

Burke & Herbert Bank

Remote Deposit Capture Scanner Installation Instructions

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Introduction

The *Scanner Installation for Remote Deposit Complete (RDC)* is provided to assist users with installing EPS Device Control and any scanner(s) necessary. Prior to beginning the installation, you should have received a Login information that contains the following information:

- The application URL where you will use the provided Administrator login credentials (see figure)

User Name: admin
Temporary Password: <i>(see email)</i> Note: <i>The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.</i>
Company: Test 549086

FIGURE 1 – SAMPLE INFORMATION FROM LOGIN LETTER

NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution’s Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

- Your Merchant ID and scanner model/serial number
- Instructions for any EPS Education training you wish to schedule

NOTE: EPS Support is not available for training in the use of the application.

In addition to the Login Letter, your financial institution can provide you the *Remote Deposit Scan Handbook*, a guide to assist you in using the application once it has been installed.

System Requirements

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft® Windows® or macOS® on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

NOTE: The application does not support Apple® Boot Camp® or any virtualization software. For installation on a Mac® computer, refer to the *Scanner Installation Quick Start for RDC & RDS on Mac*. If installing a Panini ml:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

For an optimal experience, we recommend a high-speed internet connection (above 25 Mbps). Additionally, the following elements are required in order to use the application:

- Local administrative rights
- Local user profile
- USB port 2.0 or higher
- .NET® Framework 4.8 or higher

Remote Deposit Complete™/Remote Deposit Scan™ Compatible Hardware Matrix



		Single Feed	Batch Feed	Print Option	Factory Warranty	Windows 10 with Microsoft Edge or Google Chrome	Windows 11 with Microsoft Edge or Google Chrome	macOS [*] Sonoma / Ventura / Monterey with Google Chrome	Remote Deposit Scan™	Remote Deposit Complete™	Swipe Card
	TellerScan® TS240 Series	no	yes	rear inkjet	1 year	yes	yes	yes	yes *	yes	no
	CheXpress® CX30	yes	no	front franking	1 year	yes	yes	yes	yes	yes	no
	CheXpress CX30	yes	no	rear inkjet	1 year	yes	yes	yes	yes *	yes	no
	<i>TellerScan TS230 Series</i>	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	SmartSource® Professional	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	SmartSource Professional Elite	no	yes	n/a	1 year	yes	yes	no	yes	yes	no
	SmartSource Micro Elite	yes	no	n/a	2 year	yes	yes	no	yes	yes	no
	<i>SmartSource Merchant Elite</i>	no	yes	n/a	2 year	yes	yes	no	yes	yes	no
	<i>SmartSource MicroEx</i>	yes	no	n/a	1 year	no	no	no	yes	yes	no
	<i>SmartSource Value</i>	yes	no	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	CaptureOne (TM-S1000) Series	yes	yes	front franking	2 year	yes	yes	no	yes	yes	no
	Vision X™ Series	yes	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	Vision 1	yes	no	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	EverneXt (RNDIS)	yes	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	ml:Deal (RNDIS) [2nd Gen]**	yes	no	front franking	1 year	yes	yes	no	yes	yes	no
	<i>l:Deal</i>	yes	no	front franking	1 year	yes	yes	no	yes	yes	no
	<i>wt:Deal</i>	yes	yes	front franking	6 month	yes	yes	no	yes	yes	no
	<i>MyVision X™ Series</i>	yes	yes	rear inkjet	6 month	yes	yes	no	yes *	yes	no
	imageFORMULA CR-L1	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	imageFORMULA CR-120	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	imageFORMULA CR-150	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	imageFORMULA CR-190i II	no	yes	rear inkjet	1 year	yes	yes	no	yes *	yes	no
	EC7000i Series	yes	no	front franking	2 year	yes	yes	no	yes	yes	no
	EC7500i Series	yes	no	front franking	2 year	yes	yes	no	yes	yes	yes
	Dynamag	n/a	n/a	n/a	none	yes	yes	no	no	no	yes
	MagneSafe Mini	n/a	n/a	n/a	none	yes	yes	no	no	no	yes

Note: In the table above, italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

* Print option not compatible with application

** 2nd generation models are denoted by serial number I3XXXXXX

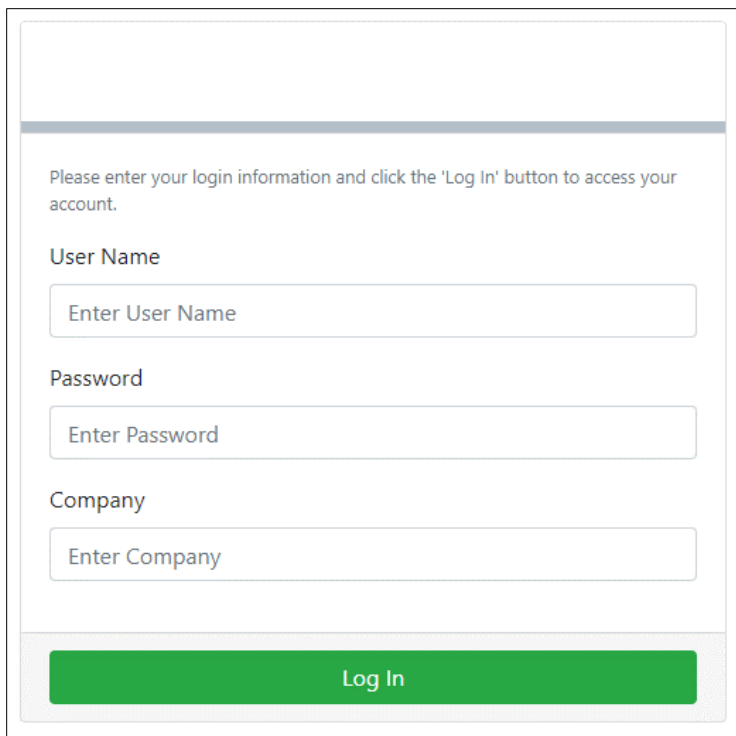
Installing Device Control (Windows)

If you are accessing Remote Deposit Complete for the first time, you will need to install EPS Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

We recommend that you maximize your browser window to best reflect the screenshots included in this document.

Reminder: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

1. Navigate to SmartPay Business and complete the **User Name, Password, and Company** fields pictured in the image below.



The image shows a login form with the following elements:

- A header bar with a blue gradient.
- Instructional text: "Please enter your login information and click the 'Log In' button to access your account."
- Three input fields, each with a label and a placeholder:
 - User Name**: Placeholder "Enter User Name"
 - Password**: Placeholder "Enter Password"
 - Company**: Placeholder "Enter Company"
- A green "Log In" button at the bottom.

FIGURE 2 - LOGIN

2. Click **Log In**.

NOTE: If this is your first time logging in to the application, you will be prompted to update your password. A password must be between 8-15

characters, contain at least one uppercase letter, one lowercase letter, and one number.

- 3. Select **Transactions** from the navigation pane.

