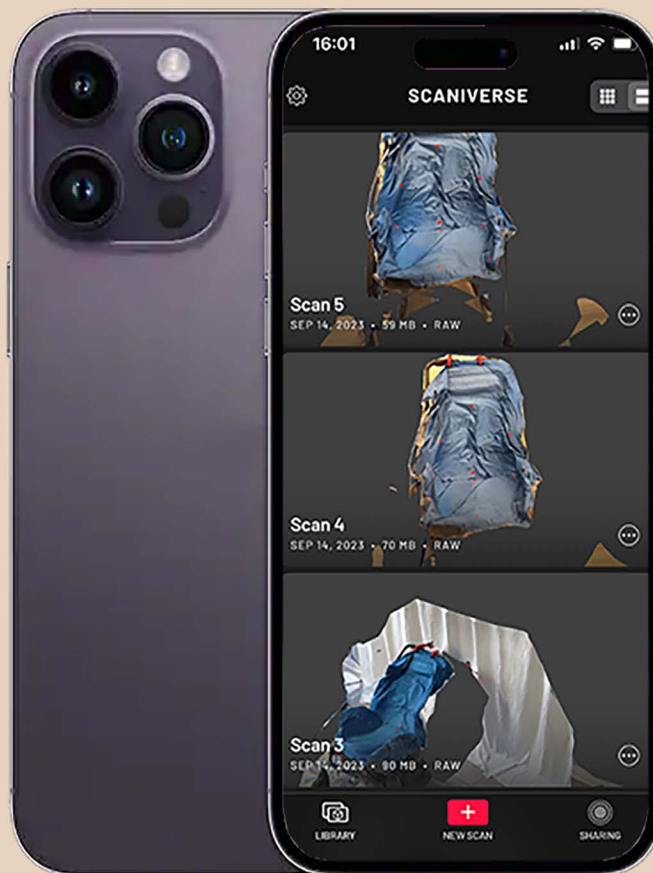


# Matrix Seating USA

Best practices for submitting  
Scaniverse shape captures



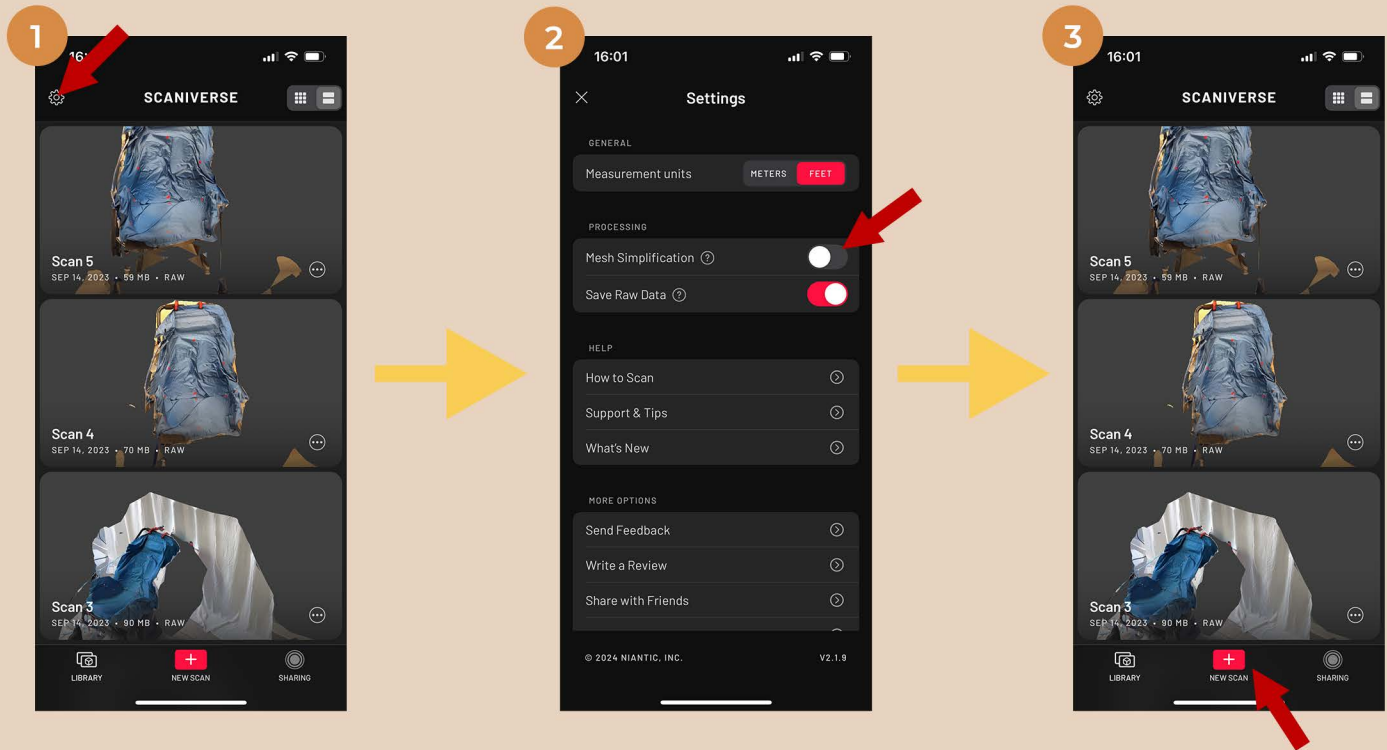
Get the app!  
**SCANIVERSE**



### Recommended Devices:

**iPhone**  
12 Pro & Pro Max  
13 Pro & Pro Max  
14 Pro & Pro Max  
15 Pro & Pro Max

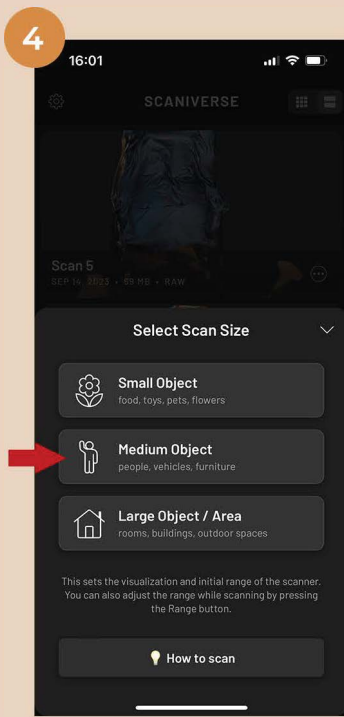
**iPad**  
2020 11 & 12.9-in Pro  
2021 11 & 12.9-in Pro  
2022 11 & 12.9-in Pro  
2023 11 & 12.9-in Pro



Before starting a scan we recommend disabling mesh simplification. This can be found in settings by clicking the gear in the upper left corner.

Turn "Mesh Simplification" off. This will provide us with the highest quality scan possible.

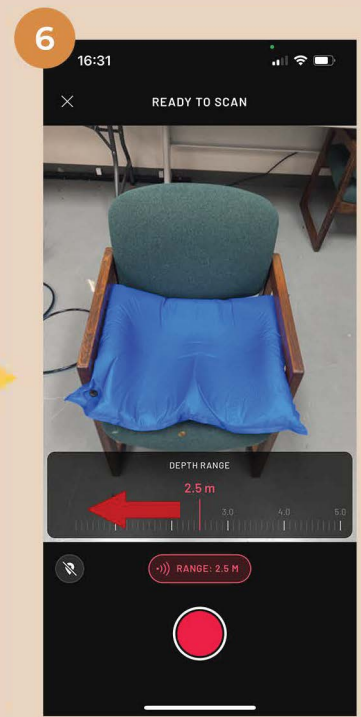
To start a new scan press the "New Scan" icon.



Select "Medium Object".



