



CD ROM/IMAGE VIEWER FOR CHECKING & LOCKBOX

User Guide





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OVERVIEW

First Horizon Bank's **Image Viewer for Checking and Lockbox** enables you to safely store and retrieve images of important documentation such as paid checks, deposits, and lockbox transactions.

The software is easy to install to each operator's PC, and will add new files and an icon to the operator's desktop. Images can be viewed via CD Rom disk on a standalone PC, or from a network server, for enhanced security and access by multiple users. The viewer application is distributed separately from the encrypted image files.

The viewer contains prompts to assist users through quick and easy document retrieval; advance search and multiple print options; and many other features. Images can be delivered via CD Rom or via a downloaded file from First Horizon Bank.

SECURITY

Security controls built into the software allow administrators total control of operator access to the application.

- Each operator is assigned a unique User ID and Password
- Security features include administrative and user permissions
- An operator's access can be restricted, limiting access to a specific account or lockbox detail

SUPPORT INFORMATION

Customer support for all Treasury Management Products and Services is provided by the Business Service Center (BSC). The phone number is 1-888-382-4968. The email address is BusinessServiceCenter@firsthorizon.com. Hours of availability are Monday through Friday 7:00 AM CT until 7:00 PM CT.



SYSTEM REQUIREMENTS

MINIMUM REQUIREMENTS FOR VIEWER APPLICATION

- .NET 4.5 Framework (This will automatically be installed during the installation if the application does not find it)
- Supported Microsoft Windows
- Must be installed in a folder that user has rights to modify

ADDITIONAL REQUIREMENTS FOR A NETWORK CONFIGURATION

- Supported Microsoft Standard SQL Server

NOTE: The installation software contains a wizard that will configure the SQL database file on the network server. Your system administrator should be on hand to enter the appropriate SQL application ID and Password. Image files will reside on the network server.

Storage requirements can be estimated based on the following:

Checks/depository documents	20K per document
Lockbox check and coupon size documents	20K per document
Wholesale remittance documents	45K per document



INSTALLATION

Prior to starting the application, the Viewer Application's System Administrator should create their User ID and Password; this will default this User ID as System Administrator.

- For security and backup purposes, two System Administrators should be set up
- Passwords must be an 8 digit alpha/numeric combination and is CASE SENSITIVE
- To install the viewing software, the user must have Administrative rights to the PC

The PC Administrator should place the Image Viewer CD ROM Installation CD in the Operator's disk drive.

- Click on **My Computer** and select the appropriate Drive
- Press Enter, then click on **Setup.exe**. Follow instructions as prompted. This will install Image Viewer to the folder **C:\Users\My Documents\Imaging** unless you specify otherwise and add an Icon to your Desktop.

IMPORTANT: Once Image Viewer is installed on all applicable workstations, the installation disk should be stored in a separate secure location from the Image CD Rom discs and/or files.

NETWORK DATABASE

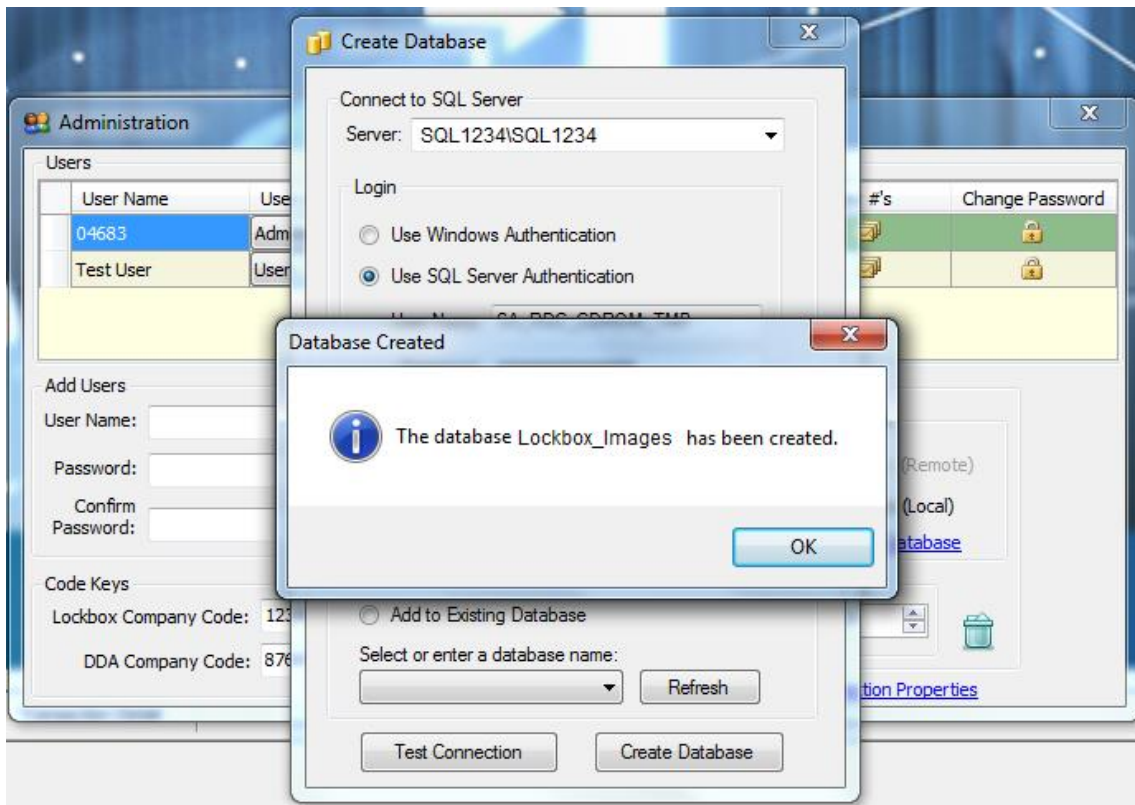
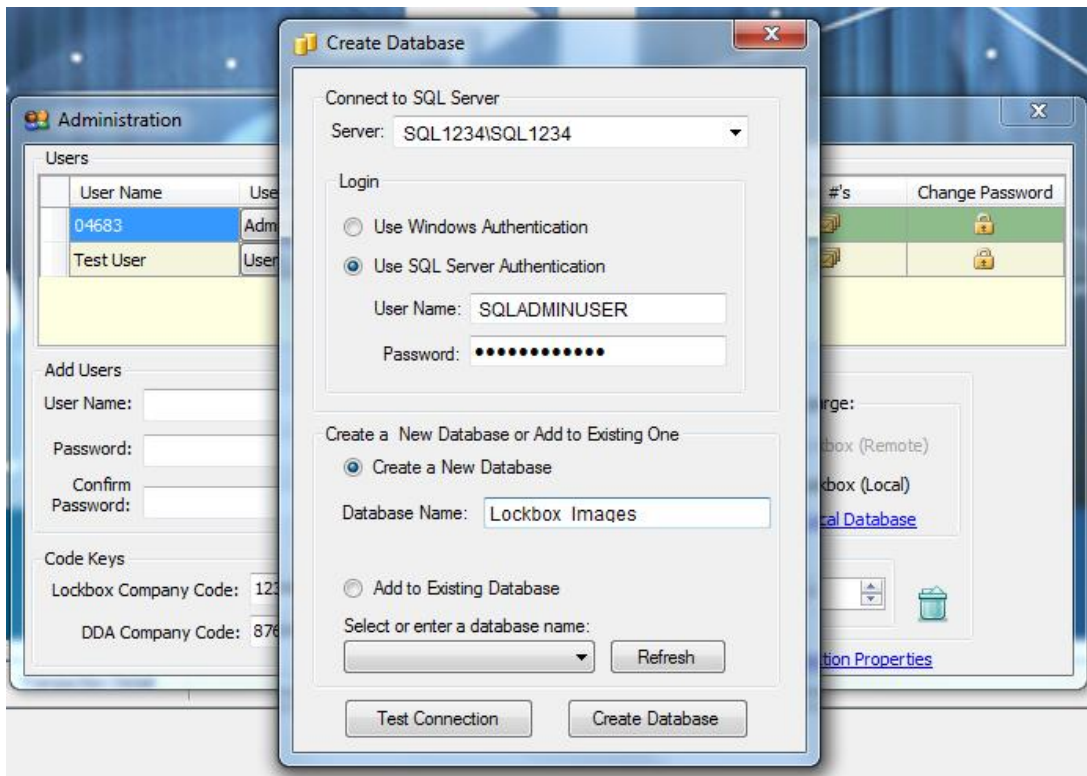
(Client's SQL Database Administrator Required)

The Image Viewer defaults to reading the local database, so if the images are to be retrieved from the local drive of each PC on which the viewer is installed, you may skip this section.

For image files that will reside on a network server, the installation software contains a wizard that will configure the SQL database file on the network server. Your network system administrator should be on hand to enter the appropriate SQL application User ID and Password.