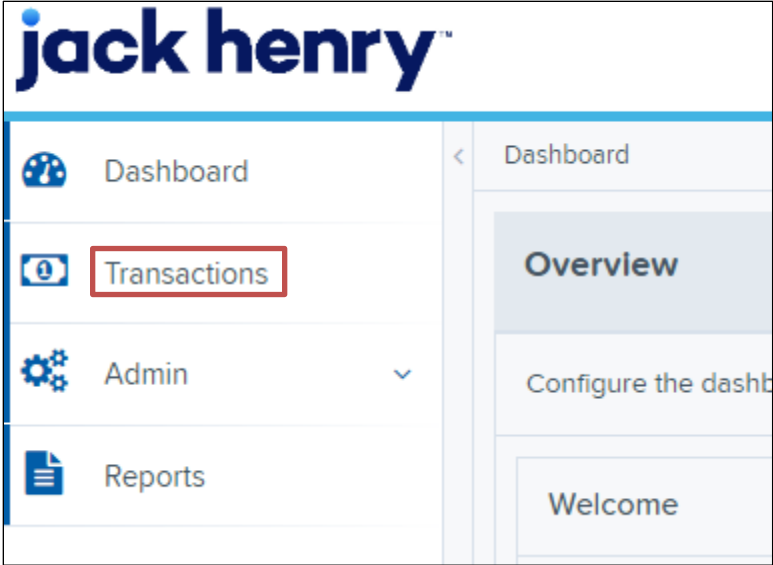


FIGURE 3 – TRANSACTIONS OPTION

- 4. Under *Check Processing*, choose either **Remote Deposit Scan** or **Remote Deposit Complete**.

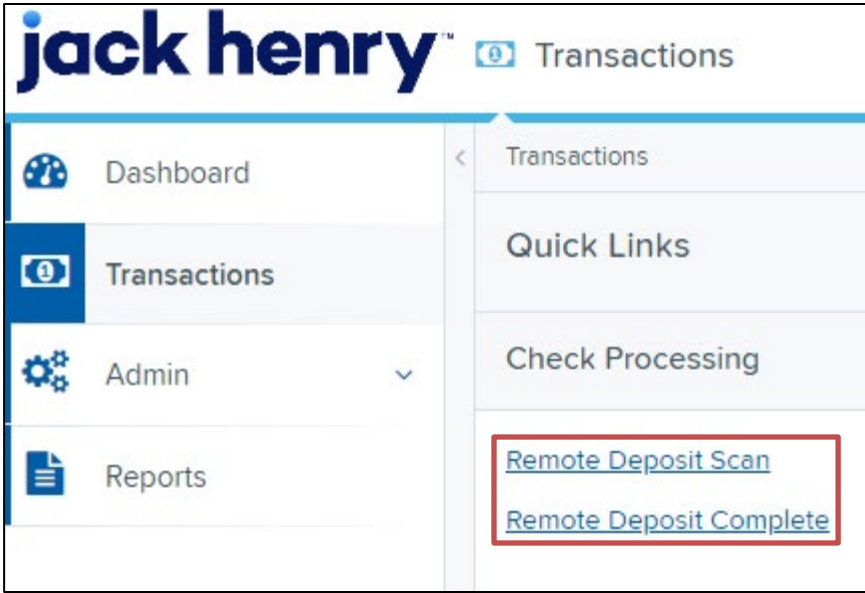


FIGURE 4 – CHECK PROCESSING OPTIONS

5. If choosing Remote Deposit Complete, the *Open Deposits* page appears. Select **Create New Deposit**, as shown below.

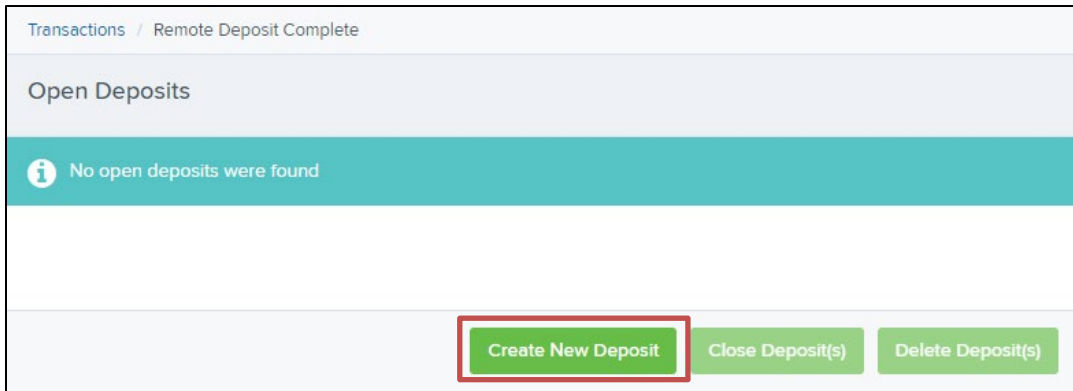


FIGURE 5 – CREATE NEW DEPOSIT

6. The *Scanner Interface Help* window appears, prompting you to download Device Control. Click **Download Device Control** to continue.

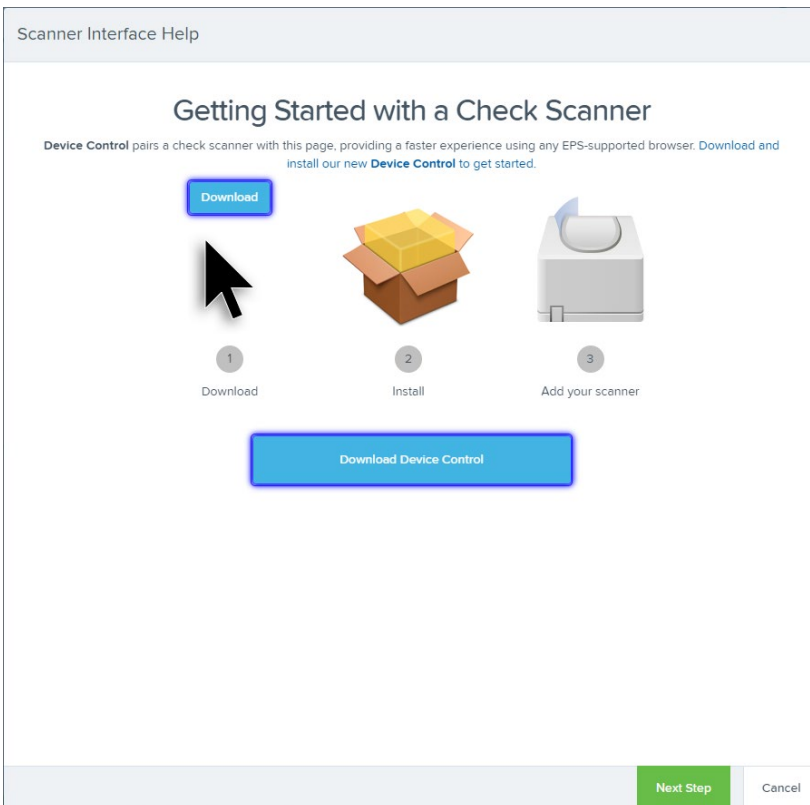


FIGURE 6 – DOWNLOAD DEVICE CONTROL

7. After downloading Device Control, the *Scanner Interface Help* window instructs you to start the installation. Click **Next Step**.