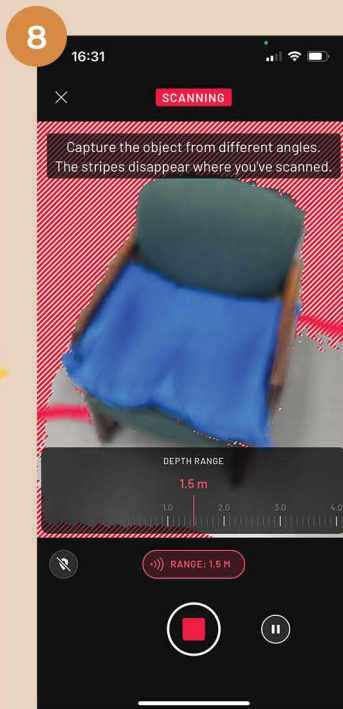
Before starting the scan click on the "Range" button.



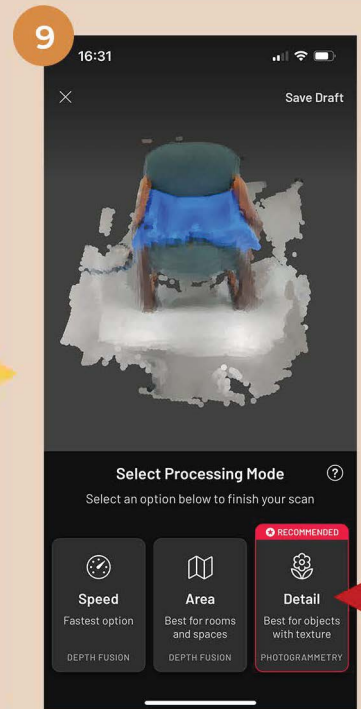
Scroll to the left. You will see a red line that highlights the scan region. Scroll until the line is just behind the capture, usually about 1.5 m.



Once you are happy with the selection, press the red button to start the scan.



Move the phone slowly, left to right, up and down. We recommend scanning for at least 30 seconds.



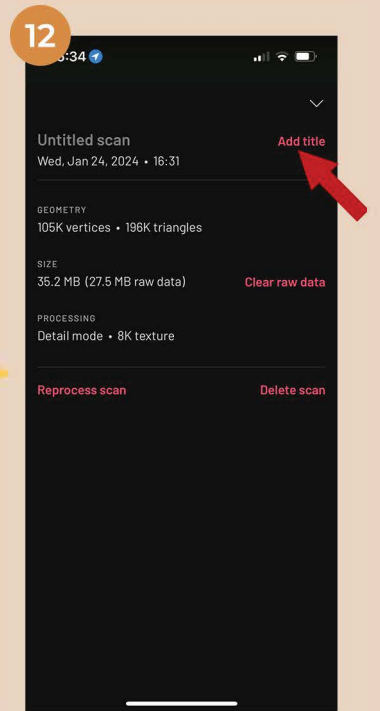
After scanning select "Detail" for the processing mode.



Once processing is complete, hit "save".



Before proceeding, re-name the scan by clicking the three dots in the upper right corner.



Press "Add title" and enter the patient name that will appear on the quote.



Next, select the "Measure" tool.



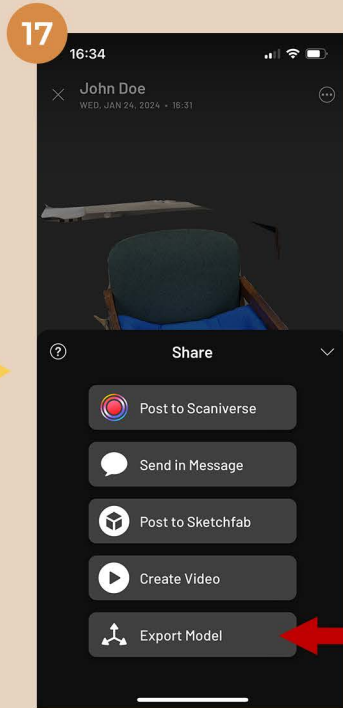
Click and drag between two easily discernible points. Multiple measurements can be taken and are **required** before we will process the scan.



