Lakeland Bank ®

eTreasury

*Commercial
Remote Deposit Capture (RDC)
Quick Reference Guide*

Remote Deposit Capture, or RDC, is a service that allows you to scan checks remotely. In this guide, you will learn how to install the necessary driver(s) to use the scanning equipment we provided. **The installation requires *local* administrator rights to the PC/scanning workstation. The install may require coordination with your IT staff/service.** You must be connected to the internet via hardwired connection and be running Windows 7, 8, or 10 in order to scan with Lakeland Bank. When installing the driver(s) make sure you are putting the drivers on the PC itself (local desktop) and not inside a virtual environment like a virtual private network (VPN) or cloud-based software. It is recommended that you use a dedicated PC/workstation for the Lakeland Bank scanner. If there are multiple bank scanners connected to the PC, the other bank scanners should be powered off during scanning for Lakeland.

To Install

Make sure your scanner is either powered off or disconnected from the power supply if your scanner does not have a power switch.

Next, sign into eTreasury Commercial using Chrome, Firefox or Edge *(if you wish to use Internet Explorer to download the drivers, please go to page 4 first and follow those instructions before you can start the download).*

Go to **Payments & Transfers>Remote Deposit Capture** and click **Continue to Remote Deposit**. Once in the RDC platform, click **Help>Download Page**.
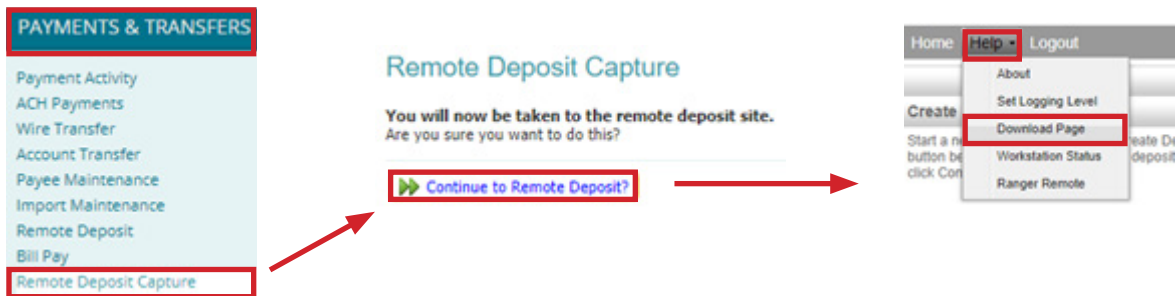

You will be brought to a download page where the drivers specific for your scanner are located. You will need to determine the model of your scanner; we support a few scanner types.

Please follow the chart below to find which driver(s) you need for the scanner you have and then click **Install Now**. If scanning will be done in Chrome, Firefox or Edge you should also install the **RangerRemote**. *If you will be using Internet Explorer to scan the RangerRemote application is not required.*

| Scanner Model		Drivers to Download	
	RangerRemote	Installs Ranger Remote, which allows Merchant Capture users to utilize Chrome, Firefox, and Edge browsers from Windows environments.	Install Now
SmartSource	SmartSource PVA and Elite	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Panini	Panini	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
DigitalCheck	DigitalCheck TS Series and CX30	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now

In the next steps, you may need to follow prompts your computer is asking you, like security changes or even Administrator rights/credentials depending on your computer's permissions.

