

ACCELERATE AR RDC INSTALLATION PROCEDURES

Overview

We are pleased to welcome you to Synovus Accelerate AR™ RDC. As the latest addition to our comprehensive integrated receivables suite, Accelerate AR RDC provides a number of benefits for your organization, including an intuitive user experience, extended deposit cutoff time for same-day credit, and consolidated pricing. This solution is part of our commitment to provide your business with enhanced solutions and ensure your receivables management experience is efficient and user-friendly.

Throughout this document you will find the steps to install the software and hardware required to operate your remote deposit service. If at any time you find yourself needing assistance, feel free to reach out to your Treasury Management Onboarding Team or contact our Customer Care team directly at (888) 796-6887 option Treasury available Monday through Friday from 8 am – 6 pm EST. We look forward to introducing you to Accelerate AR RDC.

Prerequisites

- **Verify administrative computer permissions.** You, or your company's representative(s) working with our Synovus team, must have administrative permissions on your computer to install software. Please verify your administrative permissions and ensure your passwords are current prior to attempting installation.
- **Synovus Gateway user access will be required.** To access the Accelerate AR RDC service you must be permissioned access within the Gateway portal. For additional information on adding users to AR RDC please see our [Accelerate AR RDC Gateway User Administration Guide](#).
- **Ensure Compatible Hardware.** To utilize RDC services with Synovus you must have a compatible check scanner. You may bring your own compatible scanner or order a new scanner. If you need to order a new scanner, please see the Hardware section for more detailed instructions. Please see our [Operating Requirements](#) document for more details on compatible scanners.
- **Remove Legacy Scanner Hardware.** If you are moving RDC services from another financial institution you, or your company's representative(s) will need to ensure any legacy bank software has been removed prior to installing services with Synovus.
- **Prepare for a Test Deposit.** To ensure end to end installation is successful, it is preferred to perform a test deposit at the time of installation. Please have a check handy to scan.
- **Install Ink Cartridge.** If you are utilizing a check scanner with an ink cartridge, ensure this is installed prior to installation.

Associated Documents and References

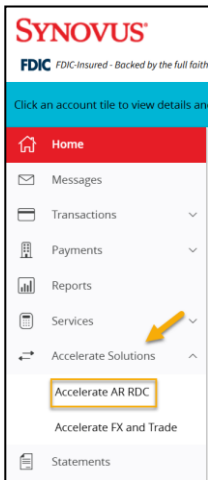
- [Accelerate AR RDC Gateway User Administration Guide](#)
- [Accelerate AR RDC User Guide](#)
- [Accelerate AR RDC Windows Installation Guide](#)
- [Accelerate AR RDC MAC Installation Guide](#)

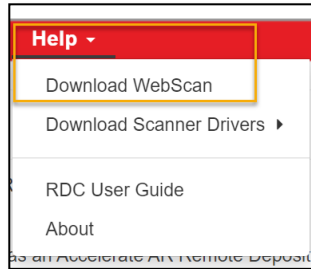
Terms and Definitions

- RDC – Remote Deposit Capture
- Accelerate AR Remote Deposit Capture (RDC) –Synovus Remote Deposit Capture solution
- Gateway – Synovus Commercial Banking Platform
- WebScan – a software solution that interfaces with USB-based scanners to facilitate the Remote Deposit Capture process.

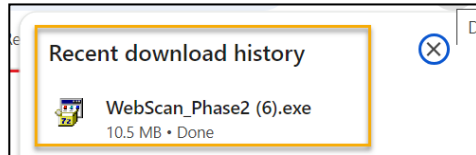
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MAC Installation Procedures	<ul style="list-style-type: none"> ➤ Installing Panini Mi:Deal ➤ Set Scanner Type on Profile ➤ Common Installation Troubleshooting: MAC
Using Accelerate AR RDC	<ul style="list-style-type: none"> ➤ Using Accelerate AR RDC (Overview) ➤ Submitting a Deposit ➤ Working with Administration ➤ Working with Research/Reports

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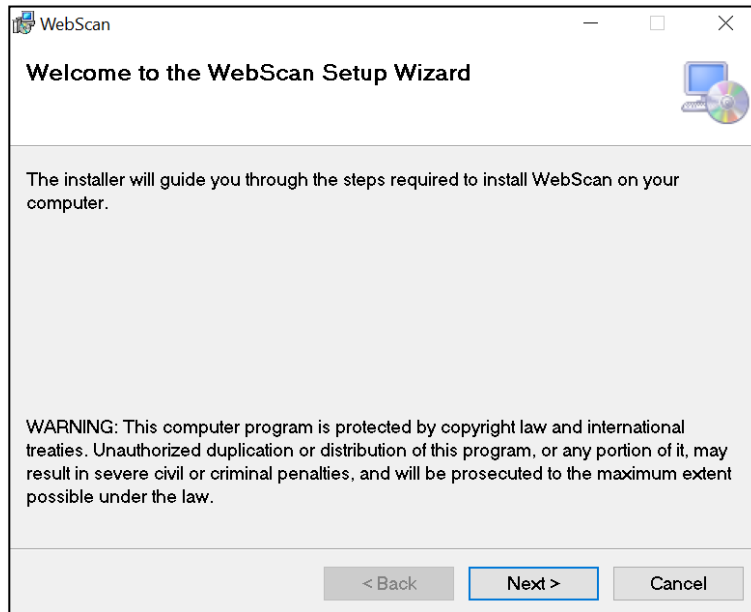
Windows Installation Procedures	
<p>Below you will find steps involved to install your Remote Deposit software and hardware on a Windows PC for use with Accelerate AR RDC.</p> <p>For an end-to-end demonstration of this process see our Accelerate AR RDC Windows Installation Guide.</p>	
Task	Actions
Installing WebScan	<p>WebScan is a software component used to facilitate the scanning and processing of checks via web browsers. It allows RDC scanners to operate seamlessly with browsers like Microsoft Edge, Mozilla Firefox, and Google Chrome.</p> <p>Note: WebScan only has to be installed once per PC regardless of how many users are utilizing that device.</p> <ol style="list-style-type: none"> 1. Login to your commercial banking platform Gateway. 2. Under Accelerate Solutions select Accelerate AR RDC.  <ol style="list-style-type: none"> 3. Once logged into Accelerate AR RDC we will select the Help menu and Download WebScan.



