



Remote Deposit Capture

INSTALLATION GUIDE



Member
FDIC

Dime Community Bank



Installing Remote Deposit Capture on a MAC

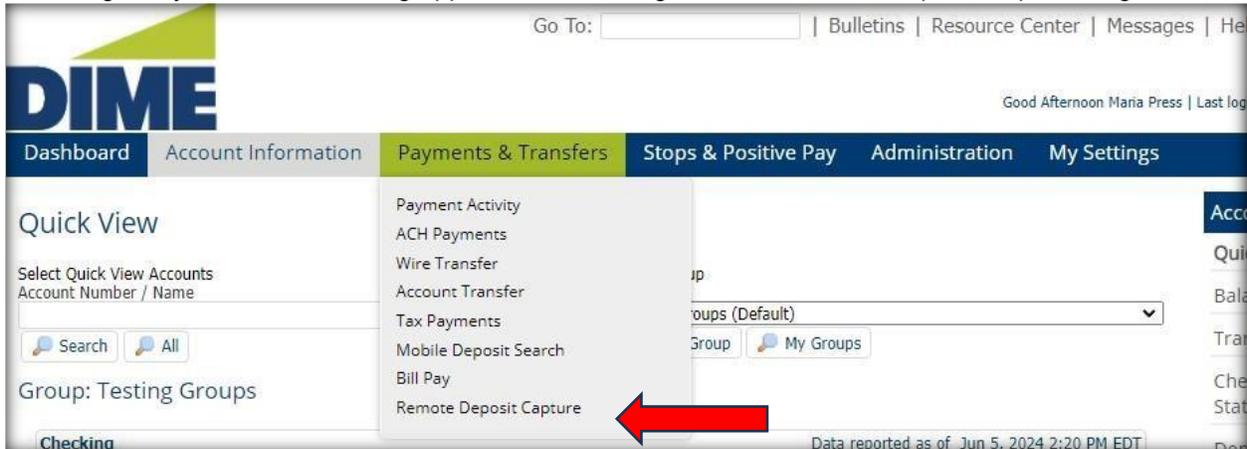
Important Information:

Scanner driver installation requires Admin privileges to install all the pieces required to run your check scanner. Please engage your IT team to assist with logging in to your workstation as the local admin and then follow the below instructions.

- Scanner USB cable **SHOULD NOT** be connected to computer when installing drivers.
- Scanner Drivers are available for download within the Remote Deposit Capture system. They should not be downloaded from any other source.
- **Chrome** is the preferred browser for completing remote deposits.

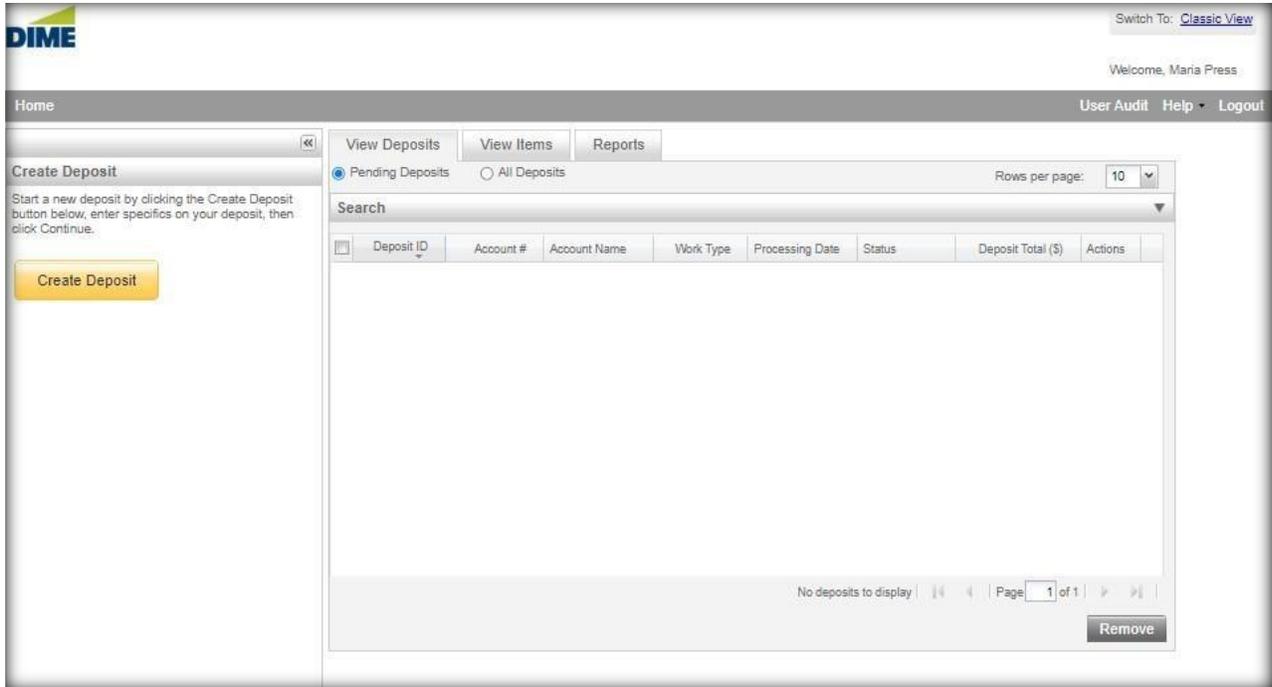
Downloading the Drivers from the Remote Deposit Capture Site:

