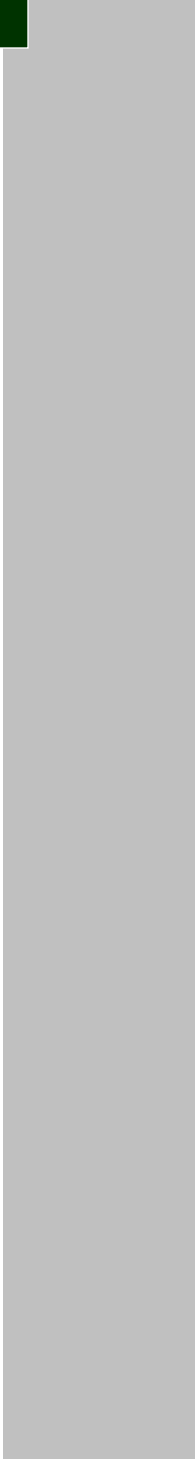


***Century*** Bank™



# **Century Remote Deposit**

**High-Speed Scanner User's Manual**  
**Release 2006**



<b>Introduction</b> .....	<b>1</b>
<b>Scanner Installation</b> .....	<b>4</b>
<b>System Requirements</b> .....	<b>4</b>
<b>Hardware</b> .....	<b>4</b>
<b>User Privileges and Security</b> .....	<b>4</b>
<b>Scanner Setup:</b> .....	<b>5</b>
<b>Check Processing</b> .....	<b>17</b>
<b>Scan Checks Into a New Deposit</b> .....	<b>17</b>
<b>Data Entry</b> .....	<b>19</b>
<b>Scan Checks Into an Existing Deposit</b> .....	<b>21</b>
<b>Status Codes</b> .....	<b>22</b>
<b>Rescan a Check</b> .....	<b>22</b>
<b>Delete a Scanned Check</b> .....	<b>23</b>
<b>Submit a Deposit for Processing</b> .....	<b>24</b>
<b>Notifications</b> .....	<b>25</b>
<b>Successful Deposit</b> .....	<b>25</b>
<b>Deposit with Adjustment</b> .....	<b>25</b>
<b>Suspended Deposit Requiring Attention</b> .....	<b>26</b>
<b>Rejected Deposit</b> .....	<b>26</b>
<b>Check Identification</b> .....	<b>26</b>
<b>Scanner Troubleshooting Tips</b> .....	<b>27</b>
<b>MyVision X Operation Reference Card</b> .....	<b>27</b>
<b>Installation Problems</b> .....	<b>27</b>
<b>Software</b> .....	<b>27</b>
<b>Hardware</b> .....	<b>27</b>
<b>Clearing Jams</b> .....	<b>28</b>
<b>Image Quality Problems</b> .....	<b>28</b>
<b>The PC does not Recognize the Scanner</b> .....	<b>28</b>
<b>Check Identification Does Not Print</b> .....	<b>29</b>
<b>Scanner Uninstall</b> .....	<b>29</b>

# Introduction

Century Remote Deposit is designed to emulate the process associated with making a deposit at the teller window. All Century Remote Deposit capabilities are fully integrated into Enterprise Payment Solutions (EPS) and provide you with the following options at your place of business:

- Scan/convert checks into either Check 21 images or ACH transactions
- Access via [www.century-bank.com/RemoteDeposit](http://www.century-bank.com/RemoteDeposit)
- High speed scanning using a Unisys MyVision X with processing capability of 30, 60 or 90 documents per minute (DPM)
- Image Usability Analysis up to seven fields
- Full service automated keying of amounts
- 30 and 100 document hopper
- Front and rear capture (bi-tonal 200 DPI)
- Single line endorsement
- Electronic notification of deposit

In addition to the above, Century Remote Deposit provides you with the following key functionality that occurs behind the scenes with the focus on improving throughput:

## Courtesy Amount Recognition (CAR) and Legal Amount Recognition (LAR)

After the deposit batch is submitted to EPS, the items are sent to automated account recognition for CAR/LAR. If the amount of the check can be determined by automated account recognition, the deposit batch is updated with the new amount.

If the amount cannot be read, a snippet of the check image containing the amount field is transmitted to be keyed by a person. If the amount cannot be determined by automated account recognition or a person, the item is rejected from the deposit or the entire deposit is rejected. After all items have their amounts read or keyed, the total amount of the read/keyed deposit is compared to the control totals entered by the user when the deposit batch was created. If the totals match, the batch is approved and is originated.

## Batch Balancing

If the deposit batch does not balance after Automated Amount Recognition, it is routed to EPS staff that will review the batch and either adjust the total deposit control total entered or adjust the amount of one of the checks that were read or keyed in error. The bank will have the option to reject the entire deposit if it does not balance. A deposit notification is sent to you notifying you if any adjustments were made to your control totals (See **Notifications** on Page 25).

## Image Quality Analysis (IQUA) using multiple tests (Deposit Rejects)

Checks that cannot be read or keyed, fail (IQUA) or cannot be balanced will cause the individual check or the entire deposit to be rejected. The bank has the option to specify that the entire deposit is rejected or if a single item is rejected. In either case, the rejected items must be re-deposited in a new deposit. A deposit notification is sent to you notifying you of any rejects (See **Notifications** on Page 25).

Century Remote Deposit provides additional capabilities to the Merchant Capture functionality that currently exist within EPS. As is the case with Merchant Capture, checks may be scanned and converted either into ACH or Check 21 transactions.

The purpose of this manual is to provide you with a step-by-step process for scanner installation and transaction processing within Century Remote Deposit. Should you encounter problems during the scanner installation or with performing the Century Remote Deposit process, please contact the EPS Customer Support Group at 1-877-433-3812 or email [ESPsupport@profitstars.com](mailto:ESPsupport@profitstars.com) for assistance.

When you finish reading this document, you should know how to perform the following tasks:

- Connecting the Scanner
- Scanning a Deposit (Batch) of Checks
- Rescanning a Check
- Deleting a Scanned Check
- Closing a Deposit
- Submitting a Deposit
- Troubleshooting the Scanner installation process

# Scanner Installation

# Scanner Installation

## System Requirements

- 500 MHz Processor with 256 RAM
- 1.2 GHz Processor required for 90 DPM Models
- **Windows XP with Service Pack 2**
- Internet Explorer 6 SP1 with 128 bit encryption
- Current Microsoft Updates as of June 2006
- .NET 1.1 Framework
- 10 MB of available hard disk space (More may be required for Microsoft Updates)
- Available USB 2.0 Port Required
- Broadband or Equivalent Internet Connection
- AC Power Outlet
- Uninterruptible Power Supply Recommended



## Hardware

The scanner should be positioned in a convenient place so that checks can be entered easily. Your scanner needs to be close enough to access both the PC and an electrical outlet.

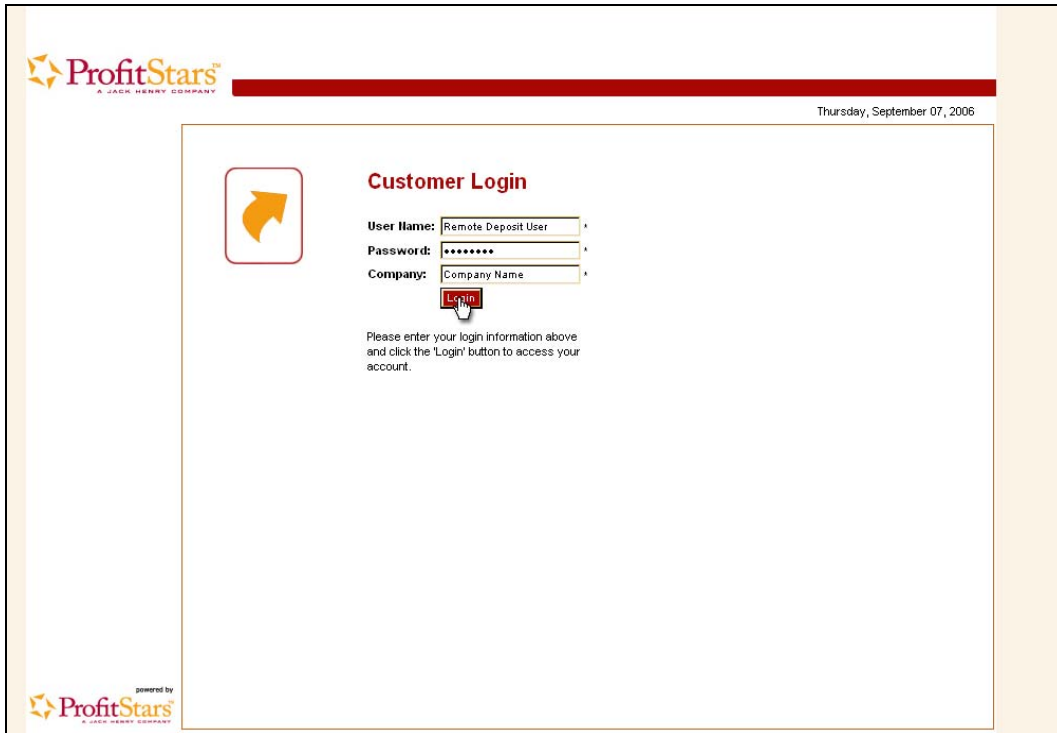
- **KEEP YOUR BOX AND PACKAGING!** There are several replacement parts and extra extenders that come with the scanner. Store these and your box in a safe place. Keep the Operator Manual handy for reference.
- The scanner will need to be placed within six feet of the PC that will be used to scan checks and at least one foot away from your monitor and any other electronic devices.
- A six-foot USB 2.0 (Hi-Speed) cable will extend from the back of the scanner to an available USB port on the PC. A 12-foot power cable will extend from the scanner to an available AC power outlet.
- Make sure your PC is current with all available Microsoft updates.

## User Privileges and Security

If you have restricted privileges on your PC, you will need to ensure that an administrator of the PC is available before performing the installation. Prior to installation, you may be required to disable your anti-virus, firewall, or Internet security software. Some security settings may change during installation.

# Scanner Installation:

1. Before you begin, be sure that you have created a user with the **Remote Deposit Capture** role. Otherwise, you will not be able to view the **Remote Deposit link** under the **Transaction** tab.
2. Log onto the EPS Website: [www.century-bank.com/RemoteDeposit](http://www.century-bank.com/RemoteDeposit). The EPS **Login Screen** will appear (See Figure 1).