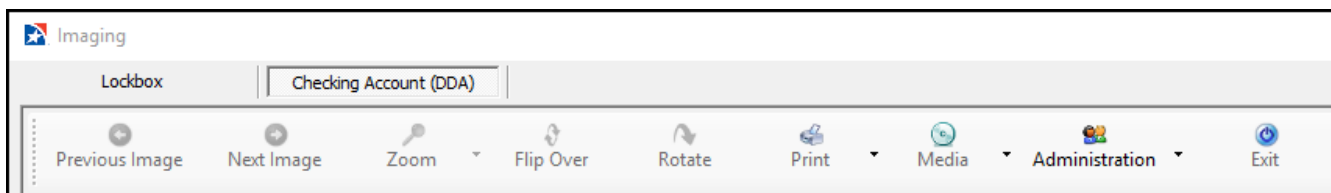
The SQL Database Administrator will then set up a network database by creating a database, as follows:
(See screen shots next page)

1. Select the Administration icon from the toolbar and then select 'Change Settings'
2. Click on the Remote Database Connection Properties
3. Key in the name of the Server
4. Key in the SQL Admin User ID and Password
5. Select Create a New Database
6. Key in the Database Name
7. Select Test Connection to ensure connection
8. Select Create Database





Toolbar



Next and Previous Image	This feature allows the user to page back and forth through multiple documents. Highlight the active display window, and use these keys to page through the multiple documents captured. (This works only under the Lockbox application).
Zoom	Enlarge the entire document, or a specific section
Flip Over	Display the back of the document
Rotate	Rotate the check image clockwise
Print	Print the document displayed; multiple print options include: <ul style="list-style-type: none">• Account selection• Date Range• Batch• Front and rear capture
Media	<p>Add Data to Database from CD. Click on Lockbox or Checking Account (DDA) on the toolbar. To specify what Data is to be loaded, insert the CD and click on Add Data to Database.</p> <p>Add Data to Database from File. Click on Lockbox or Checking Account (DDA) on the toolbar. To specify what Data is to be loaded, locate downloaded file and double click to extract file.</p> <p>Export data files from the database or CD to a file defined by the user on desktop.</p> <ul style="list-style-type: none">• Comma Delimited• Tab Delimited• XML
Administration	Manage the application and access to the application. <ul style="list-style-type: none">• Add Users• Change Settings• Change Password• User Guide
Exit	Exit the system



ADMINISTRATION

The Image Viewer Administrator should define permissions for each user based on their job responsibilities:

Users

- Set up a new User ID and Password
- Define rights for the user as an Administrator or User

Database

- Define User access to a 'Local' or 'Remote' database (network server)
 - Operators with a 'local' PC configuration installed are prompted to insert the appropriate CD for image retrieval.
 - Operators with a "remote" PC configuration have immediate access to the image files that reside on the server.

Security

- Restrict security access to Checking Account (DDA) detail by account number, or Lockbox by lockbox number.
 - Accounts (DDA) – if applicable
 - Assign specific accounts to be viewed
 - Leave blank allows all accounts to be viewed
 - Enter value of zero to prevent user access to Accounts (DDA)
 - Lockbox #'s – if applicable
 - Assign specific lockboxes to be viewed
 - Leave blank allows all lockboxes to be viewed
 - Enter value of zero to prevent user access to lockboxes

Change Password

- User can assign new Password and confirm Password.
- Admin can assign new Password for self as well as a User.

Important Notes:

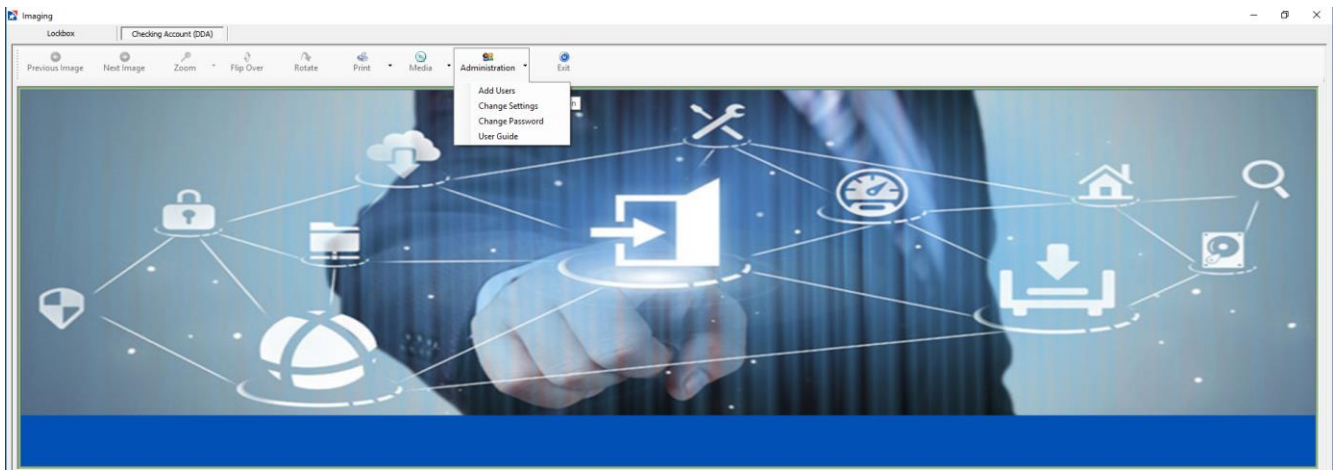
If the Image Viewer Administrator leaves the organization and the Password must be reset, contact the First Horizon Business Service Center at (888) 382-4968.

The application will NOT prompt operators to change their Password periodically. Operators should be encouraged to change their initial Password assigned by the Administrator, and periodically thereafter, to prevent compromise of sensitive information.



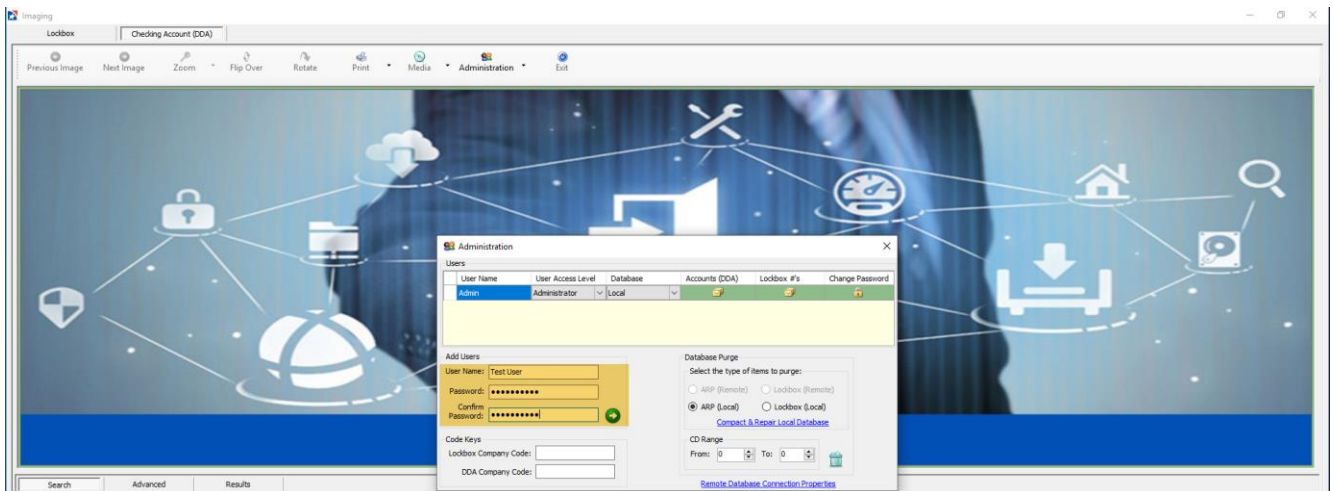
ADD USER

Select the Administration icon from the toolbar, and then select 'Add Users'.



Enter the User's name and Password and click the green arrow. The new user's name will appear in the Users list.

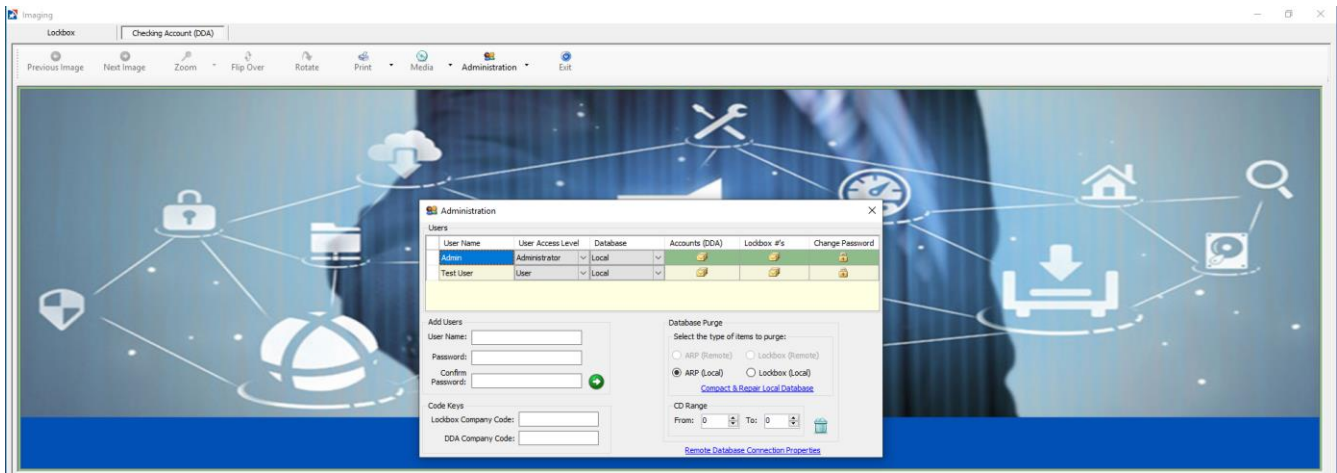
NOTE: A default Password should be used when setting up new users, and users should be advised to change their Password when they initially log in.



