

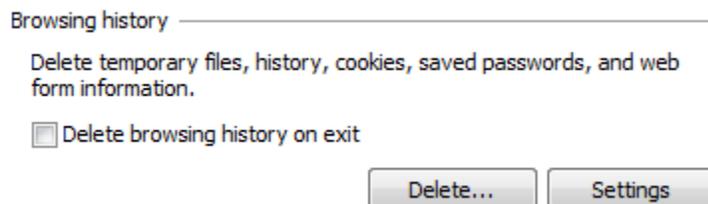
UCBI Merchant Capture

Upgrade / Initial Setup Instructions

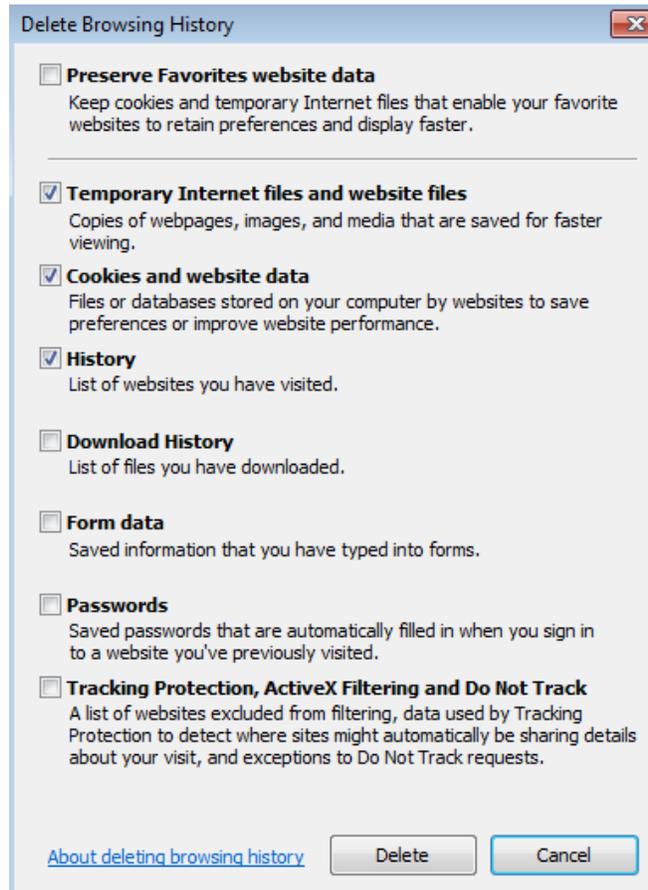
Phone Support: 866.270.6100 (Weekdays 8:30 am to 5:00 pm EST)

INTERNET EXPLORER SETTINGS

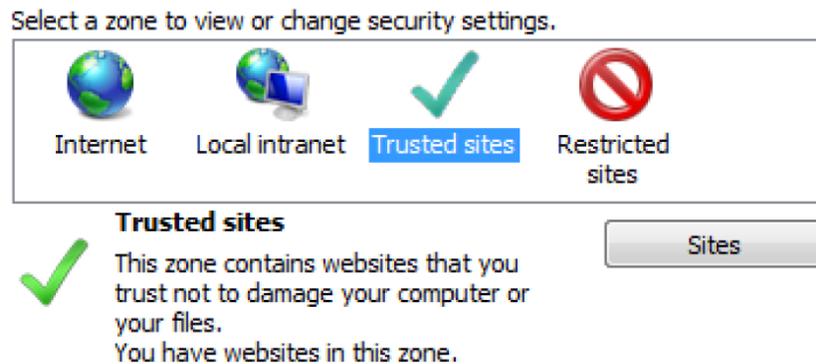
1. Open Internet Explorer
2. From the **Tools** menu, select **Internet Options** (The Internet Options box appears)
3. Select the **General** tab
4. In the **Browsing history** section, click **Delete** (The delete Browsing History box appears)



