

# HIGH-SPEED ONLINE DEPOSITS USER GUIDE – For PC and Mac

**800-233-8080**

**[becu.org](http://becu.org)**

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# HIGH-SPEED ONLINE DEPOSITS USER GUIDE

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## Introduction

Welcome to BECU's High-Speed Online Deposits service. This guide provides instructions for setting up your check scanner and using the High-Speed Online Deposits service.

## About High-Speed Online Deposits

BECU's High-Speed Online Deposits service is a faster, easier, and more secure way to deposit money to your BECU accounts – all you need is a computer and a high-speed check scanner.

### Deposit Times

Funds deposited before 7 pm (Pacific Time) on a business day will apply to your account that same day. Funds deposited after 7 pm (Pacific Time) or on a non-business day will apply the next business day.

### Acceptable Items

- Checks drawn on U.S. banks and in U.S. dollars
- U.S. Treasury checks

### Unacceptable Items

- U.S. savings bonds and other non-check items
- Items drawn on banks outside the U.S., including Canadian banks
- Items drawn in a foreign currency
- Checks drawn against a line of credit
- Checks that are not payable to you
- Cash
- Travelers checks
- Money orders

## Symbols Used in this Manual

*The following indicators are used in this manual to call attention to certain instructions to be observed for safety.*

**IMPORTANT** Indicates significant instructions to avoid errors with High-Speed Online Deposits and your scanner.

**NOTE** Indicates clarification or additional explanations for provided instructions. Be sure to read these items carefully to ensure that you are accessing High-Speed Online Deposits correctly.

## Eligible Scanner for PCs

<b>Cannon</b>	Cannon ImageFORMULA CR-L1 Cannon ImageFORMULA CR-120 Cannon ImageFORMULA CR-150
<b>Digital Check®</b>	Digital Check CheXpress® Series Digital Check TellerScan® 240 Series
<b>Epson®</b>	Epson CaptureOne TM-S1000 Series
<b>Panini®</b>	Panini I:Deal Series Panini VisionX™ Series

**NOTE** Only these scanner models can be used with a PC

## System Requirements for PCs

For an optimal experience, we recommend a high-speed internet connection. In addition, the following components are required for working the application:

- Operating Systems**
  - Windows 10 or higher
- Browser**
  - Internet Explorer 11
  - Microsoft Edge®
  - Google Chrome™
  - Mozilla Firefox™ will only be supported through 2023
- Other**
  - Local administrator rights
  - USB port 2.0 or higher
  - Net® framework 4.6.2 or higher

**NOTE** The current version of Chrome and one previous version are supported.

## Eligible Scanner for Mac / iOS

<b>Digital Check®</b>	Digital Check CheXpress®30 Digital Check TellerScan® 240
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**NOTE** Only these scanner models can be used with a Mac /iOS

## System Requirements for Mac / iOS

For an optimal experience, we recommend a high-speed internet connection. In addition, the following components are required for working the application:

- Operating Systems**
  - High Sierra and later versions
- Browser**
  - Google Chrome™

**NOTE** The application does not support Apple® Boot Camp® or any virtualization software.

**NOTE** The current version of Chrome and one previous version are supported.

# Enrolling in High-Speed Online Deposits

To access High-Speed Online Deposits, you will first need to submit a completed High-Speed Online Deposits application. You can obtain a copy of the form at [becu.org/support/forms](https://becu.org/support/forms) or by contacting a BECU representative at **800-877-0391**.

We will send you a welcome letter confirming your enrollment. Only authorized users will be able to complete the following installation steps.

## Installation and Setup for PCs and Mac / iOS

These instructions are for installing and setting up BECU’s High-Speed Online Deposits; your screens may vary based on your computer type and scanner model.

**IMPORTANT** Do not turn on your scanner. Ensure your scanner is not connected to your computer.

1. Verify that you have all components that came with your scanner.
2. Log in to BECU Business Banking for Employee Identification Numbers (EINs).

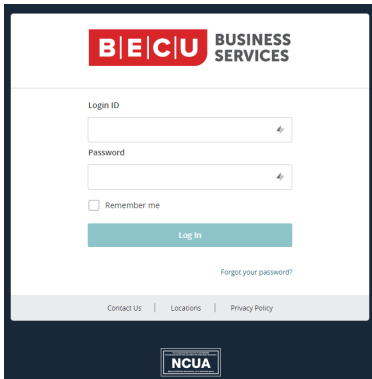


FIGURE 1 – BUSINESS ONLINE BANKING LOGIN PAGE

3. From the Business Online Banking homepage, select **Services**, then click **Online Deposit**.

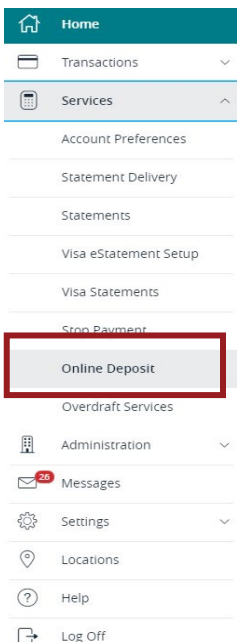


FIGURE 2 – BUSINESS ONLINE BANKING HOMEPAGE

#### 4. Click **Start a New Deposit**.

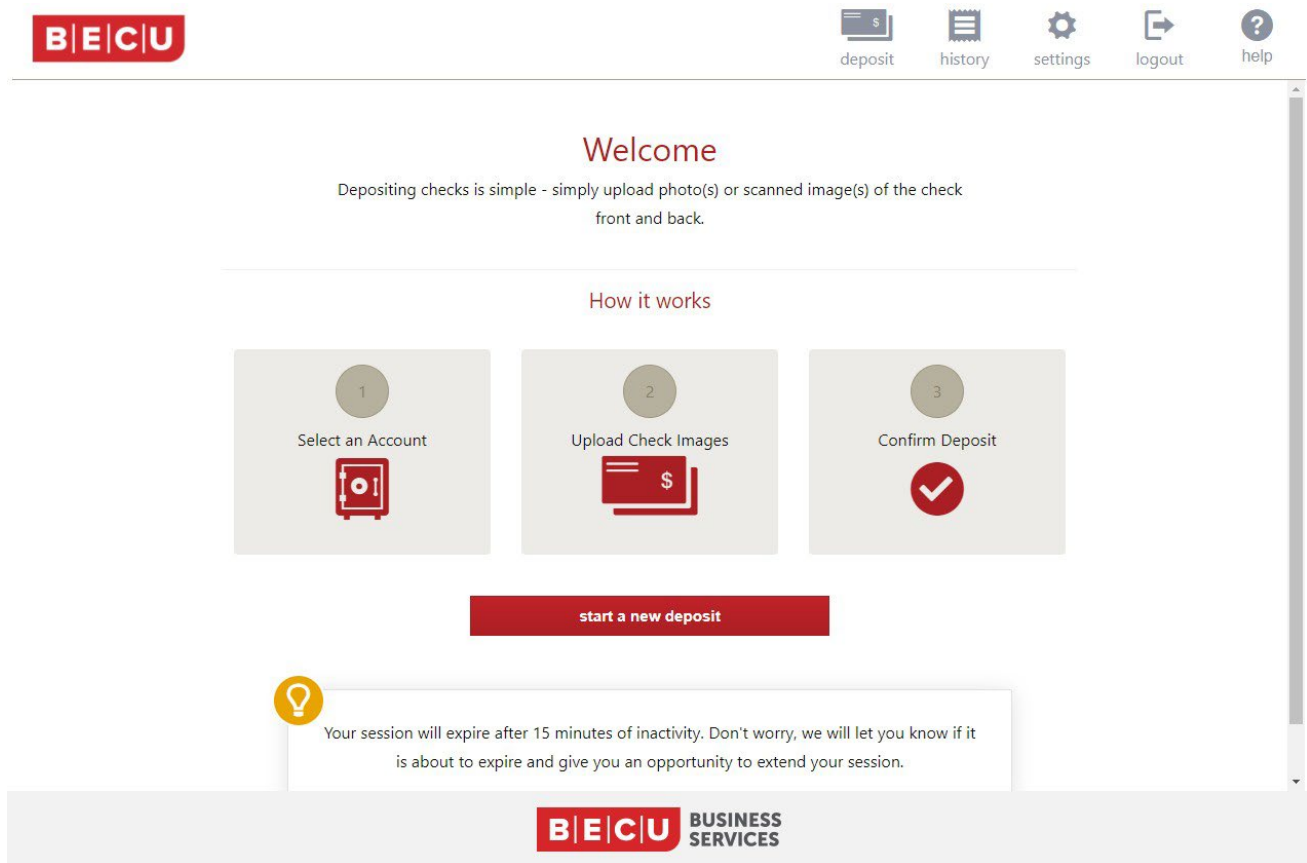


FIGURE 3 – HIGH-SPEED ONLINE DEPOSITS HOMEPAGE

You will need to equip your system with the correct driver or certificate before you begin using High-Speed Online Deposits. This will ensure that your check scanner can access the web application.

You will now install Device Control, an executable program that is downloaded through the browser and runs on the desktop. Device Control will need to be installed before you can begin making deposits.

**NOTE** If you have installed a high-speed scanner previously, you may need to uninstall the previous driver. See Troubleshooting for instructions on uninstalling your driver before proceeding

## 5. Review and accept terms.

The Terms of Service page appears. Scroll to the bottom of the page and click **Accept**.



