

Remote Deposit Driver Installation & Troubleshooting Procedures

first[®]


first financial bank

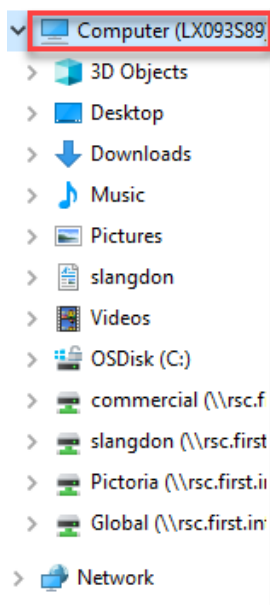


Scanner Installation

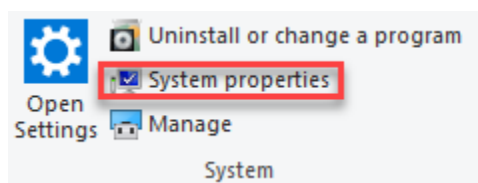
Web Address for merchant site: <https://merchant.bankatfirst.com>

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.

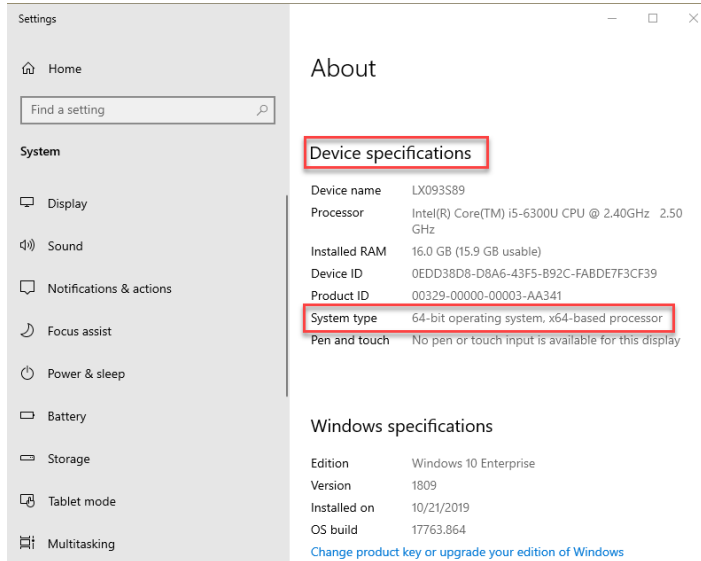
- Click on the file folder on the toolbar 
- On the left side look for 'Computer' or 'This PC'.



- At the top select 'System properties'.



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

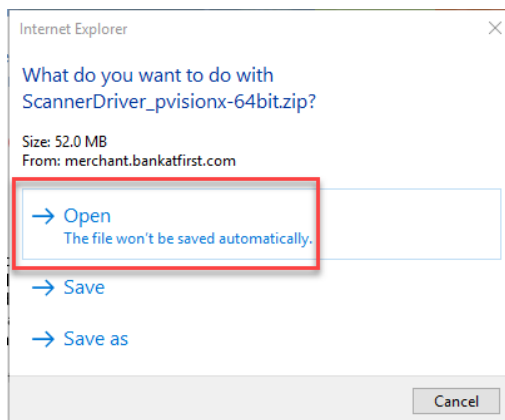


5. On Internet Explorer go to <https://merchant.bankatfirst.com>
6. Select the appropriate scanner driver for the install.

