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Scanner Installation

Web Address for merchant site: <u>https://merchant.bankatfirst.com</u>

- **1.** Make sure scanner is unplugged.
- **2.** Identify what type of scanner you are installing. If it is an IDeal Single Feed, Digital Check, or Canon skip to step 5.
- 3. If it is a VisonX model, identify if the PC is a 32-bit or 64-bit.
 - Click on the file folder on the toolbar
 - On the left side look for 'Computer' or 'This PC'.



• At the top select 'System properties'.







4. Scroll to Device Specifications. Next to system type it will display the operating

vstem.		
Settings		- D X
ம் Home	About	
Find a setting	P	
System	Device spec	cifications
	Device name	LX093589
🖵 Display	Processor	Intel(R) Core(TM) i5-6300U CPU @ 2.40GHz 2.50 GHz
다)) Sound	Installed RAM	16.0 GB (15.9 GB usable)
	Device ID	0EDD38D8-D8A6-43F5-B92C-FABDE7F3CF39
LJ Notifications & actions	Product ID	00329-00000-00003-AA341
) Focus assist	System type	64-bit operating system, x64-based processor
	Pen and touch	No pen or touch input is available for this display
O Power & sleep		
Battery	Windows sp	pecifications
📼 Storage	Edition	Windows 10 Enterprise
_	Version	1809
느란 Tablet mode	Installed on	10/21/2019
	OS build	17763.864
EI Multitasking	Change product	t key or upgrade your edition of Windows

- 5. On Internet Explorer go to https://merchant.bankatfirst.com
- 6. Select the appropriate scanner driver for the install.
 - Scanner Drivers VisionX 32 bit VisionX 64 bit Teller Scan 32 bit Teller Scan 64 bit EpsonS1000 64 bit EpsonS1000 32 bit Digital Check CX30 IDeal Single Feed Canon CR50 Canon CR55

7. Click Open





8. Extract the files. Click on the 'Compressed Folder Tools'. Then Click 'Extract All'.

🛃 🛃 🔜 🗢		Extract	ScannerDriver_pvisionx-64bit			-		×
File Home Share	View	Compressed Folder Tools						-14 🕐
slangdon BSC RDC		Notures A G Engine	ering	Chetna Mital MD, L Forward Edge LLC	¢			
Connect Realty		Priority Dis	patch Inc	Jordan Manufacturing				
			Extract To					
United States	🔳 setup		Application	4,343 KB No	4,880 KB 12%	3/30/2015	2:36 AM	
A G Engineering								
Chetna Mital ME								
Computer (LX093:								
🧊 3D Objects 🔜 Desktop								
Downloads								
E Pictures								
📰 siangdon 📔 Videos								
🎬 OSDisk (C:) 🗸 🗸	c							>
2 items]== ==

9. Extract all files to the desktop. Select 'Browse' and then desktop. Click Extract

		\times
~	Extract Compressed (Zipped) Folders	
	Select a Destination and Extract Files	
	Files will be extracted to this folder:	
	C:\Users\slangdon\Desktop Browse	
	Show extracted files when complete	
	Extract Cance	I



10. Right click on the 'setup icon' on the desktop. Click Open.



11. Click Next





12. Click Install



13. The installation will run in the background. This icon will show on the taskbar at the bottom of the screen. **The installation can take anywhere from 10 minutes to 40 minutes.



14. While the installation is running go to the Internet Explorer browser. In the right hand corner select the gear icon



• Click Internet Options





- Click on the Security tab at the top.
- Select the Trusted Sites icon
- Click Sites



- **15.** Add the merchant website to the trusted sites.
 - If already on merchant website it should automatically populate in the box under Add this website to zone. If it doesn't automatically populate the site you can enter in https://merchant.bankatfirst.com and click Add.

Note: If the add button is greyed out. The company's IT department will need to add the trusted site or log in as the admin in order for the change to occur.

dd this website to the zone:	1	
		Add
ebsites:		
.bank2business.net	^	Remove
blitzdocs.net		
.bmodepositedge.com		
boardbooks com	~	

• Once the site is added click Close



16. Next, under the Security tab select Custom Level



17. Next, select internet settings may need to be adjusted within Internet Explorer

Note: If this option is greyed out, the company's IT department may need to change these settings or log in as the admin.

