Before You Install Your Scanner

We recommend that you confirm the following:

MINIMUM SYSTEM REQUIREMENTS

Review the following system and internet requirements to ensure Chase QuickDeposit will work for you.

Minimum supported Microsoft Windows® operating systems:

- Windows 7, 32-bit and 64-bit versions, with latest updates

Minimum supported Mac operating systems:

- Apple Mac OS® X 10.7 Lion®

Minimum supported browsers:

- Microsoft Edge®
- Microsoft Internet Explorer® 11.0
- Google Chrome™ 38.0
- Apple Safari 7.1®

PREPARING FOR SCANNER INSTALLATION

- **IMPORTANT: Do not plug the scanner into a power source or your computer before you download the scanner software.**
- Ensure you have administrative rights to install software on your computer or contact your company's IT resource.
- Make sure the scanner is at least 18 inches away from any device that could create interference (fans, heaters, computer monitors, CPUs, etc.).
- Do not run any other software that enables you to scan paper checks, or your new scanner may not operate correctly. If you have additional scanning software, you should uninstall it before you begin.

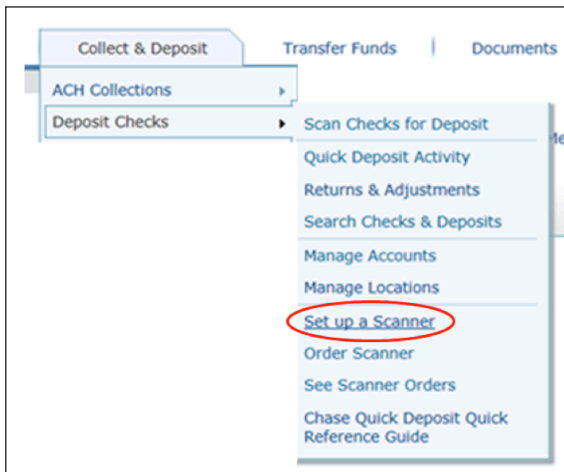NOTE: Chase QuickDeposit is not compatible with virtual workstations or environments.

Installing and Setting Up Your Chase QuickDeposit Scanner

To set up your scanner, first install the software and then connect the scanner to your computer.

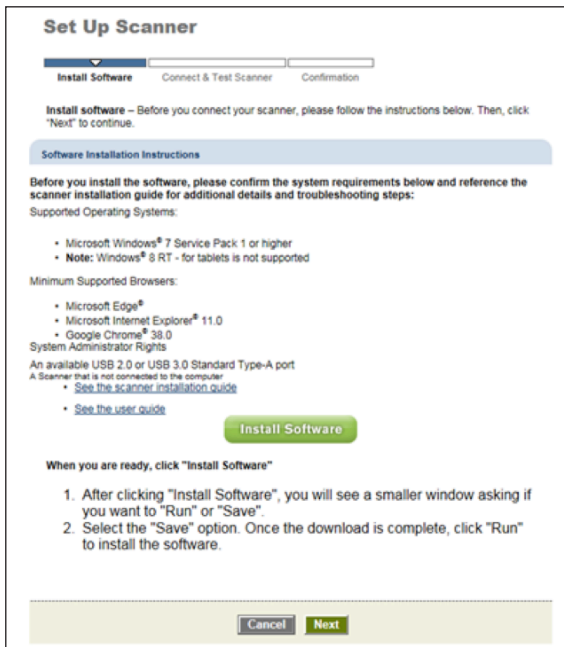**FOR WINDOWS 7 AND NEWER WINDOWS OPERATING SYSTEMS**

Step **1**

Access Chase QuickDeposit

From the "Collect & Deposit" menu, click on "Deposit Checks" and select "Set up a scanner."

