

# JHA Payment Solutions™

Enterprise Payment Solutions

Version 1.0



## bRDC (Ensenta Business RDC<sup>SM</sup>) Device Control Installation and Troubleshooting Guide for MacOS<sup>®</sup>

External

Phase III

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# Overview

The Device Control is a web application that allows appropriately permissioned bRDC end users to download and install scanner drivers for Ensenta-supported high-speed scanners. This document serves as an external manual for the Device Control setup and scanner driver installation for MacOS users, as well as a troubleshooting guide for Device Control.

# System Requirements and Supported Scanner Models

## Setting Up Your System

For an optimal experience, a high-speed Internet connection is recommended. In addition, the following components are required for working with the application.

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**NOTE:** The application does not support Apple® Boot Camp® or any virtualization software.

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Hardware and system requirements

- Local Administrative rights
- USB port 2.0 or higher

Supported operating system versions and browsers

- MacOS High Sierra: 10.13 – Google Chrome
- MacOS Mojave: 10.14 – Google Chrome
- MacOS Catalina: 10.15 – Google Chrome

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**NOTE:** The current version of Chrome and its two previous versions are supported.

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The following scanners support this application's features.

Scanner	Model Supported
Digital Check®	CX30 TS240

# bRDC Desktop Application

Contact your Ensenta support representative to enable you to download Device Control from the bRDC desktop application. Only appropriately permissioned users may download and utilize the service.

1. Log in to the bRDC desktop application to confirm the enablement of the Device Control.

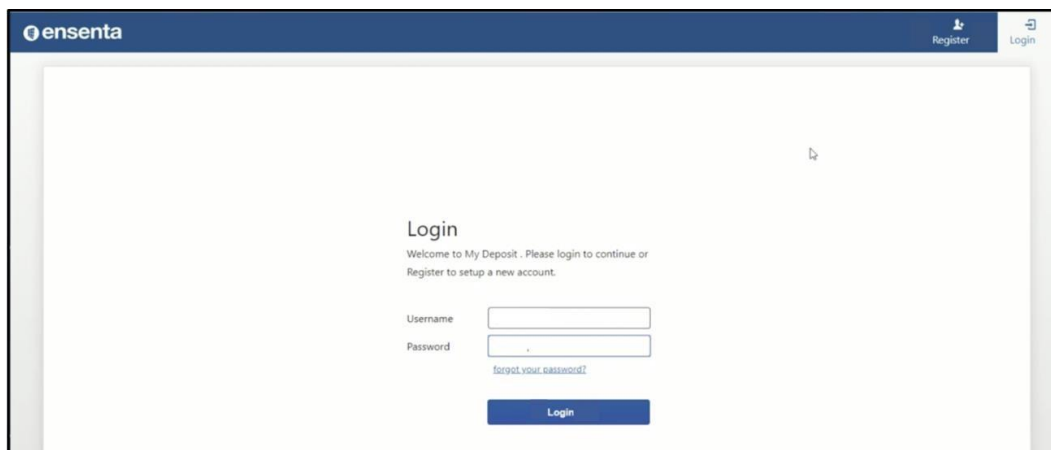


FIGURE 1 – BRDC LOGIN SCREEN

2. Scroll to the bottom of the *Terms of Service* page and click **Accept**. Terms of Service are configurable and may not be available to all users.

