

### 1. What is Kofax Express?

Kofax Express is an easy-to-use, batch-oriented document scan application capable of high-speed scanning with real-time image display, indexing, and bar code detection. VirtualReScan (VRS) technology is built into the application to ensure optimal image quality. Kofax Express can release captured content to a folder that is accessible to your document management or storage system. Kofax Express can also release content directly to Kofax Capture or Microsoft SharePoint.

Kofax Express supports low-volume, mid-volume, and high-volume scanning.

### 2. What is the difference between Kofax Express and Kofax Capture?

Kofax Express is designed for basic batch scanning, while Kofax Capture is an enterprise-level solution that supports the following advanced features:

- Separate stations for indexing, verification, or release
- Custom modules
- Scripting
- Multiple document classes
- Classification
- Distributed scanning

Kofax Capture is the perfect upgrade to Kofax Express when you need additional features and enhanced scalability.

### 3. Why should I use Kofax Express?

Kofax Express is built by Kofax, the market leader in professional and production batch scanning.

With this application, Kofax has delivered on its commitment to a first-rate user experience supported by a user-friendly interface. Kofax Express features the full Microsoft Office 2007 user experience and a smooth viewer, allowing the user to move and zoom pages easily and quickly. The unique visual representation of documents and pages cannot be found anywhere else.

VRS fully integrated into Kofax Express; all VRS features are available directly from the Kofax Express user interface. You can also use VRS correction settings to adjust the image quality after scanning. Not only are the VRS features brought to the application level, but important scanner features such as color drop out and multifeed settings are also available.

Kofax Express is also the only batch scanning application that supports the ability to run VRS on multi-core computers for maximum performance and rated speed scanning.

### 4. Can anybody sell Kofax Express, or is there a certification process?

Kofax Express has been designed for ease of use. Users and partners won't need certification or in-depth training to be able to use the product. They can rely on the *Kofax Express Getting Started Guide* and Help that are delivered with the product, as well as the online tutorial that is available from [www.kofax.com](http://www.kofax.com).

### 5. How many Kofax Express 1.0 license levels are there?

There are five license levels available to match the type of scanner you are using:

- Kofax Express Desktop: typically up to 25 ppm
- Kofax Express Workgroup: typically up to 50 ppm
- Kofax Express Production Low-Volume: approximately 80 ppm
- Kofax Express Production Mid-Volume: approximately 90 ppm
- Kofax Express Production High-Volume: typically more than 100 ppm

## **6. How do I determine which license level is right for me?**

Visit the Kofax online [scanner configurator](#). Alternatively, consult the Kofax Express Scanner Certification list.

Please note that occasionally Kofax categorizes scanners differently than their manufacturers do (for example, the manufacturer's "Workgroup" scanner may be classified by Kofax as a Desktop scanner; or the manufacturer's "Production" scanner may be classified by Kofax as a Workgroup scanner).

## **7. Are there differences among the license levels?**

There is no difference in the feature set; all Kofax Express features are available with each license level.

## **8. How do I buy Kofax Express? Can I buy directly from Kofax?**

A number of distributors, resellers, and online retailers sell Kofax Express. If you cannot locate one, please contact the Kofax Inside Sales Department for a reference (<http://www.kofax.com/contact/contact-form.asp> or send an email message to [info@kofax.com](mailto:info@kofax.com)). You cannot buy Kofax Express directly from Kofax.

## **9. Can I get Kofax Express from scanner vendors, similar to VRS?**

Scanner vendors do not include Kofax Express in their product boxes, as they do with VRS.

## **10. Is Kofax Express available in different languages?**

Yes, Kofax Express is available in the following languages:

- English
- French
- Spanish
- German
- Italian
- Brazilian Portuguese
- Simplified Chinese

The Kofax Express installer automatically detects the locale associated with your Windows operating system and installs the appropriate localized edition of the product. If the installer detects a locale that is not associated with the preceding list of supported languages, Kofax Express is installed in English.

To ensure that Kofax Express is installed in the language you desire, please verify that the system locale is properly defined for your Windows operating system. It is not possible to change the language from within the application.

## **11. What happens if I install Kofax Express on a European Portuguese or a Traditional Chinese system?**

If you install Kofax Express on a computer where European Portuguese or Traditional Chinese is the selected locale for the Windows operating system, the application will be installed in English. As mentioned in the preceding FAQ, Kofax Express currently supports Brazilian Portuguese and Simplified Chinese, which require either a Brazilian Portuguese or a Simplified Chinese Windows operating system.