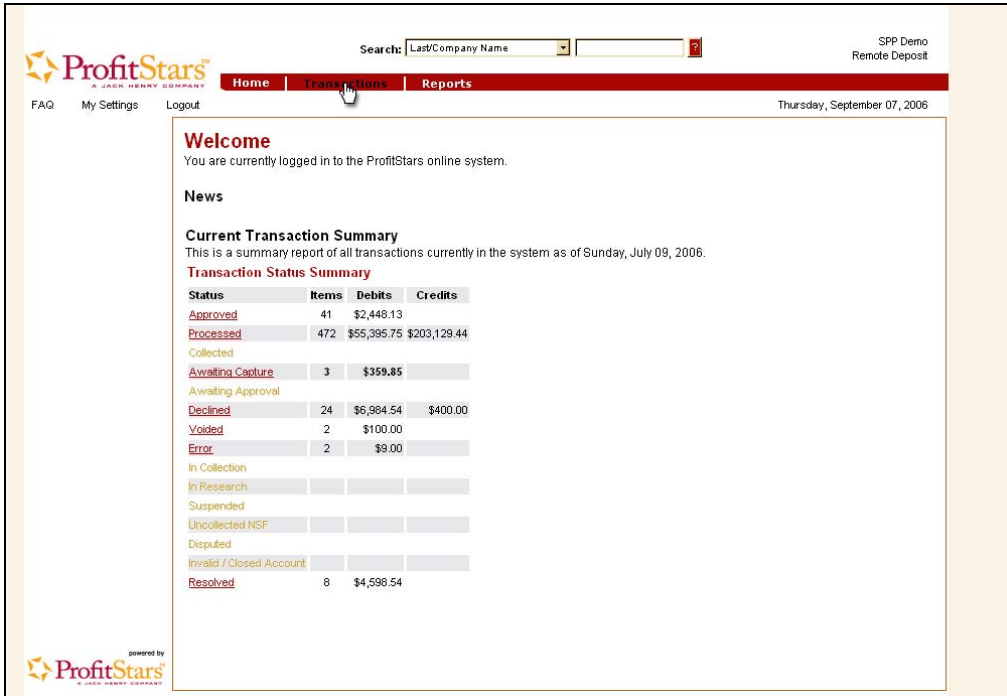
**Figure 1 - EPS Login Screen**

3. Enter your User Name, Password and Company Name and click **Login**.

**Note:**

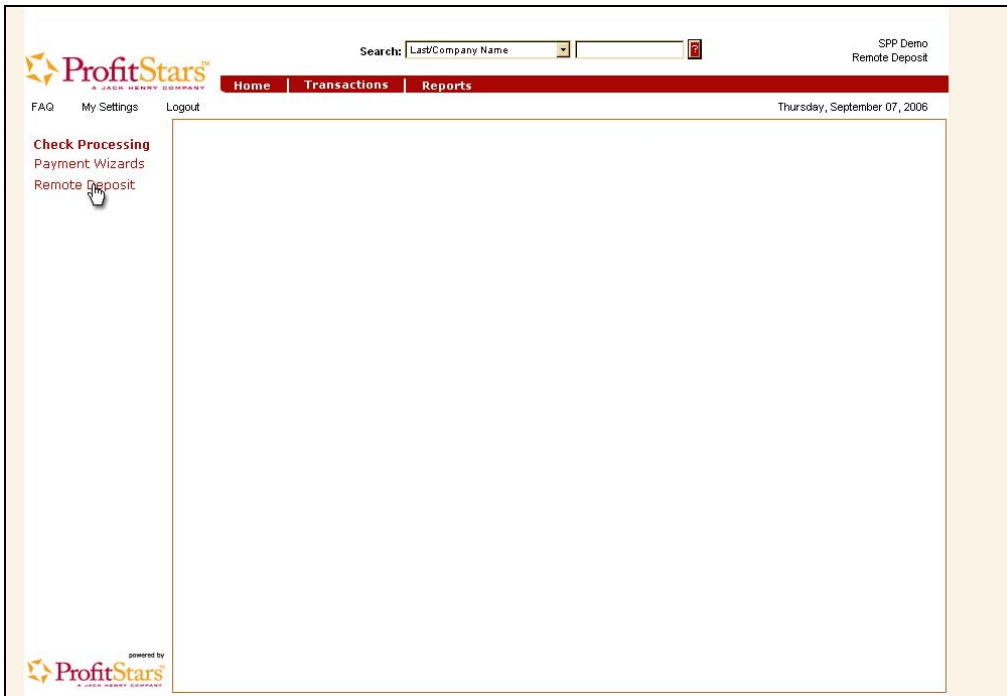
The first time you log into the system, you may be prompted to change your password. At this point, please enter and confirm your new password, and click **Update Password**.

4. Click the **Transaction** tab.



**Figure 2 - Transactions Tab**

5. Then click the **Remote Deposit** link on the left.



**Figure 3 - Remote Deposit Link**

6. You will then go to the “**Welcome to Remote Deposit Capture**” Screen. Review the information that is displayed. When you are ready, select “**Start the Installation**” at the bottom of the page (see Figure 4).

The screenshot shows the ProfitStars website interface. At the top left is the ProfitStars logo with the tagline 'A JACK HENRY COMPANY'. To the right is a search bar with the placeholder text 'Last/Company Name'. Further right, it says 'SPP Demo Remote Deposit'. Below the search bar is a navigation menu with 'Home', 'Transactions', and 'Reports' highlighted. On the left side, there are links for 'FAQ', 'My Settings', and 'Logout'. On the right side, the date 'Thursday, September 07, 2006' is displayed. The main content area is titled 'Welcome to Remote Deposit Capture' and contains the following text:

**Welcome to the Remote Deposit Capture Installation.**  
The installation requires the download of a small ActiveX file to communicate with your check scanner. After downloading this file, this installation will begin.

**Computer user permissions:**  
User permissions determine whether or not you are allowed to install ActiveX controls or plug-ins. If you don't have Administrator access to your Windows equipped computer, you may not be able to install the scanner successfully. If you are unsure whether you can install applications on your computer, please contact your system administrator.

**Installation Requirements:**

- Windows XP, Service Pack 2
- 256 Megabytes of Memory
- Internet Explorer 6.0, Service Pack 1
- 10 Megabytes of free disk space
- Microsoft.NET 1.1 (the installation will download and install this if not detected)

Note: Some recent Microsoft Internet Explorer 6.0 security updates will render this application unusable. To prevent this, please turn on Automatic Updates and ensure the latest updates are installed.

**Troubleshooting the Installation:**

If the installation does not automatically begin, please check the following:

Before installing the scanner software please ensure that you have the following settings correctly set:

**Internet Explorer ActiveX settings**  
Although your browser security settings should be chosen by you or your system Administrator, the 'Medium: Default Level' will allow you to install the check scanner software. For any Custom Level, ensure that both "Download Signed ActiveX controls" and "Run ActiveX controls and plug-ins" are not disabled. (Enable or Prompt will work).

To view your Security Level do the following:

1. Open Internet Explorer.
2. Choose Tools then Internet Options.
3. Select the Security tab.
4. Choose Internet.
5. Ensure that "Download Signed ActiveX controls" and "Run ActiveX controls and plug-ins" are not disabled.

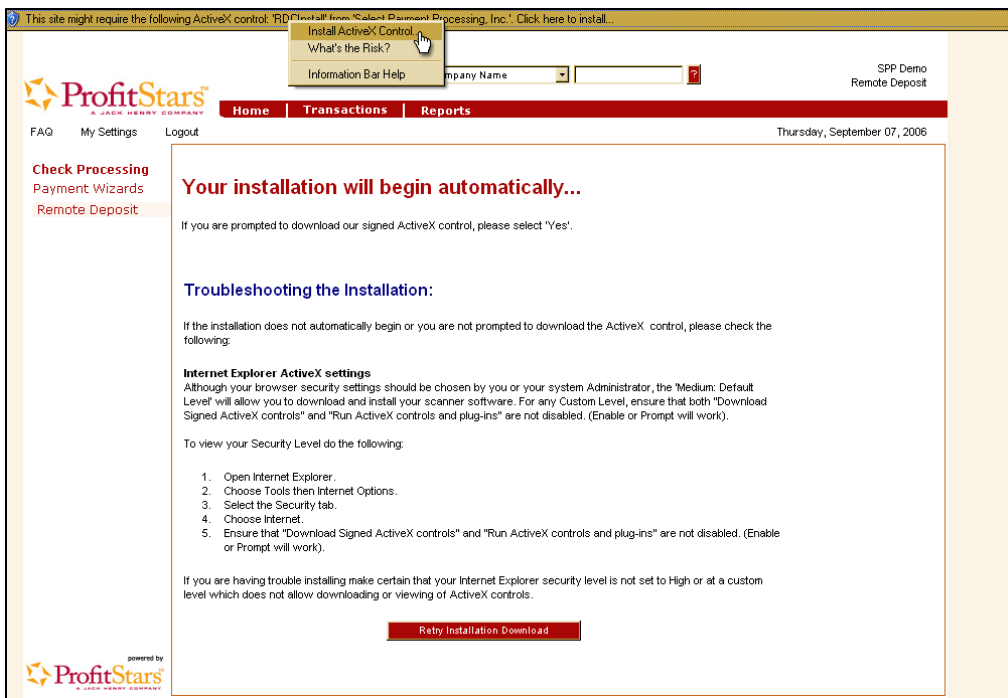
If you are having trouble installing make certain that your Internet Explorer security level is not set to High or at a custom level which does not allow viewing of ActiveX controls.

Download signed activeX controls Disable Enable Prompt

At the bottom of the page, there is a red button labeled 'Start the Installation' with a mouse cursor pointing to it.