Confirm that the new User name appears in the list of Users displayed in upper display window.



Select the appropriate User Access Level from the drop down menu



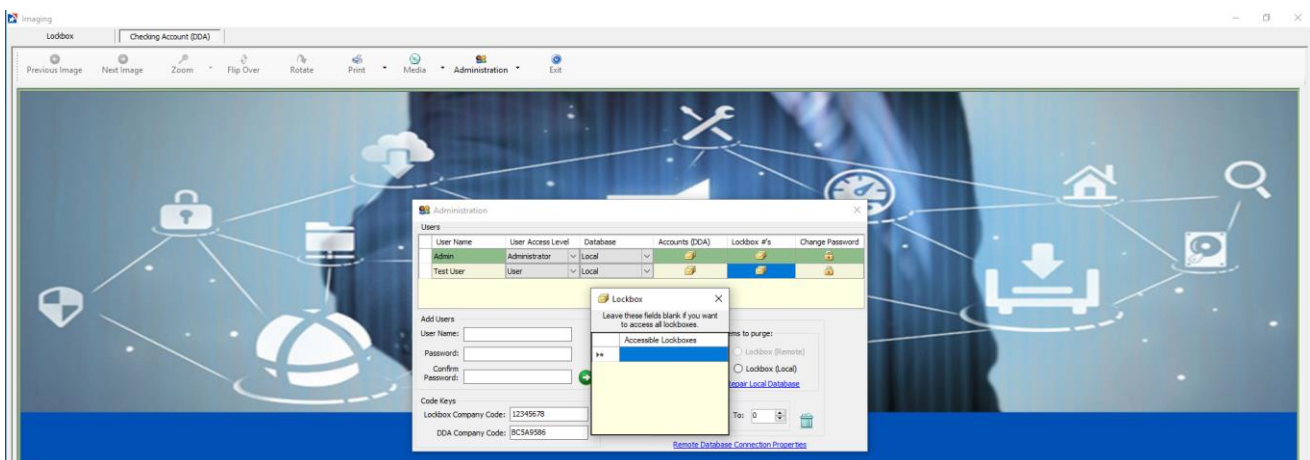
GRANTING ACCOUNT-LEVEL ACCESS

This application supports image retrieval for both Checking Accounts (DDA) and Lockbox documentation.

- Click on the icon under either Accounts (DDA) or Lockbox #'s to grant permission to the user. The default setting is an asterisk (*) which provides access to all accounts. When adding permission for a user under Accounts (DDA), enter the account number(s) for the checking accounts to which that user should have access
- When adding permission to a user under Lockbox #'s, enter the Lockbox number(s) for the Lockboxes to which that user should have access.

The entry of "0" under Accessible Accounts will prevent access to all account information, since it is an invalid entry.

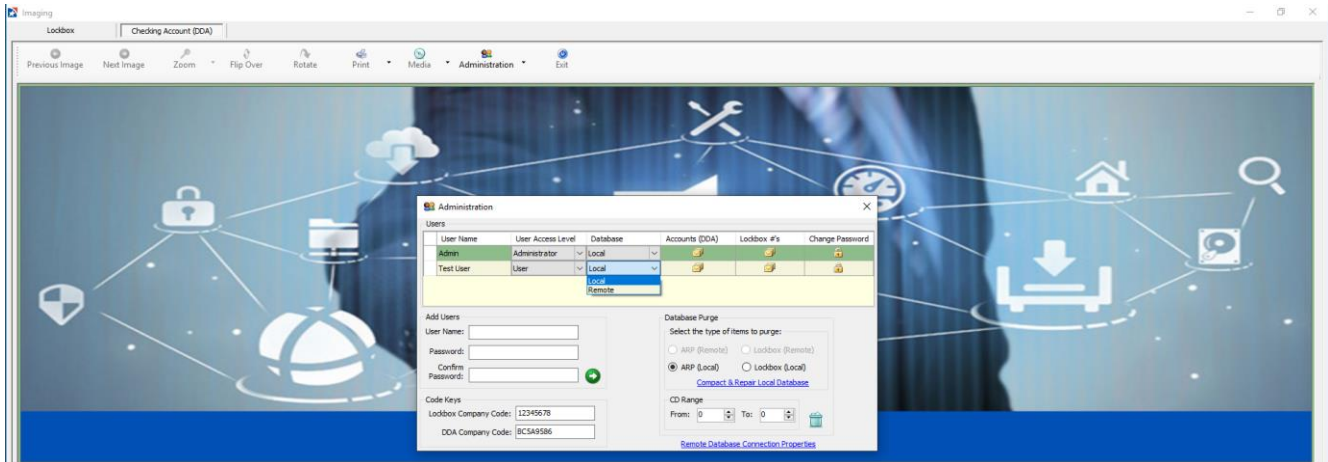
To delete an account from a user's permission list, select the item, then press 'delete' on your keyboard.





To grant a user access to a Network (Remote) database, select that user's cell under "Database" and change the prompt from Local to Remote.

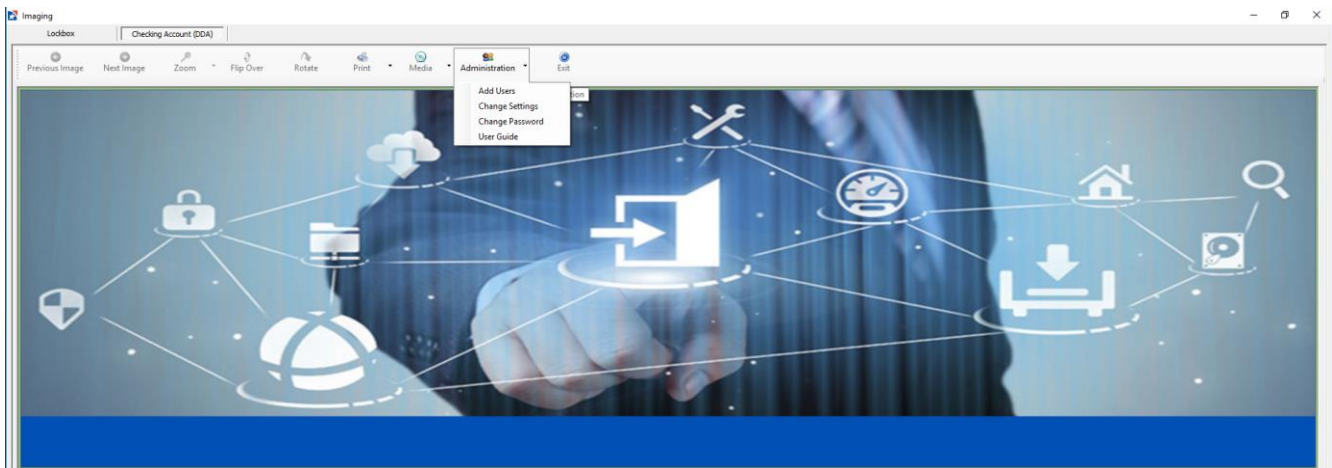
The Network access will allow the codes and Monthly CD'S to be registered to the network server database for all users to view.

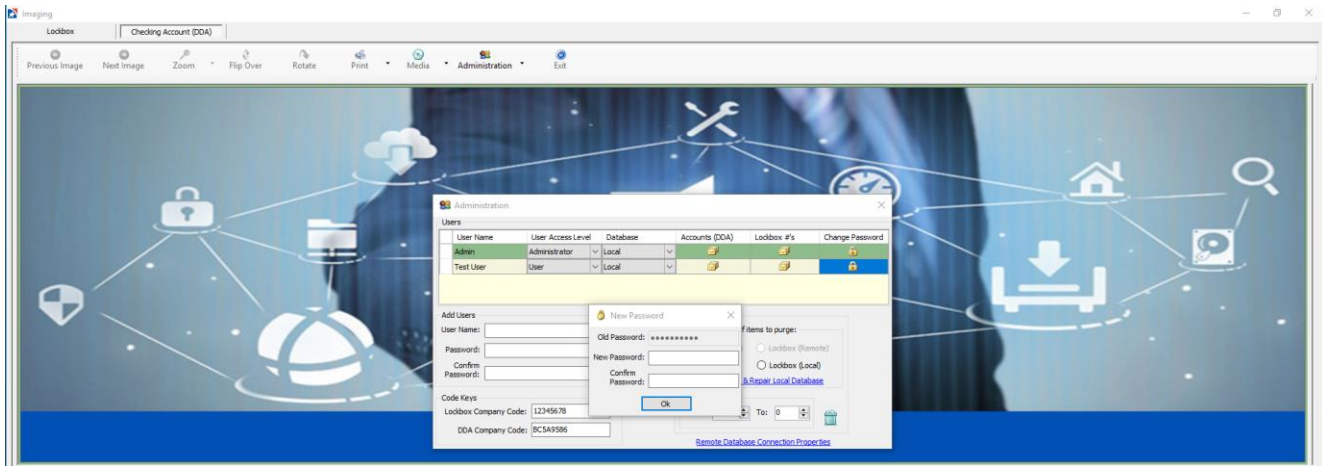


CHANGE PASSWORD – ADMINISTRATOR

Each user's Password may be reset by the user or the Image Viewer Administrator.