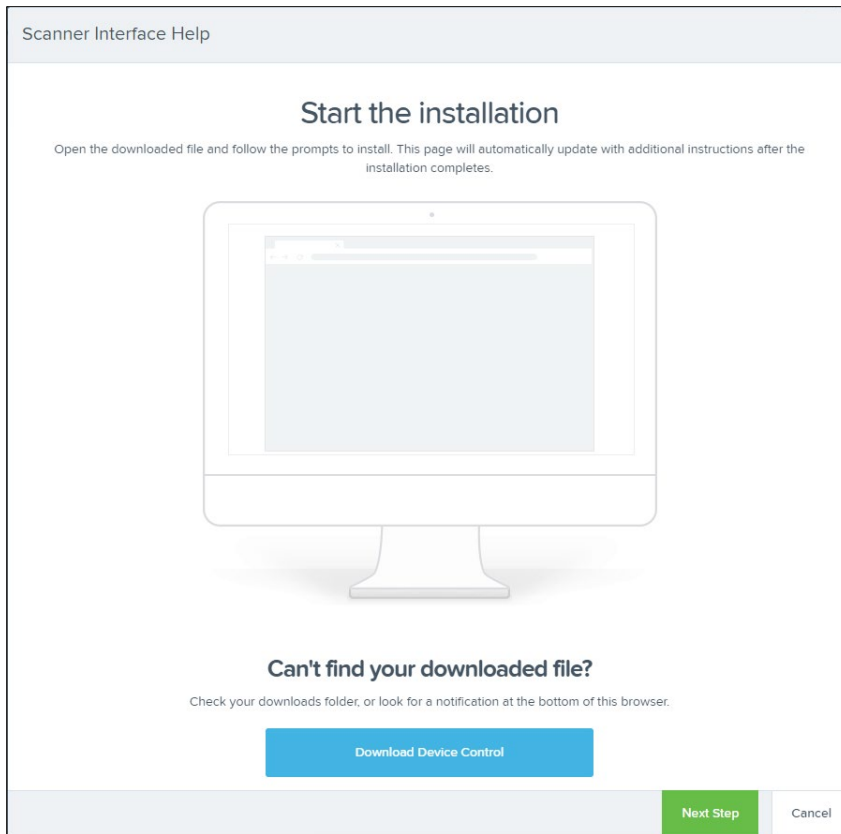


FIGURE 7 – START THE INSTALLATION

8. Depending on your web browser, you will see one of the following downloads to click:

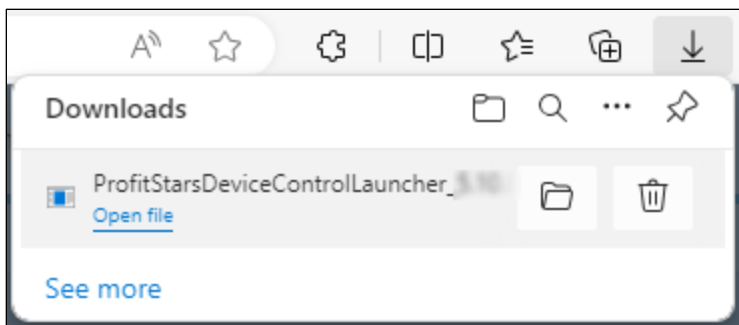


FIGURE 8 – MICROSOFT EDGE®

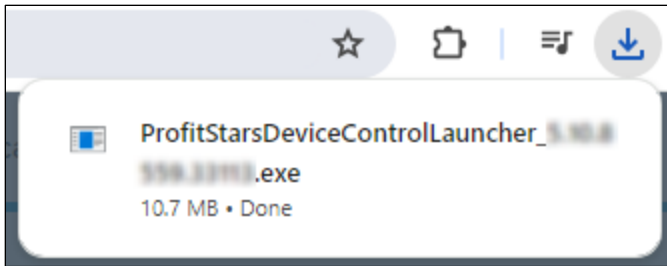


FIGURE 9 – GOOGLE CHROME™

9. The system will prompt you to install EPS Device Control. Select **Install** to continue. This may take several minutes.

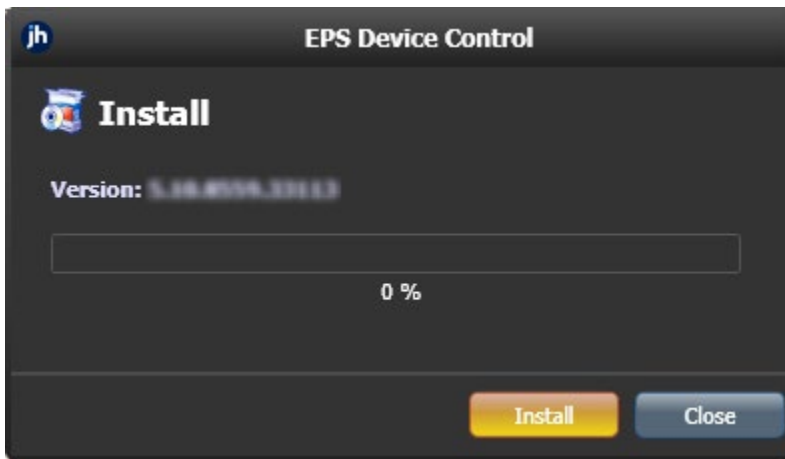


FIGURE 10 – PROMPT TO INSTALL DEVICE CONTROL

10. A prompt may appear stating that a user with Administrator rights will be required to complete the installation. Select **OK** to continue.

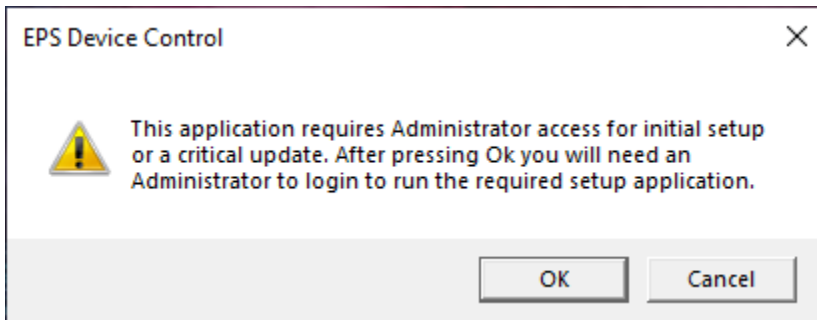


FIGURE 11 – ADMINISTRATOR ACCESS PROMPT

11. A *User Account Control* prompt may appear, asking permission for the application to make additional changes. Select **Yes** to continue.

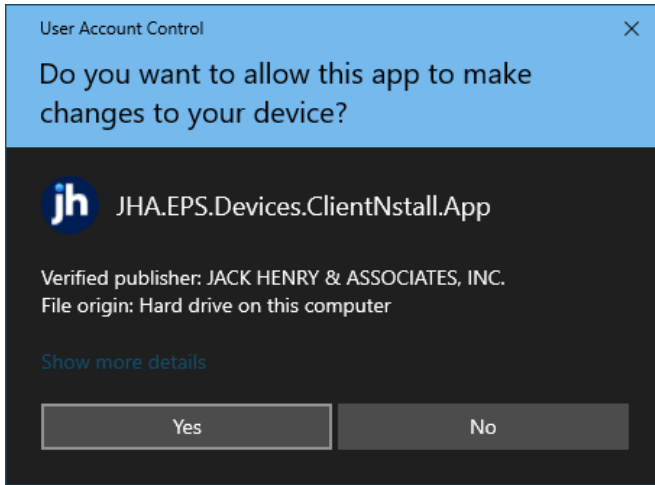


FIGURE 12 – USER ACCOUNT CONTROL PROMPT

12. Following the installation of Device Control, the *Scanner Interface Help* window should automatically prompt you to add a scanner.