The following internet explorer settings may need to be enabled

- Active X Controls and Plugins Enable
- Download Signed Active X Controls Enable
- Miscellaneous
 - Access Data Sources Across Domains Enable
 - Display Mixed Content Enable
 - Websites in Less Privileged Web Content Zone Can Navigate into this Zone – Enable
- Once these are changed select Ok and select Ok on the main internet Options screen.



- **18.** Add the merchant websites to favorites or on the favorites bar.
 - To add to favorites go to https://merchant.bankatfirst.com
 - Select the 'Web Client Log In'

Web Client Log In
Scanner Drivers
VisionX 32 bit
VisionX 64 bit
Teller Scan 32 bit
Teller Scan 64 bit
EpsonS1000 64 bit
EpsonS1000 32 bit
Digital Check CX30
IDeal Single Feed
Canon CR50
Canon CR55
Documentation
Web Client Manual
Quick Reference Guide
Install Drivers

• Once at the log in screen click on the star icon in the right corner.

- Click on Add to factor f
- Change the name to FFB Remote Deposit. Click Add

1	Add a Favorite		
~	Add this webpage as a favorite. I Favorites Center.	o access your tavonte	es, visit the
Name:	FFB Remote Deposit		
Create in:	🙀 Favorites	~	New folder

21. Exit Internet Explorer

Note: This step is important in order for the multi-demo to function properly in the next steps

22. Once the installation is complete a box will pop up – Click Finish

🙀 Panini pVisionX 64-Bit Scan	ner Driver - InstallShield Wizard X
	InstallShield Wizard Completed
	The InstallShield Wizard has successfully installed Panini pVisionX 64-Bit Scanner Driver. Click Finish to exit the wizard.
	< Back Finish Cancel

23. Plug the scanner into the USB and electrical cord. On the computer desktop, click on Panini Multi-Demo icon.



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Note: The demo will show that the scanner is successfully connected.





Once the multi-demo shows that the scanner is connected and online, exit the multi-demo

Log into the merchant website and proceed with a deposit

Troubleshooting

Device Library Failed to Load:

- 1. Exit out of the Internet Explorer Browser. Run the Panini Multi Demo on the desktop. If you can't locate it on the desktop search by clicking on the on the tool bar and searching Panini Multi Demo. Verify the demo says connected and online. If this does not resolve the issue see below.
- 2. Verify <u>https://merchant.bankatfirst.com</u> is located in the trusted sites.
- 3. Make sure both drivers are appearing in the programs.
 - Go to the file folder on the tool bar
 - Select 'Computer' on the left side of the screen. Click on the computer tab at the top. Select 'uninstall or change a program'.



- Search for the scanner type and make sure there are drivers that are installed. **Panini Scanners will have 2.
- If they are both there. Do an <u>uninstall</u> and <u>reinstall</u> the drivers.



Active X Control Failed to Load

- 1. Go in to the Internet Settings and verify the settings are correct.
- 2. Ensure that the website is in the trusted sites
- 3. Exit out of the Internet Explorer Browser and run the Multi Demo on the desktop. If the issue still persists do an <u>uninstall</u> and <u>reinstall</u>.

Scanner won't initialize in the merchant website (No error)

- 1. Verify the demo will run. If yes go to step 4. If no see below.
- 2. Plug the scanner in to a different USB port.
- 3. Make sure all connections are secure and plugged in. (In to the wall and in to the box on the cord)
- 4. Log in to the merchant website.
- 5. Go to registration on the top right banner.

Change Password Administration Registration Deposits History Report:

Ideal Scanner Troubleshooting

The Ideal Scanner is a single feed scanner. This will feed one check at a time but you are able to scan multiple checks within a batch.

- 1. Scanner has an orange light.
 - The blue flaps on the top of the scanner are closed.
- 2. Flashing red light.
 - The track of the scanner needs cleaned. Spray canned air to clean.
- 3. Check jamming error.
 - Make sure the customer click on capture items first and then insert the check. **If the check is sitting in the machine and then they click on capture items it will sometimes jam.



- 4. Inserting the check in to the machine.
 - Ensure that the check is being inserted on the right side, face up, with the MICR line facing to the right.



VisionX ScannerTroubleshooting

The Vision X scanner is a multi-feed scanner. It allows the customer to scan batches of checks without having to feed each check through individually.

1. Red Light on scanner. This usually indicates the top of the scanner is not locked down. Remove the middle piece and ensure that the lid is locked in place.





