



GradeLens **AI**

USER MANUAL

Complete User Guide

Build 84 free alpha | iPhone app and web companion

Version 1.1 | September 7, 2026

TRUST BOUNDARY: GradeLens provides an image-based opinion of visible condition. It does not physically handle, authenticate, certify, measure, or guarantee a card; predict a grading company's result with certainty; or establish market value.

EVIDENCE FIRST / HONEST LIMITS / BETTER DECISIONS

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1. Product overview

GradeLens is an evidence-first condition-screening system for sports and trading card game cards.

The iPhone app is the primary product. It handles guided photography, image-quality review, analysis, report reading, the on-device Vault, report sharing, and collector workspace edits. The companion site provides a larger-screen Vault, dossier review, market research, notes and ownership context, account security, exports, and sync visibility.

What GradeLens does

- Guides the collector through repeatable whole-card photography.
- Screens the front and back for visible corner, edge, surface, centering, and geometry evidence.
- Requires a 22-zone whole-card inspection ledger in current reports.
- Localizes reportable findings to the source photo and supporting pixel crop.
- Applies deterministic scoring and evidence ceilings after visual evidence is collected.
- Separates suspected production errors from ordinary physical condition.
- Documents confidence, uncertainty, recommended recaptures, and limitations.
- Keeps reports, source photos, collector notes, and research connected in one private card workspace.

What GradeLens does not do

- It is not PSA, SGC, BGS, BVG, CGC, CSG, TAG, or another grading company.
- It does not guarantee a third-party grade or the probability of receiving one.
- It cannot feel card stock, measure thickness, examine fibers microscopically, or inspect the card under laboratory lighting.
- It does not prove authenticity, detect every alteration, or certify a factory error.
- It does not appraise a card or mix market price into the condition formula.

2. Requirements and installation

Current platform

Build 84 is the current iPhone alpha covered by this guide. Android is not yet distributed as an installable tester app. New scanning is not available on the companion website.

Installation during alpha

Install Apple's TestFlight app on your iPhone, then open [the GradeLens invitation](#). Follow TestFlight's instructions to install GradeLens. The initial group has room for 25 testers. Availability depends on Apple review and remaining spaces; a published link does not mean Apple has approved the build. If it is unavailable, wait for our announcement.

Existing testers: update through TestFlight without uninstalling GradeLens. Confirm that your Vault is still present after the update. If anything appears missing, stop and contact support; do not delete the app or erase local data.

You sign in with your own Apple account. You do not need business-account access or reviewer credentials. Find the phone-friendly instructions and current PDFs at gradelens.ai/welcome.

After installation, open **Account** and record the version shown under **Installed App**. Include this build number with screenshots and feedback.

Network requirements

Internet access is required for Apple account verification, new analysis, Cloud Vault backup, companion handoff, account management, and live market research when licensed research is activated. Previously saved local reports remain readable offline.

3. Accounts and sign-in

Sign in with Apple

- 1 Select **Account**.
- 2 Select **Continue with Apple**.
- 3 Complete the Apple authorization sheet.
- 4 Confirm the account card says **Cloud Vault | Automatic Sync On**.

Your Apple identity token verifies who you are, but GradeLens issues its own revocable device session. The Apple token is not used as a permanent GradeLens API credential.

Why sign-in is required for new analysis

Each new scan, retry, research request, and cloud record must belong to one verified account. This prevents a report captured under one account from being silently adopted or overwritten by another.

Hide My Email

Using Apple's private relay address is acceptable. Always enter through the GradeLens app's **Open web companion** action so the browser connects to the same GradeLens account rather than relying on visible email addresses.

Signing out

Signing out revokes the current cloud session but deliberately leaves local reports readable on that iPhone during alpha. It does not mean local data was erased. Cloud records remain until the report or account is deleted.

To clear the phone without deleting the account, use **Account > Remove local data from this iPhone**. GradeLens signs the phone out and removes its local reports, source photos, workspace drafts, prepared exports, sync state, import choices, and capture preferences. Confirmed Cloud Vault copies remain; reports that never finished syncing are permanently lost. If the phone is offline, an encrypted device-only session-revocation retry may remain until the server confirms sign-out.

