

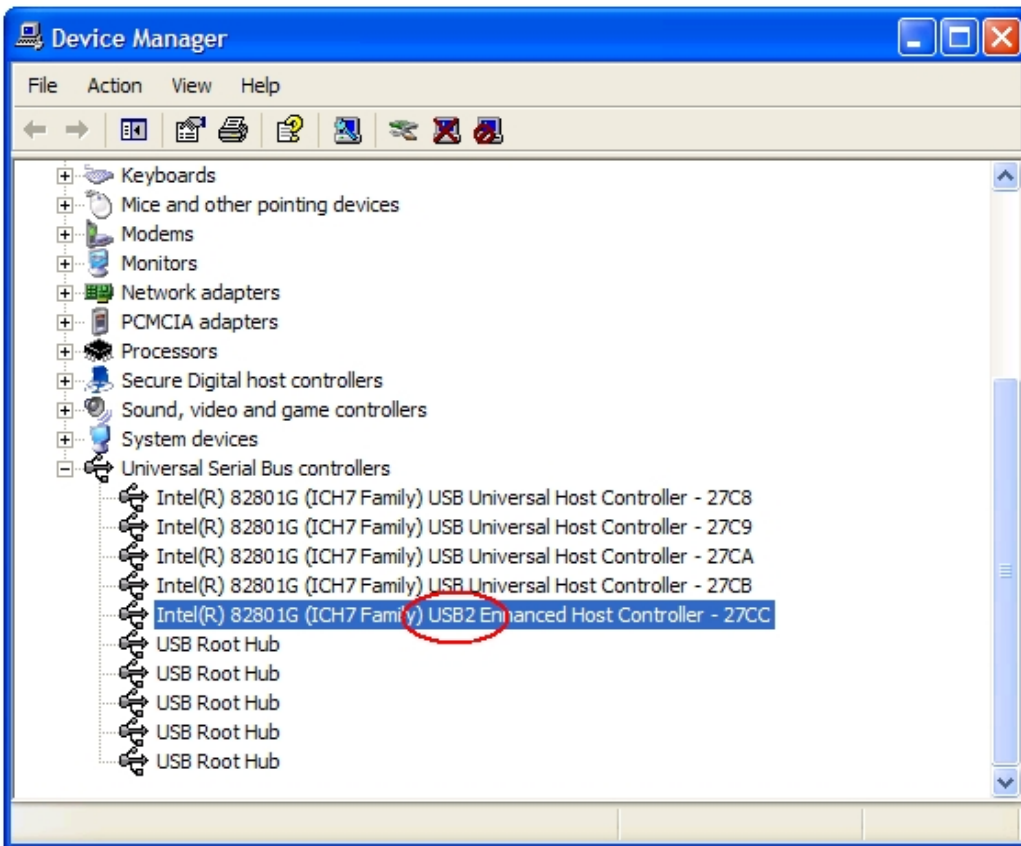


# **Remote Capture**

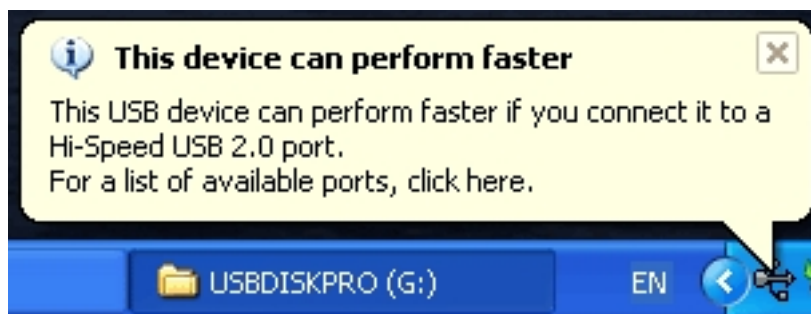
## **Frequently Asked Questions**

## 1. How can I tell whether I have USB 2.0 or not?

Right-click on MY COMPUTER and choose PROPERTIES. Click the HARDWARE tab and then click DEVICE MANAGER. Scroll down until you locate the UNIVERSAL SERIAL BUS CONTROLLERS and expand the list. If there is at least one entry that has USB2 in it, then there is a USB 2.0 port on the computer.



An indication that the computer may not have a USB 2.0 port is if after connecting the scanner to the computer via the USB cable, you see the following notification.



**2. Why is it that after I connect the scanner to the computer and launch the Remote Deposit software, there is a message stating that there is no scanner connected?**

The scanner is not connected to a USB 2.0 port. Try connecting the scanner to different USB port on the computer. If problem persist, a purchase of a USB 2.0 card and installation of it on the computer may be required.

**3. When making the deposit, what is the “deposit memo” for?**

The deposit memo puts additional information for the transaction on the confirmation page.

**4. Why do I get the error message below?**

**“Unable to communicate with the Server. If you use a proxy server, you can configure the application for it now. If you are unsure, ask your Network Administrator.”**

The Internet connection is setup to go through a proxy server. The Remote Deposit is unable to run when the Internet connection is through a proxy server. Therefore the following file extensions will need permission to pass through the proxy server: .xml, .dll, .bat, .config, .cfg, .ocx, ico, .ini, .fnt, .cdi and .bin.

An alternative is to have the computer bypass the proxy server or firewall and connect directly to the Internet.

**5. What kind of scanners can be used to with Remote Deposit?**

Currently, the Unisys MyVisionX 30/30 and the Unisys UEC 7000 are supported by Regal Financial Bank and its associates.

