

Enterprise Payment Solutions EPS Ensenta Business RDC™

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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.

jack henry	Re	上+) Jin
	Login		
	Please login to continue or click register if you are		
	new.		
	Username		
	Username		
	Password		
	Password		
	forgot your password?		
	Login		
			0

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.

jack henry			Depos	E It History	Ö Settings	[• Logout
	Depositing checks is sim	Welcome ple - Use your high speed check scar checks.	mer to deposit a batch of			
		How it works				
	3 Select an account	2 Scan Checks	3 Confirm deposit			
		Start A New Deposit				
	Your session will expire 4 it is about to exp	fter 15 minutes of inactivity. Don't wo ire and give you an opportunity to extr	ny, we will let you know if and your session.			•

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.

jack henry	E Deposit	E History	Ö Settings	[→ Logout
Getting started with a check scanner Use any modern browser with your check scanner. Download and install our latest Device Control app to pair your scanner.				
Download Install Add your scanner				
Download Device Control Already installed Device Control?				
EnsentaDeviceC,pkg sees left			S	x Ills wo

FIGURE 5 - BRDC DOWNLOADING DEVICE CONTROL

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



• • •	💝 Install Ensenta Device Control	
	Welcome to the Ensenta Device Control Installer	_
 Introduction Destination Select Installation Type Installation Summary 	You will be guided through the steps necessary to install this software.	
	Go Back Continue	

FIGURE 6 - DEVICE CONTROL INSTALLER

000	🥪 Install Ensenta Device Control			
	The installation was completed successfully.			
 Introduction Destination Select Installation Type 				
	Device Control Setup			
Complete Device Control Setup To complete the setup, we must install Device Control's certificate and modify its trust settings.				
* Quitting the setup will close the Device Control application, and you will not be able to use the scanner with Business RDC.				
	Complete Quit			
	Go Back Close	J		

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.

jack henry	e Deposit	E History	Ö Settings	[+ Logout
Turn on your scanner				
Device Control can't find your scanner. Make sure your scanner is on and plugged in.				
Reconnect				
				0

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.



k henry [.]			E Deposit	E History	Settings	[→ Logout
Depos	sit	Device	Control con	nected and r	eady to scan.	×
Not sure what make a depos	t to do next? Visit the help section on the top right for instructions on how to it and more.					
Account	Checking Savings					
Description	Optional Description					
Quantity						
Batch Total	\$0.00					
	Start Scan					

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