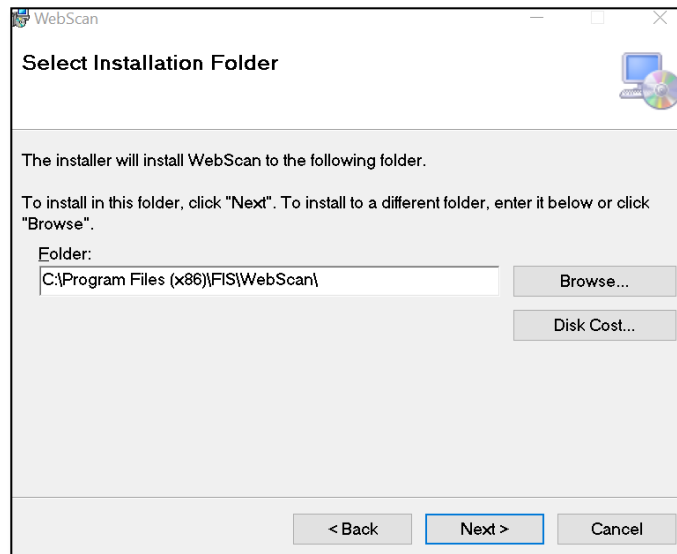
4. WebScan will begin to download. Locate within download folder or from within browser. Select to **Run As Administrator**.



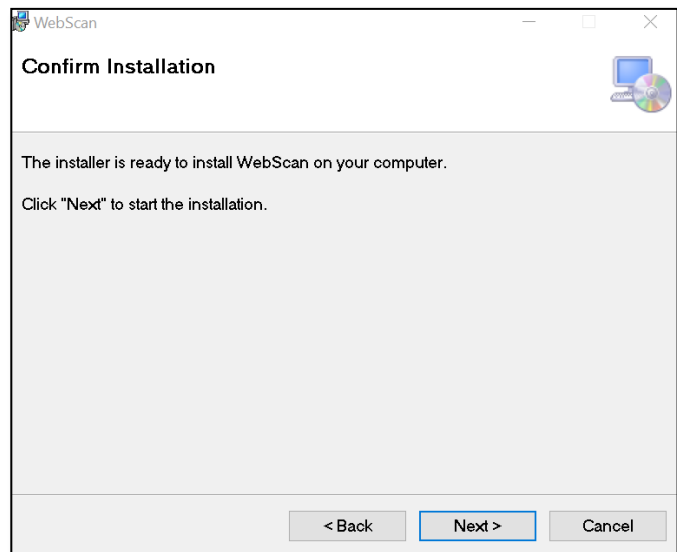
5. WebScan Setup Wizard will display and take you through the steps for Installation. Select **Next** to continue through installation.



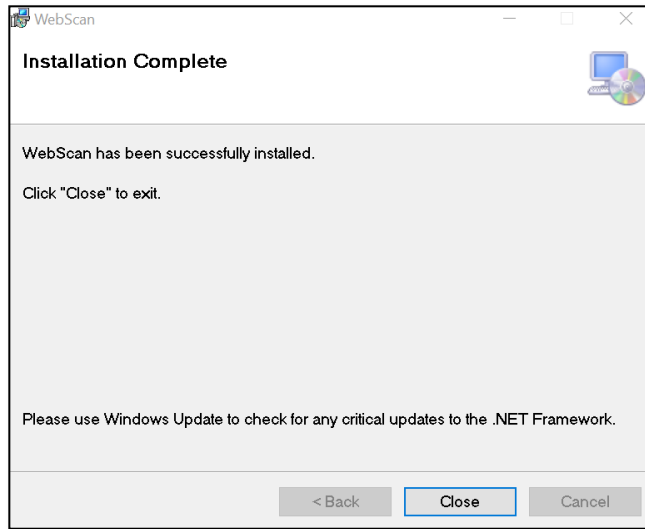
6. Select an Installation folder and **Next**.




7. The installer is now ready to install Webscan. Click **Next**.



8. WebScan has been successfully installed. Click **Close**.

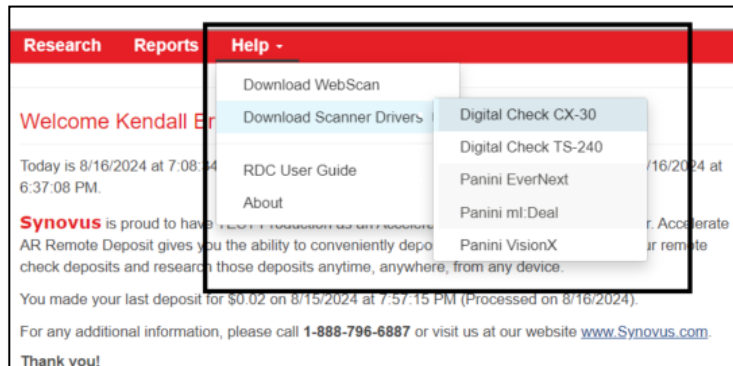


9. After a successful installation you should see the WebScan icon within your system tray and on your desktop. It will be blue in an idle status and green when initialized. 

For additional support please see this video for [Locating and Installing WebScan](#).

Now that we've installed WebScan we will install our associated Scanner Drivers.

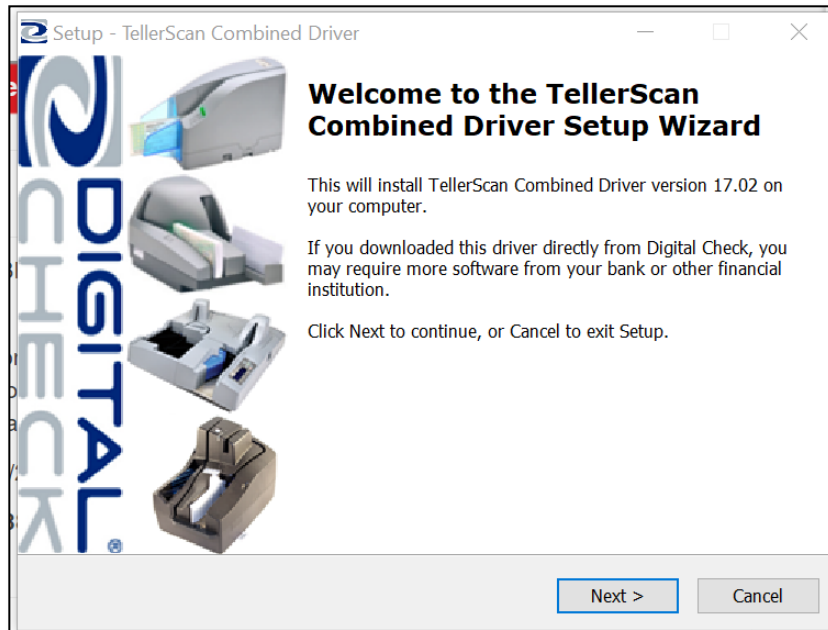
1. Ensure your scanner is unplugged at this time.
2. While still logged into Accelerate AR RDC select the **Help** menu and **Download Scanner Drivers**.
3. Select your associated scanner to begin the download process.



