

RDN Windows Scanner Installation Guide

QUICK REFERENCE GUIDE

Contents

Introduction.....2

 Accessing the Application.....2

 System Requirements.....3

Installing Microsoft Components for RDN.....3

 Trusted Sites3

 Installing ProfitStars® Scan Service6

 Installing Your Scanner10

Introduction

Bank of Hawaii (BOH) Commercial RDN, Remote Deposit Now (RDN) allows you to scan checks from your place of business, perform MICR repairs, and key in the dollar amount of an item. There are reporting options available within the RDN window and the system application to help manage transaction information.

Accessing the Application

To access the RDN application, you must log in to the application with the proper URL and login credentials supplied by your organization admin user. Your admin user will receive their credentials from BOH Cash Management. To get to the proper URL, please go to Remote Deposit Capture - Bank of Hawaii (boh.com) and click on the RDC link. You can also find the most up to date contact information, in case you have any questions.



System Requirements

NOTE: Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine version of Windows on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

For an optimal experience, a high-speed Internet connection is recommended, and the following components are required for working with the application(s).

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- NET® Framework 4.8 or higher For Microsoft® Windows®
- Windows® 11: Microsoft Edge™ or Google Chrome™

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

Please refer to the approved compatible scanner list for the appropriate scanner.

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine version of Windows on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.



Installing Microsoft Components for RDN

If you do not already have the following components installed, use the links provided below to download and install the appropriate Microsoft components for use with RDN.

Microsoft .NET Framework, select the most up to date version (Web Installer):

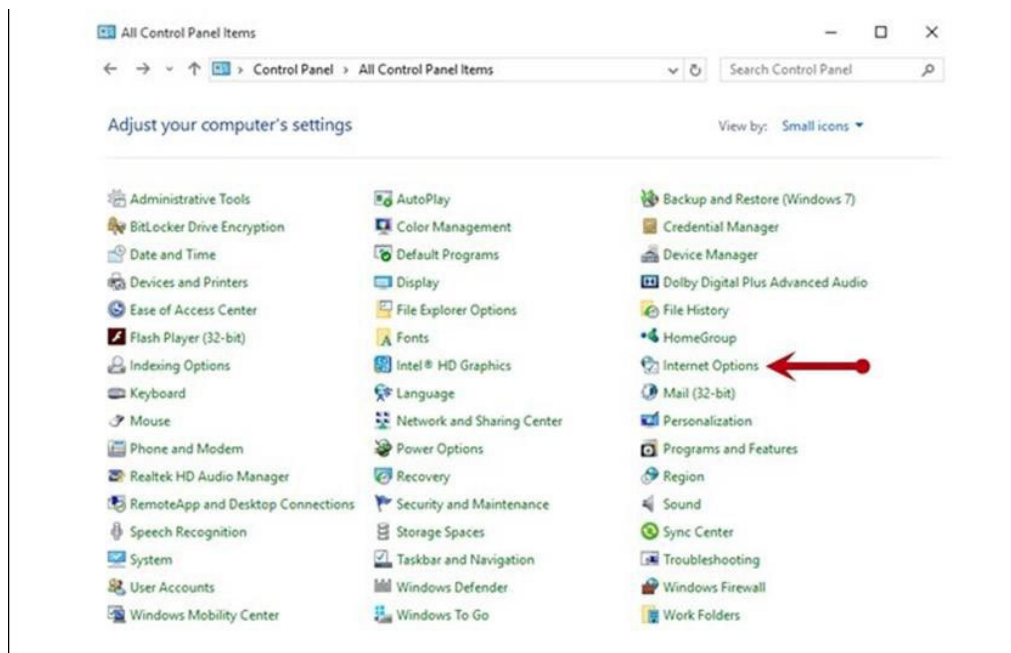
<https://dotnet.microsoft.com/en-us/download/dotnet-framework>

Local administrator rights are required to install .NET updates.

Trusted Sites

A user will need to ensure that the application URL is added to the *Trusted Sites* option in *Internet Settings*. Use the following steps to add the website to your Trusted Sites.

1. Open *Control Panel* from your *Start Menu*. Select **Internet Options**.
Note: You may need to select **Network and Internet** and then **Internet Options**.