Once the driver(s) are downloaded, go to the **Downloads** folder in the **File Explorer**, right click the driver and click **'Run as administrator'**.
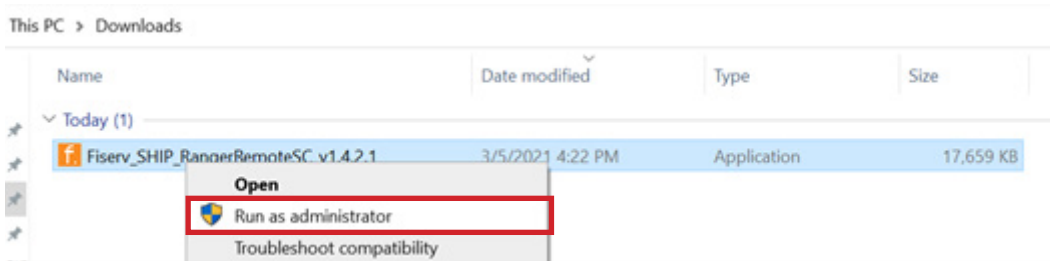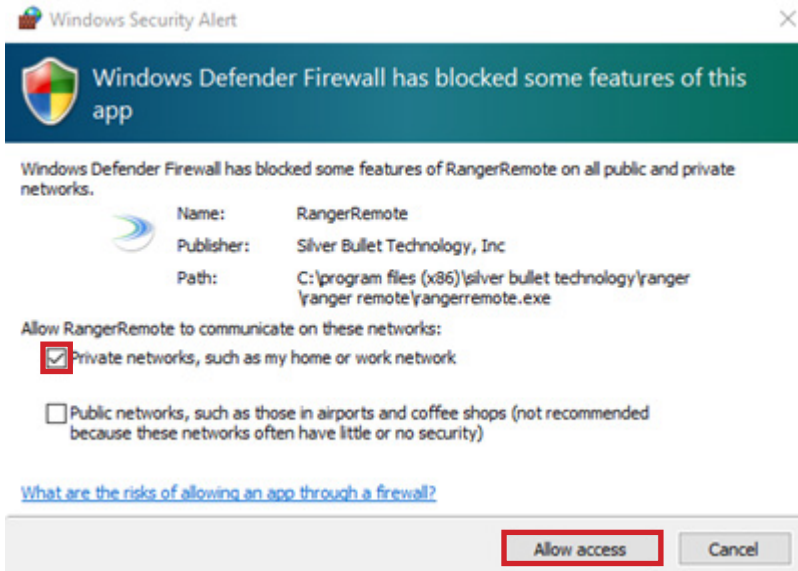

This will be done for each driver you download, if you download more than one. *Example: SmartSource Driver and RangerRemote Driver.*

Next, click **Install**. Once completed, click **Exit**.
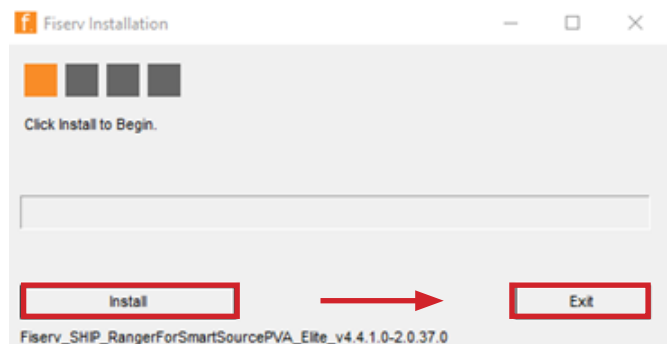
If installing the **RangerRemote**, you may be asked an additional permission, if so please see below for details.
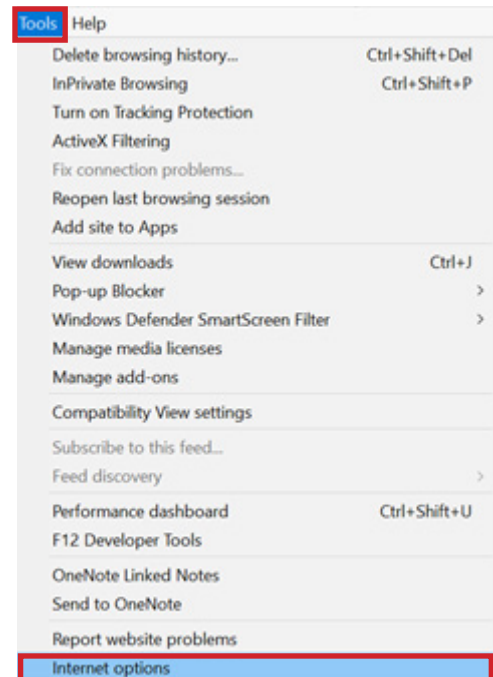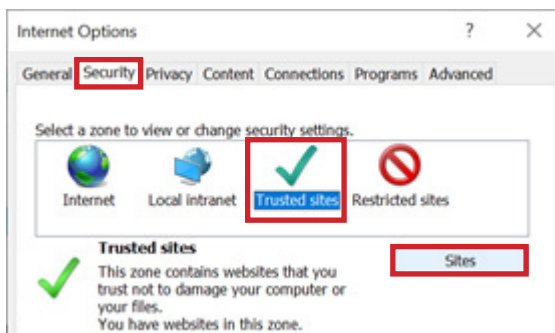

Check off **Private networks** only and click **Allow access** *(consult with your IT if necessary)*.