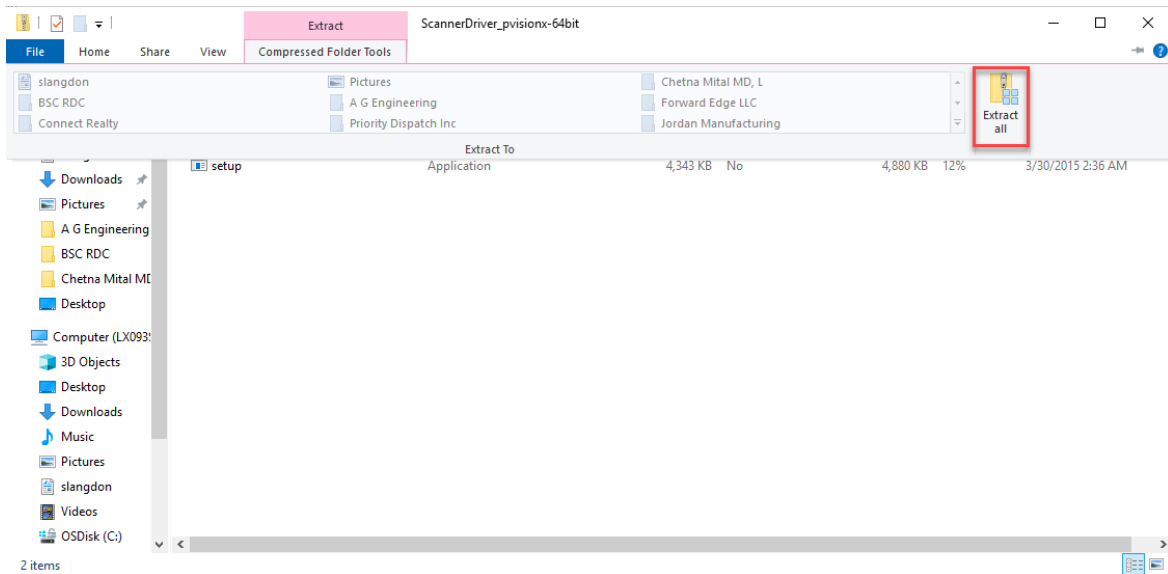
Scanner Drivers

- 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

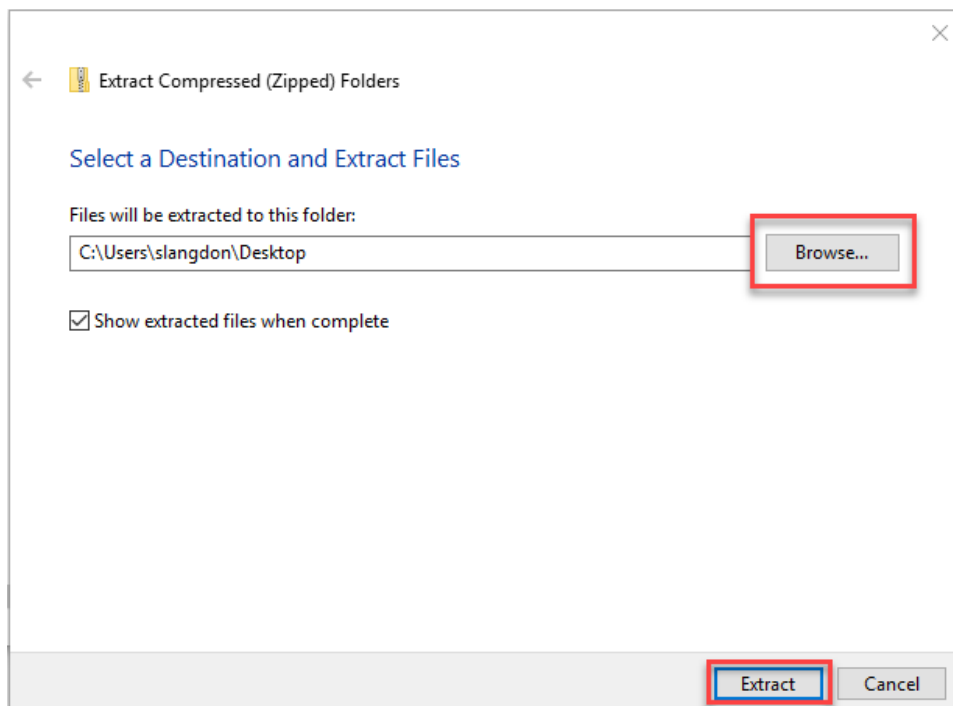
7. Click Open



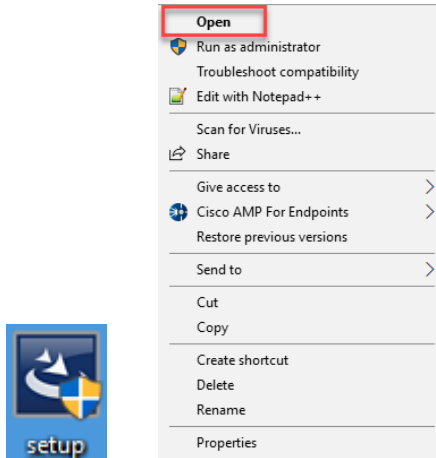
8. Extract the files. Click on the 'Compressed Folder Tools'. Then Click 'Extract All'.



