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

About Online Deposits
BECU’s High-Speed Online Deposits 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 Limit:
Number of checks per deposit: 30

Deposit Times:
Funds deposited before 7:00pm PT on a business day will apply to your account that same day. Funds deposited after 7:00pm PT or on a non-business day will apply the next business day. See the service’s terms and conditions for more information.

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
» Paper draft without MICR printing
» 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 symbols are used in this manual to explain certain instructions that should be observed for safety.

*IMPORTANT

Indicates significant instructions to avoid errors with 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 Online Deposits correctly.

†TIP

Indicates advice to prevent errors with Online Deposits and problems with your scanner.

Scanner Information

Allowed scanner models:

- Canon CR-50
- Canon CR-80
- Canon CR-135i
- Canon CR-190i II

**NOTE:** Only these models of the scanner may be used. Scanners must be new, not refurbished. This user guide will only cover steps for the Canon CR-50.

Scanner components:

- Scanner Unit – Canon CR-50
- Power Cord
- AC Adapter
- USB cable
- Setup CD – comes with Ranger Transport API™ and Driver
- Marking Labels for Thickness Adjustment Dial
- Warranty Card
- User Registration Card
- Canon CR-50 Installation Guide
- Canon CR-50 Operation & Maintenance Guide
System Requirements

Before you begin setting up and using your scanner, make sure your computer system meets the minimum system requirements to support the application.

<table>
<thead>
<tr>
<th>Operating Systems</th>
<th>Windows 7 (administrator)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Windows 8 (administrator)</td>
</tr>
<tr>
<td></td>
<td>Windows 10 (administrator)</td>
</tr>
<tr>
<td>RAM</td>
<td>Minimum: 1 GB</td>
</tr>
<tr>
<td></td>
<td>Recommended: 2GB</td>
</tr>
<tr>
<td>CPU</td>
<td>Intel (or AMD) 2.0 GHz or greater</td>
</tr>
<tr>
<td>Monitor</td>
<td>1280 x 720</td>
</tr>
<tr>
<td>Browser</td>
<td>Internet Explorer 10 or higher (not in compatibility mode)</td>
</tr>
</tbody>
</table>

Needed: JavaScript and Active X – Must be allowable

Scanner Set-up

1. Verify that you have all components:

- Canon CR-50
- Power Cord
- AC Adapter
- USB cable
- Setup CD – comes with Ranger Transport API™ and Driver
- Marking Labels for Thickness Adjustment Dial
- Warranty Card
- User Registration Card
- Canon CR-50 Installation Guide
- Canon CR-50 Operation & Maintenance Guide

NOTE: Make sure that you have access to BECU’s High-Speed Online Deposits User Guide (this manual) while you are setting up your scanner and accessing Online Deposits for the first time.

*IMPORTANT: Do NOT connect the scanner to your computer or turn it on until after you install Ranger Transport.
2. **You must run Internet Explorer as an administrator.**
   a. Right-click on the Internet Explorer icon or shortcut.
   b. Select **Run as administrator** *(Figure 1).*

![Figure 1](image1)

3. **Add BECU Online Banking and Ensenta.com to your trusted sites in Internet Explorer.**
   a. Using Internet Explorer (32-bit), go to the **becu.org** and log into Online Banking.
   b. Click the **tools gear icon** in the top right and select **Internet options** *(Figure 2).*

![Figure 2](image2)
c. Click on the **Security** tab (**Figure 3**).

![Figure 3](image)

Figure 3

d. Click on the green check mark for **Trusted sites** (**Figure 4**).

![Figure 4](image)

Figure 4
e. Click Sites. The current URL should be listed in the “Add this website to the zone” field. If it is not, enter https://www.becuonlinebanking.org and Click Add.

f. Next, enter https://*.ensenta.com into the same “Add this website to the Zone:” box. Click Add (see Figure 5 for end result).

![Figure 5]

Click Close. Click OK.

5. Installing “Ranger Transport API™”.

Ranger API enables your scanner to communicate with BECU Online Banking when you access Online Deposits.

RECOMMENDED METHOD
Your scanner included a CD with Ranger API and the supported driver. To ensure use of the most current version, we recommend downloading the software directly from the Cannon website. The steps follow.

**NOTE:** You should not have a driver for another check scanner installed on the same system. If you do, delete it before you install this driver.

