KeyBank 🔑

Key Capture®
Quick Setup Guide

1. Key Capture System Requirements

In order for Key Capture to work properly, you must ensure your computer, operating system, internet bandwidth and network capabilities meet the minimum system requirements. **Note** – You will need administrative rights on your PC to perform the Key Capture installation.

Hardware:
- Intel® Pentium III, 2.8 GHz processor or higher, Minimum 2 GB RAM
- 17" XVGA display (1024x768) with Windows® Display set to Small Fonts
- USB 2.0 Connection
- Minimum 30 MB free hard drive space

Operating System:
- Windows® 10 (initial release)

Must have most recent Windows updates
- Microsoft® Edge
- Mozilla Firefox® 31.0 and above
- Google Chrome® 33.0 and above
- Microsoft® .NET version 4.5 and may be downloaded from Microsoft at: http://www.microsoft.com/en- us/download/details.aspx?id=30653

High-speed Internet Connection:
- Recommended Download Speed: 10 megabits per second (Mbps) or greater
- Required Minimum Upload Speed: 3 mbps

Network Configuration:
- If you have an authenticated network, the user of the software must have network access and have the ability to download and save data.
- Port 443 is required for the SSL traffic on your network.
- Dedicated external IP address: For security reasons, the Key Capture application does not support load balancing of external IP addresses. If unsure of your network configurations, please check with your IT department.

- You can use the following tool to determine if you are load balancing:

  o Go to URL/Site: http://www.whatismyip.com/
  o Your IP: ex - 156.77.111.19 will appear
  o F5 keyboard function key will refresh the screen. If the IP address changes, the client is load balancing and using multiple IP addresses. You will need to refresh several times. The IP may not change every time.
  o If the IP address number changes, the client is load-balancing. If the number does not change, the test is inconclusive.

- The following URLs must be allowed (whitelisted) on the network:
  - www.checkdep.com
  - cdp.jackhenry.com
  - www.trustcenter.de
  - csc3-2010-crl.verisign.com
  - crl.verisign.com
  - https://keynavigator.key.com
  - https://www.key.com

Additional Implementation and System Update Requirements:
- Anti-Virus Protection Software and/or Anti-Spyware may need to be disabled to allow for the initial installation.
- Administrator rights are required for the initial installation of the software.
- Administrator rights may be required for planned system updates.

A Special Note on Internet Speeds

Internet upload and download speeds are critical for Key Capture to work effectively. You may check your internet upload and download speed by doing the following:

- Go to http://myspeed.visualware.com/
- Select the **Click to Start My Speed** button
- Note the Internet upload and download speeds

As Internet speeds may vary, this test is best run during time when you would normally process your deposit.
- Recommended Download Speed: 10 megabits per second (Mbps) or greater
- Required Minimum Upload Speed: 3 mbps

Note: If you would like to add Key Capture to an additional computer, please contact your Payments Advisor for assistance.

2. Installation and Use

Accessing Key Capture for the First Time from KeyNavigator
(see page 6 when accessing from KBBO)

Follow this process to complete the Key Capture single sign on and installation. Throughout the rest of this guide you may also see Key Capture referred to as Remote Deposit Capture.

Key Capture is accessed via KeyNavigator®:

- Visit **www.key.com/corporate**
- Access KeyNavigator via the **Sign On** box located on the right side of the page.
- Enter your KeyNavigator User ID and Password. Click **Sign On**.

- Hover over the **Receivables** menu in KeyNavigator; then select **Key Capture**.
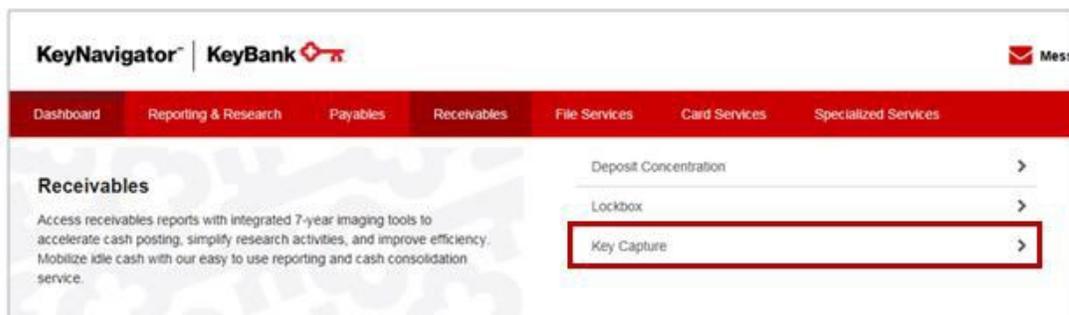
☑ *NOTE: You will only see the Key Capture module if you have access.*

