

## Remote Deposit Capture

**INSTALLATION GUIDE** 



Dime Community Bank



# Installing Remote Deposit Capture on a MAC

### **Important Information:**

Scanner driver installation requires 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:

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								Swi	tch To: 🧕	Classic View
								Welc	ome, Ma	iria Press
Home								User Aud	lit Hel	p Logout
	View Deposits	View Iten	ns Reports							
Create Deposit	Pending Deposits	() All Dep	osits				Rows per pag	e: 10	~	
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then	Search								•	
capx commute.	Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)	Actions		
					No deposi	ts to display   🕌	Page 1 of	t k Remo	ve	

3. From the **Help** dropdown, select **Download Page**.





4. On the Download page, locate the **MAC** component and select **Install Now.** 

DIME				Switch To: Classic View Welcome, Maria Cawley
Home			Use	r Audit Help - Logout
	Download Page			
Create Deposit			Rows per page: 10 💌	1
Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then	Category: Show A	JI 👻		
cick Conunue.	Component	Description		
Create Deposit	AdminNoScanner	Installs Image Viewer and Logging for WebCapture. Also makes necessary setting changes for Internet Explorer. All non-scanning users 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	

5. In Chrome, you will see the download begin in the top right corner of your screen. Once complete, click on the folder image to open the **Downloads** folder.

inotriou=i		-
	Recent Download History ×	
	Fiserv_SHIP_S2RangerForl 2.1.8.dmg (2).zip 70.7 MB • Done	

6. Double click on the **zip** file to open the **Fiserv\_RangerForMAC** file.

•••	< > Downloads			⊘	2
Favorites	Name	Size	Kind Dat	te Added	~
MirDrop	🔣 Fiserv_RangerForMac_2.2.1.8 2.dmg	110.8 MB	Disk Image Too	day at 9:56 AM	
Recents	Fiserv_SHIP_S2RangerFoac_4.9-2.2.1.8.dmg (2).zip	74.1 MB	ZIP archive Too	day at 9:55 AM	



### 7. Double click on the **Fiserv\_RangerforMac** file and the following window will open.



8. Select the correct scanner. The installer folder will open. Click **Continue**.





9. Click **Install**.



10. The Installer window will open. An administrator must enter in their credentials to install the driver. Click **Use Password**.

) 🔴 🔵 🚺 Ins	tall Finance Danger ForDanini 4040.21	5.1_RR_2.2.1.8
Introduction		computer.
Destination Select	Installer	llation of this software on the
Installation Type	Installer is trying to install new software.	
Installation	Touch ID or enter your password to	
Summary	allow this.	
	Use Password	
	Cancel	
		Change Install Location
		Go Back Install



11. Enter the Username and Password of an administrator. Click **Install Software**.

	Install Finante Bangar For Banini 4040.25	5.1_RR_2.2.1.8
<ul> <li>Introduction</li> <li>Destination Sel</li> <li>Installation Ty</li> <li>Installation</li> <li>Summary</li> </ul>	ect Installer pe Installer is trying to install new software. Enter your password to allow this. Username Password Install Software Cancel	computer. Ilation of this software on the
		Go Back Install

12. Click **OK** to allow the Installer to load the driver to the MAC.

		? 2.5.5.1_RR_2.2.1.8 2.5.5.1_RR_2.2.1.8
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	"Installer" would like to administer your computer. Administration can include modifying passwords, networking, and system setting:	s.
- Summary	Don't Allow OK	



13. For a second time, the administrator will need to provide their credentials to load the Certificate Trust Settings. Click **Use Password** and enter the credentials.

	<b>7</b>	2.5.5.1_RR_2.2.1.8	
<ul> <li>Fo</li> <li>2.</li> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	Security         You are making changes to the System         Certificate Trust Settings.         Touch ID or enter your password to allow this.         Use Password         Cancel	2.5.5.1_RR_2.2.1.8	

14. The window will indicate that "The installation was successful." Click **Close.** 





15. The installer will inquire if you would like to Keep the Installer or Move to Trash. Click **Move to Trash.** 

	Install Fiserv_RangerForPanini_4.9.4.9_2.5.5.1_RR_2.2.1.8
21	The installation was completed successfully.
<ul> <li>Introduction</li> <li>Destination Sele</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	not Do you want to move the "Fiserv_RangerForPanini_4.9.4.9 _a.5.5.1.g.R_2.2.1.8" Installer to the Trash? To keep this package and disk image in its current location, click Keep. Keep Move to Trash
Internet MarCar	Go Back Close

#### TROUBLESHOOTING:

The scanner is not working. Ranger API is unable to communicate with the scanner.

- Check if there is a firewall or anti-virus that is potentially blocking the scanner from connecting to the Remote Deposit Capture system.
- Check to make sure all the scanner cables are securely connected.
- Check to make sure that the scanner has power.

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