

Topaz Systems, Inc.
USB/HSB Troubleshooting Guide

Topaz Systems, Inc.
650 Cochran Street, Unit 6
Simi Valley, CA, 93065

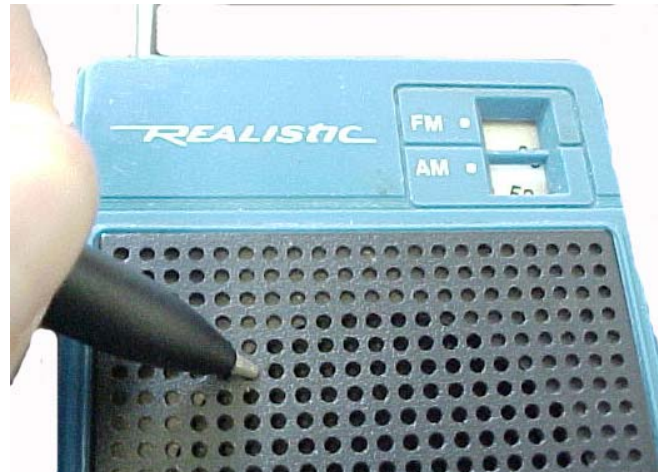
www.topazsystems.com
tech support: 805 520-8286
support@topazsystems.com

Testing the Topaz Pen: (does not apply to SigLite tablets: TS460, TS461 or TL460)

To test the pen independently, you can use any standard compact battery-operated or plug-in AM/FM radio.

Follow these steps:

- a. Turn radio on to the AM band
- b. Move dial to about 550 (or 55, depending on radio controls)
- c. Between stations is best, where there is static
- d. Bring the pen up to the radio, and depress the tip directly on radio's surface, about 1 to 2 inches from antenna (if there is no antenna, on the speaker grill will work also).



If pen is working, the radio will emit a high-pitched interference noise. If the pen is not working, or if the batteries are bad, nothing will happen. If pen does not function, try replacing the pen's two batteries (found within the cap on the back of the pen). Battery type is 393, 1.5v "hearing aid"-type batteries. Additionally, make sure batteries are not loose in the battery chamber when installed.

Once it has been determined that both the Topaz Serial tablet and Pen are properly powered, the tablet connection to the CPU should be checked.

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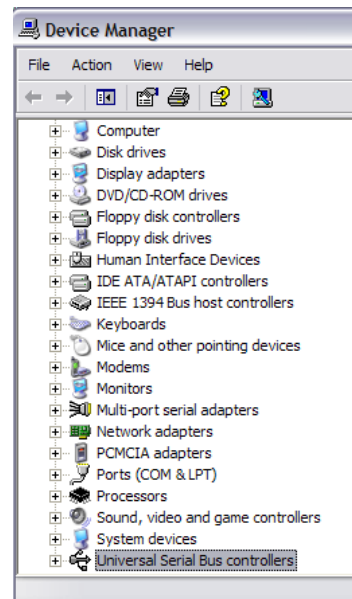
Checking the USB Tablet's Connection

- Click on Start...Settings...Control Panel
- Open the System icon.
- Click on the Hardware tab.
- Click on the Device Manager button.

(Alternately, Right Click on My Computer...Properties...Hardware...Device Manager)



This will open the Device Manager window. At the bottom is the 'Universal Serial Bus controllers', click the + sign to expand the list.

