

# Kodak Stack Scanner

**Q: My scanner seems to scan two prints as one. Why is this happening, and how do I prevent it?**

A: Make sure that the customer flips through his or her prints on all four sides before inserting them into the scanner to separate them and to reduce static. No more than 20 prints at a time should be scanned.

**Q: How many images can I scan at a time?**

A: The software is setup to scan up to 20 images at a time with the Kodak scanner.

**Q: If my scanner has problems, will I lose my images that I have scanned in already?**

A: No, all images are scanned in and once the problem with the scanner has been resolved, the customer may add scans to the existing order.

**Q: The resolution is too low on my scanned images to product high-quality prints. Are there settings I can adjust to improve the scan quality?**

A: Make sure that you have configured the TWAIN driver to scan using the profile for photos. The DPI may be increased to improve quality, but it will also increase scan time for each print.