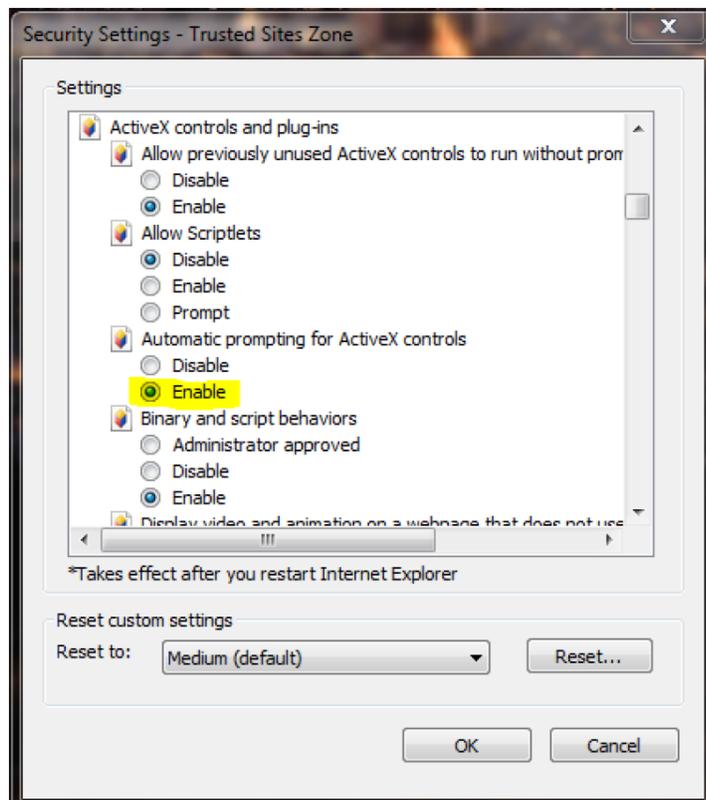
5. Clear the **Preserve Favorites website data** check box



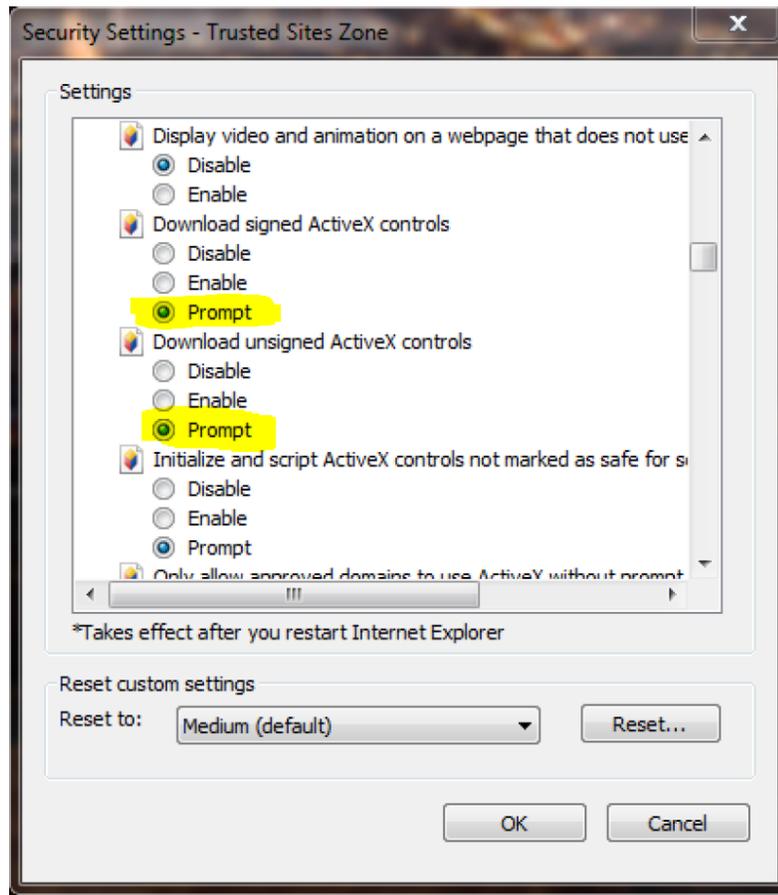
6. Select the **Temporary Internet Files and website files**, **Cookies**, and **Passwords** check boxes
7. Click **Delete**
8. The Internet Options box appears—select the **Security** tab
9. Highlight **Trusted Sites**
10. Click the **Sites** button