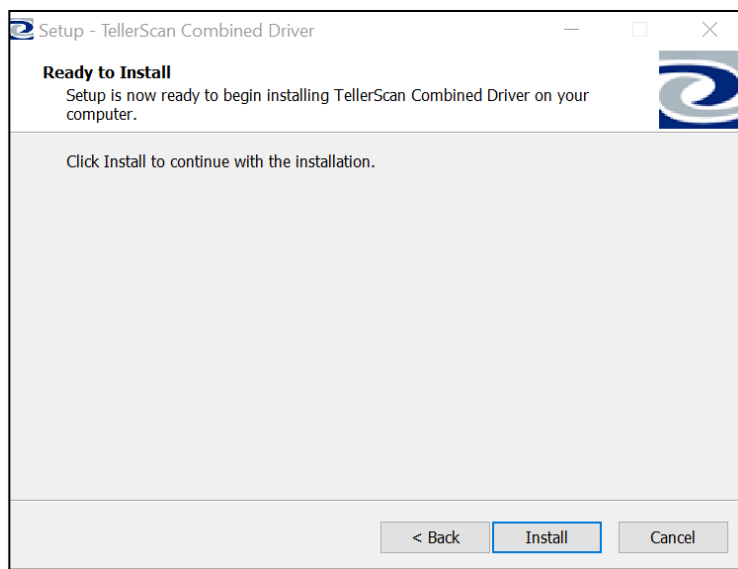
Installing Scanner Drivers

Note: If you do not see your associated scanner drivers in the menu options, please contact your Treasury Management Onboarding Team or our Customer Care team directly at (888) 796-6887 option Treasury available Monday through Friday from 8 am – 6 pm EST.

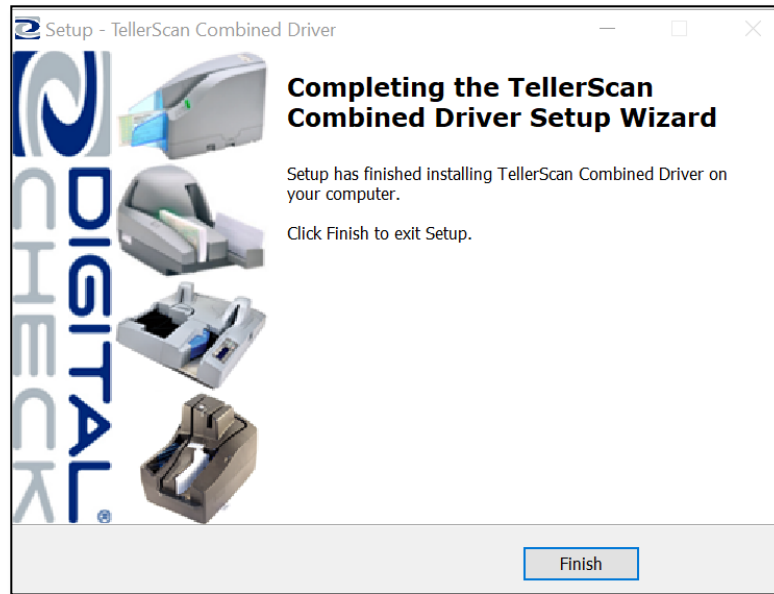
4. For this example, Digital Check Drivers will begin to download. Locate within download folder or from within browser. Select to **Run As Administrator**.
5. The Setup wizard will initialize, select **Next** to continue through installation.



6. Setup is now ready to begin. Select **Install** to continue with installation.



7. Setup has finished installing. Click **Finish** to exit Setup.



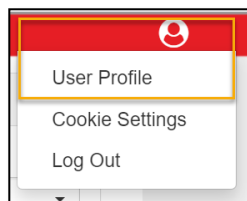
8. At this time, you can plug in your Scanner and perform a system restart.

Note: At times this process may require a re-start for your PC to recognize your scanner after driver installation.

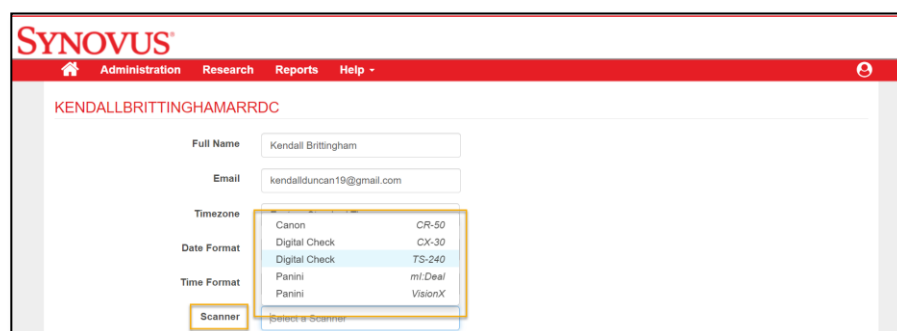
For additional support please see this video for [Locating and Installing Scanner Drivers](#)

To establish connectivity between WebScan and your Scanner Drivers we must ensure your appropriate scanner type is assigned to your profile.

1. While logged into Accelerate AR RDC select your Profile Icon in the top right corner and select **User Profile**.



2. Within your user profile select the drop-down menu for **Scanner** and select your associated scanner type and select **Save**.



