



Remote Deposit Capture

INSTALLATION GUIDE



Member
FDIC

Dime Community Bank



Installing Remote Deposit Capture on a PC

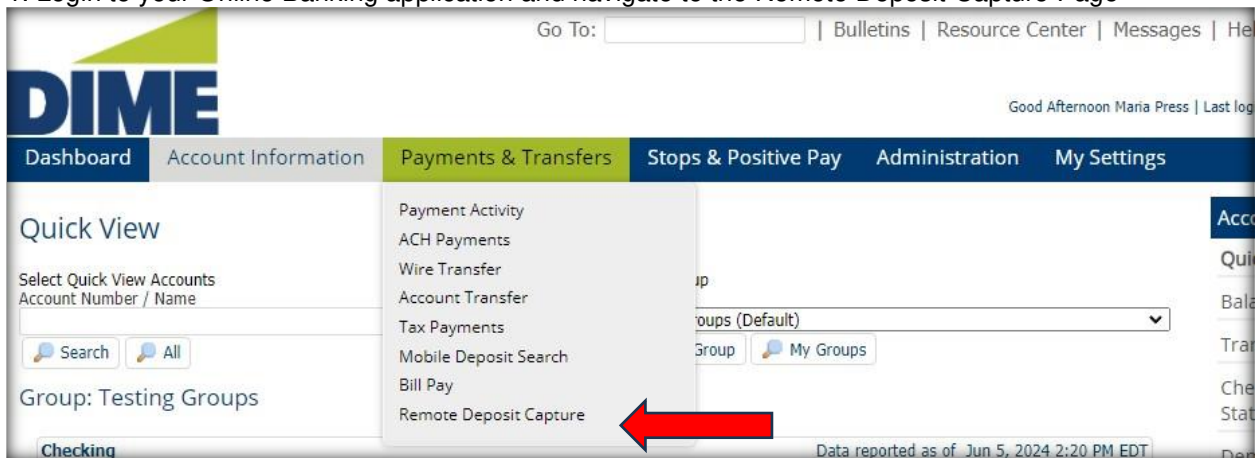
Important Information:

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 **SHOULD NOT** 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.

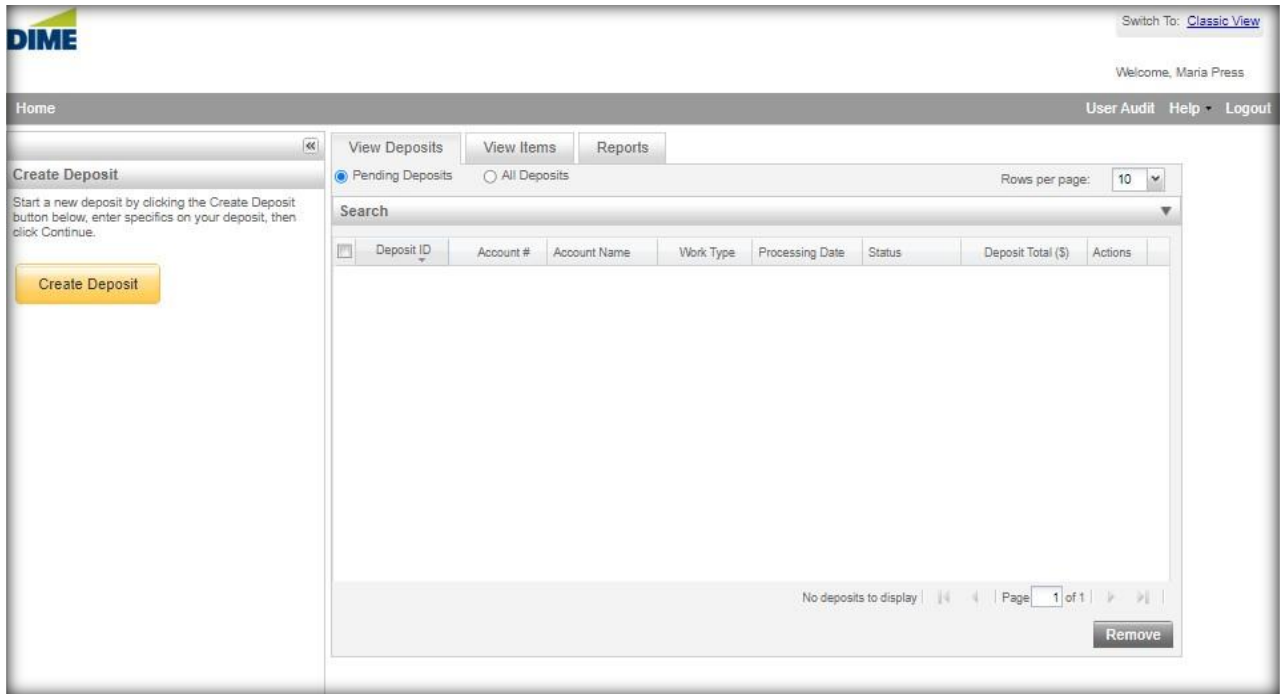
Downloading the Drivers from the Remote Deposit Capture Site:

