



First Hawaiian Bank®

First Hawaiian Bank
eDeposit
Scanner Installation

First Hawaiian Bank
2339 Kamehameha Highway, Honolulu, HI 96819

Contents

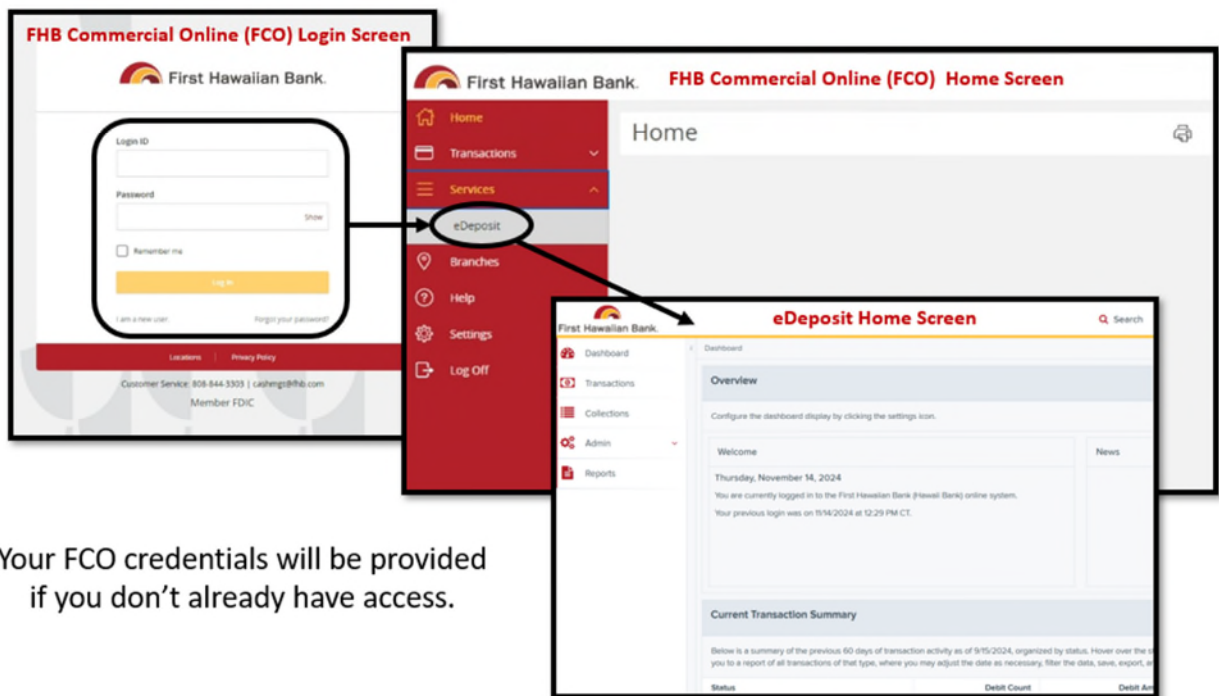
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Introduction

These instructions will assist you in installing scanner drivers necessary for your desktop scanner to work with the eDeposit platform. Instructions are available for both Windows and Mac computers.

Before starting this process, you'll want to ensure you can sign into **FHB Commercial Online (FCO)** and can view the **eDeposit** button underneath the services section. If you don't already have FCO credentials, they will be provided to you by FHB Treasury Management Servicing. We are here to help! Please reach out at cashmgt@fhb.com or (808) 844-3303 if you need assistance.

Access the New eDeposit Platform From FHB Commercial Online ("FCO")



Your FCO credentials will be provided
if you don't already have access.

eDeposit Compatible Hardware Matrix



First Hawaiian Bank.

	Model	Single Feed	Batch Feed	Print Option	Factory Warranty	Windows 10	Windows 11	Monterey /
						with Microsoft Edge or Google Chrome	with Microsoft Edge or Google Chrome	Ventura / Sonoma with Google Chrome
	TellerScan™ 240 Series	no	yes	rear inkjet	1 year	yes	yes	no
	CheXpress™ Series	yes	no	front franking	1 year	yes	yes	no
	CheXpress Series	yes	no	rear inkjet	1 year	yes	yes	no
	<i>Legacy Products</i>							
	<i>TellerScan 230 Series</i>	no	yes	rear inkjet	1 year	yes	no	no
	<i>TellerScan 215 Series</i>	no	yes	rear inkjet	1 year	yes	no	no
	SmartSource® Professional	no	yes	rear inkjet	1 year	yes	yes	no
	CaptureOne™ (TM-S1000)	yes	yes	front franking	2 year	yes	yes	no
	VisionX™ Series	yes	yes	rear inkjet	6 month	yes	yes	yes
	<i>Legacy Products</i>							
	<i>i.Deal Series</i>	yes	no	front franking	1 year	yes	yes	no
	<i>MyVisionX™ Series</i>	yes	yes	rear inkjet	6 month	yes	yes	no
	imageFORMULA CR-L1	no	yes	rear inkjet	1 year	yes	yes	no
	imageFORMULA CR-120/150	no	yes	rear inkjet	1 year	yes	yes	no
	imageFORMULA CR-190i II	no	yes	rear inkjet	1 year	yes	yes	no
	<i>Legacy Products</i>							
	<i>imageFORMULA CR-25</i>	no	yes	rear inkjet	90 day	yes	no	no
	<i>imageFORMULA CR-55</i>	no	yes	rear inkjet	90 day	yes	no	no
	<i>imageFORMULA CR-50</i>	no	yes	rear inkjet	1 year	yes	yes	no
	<i>imageFORMULA CR-80</i>	no	yes	rear inkjet	1 year	yes	yes	no
	<i>imageFORMULA CR-180II</i>	no	yes	rear inkjet	90 day	yes	no	no

Note: In the table above, italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

Windows

System Requirements

For an optimal experience, a high-speed internet connection (above 25 Mbps) is recommended. In addition, the following components are required for working with the application.

For the PC:

- Local administrative rights
- USB port 2.0 or higher
- .NET® Framework 4.8 or higher

For Microsoft® Windows®:

- Windows 10 or 11: Microsoft Edge® or Google Chrome™

NOTE: The latest and previous two browser versions are supported.

Installing Microsoft® Components for eDeposit

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 4.8 (Web Installer):

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>

NOTE: Local administrator rights are required to install .NET updates.

Trusted Sites

A user needs 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.

IMPORTANT: Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

1. Open the *Control Panel* from your *Start Menu*. Select **Internet Options**.

Note: You may need to select **Network and Internet** and then **Internet Options**.

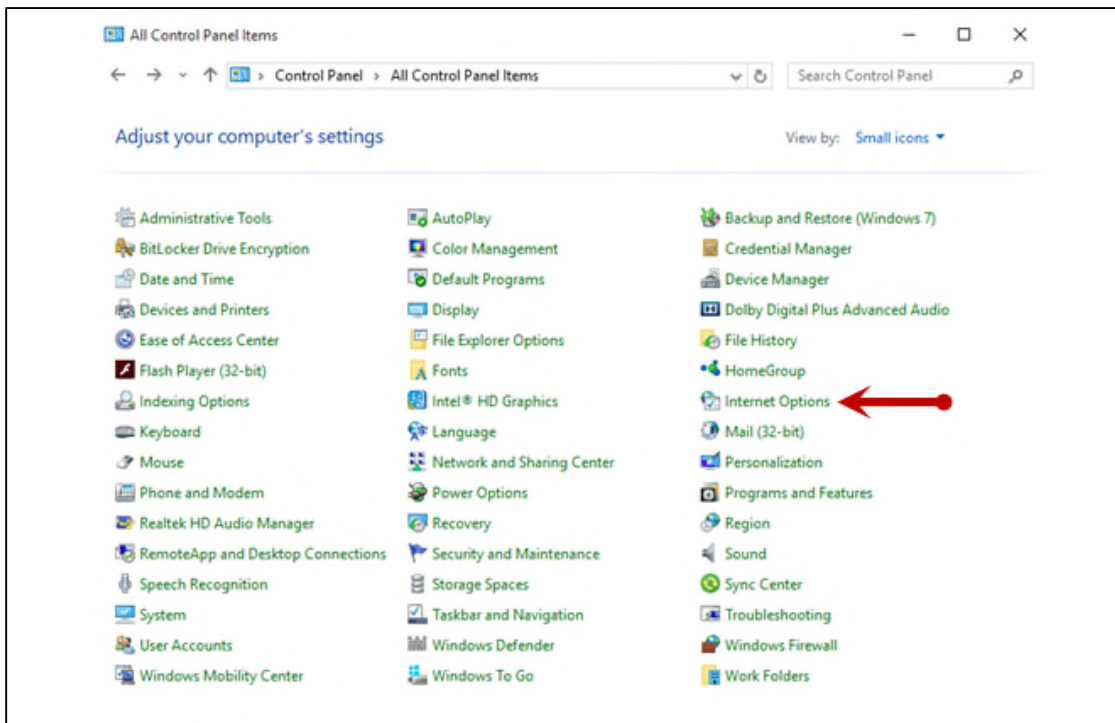


FIGURE 1: CONTROL PANEL

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

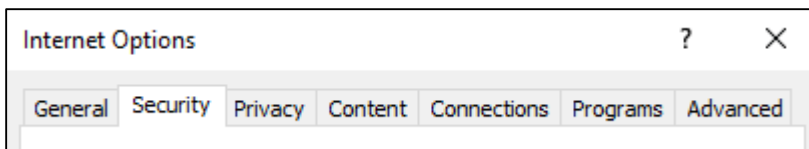


FIGURE 2: SECURITY TAB UNDER INTERNET OPTIONS

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

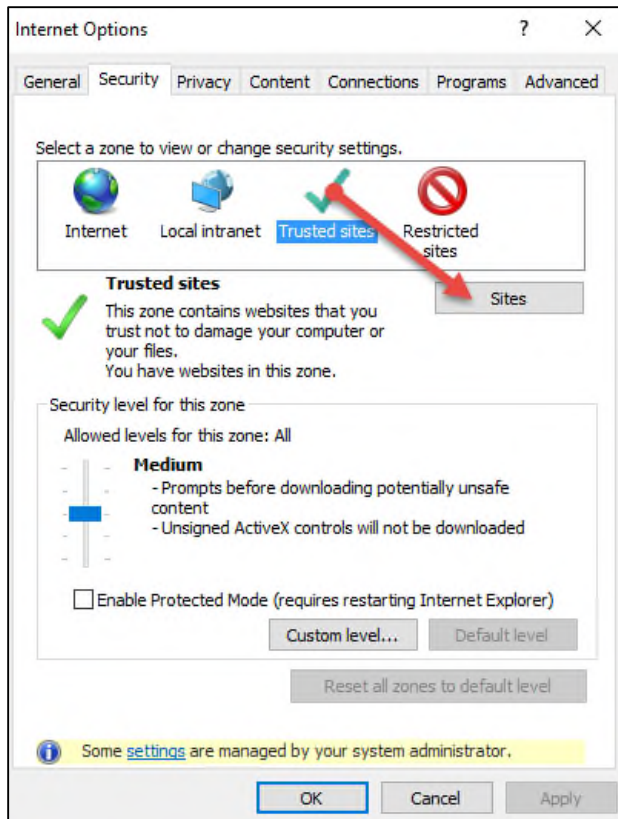


FIGURE 3 – SITES OPTION UNDER TRUSTED SITES CATEGORY

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**.