1. Login to your Online Banking application and navigate to the Remote Deposit Capture Page

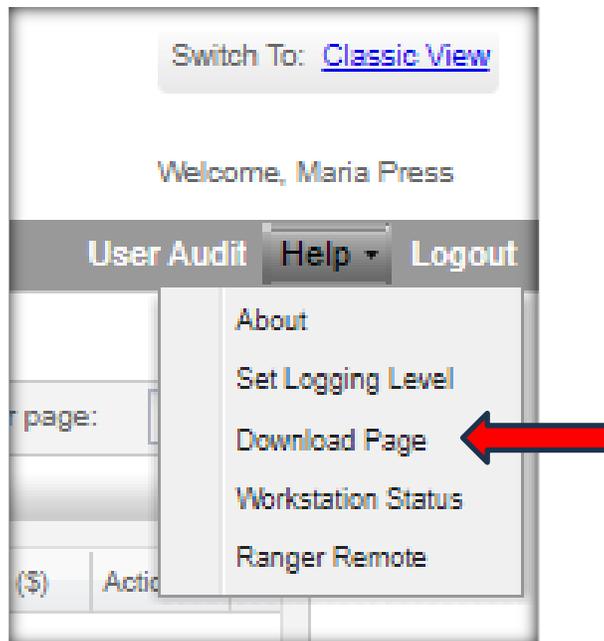




2. From the landing page, select the **Help** link on the right-hand side of the top navigation bar:

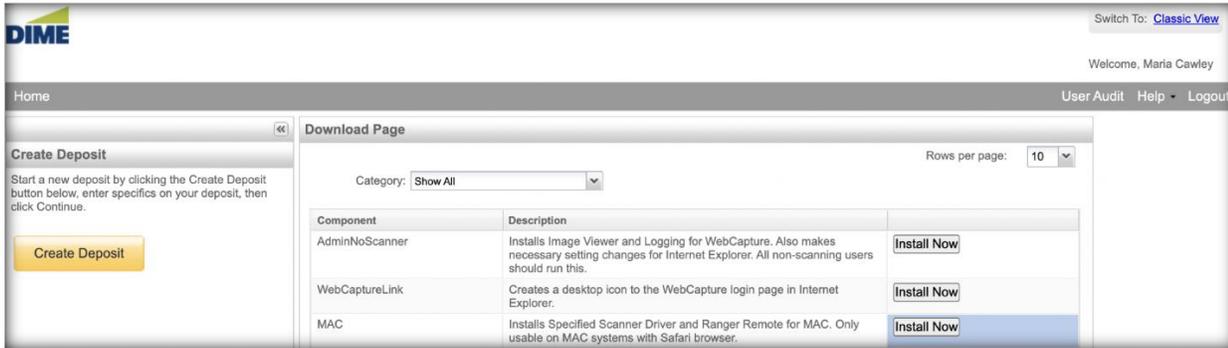


3. From the **Help** dropdown, select **Download Page**.

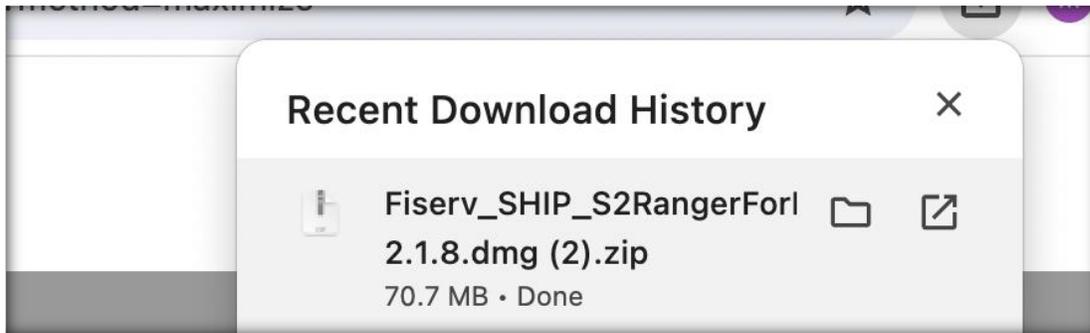




