JHA Payment Solutions™

Enterprise Payment Solutions

Version 1.0



bRDC (Ensenta Business RDCSM) Device Control Installation and Troubleshooting Guide

External

Phase I



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Overview

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

System Requirements and Supported Scanner Models

Setting Up Your System

You will need to equip your system with the correct driver or certificate before you begin using bRDC. This will ensure that your check scanner can access the web application. Contact your Ensenta Support representative for driver and certificate information.

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

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

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET[®] Framework 4.7 or higher

For Microsoft[®] Windows[®]:

- Windows 8.1: Microsoft Internet Explorer 11[®], Google Chrome[®] or Mozilla Firefox[®]
- Windows 10: Microsoft Internet Explorer 11[®], Microsoft Edge[®], Google Chrome[®] or Mozilla Firefox[®]

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

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® My Vision X Vision X
Digital Check®	CX30 TS230 TS240

Scanner	Model Supported
Canon [®]	CR-L1
	CR-50
	CR-80
	CR-120
	CR-150
	CR-135i
	CR-190i
	CR-25
	CR-55
	CR-180
Epson®	CaptureOne TMS 1000

bRDC Desktop Application

Contact your Ensenta support representative to enable you to download the 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.

⊜ ensenta	L. Register	- Login
4		
Login		
Welcome to My Deposit . Please login to continue or		
negister to setup a new account.		
Username		
rassword , forgot.your.password2		
Login		

FIGURE 1 – BRDC LOGIN PAGE

2. Click Settings (gear icon) in the top-right corner of the Welcome page.

			C	in an	E History	Ö Settings	E• Logout
							0
	Welcome						
D	epositing checks is simple - Use your high speed check s deposit a batch of checks.	scanner to					
	How it works						
1							
Select an account	Scan checks	Confirm deposit					
	= 5						

FIGURE 2 – BRDC WELCOME PAGE

3. In the *Scanner Settings* section, ensure Device Control is enabled. Contact your Ensenta Support representative about applicable *General Settings*.

age Users

FIGURE 3 – BRDC SCANNER SETTINGS MESSAGE

Installing Device Control

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

1. Click **Deposit** in the top right corner.

• ensenta				ing Deposit	E History	Ö Settings	⊡ Logout
		Change Password	Change Challenge (Questions	Add Account	Manage Users	
General settings							
Deposit Multiple Checks Per Transaction	Yes No						
Show help sidebar	Yes No						
Use Plain Scanner	Yes No						
Use Check Scanner	Yes No						
Show batch total	Yes No						
Scanner Settings Your financial institution has enabled the Scanner De for setup or changes.	vice Control. Open the Deposit page						
Reset Save							

FIGURE 4 – BRDC DEPOSIT TAB

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



FIGURE 5 – BRDC TERMS OF SERVICE

3. A *Getting Started* page appears. Click **Download Device Control**.

• ensenta	Teposit	∎ History	Ö Settings	E• Logout
Getting started with a check scanner Device Control pairs a check scanner with this page, providing a faster experience using any modern browser. Download and install our new Device Control to get started.				
Download Download 1 2 3				
Download Device Control Already installed Device Control?				

FIGURE 6 – BRDC DOWNLOAD DEVICE CONTROL

4. The Device Control application downloads.Double-click the completely downloaded file to begin running the Device Control Installer.



FIGURE 7 – DOWNLOADING DEVICE CONTROL

5. Click Install.



FIGURE 8 – INSTALLING THE DEVICE CONTROL DRIVER

6. Once installed, the Device Control application launches and appears in the application tray located in the lower-right corner of your screen.

			The second
			1000
	0	Choose A Device M	Manufacturer X
	- Select	Manufacturer -	•
	Suppo - Sele	erted Models	
		-	1/10/1
			Choose A Device - Select Handscherr - ** Select Handscherr - **

FIGURE 9 – DEVICE CONTROL LAUNCH

Downloading and Installing Scanner Drivers

You will be prompted to select a scanner manufacturer in order to install the appropriate driver for the scanner device.

1. Click the **Select Manufacturer** drop-down arrow to choose the appropriate scanner manufacturer.



FIGURE 10 – SELECT MANUFACTURER DROP-DOWN LIST

2. Click the **Supported Models** drop-down arrow to choose the appropriate scanner model.



FIGURE 11 – SUPPORTED SCANNER MODEL LIST

3. Click Install.

Choose A Dev	ice Manufacturer X
Digital Check	- Install
Supported Models	
TellerScan TS240	
Not Installed!	

FIGURE 12 – DEVICE CONTROL INSTALL BUTTON

4. The *Add/Remove Devices* window appears. Choose the scanner you wish to add, and then click **Install**.

id/Remove Device Installers				
View	_			
Add/Remove	Devices			
Installers				
Manufacturer	Version	Available	Installed	
Digital Check	12.13	V		
Che	Xpress 30 Telle	rScan TS240	TellerScan TS230	
M			ADDEN	

FIGURE 13 – DEVICE CONTROL INSTALLER

- **5.** The *Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer.
- 6. Click **Next** when prompted by the *Install Wizard* to download and install the scanner driver.

NOTE: The driver will take several minutes to install.

Welcome Information Program Detection Download Install Complete	Requirements Please disconnect device from computer Please exit all applications
: Device Installers	< Back Rent > Cancel
l/Remove De	vices
Welcome Information Program Detection Download Install Complete	Canon Install Wizard: Installing × Installing Please wait while the device installer completes. This could take several minutes.
	Pevice Installers

FIGURE 14 – DEVICE CONTROL DOWNLOAD WINDOW

7. The Install Wizard displays the Install Done prompt. Click Next to continue.

View		
Add/F	Remove De	evices
ist "		Canon Install Wizard: Installing X
Ma Wee Dig Infe Part Pro Car Dov > Inst Con	come irmation gram Detection inload at	Install Done Press Next Button to continue.
-		< Back Next > Cancel

FIGURE 15 – INSTALL DONE WINDOW

8. After the *Install Wizard* has completed, connect the scanner to your computer, and then click **Finish**. The scanner is now installed.

