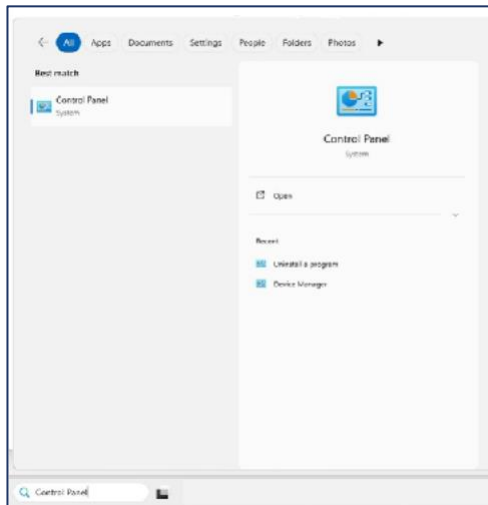


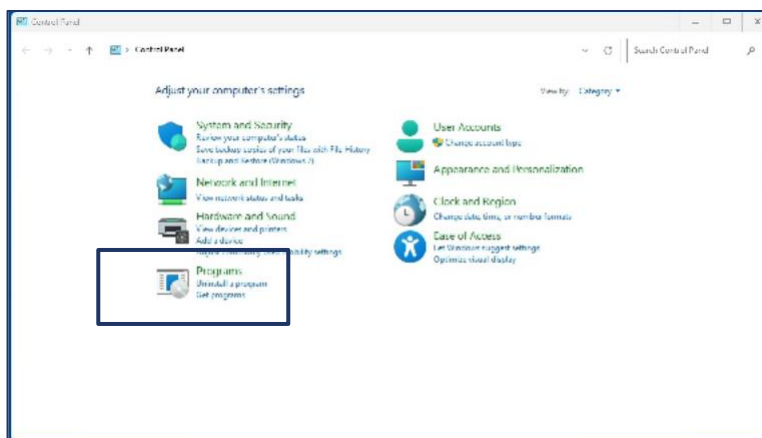
Uninstalling a Scanner from First Citizens National Bank

To continue using your current check scanner after conversion with Park National Bank, you will need to uninstall all previous software from your computer. Failure to do so may result in software conflicts and the inability to make deposits.

1. Before you begin, verify that all browser windows are closed, the scanner's USB cable is disconnected from your computer, and the scanner power cable is not connected to the scanner.
2. In the [Type here to search](#) field near your **Start** menu, type **Control Panel**.



3. Under *Programs* (Category view), select **Uninstall a program**.



4. In the program list, locate software to uninstall. In some cases, there will be multiple components to uninstall. Below is a list of scanner specific software:

