

## When the scanner produces images that are too dark

### Increase Exposure Settings

1. First go to Scan - Preference in Cyberview click on Advanced settings and make sure Auto Exposure is not checked
2. Next on the Cyberview menu bar go to Window - Exposure settings and try increasing the levels for RGB anywhere from to 150%-200% click Prescan and check the results
3. When you achieve the desired results, check the Set as default box and then click Close.
4. Please also try using the [Curves & Levels adjustment directions](#) before asking for assistance

If the scanner still fails to produce a useable image contact Technical support [support@scanace.com](mailto:support@scanace.com)

Providing the following info:  
Description of the problem?

Registration info:

Name:

Phone:

Address:

(Sorry No PO Boxes)

City:

State:

Zip:

Email:

Operating System:

Product Name:

Place of Purchase:

Date of purchase:

Serial #:

(1/2 inch high barcode sticker on the back or the bottom of the unit)