

### 1. What's new in VRS 4.5 Professional?

The most notable change is the removal of the Desktop Productivity feature that was introduced in VRS 4.2. Most of the other changes are "under the hood" and not readily apparent to the user. These include performance improvements in a number of existing features, such as edge cleanup, automatic color detection and Advanced Clarity.

### 2. Why was Desktop Productivity removed?

It was removed so that its capabilities could be enhanced, then released as a separate product named Kofax Desktop.

### 3. If I currently use Desktop Productivity, will I still be able to use it if I upgrade to VRS 4.5 Professional?

No. When you install the VRS 4.5 Professional upgrade, it will remove the Desktop Productivity feature. If you want to continue to use Desktop Productivity, you will have to remain a VRS 4.2 Professional user.

### 4. But I liked the Desktop Productivity feature, and I want to upgrade to VRS 4.5 Professional. What should I do?

Upgrade to VRS 4.5 Professional, and buy a copy of the new Kofax Desktop, which sells for \$29 on the Kofax website. Kofax Desktop includes all of the features of Desktop Productivity, and adds a number of new capabilities designed to make scanning as easy and convenient as printing.

### 5. How many versions are there of VRS 4.5 Professional?

There are three versions available to match the speed of your scanner:

- **VRS Professional Production** *For High-Volume USB/SCSI/FireWire Scanners (typically 80 pages per minute [ppm] or faster)*
- **VRS Professional Workgroup** *For Mid-Volume USB/SCSI/FireWire Scanners (typically 35 ppm to 80 ppm)*
- **VRS Professional Desktop** *For Low-Volume USB/SCSI/FireWire Scanners (typically 10 ppm to 35 ppm)*

### 6. How do I determine which version is right for me?

Visit Kofax's online scanner configurator. Go to [www.kofax.com](http://www.kofax.com), and follow the link on the home page to the scanner configurator. Please note that occasionally Kofax categorizes scanners differently than do their manufacturers (i.e., what a manufacturer calls a Workgroup scanner we may classify as a Desktop model, what a manufacturer calls a Production scanner we may classify as a Workgroup scanner).

### 7. What are the main differences among the three versions?

The Production and Workgroup versions of VRS Professional include all the functionality of the Desktop version, plus add AIPE (Adrenaline Image Processing Engine) and EBC (Enhanced Bar Code) at scan time capabilities.

### 8. What's Advanced Clarity?

Advanced Clarity is the image enhancement feature you use when nothing else seems to work. With it, there's no reason to fear working with items previously thought to be unscannable. Difficult source materials such as blueprints, documents printed on security paper (checks, birth certificates, car titles, etc.), documents with dense, textured background – even crumpled documents rescued from the trash – can be turned into crisp, highly legible scanned images that in many cases are easier to read than the original paper document.

### 9. How is Advanced Clarity improved in VRS 4.5 Professional?

It now includes an Analyze Color selection that improves the likelihood of obtaining a useable black & white image from a difficult color document. Performance will slow slightly if Analyze Color is invoked, but most will consider this an acceptable trade-off in return for a useable image.

**10. What is the “VRS Test Application” that I now see on my Start menu?**

It's simply a new name for the program previously called VCDemo. No changes have been made to the program itself. If you call Kofax tech support for assistance, you may be asked to run the VRS Test Application (VCDemo) to help diagnose the problem you're having.

**11. If I currently have VRS 4.1 or 4.2 Professional, do I have to pay to upgrade to VRS 4.5?**

No. It is available as a free upgrade for current VRS 4.1 Professional and VRS 4.2 Professional customers.

**12. What if I currently use VRS 4.0 Plus?**

We recommend that you first upgrade to VRS 4.1 or VRS 4.2, then download and install the VRS 4.5 upgrade.

**13. What if I currently use VRS 3.5?**

In that case you will have to pay, but you don't need to buy the full version of VRS 4.5 Professional. Just order part number UP-0001-0004, which will upgrade your software to the VRS 4.5 Professional version (Desktop, Workgroup, Production) appropriate for your scanner.

