

# Business Online Deposit

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## Check-Scanner Set-Up Guide



## Introduction

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This guide will help you set up a check scanner to use with Redwood Credit Union's (RCU's) Business Online Deposit service. The following instructions are covered in this guide:

1. Installing the check scanner
2. Validating the check scanner is installed properly
3. Troubleshooting common issues

## Overview

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Business Online Deposit is a service provided by Redwood Credit Union, which allows business owners to deposit multiple checks at a time to their RCU account using a scanner to capture and submit check images.

## Setting Up Your System

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Before you start using Business Online Deposit, you will need to setup your Windows PC with the correct driver so that your check scanner can access the web application.

## System Requirements

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Make sure your computer meets the **minimum** following system requirements:

- **Operating System: Windows 7 or newer**
- RAM: Minimum 1 GB. **Recommended: 2 GB**
- CPU: 2.0 GHz or greater
- Internet: Broadband connection. **Recommended: 1.5 Mbps or greater**
- JavaScript and Active X must be allowable on your computer.
- **Browsers/Applications:**
  - **Internet Explorer 10 or newer (32-bit version of Internet Explorer)**
    - Internet Explorer is the only browser supported by Cannon scanners.

**Note:** If using Windows 8, only the desktop version of Internet Explorer is supported.

## Supported Scanners

The following scanners are supported by Business Online Deposit:

- Canon CR-50
- Canon CR-80

Note: You can only have one check scanner set up on your PC. If you have a driver for another check scanner installed on your computer, a driver conflict will prevent the scanner from working. A driver for a document (non-check) scanner may be installed on the same machine.

## Scan Best Practice

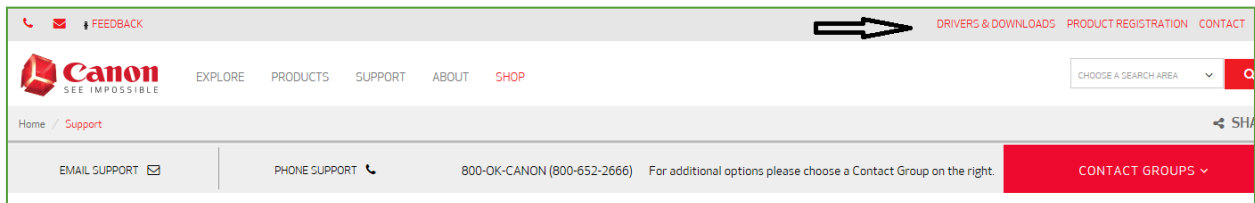
The optimal number of checks to deposit per batch is between 25-50 checks. **Note:** The optimal number for a deposit may vary based on your Internet connection.

### Step 1: Getting started

- Download the latest driver

While you may have a CD that came with your scanner that includes the Ranger Transport API, it is recommended that you download the latest driver (Silver Bullet Ranger Driver) directly from Canon's website: <https://www.usa.canon.com>

- Select "Drivers & Downloads"



## Step 2: Enter the Canon product number and click “Go”

Canon SEE IMPOSSIBLE

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### Get Product Support

1. Choose a Support Category

- Drivers & Downloads
- Manuals
- Knowledge Base Articles
- Additional Product Support

2. Enter a model

Begin typing your model name, then select your model from the displayed list and click the Go button

cr50 Go

imageFORMULA CR-50 Check Transport

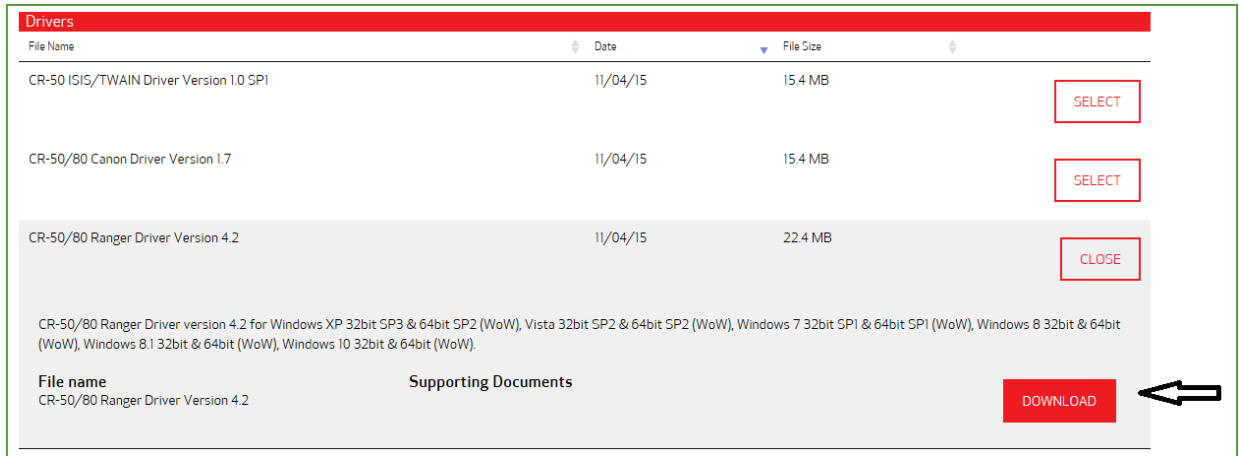
## Step 3: Select the latest driver for your scanner then click download

### Drivers & Downloads

Operating System: Windows 7 (x64) (Detected) Language: English

Drivers Software Firmware Utilities

File Name	Date	File Size	
CR-50 ISIS/TWAIN Driver Version 1.0 SP1	11/04/15	15.4 MB	SELECT
CR-50/80 Canon Driver Version 1.7	11/04/15	15.4 MB	SELECT
CR-50/80 Ranger Driver Version 4.2	11/04/15	22.4 MB	SELECT