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

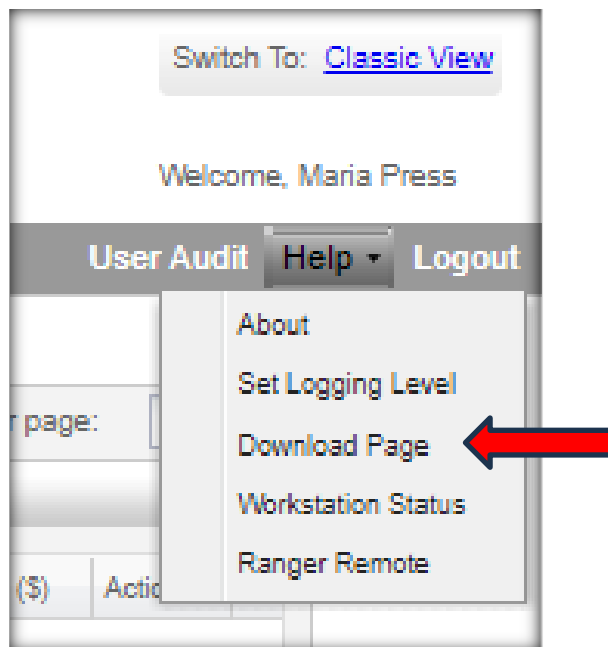




2. From the landing page, select the **Help** link on the right-hand side of the top navigation bar:

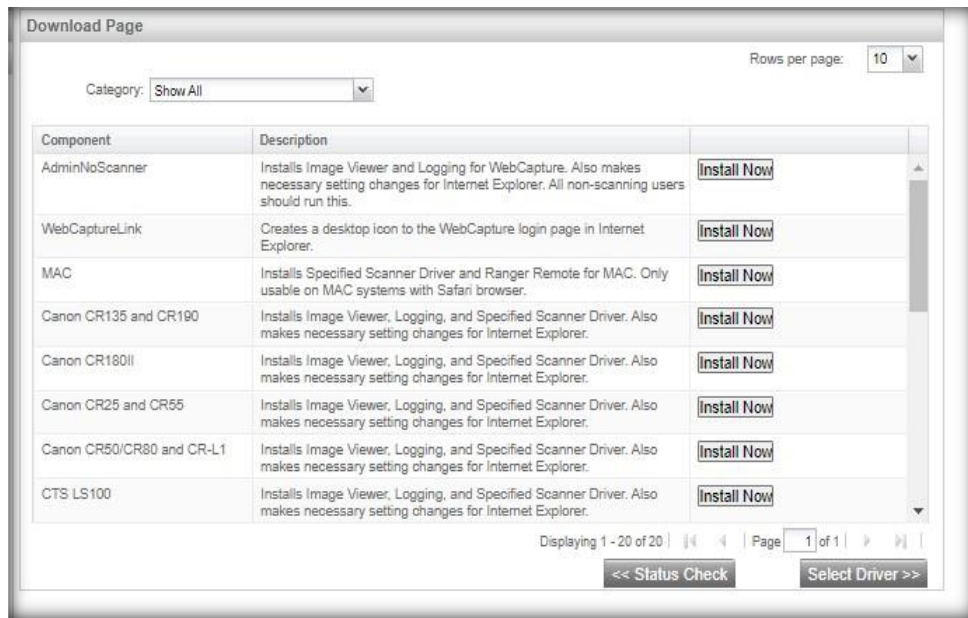


3. From the **Help** dropdown, select **Download Page**.

