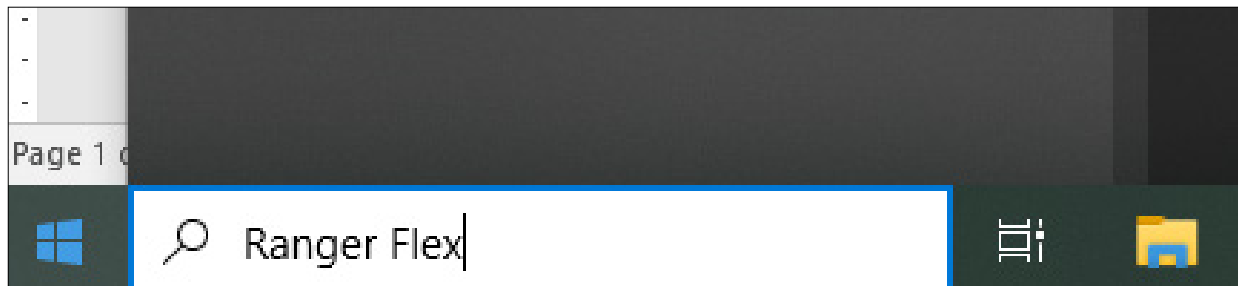


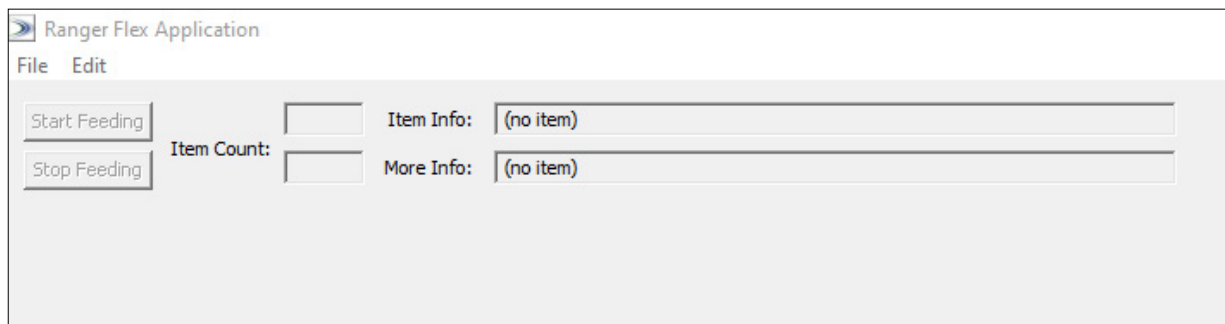
Error Initializing Scanner/Ranger Flex Instructions

If the scanner light is **red** and the scanner **won't initialize** in Ranger Flex please follow these instructions.

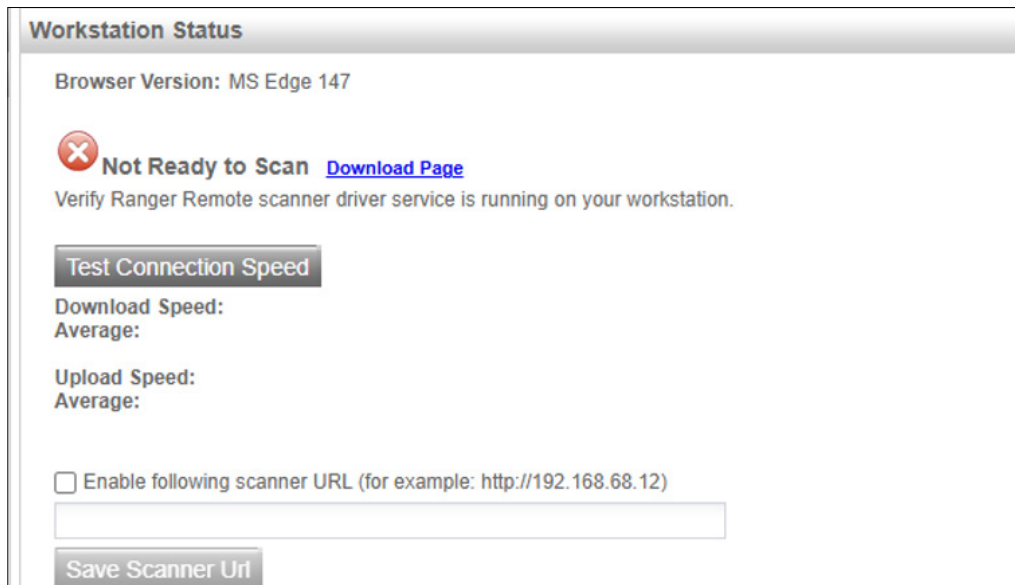
1. Unplug the scanner.
2. Restart your computer.
3. After the computer is fully back on, plug the scanner back in.
4. Search for Ranger Flex on your computer by clicking the start menu at the bottom left of your screen.



