



Remote Deposit-Troubleshooting

Quick Reference Guide



First National Bank
and Trust Company[®]

Quick Reference Guide

Troubleshooting

Quick Tips:

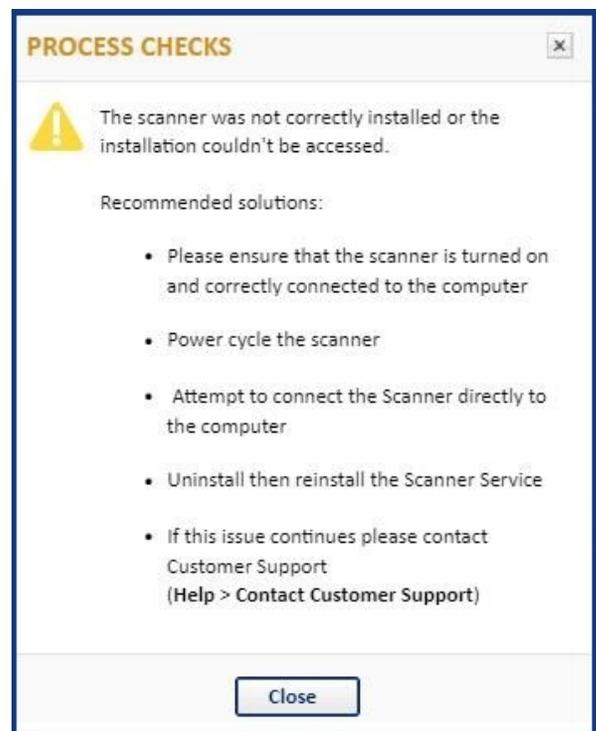
- ✓ If your computer has previous scanner drivers installed, be sure old scanner software is removed. Contact 888-255-2114 for assistance.
- ✓ Place checks in scanner after selecting "Scan" button.
- ✓ Place checks towards the front/left side of scanner bay area for the scanner to properly detect the checks (place checks into scanner after pressing "Scan" button). The light will turn orange once the checks are detected and ready to be scanned.
- ✓ Ensure scanner software is included as an acceptable program with anti-virus software (if applicable).
- ✓ Microsoft Edge web browser is the recommended browser for this software. Google Chrome and Firefox are also acceptable. Internet Explorer is not compatible with this system.
- ✓ Additional Troubleshooting Tips may be found in the Remote Deposit Capture User Guide beginning on page 89.

Process Checks Error

Receiving the Process Checks error pictured to the right indicates one of the following:

1. Checks inserted too soon
2. Machine requires reboot
3. Scanner requires cleaning
4. Anti-virus software

Detailed instructions included on the following pages.

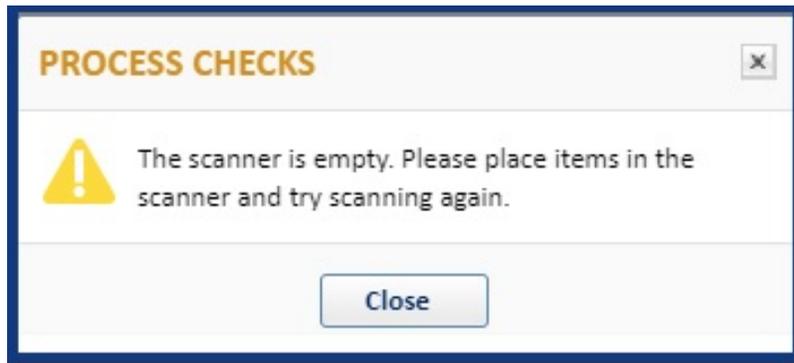


1. Checks inserted too soon

The "Process Checks" error screen may appear if checks are inserted into the scanner too soon. Follow the steps listed below to avoid this:

1. Ensure the scanner is empty.
2. Login to Business Online Banking and then Remote Deposit Capture.
3. Select the account to make the deposit into.
4. Click Scan.
5. Now insert checks into the left side of the scanner with the front of the checks facing left.

You may get the error shown below. Select "Close" and Scan again.



2. Machine Requires Reboot

1. Unplug one or both of the cables connected to the scanner.
2. Restart the computer and ensure it has completely rebooted for the computer to recognize the scanner.
3. Press the restart button on the right side of the scanner for 30 seconds to power cycle.
4. Clear cookies and cache on the web browser that is used. Depending on the browser being used, this can be done by going to your computer settings. Click the privacy/search option; choose 'Clear Browsing Data Now'. You should have the option to clear browsing data, cookies and cache.
5. After completing this step, run deposit.
6. If error message continues, follow the instructions below to reinstall the scanner software.
 - Unplug the cables from the back of the scanner
 - Check the apps & feature folder and look for 'Scanner Service for Digital Check', Right click and select Uninstall. An uninstall message will display. Select Continue.
 - Once this process is completed, login to the remote deposit system. A message indicating software has not been located will display. Select Continue.
 - Software installation will be prompted. Follow the steps on the screen. Scanner Type = TS240.
 - Upon completion of software installation, plug cables back into scanner.
 - Close web page out completely, re-open new session, login to Remote Deposit Capture system.

3. Scanner Requires Cleaning

- Scanner should be cleaned periodically from dust and debris, the top of the scanner can be removed for cleaning purposes. Use canned air or electronic device wipes to remove debris from gears inside the machine.

4. Anti-virus Software

- Locate "Settings" option in your Anti-virus software.
- Select Threat Prevention and On-Demand Scan
- Under Exclusions, add the path **C:\Program Files (x86)\DigitalCheck** to be excluded
- If issues persist, contact your IT department or FNBT's Business Support Team by phone at 888-255-2114 or by email at BusinessConnection@bankatfirstnational.com for assistance.

Add Exclusion

OK

Cancel

What to exclude:

- File name or path (can include * or ? wildcards):

C:\Program Files (x86)\DigitalCheck\

Browse

- Also exclude subfolders

- File type (can include the ? wildcard):

- File age

Access type:

Modified

Minimum age in days:

We're here to help!

Contact our Business Support Team 888-255-2114 or BusinessConnection@bankatfirstnational.com for assistance.

For additional resources, you may also refer to our comprehensive *Remote Deposit User Guide* available at www.bankatfirstnational.com.



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