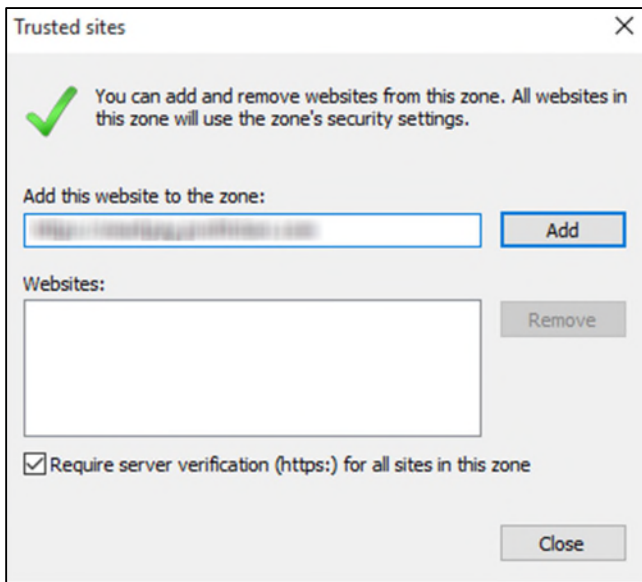


FIGURE 4: ADDING A TRUSTED SITE

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

Installing the 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.

1. Navigate to your financial institution's (FI) eDeposit application and log in.
2. Select **Transactions** from the main menu.

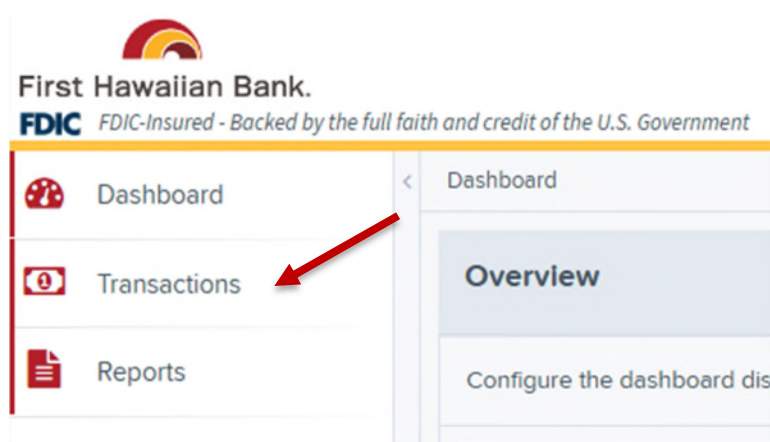


FIGURE 5: MAIN MENU

3. Select **Remote Deposit Now**.

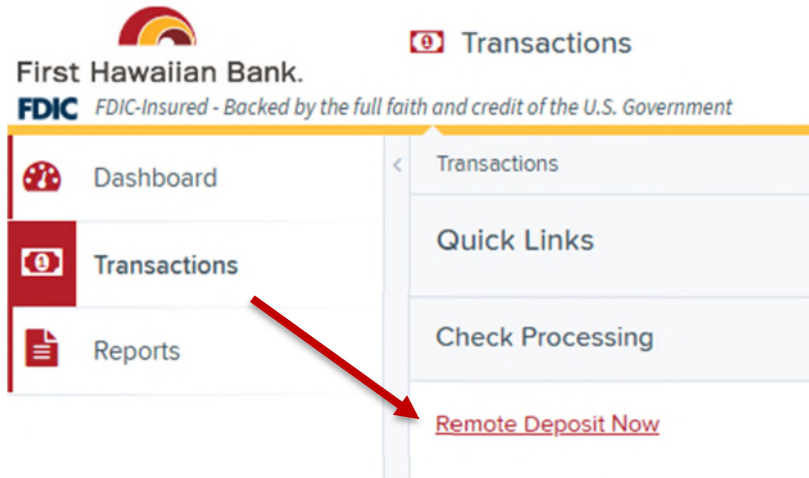


FIGURE 6: TRANSACTIONS SECTION

4. The *eDeposit* window appears. Select **Scan** from the top menu bar.

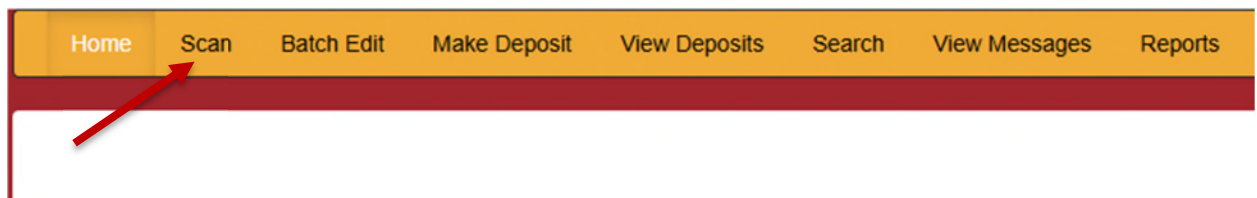


FIGURE 7: EDEPOSIT SCAN OPTION

5. The *Scanner Service Installer* window appears. Click **Download** to begin.

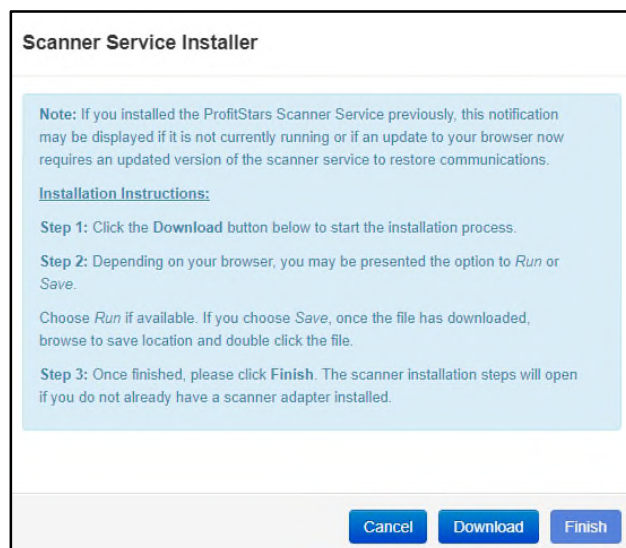


FIGURE 8: SCANNER SERVICE INSTALLER

6. Depending on your browser, you will see one of the following downloads to click:

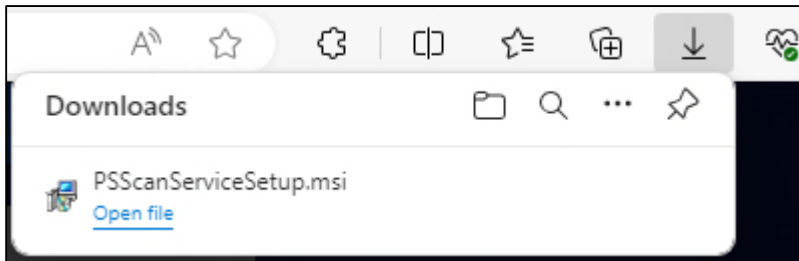


FIGURE 9: MICROSOFT EDGE

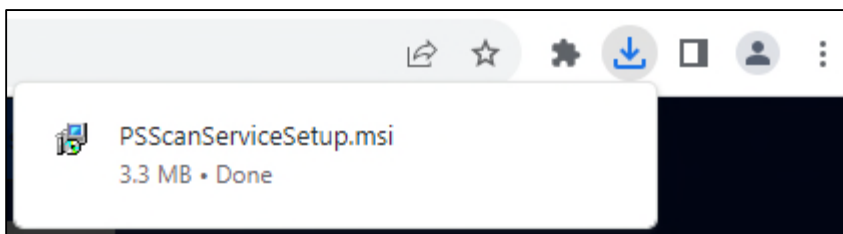


FIGURE 10: GOOGLE CHROME

7. 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.
8. The *Install Wizard* displays the *Install* prompt. Click **Install** to continue.
9. If the *Files In Use* prompt appears, select **Close the applications and attempt to restart them**, and click **OK**.
10. Select **Finish** to complete the installation.

NOTE: If you are upgrading from the existing eDeposit 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.

Installing Your Scanner

1. The *Scanner Driver Installers* window appears. Select the type of scanner you are 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 select **Download**.

