

# Commercial Remote Deposit Help

## Thick Document Detection and Double-Feeds

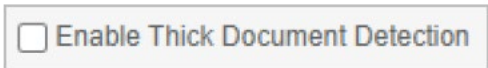
Some scanners feature a thick document detection feature. If thick document detection is enabled, a notification appears when the scanner attempts to load and scan multiple documents at the same time, such as when two checks get stuck together.

Thick document detection can help reduce the time spent correcting scanning errors in Commercial Remote Deposit (CRD).

### Enable and Set Thick Document Detection

#### Procedure:

1. Log in to CRD.
2. Click Settings.
3. Click the Enable Thick Document Detection checkbox to enable thick document detection. To disable thick document detection, clear the Enable Thick Document Detection checkbox.



- a. (Optional) To set the document thickness threshold for the thick document detection notification, click and drag the Threshold slider.
- b. (Optional) To use the default document thickness threshold, click Use Default.

Notes: Not all scanners support threshold adjustment. It is also recommended to use the default document thickness threshold.

If you encounter problems where a document double-feed is not properly detected by the scanner, decrease the threshold by dragging the Threshold slider to the left.

4. Click Save.