



Download Links & Installation Guide

SigWeb

Version 1.3

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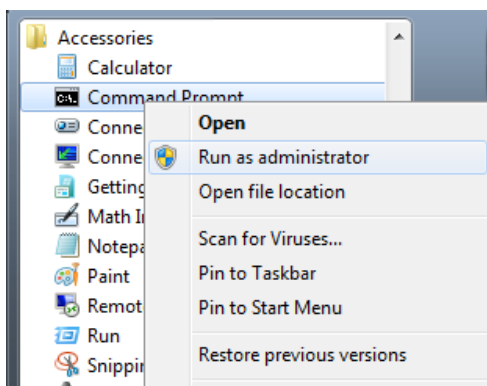
Steps

SIGWEB MUST BE RUN IN AN ELEVATED COMMAND PROMPT AS AN ADMINISTRATOR. FOLLOW THE STEPS BELOW EXPLICITLY TO DO THIS FOR PROPER INSTALLATION.

First-Time Install Steps

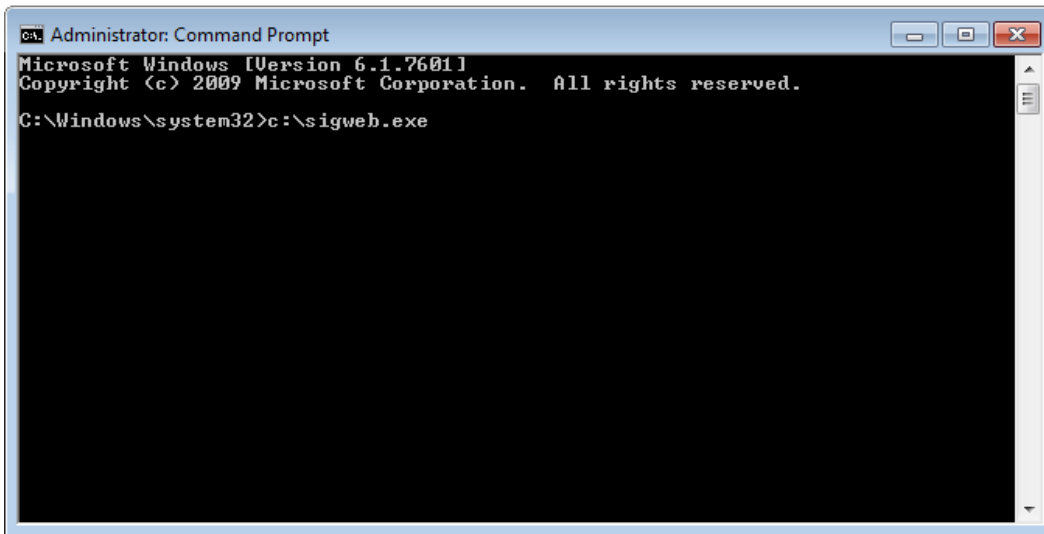
Follow Steps 1-5 here if you have never installed SigWeb before:

1. Download SigWeb based on your pad model (listed on the back of your Topaz signature pad). Follow the steps from the correct option below, and then continue with Step 2.
 - a. **If your Topaz signature pad model ends in “-HSB-R”, “-BHSB-R”, or “B-R”**, download SigWeb from the following link: www.topazsystems.com/software/sigweb.exe. Once downloaded, do not yet run it. Copy the .exe. from its download location and move it directly into the “C:” folder on your computer.
 - b. **If your Topaz signature pad model ends in “-BSB-R” or “-BBSB-R”**, download SigWeb BSB from the following link: www.topazsystems.com/software/sigwebbsb.exe. Once downloaded, do not yet run it. Copy the .exe. from its download location and move it directly into the “C:” folder on your computer.
2. Before installing, be sure to close all open browsers (i.e. Chrome, Firefox, Internet Explorer, etc).
3. Click on “Start” → “All Programs” → “Accessories”. Right-click on “Command Prompt” and choose “Run As Administrator” to open an elevated command prompt window.



4. In the elevated command prompt window, type in the path to the SigWeb installer:
 - a. For pad models ending in “-HSB-R”, “-BHSB-R”, and “-B-R”: **c:\sigweb.exe**
 - b. For pad models ending in “-BSB-R” and “-BBSB-R”: **c:\sigwebbsb.exe**

*Note: In our example below, we have a T-LBK460-HSB-R pad, so our SigWeb installer path is: **c:\sigweb.exe***



Then, click “Enter” to run it. This is a critical step, as it will allow the SigWeb installer appropriate access for installation purposes. Follow the installer through, making the appropriate choices for your signature pad as you go.

Note: Do not plug-in the signature pad until prompted to do so by the installer.

