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

800-233-8080 becu.org BECU 9006 04/2024



# **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**

Cannon	Cannon ImageFORMULA CR-L1 Cannon ImageFORMULA CR-120 Cannon ImageFORMULA CR-150
Digital Check <sup>©</sup>	Digital Check CheXpress <sup>®</sup> Series Digital Check TellerScan <sup>®</sup> 240 Series
Epson <sup>©</sup>	Epson CaptureOne TM-S1000 Series
Panini <sup>©</sup>	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	<ul> <li>Internet Explorer 11</li> <li>Microsoft Edge<sup>©</sup></li> <li>Google Chrome<sup>™</sup></li> <li>Mozilla Firefox<sup>™</sup> will only be supported through 2023</li> </ul>

#### Other

- · Local administrator rights
- USB port 2.0 or higher
- Net<sup>©</sup> framework 4.6.2 or higher
- NOTE The current version of Chrome and one previous version are supported.

### **Eligible Scanner for Mac / iOS**

Digital Check <sup>©</sup>	Digital Check CheXpress <sup>©</sup> 30 Digital Check TellerScan <sup>©</sup> 240

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	
Browser	

• High Sierra and later versions

- Google Chrome<sup>™</sup>
- **NOTE** The application does not support Apple<sup>©</sup> Boot Camp<sup>©</sup> 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** 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).

B E C U BUSINESS SERVICES	
Login ID	
4/	
Password	
47	
Remember me	
Log In	
Forget your password?	
Contact Us   Locations   Privacy Policy	
NCUA	

FIGURE 1 – BUSINESS ONLINE BANKING LOGIN PAGE

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

ស៊	Home	
	Transactions	~
	Services	^
	Account Preferences	
	Statement Delivery	
	Statements	
	Visa eStatement Setup	
	Visa Statements	
	Stop Payment	
	Online Deposit	
	Overdraft Services	
	Administration	~
26 26	Messages	
£	Settings	$\sim$
0	Locations	
?	Help	
G	Log Off	

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.



 peposit
 tistory
 gettings
 legut
 Help

 Getting started with a check scanner. Download and install our latest Device Control app to pair your scanner.

 Control app to pair your scanner.

 Ownload
 Image: Control app to pair your scanner.

 Download
 Image: Control app to pair your scanner.

 Download Device Control

 District 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.

	1000
Select Scanner Manufacturer	
Open Device Controller from your system tray (if may already be open for you) and select a manufacturer to use.	
Cheese A Device Manufacturer	
Select Manufacturer 👻	
Supported Models	
Select Model 👻	
	-
	O Choose A Device Hamilachant
	Supported Hodels
	- Select Handacturer - +

FIGURE 8 – DEVICE CONTROL LAUNCH

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

Digital Check	• Install
- Select Manufacturer -	
Digital Check	
Epson	
RDM	
Digital Check SmartSource	
Digital Check Micro EX	
Panini	

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 BECU 9006 04/2024

#### 12. Click Install.

Digital Check	h Distali di ta	Testell	
Digital Check	1	Install	
Supported Models			
TellerScan TS240	-	0	
Not Installed!		4	
		and the second	2
		and the second	

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.

istallers			
Manufacturer	Version	Available	Installed
Digital Check	12.13	2	
	eXpress 30 Telle	rScan TS240	ellerScan TS230

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.

Add-Remo	ve Device Installers	1
Ne Ner		
O Ad	d/Remove De	vices
Inst		Canon Install Wizard: Writcome K
Ma Dig Par • Car	Information Program Detection Download Install Complete	Requirements
1		These Rect Parts Cancel
		Instal (Install I)

FIGURE 13 – DEVICE CONTROL INSTALLATION WIZARD

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

Ì	2	Canon Install Wizard: Installing 🛛 🛛 🗶
Na lo	Welcome Information Program Detection Download	Install Done Press Next Button to continue.
	Complete	
		o flats litet > Canal

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.

Add/Remo	ve Device Installers	
C Ad	d/Romovo Do	Nicos
Linter	d/ Kemove De	Careon Install Wizard: Complete
3 0g 2 2	Welcome Tailormation Program Detection Download Install Complete	Installation Success Press consect the device now.
		s Zash Break
		Industry ( Industry )

FIGURE 15 – SUCCESSFUL INSTALLATION WINDOW

17. Close the Add/Remove Devices window.

ndallars	Devices			
Manufacturer	Version	Invaliable	Installed	
Digital Check	12.13	92	2	
Partini	4.5.102	2	12	
Canon	2.6.2018.712	12	12	
	Sele	et An Installer		
	Sele	st An 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.