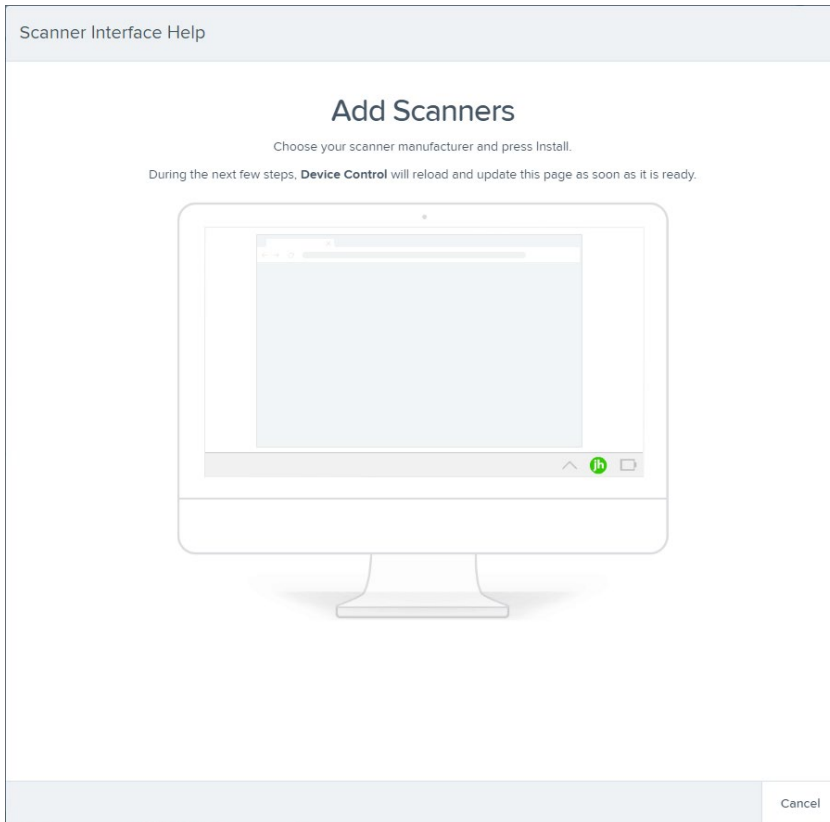


FIGURE 13 – ADD SCANNERS

Installing Your Check Scanner (Windows)

1. Once Device Control is installed, the *Choose a Device Manufacturer* window should appear. Select the manufacturer of the scanner you intend to use. You may also opt to select a particular model.



FIGURE 14 – CHOOSE A DEVICE MANUFACTURER

2. If the selected scanner model has not yet been installed, the system will display an indicator, **Not Installed!** Click **Install** to proceed.

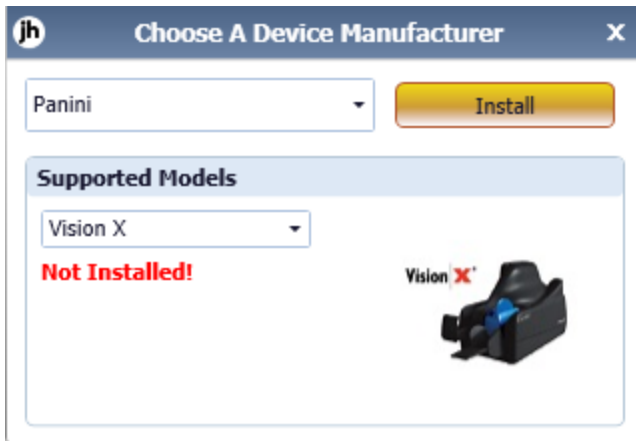


FIGURE 15 – SELECTED DEVICE NOT INSTALLED

NOTE: The screenshots included as an example pertain to a Panini Vision X. Your scanner model may differ. Select the manufacturer of the scanner you intend to use. You may also opt to select a particular model.

3. The *Add/Remove Devices* window appears. Select the manufacturer of the scanner you intend to use, then click **Install**.



FIGURE 16 – ADD/REMOVE DEVICES

4. The *Install Wizard* appears. Disconnect the scanner's USB or power cable and exit all other applications. Click **Next** to continue.