Step **2**

Install Software

Review the minimum system requirements and click "Install Software."
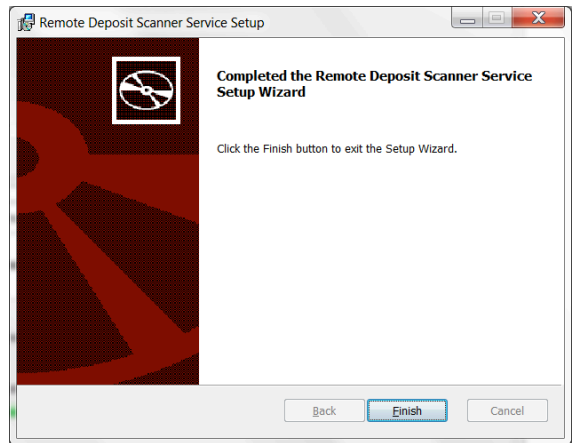

Step **3**

Download the Scanner

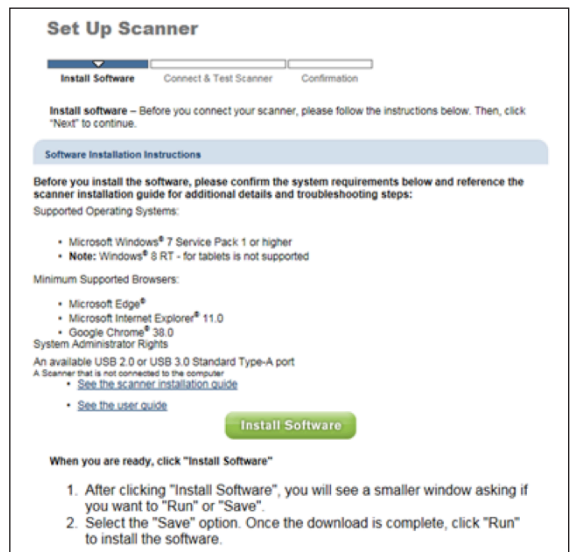A smaller window will then ask if you want to "Run" or "Save." Select "Save."

Once the download is complete, click "Run" to install the software.

When the setup wizard has completed, click "Finish."

Click "Next."

# Installing and Setting Up Your Chase QuickDeposit Scanner

To set up your scanner, first install the software and then connect the scanner to your computer.

**FOR MAC OPERATING SYSTEMS**

Step **1**

Access Chase QuickDeposit

From the "Collect & Deposit" menu, click on "Deposit Checks" and select "Set up a scanner."

Step **2**

Install Software

Review the minimum system requirements and click "Next."

