

## DepositPartner System Requirements and Help Reference

### Contents

System Requirements.....	2
Other Johnson Bank Requirements .....	3
Miscellaneous .....	3
Troubleshooting Efforts Before Calling Johnson Bank Support .....	3
Scanner Maintenance.....	3
PC Requirement Definitions.....	4

## SYSTEM REQUIREMENTS

### Hardware

- Pentium 4 2.0 GHz or Core Duo 1.86 GHz processor
- 512 MB RAM
- 250 MB free hard drive space
- 1024x768 screen resolution
- Network Card
- USB 2.0/3.0 or SCI Adapter

### Operating Systems (OS)

- Windows 10 or newer
- Apple macOS® Sierra (or newer) \*
- Apple OS X® El Capitan \*
- Android™ 4.4 or newer
- Apple® iOS 9.0 or newer

### Browsers

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari® (except on Windows) \*

### Software

- Adobe PDF Viewer
- DepositPartner (provided by Johnson Bank)
- WebScan (provided by Johnson Bank)
- Microsoft .NET 4.5.1 or newer (Available for free at microsoft.com)

### Support Check Scanners

- Digital Check Scanner – CX-30, Teller Scan 230, or 240
- Panini MyVisionX
- Panini ml:Deal

\* Supported using the Panini ml:Deal network scanner

## OTHER JOHNSON BANK REQUIREMENTS

- The DepositPartner workstation should be separated from the Internet by a firewall, or at a minimum a cable/DSL router performing NAT (Network Address Translation).
- The DepositPartner workstation should be running Antivirus software. The virus definitions/signatures should be regularly updated.
- The DepositPartner workstation should have security patches updated regularly.
- The DepositPartner workstation should be restricted from the general populace at the clients' site.
- Add domain of <https://dlmlr8.fisglobal.com/directlinkclient/login/801010> as a trusted internet site.

Most scanner kits will include:

- Choice of Warranty
- Ink cartridge, if applicable, Cleaning Kit, and Secure Disposable check bags
- USB Cable and Power Supply

*Keep the original box the scanner came in for future use.*

## MISCELLANEOUS

- Implementation takes approximately ten days from the day of order to installation.
- Scan only checks – DepositPartner will create a virtual deposit slip and virtual endorsement.
- Cutoff time of 7:00 p.m. CT for same day credit of deposit, deposits received after 7:00 p.m. CT will be credited the next business day.
- Keep checks in locked, fire-resistant case under dual control.
- Checks should be kept for **30 days** and then **SHREDDED**.
- Deposit history will remain on DepositPartner for 365 days from the day you start depositing.
- Deposit reports can be exported in PDF format only.
- Use a computer accessible by all users for scanning.

## TROUBLESHOOTING EFFORTS BEFORE CALLING JOHNSON BANK SUPPORT

If your scanner is not communicating with your PC:

- Unplug the scanner USB cable from the PC and then plug it back in.
- Reboot your PC

## SCANNER MAINTENANCE

- To ensure optimal image quality, suggested cleaning maintenance should be performed every 3,000 items or if the image quality is compromised.
- A scanner cleaning kit was included with your scanner order. Additional cleaning kits are also available for purchase by completing the Supply Order Form located at [www.johnsonfinancialgroup.com/client-resources/](http://www.johnsonfinancialgroup.com/client-resources/) under DepositPartner.

## PC REQUIREMENT DEFINITIONS

**Pentium 4 – 3.0 GHz or Core 2 Duo 2.0 Processor** is the speed of the computer's processor meaning how fast or slow the program is going to run. If the GHz is lower than what is specified, the application will run slower than expected. If the GHz is higher than what is specified, the application will run faster than expected.

**RAM** is a group of memory chips which functions as the computer's primary workspace. When DepositPartner is running it takes up a full gig of RAM.

**Video Resolution** refers to the sharpness and clarity of an image. If the PC is not set to 1024x768 then the user may not see the entire DepositPartner application.

**Hard Drive on the Local Disk C:\** is a device used to store information within a computer, such as programs and data. All the configurations for DepositPartner are installed to the C:\.

**Network Card** is a piece of computer hardware designed to provide for computer communication over a computer network.

**USB 2.0/3.0 port** is a widely used hardware interface for attaching peripheral devices. The Digital Check scanners need to be connected to a USB port to work at their rated speed.

**SCSI Adapter** is the controlling electronics for SCSI (Small Computer System Interface) contained on a printed circuit board that plugs into the computer's motherboard.

Note: The Digital Check scanners need to be connected to a USB 2.0/3.0 Port or a SCSI Adapter in order for them to run at their rated speed.

**Broadband Internet Access** is a high data-transmission rate internet connection.

**Windows 10 or Apple OS** is the operating system that the PC is running on.

**.Net 4.5.1** is an environment for building, deploying, & running Web Service and other applications. The application will not run properly if the client does not have .Net 4.5.1 Framework.