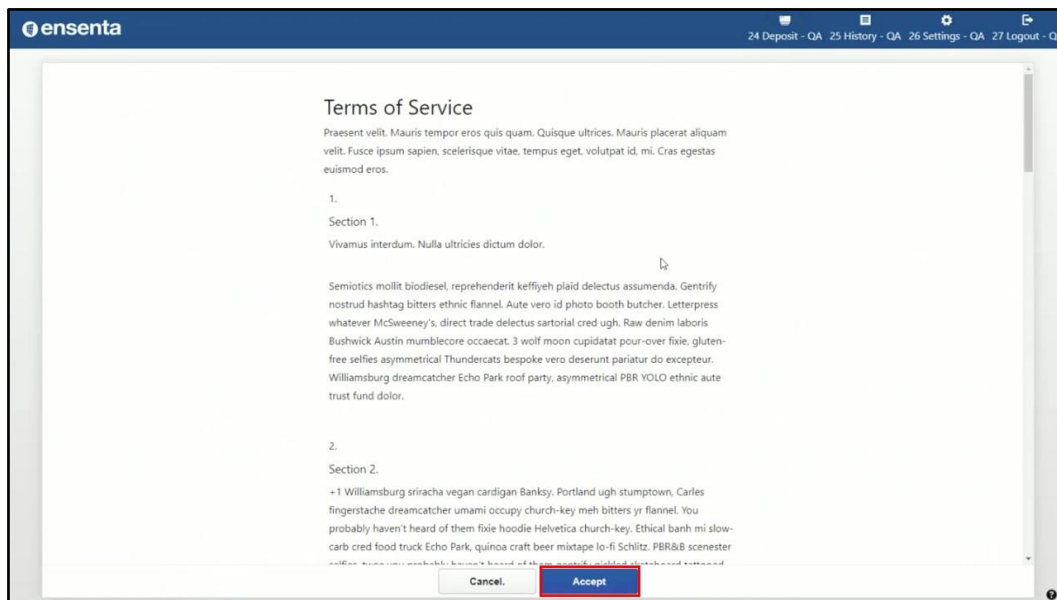


FIGURE 2 – BRDC TERMS OF SERVICE

# Installing Device Control

Device Control is a separate, executable program that runs on the desktop. Device Control will need to be downloaded through the Chrome browser and installed before you can begin making deposits.

