



REMOTE DEPOSIT CAPTURE

Quick Start Guide





INTRODUCTION

Welcome! To begin using your new Remote Deposit Capture (RDC) solution, you will need to uninstall the programs associated with your previous RDC program. If you have not used RDC previously, please skip step 1 in this guide.

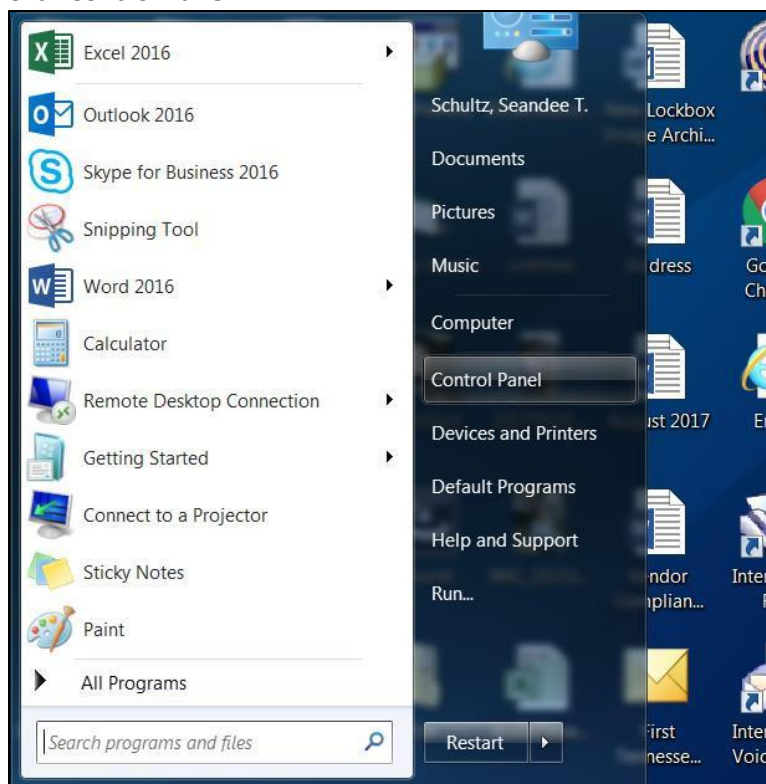
If RDC will be used with multiple banks, please contact us at 800-978-6270 or TMTechnicalSupport@firsthorizon.com before proceeding. Additional steps may be needed to ensure that the application works properly in this case. **If RDC will be used with multiple banks, DO NOT follow step 1 in this guide.**

Before you start, please know:

- The check scanner needs to be **unplugged from your computer** during the following steps.
- To complete the next steps, administrative rights to your computer or network are required.