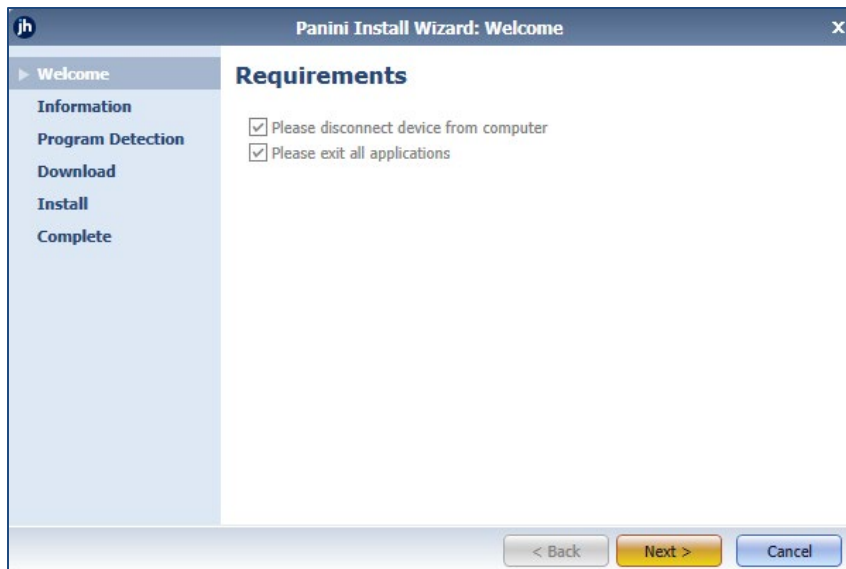


FIGURE 17 – INSTALL WIZARD

5. The *Install Wizard* displays the *Installer Information*. Click **Next** to continue.

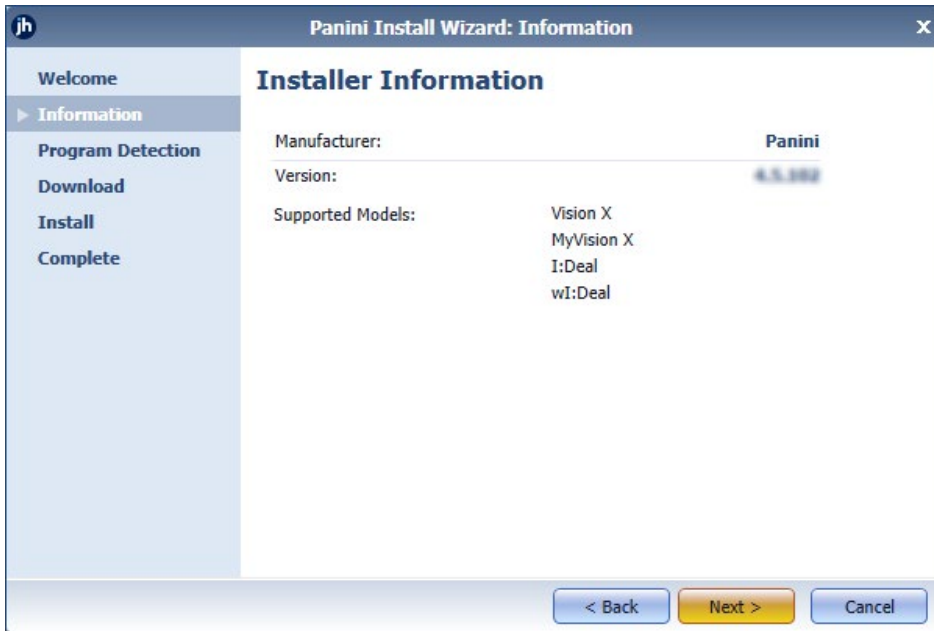


FIGURE 18 – INSTALLER INFORMATION

6. Should Device Control detect potentially conflicting drivers or other scanning components, an opportunity will be presented to uninstall the existing software before continuing to the driver download. Once completed, **Refresh** the list, then click **Next**. Otherwise, proceed directly to step 7.

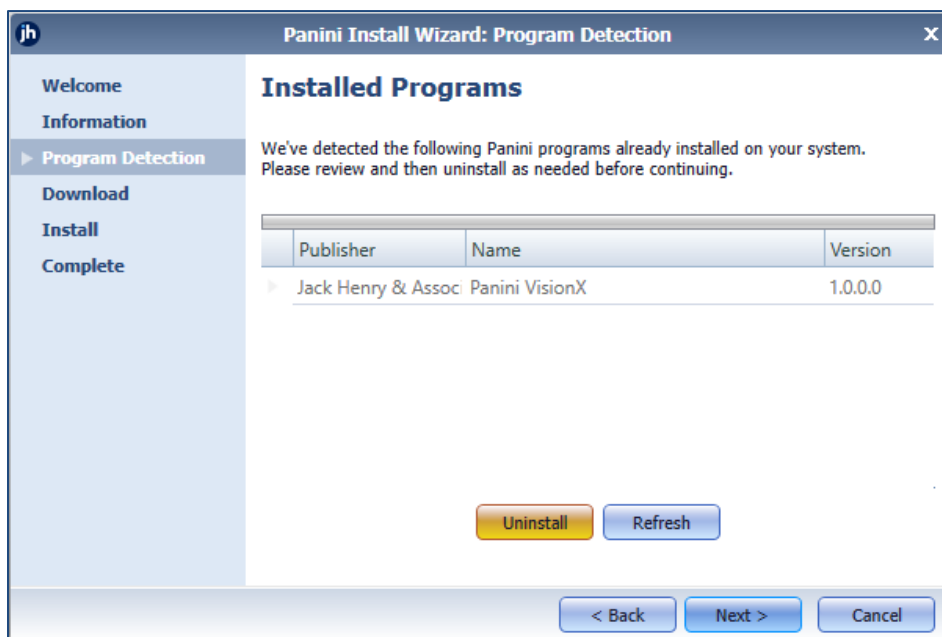


FIGURE 19 – PROGRAM DETECTION

The *Install Wizard* then downloads the scanner driver.

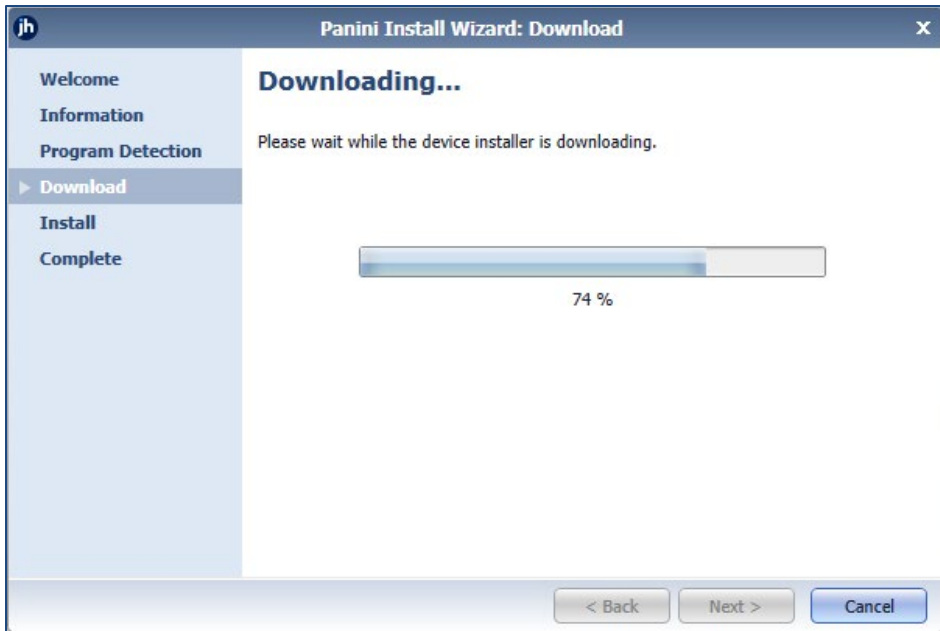


FIGURE 20 – DRIVER DOWNLOAD

7. Once the driver has been downloaded, the *Install Wizard* displays the *Install Ready* prompt. Click **Next** to begin the installation.

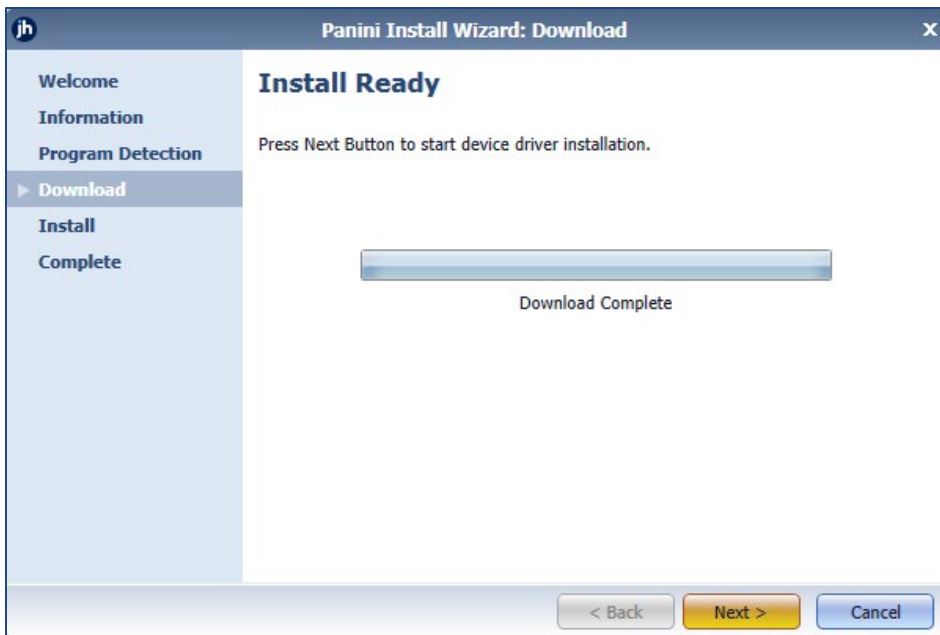


FIGURE 21 – INSTALL READY

- Once the installation has completed, the *Install Wizard* displays the *Install Done* prompt. Click **Next** to continue.