Step **3**
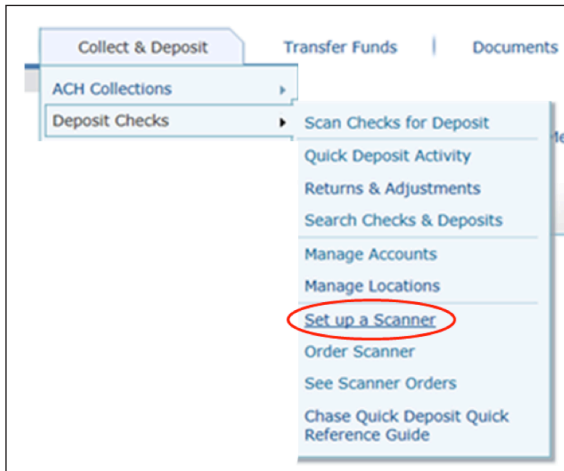
Download the Scanner

Follow the instructions on the screen to download the Chase QuickDeposit Installer package. The installer will be saved in the Downloads folder. Note: If you have changed your browser's default download location, the installer will be saved to the new location.
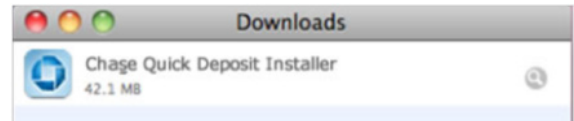
Once the download is complete, double-click the installer application to run it. A new window will appear that reads "Install JPMC QuickDeposit." Click "Continue" and follow the instructions on screen to install the software. Enter your administrator password if prompted and click "OK." Once the installation has completed, click "Close" to return to the Chase.com Set Up Scanner page and click "Next."
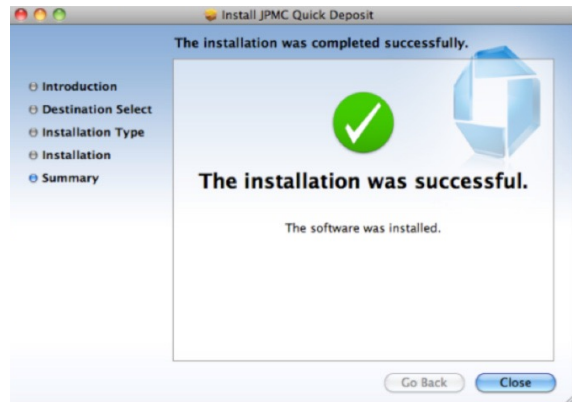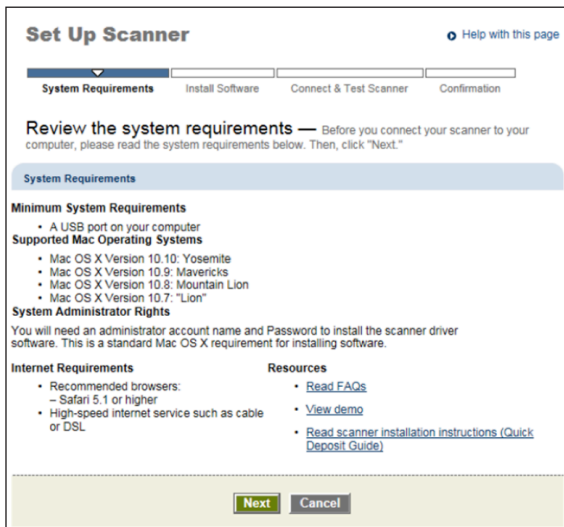
Note: You may be asked to restart your computer as part of the software installation. If you are prompted to do so, please restart your computer and then navigate back to the Chase QuickDeposit homepage.

Installing and Setting Up Your Chase QuickDeposit Scanner

To set up your scanner, first install the software and then connect the scanner to your computer.

FOR WINDOWS AND MAC OPERATING SYSTEMS

Step

4

Connect the Scanner to Your Computer

Unpack your scanner and accessories. Locate the power cord, USB cable and scanner feeder tray for initial setup.

When prompted, connect the scanner to your computer by first placing the power supply connector into the back of the scanner and plugging the power supply in to a power outlet.

Then, place one end of the USB cable into the back of the scanner and the other end into a USB port on your computer.

If you have a single-feed Panini® I:Deal® scanner, lift up the blue exit pocket flaps to engage the scanner. For additional information on scanner installation or to troubleshoot, refer to the Panini Operator Manual CD that was included with your scanner.

Step

5

Test the Scanner

Click the "Test Scanner" button to perform the scanner test. The scanner will make a brief noise.