- **Digital Check (CheXpress and TellerScan)**

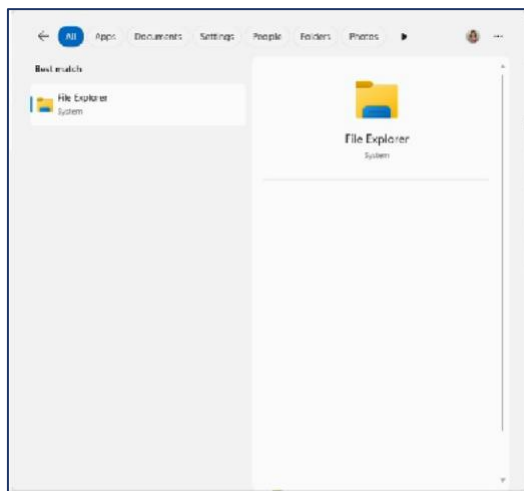


- FIS_DCC Driver
- Smart PVA Driver
- Fis_Burroughs_SSE_install.exe

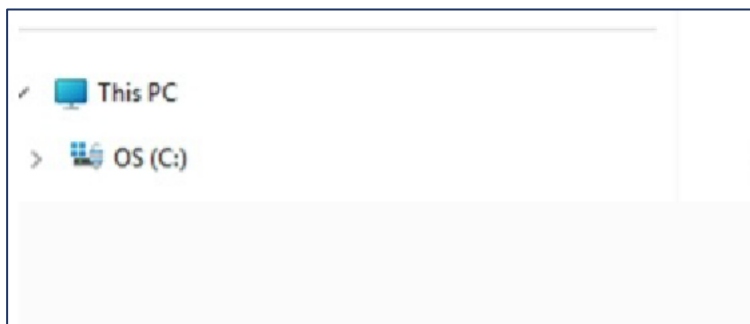
- **Panini**

- Panini Universal Driver
- Panini RNDIS Driver

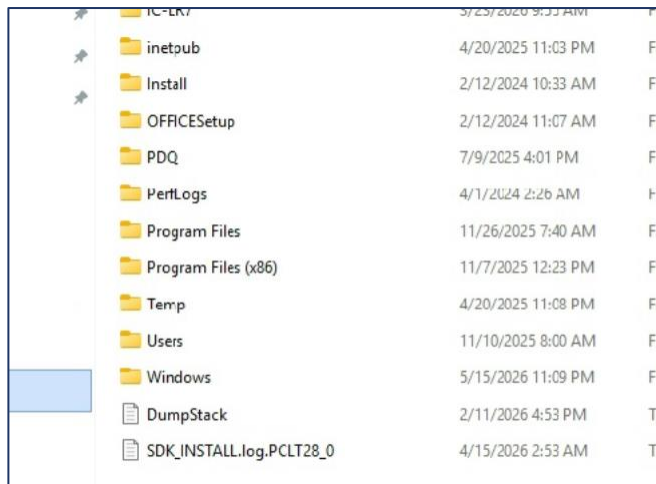
5. Click on the program to be uninstalled and choose **Uninstall**. Follow the on-screen instructions to remove the application.
6. Repeat steps 4 and 5 until all scanner drivers have been uninstalled.
7. In the **Type here to search** field near your **Start** menu, type **File Explorer**.



8. Open the **(c:) drive**



9. Click on folder **Program Files (x86)**



10. In the Program Files (x86) folder, locate scanner specific folders that need to be deleted from the computer. There could be multiple components that need to be deleted. Below is a list of scanner specific folders:

- **Digital Check (CheXpress and TellerScan)**

- Digital Check folder
- FNIS folder
- TellerScan folder
- Burroughs folder

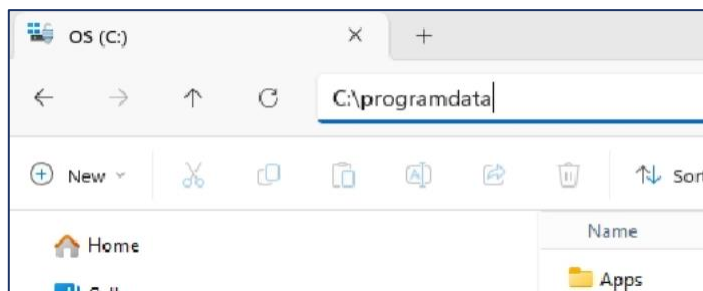
- **Panini**

- Panini folder

11. Click on folder and delete it.

12. Repeat steps 10 and 11 until all folders are deleted.

13. Go back to the **(c:) drive**. In the box at top the top of (c:) drive, type **programdata**



14. In the Program Data folder, locate addition scanner specific folders that need to be deleted from the computer. Below is a list of scanner specific folders:

