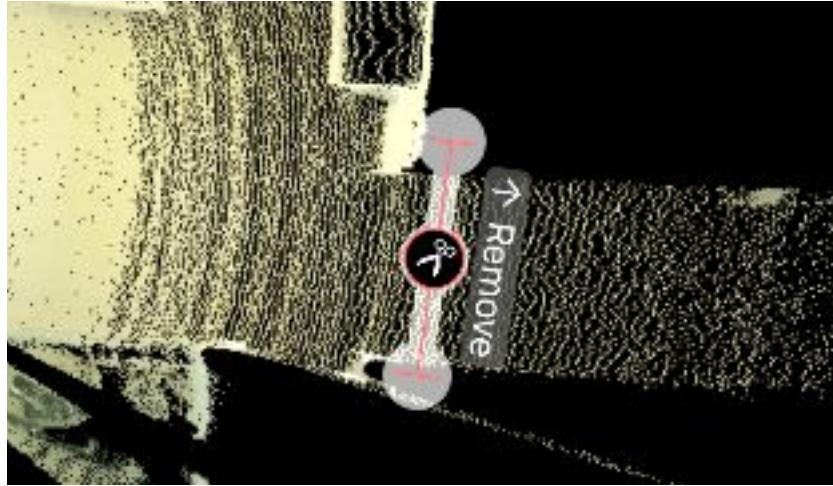
Window and mirror markings create an 'invisible wall' that impedes movement in the 3D Space.



Mirrors



- Cover the **entire length of the mirror** plus a foot or two extra, as long as it does not cover the hallway or the wall.
- Mark other **highly reflective surfaces** such as flat screen TVs on walls and stainless steel refrigerators.
- Marking mirrors is **very important to reduce alignment errors** and have an accurate, complete Dollhouse View.
- The quality, navigability, and **user experience is more important** than attempting to hide a shot of the camera/tripod in the mirror.



Trim

- The trim tool is **usually not necessary** if you have been correctly marking windows and mirrors along the way.
- Use the trim tool as a **backup tool to eliminate unwanted depth data** (spray). This is important so the Dollhouse View does not contain artifacts or jagged edges.
- Trimming is like cropping for two dimensional images.
 - **Trim just outside the wall, not directly on the wall.** You might trim the wall out of the model.
 - Anything outside the trim line **will not** appear in Dollhouse View or Floorplan View.

FAQ (Frequently Asked Questions)

How many scans should I take?

- Scan until you've **captured everything you want to share**.
- Scan at **natural points of interest**.
- Do additional scans **where people want more details**.
- **Scan at least twice** in every room, even small rooms.
- **Scan for completion** to fill in black areas on the preview.
- Most sites can be done in **less than 100 scans**.
 - Processing time increases with the number of scans. In addition, very large models can be slow to load in Matterport 3D Showcase.
 - The maximum supported number is **200 scans or about 10,000 ft²**. Sites nearing 200 scans can take 24-48 hours to process. Consider **splitting the site** into two or more models.

Do I need to scan a site in a single, connected path?

- **Not necessary.** At the end of your visit if you want to add a new room or get more detail in a previous room just go back and scan again.
 - Make sure you **select the right floor** in the Matterport Capture app.
 - You may need to **scan again at an existing scan location** to "pick up the scan trail" so the app recognizes the area and aligns properly.
- Each scan should be within a line-of-sight of a previously completed scan.

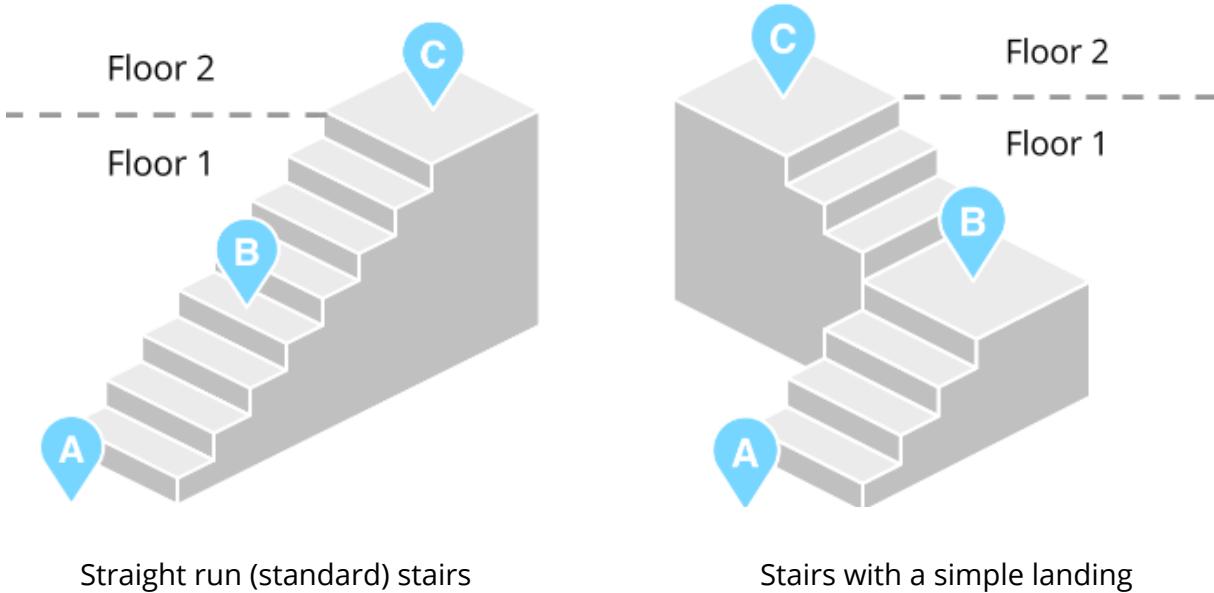
Can I delete a scan location?

- You may want to delete a scan if:
 - An object moved and [the scan did not align](#). Consider deleting more scans.
 - Movement such as a person, dog, door, etc in the camera's frame.
- To delete a scan, choose **Edit Scans** in the left sidebar, tap multiple scans, and then tap **Delete X scans**. Confirm you want to delete. The map may take some time to redraw.
- You should take and keep extra scans for a full and complete Dollhouse View.
 - Refer to [Scanning for Completion](#) for more details.

Scanning multiple floors

Once you have completely scanned an entire floor, take a scan **at the bottom of the stairs** (A in the illustration below).

Scan up the stairs, making sure that each scan is within a **line-of-sight** to the previous scan and about five feet away from the previous scan (B in illustration).