If you will be scanning in *Internet Explorer*, the following settings will need to be changed:

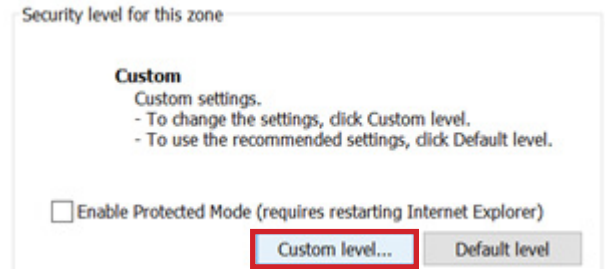In Internet Explorer, select **Tools** and go to **Internet Options**.

From the **Security** tab, select **Trusted Sites** and click the **Sites** button.

Enter the URL's **https://sso.fiservsco.com** and **https://etreasurycommercial.lakelandbank.com** and click **Add** then click **Close**.
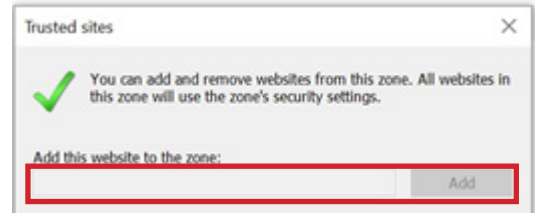
In the **Security** tab, click **Custom level**.

Starting under **ActiveX controls and plug-ins** section, edit the following settings:

| Active X Controls	Action
Allow Scriptlets	Enable
Automatic prompting for ActiveX controls	Enable
Binary and script behaviors	Enable
Display video and animation on a webpage that does not use	Enable
Download signed ActiveX controls	Enable
Download unsigned ActiveX controls	Prompt
Initialize and script ActiveX controls not marked as safe	Prompt