**1. How do I install Kofax Express?**

The *Kofax Express Getting Started Guide* included in the CD case will guide you through the installation procedure. The guide is also available in PDF format on the installation disk and on the Support pages of the Kofax Web site: [http://www.kofax.com/support/express/1.0/1.0\\_downloads.asp#ProductDocumentation](http://www.kofax.com/support/express/1.0/1.0_downloads.asp#ProductDocumentation).

**2. How do I start scanning?**

When you select a scanner during the installation procedure, the appropriate drivers are automatically installed. If you did not select a scanner during the Kofax Express installation, please refer to Question 4 in this section.

To start scanning in Kofax Express, you must have a "job" open (see the next question). When you launch Kofax Express the first time, a job called "Scan to Desktop" will open automatically. You will need to select the Scan Settings tab and click Select to open the Select Scanner window, where you select the name of your scanner from a list. To start scanning, simply click the "Scan One" or "Scan All" button.

If you want to open or create a new job, go to the application menu (see Question 1 in the "Kofax Express User Interface" section).

**3. What is a "job" in Kofax Express?**

Kofax Express is based on the concept of a "job," which is a saved configuration of settings related to the documents that you scan. A job consists of bar code and index definitions as well as settings related to document separation, release, and more.

Within a job, you create batches that consist of scanned documents and images. A predefined job called "Scan to Desktop" is opened automatically the first time you start Kofax Express. This job includes a set of predefined index fields and contains an empty batch called "Batch001." Using the predefined job, you can easily acquaint yourself with the application and start scanning immediately.

A Kofax Express job also includes the following:

- Batches: Groups of scanned documents
- Documents: Sets of one or more related images
- Images: Electronic representations of scanned pages
- Pages: Physical sheets fed through the scanner to produce images

**4. How do I change scanners once the product is already installed?**

Ideally, you should select the scanner you are going to use during the installation process. When you do this, the scanner is listed in the Select Scanner window, which you access by clicking Select from the Scan Settings tab.

If you have already installed Kofax Express and need to use it with another scanner, you should browse the CD and go to the VrsInstaller\Scanner Drivers folder. In this folder, open the folder associated with your scanner manufacturer and run the .exe file associated with the scanner you plan to use with Kofax Express. Then the scanner will be available in the list in the Select Scanner window.

If the scanner was not certified or compatible at the time of release, you might want to check the download page for Kofax Express in order to verify if a component installer is available for your scanner ([http://www.kofax.com/support/express/1.0/1.0\\_downloads.asp](http://www.kofax.com/support/express/1.0/1.0_downloads.asp)).

**5. Can I install Kofax Express and VRS on the same computer?**

Kofax Express includes its own version of VRS, so there should be no need for installing both products on the same computer. However, if you have a need to install both products separately on the same computer, you must install VRS first, followed by Kofax Express. Kofax Express includes the most current version of VRS.

**6. Can I install Kofax Express and Kofax Capture on the same computer?**

Yes. In this scenario, you must install Kofax Capture first, followed by Kofax Express.

### **7. Can I use Kofax Express with any scanner?**

Kofax Express is certified with a wide range of industry-standard scanners, and new scanners are certified on a regular basis. For the most current list of Kofax Express certified scanners, select the Scanner Configurator from the Support pages on the Kofax Web site at [www.kofax.com](http://www.kofax.com).

### **8. Is VRS included in Kofax Express 1.0?**

Yes, Kofax Express includes its own version of VRS. However, this version of VRS is only available for Kofax Express and cannot be used with another application. If you have a special need to use VRS with an application other than Kofax Express, you should purchase a separate VRS license.

### **9. Can I apply VRS image quality adjustments after scanning documents with Kofax Express 1.0?**

Yes. Because VRS features are fully integrated into Kofax Express, you have the ability to adjust the quality of any images after scanning from the VRS Corrections tab. To use the VRS Corrections tab, make sure that the Raw image setting in the Job Setup tab is set to Color or Grayscale prior to scanning.

### **10. How do I index my documents in Kofax Express 1.0?**

Kofax Express supports the ability to set up index fields to represent the content of the documents that you scan. Indexing is a two-part process:

- Configure the index fields before you scan.
- Select Key from Image to index the documents after you scan.

For additional information on the indexing procedure, refer to the *Kofax Express Getting Started Guide* in your product package. You can also find the guide in PDF format on the installation disk or on the Kofax web site: [http://www.kofax.com/support/express/1.0/1.0\\_downloads.asp#ProductDocumentation](http://www.kofax.com/support/express/1.0/1.0_downloads.asp#ProductDocumentation).