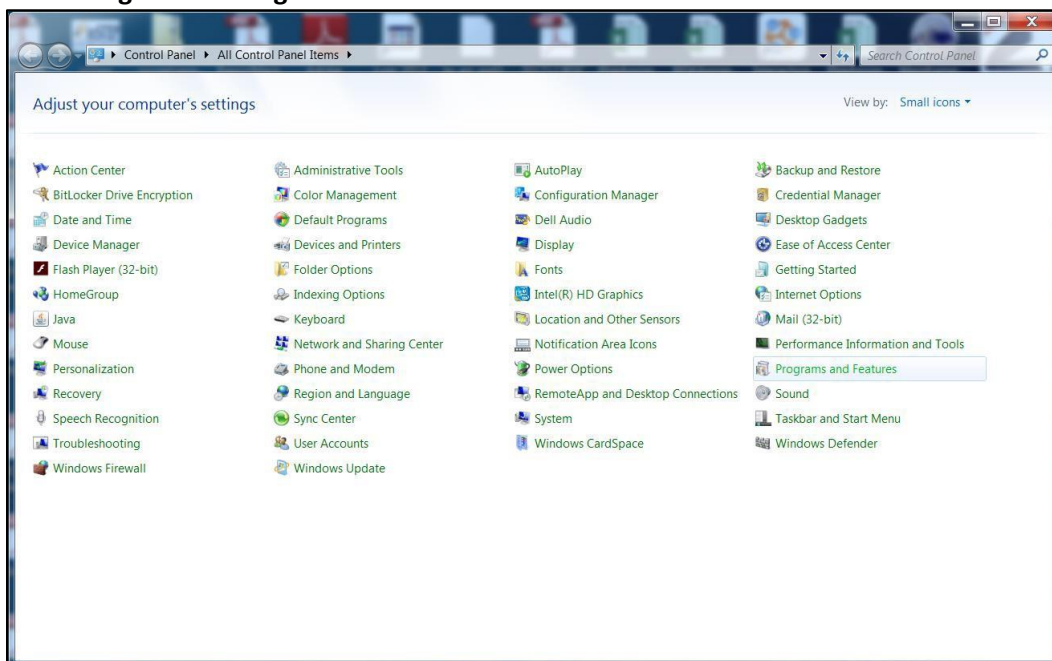
STEP 1: UNINSTALLING PRIOR RDC APPLICATIONS

1. Go to the **Start** menu.
2. Click **Control Panel**.





3. Go to **Programs or Programs and Features**.



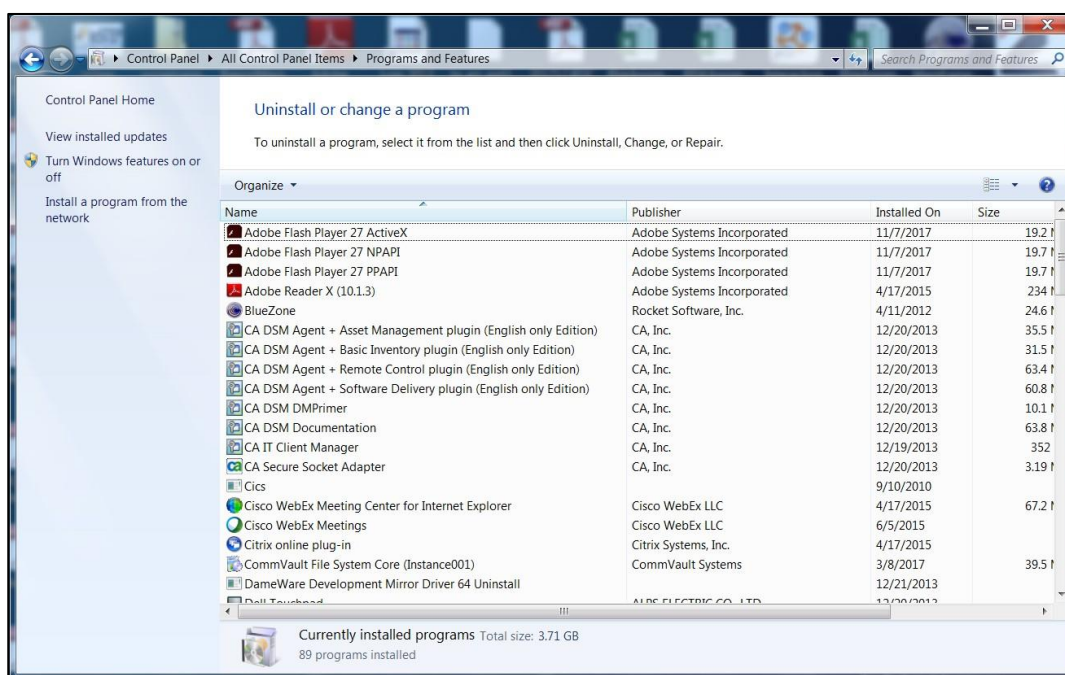
4. The Uninstall or Change a Program page appears.

You will need to uninstall* all programs or drivers related to the scanner that have been used with your previous RDC application. Programs that you will need to uninstall may include:

- Web Scan Program
- Any driver or program related to your scanner

If you are unsure about which drivers to uninstall, do not delete. Please call 800-978-6270 for assistance.