FIGURE 4 – TERMS OF SERVICE

## 6. Click **Download Device Control**.

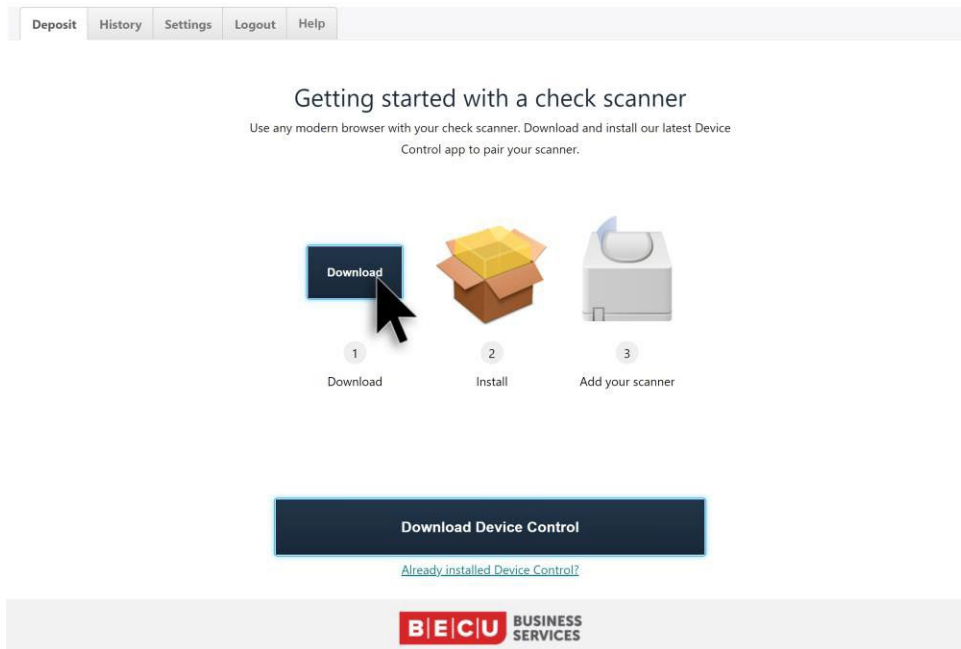


FIGURE 5 – DOWNLOAD DEVICE CONTROL

7. The Device Control application downloads. Double-click the completely downloaded file to begin running the Device Control Installer.

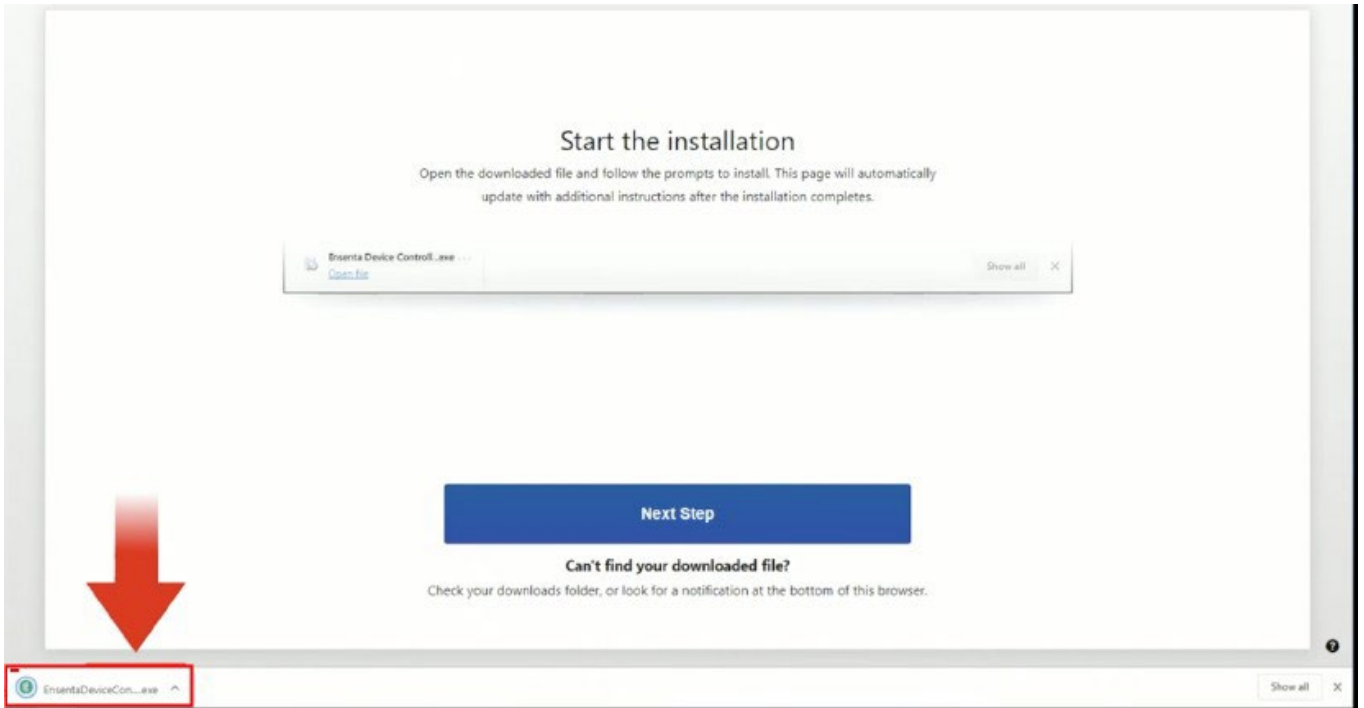


FIGURE 6 – DOWNLOADING DEVICE CONTROL

8. Click **Install**.



FIGURE 7 – INSTALLING THE DEVICE CONTROL DRIVER



9. Once installed, the Device Control application launches and appears in the application tray located in the lower-right corner of your screen.