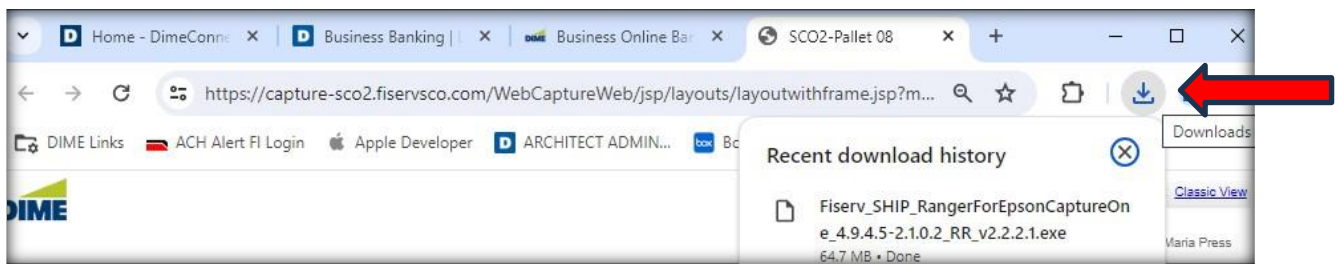




4. On the Download page, locate your scanner and select **Install Now**.

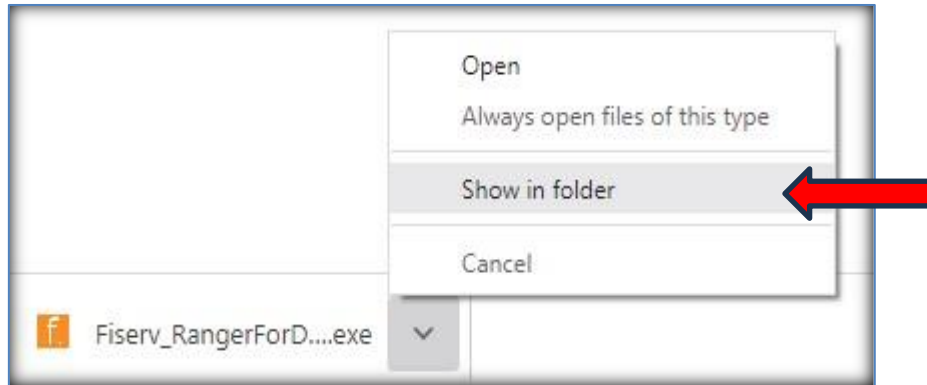


5. In Chrome, you will see the download begin in the top right corner of your screen. Once complete, click on the download image to view the installation package.