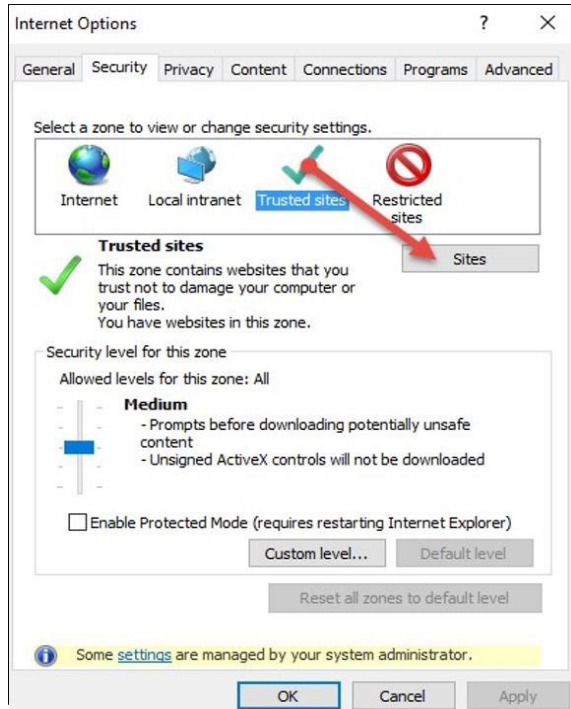


2. From the tabs at the top of the *Internet Options* window, select **Security**.

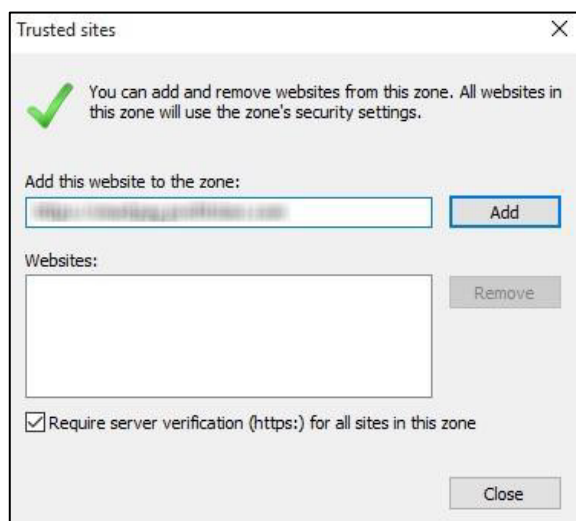


RDN Windows Scanner Installation Guide

3. Select the Trusted sites icon to activate the Sites option. Select Sites.



4. The *Trusted Sites* window appears. In the *Add this website to the zone* field, enter the URL <https://www.remotedepositnow.com> and <https://smartpay.profitstars.com> and then select **Add**.



5. Select **Close** at the bottom of the *Trusted sites* window.
6. Select **OK** from the bottom of the *Internet Options* window.

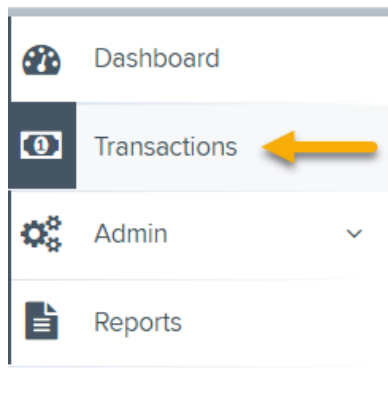
Installing ProfitStars® Scan Service

NOTE: Before starting the installation, please ensure the scanner's USB cable is disconnected from the computer and exit all other applications.

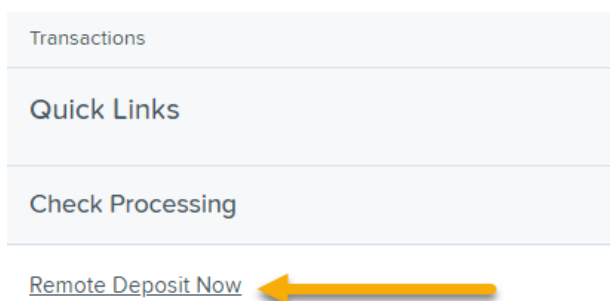
Accessing the Application

To access the RDC application, you must log in to the application with the proper URL and login credentials supplied by your organization admin user. Your admin user will receive their credentials from BOH Cash Management. To get to the proper URL, please go to Remote Deposit Capture - Bank of Hawaii (boh.com) and click on the RDC link. You can also find the most up to date contact information, in case you have any questions.