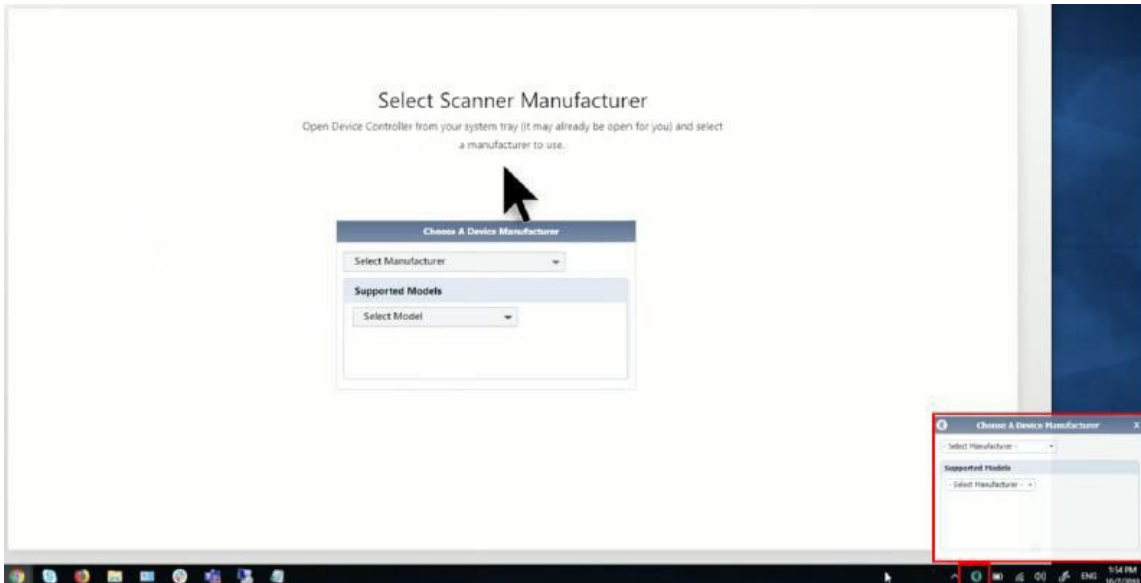


FIGURE 8 – DEVICE CONTROL LAUNCH

10. Click the **Select Manufacturer** drop-down arrow and choose the appropriate scanner manufacturer.



FIGURE 9 – SELECT MANUFACTURER FROM DROP-DOWN LIST

11. Click the **Supported Models** drop-down arrow and choose the appropriate scanner model.

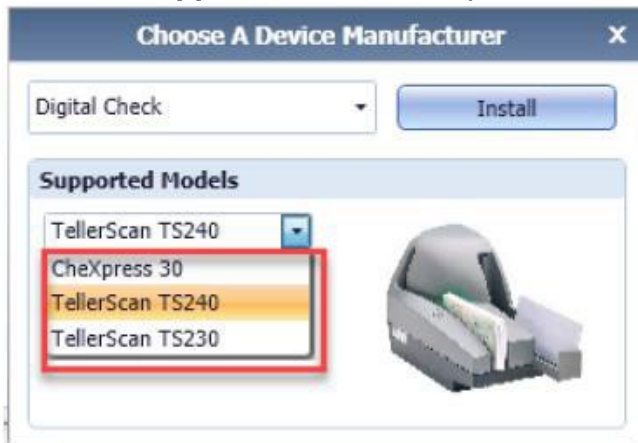


FIGURE 10 – SELECT SUPPORTED MODEL FROM DROP-DOWN LIST

12. Click **Install**.

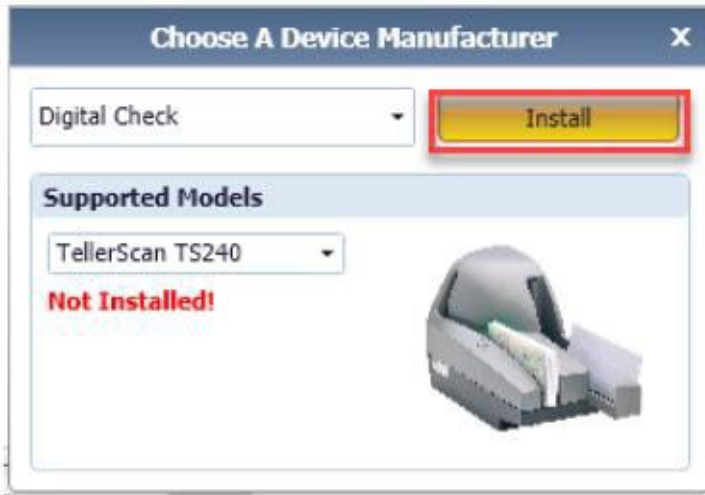


FIGURE 11 – CLICK DEVICE CONTROL INSTALL BUTTON

13. The *Add/Remove Devices* window appears. Choose the scanner you want to add, and then click **Install**.

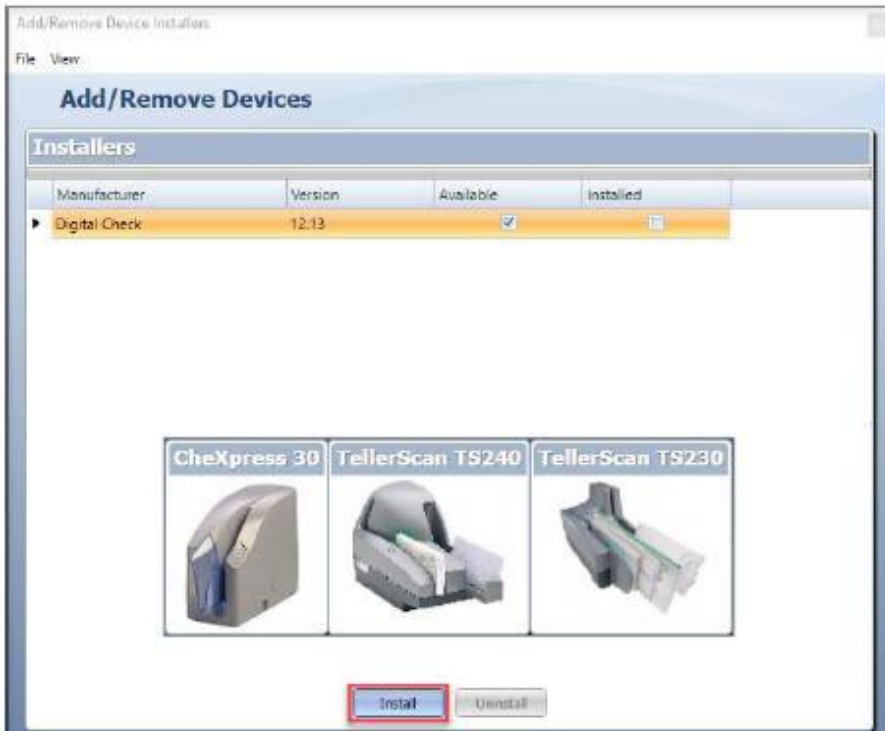


FIGURE 12 – DEVICE CONTROL INSTALLER

14. The Install Wizard appears. Make sure your scanner's USB is not connected to your computer. Click **Next** when prompted by the Install Wizard to download and install the scanner driver.

**NOTE** The drive may take several minutes to install.

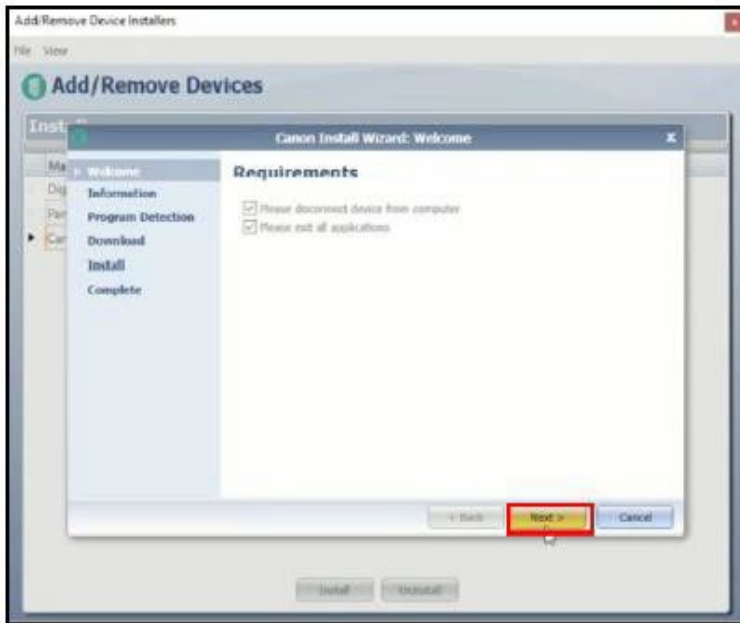


FIGURE 13 – DEVICE CONTROL INSTALLATION WIZARD

15. The Install Wizard displays the Install Done screen. Click **Next** to continue.

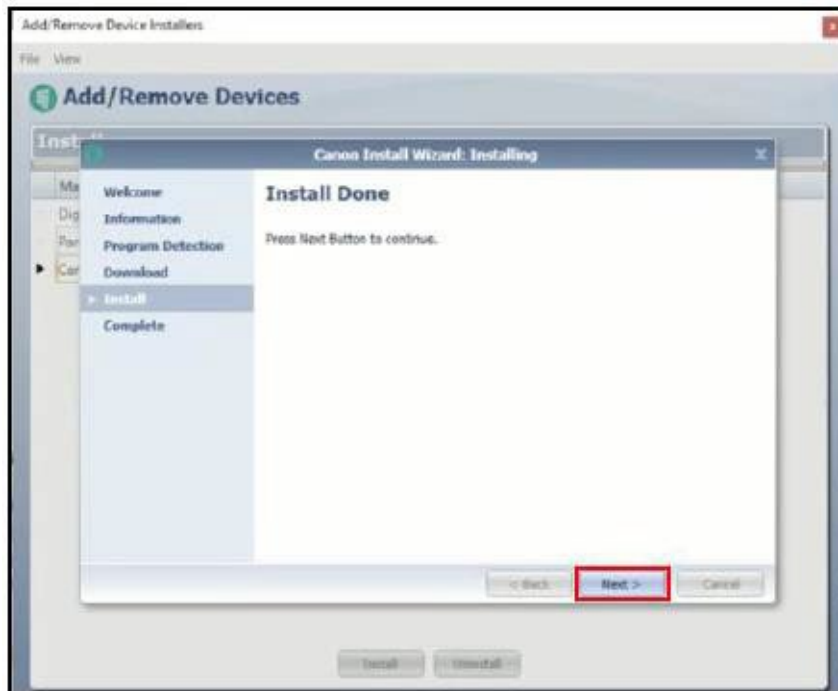


FIGURE 14 – INSTALL DONE WINDOW

16. After the Install Wizard has completed, connect the scanner to your computer and click **Finish**. The scanner is now installed.

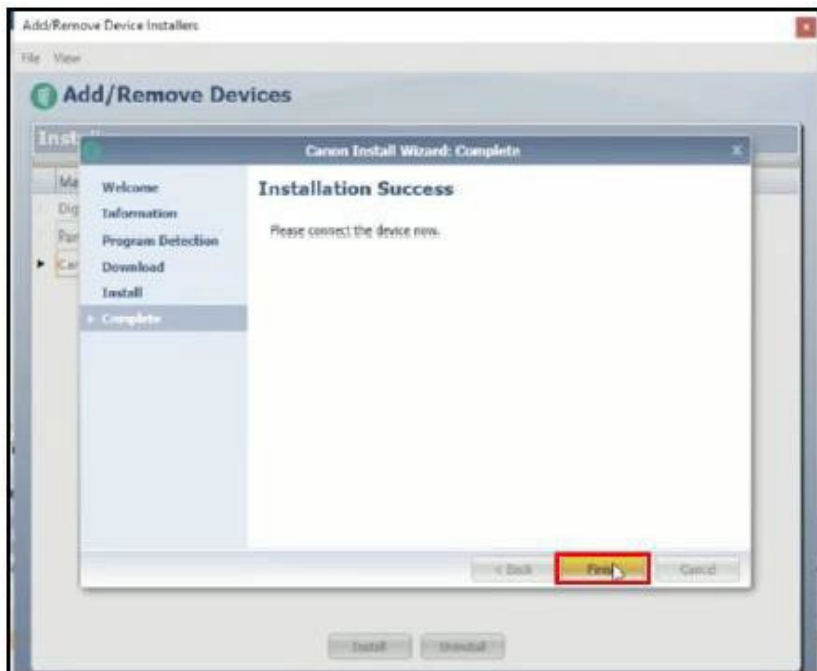


FIGURE 15 – SUCCESSFUL INSTALLATION WINDOW

17. Close the Add/Remove Devices window.

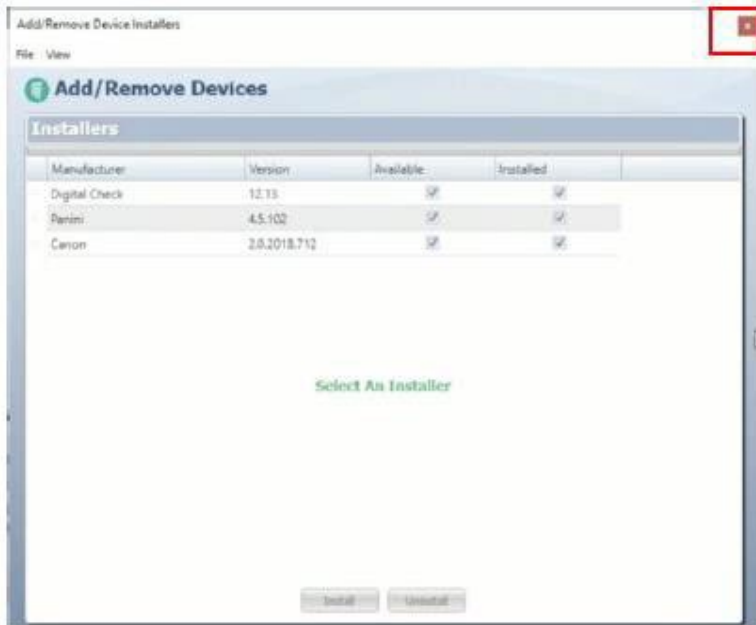


FIGURE 16 – DEVICE INSTALLER

18. Device Control will minimize to the application tray and automatically connect to the scanner.



FIGURE 17 – DEVICE CONTROL ICON IN APPLICATION TRAY

19. The message “Device Control connected and ready to scan” appears when Device Control has successfully connected to the scanner. You are now able to deposit checks.