Add/Rem	ove Device Installers	x
File View		
() A	dd/Remove De	vices
Inst	0	Canon Install Wizard: Complete ×
Ma Dig Pan Car	Welcome Information Program Detection Download Install > Complete	Installation Success Please connect the device now.
		< Back Finit Cancel
		Instal

FIGURE 16 - SUCCESSFUL INSTALLATION WINDOW

9. Close the Add/Remove Devices window.

nstallers				
Manufacturer	Version	Available	Installed	
Digital Check	12.13	1	U.	
Panini	4.5.102	1	V	
Canon	2.0.2018.712	4	4	
	Sele	ect An Installer		

FIGURE 17 – DEVICE INSTALLER

10. Device Control will minimize to the application tray and automatically connect to the scanner, enabling you to scan checks.



FIGURE 18 – DEVICE CONTROL ICON IN APPLICATION TRAY

11. The message *Device Control connected and ready to scan* appears when Device Control has successfully connected to the scanner. You are now able to deposit a check!

ensenta			Deposit	E History	Settings	[→ Logout
Device Control	connected and ready to scan.					×
Deposit Fill in your depo	a Check sit details and upload your saved check	images. Select Help to learn about				
Accounts	Daniel Saving	∙ d more.				
Batch Total	\$0.00 Start Scan					

FIGURE 19 – BRDC DEPOSIT A CHECK PAGE

Troubleshooting

Device Control Status Indicators

The color of the Device Control icon indicates the application status.

• Green means Device Control is online.



FIGURE 20 – GREEN DEVICE CONTROL ICON

• Blue means Device Control is attempting to connect to the scanner.



FIGURE 21 – BLUE DEVICE CONTROL ICON

• Yellow means Device Control is connected to the scanner and ready to scan.



FIGURE 22 – YELLOW DEVICE CONTROL ICON

• Red means there is a device error. An error message appears on your desktop with instructions to remedy the issue.



FIGURE 23 - RED DEVICE CONTROL ICON

Connection Issues

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



FIGURE 24 – RECONNECTING TO THE DEVICE CONTROL

2. The scanner should reconnect with the Device Control.

ensenta	a	24 Deposit - QA 25 History - QA 26 Settings - QA 27 Logout - QA
Device Cont	roller connected and ready to scan.	×
Depos Some special	it a Check Text 1234	
Accounts	Save •	
Description	Optional description	
	Start Scan	
	lş.	

FIGURE 25 – SCANNER SUCCESSFULLY RECONNECTED TO DEVICE CONTROL

Device Control Is Not Running

By default, Device Control will always be running on the machine and will launch on start, even after the PC is rebooted. In the event that it fails to run, take the following steps to remedy the issue:

1. Log out of bRDC desktop and log in again.

• ensenta		L. Register	년 Login
	4		
	login		
	Welcome to My Deposit . Please login to continue or Register to setup a new account.		
	Username		
	Password . forgot your, cassword?		
	Login		

FIGURE 26 - BRDC DESKTOP LOGIN

2. Click Deposit.

Oensenta			Deposit	History	O Settinas	C Logout - QA
	Depositin	Welcome g checks is simple - Use your high spee scanner to deposit a batch of checks.	d check			
		How it works				
	Select an account	Scan Checks	Confirm deposit			
	Help Visit help in the upper right hand co information on system and image guide	rner for more View recent depor elines and more. ar	Recent activity it history and check on the status of ny pending deposits.			
		Start A Deposit				0

FIGURE 27 – BRDC DEPOSIT PAGE

3. A message appears with instructions to restart Device Control. In this instance, the user is instructed to **Start the App** or download and re-launch Device Control.



FIGURE 28 - STARTING THE DEVICE CONTROL APP

4. Follow the prompts, and click **Start Device Control**.



FIGURE 29 – STARTING DEVICE CONTROL

5. Click the downloaded file to run Device Control.

Demonstration Demonstration </th <th>⊕ensenta</th> <th>24 Deposit - QA</th> <th>E 25 History - 0</th> <th>CA 26 Settings</th> <th>C+ - QA 27 Logout - QA</th>	⊕ ensenta	24 Deposit - QA	E 25 History - 0	CA 26 Settings	C+ - QA 27 Logout - QA
Next Step Cart find your downloaded file? Check your downloads folder, or look for a notification at the bottom of this browser.	Open the downloaded file Open the downloaded file to start Device Controller. This page will automatically update with any additional instructions.				
Next Step Can't find your downloaded file? Check your downloads folder, or look for a notification at the bottom of this browser.	Brears Device Controllee	Show all	×		
	Next Step Can't find your downloaded file? Check your downloads folder, or look for a notification at the bottom of this browser.				
The Ensemble Verific Concease A Show all X	Testanda generation				Show all X

FIGURE 30 – RE-DOWNLOADING DEVICE CONTROL

6. Device Control re-launches on your computer.

● ensenta	Ueposit	E History	Ç Settings	[→ Logout
C ensenta	Deposit	History	Settings	

FIGURE 31 – DEVICE CONTROL RESTARTS

7. The green Device Control icon appears in the application tray when connected.



FIGURE 32 - GREEN DEVICE CONTROL ICON