

PREPARED FOR

Photographers & Clients

How to send photos and video to Cavmir

Photo & Video Delivery Standard

01

PREPARED BY

Cavmir

DATE

September 2026

SCOPE

Photo & video handoff

REFERENCE

SOP-DEL-01

THE STANDARD

How to send photos and video to Cavmir

One package. Full quality. Downloadable in a single click. This standard keeps every photo and video set in a format our team can pull all at once — no missing frames, no downloading one file at a time.

THE ONE TEST

Before you send, ask one question: could a stranger open the link with **no account and no app**, and download the whole set as a **single file**? If yes, send it. If no, use our upload link or fix the setting below.

That is the whole rule. Everything in this document exists to make that one test pass. It comes in three short steps — what to put in the package, how to send it, and, if you use a cloud folder, the one setting on your platform that lets us grab everything at once.

STEP 1 What to send

One package with two sizes of every image, your video, and clear file names. Section 1.

STEP 2 How to send it

Best is our private upload link. A transfer service or a download-enabled cloud folder also work. Section 2.

STEP 3 Set the platform to allow bulk download

If you share a cloud folder, turn on whole-set download. Section 3 has the setting for ten platforms.

SECTION 1

What to send

Deliver one package with everything inside — a single `.zip` is ideal. Inside it, keep two sizes of every image in their own folders, plus a folder for video.

```
the-package.zip
/FullResolution  the originals – long edge ≥ 4000 px, sRGB JPEG (or the untouched original)
/WebResolution  long edge ~2500 px, sRGB JPEG (~80% quality)
/Video           any walkthrough clips – MP4 (H.264)
```

COLOR sRGB, always

Export in the **sRGB** color space — not Adobe RGB or ProPhoto — or the colors shift once the photos are on the web.

FORMAT JPEG for delivery — no HEIC

JPEG is the delivery format. Do not send **HEIC** — the Apple format will not drop into websites, so convert to JPEG first. Send RAW or the camera originals only if we ask.

FRAMING Mix landscape and portrait

Include a mix of **horizontal (landscape)** wide frames for desktop heroes and some **vertical (portrait)** frames for mobile heroes.

VIDEO MP4, highest-quality master

Send video as **MP4 (H.264)** at the highest-quality master, and note the length.

FILE NAMES Sequential, lowercase, no spaces

Name files sequentially, zero-padded, with a property-slug prefix, lowercase, no spaces, ASCII only — for example `3100-n-ocean_01.jpg`. Camera codes with leading underscores like `_JL1452.jpg` are not ideal.

Nice to have

A short caption or shot-list `.txt` or `.csv` naming each room, so we label every photo correctly.

SECTION 2

How to send it

Three ways to get the package to us, best first. Any of them passes the one test — pick the one that fits how you already work.

BEST The Cavmir upload link

We send you a private, password-protected upload link — a file request. You drag your files in and that is it: nothing to configure, nothing public, nothing that can be set to view-only by mistake. Recommended for every photographer.

HOW TO GET IT

Email us and we will send your upload link. It is the one method that always works, on any device.

OPTION 2 A transfer service — one property at a time

Use **WeTransfer**, **Smash**, or **TransferNow**: upload the package, enter our email, and we receive it as a single zip. Simple and reliable for one property at a time.

OPTION 3 A cloud folder link with downloading enabled

Share a cloud folder — but only after you turn on whole-set download. This is the method that goes wrong most often, because most platforms default to view-only. **Section 3** gives the exact setting that matters for the ten platforms we see most.

Why not just a link?

A link is only good if we can pull everything from it in one go. A view-only folder, an expired transfer, or a re-compressed album all fail the one test — and then the shoot stalls while we ask for it again.

SECTION 3 · PLATFORM SETTINGS

Share it so we can grab everything

If you send a cloud folder, this is the one setting per platform that lets us download the whole set at once. Menu names change over time — if a label reads differently, look for the same option: turn on download and allow anyone with the link to download.

