



REMOTE DEPOSIT CAPTURE INSTALLATION GUIDE – JAN. 2018

This guide covers basic installation steps for installing Bank of Southern California's remote deposit scanners.

- ✓ System minimum requirements
 - Intel or AMD > 1 GHz CPU (Dual and Quad core processors supported)
 - 4 GB RAM
 - Monitor with 1024 x 768 resolution
 - 20 GB HDD with at least 500 MB of free disk space
- ✓ Compatible operating systems
 - PC – Windows 7 or higher
 - Mac – OS X El Capitan or higher (Digital Check Scanners Only)
- ✓ Browser (Latest versions)
 - Microsoft IE
 - Mozilla Firefox
 - Google Chrome
 - Apple Safari
- ✓ Network Connectivity
 - DSL/ Broadband 256 kbps or greater
- ✓ User Permissions
 - User must be an administrator or given administrative rights.

Cash Management Department

Hours: 9:00am – 5:00pm PST

Phone: 858.847.4705

Remote Support: <http://support.banksocal.com>

PRE-INSTALLATION STEPS

1. Uninstall existing installations
 - a. Accessing Programs & Features and locate the programs under the following names and uninstall:
 - i. *NetDepositScannerDriver*
 - ii. *Scanner Service*
 - iii. *TellerScan Combined Driver*
 - iv. *Panini Universal Installer*
2. Setup trusted sites
 - a. For Internet Explorer, *Access Tools* → *Internet Options* → *Security Tab* → *Trusted Sites* → Click "Sites" → Add https://*.depositserve.com.
 - b. For Firefox, Chrome, and Safari, this step is not necessary.

INSTALLATION STEPS

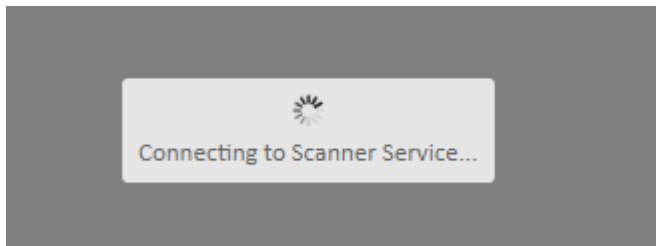
Navigate to www.banksocal.com → Client Login → Remote Deposit Capture

Remote Deposit Capture Sign In

Please enter your User Name and Password

User name:

Password:



Step 1: Begin Installation

Begin Installation | Select Scanner | Launch Installer | Verify Connection | Installation Complete

STEP 1 OF 5: BEGIN INSTALLATION

In order to scan a deposit, you first must install the Scanner Service. The Scanner Service manages the check scanner and installs the d

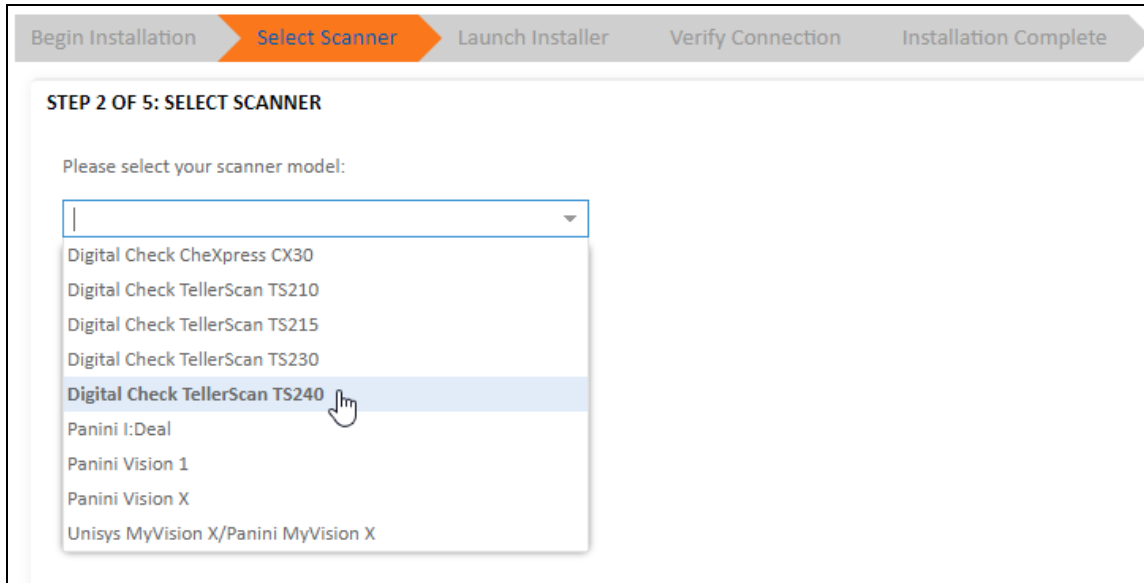
You might see this page for different reasons:

- You previously scanned deposits and now need to upgrade to the new Scanner Service (eliminating the need for Java updates
- You are a new user and never have seen this screen. Please proceed with the set-up process by clicking **Next**.
- You previously canceled a scanner software installation. Please proceed with installing the required software by clicking **Next**.
- You have previously installed and uninstalled the scanner software. Please proceed with installing the required software by clic
- The scanner was unable to be connected, or the scanning software may have lost connection. Please use the following recomr
 1. Follow the steps described in Online Help to make sure scanner is properly installed and running.
 2. Restart your computer and login again.
 3. If you are still having scanner connection issues, contact your system administrator to verify whether an Internet proxy
 4. If the above steps do not resolve this issue, please contact your service provider's customer support for additional help