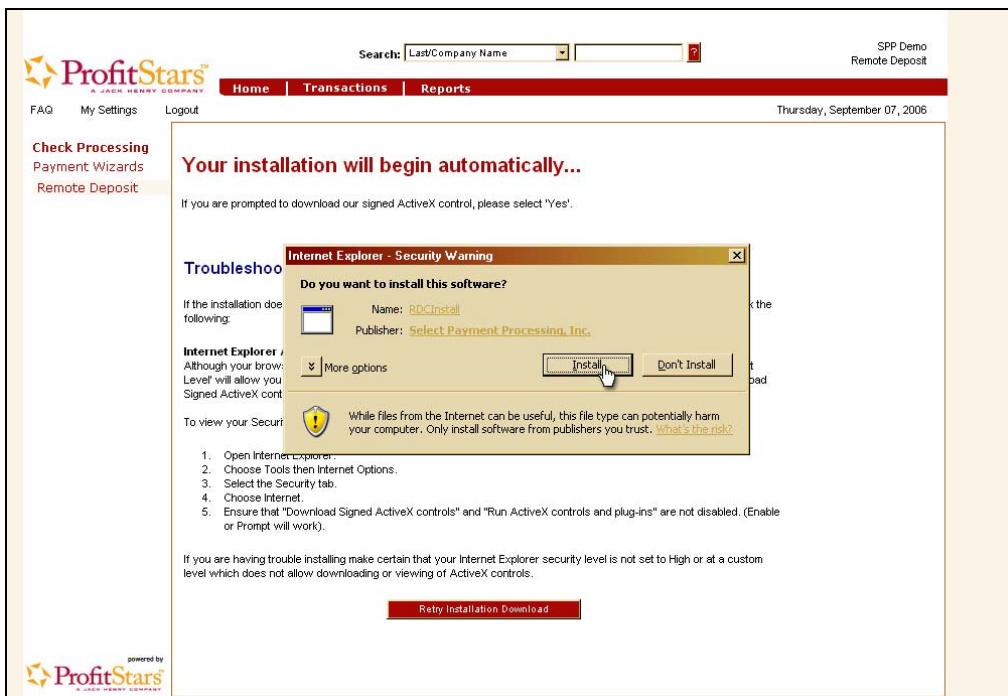
**Figure 4 - Welcome to Century Remote Deposit**

7. You will be prompted to install the ActiveX control “RDCInstall” (See Figure 5), Click the ActiveX warning and select “**Install ActiveX Control**”.



**Figure 5 - ActiveX Control**

8. The Security Warning window will now appear. Click **Install**. (See Figure 6)



**Figure 6 - Security Warning**

**Note:**  
You will see the security warning appear 2 times.

9. Follow the prompts and the installation will begin.

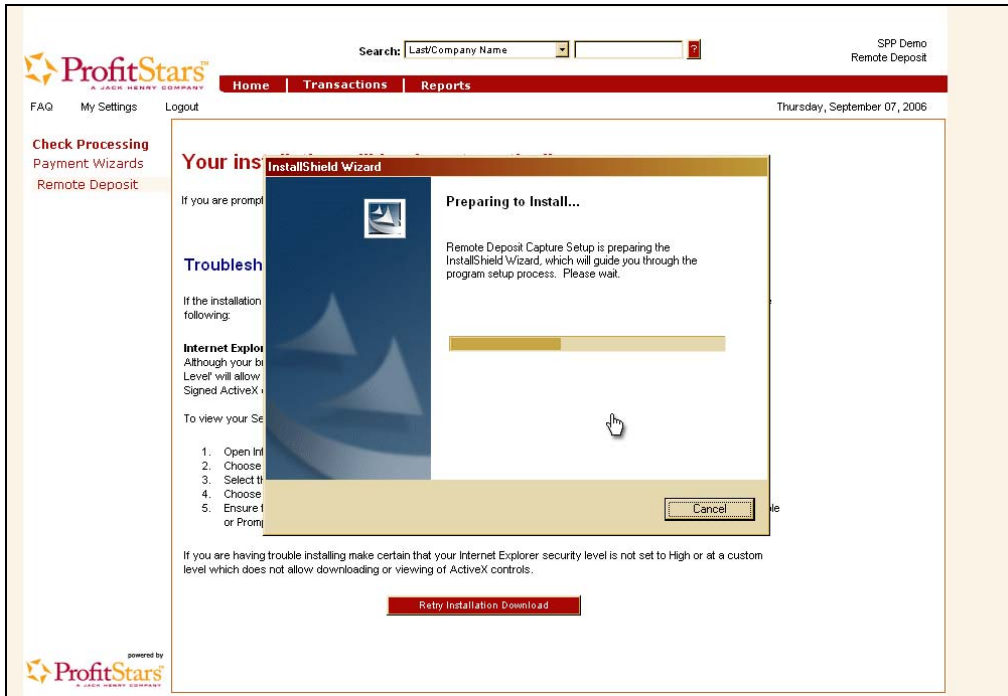


Figure 7 - Preparing to Install – InstallShield Wizard

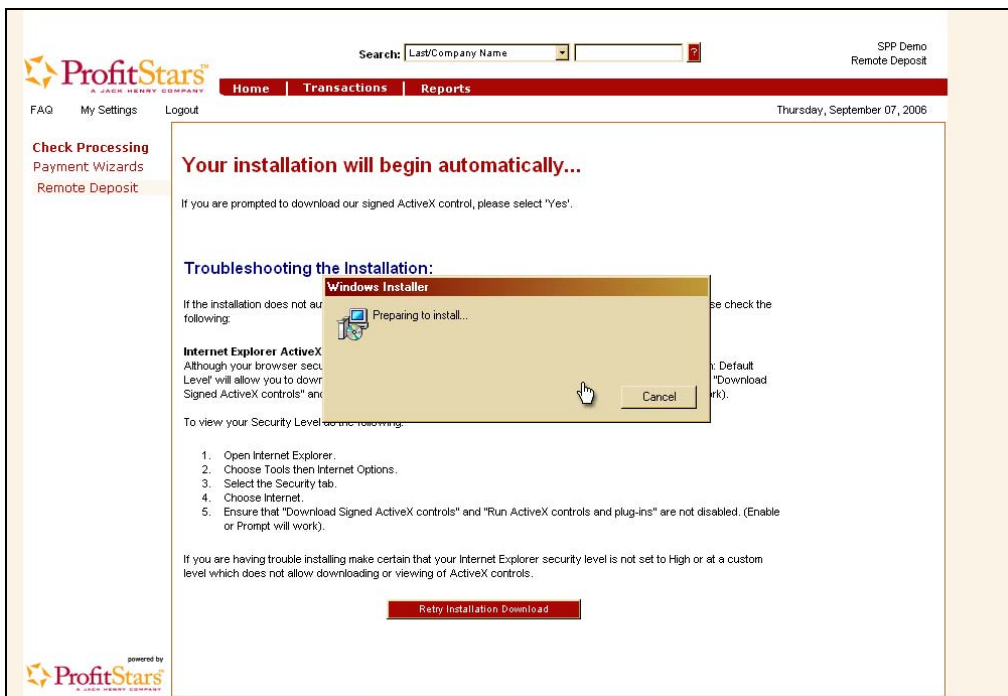
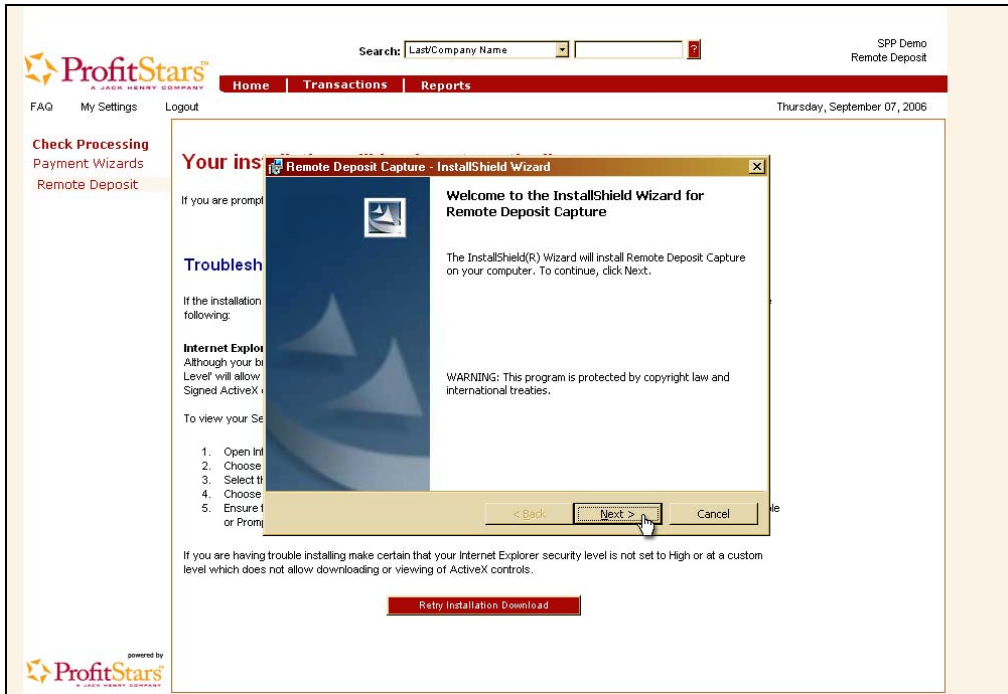


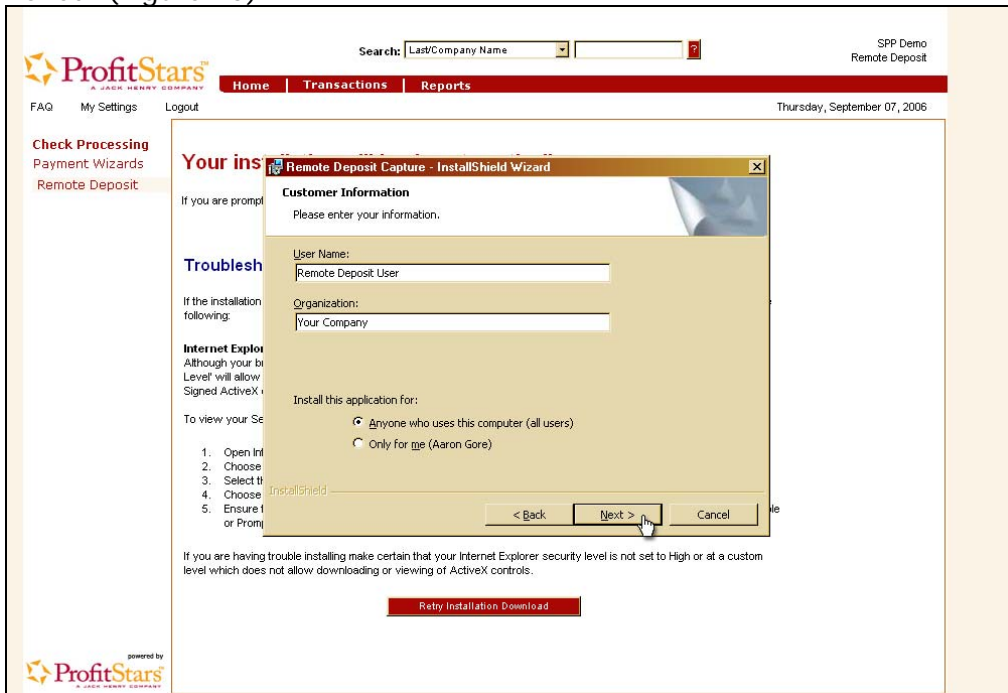
Figure 8 - Preparing to Install – Windows Installer

