

## Remote Deposit Capture INSTALLATION GUIDE





# Installing Remote Deposit Capture on a PC

### **Important Information:**

Scanner driver installation requires Windows Admin privileges to install all the pieces required to run your check scanner. Please engage your IT team to assist with logging in to your workstation as the local admin and then follow the below instructions.

- Scanner USB cable **<u>SHOULD NOT</u>** be connected to computer when installing drivers.
- Scanner Drivers are available for download within the Remote Deposit Capture system. They should not be downloaded from any other source.
- Chrome is the preferred browser for completing remote deposits.

### Downloading the Drivers from the Remote Deposit Capture Site:

| Bulletins | Resource Center | Messages | He Go To: Good Afternoon Maria Press | Last log Dashboard Account Information Payments & Transfers Stops & Positive Pay Administration My Settings Payment Activity Acc **Ouick View** ACH Payments Qui Wire Transfer Select Quick View Accounts Account Transfer Account Number / Name Bala oups (Default) × Tax Payments Tra 🔎 Search 🛛 🔎 All Group 🖉 🔎 My Groups Mobile Deposit Search Bill Pay Che Group: Testing Groups Remote Deposit Capture Stat Checking Data reported as of Jun 5, 2024 2:20 PM EDT Go To: Account Information Payments & Transfers Dashboard Remote Deposit Capture You will now be taken to the remote deposit capture site. Are you sure you want to do this? >>> Continue to Remote Deposit Capture?

1. Login to your Online Banking application and navigate to the Remote Deposit Capture Page



2. From the landing page, select the **Help** link on the right-hand side of the top navigation bar:

DIME			Switch To: Classic View				
			Welcome, Maria Press				
Home			User Audit Help Logout				
	View Deposits View Items	Reports					
Create Deposit	Pending Deposits O All Deposits		Rows per page: 10 🛩				
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then	Search	Search 🔻					
click Continue.	Deposit ID Account # Account	Name Work Type Processing Date	Status Deposit Total (\$) Actions				
		No deposits	to display Page 1 of 1 Remove				

3. From the Help dropdown, select Download Page.





4. On the Download page, locate your scanner and select Install Now.

Catagona Di		nows per page.
Category. Snows	All	
Component	Description	
AdminNoScanner	Installs Image Viewer and Logging for WebCapture. Also makes necessary setting changes for Internet Explorer. All non-scanning user should run this.	Install Now
WebCaptureLink	Creates a desktop icon to the WebCapture login page in Internet Explorer.	Install Now
MAC	Installs Specified Scanner Driver and Ranger Remote for MAC. Only usable on MAC systems with Safari browser.	Install Now
Canon CR135 and CR19	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Canon CR180II	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Canon CR25 and CR55	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Canon CR50/CR80 and (	CR-L1 Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
CTS LS100	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
	Displaying 1 - 20 of 20	14 4 Page 1 of 1 2 2 1

5. In Chrome, you will see the download begin in the top right corner of your screen. Once complete, click on the download image to view the installation package.





6. Right click on the Driver from the download link and click and select **Show in Folder**.



### 7. From the Downloads Folder, locate the scanner driver.

ľ	Name	Date modified	Туре	Size
`	Y Today (10)			
L	🔀 Fiserv_SHIP_RangerForEpsonCaptureOne_4.9.4.5-2.1.0.2_RR_v2.2.2.1 (1).exe	6/5/2024 2:39 PM	Application	66,301 KB

### 8. Right-click and select Properties.

	Open	
•	Run as administrator	
3	Share with Skype	
	Troubleshoot compatibility	
	Pin to Start	
B	Share	
	Give access to	>
1	Permanently erase with Webroot	
	Scan with Webroot	
	Pin to tas <u>k</u> bar	
	Restore previous versions	
	Se <u>n</u> d to	>
	Cut	
	<u>С</u> ору	
	Create shortcut	
	Delete	
	Rena <u>m</u> e	
	Properties	



9. If you see an **Unblock** prompt at the bottom of the Properties window, please select the **Unblock** check box and select **Apply**. Select OK. Click Cancel if no unblock option is presented.

General Co	mpatibility Security Details Previous Versions					
f.	rForEpsonCaptureOne_4.9.4.5-2.1.0.2_RR_v2.2.2.1.exe					
Type of file:	Application (.exe)					
Description:	Fiserv_SHIP					
Location:	C:\Users\mcawley\Downloads					
Size:	64.7 MB (67,892,224 bytes)					
Size on disk	64.7 MB (67.895,296 bytes)					
Created:	Wednesday, June 5, 2024, 2:26:38 PM					
Modified:	Wednesday, June 5, 2024, 2:26:56 PM					
Accessed:	Today, June 5, 2024, 7 minutes ago					
Attributes:	Read-only Hidden Advanced					
Security:	This file came from another computer Unblock and might be blocked to help protect Unblock this computer.					
	OK Cancel App					

10. Return to the Downloads Folder, locate the scanner driver again and this time Right Click on the file and click **Run as administrator**.





If you get the following User Account Control prompt, select **Yes**. (If the system is prompting for an admin to sign in with a User ID and password, an administrator of the network will be required to complete the installation.)



11. Select **Install** on the next popup.

<u> Fiserv</u> Installation	-		×
Click Install to Begin.			
Install	-	Evě	_
Fiserv_SHIP_RangerForDigitalCheckTSSeries_CX30_4.9.4.0-2.2.2.8		2.1	



12. Select Exit once completed.

🚺 Fiserv Installation	-		×
Installation Complete			
Click Evit to Close			
CIICK EXIL TO CIUSE			
Install		E×it	
Fiserv_SHIP_RangerForDigitalCheckTSSeries_CX30_4.9.4.0-2.2.2.8_	RR_v2.2.1	2.1	

13. Plug in your scanner and you are ready to scan.

#### TROUBLESHOOTING:

The scanner is not working. Check if there is a firewall or anti-virus that is potentially blocking the scanner from connecting to the Remote Deposit Capture system.

Transport is dead – go to the Windows search in the tool bar and search for Core Isolation. Click Open.

DIME								
All Work Apps Documents V	Neb M							
Best match								
Core isolation System settings								
Search work and web				Cor	re isola	ation		
				Sys	tem sett	tings		
₽ core-ct								
		් Oper						
, ♀ core temp								
DIME Community Bank - People								
Corey Italiano								
Corey Italiano S								
DIME Community Bank - Documents								
Transfer Core vs ROB Review.docx								
Architect-22.1-Release-Notes-all- cores_revised_march_24_2023.pdf								
This PC - Documents (1+)								
Q core	H	0	6	-	-		1	

Check that the **Memory integrity** is not set to On. If it is set to On, switch to Off and the PC will require a reboot to save the change. Once rebooted, attempt to complete the deposit.

For instructions on how to complete a remote deposit, visit <u>Help Center - BOB - Dime Community Bank</u> and scroll to the Reference Guides section.

For additional assistance, please contact 631-723-7620 or tmsupport@dime.com.