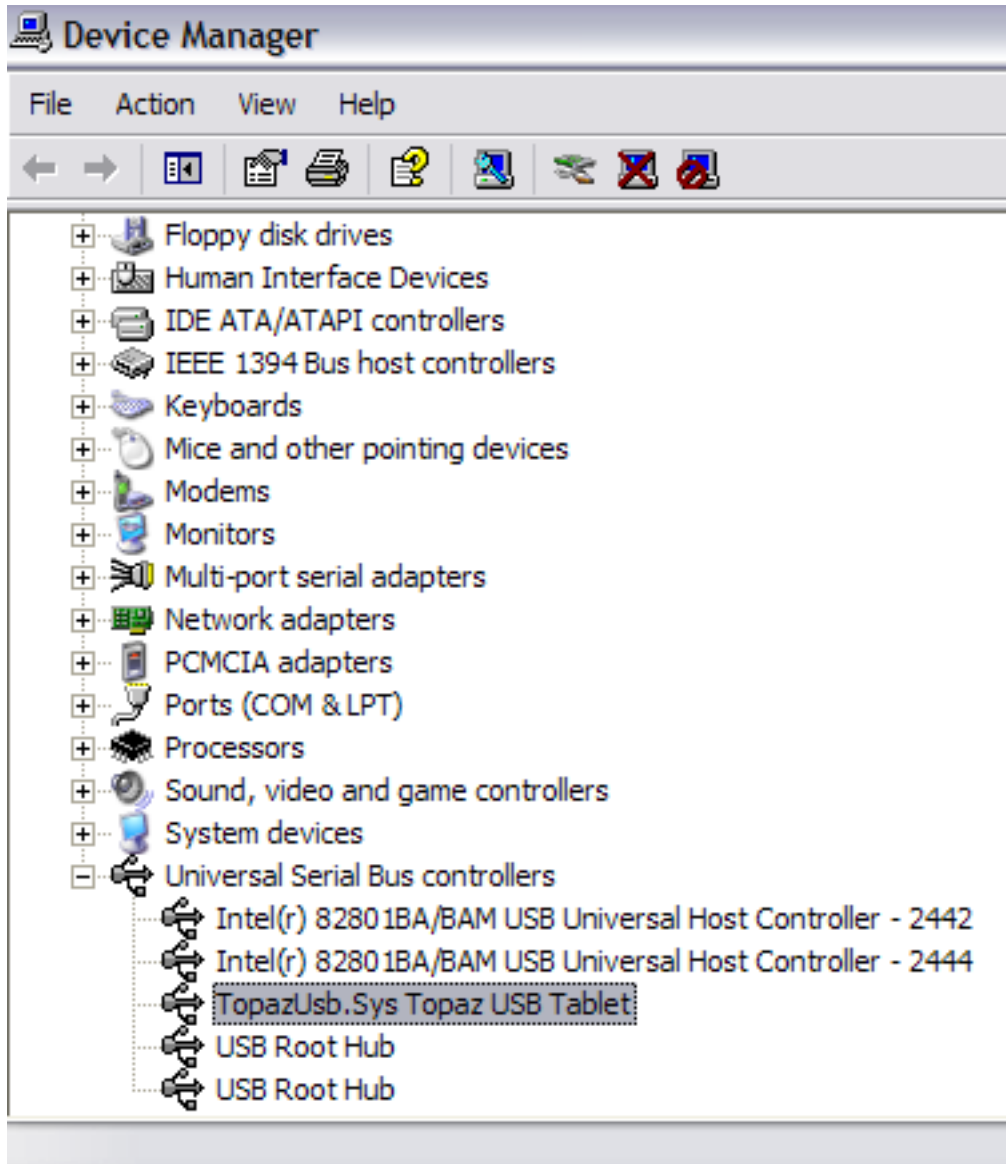


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Once the list has been expanded, and the Tablet Drivers are installed correctly and the tablet is plugged in, the list should appear as follows:



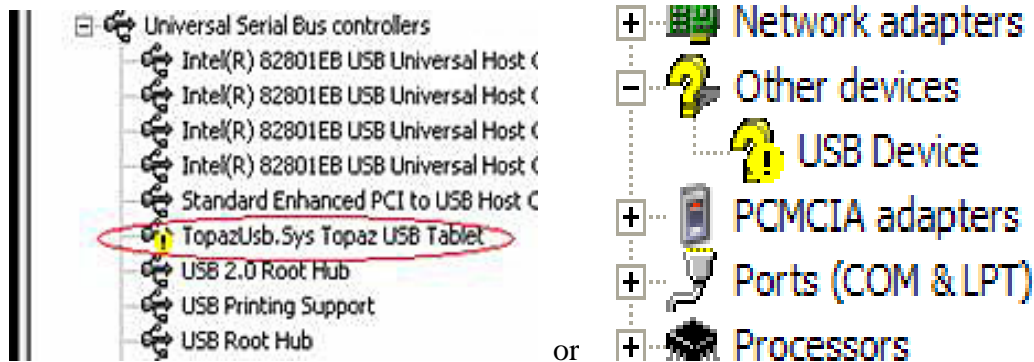
If there is a USB driver problem, it will appear like below, with a yellow exclamation mark, or even appear as an unknown "USB device". If you get this, then right click on the TopazUsb.Sys Topaz USB Tablet, or "Unknown Device" and go to Properties, Driver, and choose Update Driver. This is probably the result of a windows logo testing message in XP

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and the user choosing to terminate the installation. It may also appear under “Other Devices”,



If the Topaz tablet appears in Device Manager but is still not functioning properly, then the next step is to reinstall the Topaz drivers. To download the newest set of Topaz signature tablet drivers go to: <http://www.topazsystems.com/Software/sigplus.exe>

When reinstalling SigPlus be sure to specify USB from the Tablet Connection dialogue when asked. If after reinstallation the tablet is still not working contact Topaz Technical Support at support@topazsystems.com or (805) 520-8286