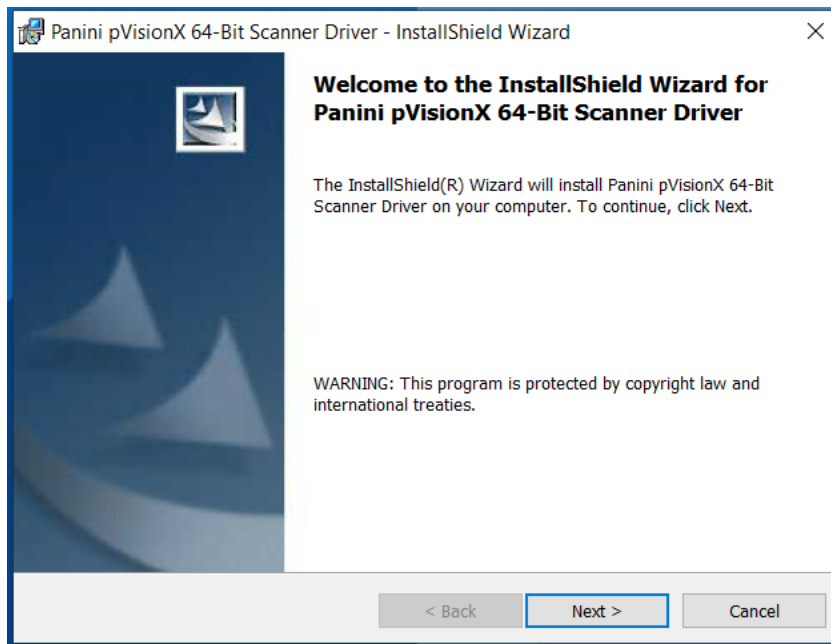
9. Extract all files to the desktop. Select 'Browse' and then desktop. Click Extract



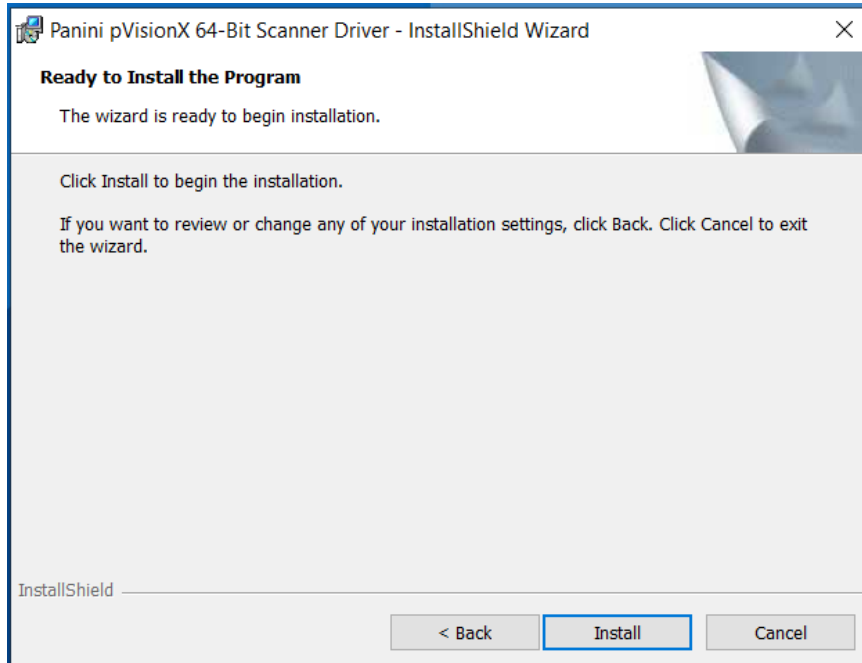
10. Right click on the 'setup icon' on the desktop. Click Open.



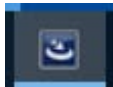
11. Click Next



12. Click Install



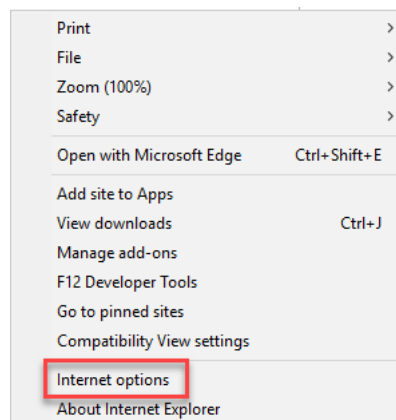
13. The installation will run in the background. This icon will show on the taskbar at the bottom of the screen. **The installation can take anywhere from 10 minutes to 40 minutes.