1. Please log in using your previously supplied credentials.
2. Select Transactions from the main menu, as shown below.



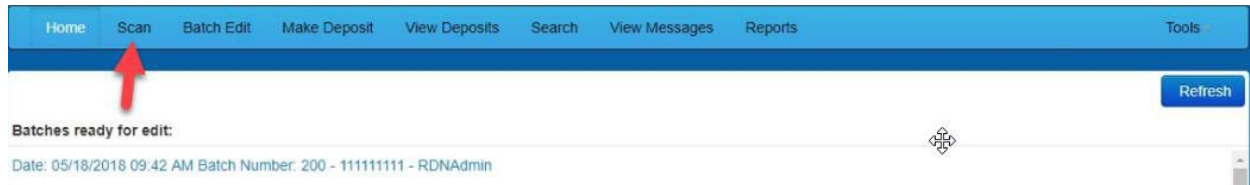
3. Choose **Remote Deposit Now**.



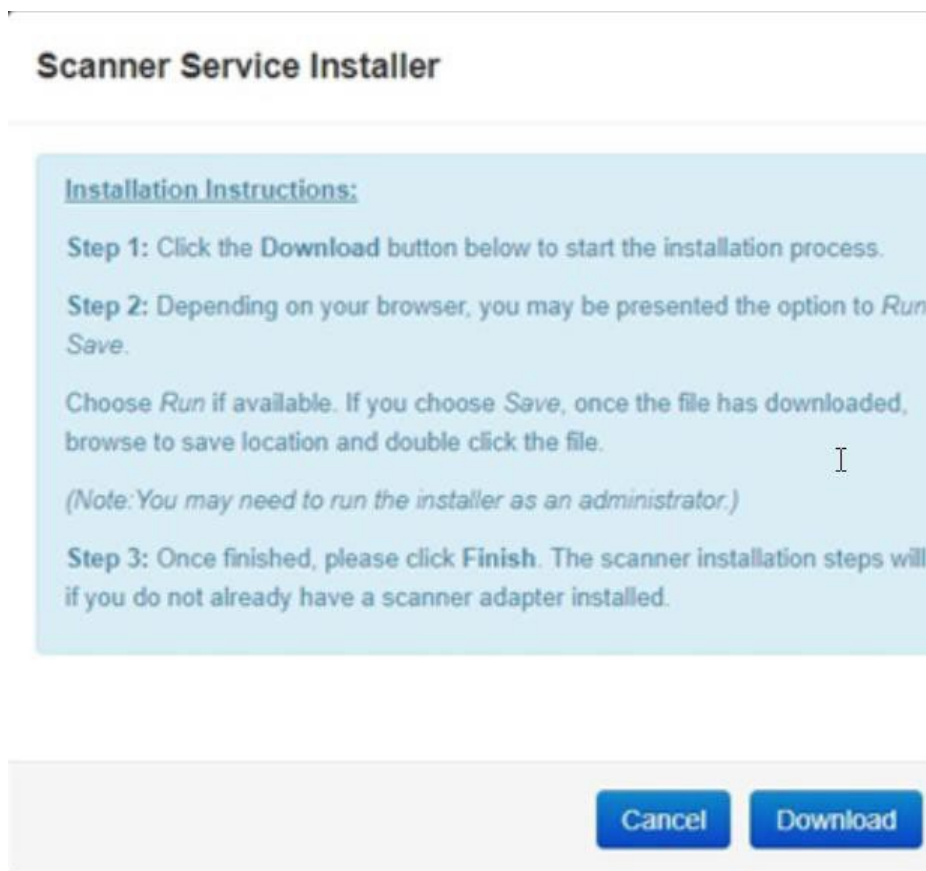
RDN Windows Scanner Installation Guide

The *Remote Deposit Now* window will appear.

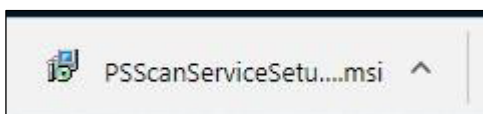
1. Select **Scan** from the top menu bar.