Checking the HSB Tablet's Connection

- Click on Start...Settings...Control Panel
- Open the System icon.
- Click on the Hardware tab.
- Click on the Device Manager button

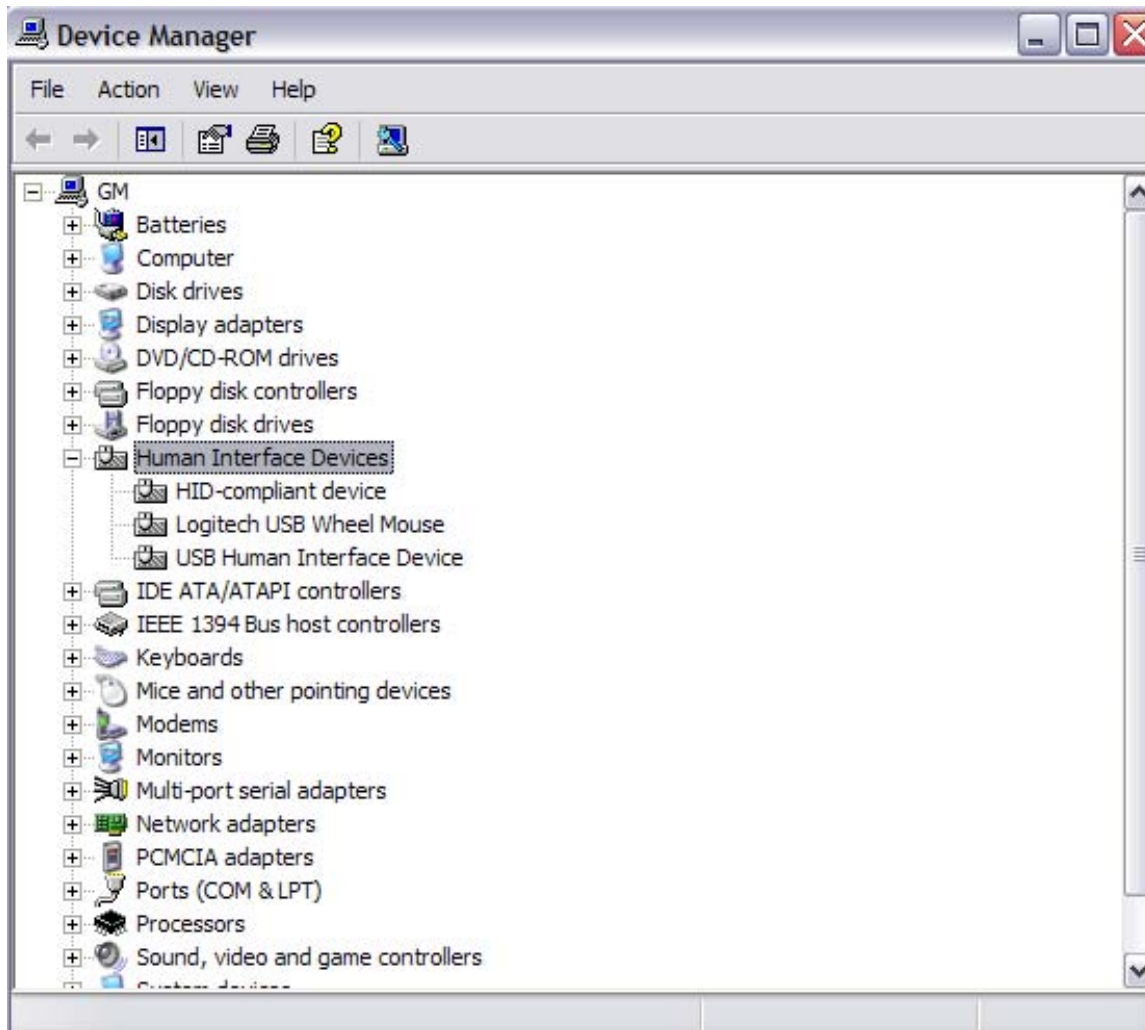


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Once Device Manager is open, the Topaz HSB tablet should be listed under the Human Interface Devices heading. When the Topaz tablet is connected properly there will be two entries under Human Interface Devices: 'HID-compliant device' and 'USB Human Interface Device' (among other possible entries)



If the Topaz tablet appears in Device Manager but is still not functioning properly then the next step will be to reinstall SigPlus and its drivers. To download the newest set of Topaz signature tablet drivers go to: <http://www.topazsystems.com/Software/sigplus.exe>

When reinstalling SigPlus be sure to specify HSB from the Tablet Connection dialogue when asked.

