

FIRST MERCHANTS COMMERCIAL BANKING

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) When prompted, enter Domain Name, Login Name and Password. Click Sign In. You will be prompted to change password at first login.

1. Go to Firstmerchants.com.
2. Select Log in.
3. Choose your Account Type>Remote Deposit Capture.
4. Enter your Username, Password and Domain

The screenshot shows the First Merchants Bank website. The top navigation bar includes the bank's logo, "Why Us", "Find a Branch/ATM", "Help", "OPEN AN ACCOUNT", and a "LOG IN" button with a dropdown arrow. Below the navigation bar, there's a section for "FDIC" and "Remote Deposit Capture". A dropdown menu titled "Select Account Type to Log In" is open, showing options: "Business Online Banking", "Personal Online Banking", "Business Online Banking", "Personal Credit Card", "Business Credit Card", "Private Wealth Online Portal", "Retirement Services", and "Remote Deposit Capture". The "Remote Deposit Capture" option is highlighted with a red box. To the right, there's a "Login" form with fields for "Username", "Password", and "Domain Name", and a "Log In" button. Below the button is a link for "Change User Password".

First Merchants Online Banking (Online Banking & RDC Users)

1. Log in to your Online Banking.
2. Using the top navigation, click on Services.
3. On the Services page, select the Remote Deposit Capture Tile.
4. Enter your Domain Name, Login, and Password.

The screenshot shows the First Merchants Bank website. The top navigation bar includes the bank's logo, "Why Us", "Find a Branch/ATM", "Help", "OPEN AN ACCOUNT", and a "LOG IN" button with a dropdown arrow. Below the navigation bar, there's a section for "FDIC" and "Remote Deposit Capture". A dropdown menu titled "Select Account Type to Log In" is open, showing options: "Business Online Banking", "Personal Online Banking", and "Business Online Banking". The "Business Online Banking" option is highlighted with a red box. Below the dropdown, there's a "Services" page with a "Remote Deposit Capture" tile highlighted with a red box. The "Services" page also includes a "Home" button, "Transfers and Payments", "Information Reporting", "User Settings", "Admin Tools", "Connect With Us", and "Log Off". At the bottom, there's a "Home" button and a "Transfer Money Now" button.



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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

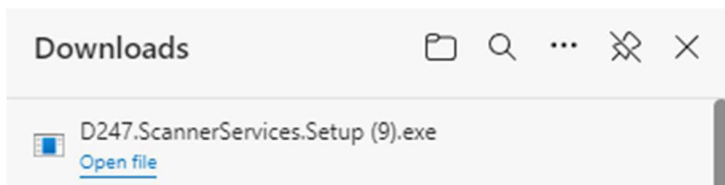
The local scanner service is not running. Please install / reinstall or start / restart the scanner service.

Download Scanner Service Installation

[Download Windows Installer](#) [Download Mac Package](#)



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.
8. Select Download Windows Installer.

Scanner Installation

The local scanner service is not running. Please install / reinstall or start / restart the scanner service.

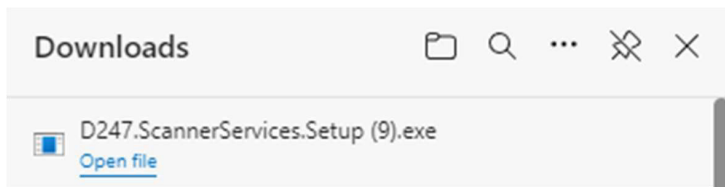
Download Scanner Service Installation

[Download Windows Installer](#) [Download Mac Package](#)



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8. Open File from Downloads.



