

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

Select Scann	er Manufacturer		
pen Device Controller from your system a manu	etray it may already be open for you) and se facturer to use.	let	-
Chronic & Device	Wandatar		
Select Manufacturer			
Supported Models			
Select Model	*		
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1. This pop up will ask you to choose your scanner in the drop down, then click Install

Choose A Device Manufacturer X			
Digital Check - Select Manufacturer - Digital Check	Install		
Epson RDM Digital Check SmartSource Digital Check Micro EX Panini	J.		

- 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

Inst	0	Canon Install Wizard: Welcome
Ma Cig Per •	Enformation Program Debestion Download Install Complete	Requirements Prese ducement devor from computer Prese exit al applications

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

Add/Remov	ve Device Installers	
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Ma Dig Par	Welcome Information Program Detection	Install Done Press Next Button to continue.
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		(interest in process)

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

Add/Remo	ve Device Installers		
File View			
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Ma Dig Rar Car	Welcome Information Program Detection Download Install Complete	Installation Success Please connect the device now.	
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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

Ensenta Device Control App	jh
Search work and web ,O ensenta device control - See work and web results	Ensenta Device Control App
	 □ Open □ Run as administrator □ Open file location □ Pin to Start □ Pin to taskbar □ Uninstall
오 ensenta device control 其	III 🐗 📻 🕺 📬 🧿 🕵

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

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Fil	e Service Device	Avigate To 🔹
(D Information	Information
	·	O Diagnostics
	Information	
	Manufacturer:	
	Model:	
	S/N:	
	Franking:	
	Endorsing:	
	Single Feeding:	
	Good Scan Exit Path:	
	Bad Scan Exit Path:	
	Endorsement Text:	
	Service: Online 🛛 Middleware: Disconnected 💮	Device: Disconnected

c. Click the Service tab > Stop > Shutdown

	•			Device Control	x
	File	Service	Device		🎓 Navigate To 🔹
Start			anostics		
Stop			gnostics		
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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,

O ensenta	Deposit	History	0 Settings	De Logout
Turn on your scanner				
Device Control can't find your scanner. Make sure your scanner is turned on and can be found on your network.				
Reconnect				

The scanner should reconnect,

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Device Cores	uffer spreaected and ready to scen.	×
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Accounts	Save +	
Description	Start Scan	
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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



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"

Device Control	x
File Service Device	Avigate To 🔹
(i) Information	Information
	O Diagnostics
Information	
Manufacturer:	
Model:	
S/N:	
Franking:	
Endorsing:	
Single Feeding:	
Good Scan Exit Path:	
Bad Scan Exit Path:	
Endorsement Text:	
Service: Online Middleware: Disconnected	Device: Disconnected
Trinduleware, Disconniected	Device, Disconnected

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

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	File	Service	Device		🎓 Navigate To 🔹
Start			anostics		
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	1	Diagn	ostics		

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