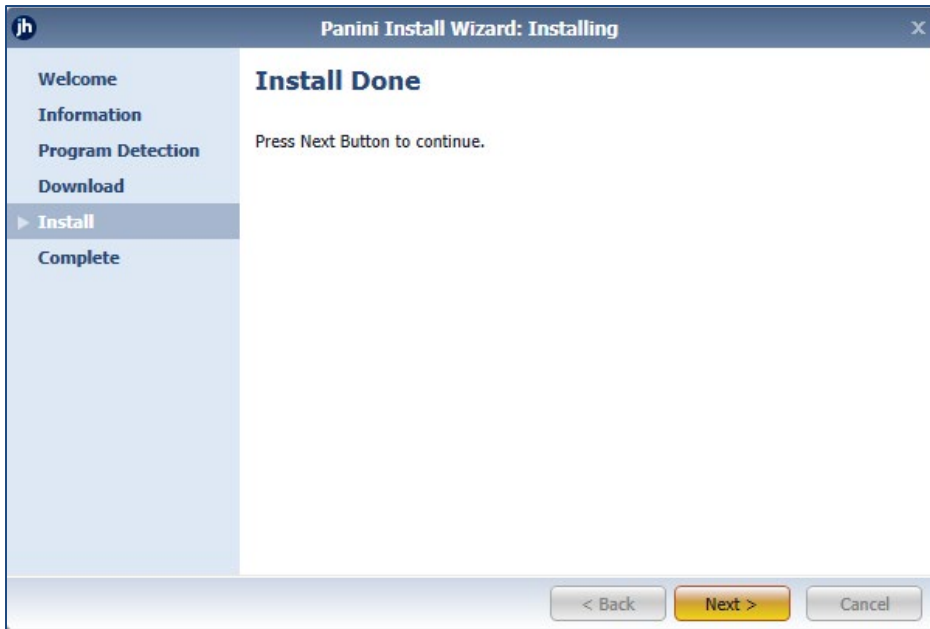


FIGURE 22 – INSTALL DONE

- With the scanner driver now installed, connect the scanner to your computer, and then click **Finish**.

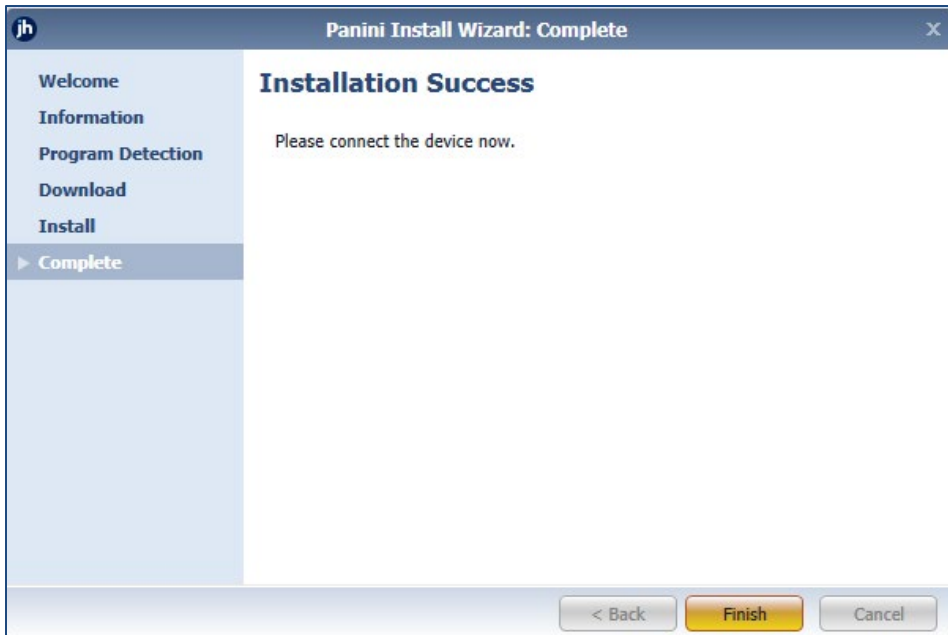


FIGURE 23 – INSTALLATION COMPLETE

10. You may now close the *Add/Remove Devices* window and begin scanning. For instructions on creating and managing deposits, please refer to the **Remote Deposit Complete** or **Remote Deposit Scan Handbook**.

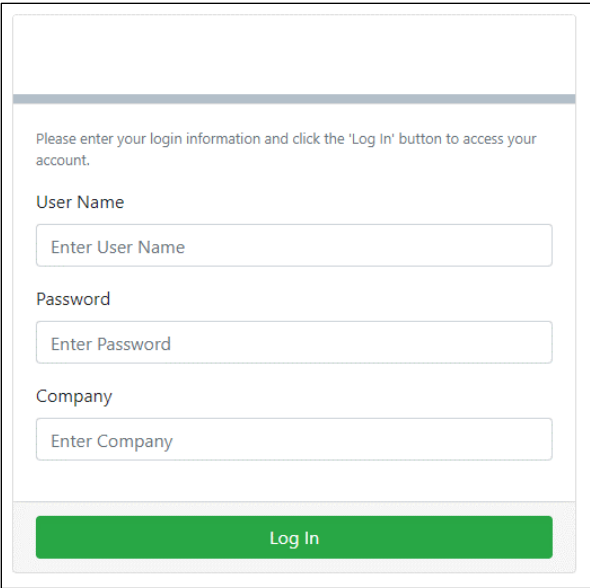
Installing Device Control (Mac)

If you are accessing Remote Deposit Complete or Remote Deposit Scan for the first time, you will need to install EPS Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

We recommend maximizing your browser window to best reflect the screenshots included in this document.

NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution’s Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

1. Navigate to SmartPay Business and complete the **User Name**, **Password**, and **Company** fields as shown in the image below.



The image shows a login form with the following elements:

- A header area with the text: "Please enter your login information and click the 'Log In' button to access your account."
- A "User Name" label above a text input field containing the placeholder "Enter User Name".
- A "Password" label above a text input field containing the placeholder "Enter Password".
- A "Company" label above a text input field containing the placeholder "Enter Company".
- A green "Log In" button at the bottom of the form.

FIGURE 24 – LOGIN

2. Click **Log In**.

NOTE: If this is your first time logging in to the application, you will be prompted to update your password. A password must be between 8-15 characters, contain at least one uppercase letter, one lowercase letter, and one number.