#### Step 4: Installing the driver



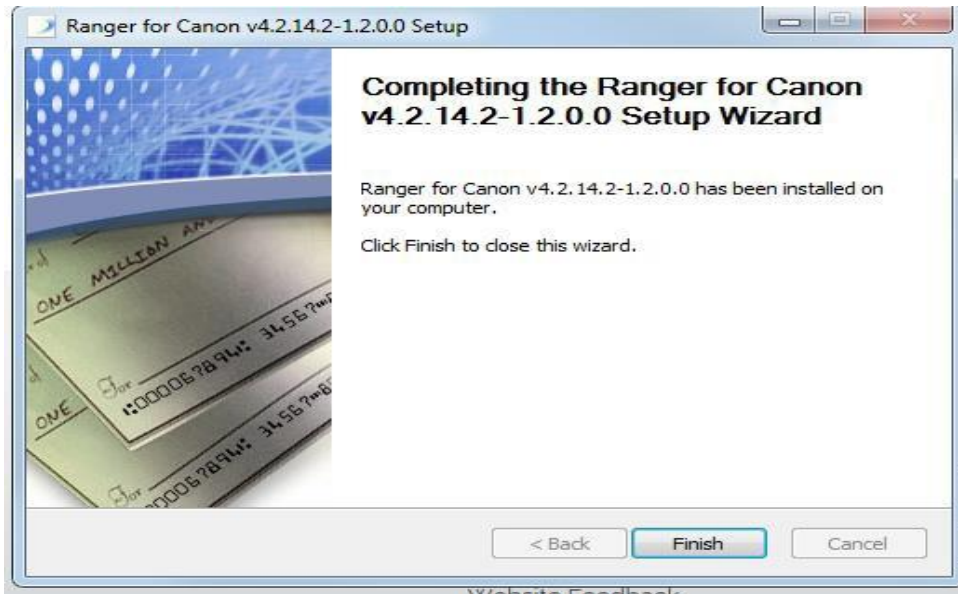
After Selecting the CR-50/80 Ranger Driver look to the bottom of the browser window. Select Run to begin the download.

#### Step 5: Once the Driver is Downloaded the Installation Wizard Appears.

Click Install and then Next



## Step 6: Click “Finish”



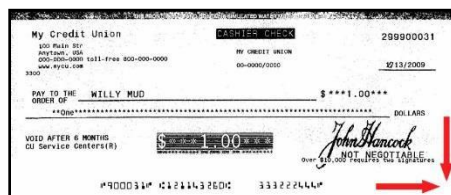
**Step 7: Your scanner is ready to use. Please log in to RCU online banking, click “Deposit Checks” and make a deposit.**

## Step 8: Prepare the scanner

- Plug the scanner into a USB port on your computer.
- After you have endorsed the checks, load the checks into your scanner and turn it on.
  - All checks must be oriented in the same direction, facing to the right, and the MICR lines parallel to the desk.



- Prior to loading, ensure all checks are aligned on the side that goes into the scanner to reduce the chance of possible jams.
- Align checks so that the bottom right corners of each check touch.





- Depending on the scanner you are using, either pull the loading tray or unloading tray out and put the checks into place.
- You may need to adjust the tension on the scanner to pull the checks through the feeder.



### Step 9: Make a deposit

You are now ready to make a deposit in online banking. Click on the “Deposit Checks” menu and follow the prompts. If you need assistance please refer to the Business Online Deposit User Guide.

### Troubleshooting common issues

If your scanner fails to work within the Ranger driver application, here are some troubleshooting tips:

1. Confirm the scanner is plugged in and turned on. Turn on the switch (usually at the back) of the scanner. You should see a power light indicator.
2. Validate USB Port on Computer
  - If your scanner fails to work within the Ranger driver application, validate that the USB port that you have the scanner plugged into is functioning by plugging in another USB device, or try using another USB port.
3. The issue may be the USB cable itself. 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.
4. Verify that the scanner’s power cable is plugged in, and the scanner is turned on.
5. Make sure that Active X and/or JavaScript isn’t being blocked on the computer.
  - Review your Internet Explorer configuration

- Run Internet Explorer in desktop mode (Windows 8 only)
- Validate Internet Explorer 32-bit is being used
- Add Business Online Deposit as a Trusted Site
- Run Internet Explorer as an administrator
- Run Internet Explorer in Compatibility Mode
- Review your Group Policy
- This is specifically for business computers. IT departments typically configure computers to disable Active X, JavaScript, and other plug-ins for browsers by enforcing a Group Policy; the Group Policy will override any settings on a computer. Ask your IT department for assistance.

#### Endorsements

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Please sign or stamp your checks prior to making the deposit.

The ink/virtual endorsement is not functional at this time. Please do not purchase the cartridge as it will not work with the service.

#### Upgrading your operating system with Cannon scanners

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If you upgrade your operating system the PC may no longer be able to connect to the scanner.

Try rebooting the system to see if that helps. If not, you may need to un-install the driver, reboot the system and re-install the driver.

If you did not un-install the drivers then you will need to overwrite the file by doing the following:

1. Download the file. Make sure it's unzipped. Then close the unzip window.
2. Locate the file folder in your C drive for the Canon scanner and open the folder marked "Driver".
3. Click on Setup.exe.
4. Select yes to overwrite duplicate files.
5. Once the setup process is done, please restart the PC and make a deposit.