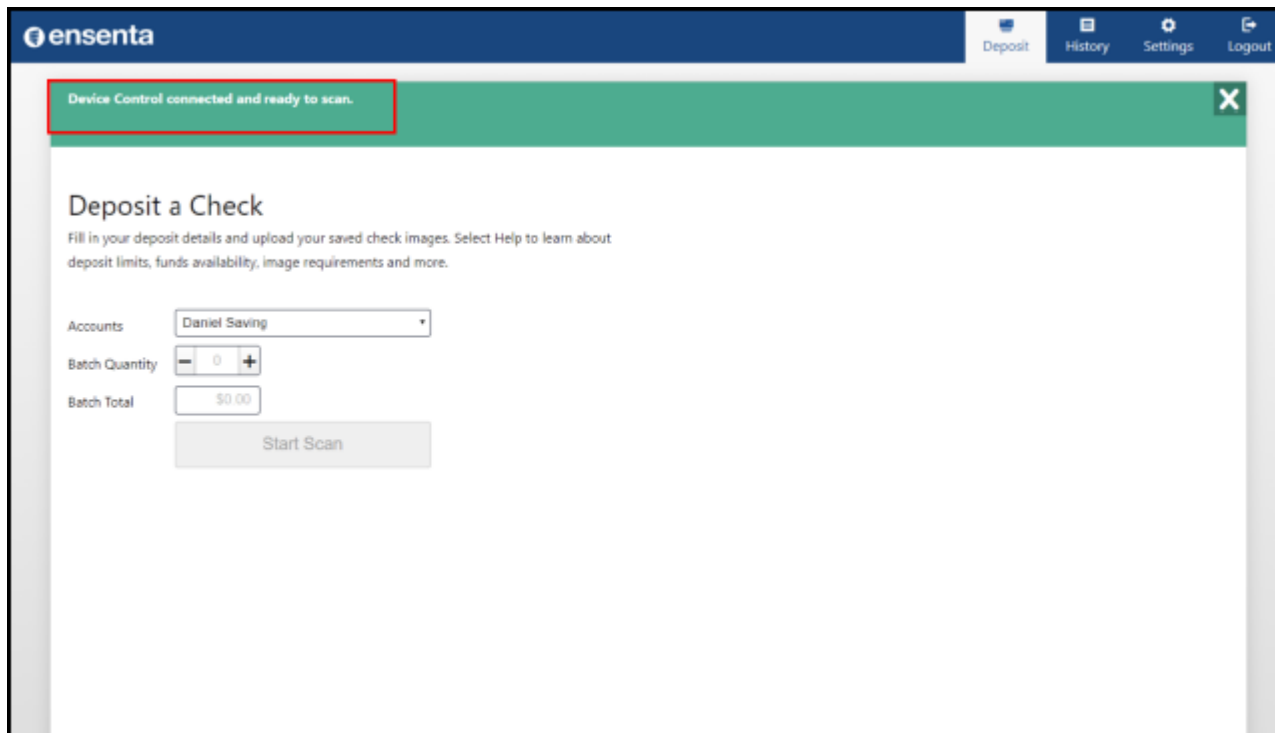


FIGURE 18 – DEVICE CONTROL CONNECTED AND READY TO SCAN MESSAGE

## Depositing Checks

Accessing High-Speed Online Deposits consists of four steps:

- **Start** will ask you to choose the account you want to deposit your checks into.
- **Scan** will scan the checks in your scanner and give you the option to scan more checks.
- **Review** will allow you to see and review all the checks that you have just scanned. You can also edit the check amount, delete checks, or scan more checks prior to submitting your deposit.
- **Receipt** will let you review all deposit information or make another deposit.

1. Log in to BECU Business Online Banking at becu.org.

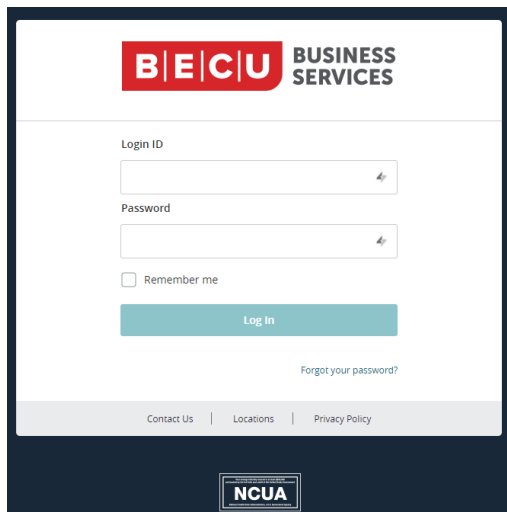


FIGURE 19 – BUSNIESS ONLINE BANKING LOGIN

2. Click **Services** and then Click **Online Deposits**.

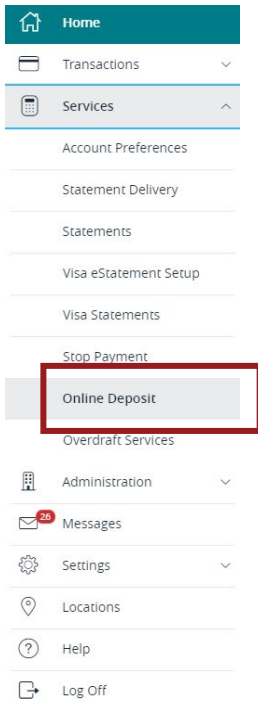


FIGURE 20 – BUSINESS ONLINE BANKING HOMEPAGE

**NOTE** Any time during use of High-Speed Online Deposits you may be asked to run the Ensenta Corporation application. If so, click **Run**.

## Start

3. A pop-up window will display a Welcome page. Click **Start a New Deposit**.

**NOTE** Be sure to allow pop-ups in your browser.

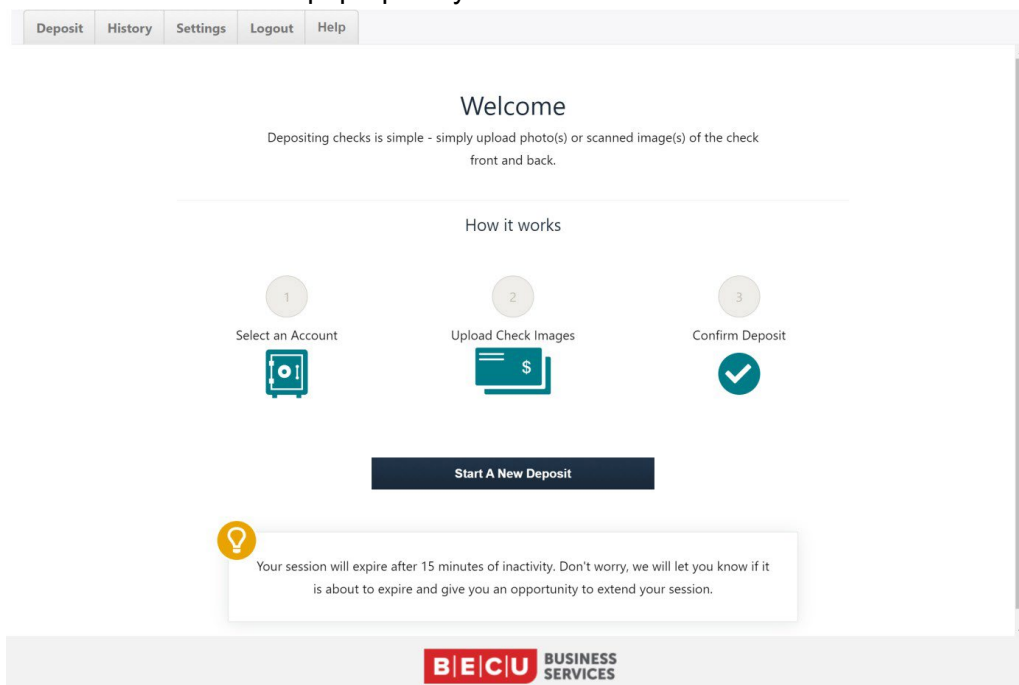


FIGURE 21 – HIGH-SPEED ONLINE DEPOSITS HOMEPAGE

4. If you are a first-time user of High-Speed Online Deposits, you will be asked to accept BECU's Online Deposits Terms and Conditions. Click **Read Terms & Conditions**. Click **Accept**.



FIGURE 22 – ONLINE DEPOSIT TERMS & CONDITIONS

## Scan

5. Prepare checks for scanning.
- Remove rubber bands, staples, and paper clips.
  - Scan checks of like sizes together. Separate smaller size checks from larger sizes.
  - Make sure checks are signed on the front and endorsed on the back
  - Make sure all checks are facing the same direction and the bottoms (MICR lines) are parallel to the hard surface
  - Align edges of the checks by gently tapping the bottom and the side that goes into the scanner on a hard surface
6. Plug in your scanner, turn it on, and connect it to your PC.

7. On the Deposit page, select the account for your deposit from the drop-down list. Click **start scan** to begin scanning your checks.

The screenshot shows the BECU Business Services interface for the deposit page. At the top left is the BECU logo. On the top right, there is a navigation menu with icons and labels for 'deposit', 'history', 'settings', 'logout', and 'help'. The main heading is 'Deposit'. Below the heading, there is a paragraph of instructions: 'Select your account and follow the instructions below to scan your check(s) or upload your deposit image or photo. Please Note: If uploading a check image or photo, make sure the check is scanned at 200-300 DPI. Check images minimum resolution is 1600x1200 pixels and file size should not exceed 2 MB. Visit help to learn more about deposit guidelines, image requirements and more.' The form includes: 'Account' with a dropdown menu showing 'Select an account'; 'Description' with a text input field containing 'Optional Description'; 'Quantity' with a numeric input field showing '0' and minus/plus buttons; 'Batch Total' with a text input field showing '\$0.00' and a message 'You have \$999999.00 left of your \$999999.00 deposit limit.'; and a 'start scan' button at the bottom.



FIGURE 23 – DEPOSIT PAGE

8. High-Speed Online Deposits will give you the option to scan more checks after you have scanned your first batch. For example, if you just scanned large checks and also have small checks, you would now scan the small checks. Just click **scan more checks**, which is located at the bottom of the Deposit page.

**What if “Batch Total” doesn’t match actual checks scanned?**

If the Quantity of Checks or **Batch Total** is fewer than the number of checks scanned, some of the checks may not have been captured during scanning.



**To fix this problem:**

- a. Review the checks in the batch to determine which check(s) didn't scan correctly.
- b. Click **scan more checks** to scan the check(s) that weren't accounted for during the original scan.