2. The *Scanner Service Installer* window will appear. As shown below, click **Download** to begin.



3. A file download security warning will display. Select **Run**.



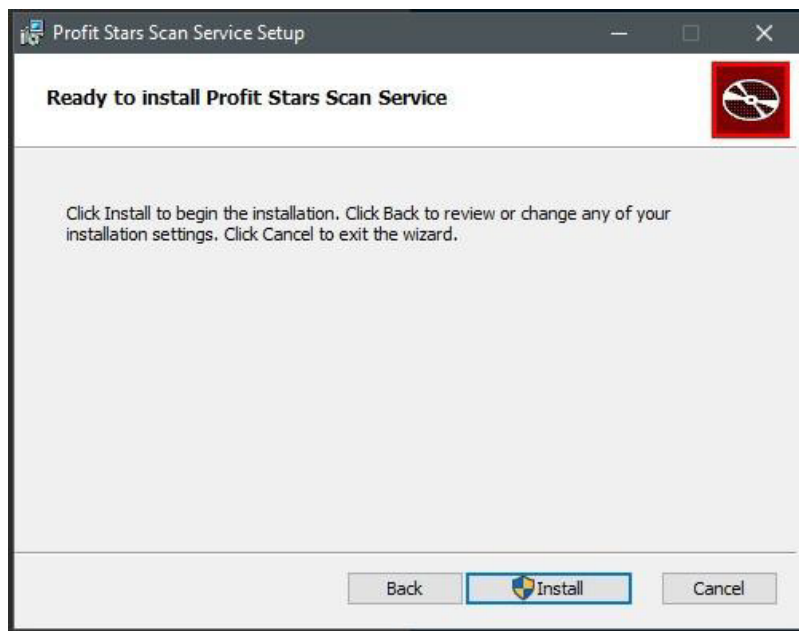
RDN Windows Scanner Installation Guide

4. The *ProfitStars Scan Service Setup Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer and exit all other applications. Click **Next** to continue, as shown below.

Note: If you get an error message saying that the scanner is already installed, please make sure you are under the primary user for that computer.

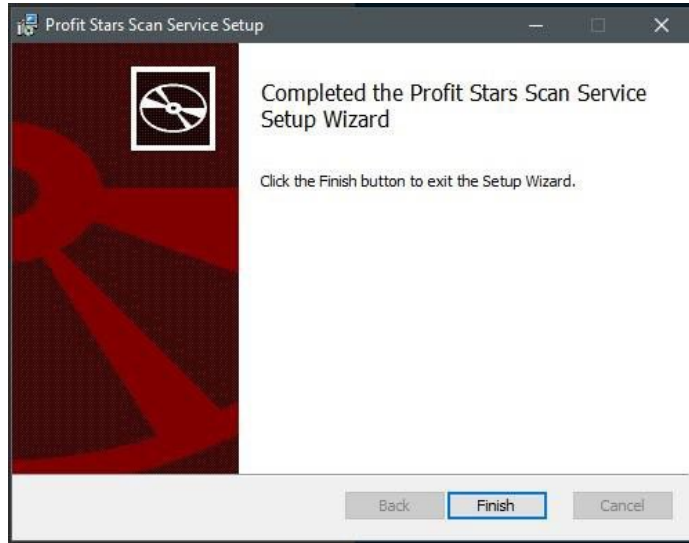


5. The *Install Wizard* displays the *Install* prompt. Click **Install** to continue, as shown below.



RDN Windows Scanner Installation Guide

6. Select **Finish** to complete the installation.

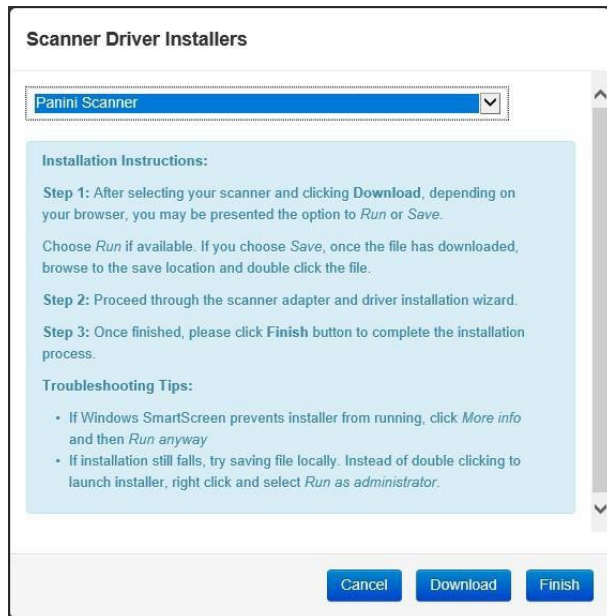


NOTE: If you are upgrading from the existing Remote Deposit Capture application, the installation is complete. You may now connect the scanner to your computer and begin making deposits. If installing for the first time, proceed to the "Installing Your Scanner" section below.