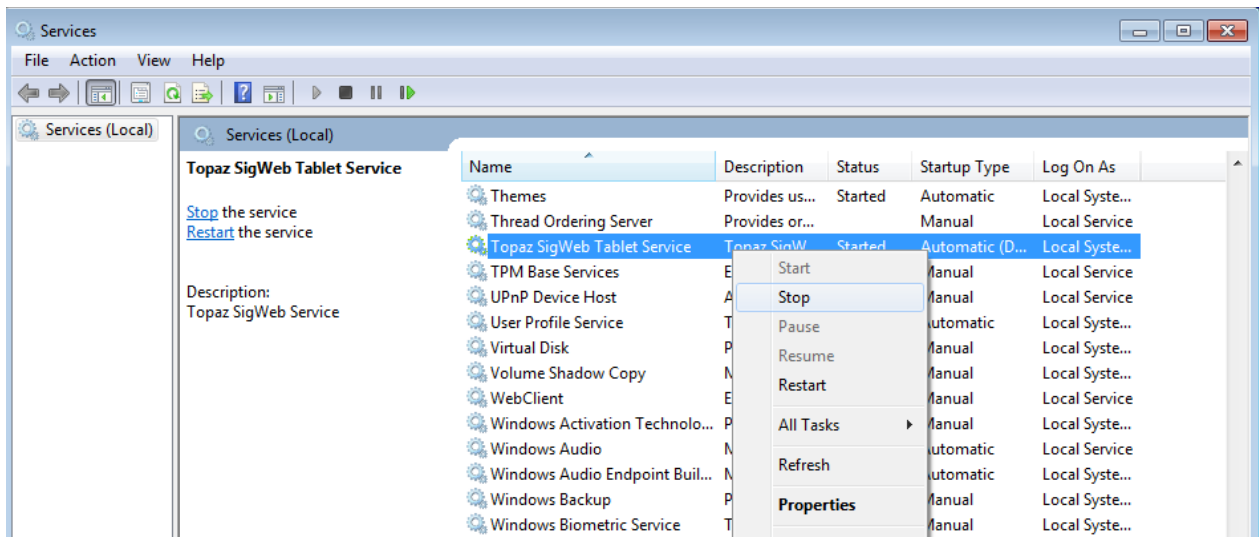
5. Once complete, test this page: www.sigplusweb.com/sigwebtablet_demo.htm. Click “Sign” and sign on your signature pad; your signature will appear in the signature box. If you cannot see the signature at this point, contact Topaz Dev Support for assistance at: devsupport@topazsystems.com.



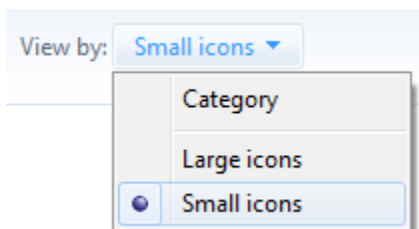
Re-Installation Steps

Follow Steps 1-4 here if SigWeb has already been installed and you are performing a re-install:

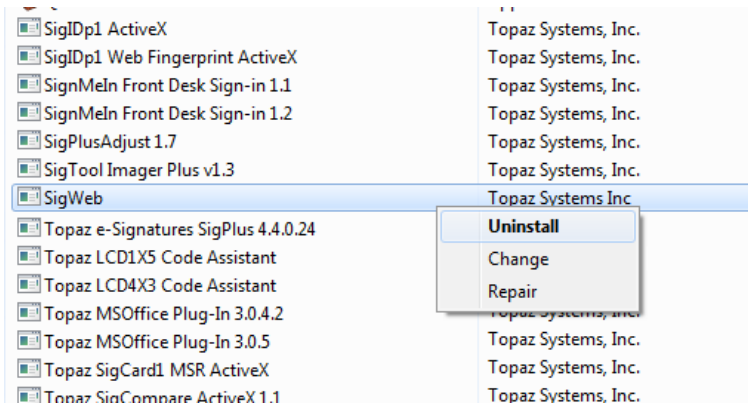
1. Log into your computer using your Administrator-level account.
2. In your list of Services (under “Start” → “Control Panel” → “Administrative Tools” → “Services”), locate the “Topaz SigWeb Tablet Service” and stop it (right-click on it and choose “Stop”).



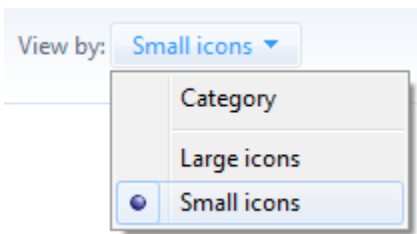
NOTE: If you do not see the “Administrative Tools” option under the “Control Panel”, click “View by:” in the top right of your window, and select “Small icons”.



- Under “Start” → “Control Panel” → “Programs and Features”, right-click on “SigWeb”, and choose “Uninstall”. Allow the “Uninstall” to complete.



Note: If you do not see the “Programs and Features” option under the “Control Panel”, click “View by:” in the top right of your window, and select “Small icons”.



- Finally, follow the steps in the first section of this guide called “[First-Time Install Steps](#)” in order to install SigWeb properly.

Contact

For support, contact Topaz Dev Support at devsupport@topazsystems.com.