10. Click **Next** on the **Remote Deposit Capture – InstallShield Wizard**. (Figure 9)



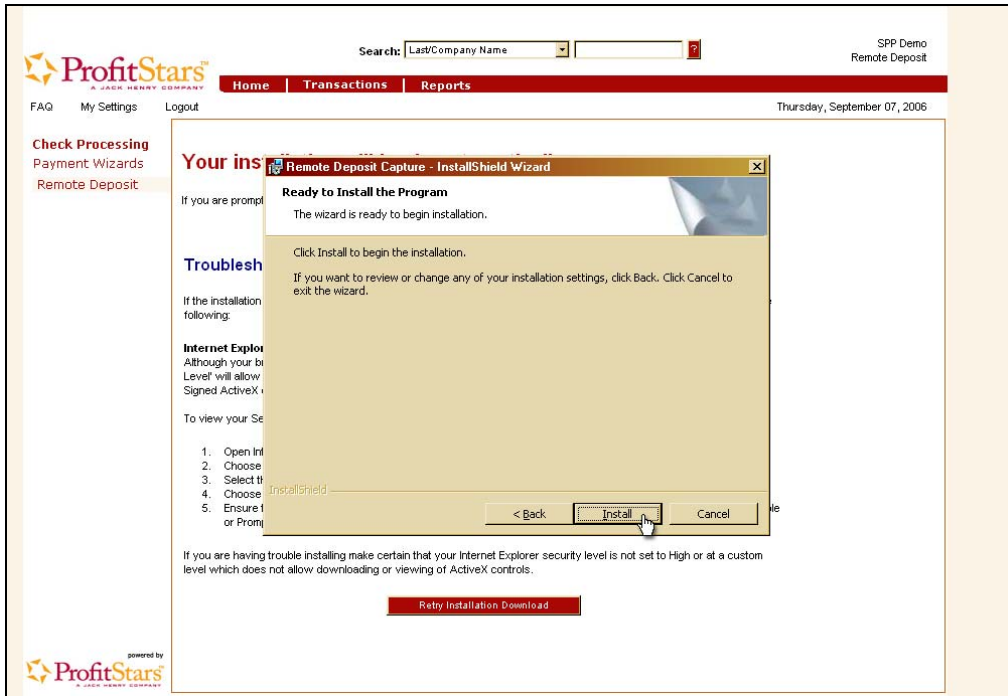
**Figure 9 - InstallShield Wizard Welcome**

11. The User Name and Company fields should already be completed. You can also choose to install for an individual or anyone on the machine. Click **Next** when finished. (Figure 10)

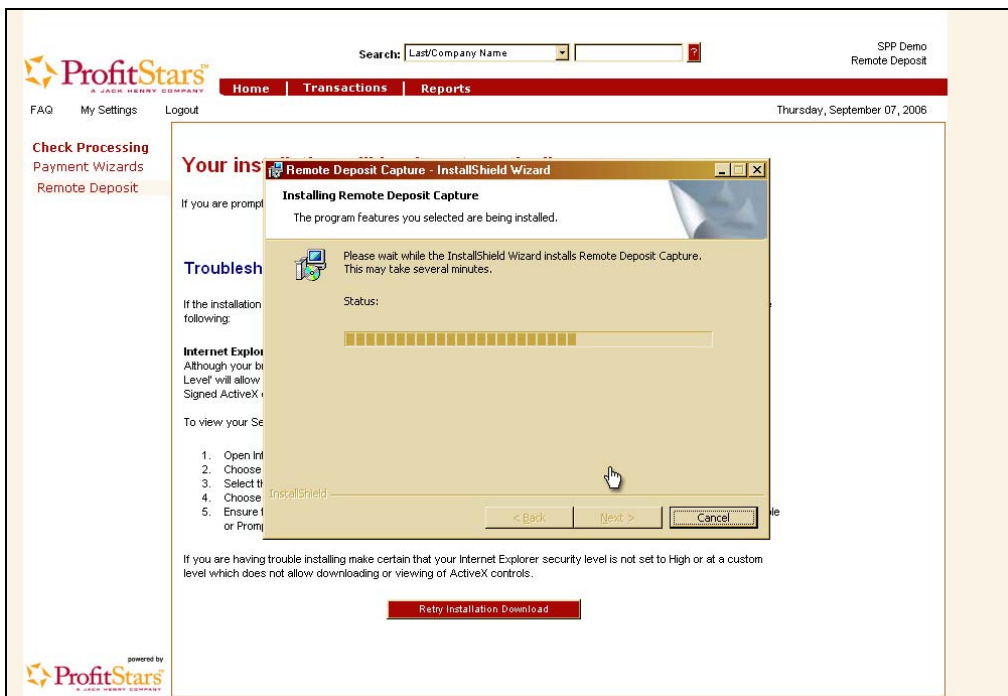


**Figure 10 - InstallShield Wizard - Customer Information**

12. Click **Install** when you are ready to continue.

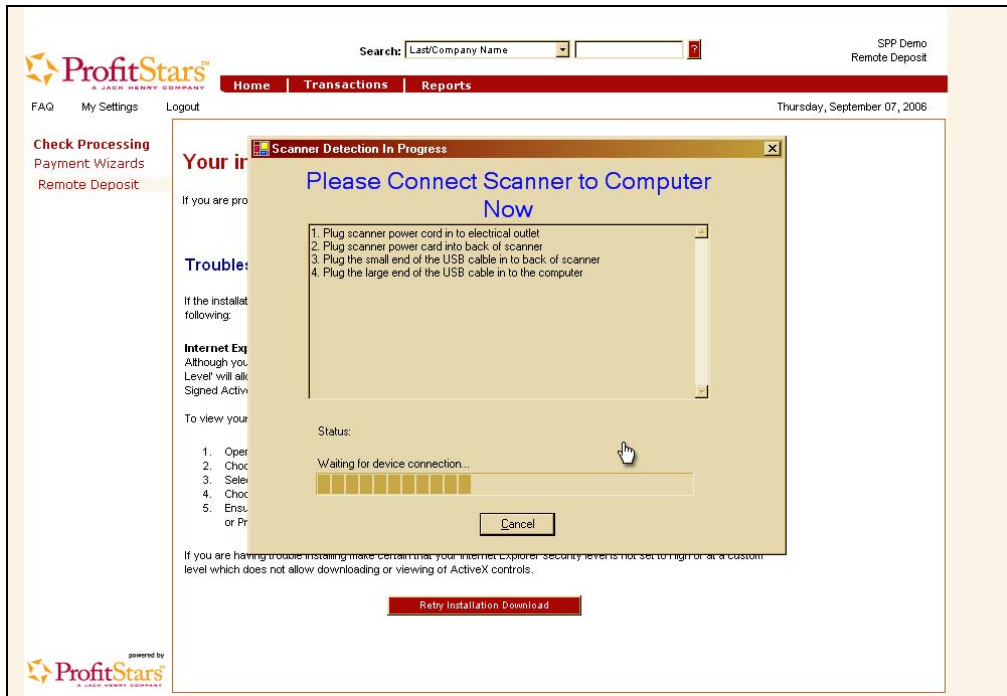


**Figure 11 - InstallShield Wizard – Ready to Install**

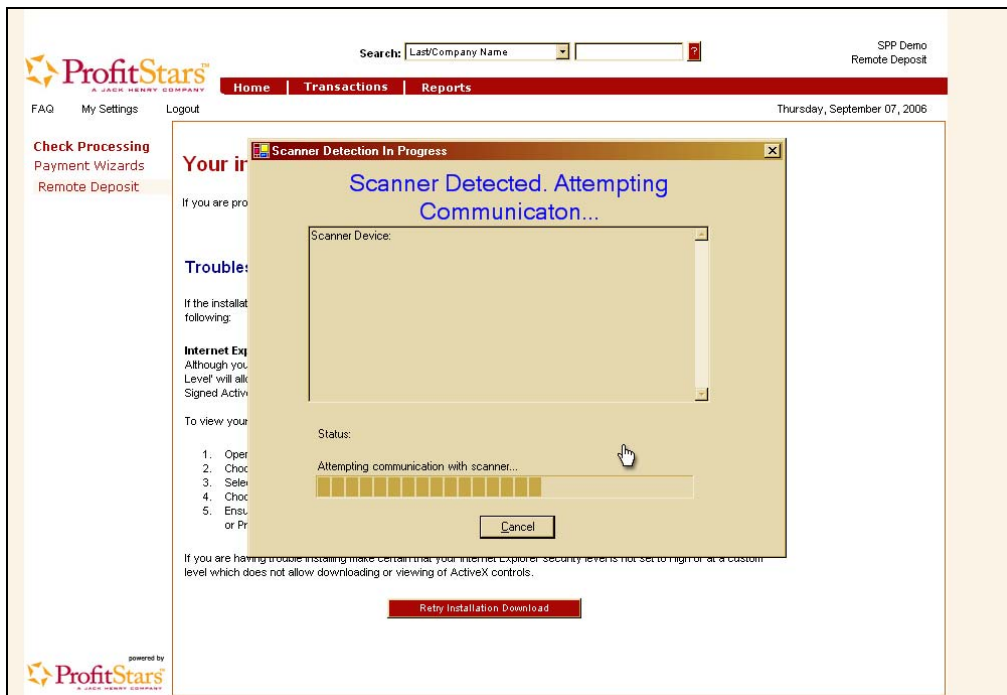


**Figure 12 - InstallShield Wizard – Install in Progress**

13. The **“Please Connect Scanner to Computer Now”** popup will appear and will start to look for the scanner. At this time, plug in your scanner to an electrical outlet and then, using the USB cable, connect the scanner to the PC. The Installer will install the drivers for your scanner and will test the communications.



