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Dear customer!

In this document we try to collect answers for some problems of the Internet-Bank system and tips of browser usage.

What OS and browser does Internet-Bank support?

Internet-Bank works only on personal computers and notebooks with OS Windows XP or 7, supports Internet Explorer, Mozilla Firefox and Google Chrome.

Unexpected error while creating card payment

If you will see the following error in the Internet-Bank system when creating card payment:

uniban	K Internet Bank	<u>बर</u> प्र	Satisfied oustomer service	Hello, Anna <u>Loqout</u> <u>Change password</u>
Home Page Acco				Change your Internet-Bank softinge
Accounts	All accounts > Personal accou	ints •		<u>back</u>
<u>Payments</u> <u>Payment Templates</u>	AZ	AZN	002 (* AZN)	
<u>Deposits</u> <u>Plastic cards</u> Credits	Transfer of money fro	m account to my ca	rd	
<u>Statements</u>	Step 1 2	-3-4		Next 🕨
Current bank day:	Select card for the trans	fer:	(UniBank 17 saylı (Mərkəz) filialı) (5	500.5 •
05-05-2014			1 <u>Prev</u>	Next 👂
CBA rates 05-05-2014 Currency Rate 1.0 CAD 0.7148 AZN	ERROR			

(Unknown error when creating card payment)

Please, write to Unibank's customer support. In your letter don't forget to specify which version of Windows is installed on your computer and what browser (with version) you are using to work with the Internet-Bank.

In the case of the above error please, try to use the Mozilla Firefox browser.

How to determine the version of Windows that is installed on a computer

Check for operating system info in Windows 8.1 or Windows RT 8.1

- Swipe in from the right edge of the screen, tap Settings, and then tap Change PC settings. (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, click Settings, and then click Change PC settings.)
- 2. Tap or click **PC and devices**, and then tap or click **PC info**.

- 3. Look under **Windows** for the version and edition of Windows that your PC is running.
- 4. Look under PC for System type to see if you're running a 32-bit or 64-bit version of Windows.

©	PC and devices	م	F	PC	
			P	C name	HOME-PC
	Lock screen		P	Product ID	HOME-PC
	Direter		P	hocessor	Intel(R) Core(TM)2 Quad CPU Q6600 @ 2.40GHz 2.40 GHz
	Uspay		k	nstalled RAM	4.00 GB (3.48 GB usable)
	Devices		s	lystem type	32-bit operating system, x64-based processor
			P	en and touch	No pen or touch input is available for this display
	Mouse and touchpad				
	Typing		1	Windows	
			E	dition	Windows 8.1
	Corners and edges		A	Activation	Windows is activated
	Power and sleep		Change product key		
	AutoPlay				
	PC info				

Windows 8.1 Update and Windows RT 8.1 Update are updates to Windows 8.1 and Windows RT 8.1 that include new and changed features to help you get the best out of your PC.

To check if you have Windows 8.1 Update or Windows RT 8.1 Update, check your Start screen. If you see a search button next to your account picture in the upper-right corner, you are running Windows 8.1 Update or Windows RT 8.1 Update.

Check for operating system info in Windows 8 or Windows RT

- 1. On the **Start** screen, type **Computer**, press and hold or right-click **Computer**, and then tap or click **Properties**.
- 2. Look under **Windows** edition for the version and edition of Windows that your PC is running.
- 3. Look under **System** for System type to see if you're running a 32-bit or 64-bit version of Windows.

19			System		- 0	×
e	🕘 👻 🕆 🛃 🛛 Control Pa	nel > System and Security > Sy	stem	v č	Search Control Panel	ρ,
	Control Panel Home	View basic information	about your computer			0 ^
	Device Manager	Windows edition				
9	Remote settings	Windows 8 Pro				
-	System protection	© 2012 Microsoft Corporation, All rights reserved.				
	Advanced system settings	Get more features with a new edition of Windows				
		System				
		Rating	System rating is not available			
		Processor: Intel(R) Xeon(R) CPU L5520 @ 2.27GHz 2.27 GHz			Hz	
		Installed memory (RAM):	2.00 GB			
		System type:	64-bit Operating System, x64	-based processor		
	See also	Pen and Touch:	No Pen or Touch Input is ave	ailable for this Display		
	Action Center	Computer name, domain, and	workgroup settings			- 1
	Windows Update	Computer name:	HOME-PC		Change setting	a
	Performance Information and	Full computer name:	HOME-PC			
	10015	Computer description:				~

The Start screen can also help you know the operating system. Here's what it might look in Windows 8 and Windows RT.