4. Choosing a scan

Mode	Capture sequence	Recommended use	Evidence ceiling
Quick Grade	Front flat, back flat	Fast screening and collection triage	Cannot support an unqualified GradeLens 10. Surface and production certainty are intentionally limited.
Precision Scan	Front flat, front-left light, front-right light, back flat, back-left light, back-right light	Valuable cards, reflective cards, submission planning, subtle damage, production concerns	Strongest phone-photo evidence, but not a certified grade or in-hand measurement.

Sports versus TCG

Choose **Sports** for sports cards and **TCG** for Pokémon, Magic, Yu-Gi-Oh!, and similar game cards. Both use the same conservative physical-condition centering geometry in methodology GL-M2026.08.15; category still affects identity matching and production-context review. Both scan modes also run an independent defect sweep and a dedicated corner-structure pass. Quick uses flat Front/Back for both passes; Precision uses all six original flat and opposing-light views for both passes so a structure cue visible only under directional light receives independent review. The numerical capture ceiling comes from the actual phone-verified image set, not from a model's zone count.

Card identity

Enter as much exact information as possible:

- Player or character.
- Year.
- Product or set.
- Card number or collector number.
- Parallel, refractor, insert, language, autograph, short print, or serial number when applicable.

Identity improves print-alignment review, factory-error comparison, Vault search, and future sold-price matching. It must not influence the physical condition score.

Suspected factory error

Turn on **I suspect a misprint or factory error** before capture and describe what looks unusual. The note guides inspection but is not accepted as proof. Precision is strongly recommended.

5. Preparing the card and workspace

The quality of the report cannot exceed the quality of the evidence.

Preparation checklist

- 1 **Clean the camera lens.** Haze can resemble surface wear and lower sharpness.
- 2 **Choose a matte, contrasting background.** Keep paper, mats, hands, stands, and other boundaries outside the green guide.

- 3 **Use soft, even light.** Avoid flash, windows reflected in foil, hard shadows, and clipped highlights.
- 4 **Show the complete card.** Every physical edge, corner, and printed border must be visible.
- 5 **Remove reflective protection only if safe.** Never risk damaging a card just to improve a phone scan.
- 6 **Stabilize the phone.** A copy stand or steady two-hand position improves repeatability.
- 7 **Keep the card flat.** Do not bend or press a card to make it appear flatter.

Recommended arrangement

- Place the card on a clean horizontal surface.
- Position the camera directly above and parallel to the card.
- Use one movable, diffused light for directional Precision views.
- Keep the phone and card fixed while moving the light from left to right.
- Avoid a background that matches the card's border color.

Reflective and foil cards

Use Precision. For the flat views, find an angle of illumination that avoids large glare patches while keeping the phone square. For directional views, move the light low to each requested side. Do not tilt the phone to chase reflections.

6. Guided camera operation

Camera permission

GradeLens requires rear-camera access for guided evidence capture. If permission was denied permanently, select **Open iPhone Settings**, enable Camera for GradeLens, and return to the app.

Framing guide

The green portrait outline represents the saved evidence crop. Fit the physical card inside it with a narrow, visible margin. The crop is mapped to the actual camera pixels; surrounding mats or tables should not become card evidence.

1x and 2x controls

Use the zoom that makes the card largest while preserving every physical edge and corner. On some devices, GradeLens's 2x preset uses the available camera zoom range rather than selecting a separate telephoto lens.

Orientation

GradeLens requests responsive camera orientation and normalizes the saved photo. An upside-down capture should save upright, but always verify orientation in the preview before accepting it.

Taking each photo

- 1 Read the requested view in the header.
- 2 Set 1x or 2x.
- 3 Center the card within the guide.
- 4 Keep opposite edges visually equal; this indicates the phone is square.

- 5 Wait until the quality strip is ready.
- 6 With **AUTO OFF**, tap the manual shutter once the card looks sharp. With **AUTO ON**, keep holding still while GradeLens waits for focus, exposure, live sharpness, stable framing, and a level phone.
- 7 Inspect the saved preview, not just the live camera.

Manual and automatic capture

The app defaults to **AUTO OFF** on a fresh installation. The manual shutter never depends on the automatic outline. Tap the AUTO switch beside the shutter to enable automatic capture; the app remembers that choice for later scans.

