



PACIFIC WESTERN BANK

# PWB Remote Deposit Self- Installation Guide



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Please contact us at  
855.527.6738.

## System requirements

For an optimal experience, a high-speed internet connection is recommended. In addition, the following components are required for working with the application(s).

For the Computer

- Local administrative rights – please consult your Information Technology resources for this access
- USB port 2.0 or higher
- Please unplug the scanner’s power cord and disconnect the USB cable from your computer. Additionally, please ensure all non-critical applications are closed during the installation process.

Microsoft® Windows see below for supported operating system(s), internet browser(s), and .NET:

- Windows 8.1: Google Chrome™, Microsoft Edge, and Mozilla Firefox
- Windows 10: Google Chrome™, Microsoft Edge, and Mozilla Firefox
- Windows 11: Google Chrome™, Microsoft Edge, and Mozilla Firefox
- Microsoft .NET Framework 4.5.1 (Web Installer) or newer

NOTE: The current version plus two previous versions are supported for Chrome, Edge, and Firefox.

Apple macOS® see below for supported operating system(s) and internet browser(s):

- Android™ 10 or newer: Apple Safari® and Google Chrome™
- Apple® iOS 15.3 or newer: Apple Safari® and Google Chrome™
- Apple macOS® 10.15 Catalina or newer: Apple Safari® and Google Chrome™
- Mono™ Framework – 5.18.1.0 and above

NOTE: The current version plus two previous versions are supported for Safari and Chrome.

## Supported Scanners

The following scanners are supported and recommended by Pacific Western Bank for this application’s features.

Panini®	Digital Check®	Epson®
l:Deal® or ml:Deal® for macOS	CX30	Capture One TMS 1000
Vision X	TS240	Single Feed / 30 DPM / 90 DPM

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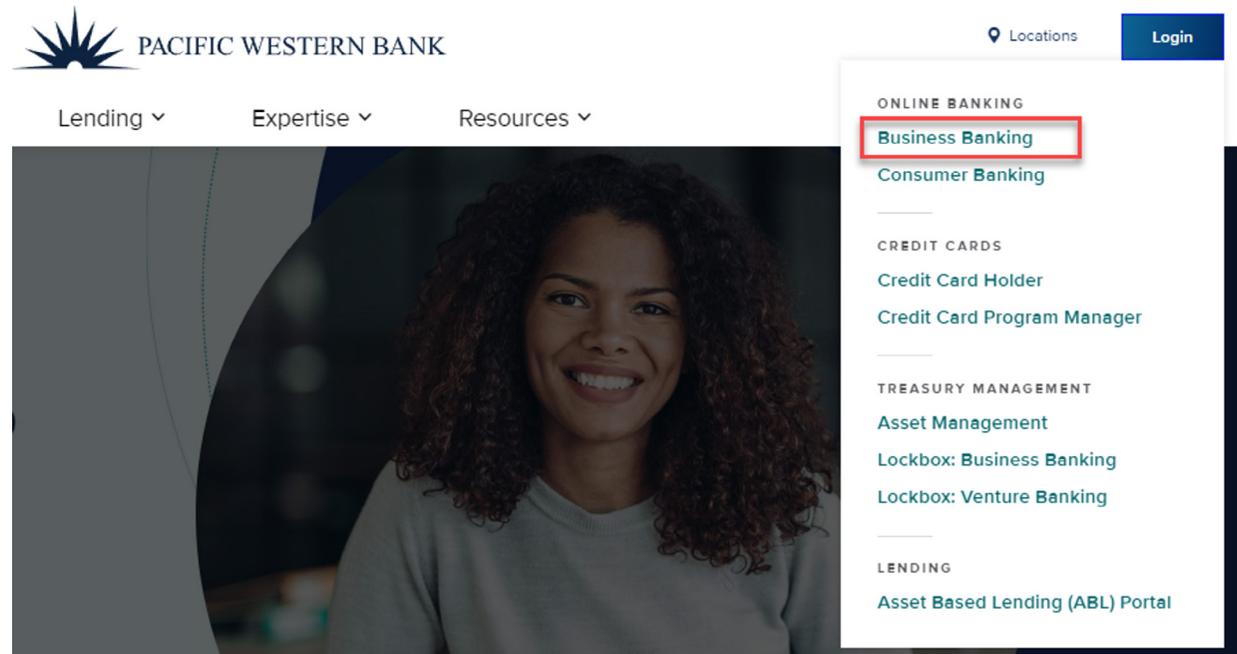
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## Installing scanner drivers