1. On the *Getting Started* page, click **Download Device Control**.

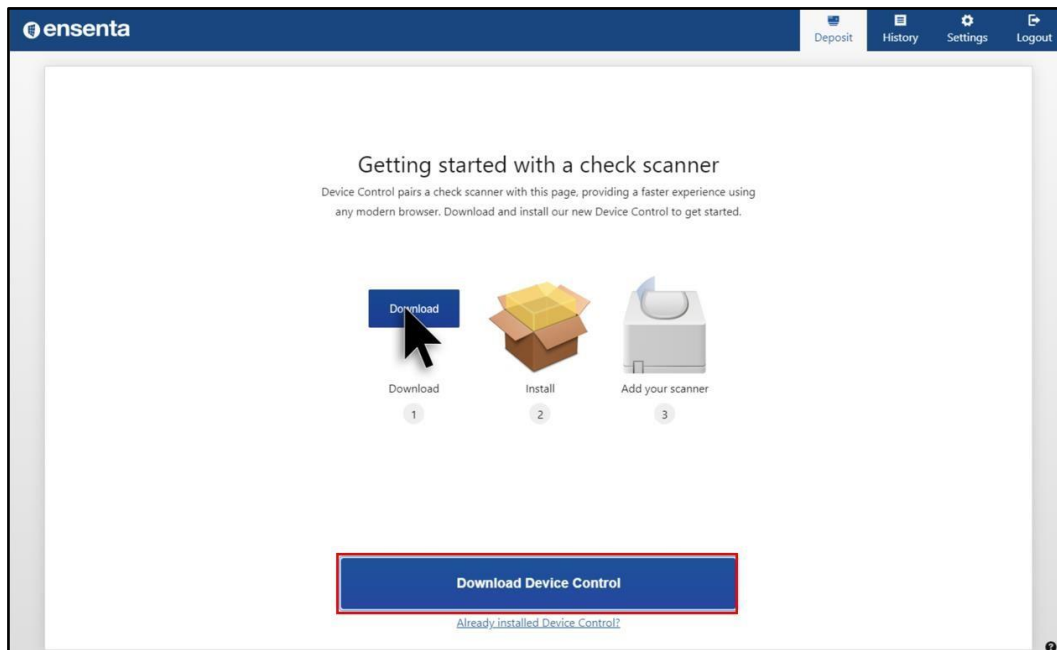


FIGURE 3 \_ BRDC DOWNLOAD DEVICE CONTROL

2. Double-click the downloaded file to begin running the Device Control Installer.



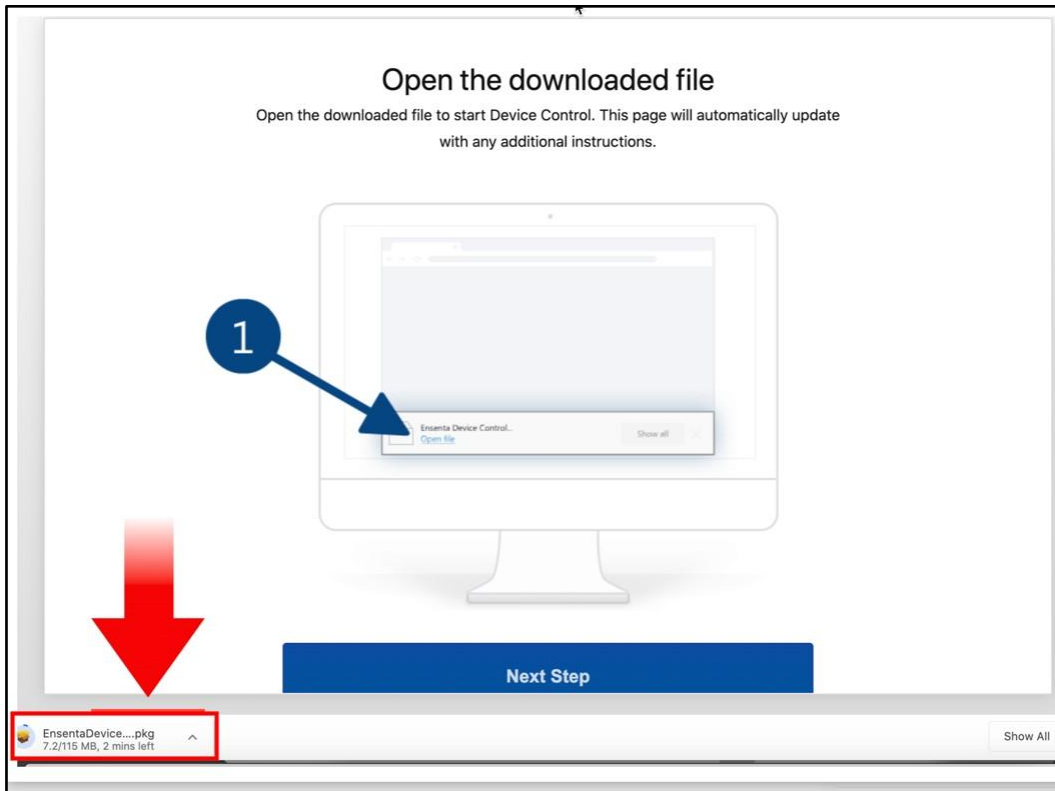


FIGURE 4 – DOWNLOADING DEVICE CONTROL

3. Follow the installation prompts until Device Control is fully installed.

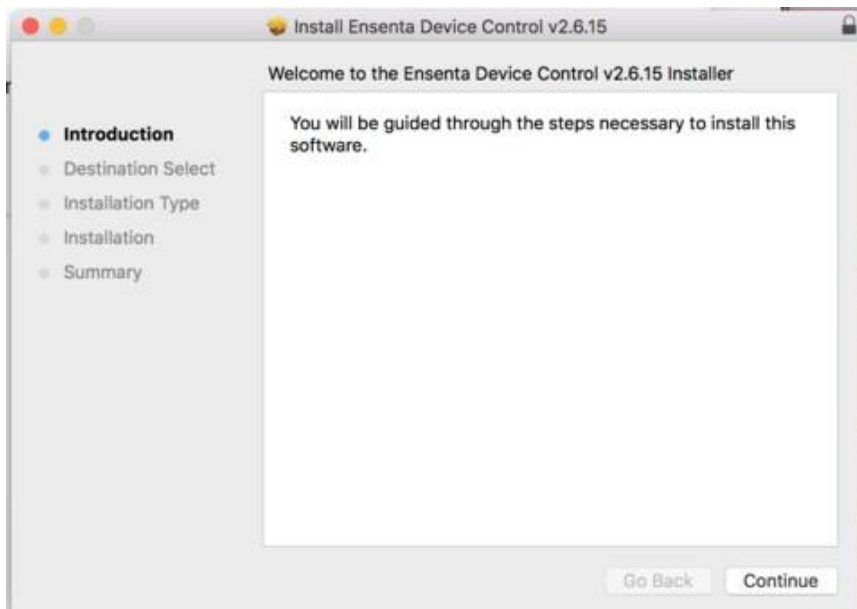


FIGURE 5 – DEVICE CONTROL INSTALLER

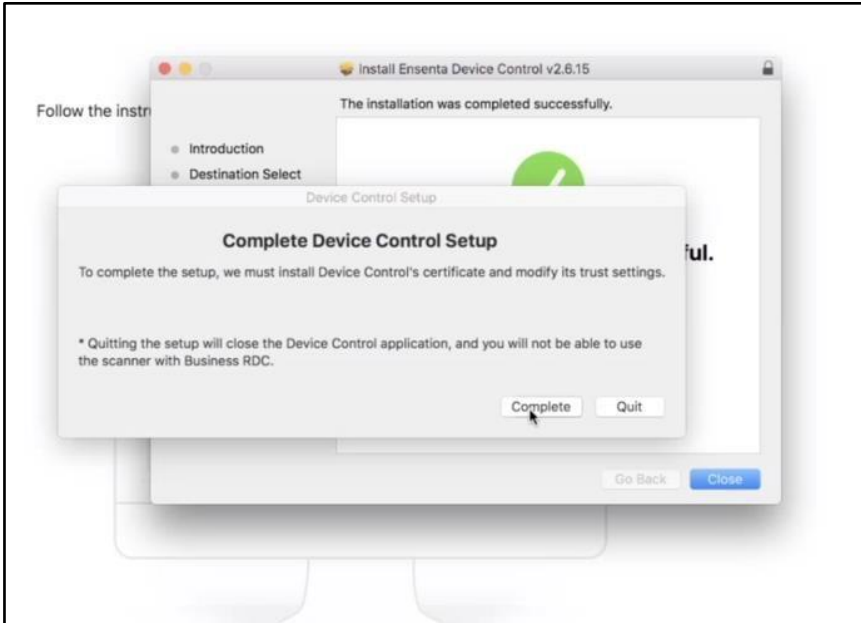


