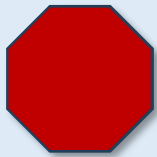


Remote Deposit Capture Quick Guide

Scanner Installation

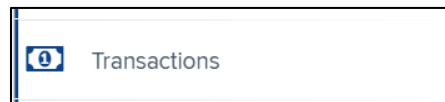


The installation may require administrative access on your PC.

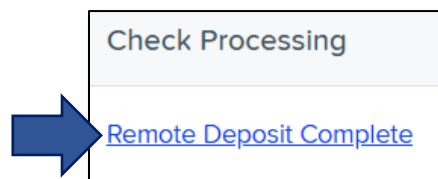
This is separate from administrative access within Remote Deposit Capture (RDC) itself. Please reach out to your IT group if needed to complete the installation.

Please keep the scanner USB cord unplugged until the end of the installation.

1. Log into the **Remote Deposit** portal.
2. Select **Transactions** on the left.



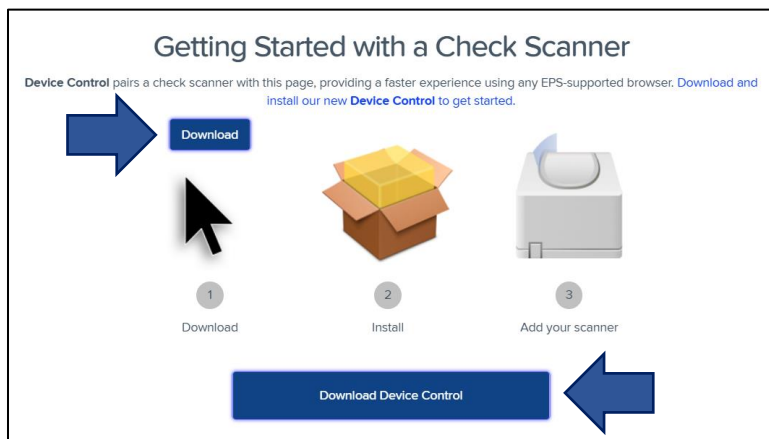
3. Select **Remote Deposit Complete** under the **Check Processing** section.



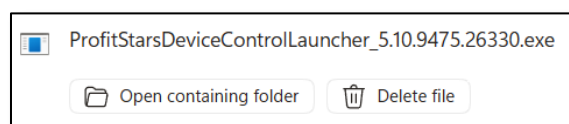
4. At the bottom of the screen, select **Create New Deposit**. This will begin the installation if the scanner has not already been installed.



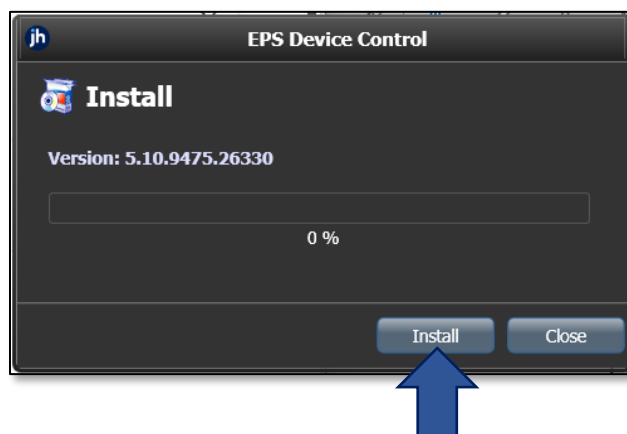
5. A pop-up will generate. Select either the **Download** button or the **Download Device Control** button.



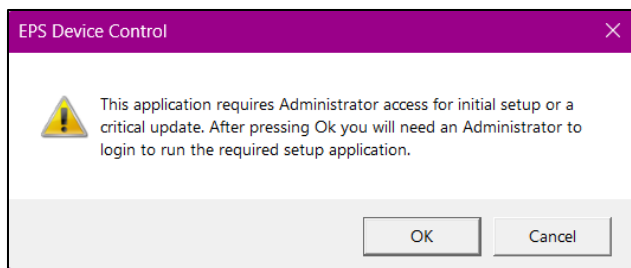
6. **ProfitStars Device Control Launcher** will download (at the top corner or in the bottom of the web browser). Open it once the download has completed.



