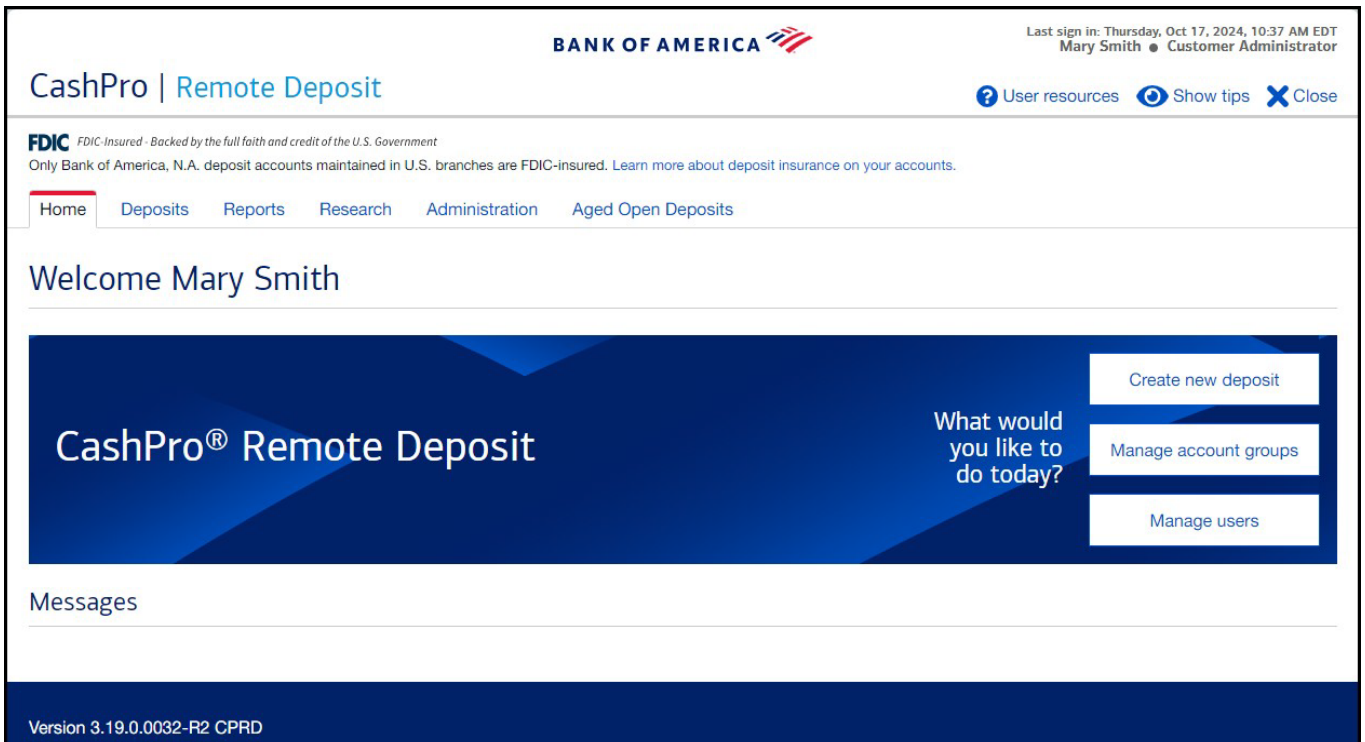


Technical Requirements Quick Start Guide

Scan and deposit checks using a bank approved scanner. Remote Deposit functions best if your system meets the recommended configuration. Prior to setup, review the following technical requirements for critical hardware and software

- 1 [Important Reminders](#)
- 2 [Recommended Actions](#)
- 3 [Technical Support](#)
- 4 [Technical Requirements](#)



The screenshot shows the CashPro Remote Deposit user interface. At the top right, it displays the Bank of America logo and the user's last sign-in information: "Last sign in: Thursday, Oct 17, 2024, 10:37 AM EDT" and "Mary Smith • Customer Administrator". The main header includes "CashPro | Remote Deposit" and navigation links for "User resources", "Show tips", and "Close". Below the header, there is a navigation menu with "Home" (selected), "Deposits", "Reports", "Research", "Administration", and "Aged Open Deposits". The main content area features a "Welcome Mary Smith" message and a large blue banner with the text "CashPro® Remote Deposit". To the right of the banner, there are three buttons: "Create new deposit", "Manage account groups", and "Manage users". Below the banner, there is a "Messages" section. At the bottom left, the version number "Version 3.19.0.0032-R2 CPRD" is displayed.

1

Important Reminders

- Thin Client workstation environments (for example, Citrix® Linux® and Hyper V®) are not currently supported.
- Remotely created, photographed, or faxed checks are not allowed. Only original items may be processed through CashPro Remote Deposit. Items that are copied, faxed, or emailed are not considered original items.
- Scanner models may have different system requirements.
- Only the operating systems, browsers, and scanners listed herein are compatible at this time.
- Remote Deposit functions best when each user's personal computer (PC) is associated with only one remote capture device.

Recommended Actions

2

Recommended Actions

- Local system admin rights are required to install scanner driver onto workstation. However, system admin rights are not required to use the scanner and driver. If you are unsure if you have local rights, contact your IT department.
- Avoid connecting multiple scanners to a single computer.
- To ensure maximum image capture quality, position the scanner in a stable location at least 18 inches from the power transformer.
- Safeguard scanned checks for a minimal of 14 days using reasonable commercial standards and in accordance with local country restrictions. Destroy items using a crosscut shredder after 14 calendar days or when all reasonable attempts to collect on the item have been made.
- Reasonable standards include, but are not limited to, storing items in a secure location with limited access.