**Figure 13 - Connect Scanner to Computer Now**



**Figure 14 - Scanner Detected**

**Note:**

There are 2 USB Drivers that will be installed. "MyVisionX without firmware" and "MYVISION X". You will see the "Please Connect Scanner" popup appears twice when this occurs.

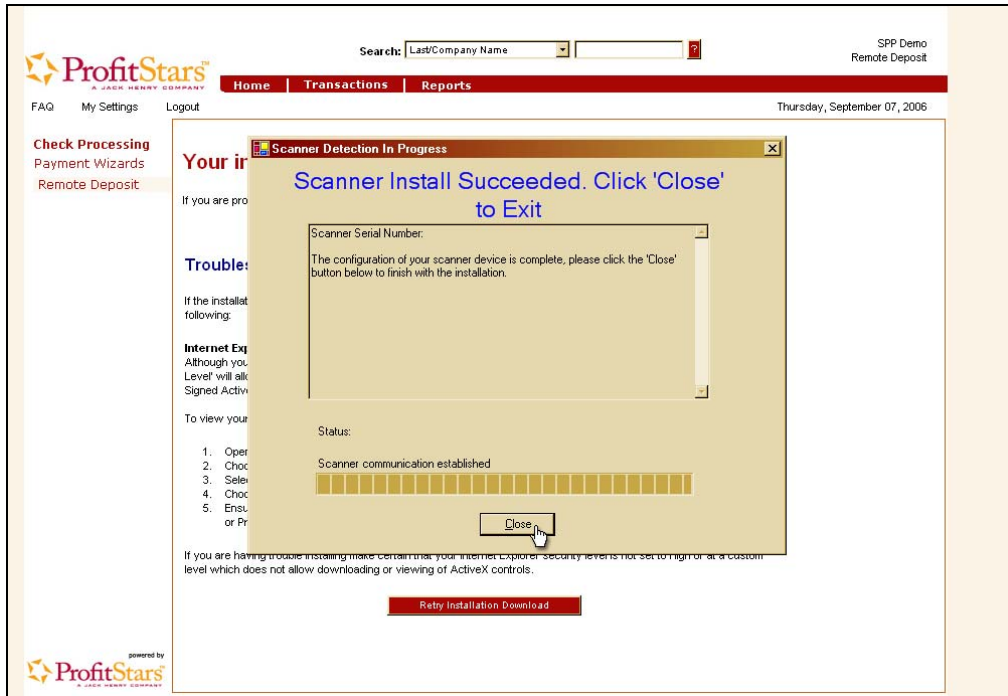


Figure 15 - Scanner Detection Complete

14. When the detection is finished, click **Close** and then click **Finish**. (See Figure 16)

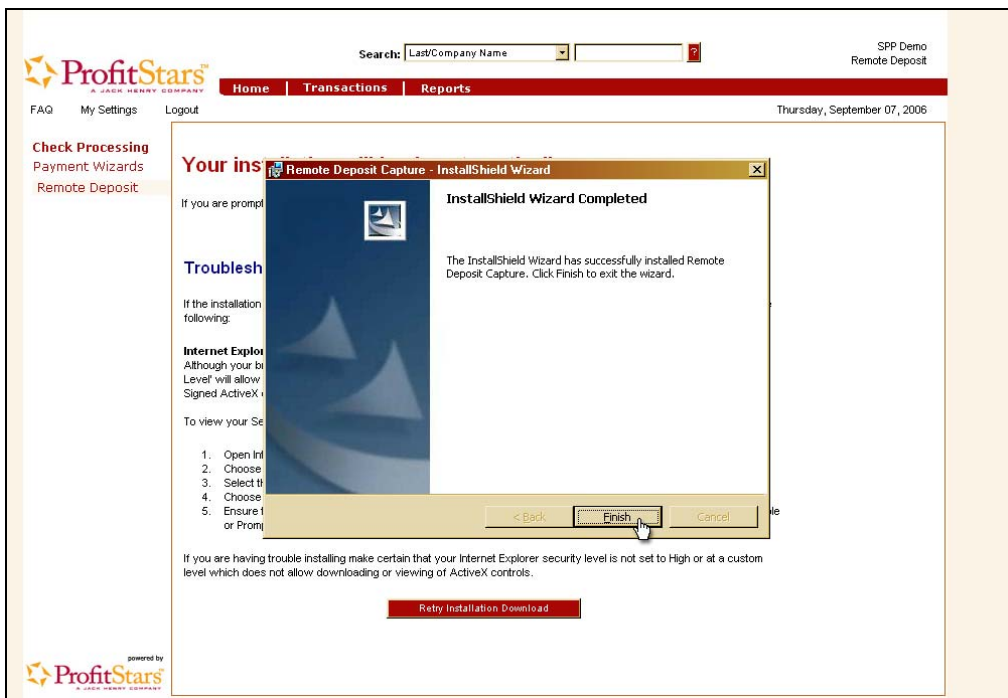
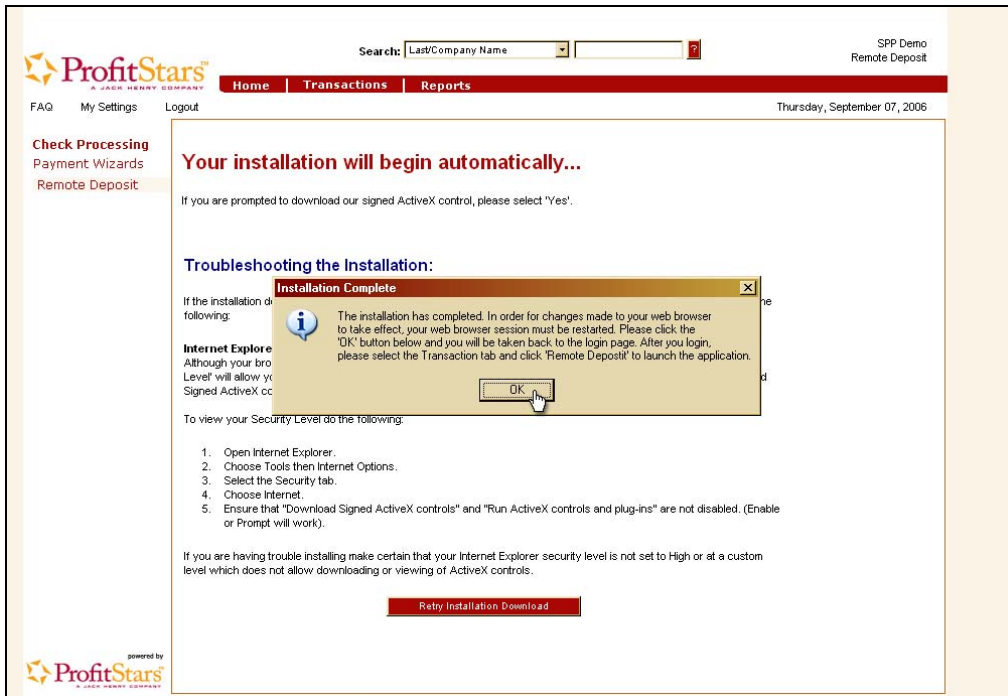


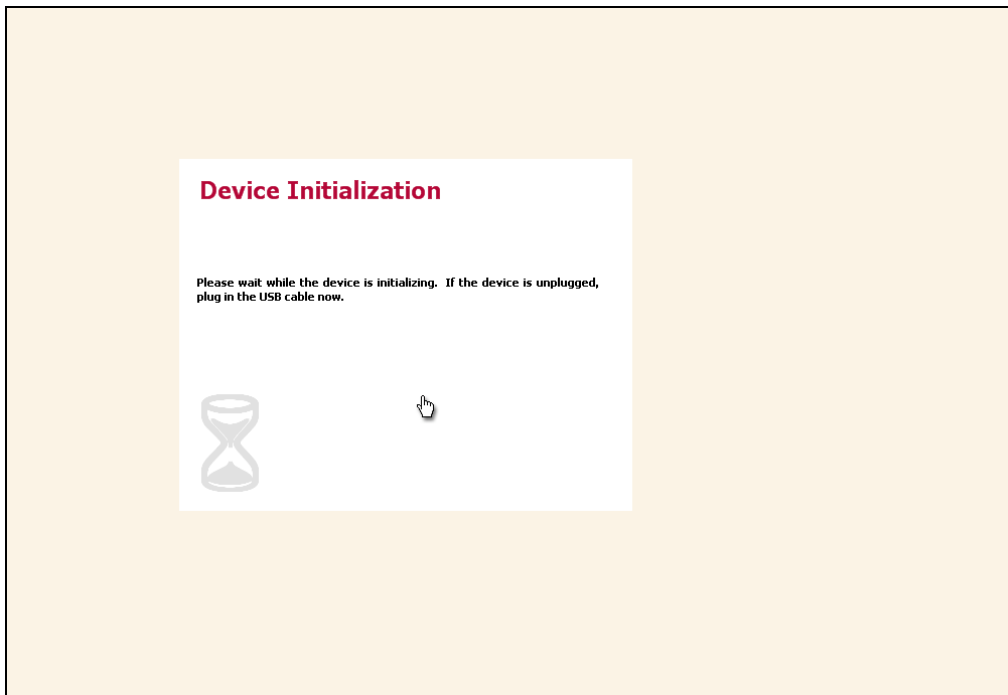
Figure 16 - InstallShield Wizard Completed

15. There will now be a popup that will inform you that the installation must restart the browser for the changes to take effect. Click **OK**. (see Figure 17)