9. Select Install and follow prompts until completed.

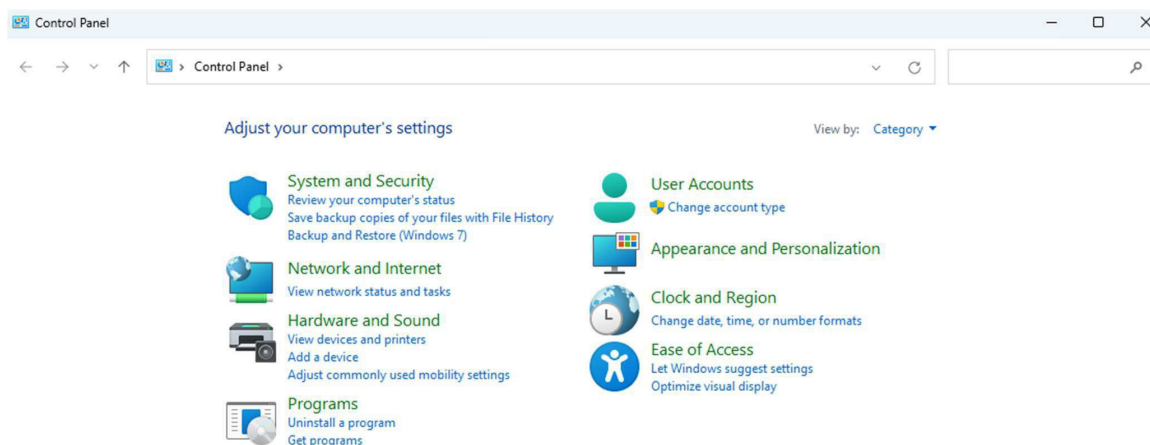
10. Plug the scanner back into the USB.

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.



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.

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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

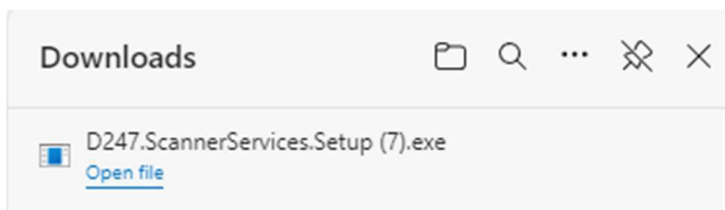
The local scanner service is not running. Please install / reinstall or start / restart the scanner service.

Download Scanner Service Installation

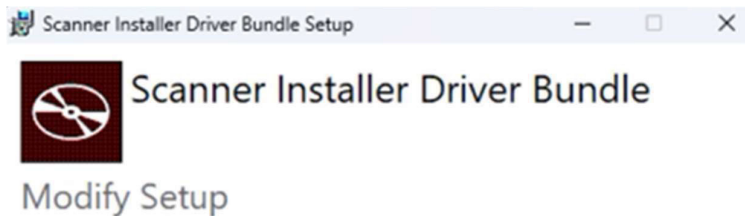
[Download Windows Installer](#) [Download Mac Package](#)

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.



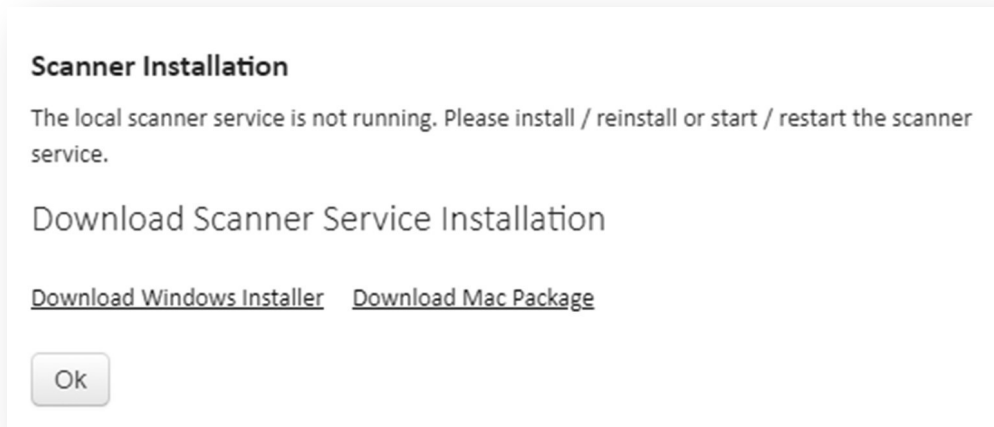
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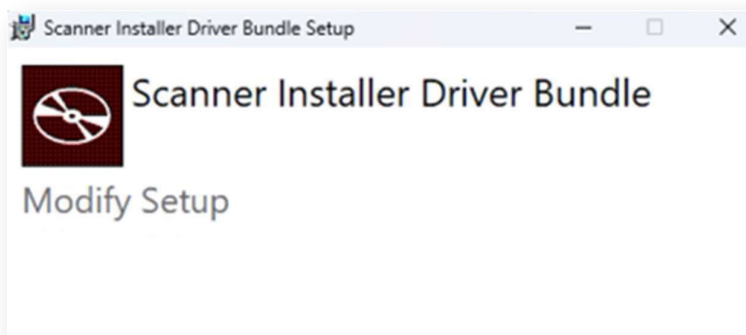
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6. Click on the Windows option.



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.