- If you have access to multiple locations/IDs, a drop down box will appear for you to select the deposit location desired. If you do not have multiple locations/IDs, you will be taken directly to the Key Capture Make a Deposit page.
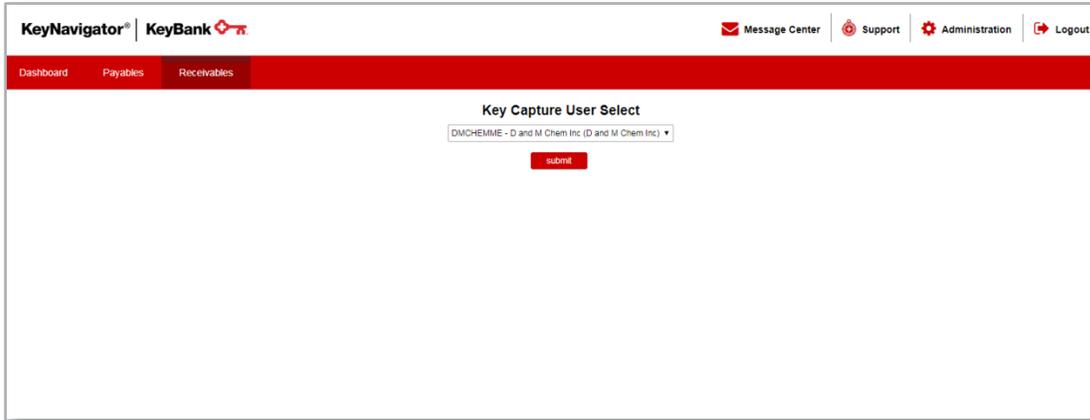
- If you have multiple IDs and want to complete a deposit for another user/location; from the page you are on select the **Receivables Menu** and click **Key Capture**. The drop down selection will be available to select a different user/location.
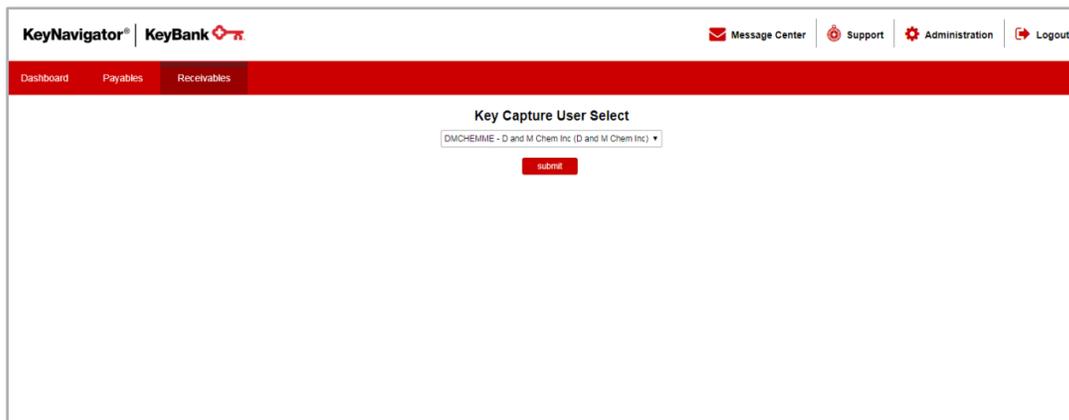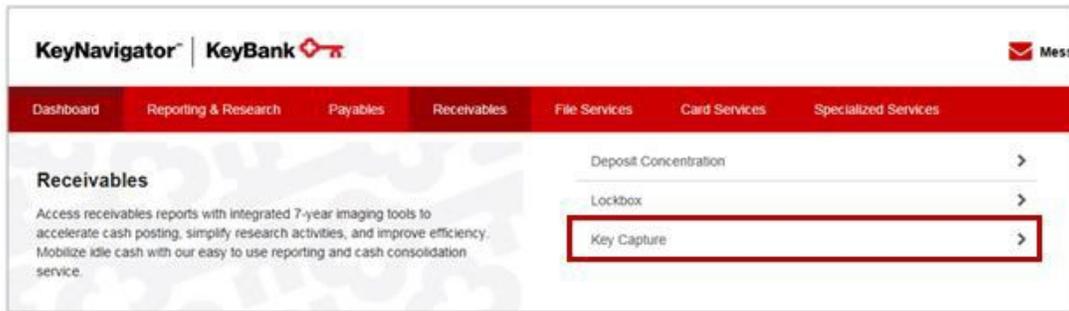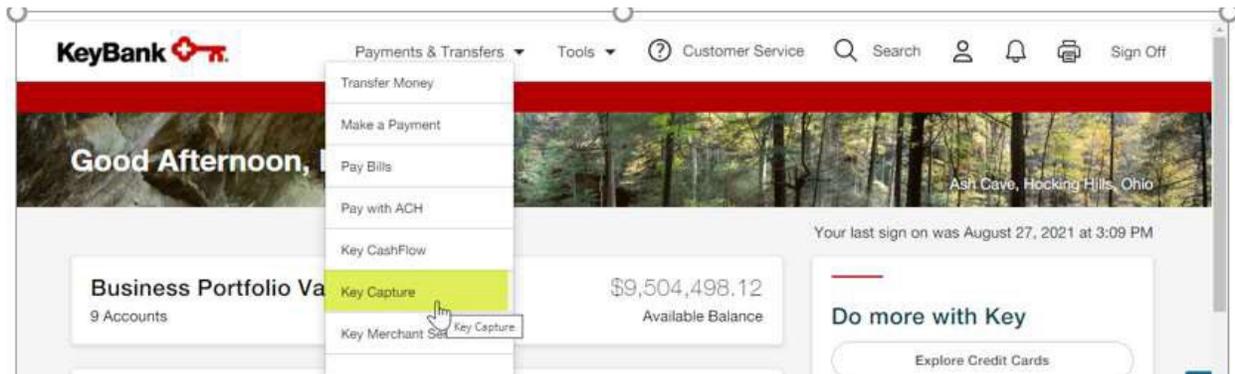
Accessing Key Capture for the First Time from KBBO