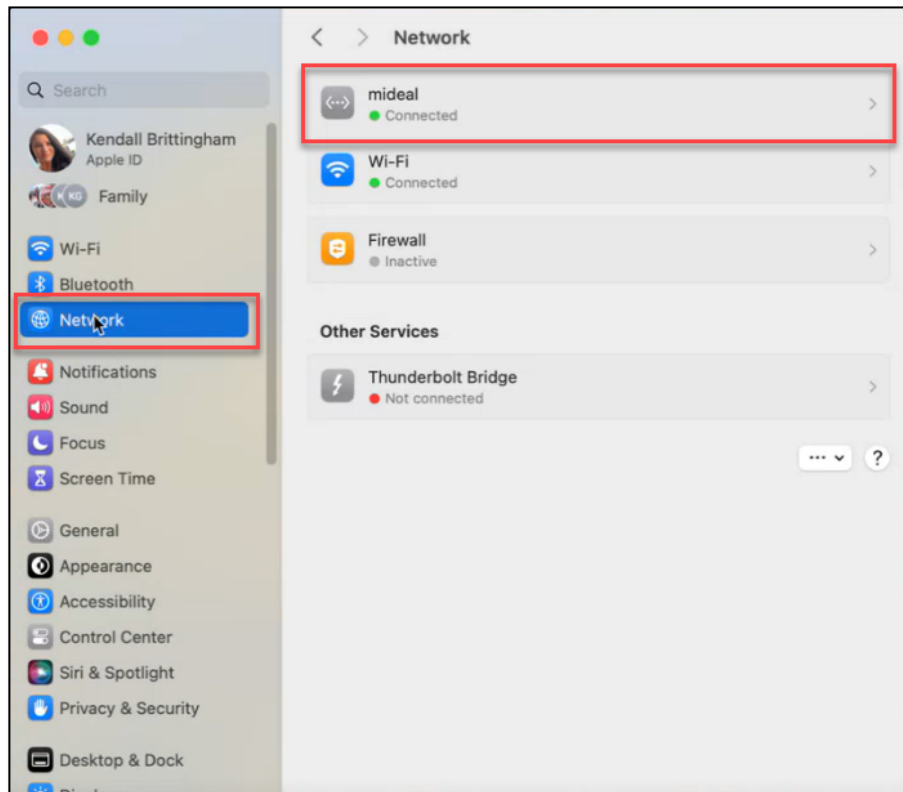
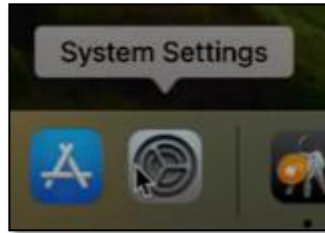
Set Scanner Type On Profile

	<p>Note: If you do not see your associated scanner type in the listing contact your Treasury Management Onboarding Team or our Customer Care team directly at (888) 796-6887 option Treasury available Monday through Friday from 8 am – 6 pm EST.</p> <p>For additional support please see this video for Assigning Scanner to User Profile</p>
Common Installation Troubleshooting: Windows	<p>If you experience any issues during the installation process, below are some common troubleshooting steps for resolving some common issues:</p> <p>“Device Library Failed to Load”</p> <ul style="list-style-type: none"> • Ensure your scanner type is assigned at the user profile level • Ensure your ink cartridge is properly seated • If you are utilizing and ink jet scanner with no ink cartridge assign your scanner type to “Digital Check No-Print” at your user profile level • Perform a restart <p>Scanner Stuck in “Initializing”</p> <ul style="list-style-type: none"> • Ensure your scanner USB is plugged directly into your USB port • Ensure any legacy software (if applicable) removed from Device – check C drive for lingering files • Perform a restart <p>“Error Occurred While Initializing WebScan Hub”</p> <ul style="list-style-type: none"> • WebScan may not be running. Check the system tray for the WebScan Icon. The WebScan icon will be blue when on and idle and green when initialized. <p><i>Should you need additional assistance you may Contact Your Treasury Management Onboarding Team or our Customer Care Specialists are available for assistance: Monday through Friday 8 am – 6 pm EST: (888) 796-6887 option Treasury.</i></p>

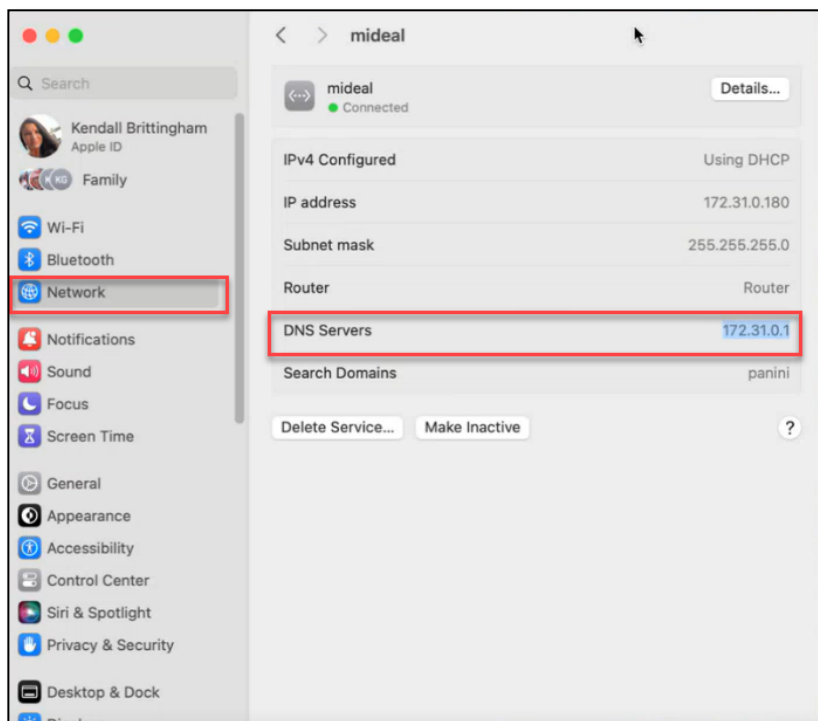
This concludes the technical components of installing your remote deposit software and hardware for use with Accelerate AR RDC. For more information on using the Accelerate AR RDC interface please see the [Using Accelerate AR RDC](#) section of these procedures.

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MAC Installation Procedures (Panini Mi:Deal)	
<p>Below you will find steps involved to install your Remote Deposit software and hardware on a MAC for use with Accelerate AR RDC.</p> <p>For an end-to-end demonstration of this process see our Accelerate AR RDC MAC Installation Guide.</p>	
Task	Actions
Installing Panini Mi:Deal on MAC	<p>Note: Throughout this process you may be prompted to enter your password. Do so as applicable. Upon completion of the process, the best practice is to perform a system restart and perform a test scan.</p> <ol style="list-style-type: none"> 1. Connect your Mi:Deal Scanner to the MAC via USB. 2. Access System Settings > Network Settings to ensure a connection to the Mi:Deal is listed.