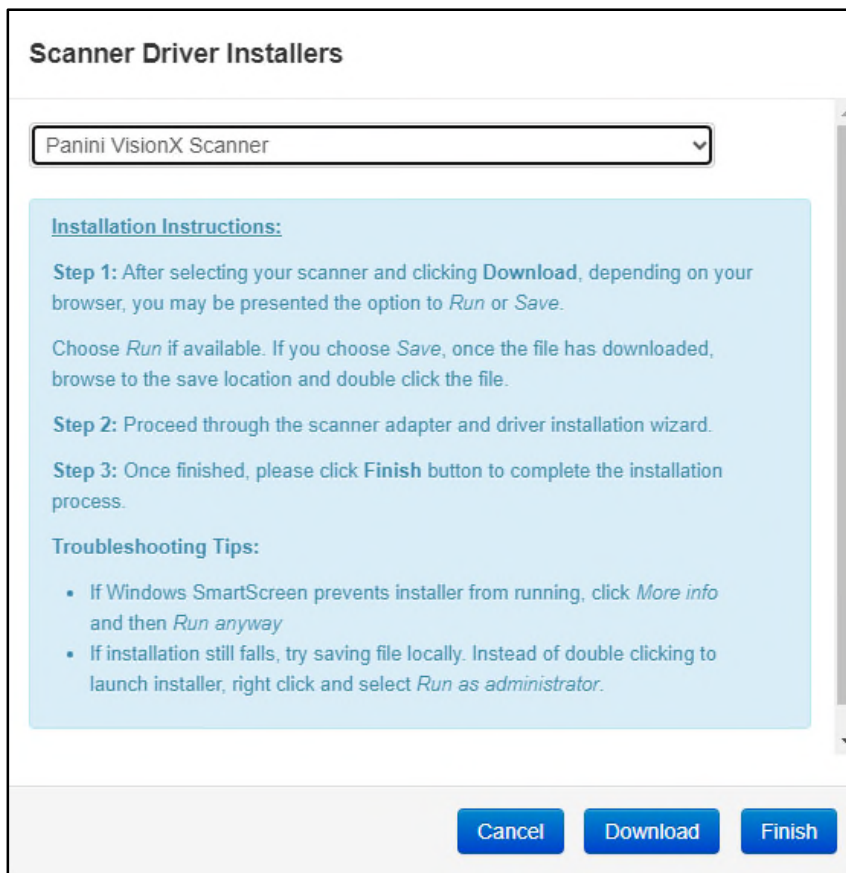


FIGURE 11: DRIVER INSTALLER

2. A file download window appears in the top right-hand corner of the browser. Click the downloaded file to open it.

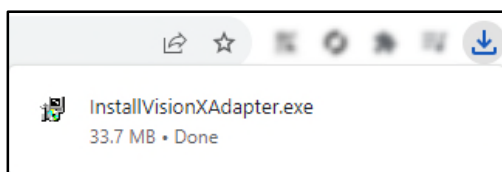


FIGURE 12: DOWNLOADED FILE FOR CHROME

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

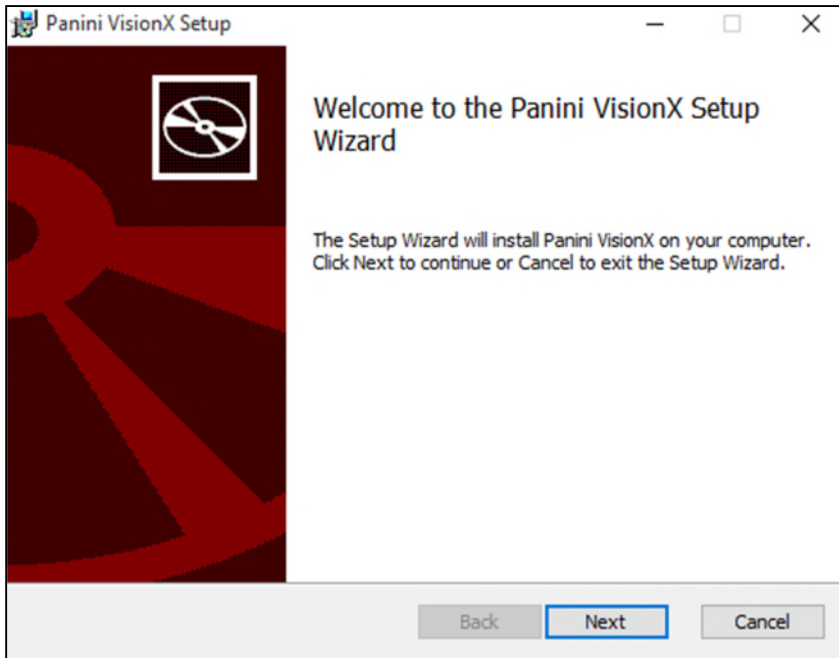


FIGURE 13: SETUP CONFIRMATION

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

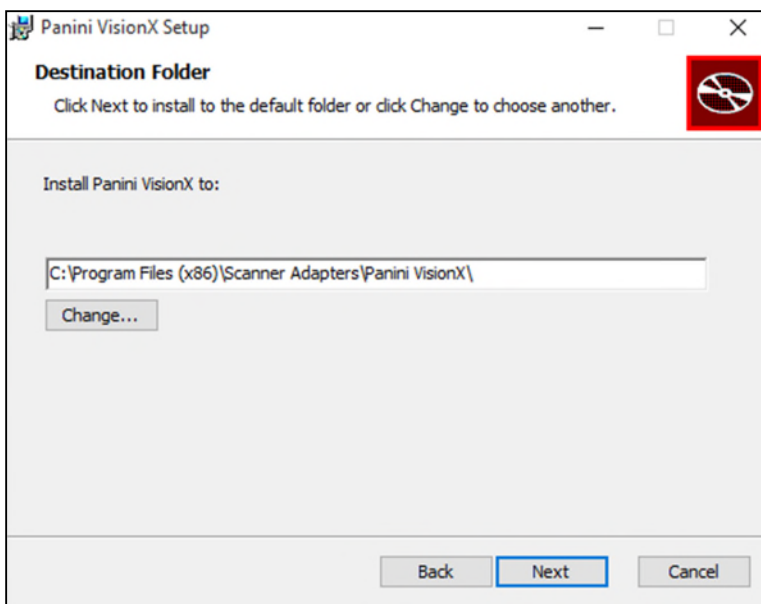


FIGURE 14: DESTINATION FOLDER WINDOW

5. Click **Install** to continue.

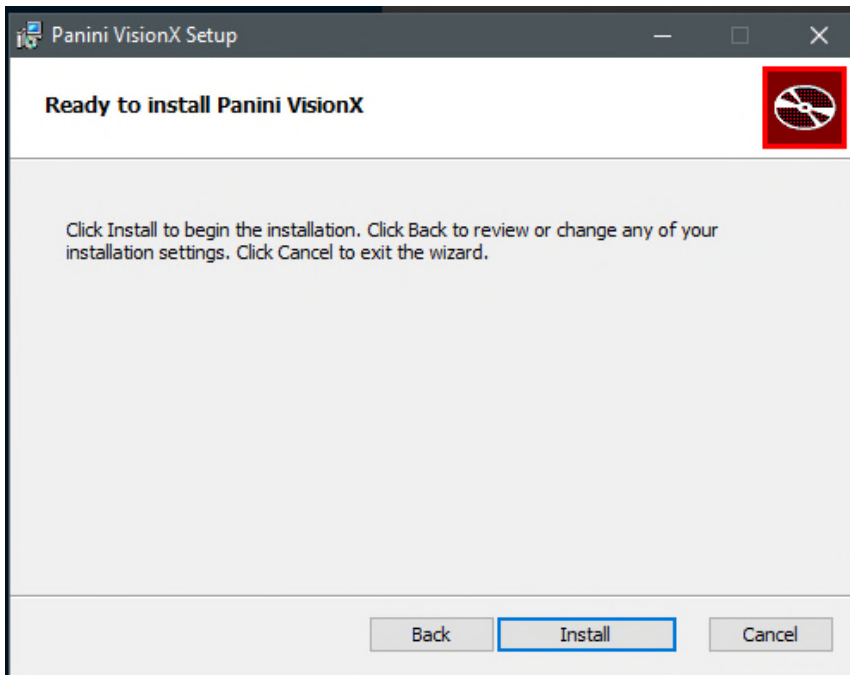


FIGURE 15: READY TO INSTALL WINDOW

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

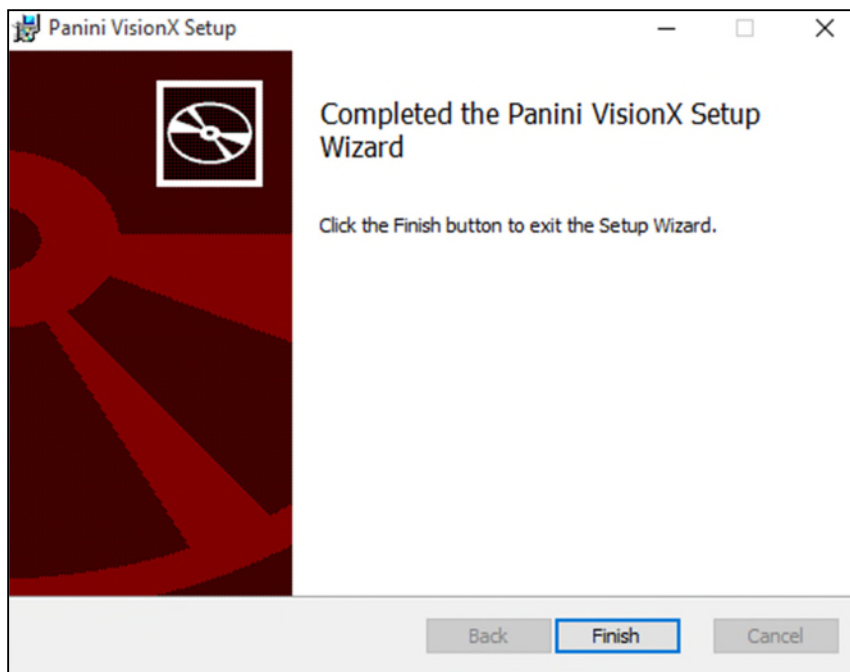


FIGURE 16: SETUP CONFIRMATION

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

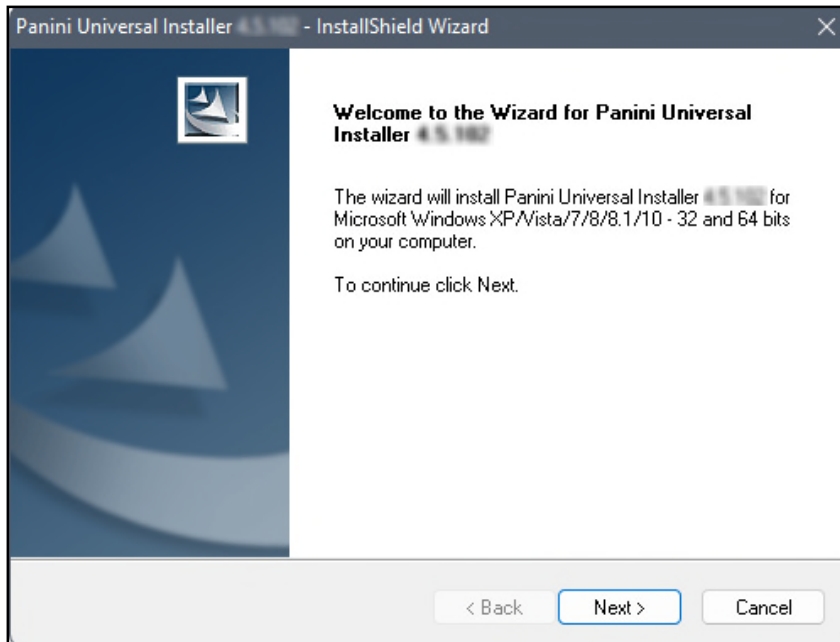


FIGURE 17: INSTALLATION PROMPT

8. An *End User License Agreement* appears. Select **I accept the terms of the license agreement** radio button, and then select **Next**.