(see page 4 when accessing from KeyNavigator)

Requirements: client is onboarded with KBBO platform and Key Capture Service

KeyCapture is accessed via KBBO at key.com

- Visit key.com and login to KBBO
- Go to Payments & Transfers and select Key Capture tab from the dropdown menu. Click on Key Capture menu option.

Proceed to the setup screen and select the location from the available options from the dropdown menu. Once a location selected, the "Go to Key Capture Hub" button turns red.
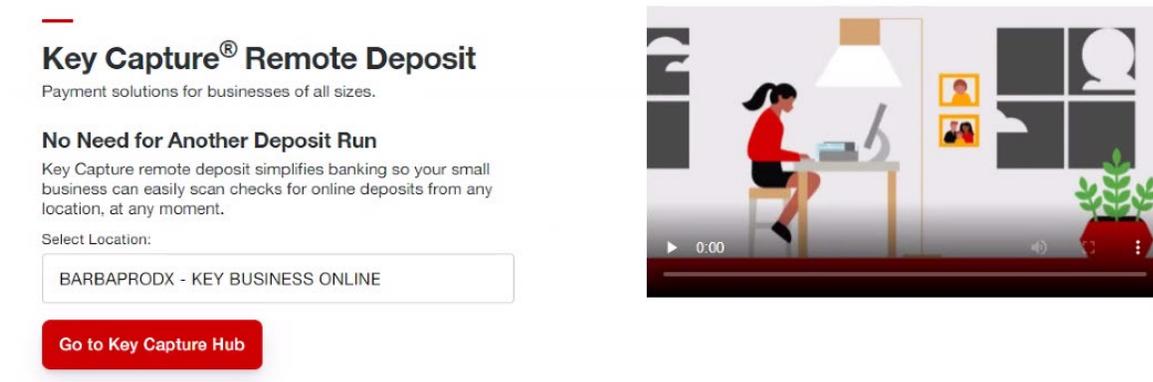
Contact Us

1-866-886-0848 | Mon–Fri: 8:00 a.m. – 7:00 p.m. ET

Upon initial Sign On, you will be brought to a screen specific to your browser. There are three potential screens following in this guide – utilize the one that matches your browser type.