When AUTO is enabled, a rectangle alone is not enough to take a photo. The card must remain sharply focused, evenly exposed, level, and stable for several live frames. GradeLens performs the full saved-photo check after capture. If the automatic photo is not excellent, it deletes that temporary attempt and tries again. After three rejected attempts, AUTO pauses for the current capture screen so it cannot repeatedly take weak photos; continue with the manual shutter, improve the light and focus, or tap AUTO PAUSED to try automatic capture again.

Quality readings

- **Sharpness** estimates useful detail.
- **Glare** estimates clipped bright reflection.
- **Exposure** reports dark clipping.
- **Resolution** reports the saved crop's megapixels.

These are capture-quality signals, not condition scores.

Accepting or retaking

Select **Retake** whenever text, corners, edges, or surface detail is blurred, clipped, blocked, or glared out. Selecting **Use anyway** after a warning is allowed only through an explicit confirmation and may lower confidence or the supported grade ceiling.

7. Final evidence review

After the last requested view, **Final Evidence Check** displays the entire set.

The summary counts Excellent, Usable, and Weak views and shows average capture quality. Attention rows explain which view needs work. Selecting **Retake** replaces only that slot; all other accepted photos remain.

Analyze only when:

- Every requested slot is present.
- The card is the same card in every view.
- Front and back are not swapped.
- Each image is upright.
- Every physical border and corner is visible.
- Directional-light views actually differ in light direction.
- No important region is hidden by glare, fingers, a stand, or a holder.

If weak evidence remains, GradeLens requires a second confirmation before analysis. Retaking is usually the correct choice.

8. Analysis and retry behavior

Progress screen

The percentage is an estimate rather than provider-reported completion. Use the elapsed timer, changing **Live Activity** message, and signal line to confirm continuing work.

Keep GradeLens open while photos upload and until the progress screen confirms the durable grading job is secured. After that confirmation, **Browse your Vault - server processing continues** is safe, and you may close the app. Reopen the scan later to inspect its status. APNs completion notifications are not yet enabled, so the phone will not alert you when a closed-app job finishes.

Failure categories

Screen action	Meaning	What to do
Retake required views	The photos cannot support a defensible whole-card result.	Follow Why it stopped and capture only the named views again.
Retry analysis	Evidence is saved, but a network, provider, or service step failed.	Restore connectivity and retry. Do not recapture unless specifically asked.
Refresh from Vault	Another device changed or deleted the cloud dossier.	Load the newest cloud revision. Do not force the stale analysis to overwrite it.
Previous report	A reanalysis failed but an earlier report remains valid.	Review the earlier report or retry with the saved evidence.

Provider retries can consume another daily attempt after analysis has begun. Saved photos are reused whenever it is safe.

Free-alpha scan limits

The allowance is up to **3 Quick scans and 2 Precision scans per account per day**, subject to the shared service budget. It resets at **00:00 UTC** (8 p.m. Eastern during daylight saving time; 7 p.m. in winter). Account shows usage. If a counter shows analysis attempts, each scan reserves two passes, so 6 Quick / 4 Precision attempts means 3 / 2 scans.

Failed analysis can use the allowance because processing may already have started. If the same scan fails twice, stop retrying and send feedback. A daily or shared limit is not a payment request: wait until the reset. Payments are off during this free alpha; do not send payment details. A technical failure does not mean your photos were deleted.

9. The on-device Vault

The Vault is the local record of completed, active, interrupted, and failed scans.

Search and filters

- Search by card name, set, condition, or grade.
- Filter **All Cards**, **Needs Review**, **Sports**, or **TCG**.
- Select **Clear filters** to return to the complete list.

Common statuses

Status	Meaning
On this iPhone	Local evidence exists without a current cloud receipt.
Waiting for backup	A completed report is queued for Cloud Vault.
Synchronizing	One account-scoped reconciliation is running.
Cloud verified	Server ID, account, Vault identity, report revision, and receipt agree.
Needs attention	A recoverable sync or analysis problem needs connectivity or a retry.
Different account	The existing cloud receipt belongs to another GradeLens account.