### **11. How do I use Kofax Express to release my scanned documents to a document management or storage system?**

Kofax Express can release captured content to a folder that is accessible to your document management or storage system. Kofax Express can also release content directly to Kofax Capture or Microsoft SharePoint.

You configure the release settings from the Job Setup tab. Then you release the documents by selecting Release Batch from the Home tab, or by pressing Ctrl+R from any tab.

For more information, see the following topics in the Help:

- Job Setup Tab - Release Group
- Home Tab - Release Group

### **12. How can I customize the user interface if I don't want scan operators to modify the job setup settings?**

You can customize the appearance of the application by hiding some tabs, groups, or features that you don't want the scanner operators to access. You do this by selecting Options from the application menu. In the left panel of the Options window, select "User Interface."

In the User Interface view, you can clear the check boxes related to user interface elements or features that you do want to be exposed. For example, if you want to hide the indexing features, you might clear both the check box next to Index Setup and the Index check box in the Home tab section. As a result, the Index Setup tab and the Index group on the Home tab would be hidden in the application. You can hide an entire tab, or you can hide selected groups of controls that appear on a particular tab.

## Kofax Express 1.0 User Interface

### 1. Where do I find the application menu?

The application menu is not visible when you start Kofax Express. To open the application menu, click the Kofax icon in the upper left corner of the application window.

The Kofax Express application menu gives you access to functions for creating new jobs, batches, and documents, and for performing basic operations such as Open, Close, Save, and Delete. You can also use the menu to select from the Recent Jobs list or to access the Options window to set operating preferences.

### 2. How do I know whether a feature is selected or unselected?

This depends on the user interface theme that is selected in the Help tab. When a feature is activated, the color of the button changes. It may also change when you place the pointer on the button; however, it will only remain permanent if you click it.

Sometimes, there are two elements to a button: a selection element at the top and a drop-down at the bottom. The drop-down is used to specify the best setting for the feature, while the selection element at the top is the place to click for selection of the feature.

### 3. Why are some settings unavailable?

Depending on the active view, your settings, or the scanner you are using, some features might be unavailable (grayed). When you place the mouse pointer on a grayed item, a tooltip will appear. The tooltip will indicate the reason the setting is not available.

## Maintenance & Support

### 1. Do I have to buy maintenance for Kofax Express in order to get support?

Yes, there is a mandatory first year maintenance agreement sold with the product license.

### 2. Is it important that correct user information be provided at the time of purchase?

Yes, if the user information you provide to Technical Support doesn't match the information submitted at the time of purchase, you will not be able to get support from Kofax.

### 3. Who should I contact for Technical Support?

Please visit the following page to determine how to contact Technical Support for Kofax Express:

<http://www.kofax.com/support/express/1.0/>.

### 4. Are there any known issues or compatibility issues with Kofax Express?

It's always a good idea to read the [release notes](#) before installing Kofax Express. Visit the Online Documentation section of the Support pages on the Kofax Web site for the latest version of the release notes.

### 5. Which operating systems support Kofax Express 1.0?

- Windows Vista, Service Pack 1 (32-bit, Enterprise and Business editions)
- Windows XP Professional, SP2

### 6. What are the Kofax Express recommended system requirements?

#### *Kofax Express for Desktop or Workgroup Scanners*

- Dual core processor
- Memory: 2 GB
- Hard disk: 250 GB (7200 rpm)
- Monitor resolution: 1280 x 1024
- DVD/CD-ROM drive
- Microsoft Internet Explorer 6 (or later)

#### *Kofax Express for Low-Volume, Mid-Volume, or High-Volume Scanners*

- Quad core processor
- Memory: 2 GB
- Hard disk: 250 GB (7200 rpm)
- Monitor resolution: 1280 x 1024
- DVD/CD-ROM drive
- Microsoft Internet Explorer 6 (or later)

### 7. What tools are available for me to learn about the product?

Several tools are available to help you learn more about the product and train yourself:

- [Online Help](#). You can access the Help by clicking F1 at any time in the application, by clicking the question mark icon that is available in the upper right corner of the Kofax Express application or from the Help tab.
- [Online Tutorial](#). This is a short, narrated video offering a product overview. To view the tutorial, select the Help tab, go to the Help group, and click the Tutorial button. As another option, start your browser and go to <http://www.kofax.com/express/tutorial>.