FIGURE 6 – COMPLETED DEVICE CONTROL SETUP

4. Select **Close**.

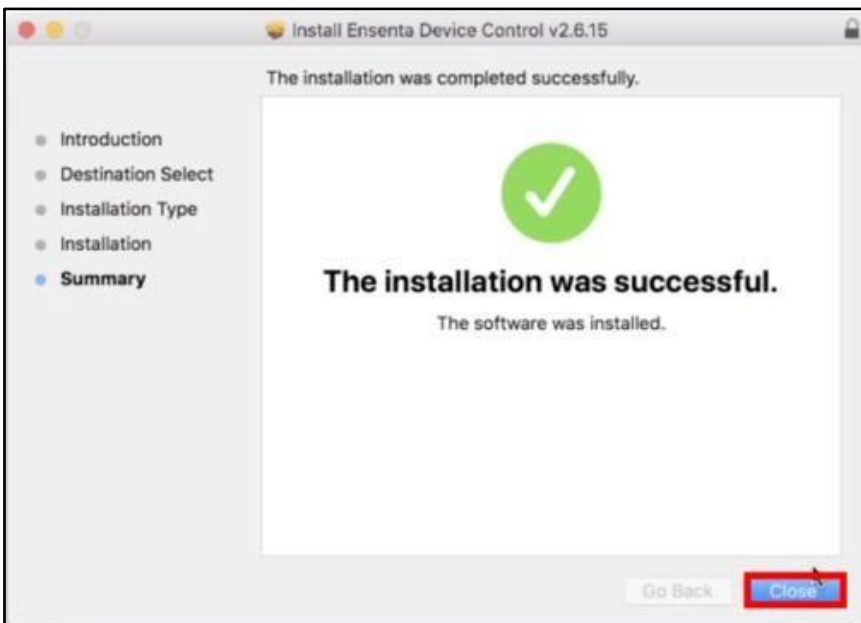


FIGURE 7 – SUCCESSFUL INSTALLATION

5. Connect your scanner to your device to begin depositing checks.

# Troubleshooting

## Reconnecting Device Control

In the event Device Control becomes disconnected from your Mac device, turn on your scanner and follow the onscreen prompts to reconnect it.

1. Follow the warning message instructions, ensure the power and USB cables are securely connected, and click **Reconnect**.