Local Vault recovery

If GradeLens says **Local index needs recovery** or **On-device Vault protected**, it has blocked new writes rather than overwriting uncertain data. Do not delete or reinstall the app. Record the build number and screenshot, then preserve the device for recovery.

Deleting a scan

Inside a completed report, select **Delete scan and all source photos** and confirm. For a cloud-verified report, the deletion is synchronized and a short-lived tombstone lets other signed-in devices remove their copies. Deletion is destructive; export what you need first.

10. Reading the evidence report

Read the report from decision to evidence, not from number to conclusion.

Report header

- **Condition estimate** - the 1-10 GradeLens visible-condition opinion.
- **Modeled condition score** - the 1-1000 score used by deterministic scoring rules.
- **Evidence range** - the interval the current evidence supports.
- **Photo confidence** (called Evidence confidence in older reports) - how completely the images support the estimate, not a probability that the grade is correct.
- **Next decision** - the recommended action based on grade, mode, confidence, dimensions, factory screen, alteration screen, and review observations.

Report at a glance

This snapshot summarizes evidence confidence, source-photo count, condition-finding count, and factory-error status.

Original evidence

Use the visible previous/next arrows, photo count, thumbnail strip, or swipe gesture to move through source views. Select **Tap to inspect** for the full-resolution image, then pinch to inspect edges, corners, and surface detail.

Whole-card audit

Current reports account for 11 zones per side: four corners, four edges, and three surface regions. The ledger uses:

- Check mark - no reportable issue was identified in the available photos; this is not proof that the area is undamaged.
- Exclamation point - a finding exists.
- Question mark - the zone is limited by evidence.

Directional depth indicates how much opposing-light evidence supports surface inspection.

Condition profile

Centering, corners, edges, surface, and dimensions each receive a subscore and evidence-confidence reading. A high subscore with weak evidence should not be treated as proof of a perfect area.

Detailed evidence controls

Open one section at a time or select **Expand all evidence**. Collapsing technical details does not remove them from the report.

11. Condition ratings and report terms

GradeLens 1-10 condition scale

Estimate	Label	Meaning
10	Pristine candidate	Exceptional visible condition, no reportable wear, complete strong evidence, and verified physical dimensions. Never a grading-company guarantee.
9	Mint	Superb condition with at most a very small visible corner, edge, surface, or centering issue.
8	Near Mint-Mint	High-end condition with slight visible wear or a minor print or surface blemish.
7	Near Mint	Minor visible wear such as light whitening, slight corner softening, or a small surface issue.
6	Excellent-Mint	Noticeable but limited wear, including light scratches, minor chipping, or modest corner rounding.
5	Excellent	Moderate visible wear that is easy to see but does not dominate the card.
4	Very Good-Excellent	Moderate-to-heavy wear; stronger rounding, off-white borders, or a light crease may be present.
3	Very Good	Strong wear, chipping, scratches, rounded corners, or material creasing.
2	Good	Heavy wear, potentially including severe rounding, scuffing, chipping, or distinct creases.
1	Poor	Extensive damage such as multiple heavy creases, staining, tearing, missing material, or compromised integrity.

Essential terms

Evidence range: The interval supported by the current photos and deterministic ceilings. It is not a probability distribution.

Evidence confidence: How completely the supplied images support the estimate. A damaged card can have high confidence when the damage is clearly photographed.

Deterministic score audit: The versioned rules that reconcile subscores, defects, whole-card coverage, dimensions, production concerns, and other evidence ceilings after visual evidence is collected.

Binding ceiling: The strictest current limit on the modeled score. More complete evidence or a resolved ambiguity may change it; optimism cannot override it.

Methodology status: Current alpha reports identify the methodology version and whether formal calibration is complete or still in progress.

12. Condition findings and source pixels

Confirmed findings

Each finding identifies category, severity, side, region, confidence, and modeled score effect. The marked-location image and magnified source pixels must refer to the same selected source photo.

Use the visible arrows or swipeable finding cards to move through every finding. The page must never rely on an undisclosed horizontal gesture.

Unresolved observations

Some localized evidence is kept visible below the confirmed-finding threshold. It receives no confirmed-defect penalty, but it may reduce the evidence ceiling until a targeted recapture confirms or dismisses it.

