

MONEYPEN I AND II WITH MAC OS X

Problem

My MoneyPen is off

Installation problem >

Plug your moneyPen into your Mac, but not onto your keyboard or screen >

Solution

1. Make sure your MoneyPen is correctly plugged into your computer. Be careful not to plug your MoneyPen onto the keyboard or onto the screen, but directly onto your Mac. Verify if another USB peripheral works on your USB plugs.
2. Make sure that the application is correctly installed on your computer and that it's launched. The MoneyPen icon must appear on the dock.
3. Download the latest version of MoneyPen's application on www.quartesoftware.ch and install it.
4. If you possess a MoneyPen I, it could happen that after a system re-installation, some files might be missing. They are not included in the standard MoneyPen setup program and need a separate installation. If your problem is still here after the 3 first steps, please contact us and we will give you these files (see contact Quartesoftware below).



MONEYPEN I AND II WITH MAC OS X

Problem

My MoneyPen is on but doesn't scan

Using rules >

Hold your pen with a 90° angle >

Solution

1. When you encounter a problem like this one, download first of all the latest version of MoneyPen's application on www.quartesoftware.ch and install it.
2. When scanning, please follow these few rules:
Check that MoneyPen's application is running. The icon must appear on the dock.
MoneyPen needs a lot of your computer CPU. You will probably need to quit other running application to make your payments
Hold your pen perpendicularly to the payment slip.
Don't scan too fast, Count about a second to go through the code line, which is in the white rectangle at the bottom of the slip. Keep a steady speed and wait for 10 seconds if the scan fails. Follow this rule with care if you possess a Mac G3 or older.



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Problem

Configuration problem >

Configuration problem >

The code line is the one at the bottom of the slip.
Don't scan the reference number >

Solution

3. MoneyPen's decoder isn't set for MacPay X. To set the decoder for MacPay X, go into MoneyPen's application preferences (*MoneyPen > Preferences...*), click the decoder button and choose MacPay X.

You can check if your MoneyPen is working by trying to scan into Textedit. If your MoneyPen works in Textedit, but doesn't in MacPay X, it's probably a decoder problem.

4. MoneyPen works only with a Swiss keyboard. If you work with a foreign keyboard, you have two possibilities.

Change your keyboard language (*System Preferences > international > input menu*)

Use the scan window in MacPay (shortcut: ⌘-⌥-L). You can put the scan icon into your toolbar by going into Parameters > customize toolbar...



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Problem

Solution

My MoneyPen scans only one slip to ten

1. Do you use your MoneyPen correctly? See using rules above to check
2. When you encounter a problem like this one, please download the latest version of MoneyPen's application on www.quartesoftware.ch and install it..
3. If the installation of the latest version, please contact us (see below)

Contact Quartesoftware

1. If you have any question about the use of MoneyPen or MacPay, please write an email at: support@quartesoftware.ch
2. If you have a problem this troubleshooting form didn't resolve, please send us as much information as possible. The easiest way to get these information is to send us your system profile.
To get this profile, go into the application *folder > Utilities > System information*. In this application, just save and send us the file.



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