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If the HSB tablet doesn't work after reinstallation, the user should reboot, unplug once, wait 5 seconds, then plug the tablet in again.

If after that the tablet is still not working contact Topaz Technical Support at support@topazsystems.com or (805) 520-8286

USB Uninstall

Before starting, make sure your tablet is connected to your computer. Start by opening the Device Manager.

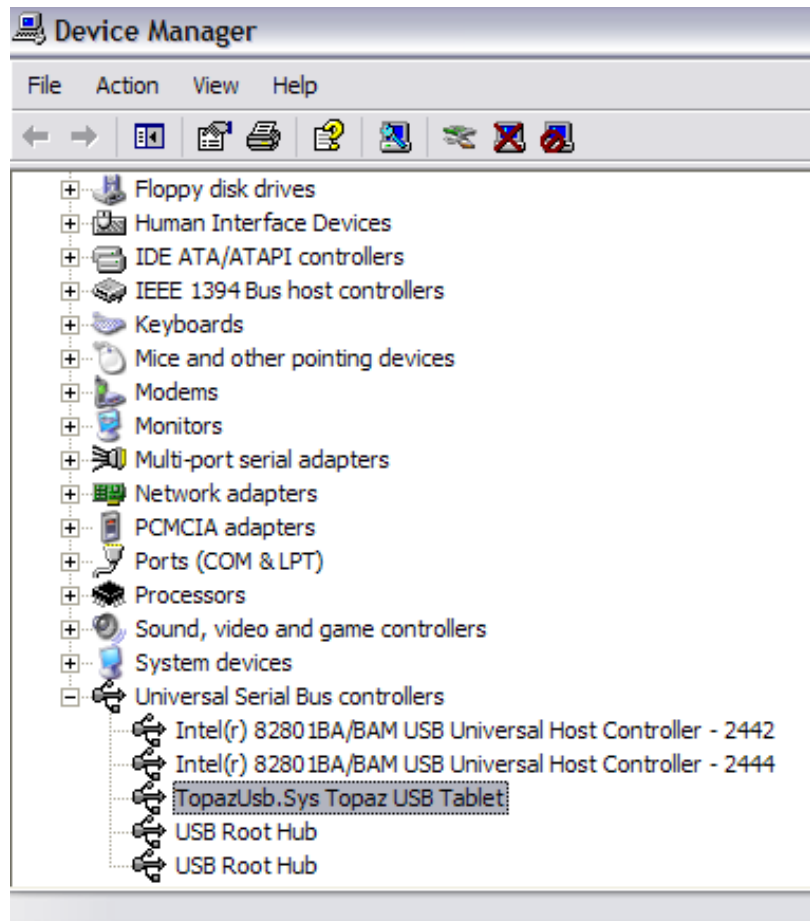
- Click on Start...Settings...Control Panel
- Open the System icon.
- Click on the Hardware tab.
- Click on the Device Manager button.

Once the Device Manager is open, under the 'Universal Serial Bus' section, locate one of the following entries:

'TopazUsb.Sys Topaz USB Tablet' or 'Unknown Device'

First look for the entry with the yellow exclamation mark next to it. When located, move to the next step. If the 'Topaz USB.Sys Topaz USB Tablet' is there with no exclamation mark, go ahead move to the next step.

Right-click on the entry you have located (either 'TopazUsb.Sys Topaz USB Tablet' or 'Unknown Device' with the yellow exclamation mark, or the 'Topaz USB.Sys Topaz Tablet' with no exclamation mark) and choose Uninstall/Remove