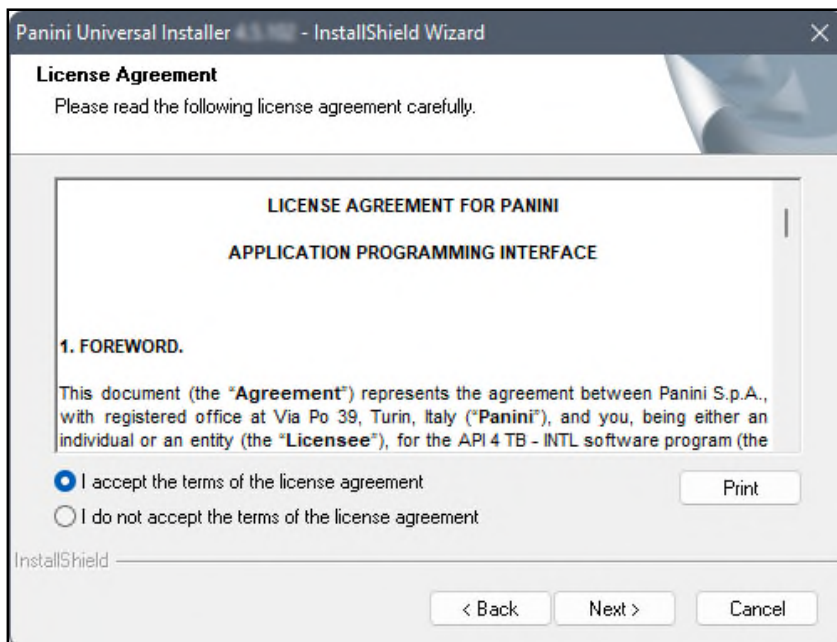


FIGURE 18: LICENSE AGREEMENT

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

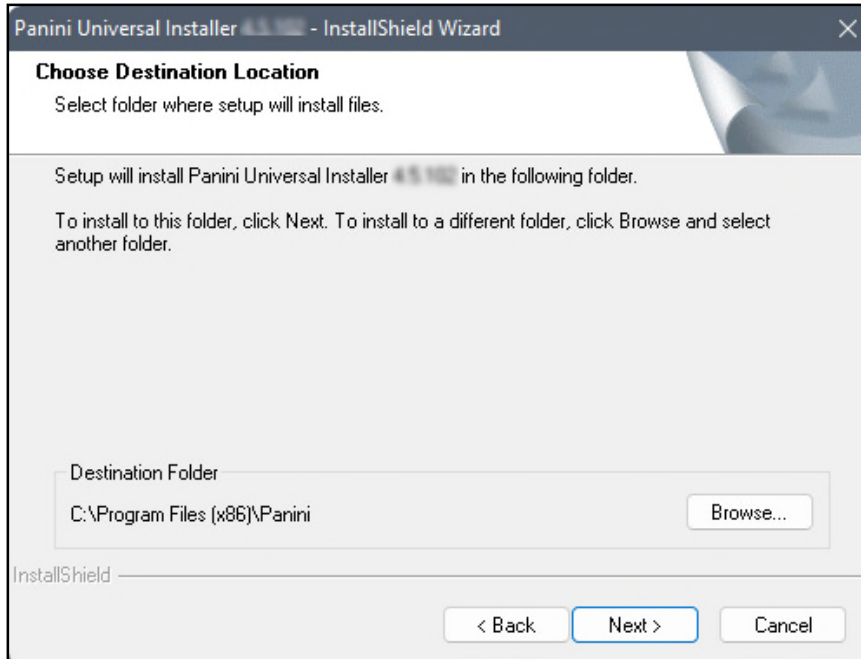


FIGURE 19: SELECT DEFINITION LOCATION PROMPT

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

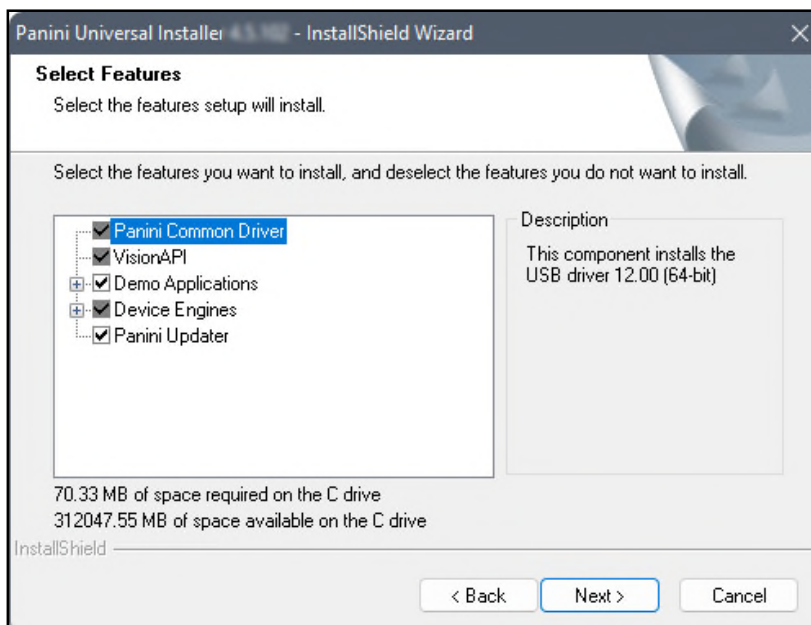


FIGURE 20: SELECT FEATURES PROMPT

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

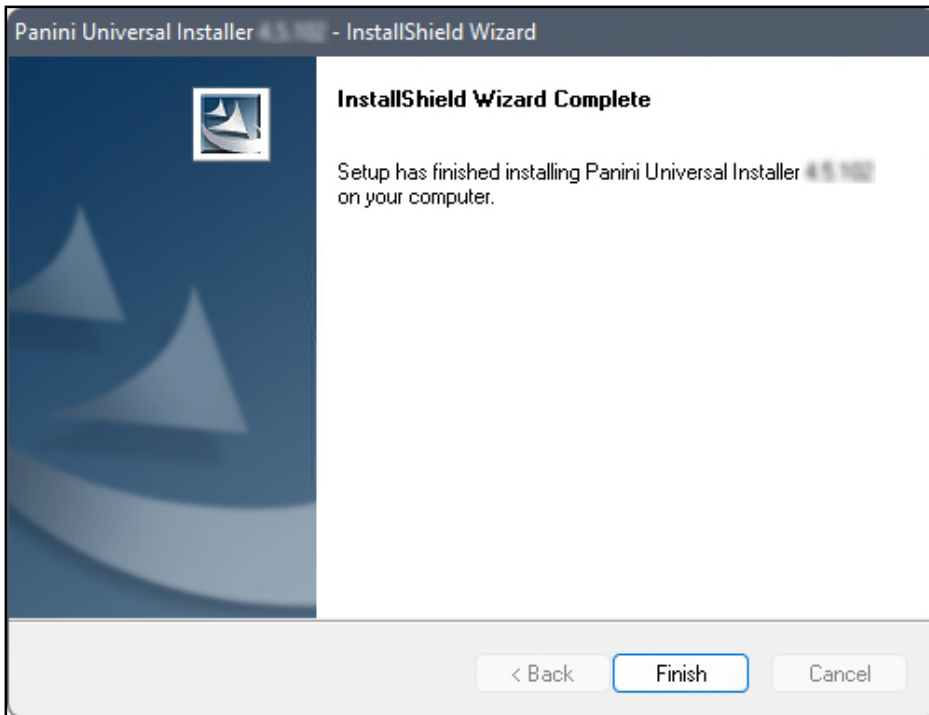


FIGURE 21: INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

12. The scanner driver installation process is complete. Wait for the scanner to load—a pop-up 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.

Mac

System Requirements

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine version of Apple® macOS® on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. The application does not support Apple Boot Camp® or any virtualization software.

For an optimal experience, we recommend that you use a high-speed internet connection (above 25 Mbps). In addition, the following components are required in order to use the application:

For macOS:

- macOS 12: Monterey – Google Chrome™
- macOS 13: Ventura – Google Chrome
- macOS 14: Sonoma – Google Chrome

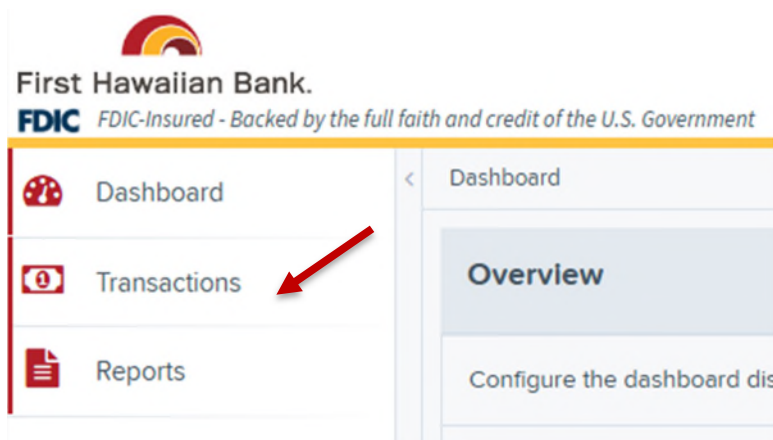
NOTE: The latest version of Chrome and the two previous versions are supported.

Installing the Mono Framework (Prerequisite)

We recommend you maximize your browser window in order to best reflect the screenshots included in this document.

