# Burke&Herbert Bank

# Remote Deposit Capture Scanner Installation Instructions

© 2024 Jack Henry & Associates, Inc.®

All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s, trademarks and service marks is strictly prohibited. A list of registered and unregistered marks owned or licensed by Jack Henry & Associates, Inc. is located at: <a href="https://www.jackhenry.com/intellectual-property#trademark">https://www.jackhenry.com/intellectual-property#trademark</a>.

Various other trademarks and service marks used or referenced in this document are the property of their respective owners.

#### **Open-Source Statements**

Some Jack Henry & Associates, Inc. ("JH") solutions incorporate open-source software ("OSS") pursuant to generally agreed upon open-source software protocols. JH's notice of use and attribution of OSS appears on <u>this page</u> of the *For Clients* site. Verified users may also request access to a copy of JH's notice of use and attribution of OSS by emailing <u>legalintake@jackhenry.com</u> with an email subject line titled, "Open Source Software Attribution."

## Contents

Introduction	.1
System Requirements	.1
Installing Device Control (Windows)	4
Installing Your Check Scanner (Windows)	0
Installing Device Control (Mac)	6

## 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)



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 mI: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<sup>®</sup> Framework 4.8 or higher

			Komoto	Dopooleot		ompatio		mare ma			
						Windows	Windows 11	macOS*			
iac	k henry					10 with	with	Sonoma /	osit	osit ™	70
, , , ,						Microsoft	Microsoft	Ventura /	)ebc	)ep( ete <sup>_</sup>	Caro
						Edge or	Edge or	Monterey with	can can	npl	0e
					Factory	Google	Google	Google	s no	Cor	Swi
	Model	Single Feed	Batch Feed	Print Option	Warranty	Chrome	Chrome	Chrome	Re	Re	
	TellerScan® TS240 Series	no	yes	rear inkjet	l year	yes	yes	yes	yes *	yes	no
	CheXpress® CX30	yes	no	front franking	l year	yes	yes	yes	yes	yes	no
CHECK	CheXpress CX30	yes	no	rear inkjet	l year	yes	yes	yes	yes *	yes	no
	TellerScan TS230 Series	no	yes	rear inkjet	l 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	l year	yes	yes	no	yes	yes	no
<b>CHECK</b>	SmartSource Micro Elite	yes	no	n/a	2 year	yes	yes	no	yes	yes	no
SmartSource'	SmartSource Merchant Elite	no	yes	n/a	2 year	yes	yes	no	yes	yes	no
	SmartSource MicroEx	yes	no	n/a	l year	no	no	no	yes	yes	no
	SmartSource Value	yes	no	rear inkjet	l year	yes	yes	no	yes *	yes	no
EPSON	CaptureOne (TM-S1000) Series	yes	yes	front franking	2 year	yes	yes	no	yes	yes	no
	Vision X™ Series	yes	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
	Vision 1	yes	no	rear inkjet	l year	yes	yes	no	yes *	yes	no
	EverneXt (RNDIS)	yes	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
PANINI	ml:Deal (RNDIS) [2nd Gen]**	yes	no	front franking	l year	yes	yes	no	yes	yes	no
	I:Deal	yes	no	front franking	l year	yes	yes	no	yes	yes	no
	wl:Deal	yes	yes	front franking	6 month	yes	yes	no	yes	yes	no
	MyVision X™ Series	yes	yes	rear inkjet	6 month	yes	yes	no	yes *	yes	no
	imageFORMULA CR-L1	no	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
Canon	imageFORMULA CR-120	no	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
	imageFORMULA CR-150	no	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
	imageFORMULA CR-190i II	no	yes	rear inkjet	l year	yes	yes	no	yes *	yes	no
RICH	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
MAGTEK	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

#### Remote Deposit Complete<sup>™</sup>/Remote Deposit Scan<sup>™</sup> Compatible Hardware Matrix

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.

3

\* Print option not compatible with application

\*\* 2nd generation models are denoted by serial number 13XXXXXXX

# 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.

Please accoun	enter your login information and click the 'Log In' button to access your it.
User I	Name
Ente	er User Name
Passw	<i>i</i> ord
Ente	er Password
Comp	bany
Ente	er Company



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

4



May 2024

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

3. Select Transactions from the navigation pane.

jack henry <sup>®</sup>					
<b>æ</b>	Dashboard		<	Dashboard	
0	Transactions			Overview	
<b>0</b> 0	Admin	~		Configure the dashb	
È	Reports			Welcome	

FIGURE 3 - TRANSACTIONS OPTION

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







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.

Scanner Interface Help					
Gett Device Control pairs a check sca	ing Started V	with a Check	s Scanner	browser. Downlo	ad and
Dow	hload				
		2	3		
Dow	nload	Install	Add your scanner		
	Downlo	ad Device Control			
				Next Step	Cancel

FIGURE 6 - DOWNLOAD DEVICE CONTROL

May 2024

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

Scanner Interface Help	
Start the installation	
Open the downloaded file and follow the prompts to install. This page will automatically update with additional instructions a installation completes.	fter the
Can't find your downloaded file?	
Download Device Control	
Next Step	Cancel

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.

ib	EPS Device Control
👼 Insta	NI CONTRACTOR OF
Version:	8.4559.33113
	0 %
<u>8</u>	
	Install

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.

Scanner Interface Help	
<text><text><text></text></text></text>	
c	Cancel

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.

(b) Choose A Device Manufacturer	x
- Select Manufacturer -	
Supported Models	
- Select Manufacturer - 💌	

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.