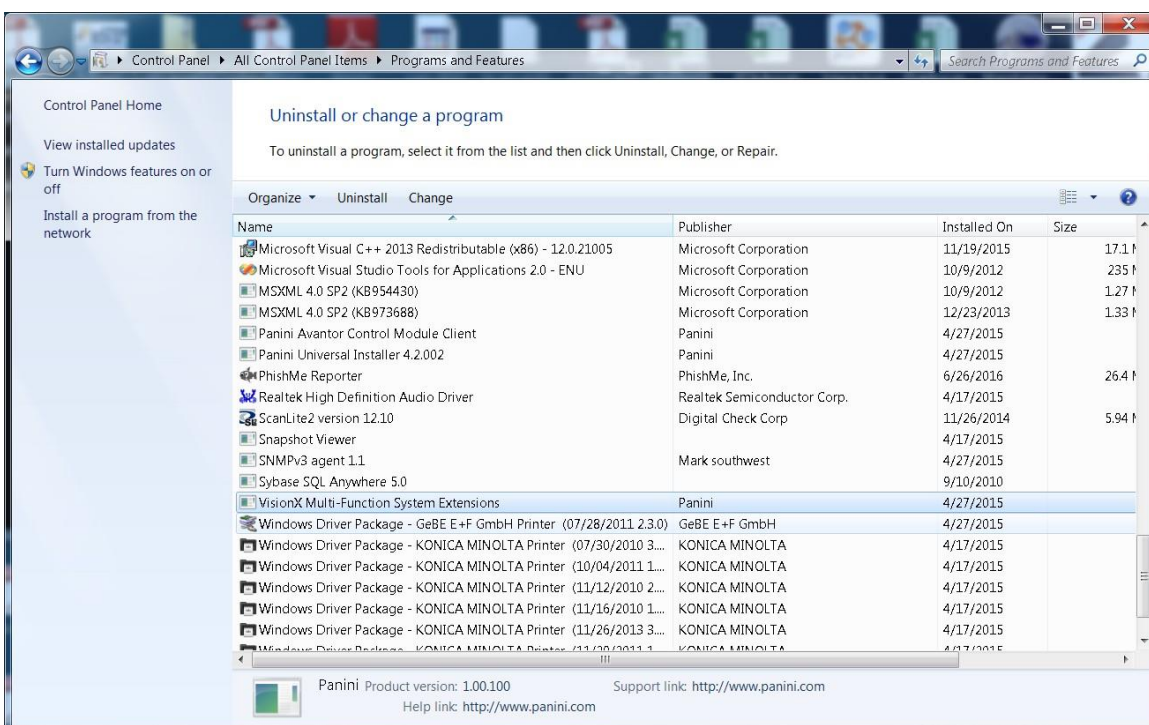
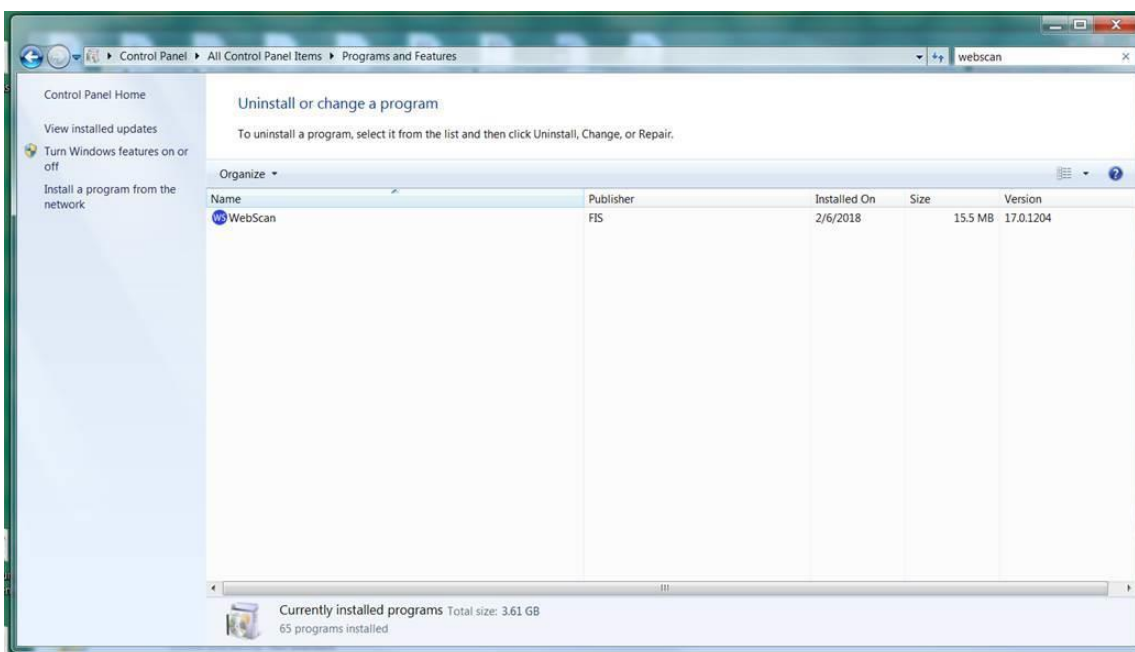
** You must have administrative rights in order to complete these steps.*





