

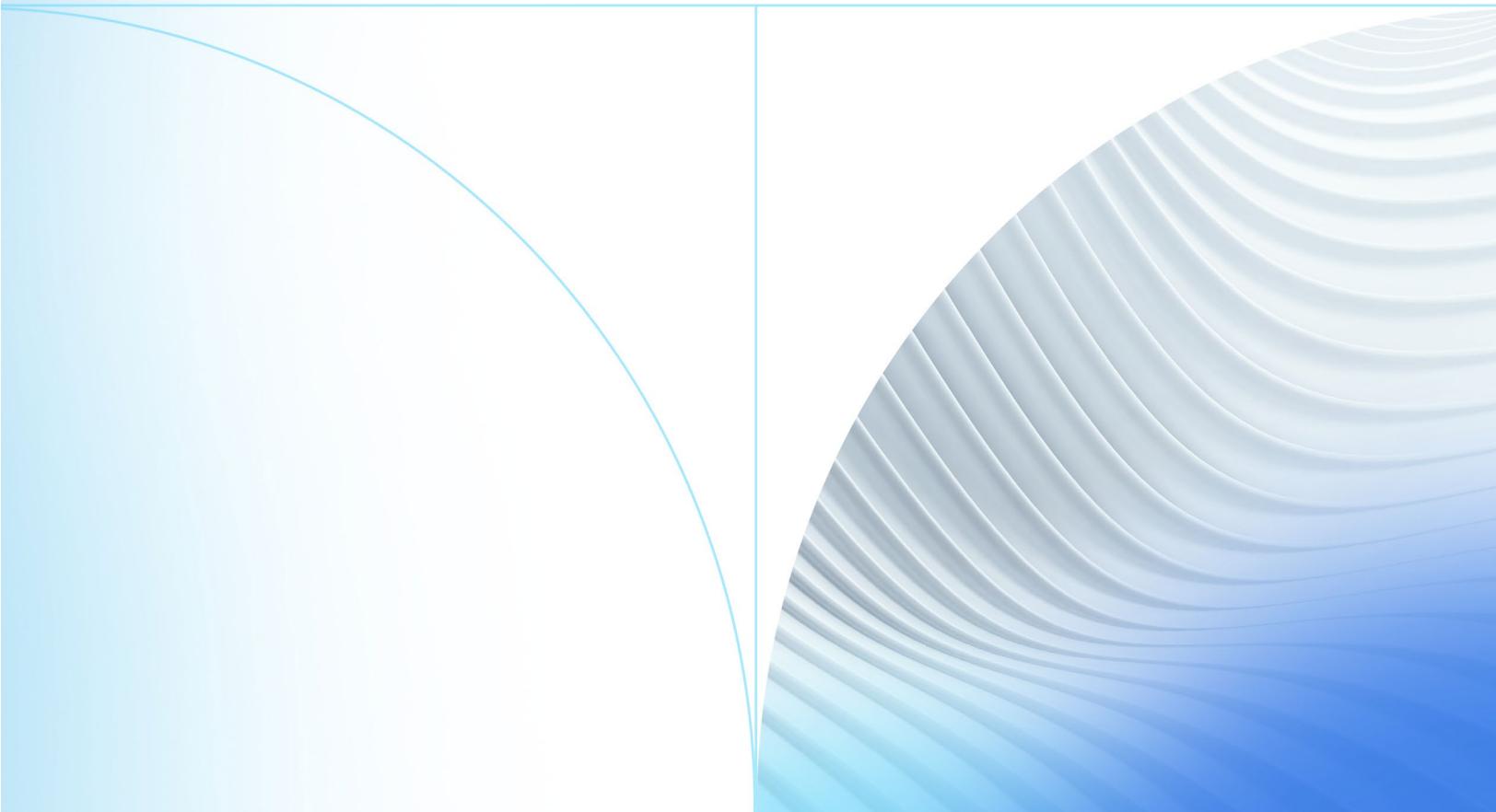


Enterprise Payment Solutions

EPS Ensenta Business RDC™

August 2023

Device Control Installation and Troubleshooting Guide for Mac®



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Overview

The EPS Ensenta Device Control is a web application that allows appropriately permissioned bRDC (EPS Ensenta Business RDC™) end users to download and install scanner drivers for EPS Ensenta-supported high-speed scanners. This manual covers Device Control setup and scanner driver installation for Mac users, as well as troubleshooting for Device Control.

