



AMERICA'S CHRISTIAN  
CREDIT UNION

# DepositNow Installation Guide

# Scanner Compatibility

## Scanners compatible with Mac:

- CX30
- TS240

## Scanners compatible with all other PC's:

- CR-L1
- CR-120

# Device Control Compatibility

## For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET Framework 4.7 or higher

## For Microsoft Windows:

- The current version of Windows and its two previous versions are supported
- Windows, Google Chrome, Microsoft Edge, Mozilla Firefox and more
- The current version of these browsers and its two previous versions are supported

## For Mac:

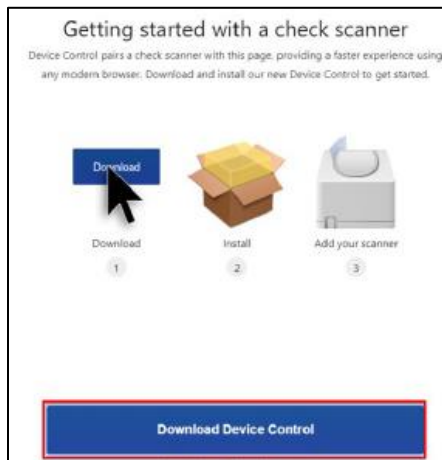
- The current version of Mac and its two previous versions are supported
- MacOS, Safari, Google Chrome, Mozilla Firefox and more
- The current version of the browser and its two previous versions are supported

# Install Ensenta Device Control

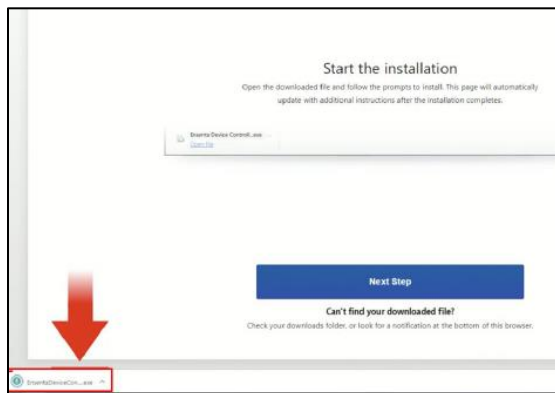
## Install the Application

Log into Online Banking> Cash Management> Deposit Now

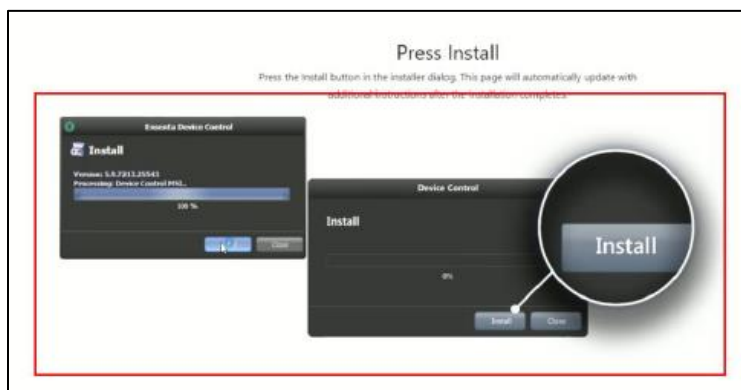
1. Click “Start New Deposit”
2. Click “Download Device Control”