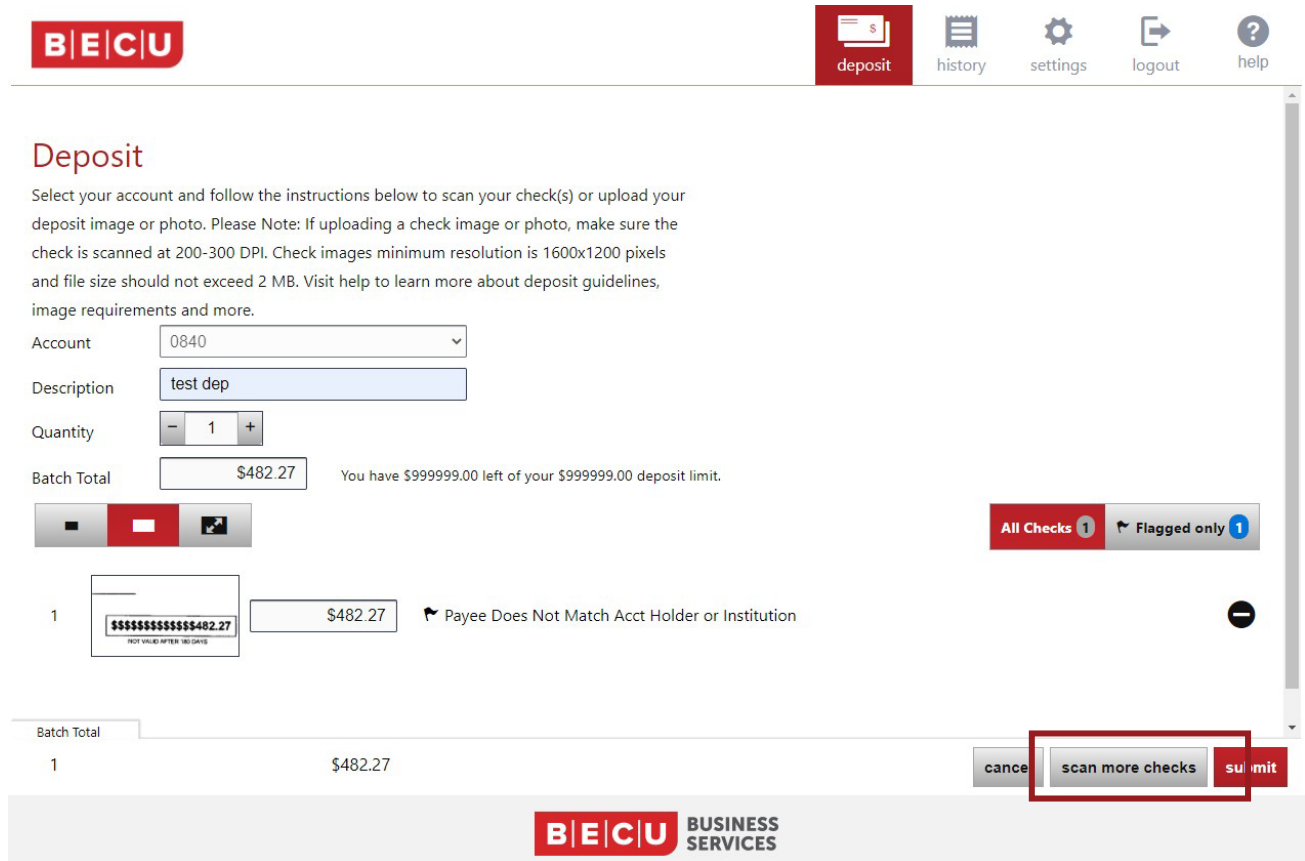


FIGURE 24 – DEPOSIT SUMMARY PAGE

**Review**

- 9. When done scanning, review the Quantity of checks and Batch Total matches what was scanned.
- 10. We recommend you review each check image to verify that the dollar amount displayed is correct. You can delete checks by clicking the black circular minus icon for that check. Once you finish reviewing your check batch and have no more checks to scan, click **submit**.

11. Click **submit**.

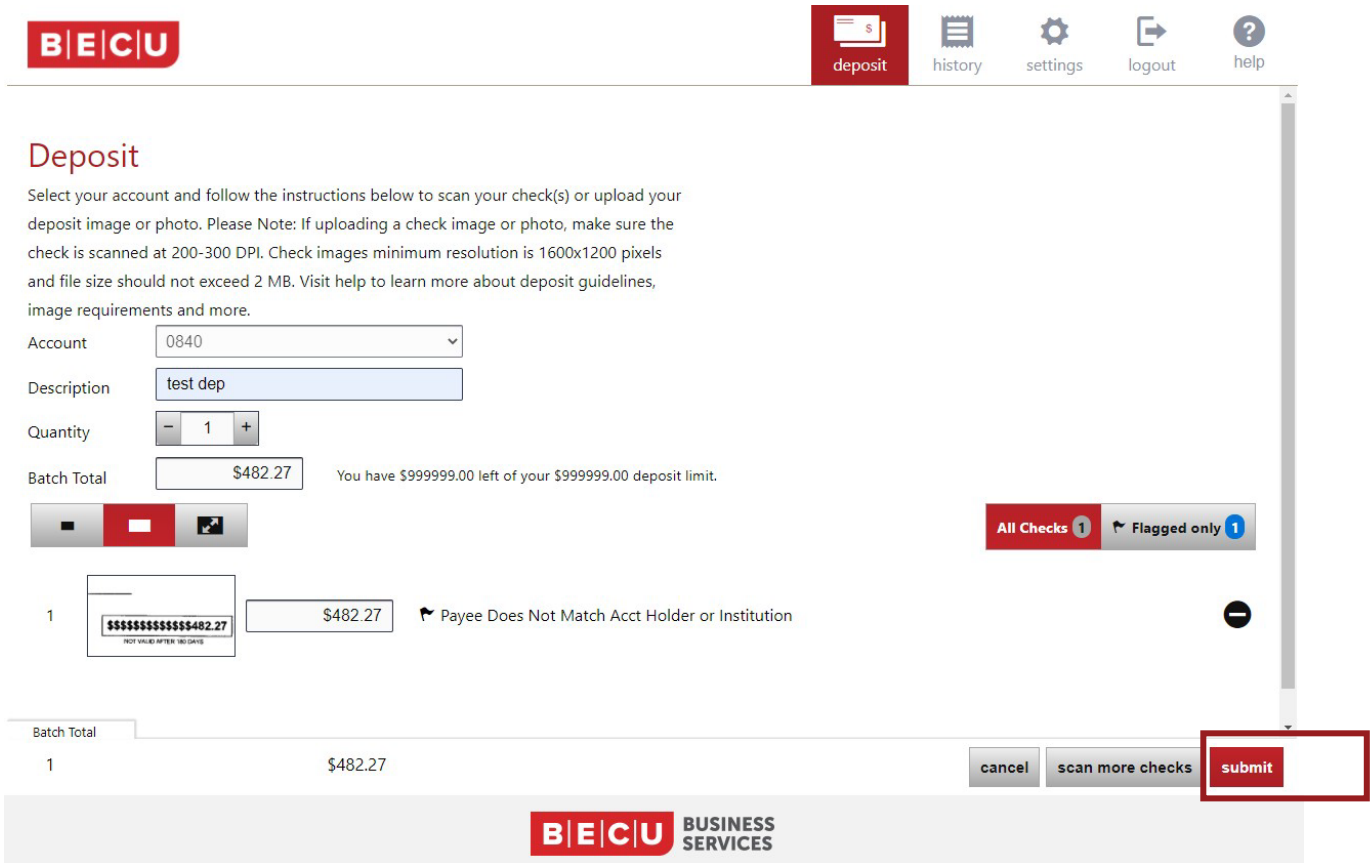


FIGURE 25 – DEPOSIT SUMMARY PAGE

12. Confirm you wish to complete the transaction.

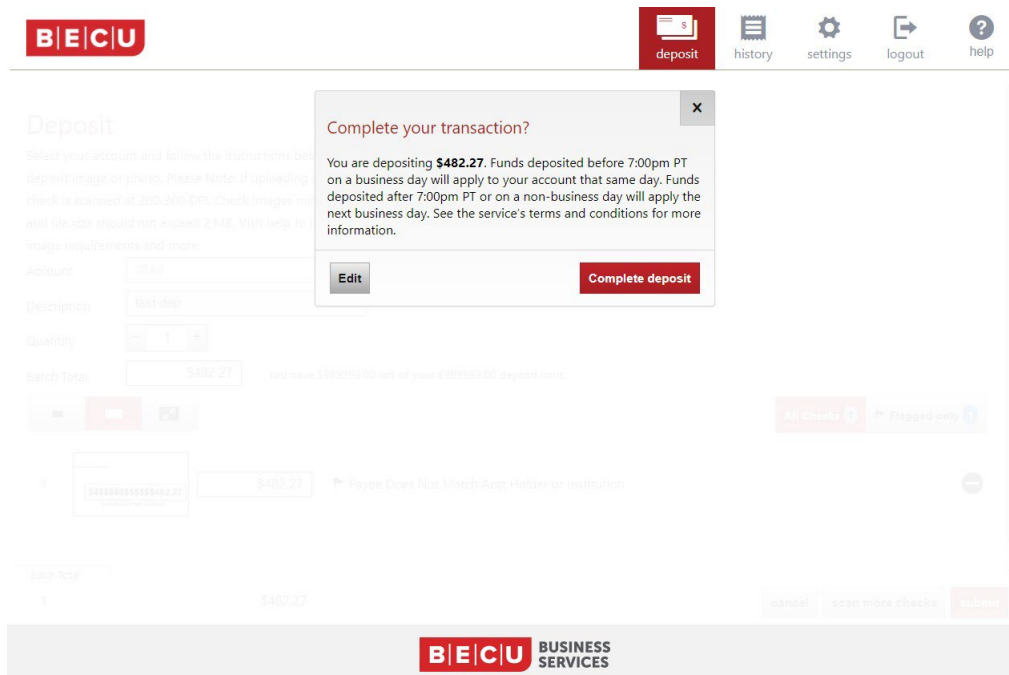


FIGURE 26 – CONFIRM DEPOSIT

# Receipt

13. The Receipt page is confirmation that your deposit was submitted. You can email your receipt to any email address (the email will come from **noreply@becualerts.org**). This page also allows you to make another deposit, review your history, or log out of High-Speed Online Deposits.