System Requirements and Supported Scanner Models

Setting Up Your System

Your system must be equipped with the correct driver and certificate before you begin using bRDC. This will ensure that your check scanner can access the web application. Contact your EPS Ensenta Support representative for driver and certificate information.

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.

NOTE: The application does not support Apple® Boot Camp® or any virtualization software.

For macOS:

- macOS 11 Big Sur: Google Chrome™
- macOS 12 Monterey: Google Chrome
- macOS 13 Ventura: Google Chrome

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

The following scanners are certified for use with bRDC on macOS:

Scanner	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® TS240

bRDC Desktop Application

Contact your EPS Ensenta support representative to enable Device Control in the bRDC desktop application. Only users with the appropriate permissions may download and use the service.

1. Log in to the bRDC desktop application to confirm the enablement of Device Control.

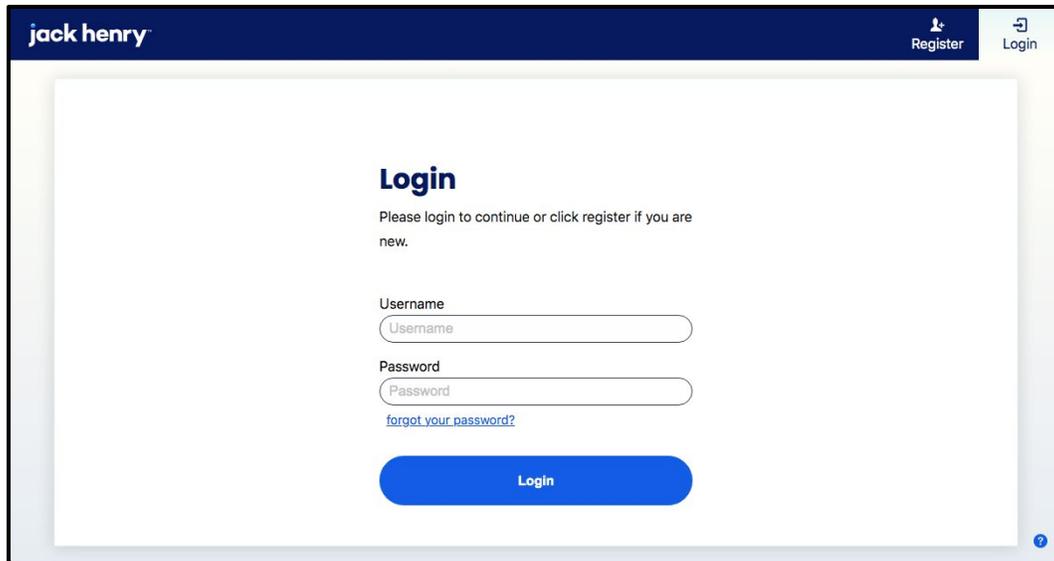


FIGURE 1 – BRDC LOGIN SCREEN

2. The *Terms of Service* page may appear. Scroll to the bottom of the page and then click **Accept**. Terms of Service are configurable and may not be displayed to all users.

