Remote Deposit Capture Scanner Services Bundle Install Guide

Please follow these instructions prior to your first deposit, on September 25, 2024, or later. Do not install the new scanner services bundle prior to that date.

Logging In

First Merchants Website (RDC-Only Users)

- 1. Go to Firstmerchants.com.
- 2. Select Login.
- 3. Choose your Account Type>Remote Deposit Capture.
- 4. Enter your Entity Name, Login, and Password.



First Merchants Bank	
Login	
Entity Name	
Entity)
Login Name	
Login Name	
Password	
Password	Forgot Password
Sign In Change Password	
Windows System Validation Mac System	n Validation

First Merchants Online Banking (Online Banking & RDC Users)

1. Log in to your Online Banking.



firstmerchants.com/commercial 866.833.0050



- 2. Using the top navigation, click on Services.
- 3. On the Services page, select the Remote Deposit Capture Tile.
- 4. Enter your Entity Name, Login, and Password.

First M Helping	erchants Bank g you prosper		Why Us	Find a Branch/ATM	Help	OPEN AN ACC	OUNT		Q
Personal	Commercial	Private Wealth	Resources				Select /	Account Type to Log	In ~
				100			Personal Online Banking		
							Busi	ness Online Banking	
First Merch Helping you	1ants Bank prosper							Good Evening, Dear	na Casi
If you get an une Customer Care te	pected call, text, or ema am to be sure you are sp	il asking for personal or fina peaking with First Merchant	ancial account inform s.	nation, protect yourself	by hanging u	p or deleting the text	or email wit	hout responding. Call our	×
Home Transfe	rs and Payments Ser	vices nformation Report	ting User Settings	Admin Tools Co	nnect With Us	Log Off			
								ransfer Money Now)

To uninstall scanner drivers through the Remote Deposit Capture solution.

1. Log in to your Remote Deposit Capture from your workstation. When you see this message pop up, unplug the scanner USB from the PC.

Scanner Installation			
The local scanner service is not running. Please install / reinstall or start / restart the scanner service.			
Download Scanner Service Installation			
Download Windows Installer Download Mac Package			
Ok			

2. Within the pop up, select Download Windows Installer (PC Users).





3. Open File from Downloads.



- 4. Select Uninstall.
- 5. Follow the prompts until finished.
- 6. Log out and close the browser.
- 7. Open a new browser and log in to Remote Deposit Capture from your workstation. Select Download Windows Installer.

Scanner Installation				
The local scanner service is not running. Please install / reinstall or start / restart the scanner service.				
Download Scanner Service Installation				
Download Windows Installer Download Mac Package				
Ok				

8. Open File from Downloads.



- 9. Select Install and follow prompts until completed.
- 10. Plug the scanner back into the USB.
- 11. Open a new browser window and log in to the Remote Deposit Capture solution.

If you run into any errors or the system requires an activation key, close the browser entirely and open a new browser. In the new browser, repeat the above instructions starting at Step 5.





To uninstall scanner drivers through the workstation's Control Panel.

- 1. Unplug the scanner USB from the PC.
- 2. Go to the start menu and search for the Control Panel.
- 3. Once in the Control Panel, click on Uninstall a Program.

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$\leftarrow \rightarrow ~ \checkmark ~ \uparrow$	Soutrol Panel >	م ~ 0
	Adjust your computer's settings	View by: Category 🔻
	System and Security Review your computer's status Save backup copies of your files with File History	User Accounts
	Backup and Restore (Windows 7) Network and Internet View network status and tasks Hardware and Sound View devices and printers Add a device Adjust commonly used mobility settings	Appearance and Personalization
		Clock and Region Change date, time, or number formats
		Ease of Access Let Windows suggest settings Optimize visual display
	Programs Uninstall a program Get programs	

4. Right Click on each of the following services and choose uninstall.

D247.ScannerService	Wausau Financial	9/13/2024	14.5 MB	2309.15.2.0
D247.ScannerServiceRefresh	Wausau Financial	9/13/2024	6.09 MB	2309.15.2.0

5. Log in to the Remote Deposit Capture solution.





The following steps depict a Windows installation. For the Mac package, follow the steps in that guide.

1. Click on the Windows Installation link in the pop up.

Scanner Installation			
The local scanner service is not running. Please install / reinstall or start / restart the scan service.	ner		
Download Scanner Service Installation			
Download Windows Installer Download Mac Package			
Ok			

2. Open the file from downloads.



3. Select uninstall.



- 4. Close the browser.
- 5. Open a new browser window and log in to your Remote Deposit Capture.



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6. Click on the Windows option.



NOTE: For Mac Remote Deposit Capture workstations, select Download Mac Package and follow the prompts.

- 7. Open the file from downloads.
- 8. Select Install.



- 9. Follow the prompts until completed.
- 10. Close the browser.
- 11. Plug the scanner into the USB of the PC.
- 12. Open a new browser and log in to the Remote Deposit Capture solution.