1. Log into to FHB Commercial Online and click on **eDeposit** under services.

SELECT **TRANSACTIONS** FROM THE MAIN MENU, AS SHOWN BELOW. FIGURE 1 – MAIN MENU



2. Choose **Remote Deposit Now**.

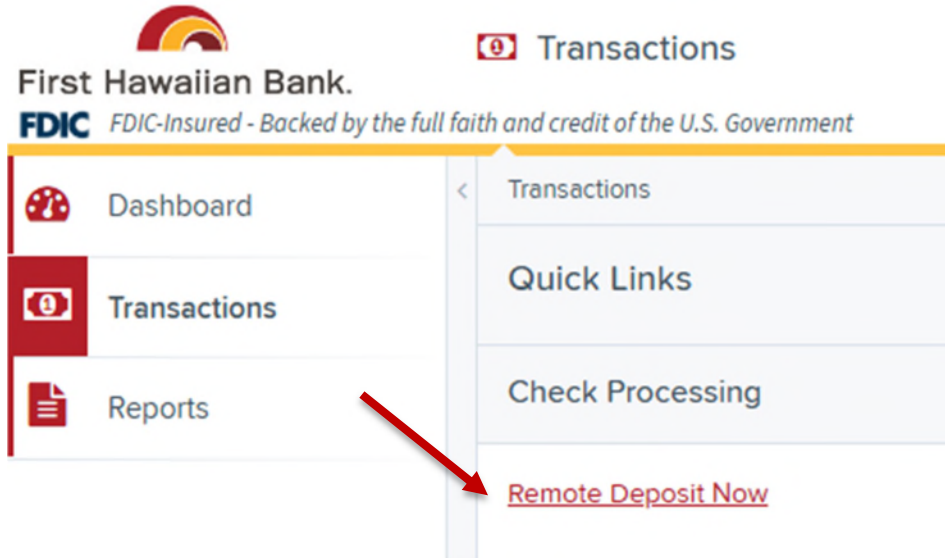


FIGURE 2 – TRANSACTIONS SECTION

3. The *eDeposit* window will appear. Select **Scan** from the top menu bar.

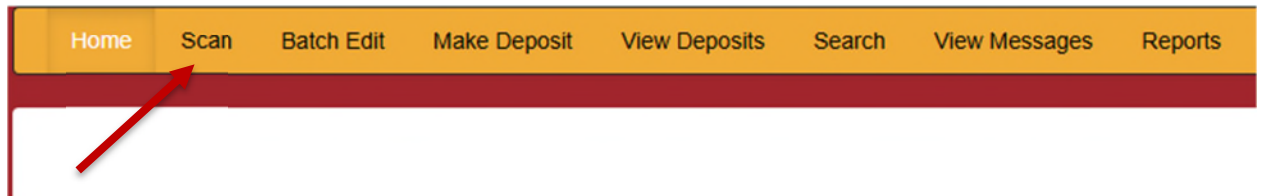


FIGURE 3 – EDEPOSIT SCAN OPTION

1. In the *Scanner Service Installer* window, click the link in the **Prerequisite** line under *Installation Instructions*, as shown below.

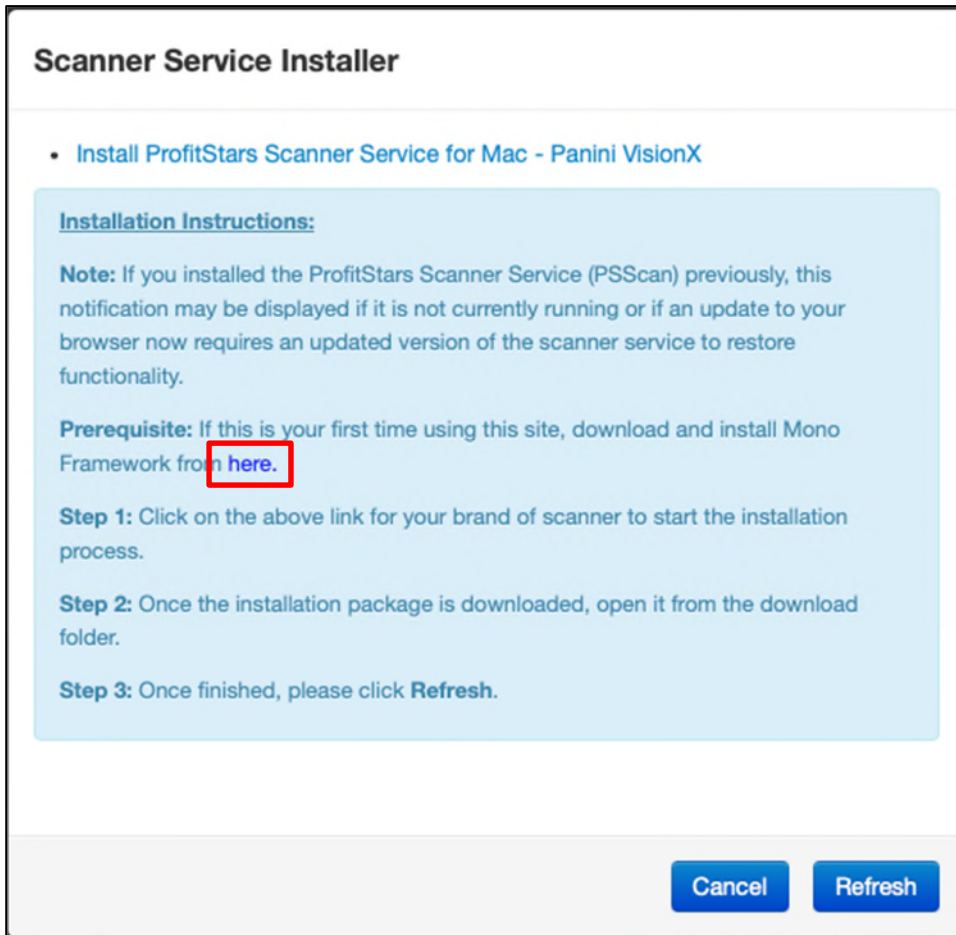


FIGURE 13 – SCANNER SERVICE INSTALLER

- The link will navigate you to the Mono Framework webpage (depicted below). Click any of the Framework files <https://download.mono-project.com/archive/5.18.1/macos-10-universal/> (.pkg file type) to begin the download.

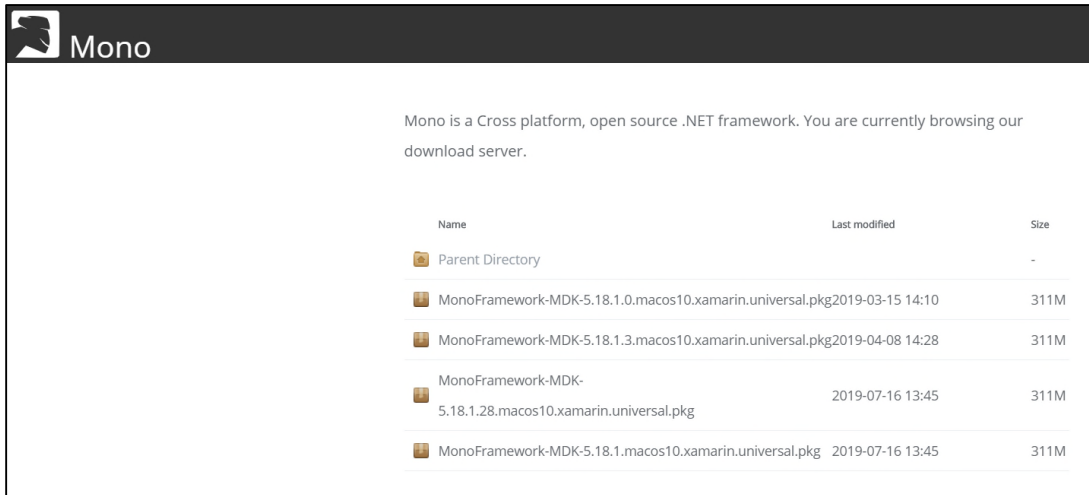


FIGURE 14 – MONO FRAMEWORK WEBPAGE

Name	Last modified	Size
Parent Directory		-
MonoFramework-MDK-5.18.1.0.macos10.xamarin.universal.pkg	2019-03-15 14:10	311M
MonoFramework-MDK-5.18.1.3.macos10.xamarin.universal.pkg	2019-04-08 14:28	311M
MonoFramework-MDK-5.18.1.28.macos10.xamarin.universal.pkg	2019-07-16 13:45	311M
MonoFramework-MDK-5.18.1.macos10.xamarin.universal.pkg	2019-07-16 13:45	311M