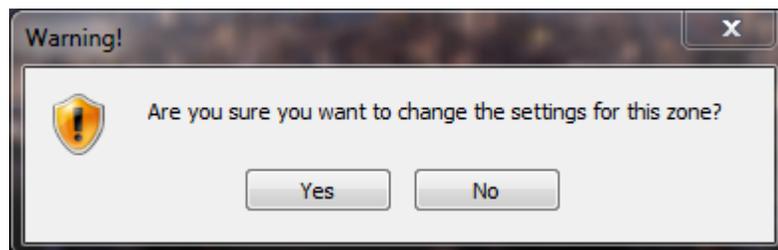
11. The trusted sites box is displayed. Enter the UCBI Merchant Capture site in the box - <https://merchantrdc.ucbi.com> – and choose **Add** (ensure the **Checkbox** is selected to require **https** for all sites in this zone)
12. Click **Close** (You will be returned to the Internet Options window)
13. Ensure **Trusted Sites** is still selected and choose **Custom Level**
14. Scroll to find **Automated Prompting for ActiveX Controls**—choose **Enable**



15. Continue scrolling to locate **Download Signed ActiveX Controls** and **Download unsigned ActiveX Controls** and choose **Prompt**



16. A **Warning** box is displayed to accept changes. Choose **Yes** and then **OK** to close Internet Options. Close all Internet Explorer windows before advancing to the next step.

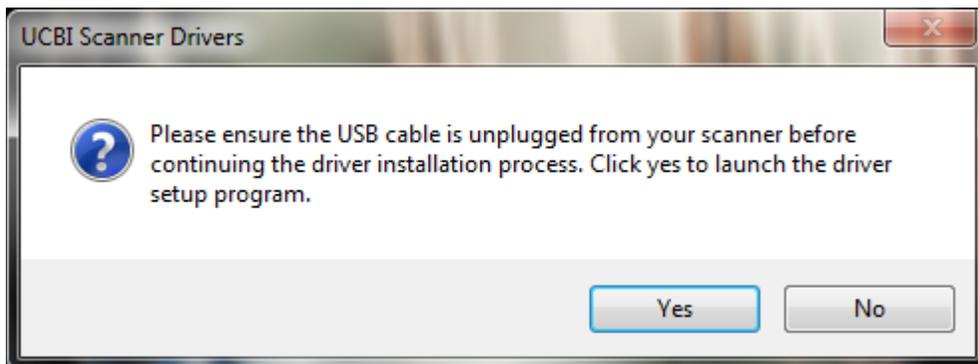


17. Click **OK**.

INSTALL SCANNER DRIVERS IF NEEDED

With this upgrade, your previous scanner and drivers should continue to work. However, you can remove any existing scanner drivers and software and install new from the [UCBI Merchant Capture website](https://ucbi.com/merchant-capture). Begin by **unplugging the USB Cable** from your scanner. Click **Start** and choose **Control Panel**. Open **Programs and Features** (or **Add and Remove Programs**), locate any old scanner software and choose **Remove**.

Browse to <https://ucbi.com/merchant-capture> and locate your scanner model in the driver listing. Click the appropriate link and choose to **Save** the file to your computer. Choose a save location where you can easily locate the downloaded file. Right-click the downloaded file and choose **Run as Administrator**. Follow the prompts through the install. Unless required by the installer to plug-in your scanner, wait until the installation is complete before plugging the USB cable back into the scanner. Best practice is to **restart** the computer after any driver / hardware changes. This is optional unless the installer explicitly requests it.



Please refer to the **Operator Guide** for instruction on the normal operation of this service.