7. **The EPS Device Control** prompt will generate on the screen. Select **Install** to begin the installation.
 - a. Can't find it? Look for the **JH icon** in the taskbar on the PC itself.



8. The system will prompt for administrative permission to continue the installation. Press **OK**.

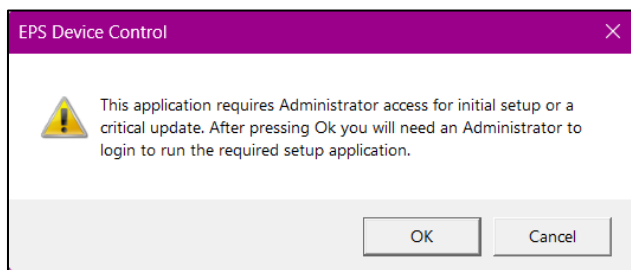


If you are unable to continue, you may not have administrative rights on your PC. Please reach out to your IT team for further assistance to obtain the necessary access needed.

9. A pop-up will generate in the bottom right corner of the PC. Select the **manufacturer** and **model** from the designated dropdowns.

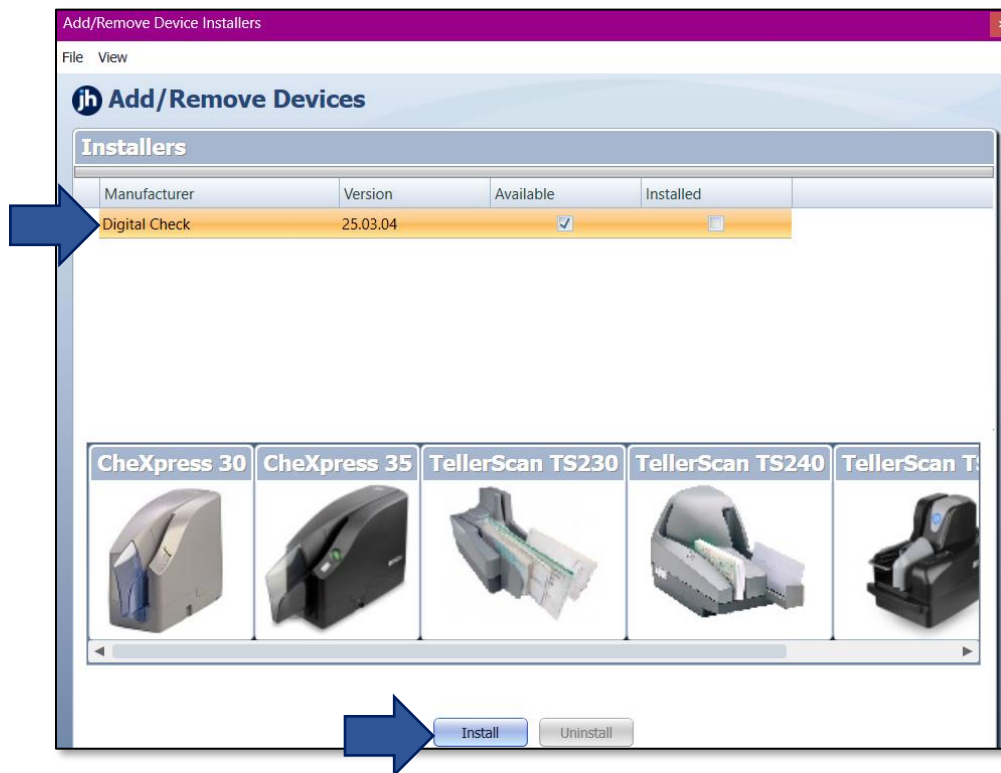


10. The system will prompt for administrative permission to continue the installation. Press **OK**.

