



AMERICA'S CHRISTIAN
CREDIT UNION

Remote Deposit Capture Installation Guide

Scanner Compatibility

Scanners compatible with Mac:

- Digital Check TS240

Scanners compatible with all other PC's:

- Canon CR-L1
- Canon CR-120

Device Control Compatibility

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET Framework 4.7 or higher

For Microsoft Windows:

- The current version of Windows and its two previous versions are supported
- Windows, Google Chrome, Microsoft Edge, Mozilla Firefox and more
- The current version of these browsers and its two previous versions are supported

For Mac:

- The current version of Mac and its two previous versions are supported
- MacOS, Safari, Google Chrome, Mozilla Firefox and more
- The current version of the browser and its two previous versions are supported

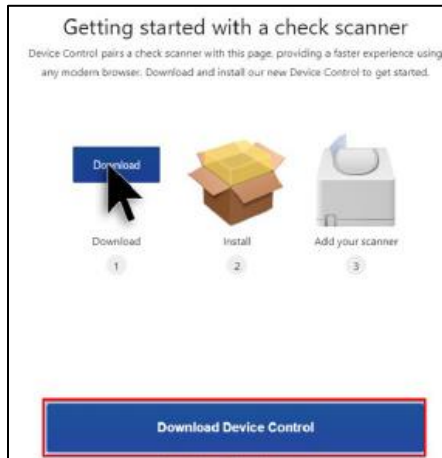


Install Ensenta Device Control