3. Select the Mi:Deal entry and obtain the DNS Server listed. This will be needed throughout the installation process.

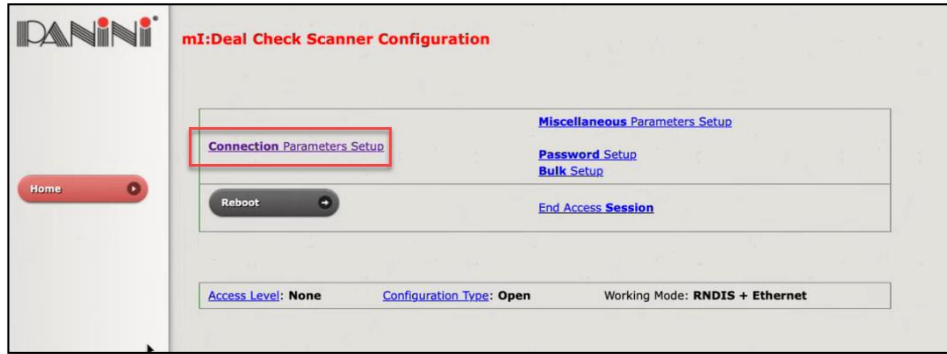


4. Open a Web Browser and paste the DNS Server Address to access the Panini Configuration Page.

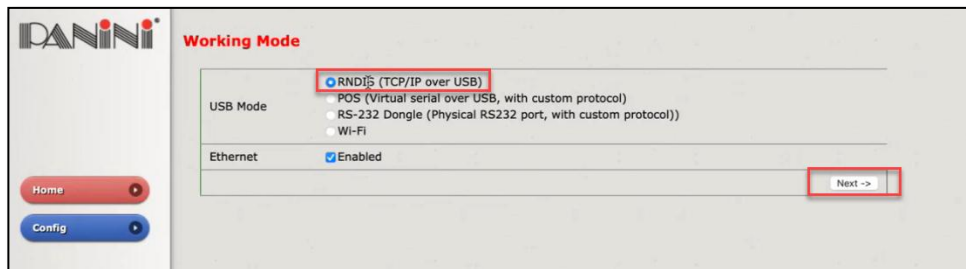


The configuration page will load. Within the Panini Configuration Page, you can adjust configurations, update scanner firmware, or check the status of the device.

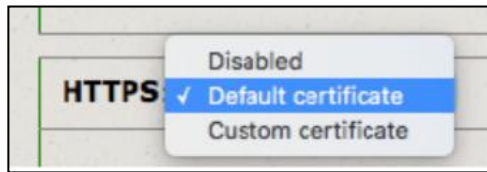
5. From the left-hand menu, select **Configuration**.
6. The configuration link will display the Mi:Deal Check Scanner Configuration page, select **Connection Parameters Setup**.



7. The default setting for USB connection is RNDIS, select **Next**.



8. The Connection Parameter Options will display. At the bottom of the page, under the **HTTPS** section, ensure that HTTPS is set for **Default Certificate** from the drop-down menu.



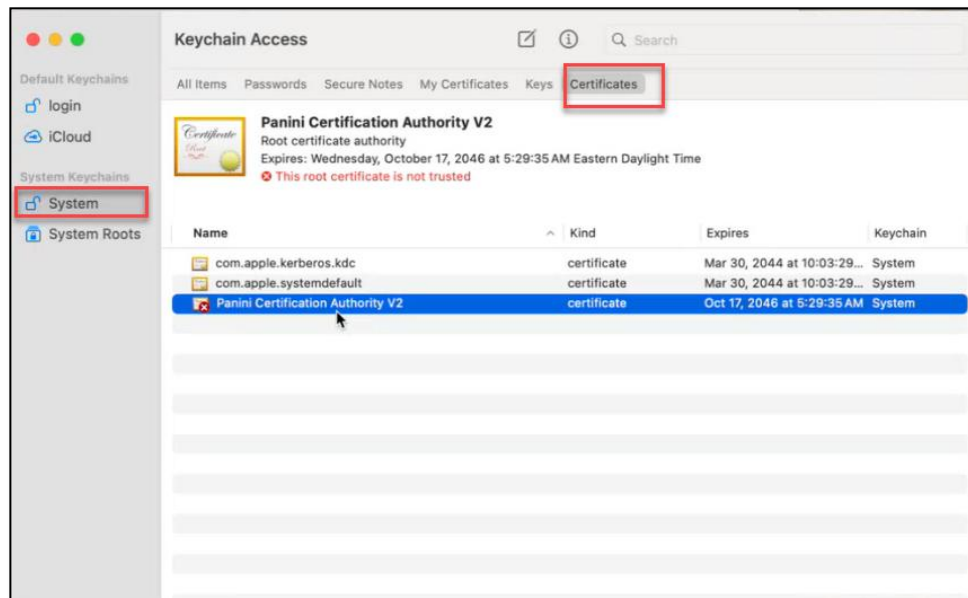
9. Select **Root CA Certificate Download (X509 DER Format)**.



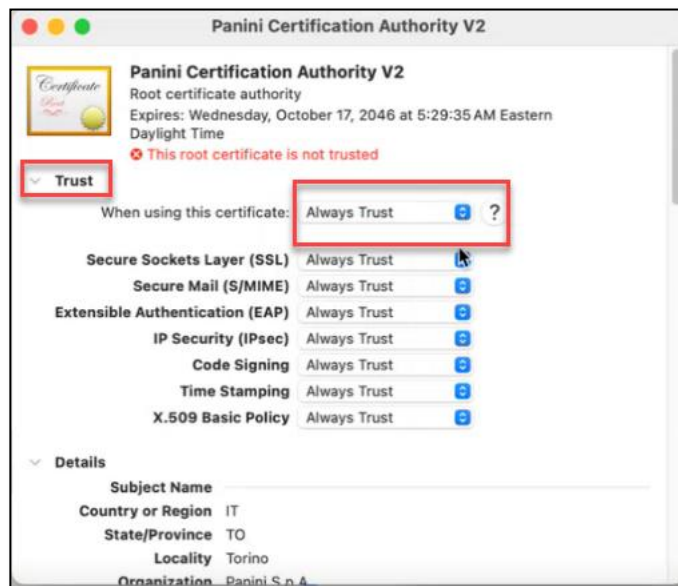
10. Clicking on the link will download the certificate to the default download location on the MAC and will show in the dock that the file has been downloaded. The certificate is accessible either from the shortcut in the dock or from the downloads folder.



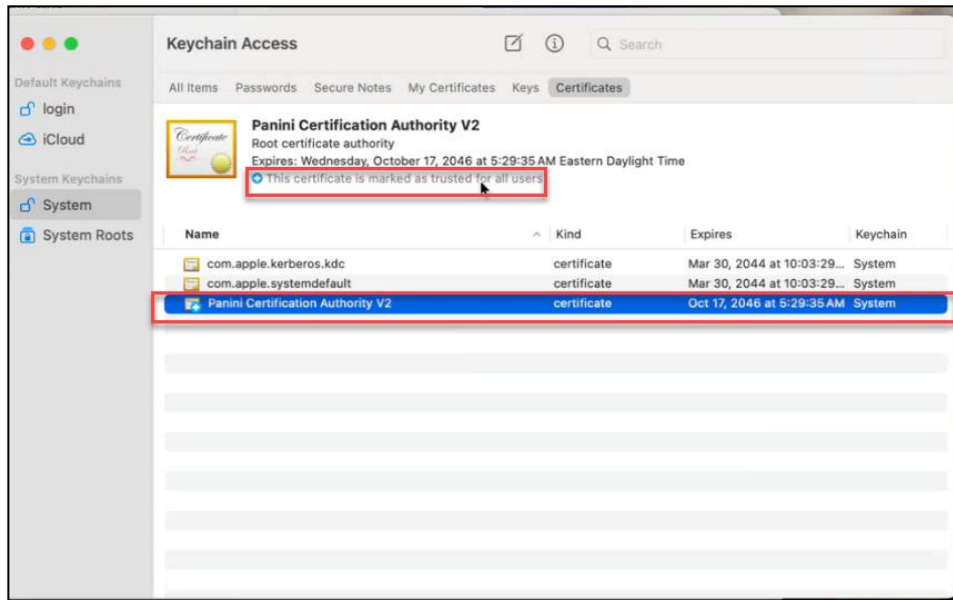
11. Click on the certificate to open keychain access. The certificate will be displayed under the certificates category.