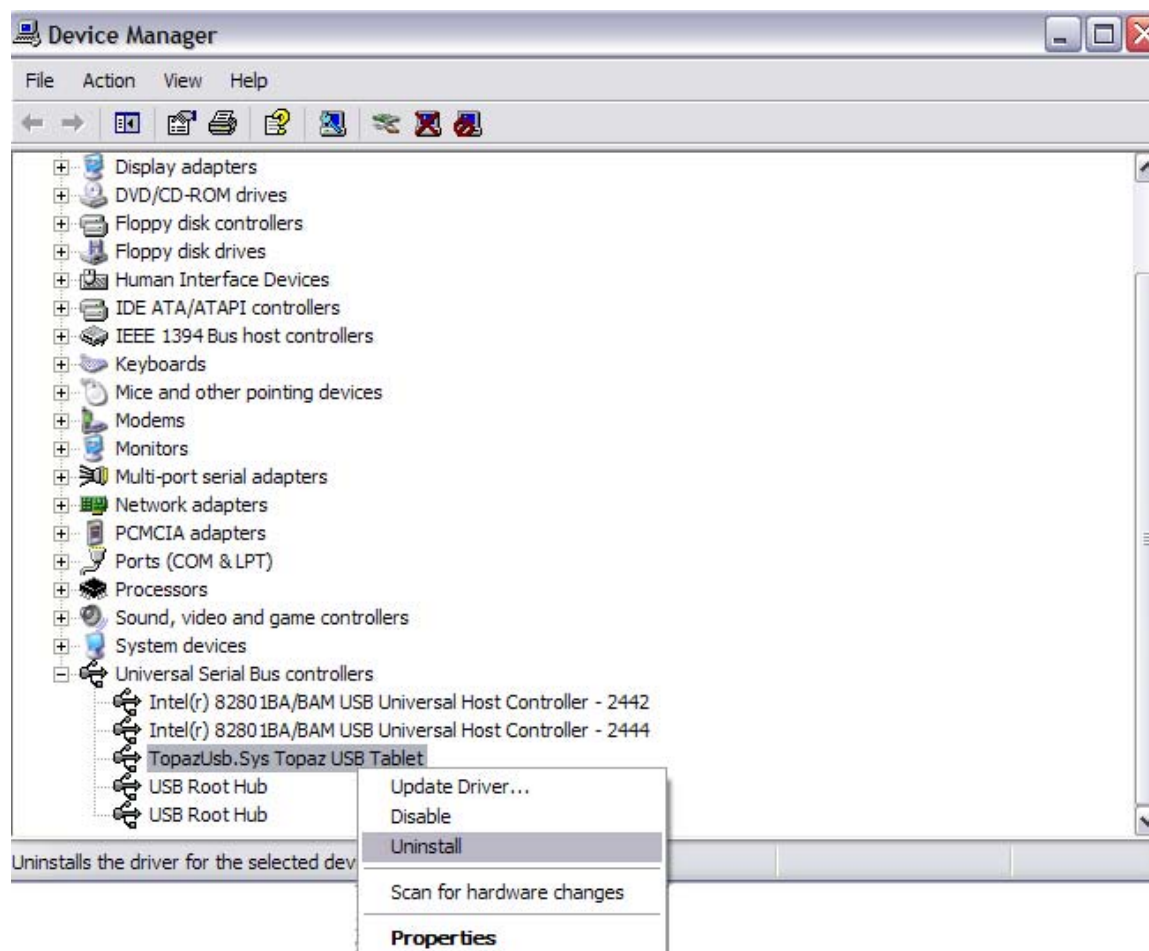


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Once the tablet has been removed in Device Manager, next go to Start...Search (Find)...Files or Folders.

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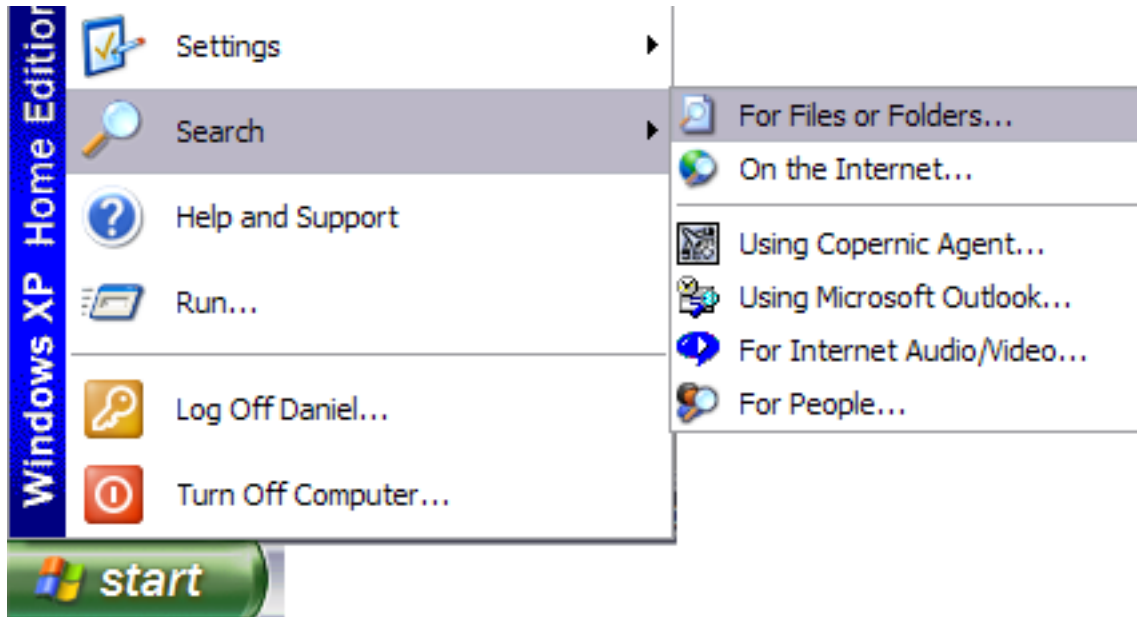
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Type in and search for the following (one at a time):