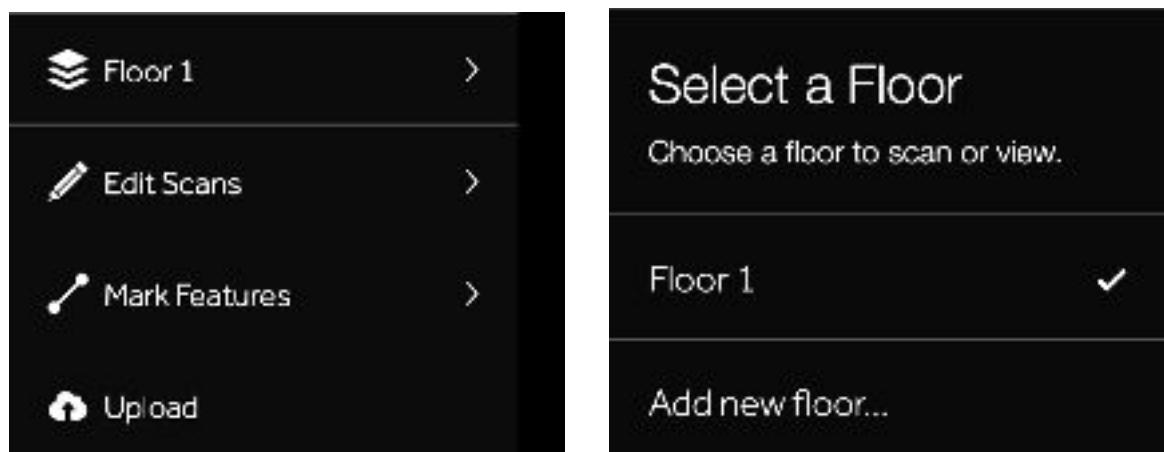


Straight run (standard) stairs

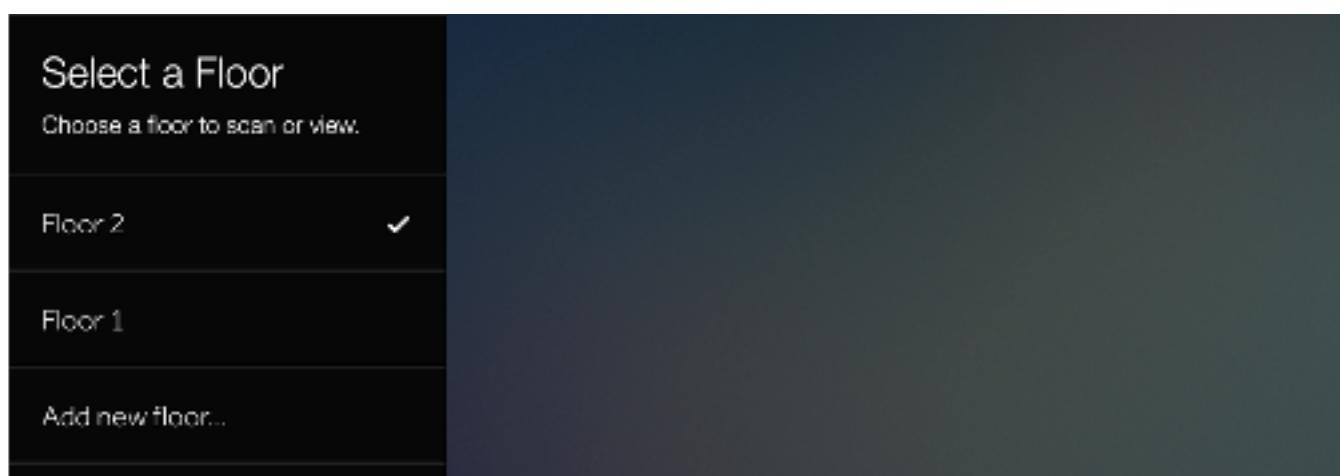
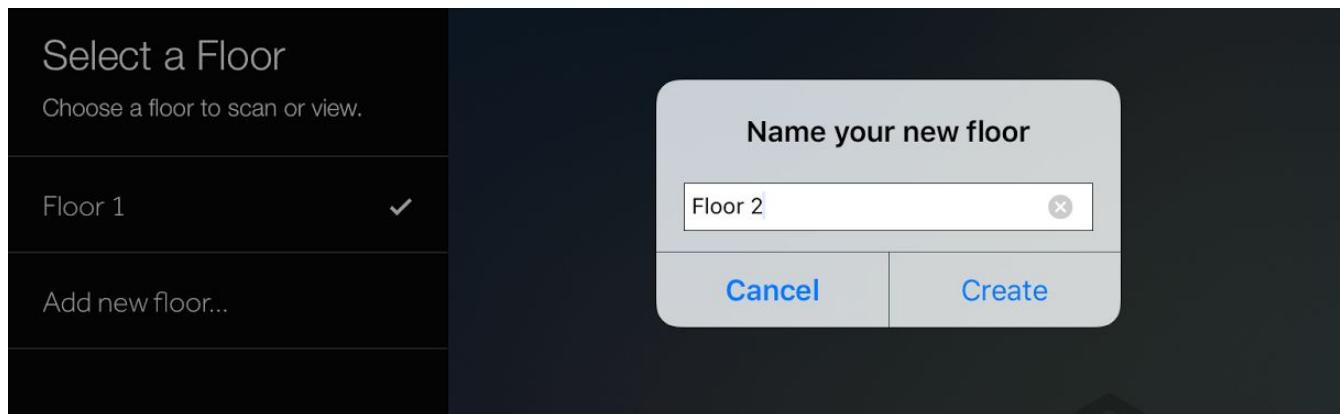
Stairs with a simple landing

When you reach the top of the stairs (C in illustration) add a new floor.

In **Matterport Capture** tap **Floor 1** then **Add new floor...**



Enter the name of the floor and tap **Create**.



When you make a new floor, the preview will be empty. This is normal behavior. It means you do not have any scan data for this floor yet.

Continue scanning the new floor as normal.



Stairs always belong to the floor below.

Tips for multiple floors



Remember to mark any windows and mirrors on the staircase.



Sunken living rooms belong to the floor they are closest to.
Split levels (levels halfway between two full floors) belong to the floor below.



You can move scans to other floors. From the home screen tap **Edit > (tap the scans to move) > Move to Floor > (which floor)**



If you want to go back to a previously completed floor and add more scans, tap the **Floor** menu, the floor name, and then start scanning. This is important since **alignment is done on a per-floor basis**. Remember that your new scan should be within a line-of-sight of a previous scan.

Back Edit

Select a Floor

Choose a floor to scan or view.

To further manipulate floors, tap **Edit** at the top of the Floor Screen.

Done

Edit Floors

Delete, rename, and reorder floors.

	Floor 2	
	Floor 1	

To delete a floor tap the red circle.

To rename a floor tap the floor label.

To reorder a floor tap and hold the three bars on the right.