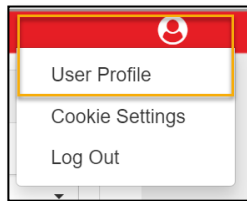
12. **Right click** on the Panini Certification Authority Certificate and select **Get Info**.
13. The certificate window will appear. Select the drop-down arrow next to **Trust** and select **Always Trust** from the **When Using This Certificate** drop down menu.



14. The certificate should now show in the keychain as being **trusted**.



15. To establish connectivity between your scanner and AR RDC we must ensure your appropriate scanner type is assigned to your profile.
16. While logged into Accelerate AR RDC select your Profile Icon in the top right corner and select **User Profile**.



17. Within your user profile select the drop-down menu for **Scanner** and select Panini Mi:Deal.
18. Once Panini Mi:Deal is selected a Scanner Host field will populate. Here you will enter the DNS Server number located within the network settings of your scanner as used in previous steps.

Administration Research Reports Help

CCMS1234

Full Name Test User

Email chadbramell@synovus.com

Timezone Eastern Standard Time

Date Format M/D/YYYY

Time Format h:mm:ss tt

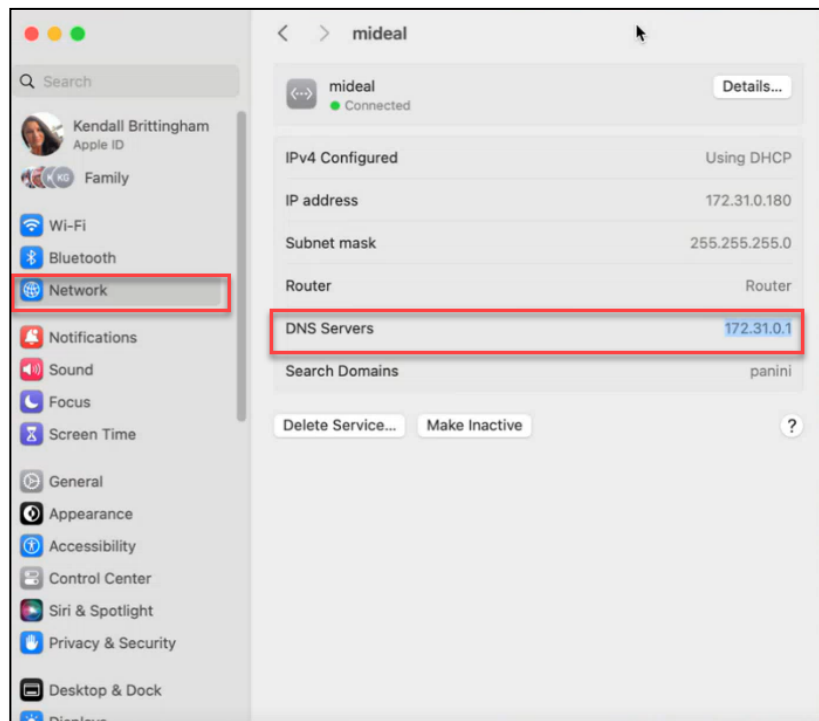
Scanner Panini mt:Deal

Scanner Host 172.31.0.1

Phone Numbers

Locations

Accounts



19. Select **Save**. You may now perform a test deposit.

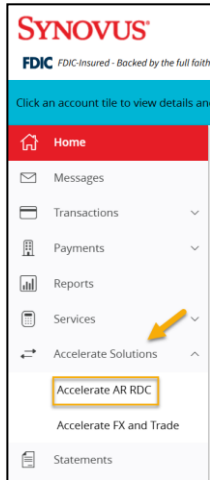
**Common
Installation**

If you experience any issues during the installation process, below are some common troubleshooting steps for resolving some common issues:

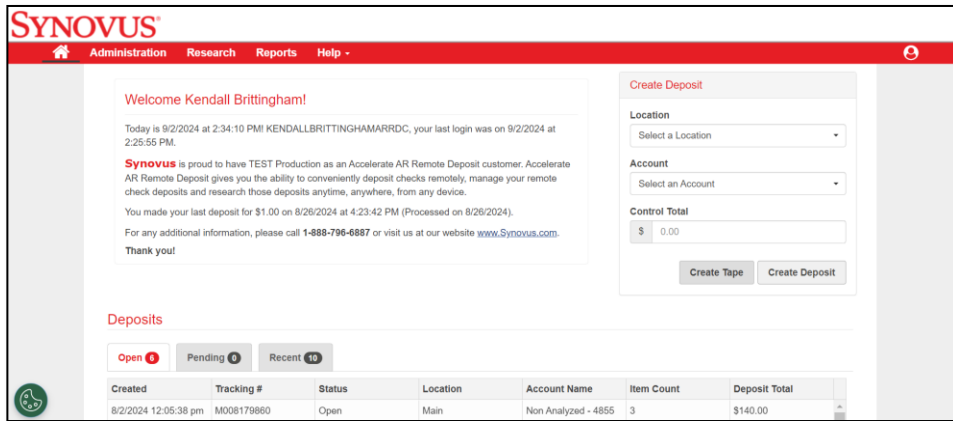
Troubleshooting: MAC	<p>Scanner Not Detected</p> <ul style="list-style-type: none"> • Check all connections to device and PC. • Plug directly into PC not via an adapter • Try an alternate port • If these steps do not resolve attempt a factory reset depicted below <p>Factory Default Reset – sometimes a connection with the scanner cannot be made and the scanner must be started in factory default mode.</p> <ul style="list-style-type: none"> • Unplug all cables from the scanner • Use a paperclip or similar object to insert into the bottom covered reset hole • Open top flaps of scanner and leave them open for the rest of the process • Plug USB cable into the scanner • Hold down the factory reset button for the remaining steps • Plug in power cable • Wait until scanner has completed reboot sequence. The LED light should start flashing tallow, and eventually alternating between flashing yellow and red. After the flashing stops the LED light stays yellow, release the reset switch. • Attempt to connect to scanner again. <p><i>Should you need additional assistance you may Contact Your Treasury Management Onboarding Team or our Customer Care Specialists are available for assistance: Monday through Friday 8 am – 6 pm EST: (888) 796-6887 option Treasury.</i></p>
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Using Accelerate AR RDC	
<p>Below you will find an overview of our Accelerate AR RDC solution – for full details on features and functionalities please see the Accelerate AR RDC User Guide accessible through the Help Menu in AR RDC.</p>	
<p>Link to Using Accelerate AR RDC Demo</p>	
Steps	Actions
Accessing Accelerate AR RDC	<p>Accelerate AR RDC is accessed via Single Sign on through our commercial banking platform: Gateway.</p> <ol style="list-style-type: none"> 1. Login to your commercial banking platform Gateway. 2. Under Accelerate Solutions select Accelerate AR RDC.



