Business Remote Deposit
Initial Login and Troubleshooting Guide

The following instructions will provide you with step-by-step details of logging into our Business Remote Deposit program for the first time along with downloading drivers that are required to use to program. If you run into issues using the check scanner, refer to the troubleshooting guides below. If you have any questions or need additional assistance, please reach out to Business Services directly. If you are a business owner and would like to apply for *WEST*consin Business Remote Deposit, **CLICK HERE**. If you are a business that currently uses Business Remote Deposit and have questions, **CLICK HERE**.
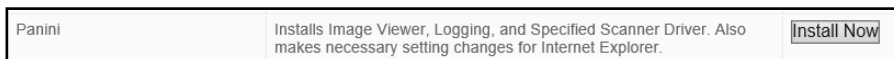
Initial Login

1. **Search** "westconsincu.org" → **click** on "Business" tab → Business Remote Deposit → [**LOGIN TO BUSINESS REMOTE DEPOSIT**]
2. **Login** using the User ID and Password (User Information) that was emailed by *WEST*consin Credit Union via admin@FISERV.com
3. The system will prompt you to **update** your password
   a. **Enter** "Password" (User Information) from the email in the current password field
   b. **Create** and enter a new password in the new password field
   c. **Retype** the new password
4. **Click** "Save Changes"

> **Password Rules:**
> Expiration = 90 days by default, but can be varied by client
> Lockout after three failed attempts
> Minimum length not less than 8
> At least 1 Lower case letter
> At least 1 Upper case letter
> At least 1 Numeric digit
> At least 1 of the following special characters: @ # _ * ^ $
> Password security defaults have been set to prevent users from re-using the last five passwords.

Downloading Drivers

1. Once logged in successfully**, Click** the drop-down on the Help tab at the top right corner of page
   1. **Select** "Download Page"
   2. On the download page, **scroll down** until you see **Panini**

 | Panini | Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer. | Install Now |
   |---|---|---|

3. **Click** "Install Now"
4. When prompted, download the file
5. Once downloaded, go to your computer downloads
6. **Right click** on the file → "Run as Administrator"
7. **Click** "Install" to Begin, may take a few minutes
8. Once installation has completed, **click** "Exit" to close form
9. Once the application is loaded, **login** to "Business Remote Deposit" on your browser and begin to scan checks
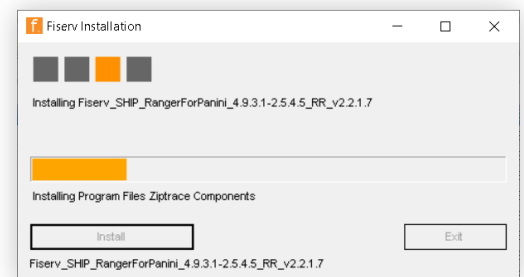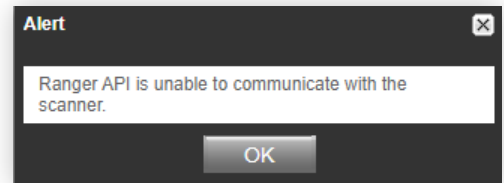
Troubleshooting - Check Scanner Not Turning On

1. **Confirm** Power Connection cord is plugged into both the wall and the check scanner
2. **Confirm** the USB Interface cord is plugged into both your computer and the check scanner
3. **Logout** of "Fiserv Source Capture" → **Login** to "Fiserv Source Capture"
   a. Check scanner may begin working at this time. If it does not, continue to next steps.
4. **Unplug** the Power Connection from the check scanner, count to 10 and plug it back in to reboot the scanner.
5. **Restart** the computer the check scanner is connected to.
6. **Login** to "Fiserv Source Capture"
   a. The scanner should make a noise as it powers on once you are logged in.
   b. The light on the check scanner should also be green.
      i. If the light turns red or doesn't turn on at all more troubleshooting is needed.
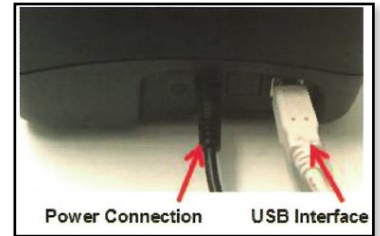
Troubleshooting - Check Scanner Not Connecting to Program

1. If you receive this alert, update drivers by redownloading new drivers
2. See *Downloading Drivers* section on page 1

Troubleshooting - Check Scanner Has a Red Light

1. **Check** power and connections
2. **Look** for an error message pop up
   a. The message will appear right when you login to Fiserv Source Capture or may appear when you click scan for your deposit.

The most common error is jammed machine. This can occur a couple of ways and typically requires cleaning the machine. If you error message provides a different error, please CLICK HERE to contact Business Services directly.

Status LED	Description
Off	Vision X is offline
Solid Green	Vision X is ready to accept and process documents
Blinking Green	Vision X is ready, documents are in the feeder or, Vision X is processing documents
Solid Red	Inner cover is off
Blinking Red	Jam or other anomaly

Cleaning Your Check Scanner

1. **Remove** the Inner and Outer Covers.
2. **Look** for any jammed check or visible debris in the check scanner.
3. **Spray** compressed air through the feeder area, check entrance, and the track area.
4. **Replace** the covers of the check scanner.
5. **Open** a check cleaner card.
   a. Please reach out if you need more - CLICK HERE
6. **Load** the check cleaner card in the machine as you would scan a check.
7. **Create** a new deposit.
8. **Click** "Scan".
   a. Check cleaner card will run through the machine like a check.
   b. Repeat this process as many times as necessary to clean the machine.
9. **Delete** deposit if there are no checks to scan. If you have checks, complete deposit as normal removing any scans of the check cleaner card.
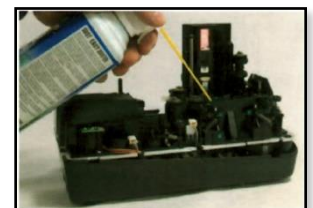
If you have any questions or need additional assistance CLICK HERE to contact Business Services directly.