1. Log in to online banking at pacwest.com. In the upper right-hand corner, click the Login button. A drop-down menu will appear. Click on Business Banking.



2. Enter your Online Banking for Business user credentials.

### Sign in to Online Banking for Business

Company ID:

User ID:

[Continue](#)

3. In Online Banking for Business, hover over the Account Services menu drop-down and then click Remote Deposit Check Capture.

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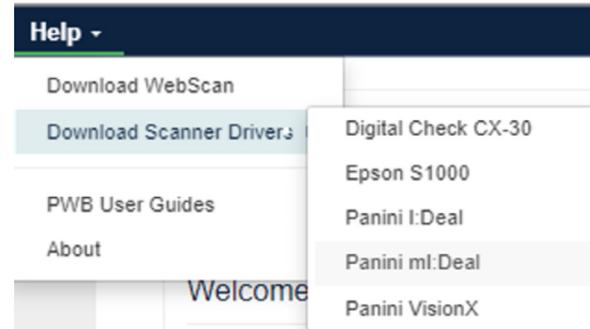
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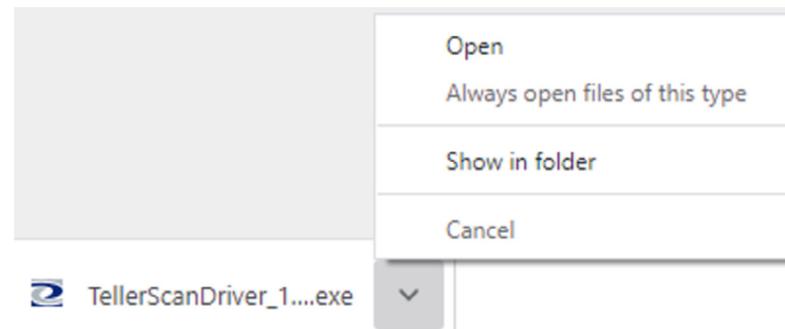
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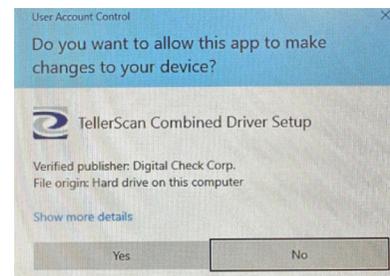
4. This will bring you to the PWB Remote Deposit portal where you can begin downloading the required software.
5. Click Help from the menu bar, select Download Scanner Drivers from the drop-down window, and click the driver for your scanner. Note: Only scanners configured for your company will appear for download.



6. The program download will show at the bottom left of your browser. Once the download is complete, click the executable file or select Open to launch the installation wizard.



7. Depending on your User Account Control (UAC) settings, you may be prompted to make changes to your device. Select Yes to continue.