5. Right click on the driver or program that is to be uninstalled.

6. Click **Uninstall**.



7. Follow the prompts given by your computer as you move through the uninstall process.

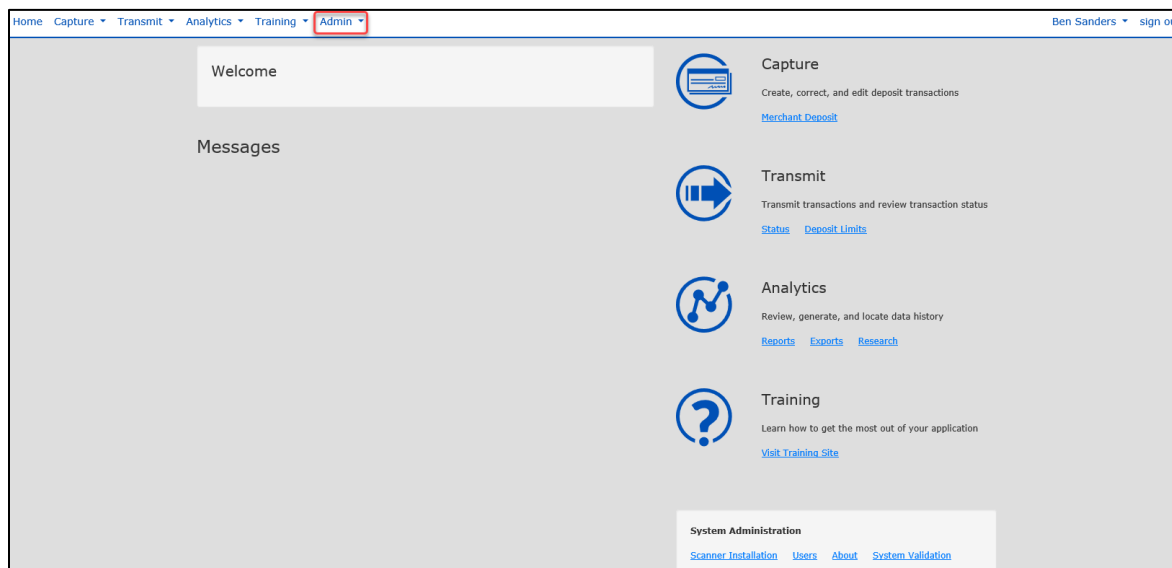
8. Once the uninstall process is complete, please **restart your computer**.



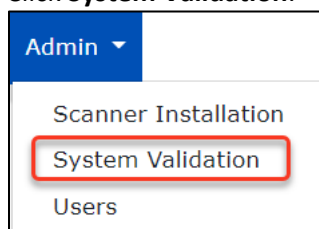
STEP 2: SYSTEM VALIDATION

Your next step is to validate your computer has the minimum requirements for your new RDC solution.