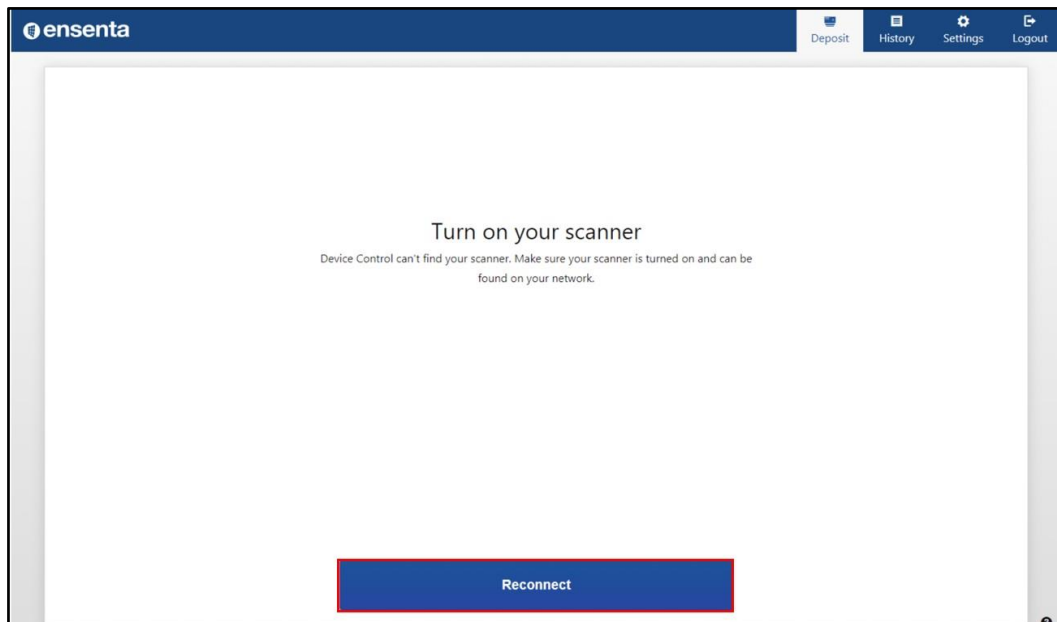


FIGURE 8 – RECONNECTING TO DEVICE CONTROL

2. The scanner should reconnect with the Device Control and allow you to deposit checks.

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**NOTE:** You may scan up to 50 checks per deposit.

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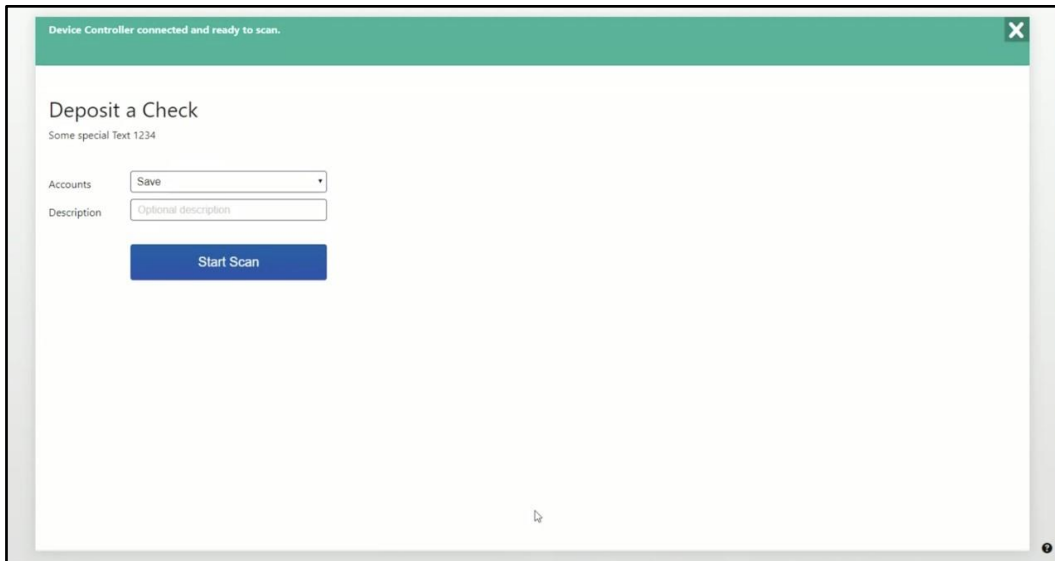


FIGURE 9 – SCANNER SUCCESSFULLY RECONNECTED TO DEVICE CONTROL

## Uninstall Device Control

To uninstall Device Control from your Mac device, click **Finder | Go | Home | Applications | Ensenta Device Control Uninstall**.



FIGURE 10 – UNINSTALLING DEVICE CONTROL