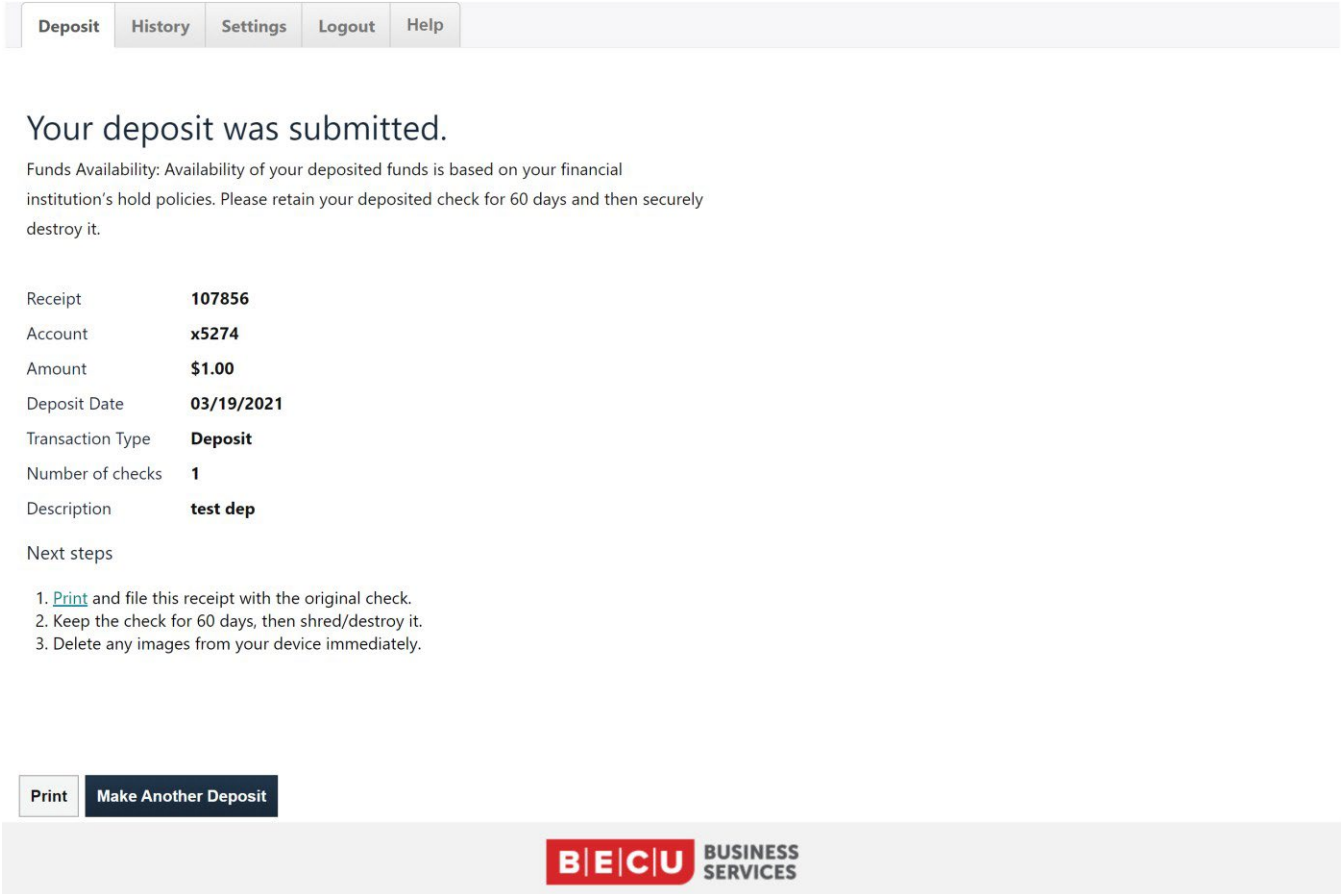


FIGURE 27 – RECEIPT

14. After scanning, file check(s) in a secure place for 30 days to allow for settlement to complete, then destroy the check by shredding it.
15. Return to Business Online Banking by closing the High-Speed Online Deposits window and returning to the Business Online Banking window.

**NOTE** Deposits may take a few minutes to show up in your history. Once deposits are submitted, they cannot be deleted. If you did not submit a deposit, the scanned checks will not automatically save in your account and you will have to rescan all the checks in that deposit and submit.

# Accessing Previous Scanning History

In **history**, you can see all your previous deposits – including date, receipt number, amount deposited, deposit status, quantity of checks, and transaction details.

