



Signature Pad and Software

User Guide

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1.0 Introduction

Thank you for selecting a Topaz® Systems electronic signature capture device. This User Guide is designed to help you gain a solid understanding of your Signature Pad features, functionality, and set-up requirements.

2.0 Software Installation

Before installing Topaz software, verify that you do not already have an electronic signature software application installed on your computer. Contact your IT department or software provider for detailed instructions, if necessary. Otherwise, you may download and use Topaz-provided software tools and applications as outlined below.

Operating System Compatibility

SigPlus software enables signature capture with Windows XP, 2003, Vista, 2008, 7, and 8.

Getting Started

Get started on your Topaz software suite download by going to the **SigPlus web page** at: <http://www.sigpluspro.com>. This web page contains an extensive list of signature pad models organized by type of software required.

Each model listed is an active hyperlink that when clicked, brings you to the correct SigPlus Installation page for that specific model, with step-by-step installation instructions.



Some steps contain software download links that are 'Optional'. You may choose to proceed with an optional download or skip it, depending upon your business needs.

2.1 SigPlus® Software

This Section will discuss how to download and install SigPlus software.



Please note that SigPlus may sometimes be referred to as 'SigPlus - Active X' or 'SigPlus Pro Active X' on the Topaz Systems website.

Download & Install

To download and install your software:

- 1) **Locate Your Model Number** – Locate the signature pad model number on the back of your unit, in the upper right hand corner of the serial number label.



- 2) **SigPlus Web Page** – Go to the SigPlus web page at: <http://www.sigpluspro.com>. Find and click your model number (*hyperlink*).
- 3) **SigPlus Installation Page** – Follow the step-by-step instructions.



Do Not install 'SigPlus' software if you are an end-user and have received a signature capture application program from your company.



For step-by-step instructions, follow the prompts displayed on your computer screen during the installation process.

2.2 Plug-Ins: MS Office and Adobe Acrobat

Topaz Systems enables users to install software 'Plug-Ins' that provide complete electronic signature capability in MS Word and Excel or Adobe Acrobat. From the SigPlus web page at: <http://www.sigpluspro.com>, click the 'Plug-Ins' link in the menu along the top.

2.2.1 SigPlus Plug-Ins Page

After you click the 'Plug-Ins' tab on the SigPlus web page, the following page will open: <http://www.topazsystems.com/Software/download/plugins.htm>.

2.3 Developer Software Tools and Support

Topaz Systems offers a wide range of bundled software that is available online – at no charge. In addition developers may access source code examples and receive technical support at no charge. These software applications, demos, developer tools, and source examples are available for download from the Topaz website 'Electronic Signature Software' page at: <http://www.topazsystems.com/Software/index.htm>.

3.0 Signature Pad Connection

Topaz signature pads can be connected to a computer via USB or serial ports. Please refer to the model number on the back of the signature pad for the connection type.

3.1 Connection Types

- **HSB** – these signature pads plug into the USB port on a computer and run over a HID interface.
- **B** – these signature pads plug straight into a serial port. If the serial unit has an LCD, the signature pad requires an additional cable (splitter) to draw more power to the pad, so that the pad functions properly. The single end of the splitter cable is plugged into the Serial connector on the signature pad; the double end of the splitter cable is plugged into a Serial com port on the computer, as well as into either a PS2 port or USB port, depending on which cable you have.

- **BHSB** – these signature pads are capable of utilizing either a USB or Serial connection. USB cables are included with the pad, while a serial cable kit must be purchased for operation in serial mode. Only one mode can be used at a time.
- **BSB** – these signature pads plug into a USB port, but run a “Virtual Serial ” interface.

3.2 Basic Signature Pad Test

To test your fully installed signature pad, run ‘*DemoOCX.exe*’, which can be accessed:

- Via the shortcut placed on your computer desktop.
- By downloading ‘*DemoOCX Test Utility*’ in the ‘Applications and Plug-ins’ section on the Electronic Signature Software page at: <http://www.topazsystems.com/Software/index.htm>
- In folder ‘C:\Windows\SigPlus\’ on your computer.