3

Technical Support

- For questions regarding scanners or software, contact CashPro & Technical Service Center at:
1.888.589.3473 / Option 2 (toll-free)
1.704.387.3020 / (outside the United States)
- Hours of operation: 7:00 am EST to 9:00 pm EST, Monday - Friday.
Calls made after posted business hours will be returned on the next business day.

Technical Requirements

4

Equipment/Software

PC Processors Supported for use with scanners:

- Microsoft: Intel, AMD
- Apple: Intel and Apple ARM (M series chips) supported with Rosetta.

Snapdragon ARM processors are not currently supported for use with scanners

Certified Operating System: (May vary by scanner):

- Windows 10 or 11 (any 32- or 64-bit editions)
- MAC OS 10.15 (Catalina)
- MAC OS 10.16/11.0 (Big Sur)
- MAC OS 12 (Monterey)
- MAC OS 13 (Ventura)
- MAC OS 14 (Sonoma)
- MAC OS 15 (Sequoia)

Certified Internet Browser:

- Google Chrome version to 139
- Microsoft Edge version to 139
- Mozilla® Firefox version to 142 (CP only support MAC)
- Safari version 15.6.1 – 18.5

Connectivity:

- Enable Broadband Internet Connectivity with Transmission Control Protocol/Internet Protocol (TCP/IP).

Monitor:

- 1024 x 768 resolution with at least 256 colors.

Keyboard and Mouse:

- Standard 101-keyboard and two-button mouse

Port:

- Universal Serial Bus (USB) 2.0
- Verify the port name includes 'enhanced' within your PC's Device Manager.

Scanner:

The following scanners are provided for use with Remote Deposit:

- Digital CheXpress CX30: Single-feed scanner, maximum throughput of 30 items per minute
- Digital Check TS240-50 or Panini Vision X 50: Low/Medium volume scanner, maximum throughput rate of 50 items per minute with up to 100-item capacity hopper
- Digital Check TS240-75 or Panini Vision X75: Medium volume scanner, maximum throughput rate of 75 items per minute with up to 100-item capacity hopper
- Digital Check TS240-100 or Panini Vision X100: High volume scanner, maximum throughput rate of 100 items per minute with up to 100-item capacity hopper
- Canon CR 190ii: High-volume scanner, maximum throughput of 190 items per minute with up to 300-item capacity hopper

The following scanners are not provided, but are still supported:

- Digital Check TS230 (all models): Digital Check4120
- Panini My Vision X: 30, 60, 90speeds

Note: All scanners must be equipped with printing capabilities.

4 Scanner and System Specifications

Scanner	Minimum System Specifications	Recommended System Specifications
Digital Check scanner models: <ul style="list-style-type: none"> • TS 240 (50/75/100) DPM • Digital CheXpress 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space
Canon scanner model: <ul style="list-style-type: none"> • CR-190ii 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space
Panini scanner model: <ul style="list-style-type: none"> • VX: 50, 75, or 100 DPM 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space 	<ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space
The following scanner models support MAC: <ul style="list-style-type: none"> • Panini • Digital Check <ul style="list-style-type: none"> • CheXpress CX30 • TS240 	All certified MAC versions: <ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space 	All certified MAC versions: <ul style="list-style-type: none"> • 2 GB RAM • 2 GB free hard drive space

DPM – Documents Per Minute

Please note: The operating systems, browsers, and scanners listed herein have been tested and certified at this time.

Technical Requirements

4

Technical Requirements

- Confirm the broadband internet connectivity is enabled with TCP/IP.
- Confirm your bandwidth can accommodate anticipated peak processing.
- To measure raw bandwidth, go to <http://www.speedtest.net> and select **Begin Test**. Make note of the **Upload Speed** results.
- Remote Deposit bandwidth minimum requirements assume use of a single Remote Deposit computer with one attached scanner. Clients leveraging more than one computer to capture transactions should calculate bandwidth.
- Multiple CashPro Remote Deposit computers performing simultaneous deposits over the same network can cause the minimum bandwidth requirements to be much higher.
- If using more than one computer, calculate Documents Per Minute (DPM) requirements for all scanners combined, and compare to the table below.
- Note: 1 Megabit (Mbit) = 1,000 Kilobits (Kbit)

DPM (model)	Kilobits per second (Kbps)
30 DPM Digital Check CheXpress CX30	100 Kbps
50 DPM Digital Check TS 240- 50 Panini Vision X50	167 Kbps
75 DPM Digital Check TS 240- 75 Panini Vision X75	250 Kbps
100 DPM Digital Check TS 240-100 Panini Vision X100	334 Kbps
190 DPM Canon CR 190ii	800 Kbps

Documents Per Minute (DPM)

Appendix

“Bank of America” is the marketing name used by certain of the Global Banking and Global Markets businesses of Bank of America Corporation. Lending, other commercial banking activities, and trading in certain financial instruments are performed globally by banking affiliates of Bank of America Corporation, including Bank of America, N.A., Member FDIC. © 2025 Bank of America Corporation. All rights reserved. [General Disclaimer for Bank of America](#) 8360181