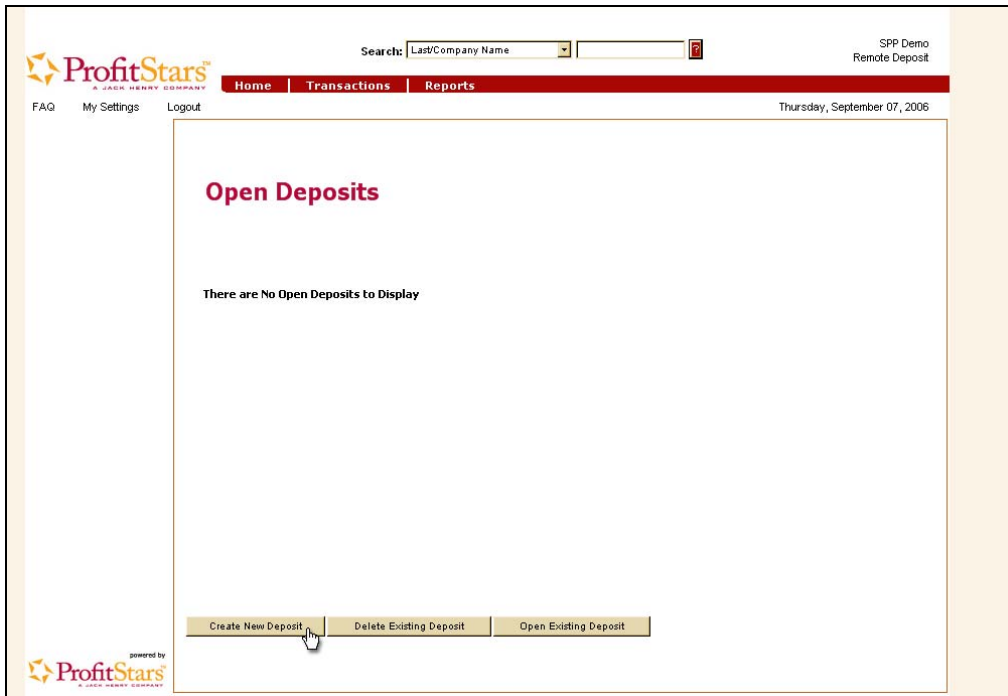
**Figure 17 - Installation Complete – Browser Restart**

16. Log back in and select the **Transaction** tab and the **Remote Deposit** link on the left again. The **Device Initialization** screen will appear. (See Figure 18)



**Figure 18 - Device Initialization**

17. When it is done, you will be on the **Open Deposits Screen**. (See Figure 19)



**Figure 19 - Open Deposits Screen**

**Congratulations! You have successfully completed the scanner installation process. You will not need to repeat this process with this PC.**

**Note:**

For continued accuracy and dependability, it is recommended that you adhere closely to all maintenance and service requirements described in the materials you received with your scanner.

# Check Processing

# Check Processing

The following steps demonstrate how to amend an open deposit or create a new deposit.

After device initialization, you will see the **Open Deposits Screen** (See Figure 19) which lists current open deposits. If you have not created a deposit, you will see the message "There are no open deposits to display". You are now ready to begin scanning.

## Scan Checks into a New Deposit

To create a new batch, follow these steps:

1. Navigate to the **Open Deposits Screen**, Click on the **Create New Deposit** button and you will be taken to the **New Deposit Screen** (See Figure 20).
2. In the **New Deposit Screen**, enter the total number and dollar amount of the checks you will be scanning.
3. Place your checks into the check hopper.
4. The check amounts must face outward (away from the scanner). For best results, try to limit batches to approximately 30 checks.
5. It is recommended that you slide the checks into the hopper with the check straight and flush to avoid a skewed image or jam.

The screenshot shows the ProfitStars web interface. At the top left is the ProfitStars logo with the tagline "A JACK HENRY COMPANY". To the right is a search bar with the text "Last/Company Name" and a "P" icon. Further right are the links "SPP Demo" and "Remote Deposit". Below the search bar is a navigation bar with "Home", "Transactions", and "Reports". On the left side of the page are links for "FAQ", "My Settings", and "Logout". The date "Wednesday, August 23, 2006" is displayed on the right. The main content area is titled "New Deposit" and contains the following fields:

- Location: Corporate Office (dropdown menu)
- Deposit Name: 14:44:37.9940634 8/23/2006
- Number of Checks: 9
- Total Amount: 19921.73

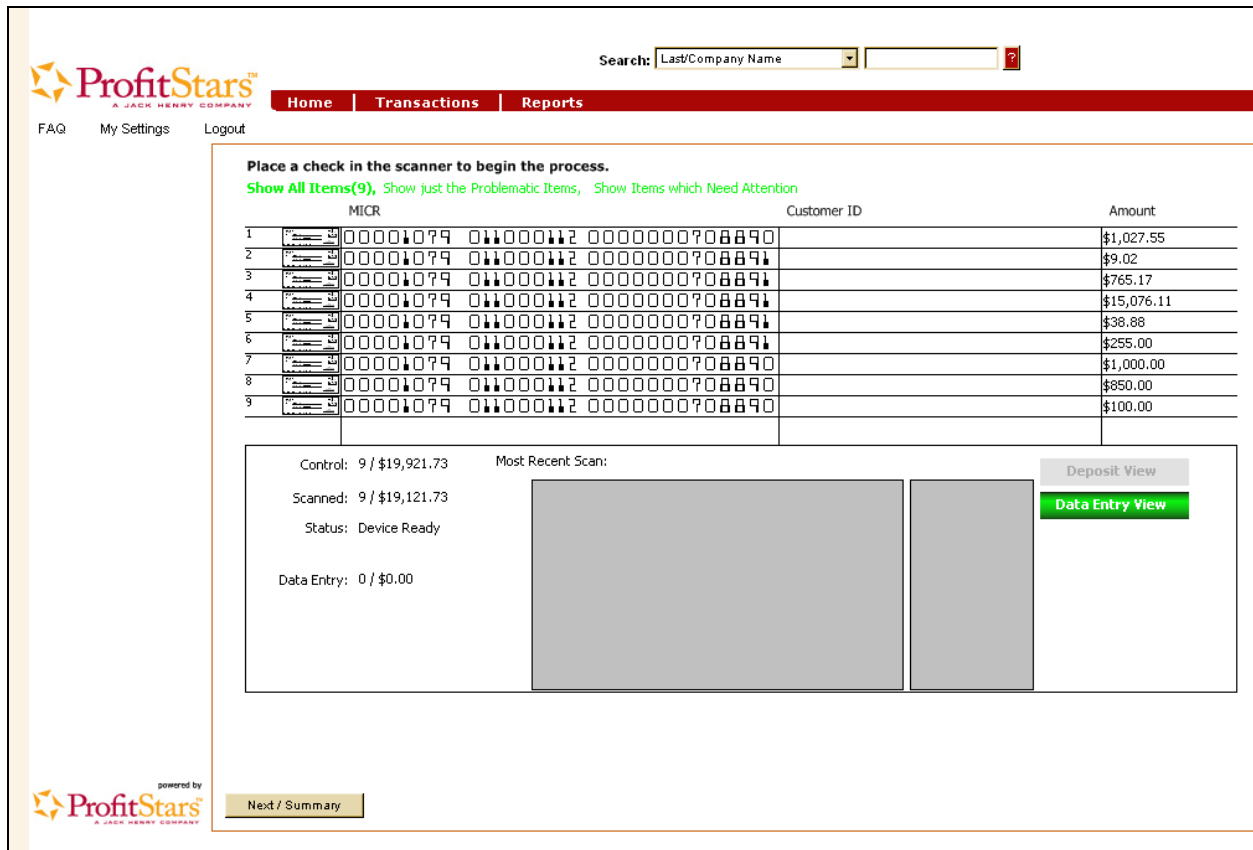
At the bottom left is the ProfitStars logo with "powered by" above it. At the bottom center is a "Create Deposit" button.

Figure 20 — New Deposit Screen

- Click **Create Deposit** to begin scanning. The screen will change to the **Deposit View Screen** (see Figure 21) and check scanning will start automatically. As the checks are scanned, the information for those checks will begin to populate on the screen. If you are set up in the system for data entry, the screen will initialize in this mode (see Figure 22).

**Note:**

The data entry capability is available to allow you to scan and also manually enter specific information regarding the check-writer into the system. Scanning the MICR line will retrieve any check-writer information previously entered manually. If no check-writer information is available, the screen will be blank and available for data entry.



**Figure 21 — Deposit View Screen**

# Data Entry

1. You may enter customer account information into the **Data Entry Screen** (See Figure 22) at the same time the scanner is capturing check images.
2. The fields on the **Data Entry Screen** are also populated with the information entered manually when the customer was initially setup onto the EPS System.

## Note:

### On the **Data Entry Screen**:

- Pressing <Enter> on the keyboard while the cursor is on the Customer ID Field will save all information displayed.
- Clicking the **Deposit View** button changes the mode from data entry to list detail. This causes the check list shown on the **Deposit View Screen** (See Figure 21) to be displayed.

3. When all checks have been successfully scanned, Century Remote Deposit processes the scanned items as digital images and organizes this information into the format shown on the **Deposit View Screen**.

**Figure 22 – Data Entry Screen**

If customer information retrieved from scanning the check is incorrect, you may correct this information manually on the **Data Entry Screen** (See Figure 22).

**Note:**

- You may not change any characters on the MICR line or the amount on the face of the check.
- If you move the cursor over the MICR field in Deposit View and the field is too long to display, then a tool tip displays the entire MICR line on the check.
- If you move the cursor over a valid Customer ID associated with an item, a tool tip displays customer information including name, address, phone number and driver's license number.
- If you move the cursor over the MICR field, and the item's background color is not white, this indicates that there is an image quality problem. The reason for this problem will display in the tool tip.

## Scan Checks into an Existing Deposit

If there is an open deposit, it will display on the **Open Deposits Screen** (see Figure 19). You may add to one of the listed deposits with the following steps:

1. Click on the check box next to the deposit in which you wish to scan additional checks.
2. Click on the **Open Existing Deposit** button.
3. You may now proceed to scan additional checks.

### **Note:**

The **Open Deposits Screen** presents you with information about all checks currently existing in that deposit. If this deposit was recently created, this screen may initially contain no information. When the scanned images complete the CAR/LAR process they will begin populating the screen.

4. Place your checks into the check hopper.
5. The check amounts must face outward (away from the scanner). For best results limit your batches to approximately 30 checks.
6. It is recommended that you slide the checks into the hopper with the check straight and flush to avoid a skewed image or jam.