3. Select **Transactions** from the navigation pane.

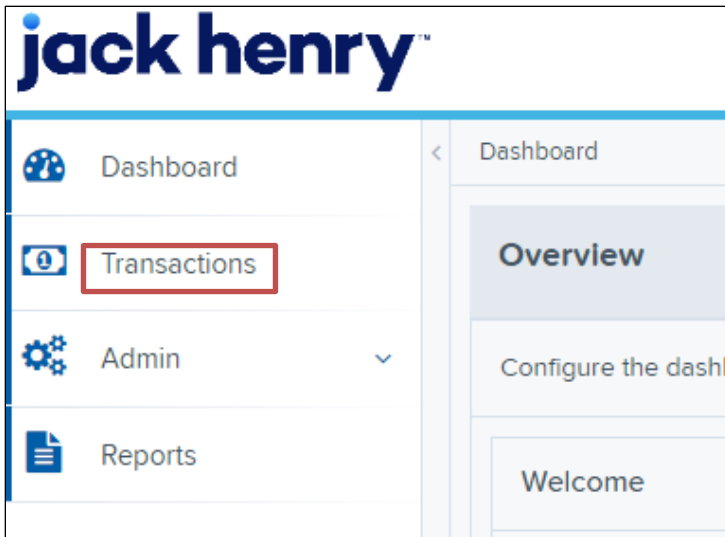


FIGURE 25 – TRANSACTIONS OPTION

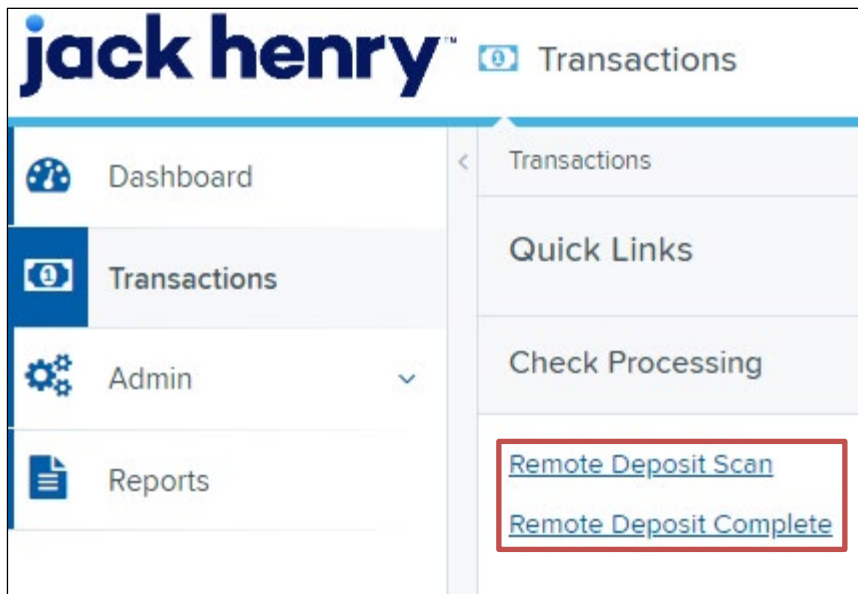


FIGURE 26 – CHECK PROCESSING

4. Select either **Remote Deposit Scan** or **Remote Deposit Complete**. If you select Remote Deposit Complete, click **Create New Deposit**.



FIGURE 27 – CREATE NEW DEPOSIT

- Optional: In the address bar, depending on your pop-up settings, you may see a *Pop-up blocked* notification. Click the notification and then select **Always allow pop-ups from** <https://qa.smartpay.profitstars.com>. Click **Done**.

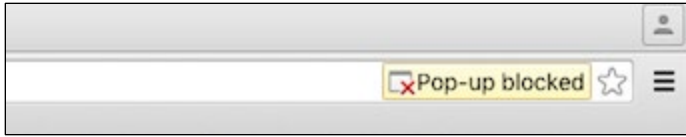


FIGURE 28 – POP-UP BLOCKED

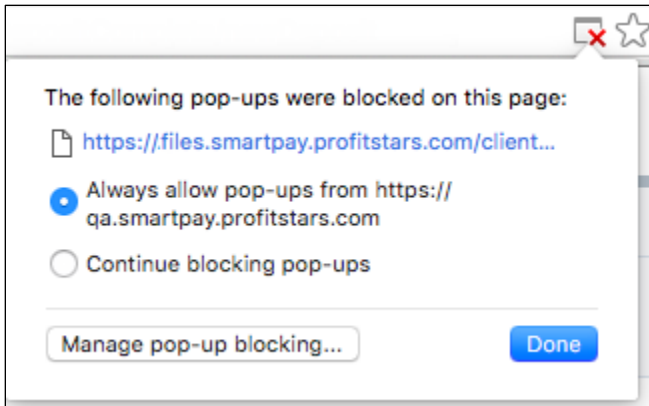


FIGURE 29 – ALWAYS ALLOW POP-UPS

- The following warning message may appear. Click **Keep**.

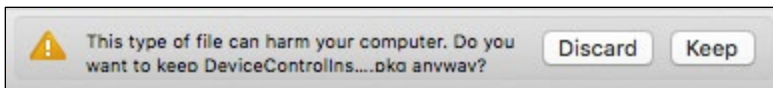


FIGURE 30 – WARNING MESSAGE

- Click the **DeviceControllerInstaller....pkg** in your Chrome browser to begin the install.

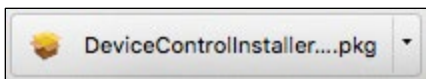


FIGURE 31 – DEVICE CONTROL

NOTE: On Mac computers, you may connect your scanner at any time before, during, or after installation.

- The *Installer* window appears. Select **Continue**.

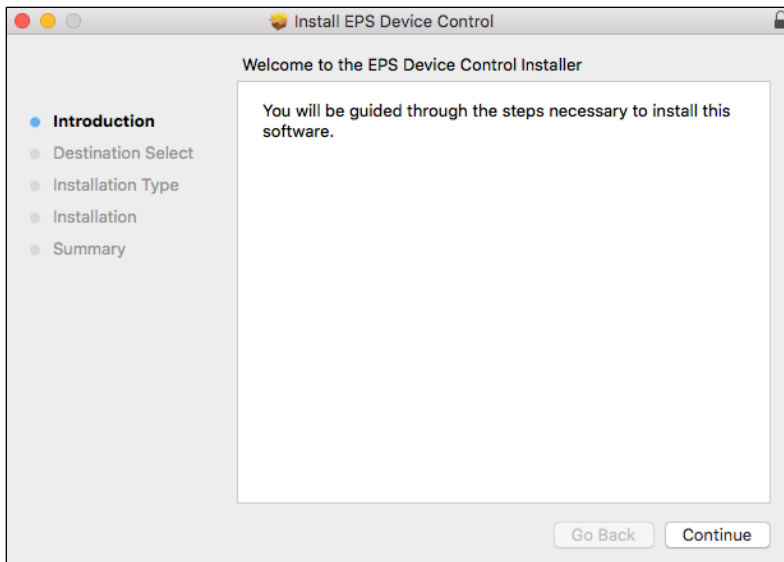


FIGURE 32 – INSTALL WIZARD

9. Click **Install.**

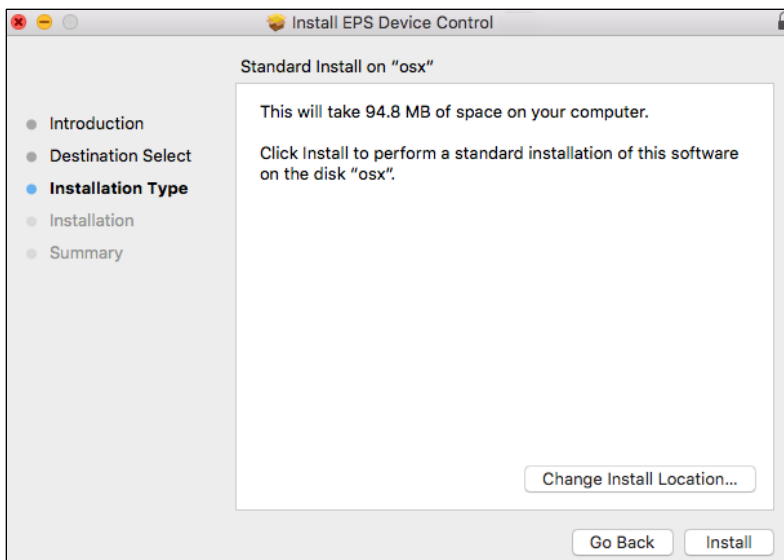


FIGURE 33 – INSTALLATION TYPE

10. You may receive a prompt to enter administrator credentials in order to perform the install. If it appears, enter the admin username and password, then click **Install Software.**