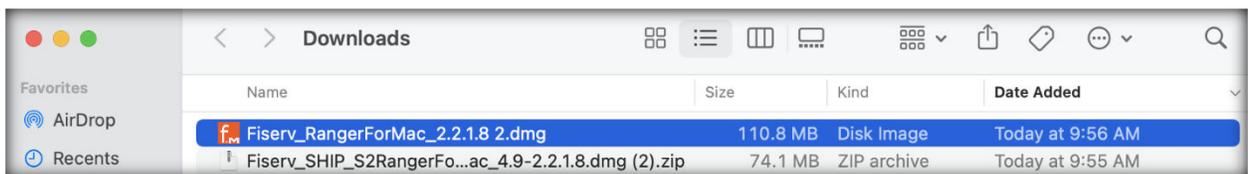
- On the Download page, locate the **MAC** component and select **Install Now**.



- In Chrome, you will see the download begin in the top right corner of your screen. Once complete, click on the folder image to open the **Downloads** folder.



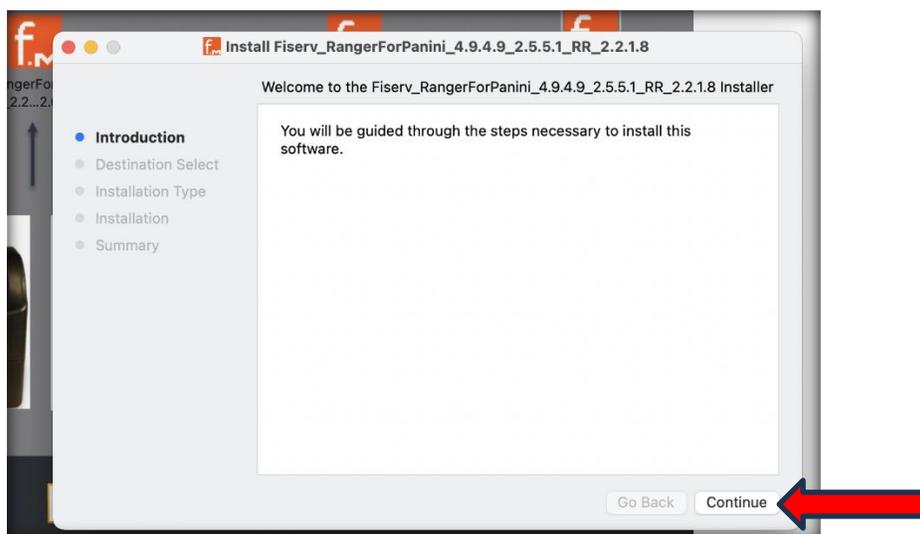
- Double click on the **zip** file to open the **Fiserv_RangerForMAC** file.



