

## Why do my files not look the same as when I scanned them?

### SUMMARY

When you add a file to Instant Intelligence, a lower-quality preview image is created of each page. It is this image that is displayed when you view a file, and in most cases, this is of good enough quality for you to be able to get the information you require off the page.

### MORE INFORMATION

Having these preview images makes the system far more efficient - you don't have to download an eighty page document just to read page three; the lower quality image files are much smaller, so they are faster to display, and you don't need to install anything extra in your web browser. Because no files need to be downloaded, nothing is left in temporary folders on your computer, so it is far more secure than other systems.

You can always get the original document back using the download or email functions.

Last Modified By: II Customer Services, 4th August 2009

<http://www.instantintelligence.com/knowledgebase/KnowledgebaseArticle50022.aspx>

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