Step

6

Scanner Test Successful

Upon successful completion of the scanner installation, you will receive a confirmation message that your scanner is ready to use.
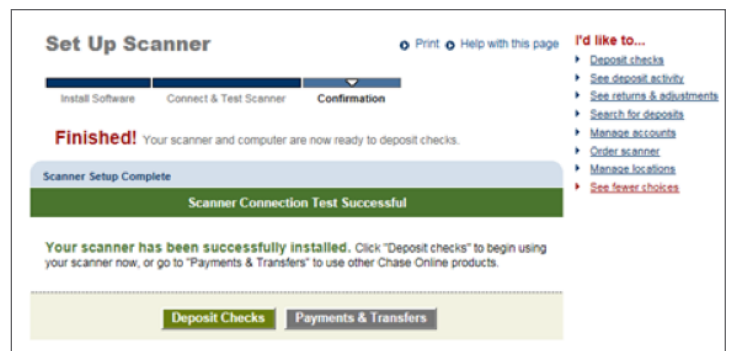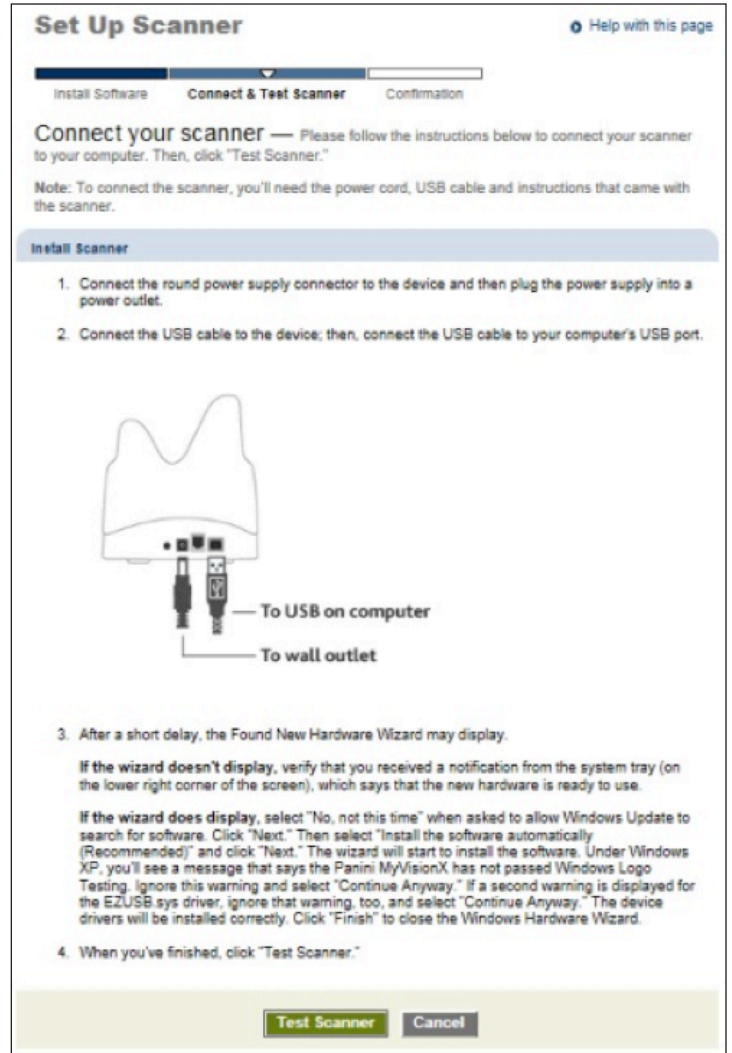
Additional Information

Learn how to troubleshoot, maintain your scanner, and get technical support.

IF YOU ENCOUNTER PROBLEMS DURING SCANNER INSTALLATION

- Make sure the scanner is not plugged into your computer until you have downloaded and installed the Chase QuickDeposit software.
- Unplug all devices connected to your computer during the installation process except for the mouse and keyboard. This includes printers, postage machines, cameras, cell phones, etc.
- Make sure the scanner is at least 18 inches away from the computer and other electronic devices to avoid electromagnetic interference.
- Review the operating system and internet browser requirements to make sure Chase QuickDeposit is compatible with your computer.

SCANNER MAINTENANCE

To ensure that your scanner reads checks consistently, it is important to perform scanner cleaning weekly. For your convenience, we have included a one-time-use cleaning card with your scanner.

Follow the instructions on the card packaging to clean your scanner. The cleaning card is not intended to remove debris from the track, clean the sensors, or replace the cleaning procedures outlined in the Panini Operator Manual CD. To order additional cleaning supplies for your scanner or view a video about scanner cleaning, please visit PaniniOnlineStore.com.

TECHNICAL SUPPORT

If you have questions about installing your scanner software or Chase QuickDeposit, please call:

Business Banking Customers:
877-CHASEPC (877-242-7372) option 3, then 4

Commercial Customers:
Chase Commercial Online Service Center
Hours: 8 a.m. – 8 p.m. ET, Monday through Friday
(877) 226-0071 [for government entities and not-for-profit organizations call (855) 893-2223]

MOST FREQUENT INSTALLATION ISSUES

Issue	Fix
Scanning device is plugged into the USB port before or during installation.	Do not plug the scanner into your computer until after you have downloaded and installed the software driver.
You were not successful testing the single-feed (I:Deal) scanner.	Make sure the blue flaps are turned upright before testing the scanner and depositing any checks.
Other devices are plugged into the USB port before or during installation (except mouse and keyboard).	Be sure no other devices are connected to your computer during the installation process. This includes printers, postage machines, cameras, cell phones, etc.
The scanning device is too close to the computer and other electronic devices.	Move device at least 18 inches away from computer to avoid electromagnetic interference.