FIGURE 15 –MONO FRAMEWORK 5.18.1 PKG FILES

3. Click **MonoFramework....pkg** at the top right-hand corner of the browser window to run the installer.

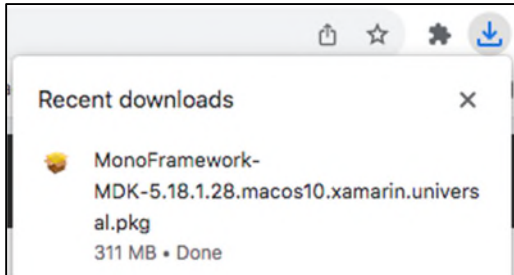


FIGURE 16 – MONO FRAMEWORK 5.18.1 PKG FILE DOWNLOAD

4. The *Install Mono Framework* window appears. Click **Continue**.

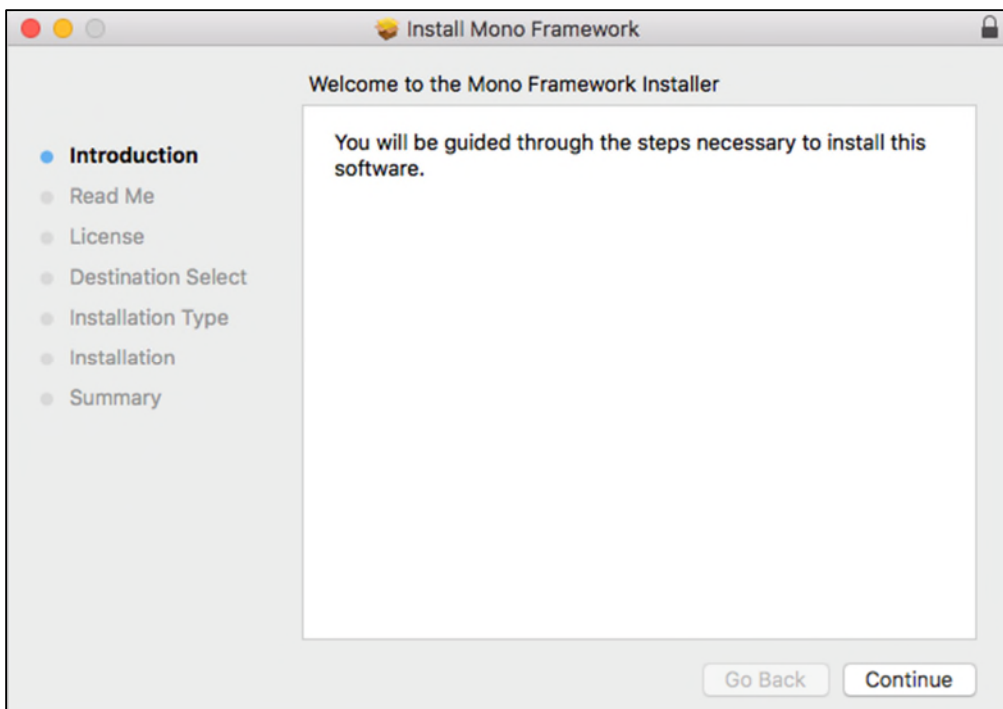


FIGURE 17 – MONO FRAMEWORK – INSTALL WINDOW

5. Read the important information shown, and then click **Continue** to install the Mono Framework.

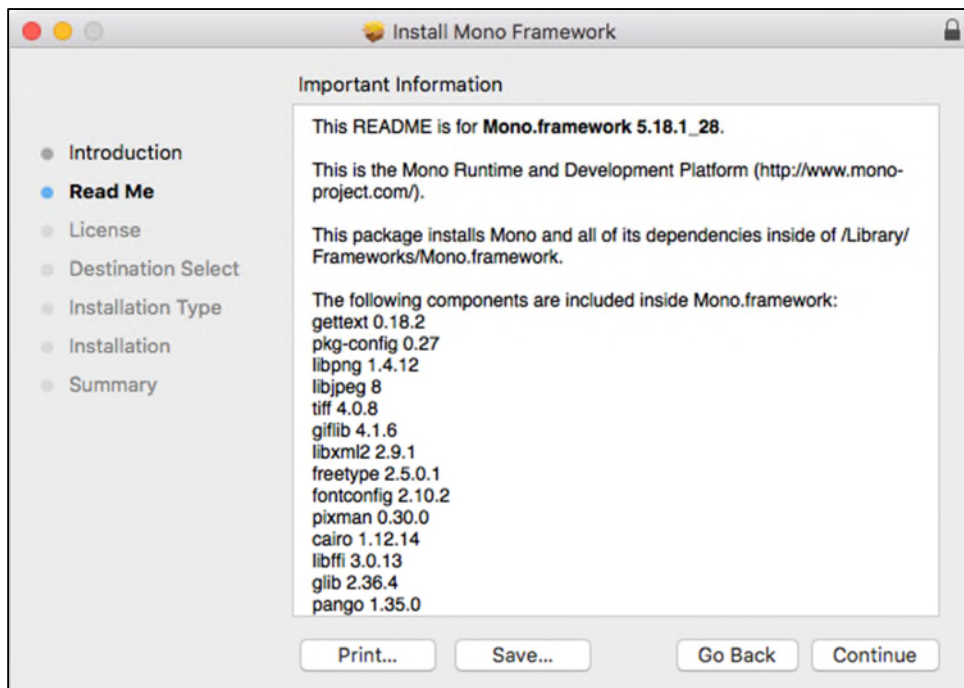


FIGURE 18 – MONO FRAMEWORK – IMPORTANT INFORMATION

6. Read the software license agreement section, and then click **Continue**.

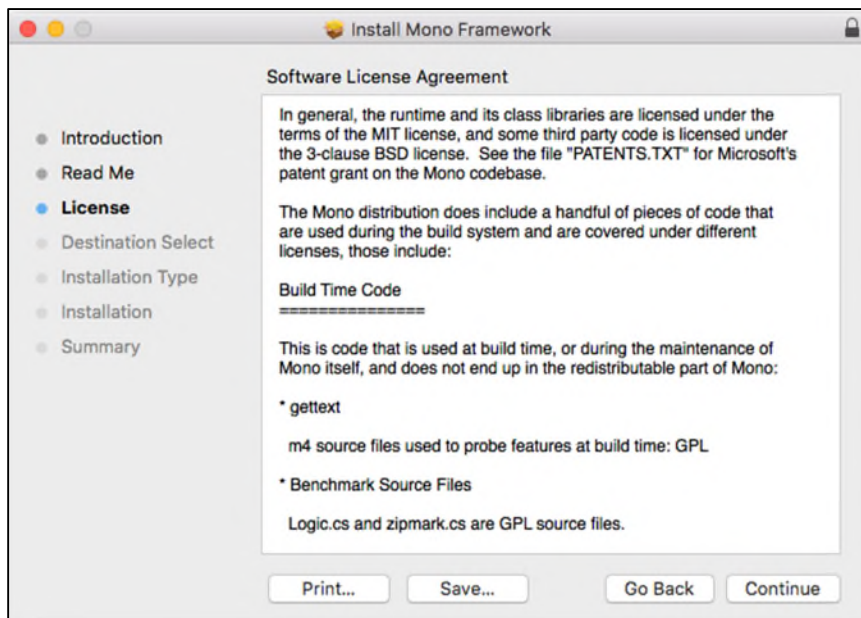


FIGURE 19 – MONO FRAMEWORK – SOFTWARE LICENSE AGREEMENT

7. Click **Agree** to accept the software license agreement terms.

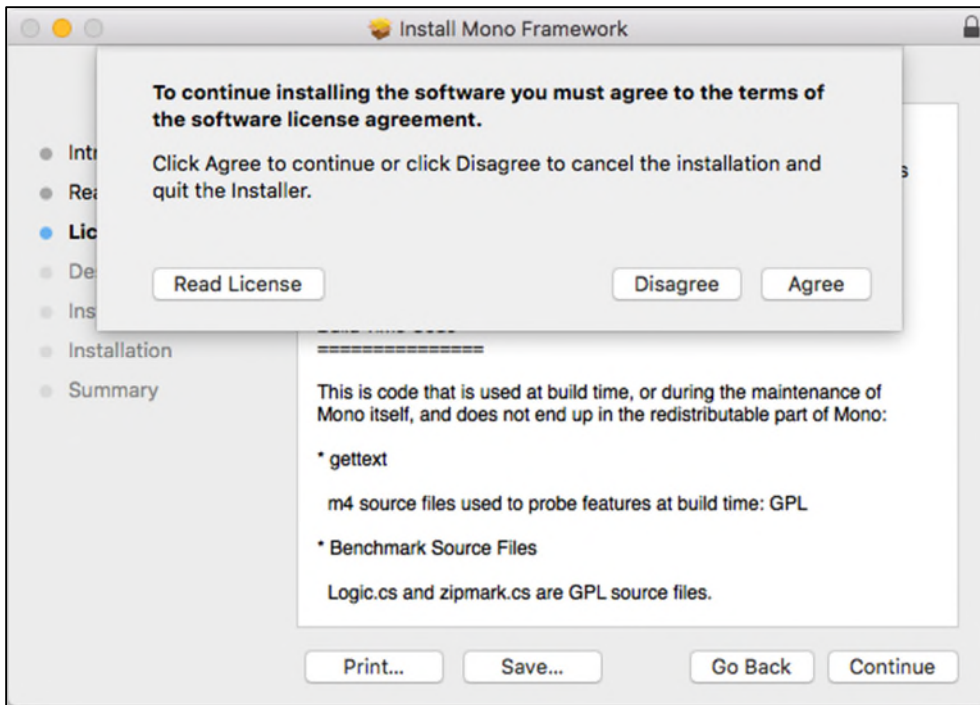


FIGURE 20 – MONO FRAMEWORK – SOFTWARE LICENSE AGREEMENT

8. Click **Install** to continue.

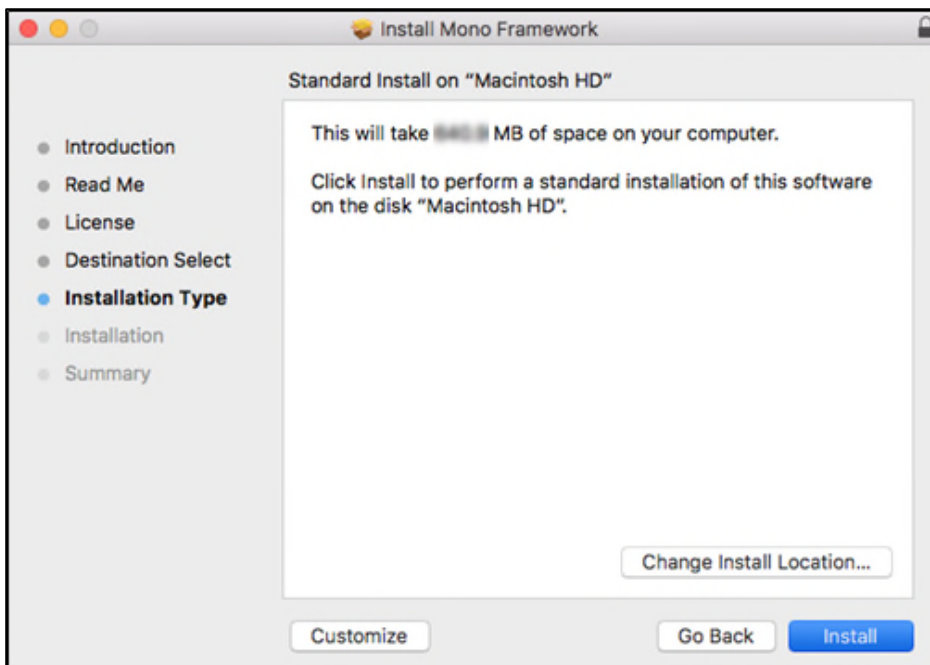


FIGURE 21 – MONO FRAMEWORK – INSTALLATION WINDOW

9. Installation of this software requires administrator credentials. Enter your administrator credentials, and then click **Install Software**.

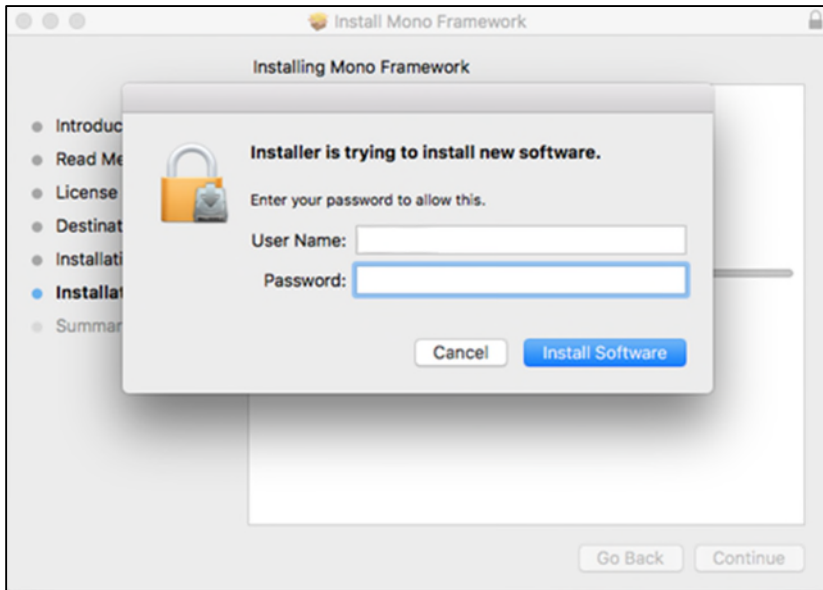


FIGURE 22 – MONO FRAMEWORK – PROMPT FOR ADMIN CREDENTIALS

10. If prompted with, *"Installer" would like to access files in your Downloads folder.* Click **OK** then enter the administrator credentials and select **Update Settings**.