Grader notes

Detailed notes may include what is visible, competing explanations, why the classification was chosen, the supported extent, and how to confirm or dismiss it. A finding is only as trustworthy as the linked pixels.

Original photos and filters

Open a marked photo or its magnified view and compare **Original**, **Monochrome**, **Contrast**, and **Inverted**. These views can make a light or dark mark easier to inspect. They do not add missing detail, alter the saved original, or prove damage. Always compare a suspected issue with the original and, for Precision, the other lighting views.

If a filter does not visibly change the selected view, a marker points to the wrong place, or a visible bend is missed, preserve the report and send the selected view, build number, and location to support. Do not treat a clean-looking filtered image as proof of a perfect card.

Background rejection

GradeLens tests findings against the detected physical card boundary. A mark on a white mat, paper, table, or stand should not be accepted as a card defect. If the boundary is uncertain, the safe response is recapture or limited evidence, not a confident finding.

13. Factory errors and suspected misprints

Production quality and physical preservation are separate questions.

Possible outcomes

- **No visible indicator** - the supplied evidence does not show a reportable production anomaly. This is not proof that none exists.
- **Inconclusive** - the images cannot resolve the suspected issue safely.
- **Possible factory error** - localized evidence is consistent with a production anomaly but needs comparison or specialist confirmation.
- **Likely factory error** - strong, localized, multi-view evidence supports the production explanation. This still is not a grading-company error designation.

Two condition views

When applicable, the report distinguishes:

- **Underlying condition** - preservation excluding the suspected production issue.
- **Standard estimate** - the conventional condition path with any deterministic production-error cap.

An error-designation submission is a separate specialist path. A factory alignment issue must not be silently converted into an ordinary pristine prediction.

Collector-declared concern

If you flag a concern, GradeLens preserves it and requires an explicit resolution. Even when strong Precision evidence shows no visible indicator, compare against a trusted normal copy or seek specialist review before dismissing the concern.

14. Alteration, authenticity, centering, and dimensions

Alteration screening

The visual screen checks for possible trimming, recoloring, corner restoration, crease pressing, surface polishing, cleaning or coating, and reconstruction. Phone photos cannot conclusively exclude these processes. Alteration evidence is documented separately from condition points because it may affect whether a grading company assigns a numeric grade.

Visual authenticity screen

GradeLens can report an obvious visual concern involving layout, markings, or consistency. It cannot authenticate print method, stock, fluorescence, thickness, provenance, or hidden construction from ordinary phone photos.

Centering

Centering is measured only when the printed design supplies defensible boundaries. **Not measurable** is safer than inventing a ratio.

Physical dimensions

The camera guide does not measure the card. A physical-dimension conclusion requires a calibrated reference in the card's plane. Without it, dimensions remain unconfirmed and can limit an otherwise strong top-grade candidate.

15. Private card workspace

A cloud-verified report has one private card workspace shared by the iPhone and companion.

Fields

- Collection status: In collection, Watching, Submitted, or Sold.
- Private collector notes, up to 5,000 characters.
- Cost basis in USD.
- Acquisition date in YYYY-MM-DD format.

These fields never enter the condition formula or market estimate.

Autosave

Changes save after a short pause. **Save now** remains available as a recovery control. A malformed price or date is shown as an error rather than being silently replaced.

Conflict handling

If the same card changes elsewhere while an unsaved draft is open, GradeLens pauses autosave and offers:

- **Load newest** - discard the local draft and install the newest Cloud Vault record.
- **Keep my draft** - deliberately replace the newest record using the current draft.

Review both versions before choosing. Neither surface should silently win.

16. Market and price research

Market research is separate from grading. Price cannot raise or lower the condition result.

Current alpha availability

The research interface and provider safety controls are built, but live sold-price display remains off until commercial display, caching, retention, attribution, linking, thumbnail, and platform rights are confirmed in writing and the reviewed canary passes. GradeLens must show an unavailable state rather than fabricate a price.

When licensed research is enabled

The workspace can show:

- Candidate raw sold records.
- Raw same-currency eBay sold median when at least three confirmed records qualify.
- Graded candidate records grouped by professional grader and numeric grade.