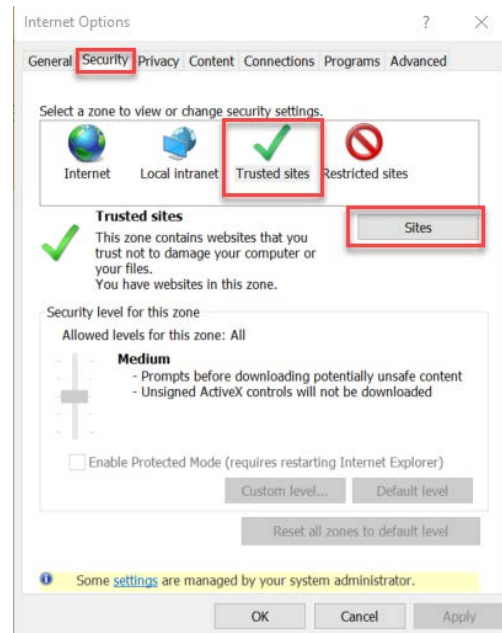
14. While the installation is running go to the Internet Explorer browser. In the right hand corner select the gear icon



- Click Internet Options

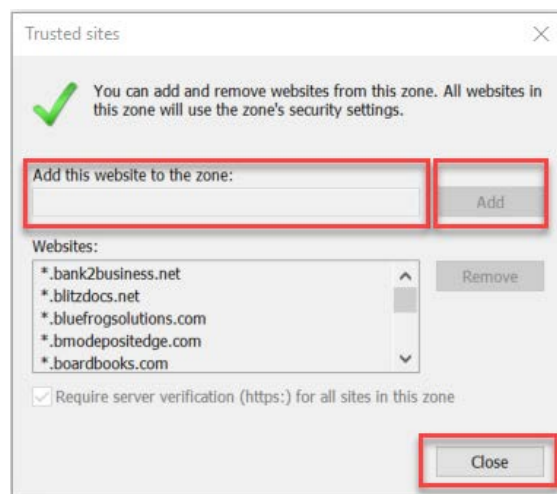


- Click on the Security tab at the top.
- Select the Trusted Sites icon
- Click Sites



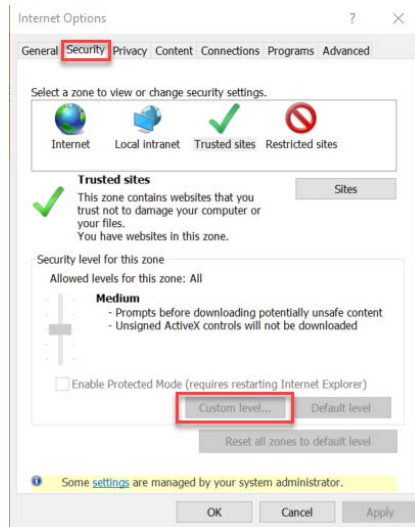
15. Add the merchant website to the trusted sites.
 - If already on merchant website it should automatically populate in the box under Add this website to zone. If it doesn't automatically populate the site you can enter in <https://merchant.bankatfirst.com> and click Add.

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.



- 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
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EpsonS1000 64 bit
EpsonS1000 32 bit
Digital Check CX30
IDeal Single Feed
Canon CR50
Canon CR55

Documentation

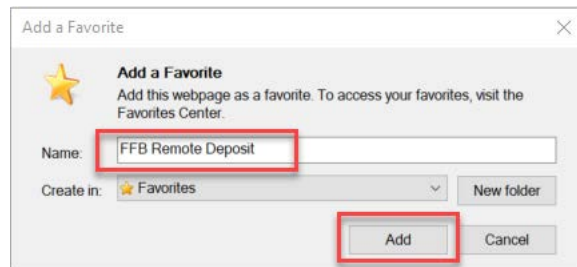
Web Client Manual
Quick Reference Guide

Install Drivers

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



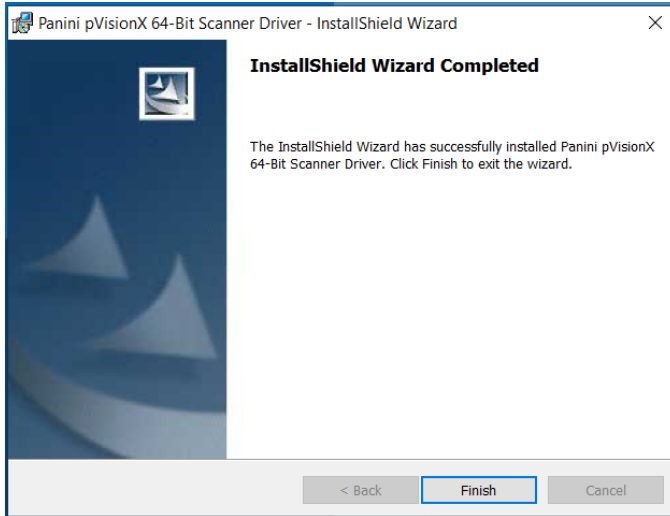
- Click on Add to fa
- Change the name to *FFB Remote Deposit*. Click Add



