

PaperStream Capture Pro FAQ's

PaperStream Capture Pro Version 2.5

#	Question	Answer
1	What are the new updates to PaperStream Capture Pro 2.5?	<p>There are several enhancements with PaperStream Capture Pro 2.5 including:</p> <p>Connector updates:</p> <ul style="list-style-type: none"> • Supports SharePoint Online • SFTP and FTPS <p>Improved batch management:</p> <ul style="list-style-type: none"> • Saves and releases batches faster • User can modify and add new scans to released batches • Additional QC level for multi-stations <p>UI Enhancements:</p> <ul style="list-style-type: none"> • Adjustable thumbnail views - adjust the size of thumbnails and the number of thumbnails seen on screen <p>Document / File Management:</p> <ul style="list-style-type: none"> • Longer file name capability – helps with including detail within the file name • Document name duplication notification – never override an existing document again! • File compression ratio control – adjust the size of files based on need • Page separation improvements: <ul style="list-style-type: none"> ○ Duplex blank page separation ○ Separate documents with hot keys
2	What do I need to do to update my software?	Please contact us at fcpsolutions@us.fujitsu.com . We will provide you a link for the updated software.
3	Will I need to uninstall my existing version of PaperStream Capture Pro?	No, there is no need to uninstall. Once you begin downloading the new version it will override your previous version.
4	Will I need to recreate my profiles and other settings?	No, the software update will not affect your current profiles or settings.
5	What happens if I have difficulty updating my software?	If you have problems updating your software, please contact our Technical Assistance Center located in Sunnyvale, CA. They are available Monday-Friday 5am-5pm PST, Saturdays 8am-1pm and can be reached at 800-626-4686.
6	Do I <i>have</i> to update my software?	No, you do not have to update your software, however we recommend you do in order to ensure you are utilizing the most recent enhancements and attaining the most benefit from the software.

PaperStream Capture Pro 2.1

#	Question	Answer
1	What are the new updates to PaperStream Capture Pro 2.1?	<ul style="list-style-type: none">• Windows 10 - PaperStream Capture Pro is now Windows 10 compatible• Scanner Compatibility - Now compatible with Fujitsu's newest production scanners, the fi-7700, fi-7600, fi-7700S as well as the fi-65f• Improved Batch Administrator Views:<ul style="list-style-type: none">○ Through the Batch Manager window, Administrators can see the list of file paths to released files○ The number of characters in Batch folder naming is extended from 15 to 32 for more detailed naming options• Enhanced Display Options<ul style="list-style-type: none">○ Hot Key display options – the Hot Key can be displayed when PaperStream Capture Pro is behind another window or can be hidden○ Additional thumbnail size options and character count○ Modified destination views for easier understanding• Blank Page - Easer Blank Page deletion requiring fewer clicks

PaperStream Capture Pro Version 2.0

#	Question	Answer
1	What are the new updates to PaperStream Capture Pro?	<ul style="list-style-type: none">• Ad Hoc Scanning - Simply right-click on your mouse to scan one-off documents. This allows a quick and easy way for users to scan and save a document with file-type and destination options. No time spent creating profiles for these one-off scans.• Data collection - Detailed data reporting for monitoring performance for scan stations, indexing usage, and batch releases. This enables employees and managers to balance workloads, measure performance, and be pro-active on scanner maintenance.• UI enhancements - All-In-One view includes indexing and index field focus. No need to toggle back and forth between screens. This reduces the number of clicks for single station environments, therefore saving users time and improving efficiency.• OCR performance enhancements - Improved OCR accuracy using PaperStream Capture Pro's character masking and field value metadata. Users can now access settings to improve OCR accuracy.• Additional usability enhancements:<ul style="list-style-type: none">○ PDF import behavior○ Keyboard shortcuts○ Hot key assignment○ Batch release status○ Import behavior

General FAQ

#	Question	Answer
1	Why should I use PaperStream Capture Pro?	PaperStream Capture Pro is a simple, easy to use, front end capture software that efficiently processes documents. By offering seamless, high-quality front-end capture, image enhancement and organized, indexed and extracted data for release, PaperStream Capture Pro optimizes business efficiencies and productivity.
2	What are the capabilities?	PaperStream Capture Pro helps streamline your capture process with features such as document separation, enhanced image processing, data extraction, indexing and validation, along with automated and manual QC. It releases the images and data into a back end connector of choice.
3	What is new about PaperStream Capture Pro compared to PaperStream Capture?	There are several enhancements with PaperStream Capture Pro compared to PaperStream Capture. These include: <ol style="list-style-type: none"> 1. Captures paper batches <u>or</u> import from file 2. Page separation includes Zonal OCR 3. PSIP is applied to images during scanning, during import and after scan 4. Extracts and indexes using more advanced methods including OCR, Key From Image, Database lookup and system data 5. Data QC / Index module is available
4	I already use PaperStream Capture. How can I upgrade to Capture Pro?	Once a customer downloads PaperStream Capture Pro, the software will override any previous version of PaperStream Capture that is on the customer's desktop.
5	Can I try out PaperStream Capture Pro?	Yes. For a free evaluation, please contact a Sales Representative at 888-425-8228.
6	What is a Trial or Evaluation license and how is it different?	You may have registered for a Trial or Evaluation of PaperStream Capture Pro. This means you have up to 200 batches or 30 days to try out the software. Once the Trial expires, your documents will be stamped as "demo". To obtain a fully functioning license, please call a Sales Representative at 888-425-8228.
7	How can I buy PaperStream Capture Pro?	There are a couple of purchasing options. Please contact a Sales Representative at 888-425-8228. Or, PaperStream Capture Pro is available in the Deluxe Bundle package that includes (1) software license, (1) Fujitsu's fi-7160 workgroup scanner, and 1 year of maintenance service. To purchase this bundle, visit Fujitsu's website to see the list of authorized resellers.
8	May I purchase directly?	Yes, the PaperStream Capture Pro software is available to purchase directly. Please contact a Sales Representative at 888-425-8228.