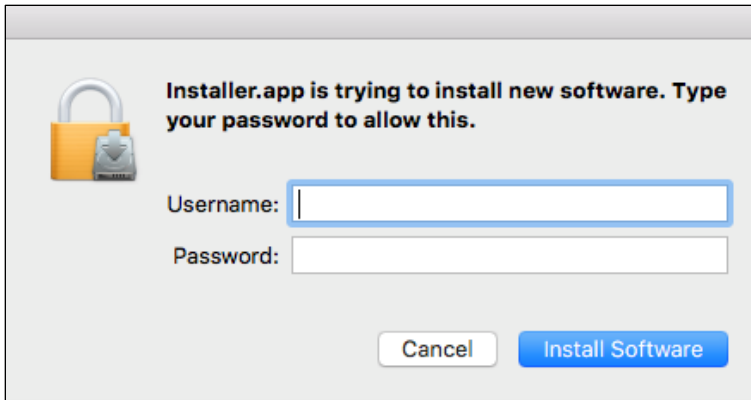


FIGURE 34 – ADMIN PROMPT

11. Click **Complete** in the *Complete Device Control Setup* window to install the Device Control certificate, modify its trust settings, and complete the setup.

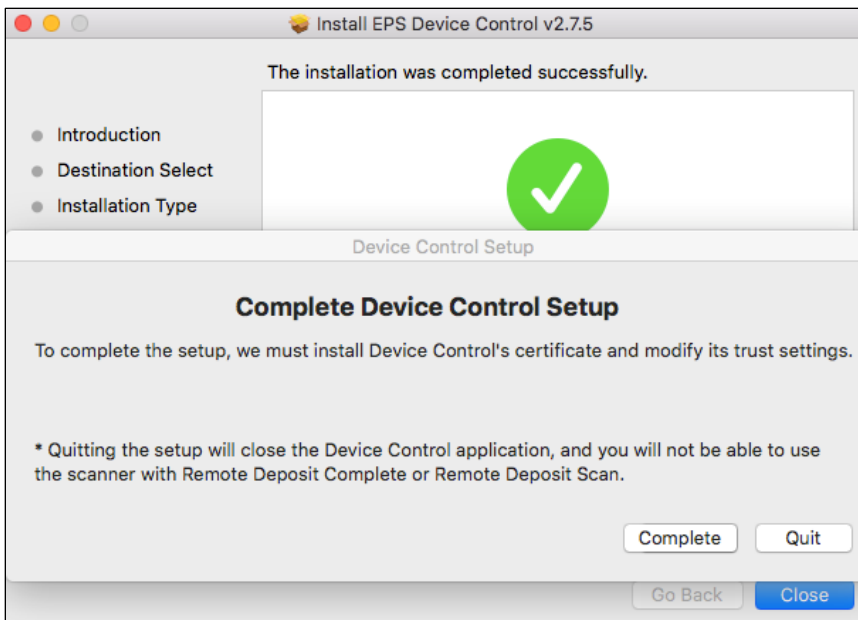


FIGURE 35 – COMPLETE DEVICE CONTROL SETUP

12. Enter your administrator credentials if prompted, and then select **Update Settings**.

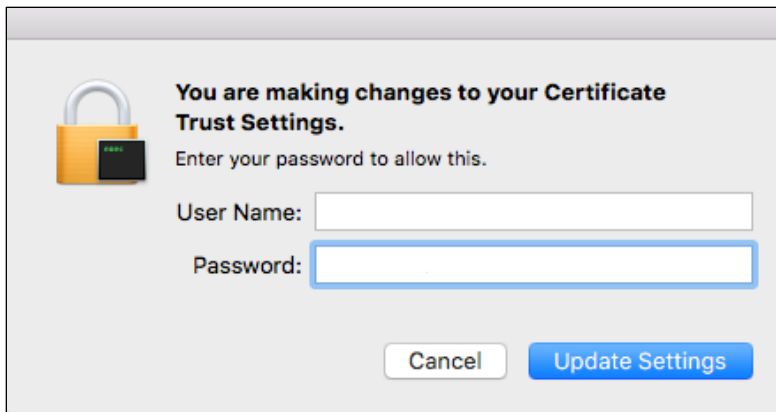


FIGURE 36 – ADMIN PROMPT

13. Click **Close** to finish the installation.

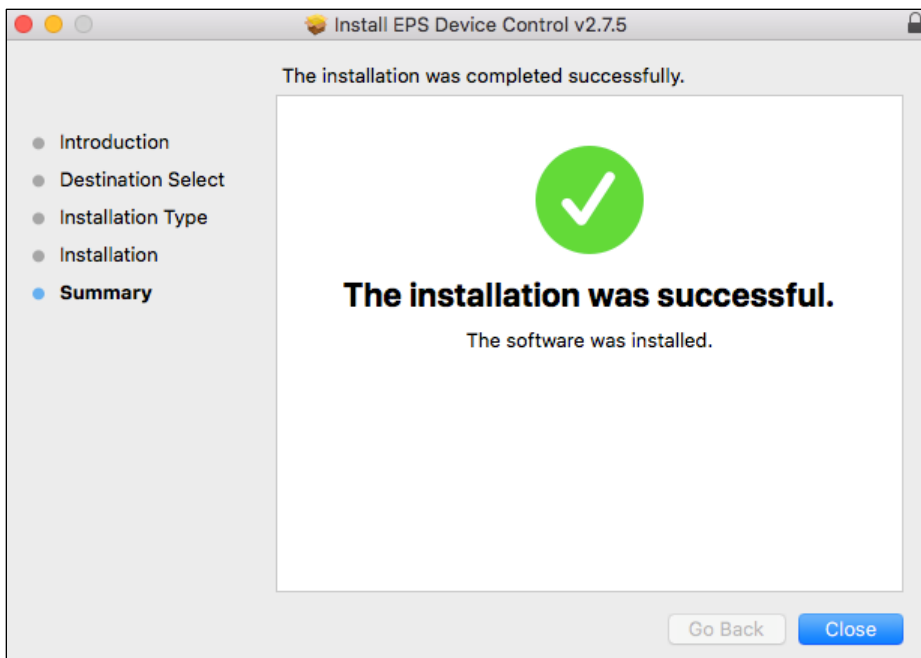


FIGURE 37 – INSTALLATION SUCCESSFUL

14. You may now begin scanning. For instructions on creating and managing deposits, please refer to the **Remote Deposit Complete** or **Remote Deposit Scan Handbook**.