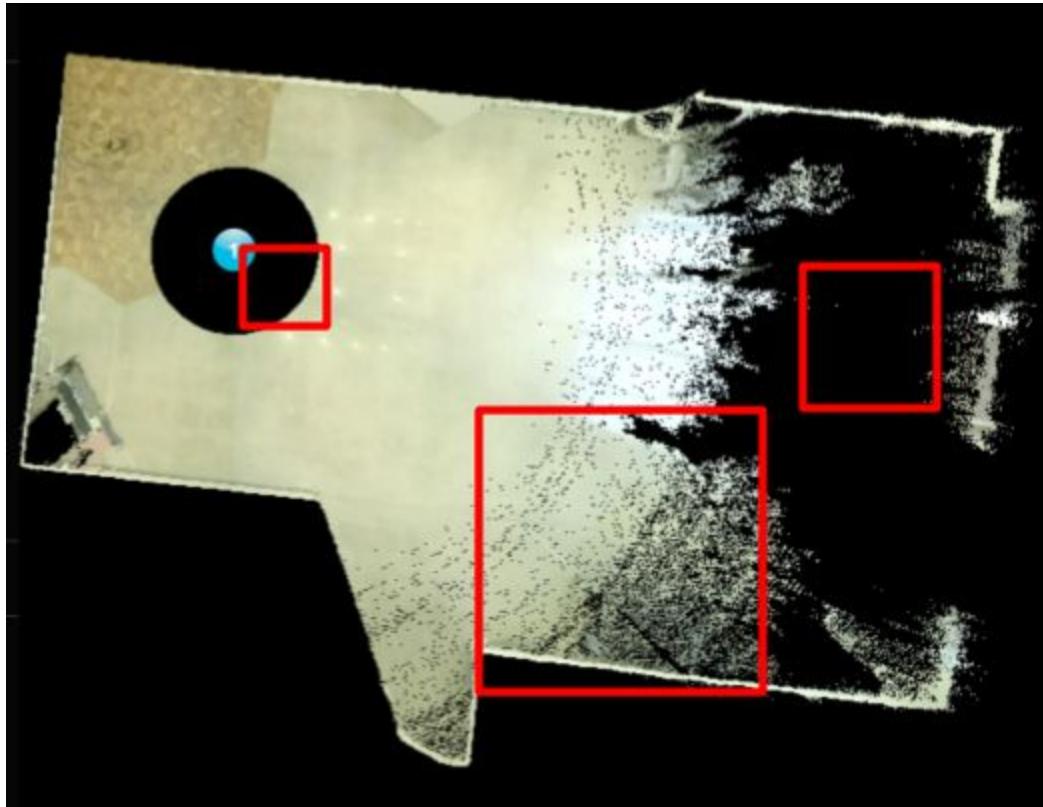
Tap **Done** when finished.

Final checks



Mark windows and mirrors immediately after every scan. This reduces alignment errors and improves the quality of the finished model.

Check for complete coverage by reviewing the preview pane. Zoom in (pinch-and-zoom) for more detail.



You may see parts of the preview pane that are solid black or are ‘sprayed’ with black dots as shown above.

Scan close to these black areas (but not right on top of them) so the camera can capture 3D data there. Remember that every scan should be within a line-of-sight to a previous scan so it can align.

If you’re going back to an old area you may need to scan again over an existing location at a normal or lower height to “pick up the scan trail.” This is so the Capture app can recognize the area and new scans will align properly.

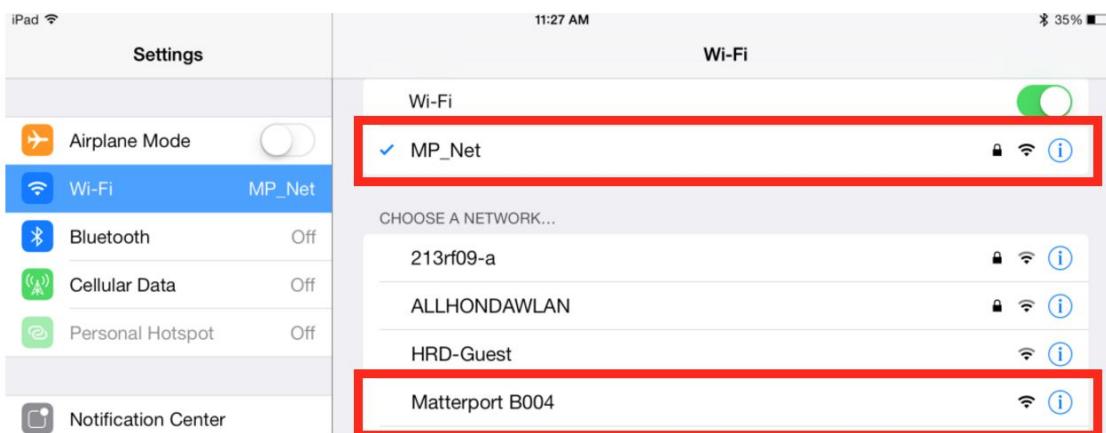
5) Upload to Cloud

When you're finished scanning, upload the scan data to **Matterport Cloud** for processing.



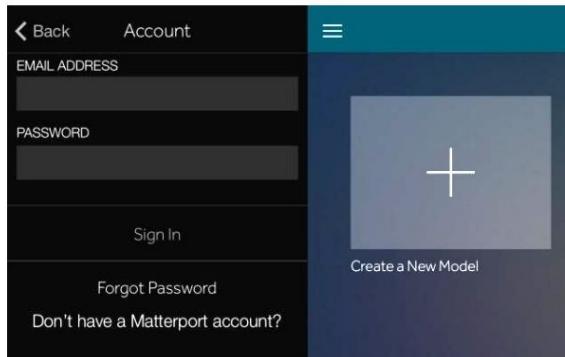
It's easiest to upload once you return to your home or office and use your WiFi there. If your iPad has a cellular connection (mobile data) turn it off to avoid data overages.

1) Connect your iPad to an external WiFi network



In the picture above, **MP_Net** is an external WiFi network (normal internet). This is different from **Matterport B004**, which is between the camera and the iPad only.

2) Login to Matterport Cloud on your iPad



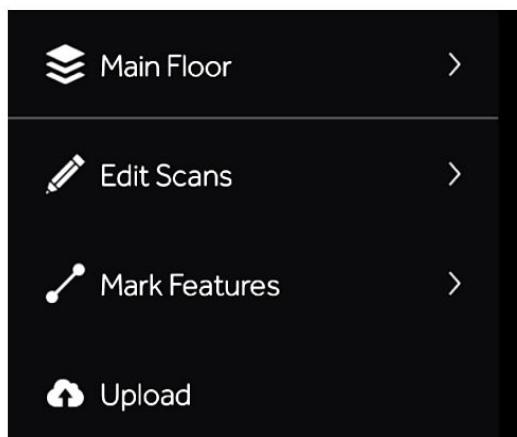
Open the **Matterport Capture** app.

Home > Account > (enter email and password) > Sign In

If you are uploading to more than one account, **make sure you are logged in to the correct account**. Matterport cannot move models between accounts.

Use your **my.matterport.com** email address (not buy.matterport.com).

3) Open the model. Tap Upload and wait.



Keep the app open while uploading.

You can see the upload progress via an indicator below Upload.

Once complete you will see a "Last Uploaded" timestamp.