3. Open file when it's done installing,

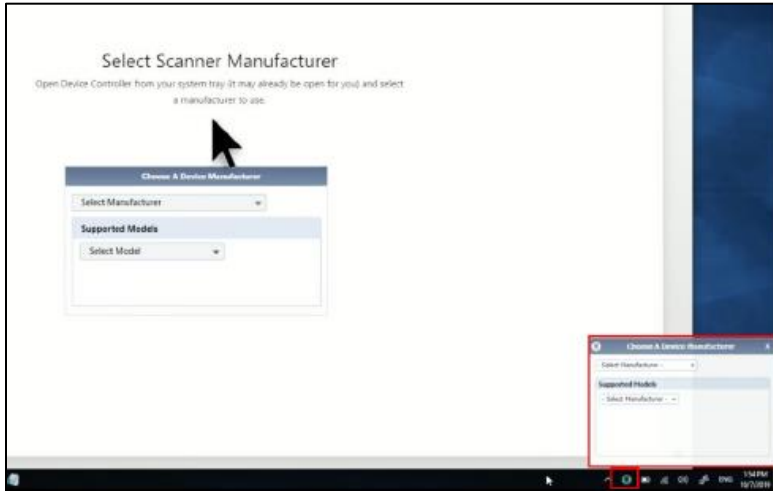


4. Click install

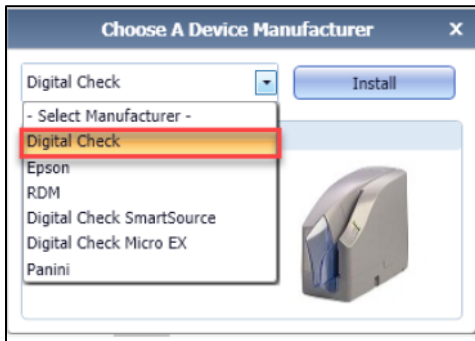


# Install the Scanner

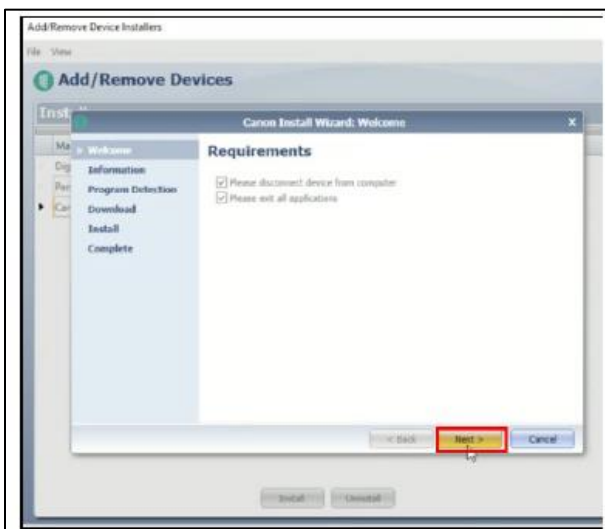
The Device Control application should show on the bottom right in the application tray



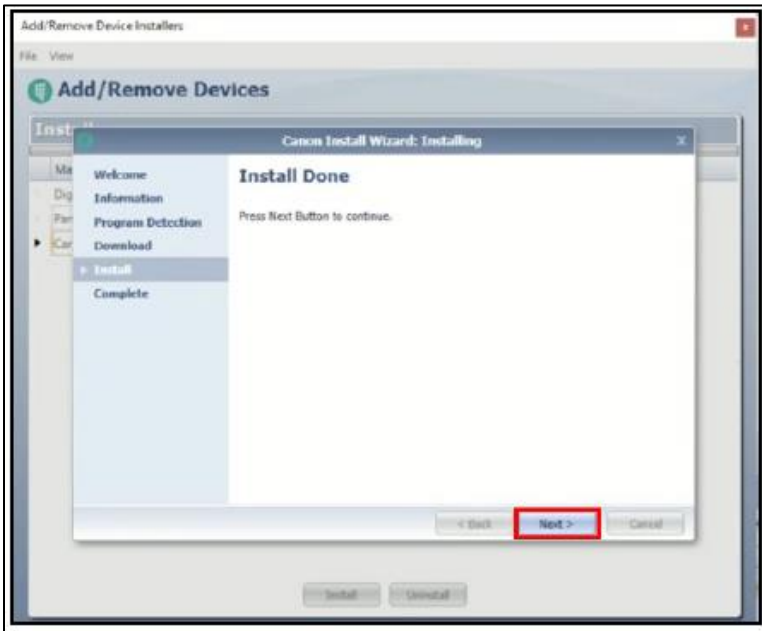
1. This pop up will ask you to choose your scanner in the drop down, then click Install