() ensenta	 History	© Settings	E+ Logout
Device Control connected and ready to scan.			×
Deposit a Check Fill in your deposit details and upload your saved check images. Select Help to learn about deposit limits, funds availability, image requirements and more.			
Accunts Daniel Saving  Batch Quantity Batch Total Start Scan			

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.

<b>BECU</b> BUSINESS SERVICES
Login ID
47
Password
47
Remember me
Log In
Forgot your password?
Contact Us Locations Privacy Policy
NCUA

FIGURE 19 – BUSNIESS ONLINE BANKING LOGIN

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

分	Home	
	Transactions	~
	Services	^
	Account Preferences	
	Statement Delivery	
	Statements	
	Visa eStatement Setup	
	Visa Statements	
	Stop Payment	
	Online Deposit	
	Overdraft Services	
	Administration	~
20	Messages	
٢ <u>;</u>	Settings	$\sim$
$\bigcirc$	Locations	
?	Help	
G	Log Off	

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.

TE Be sur	e to allow pop-up	os in your browser.	
Deposit History	Settings Logout Help		
	Depositing checks is t	Welcome imple - simply upload photo(s) or scannec front and back.	l image(s) of the check
		How it works	
	1		
	Select an Account	Upload Check Images	Confirm Deposit
		Start A New Deposit	•
	Your session will expire is about to ex	after 15 minutes of inactivity. Don't worry, pire and give you an opportunity to extend	we will let you know if it d your session.
		B E C U BUSINESS SERVICES	

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**.

carb cred food truck i	cho Park, quinoa craft beer mixtape lo-fi Schlitz. PBR&B scenest
probably haven't hear	d of them fixe hoodie Helvetica church-key. Ethical banh mi slo
fingerstache dreamca	tcher umami occupy church-key meh bitters yr flannel. You
-1 Williamsburg srira	cha vegan cardigan Banksy. Portland ugh stumptown, Carles
Section 2.	
2	
trust fund dolor.	
Williamsburg dreamc	tcher Echo Park roof party, asymmetrical PBR VOLO ethnic aute
free selfies asymmetri	cal Thundercats bespoke vero deserunt pariatur do excepteur.
Bushwick Austin mum	blecore occaecat. 3 wolf moon cupidatat pour-over fixie, gluten
whatever McSweeney	s, direct trade delectus sartorial cred ugh. Raw denim laboris
nostrud hashtag bitte	rs ethnic flannel. Aute vero id photo booth butcher. Letterpress
Semiotics mollit biodi	esel, reprehenderit keffiyeh plaid delectus assumenda. Gentrify
Vivamus interdum. Nu	illa ultricies dictum dolor.
Section 1.	
1.	
euismoa eros.	
vehit. Fusce ipsum saple	in, sceleitsque vitae, tempus eget, volutpat id, mi, Cras egestas
maesent vent. Mauris o	empor eros quis quam. Quisque uitrices, mauris placerat aliquar
the second se	the state of the s

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.

BIEICIU	deposit	history	settings	<b>L</b> egout	<b>?</b> help	

#### Deposit

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.

Account	Select an account
Description	Optional Description
Quantity	- 0 +
Batch Total	\$0.00 You have \$999999.00 left of your \$9999999.00 deposit limit.
	start scan



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.

BIEICIU	deposit	history	<b>O</b> settings	[ bogout	? help
Deposit					
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,					
mage requirements and more.					
Account 0840 V					
Description test dep					
Quantity – 1 +					
Satch Total \$482.27 You have \$999999.00 left of your \$999999.00 deposit limit.					
- 2			All Checks 1	✤ Flagged or	ly 1
1 \$482.27 Payee Does Not Match Acct Holder or Institution					•
Batch Total					_
1 \$482.27		car	nce scan i	more checks	sulomit
B E C U BUSINESS SERVICES					
GURE 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.

BECU		deposit	history	<b>\$</b> settings	[ bogout	(?) help
Deposit         Select your account and follow the inside posit image or photo. Please Note: I check is scanned at 200-300 DPI. Chec and file size should not exceed 2 MB. Vimage requirements and more.         Account       0840         Deposit image       10840	tructions below to scan your check(s) or upload your f uploading a check image or photo, make sure the k images minimum resolution is 1600x1200 pixels /isit help to learn more about deposit guidelines,					
Quantity - 1 + Batch Total \$482.27	You have \$999999.00 left of your \$999999.00 deposit limit.		AII	Checks 🚺	✤ Flagged on	ly <b>()</b>
1 SSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSS	\$482.27 Payee Does Not Match Acct Holder or Institution					•
1	\$482.27		canc	el scan m	ore checks	submit
	B E C U BUSINESS SERVICES					