Installing Your Scanner

1. The *Scanner Driver Installers* window appears. Select the type of scanner you will be utilizing from the drop-down menu (the screenshots below are an example for Panini VisionX scanners, the Install Wizard for other scanners may differ), and then select **Download**.



2. A file download security warning will appear. Select **Run**.



3. Depending on the type of scanner for which you are installing a driver, you may receive the following adapter setup message. Click exit to continue.

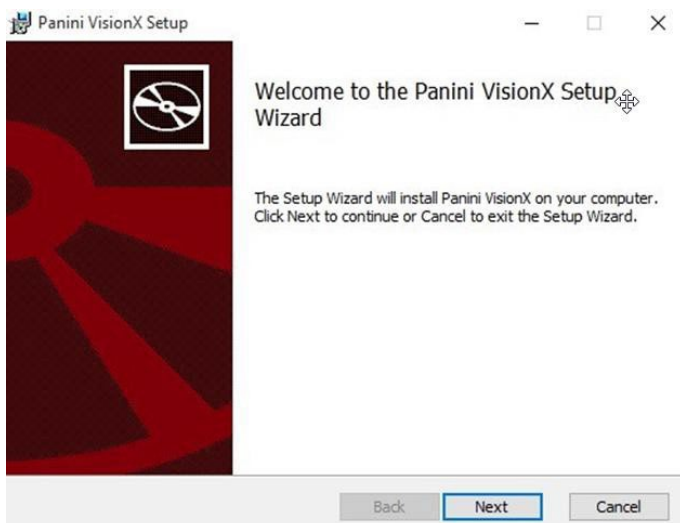
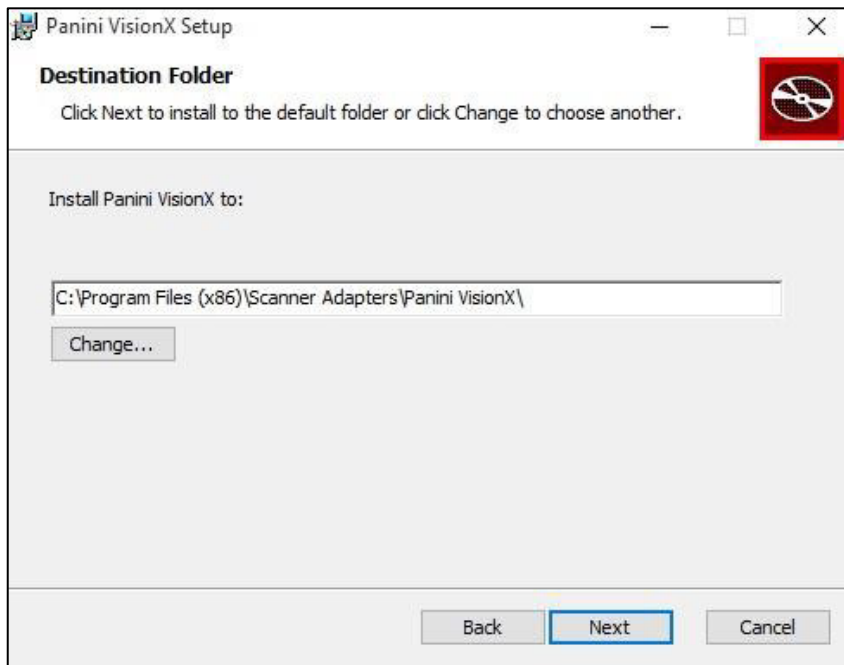