Click **OK**.
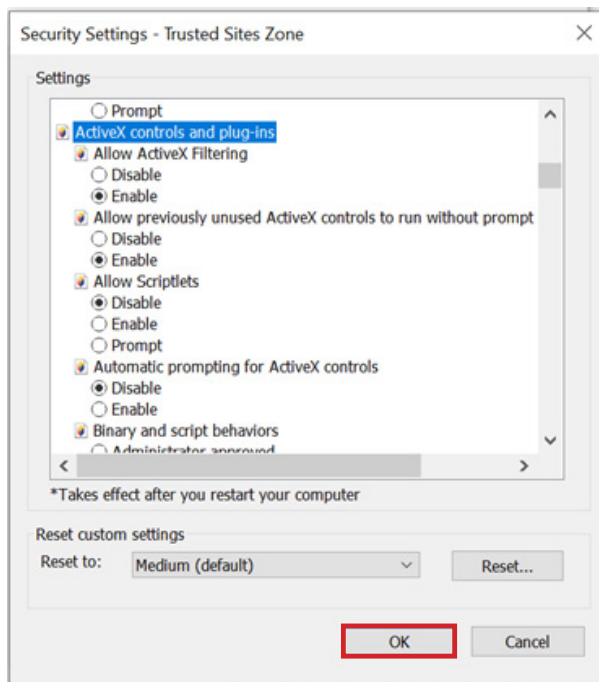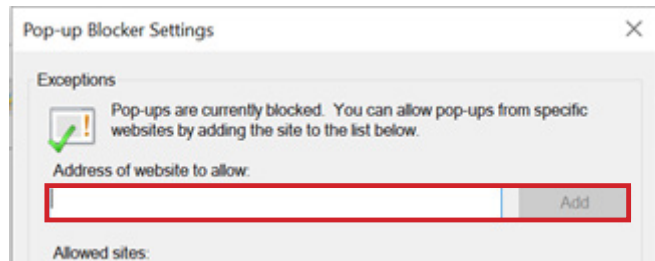
If prompted to change the settings for this zone, click **Yes**, then click **OK**.
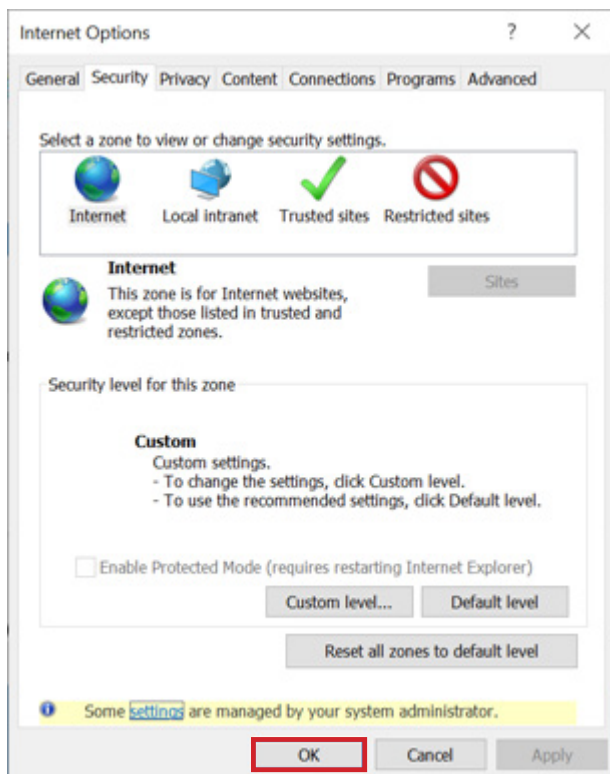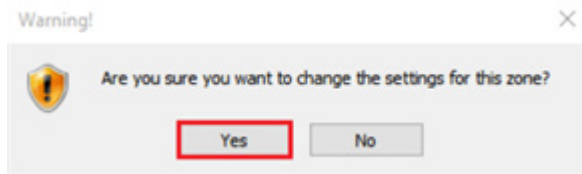
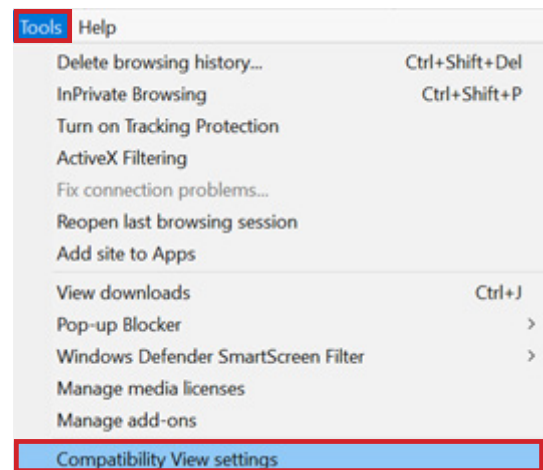

Under **Tools** click **Pop-up Blocker>Pop-up Blocker settings**.
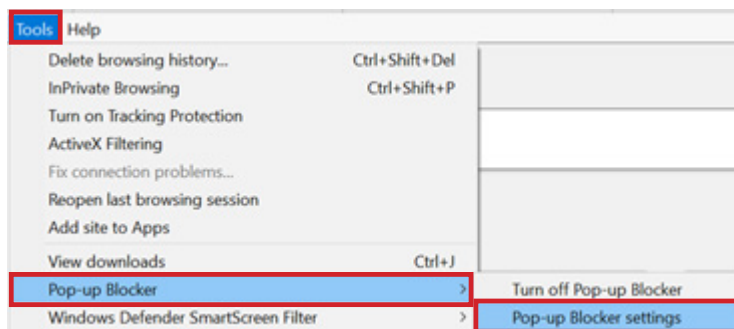
Enter **sso.fiservsco.com** and **etreasurycommercial.lakelandbank.com** and click **Add** then **Close**.