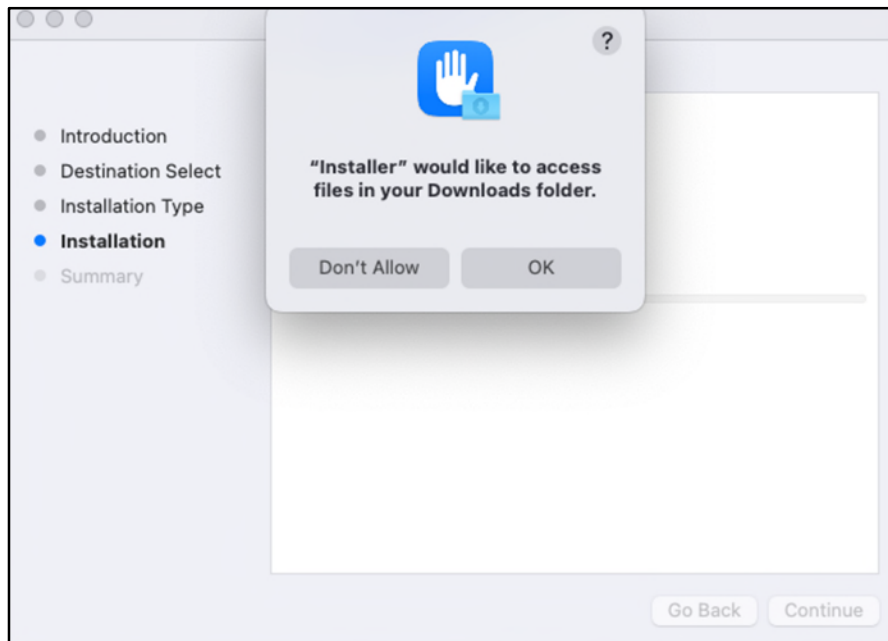


FIGURE 23 – MONO FRAMEWORK – PROMPT FOR ACCESS

11. Select **Close** to complete the installation, as shown below.

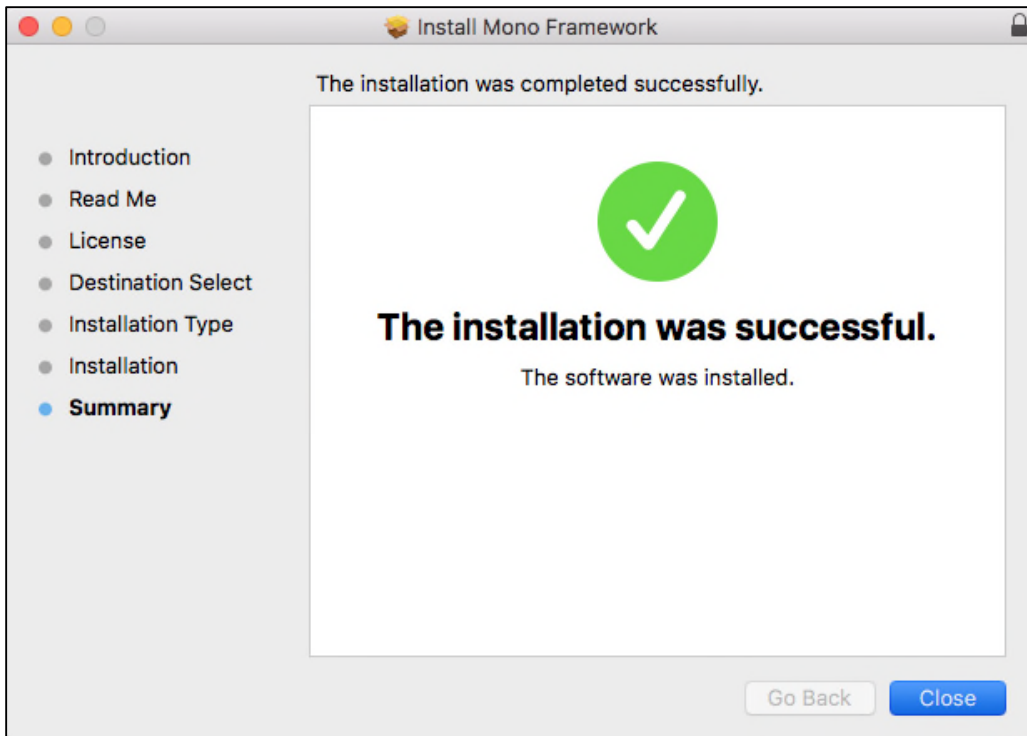


FIGURE 24 – MONO FRAMEWORK – INSTALLATION COMPLETION

Installing the ProfitStars® Scan Service

1. Following the installation of the Mono Framework, the *Scanner Service Installer* window will appear. Click the **Install ProfitStars Scanner Service for Mac – Panini VisionX** link to begin.

NOTE: The Mono Framework must be installed prior to the ProfitStars Scanner Service. See the *Installing Mono Framework* section on page 10 for more information.

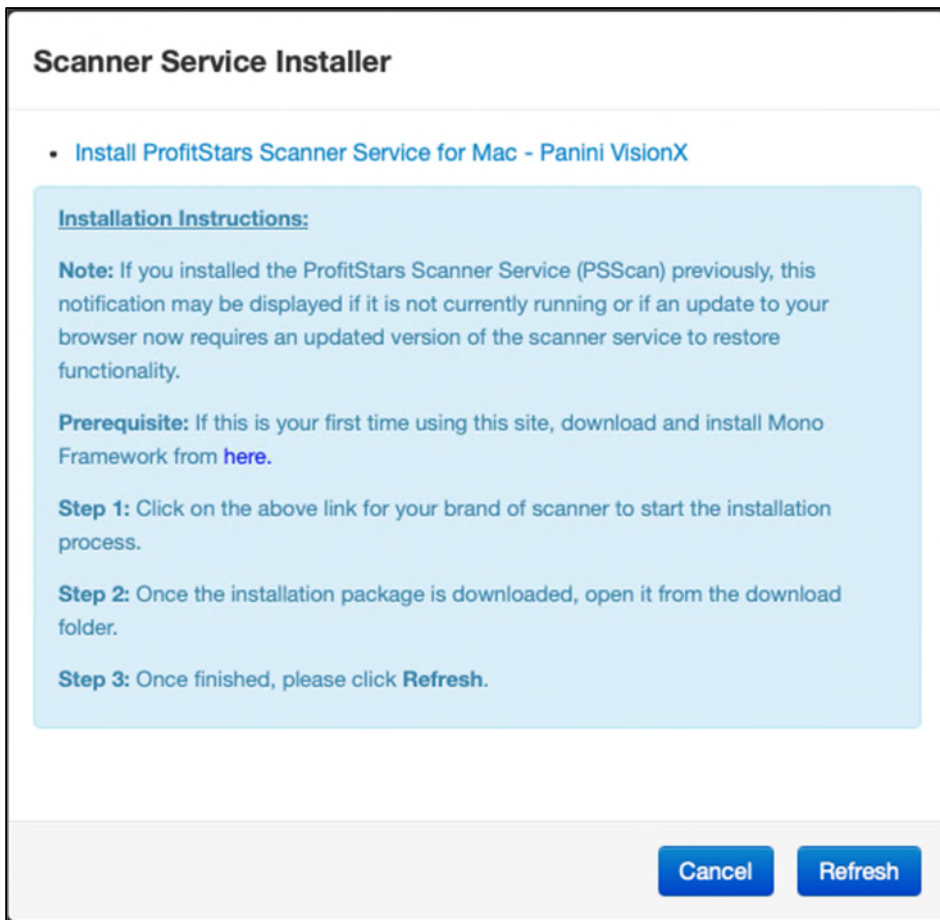


FIGURE 4 – SCANNER SERVICE INSTALLER

2. Click **PSScan.pkg** at the top right-hand corner of the Google Chrome browser window to run the installer.

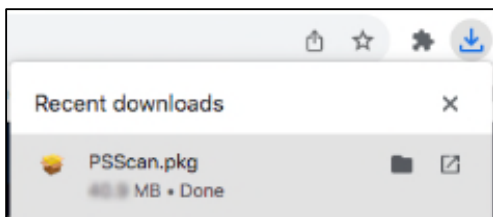


FIGURE 5 – PSSCAN.PKG FILE DOWNLOAD

3. The *ProfitStars Scan Service Setup Install Window* appears. Disconnect the scanner's USB or power cable from your computer and exit all other applications. Click **Continue**, as shown below.

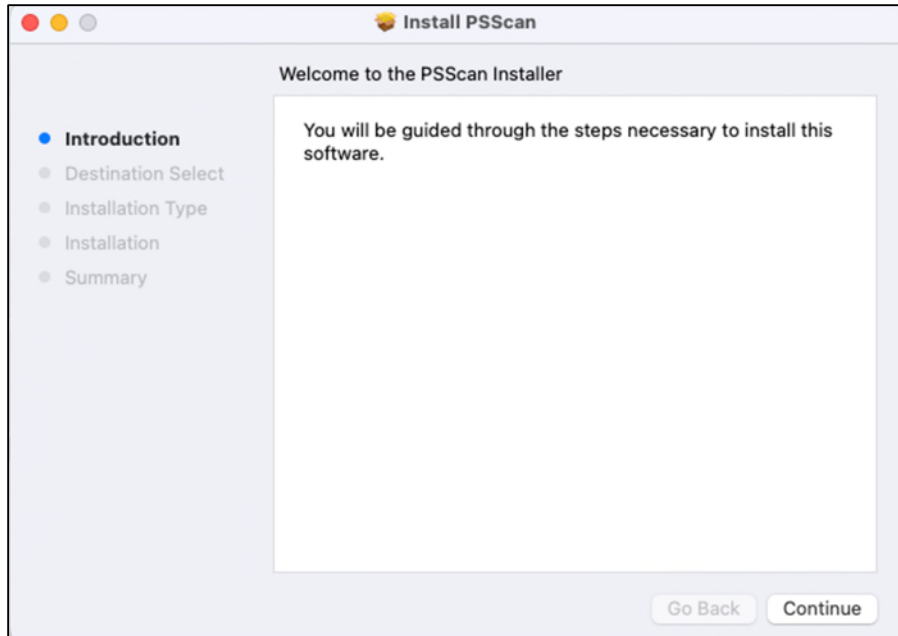


FIGURE 6 – PSSCAN – INSTALLATION WINDOW

4. The *Install Window* displays the install prompt. Click **Install** to continue, as shown below.

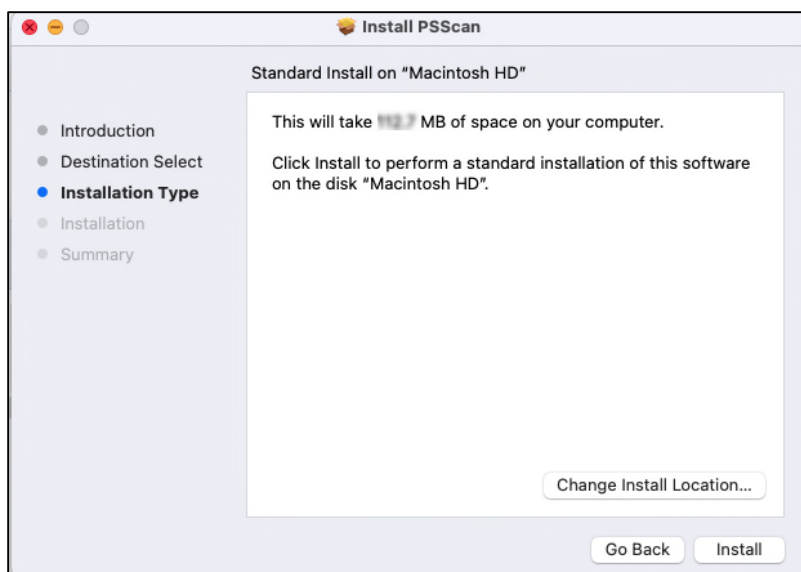


FIGURE 7 – PSSCAN – INSTALLATION WINDOW

5. Installing this software requires administrator credentials. Enter your administrator credentials, and then click **Install Software**.