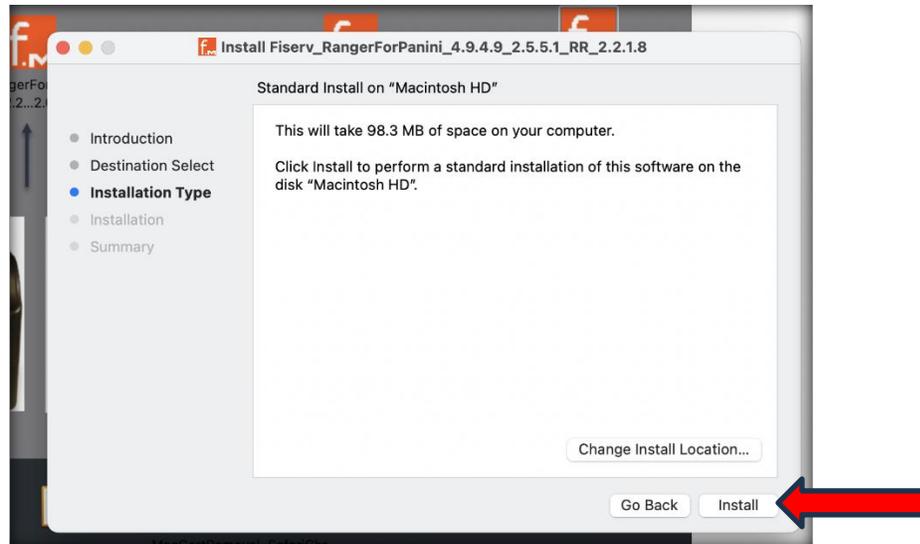
7. Double click on the **Fiserv_RangerforMac** file and the following window will open.



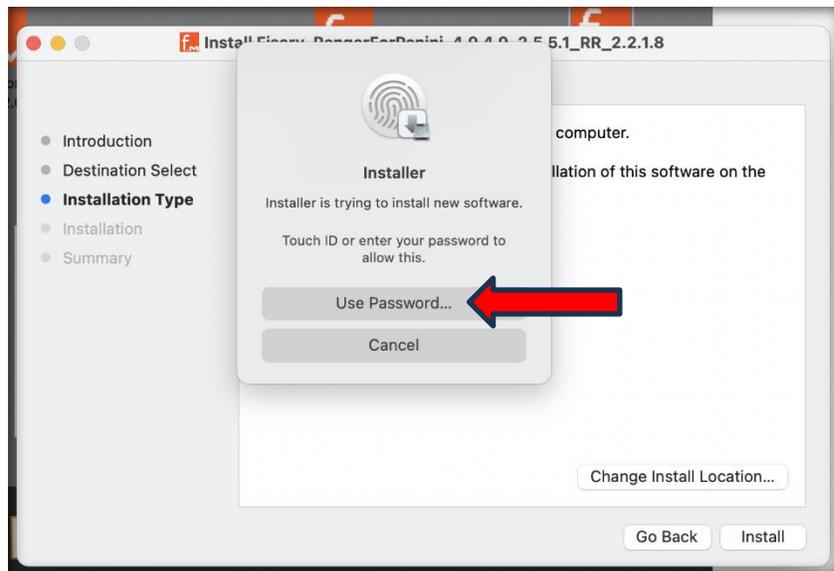
8. Select the correct scanner. The installer folder will open. Click **Continue**.



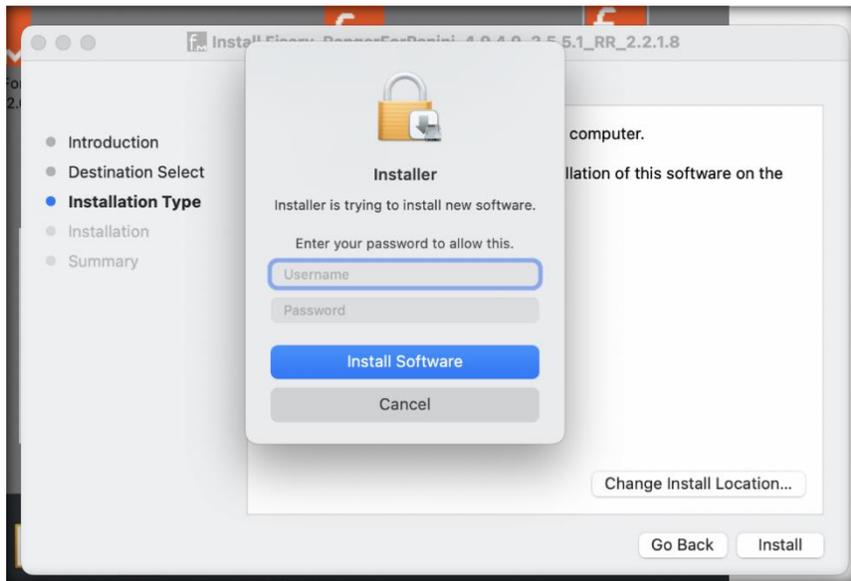
9. Click **Install**.