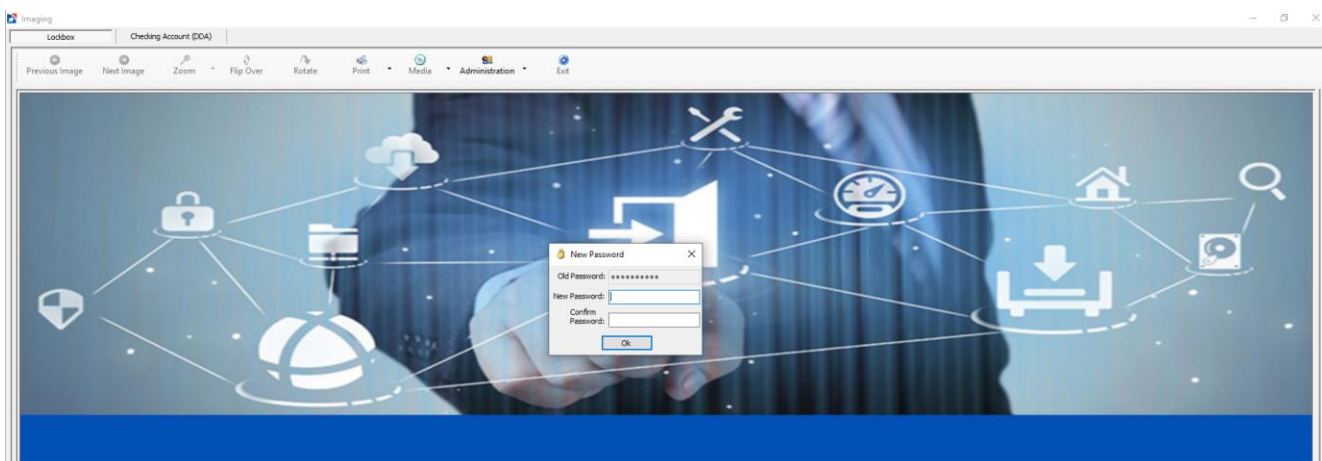
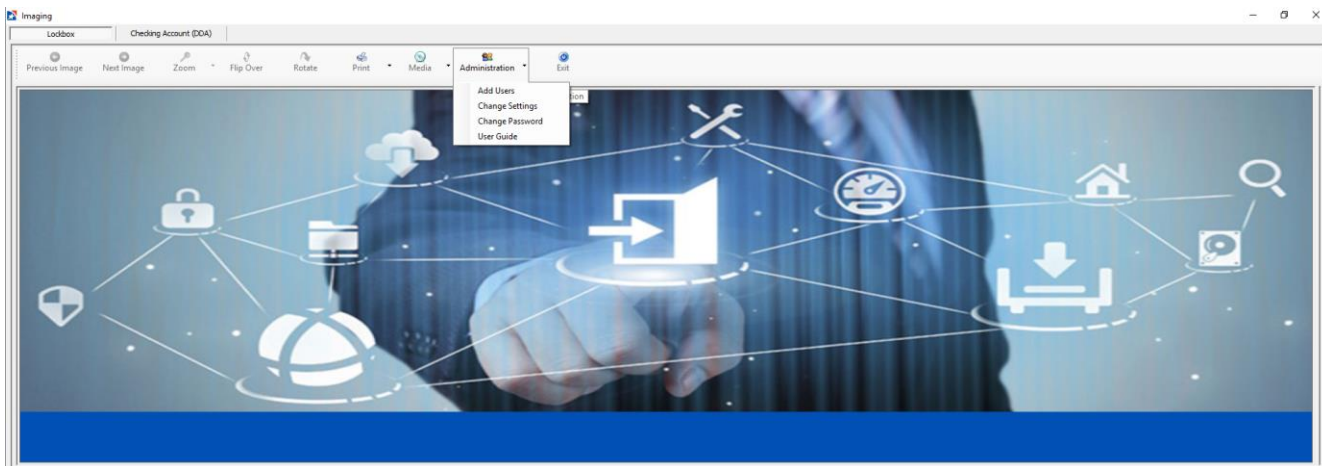
1. Go to Administration and select Name Change Settings
2. Click on the Lock Icon under the Change Password
3. Key in a new Password
4. Confirm the new Password





CHANGE PASSWORD – USER

1. Go to Administration
2. Select Change Password
3. Key in a new Password
4. Rekey in the new Password





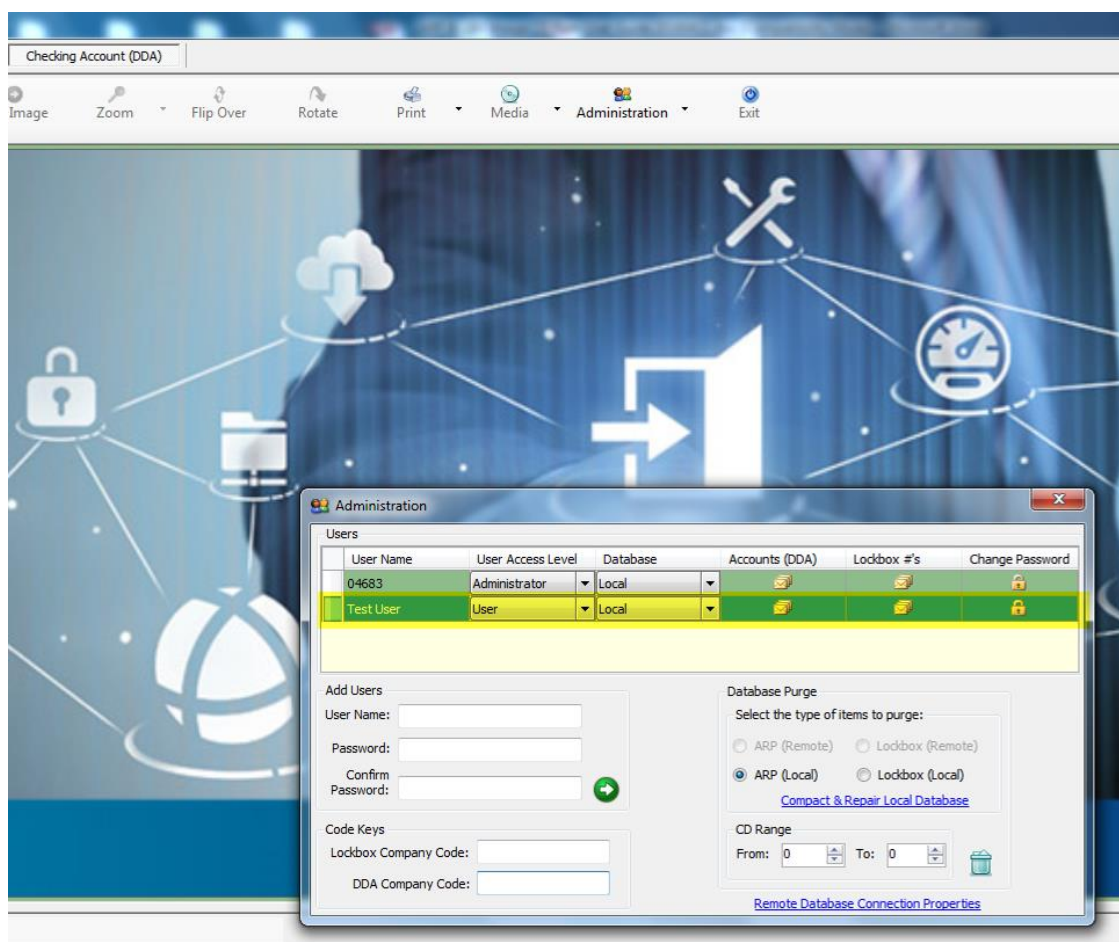
MODIFY RIGHTS OF A USER – ADMINISTRATOR

1. Go to Administration and select Change Settings
2. Select the user
3. Select Administrator or User from the drop down under User Access Level
4. Exit by clicking on the X in the top right hand corner

IMPORTANT NOTE: there will not be a confirmation of this action.

DELETE A USER

1. Go to Administration and select Change Settings
2. Select the user to delete in the display window, then press “delete” on your keyboard.



IMPORTANT NOTES: The software will not prompt operators to change their Password. Operators should be encouraged to change their initial Password assigned by the System Administrator, and periodically thereafter, to prevent compromise of sensitive information.