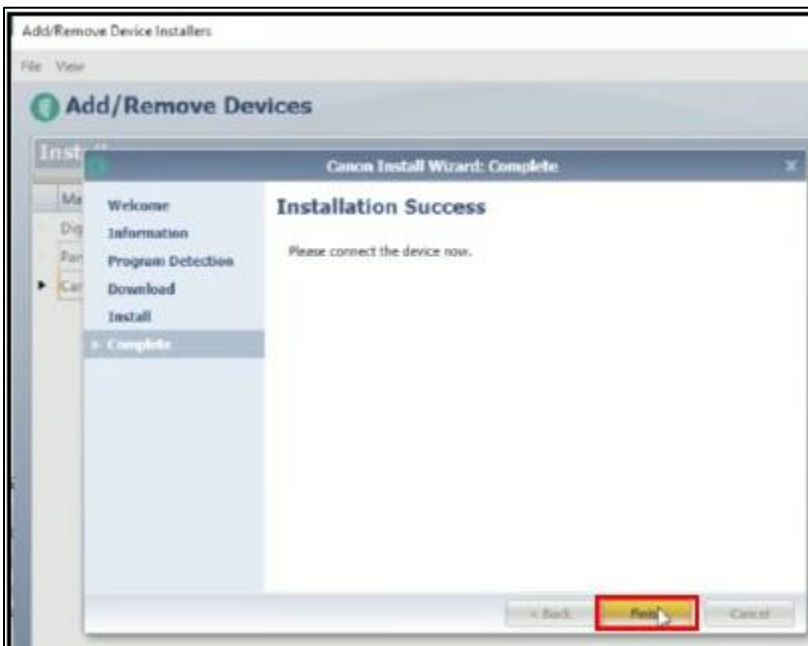
2. Another pop up may come up to choose the scanner to install, simply choose your scanner and click Install.
3. Disconnect the scanners USB/power cable from computer (not the power cable), leave this disconnected until it prompts you to connect it again



4. Click Next, when prompted by the Install Wizard to download/install the scanner driver



5. After the installation is complete, connect the scanner to your computer and click Finish. Then close this window so you may begin depositing.



# Troubleshooting

## Not Connecting to Scanner

There are multiple reasons and variations of why DepositNow would not work. In this guide we will cover the most basic issues and fixes. If these do not fix the issue, please contact us so a representative may assist you.

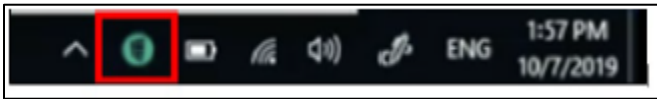
1. Search bar: Device Control > Imaging Devices > Canon  
You need the scanner connected and powered on to see it, otherwise the scanner will not show
  - a. Right click on the scanner and select “Uninstall Device.” Make sure the box is NOT checked BEFORE uninstalling it
  - b. Click on “Actions” in the top bar and select “Search for Hardware Changes”
  - c. Unplug the USB cable that connects the scanner directly to the computer, then plug it back in. This should now allow the computer to see the scanner under Imaging Devices again
  - d. Once you can see the scanner name under Imaging device log back in to attempt your deposit

### **Other Option:**

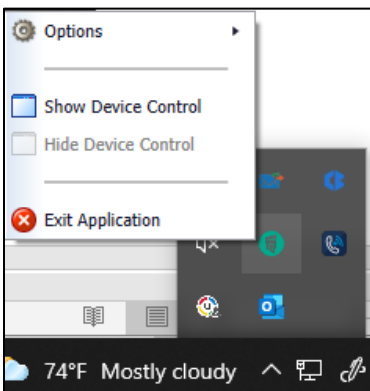
If the first option does not work. Device Control should automatically connect to the scanner and be seen in the bottom right corner in the application tray. If this icon is not in the application try to open the application,