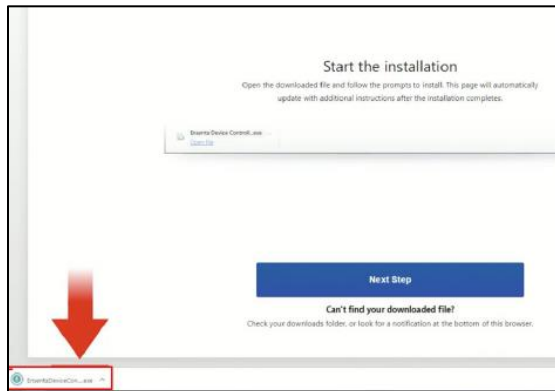
Install the Application

Log into Online Banking and navigate to Remote Deposit Capture

1. Click "Start New Deposit"
2. Click "Download Device Control"



3. Open file when it's done installing,

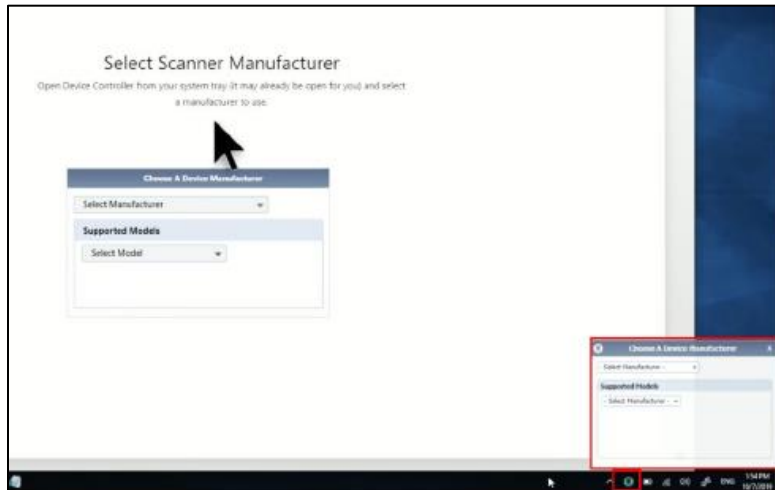


4. Click install

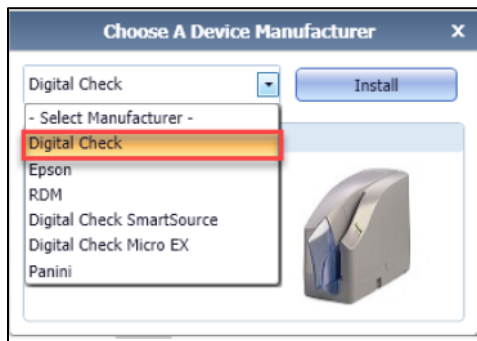


Install the Scanner

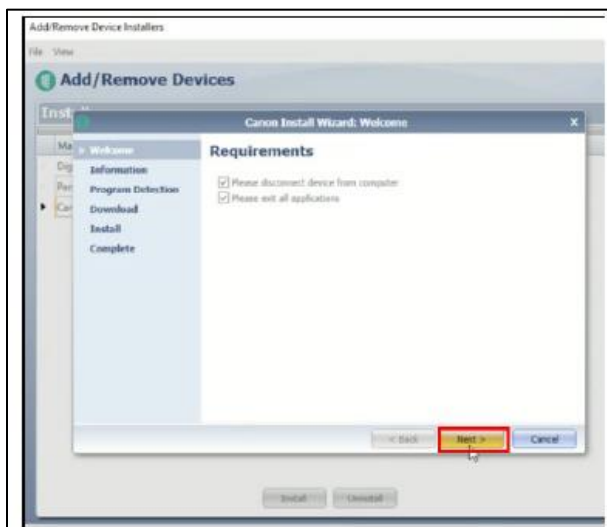
The Device Control application should show on the bottom right in the application tray



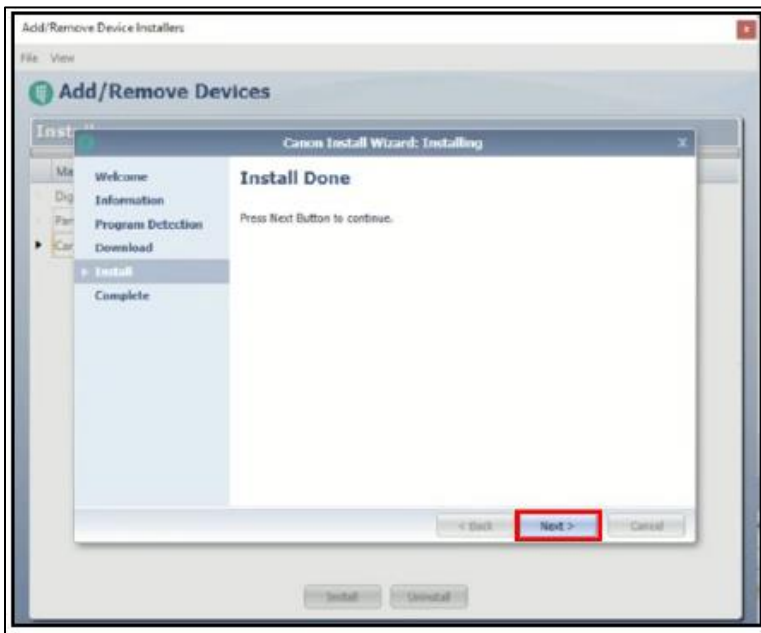
1. This pop up will ask you to choose your scanner in the drop down, then click Install



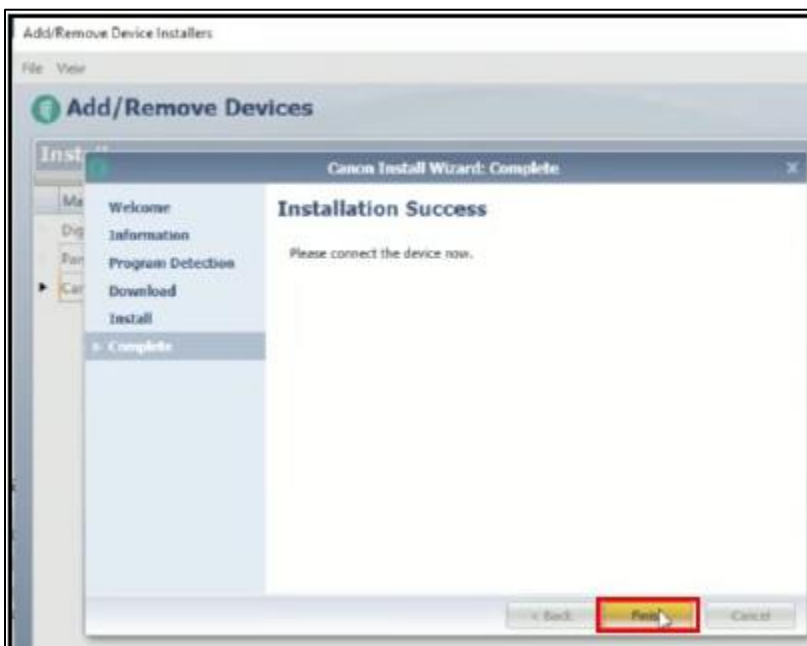
2. Another pop up may come up to choose the scanner to install, simply choose your scanner and click Install.
3. Disconnect the scanners USB/power cable from computer (not the power cable), leave this disconnected until it prompts you to connect it again