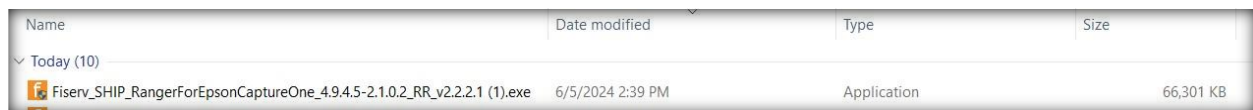




6. Right click on the Driver from the download link and click and select **Show in Folder**.



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

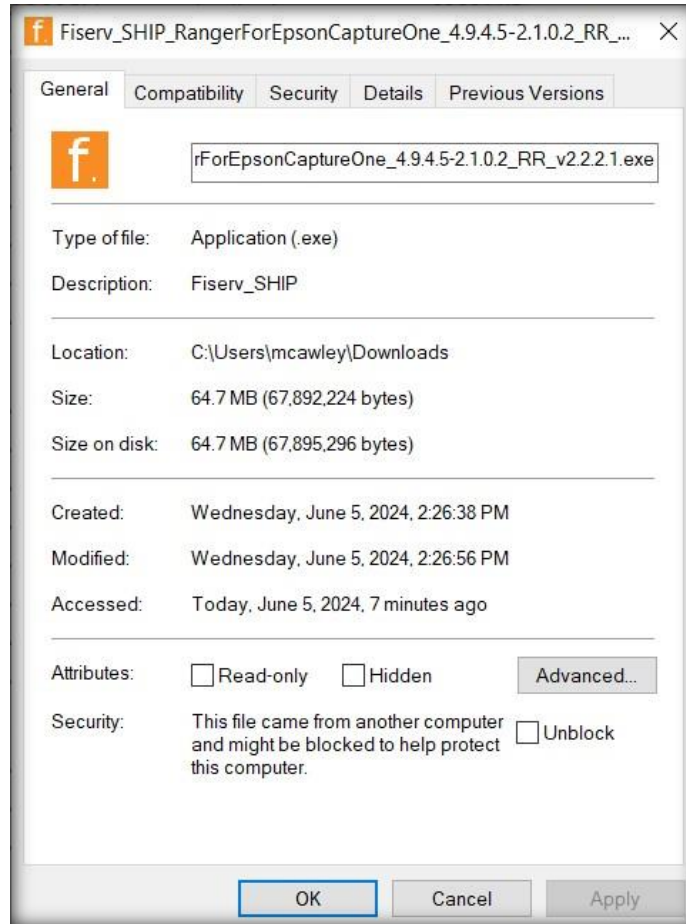


8. Right-click and select **Properties**.

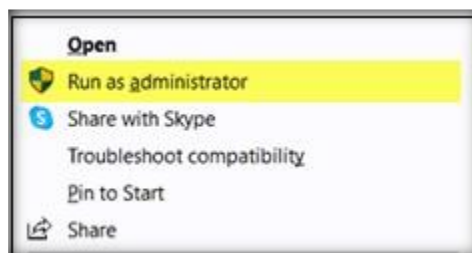




9. If you see an **Unblock** prompt at the bottom of the Properties window, please select the **Unblock** check box and select **Apply**. Select **OK**. Click Cancel if no unblock option is presented.

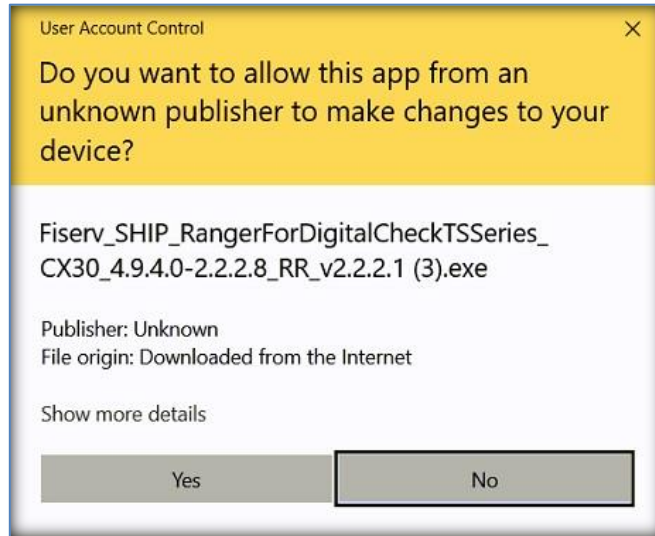


10. Return to the Downloads Folder, locate the scanner driver again and this time Right Click on the file and click **Run as administrator**.