1. Search bar > Ensenta Device Control> Open

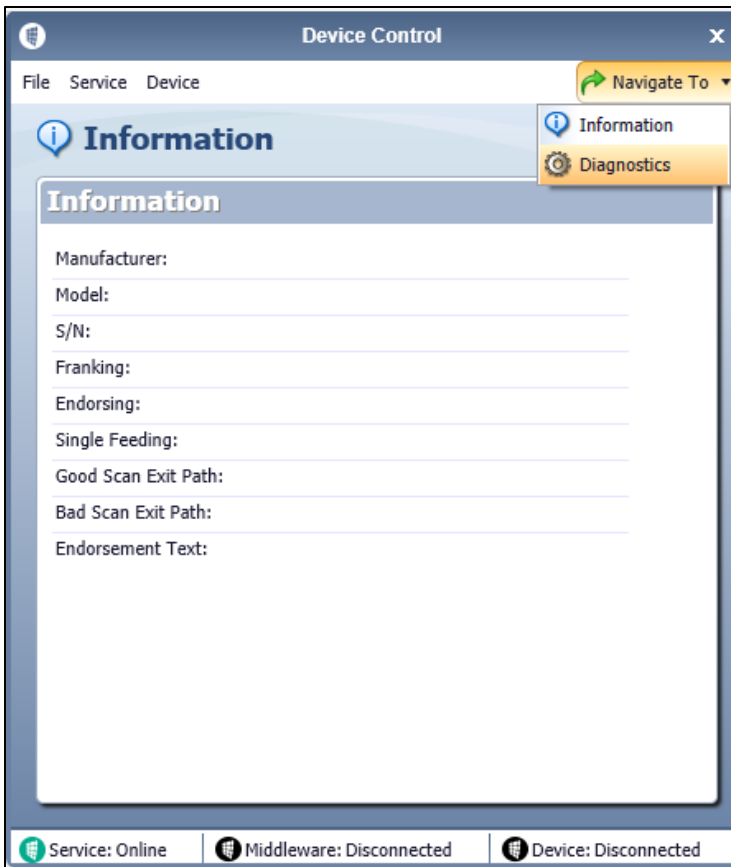
A green bar will come up in the Deposit Now screen saying it’s connected and ready to scan. You can now deposit.



2. If it does not reconnect follow these steps
  - a. Right click on icon in the application tray and select Show Device Control



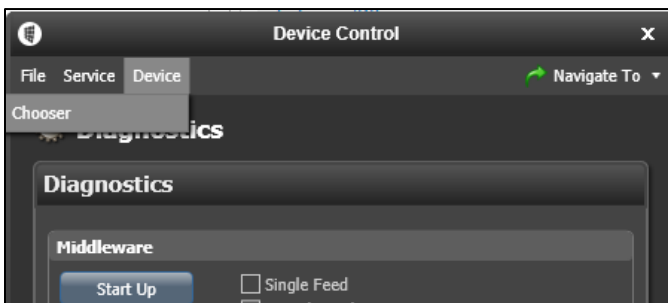
- b. Click on Navigate To > Diagnostics



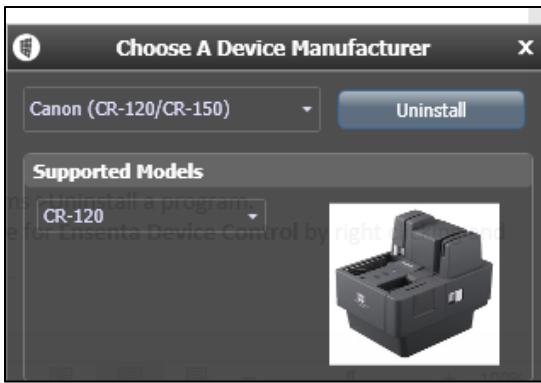
c. Click the Service tab > Stop > Shutdown