After booting the test program, click the ‘START’ button and sign using the signature pad. If a signature does not appear in the DemoOCX window, double-check that your cables are properly connected and that you specified the correct signature pad settings during your SigPlus software download. To view, confirm, or adjust your pad settings, use the ‘SigPlus Adjust’ utility which may be downloaded from the Topaz website.

4.0 Signature Pens

The tethered pen included with your Topaz signature pad is either an active electromagnetic pen used with SigGem series tablets, or a passive stylus used with SigLite series tablets.

4.1 Active Pens (SigGem)

All Topaz SignatureGem signature pads are equipped with active electromagnetic pens.

4.1.1 Active Pen Types

- b) **E-tether Pens** are distinguished by the tether that connects it into the signature pad. It connects at the rear right side, and is secured with an L-bracket. The amber pen tip is non-removable. The e-tether pen draws power directly from the signature pad, and therefore functions without batteries.
- a) **Battery Pens** have either a curly or steel tether, attached to the rear right side of the pad by a screw and washer. The pen tip is either amber or grey in color. An amber-color pen tip denotes a non-removable tip. A grey-color pen tip denotes a removable tip, allowing either a plastic or inked tip to be used for signing.



Please note that pens are not to be dis-assembled. Any attempt to open a pen will void the warranty.

4.1.2 Removable Pen Tips

The ClipGem, SigGem 4x5, and SigGem 1x5 (non-LCD) models have a battery pen (use 2x #393 batteries) and a removable tip. There are two types of removable pen tips to choose from:

- a) **Plastic Tip** – Used for electronic signatures made directly on the signature pad surface only.
- b) **Inking Tip** – Contains ink to allow a sheet of paper to be placed over the tablet surface, in order to obtain both an “ink-on-paper” signature and an electronic signature simultaneously.

Pen Tip Installation

To install a plastic or inking pen tip, simply insert it tail-end first into the opening at the base of the pen. Gently apply enough pressure to “lock” the tip into place.

Pen Tip Replacement

To replace the pen tip, pull the tip out of its housing at the base of the pen, *without disassembling the pen*. Then follow the instructions above for new pen tip installation.

4.2 Passive Pens (SigLite)

All Topaz SigLite signature pads are equipped with a passive stylus pen that has a black plastic, spring-loaded tip to reduce shock to the touch-sensitive surface of the signature pad. Passive stylus pens have a screw in the cap that locks it in place. The pens are attached to the signature pad with either a curly or steel tether.

5.0 Using the Tablet

To sign, use the supplied pen to write directly on the designated signing surface. Signatures are not stored in the tablet, but are captured by software on the computer. Therefore, the fact that a signature has been made does not guarantee the signature has been captured. In order to capture signatures on the computer, be sure that SigPlus or other Topaz-compatible end-user software is running and the tablet is connected to the correct port, as specified in sections 2 and 3.

5.1 SigGem Signature Pads

Topaz SigGem signature pads feature either a rugged, long-lasting plastic surface or an interactive tempered-glass LCD surface, and require a Topaz active electromagnetic digitizing pen to function properly. Topaz SigGem tablets are designed to allow: capture of electronic signatures only (using the plastic pen tip), as well as the simultaneous capture of electronic signatures and “ink-on-paper” signatures (using the inking pen tip).



***Never** use an ink pen or the attached signature pen with inking pen tip directly on the signature pad surface, as this will ruin your signature pad.*



***ClipGem Users:** Insert your sheet of paper under the provided clip atop the signing surface, using the supplied paper guides.*

5.2 SigLite Signature Pads

Topaz SigLite signature pads use pressure-sensitive technology. To sign, use the attached **plastic stylus pen** to write directly on the surface of your signature pad. Make certain that you do not apply excessive pressure when signing with the stylus pen, otherwise you risk damaging the signing surface permanently.