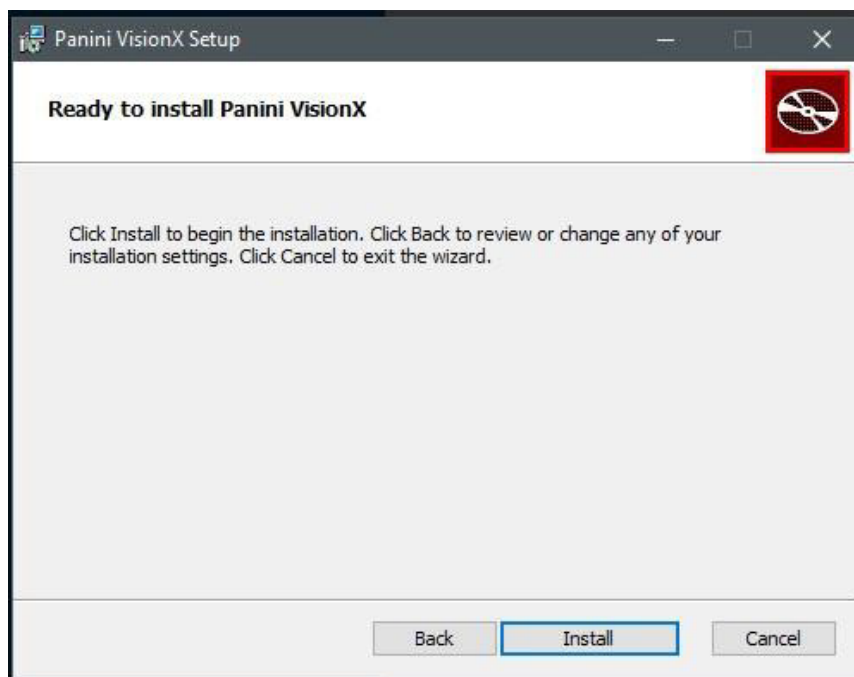
Figure 18 – Setup Confirmation

RDN Windows Scanner Installation Guide

4. The following screen displays information about the destination folder for the adapter. Select **Next** to continue.

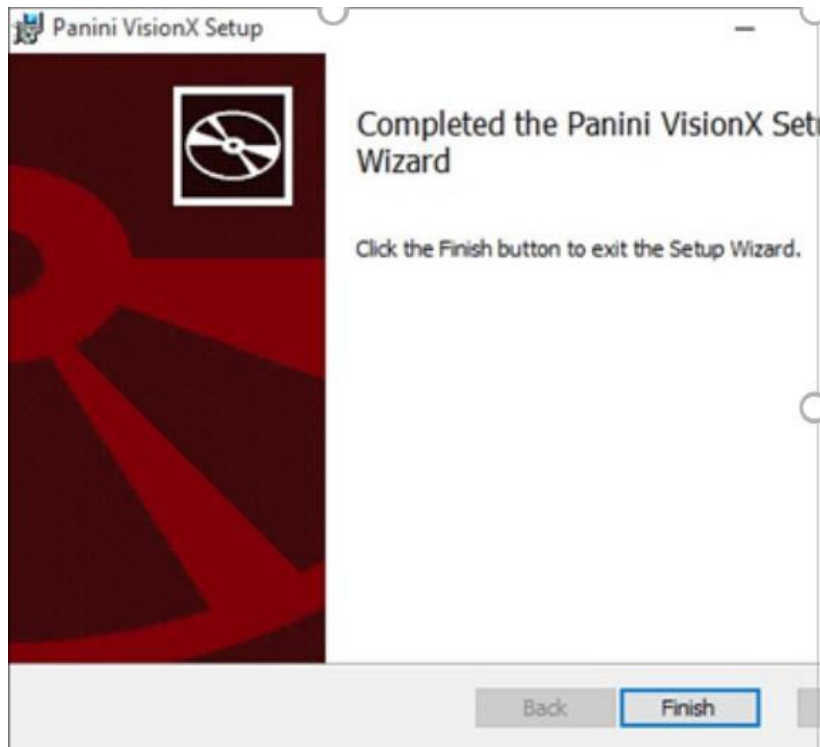


5. Click **Install** to continue, as shown below.

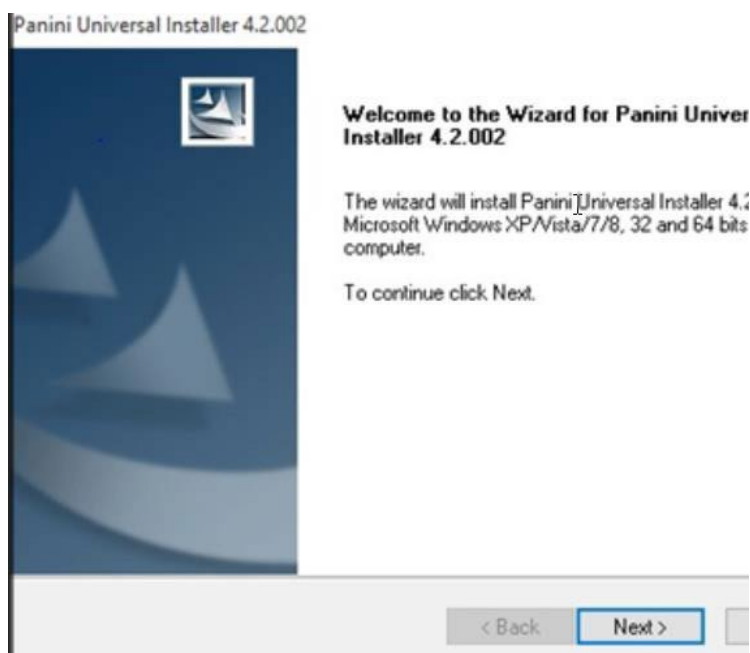


RDN Windows Scanner Installation Guide