- A recent confirmed graded candidate sale when the grader and 1-10 whole/half grade are supported.
- Source marketplace, sale date, currency, price, shipping context, sample size, and freshness.

Exact variant responsibility

Confirm year, set, number, parallel, refractor, insert, language, autograph, print run, serial number, and quantity before relying on a comparable. Lots, bundles, playsets, choose-your-card listings, unsupported currencies, unconfirmed prices, and obvious wrong variants are excluded from summaries.

Not an appraisal

A candidate sale describes another marketplace record. It is not a statement of what your raw card is worth, what your card will grade, or what it will sell for.

17. Web companion

Secure opening

- 1 Sign into GradeLens on iPhone.
- 2 Open **Account**.
- 3 Select **Open web companion**.
- 4 GradeLens creates a single-use, short-lived browser handoff for the same Cloud Vault.

Do not bookmark the one-time handoff URL. Bookmark the companion after the session is established.

Companion navigation

Vault: Search and open account-owned reports, inspect source images, and delete a saved scan.

Card workspace: Review the report, market and price history, and notes and ownership without leaving the card.

Research: Search raw and graded candidate sales when licensed data is active.

Account: Review Cloud Vault status, signed-in devices, grading/research usage, interrupted jobs, retention information, and export controls.

iPhone-only capture boundary

The companion intentionally does not accept new grading uploads. Guided framing, orientation correction, evidence quality checks, and consistent source capture remain in the iPhone app.

18. Automatic synchronization

Normal behavior

- A completed or changed local report is queued automatically.
- Reconciliation starts after sign-in, after a local change, when GradeLens returns to the foreground, and during a bounded foreground poll.

- A visible companion checks a small Vault revision periodically and on focus or network restoration.
- A clean open workspace installs a newer revision automatically.
- Unsaved notes are preserved as a conflict rather than overwritten.

Typical visible delay is about 15 seconds on the companion and up to roughly 30-45 seconds for open-phone checks. **Check now** is available when an immediate recovery check is useful.

When the iPhone app is terminated

Build 84 does not yet send background completion notifications. A grading job that already reached **Evidence secured** continues on the server after GradeLens is closed; reopen the app to display its result. Before that confirmation, keep the app open to finish uploading or submitting the photos.

Cross-device safety

Every update carries the last server revision the device installed. A stale phone cannot begin an expensive reanalysis or overwrite a newer dossier silently. If two accepted jobs race, only the job whose expected revision still matches can become the permanent report.

Offline work

Local evidence remains available. After connectivity returns, foreground GradeLens. A failed request leaves a durable retry state; it does not create a false cloud receipt or delete the local originals.

19. Sharing and data export

One-page report card

Open a report, select **Share**, review the recipient preview, then choose:

- **Share one-page PDF** - includes the primary card photo, safe condition headline, evidence confidence, subscores, key findings, factory status, next step, methodology, and trust boundary.
- **Share as text instead** - shares a compact text summary.

The share excludes private notes, account identity, other evidence photos, and market records. Review the preview before sending.

Account data export

From iPhone Account, select **Export my GradeLens data**. The portable report JSON and photo manifest exclude private device paths. The companion Account export includes cloud reports, findings, captured-view metadata, notes, collection status, and acquisition basis while excluding source-photo bytes, storage keys, and sign-in credentials.

Exports are personal records, not GradeLens certification files.

20. Account security, privacy, and deletion

Signed-in devices

Open **Account > Signed-in devices** to review active sessions. Removing a device immediately revokes that GradeLens session without deleting reports or source photos.

Storage lifecycle

- Local reports and source photos remain inside GradeLens on the iPhone until deleted or the app container is removed.
- Cloud Vault report originals remain until the scan or account is deleted.
- Completed temporary staging uploads are cleaned after the report is secured.
- Interrupted retry evidence becomes eligible for automatic cleanup after the documented operational window.
- Device sessions expire and can be revoked.

Remove local data from this iPhone

Use this when handing the iPhone to someone else or when you intentionally want a clean device without deleting the GradeLens account. Read the confirmation carefully: confirmed Cloud Vault copies remain available after a future sign-in, but waiting, local-only, and declined legacy reports are not recoverable after device removal. GradeLens attempts every private storage area independently and reports any area it could not verify as erased instead of showing a false empty Vault.