The model will then show as "Processing" in Matterport Cloud.

4) Wait

- **Matterport Cloud** will process your scans into a complete 3D model.
- Processing is generally on the scale of several hours.
- Processing time depends upon how many scans, the complexity of the model, and other models in the processing queue.
- Once complete you will receive an email with a link to your Space.

5) Done!

- Log in to **Matterport Cloud** at my.matterport.com to see your processed Space.

What if I need to make changes after I've uploaded to Matterport Cloud?

If you still have the model on your iPad ...

Feel free to change markings and add/remove scans and then upload again. Matterport Cloud will process the model and email you when ready. You can reupload the same model or duplicates thereof multiple times for no additional fee.



If you upload again after modifying, then the scan data will become an **entirely new model**. You will then need to repeat any edits such as Mattertags and Snapshots on the new model.

If you uploaded the model to Matterport Cloud but later deleted it from your iPad ...

The processed model will still be in Matterport Cloud. However you cannot add new scans or make changes to markings. If you need to do these, you will have to scan the space over again and this will be a new model. [Please be careful when deleting models.](#)

Common Issues

Capture App Errors & Warnings

Alignment error

No alignment. Scan again, closer to previous scans.

Move the camera a **few feet closer to a previous scan** and try again. Data from a new scan should overlap with data from a previous scan.

Mark windows and mirrors. You may need to mark other highly reflective surfaces. Scan again.

If objects such as chairs were moved, **move them back to the previous position** and then scan again.

Be careful when scanning in

- **bright sunlight**
- **wide open spaces** (large square footage)
- **outdoors**
- **spaces with repetitive geometry/architecture**
- **spaces with few distinguishable visuals** (empty factory)

If necessary add unique objects to assist alignment.

Make sure **lighting conditions have not significantly changed** compared to previous scans. Try scanning again over a previous location or doing a low scan if you can't adjust the lighting.

Refer to [scanning multiple floors](#) for the proper procedure on scanning stairs.

Low certainty. Verify or delete scan.

Look at the preview pane and verify that the scan is in the correct location. If correct, continue scanning. If incorrect, delete scan and try again closer to a previous scan location.

Camera unstable. Tighten mount or tripod.

Tighten mount or tripod and scan again. After uploading data to Matterport Cloud, verify in Matterport Workshop that image quality is good. If you continue to get this message, make sure you have a supported tripod and avoid ball-joint clamps.

Camera calibration error

After uploading data to Matterport Cloud, verify in Matterport Workshop that quality is good. If issue persists [contact support](#).

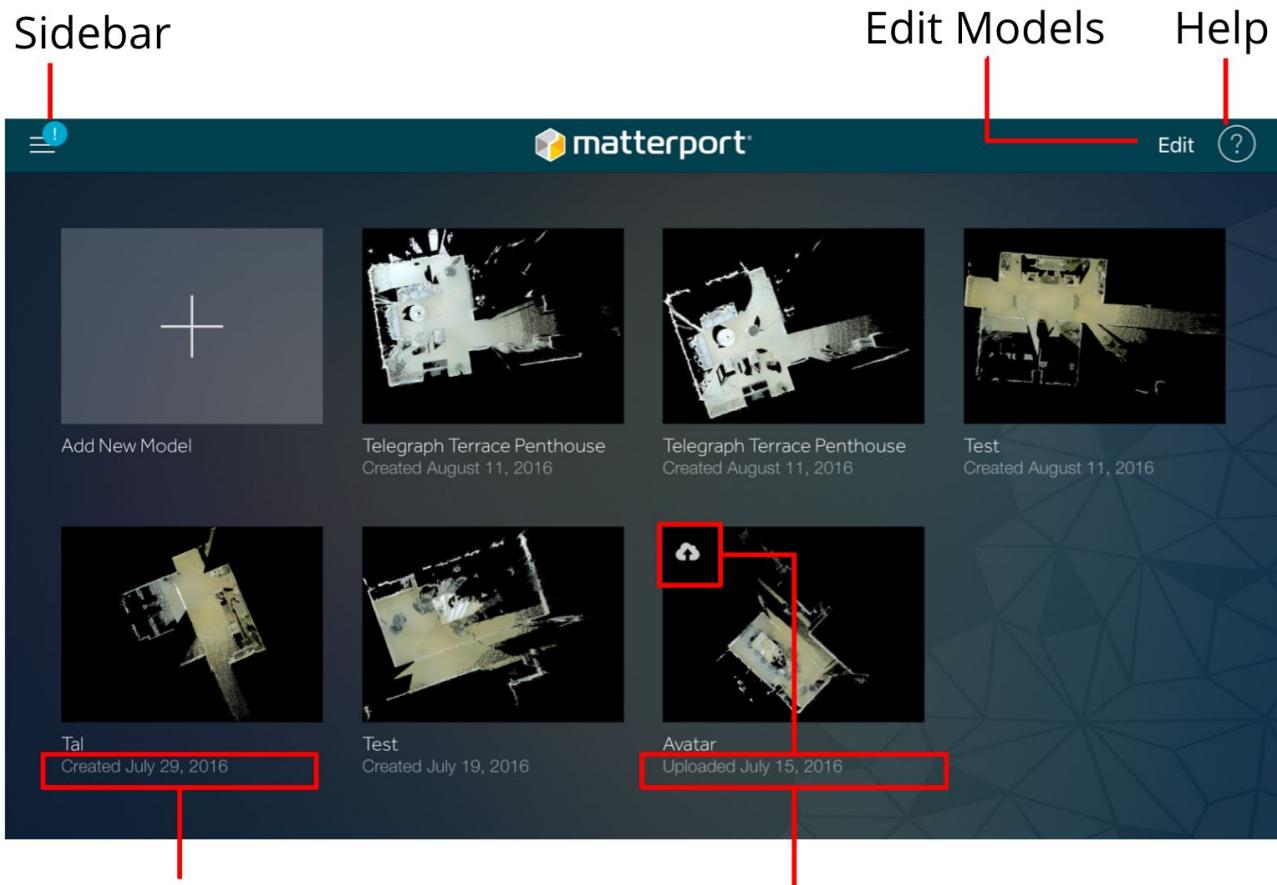
Other Issues

The Matterport Capture app is frozen.	Close and reopen the app. To do this, double press the iPad Home button. You will see a list of currently open apps. Swipe up to close the Capture app. Close other unused apps. Return to the home screen and open Matterport Capture again.
I can't connect to the camera.	Make sure the camera on. The camera shuts off after 30 minutes of inactivity. Make sure it is fully charged. Try reconnecting the iPad to the camera. When you are ready to upload to Matterport Cloud remember to connect to an external WiFi network (the normal internet).
It's taking a long time to connect to the camera.	Turn the camera off and try again. The LCD screen will say "Camera warming up." The camera takes 45 seconds to warm up. Close and reopen the app (see " <i>The capture app is frozen</i> " above).
I lost the connection to the camera.	Make sure the camera is on and the battery is fully charged. Make sure you are connected to the camera's WiFi . If you move out of range the connection will drop and the iPad may connect to another network it has used before. Check the signal strength of your WiFi connection. Move the iPad closer to the camera. Turn off bluetooth, iPad cellular data, microwave ovens, and other WiFi networks if possible.
The capture button is grey and doesn't respond when I tap it.	Return to the Home screen and check the camera icon on the left sidebar. The camera may be warming up or you may have lost the connection to the camera. Try reconnecting the iPad to the camera .
The camera is stuck and does not rotate.	Force the camera to turn off by holding the power button for 5 seconds. Wait a few seconds and then turn the camera back on.

