<u>Minimum requirements to run a 3D Tour</u>

You need an internet connection and a web browser that supports WebGL to run Matterport 3D Tour.

Try it now
Open an example 3D Space on matterport.com/try-it or try the WebGL test page at get.webgl.org.

Still having problems?
1.   Check if WebGL is enabled
2.   Try a different web browser
3.   Try a different computer

Did you disable WebGL?
For most users WebGL is on by default. You may have disabled WebGL by accident. Follow the steps for your browser to make sure WebGL is enabled.

After you verify that WebGL is turned on, then quit the browser, relaunch, and reopen the page with 3D Showcase.

<u>Chrome</u>
- Type chrome://settings into the omnibar. Press Enter.
- Search for hardware acceleration and enable it.
- Optional: Go to chrome://flags and enable "WebGL Draft Extensions" and "WebGL 2.0 Prototype". (Not necessary for most users).

<u>Safari</u>
- In the top menu bar, go to Safari > Preferences > Security.
- In "Web content" section check the Allow WebGL box.
- Refresh the page with 3D Showcase.
- If you have Safari 11 or newer, when you visit a website that requires WebGL for the first time, you should be asked if you want to trust it. More info, please see Apple's help page.

<u>Firefox</u>

- Type about:config into the URL bar. Press Enter.
- Search for webgl.disabled.
- Double click to make sure it is set to false.
- <u>Opera</u>
- Go to about:config.
- In the search bar, search for the term "hardware".
- Make sure the "Use hardware acceleration when available" checkbox is checked.

<u>Web Browsers</u>

- Always update your browser to the latest stable version.
- Chrome: Version 59 or later
- Enter chrome://version in the omnibar to see your current version.

Safari: Version 9 or later
Open Safari. In the top menubar, click Safari and then About Safari.

Firefox: Version 54 or later
Enter about: support in the URL bar to see your current version.

Edge: Version 15 or later
Select More ... in the upper-right corner, and then select Settings. Look for your version under About this app.

Opera: Version 45 or later
Open a new tab. Enter about in the URL bar.

Internet Explorer: Version 11 or later
Open Internet Explorer, select the Tools button (or the Help button if you're using IE 8) and then choose About Internet Explorer.

Operating System & Hardware
In general, use the most recent device available. Devices with lower specifications may work but are not guaranteed to offer a good experience. Always keep your device up to date.

Windows (PC): Windows 10 or later, GPU, and at least 8 GB of RAM. 2 GB or above video memory recommended.

Mac: OSX 10.10.5 (Yosemite) or later, GPU, and at least 8 GB of RAM. 2 GB or above video memory recommended.

iOS: iOS 9.0 or later. Hardware: iPhone 6 or later, iPad Air series, iPad Mini Retina 2 or later, or iPad 4.

Android: Varies due to the wide variety of manufacturers and Android versions. In general, a device with Android 5.0 Lollipop or later with Chrome and WebGL.