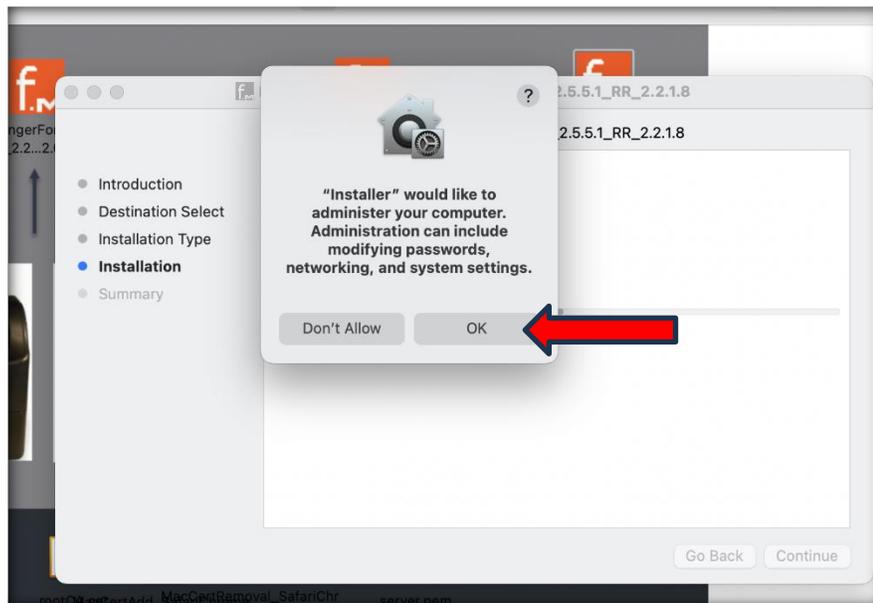
10. The Installer window will open. An administrator must enter their credentials to install the driver. Click **Use Password**.



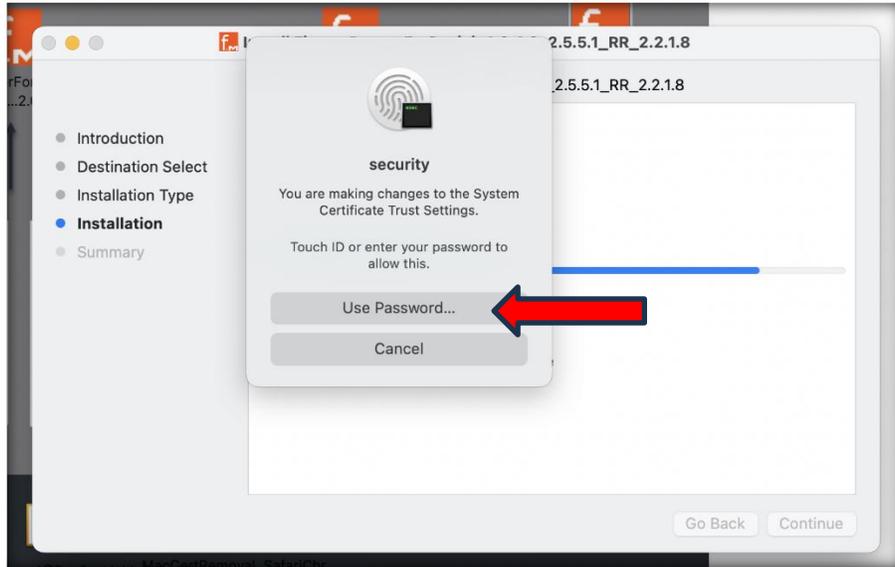
11. Enter the Username and Password of an administrator. Click **Install Software**.