TopazUsb.sys

TopazUsb.inf

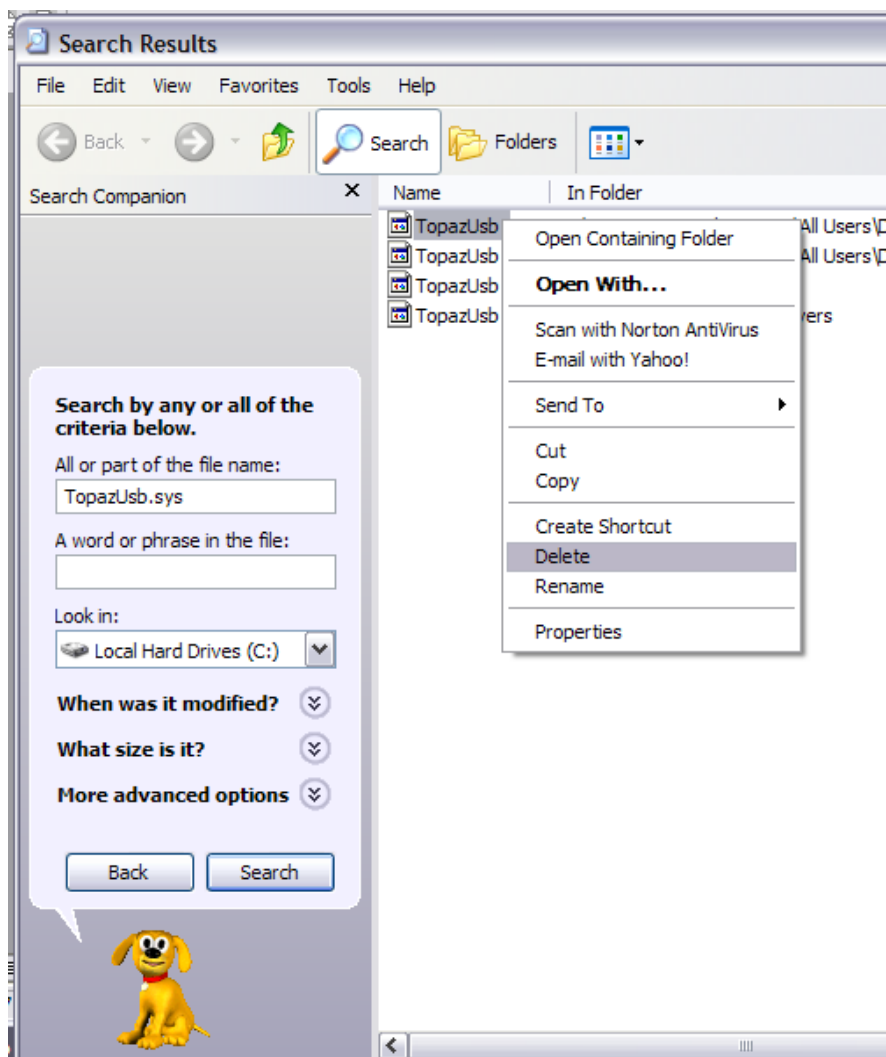
Right-click and delete any and all instances of these files that you find.