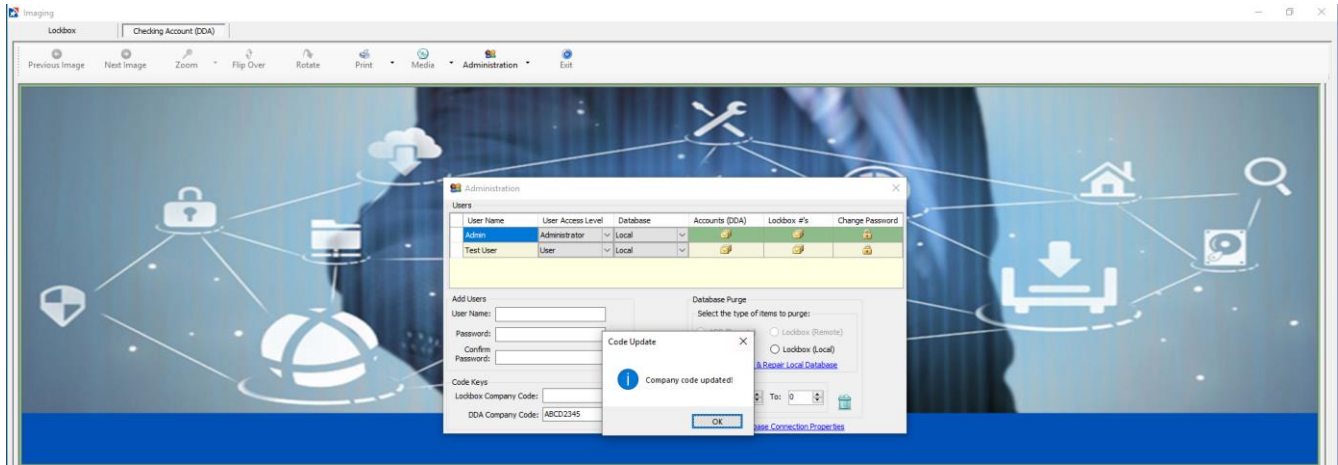
If the Image Viewer Administrator leaves your organization and the Password must be reset, contact the First Horizon Business Service Center at (888) 382-4968.



ASSIGNING CODE KEYS

The image files are encrypted for security reasons. Code keys are uniquely assigned to each customer, and must be entered correctly on the Administration display screen before image files can be registered to your database and viewed.

Separate code keys will be issued for your company's Checking Account (DDA) image files and Lockbox image files. The codes will be sent in separate letters for security reasons.





SEARCH AND IMAGE RETRIEVAL

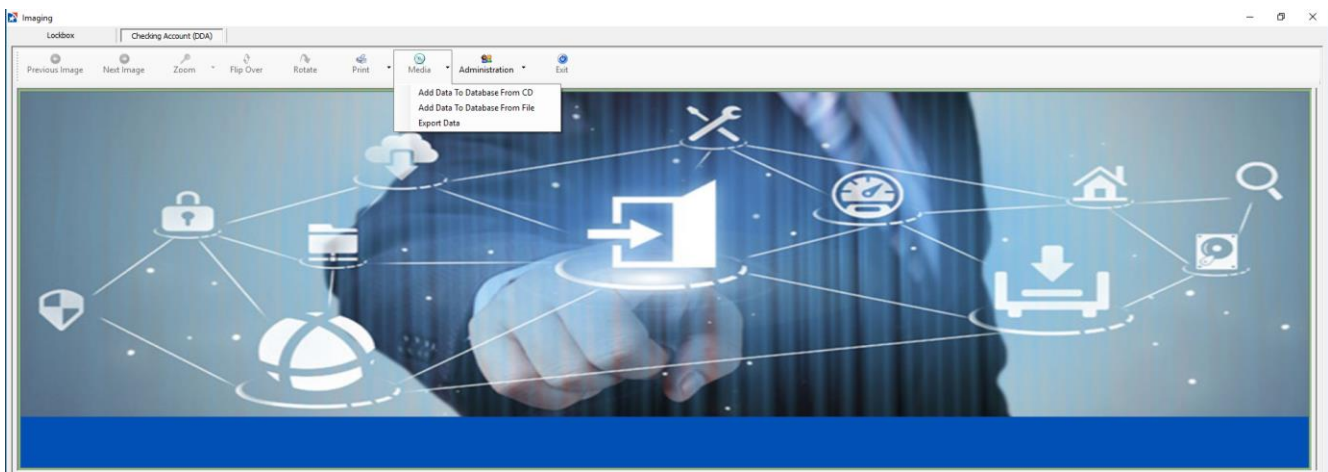
Images can be provided via CD ROM or downloadable Image file.

After receiving the CD ROM or downloaded image file, users can register the new image files to the image database, to enable search and retrieval.

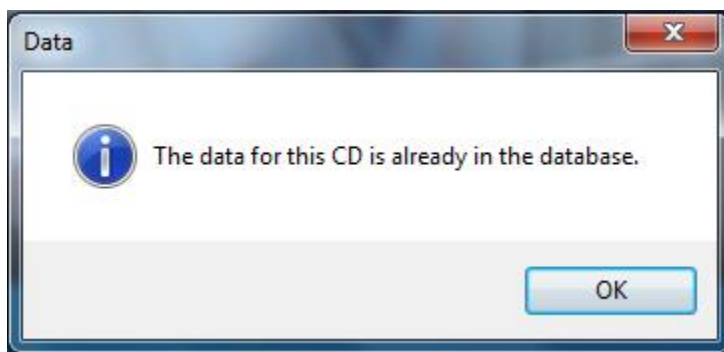
Registering new data to the image database:

CD-ROM

1. Insert the image CD ROM into the CD or DVD drive From the toolbar, select “Media”, then select “Add Data to Database from CD”



2. If the data for the CD is already in the database, this message will appear:





3. If the data has not yet been registered to the database, the CD will be numbered and at the lower left corner of your screen, you'll see the number of the CD being registered.

The screenshot shows a search interface with tabs for Search, Advanced, Results, and Transaction Detail. The search criteria include Amount (Low/High), Check Number, and Date Processed. A progress bar at the bottom left is labeled "Registering CD 1152..." and is highlighted with a red circle. The interface also includes "Find Items" and "Clear" buttons.

4. After the CD has been registered, the "All Available Accounts" or "All Available Lockboxes" drop-down lists will include the lockbox or account number for the newly-registered CD.

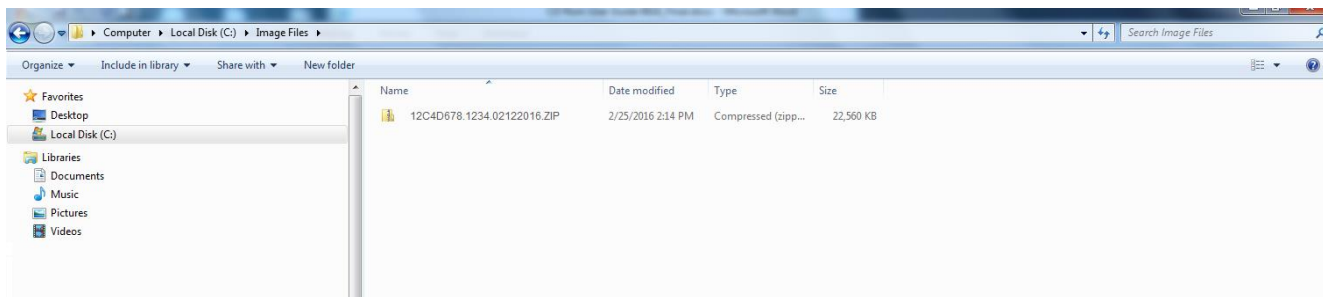
The screenshot shows the search interface with the "All Available Accounts" dropdown menu open. The menu lists "All Available Accounts", "23 Available Accounts", "123456789", and "987654321". The interface also includes "Find Items" and "Clear Search Criteria" buttons. The status "Ready" is shown at the bottom left, and "Current User: 04683" is shown at the bottom right.

The screenshot shows the search interface with the "All Available Lockboxes" dropdown menu open. The menu lists "All Available Lockboxes", "23 Available Lockboxes", "273", and "957". The interface also includes "Find Items" and "Clear Search Criteria" buttons. The status "Ready" is shown at the bottom left, and "Current User: 04683" is shown at the bottom right.