Delete GradeLens account

Account deletion makes the account inaccessible through a durable cleanup process and then runs the same complete on-device eraser used by **Remove local data from this iPhone**: reports, photos, workspace drafts, prepared exports, sync state, legacy-import choices, and capture preferences. If iOS cannot verify any area as erased, GradeLens names the incomplete area and preserves an unreadable Vault rather than presenting a false empty state. This is intentionally different from **Sign out**, which leaves local reports readable on the device.

Privacy rules

- Do not place personal information in card identity fields.
- Collector notes are private but should still avoid unnecessary sensitive data.
- Market records, notes, and cost basis never enter the grading prompt or condition score.
- Support screenshots should show the build number and error but should omit personal account details when possible.

21. Troubleshooting

Problem	Likely cause	Safe response
Camera guide or shutter does not appear	Camera is still initializing, guide layout is unavailable, or permission is blocked.	Wait briefly; verify permission in iPhone Settings; close and reopen capture without deleting the scan.
Card is off-center in the saved image	Framing was outside the visible guide or the wrong zoom was used.	Retake and verify the saved preview before accepting.
White mat or table is marked as a defect	The physical card boundary was uncertain or the guide included background.	Retake against stronger contrast with every card edge clearly inside the guide. Preserve the report for feedback.
Photo is sideways or upside down	Orientation normalization did not match the capture.	Retake and verify the preview; record the iPhone model and build if it repeats.
Analysis remains at one percentage	Percentage is estimated and can pause while a long evidence pass runs.	During upload, keep GradeLens open. After Evidence secured , server processing continues even if the phone closes; reopen later. Retry only after the app presents a failure action.
Every card requests new photos	Required flat views lack a trusted physical boundary or the service rejected evidence.	Follow the exact Why it stopped message. Capture the complete card on a contrasting matte background.
Magnified pixels do not match the marker	Source-photo or crop association is inconsistent.	Do not rely on that finding. Record the build, finding, selected photo, and screenshot; preserve the scan.
Tapping a source photo opens the wrong image	Selected-photo state did not carry into full-screen inspection.	Close, select the desired thumbnail again, and report the build if it repeats.
Companion is blank or downloads text	The wrong host, response type, or stale build is being used.	Open the companion through Account in the current build. If Safari also fails, record the URL and build.
Old scans do not appear on web	They are local-only, awaiting an explicit legacy Import decision, tied to another account, awaiting current Vault confirmation, or were graded with an earlier methodology that Cloud Vault will not treat as a current trusted report.	Sign into the intended account and answer the Import/Keep-only prompt. If the report names an earlier or unversioned method, keep the app installed and reanalyze its saved photos before backup or trusted sharing. Then foreground GradeLens and select Check now .
Workspace says the card changed elsewhere	Phone and web edited the same revision.	Compare the draft with the newest version, then select Load newest or Keep my draft deliberately.
Research is unavailable	Commercial rights or provider configuration is disabled, quota is reached, or the account is not eligible.	Treat the unavailable message as intentional. Never infer or invent a price.
Integrity or application-identifier install error	The app was signed with a mismatched wildcard or bundle entitlement.	Install the correctly signed build with <code>V7MS6MD4ET.com.dcomxv1.gradeLens</code> ; do not repeatedly replace working data containers.
Local index needs recovery	GradeLens could not safely parse the Vault index.	Stop new writes, do not reinstall, record the build and screenshot, and preserve the device for recovery.

Reporting a problem

Include:

- 1 Build number from Account.
- 2 iPhone model and iOS version.
- 3 Scan mode and card type.
- 4 Exact visible message.
- 5 Screenshot or screen recording.
- 6 Whether the issue reproduces.
- 7 Whether the report is local, waiting, or cloud verified.

Do not delete the failed scan or its photos unless privacy requires immediate removal.

22. Best practices by collector goal

Sorting a collection

Use Quick Grade for the first pass. Upgrade promising, valuable, reflective, or uncertain cards to Precision before deciding on professional submission.

Buying a raw card

Request a Precision-quality evidence set. Review every localized finding, unresolved observation, factory screen, alteration screen, dimensions, and limitations. Do not use the number alone and do not treat the report as authentication.

