

CUSTOMER GUIDE

Project Transfer Guide

Everything you need to submit a Matterport project copy for 16K Native processing. Your original project stays in your account and remains untouched. We work only with the duplicate you transfer.

SUPPORTED PROJECTS

Matterport Pro2 and Pro3 only. Pro1, BLK360, iPhone or iPad capture, and third-party camera integrations are not supported.

360° Images attached to a supported project are included and clearly identified. Pricing tiers are based on Matterport scan positions only.

Step-by-Step Transfer Process

1

Place Your Order

Complete your order on the Products & Pricing page using the secure Stripe checkout. You will receive an order confirmation by email immediately after payment.

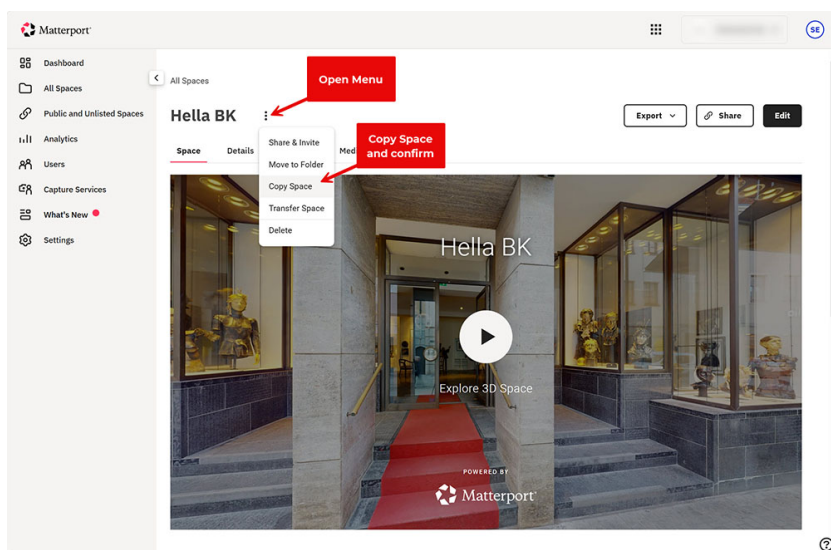
Keep the order confirmation email. After transferring the project copy, reply to that email with the name of the transferred space so we can match it to your order.

2

Copy Your Matterport Space

Log in to your Matterport account. In your project list, click the three-dot menu next to the space you want processed and select Copy Space. This creates a duplicate of the project.

Your original space remains online and untouched. All further steps are performed on the copy only.



BEFORE YOU TRANSFER

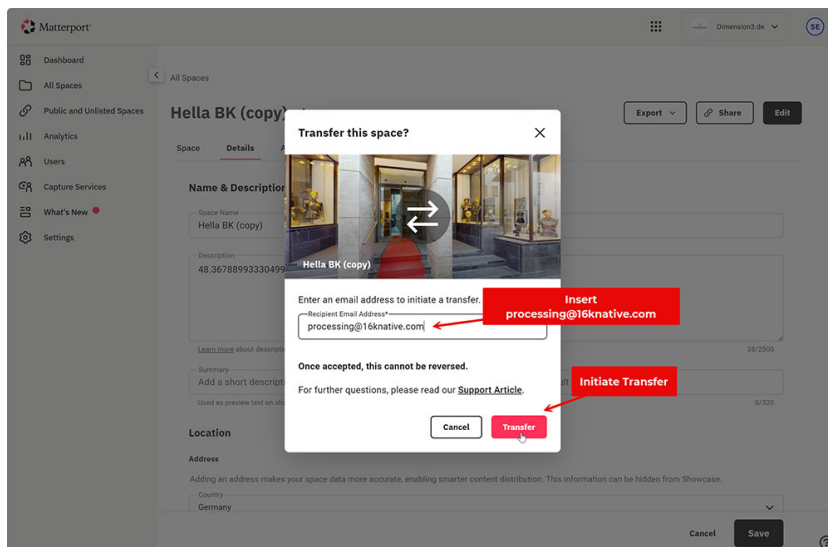
If the project contains sensitive or personally identifiable information visible in the scan environment, review the copied space before transferring it.

3

Transfer the Copied Space to Our Processing Account

In the copied space, open the three-dot menu and select Transfer Space. Enter the processing account address and confirm the transfer.

Transfer to: processing@16knative.com



- After transferring the project copy, reply to your order confirmation email with the name of the transferred project copy.
- Add any special delivery notes, if relevant.

4

Receive Your Files

Once the project copy has been transferred, we process the panorama dataset and quality-check the files. Standard delivery is within 48 to 72 hours after transfer completion.

Delivery is a ZIP archive containing standard JPEG panoramas. The download link is active for 14 days. If you need a longer link lifetime or an alternative delivery method, let us know.

TIMING

Delivery time starts from transfer completion, not from when you place your order. For very large projects or time-sensitive delivery, contact us before ordering to confirm availability.

What You Receive

Your delivery ZIP contains one standard equirectangular JPEG panorama per Matterport scan position, in 2:1 aspect ratio. Each panorama is generated from native Matterport source imagery and leveled using the camera-recorded orientation data.

Performance Standard 12K	12K output generated from native 16K source data. Leveling correction is embedded in EXIF metadata for compatible software and platforms.
Production Master 16K	Full native 16K resolution with maximum image detail from the captured sensor data. Leveling correction is embedded in EXIF metadata.
Archive Master 16K	Full 16K output with leveling permanently applied to the image pixels. Displays correctly even in viewers that do not read EXIF metadata.

360° IMAGES

All 360° Images attached to a supported Pro2 or Pro3 project are included and clearly identified, so you receive a complete panorama dataset without checking capture types before ordering.

Unlike scan positions, 360° Images are not native sensor-data outputs and do not include scan-layout positioning data. They are included as separately identified files and are not counted toward the pricing tier.

COMPATIBLE SOFTWARE

Your panoramas open immediately in professional panorama and tour-building workflows. No conversion required.
3DVista, Pano2VR, KRPano, Kuula, Marzipano, Google Street View, Any image viewer

Data Handling

We work only with the project duplicate you create and transfer. Your original Matterport project is never accessed, changed, unpublished, or removed.

The transferred project copy is used exclusively to generate your ordered panorama files and is permanently deleted from our processing system after delivery.

Questions & Support

For questions before or after your order, contact info@16knative.com. For order-specific inquiries, include your order confirmation number in the subject line.