- Firefox®
- Chrome®
- Windows 10 Edge®

Once the window below disappears, follow the steps in the **Remote Deposit Scanner Service Setup** window **BEFORE** selecting **Continue**.
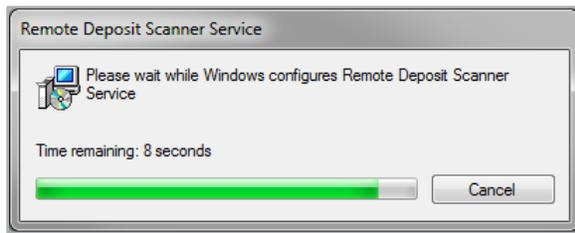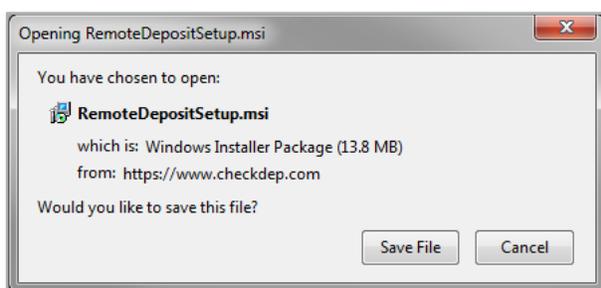

Firefox Users

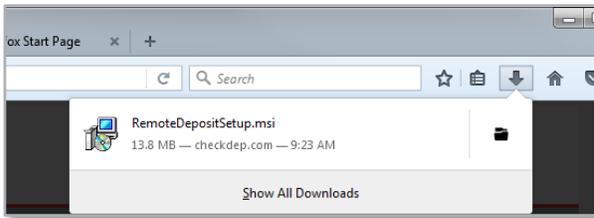Users should follow all instructions in the window after installing the Remote Deposit Scanner Service.

Click on the **Remote Deposit Scanner Service** link in the message below to download the service. Administrative rights are required to download the scanner service. After the Remote Deposit Scanner Service has downloaded, please follow steps 1-5 to confirm the security exception. Press **Continue** when finished.
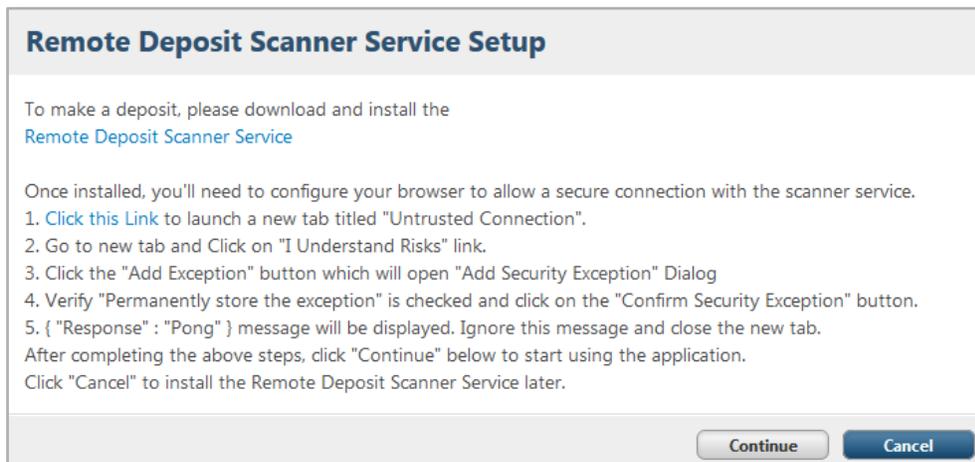
Once you click on the **Remote Deposit Scanner Service** the window below will pop up. Select **Save File**.

Click on the arrow at the top of your window to display the file. Then double click on the **RemoteDepoistSetup.msi**.
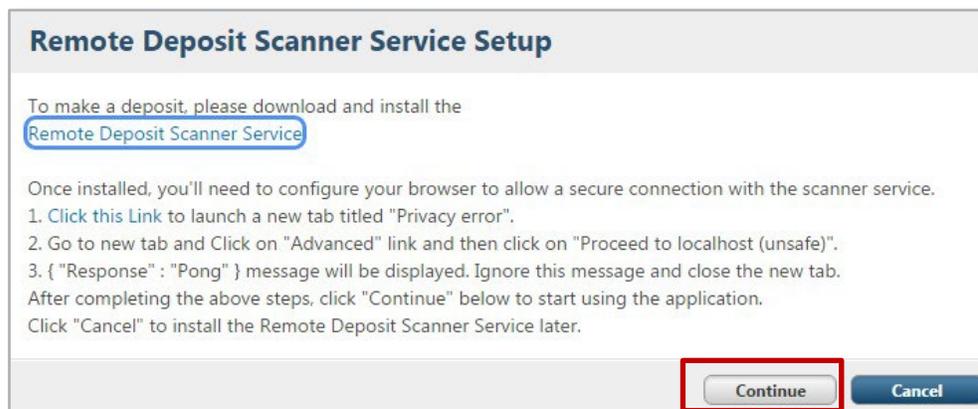
Once the window below disappears, follow the steps in the **Remote Deposit Scanner Service Setup** window **BEFORE** selecting **Continue**.
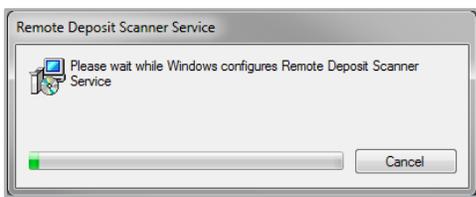
Chrome Users