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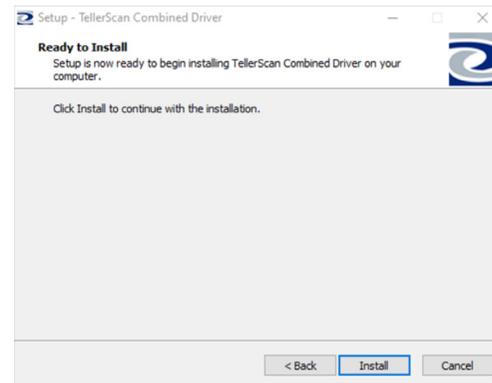
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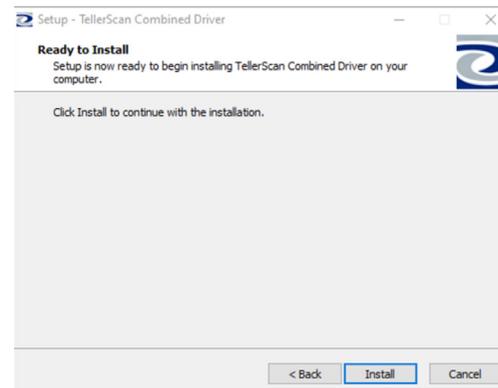
8. Once the Scanner Setup Wizard opens, click Next to begin set up.



9. Once ready to install, click Install.



10. Click Finish once the scanner driver has successfully installed.



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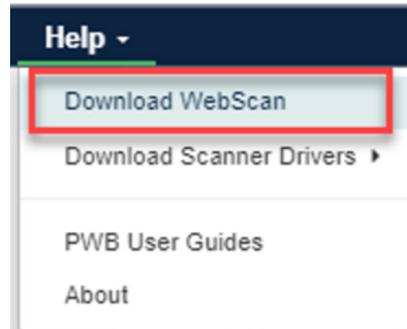
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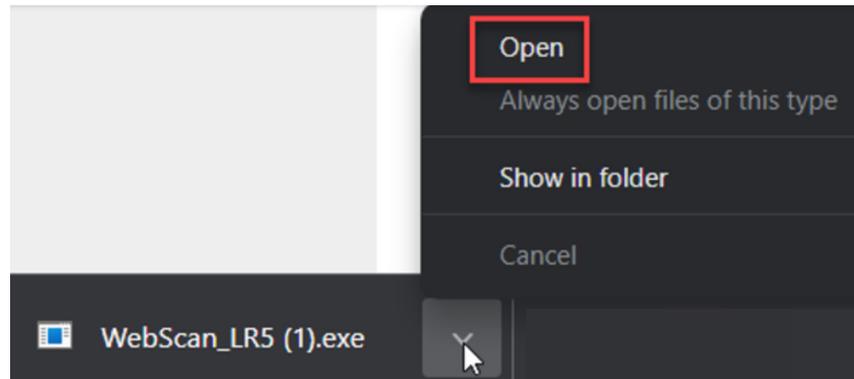
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## Installing webscan

1. Navigate back to the PWB Remote Deposit homepage.
2. Click Help from the menu bar and select Download WebScan from the drop-down window.



3. The program download will show at the bottom left of your browser. Once the download is complete, click the executable file or select Open to launch the installation wizard.



4. Depending on your User Account Control (UAC) settings, you may be prompted to make changes to your device. Select Yes to continue.