Questions? Visit [support.matterport.com](#) or [call us](#)

Matterport Capture App

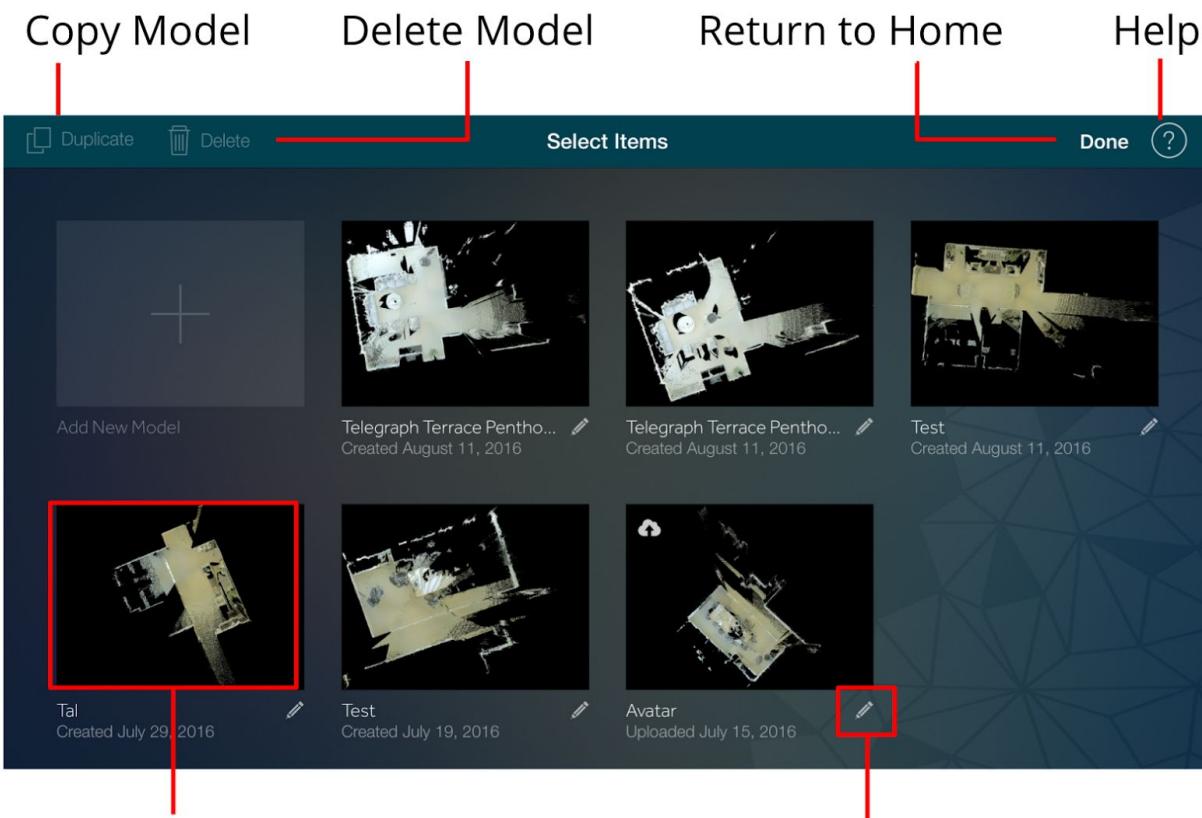
Home Screen



Model has not
been uploaded

Model has been uploaded
to Matterport Cloud

Edit Models



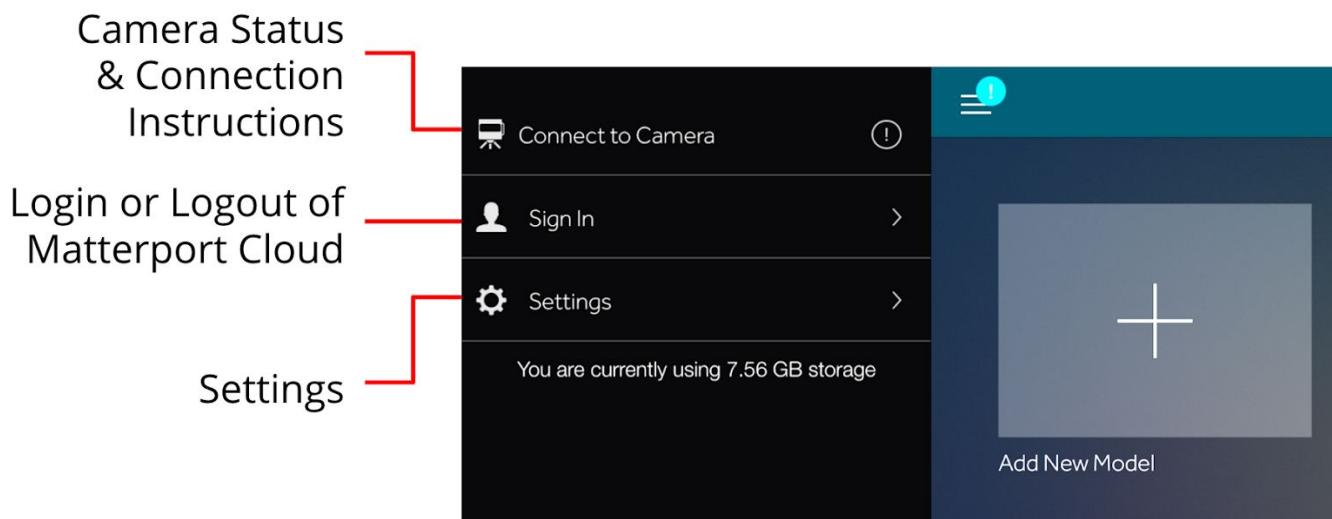
Tap a model to select it

Edit a model's details

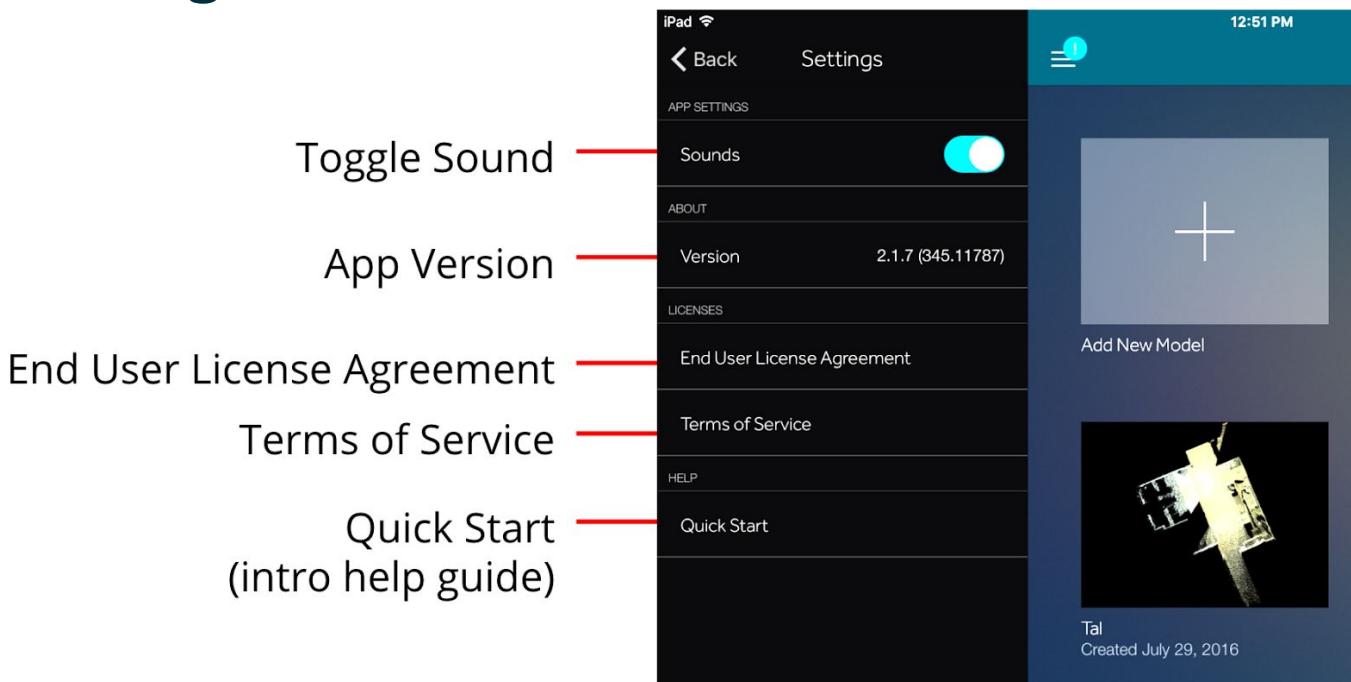


To edit a model's details you can also open the model and then tap the name.