6. A confirmation for completing the adapter setup appears. Click **Finish**.

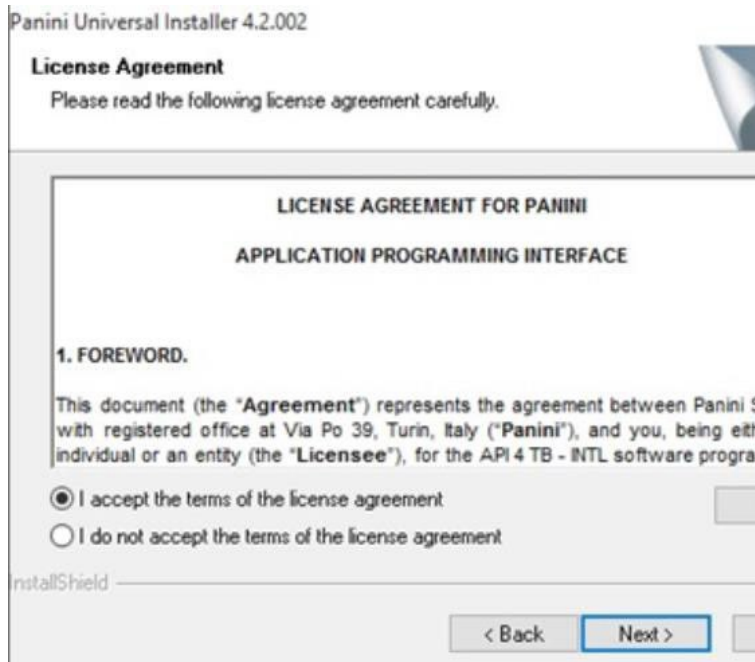


7. An installation prompt appears. Select **Next** to continue.

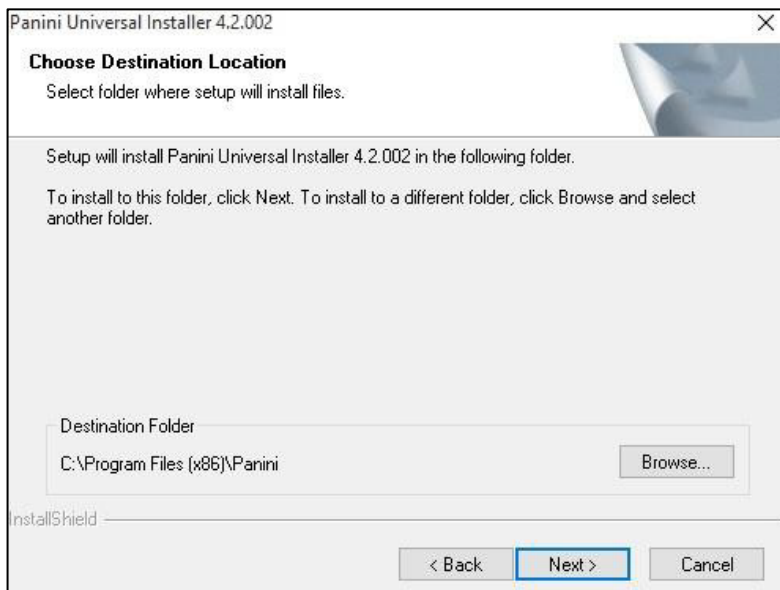


RDN Windows Scanner Installation Guide

8. As shown below, an *End User License Agreement* appears. Choose **I accept the terms of the license agreement** radio button, and then select **Next**.

