

Remote Deposit Capture

Digital Check



Hardware Installation Manual



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Introduction

The *Hardware Installation Manual* provides step-by-step instructions for the installation of all supported scanners. This manual, in conjunction with the Operator Manual included with the scanner, should provide all the instructions necessary for a successful installation.

The Hardware Installation Manual includes:

- Microsoft[®] Internet Explorer[®] configuration common to the installation of all scanners.
- Installation instructions specific to each type of scanner.
- Un-install instructions specific to each type of scanner.

NOTE: Scanner installations are documented using Microsoft[®] Windows[®] 7 Enterprise 32-bit operating system and Internet Explorer 8 unless otherwise noted. Some steps and wording may vary slightly if you have a different operating system.

For any additional questions or concerns not addressed by this document, please contact your first route of Customer Support for assistance.



Installation Guidelines for Scanners System Requirements

In addition to a high-speed Internet connection, the following components are required for working with the EPS application(s).

For Microsoft Windows[®]:

- Windows Vista (except Starter or Home Basic): IE 8 and 9 or Google Chrome
- Windows 7: IE 8, 9, 10, and 11 or Google Chrome
- Windows 8: IE 10 or Google Chrome
- Windows 8.1, update 1: IE 11 or Google Chrome
- Windows 10 Pro
- Windows 10 Enterprise
- .NET Framework 4.0 or higher

The Current version of Chrome and its two previous versions are supported.

Additional Requirements

The table below lists general requirements for a successful scanner installation.

Requirement Type	
RAM	2 Gigabytes or greater.
Updates	All current critical Windows updates.
Processor	2.4 GigaHertz (GHz) or greater.
Hard Drive space	1.5 Gigabytes or greater.
USB Port	Direct USB 2.0 port (hubs, powered or not, are not supported).
USB Cable	A USB 2.0 Hi-speed cable (included with scanner).
Power Cable	Power cable (included with scanner).
Browser	Internet Explorer is the only supported browser.
.NET	.NET 4.0 Framework for Windows 7
Internet Connection	High-speed Internet connection.
UPS	Uninterruptible Power Supply (UPS) is recommended.

NOTE: Not all scanners have been certified for Windows 7 or 64-bit compatibility; verify compatibility before attempting installation.

Required User Privileges and Securities for Installation

Prior to installation, it may be necessary to temporarily disable anti-virus, firewall, or other Internet security software. Users that will be installing scanner drivers must have Administrative rights to that PC.

NOTE: Some PC security settings may change during installation.

In Microsoft Windows Vista and Windows 7, a PC may be running User Account Control (UAC). If a PC has UAC enabled, the system may prompt for additional steps during the installation process. Additionally, if a PC currently has UAC enabled, the user may have to run Internet Explorer as an Administrator to successfully install the software.

NOTE: Users should only have one type of scanner installed at a time.



Scanner Information

Items Included with the Scanner

Selected scanners include replacement parts and extra extenders. Store these and the box in a safe place. The box and packaging should be kept for warranty purposes. Always keep the Operator's Manual for reference. For the Unisys[®] SmartSource[®] Micro Series scanner, you will need to retain the calibration sheets for installation and to re-calibrate the scanner when needed.

Setting up a Scanner for Installation

- 1. Remove the scanner and its components from the box and inspect the contents to ensure no items are missing.
- 2. Place the scanner on a flat surface within 1¹/₂ to 6 feet of a PC, preferably not in close proximity to monitors, speakers, or other electronic devices.
 - The scanner should be at least 1½ feet away from other electronic devices but close enough to an electrical outlet.
 - The scanner should not be in direct sunlight.
 - The scanner should be in a place that is convenient to place documents into it with ease.
- 3. Connect the power cable to the scanner and wall outlet.
- 4. Connect the USB cord to the back of the PC. At this time, do not connect the other end of the USB cord to the scanner, but instead place it near the back of the scanner.
- **5.** If you are installing the SmartSource Micro Series scanner, retain the calibration sheets for installation and as-needed re-calibration.
 - a. (Optional) For the RDM, Epson CaptureOne, and Digital Check CX30 scanners, open the small box of the franking ink roller and follow the installation instructions.
 - b. (Optional) For the VisionX, TellerScan series, and SmartSource Professional series scanners, open the small box of the ink cartridge and follow the installation instructions if the ink cartridge is for the endorser.