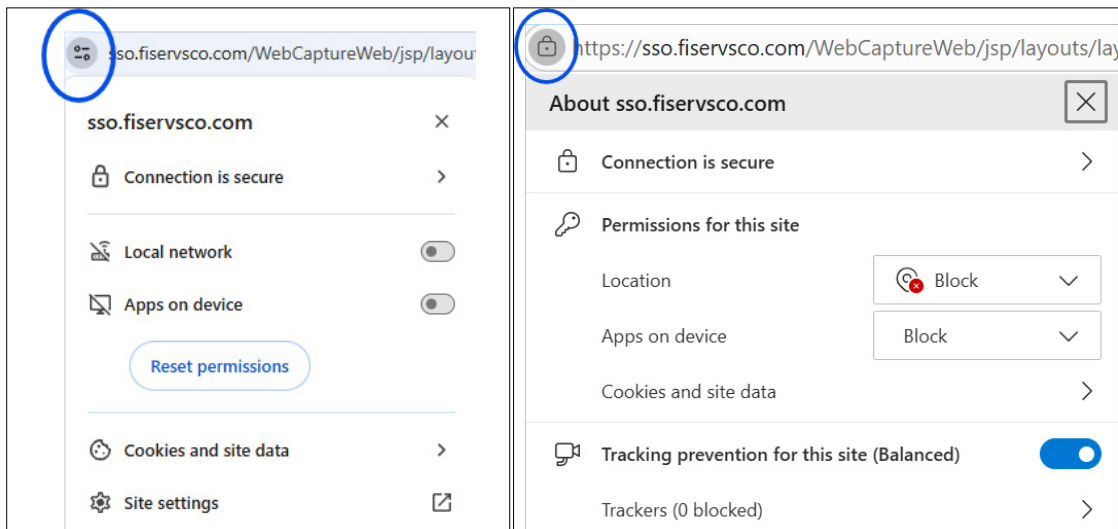
5. Open the Ranger Flex App, which should turn the scanner light green.
6. Insert a check into the scanner and click "Start Feeding". This will scan for test purposes only; it doesn't deposit the check.



7. Once you're able to do a test scan through Ranger Flex, **log off by selecting File, and then exit to close.**
8. Sign into your Business Online Banking, go to Help on the upper right-hand side, choose Work Station Status. If the Work Station Status shows a:
 - **Green check:** try scanning again, if it still fails, contact us at businessbankingrequests@ffl.net or call 216-529-2970.
 - **Red X:** continue to Step 9



9. Click on the icon to the left of the website for site permissions.
- For Chrome click the sliders next to Local Network and Apps on Device.
 - For Edge change Location and Apps on Device to Allowed.



10. Log out of the Remote Deposit screen, then relaunch and try to scan.

If you have questions or continue to have issues, please contact us at businessbankingrequests@ffl.net or call 216-529-2970.