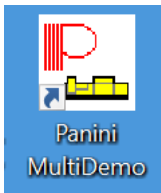
21. Exit Internet Explorer

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

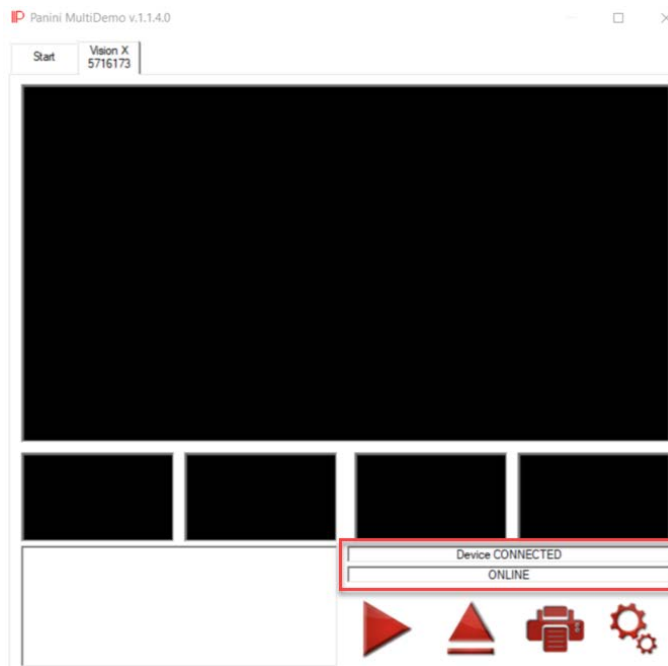
22. Once the installation is complete a box will pop up – Click Finish



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



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





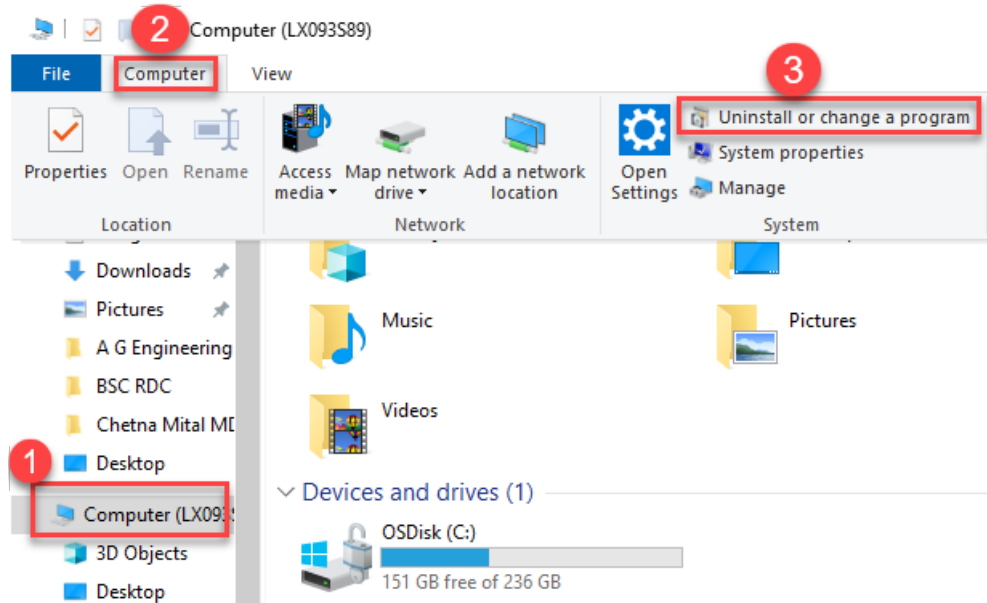
Once the multi-demo shows that the scanner is connected and online, exit the multi-demo

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 <https://merchant.bankatfirst.com> 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 [uninstall](#) and [reinstall](#) 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 [uninstall](#) and [reinstall](#).

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 Scanner Troubleshooting

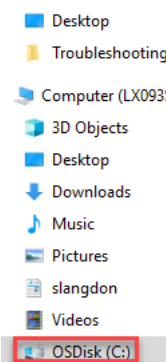
The Vision X scanner is a multi-feed scanner. It allows the customer to scan batches of checks without having to feed each check through individually.

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.

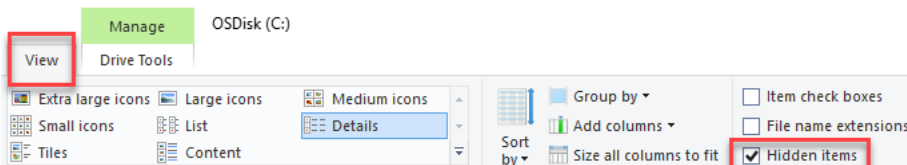


2. Checks are jamming when they run through. This process will widen the opening where the checks run through. (This only works on Vision X Scanners)

- 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.