Recommended Configuration for Internet Explorer

1. Open Internet Explorer, and from the top navigational menu, select **Tools** | Internet **Options**.



FIGURE 1 - INTERNET OPTIONS

2. The Internet Options window appears. From the tabs at the top of the window, select General.



FIGURE 2 - GENERAL TAB UNDER INTERNET OPTIONS

3. Under the section **Browsing history**, select the **Settings** option.

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					1000

Seneral	Security	Privacy	Content	Connections	Programs	Advanced
Home p	page	2001120	10000000	a	a ta constant	
	Toue	ate home	page tabs,	type each add	dress on its o	own line.
	https	s://j atod	lay.jackher	nry.com/		~
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-		our ce	ancine)	obe deroute		UNIT
Browsi	ng history	5. 	101607 1120003		0.12	
01	D-1-1-	tomporar	w files hist	ory, cookies s	aved nassw	ords
	Delete	temporar	y mes, man		area passi	or as,
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Search	Delete and we	eb form in lete brows	formation.	on exit Delete	Set	tings
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Search	Delete and we Del	eb form in lete brows	defaults,	on exit Delete	Set	tings
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Search Tabs - Appea	Chang Chang Chang	e search o	defaults,	on exit Delete	Set	tings tings
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FIGURE 3 - SETTINGS OPTION

4. The Temporary Internet Files and History Settings window appears. Under the Check for newer versions of stored pages section, select the check box next to Every time I visit the webpage. Select OK at the bottom to continue.

Temporary Internet Files	
Internet Explorer stores copies of webpage for faster viewing later.	es, images, and media
Check for newer versions of stored pages:	
Every time I visit the webpage	
Every time I start Internet Explorer	
Automatically	
O Never	
Disk space to use (8-1024MB) (Recommended: 50-250MB)	50
· · ·	
Current location:	
Current locatio \: C:\Users\cjimene\\AppData\Local\Microsoft Internet Files\	:\Windows\Temporary
Current location: C:\Users\cjimene\VappData\Local\Wicrosoft Internet Files\ Move folder \View objects	Windows\Temporary
Current location: C: Users \cjimene \AppData \Local\Microsoft Internet Files \ Move folder \ View objects	Windows\Temporary
Current location: C: \Users \cjimene \AppData \Local \Microsoft Internet Files \ Move folder \View objects listory	Windows \Temporary
Current location: C: \Users \cjimene'i \AppData \Local \Microsoft Internet Files \ Move folder View objects listory Specify how many days Internet Explorer : of websites you have visited.	Windows\Temporary View files
Current location: C: Users \cimene \AppData \Local \Microsoft Internet Files \ Move folder View objects istory Specify how many days Internet Explorer : of websites you have visited. Days to keep pages in history :	Windows\Temporar

FIGURE 4 - SETTINGS FOR NEWER VERSIONS OF STORED PAGES

5. From the tabs at the top of the Internet Options window, select Security.





FIGURE 5 - SECURITY TAB UNDER INTERNET OPTIONS

6. Select the Trusted Sites icon to activate the Sites option. Select Sites.

eneral	Security	Privacy C	ontent	Connecto	ns Pro	ograms	Advance
Select	a zone to	view or chang	e security	settings			
(1	6		
Int	ernet	ocalintranet	Trustee	l sites	Restric	ted	
	Truste	d sites	100	-	sites		
~	This zon trust no your file You hav	e contains we t to damage y s. re websites in	this zone	at you outer or		Site	19
Secu	rity level fo	or this zone					
	Cus C -	tom uston setting To drange the To use the re	s. e settings commende	, dick Cus ed setting	tom lev is, dick	el. Default	level.
	Enable P	rotected Mode	e (require	s restartin	ng Inter	net Exp	lorer)
			F	teset all z	ones to	default	level
					a admini		,

FIGURE 6 - SITES OPTION UNDER TRUSTED SITES CATEGORY

7. The **Trusted sites** window appears. In the **Add this website to the zone** field, enter the URL: <u>https://ssl.selectpayment.com.</u> and select the **Add** option.