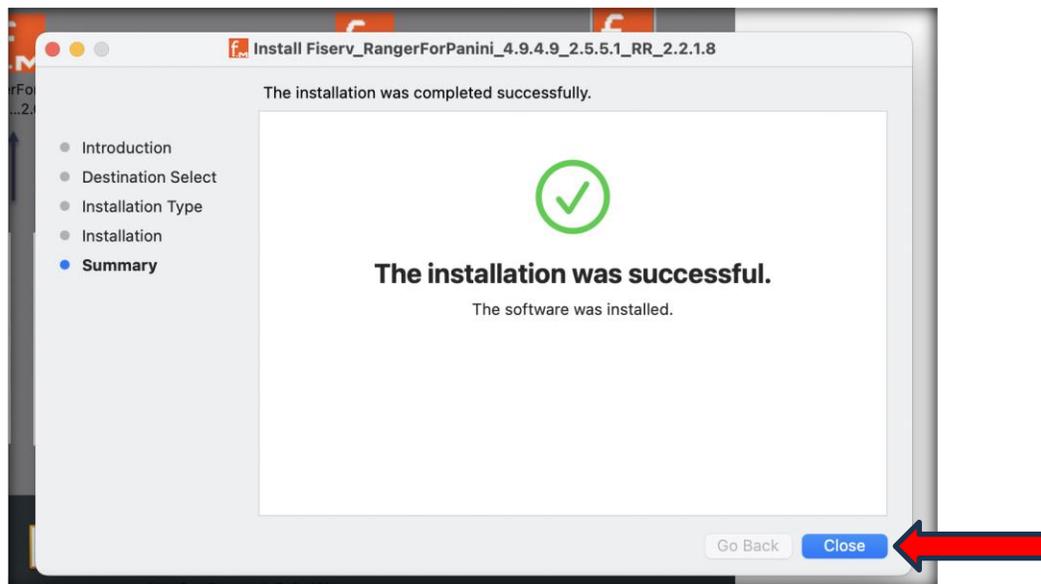
12. Click **OK** to allow the Installer to load the driver to the MAC.



13. For a second time, the administrator will need to provide their credentials to load the Certificate Trust Settings. Click **Use Password** and enter the credentials.

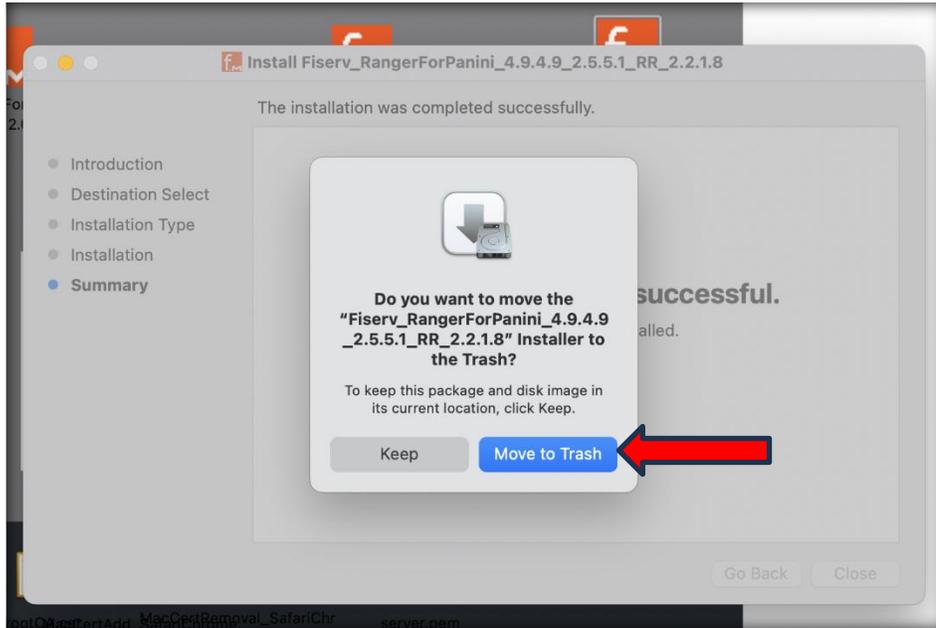


14. The window will indicate that "The installation was successful." Click **Close**.





15. The installer will inquire if you would like to Keep the Installer or Move to Trash. Click **Move to Trash**.



TROUBLESHOOTING:

The scanner is not working. Ranger API is unable to communicate with the scanner.

- Check if there is a firewall or anti-virus that is potentially blocking the scanner from connecting to the Remote Deposit Capture system.
- Check to make sure all the scanner cables are securely connected.
- Check to make sure that the scanner has power.

For instructions on how to complete a remote deposit, click here [Help Center - BOB - Dime Community Bank™](#) and scroll to the Reference Guides section.