4. Click Next, when prompted by the Install Wizard to download/install the scanner driver



5. After the installation is complete, connect the scanner to your computer and click Finish. Then close this window so you may begin depositing.



Troubleshooting

Not Connecting to Scanner

There are multiple reasons and variations of why this service would not work. In this guide we will cover the most basic issues and fixes. If these do not fix the issue, please contact us so a representative may assist you.

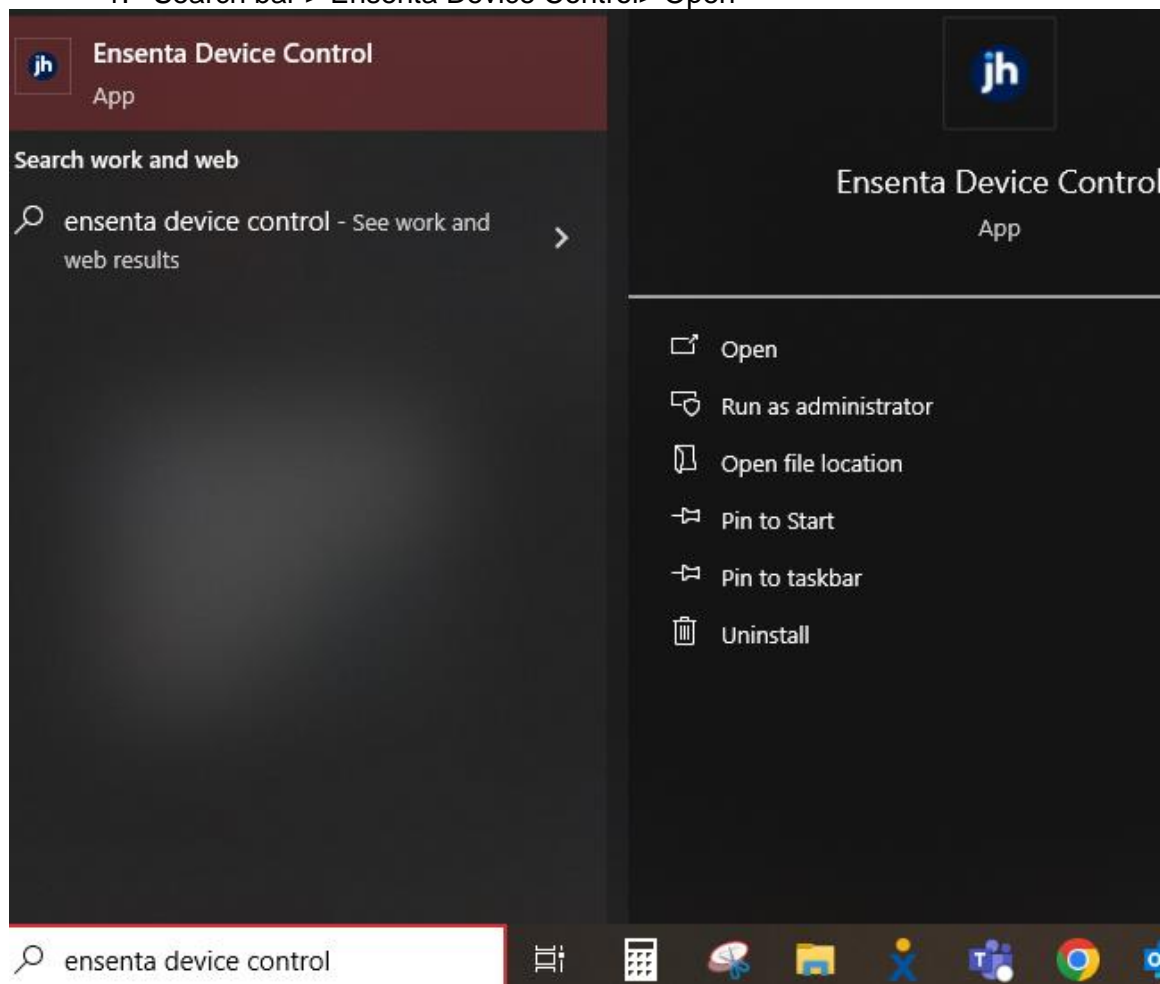
1. Search bar: Device Control > Imaging Devices > Canon
You need the scanner connected and powered on to see it, otherwise the scanner will not show
 - a. Right click on the scanner and select "Uninstall Device." Make sure the box is NOT checked BEFORE uninstalling it
 - b. Click on "Actions" in the top bar and select "Search for Hardware Changes"
 - c. Unplug the USB cable that connects the scanner directly to the computer, then plug it back in. This should now allow the computer to see the scanner under Imaging Devices again
 - d. Once you can see the scanner name under Imaging device log back in to attempt your deposit