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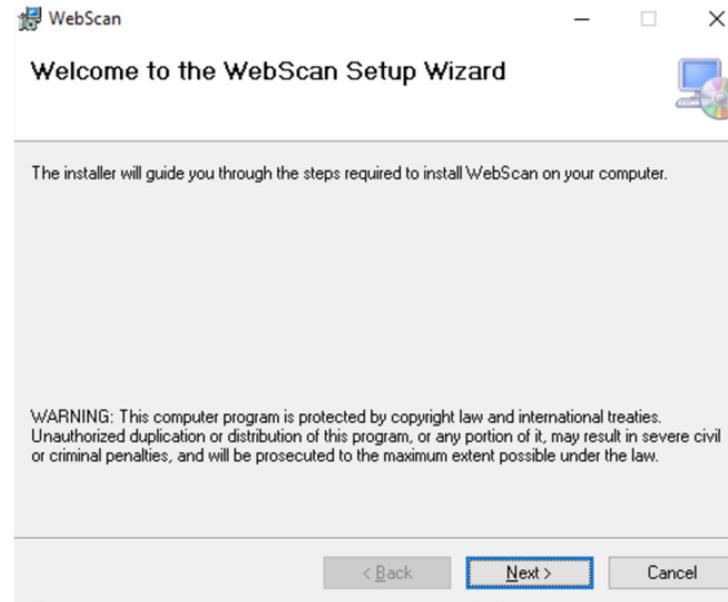
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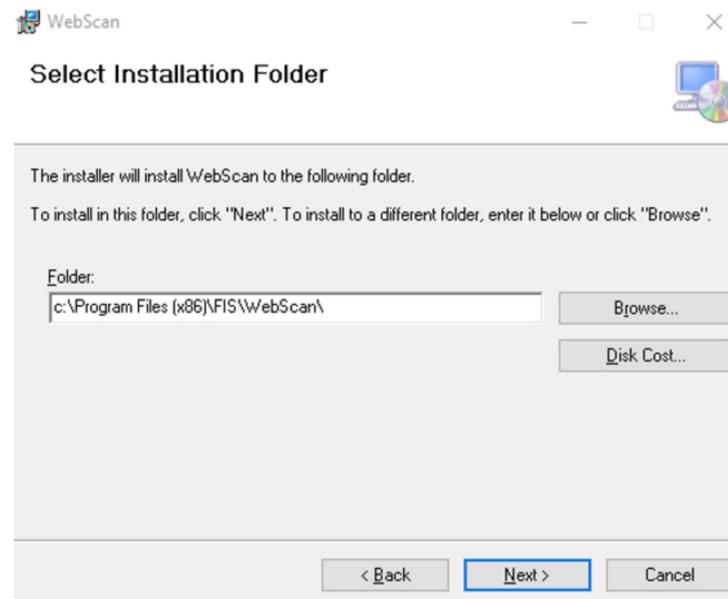
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5. Once the WebScan Setup Wizard opens, click Next to begin set up.



6. A default folder is listed – click Next to confirm folder or click Browse to select a different folder. Once correct folder is selected, click Next.



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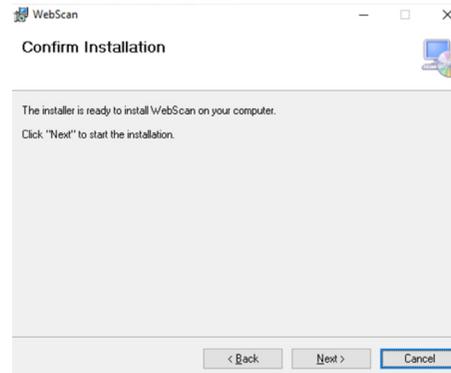
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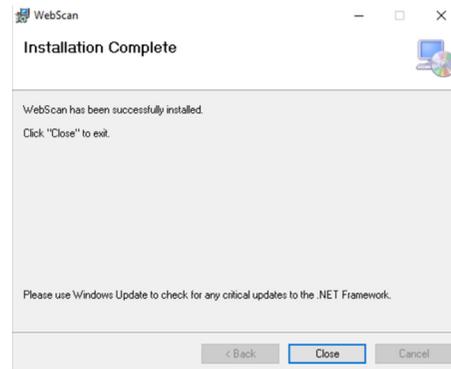
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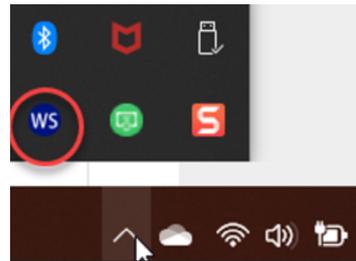
7. Confirm that you want to continue installation by clicking Next.