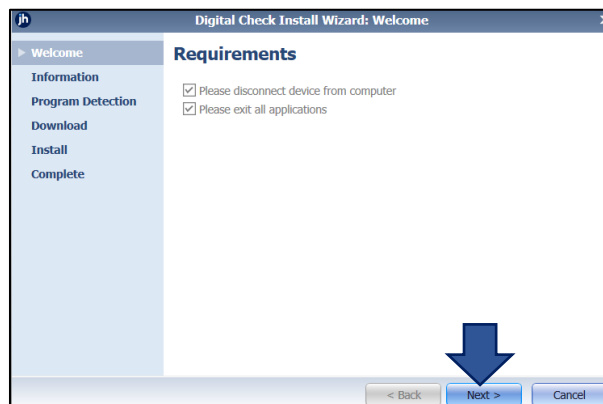


If you are unable to continue, you may not have administrative rights on your PC. Please reach out to your IT team for further assistance to obtain the necessary access needed.

11. The **Add/Remove Devices** window will appear. Select the device manufacturer from the list to highlight it in yellow. Press **Install** at the bottom to continue.

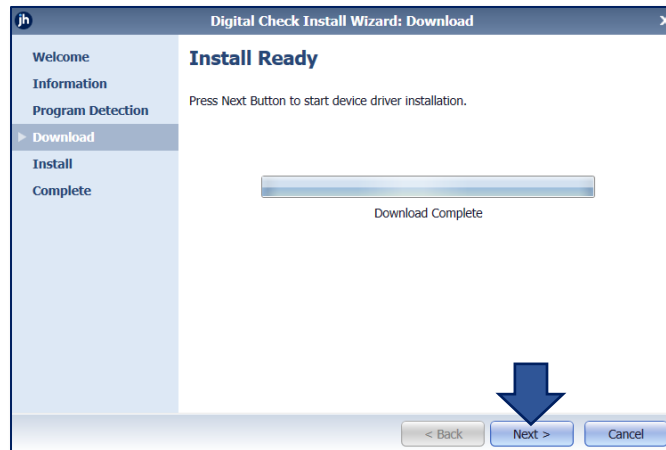


12. The installation wizard will populate. Select **Next**.

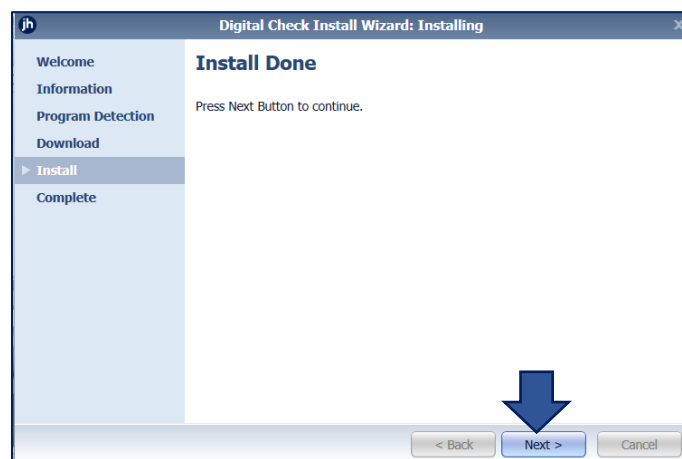


13. Select **Next** again.

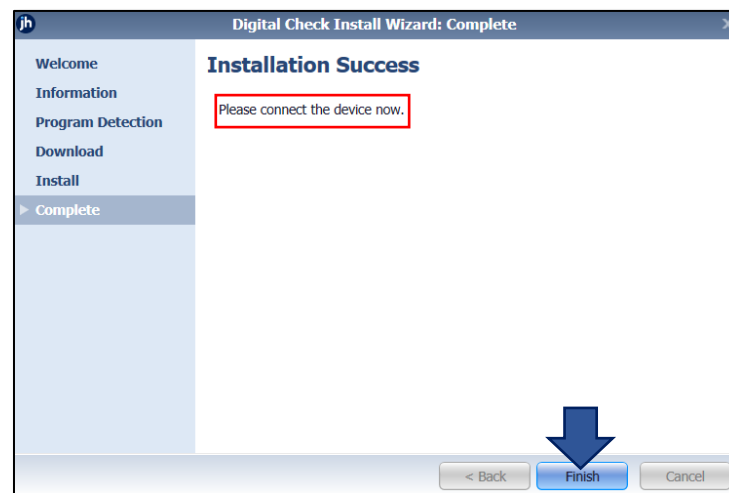
14. The download will begin. This may take several minutes. Select **Next** once completed.