(h) Choose A Device	Manufacturer X
Panini	- Install
Supported Models	
Vision X 👻	
Not Installed!	Vision X

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**.



Manufacturer	Version	Available	Installed	
Canon CR-120 CR-150	1,2,6462	<b>V</b>		
Canon CR-L1	2.0.2018.712			
Digital Check	18.10			
Epson	1.06			
Panini Everest	1454			
Panini	45.102	V		
Vision X Yision X	AyVision X Vision X	I:Deal	wI:Deal	Vision 1

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.

(b)	Panini Install Wizard: Welcome	×
Welcome     Information     Program Detection     Download     Install     Complete	Requirements Please disconnect device from computer Please exit all applications	
Complete		
	< Back Next >	Cancel

FIGURE 17 - INSTALL WIZARD

May 2024

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

•	Panini Install Wiza	ard: Information		×
Welcome	Installer Informa	ation		
<ul> <li>Information</li> <li>Program Detection</li> <li>Download</li> <li>Install</li> <li>Complete</li> </ul>	Manufacturer: Version: Supported Models:	Vision X MyVision X I:Deal wI:Deal	Panini	
		< Back	Next > Car	ncel

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.

(b)	Panini Install Wiza	rd: Program Detection	×
Welcome Information > Program Detection Download	Installed Programs We've detected the following Panini programs already installed on your system. Please review and then uninstall as needed before continuing.		
Install	Publisher	Name	Version
Complete	Jack Henry & Associ	Panini VisionX Uninstall Refresh	1.0.0.0
х.		< Back Next >	Cancel

FIGURE 19 - PROGRAM DETECTION

ih

The Install Wizard then downloads the scanner driver.

(b)	Panini Install Wizard: Download	×
Welcome Information Program Detection Download Install Complete	Downloading Please wait while the device installer is downloading.	
	< Back Next >	Cancel

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.

(h)	Panini Install Wizard: Download	x
Welcome Information Program Detection	Install Ready Press Next Button to start device driver installation.	
▶ Download Install Complete	Download Complete	
	< Back Next > Cancel	

FIGURE 21 - INSTALL READY



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

(b)	Panini Install Wizard: Installing	x
Welcome Information Program Detection Download	Install Done Press Next Button to continue.	
Complete		
	< Back Next > Cancel	



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

Ð	Panini Install Wizard: Complete	x
Welcome Information Program Detection Download Install > Complete	Installation Success Please connect the device now.	
	< Back Finish Cancel	

FIGURE 23 – INSTALLATION COMPLETE

jh

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.

Please ente account.	r your login information and click the 'Log In' button to access your
User Nar	ne
Enter U	Jser Name
Password	1
Enter P	assword
Compan	У
Enter C	Company



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.

May 2024

3. Select Transactions from the navigation pane.



FIGURE 25 - TRANSACTIONS OPTION

ja	<b>ck henr</b>	Y	Transactions
<b>B</b>	Dashboard	<	Transactions
0	Transactions		Quick Links
<b>Q</b> 0	Admin	~	Check Processing
E	Reports		<u>Remote Deposit Scan</u> <u>Remote Deposit Complete</u>

FIGURE 26 - CHECK PROCESSING

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



 5. 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**.

<u>•</u>
□ Pop-up blocked 🏠 🚍

FIGURE 28 - POP-UP BLOCKED

		2
The	following pop-ups were blocked on this page:	
ß	https://.files.smartpay.profitstars.com/client	
0	Always allow pop-ups from https:// qa.smartpay.profitstars.com	
0	Continue blocking pop-ups	
M	anage pop-up blocking Done	

FIGURE 29 - ALWAYS ALLOW POP-UPS

6. The following warning message may appear. Click Keep.



FIGURE 30	– WARNING MESSAGE
-----------	-------------------

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



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

8. The Installer window appears. Select Continue.

	🥪 Install EPS Device Control	
	Welcome to the EPS Device Control Installer	
Introduction	You will be guided through the steps necessary to install this software.	
Destination Select		
Installation Type		
Installation		
Summary		
	Go Back Continue	

FIGURE 32 - INSTALL WIZARD

9. Click Install.

8 😑 🔘	🥪 Install EPS Device Control
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Install EPS Device Control           Standard Install on "osx"           This will take 94.8 MB of space on your computer.           Click Install to perform a standard installation of this software on the disk "osx".
	Change Install Location
	Go Back 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**.

Installer.app is trying to install new software. Type your password to allow this.
Username:
Password:
Cancel 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.

• • •	💝 Install EPS Device Control v2.7.5			
	The installation was completed successfully.			
Introduction				
<ul> <li>Destination Select</li> </ul>				
<ul> <li>Installation Type</li> </ul>				
Device Control Setup				
Complete Device Control Setup				
To complete the setup, we must install Device Control's certificate and modify its trust settings.				
* Quitting the setup will close the Device Control application, and you will not be able to use the scanner with Remote Deposit Complete or Remote Deposit Scan.				
	Complete Quit			
	Go Back Close			

FIGURE 35 - COMPLETE DEVICE CONTROL SETUP

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



You are making changes to your Certificate Trust Settings. Enter your password to allow this.			
User Name:			
Password:			
	Canc	el	Update Settings

FIGURE 36 - ADMIN PROMPT

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

• • •	🥪 Install EPS Device Control v2.7.5
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	<ul> <li>Install EPS Device Control v2.7.5</li> <li>The installation was completed successfully.</li> <li>The installation was successful.</li> </ul>
Summary	The installation was successful. The software was installed.
	Go Back Close



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