Under **Tools** select **Compatibility View settings**.

Enter **sso.fiservsco.com** and **secureinternetbank.com** and click **Add** then **Close**.
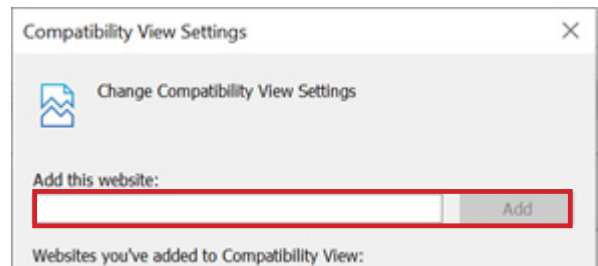
Scanning

If you are using Internet Explorer, please ensure you are using *Contemporary View*. If you see it says 'Switch to Classic' in the top right-hand corner, then you are in the right view.

Scanning (continued)

To create a Remote Deposit:

1. Click 'Create Deposit'.

2. Enter total deposit amount.

3. Select 'Account Number' from drop down menu.

4. Click 'Continue'.

5. Place checks in scanner with the front of the check facing away from the center of the scanner (if the scanner is on your right, the endorsement side will be facing you).

6. Click 'Scan'.

7. If errors are present, select 'Fix Errors' and enter corrected information. Hit the Enter key on your keyboard to update the information.

8. If a duplicate check error appears, it's possible that the item(s) were already submitted in a previous deposit. Please review carefully and ensure you are *not* accepting a check that was previously scanned and **submitted** in the system. The status of the deposit is present under the check image. If the status says suspended or deleted then you may accept the duplicate(s).

9. Select 'Submit Deposit' and confirm by clicking 'Submit Deposit' again.

*Please note once a check is scanned and the deposit has been Submitted, nothing can be changed or deleted. It is imperative that these deposits are accurate since they cannot be changed or deleted.

To Print Report/Receipt:

1. Click 'View Deposits' on the home screen and select 'All Deposits'.

2. Click 'View Deposit'   for the submitted deposit under the 'Actions' column.

3. Select Export As>PDF or PDF with Images.

4. Click on the Printer icon within the PDF or go to File>Print.

We recommend you keep these checks in a secure location for 45 days. Also, you can view deposits for up to 90 days in the Remote Deposit Capture system. After 90 days, anything submitted can be viewed in eTreasury Commercial.

Troubleshooting

If you receive an error message of **"Ranger API is unable to communicate with the scanner"** when you have the drivers installed on the computer, please try the following:

1. Turn the scanner off and back on (some scanners have a toggle switch in the back of the scanner by the two cords).

2. Turn off the scanner then restart the computer. Once the computer boots up, turn on the scanner.

3. Unplug the USB cable and plug into new port on your computer. Wait a minute or two and try again.

If none of these methods work please contact us for further assistance.

If you are using Chrome, Firefox or Edge and receive **"Please wait...Initializing"** this means the RangerRemote is either not running or not installed. If you already installed the RangerRemote, please try the following:

1. Check to see if the RangerRemote is running, go to the task tray in the lower right-hand corner (next to the date and time) and look for the icon picture below, once located right click on the icon and click **Start Server**. If it says Stop Server, please call us for further troubleshooting.
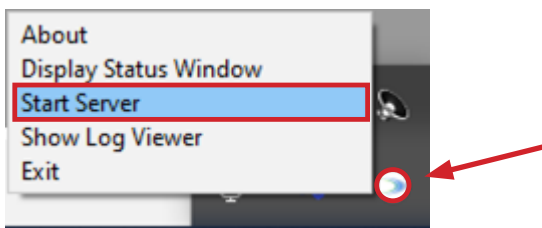
2. If you cannot locate the icon in the task tray, use the Windows Search feature and search for 'RangerRemote' if it comes up, start the server there. If nothing comes up, you may need to reinstall the RangerRemote or simply contact us for further troubleshooting assistance.

For assistance with RDC/scanning processing, please call us at 866-224-1379 Option #9 or email us at eBanking@lakelandbank.com.