**14. How do I buy VRS 4.5 Professional?**

A number of distributors, resellers, and online retailers sell VRS 4.5 Professional. If you cannot locate one, please contact Kofax's inside sales department for a reference.

**15. Can't I just buy VRS 4.5 Professional directly from Kofax?**

You can if you live in North, Central or South America. Customers in these locations can buy the full version of VRS 4.5 Professional, or upgrades from other versions of VRS (e.g., VRS Basic). Visit [www.Kofaxshop.com](http://www.Kofaxshop.com) for details. Products are sold as downloads only; retail boxed versions are not available on this site.

**16. But didn't you say earlier that upgrades to VRS 4.5 are free?**

They are if you are upgrading to the same version of VRS. For example, if you own VRS 4.2 Desktop version, and want to move to VRS 4.5 Desktop, the upgrade is free. However, if you own VRS 4.2 Desktop version and want to move to VRS 4.5 Workgroup version, you will have to pay for an upgrade.

**17. Do I have to uninstall VRS 4.1 or 4.2 before I can install 4.5?**

No. You can install 4.5 on top of an existing 4.1 or 4.2 installation.

**18. What are my upgrade options if I own VRS Basic or VRS Standard?**

You can upgrade to VRS 4.5 Basic, but you will see no difference in your primary features and capabilities. However, you will be able to try VRS 4.5 Professional features such as Advanced Clarity, Auto Rotation and hole fill in demo mode.

**19. Does it make any difference if I own the retail boxed version of VRS Basic, or the OEM version that came bundled with my scanner?**

No. The upgrade path and options for both are the same.

**20. A copy of VRS 4.5 Professional came bundled with my scanner. Does it differ in any way from the retail boxed version of VRS 4.5 Professional?**

The only notable difference is that bundled versions typically work only with that scanner manufacturer's scanners. The retail boxed version, or the version downloaded from [www.Kofaxshop.com](http://www.Kofaxshop.com), will work with any VRS certified scanner. If you obtained VRS as part of a scanner bundle, you should return to the scanner manufacturer's website to download any VRS updates or patches. If you purchased directly from Kofax, you can download VRS updates and patches from the Kofax website.

**21. I see the VRS 4.5 Professional update is posted on the Kofax website. But when I visited my scanner manufacturer's website, the latest update they had available was for VRS 4.2. Why can't I get the VRS 4.5 download at my scanner manufacturer's website?**

Eventually, you will be able to do so. But you need to have a bit of patience. Kofax always releases the retail version of VRS first, then goes to work on the scanner manufacturer-specific versions it prepares for its bundling partners. Typically, the scanner manufacturer-specific versions of VRS are available within three months of the retail version.

**22. What's the difference between a VRS-certified scanner and one that isn't?**

To be certified, manufacturers must submit their scanners to Kofax for a six to eight week testing and calibration process. During this period, Kofax confirms compatibility and determines ideal default VRS settings. Only scanners that pass this process can be advertised as VRS-compatible.

**23. Can I use VRS with a scanner that isn't certified?**

Possibly. But if you run into problems, Kofax tech support will not be able to assist you.

**24. How much does tech support cost?**

It's free for registered customers who are using a VRS-certified scanner.

**25. When can I call for tech support?**

You can speak to a tech support representative Monday through Friday from 6 a.m. to 5 p.m. Pacific Standard Time (PST).

**26. Are there any other options to contact tech support?**

Yes, you can submit a description of the problem you are experiencing by using Kofax's Web Incident Management System (WIMS). You should receive a response from tech support within one business day. To submit a WIMS, go to [www.kofax.com](http://www.kofax.com), select Support Options on the Support tab, then follow the WIMS link.

**27. Is there any way to investigate if someone has already reported to tech support the same problem I'm having?**

Yes, by visiting the Knowledgebase found in the Support section of the Kofax website. There you can search by the version of VRS you use, your scanner's manufacturer and model, and/or keywords. You'll see a list of previously reported issues similar or identical to yours, as well as the suggested resolutions provided by Kofax's tech support. It also may be helpful to visit Kofax's VRS Forum, also found in the Support section of the website. There you'll find numerous questions submitted by current VRS customers, as well as responses supplied by Kofax employees, resellers and power users.