Other Option:

If the first option does not work. Make sure the scanner is plugged in and turned on.

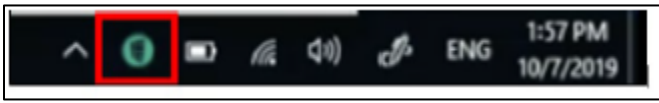
Device Control should automatically connect to the scanner and be seen in the bottom right corner in the application tray. If this icon is not in the application try to open the application,

1. Search bar > Ensenta Device Control> Open



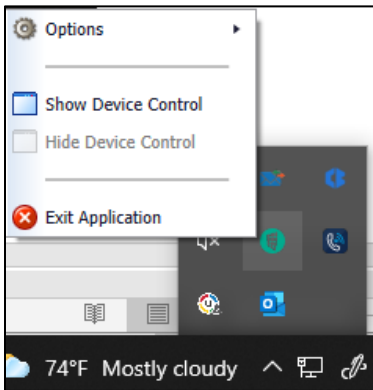
Next go the bottom right of the task bar and click the upward "^^" to see the Ensenta Device Control Icon, if it is

green this means it's connected. You can now deposit.

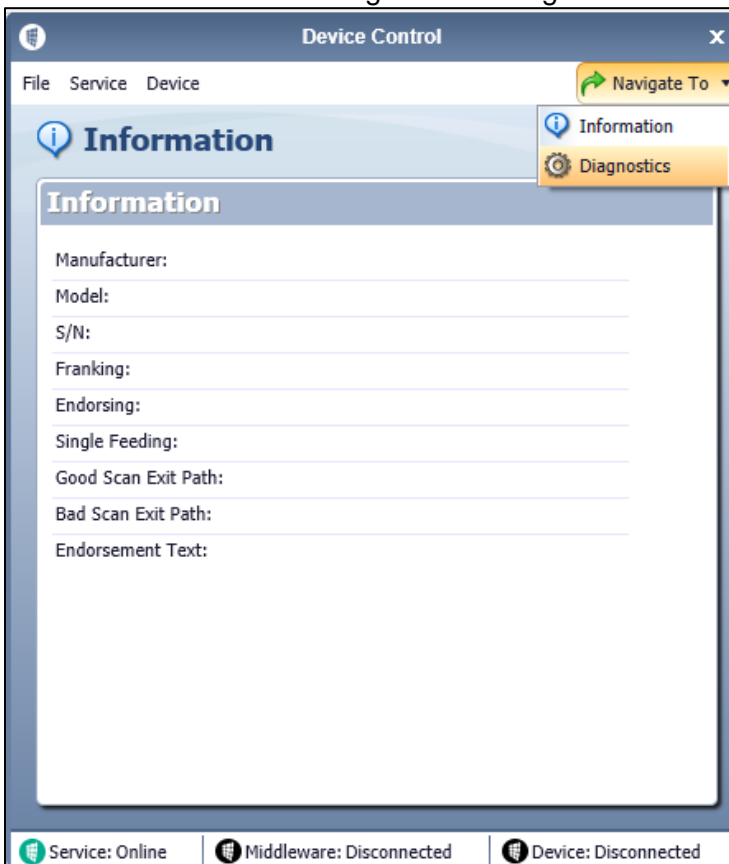


2. If the scanner does not reconnect follow these steps

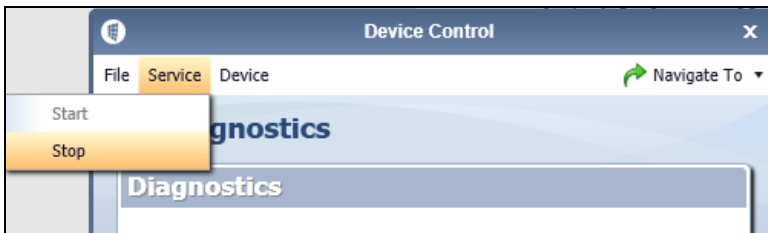
a. Right click on icon in the application tray and select Show Device Control



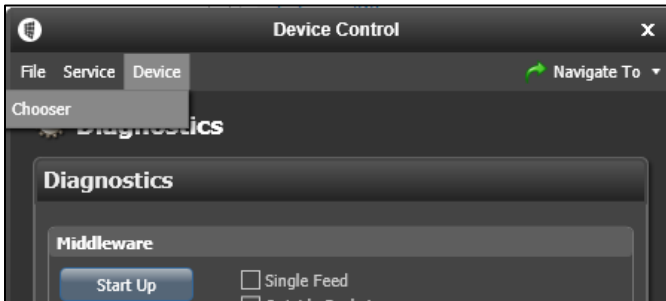
b. Click on Navigate To > Diagnostics



c. Click the Service tab > Stop > Shutdown



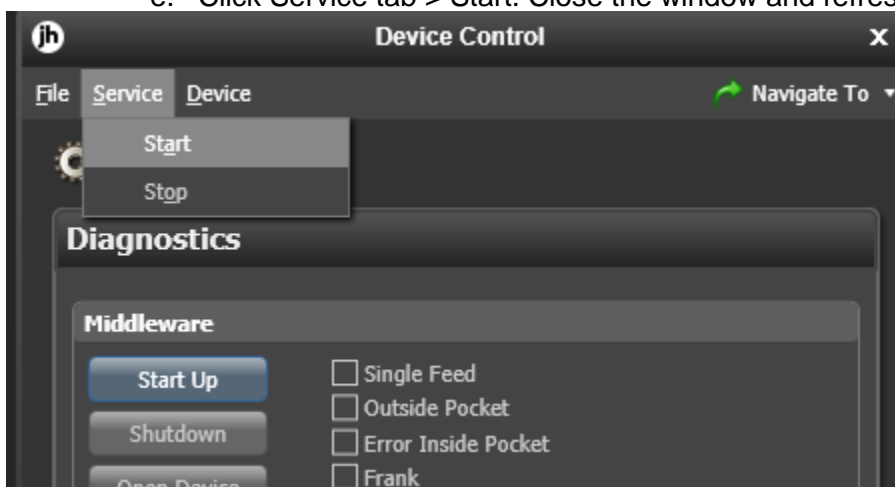
d. Click the Device tab > Chooser



The scanner pop up will come up on the bottom right corner of your screen, choose your scanner then close pop up.