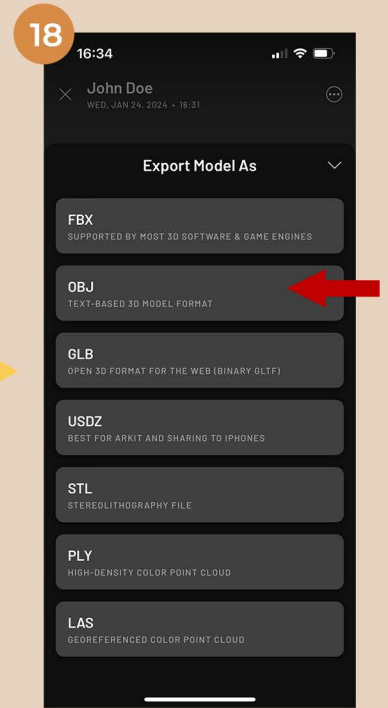
Using a tape measure, verify the measurements in the Scaniverse app are the same as the physical shape capture.



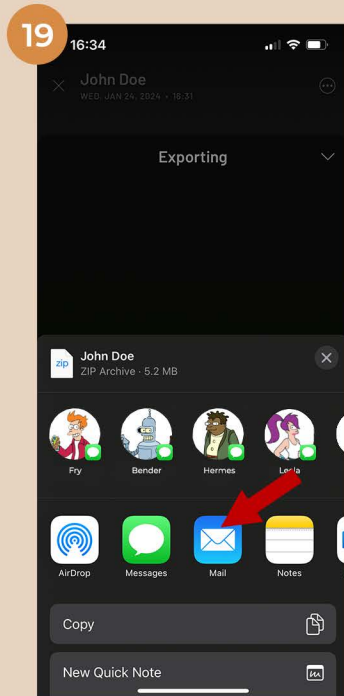
Press the "Share" icon to send the scan.



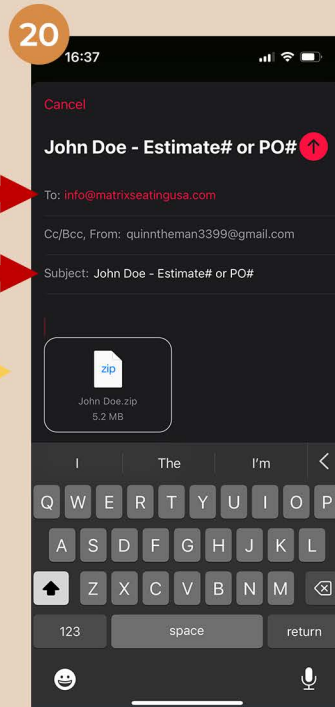
Choose "Export Model".



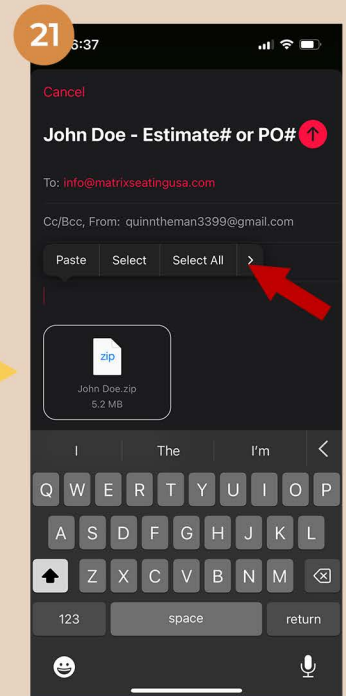
Choose "OBJ".



Select your preferred mail app to email the file.



Send the scan to [info@matrixseatingusa.com](mailto:info@matrixseatingusa.com). In the subject enter the patient name and any associated reference numbers.



Press and hold in the body of the email to show options. Press the arrow to the right until "Insert Photos" can be selected.

Once you have inserted measurements and entered any relevant information for the scan, press the red send arrow. We recommend CC'ing yourself to ensure the email has sent.

Make sure to also fill out an order form! The order form is critical so that we can generate an accurate quote. You can include the form in the emails with the scan, or send it separately using the same name as the scan.

Order forms can be found at:

[www.matrixseatingusa.com/order-forms](http://www.matrixseatingusa.com/order-forms)