**IMPORTANT:** Do NOT install the driver for the scanner. If you install the driver rather than installing Ranger or if you install both the driver and Ranger—but at separate times, you will get an error when you attempt to run Online Deposits.

b. Click **Drivers & Downloads** in the top navigation menu (Figure 6).

c. Type “CR-50” into the search box (if you have another supported Canon model, then type that model number) and click the resulting link (Figure 7).
d. Click the **Select** button for the CR-50/80 Ranger Driver (*Figure 8*).
e. Click the checkbox after reading the disclaimer and then click the **Download** button (Figure 9).
f. Once you click the Download button, you will be prompted to run or save the driver executable file. (Figure 10).

![Figure 10](image-url)
g. If you chose to save the driver file to your computer, then find the file and double click. The same thing will happen if you click Run in the previous step: a dialog box will display. Click the Install button and the Ranger driver will install (Figure 11).
h. Click **Finish (Figure 12)**. After the install completes, you should see Silver Bullet Technology in your computer’s Start Menu/Program list.

**NOTE:** if it does not appear in your computer’s Start Menu/Program List, you may view the folder’s contents by:

1. Opening Windows Explorer
2. Navigating to C:\Program Files\Silver Bullet Technology (this is the default installation directory.)
6. Configuration for Ranger Platform V4

a. Start the Scanner Application:

Windows 7:

i) Click the Start menu and select All Programs.

ii) Select Silver Bullet Technology.

iii) Select Ranger for Canon-CR50CR80.

iv) Select RangerFlex for CR-50_CR-80 (Figure 13).
Windows 8 or 8.1:

i) Open the **Start** menu/App screen.
ii) Begin typing “ranger” and the Search option will automatically appear (**Figure 14**).
iii) Select **RangerFlex for CR-50_CR-80** from the search results to open the app.

![Figure 14](image14.png)

b. Move the **TransportInfo.ini** file into the **Scanner Plug-Ins** folder.

i) Press the **Windows** button + and the **R key** together to open the Run program window.

ii) Type `%programdata%` and click **OK** (**Figure 15**).

![Figure 15](image15.png)

iii) Navigate to **Silver Bullet Technology**.

iv) Navigate to the **Ranger** folder.

v) Navigate to **Scanner Plug-ins**.
vi) Open the folder that is named the model of scanner (CR-50) and copy the Transportinfo.ini file (Figure 16).

![Folder with options files](image)

Figure 16

vii) Navigate back to the Scanner Plug-ins, Paste the Transportinfo.ini file into this folder.

viii) Click the X in the top right corner to close the RangerFlex application.

**Plug In Scanner**

7. Remove packaging and packing tape from scanner unit and cables.

8. Position the scanner on a flat surface at least one foot away from other electronic devices.

9. Attach the AC Adaptor to the Power Cord and connect them to the scanner.

10. Plug the other end of the power cord into an outlet.

11. Connect the USB cable to the scanner and your computer.

12. Connect the other end of the USB cable to a USB port on the computer.
Testing the Scanner

Prior to accessing Online Deposits, test that Ranger API and the scanner driver are correctly installed.

1. Turn on the scanner. Allow a minute for the scanner to initialize and wait for the blue “ready” light to illuminate.

2. Prepare checks for scanning (Figure 17).
   a. Remove rubber bands, staples, and paper clips.
   b. Align edges of the checks by gently tapping the bottom and the side that goes into the scanner on a hard surface.
   c. Scan checks of like sizes together; separate smaller size checks from larger sizes.
   d. Make sure all checks are facing out in the same direction and the bottoms (MICR lines) are parallel to the hard surface, as shown in this photo of the Canon CR-50.

   **NOTE:** The recommended maximum number of checks to scan for a single batch is 30 checks. You may scan any number of checks up to 30.
3. Load the checks into your scanner, pull back on the eject stopper if necessary.

4. From your computer’s Start menu, select Programs, then Silver Bullet Technology, then Ranger for CR-50_CR-80, then RangerFlex for CR-50_CR-80. The test program will open and you will see a test window with empty scan images (Figure 18).

NOTE: If the application tells you the scan is dead, the scanner is either not plugged into the computer or not turned on.

5. Click Scan on the menu bar and Begin Batch from the drop down (Figure 18).

6. A dialog box appears (Figure 19):
   a. In the field next to “Set Item Counter:” enter the number of checks you are scanning.
   b. Select the Scan Continuously option.
   c. Click Begin Scan.
7. The checks are scanned. A dialog box displays the results of the scan and the scanned checks appear in the main application window (*Figure 20*).