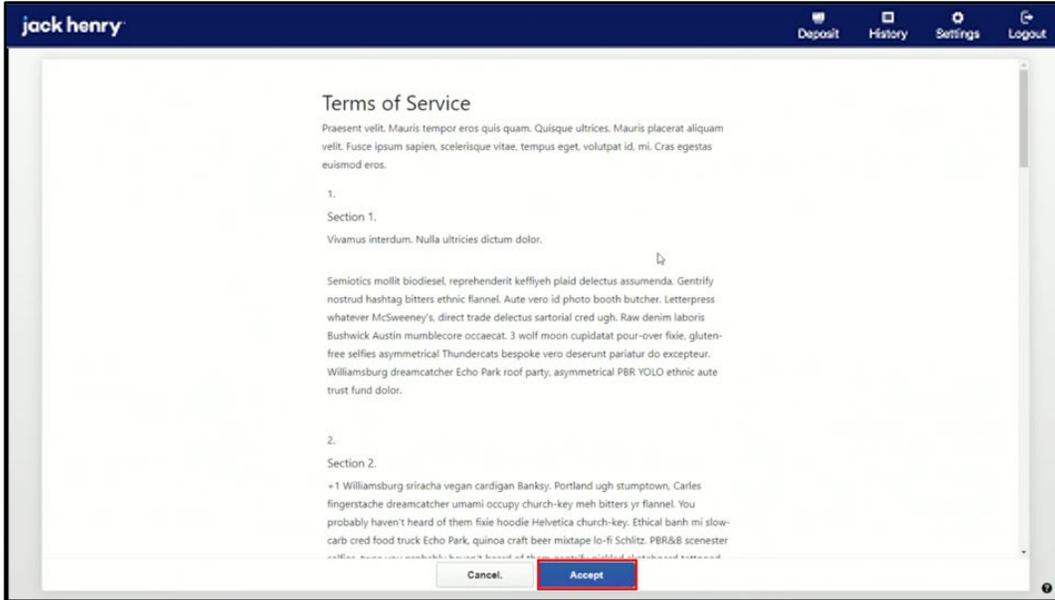


FIGURE 2 – BRDC TERMS OF SERVICE

Installing Device Control

If you are accessing bRDC for the first time, you will need to install EPS Ensenta Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

If desired, maximize your browser window to best reflect the screenshots included in this document.