d. Click the Device tab > Chooser



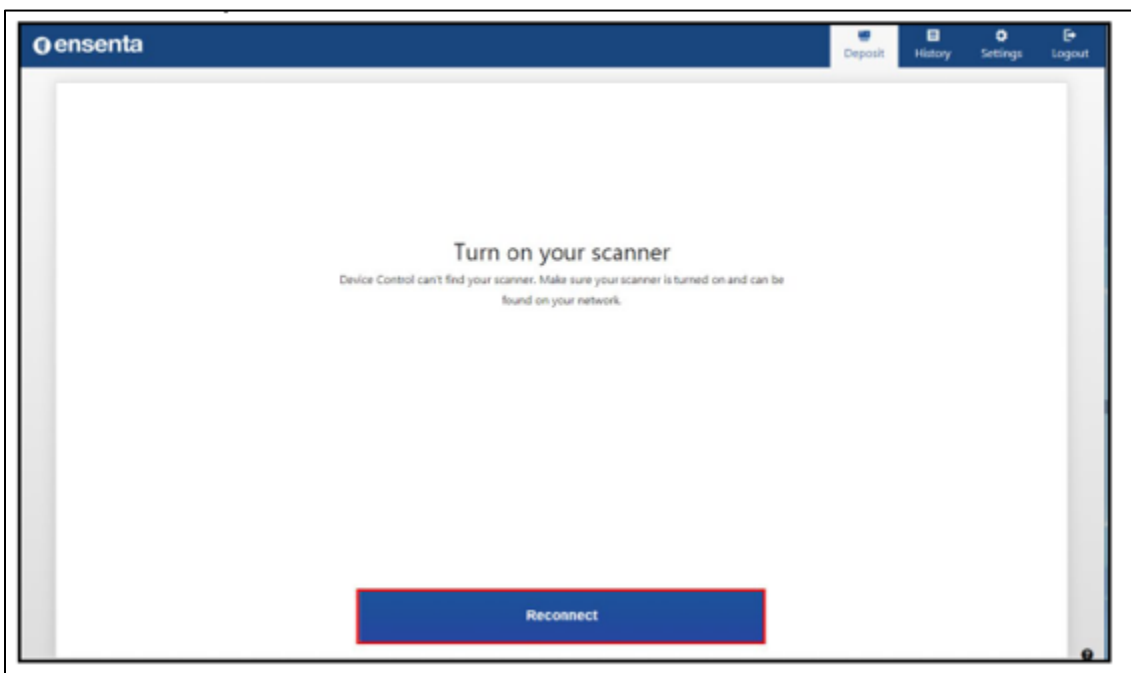
The scanner pop up will come up on the bottom right corner of your screen, choose your scanner then close pop up.