9	May I purchase the software separately from the scanner?	Yes, PaperStream Capture Pro is available to purchase. Please contact a Sales Representative at 888-425-8228.
10	What license types are available?	<p>There are 3 types of licenses:</p> <ol style="list-style-type: none"> 1. Scan License: This is a single license, based on your scanner type, which includes scan, QC, and index capability for 1 work station 2. QC / Index Station License: This is for additional work stations and includes QC and validation capabilities* 3. Import License: This license allows for importing of digital files* <p>*QC and Import licenses require a Scan license as part of their configuration</p>
11	Is there volume license?	PaperStream Capture Pro is not volume based, but to inquire about a site license, please contact a Sales Representative at 888-425-8228.
12	How many stations can I use?	PaperStream Capture Pro is designed for distributed installations. Multiple stations can be configured. A license type is required for each station.
13	Do I need to prepare Server to use multiple stations?	No, you do not.
14	Do I need to buy a maintenance agreement with PaperStream Capture Pro?	All scan license SKUs include a 1 year mandatory maintenance agreement. However, once the year has expired, you will need to purchase additional years.
15	What do I get with a maintenance agreement?	Maintenance Agreements are available in 1, 2 or 3 year contracts and include technical support, software updates and version upgrades.
16	Do I need to update my maintenance agreement every year?	Upon the end of your mandatory 1 year maintenance agreement, you will need to purchase additional years. To inquire about additional year agreements, please contact a Sales Representative at 888-425-8228.
17	What are the system requirements?	<p>Minimum: Core2Duo E6550, 2.33GHz, 2GB memory</p> <p>Recommended: Intel Core i5, 2.5GHz, 4GB memory</p>
18	What OS is supported?	<p>Windows® 7 Professional 32-bit/64-bit</p> <p>Windows® 7 Enterprise 32-bit/64-bit</p> <p>Windows® 7 Ultimate 32-bit/64-bit</p> <p>Windows® 8.1 32-bit/64-bit</p> <p>Windows® 8.1 Pro 32-bit/64-bit</p> <p>Windows® 8.1 Enterprise 32-bit/64-bit</p> <p>Windows Server® 2008 R2 64-bit</p>

		<p>Windows Server® 2012 64-bit</p> <p>Windows Server® 2012 R2 64-bit</p> <p>Windows Server® 2016 64-bit</p> <p>Windows® 10 Home 64-bit / 32-bit</p> <p>Windows® 10 Professional 64-bit /32-bit</p> <p>Windows® 10 Enterprise 64-bit / 32-bit</p> <p>Windows® 10 Education 64-bit / 32-bit</p>
19	What scanners are supported?	<p>PaperStream Capture Pro is bundled with the Fujitsu's fi-7160 scanner. It is compatible with all other Fujitsu fi-series scanners:</p> <ul style="list-style-type: none"> • Workgroup: fi-6110, fi-6130Z, fi-6230Z, fi-7030, fi-7160. fi-7260 and fi-65f • Departmental: fi-5530C2, fi-6140Z, fi-6240Z, fi-7180, fi-7280, fi-7460 and fi-7480 • Low-Volume: fi-7600, fi-7700, fi-7700S, fi-6670, and fi-6770 • Mid-Volume: fi-5950, fi-6400 and fi-6800
20	Does the software work with any brand/type of scanner?	No, PaperStream Capture Pro only works with Fujitsu's fi-series scanners.
21	What back end system is supported?	PaperStream Capture Pro releases to SharePoint® Server to 2007, 2010, 2013 and 2016, SharePoint Online, Office 365, FileSystem, and Other App - launch an external application, FTP, SFTP, FTPS
22	Partner / VAR questions: Can I resell PaperStream Capture Pro?	<p>The software is currently available for resell through the fi-7160 Deluxe Bundle. (Part number CG01000-286401) Check the link below for our list of distributors.</p> <p>http://www.fujitsu.com/us/about/resources/shop/scanners/index.html</p>