Program data will now appear

ProgramData

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



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

```
[DoubleFeeding]  
Enable=1  
Delay=100
```

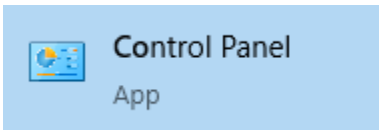
5. Select the 'X' in the right corner of the Note Pad and click Save.

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.



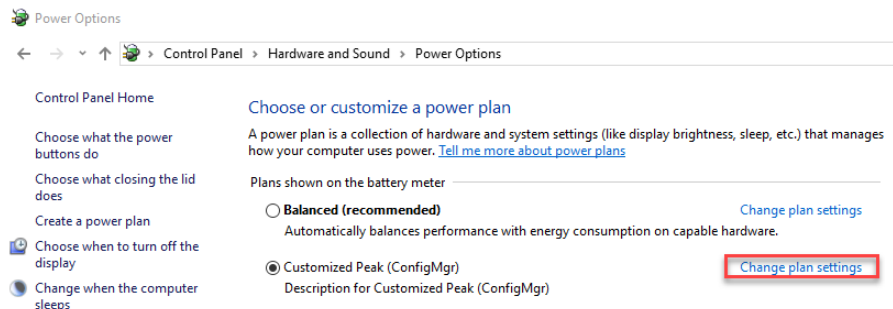
5. Select 'Control Panel'.