e. Click Service tab > Start. Close the window and refresh the DepositNow page

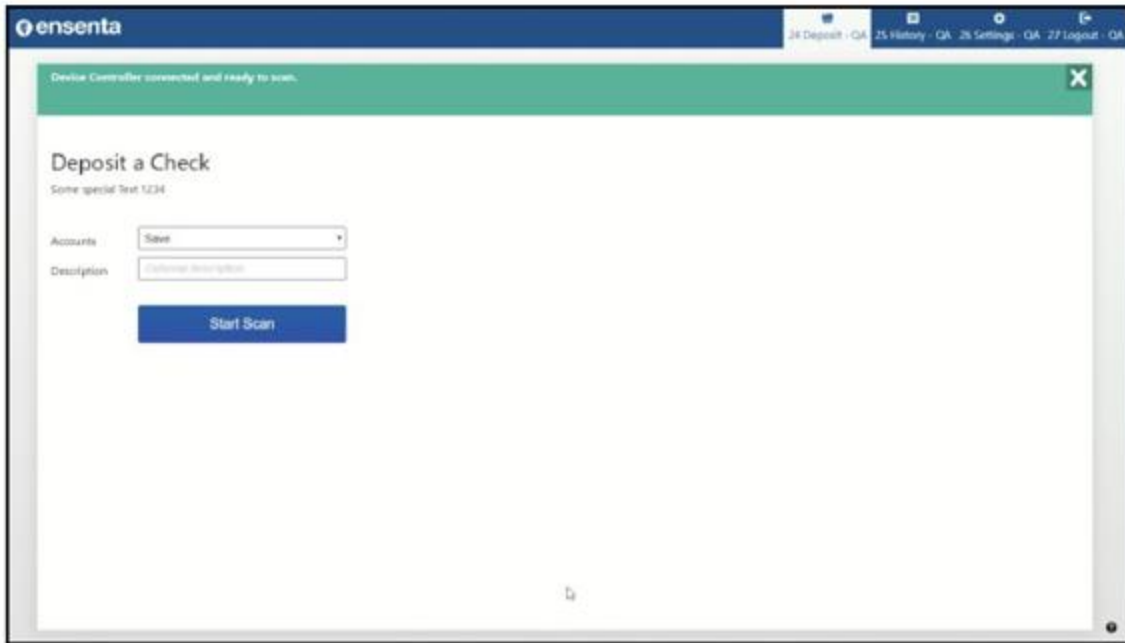
## Connection Issues

Make sure the power and USB cables are connected, click Reconnect,



The scanner should reconnect,





If this does not work you will need to uninstall and reinstall the scanner- See “Uninstalling Device Control, Step 3” on page 9.

## Status Indicators

### Device Control Status Indicators

The color of the Device Control icon indicates the application status.

- Green means Device Control is online.

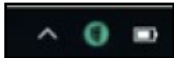


FIGURE 20 – GREEN DEVICE CONTROL ICON

- Blue means Device Control is attempting to connect to the scanner.



FIGURE 21 – BLUE DEVICE CONTROL ICON

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



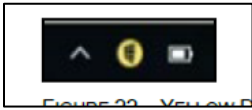
FIGURE 22 – YELLOW DEVICE CONTROL ICON

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



# Testing the Functionality of Scanning

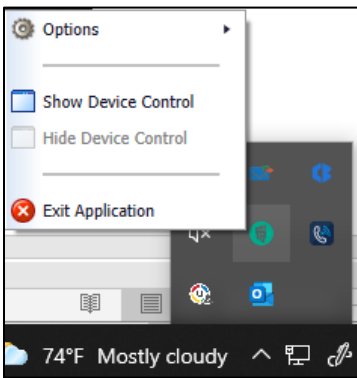
Right click on icon in the application tray



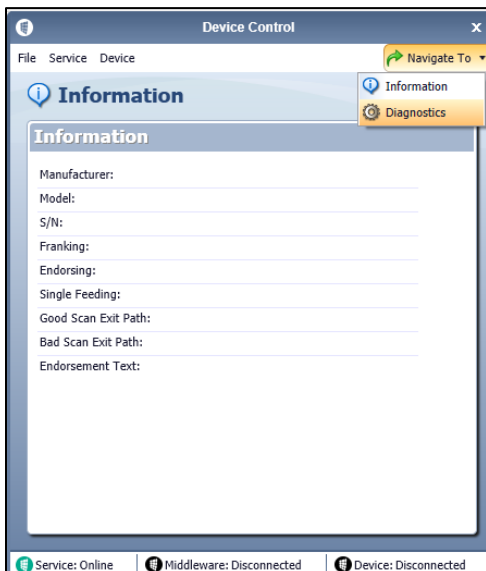
1. Stop Service
2. Start Middleware
3. Open Device
4. Start Scan (enables feeding)
5. Stop Scan when you'd like to stop feeding
6. Close Device
7. Click shutdown
8. "Service" Menu (at the top) > Start Service
9. Proceed to scan as usual

## Uninstalling Device Control

2. Plug in and turn on the scanner
3. Uninstall the Scanner
  1. In the application bar find the Device Control icon, right click the icon and select Show Device Control



2. Click on "Navigate To" and select "Diagnostics"



3. Click on the “Service” tab and select “Stop,” then “Shutdown”



4. Click on “Device” and select “Chooser”



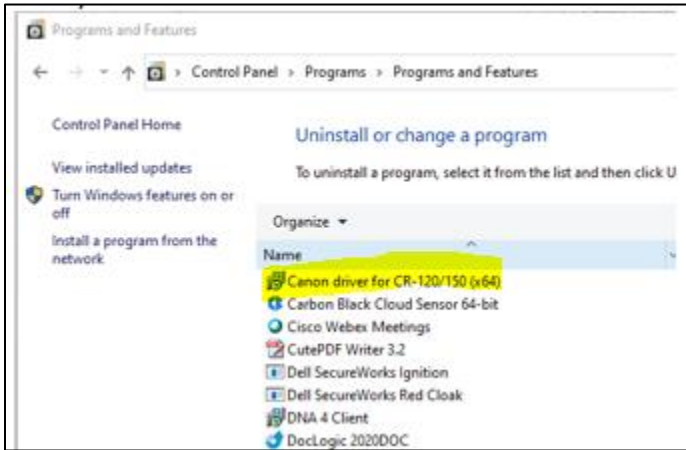
5. The scanner pop up will come up on the bottom right corner of your screen, click Uninstall



Another pop up may come up to choose the scanner to uninstall, simply choose your scanner again and click Uninstall.