1. Log in to BECU Business Online Banking at **becu.org**.

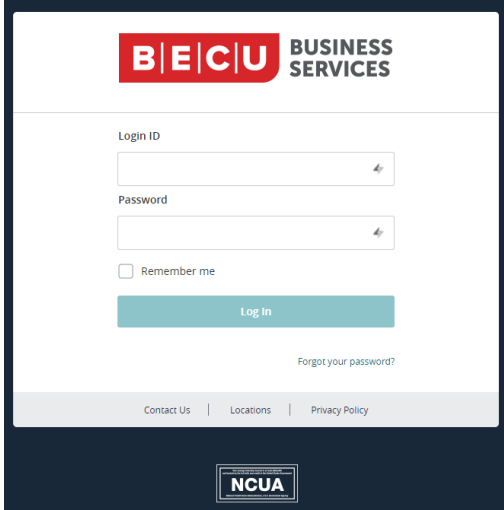


FIGURE 28 – BUSINESS ONLINE BANKING LOGIN

2. Click **Services** and then Click **Online Deposits**.

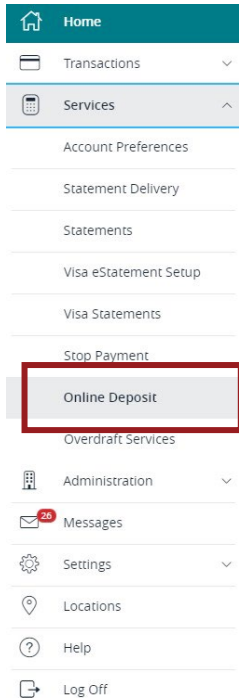


FIGURE 29 – BUSINESS ONLINE BANKING HOMEPAGE

3. Click **history** in the upper right corner to go to your deposit history.

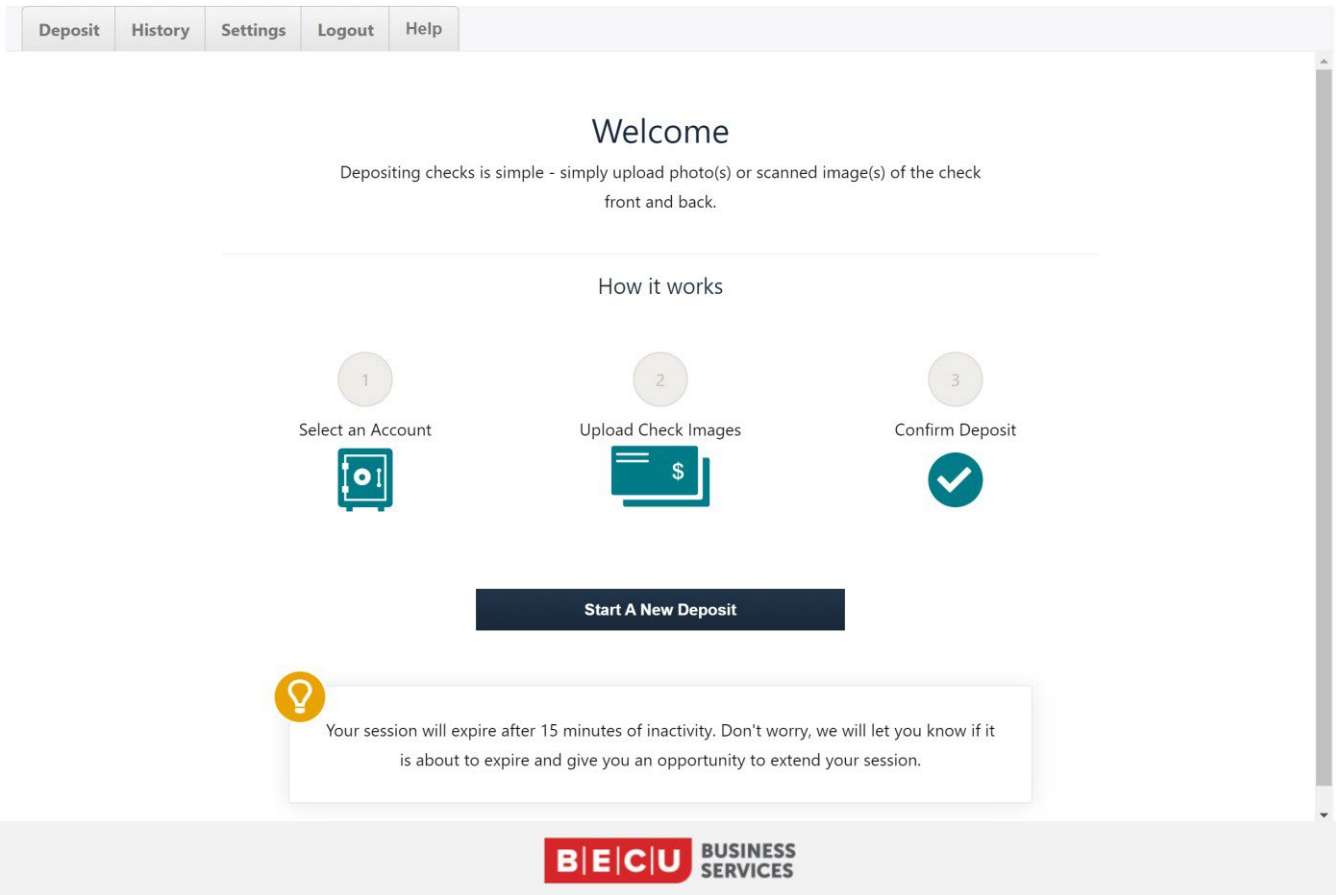


FIGURE 29 – BUSINESS ONLINE BANKING HOMEPAGE

4. Click the small arrow icon on the right side of a transaction row to see each check in the transaction.

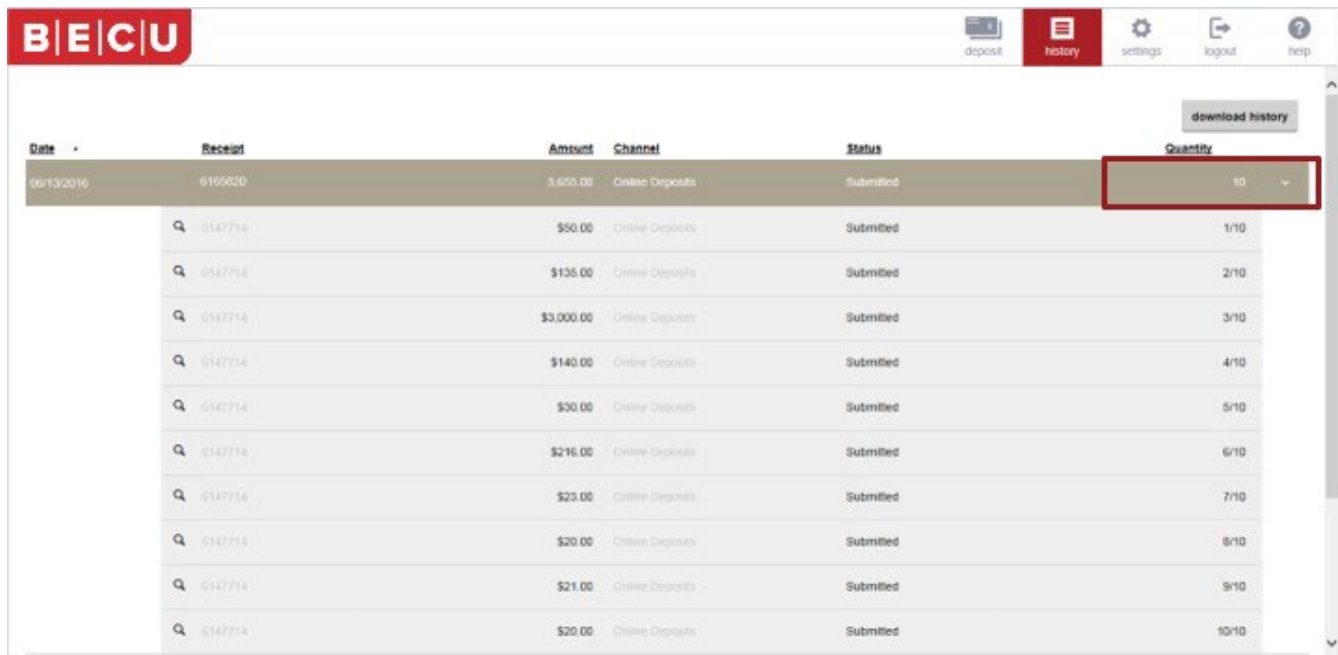


FIGURE 30 – DEPOSIT HISTORY

- If you click on a check row, it will take you to a detailed summary of a specific check. There you can review the check image, account number, and receipt number. You can also print the details for your records.



FIGURE 31 – CHECK HISTORY

## Support

For support with BECU Business Online Banking and High-Speed Online Deposits, contact a BECU representative at **800-233-2328**. Toll-free in the US and Canada. Our business hours are Monday through Friday, 7 a.m. to 7 p.m., Saturday, 9 a.m. to 1 p.m. (Pacific Time).

## Troubleshooting

### Device Control Status Indicators

Green indicates Device Control is online.

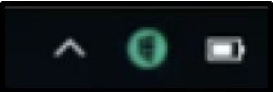


FIGURE 32 – GREEN DEVICE CONTROL ICON

Blue indicates Device Control is attempting to connect to the scanner.



FIGURE 33 – BLUE DEVICE CONTROL ICON

Yellow indicates Device Control is connected to the scanner and ready to scan.

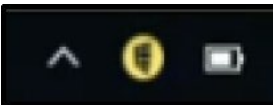


FIGURE 34 – YELLOW DEVICE CONTROL ICON

Red indicates there is a device error. An error message appears on your desktop with instructions to remedy the issue.

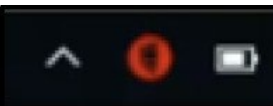


FIGURE 35 – RED DEVICE CONTROL ICON

## Scanner Jams

If your scanner jams while you are scanning checks, refer to your scanner user guide to learn how to properly remove checks from the scanner.

## Check Scanner Connectivity

There is no LED power indication upon connecting the Vision X. LED status indicators only illuminate when the application connects to the Vision X unit. Connect the USB cable to the USB 2.0 port located on the rear side of the scanner, and then connect the other end of the cable to an available USB 2.0 port on the PC.

### 1. Device Control is Not Running

By default, Device Control will always be running on the machine and will launch on start, even after the PC is rebooted. In the event that it fails to run, take the following steps to remedy the issue:

- A. Log out of Business Online Banking and log in again.

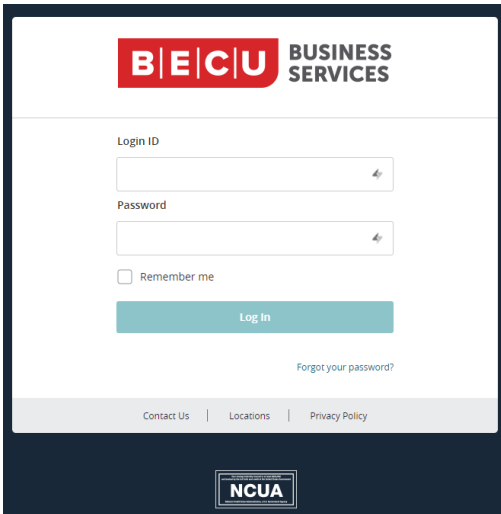


FIGURE 36 – BUSNIESS ONLINE BANKING LOGIN

- B. Click **Services** and then Click **Online Deposits**.

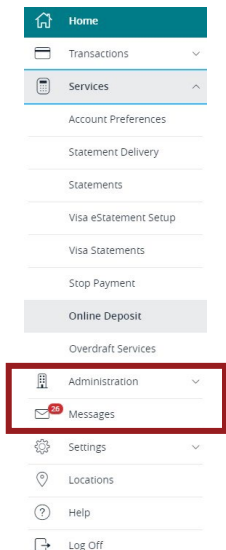


FIGURE 37 – BUSINESS ONLINE BANKING HOMEPAGE

C. Click **Start a New Deposit**.

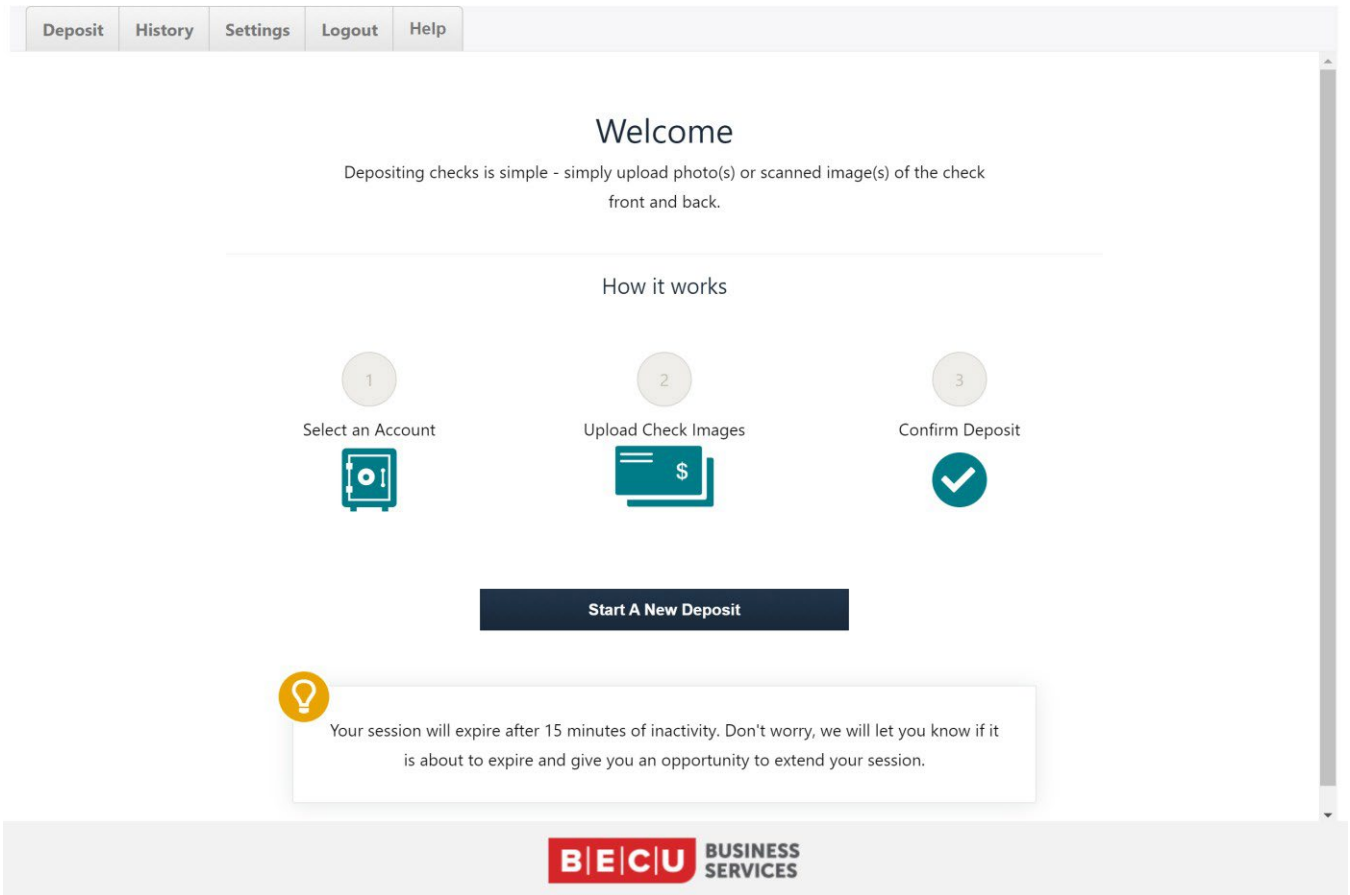


FIGURE 38 – BUSINESS ONLINE BANKING HOMEPAGE

D. A message appears with instructions to restart Device Control. In this instance, the user is instructed to Start the App or download and relaunch Device Control.



