



QUICK FACTS

How do I connect my RDM to my ELITE II credit card terminal?

You will need to connect the USB cord to the back of your RDM. Connect the other side of the cable into the back of your ELITE II terminal. Once the cable is connected power on the RDM first, then power on the ELITE II. Your ELITE II terminal screen should read "Found EC 7000 Check Reader" when connected properly.

What does "FTP Modem error, images not uploaded mean"?

If your terminal receipt is displaying this error message you will need to contact EPS Technical Support to change the internal settings and adjust the way your unit is dialing out.

Does my RDM store the images after they have been scanned?

Yes, your RDM does retain all scanned images until you delete them from the unit. The terminal will prompt you after a successful upload if you would like to delete all stored images. The equipment has limited memory, so deleting after a successful upload is recommended.

How do I know if my check images were scanned and uploaded?

If your images were uploaded successfully, your terminal will print out a receipt showing the amount of checks ran and images loaded into the RDM. The equipment has limited memory, so deleting after a successful upload is recommended.

What should my main screen read?

Your main screen should always read "Favorites" with three icons. One for Favorites, one for credit, and one for checks. If your screen displays anything else press the red X/esc until you are back to your main display.

How do I properly run a single check through my check reader?

When running a check you want to scroll right to the check icon and press the green enter key. From there you will need to press the green enter key on "Verification". At that point the terminal will prompt you to scan the check through the RDM. The check will need to be face up with the routing and account numbers facing the green light. Once scanned the terminal will prompt you to press the up arrow for personal. After you have entered the requested information you will get a receipt showing confirmation of the check.

How do I scan my other checks for the 90 day EZ Payment Plan?

After you have processed your first check through the Check Imager, the ELITE II will ask you if you want to scan another check, select Yes. Then key in the amount you would like the check to be charged then press enter. Your terminal will then prompt you to scan the check and enter the date you would like the check to be ran on. Enter the date i.e. 01/01/09 and press enter. Your terminal will store the information in the RDM and prompt you if you would like to scan another check for the transaction.

Do I need to keep the customers check after they've been scanned?

Yes, it is recommended you do so in case of any issues and this will allow you to make sure the checks are not re-scanned.

What is the largest amount I can run through my check imager?

The largest single check you can run is \$2,500.00

Can I erase the configuration in the check Imager?

No, the RDM check Imagers have a secure software that protects the configuration from being lost.

Why am I only able to run checks?

If your main default screen only displays "Check Conversion Amount" you are not set up internally in your machine to accept credit cards. To accept credit cards you will need to contact Customer Service at 1-800-863-5995.

What does manager needed mean?

Manager needed means the check being ran through the terminal has already been scanned or processed before. If the check is ran again your customer may be double charged.

What does error 01 mean?

Error 01 is the response code given when your trying to run a duplicate check. The check you are trying to run has already been processed.

How long does a customer have to make the full payment?

90 Days is the limit per EZ Payment Plan.

How much does the 1st check need to be?

The first check you run for a customer needs to be at least 25% of the amount total.

Does my RDM need its own line to process?

No, although your RDM does have it's own modem it is able to process your check through the ELITE II. Only the ELITE II needs a phone line.

When will I see my deposits?

The day you run the checks the first check will be posted within 48-72 business hours. Each check thereafter will be posted within 48-72 hours of the date agreed upon between you and the customer.

What if it takes longer than 48-72 hours to see my deposits?

If it has been more than 3 business days and you are not seeing any deposits to your account please contact Customer Service at 888-859-9219 for further assistance.

I need to change my depository account?

To update your main depository account you will need to contact Customer Service at 800-863-5995 and provide them with the new information to the account you would like your funds to deposit to.

Who do I ask about a blocked check?

If you have a check or deposit that has been blocked you will need to contact our Risk department during normal business hours at 800-863-5995 for further information.

Can I view my checks and deposits online?

When signing up for the EPS90 Day No Credit Check EZ Payment Plan you will have online access to view the amounts and dates of future checks. You can contact Customer Service at 800-863-5995 for your username and password.