**28. Are there any known problems or compatibility issues with VRS 4.5 Professional?**

It's always a good idea to read the release notes before installing VRS 4.5. For an up-to-the-minute version of the release notes, visit the Online Documentation section of the [kofax.com](http://kofax.com) website.

**29. Which operating systems support VRS 4.5 Professional?**

- Windows Vista (32-bit & 64-bit, Enterprise and Business editions)
- Windows XP Professional, SP2

**30. Is VRS 4.5 Professional TWAIN 2.0 compliant?**

It is for all 32-bit TWAIN 2.0 features. However, it is not fully compliant with TWAIN 2.0's native 64-bit requirements.

**31. Is VRS Basic still available?**

Yes, but no major changes have been made to it.

**32. What's the difference between VRS Basic and VRS Professional?**

VRS Basic does not include Auto Rotation or Advanced Clarity. It also lacks the automatic color detection, hole fill and blank page deletion features found in VRS 4.5 Professional.

**33. If I have VRS Basic, do I have to buy the full version of VRS Professional?**

No. There are separate part numbers available to purchase an upgrade from VRS Basic to the Desktop, Workgroup and Production version of VRS 4.5 Professional. These are sold at a significant discount off the full version price.

**34. What's the easiest way to upgrade from VRS Basic to VRS Professional?**

Go to your Windows Start menu, navigate to the Kofax VRS folder, and click on Upgrade Now. This will take you to the online Kofax Shop, where you can buy the appropriate upgrade to the VRS 4.5 Professional version you need.

**35. What if I need a SCSI card? Can I buy an Adrenaline SCSI controller card to use with my scanner?**

Probably not. Kofax discontinued sales of Adrenaline SCSI controllers as of March 31, 2009. If you need a SCSI card to use with your scanner, you may be able to purchase an Adrenaline card from a reseller who still has them in inventory. Otherwise, you will have to purchase a SCSI card from another supplier (e.g., Adaptec).

**36. The Kofax box I purchased has a label affixed to it that reads: "VRS 4.x Professional." How do I know I am buying the VRS 4.5 Professional version, and not 4.1 or 4.2?**

Actually, it doesn't matter which version is on the enclosed CD. Simply install what's on the CD and activate its license. If you find you have installed version 4.1 or 4.2, visit the Kofax website and download the free 4.5 upgrade. Complete VRS 4.5 Professional documentation is available on the Kofax website as well.

**37. How do I activate my VRS 4.5 installation?**

Activation typically occurs during the installation process when VRS is installed on a computer with an Internet connection. VRS must communicate briefly with the Kofax licensing server to activate all of its features. If VRS is installed but not activated, it will run in demo mode, stamping the Kofax logo on each scanned image.

**38. How do I activate VRS if the computer on which it is installed does not have an Internet connection?**

You will need to contact Kofax in order to receive the necessary license code. If you have another computer with an Internet connection, you may do so by visiting <http://activate.kofax.com/vrs>. If you don't, you can fax your request to Kofax. No matter how you contact Kofax, you will need to provide the contents of a text file generated during the installation process. Information on where to find this text file, and how to submit it, is provided on screen during installation, and also can be found in the VRS Installation Guide.

**39. Is VRS 4.5 available only in English?**

No. Localized versions of VRS 4.5 are available in German, French, Italian, Spanish, Japanese, Korean, traditional Chinese and simplified Chinese. Check the download section of the Kofax support website for additional information.

**40. Do I have to place a special order to receive a localized version of VRS 4.5?**

No. All localized language versions are included on the VRS 4.5 CD, or with the files you download from [www.kofaxshop.com](http://www.kofaxshop.com). During installation, VRS detects the language used by the operating system on the PC where it is installed, and loads the appropriate localized version. If for any reason you are missing localized documentation, you can download what you need from the Downloads section of the [www.kofax.com](http://www.kofax.com) website.