Users should follow all instructions in the window after installing the Remote Deposit Scanner Service.

Click on the **Remote Deposit Scanner Service** link in the message below to download the service. Administrative rights are required to download the scanner service. After the Remote Deposit Scanner Service has downloaded, please follow steps 1-3 to display the "Response": "Pong" message. Press **Continue** when finished.

Once you click on the **Remote Deposit Scanner Service** the .msi file will begin to run in the bottom left corner of your window. Once it is complete double click on the .msi file.


Once the window below disappears, follow the steps in the **Remote Deposit Scanner Service Setup** window **BEFORE** selecting **Continue**.
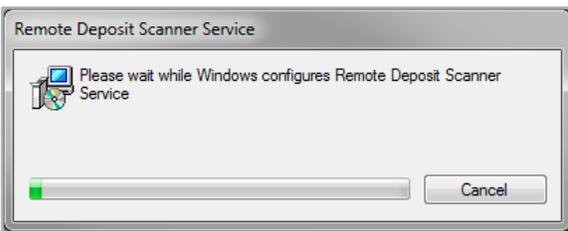
Windows 10 Edge Users

Users should follow all instructions in the window after installing the Remote Deposit Scanner Service.

Click on the **Remote Deposit Scanner Service** link in the message below to download the service. Administrative rights are required to download the scanner service. After the Remote Deposit Scanner Service has downloaded, please follow the below steps if the Remote Deposit Scanner Service dialog box continues to display.
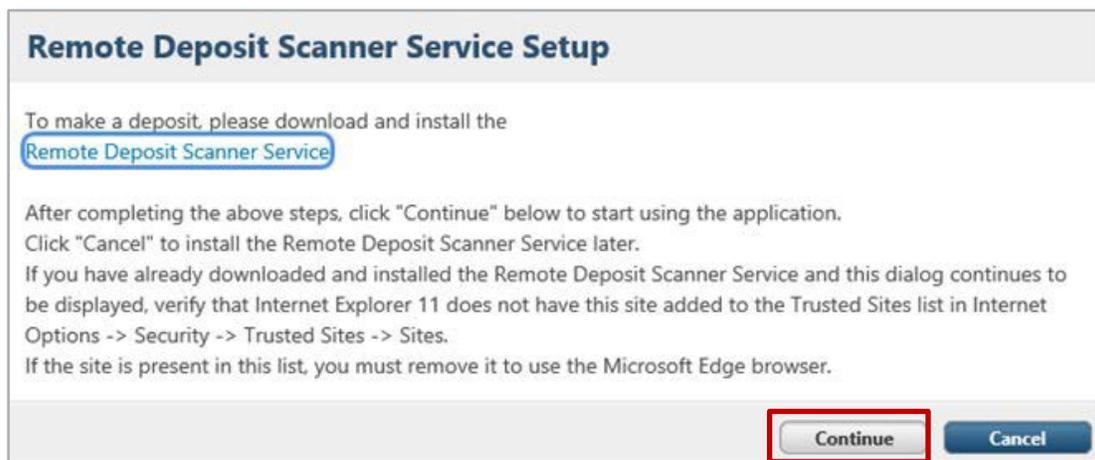
The following screen will appear with a request to wait:
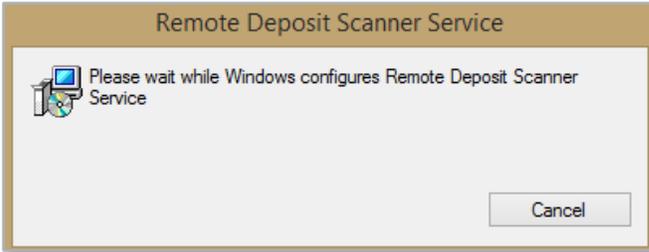
Once the Scanner Service is installed, you will arrive at the following screen. Click the **Update** button to continue with the installation:
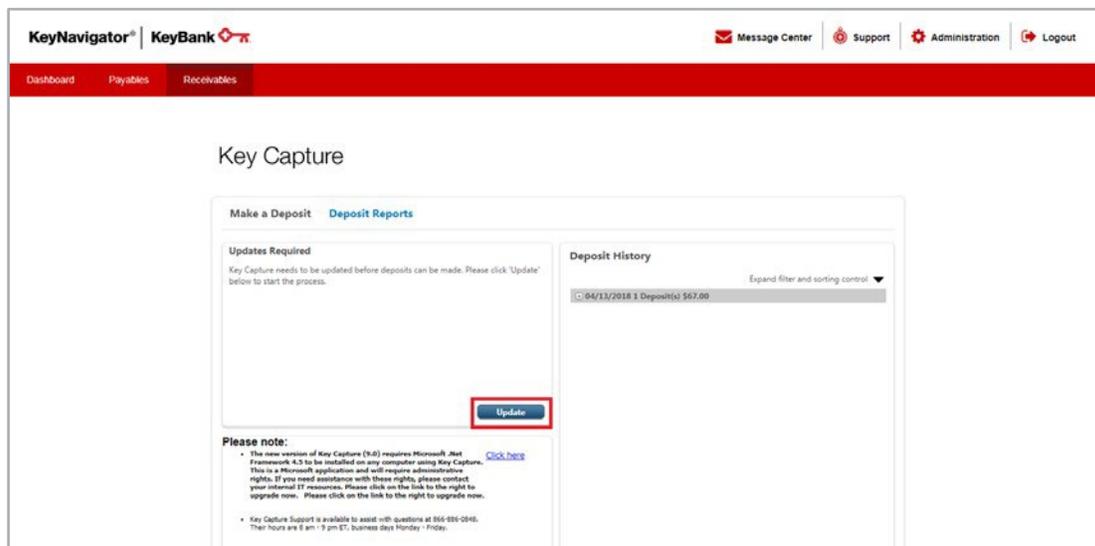
Clicking **Update** will bring up the following Update Screen (finishing updates for Remote Deposit Scanner Service): There are two Updates that will need to run if you are setting up Key Capture for the first time.