DOWNLOADED IMAGE FILE

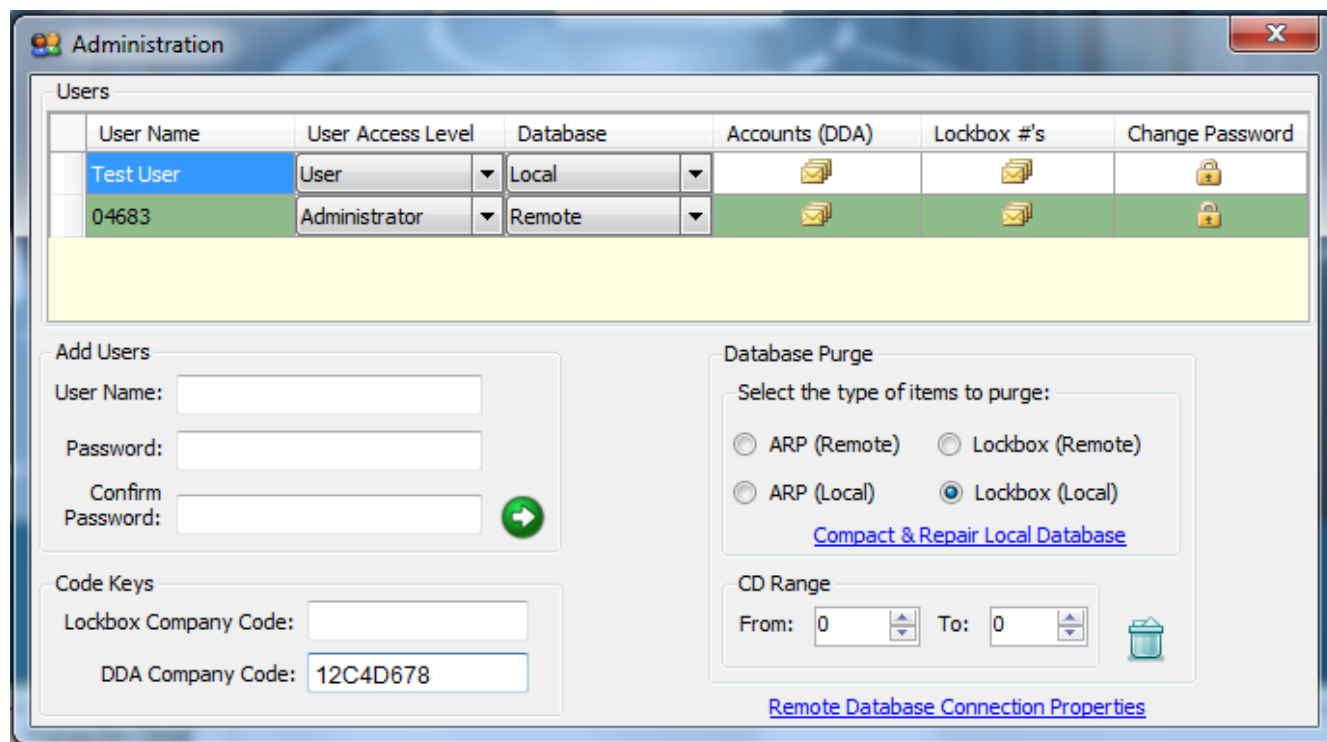
1. Be sure the downloaded Zip file is located in a folder on your local PC.



Zip File Naming Convention

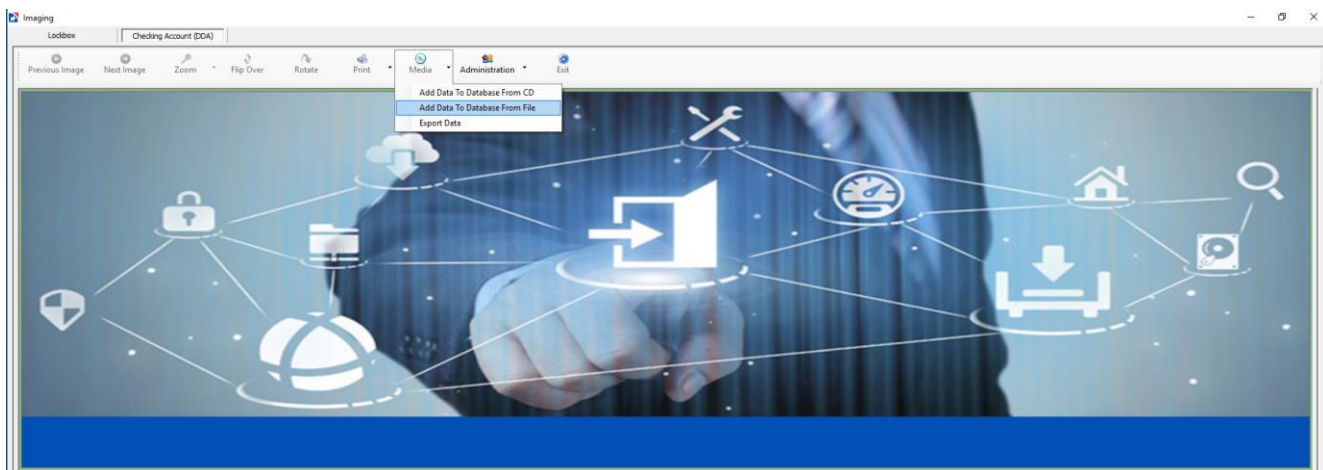
- In the file title, the set of characters to the left of the first period is the company code you'll need enter in the Code Keys section of the Administration dialog box.
12C4D678.1234.02122016.zip
- The next set of numbers (to the right of the first period) represent the CD number
12C4D678.1234.02122016.zip
- The last set of numbers refers to the CD's create date
12C4D678.1234.02122016.zip

2. Enter the data file's company code in the Code Keys section of the Administration dialog box





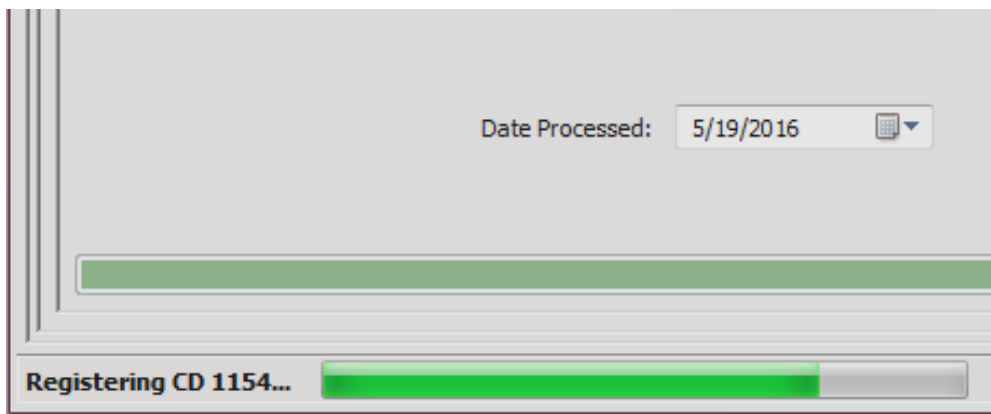
3. From the toolbar, select “Media”, then select “Add Data to Database from File”



- A file “Open” dialog box will appear, displaying search results for all zip files in your local Documents folder. Select the desired file...

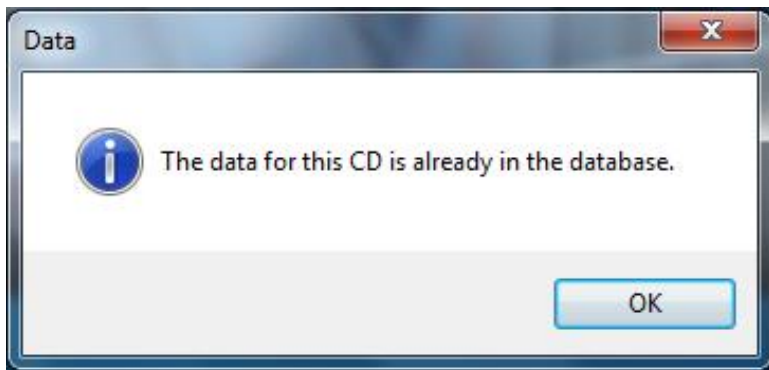


....and its registration will begin:





4. If the data for the zip file is already in the database, this message will appear:

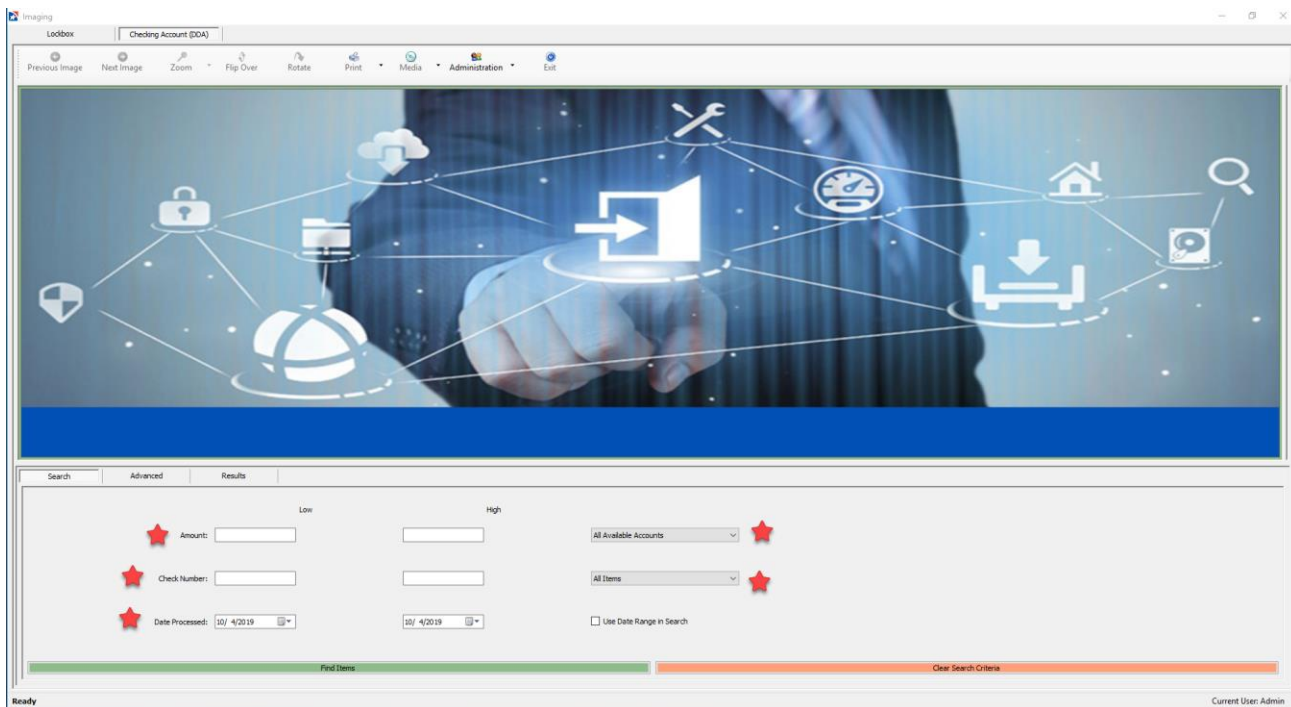


CHECKING ACCOUNT (DDA)

Select the appropriate image file database tab located above the toolbar at the top of your screen - Checking Account (DDA).