Sidebar



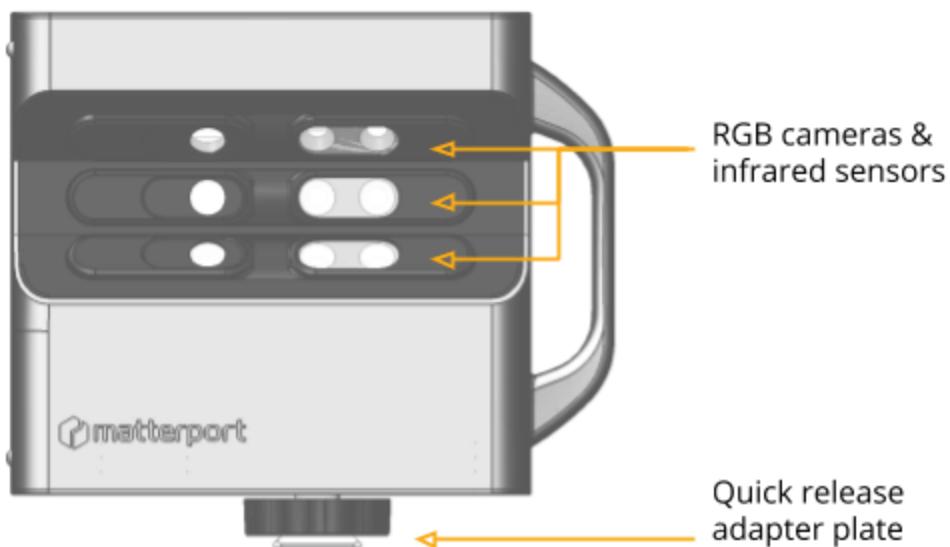
Settings



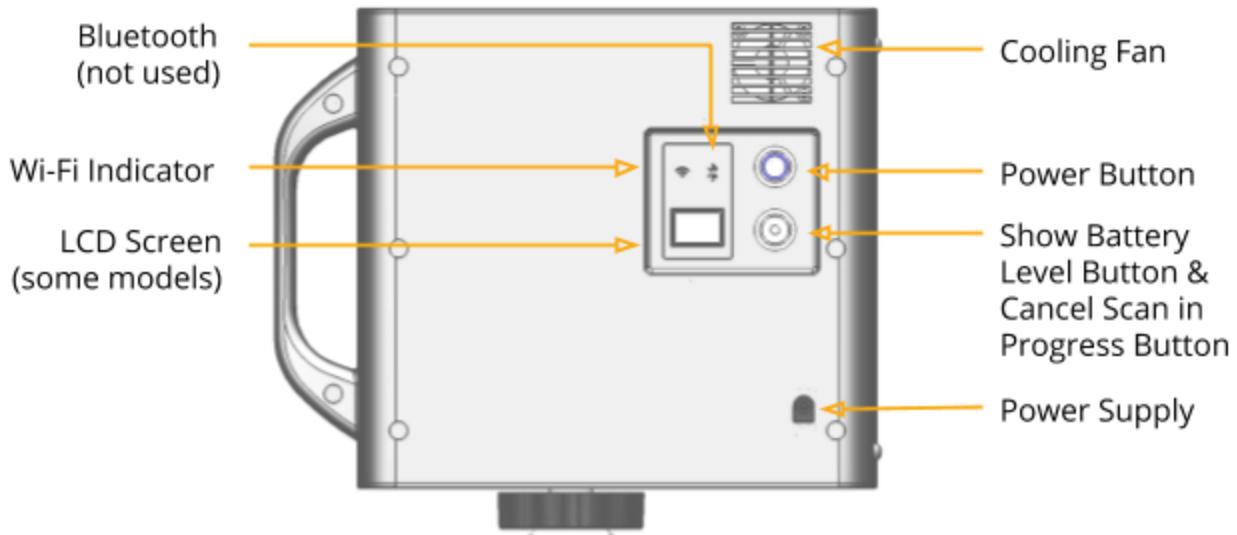
Matterport Pro Camera

Diagrams

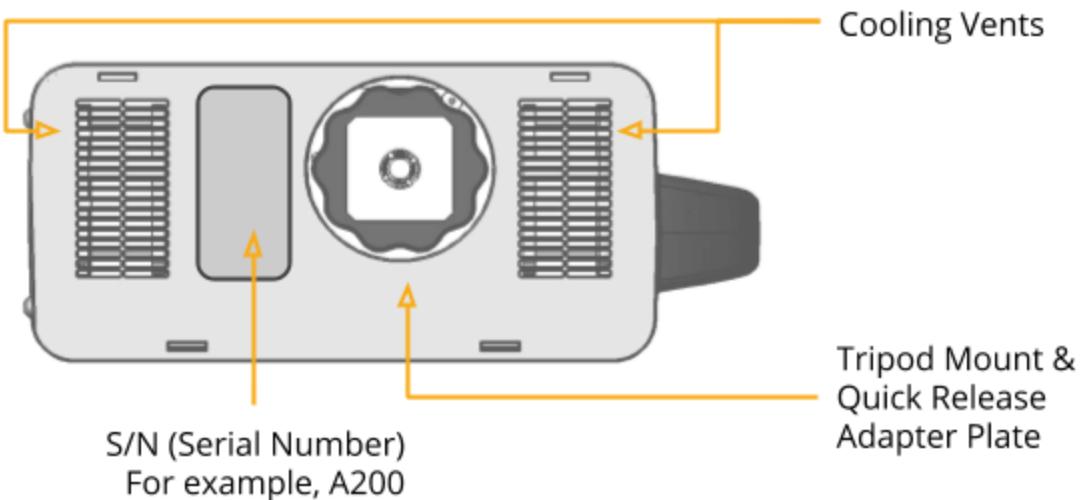
Front View



Rear View



Bottom View



Symbols



WiFi



European compliance



Bluetooth (not used)



Lithium-ion battery



Handle with care



WEEE directives

[See disposal notices](#)

LCD Screen Error Messages

Error Message	How to Resolve
Motor fault	<p>Reboot the camera. Turn the camera off, wait a few seconds, and then turn the camera back on.</p> <p>If problem continues, return the camera to Matterport for service. Contact us for more details.</p>
Hardware Error Sensor Fault	
Boot timed out	Contact us for RMA instructions. The camera will have to be returned to Matterport for service.
WiFi fault	

Care



In general treat the **Matterport Pro Camera** with the same level of care as you would treat an expensive DSLR camera.

Transport

Always transport the camera in a padded carrying bag or case. **Handle with care** -- the Matterport Pro Camera is a precision-calibrated instrument.

Matterport is not responsible for damage you incur while transporting the camera. The following paragraph is a list of suggestions only.

If transporting in a vehicle, ensure the camera is secure and will not shift. If traveling by air, keep the camera as a carry-on. If you check it in as luggage, use a hard, padded case with thick foam inserts. Always ship your camera in the original padded shipping box provided by Matterport.

Lenses

Remove dust from the lenses using a small, bulb-style hand air pump. Remove fingerprints from lenses with a microfiber cloth.

Firmware

Firmware is **low-level software** inside the Matterport Camera to manage the hardware components. Firmware updates are important to improve scan quality.

You will be notified inside the Matterport Capture app when a firmware update is available.

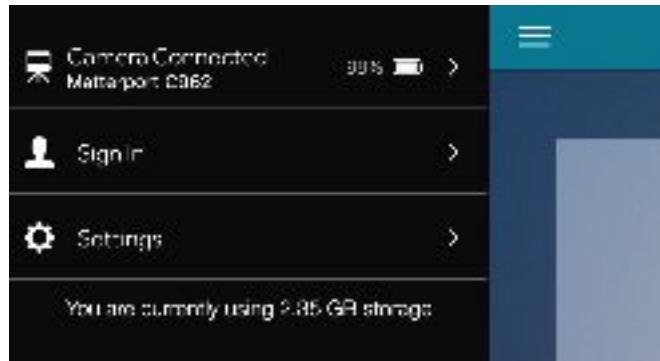