## Status Codes

The table below lists the colors that will display on the **Deposit View Screen** (See Figure 21) for various status codes:

Status	Color
Check decisioning error	Yellow
Rejected	Red
Invalid MICR scan	Yellow
Item needs rescan (image quality error)	Red
Duplicate	Gray

**Note:**

Century Remote Deposit will automatically decide which items need to be keyed. The **Amount field** will display a couple of dashes if the results haven't yet been obtained. The scanning results will be available shortly thereafter. Refresh the page to update the list.

## Rescan a Check

The following steps show you how to perform the rescanning process for those items that were not properly read during the scanning process.

1. On the **Deposit View Screen**, Click the image of the small check between the item sequence number and the MICR field. This is the **Check Rescan** button.
2. To rescan the check, place it into the hopper on the scanner and the scanner will activate.
3. When the new image is displayed, click the **Continue** button.

**Note:**

If you are in data entry mode, click the **Deposit View** button at the bottom right to get to the **Deposit View Screen**.

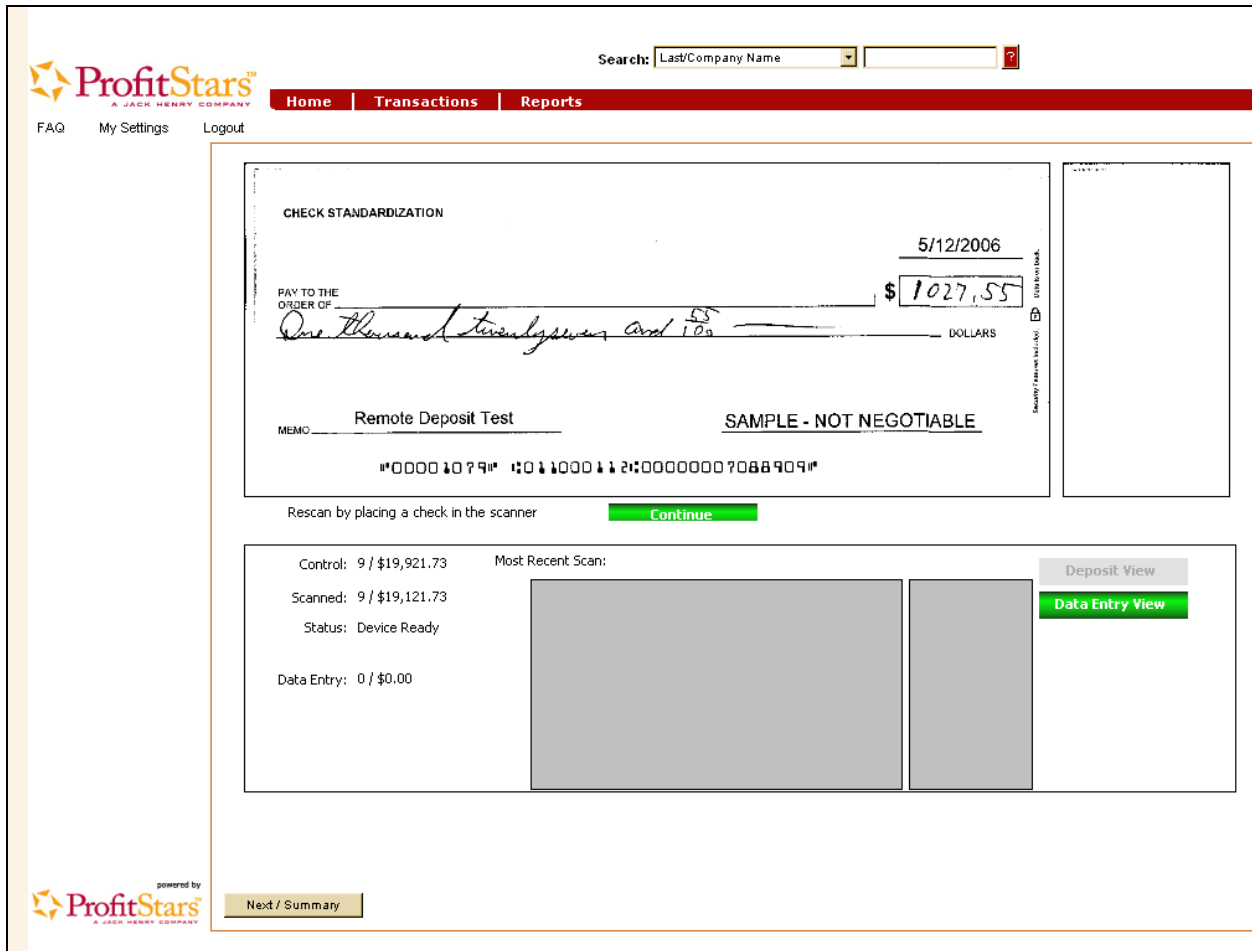


Figure 23 — Rescan Check Screen

## Delete a Scanned Check

In the event that a scanned check is duplicated, rejected, or has image quality issues, you may utilize the **Deposit View Screen** (See Figure 21) to delete the item.

1. Click once on a list item to highlight the item in the **Deposit View Screen**.
2. Press the <**Delete**> button on the keyboard.
3. Choose either to adjust the deposit total dollar amount previously entered on the **New Deposit Screen** (See Figure 20) or retain the current control total.
4. Click **OK**.

### Note:

"Check Count" applies to the count that was entered on the **New Deposit Screen**.

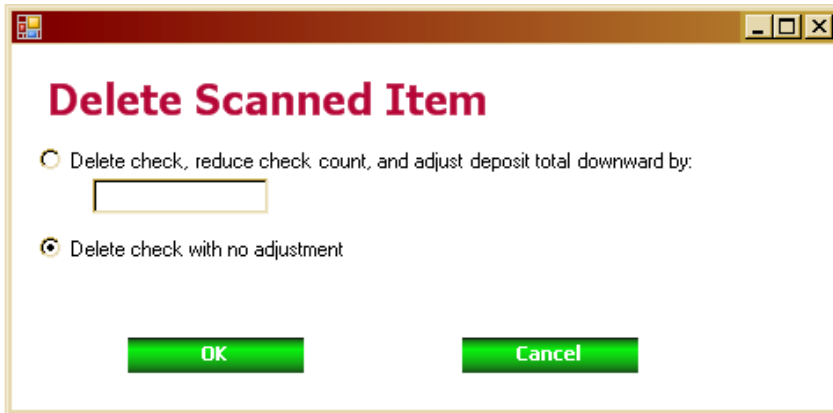


Figure 24 — Delete Scanned Item Screen

## Submit a Deposit for Processing

All items that have been scanned successfully (valid MICR and pass validation) will display on the **Deposit View Screen** (See Figure 21). At this point, you may submit the batch for processing.

1. Click the **Summary** button on the **Deposit View Screen**.
2. Select the batch and click the **Close Deposit** button.
3. The deposit is then submitted for transaction processing.

# Notifications

After all scanned items are submitted for processing, an email will be generated notifying you of the status for all processed items.

Based on the merchant settings, you will receive one of multiple notifications corresponding to various events that occur in the deposit.

The email will be generated in the following format:

[BANK HEADER]

Dear [User Name]

[BODY (see below)]

**Note:**

This message is for information purposes only. We cannot respond to individual messages through this email address. It is not secure and should not be used for account related questions.

## Successful Deposit

Subject Line: Your deposit of [Deposit Amount] has been processed

Priority: Normal

Body:

Your deposit dated [Deposit Close Date] in the amount of [Deposit Amount] has been successfully processed. To view this deposit please click the following link: [\[URL\]](#)

Or follow the steps below:

1. Sign-on to your account at [\[URL\]](#).
2. Click on the Reports tab.
3. Click on the Deposit Results link.
4. Locate this deposit and select View Details.

## Deposit with Adjustment

Subject Line: Your deposit of [Deposit Amount] has been processed with an adjustment

Priority: Normal

Body:

Your deposit dated [Deposit Close Date] in the amount of [Deposit Amount] has been processed, but required an adjustment. To view this adjustment please click the following link: [\[URL\]](#)

Or follow the steps below:

1. Sign-on to your account at [\[URL\]](#).
2. Click on the Reports tab.

3. Click on the Deposit Results link.
4. Enter the date for this deposit and select View Details.

## Suspended Deposit Requiring Attention

Subject Line: Your deposit of [Deposit Amount] requires your immediate attention

Priority: Urgent

Body:

**Note:**

If you receive the above notice, please follow the **Check Rescan** process on Page 22.

We are currently unable to process your deposit dated [Deposit Close Date] in the amount of [Deposit Amount]. The deposit contains items that require your attention prior to processing. Please click the following link to view items requiring your attention: [\[URL\]](#)

Or follow the steps below:

1. Sign-on to your account at [\[URL\]](#).
2. Click on the Reports tab.
3. Click on the Deposit Results link.
4. Enter the date for this deposit and select View Details.

## Rejected Deposit

Subject Line: Your deposit of [Deposit Amount] was rejected

Priority: Urgent

Body:

We were unable to process your deposit dated [Deposit Close Date] in the amount of [Deposit Amount]. Please click the following link to view the deposit and description of the problem: [\[URL\]](#)

Or follow the steps below:

1. Sign-on to your account at [\[URL\]](#).
2. Click on the Reports tab.
3. Click on the Deposit Results link.
4. Locate this deposit and select View Details.

## Check Identification

Check Identification allows the back of the check to be printed with the time stamp, batch number, and sequence number of the check within the batch. If enabled, this will be printed on the back of the check as the item passes through the scanner.

# Scanner Troubleshooting Tips

## MyVision X Operation Reference Card

Included with your MyVision X scanner, you will find an Operation Reference Card that will cover many of the basics when troubleshooting your scanner. It contains a reference for the layout of your scanner, the LED status light conditions, as well as several processing, cleaning and clearing jammed document instructions. Use this as a quick reference when you experience minor problems.

## Installation Problems

Occasionally, it is possible to encounter problems during installation. These can occur for various reasons but often relate to the software on the PC.

### Software

The application runs inside Internet Explorer and it's necessary to have the latest updates and patches applied. Earlier versions of Internet Explorer (prior to June 2006) have defects that will prevent this application from running. You can obtain the latest patches by following these steps:

1. Visit Microsoft's website at <http://www.microsoft.com/>.
2. Click on 'Microsoft Update' under the resources section.
3. Click on Express Update.