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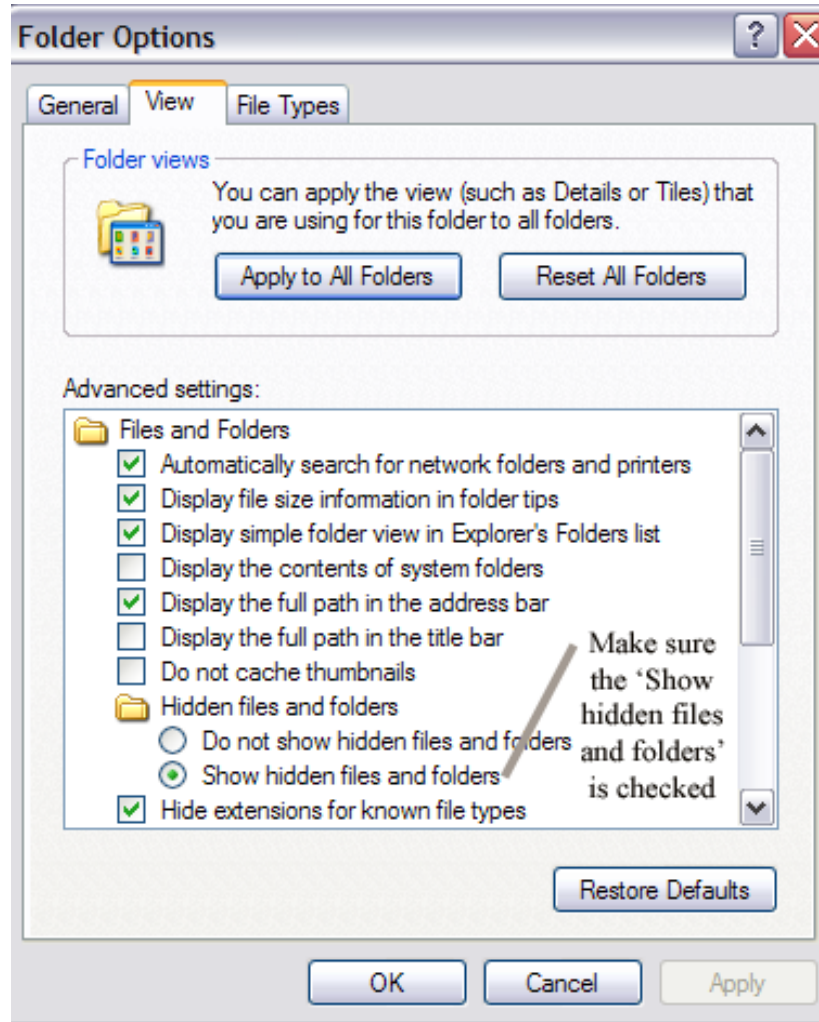


Once all of the TopazUsb.sys and TopazUsb.inf are deleted, then open the WIN\INF\ directory (if you don't see it, open any folder, go to Tools...Folder Options, and choose "Show Hidden Files and Folders")

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Delete any files in the folder in which "Topaz" starts the title (ie, TopazAuto.inf, or TopazAuto.pnf). Empty the Recycle Bin to make sure these files are gone. Once the Recycle Bin is empty, reboot the Computer. While the power is off during reboot, **UNPLUG THE TABLET** from the computer.

Now, run the latest Topaz SigPlus install from
<http://www.topazsystems.com/Software/sigplus.exe>

When reinstalling SigPlus be sure to specify USB from the Tablet Connection dialogue when asked. Do NOT plug the tablet in until reinstallation is complete.

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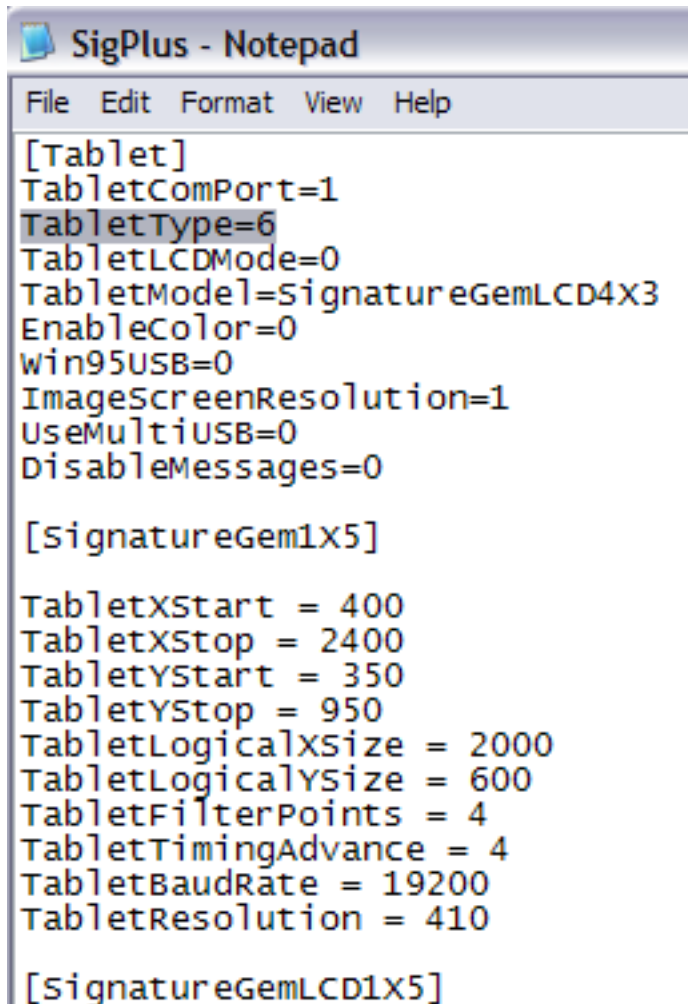
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Checking the SigPlus Settings

Once SigPlus is installed and the Topaz tablet connected, users can check what type of tablet SigPlus is set to use by checking the SigPlus.INI file or using the Topaz tool SigPlus Adjust.