Although the signature pad sensor will register pressure from any object, such as a fingertip or pencil, please sign using the attached stylus pen **ONLY**, and refrain from bringing any foreign object into contact with the sensor surface.



If the sensor membrane surface is cut, scratched, or otherwise harmed – signature pad performance will suffer and the unit could fail completely.

Note: Do not attempt to capture a signature through a sheet or pad of paper. The stylus pen must come into direct contact with the signing surface in order to function. Any intermediate object will cause an inaccurate signature or require more pressure than is acceptable within the sensor's specifications. Never sign with a standard ink-tipped pen.

5.3 Signature Pad Overlays

Topaz Systems offers three signature pad overlays (A-OLSL-1, A-OL43-1, and A-OL45-1) to protect your Topaz signature pads. Complimentary overlays come with and can be used with the SigLite 1x5 (T-S460), SigLite Slim 1x5 (T-S461), SigLite LCD 1x5 (T-L460/T-LBK460), SigLite LCD 4x3 (T-LBK750), and SignatureGem 4x5 (T-S751). [Contact us](#) to purchase additional overlays.

For more information on how to successfully install your pad overlay, view the Overlay Installation Guide at: <http://www.topazsystems.com/products/accessories/OverlayGuide.pdf>.

A-OLSL-1

SigLite 1x5
SigLite Slim 1x5
SigLite LCD 1x5

A-OL43-1

SigLite LCD 4x3

A-OL45-1

SignatureGem 4x5

5.4 Cleaning Topaz Products

In order to properly disinfect surfaces and pens of Topaz products, you may use EPA-registered non-abrasive cleaning and disinfectant wipes approved by your hospital or organization for cleaning of keyboards, mice and other information technology products with plastic surfaces, and follow the general rules below. Do not use excessively damp cleaning wipes. You may need to squeeze the wipe to remove any excess dampness.

- DO'S
 - Use a disinfectant wipe to wipe the area first, then use a damp, soft, lint-free cloth, and finally dry the area with another soft, lint-free cloth.
- DON'TS
 - **Do not** use disinfectant wipes containing bleach.
 - **Do not** use an extremely damp disinfectant wipe. If you encounter a very damp wipe it may need to be squeezed to remove some of the excess liquid before use.
 - **Do not** allow the liquid from the disinfectant wipe to sit or pool on the area being disinfected for a long period of time.
 - **Do not** use rough towels or cloths to dry the area.
 - **Do not** use excess force when disinfecting the signature pad or screen.

6.0 Software License, Warranty, Service, and Support

License Agreement and Limited Warranty

IMPORTANT: Read this License Agreement and Limited Warranty (hereafter, the "Agreement") before continuing to load any Topaz software, or before using any third-party software containing any Topaz software (hereafter, the "Software"). By loading or using Topaz Software, you are accepting the terms of this Agreement between you, the Licensee, and Topaz Systems, Inc. ("Topaz"), the Licensor. If you do not agree to the terms of this agreement, do not load the Software and promptly return or delete it. If you do not agree to the terms of this Agreement, you have no right to use the Software in any way whatsoever.

1. Limited Use License: Topaz grants you the right to use the Software for use with, and only for use with, bona-fide Topaz electronic signature pads. The Software is owned for distribution exclusively by Topaz and is protected by the United States Patent and Trademark laws and international treaties.

2. Governing Law, Jurisdiction, and Forum: This Agreement and any questions, claims, disputes, or litigation concerning or arising from this Agreement shall be governed by the laws of the State of California. The exclusive forum and venue for any dispute concerning or arising from this Agreement shall be any court of competent jurisdiction in the city of Los Angeles, California.



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3. YOU MAY:

(a) Freely use, copy, and distribute the Software for use with bona-fide Topaz electronic signature pads.

4. YOU MAY NOT:

(a) Use, distribute or modify the Topaz Software for use with tablets not supplied by Topaz Systems, Inc.

(b) Reverse engineer, decompile, or dis-assemble, the Software.

5. LIMITED WARRANTY:

Topaz warrants to the original buyer only, that the media upon which the Software is recorded is free from defects in workmanship and material under normal use and service for a period of 30 days.