You can add and remove webs this zone will use the zone's se	sites from this zone. All website curity settings.
Add this website to the zone:	
https://selectpayment.com	Add
Websites:	
	Remove
	-
Require server verification (https:)	for all sites in this zone

FIGURE 7 - ADDING A TRUSTED SITE

- 8. Select Close at the bottom of the Trusted sites window.
- 9. From the Internet Options window with the Trusted sites icon selected, select Custom level.



FIGURE 8 - CUSTOM LEVEL OPTION UNDER TRUSTED SITES

- **10.** A list of security settings appears. Select the settings detailed below.
 - a. Under the heading ActiveX controls and plugins, the following three options should all be set to **Disable**:
 - i. Display video and animation on a webpage that does not use external media player.
 - ii. Download unsigned ActiveX controls.



- iii. Initialize and script ActiveX controls not marked safe for scripting.
- b. The rest of the options under this heading should be set to **Prompt** (the preferred setting) or **Enabled**.

ActiveX controls and plug-ins Allow previously unused ActiveX controls to ru Disable Enable Disable Prompt Automatic prompting for ActiveX controls Disable Enable Binary and script behaviors Administrator approved Disable	un without prom
Enable Dicolay video and animation on a webnade the III	et doer not ure
Takes effect after you restart Internet Explorer	
eset custom settings	
eset to: Medium (default)	Reset

FIGURE 9 - ACTIVEX CONTROLS AND PLUGINS SETTINGS

c. Under the **Scripting** heading, set **Active scripting** and **Scripting of Java applets** to **Enable**.

ettings			
	Prompt		
S Sa	ripting		
寄	Active scripting		-
	O Disable		
	Enable		
	O Prompt		
\$	Allow Programmatic clipboard	d access	
	O Disable		
	Enable		
	O Prompt		
2	Allow status bar updates via	script	
	O Disable		
100	Enable		
3	Allow websites to prompt for	Information using scri	oted wind(
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•	III		•
*Takes	effe <mark>ct a</mark> fter you resta <mark>r</mark> t Interr	net Explorer	
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FIGURE 10 - SCRIPTING SETTINGS



- **11.** Select **OK** at the bottom of the window.
- 12. From the Internet Options window, select the Privacy tab.



FIGURE 11 - PRIVACY TAB

- **13.** Under the **Pop-up Blocker** section, if the **Turn on Pop-up Blocker** option is checked, continue with this step. If it is unchecked, proceed to the next step.
 - a. Select the **Settings** option.

General	Security	Privacy	Content	Connections	Programs	Advanced
Setting	s —					
9	Select	a setting	for the Inte	ernet zone.		
- F	Med	ium				
	- Bli priv - Bli - Be - Re can Sites Blocker -	ocks third- acy policy ocks third- used to co estricts fir be used to Im	party cook party cook intact you st-party co to contact y port	ies that do not ies that save ir without your e: okies that save you without yo Advanced	have a com formation ti xplicit conse information ur implicit co De	pact hat can nt o that nsent fault
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InPriva	te	n on Fob.				
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() 5	ome <u>settin</u>	i <u>gs</u> are ma	inaged by	your system ad	lministrator,	
			r			

FIGURE 12 - SETTINGS OPTION FOR POP-UP BLOCKER

b. In the **Address of website to allow** field, enter the URL: <u>https://ssl.selectpayment.com.</u> and select **Add**.

xceptions	
Pop-ups are currently blocked. You can allow websites by adding the site to the list below.	v pop-ups from specific
Address of website to allow: ssl selectpayment com	Add
	Add
Allowed sites:	10. TP
jha.csod.com	Remove
ssl.selectpayment.com	Bemove all
lotifications and blocking level:	
V Play a sound when a pop-up is blocked	
Show Information Bar when a pop-up is blocked.	
Blocking level:	

FIGURE 13 - ADDING AN ALLOWED WEBSITE UNDER POP-UP BLOCKER SETTINGS

c. Select Close to return to the Internet Options window.