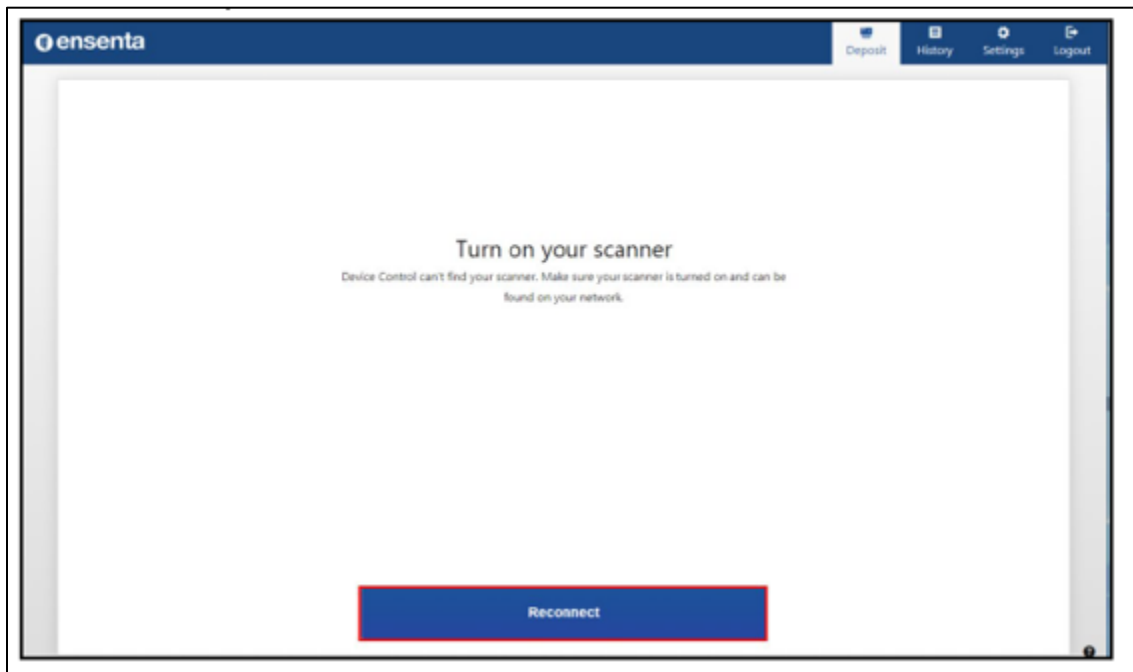


e. Click Service tab > Start. Close the window and refresh the page

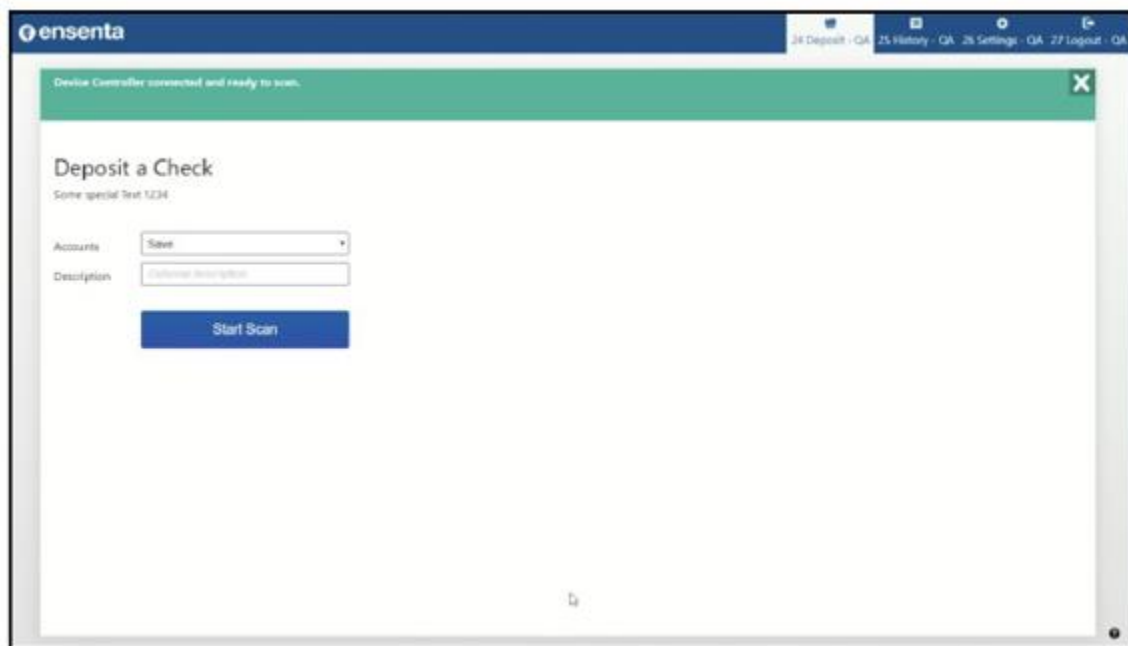


Connection Issues

Make sure the power and USB cables are connected, click Reconnect,



The scanner should reconnect,



If this does not work you will need to uninstall and reinstall the scanner- See “Uninstalling Device Control, Step 3” on page 9.

Status Indicators

Device Control Status Indicators

The color of the Device Control icon indicates the application status.

- Green means Device Control is online.



FIGURE 20 – GREEN DEVICE CONTROL ICON

- Blue means Device Control is attempting to connect to the scanner.



FIGURE 21 – BLUE DEVICE CONTROL ICON

- Yellow means Device Control is connected to the scanner and ready to scan.



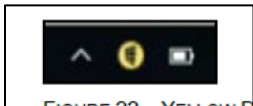