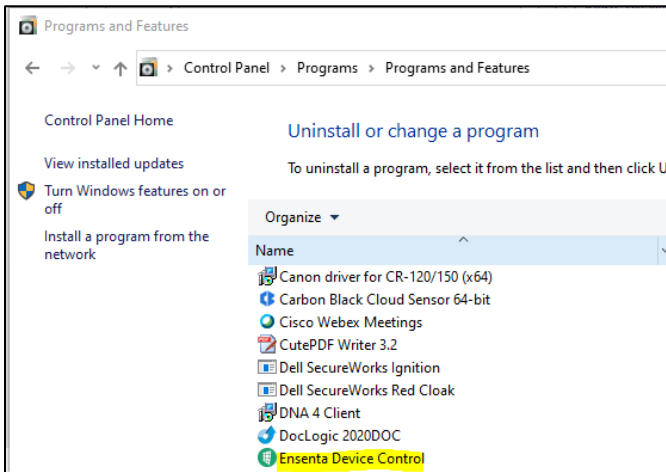
4. Uninstall the Scanner from the computer

- a. Search bar: Device Control > Imaging Devices > Canon  
You need the scanner connected and powered on to see it, otherwise the scanner will not show
- b. Right click on the scanner and select “Uninstall Device.” Make sure to check the box BEFORE uninstalling it.
- c. Search bar: Control Panel > Programs >Uninstall a program
- d. Right click on the scanner and select Uninstall



5. Uninstall the software

- a. Search bar: Control Panel > Programs >Uninstall a program.
- b. Uninstall the software for **Ensenta Device Control** by right clicking and selecting Uninstall.



To reinstall the application and scanner, see page 2.

# Canon CR120

## Configuration Guide

### **Contents:**

- CR120 Scanner
- Power Cord (in 2 parts)
- USB Cable

### **Requirements before starting:**

- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Internet Explorer is the required web browser if using the “Ranger Flex” software**
- **Any main browser can be used if using the “Ensenta Device Control” software**

### **Directions:**

1. Unbox the Scanner
2. Plug it in to a power source
3. Power it on (**Do not connect to PC at this point**). The power button is located at the middle top of the scanner
4. The power button will blink for 10 seconds, afterwards it will turn solid
5. Uninstall any and all previous check scanner software (if applicable)
6. Install the new software



# Canon CR-L1

## Configuration Guide

### **Contents:**

- CR-L1 Scanner
- Power Cord (in 2 parts)
- USB Cable

### **Requirements before starting:**

- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Internet Explorer is the required web browser if using the “Ranger Flex” software**
- **Any main browser can be used if using the “Ensenta Device Control” software**

### **Directions:**

1. Unbox the Scanner
2. Plug it in to a power source
3. Power it on (**Do not connect to PC at this point**). The power button is located on the bottom ride side of the scanner
4. Uninstall any and all previous check scanner software (if applicable)
5. Install the new software



# Digital Check TS240

## Configuration Guide

### **Contents:**

- TS240 Scanner
- Power Cord (in 2 parts)
- USB Cable

### **Requirements before starting:**

- **Only compatible with Mac PC's**
- PC with internet access
- Local Administrator privileges on PC (You must have the ability to install software)
- **Internet Explorer is the required web browser if using the "Ranger Flex" software**
- **Any main browser can be used if using the "Ensenta Device Control" software**

### **Directions:**

1. Unbox the Scanner
2. Plug it in to a power source.
  - a. \*This scanner does not have a power button; the light will turn on if it is powered on.
3. Uninstall any and all previous check scanner software (if applicable)
4. Install the new software