14. From the Internet Options window, select the Advanced tab.

					-	
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FIGURE 14 - ADVANCED TAB UNDER INTERNET OPTIONS

15. Scroll through the settings to the **Security** section and make sure the check box next to **Do not save encrypted pages to disk** is *not checked*.

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	Security	Privacy	Content	Connections	Programs	Advance
Setting	s —	1		· · · · · · · · ·	100000000000000000000000000000000000000	
	Security Allow Allow Ched Ched Ched Ched Ched Ched Ched Ched	active con active con software 1 c for publis c for signat t save end y Tempora e DOM Sto e Integrat e memory e native XI e SmartSo	tent from tent to run or in her's certif r certificat tures on do rypted par y Internet rage ad Window protection vILHTTP su <u>een Filter</u>	CDs to run on 1 in files on My stall even if thi- licate revocatio e revocation* ownloaded prog ges to disk : Files folder wh is Authenticatio to help mitigat pport	My Computer Computer* e signature i n grams ren browser n* e online atta	r* s inv: is dc edds*
*Tal	es effect	after you	restart Int	ernet Explorer		
				Restore	advanced s	ettings
		morer set	tings			

Bank Financial

FIGURE 15 - SECURITY SETTING OPTION SET TO UNCHECKED

16. Also under the Security section, select the check boxes next to Use SSL 2.0 and Use SSL 3.0.



FIGURE 16 - ADDITIONAL ADVANCED SECURITY SETTINGS

17. From the bottom of the Internet Options window, select Apply.

General	Security	Privacy	Content	Connections	Programs	Advance
Setting	s					
	V Enable V Enable V Enable V Enable V Use S V Use T Use T Use T Use T Warn Warn Warn	E Integrat e memory e native X e SmartSc SL 2.0 SL 3.0 LS 1.0 LS 1.1 LS 1.2 about cer if changin if POST su	ed Window protection MLHTTP su reen Filter tificate add g between ubmittal is r	is Authenticatio to help mitigat pport dress mismatch secure and no edirected to a	on* e online atta * t secure mo zone tha du	de =
						+
*Tal Reset I Rese cond	kes effect Internet Ex ets Interne lition.	after you plorer set t Explorer	restart Int tings 's settings	ernet Explorer Restore to their default	advanced Res	ettings

FIGURE 17 - APPLYING ADVANCED SETTINGS

18. Select OK to finish.

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Seneral	Security	Privacy	Content	Connections	Programs	Advance
Setting	s					
	Image: Construction of the second	E DOM Sto Integrab e memory e native XI e SmartScr SL 2.0 SL 3.0 LS 1.0 LS 1.1 LS 1.2 about ceri if changing if POST su	rage ed Windov protection VLHTTP su reen Filter tificate add g between bmittal is i	vs Authentication to help mitigat pport dress mismatch secure and no redirected to a	on* e online atta * vt secure mo zone that de	Addes E Does n
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			1	Restore	advanced s	ettings
Reset I Rese conc	internet Ex ets Interne lition. should only	plorer set t Explorer' v use this i	tings s settings f your bro	o their default vser is in an un	t Res nusable state	et

FIGURE 18 - OK OPTION TO FINISH APPLYING SETTINGS



Compatibility Mode (IE 8 Only)

There are three ways to view a website in compatibility mode with Internet Explorer 8.

• **Option 1**: Open Internet Explorer, and go to <u>https://ssl.selectpayment.com</u>. From the browser menu, select **Tools** | **Compatibility View**.



FIGURE 19 - TOOLS OPTION FOR COMPATIBILITY VIEW

• **Option 2**: Select the ripped paper icon to the right of the address bar.



FIGURE 20 - COMPATIBILITY MODE ICON

• Option 3: Navigate to <u>https://ssl.selectpayment.com</u>, and select **Tools** | **Compatibility** View Settings. In the Add this website field, enter <u>https://ssl.selectpayment.com</u>, and select Add.