- **Digital Check (CheXpress and TellerScan)**



- TellerScan folder
- **Panini**
 - Panini folder

15. Click on folder and delete it.

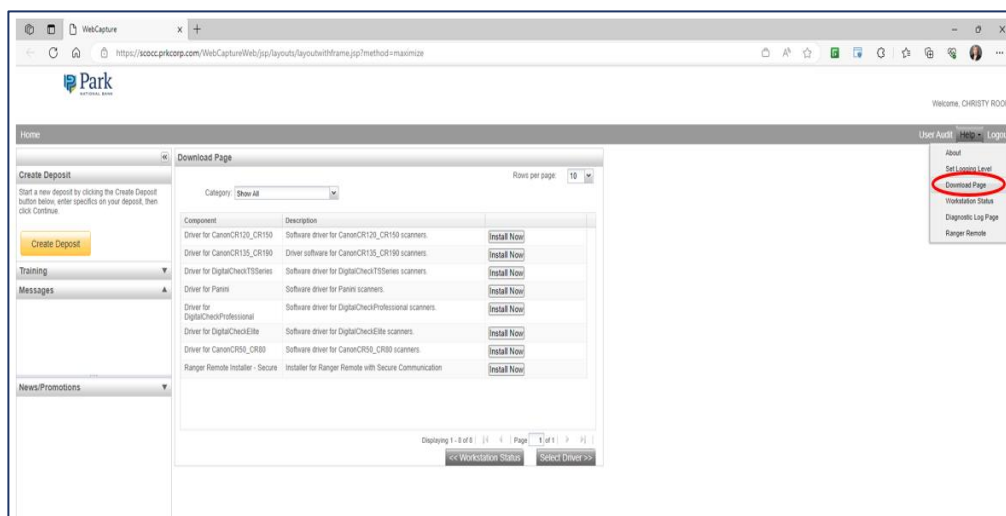


How to Install New Scanner Driver

Old scanner drivers must be uninstalled before installing a new driver. Remote Deposit will not work properly if old drivers are still present on the PC. A user must have “Administrator” rights in order to remove, download and install. If a Business Client has an IT department, this may require someone from that area to log on and perform the steps. If you have any questions or need our assistance please call Technical Support

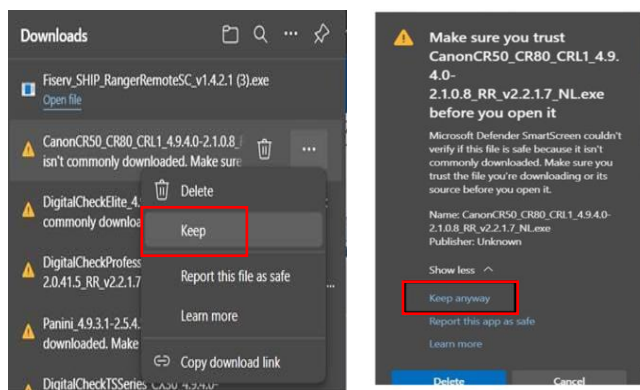
To uninstall your scanner driver, follow the directions on page 3.

1. Make sure the scanner's ink cartridge is installed.
2. Disconnect the scanner from the PC.
3. Log into Commercial Online Banking
4. Go into Remote Deposit Capture
5. Download the driver needed for your scanner from the [WebCapture](#) screen under [Help > Download](#) page.



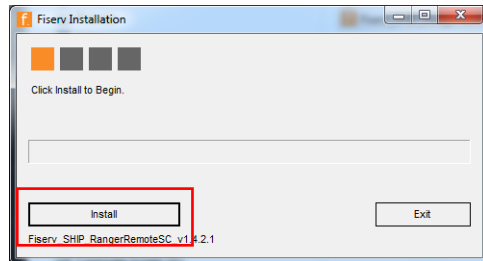
6. If you do not see the file, go to your [Downloads](#), click the three (3) dots and click [Keep](#).

Result: You will be prompted to trust the file. Click [show more > Keep anyway](#).

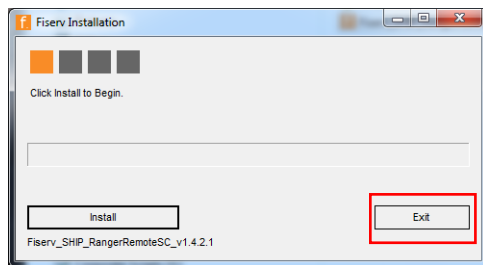




7. Go back to **Downloads** and double click to open the Fiserv Installation box.
8. Click **install**. When the Fiserv installation pops-up, click **install**.



9. Once installed, click **exit** when complete. Plug scanner back in and power on.





How to Uninstall Park National Bank Scanner Driver

A user must have “Administrator” rights in order to remove, download and install. This may require an IT associate to log on and perform the steps. Refer to the “PC Administrator” section of this document.

1. Disconnect the scanner from the PC.
2. Go to **Start**. Search for the **Control Panel > Programs and Features**. Right click **Uninstall**.
 - a. Ranger
 - b. Ranger Remote - *Ranger remote – “Stop Server” in task bar then “Exit” service from task bar
 - c. Ranger plug-in
3. Select **Device Manager** and look for the following
 - a. **Jungo > SmartSource** and click **Uninstall**.
4. Go to **Start > C Drive > Program Files and Program Files (x86)**. Delete any of the items in the list below:
 - a. Ranger
 - b. Ranger Plug-in
 - c. Ranger Remote
 - d. Panini
 - e. Silver Bullet Technology
 - f. Carreker