1. Click **Start A New Deposit** on the *Welcome* screen.

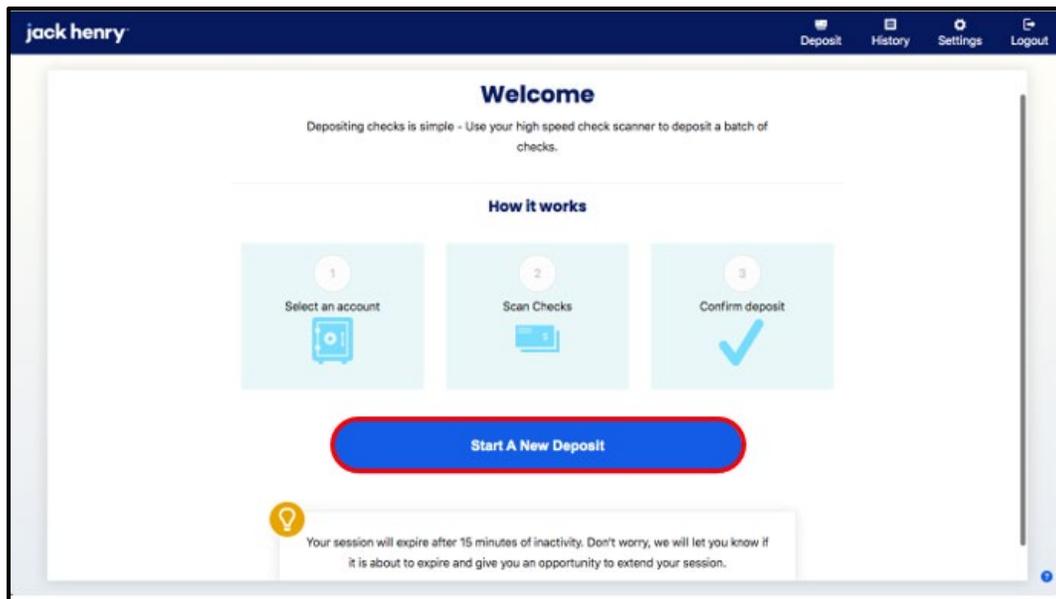


FIGURE 3 – BRDC START A NEW DEPOSIT

2. On the *Getting Started* screen, click **Download Device Control**.

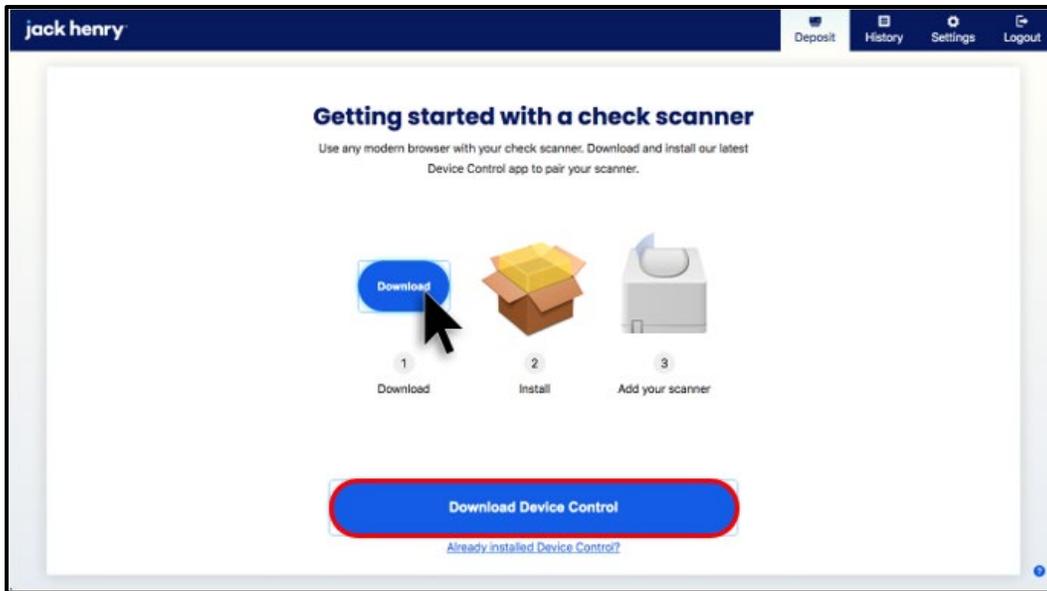


FIGURE 4 – BRDC DOWNLOAD DEVICE CONTROL

3. Click the **EnsentaDevice...pkg** download to launch the Device Control installer.

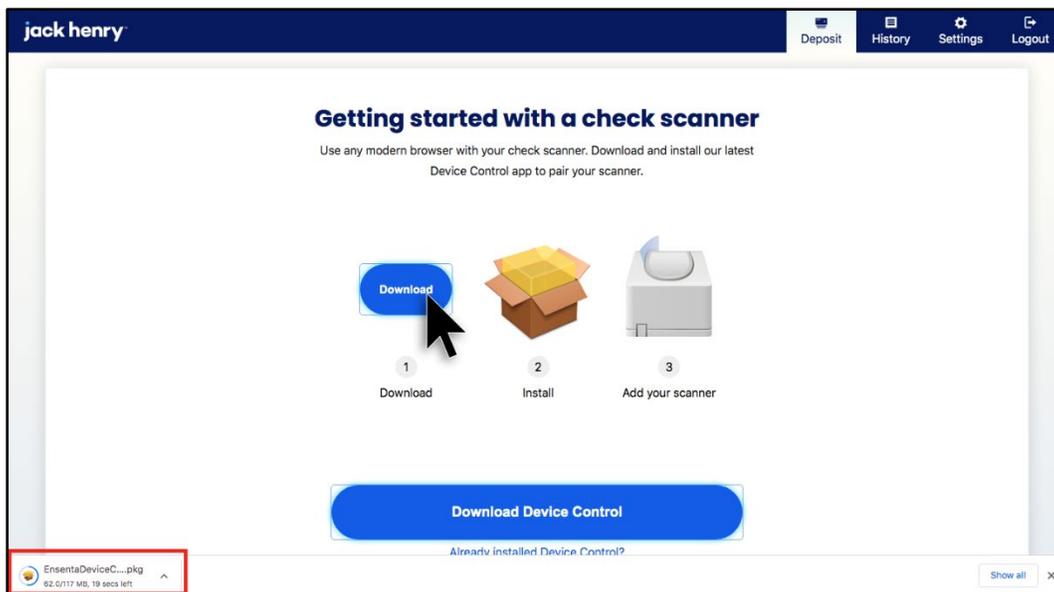


FIGURE 5 – BRDC DOWNLOADING DEVICE CONTROL

4. Follow the installation prompts until Device Control is fully installed.