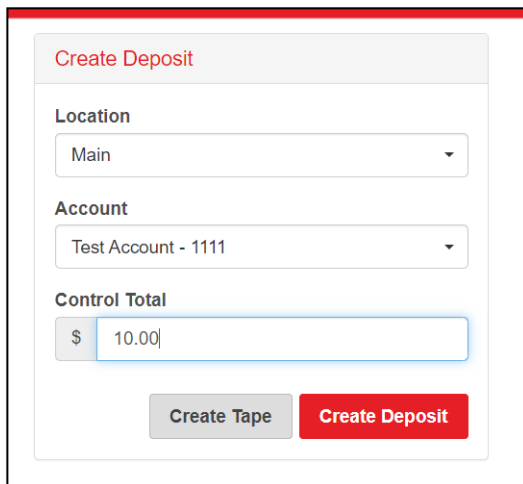
3. Once you've selected **Accelerate AR RDC** you will land on the home page for Accelerate AR RDC as seen below.



Capturing a Deposit

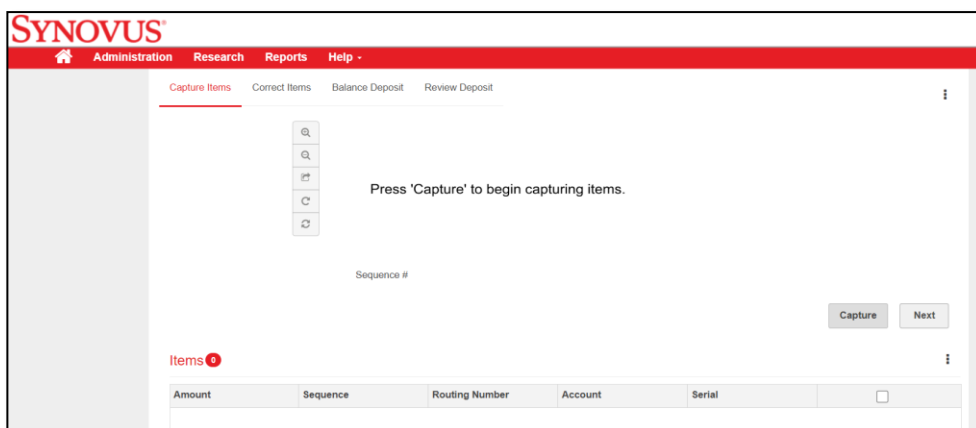
Creating deposits within Accelerate AR RDC is a multi-step process that involves providing the deposit information on the Home page, and capturing the images that make up that deposit. See additional steps and details below.

- We will initiate a deposit from the Home page within the Create Deposit section where we will enter a few pieces of information:
 - Location** – select location from drop down menu or search by location name
 - Account** – select desired deposit account from drop down menu or search by acct name or number
 - Control total** – expected amount of batch total (can be edited later if needed)
 - Create Tape** – optional tool used to total amounts of checks within the deposit



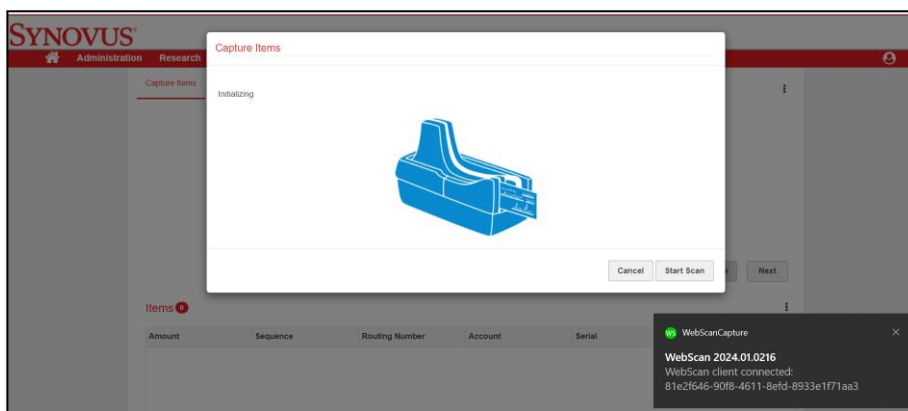
The 'Create Deposit' form is displayed within a light gray border. It contains three main sections: 'Location' with a dropdown menu set to 'Main'; 'Account' with a dropdown menu set to 'Test Account - 1111'; and 'Control Total' with a text input field containing '\$ 10.00'. At the bottom, there are two buttons: a gray 'Create Tape' button and a red 'Create Deposit' button.

2. Select **Create Deposit** to move forward.
3. Once you've selected **Create Deposit**, we will move into the **Capture Items** phase of the process.



The SYNOVUS web application interface shows the 'Capture Items' screen. The top navigation bar is red with the SYNOVUS logo and links for Administration, Research, Reports, and Help. Below this, a sub-navigation bar has tabs for 'Capture Items' (active), 'Correct Items', 'Balance Deposit', and 'Review Deposit'. The main area contains a vertical toolbar on the left with icons for search, capture, and refresh. The central text says 'Press 'Capture' to begin capturing items.' Below this is a 'Sequence #' label and a 'Capture' button. At the bottom, there is a table with columns: Amount, Sequence, Routing Number, Account, Serial, and a checkbox. The 'Items' count is shown as 0.