8. Click Close once WebScan has successfully installed.



9. Once the WebScan installation is complete, you will now see the WebScan icon in your system tray.



10. You can now connect the scanner's power cord and USB cord to your computer, then begin your first deposit.

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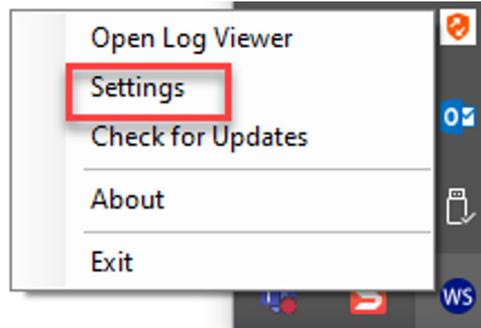
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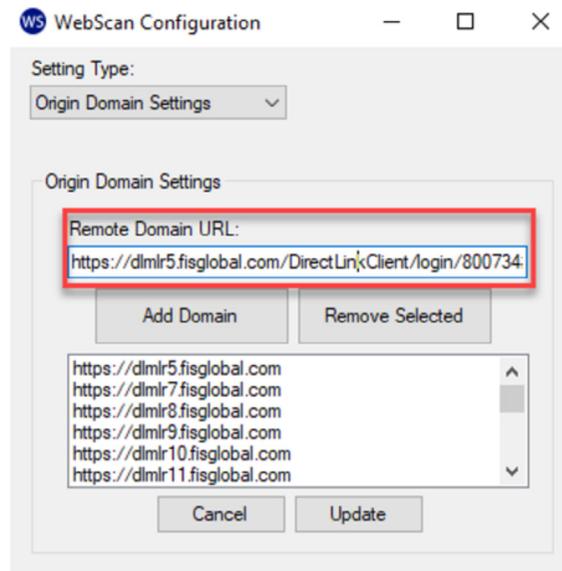
## Updating origin domain url

1. Right-click on the WebScan icon found in the Windows taskbar on the bottom-right corner and select Settings.



2. From the Setting Type drop-down menu, select Origin Domain Settings.
3. Paste the following URL into the Remote Domain URL field and click Add Domain:

<https://dlmr5.fisglobal.com/DirectLinkClient/login/800734#/dashboard>



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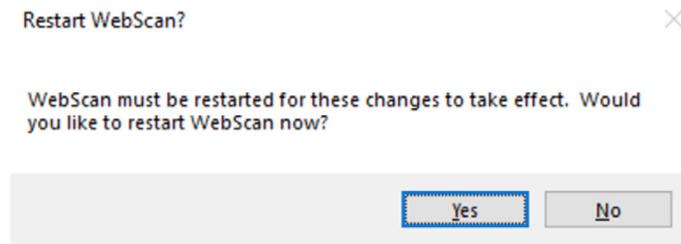
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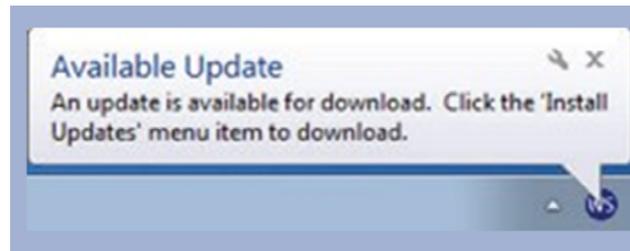
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4. Click Update. A window will display indicating that WebScan must restart for the changes to take effect. Click Yes to confirm the application restart.



## Updating webscan

1. When updates are available, WebScan will prompt you with a message similar to the below.



2. To install the latest updates, you must be logged on as a Windows administrator or manually select WebScan to Run as Administrator.
  - If you do not have the appropriate access, the update will not run and the system will prompt you with a message to contact your System Administrator.