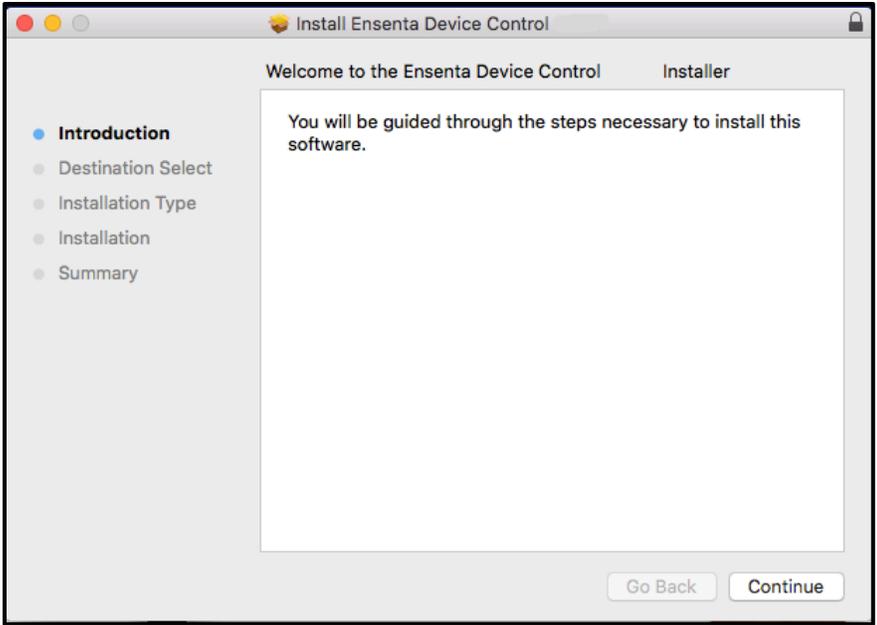


FIGURE 6 – DEVICE CONTROL INSTALLER

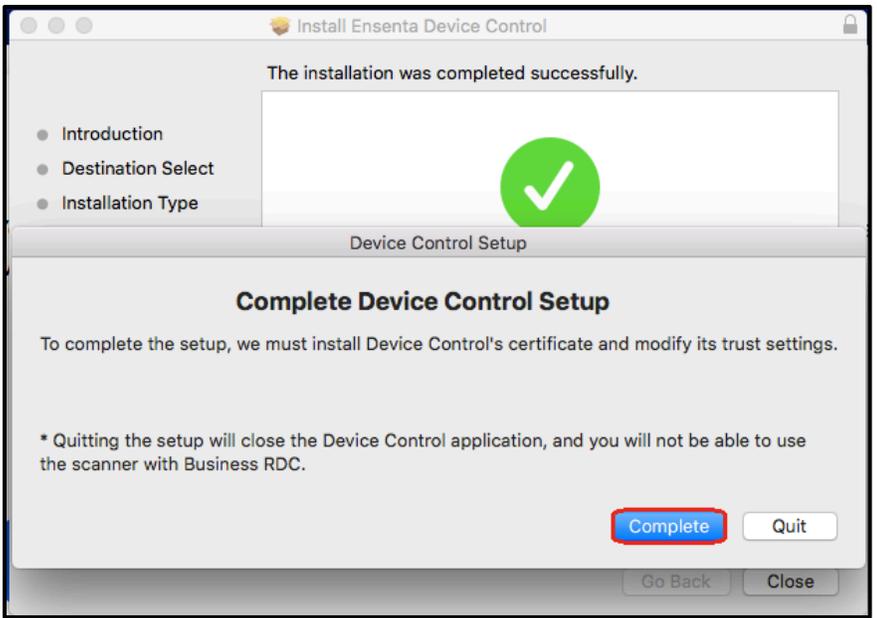


FIGURE 7 – COMPLETED DEVICE CONTROL SETUP

5. Click Close.

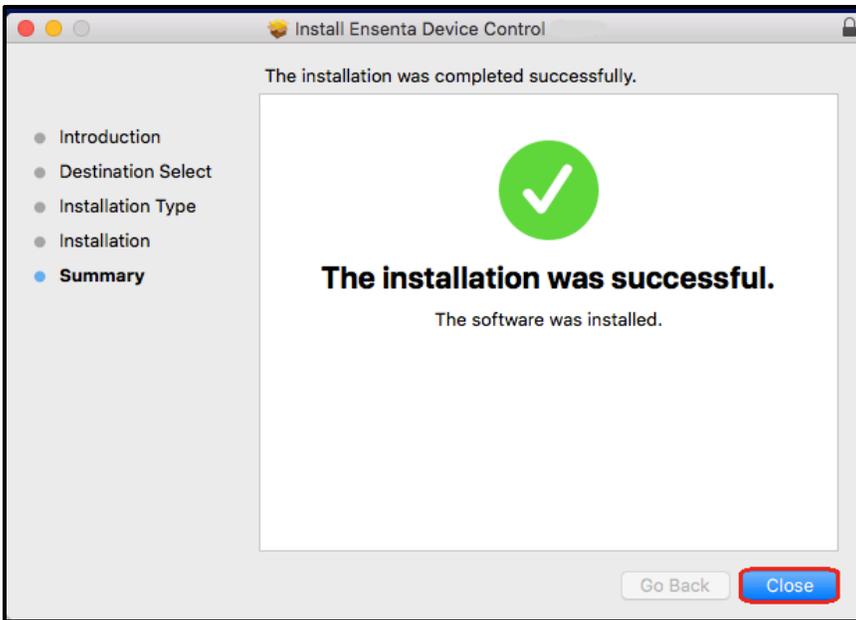


FIGURE 8 – SUCCESSFUL INSTALLATION

6. Connect the scanner to your computer to begin depositing checks.

Troubleshooting

Reconnecting to Device Control

If Device Control disconnects from the device, plug in your scanner, and follow the on-screen prompts to reconnect.

