



# Product Guide

For Topaz LinkSign LCD 1x5

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## List of Included Parts

The following parts are included with the LinkSign set:



**1x** – LinkSign LCD 1x5 signature pad (\*with charger, not pictured)



**1x** – Signature pad base unit with power adapter and antenna



**1x** – Serial cable

## LinkSign Usage Overview

To support drive-up kiosks and windows; LinkSign is designed to be used in the following way:

1. An empty transport canister is used at the drive-up to begin the transaction. The customer sends the canister in to the teller with documents, checks, or cash.
2. The teller sends the LinkSign out to the customer to be ready to capture the signature.
3. The teller and customer work together to capture the signature at the appropriate time.
4. The customer returns the LinkSign to the teller.
5. The teller completes the transaction by returning the customer's documents, checks, cash, or receipts in a standard transport canister.

## Capturing Signatures

1. Disconnect the pad from the charger.
2. Verify that the green LED on the end of the pad is on.



3. If the green LED is off, push the button near the charging connector located on the back of the pad (circled in red below). The green LED will turn on. The pad is ready for use.



4. To capture a signature, your application must be in signature capture mode. If needed, refer to your application provider or IT professional for additional information.

5. Touch the signing surface and verify that an activation wave moves down the signing LCD surface (see below) and that the backlight is on.



6. Sign the pad using the attached stylus.



7. Verify that the application has received the signature and save it.

## Signature Pad Base Information

1. Upon receiving and opening the LinkSign box, connect the radio antenna to the signature pad base by screwing it on until snug. Then, tilt the radio antenna in the desired direction.



2. Connect the serial cable from the base to your computer; connect the black power adapter (labeled “Base Only”) to the base and plug-in.

## Base LED Functions

LED	STATUS	CONDITION
Red	Solid	Link is established with the LinkSign.
Yellow	Flashing	Data is being sent, signature in process.
Green	Solid	Power is ON.

## Signature Pad Information

### Pad LED Functions

LED	STATUS	CONDITION
Red	Solid	Charging
Red	OFF	Full Battery
Green	Solid	Power ON

### Pad Usage & Charging

To charge, plug the signature pad charger (labeled “Remote Only”) into the back of the signature pad, and verify that the red “charging” LED is illuminated. This will turn off when charging is complete. If the red “charging” LED flashes or blinks, this indicates that the wrong power adapter is plugged in. Please use the power adapter labeled “Remote Only”. Then, connect the signature pad.

Charge the signature pad overnight for regular use. Do not charge the pad while in use or between transactions. A full battery charge (0% to 100%) takes approximately **4 hours**. The charger shuts off after 5 hours of continuous charging and will not continue to charge the batteries for an extended period of time if they are already fully charged.

### Battery Length

Operation time of the LinkSign LCD 1x5 is 12 hours. This is from 100% charge to 0% charge.

### Battery Replacement

Using an incorrect battery type can cause pad failure. Please contact Topaz Tech Support at [techsupport@topazsystems.com](mailto:techsupport@topazsystems.com) for assistance regarding battery replacement.

### LinkSign Range

The LinkSign wireless signal is up to 150 feet. Range can be significantly less depending on your environment, which may include sources of wireless interference such as walls, other wireless devices, etc.

## Power Modes

1. From “OFF” to “ON”: Press the power button (found on the back of the signature pad, circled in red below).



2. From “ON” to “Sleep” (last action vs. time to sleep):
  - Press power button (back of pad) 55 seconds
  - Touch LCD display 2 seconds

Sleep mode shuts off the LinkSign’s internal radio and the LCD backlight.

3. From “Sleep” to “OFF”: 90 minutes.

## LinkSign June 2019 Feature Upgrade

A major hardware revision was made to the LinkSign LCD 1x5 in June 2019. The following changes have been made:

1. **Data paths:** LinkSign LCD 1x5 is bi-directional. Graphics can now be sent from a PC to the LCD display of the LinkSign.
2. **Encryption:** All wireless data is encrypted. This upgrade is transparent and always ON; it does not require a user to modify their set-up or software.



## Hardware Compatibility

LinkSign sets purchased after June 2019 are not compatible with sets purchased prior to June 2019. A set includes one base and one LinkSign signature pad.

New LinkSign models can be configured to channels 27-42, whereas old LinkSign models were configured to channels 11-26. For example, a new base station or LinkSign signature pad configured to channel 27 cannot be re-configured to channel 26 to replace an old base station or LinkSign signature pad that was configured to channel 26.

## Software Compatibility

All Topaz software remains 100% compatible regardless of when hardware was purchased.

## Channel Configurations

Each LinkSign signature pad is configured to work with its own base station. Users with multiple LinkSign signature pads must have them configured on different channels so that they do not interfere with each other.

A back-up pad can be configured to work with the same base station as a primary pad but both are not able to operate with the one base station at the same time. In this case, both LinkSign signature pads and the one base station must all be configured to the same channel. Contact the Topaz Sales Dept. to coordinate channel configurations when ordering:

[www.topazsystems.com/contact\\_sales.html](http://www.topazsystems.com/contact_sales.html).

## LinkSign RMAs

For LinkSign sets purchased prior to June 2019, repairs are still offered. Replacements are only available in new model versions. Channel programming must be done at the Topaz facility. Contact the Topaz Support and RMA Dept. for assistance:

[www.topazsystems.com/contact\\_techsupport.html](http://www.topazsystems.com/contact_techsupport.html).