

### Uninstall Current Scanner Driver

If you are a new customer setting up Remote Deposit for the first time, please skip forward to the “Scanner Installation” section.

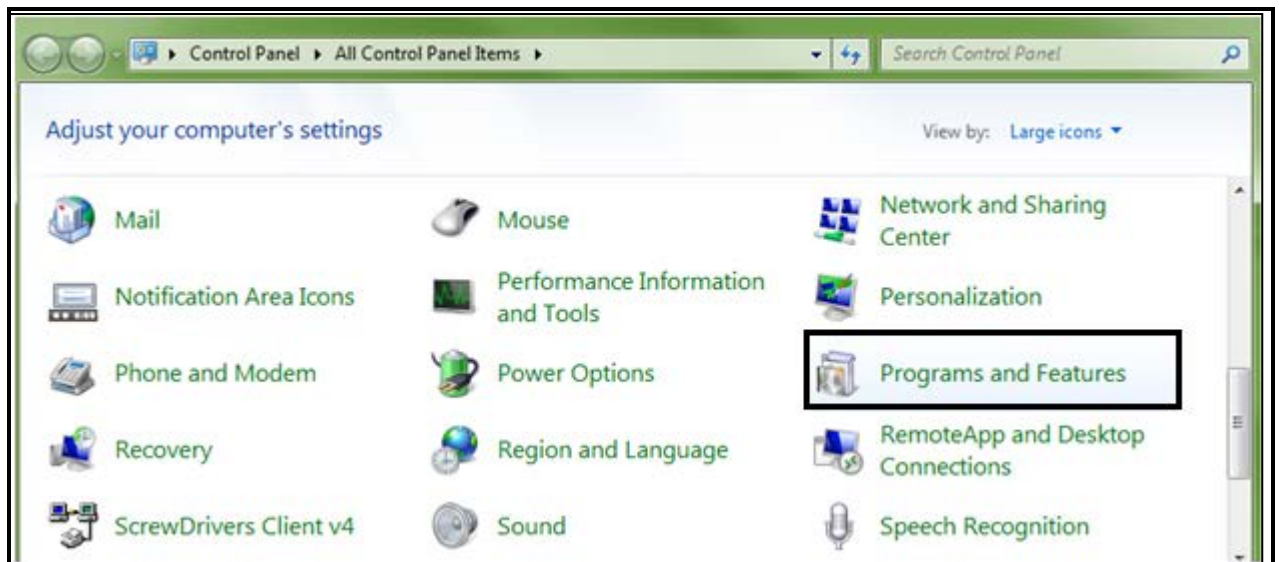
As an existing customer attempting to reinstall new scanner drivers due to a system upgrade/new release or as a new customer who previously used your scanner at another bank, you must first remove any existing scanner drivers you may currently have installed on your PC.

To uninstall your current scanner drivers, follow the steps listed below:

#### Windows:

*Note: You will need local admin rights to complete the uninstall and reinstall of scanner drivers and active X controls.*

1. Completely unplug the USB cable that connects your scanner to your PC so there is no connection.
2. Click the Start button on the bottom left corner of your computer screen.
3. Click on the “Control Panel” icon.
4. Click on the “Programs and Features” icon shown below



## Umpqua Bank Installation Guide for Scanners with Drivers

- Select the scanner drivers that are currently installed on your PC and click “Uninstall” as shown below (there may be multiple scanner driver components to uninstall. They will all need to be removed in order to proceed.)

### RDM EC7000i

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize ▾

Name	Publisher	Installed On	Size	Version
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	9/20/2013	2.69 MB	8.0.56336
Ranger plug-in: RDMScanner v1.0.0	Silver Bullet Technology, Inc.	9/20/2013		1.0.0
Ranger	Silver Bullet Technology, Inc.	9/20/2013		3.1.7

### Panini MyVisionX

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize ▾

Name	Publisher	Installed On	Size	Version
Panini pVisionX Scanner Driver		9/24/2013	3.51 MB	12.0.0.0
VisionX	Panini	9/24/2013		3.3.0

### Panini iDeal

I-Deal	Panini	4/16/2013
Panini IDeal Scanner Driver	Metavante Image Solutions	4/16/2013

- Once the uninstallation has been completed you are ready to install the new scanner drivers.