Check for operating system info in Windows 7 or Windows Vista

1. Click the **Start** button , enter **Computer** in the search box, right-click **Computer**, and then click **Properties**.

	Documents
	Pictures
	Music
	Games
	Computer
	Control Panel
	Devices and Printers
	Default Programs
All Programs	Help and Support
Search programs and files	Shut down
	AMPOTER

2. Look under **Windows** edition for the version and edition of Windows that your PC is running.



Check for operating system info in Windows XP

Click the **Start** button ⁽¹⁾, click **Run**, type **winver**, and then press **Enter**.

OR

- Click on the Windows Start button.
- You should now see a screen similar to the one below:

Internet Internet Explorer E-mail Outlook Express	My Documents My Recent Documents My Recent Documents My Pictures My Music My Computer
BLEE COMP	Control Panel Set Program Access and Defaults Printers and Faxes Help and Support Search
All Programs 📡	🖅 Run
2	Log Off 🚺 Turn Off Computer
🚑 start	

Please right-click on the My Computer icon as shown in the image above and select Properties.

• The **System Properties** screen should now open that displays the Windows version and whether or not it the operating system is 32-bit or 64-bit. Please note that this screen will only display if the operating system is 64-bit. If it does not specifically state 64-bit, then it is a 32-bit installation of Windows.

System Restore	Automa	atic Updates	Remote
General Compu	uter Name	Hardware	Advance
	S	istem:	
		Microsoft Window	s XP
		Professional	5. G
		Version 2002	
		Service Pack 3	
—	B	egistered to:	
	Co	omputer:	
		Intel(R) Core(TM)2	2 Duo CPU
		E6850 @ 3.00G	Hz
		3.00 GHz, 1.00 GI	B of RAM
		Physical Address I	Extension

The information on the version of Windows that is installed on your computer can be found under the **System** section, which I have indicated with the blue box.

How to check the version of the web browser

Mozilla Firefox

1. Open Mozilla firefox, press "Help", choose "About Firefox" or



 Click on "Help" in the menu bar or press Alt + H. In the drop-down menu, click on 'About Mozilla Firefox' or press A to open the window shown below:



Google Chrome

 Open Google Chrome. In the right upper corner press «Customize and control Google Chrome» button. Choose "About Google Chrome":



2. In the window below you can see what version of Google chrome you are using:

Chrome	About			
History	Google Chrome			
Extensions	A web browser built for speed, simplicity, and security			
Settings	Get help with using Chrome Report an issue			
Help	Version 33.0.1750.146 m			
· · - F	Checking for updates			

Internet Explorer

1. Open Internet Explorer, press "Help", choose "About Internet Explorer" or

In the right upper cornet press "**Tools**" (**Alt + X**):



2. In the window below you can see what version of Internet Explorer you're using.



Internet Explorer's "This page contains both secure and nonsecure items" message



To turn off the warning message, you can:

- 1. Open Internet Explorer.
- 2. From the **Tools** menu, choose **Internet Options**.
- 3. Click the Security tab.
- 4. Click the Internet Web content zone icon.
- 5. Click the **<u>C</u>ustom Level...** button.
- 6. Scroll down to the Miscellaneous section. Look for the Display mixed content setting.
- 7. Set the **Display mixed content** setting to **Enable**.
- 8. Click OK. Click Yes.
- 9. Click OK to close the Internet Options dialog box.
- 10. Close Internet Explorer. Re-open Internet Explorer and test.