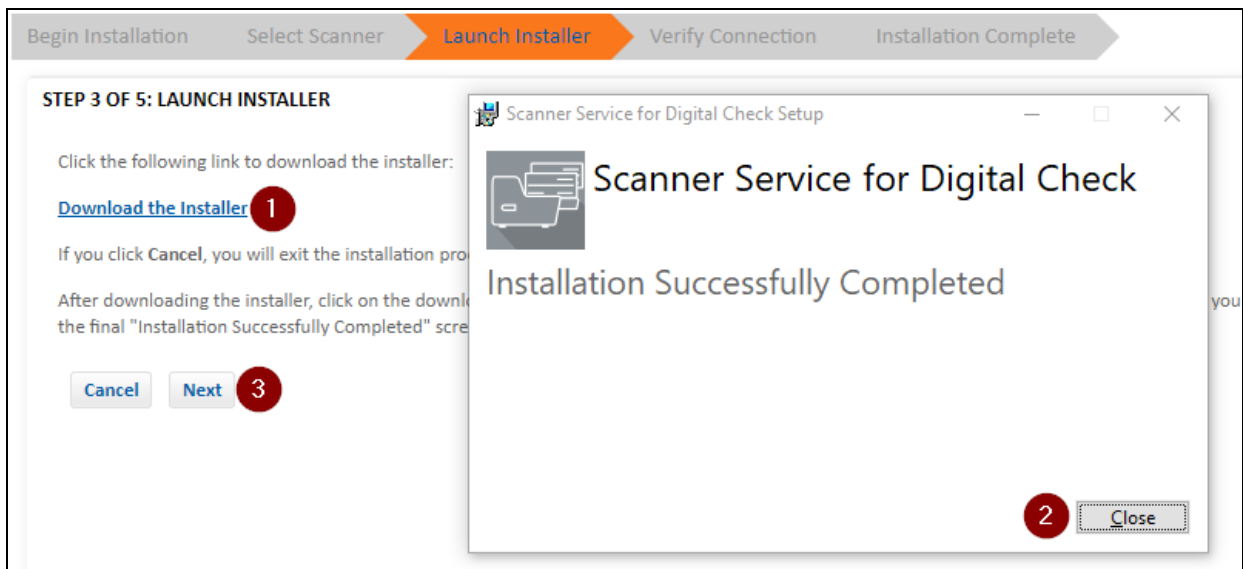
Important: You must be an administrator on your computer to complete the installation.

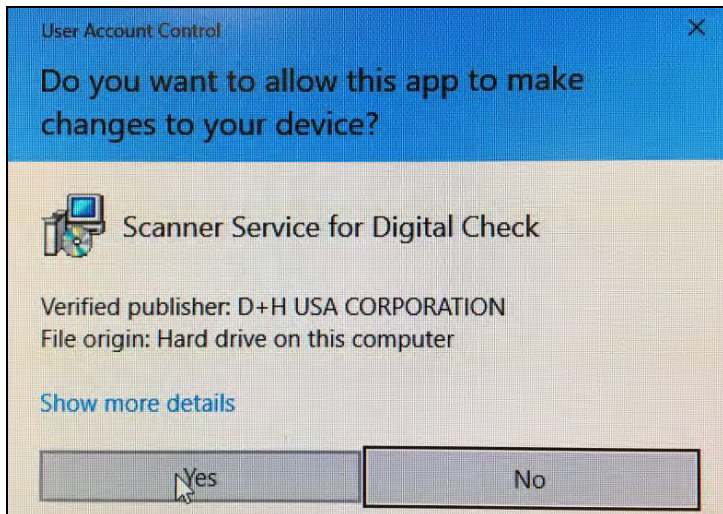
Click **Next** to start the installation process. If you click **Cancel**, you will exit the installation process, and scanning will be disabled.

Step 2: Select Scanner

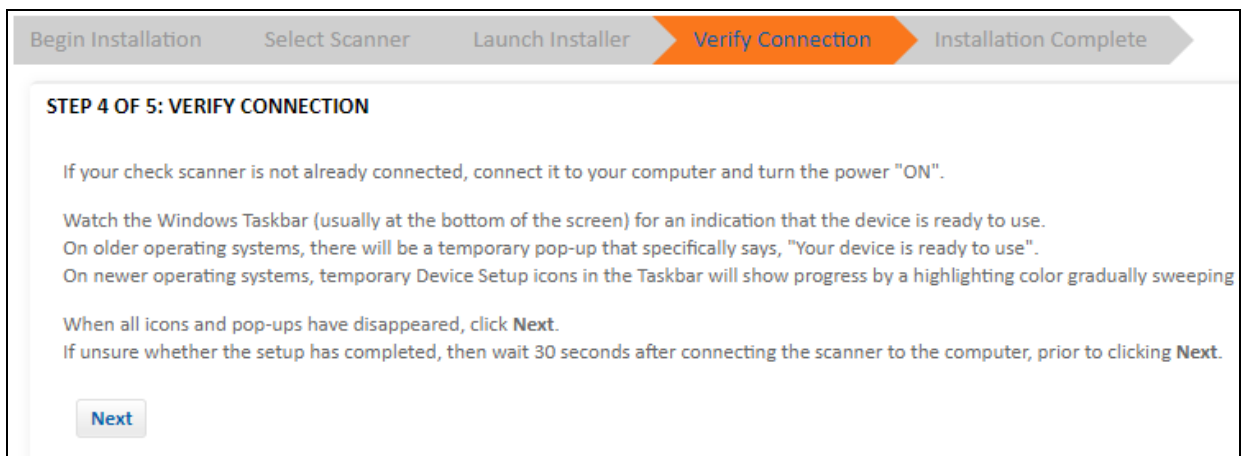


Step 3: Launch Installer





Step 4: Verify Connection



Step 5: Installation Complete