Find current firmware version

- 1) Connect iPad to the camera over Wifi
Refer to previous section

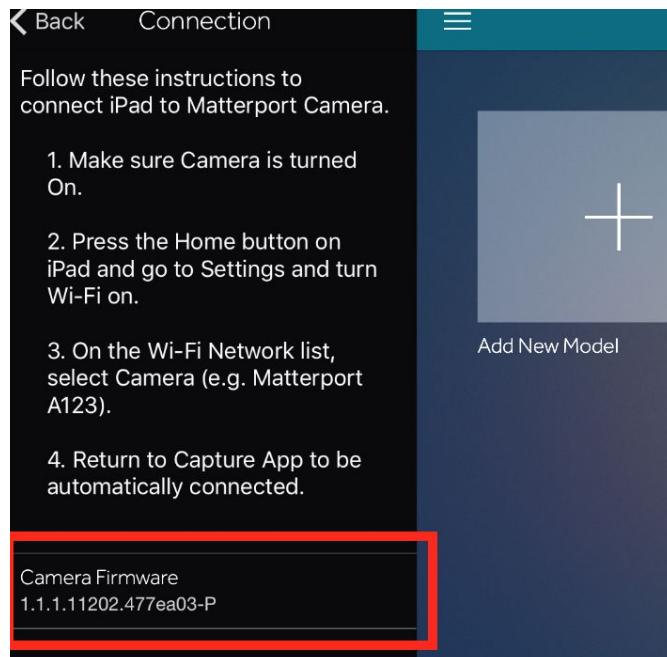
- 2) Open **Matterport Capture**



- 3) On the left sidebar tap the camera



4) The current firmware version is located at the bottom



Update firmware

1) Download firmware from internet

Connect your iPad to the normal internet (an external WiFi network).

Open the **Matterport Capture** app.

If there a firmware update the app will ***silently download*** it in the background. Leave the app open for several minutes to make sure the download is complete.

2) Connect to the camera

[Connect to the Matterport Camera's WiFi network.](#)

If the camera's firmware is out of date, a dialog will appear and ask you approve the update. If no dialog appears then the camera already has the latest firmware version.

If you decline to update you will be notified every time you connect to the camera.

Hardware Specifications

Matterport Pro Camera (MC200)

Input Voltage	15V  (only use power supply provided by Matterport)
Battery Type	Lithium ion
Battery Capacity	8 hours (continuous use)
Charge Time	4.5 hours
Weight	2.5 kg (6.5 lb)
Dimensions (H x W x D)	229 x 260 x 111 mm (9.0 x 10.25 x 4.38 in)
Color	Black
Wireless Connection	Wi-Fi 802.11 b/g/n 2.4 GHz
Mounting	Female 3/8" 16 thread 3/8-16 Acra-Swiss style quick release
Operating Temperature	10°C to 32°C (50°F to 90° F)
Storage Temperature	0°C to 40°C (32°F to 104°F)
Leveling	Self correcting within 10 degrees of perfectly level

Power Charger

Input Voltage	100 - 240 V \sim
Input Current	2 Amps
Input Frequency	50/60 Hz
Output Voltage	15 V  Direct current    Center positive
Output Current	6 Amps



Government Compliances

FCC

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 on and off, 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

This device complies with Industry Canada license-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.