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

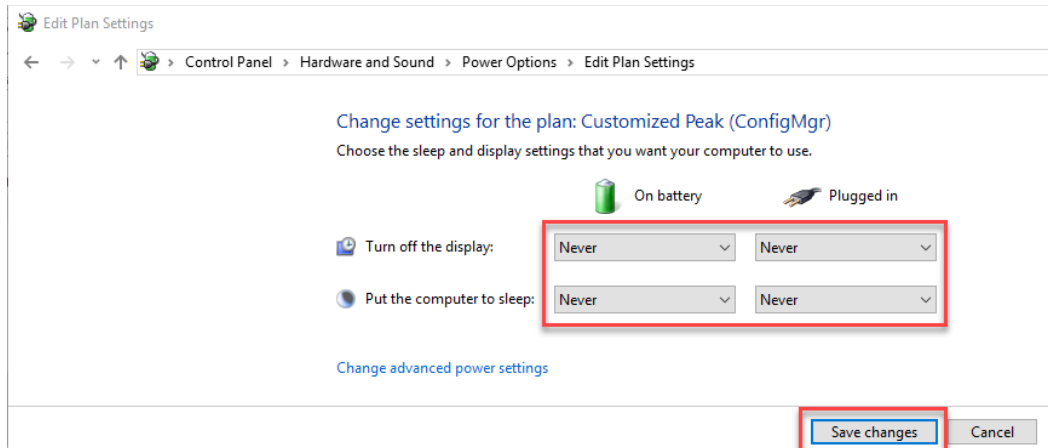


7. Click 'Change plan settings' next to selected power plan.

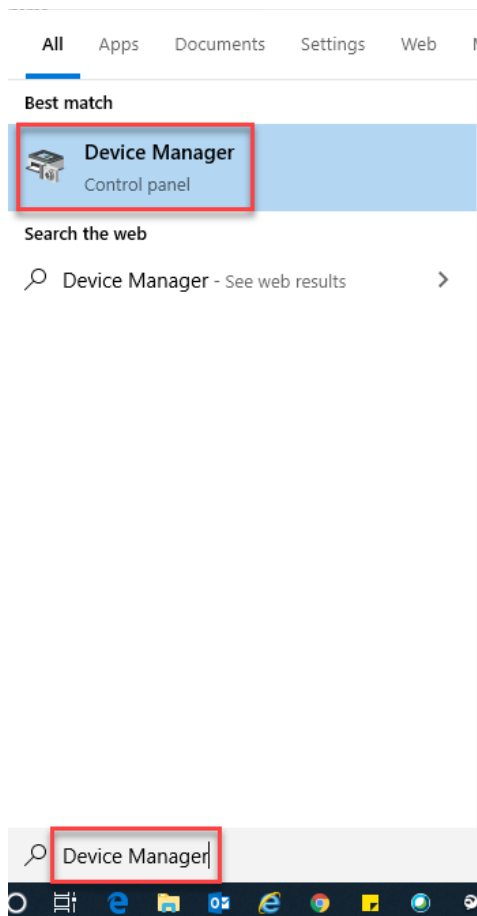


8. Ensure all settings are on 'Never' and click Save Changes

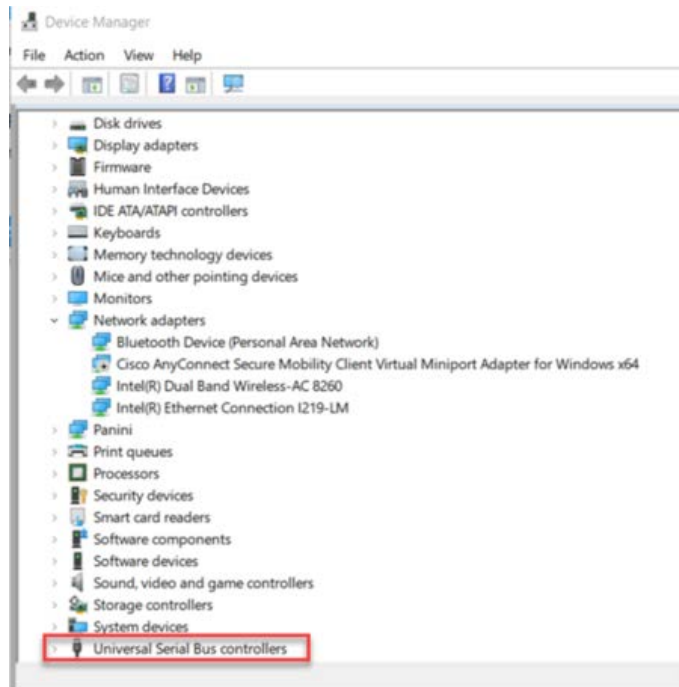
Note: Battery option will only show if the computer is a laptop



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



10. Click on Universal Serial Bus controllers.





11. Select USB Root Hub

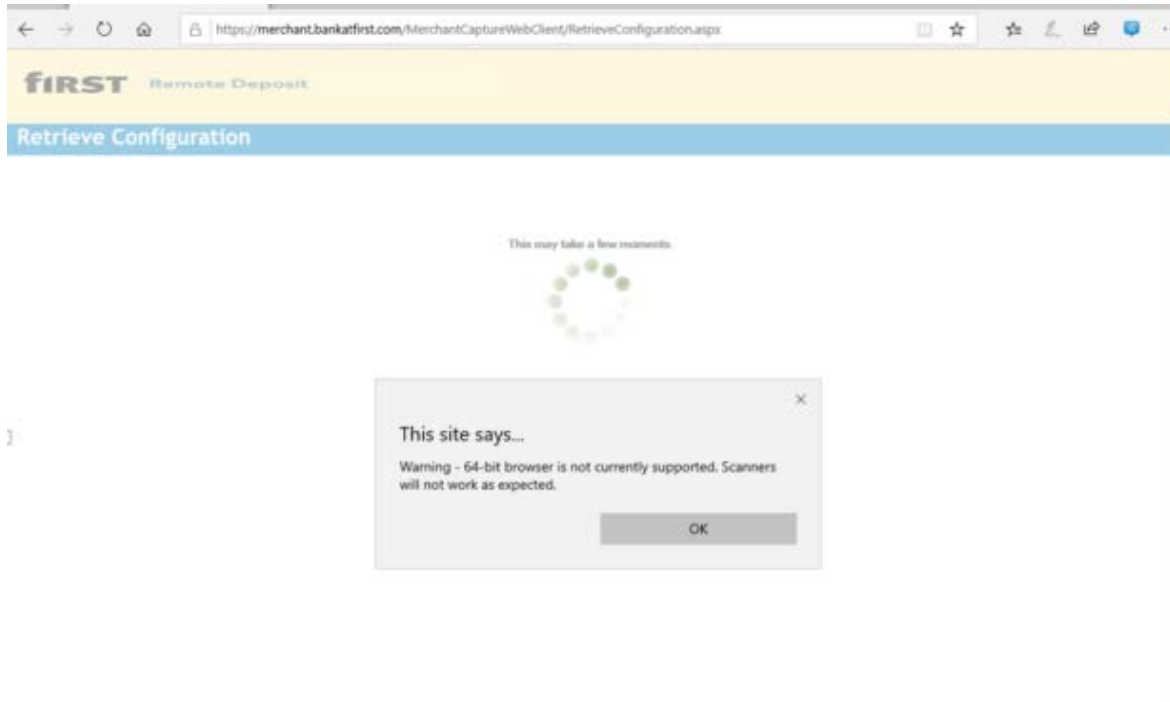
Note: If there are multiples select each one