This may take over **an HOUR**, even on a fast machine. You may be able to save time by turning on Automatic Updates one to two days prior to installation. This can be done by clicking the Start button, then click Settings, Control Panel, and selecting Automatic Updates. Choose to install automatically, and then let it run. If your company does not allow these updates or has a different policy, contact your network administrator for other options.

It is necessary to have the user name you are using associated with the terminal serial number. If you are unable to create a new deposit, contact your EPS Customer Support representative at 1-877-433-3812.

If you are installing for the first time on a machine, but have logged into the EPS website previously and you intend to use the same user name, contact your installation representative and ask them to reset your configuration. This will allow you to see all the web pages regarding installation.

### Hardware

If you have used your scanner before and it suddenly stops working, unplug the scanner's power cord and then plug it back in. This will reset your scanner.

If you find that the scanner frequently loses power, check and straighten the power cord. Stretching or excessive bending of the cord will cause it to fatigue and eventually fail. If this happens, you will need to replace the power cord.

## Clearing Jams

As you scan your items, a jam could occur. If a jam occurs, a window will display telling you to remove the jam. To do this, press the **OK** button. This will cause the scanner to clear the check path. If this does not clear the item, then the document may be stuck in the scanner. To remove it may require you to lift the inner cover. For a more detailed explanation on how to remove the cover and clear additional sections of the scanner, review the Unisys My Vision X Operator Manual, pages 24 through 29. When everything is clear, you can begin rescanning checks.

### Note:

If the scanner does not automatically reset within 15 seconds, you will need to close the browser and restart the session. Depending on the nature of the problem, you may need to unplug the power to the scanner and logoff/logon to the PC.

## Image Quality Problems

Occasionally, a wrinkled or folded check is scanned and the MICR will process correctly, but the processor will be unable to continue. To determine if this has happened, follow these steps:

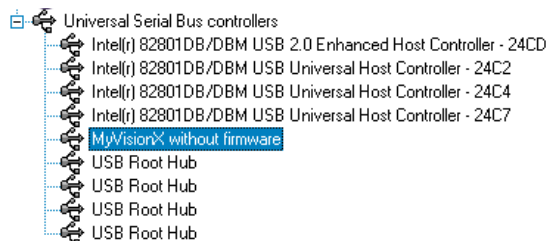
1. Click the **Next** button in the **Open Deposits Screen** (See Figure 19) to navigate to the Batch Summary page. This shows all deposits that are open or need attention.
2. Open the deposit, rescan the item, and continue to close the deposit.

### Note:

If the check endorsement feature is enabled, the sequence number will be printed on the back of the check. You can use this number to quickly find a check within a group.

## The PC does not Recognize the Scanner

This generally occurs when you have connected the scanner too soon. This can also occur if you have a bad or incompatible USB port. If the installation was followed correctly, you should be able to see your MyVision X scanner in your PC's hardware profile. To navigate to this section, right click the **My Computer** icon on your desktop and select the **Hardware** tab. Then select **Device Manager**. Click the '+' next to Universal Serial Bus controllers if it is not already expanded. You should see a diagram like this:



## Figure 25 – Universal Serial Bus controllers

If you have your scanner connected to the PC but nothing is listed (not even an unknown device of some type), it is likely that you have a bad USB port or an incorrectly installed USB card. Contact your company's technical support personnel for a more advanced diagnostic.

## Check Identification Does Not Print

This is usually caused by a bad or empty ink cartridge but it can also mean that you need to clean your scanner.

Fibers, such as cotton or paper, dried ink plugs or crust, or excess ink puddles on the nozzle plate can obstruct ink droplets or cause ink to deflect from the desired position, resulting in a degraded or failed print.

When this occurs, remove the print cartridge by pushing down the plastic retainer (See below). Wipe the cartridge with a wet lint-free cloth. De-ionized water is recommended. Wipe slowly across the long axis with the print cartridge facing down. Be careful not to apply excessive force, as this could scratch the nozzle area. If you plan on transporting the scanner or experience long periods without use, be sure to remove the ink jet cartridge and store it in a cool, dry place. You can order replacements through your scanner provider.



Figure 26 – Ink Cartridge Removal

## Scanner Uninstall

To uninstall Century Remote Deposit, go to **Add or Remove Programs** in your **Control Panel** (Start/Settings/Control Panel). Find the **Remote Deposit Capture** installation and select it. Click **Remove** on the right. You will be prompted to make sure you want to do this. Click **Yes**. The files will then be uninstalled from your PC.

Copyright © 1999-2006  
Jack Henry & Associates, Inc.

All rights reserved.

Information in this document is subject to change without notice.

Printed in the United States of America. No part of this document may be reproduced, stored in the retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose without written permission of Jack Henry & Associates, Inc. Making copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

## TRADEMARKS

The following products are registered trademarks: ArgoKeys, ATM Manager Pro, BankVision, BioBank, Biodentify, Blueprints For Your Success, Centurion Disaster Recovery, ChekWatch, CIF 20/20, CommLink ATM & Transaction Processing Solutions, Conductor Home Banking (trademark for Conductor is owned by H&R Block®), Core Director, Cruise, CU Solutions, DirectLine OFX, eClassic ATM Manager Pro, Episys, FormSmart, InTouch Voice Response, JHA/USA, LIBERTY, Matrix Network Services, nBalance, NetHarbor, NetTeller, Optinfo, OutLink Data Centers Managing Technology, So You Don't Have To, Peerless Group (not owned by JHA, but licensed to JHA), Peerless Systems and Design (not owned by JHA, but licensed to JHA), Peerless Systems (not owned by JHA, but licensed to JHA), PeerlessCU (not owned by JHA, but licensed to JHA), Peerless21 (not owned by JHA, but licensed to JHA), PinPoint Report Retrieval, PowerOn, PROFITability, PROFITstar, Silhouette Document Imaging, SilverLake System, SilverLink, StreamLine Platform Automation, Summit Support, SuperChek, SuperIMAGE, Symitar's Conductor, Synapsys, The Single Source, Transcend Banker, Transcend Systems, Unexpect the Expected, Verinex, WinPoint.

The following products are claimed trademarks: 4|sight, ACH, Access, Access Banking System, Access for Windows, Account Cross-Sell, ACS, AccountView, AirTeller, Alliance Check Image Solutions, APS, Archiv, Archiv for Windows, ARS, ARX, ATM, ATM Manager Web, ATM Processing, Bank Business Recovery Service, Banker 80, Banker E, Banker II, Banker Host-based Asset/Liability, Banker Host-based Investment/Borrowing, BankMaster, BankView, BBRs, BFS, BioLinx, Bits 'n Bytes, BondMaster, Branch Communications Recovery, CashConnect, Cash Dispenser, CASS Certification, CBR, CDA, Centurion Business Recovery Consulting Group, CheckMaster, CIF, CIF 20/20 R, CIF 20/20 Banking Software with Vision, CIF 20/20 Co-Mingle POD, CIF 20/20 POD, CIF/38, CIF/36, CIF 2000, CLA, Client Server Messaging System (CSMS), CommLink, Conductor CU Technology Guidance System, CPX/LPX, CTRMaster, DDA, EAR, ECL, Easy Writer, Electronic Trial Balance, ENABLE, FAS, FIS, FormSmart Forms and Supplies, FormSmart, The Intelligent Way To Supply Your Bank, Fraud Detective, FTI Interface, HKB, ICI, ILA, ImageMAX, ImageMax Check Image System, Image Recovery, Interlink, IPS, IRA, Isosceles, IVR, Jack Henry & Associates, Inc, JHA, JHA Billpay, JHA Check Image System, JHA Check Image Lite, JHA Demand Account Reclassification Module, JHA Electronic Cash Letter, JHA Image Lite, JHA Image Proof System, JHA OutLink Data Centers Managing Technology, So You Don't Have To, JHA Payroll, JHA Platform System, JHA Proof System, JHA Report Retrieval, JHA Teller, jXchange, LCG, LNA, Liberty Banking System, LoanConnect, MLA, Master Money Processing (Masterlink), MasterLink, Matrix, MemberConnect, MemberConnect Audio Response, MemberConnect Draft Images, MemberConnect Kiosk, MemberConnect Speech, MemberConnect Web, Message Control System (MCS), MMR, NCR, NetForums, NetTeller Bill Pay, NetTeller Cash Management, NetTeller Online Banking, NetTeller Recovery, OLCS (OnLine Capture System), On-Site Installation Services, On-Site Training, OnTarget, Operational Risk Management Suite, OPS, OutLink Data Centers, PAT, PC Contingency, PC Contingency Stand-In Support, PC Stand-In Contingency Solution, PassBook, PassPort, PassPort.atm, PassPort.dc, PassPort.pro, Peerless Check Image Systems, PLA, Plan Writing, POD Express, POD Only Recovery, PowerPay, ProfitStars, Real Time, Regency (batch), Regency (on-line), Regulatory News Report, Remote Data Entry Recovery, RepGen, Report Generator, RIP, SAS, SAV, SDB, Sector, SigMaster, SilverLake Check Image, SilverLake POD, SilverLake System Co-Mingle POD, SilverLink ATM & Transaction Processing Software, Sterling Cash Management, Store Forward, SymConnect, SymForm, Symitar, Symitar for Windows, SFW, Symitar InfoStation, Symitar System, Symitar Systems, System Legacy Solutions, TellerMaster, The Regulatory News Report, The Wizard, TimeTrack Payroll System, TKL, UTX, Vertex, Vertex Teller, Vertex Teller Automation System, Visa Check Processing, Web Site, Custom Dev/Gateway, Web Site Hosting, Web Site Maintenance, Y-9 Report Analyzer, Yellow Hammer.

The following products are claimed service marks: Cutting-Edge IT Solutions for the Future of Credit Unions, JHA Merchant Services, Know-It-All – Empowering Users Through Knowledge, Leading through technology...guiding through support, Masterlink, The Depth of Financial Intelligence, Vertex, We Are Looking Out For You, Where Tradition Meets Technology.

All other trademarks are the property of their respective owners: Adobe® Acrobat®, Microsoft® Word.