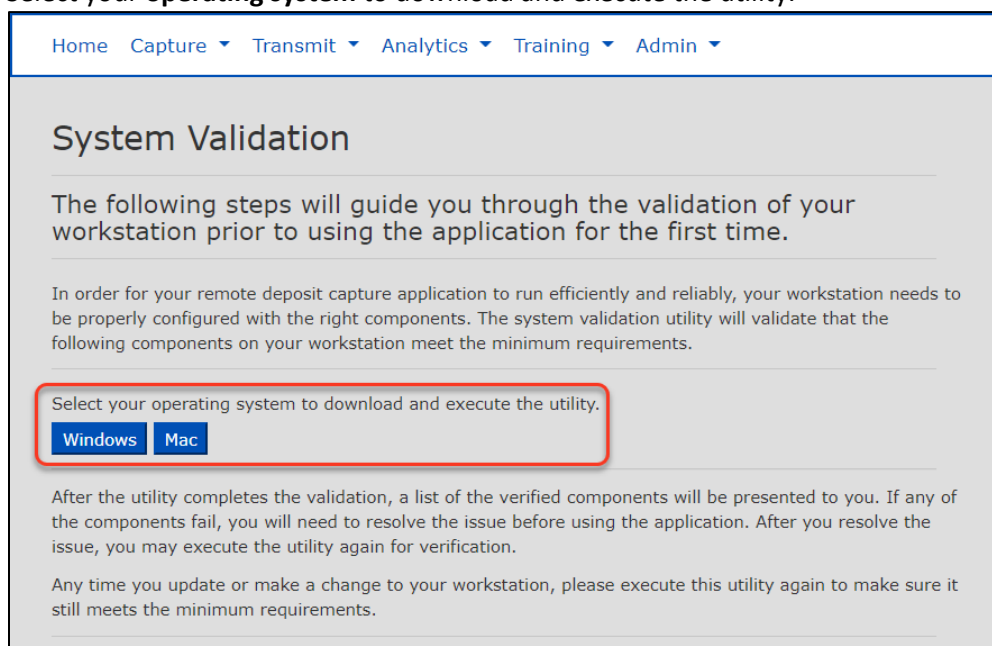
1. From the menu across the top, click **Admin**.



2. Click **System Validation**.



3. Select your **operating system** to download and execute the utility.



4. Download the utility and follow all prompts.



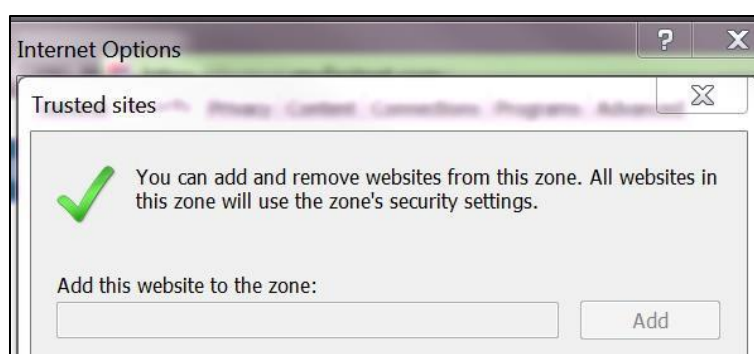
STEP 3: INSTALL NEW PROGRAMS/DRIVERS

Once your computer meets all minimum requirements, you are ready to install the program/driver that will be needed to use RDC.

5. Add https://*.firsthorizon.com as a trusted site on your computer or network.

Reminder: Administrative rights to the computer or network are required for these steps.

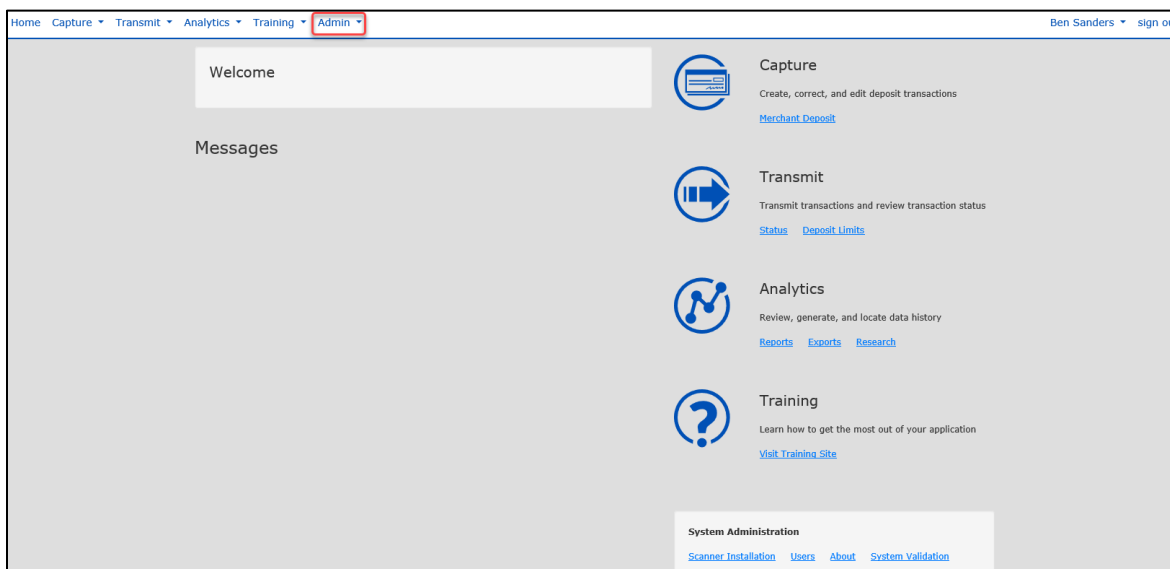
- a. In your web browser, go to **Internet Options > Security > Trusted sites**.
- b. Enter https://*.firsthorizon.com.
- c. Click **Add**.



