

SCANNER SET UP – NETWORK SCANNERS RDM EC9600i AND EC9700i

This guide provides instructions on how to install RDM EC9600i and EC9700i network scanners to use as the capture device on the Treasury Management Remote Deposit Capture Business application. You do not need to install scanner drivers or the scanner control module (SCM) when using these RDM network scanners.



Google Chrome



BEFORE YOU BEGIN

STEP 1: MAKE SURE YOU HAVE THE FOLLOWING

- Supported scanner with scanner cables.
- Administrative access rights on your computer.
- A 32-bit version internet browser supported by the Remote Deposit Capture application.
 - Microsoft Edge
 - Google Chrome
 - Firefox
- Adobe Acrobat Reader version 8 or later to read PDF reports
- A test check.

Connecting your computer to the network scanner

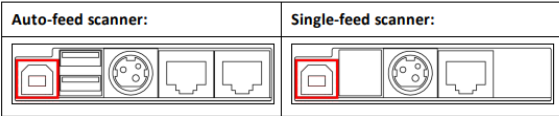
The RDM EC9600i series scanner can connect to your computer via a USB cable or over the network via an Ethernet cable. There are several options for hooking up network scanners:

1. Scanner and computer have separate connections to the network.
2. Computer is connected to the network through the scanner (auto-feed scanners only).
3. Scanner is connected to the computer using USB.

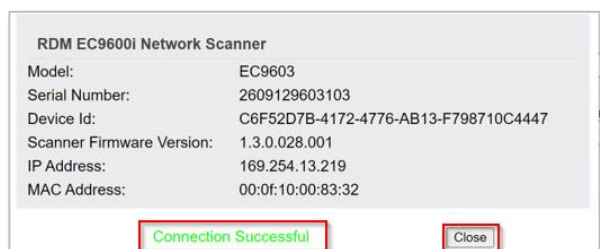
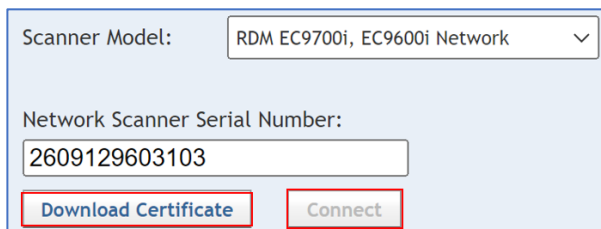
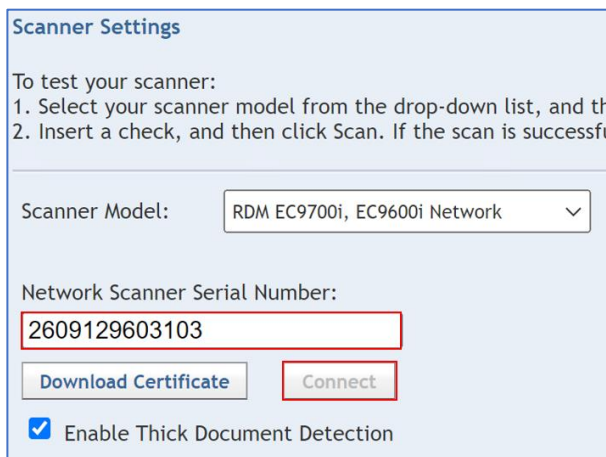
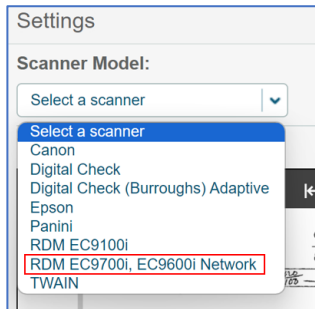
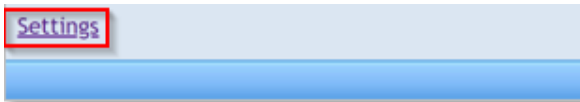
STEP 2: CONNECT THE SCANNER TO THE PC

- There are three different methods to connect the scanner.
- The most common method is covered in this guide

1. Plug the USB cable (included) into the square USB port on the back of the scanner (marked in red below).



2. Plug the other end into a USB port on your computer.



STEP 3: CONNECT THE REMOTE DEPOSIT CAPTURE APPLICATION TO THE NETWORK SCANNER.

- Log into the Business Remote Deposit Capture application and when in the Deposit tab,

Note: If the Scanner Settings dialogue does not automatically appear, click the Settings link in the bottom left corner of the page.

- Select "RDM EC9700i, EC9600i Network" from the scanner model dropdown list.
- Enter the scanner serial number in the serial number field (Located on the bottom of the scanner).

- Click the *Enable Thick Document Detection* box to allow detection of multiple checks being fed into the scanner at the same time.
- Click the *Connect* button.

NOTE: If an error message appears stating you cannot connect the scanner, you may have to configure certificates on your PC.

STEP 4: CONFIGURE CERTIFICATE

- Click Download Certificate and follow the prompt.
- Download and run the utility
- Click the Connect button again in the settings dialog window of the deposit application.