FIGURE 22 – YELLOW DEVICE CONTROL ICON

- Red means there is a device error. An error message appears on your desktop with instructions to remedy the issue.



Testing the Functionality of Scanning

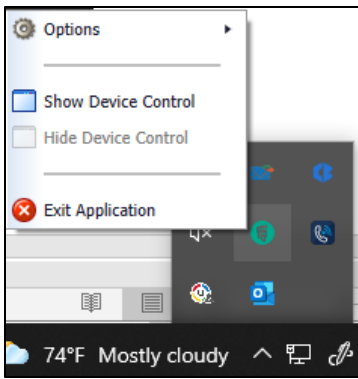
Right click on icon in the application tray



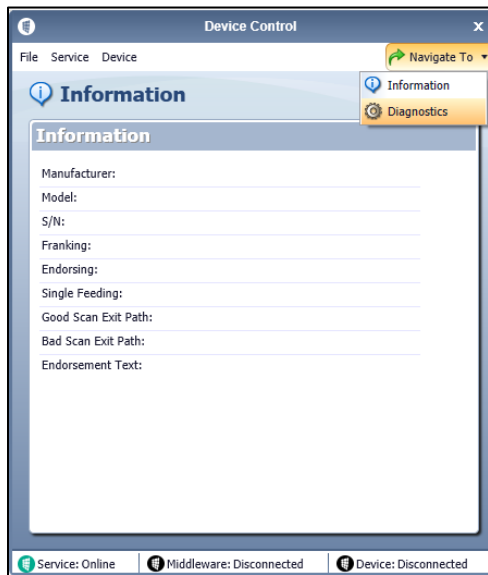
1. Stop Service
2. Start Middleware
3. Open Device
4. Start Scan (enables feeding)
5. Stop Scan when you'd like to stop feeding
6. Close Device
7. Click shutdown
8. "Service" Menu (at the top) > Start Service
9. Proceed to scan as usual

Uninstalling Device Control

2. Plug in and turn on the scanner
3. Uninstall the Scanner
 1. In the application bar find the Device Control icon, right click the icon and select Show Device Control



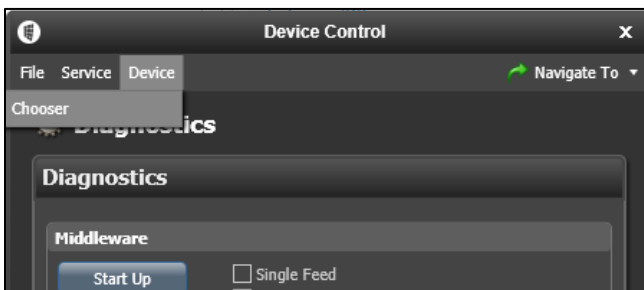
2. Click on “Navigate To” and select “Diagnostics”