Europe

The Matterport Pro Camera conforms to the following standards:

EN 300 328	2.4GHz ISM; Harmonized EN covering article 3.2 of R&TTE Directive
EN 301 489-1	Radio Equipment, EMC, Common Technical Requirements
EN 300 328-17	Radio Equipment, EMC, Specific conditions for Broadband Data TX Systems
EN 55022	Electromagnetic Compatibility, Class B Emissions
EN 55024	Electromagnetic Compatibility, Immunity
EN 60950-1	Information Technology equipment, safety

The Matterport Pro Camera follows the provisions of the following directives:

2014/30/EU	EMC Directive
1999/5/EC	Radio & Telecommunications Terminal Equipment Directive
2012/19/EU	Directive on Waste Electrical and Electronic Equipment
2006/66/EC	Batteries and Accumulators Waste Batteries Directive
2011/65/EU	Restriction of Hazardous Substances (RoHS) Directive

Warranty

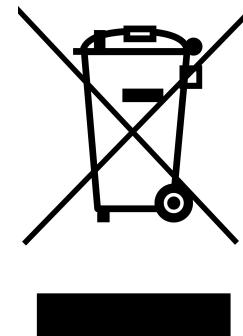
Limited Warranty. Matterport warrants the Camera against defects in material and workmanship for a period of one (1) year from original date of shipment, or such longer period under any extended warranty purchased by You at Matterport's then-available extended warranty rate (collectively, the "Warranty Period"). This limited warranty is for the benefit of the original purchaser only and is not transferable. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF QUALITY AND PERFORMANCE, WRITTEN, ORAL OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS LIMITED WARRANTY SHALL NOT APPLY IF THE CAMERA HAS BEEN REPAIRED OR ALTERED, EXCEPT BY MATTERPORT, OR IF IT HAS BEEN SUBJECTED TO MISUSE, NEGLIGENCE, OR ACCIDENT. In the event any defect in the material or workmanship of the Camera arises during the Warranty Period, Matterport's sole liability shall be (at the option of Matterport) to repair, provide a refund for, or replace any Camera returned by You during the Warranty Period, provided that (a) Matterport is notified in writing by You of the claimed defect(s) during the Warranty Period, (b) the Camera is returned to Matterport in the undamaged original Camera packaging, and (c) Matterport's examination of the Camera discloses to its satisfaction that the defect(s) were not caused by misuse, negligence, accident, or unauthorized repair or alteration by You or on Your behalf. All shipping costs to Matterport from any location in the United States, or from Matterport to any location in the United States, for any Camera that is repaired or replaced under this limited warranty, will be at Matterport's expense; provided, however, that You will bear the expense of shipping any such Camera to or from any non-U.S. location. MATTERPORT'S ONLY LIABILITY AND YOUR EXCLUSIVE REMEDY FOR ANY CLAIM OF A DEFECT IN THE CAMERA, WHETHER ARISING IN TORT OR CONTRACT, IS AS STATED IN THIS SECTION 5. IN NO EVENT SHALL MATTERPORT OR ITS AFFILIATES OR LICENSORS BE LIABLE FOR ANY LOSS OR DAMAGE, WHETHER IN CONTRACT, TORT (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE), BREACH OF STATUTORY DUTY, OR OTHERWISE, EVEN IF FORESEEABLE, ARISING UNDER OR IN CONNECTION WITH THIS AGREEMENT. IN PARTICULAR, MATTERPORT SHALL NOT BE LIABLE FOR (A) LOST PROFITS, (B) LOST DATA, (C) LOSS OF BUSINESS, GOODWILL OR REPUTATION, OR (D) FOR ANY OTHER SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, EVEN IF MATTERPORT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL THE TOTAL CUMULATIVE LIABILITY OF MATTERPORT AND ITS AFFILIATES AND LICENSORS UNDER THIS AGREEMENT FROM ALL CAUSES OF ACTION OF ANY KIND, INCLUDING TORT, CONTRACT, NEGLIGENCE AND STRICT LIABILITY, EXCEED THE LESSER OF THE TOTAL AMOUNTS YOU PAID TO MATTERPORT UNDER THIS AGREEMENT DURING THE SIX (6) MONTHS PRECEDING YOUR CLAIM(S), OR \$500. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY. WITHOUT LIMITING ANY OTHER CONDITION SET FORTH IN THIS SECTION, MATTERPORT WILL HAVE NO WARRANTY OBLIGATION HEREUNDER IF YOU FAIL TO RETURN THE CAMERA IN THE UNDAMAGED ORIGINAL PACKAGING OR IF YOU HAVE INSTALLED ANY FIRMWARE IN THE CAMERA OTHER THAN THE FIRMWARE INITIALLY EMBEDDED IN THE CAMERA OR ANY FIRMWARE UPDATE SUBSEQUENTLY PROVIDED BY MATTERPORT. APPLICABLE LAW MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, OR SOME OR ALL OF THE FOREGOING LIMITATION OF LIABILITY, SO SOME OR ALL OF THE FOREGOING DISCLAIMERS AND/OR LIMITATION MAY NOT APPLY TO YOU.

NOTHING IN THIS AGREEMENT EXCLUDES OR LIMITS OUR LIABILITY FOR DEATH OR PERSONAL INJURY ARISING FROM OUR NEGLIGENCE, OR OUR FRAUD OR FRAUDULENT MISREPRESENTATION, OR ANY OTHER LIABILITY THAT CANNOT BE EXCLUDED OR LIMITED BY LAW.

Disposal

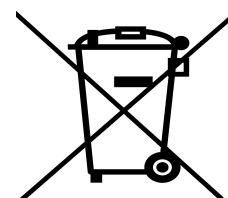
This symbol indicates that electrical and electronic equipment is to be collected separately. The following apply only to users in European countries:

- This product is designated for separate collection at an appropriate collection point. Do not dispose of as household waste.
- Separate collection and recycling helps conserve natural resources and prevent negative consequences for human health and the environment that might result from incorrect disposal.
- For more information, contact the retailer or the local authorities in charge of waste management.
- Matterport will not be held liable for any damages resulting from the use of this product.
- While every effort has been made to ensure that the information in these manuals is accurate and complete, we would appreciate it were you to bring any errors or omissions to the attention of Matterport Customer Support at support@matterport.com



This symbol on the battery indicates that the battery is to be collected separately. The following apply only to users in European countries:

- All batteries, whether marked with this symbol or not, are designated for separate collection at an appropriate collection point. Do not dispose of as household waste.
- For more information, contact your Matterport Local Reseller or the local authorities in charge of waste management.



Contact Us



Support

support.matterport.com

[Ask a question](#)

Preferred communication method

(650) 437-6159



Company

matterport.com

[Contact us](#)

(650) 641-2241

Normal support requests Please leave a detailed voicemail. We'll call you back!

Urgent onsite requests Press extension 4

All requests are answered in the order they were received. Please do not create additional tickets across different formats.