To begin a basic search you can enter some or all of the following search criteria within the Transaction Window.

- Amount Range
- Select account from drop down menu
- Enter Check Number Range
- Select the document type from the drop down menu
 - All Items
 - Paid Checks
 - Deposit Items
 - Full Deposits
- To use the date range, be sure to mark the 'Use date range in Search'



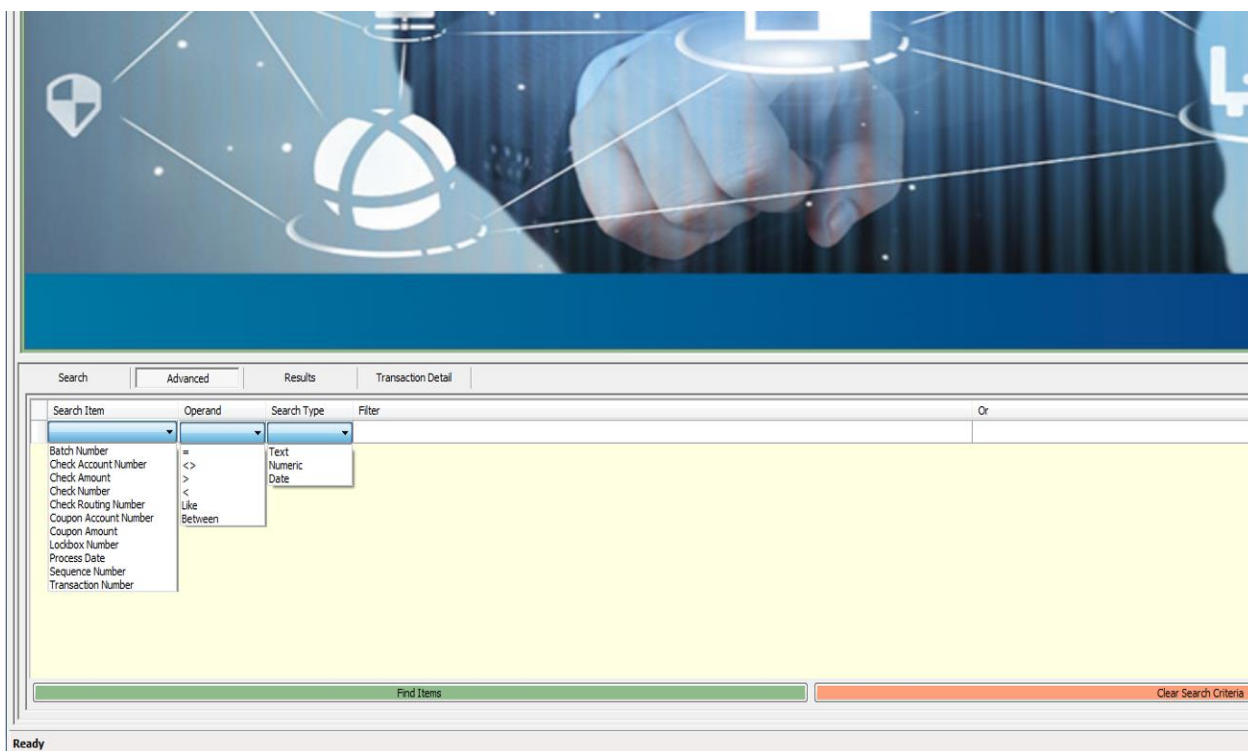


After clicking the “Find Items” button, the application will immediately indicate the number of documents that matched the selected criteria in the lower left hand corner of the screen. A new search may be performed before an existing search has completed. There is no limit to the number of items that can be retrieved in a single search.

The transaction details for each document found in your search will be displayed in the Results tab, in the lower half of the screen. It displays all transaction details for currently-installed CD-ROMs and downloaded zip files. To display the image for any item, double-click the transaction row for that item. You may also use the green arrow keys to page through the images.

After a transaction has been double-clicked, the check or deposit image is displayed in the upper image display window.

<p>Advanced Search Options may be used to refine the search criteria. This provides a wider range of choices to filter the search:</p> <ul style="list-style-type: none"> ▪ Checking Account Number ▪ Check Amount ▪ Check Number ▪ Check Routing Number ▪ DDA Number ▪ Deposit Amount ▪ Process Date 	Operand	
	=	=
	< >	< >
	<	<
	>	>
	Like	Like
	Between	Between
	Search Type	
	Text	Text
	Numeric	Numeric
Date	Date	





Once the search has been defined, select options from each criteria to filter the search (e.g. Check Number/ = / Numeric), then click on “Find Items”.

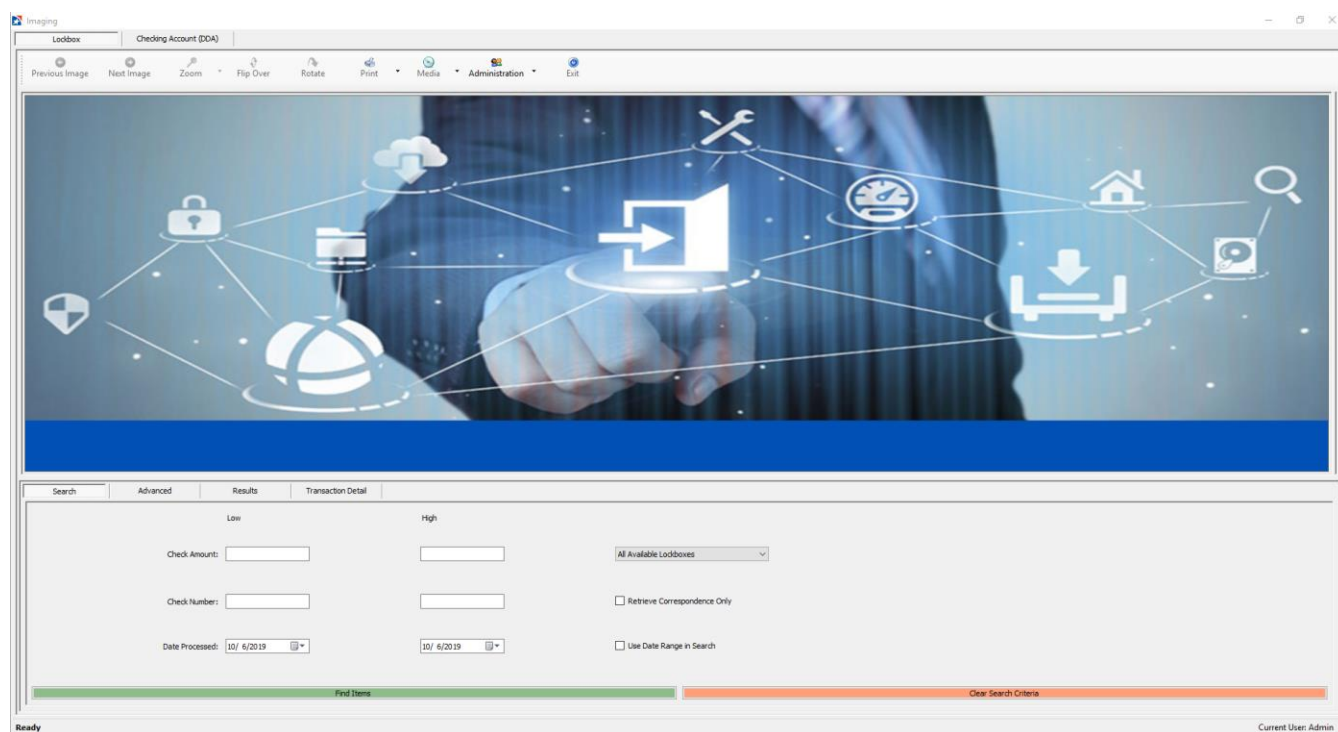
Any time during the advanced search, you may click the Results tab and begin reviewing the data. This action will end the search.

Deposit slips will be easily identified in the search results, highlighted in a different color.

To start another search, click on the Clear Search Criteria button to clear the existing filters.

LOCKBOX

Select the appropriate image file database tab located above the toolbar at the top of your screen - Lockbox.