- 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 

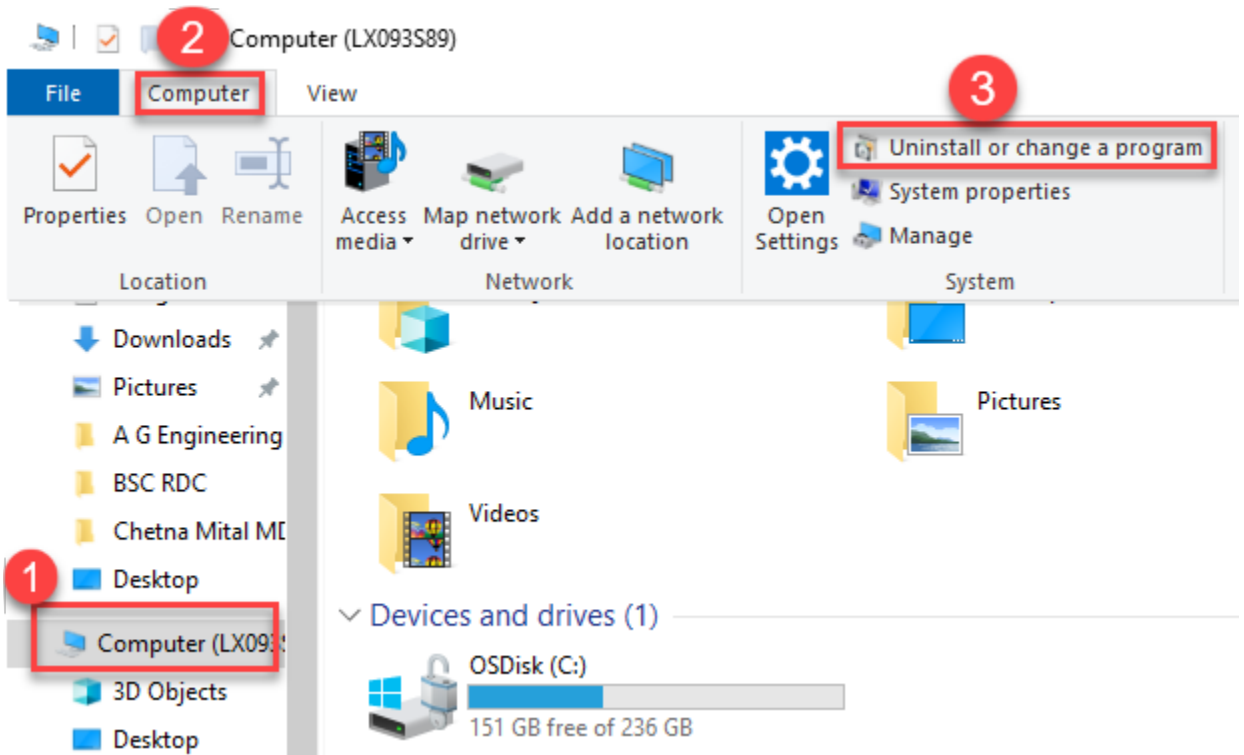


Troubleshooting for Canon, Tellerscan, and Epson

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. Unplug 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

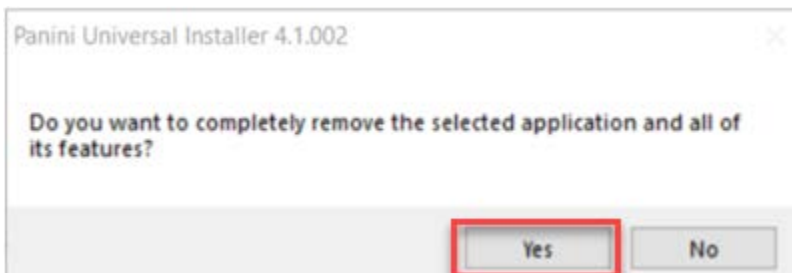


4. Find the scanner drivers that need uninstalled and select Uninstall



5. Select 'uninstall.'

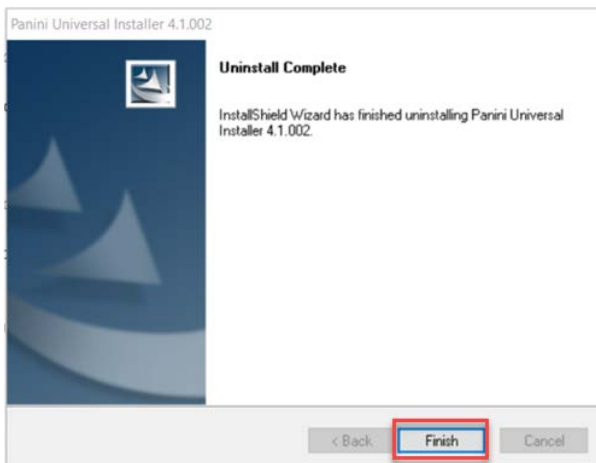
6. A box will pop up. Select Yes



7. Select Ok



8. Once the installation is complete select Finish



9. Restart the computer before reinstalling drivers