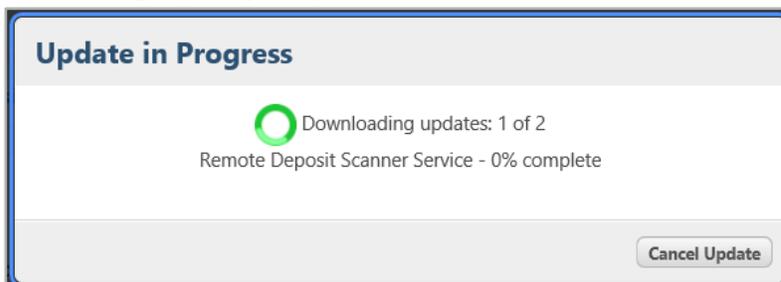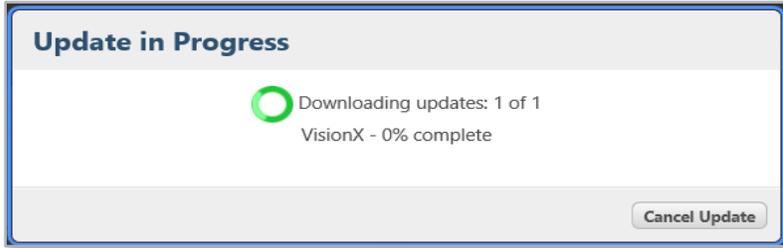
Update Required will remain on your screen and you will need to click on update one last time.
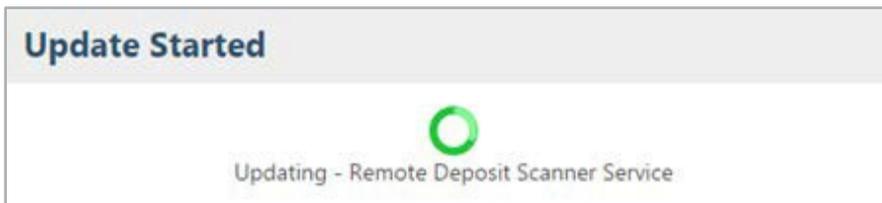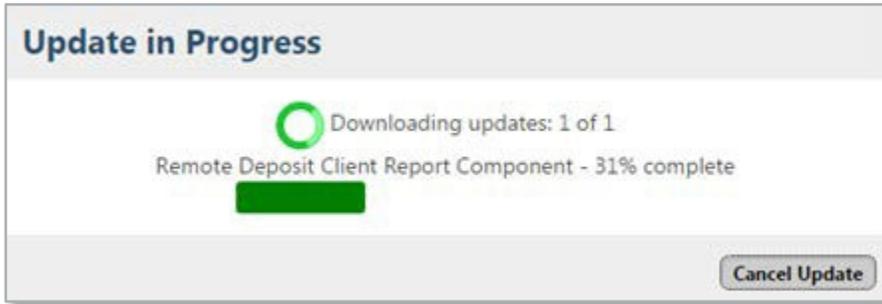
Once the Scanner Service is completely installed, select the appropriate device from the drop down menu. Select your scanner and click **Continue**. Available devices are **TS2XX** for Digital Check®, **SmartSource**® for Burroughs® or **VisionX**™ for Panini®.
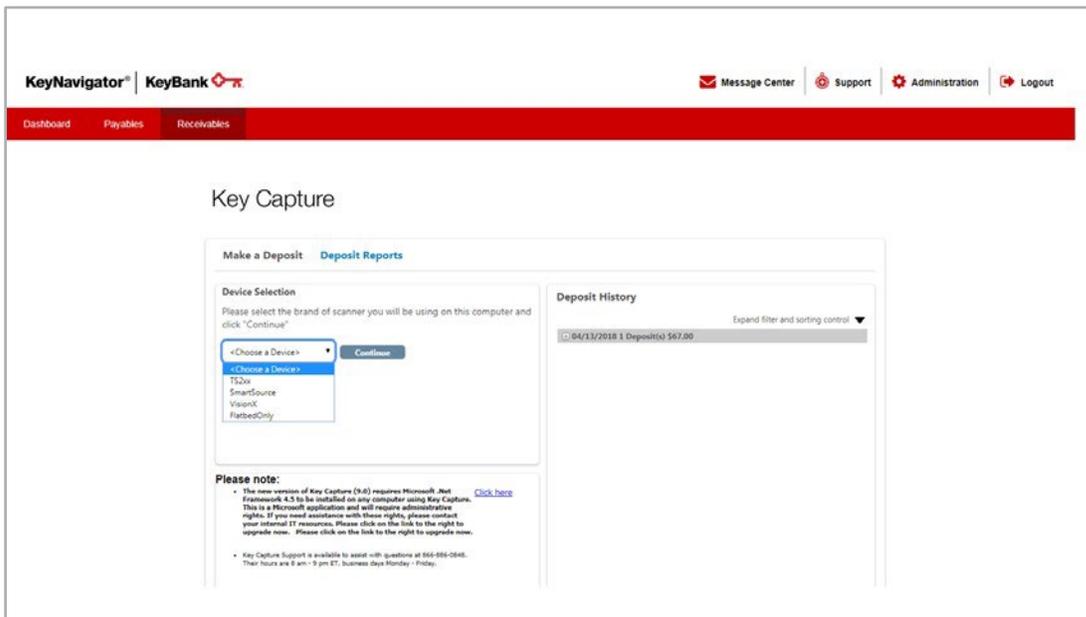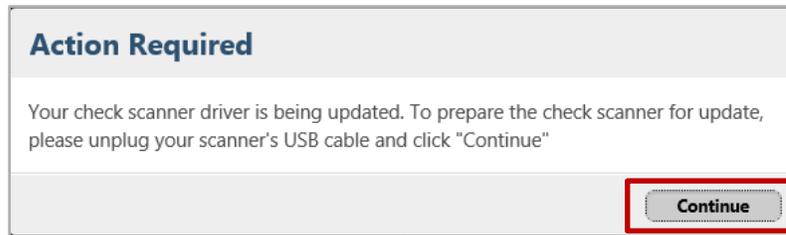
The installation of the appropriate driver will continue for the selected device:
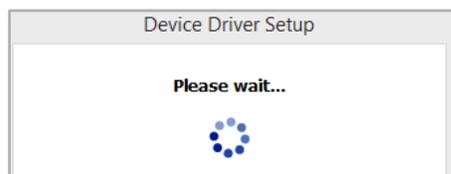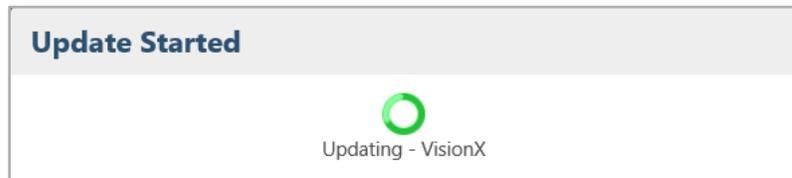
Update in Progress