NOTE: If your Business Remote Deposit Capture application is still unable to connect the network scanner, Follow THE troubleshooting steps below.

STEP 5: TROUBLESHOOTING

- Make sure you download and run the certificate configuration utility. You must have administrative rights to run the utility.
 - Make sure the scanner is connected and its light is green. If the light is flashing green and red, the scanner does not detect a connection.
 - If you have connected the scanner to the network through an Ethernet jack, try a different jack.
 - Connect the scanner to your computer with the USB cord. If you can connect to the scanner with the USB cord, then the problem connecting to the scanner is network related.
 - Try to access the network scanner dashboard:
 1. Open a browser.
 2. In the URL bar, enter the scanner dashboard address which includes the scanner serial number:
 - i. On Windows, enter:
<https://rdscannerserialnumber>
 - ii. On Macintosh, enter: <https://rdscannerserialnumber.local/>
- Note: The serial number is printed on the bottom or back of your scanner.

If you can connect to the dashboard, your computer can connect to the scanner, but something is preventing ITMS from accessing it. Reconfirm you have run the certificate utility. If you use Internet Explorer, reconfirm you have configured Internet Explorer's security settings.

If you can't open the dashboard, then a network administrator might need to add the scanner to the network. The administrator will need the scanner's MAC address and device name

- The MAC address is printed on the bottom or back of the scanner.
- The scanner's device name is rdscannerserialnumber. For example, rd2501129604008. The serial number is printed on the bottom or back of your scanner.

READY TO SCAN

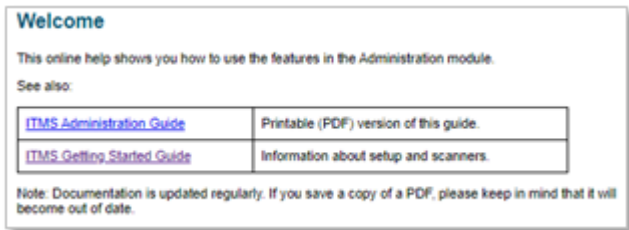
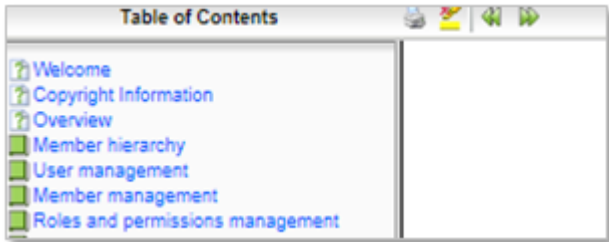
STEP 6: SCAN A TEST CHECK TO MAKE SURE THE SCANNER IS WORKING PROPERLY

- Place a test check in the scanner feed tray.
- Go to Settings and click the scan button.
- The test capture may take up to a minute to complete.
- An image of the check will appear in the image viewer.



NOTE: YOU CAN ALSO REVIEW THESE STEPS IN THE ONLINE HELP FEATURE.

- Click the “?” icon in upper right corner
- Click on the “Table of Contents” option in the bottom left margin.
- Click on the “Welcome” page.
- Select the “ITMS Getting Started Guide” option.



Please reference Key Risk Mitigation Best Practices below.

REMOTE DEPOSIT CAPTURE KEY RISK MITIGATION BEST PRACTICES

PROCEDURAL BEST PRACTICES:

- Segregation of duties for personnel processing receipt of check payments, those preparing and submitting deposits via Remote Deposit Capture, and those reconciling accounts and statements is strongly recommended.
- Physical checks should be scanned, stored, and shredded in a secured area. Electronically captured check images, data, and any reports generated should be stored in a secured area.
- Securely store original checks between 14 days and 45 days. Immediately reconcile deposits to bank reporting and statements as they are available.
- Never share system credentials among users. Each user must be issued their own credentials for using the system.
- When processing a deposit, enter a control amount first to balance to when scanning of checks is completed.
- Confirm deposit is in balance and information is accurate before submitting each deposit.
- Routinely clean your scanner removing dust and any debris to help ensure proper performance.

DEPOSIT OF THE FOLLOWING ITEMS IS NOT PERMITTED AND COULD BE REJECTED:

- Checks drawn on foreign banks in foreign currency. Includes Canadian Checks in Canadian dollars or U.S. dollars.
- Checks payable to "Cash".
- Remotely Created Checks and Demand Drafts that do not have a maker signature.
- Checks that are irregular in any way (i.e., courtesy amount and written amount are different).
- Substitute checks (i.e., checks created from an electronic image).
- Checks you suspect are fraudulent or not properly authorized.
- Registered Government Warrants.
- Any checks that exceed transaction limitations that the bank may establish from time-to-time.
- Redeposit of Returned Checks (Must be taken to a branch).
- Check that are postdated or more than 6 months old.
- Third-party-issued-items outside the ordinary course of business" as noted in the Master Services Agreement.

CONGRATULATIONS, YOU ARE NOW READY TO BEGIN
SCANNING WITH REMOTE DEPOSIT CAPTURE.