

# FAQs

**1. Is ExtracText Online a free service?**

Yes, ExtracText Online is a free service.

**2. Is there a limit on how many images can be converted using this service?**

There are no limits enforced per user or per computer. But we only have a limited number of servers in the backend due to which if the server gets busy you may not be able to use the service.

**3. Is there a paid version to get a reliable dedicated server for ourselves?**

Yes! [contact us](#) and we will setup your own dedicated environment

**4. How can I get better results from this service?**

Here are some general tips to get better results from your images:

- a. Image does not contain noise
- b. Text is found on a consistent background color
- c. There is good contrast between text and background

**5. What are the output formats?**

Output is displayed as text that can be copied over anywhere

**6. How long will it take for processing one image?**

Most images are processed under 5 seconds if the server is not busy

**7. What are the languages supported for text extraction?**

The free service only offers English. [Contact us](#) for other languages support

**8. How does the technology work?**

A lot of machine learning techniques and algorithms are used to identify text within images and the processed image is passed on to a leading OCR engine to get the text

**9. Are there rest APIs for using this service?**

Not in the free service. But we can set it up on your own environment

**10. How do I submit feedback/get support?**

Using the [Contact Us](#) form

**11. Are the image files stored on our servers?**

The images are stored for a short period of time (less than a day) for processing and support if needed