**6. When doing an installation, should I connect the scanner before I install the Remote Deposit software?**

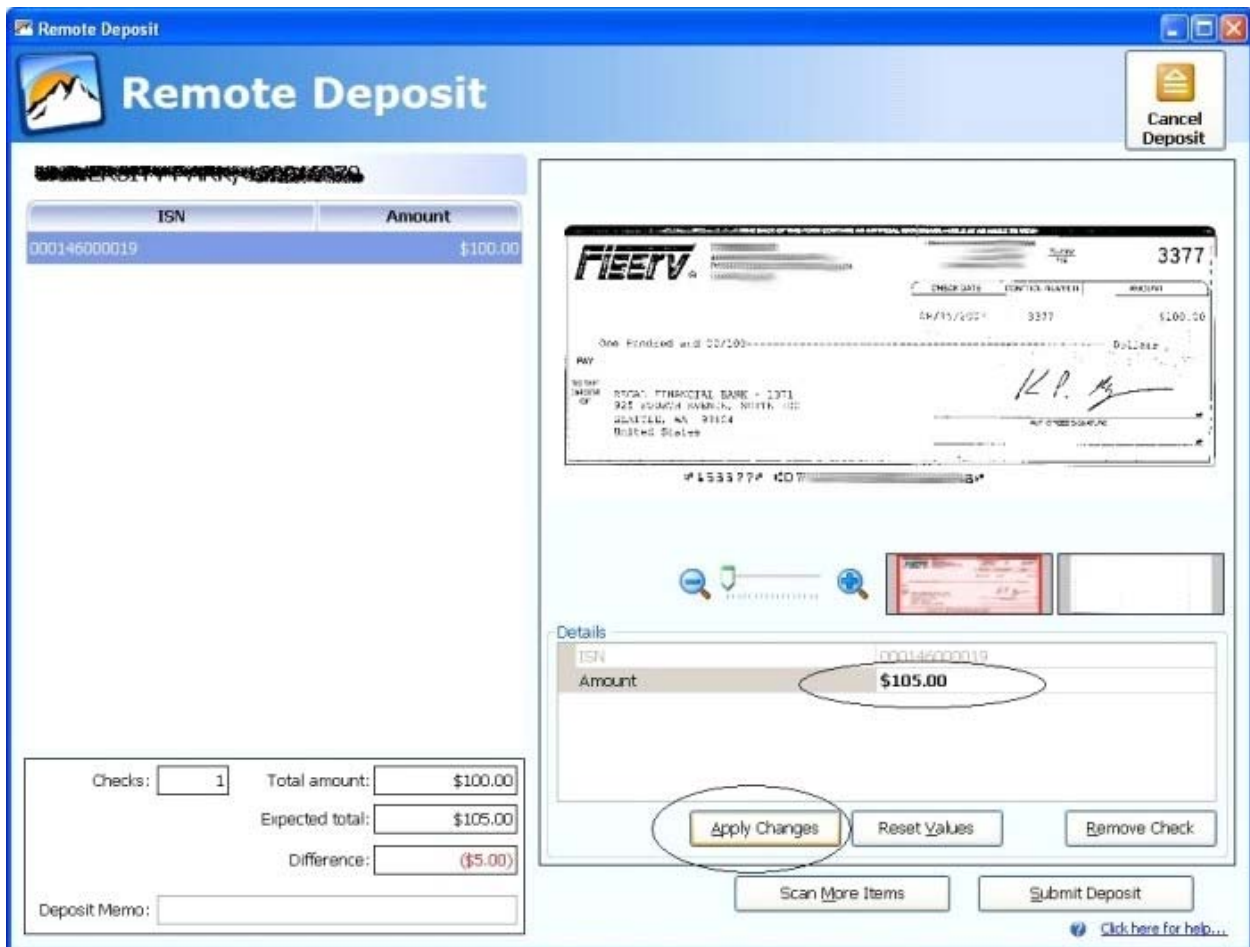
It is recommended that you do not connect the scanner USB cable to the computer before installing the software. The installation process will notify you when it will need the scanner to be connected to the computer.

**7. When I double click on the Setup.exe icon in the CD Drive, nothing happens or a window flashes quickly and then disappears. What is wrong?**

There are two Setup.exe icon in the CD Drive, make sure you are followed the Scanner Installation Instructions carefully and choose the correct one to open.

**8. I made a deposit for a certain amount, such as \$105.00, and that is what's entered into the EXPECTED TOTAL. However, the scanner read the check to be only \$100.00, how do I change it to the correct amount?**

Go to the DETAILED view and change the amount inside the DETAILS window. Afterwards, click APPLY CHANGES and then SUBMIT DEPOSIT.



**9. Why is the Remote Capture software window shown partially on my computer screen?  
I cannot see the buttons to proceed or the scroll bar on the right-hand side.**

Please be sure that your computer screen resolution is set to at least 1024 x 768. Also make sure that your DPI setting is set to “Normal size (96 DPI)”.

To check and make changes to the screen size, do the following. Open CONTROL PANEL and double click on the DISPLAY icon. Click on the SETTINGS tab and check in the SCREEN RESOLUTION section and make changes if necessary.

To check and make changes to DPI settings, do the following. Open CONTROL PANEL and double click on the DISPLAY icon. Click on the SETTINGS tab and then the ADVANCED button. Check the DISPLAY section for the DPI setting and make changes if necessary.