FIGURE 21 - ADDING A WEBSITE TO THE COMPATIBILITY SETTINGS



Remote Deposit Capture Scanners

Installing the Digital Check Scanners for Remote Deposit

Use the following instructions to install the drivers for the Digital Check TS215, TS230, TS240, and CX30 scanners when using them with Remote Deposit Capture.

Do **not** plug the USB cable into the scanner until the installation is complete. Please verify that Internet Explorer has been updated to the recommended settings. See the "Recommended Configuration for Internet Explorer" section of this document for more information

1. Log in to Remote Deposit Capture as the PC administrator, and select the **Transactions** tab from the top of the page.

NOTE: This process may require the IT department to disable anti-virus and/or firewall. For continued accuracy and dependability, adhere closely to all maintenance and service requirements described in the materials received with the scanner.

- 3. From the left navigational bar, select **Remote Deposit with Digital Check**.
- 4. Click Start the Installation.
- 5. The ActiveX installation will begin. This may appear as an information bar at the top of the screen, which states: This Website wants to install the following add-on: 'RDC_x86x64_VisionX' from 'JACK HENRY & ASSOCIATES, INC.'. If you trust the website and the add-on and want to install it, click here...
- 6. Select the information bar and click Install This Add-on for All Users on This Computer.
- 7. Wait for the screen to load and another option will appear. This option may appear as a security warning pop up, which states: *Do you want to install this software? Name: RDC x86x64 Tellerscan*
- 8. Select Install.
- An InstallShield Wizard appears for the install of Profit Stars RDC DCC Tellerscan 230, 240, CX30. Select Next to continue.
- **10.** Ensure that all users who will be working with this computer are selected on the **Customer Information** screen. Select **Next**.
- 11. Select Install.
- 12. An InstallShield Wizard appears for the installation of TellerScan 32-bit and 64-bit Combined Driver v4.0. Select Next to continue.
- 13. Click OK.
- 14. Select Finish.
- 15. A pop-up appears prompting you to restart your browser session. Select OK to continue.



- **16.** If Internet Explorer does not automatically restart, log out of the website, and close the Internet Explorer browser.
- 17. Plug-in all cables and turn on the scanner.
- **18.** Log in to Remote Deposit Capture, and select the **Transactions** tab from the top of the page.
- **19.** From the left navigational bar, select **Remote Deposit with Digital Check**. The scanner will initialize, and the application will navigate to the **Open Deposits** page. The installation is complete.

Verifying the Installation of the Digital Check Scanner

Use the following instructions to verify the Digital Check scanner installation was successful.

- 1. The Digital Check scanner will display in the **Device Manager** under **Universal Serial Bus Controllers** as **Tellerscan**.
- 2. The installation will display in Programs and Features in the Control Panel as Profit Stars RDC DCC TellerScan 230, 240, CX30 and TellerScan 32-bit and 64-bit Combined Driver v4.0.

Uninstalling the Digital Check Drivers

Use the following instructions to uninstall the Digital Check scanner drivers and software from the PC.

NOTE: If ActiveX permissions are set to **Enable**, prompts described in this document may not appear. Certain sections will install automatically, instead

- 1. Right-click My Computer and choose Manage.
- 2. Select Device Manager.
- **3.** Select the \triangleright sign next to **Universal Serial Bus Controllers**.
- 4. Right-click TellerScan and choose uninstall.
- 5. Select the check box that states **Delete the driver software for this device**.
- 6. Select OK.
- 7. Disconnect the scanner.
- 8. Close the Device Manager.
- 9. Select Start.
- 10. Select Control Panel | Programs and Features.
- 11. Select TellerScan 32-bit and 64-bit Combined Driver v4.0.
- 12. Select Uninstall.
- 13. If prompted with Are you sure you want to uninstall, select Yes.
- 14. Select Profit Stars RDC DCC TellerScan 230, 240, CX30.
- 15. Select Uninstall.
- **16.** Select **Yes** to confirm the uninstallation.