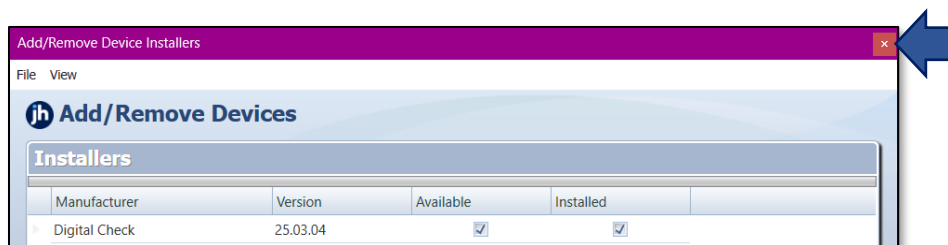
15. The installation will begin. This may take several minutes. Select **Next** Once completed.



16. Once on the Installation Success screen, **plug the scanner into the computer** with the supplied USB. Select **Finish** once connected.



17. Close out of the **Add/Remove Devices** screen by pressing the red X in the corner of the popup.



18. The scanner is now installed. You may now proceed with processing your deposits!

Scanner Troubleshooting

There may be an instance where the scanner does not properly connect. Should you run into this issue, please try the following steps prior to reaching out to customer support for assistance.

| Troubleshooting Step | Instructions |
|---|--|
| Close out of Remote Deposit and try again | <ol style="list-style-type: none"> 1. Log out of Remote Deposit and close out of the web browser entirely. 2. Open the web browser and log back into Remote Deposit. Attempt the deposit again. |
| Clear Cache & Cookies from web browser | <p>Google Chrome</p> <ol style="list-style-type: none"> 1. In the top right corner of the browser, find the three vertical dots. 2. Select the dots and then select <i>Delete Browsing Data</i>. 3. Change the <i>Time Range</i> to <i>All Time</i>. Make sure <i>Cookies and other site data</i> and <i>Cached images and files</i> are selected. The other options are not necessary. 4. Select <i>Delete</i> from this device. 5. Close out of the web browser entirely. 6. Open the web browser and log back into Remote Deposit. Attempt the deposit again. <p>Microsoft Edge</p> <ol style="list-style-type: none"> 1. In the top right corner of the browser, find the three horizontal dots. 2. Select the dots and then select <i>Delete Browsing Data</i>. 3. Change the <i>Time Range</i> to <i>All Time</i>. Make sure <i>Cookies and other site data</i> and <i>Cached images and files</i> are selected. The other options are not necessary. 4. Select <i>Clear Now</i>. 5. Close out of the web browser entirely. |

| | |
|--|--|
| | 6. Open the web browser and log back into Remote Deposit. Attempt the deposit again. |
| Unplug the scanner and plug it back it again | <ol style="list-style-type: none"> 1. Unplug the scanner from the power outlet. Keep it unplugged for at least 10 seconds before plugging it back in. 2. Once plugged back in, refresh the deposit page or log out and log back into the portal. Attempt the deposit again. |
| Plug the scanner into a different USB port on the computer | <ol style="list-style-type: none"> 1. If possible – change the port where the USB cable is plugged into on the computer. 2. Once changed, refresh the deposit page or log out and log back into the portal. Attempt the deposit again. |
| Restart the Computer | <ol style="list-style-type: none"> 1. Save anything that you were working on and close out of all applications. 2. Restart the computer. This may take several minutes. 3. Once the computer finishes restarting, log back into Remote Deposit and attempt the deposit again. |

If further troubleshooting is needed, please reach out to the Cash Management Support team at your earliest convenience for assistance.

CONTACT INFORMATION

If any further assistance is needed with the service or scanner issues arise, reach out to the Cash Management Support team or your personal Implementation Specialist for help.

| Cash Management Support Email | Cash Management Support Phone |
|--|-------------------------------|
| casupportffc@fultonbank.com | 866-943-8739 option 4 |