6. EXCLUSIVE REMEDY:

In the event of any defect or problem with the Software, Topaz's entire liability and your exclusive remedy shall be, at Topaz's option, either (a) the repair or replacement of the Software or (b) the refund of the price that was paid for the Software. The defective software, along with proof of payment, must be returned to Topaz within the terms of the warranty as set forth in Section 5 of this Agreement.

7. LIMITATIONS ON DAMAGES:

In no event shall Topaz be liable for damages whatsoever, including without limitation, damages for loss of profits, business interruption, loss of information, or other pecuniary loss, arising out of the use of or inability to use the Software even if Topaz or its suppliers, if any, have been notified of the possibility of such damages. In no event will Topaz's liability for any reason exceed the actual price paid for the license to use the Software.

8. NO OTHER WARRANTIES:

With respect to the Software, media, and written material, Topaz and its suppliers, if any, disclaim all warranties, other than the above Topaz warranty, including without limitation, the warranties of merchantability or fitness for a particular use. Topaz does not warrant the Software will meet your requirements or that the operations of the Software will be uninterrupted or error free.



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9. GOVERNING LAW AND GENERAL PROVISIONS:

If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms. You agree that the Software will not be shipped, transferred, or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations. This Agreement shall automatically terminate upon your failure to comply with its terms and you shall have no further right to use the Software in any way. This Agreement may only be modified in writing by an officer of Topaz. This Agreement will not be governed by the United Nations convention on contracts for the International sale of goods, the application of which is expressly excluded.

10. PATENTS. This product is protected under one or more of the following Patents:

7,933,840 - "Electronic Signature Security System"
7,876,930 - "Fingerprint Reader Combination"
7,693,312 - "Method for Authenticating an Electronic Signature"
7,526,108 - "Wireless Data Management System"
7,190,815 - "Method for Authenticating an Electronic Signature"
7,123,143 - "Wireless Signature Management System"
6,972,754 - "Touchpad stylus having isolated low-mass contact element "
6,307,955 - "Electronic Signature Management System"
D532,009 - "Integrated signature pad and fingerprint reader"
GB2430788 B - "Method of Authenticating an Electronic Signature"
GB2436487 - "Electronic Signature Security System"

For additional Warranty Information, and Topaz Standard Terms and Conditions of Use, please visit <http://www.topazsystems.com/Information/legal.htm>.

For additional help with software plug-ins, MS Office, Adobe Acrobat, Citrix/TS, or access to other troubleshooting documents, go to the Topaz 'End-User Help Documentation' page located at: <http://www.topazsystems.com/Software/download/EndUserHelp.htm>.

If you wish to order replacement parts such as pens or pen tips, contact your local distributor. To repair a tablet under warranty or renew a tablet with Perpetual Warranty, contact the Topaz factory at (805) 520-8284 or email us at service@topazsystems.com. Technical support is available Mon-Fri 8:00am-4:30pm Pacific Time. Call (805) 520-8286 or email us at techsupport@topazsystems.com.



7.0 Declaration of Conformity

DECLARATION OF CONFORMITY WITH FCC RULES FOR ELECTROMAGNETIC COMPATIBILITY

We, Topaz Systems, Inc. of 650 Cochran Street Unit 6, Simi Valley, CA, USA, 93065 declare under our sole responsibility that the products:

T-S261-XXX-R
T-S751-XXX-R
T-C912-XXX-R
T-C916-XXX-R
T-S460-XXX-R
T-S461-XXX-R

T-L(BK)460-XXX-R
T-L(BK)462-XXX-R
TF-S463-HSB-R
TF-LBK463-HSB-R
TF-LBK464-HSB-R

T-LBK43LC-XXXX-R
T(M)-LBK766-XXXX-R
T(M)-L(BK)750-XXXX-R
T(M)-L(BK)755-XXXX-R
T(M)-LBK57GC-XXXX-R

to which this declaration relates: Complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.