![Figure 20]

8. Exit out of the window once you are finished with your test scan. This will delete the checks from your computer.

*Your scanner is now ready for use with BECU’s Online Deposits.*

**NOTE:** The tests scans are just to make sure your scanner is working properly. The test is not linked to BECU’s Online Deposits. As a result, the checks will not appear as a deposit in your account.

---

**Depositing Checks**

Accessing Online Deposits consists of four steps:

1. **Start** will ask you to choose the account you want to deposit your checks into.
2. **Scan** will scan the checks in your scanner and give you the option to scan more checks.
3. **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.
4. **Receipt** will let you review all of the deposit information, or make another deposit.
1. Log into **BECU Online Banking** at becu.org.

2. Click the **Online Deposits** link located at the top of the screen (*Figure 21*).

**NOTE:** Anytime during Online Deposits, you may be asked to run the Ensenta Corporation application. If so, click **Run** (*Figure 22*).
3. After you click the Online Deposits link, a pop-up window will display with a Welcome page. (Please be sure to allow pop-ups within your browser.) Click start a new deposit (Figure 23).

![Welcome](image)

**Figure 23**

4. If you are a first-time user of Online Deposits, you will be asked to accept BECU’s Online Deposits Terms & Conditions. Click Read Terms & Conditions to go to BECU’s Online Deposits Terms & Conditions. If you agree with the Terms & Conditions, click accept (Figure 24). You will be guided to the screen in Step 5.

*IMPORTANT: The first time you access Online Deposits, please make sure to follow this step. If you have accessed Online Deposits before, skip to Step 5.*

**Figure 24**

Terms of Service

Read Terms & Conditions

If you agree and accept the Terms & Conditions for BECU Online Deposits, please select accept.
**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 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

**NOTE:** The recommended maximum number of checks to scan for a single batch is 30 checks. You may scan any number of checks up to 30.

6. On the **Deposit** page, select the account for your deposit from the dropdown list. Make sure the scanner is connected and turned on and the checks are signed on the front and endorsed on the back. Click **start scan** to begin scanning your checks (**Figure 25**).

**Figure 25**
7. At completion of scanning, make sure the “**Batch Total**” (number of checks scanned) matches the actual number of checks you fed through your scanner.

**Add checks during a deposit**

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 “**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.

**Review**

8. We recommend that you review each check image to verify that the dollar amount displayed is the correct dollar amount. 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** *(Figure26)*.

![Deposit Image](Figure26)
10. The Receipt page is confirmation that your deposit was submitted. You can email your receipt to any email address (the mail will come from noreply@becualerts.org). This page also allows you to make another deposit, review your history, or logout of Online Deposits (Figure 27).

**Figure 27**

**NOTE:** There is not a link in Online Deposits that will direct you back to Online Banking. Online Deposits appears as a new window when you click on the link in Online Banking. Return to Online Banking by selecting the Online Banking window. Online Banking may have timed out while you were accessing Online Deposits and you may have to log into Online Banking again to access.

**NOTE:** Deposits may take a few minutes to show up in your history. Once deposits are submitted they cannot be deleted. If you didn’t submit a deposit, it won’t automatically save in your account and you will have to rescan all the checks in that deposit and submit them as a new deposit.
How to Access Previous Scanning History

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

1. Log into your **BECU Online Banking Account** at becu.org.
2. Click the **Online Deposits** link located at the top of the screen.
3. Click **history** in the upper right corner to go to your **Transaction History** (Figure 28).

![Table of Transaction History]

**Figure 28**
4. Click the small arrow icon on the right side of a transaction row to expand if you want to see each check in the transaction (Figure 29).

![Transaction Details](image)

**Transaction Details**

If you click on a check row in *Transaction History*, 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 30).

![After Scanning](image)

**After Scanning**

Please file the check in a safe, secure place for 30 days to allow for the settlement to complete, thendestroy the check by shredding.
Support

BECU Online Banking and
BECU Online Deposit
Processing

Toll-free in the US and Canada
Business hours: M-F 7am-7pm, Sat. 9am-1pm (Pacific Time)
800.233.2328 (not for deaf or hard of
hearing) 24-hour Telephone Banking
800.233.2328

Canon Scanner Installation, Operations and Maintenance

Refer to Canon CR-50 Installation Guide or Operations and Maintenance Guide

Canon Customer Support:
» Phone: 1.800.652.2666 (1.800.OK.Canon)
» Phone: 1.800.828.4040 Technical Support
» Website, FAQ & Contact Us: www.canon.com
Troubleshooting Guide

1. Scanner Jams

If your scanner jams while you are scanning checks, refer to the “Clearing Paper Jams” section of the Canon CR-50 Instructions to learn how to properly remove checks from the scanner.