Preparing a grading submission

Use Precision, record the exact identity, inspect the card physically, resolve dimension and factory concerns, compare professional grading costs with realistic market outcomes, and preserve the report created before the professional result for blind calibration.

Investigating a misprint

Flag the concern before analysis, describe the location, use Precision, compare with a trusted normal copy of the exact printing, and consult a specialist error grader when designation matters. Keep underlying preservation separate from conventional grading treatment.

Selling or sharing

Use the one-page report to communicate visible evidence and limitations. Do not describe GradeLens as certification, guaranteed grade, appraisal, or proof of authenticity. Keep private notes and acquisition cost private.

23. Alpha features and current boundaries

Available in the Build 84 alpha

- Signed-in iPhone capture and analysis.
- Quick and Precision guided evidence sets.

- Front-first Precision order, 1x/2x controls, guide-based crop, orientation normalization, photo-quality review, advisory phone-level guidance, and post-capture Apple Vision card-boundary review. Boundary detection never silently replaces the fixed evidence crop.
- Evidence reports, 22-zone audit, source image inspection, findings, glossary, safety screens, sharing, and Vault.
- Apple account, Cloud Vault, automatic foreground reconciliation, companion handoff, device sessions, exports, and account deletion.
- Explicit per-account consent before older unbound reports can upload, plus a separate device-only private-data eraser.
- Durable server-side grading after evidence is secured, with reopen/poll recovery and no silent provider retry.
- Shared notes and ownership workspace.
- Provider-ready market research interface with commercial-rights gate.
- Privacy-minimized support sharing from processing/failure screens and an account-authorized companion lookup using the scan confirmation. Neither path includes the card, report, source photos, or credentials.
- Owner-only Sol operational health signals for recent two-pass reliability, latency, provider-cost drift, budget pressure, and incomplete telemetry.

Not yet a paid customer feature

- Customer-visible App Store purchases and paid entitlements. The StoreKit, receipt-verification, notification, entitlement, credit-ledger, refund, and reversal foundation exists but remains deliberately disabled during alpha.
- Public Android distribution and Google sign-in.
- APNs background completion notifications.
- Licensed live sold-price display.
- Public report links or a GradeLens marketplace.
- Claims of calibrated grading accuracy.

Required before paid beta

- Broader real-world testing across iPhones, lighting, backgrounds, automatic capture, filters, and visible corner bends. The owner's Vault-preservation and reviewer-access checks passed; that does not mean all capture or recovery scenarios have passed.
- Blinded professional-grader calibration.
- Written market-data rights and reviewed comparable-sales canary.
- Final App Store product IDs, sandbox acceptance, policy approval, pricing, and activation of the currently disabled StoreKit/credit foundation.
- Final privacy, legal, support, retention, and App Store materials.

24. Support and feedback

GradeLens improves only when evidence, outcome, and build version stay connected.

Use TestFlight's feedback feature or email support@dmcmgp.com. GradeLens is operated by **DMC Media Group LLC**.

For your first test, write down the damage you can physically see before scanning. Then tell us the iPhone model, iOS version, GradeLens build, Quick or Precision mode, manual or automatic capture, what you expected, what happened, and

the scan confirmation if available. Hide personal information in screenshots. Never send passwords, access keys, or Apple payment details.

For example: "The front bottom-left corner has a bend I can see in person, but the report did not flag it." Missed damage, invented damage, confusing wording, crashes, and failed scans are all useful feedback. Do not damage a card to create a test.

Keep the app installed and preserve the original scan while a problem is investigated. Current help: [Welcome](#), [Support](#), and [Privacy](#).

For alpha feedback, preserve the original scan and provide the build number, exact message, screenshots, and expected behavior. For a grading comparison, record the GradeLens report and source-image hashes before the professional grade is known. Include failed and no-grade outcomes; excluding them would bias calibration.

When in doubt, choose the safer action:

- Retake weak evidence.
- Preserve the local report.
- Refresh rather than overwrite a newer cloud revision.
- Keep market value separate from condition.
- Seek physical authentication or professional grading for high-stakes decisions.

GradeLens AI | Evidence first. Honest limits. Better collector decisions.