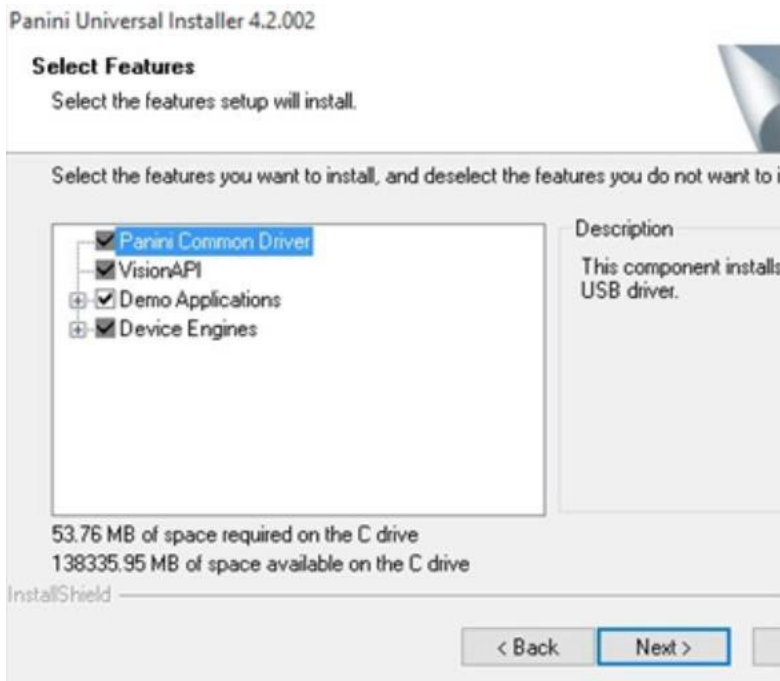


9. A location prompt appears asking you to confirm a location where the setup files will be installed on your computer. Choose **Browse** to designate a location other than the one provided. Click **Next** to continue.

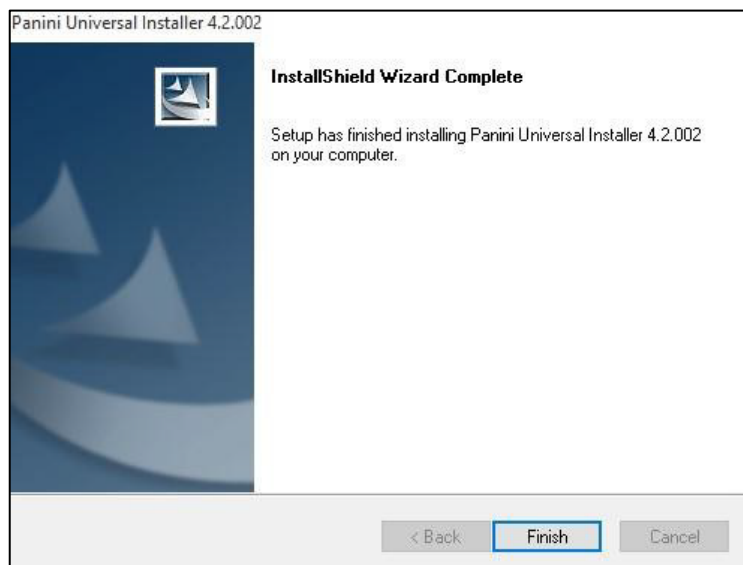


RDN Windows Scanner Installation Guide

10. A prompt appears for the features that will be installed. Select **Next** to continue.



11. A confirmation for completing the software installation appears. Click **Finish**.



The scanner driver installation process is complete. Wait for the scanner to load—a popup window may indicate that the device is ready to use. You may now plug the USB cable from the scanner into the computer, and then log in to RDN through the system application.