FIGURE 25 – DEPOSIT SUMMARY PAGE

12. Confirm you wish to complete the transaction.

B E C	U	eposit	history	<b>O</b> settings	logout	? help
		Complete your transaction? You are depositing \$482.27. 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.				
FIGURE 20	6 – CONFIRM DEP	OSIT				

### 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.

Deposit	History	Settings	Logout	Help	
Your c	lepos	it was s	ubmit	ted.	
Funds Availa institution's destroy it.	ability: Ava hold polic	ilability of your ies. Please retai	deposited in your dep	funds is b osited che	ased on your financial eck for 60 days and then securely
Receipt		107856			
Account		x5274			
Amount		\$1.00			
Deposit Dat	e	03/19/2021			
Transaction	Туре	Deposit			
Number of	checks	1			
Description		test dep			
Next steps					
1. <u>Print</u> and 2. Keep the 3. Delete a	d file this r e check for ny images	eceipt with the 60 days, then s from your devi	original che shred/destro ce immedia	eck. oy it. ately.	
Print Ma	ake Anothe	er Deposit			
					B E C U BUSINESS SERVICES



- 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.

<b>BECU</b> BUSINESS SERVICES
Login ID
47
Password
47
Remember me
Log In
Forgot your password?
Contact Us   Locations   Privacy Policy
NCUA

FIGURE 28 - BUSNIESS ONLINE BANKING LOGIN

2. Click Services and then Click Online Deposits.



FIGURE 29 – BUSINESS ONLINE BANKING HOMEPAGE

- Deposit
  History
  Settings
  Logout
  Help **Welcome**Depositing checks is simple simply upload photo(s) or scanned image(s) of the check front and back.

  How it works

  1
  2

  3
  Confirm Deposit **Start A New Deposit**Vour session will expire after 15 minutes of inactivity. Don't wory, we will let you know if it is about to expire and give you an opportunity to extend your session.

  Image: Deposition of the check is about to expire and give you an opportunity to extend your session.
- 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.

BEC	:U			epos	history	Settings kogout	() help
Date .	Banaint	Amount	Channel	Entre		download hi	story
06/13/2016	6165620	3,655,00	Online Deposits	flutmilliod	<b>_</b>	10	1
	<b>Q</b> 0347714	\$50.00	Online Deposits	Submitted		1/10	_
	Q 0147714	\$135.00		Submitted		2/10	
	Q 0147714	\$3,000.00		Submitted		3/10	
	Q 0147754	\$140.00		Submitted		4/10	
	Q eseries	\$30.00		Submilled		5/10	
	Q eservis	\$216.00		Submitted		6/10	
	Q 6147754	\$23.00		Submitted		7/10	
	Q 6147714	\$20.00		Submitted		6/10	
	Q escrite	\$21.00		Submitted		9/10	
	Q 6147314	\$20.00		Submitted		10/10	

FIGURE 30 – DEPOSIT HISTORY

5. 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.

	6165820 (2/10)	x	
	Account x6181 Receipt 6165820	and the second s	
ຄື	18110.00		

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.

B E C U BUSINESS SERVICES
Login ID
4>
Password
47
Remember me
Log In
Forgot your password?
Contact Us   Locations   Privacy Policy
NCUA

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.

Depositing checks is	Welcome simple - simply upload photo(s) or scanne front and back.	d image(s) of the check
	How it works	
1	2	3
Select an Account	Upload Check Images	Confirm Deposit
	Start A New Deposit	
Your session will expire is about to e	after 15 minutes of inactivity. Don't worry xpire and give you an opportunity to exter	, we will let you know if it Id your session.

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.

	Start the	e installation		
	Open the downloaded file and follow th	ne prompts to install. This page will automatically		
	update with additional instru	ctions after the installation completes.		
	Francia Device Controll, ave			
	D Coenfie		Show all X	
	N	lext Step		
	N	lext Step		
	N Can't find yo	lext Step wr downloaded file?		
1	N Can't find yo Check your downloads folder, or look t	ext Step wur downloaded file? for a notification at the bottom of this browser.		

FIGURE 41 – RE-DOWNLOADING DEVICE CONTROL

#### G. Device Control relaunches on your computer

This page will and	Starting Devic	ce Control	tellation	
This page will au	complete with add complete	litional instructions after the in tes.	stallation	
	0	Ensenta Device Control		
	Verifyi	ng Application Requirements. Please V	leit	
	Verify			
	Version: 5.9,73		Cluse	
		Close		
			-	

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**.