Checking the .INI file

Start by opening the WINDOWS (or WINNT) folder. In this folder there will be a file called SigPlus.INI. Open this file using a basic text editor, such as Notepad.



```
[Tablet]
TabletComPort=1
TabletType=6
TabletLCDMode=0
TabletModel=SignatureGemLCD4X3
EnableColor=0
Win95USB=0
ImageScreenResolution=1
UseMultiUSB=0
DisableMessages=0

[SignatureGem1X5]

TabletXStart = 400
TabletXStop = 2400
TabletYStart = 350
TabletYStop = 950
TabletLogicalXSize = 2000
TabletLogicalYSize = 600
TabletFilterPoints = 4
TabletTimingAdvance = 4
TabletBaudRate = 19200
TabletResolution = 410

[SignatureGemLCD1X5]
```

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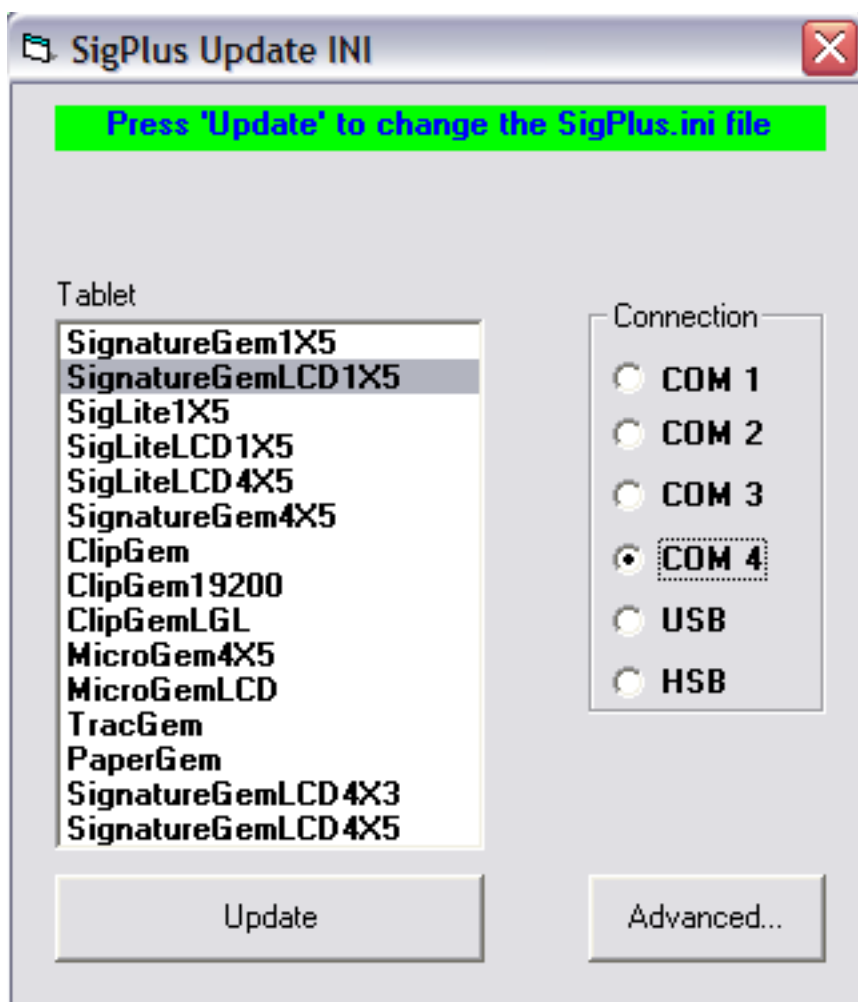
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If you are using an HSB tablet then 'TabletType'=6, if you are using a USB tablet then 'TabletType'=2. If the value does not match your tablet, you can change it here. After changing the values as needed just save the file and close it and reopen SigPlus or SigPlus plug-in.

Another way to change the connection type would be to use the SigPlusAdjust configuration tool. Simply open SigPlusAdjust.exe. The highlighted settings are the current settings for SigPlus, if the connection type is marked as HSB or COM4 and you are using a USB tablet then simply mark the correct settings and press 'Update'. This will easily change the SigPlus.INI file.



Once these steps have successfully been completed then the Topaz tablet should function properly. **If after that the tablet is still not working contact Topaz Technical Support at support@topazsystems.com or (805) 520-8286**