If you experience a jam

1. Takeout all the checks in your scanner.
2. Cancel the deposit and start over.

2. Check Scanner Connectivity

   a. Verify that the Scanner’s power cable is plugged in and the scanner is turned on.
   b. There is a power switch on the back of the check scanner. If turned on, you should see the power light indicator turn on.
   c. Validate that the USB port that you have the scanner plugged to is functioning by plugging in another USB device or try using another USB port.
   d. Verify that the USB cable is fully plugged into the scanner and into the USB port on the computer. If you have a spare cable from another USB device that you know works, try using that cable instead.

3. Use Internet Explorer in 32-bit mode

If you are using a 6-bit version of Windows (such as Windows 7 or Windows 8), ensure that you are using the 32-bit version of Internet Explorer. Both Internet Explorer 32-bit and Internet Explorer 64-bit are installed on 64-bit versions of Windows, and Internet Explorer 32-bit is the default application.

   Internet Explorer 10, 11:

IE 10 and 11 do not have separate icons for 32-bit and 64-bit versions. Instead, they have a setting under Internet Options and the Advanced tab called “Enable 64-bit processes for Enhanced Protected Mode”. By default, this option is turned off (unchecked) and the browser runs in 32-bit mode. When this option is checked the browser runs in 64-bit mode. Verify that your setting is unchecked.
4. Do not use Internet Explorer in compatibility mode

If you are using Internet Explorer in compatibility mode, Online Deposits will not work. Click the tools gear icon in the top right and select Compatibility View settings. If you see any URL’s for becu.org or ensenta.com in the compatibility mode website list, then remove them (Figure 31).

5. Scanner test works, but scanner not connected to Online Deposits

If you are successfully able to scan checks through the Ranger Flex application, but within Online Deposits the CR-50 scanner is not connected, the issue is likely due to Active X and/or JavaScript being blocked on your computer.

The following items should be reviewed for troubleshooting Active X/JavaScript issues:

a. **Internet Explorer**: IE needs to be configured to allow Active X and JavaScript. Default settings for Web Browsers allow access to Active X and JavaScript, but you may have changed the security settings.

   **Turn off ActiveX Filtering for individual sites.** Open Internet Explorer and go to the site you want to allow ActiveX controls to run on. Click the Filter button in the address bar, and then click Turn off ActiveX Filtering.

b. **Computer User Account**: This is specifically targeting the account logged in on the computer.

Windows systems can have a User setup as the administrator or not. Online Deposit will require you to be an Administrator or have the ability to run IE as an administrator (you would need to
have the administrator login information). On most personal computers, your account is set as administrator. Business computers range quite drastically in terms of how the accounts are setup. *(See step 2 in the section for Scanner Set-up on page 6)*

**6. 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. Agents cannot make deposits unless the specific account is added by the Administrator. Contact BECU for support and resolution.

**7. Uninstall and Re-install the Ranger Application and Ranger Plug-In**

If the CR-50 scanner is still not connecting after performing the troubleshooting steps above, uninstall the Ranger application.

a. Access *Programs and Features* from the *Search* function in the *Start* menu:

1. In *Windows 7*, type *Programs and Features* into the *Search* box and press *Enter* *(Figure 32).*

   ![Figure 32](image)
2. In Windows 8 or 8.1, just start typing *Programs and Features* from the Start screen and press *Enter*. Search will automatically open on the right side of the screen when you start typing *(Figure 33)*.

![Search](image)

*Figure 33*

b. In the Programs and Features menu, search for the following two programs: Ranger and Ranger Plug-In: Canon-CR50CR80. Select and click *Uninstall* for each *(Figure 34)*.

![Uninstall](image)

*Figure 34*
c. Disconnect the USB cable for the CR-50 scanner from the computer.
   
   a. Re-Install the Ranger Transport API™ (See Installing Ranger Transport API on page 8).
   
   b. Follow the Test Installation process (see section Testing the Scanner on page 18).

7. Open Internet Explorer, click the tools gear icon, Internet options and under Browsing history click Delete.

8. Uncheck Preserve Favorites website data and History, but make sure all other boxes are checked. Click Delete.