

# Enterprise Payment Solutions

August 2018



## Uninstalling Drivers Reference Guide

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# Uninstalling Your Scanner

If you are accessing the Remote Deposit application for the first time, you will need to ensure any previous vendor software has been uninstalled from your system. Failure to do so may result in software conflicts and the inability to make deposits.

## Use the following steps to uninstall previous vendor software from your system:

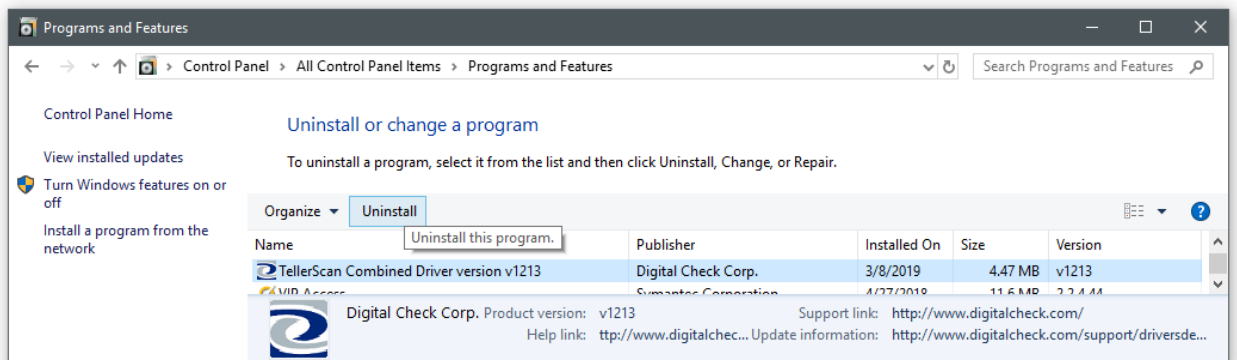
1. Before beginning, make sure that all browser windows are closed, the scanner's USB cable is not connected to your PC, and the scanner power cable is not connected to the scanner.
2. Click **Start | Control Panel | Programs and Features**. (Windows 8.1 and 10 users may right click the **Start** button and then select **Apps and Features**.)
3. When the programs list displays, locate the previous vendors software you need to remove. In some cases, there will be two or three items to uninstall. Search for any software that begins with or references:
  - Digital Check
  - TellerScan
  - Panini
  - Ranger
  - FIS

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**NOTE: The above list is only an example of what software may be installed on your system. Additional files and folders may need to be removed. For a complete list of files that need to be removed, please refer to your previous vendor or local IT department.**

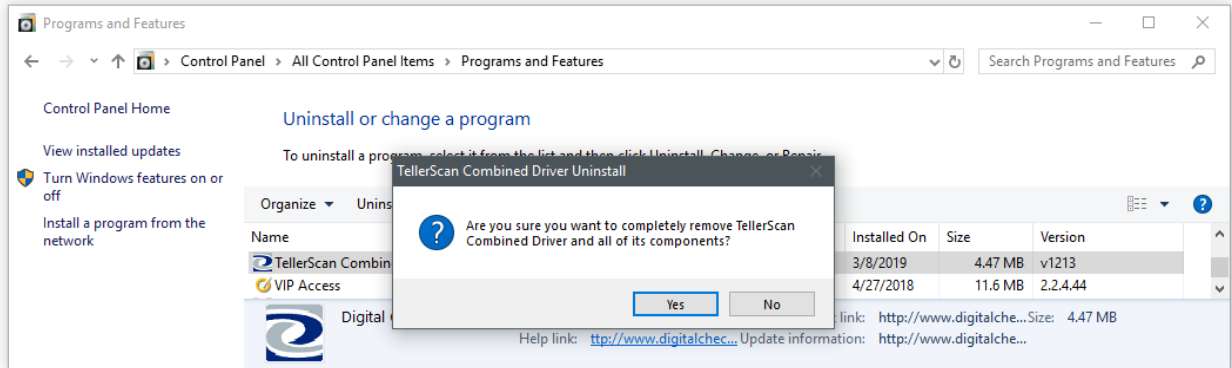
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4. Click on the file to be uninstalled & click **Uninstall**.



To uninstall the software, you may need administrative privileges for uninstallation purposes. Consult with your local IT department for access.

5. Follow the on-screen instructions to remove the application.



6. Repeat steps 4 & 5 until all scanner files have been uninstalled.

7. Once all files have been removed restart your computer.

Once restarted you are now ready to begin the installation of the new scanner software and drivers. Refer to the scanner installation guide you have been provided.