3. Click on the “Service” tab and select “Stop,” then “Shutdown”



4. Click on “Device” and select “Chooser”



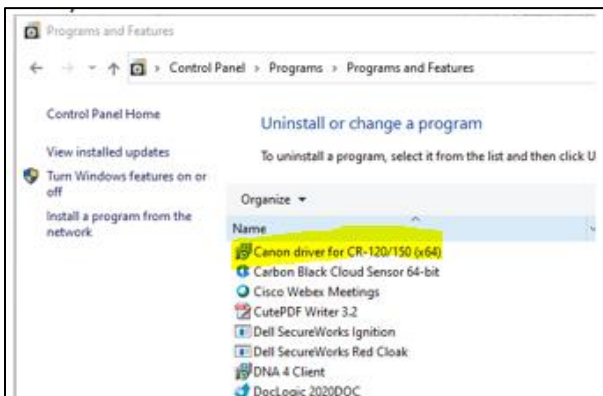
5. The scanner pop up will come up on the bottom right corner of your screen, click Uninstall



Another pop up may come up to choose the scanner to uninstall, simply choose your scanner again and click Uninstall.

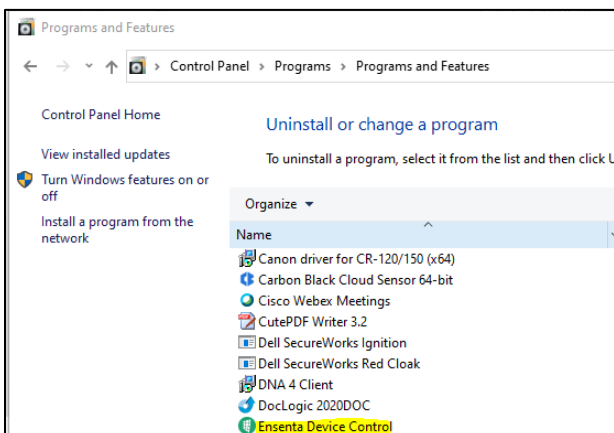
4. Uninstall the Scanner from the computer

- a. Search bar: Device Control > Imaging Devices > Canon
You need the scanner connected and powered on to see it, otherwise the scanner will not show
- b. Right click on the scanner and select "Uninstall Device." Make sure to check the box BEFORE uninstalling it.
- c. Search bar: Control Panel > Programs > Uninstall a program
- d. Right click on the scanner and select Uninstall



5. Uninstall the software

- a. Search bar: Control Panel > Programs > Uninstall a program.
- b. Uninstall the software for **Ensenta Device Control** by right clicking and selecting Uninstall.



To reinstall the application and scanner, see page 2

Canon CR120

Configuration Guide

Contents:

- CR120 Scanner
- Power Cord (in 2 parts)
- USB Cable

Requirements before starting:

- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Any main browser can be used if using the “Ensenta Device Control” software**

Directions:

1. Unbox the Scanner
2. Plug it in to a power source
3. Power it on (**Do not connect to PC at this point**). The power button is located at the middle top of the scanner
4. The power button will blink for 10 seconds, afterwards it will turn solid
5. Uninstall any and all previous check scanner software (if applicable)
6. Install the new software



Canon CR-L1

Configuration Guide

Contents:

- CR-L1 Scanner
- Power Cord (in 2 parts)
- USB Cable

Requirements before starting:

- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Any main browser can be used if using the “Ensenta Device Control” software**

Directions:

1. Unbox the Scanner
2. Plug it in to a power source
3. Power it on (**Do not connect to PC at this point**). The power button is located on the bottom ride side of the scanner
4. Uninstall any and all previous check scanner software (if applicable)
5. Install the new software



Digital Check TS240

Configuration Guide

Contents:

- TS240 Scanner
- Power Cord (in 2 parts)
- USB Cable

Requirements before starting:

- **Only compatible with Mac PC's**
- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Any main browser can be used if using the “Ensenta Device Control” software**

Directions:

1. Unbox the Scanner
2. Plug it in to a power source.
 - a. *This scanner does not have a power button; the light will turn on if it is powered on.
3. Uninstall any and all previous check scanner software (if applicable)
4. Install the new software