Lockbox image retrieval is similar to the Checking Account search. It displays all transaction details for currently-installed CD-ROMs and downloaded zip files, as they were processed by Lockbox operations.

The search results are displayed in three separate windows. Initial search results are displayed in a datasheet format in the Results tab in the lower half of the screen. After one of the transactions is selected with a double-click, the upper image display window splits into two halves. The window to the left displays the check received for payment. The window to the right displays remittance documents received with the check.

Multiple documents may display in either window, one at a time. To page through multiple documents for the same transaction, click once on the left or right side window. The selected window will be highlighted with a green border. Then use the “Next Image” and “Previous Image” options on the toolbar to page through the documents.



To begin a basic search, enter some or all of the following search criteria within the Transaction Window, then click “Find Items”.

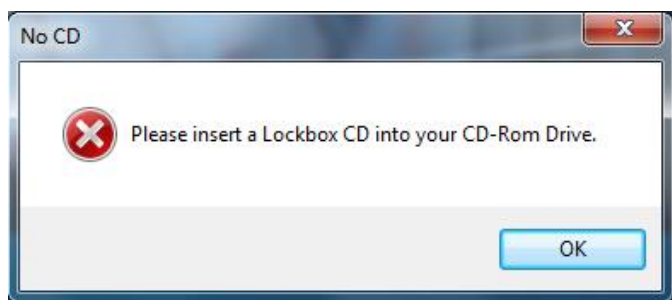
- Check Amount Range, from Low to High
- Select the Lockbox Number from the “All Available Lockboxes” drop down menu
- Check Number Range
- Select “Retrieve Correspondence Only” to view documentation received without a check
- To use the date range, be sure to mark the ‘Use date range in Search’ box

In the lower left corner of the screen, the application will immediately indicate the number of lockbox transactions that matched the criteria entered. A new search may be performed before an existing search has completed. There is no limit to the number of items that can be retrieved in a single search.

Results Tab

The details for each transaction found in your search will be displayed in the Results tab.

To view the images associated with each item that you received on a physical CD-ROM, you must first make sure the item you’re searching for is located on the CD currently installed in your CD or DVD drive. If you double-click an item that is not on the currently-installed disc, the following message will appear:



With the correct disc installed, double-click any item to display its associated image(s) in the image display windows. Users may also use the green arrow keys to the right of the item detail rows to page through the images.

Transaction Detail Tab

The Transaction Detail tab will display the check payment and all remittances for any transaction that has been double-clicked on the Results tab

- To view each remittance, either double-click the row for that remittance, or use the “Previous Image” and “Next Image” icons to page through the remittance documents
- To zoom in or out on the image of any check or remittance, use the “Zoom” menu on the toolbar, or use your mouse to draw a box over the area you want to enlarge.



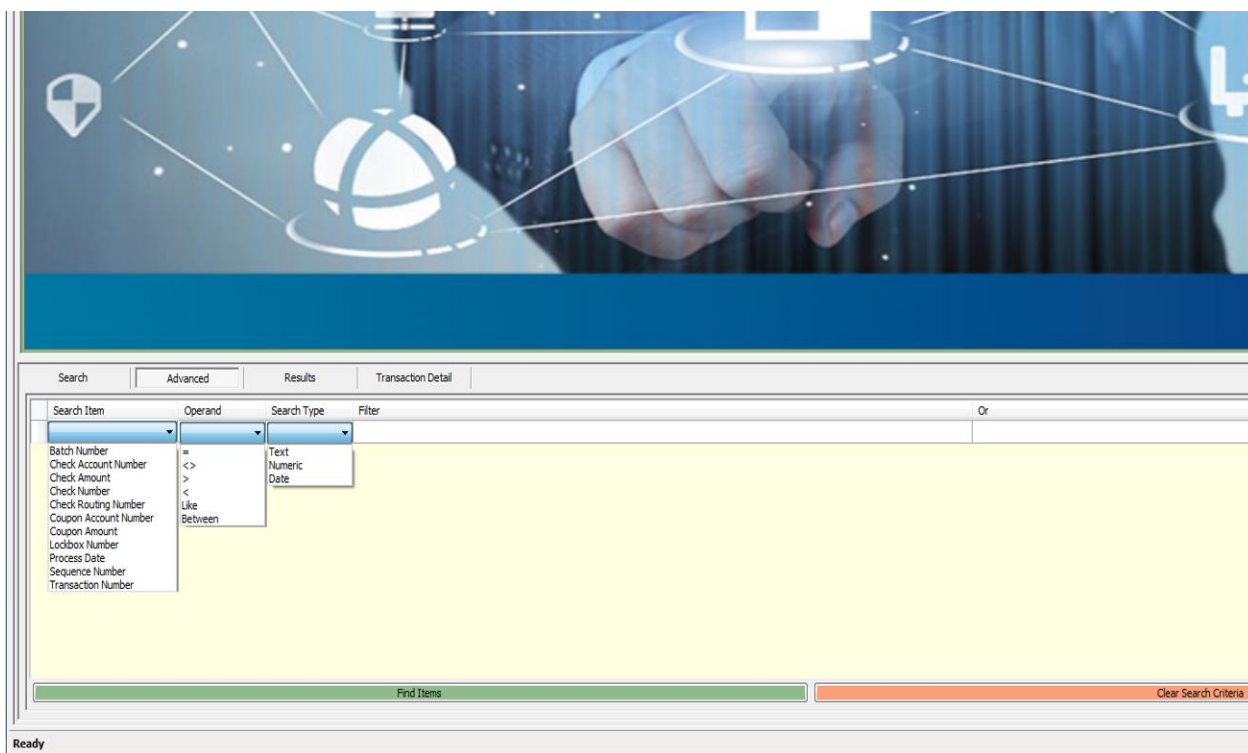
Advanced Search Options can be used to refine the search criteria.

This will provide a wider range of choices to filter the search:

- Batch Number
- Check Account Number
- Check Amount
- Check Number
- Check Routing Number
- Coupon Account Number
- Coupon Amount
- Lockbox Number
- Process Date
- Sequence Number
- Transaction Number

Operand	
=	Equal to
< >	Not equal to
<	Less than
>	Greater than
Like	Similar
Between	Within the range
Search Type	
Text	Alpha Characters
Numeric	Numbers
Date	mm/dd/yyyy

After the search has been defined, select options from each criteria to filter the search (e.g. Check Number/= / Numeric), then click “Find Items”. Any time during the advanced search, you may click the Results tab and begin reviewing the data. This action will end the search.



To start another search, click the Clear Search Criteria button to clear the existing filters.



VIEW STATEMENTS

NOTE: You do not need the viewer to review your statements.

To view your statement via a CD-ROM:

1. Place the CD into the CD ROM
Locate and select the drive for the CD ROM
2. Double click the statement – document type will be PDF

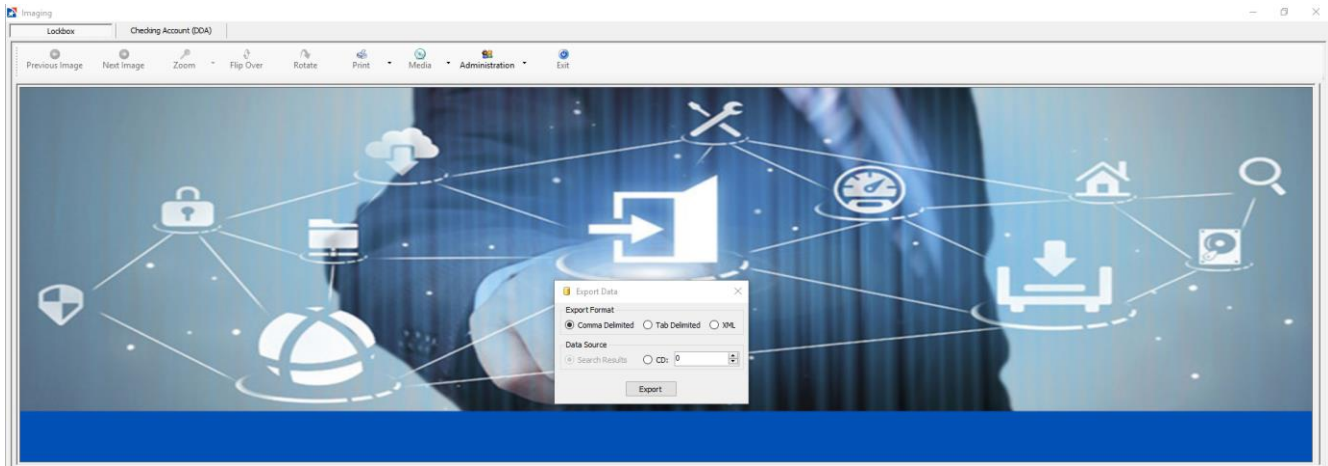
To view your statement received via a file (zipped):

1. Locate the folder with the zipped image file
2. Double click on the zipped file to open it
3. Locate and double click the statement – document type will be PDF



EXPORT DATA FILES

The data from the images can be exported using the Export Data feature under the Administration tab.



There are three formats:

- Comma Delimited
- Tab Delimited
- XML

The Export data source options include exporting your search results, or the entire CD.



EXIT

To close out the application, select the Exit button in the toolbar.