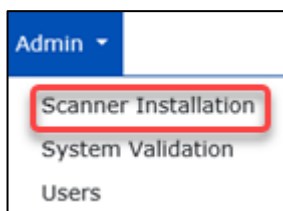
- d. Note: If the Per Site Privacy Actions are gray or not able to be modified, the network administrator needs to add the trusted sites at a global level.
6. Log into RDC at firsthorizon.com using your online banking login credentials.
 7. Click **Other Applications**.
 8. Click **Remote Deposit Capture**.



9. From the menu across the top, click **Admin**.

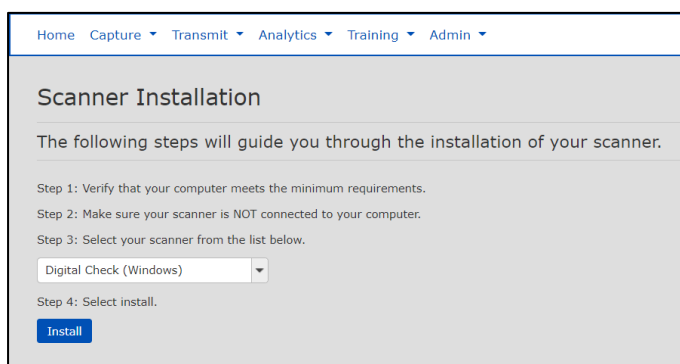


10. Click **Scanner Installation**.



11. Install the new program/driver.

- a. From the drop down menu in the Scanner Installation window, select the driver that matches your check scanner.
- b. Click **Install**.



Panini scanners

- Choose Panini Everest (Windows) for any Panini scanner on Windows

Digital Check scanners

- Choose Digital Check (Windows) for model CS30/TS 240
- Choose Digital Check (Mac) if using Mac

12. Follow the prompts given by your computer as you move through the install process.

13. **Plug the check scanner into the computer.**

14. If your scanner contains a power button, turn it on. Many scanners will turn on automatically when you are creating a deposit.



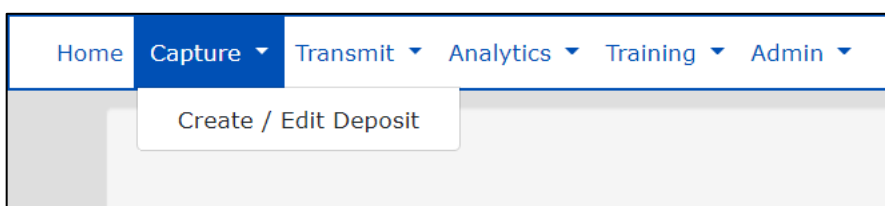
STEP 4: CREATE A TEST DEPOSIT

You are now ready to make a test deposit using RDC. This is only a test to ensure your application is running properly.

IMPORTANT: The installation process is not complete until you create a test deposit within the RDC application.

Please follow the next steps before exiting the application.

1. From the menu across the top, click **Capture**.
2. Click **Create/Edit Deposit**.



3. Enter the following information for the deposit
 - a. **Date**
 - b. **Location**
 - c. **Account**
 - d. **Deposit Amount**
4. Click **Create New Deposit**.