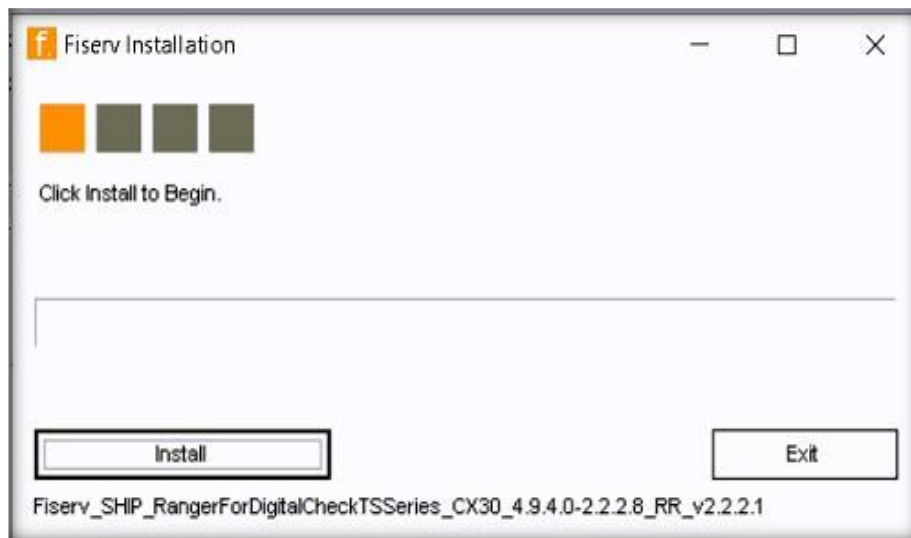




If you get the following User Account Control prompt, select **Yes**. (If the system is prompting for an admin to sign in with a User ID and password, an administrator of the network will be required to complete the installation.)

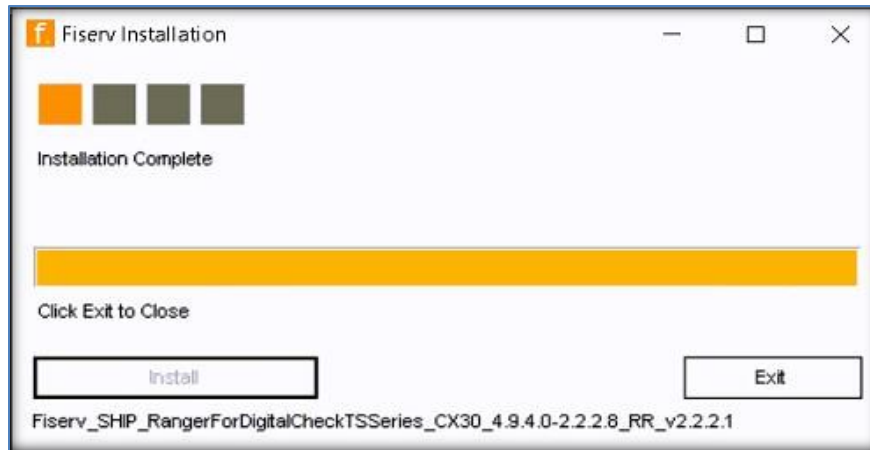


11. Select **Install** on the next popup.





12. Select **Exit** once completed.

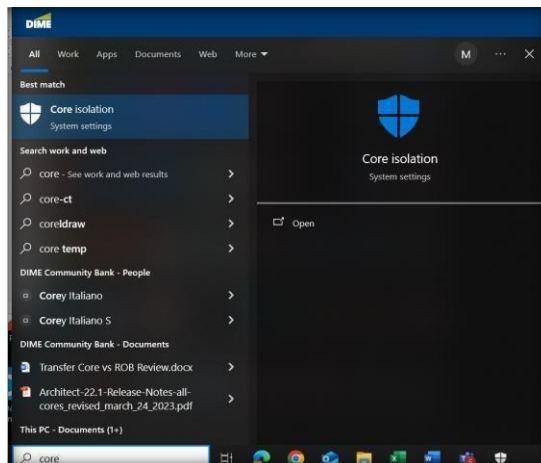


13. Plug in your scanner and you are ready to scan.

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.



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 [Help Center - BOB - Dime Community Bank](#) and scroll to the Reference Guides section.

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