## Scanner Installation

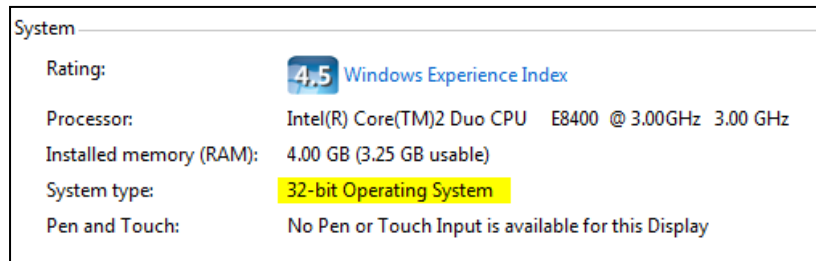
To install scanner drivers, follow the steps listed below:

*Note: Please do not plug the scanner into the computer until the new scanner drivers have been completely installed.*

1. Verify your Operating System by first going clicking on the Start icon on your desktop and right click on My Computer and left click on Properties

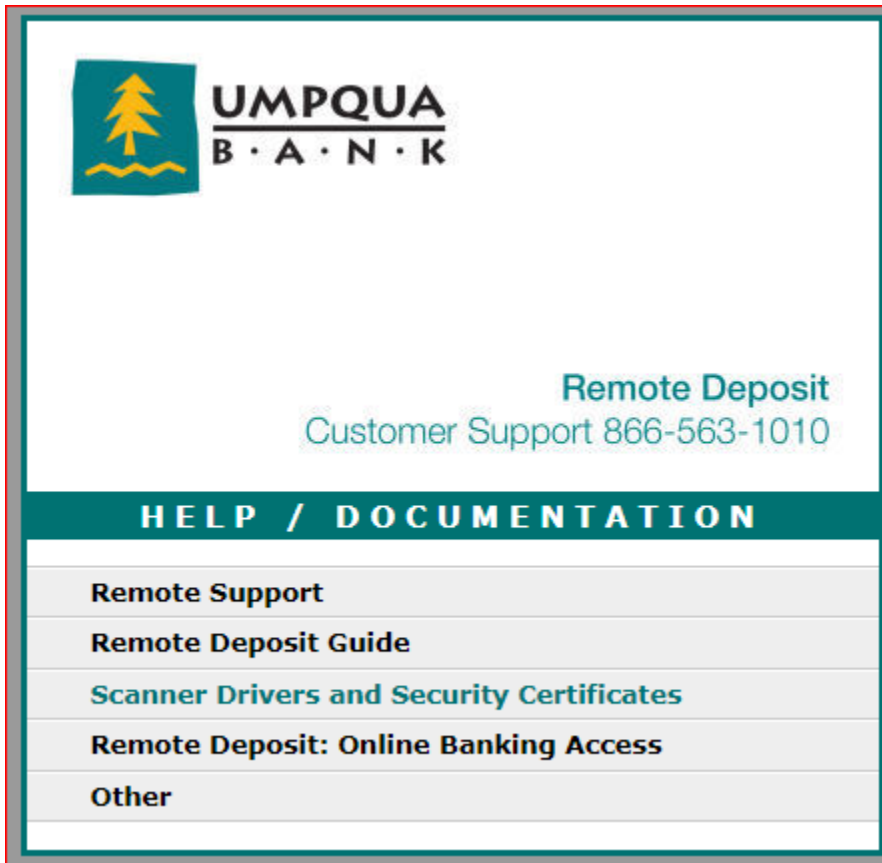


2. The Properties screen will inform you of either a 32 or 64 bit Operating system



3. Launch the Remote Deposit web page, <https://www.umpquabankremotedeposit.com>

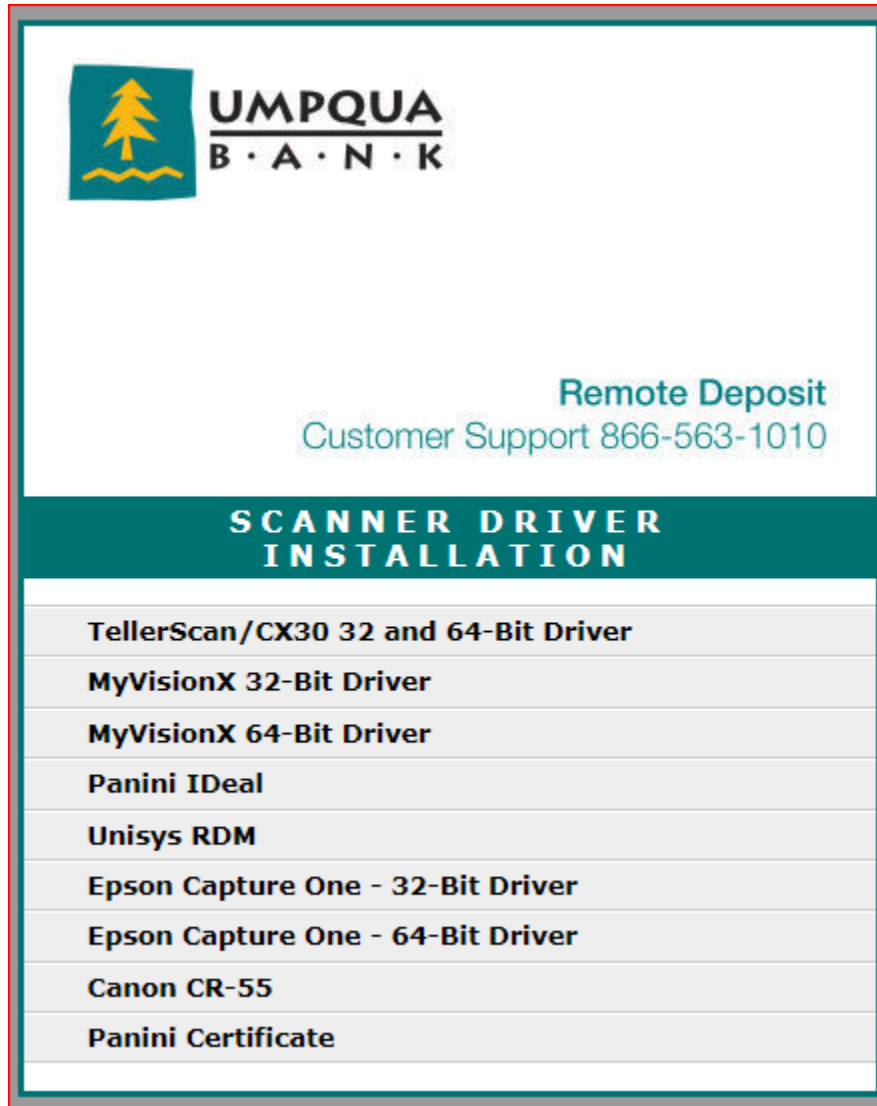
4. Click on the Scanner Drivers and Security Certificates link shown below



The screenshot shows the Umpqua Bank Remote Deposit Customer Support page. At the top left is the Umpqua Bank logo. To the right of the logo, the text "Remote Deposit" is displayed in a teal color, with "Customer Support 866-563-1010" below it. A teal header bar contains the text "HELP / DOCUMENTATION" in white. Below this header is a list of links in a table format:

<b>Remote Support</b>
<b>Remote Deposit Guide</b>
<b>Scanner Drivers and Security Certificates</b>
<b>Remote Deposit: Online Banking Access</b>
<b>Other</b>

5. Select the appropriate scanner link from the list (shown below) and follow the prompts for installation



UMPQUA  
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Remote Deposit  
Customer Support 866-563-1010

**SCANNER DRIVER  
INSTALLATION**

<b>TellerScan/CX30 32 and 64-Bit Driver</b>
<b>MyVisionX 32-Bit Driver</b>
<b>MyVisionX 64-Bit Driver</b>
<b>Panini IDEal</b>
<b>Unisys RDM</b>
<b>Epson Capture One - 32-Bit Driver</b>
<b>Epson Capture One - 64-Bit Driver</b>
<b>Canon CR-55</b>
<b>Panini Certificate</b>

6. Click Open
7. Launch the setup.exe file, and follow the instructions to complete installation
8. Upon completion of the installation process, click Finish
9. Return to page 10 of the Remote Deposit User guide

**NOTE** *The installation Wizard and procedures vary by scanner, so be sure to follow every step carefully. It is especially important to note when to physically connect the scanner to the PC. For assistance with this process, please contact Treasury Management Support at 866-563-1010.*