4. Select **Capture** and your scanner will begin to initialize. Select **Start Scan** to begin capturing items.



The SYNOVUS web application interface shows the 'Capture Items' screen with a modal window for 'Capture Items' open. The modal has a title bar and a main area with the word 'Initializing' and a blue line-art illustration of a scanner. At the bottom of the modal are 'Cancel' and 'Start Scan' buttons. In the background, the 'Capture Items' screen is visible, showing the same navigation and toolbar as the previous screenshot. A small notification window in the bottom right corner reads: 'WebScanCapture WebScan 2024.01.0216 WebScan client connected: 81e2f646-909b-4611-8efd-8933e1f71aa3'.

5. Select **Stop Scan** once all items have been captured.
6. Your captured items will display. Select **Next** to move forward.

Sequence #8179860000010

Amount	Sequence	Routing Number	Account	Serial	
\$80.00	8179860000010	061100606	1234567890	001104	<input type="checkbox"/>
\$60.00	8179860000020	061100606	1234567890	001081	<input type="checkbox"/>

7. If there are any items that need correcting such as amount misreads, duplicate reviews, or keying check custom fields you will move to **Correct Items** if no corrections are required you will move right into **Balance Deposit**. Process any corrections within correct items and select **Accept** to move forward.

Correcting 1 of 3

Sequence #8179860000010

Amount: \$ 0.00
The amount must be greater than \$0 and less than \$99,999,999.99

MICR: 001104 061100606 1234567890

Click to collapse fields

Customer #

Check Level 2

Remove Verify MICR Accept

8. When you balance deposits, you ensure the total amount of the checks you scanned matches the total amount you entered for the deposits. For example, if the total amount of the deposit is \$140.00, then the total amount of the items in the deposit must equal \$140.00. Make necessary adjustments to balance deposit (if necessary) and select **Save Changes** and then **Review**.

Capture Items Correct Items **Balance Deposit** Review Deposit

Sequence #817986000010

Deposit Information

Debit Total \$140.00
Difference \$139.45
Control Total \$ 0.55

Capture Save Changes Review

Amount	Sequence	Routing	Account	Serial	
\$ 80.00	817986000010	061100606	1234567890	001104	<input type="checkbox"/>
\$ 60.00	817986000020	061100606	1234567890	001081	<input type="checkbox"/>

9. At this stage we will move into **Review Deposit** to review the deposit details and **Submit**.

Capture Items Correct Items Balance Deposit **Review Deposit**

Merchant Capture Deposit Ticket

Account Number: 1019544855
Date: 08/19/2024 08:23:59 AM
Amount: \$ 140.00

K061400606 K019544855 P70 /000000140000/

Deposit Information

Location Main
Item Count 2
Date 8/19/2024 9:24:02 am
Tracking Number M008179860
Account Non Analyzed - 4855
Control Total \$140.00

Balance Submit

10. After you select **Submit**, the system updates the page with a message confirming the deposit. A Deposit confirmation email will also be sent from Confirms@acceleraterdc.synovus.com to the email addresses on file.

Administration Research Reports Help -

Capture Items Correct Items Balance Deposit **Review Deposit**

✓ The deposit was submitted successfully!

Merchant Capture Deposit Ticket

Account Number: 1019544855
Date: 08/19/2024 02:56:08 PM
Amount: \$.01

K061400606 K019544855 P70 /0000000000/

Deposit Information

Location Main
Item Count 1
Date 8/19/2024 3:56:08 pm
Tracking Number M008217272
Account Non Analyzed - 4855
Control Total \$0.01

Receipt -

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Working With Research & Reports

The **Research** page enables you to search for previously made deposits, using search criteria you define or saved queries.

- The left pane provides you with fields for searching, options for configuring how content is exported, and the menu options for managing saved queries.

- The lower right pane provides a list of items that match your search criteria and options for working with those results.
- The upper right pane shows you the image for items you select from the list.

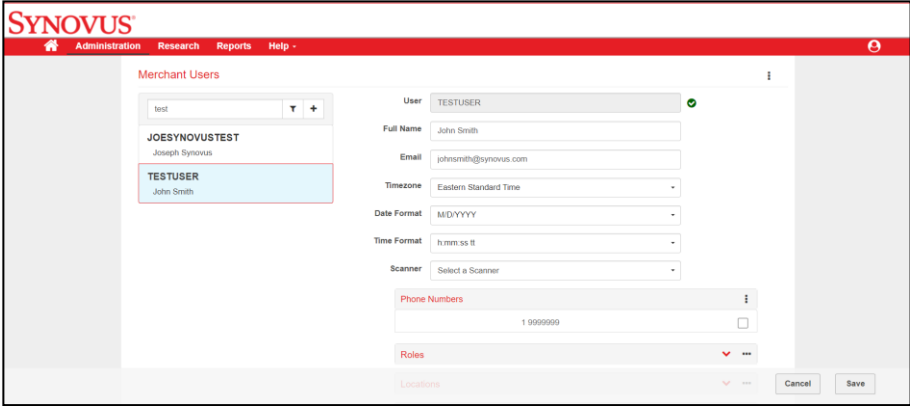
To access the Research page, select **Research** from the nav bar.

Sequenc...	Account ...	Serial	Routing ...	Amount	Tracking ...	Location ...	Account ...
82172720...	4855		061100606	\$0.01	M008217...	Main	Non Analyzed -
82172720...	4848	000992	061100606	\$0.01	M008217...	Main	Non Analyzed -
82260580...	4848		061100606	\$0.01	M008226...	Johnson St.	4848 Analyzed -
82260580...	4855	000992	061100606	\$0.01	M008226...	Johnson St.	4848 Analyzed -
82355630...	4848		061100606	\$0.01	M008235...	Johnson St.	4848 Analyzed -

The **Reports** page provides you with the ability to run reports about the deposits made through Accelerate AR RDC.

To access the Reports page, select **Reports** from the nav bar.

- The left side of the page provides you with the fields for generating a report. You select the type of report you want with the report filter icon (such as **All**, or **Institution**, or **Merchant**), pick the report you want to generate, provide the search criteria, and select **Create**.
- The system generates the report as a PDF file and displays it in the right pane.

	<p>Note: Both Reports and Research allow for search/inclusion of account, location, and custom field level details/reporting.</p>
Administration	<p>The User Administration page enables you to add new users, edit existing users, or remove users. To access the page, select Administration from the nav bar.</p> <ul style="list-style-type: none">• The left pane shows the list of users and provides options for filtering the list.• The right pane shows the user profile fields. When you open the page, the fields are blank and unavailable. <p>User profiles include the email address used for sending deposit notifications; the roles that grant access to Accelerate AR RDC features; and the locations and accounts the user can access for making deposits, running reports, and doing research.</p> 

Version History

Date of Revision	Page(s) Revised	Revision Comments
05/2025		Initial Publication