- 2. Checks are jamming when they run through. This process will widen the opening where the checks run through. (This only works on Vision X Scanners)
 - Select the File Folder on the toolbar.
 - Click on the 'C: Drive' in the left tool bar.





• If Program Data appears move to next step. If Program Data does not appear, click on View tab, place a check mark next to hidden items to allow program data to appear.

_	Manag	e	OSDisk (C:)					
View	Drive Too	ols						
🔳 Extra I	large icons	📰 Li	arge icons	Medium icons	*		🥅 Group by 🕶	ltem check boxes
🔡 Small	icons	BB Li	ist	EE Details	-		👖 Add columns 🔻	File name extensions
📲 Tiles		e c	ontent		Ŧ	Sort by •	📅 Size all columns to fit	✓ Hidden items

Program date will now appear

ProgramData

 Click on Program data > Advanced Financial Solutions > Direct > Config > MVX Parameters

Computer (LX096KB3) > OSDisk (C:) > ProgramData > Advanced Financial Solutions > Direct > Config



- 4. Scroll to the bottom of the Note Pad to [DoubleFeeding].
 - Change Enable=1 to Enable=0.

[DoubleFeeding] Enable=1 Delay=100

5. Select the 'X' in the right corner of the Note Pad and click Save.

Black Line Fix

- 1. Unplug the scanner from the USB Port and the power cord from the back of the scanner.
- 2. Restart Computer
- 3. Plug the cables back in. If the issue persists see below.
- 4. Click the 'circle' on the toolbar. Type in Control Panel.



5. Select 'Control Panel'.



6. Enter in Power Options in the search and then select 'Power Options'.



7. Click 'Change plan settings' next to selected power plan.





8. Ensure all settings are on 'Never" and click Save Changes **Note:** Battery option will only show if the computer is a laptop



9. Click on the 'circle' on the toolbar and search Device Manager. Select Device Manager.

All	Apps	Documents	Settings	Web	Ν
Best ma	atch				
M ar	Device I Control p	Manager anel			
Search	the web				
РDe	evice Ma	nager - See wel	o results	>	
РDe	evice Ma	nager			
o Ħ	е	a 💀 🤗	9 7	0	9



10. Click on Universal Serial Bus controllers.



11. Select USB Root Hub

Note: If there are multiples select each one

- Select the 'Power Management Tab'.
- Uncheck 'Allow the computer to turn off this device to save power'.
- Click Ok.

12.Once all the USB Root Hubs have been changed disconnect both the power and the USB cables from the back of the scanner and reboot the computer.

64-bit Browser Error

If receiving the error message below, the wrong browser is being used. Remote deposit is only compatible currently with Internet Explorer and not Microsoft

Edge





Troubleshooting for Canon, Tellerscan, and Epson

These scanners do not have a demo. If they are not working properly, perform an uninstall/reinstall of the drivers. If that doesn't solve the problem, contact the Business Support Center at 866-604-7946

Uninstalling scanner drivers

- **1.** U1nplug the scanner from either the USB or the power cord.
- 2. Select the 'file folder' on the toolbar.
- **3.** Click on 'Computer' in the left side of the screen. Select the 'computer' tab at the top. Then select Uninstall or Change a Program

💄 🛛 📝 🚺 Comput	er (LX093S89)	
File Computer V	/iew	3
Image: A matrix and the second sec	P < 🧊	Uninstall or change a program
Properties Open Rename	Access Map network Add a network media • drive • location	Open Settings 🞝 Manage
Location	Network	System
Downloads *		
A G Engineering	Music	Pictures
BSC RDC Chetna Mital MI	Videos	
1 Desktop	Devices and drives (1)	
Computer (LX09)	OSDisk (C:)	
Desktop	151 GB free of 236 GB	

4. Find the scanner drivers that need uninstalled and select Uninstall

15	Panini pVisionX 64-B	8.46 MB	
	15.0.0.0		12/20/2013
		Modify	Uninstall
5. Selec	t 'uninstall.'		

6. A box will pop up. Select Yes



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7. Select Ok



8. Once the installation is complete select Finish

Panini Universal Installer 4.1.00	2 Uninstall Complete InstallShield Wizard has finished uninstalling Panini Universal Installer 4.1.002.
	< Back Finish Cancel

9. Restart the computer before reinstalling drivers