Downloading updates: 1 of 1
VisionX - 0% complete

Cancel Update

The installation of the appropriate driver will continue for the selected device:

Update in Progress

Downloading updates: 1 of 1
VisionX - 0% complete

Cancel Update

After the driver installation, a message displays for the user to unplug the scanner. Once the device is unplugged, click **Continue**.

Action Required

Your check scanner driver is being updated. To prepare the check scanner for update, please unplug your scanner's USB cable and click "Continue"

Continue

After clicking **Continue** the following screens appear:

Update Started

Updating - VisionX

Device Driver Setup

Please wait...

A message displays indicating that the scanner has been updated. The scanner may now be plugged in. Then, click **Continue**:
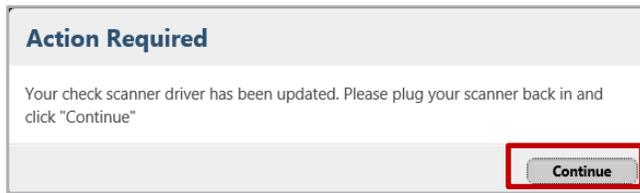
After the scanner setup is completed; the **Home Page** will appear:
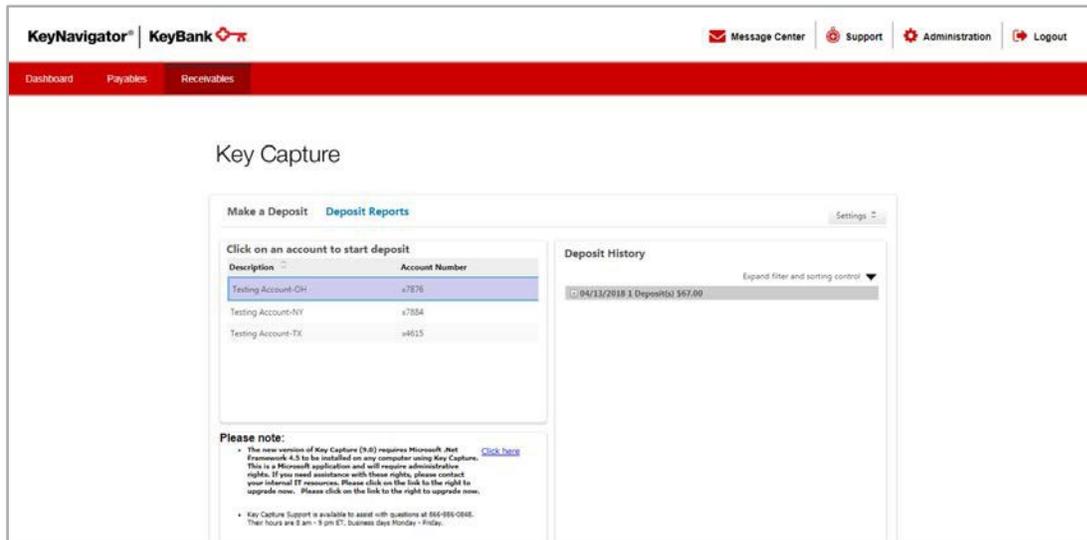
Once the driver has been installed on the computer using Key Capture, you will not need to complete these steps again. Continue accessing Key Capture directly through KeyNavigator / KBBO. After a successful login through KeyNavigator / KBBO, you will be taken directly to the Key Capture home page

3. Online Help

Please note, a full suite of support resources is available to assist you.
For KeyNavigator users, please access Receivables Home | KeyBank for support
resources.

For KBBO users, resources are available on KBBO, once signed in, and are located on Key Capture
payments tab.

4. Contact Us

If you have any questions regarding Key Capture, please contact your Payments
Advisor or Commercial Banking Services at 866-886-0848, Monday through Friday,
8:00 am – 9:00 p.m. ET.