FIGURE 39 – STARTING THE DEVICE CONTROL APP



E. Follow the prompts and click **Start Device Control**.

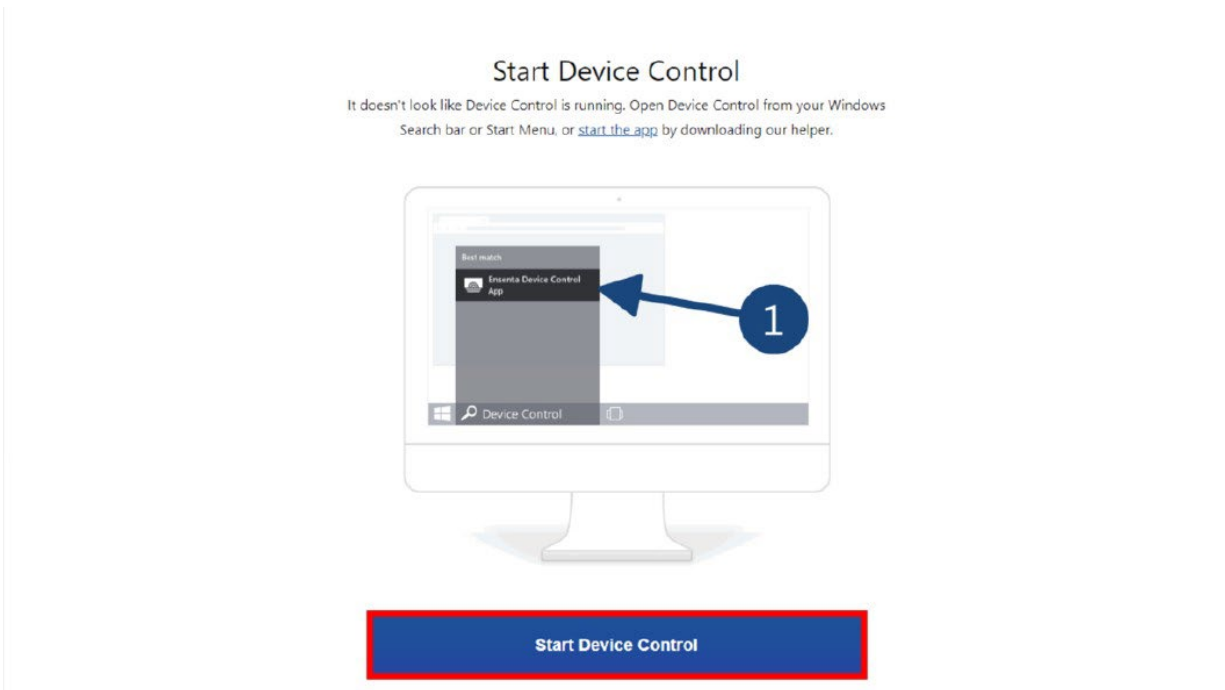


FIGURE 40 – STARTING DEVICE CONTROL

F. Click the downloaded file to run Device Control.

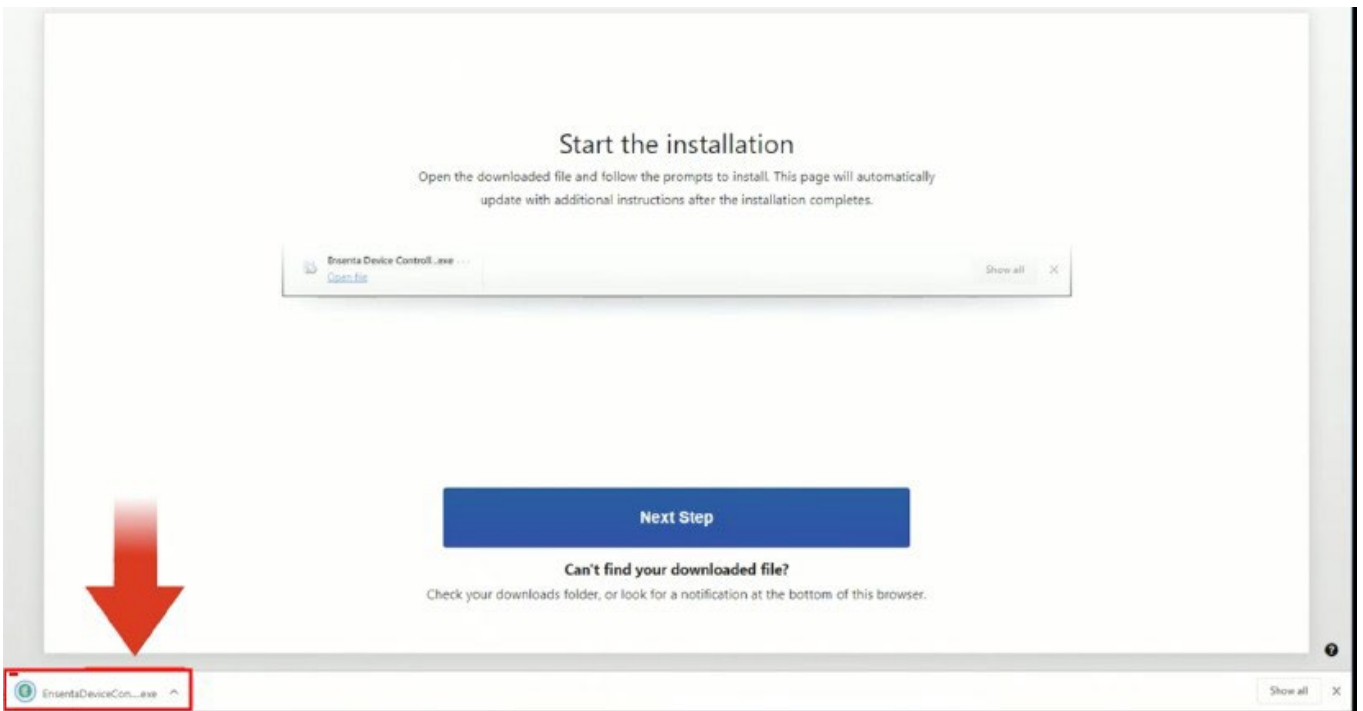


FIGURE 41 – RE-DOWNLOADING DEVICE CONTROL

## G. Device Control relaunches on your computer

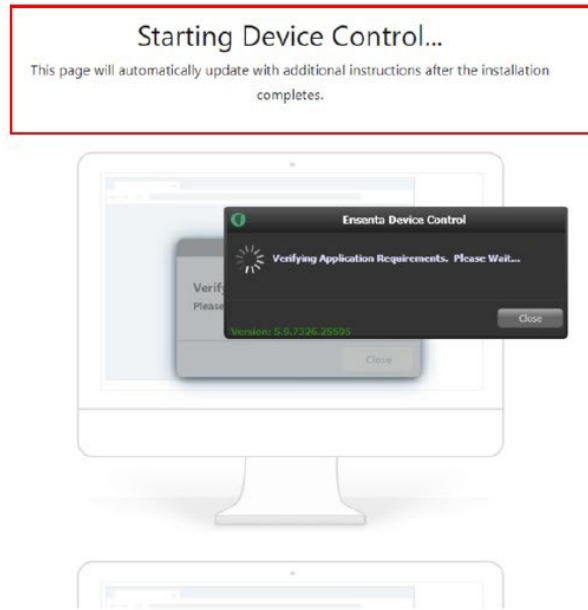


FIGURE 42 –DEVICE CONTROL RESTARTS

## H. The green Device Control icon appears in the application tray when connected.

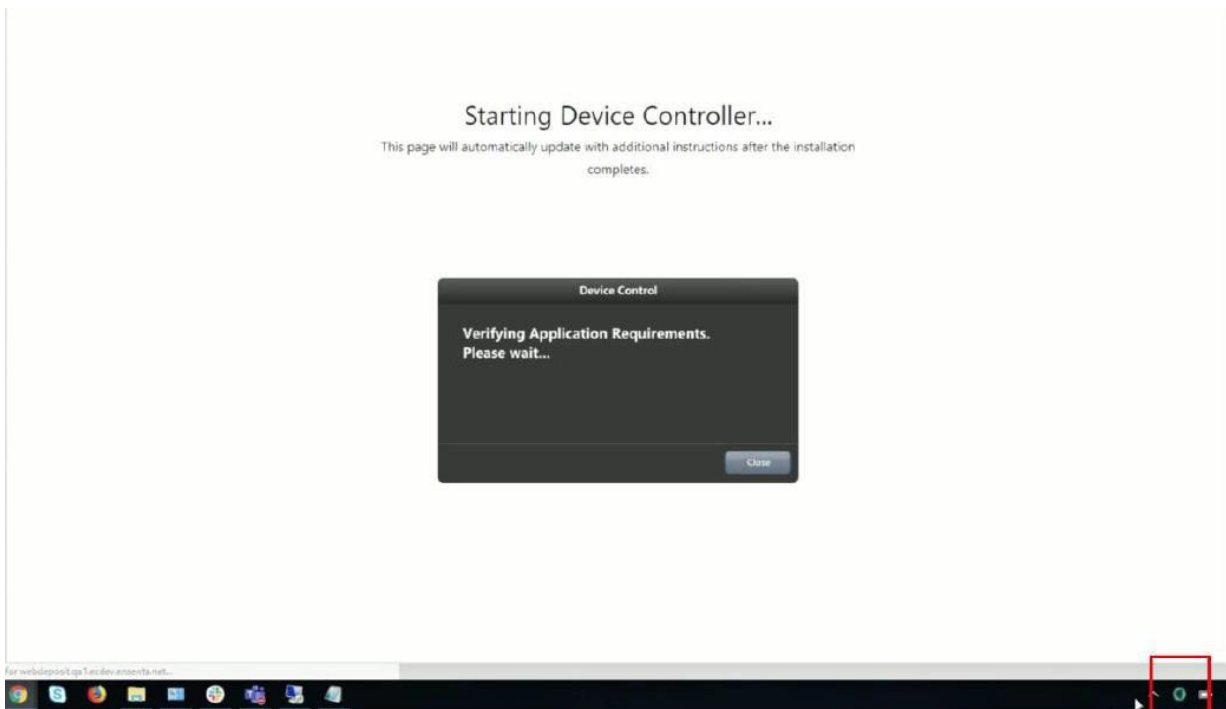


FIGURE 43 – GREEN DEVICE CONTROL ICON

### 2. Unable to View/Select Desired Account Number for Deposit

If you are unable to see/select the account for your deposit, it may be related to your role on that account. Contact a BECU representative at **800-233-2328** for support and resolution.

### 3. Uninstalling a previous driver.

If you have previously installed a high-speed scanner, you may have a Ranger driver

installed, which is no longer supported for BECU High-Speed Online Deposits. You will need to update the software that permits your scanner to communicate with your computer in order to scan checks.

- A. Uninstall the Ranger driver by clicking on the Windows icon on the bottom-left corner of your screen or using the windows button on your keyboard and searching for Add/Remove Programs. Select **Ranger Driver** and click **Uninstall**.