

Frequently Asked Questions

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Hardware related questions

What kind of computer do I need to run Cloudberry?

You will need a computer that is built for gaming, since Cloudberry renders 3D-models for VR. Most gaming-laptops and desktop computers running an Nvidia RTX 2000-series graphics card is sufficient. [See recommended computer hardware here.](#)

What is the recommended computer hardware to run Cloudberry?

The recommended system requirements are what Cloudberry is benchmarked for and provides reasonable guidelines for developing large and complex projects using Cloudberry. You can still get great performance with the minimum system requirements!

Minimum system requirements:

- OS: *Windows 10*
- Processor: *Intel i7-9700K*
- Memory: *16 GB RAM*
- Graphics: *NVIDIA GeForce RTX 2070 or greater*
- Storage: *5 GB available space*

Recommended system requirements*

- OS: *Windows 10 or newer*
- Processor: *Intel i7-10875H*
- Memory: *32 GB RAM*
- Graphics: *NVIDIA Geforce RTX 3070 or greater*
- Storage: *10 GB available space*

Can I run Cloudberry on an Apple computer?

Sorry... Cloudberry does not support macOS, and therefore not Apple computers.

Can I use any type of device, since Cloudberry is a cloud-based platform?

No, you will need a gaming-computer to run Cloudberry (see [hardware requirements here](#))

Cloudberry hosts and distributes data to users via cloud storage, but the manipulation and rendering of 3D graphics from a Cloudberry project is done locally on the computer you use.

Nobody is quite there yet in terms of cloud computing and data transfer speeds for rendering real time 3D graphics for VR. But when we do get there, you will hear it from us.

What type of VR headset can I use?

You can use any VR headset that is compatible with SteamVR.

Cloudberry uses a free third-party software called SteamVR to interface with current and future VR-hardware. If the VR headset is supported by SteamVR, you are good to go!

Can I use my Oculus (Meta) Quest 2 with Cloudberry?

The Quest 2 as a standalone headset cannot run Cloudberry. You can however stream content from a gaming (or VR-ready) computer to your Quest 2 headset.

[See Meta's support site about streaming to the Quest](#)

Does Cloudberry sell (computer and VR) hardware?

We only provide the software.

As for our hardware recommendations, check out:

- [What is the recommended computer hardware to run Cloudberry?](#)
- [What type of VR headset can I use?](#)

General questions about Cloudberry

I have received an email inviting me to use Cloudberry. How do I activate my account?

We're glad to have you with us on Cloudberry!

Just follow the instructions in the welcome email. The email contains your login credentials and a temporary password. There is also a link to where you can download Cloudberry Launcher, which you will need to install the access Cloudberry.

On how many computers can I install Cloudberry Launcher?

You can have Cloudberry Launcher installed on as many computers as you like, but you can only be logged in on one computer at a time.

Does Cloudberry support VR multiplayer?

Yes! Cloudberry currently supports 4 concurrent users in the same scene. Every user on the scene can communicate with each other using VoIP (Voice over IP).

I am missing a feature in Cloudberry. Who can I talk to?

If you have a feature request or an idea on how we can improve Cloudberry, we would love to hear from you!

You can reach out to us at customer.success@cloudberry.io and we will get back to you as soon as we can.

We are on a mission to democratize VR content creation. As such, we value constructive feedback to make the best service possible for you.

3D technical questions

Can I change the scale of an object in Cloudberry?

No, you cannot change the scale of an object in Cloudberry. Objects have a fixed size and dimension corresponding to how they are defined in the original source file. The dimensions of objects in Cloudberry's asset library also corresponds to their size in the real world.

Can I control where the pivot point of an object is placed?

By default, the pivot points of all objects in the Cloudberry asset library is places in the center of the object.

The pivot point of objects that you import into Cloudberry are retained from the source file.

It is not possible to edit the pivot points of objects in Cloudberry. You will have to do it with a 3D modelling tool.

Can we upload our own 3D models into Cloudberry?

Yes, you can upload whatever models you'd like as part of your scene, as long as they are of our supported formats.

Which 3D model file formats does the automatic file conversion support?

Cloudberry currently support the following file types for automatic conversion:

- IFC
- STP
- GLTF

I can't find the material that I need. Can I upload my own material to Cloudberry?

We understand that everybody's need to achieve a particular look on a model is unique.

Uploading your own materials to Cloudberry is currently not a feature that is available.

We do have selection of realistic material presets available in our library, and more are coming each week!

Can I use custom plugins in Cloudberry?

Using custom plugins for Cloudberry is not currently available, but it is something we are looking at. If you have any feature needs or requests, we would love to hear from you. Drop us a message over at [email to relevant channel] and we will look into it!

Internet and security related questions

Does Cloudberry require an internet connection?

Yes, an internet connection is required to run Cloudberry.

Which backend hosting service is Cloudberry using?

Cloudberry is using Amazon AWS as its hosting service and the servers are located in Ireland.

Is the data I send through Cloudberry secure?

We place data governance on what we do to ensure that the data you work with in Cloudberry is secure, retains integrity, usability and is available.

The data transmitted from your computer to our servers are encrypted. The data is also encrypted while stored at our servers.

Miscellaneous questions

Why are you called Cloudberry?

Cloudberry plays on the fact that our platform runs on “the cloud”. Also, Cloudberrries are a delicious Nordic berry. It’s a small nod to our Nordic work culture and company origin.

Is Cloudberry recruiting?

We are constantly looking for new people with a bright head and a passion for transforming how we use game technology for real world applications!

We are currently located in 4 locations:

- Oslo, Norway
- Florø, Norway
- Novi Sad, Serbia
- Manilla, Philippines

You can check out our [job-listings here](#).