

# FAQ

## What types and sizes of files are supported?

We support JPEG, GIF and PNG file types with the extensions .jpg, .jpeg, .gif and .png.

Photos for the 360° viewer should be in equilateral projection with an aspect ratio of 2:1. In other words, the width should be exactly double the height. You should also make sure that your photos have 360 (EXIF) meta data. If they don't, your customer will not be able to post the photo as 360° in Facebook.

Traditional (non-360) photos can be in any proportion or dimensions, so you can upload square [tiny planets](#) or full frame [DSLR photos](#). If you wish to create a custom watermark, these should be 517 x 345 PNG files. For best results, use our [watermark template](#).

Files should be no more than **20MB**.

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