

Q. When is the upgrade?

A. The weekend of November 20th, 2015.

Q. Will I be able to make deposits during this time frame?

A. No, the system will need to be down during the upgrade. **You will not be able to submit deposits after 10 pm CT on Friday, November 20th.** The system should be available Monday morning, November 23rd.

Q. Will my scanner continue to work after the upgrade?

A. Most scanners will. However, the following scanners **will not be compatible** after the upgrade:
Panini My Vision X – serial numbers in a range between 5300000 - 5699999
Burroughs Source NDP

Please contact your branch/cash management rep to see about a replacement scanner if you have one of these scanners.

Q. Do I need to update the driver for the upgrade?

A. If you are able to submit deposits today without any issues, then you probably do not need to update the driver. We do recommend you review the list of scanners (page 2) and the current version to verify you compare it to what you have on your computer(s).

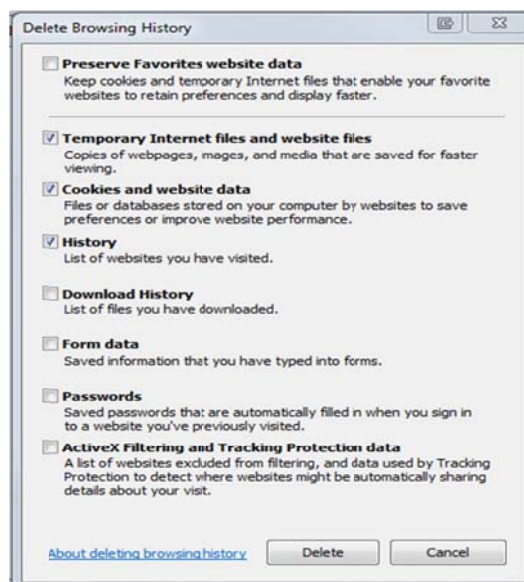
To find the version of the driver, go to the Control Panel on your computer, click on Programs and Features and scroll down to Ranger (Silver Bullet Technology, Inc.). The version should be listed there.

Q. What version of Internet Explorer must I be on?

A. Version 9, 10 or *11. You will need to clear your browsing history/cache before logging on for the first time after the upgrade. (see screenshot below)

Q. Will my current saved favorite website continue to direct me to the RDC Site?

A. No, Please delete Temporary Internet Files and Website Files, Cookies and Website Data, and History in your internet options.



Q. Can I use a MAC for Remote Deposit?

- A. Yes. You must use the Safari web browser and have an operating system with version 10.9 or higher. Certified scanners for use with a MAC are:
- Digital Check TellerScan 240
 - Digital Check CX30
 - Panini I:Deal
 - Panini Vision X

Q. Will the screens be changing?

- A. Yes, the overall screen is changing to *Contemporary View. Please visit the Online Education Center and click on the Business/Remote Deposit video to see the new screens.

Q. What if I don't like the new screen? Can I switch back?

- A. Yes, there is a link in the upper right hand corner titled "Switch to Classic View". Click on it and it will display the same screens you are used to seeing today.

Q. What other changes will I see?

- A. Users will see a "Pending Deposits" message when logging out if there are pending deposits that have not been submitted in the past 5 days.
Users can add a memo in the new Add Memo text field for a deposit.

*Internet Explorer version 11 must be run in Compatibility mode if using the Classic View.
Contemporary View does not need to be run in Compatibility mode.

Certified/Supported Scanners and driver versions:

Scanner Model	Driver Version
Burroughs SmartSource Edge	4.1.18.1-2.0.3
Burroughs SmartSource Professional	4.2.12.2-2.0.11.1
Burroughs Merchant Elite	4.2.12.2-2.0.11.1
Burroughs Micro Elite	4.2.12.2-2.0.11.1
Burroughs SmartSource Micro Series	3.1.2.1-1.0.0.10
Canon CR-25	2.5.25
Canon CR-55	2.5.25
Canon CR-50	4.2.14.2-1.2.0.0
Canon CR-80	4.2.14.2-1.2.0.0
Digital Check TS Series	4.2.15.0-1.3.0.1
Epson Capture One	3.1.7-1.0.3.2
Panini Vision X	2.5.37.4
RDM EC7000i Series	3.1.7-1.0.0