PLATFORM	DO THIS	THE SETTING THAT MATTERS	GOTCHA
Google Drive	Put everything in one folder, then Share and set access to “Anyone with the link” as Viewer. We download the folder as a .zip .	Share the parent folder , “Anyone with the link”, Viewer.	Share the folder, not individual files. Huge folders may come as several zips — that is fine.
Dropbox	One folder, then Share, Create link, “Anyone with the link can view”. We open it and use Download, “Download as .zip”.	Link set to view; download left enabled.	Very large or 40,000-plus-file folders can fail to zip — split them, or use a Dropbox File Request (same idea as our upload link).
OneDrive the right way	This is where the last delivery went wrong. Instead of a plain view-folder link: (a) right-click the top folder, compress to a single .zip , and share that one file; or (b) share to our email so we are named recipients; or (c) best, use our upload link.	Share one zipped file , or add us as named recipients so the Download button unlocks.	A signed-out “Share folder (view)” link only lets us download one file at a time — never send that and expect the whole set.
WeTransfer	Add your files or folder, then send to our email or create a link. We receive one zip.	Free sends up to 2 GB; larger sets need Pro or a split.	Free transfers expire in a few days — tell us the day you sent it so we grab it in time.
Pixieset	Open the Collection, enable Digital Download, and allow “All Photos” at High Resolution. Optionally set a PIN and send it with the link.	Digital Download on, full resolution, whole-gallery allowed.	Download is off by default on some plans — that leaves the gallery view-only.

Platforms 6–10 continue on the next page.

SECTION 3 · PLATFORM SETTINGS (CONTINUED)

Share it so we can grab everything

PLATFORM	DO THIS	THE SETTING THAT MATTERS	GOTCHA
ShootProof	In the gallery download settings, allow “Download entire gallery” at full size, set a PIN, and send us the link and PIN.	Gallery-wide download at full resolution.	Per-photo download is not the same as the whole gallery — enable the gallery-wide option.
SmugMug	In gallery settings, turn Downloads on and allow the Original or Largest size. Add an optional password, then share the link.	Downloads on; Original / Largest size allowed.	Downloads default off on many galleries — check before you send.
Google Photos	Share the album; we use “Download all”. This works, but Google Photos re-compresses and strips resolution and metadata.	Shared album with download available — previews only.	Quality loss; not for hero images. For real delivery use Drive or our upload link.
iCloud / Apple Photos	Avoid for delivery — shared albums compress and hand over HEIC. If you are on Apple, export as JPEG (sRGB) first, then use WeTransfer or our upload link.	Export JPEG (sRGB) first; do not share the iCloud album itself.	HEIC will not drop into websites.
FTP / SFTP or Frame.io video-heavy	If you run FTP/SFTP or Frame.io, send us the host and credentials directly — in a separate message from the link — and turn on download.	Download or export enabled; credentials sent separately.	Do not email the password beside the link.

REMEMBER

Whatever platform you use, the test is the same: a stranger, no account, no app, downloads the whole set as a single file. If any setting above blocks that, switch it on — or just ask us for the upload link.

SECTION 4

When in doubt

If you only remember one line from this document, remember the test — and remember that the upload link is always there when a setting fights you.

THE ONE TEST, AGAIN

Could a stranger open the link with **no account and no app**, and download the whole set as a **single file**? If yes, send it. If no, use our upload link or fix the setting.

When in doubt, ask us for the upload link — it always works. It never needs a setting turned on, it does not expire while you are waiting, and it keeps every file at full quality.

SEND THE SET OR REQUEST THE UPLOAD LINK

hello@cavmir.com

MORE ABOUT CAVMIR

cavmir.com

Bottom line

One package, two image sizes, sRGB JPEG, a mix of landscape and portrait, and video as MP4 — sent so we can download all of it at once. When a platform makes that hard, the upload link makes it easy.