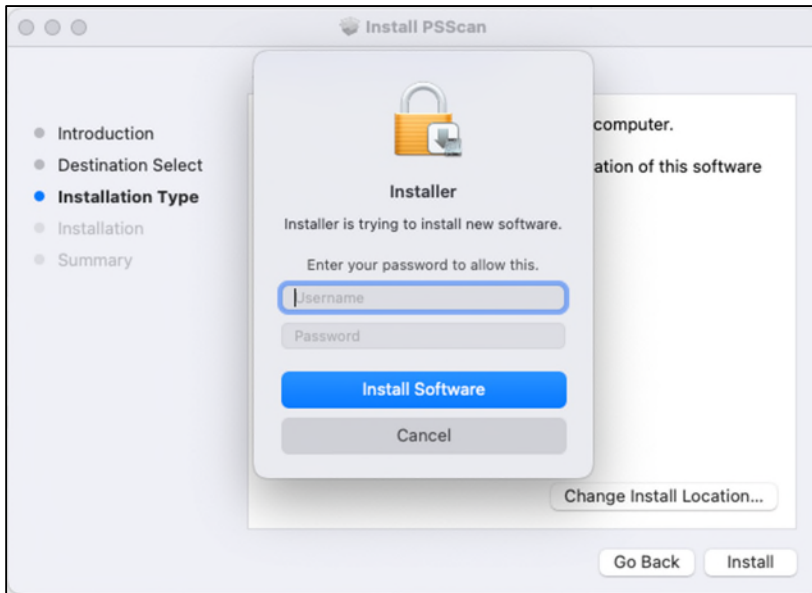


FIGURE 8 – PSSCAN – PROMPT FOR ADMIN CREDENTIALS

6. If prompted with, *"Installer" would like to access files in your Downloads folder.* Click **OK** then enter the administrator credentials and select **Update Settings**.

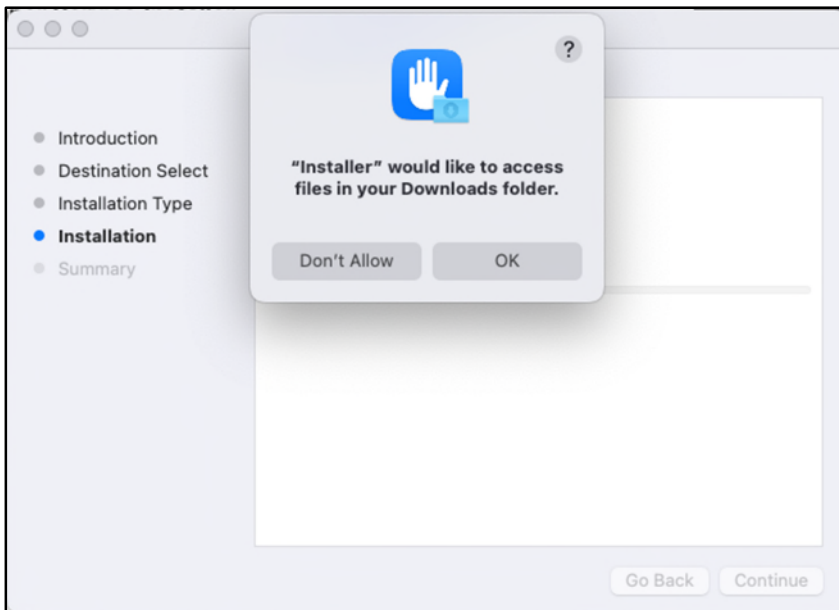


Figure 9 – PSScan – Prompt for Access

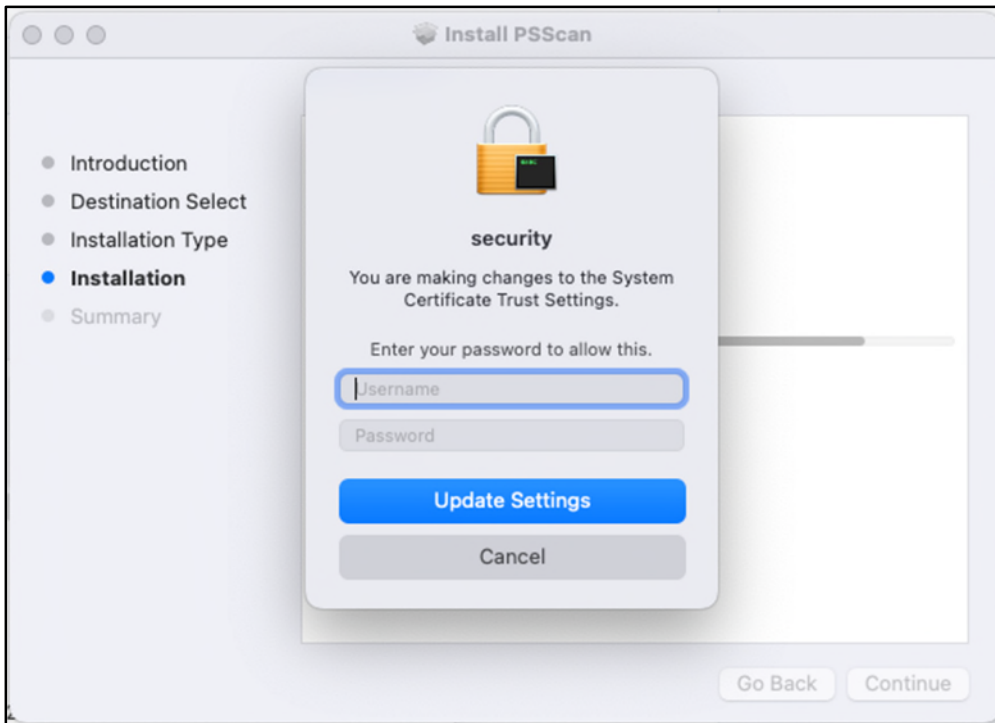


FIGURE 10 – PSSCAN – PROMPT FOR ADMIN CREDENTIALS

If prompted with, "Do you want the application "mono-sgen64" to accept incoming network connections?" Click **Allow**.

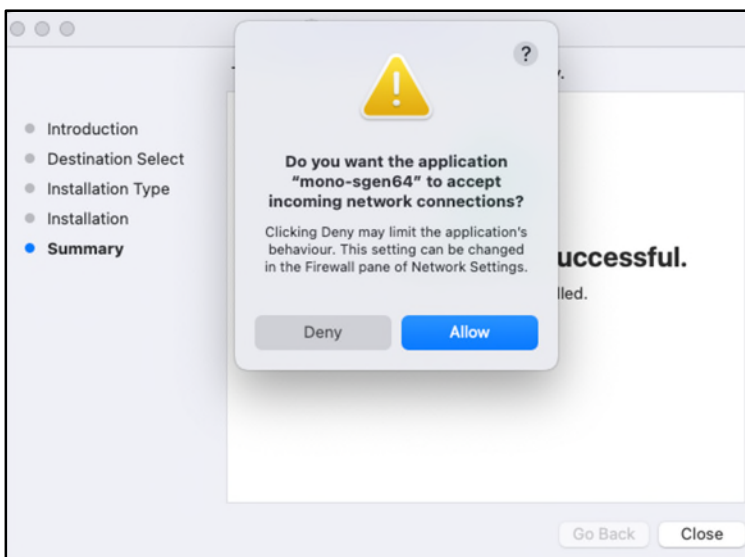


FIGURE 11 – PSSCAN – PROMPT FOR INCOMING NETWORK CONNECTION

7. Select **Close** to complete the installation, as shown below.

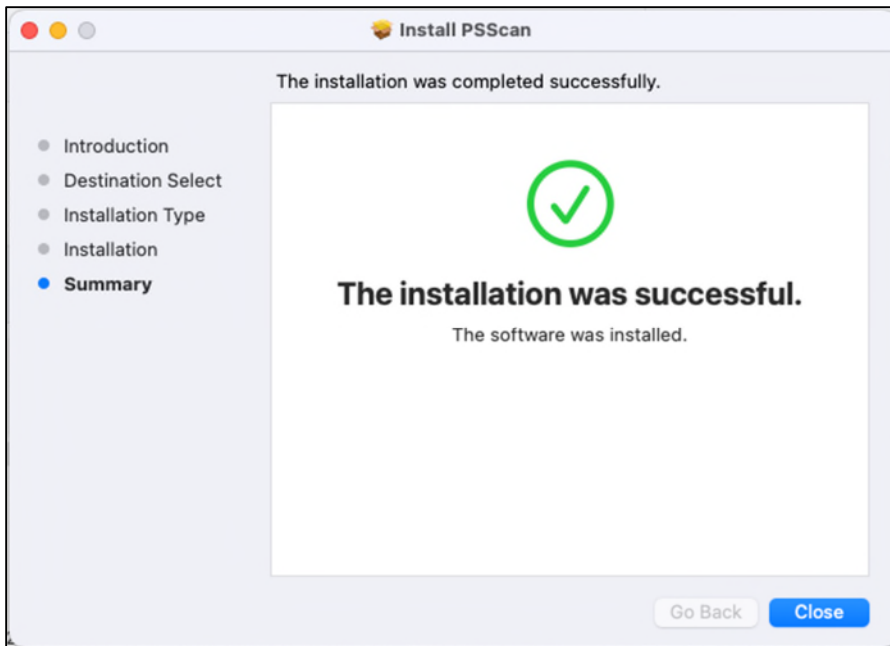


FIGURE 12 – PSSCAN – INSTALLATION COMPLETION

12. The Installation process for the scanner is complete. You may now plug the USB cable from the scanner into the computer.