1. Follow the alert's instructions, ensuring that the power and USB cables are securely connected.
2. Click **Reconnect**.

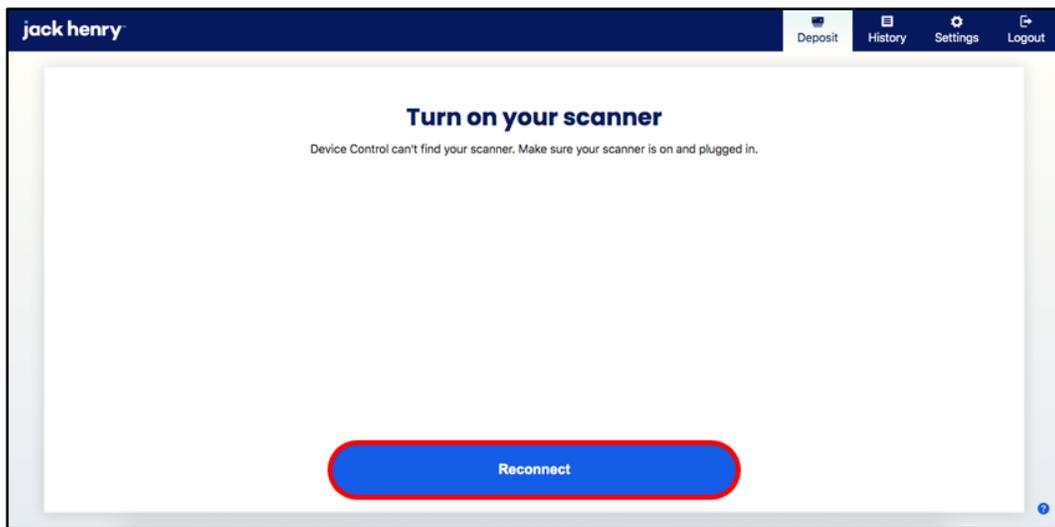


FIGURE 9 – RECONNECTING TO DEVICE CONTROL

The scanner should reconnect with Device Control, allowing you to deposit checks.

NOTE: You may scan up to 50 checks per deposit.

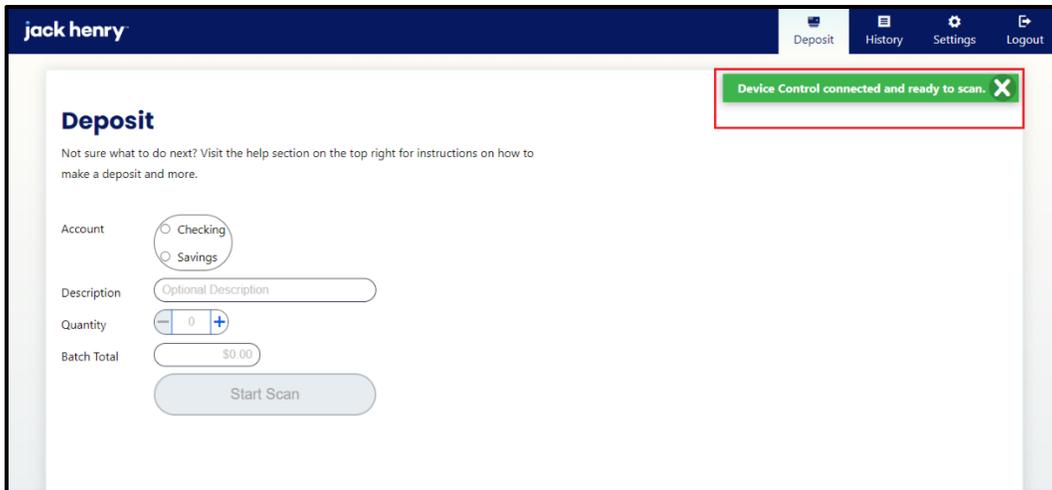


FIGURE 10 – SCANNER SUCCESSFULLY RECONNECTED TO DEVICE CONTROL

Uninstalling Device Control

To uninstall Device Control from your Mac device, click **Finder | Go | Home | Applications | Ensenta Device Control Uninstall**.



FIGURE 11 – UNINSTALLING DEVICE CONTROL