



**First Hawaiian Bank.**

**First Hawaiian Bank  
eDeposit**

**Uninstalling a Scanner from a  
Previous Vendor**

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## Uninstalling a Scanner from a Previous Vendor

If you are accessing the Remote Deposit application for the first time, you will need to ensure any previous vendor software has been uninstalled from your computer. Failure to do so may result in software conflicts and the inability to make deposits.

## Uninstalling Previous Vendor Software from Your Computer

1. Before you begin, verify that all browser windows are closed, the scanner's USB cable is disconnected from your computer, and the scanner power cable is not connected to the scanner.
2. In the **Type here to search** field near your **Start** menu, type **Control Panel**.

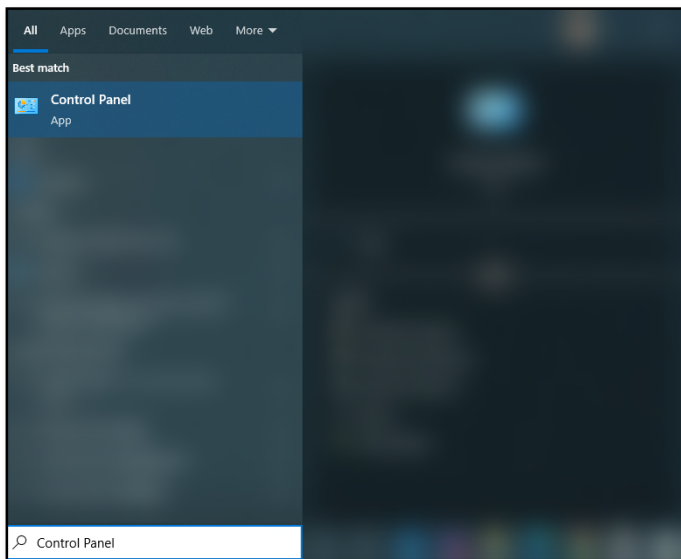


FIGURE 1 – SEARCH FOR CONTROL PANEL

3. Under *Programs* (Category view), select **Uninstall a program**.

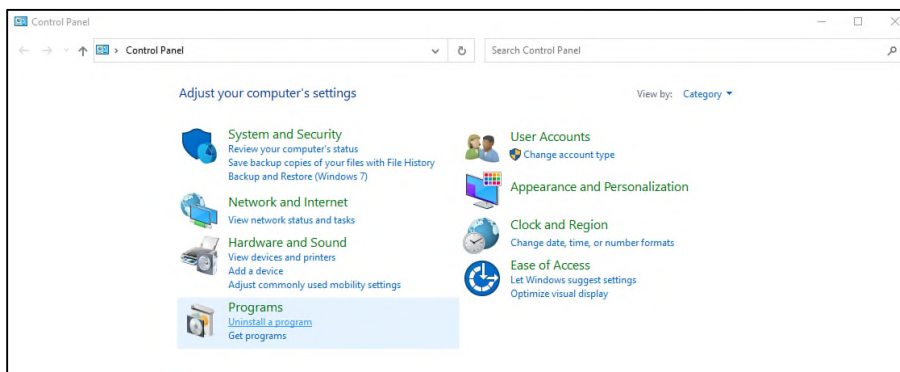


FIGURE 2 – LIST OF CONTROL PANEL OPTIONS

4. In the program list, locate the previous vendor's software to uninstall. In some cases, there will be multiple components to uninstall. Search for any software that begins with or references the following:

- Digital Check®
- TellerScan®
- Panini®
- Ranger (for Silver Bullet Ranger®)
- FIS®

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**NOTE:** The above list provides examples of software that may be installed on your system. Additional files and folders may need to be removed. For a complete list of files that need to be removed, please refer to your previous vendor or local IT department.

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5. Click the program to be uninstalled and choose **Uninstall**. Follow the on-screen instructions to remove the application.

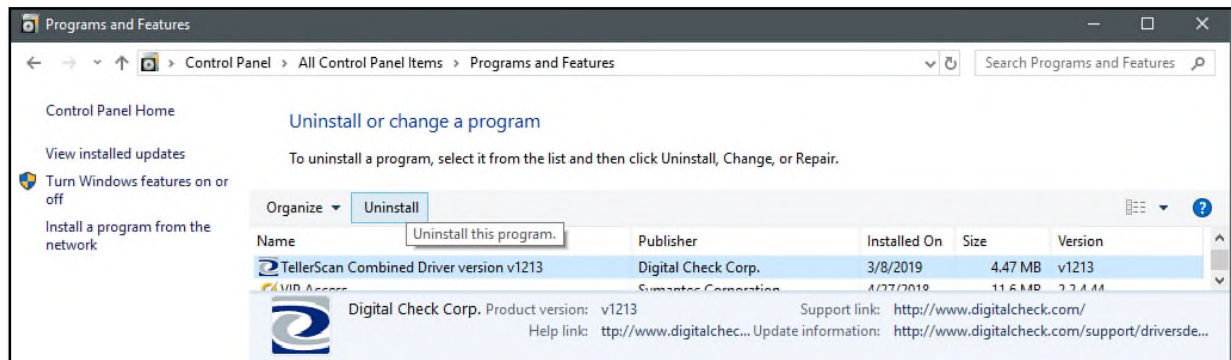


FIGURE 3 – UNINSTALL A PROGRAM

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**NOTE:** To uninstall the software, you may require administrative privileges. Consult your IT department for access.

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6. Repeat steps 4 and 5 until all scanner files have been uninstalled.
7. When all files have been removed, restart your computer.

Once the computer has restarted, you are ready to begin installing the new scanner software and drivers. Refer to the scanner installation guide provided to you.