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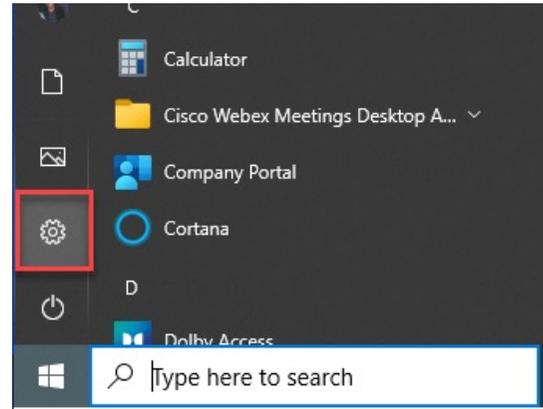
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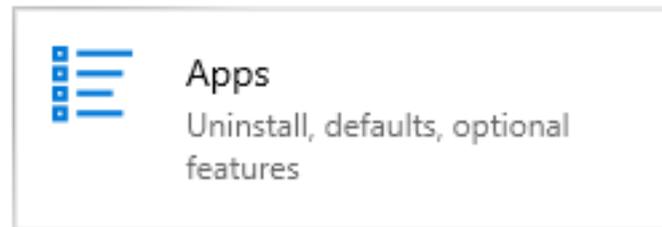
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## Uninstalling webscan

1. To uninstall a previous WebScan software version or any other Remote Deposit software, first navigate to System Settings by clicking the Windows Start button and selecting Settings.



2. Once on the Windows Settings page, click Apps.



3. Search for WebScan or the current Remote Deposit software installed on your computer. Once located, click the app icon to select it.



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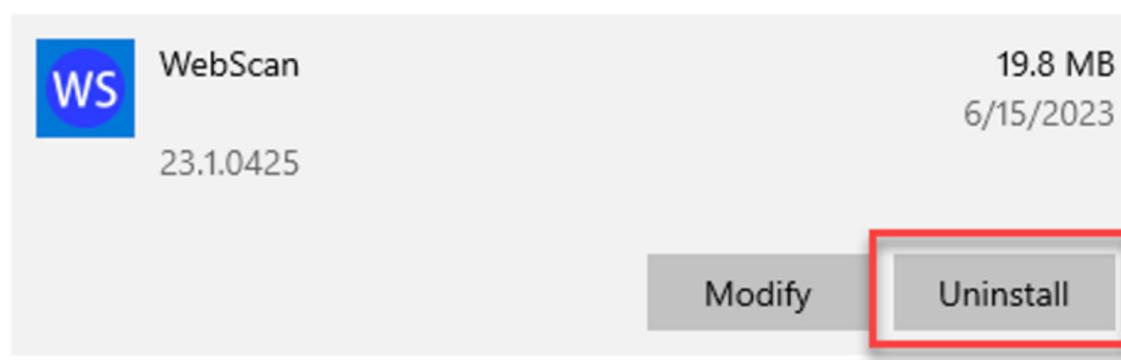
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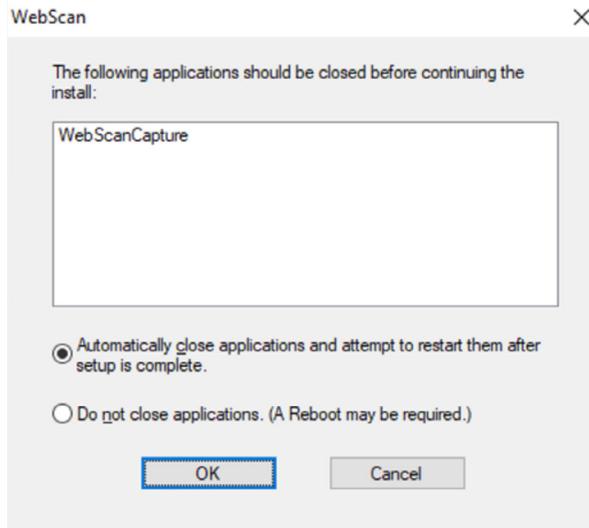
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4. Click Uninstall and once more when appears in window. This will launch a wizard window to begin the uninstall process.



5. You may receive an application alert that requests to close the WebScanCapture application before continuing on. Select Automatically close applications and attempt to restart them after setup is complete and click Ok.



6. The application will disappear from the Apps list after completing the uninstall process.

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