Home Capture Transmit Analytics Training A

Create or Edit Merchant Deposit

New Deposit

Date 06/30/2021

Location ABC Location 2 ▼

Account ABC Account 3 (333333333) ▼

Deposit Amount 1.00

Create New Deposit



5. Review Deposit.
6. Click **Scanner**.

The screenshot shows the Remote Deposit Capture interface. At the top, a blue header bar displays "Location: ABC Location 2" and "ABC Account 3 (333333333)". Below the header, a pink bar shows "Deposit 1.00 - Checks 0.00 = 1.00". A navigation bar contains buttons: "Scan", "Scanner" (highlighted with a red box), "Free Track", "Rescan", "Delete Item", "Item Details", and "Close".

The main area is divided into three sections:

- Item List:** A table with columns "Document Type" and "Amount". It contains one row: "1" | "Deposit Ticket" | "1.00".
- Item Details:** A large central area displaying the scanned document. It shows "Amount: \$1.00", "Account #: 333333333", "Account Desc: ABC Account 3", "Credit Date: 20210630", "User: abcuser1", and "Location: ABC Location 2". The document is titled "Deposit Ticket".
- Routing Transit:** A sidebar on the right with fields for "Routing Transit" (265270413), "Account" (333333333), "Serial" (34), and "Amount" (1.00).

At the bottom, there are buttons for "Audit Trail" and "Status Message". A yellow banner at the bottom of the main area says "Place documents in the scanner, and click the Scan button..."

7. Review the scanner options. Ensure that the scanner listed in Select Scanner is the same scanner in which drivers were installed.
8. Adjust **Capture Options** and **Image Options** if necessary.
9. Click **Save** after all settings are correct.

The screenshot shows the "Scanner Settings" dialog box. At the top, there is a "Select Scanner" dropdown menu with "Panini Everest (Windows)" selected (highlighted with a red box).

Below the dropdown are two sections:

- Capture Options:** Contains five toggle switches:
 - ☒ Spray tracer on rear of document
 - ☒ Stamp front of document
 - ☐ Start scanner automatically
 - ☐ Allow continuous hopper feed
 - ☒ Use double feed detection
- Image Options:** Contains one toggle switch:
 - ☒ Use auto clean mode

Below these are two sliders:

- Front Image Brightness:** A slider ranging from "Darker" to "Lighter".
- Rear Image Brightness:** A slider ranging from "Darker" to "Lighter".

At the bottom is the "Scanner Identity" section with a text field for "Scanner Host Name or IP Address**". Below the field is a note: "* Network Scanners Only - Leave blank if scanner is directly connected to your computer".

At the bottom right are "Save" and "Cancel" buttons, with the "Save" button highlighted by a red box.



10. Then, click **Scan**.

Location: ABC Location 2 ABC Account 3 (333333333)

Deposit 1.00 - Checks 0.00 = 1.00 **Scan** Scanner ⚙️ Free Track Rescan Delete Item Item Details Close

Item List		
	Document Type	Amount
1	✓ Deposit Ticket	1.00

Item: 1 of 1

Amount: \$1.00
Account #: 333333333
Account Desc: ABC Account 3
Credit Date: 20210630
User: abcuser1
Location: ABC Location 2

Deposit Ticket

Routing Transit: 265270413
Account: 333333333
Serial: 34
Amount: 1.00

Place documents in the scanner, and click the Scan button...

Audit Trail Status Message

11. Verify that checks may be fed through the scanner.

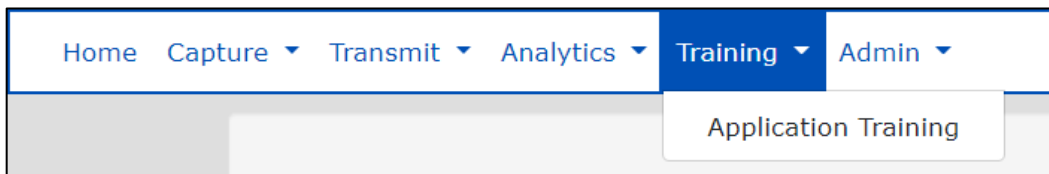
12. If the scan is successful, then the scanner is installed and ready to make deposits.



TRAINING RESOURCES

Take advantage of the training resources within the RDC application.

1. From the menu across the top, click **Training**.



2. Select from various training options and scanner documentation.

