



User Manual

Topaz Systems Signature Pads, Products, and Software

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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.

For information on specific signature pad models, view the “Data Sheets & User Manuals” section at: www.topazsystems.com/guides.html.

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.

SigPlus software enables signature capture with Windows 8.1 and above.

Download SigPlus Software

Please note that the Topaz SigPlus software may sometimes be referred to as “SigPlus Pro ActiveX” on the Topaz Systems website.

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 Website** – Go to the Topaz SigPlus software website at: www.sigpluspro.com. Find and click on your model number.



3. **SigPlus Installation Page** – Follow the step-by-step instructions on your computer screen.

Do not install SigPlus if you are an end user and have already received a signature capture application program from your company.

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.

Optional Utilities & Plug-Ins

Topaz Systems enables users to install software utilities and plug-ins that provide complete electronic signature capability for PDFs & Microsoft Office documents.

1. pDoc Signer PDF Application

To sign PDF documents and create fillable forms without the need for Adobe Acrobat, view the following page: www.topazsystems.com/pdocsigner.html.

2. Microsoft Office & Adobe Acrobat Plug-Ins

To sign in Microsoft Word and Excel or Adobe Acrobat, view the following page: www.topazsystems.com/plugins.html.

Developer Software Tools & 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 from the Topaz website at: www.topazsystems.com/sdktools.html.



Signature Pad Connection

Topaz signature pads can be connected to a computer via multiple ways. Please refer to the model number on the back of the signature pad for the connection type.

Connection Types

1. **HSB** – These signature pads plug into the computer’s USB port and run over a HID interface.
2. **HSX or BHSX** – These high-performance USB signature pads plug into the computer’s USB port, run over a HID interface, and are ideal for remote environments with USB redirection.
3. **B** – These signature pads plug straight into a serial port. If the “B” pad has an LCD (model number beginning with T-L or TM-L), the signature pad requires an additional y-cable splitter to draw more power to the pad, so that the pad functions properly. This is included with your initial signature pad purchase. 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 a USB port.
4. **BHSB** – These signature pads can utilize either a USB or serial connection. USB cables are included with the pad for USB mode, while a serial cable kit must be purchased for use in serial mode (www.topazsystems.com/serialcablekit.html). Only one mode can be used at a time. For instructions on connecting the serial cable kit, see the LCD Serial Guide at: www.topazsystems.com/serialcablekitguide.
5. **BSB or BBSB** – These signature pads plug into a USB port, but run a “Virtual Serial” interface. They are ideal for remote environments with either USB redirection or COM port forwarding.
6. **BT** – These signature pads connect via Bluetooth. For set-up instructions, see the Topaz Bluetooth Pairing Guide at: www.topazsystems.com/bluetoothguide.
7. **WF** – These signature pads connect via Wi-Fi. For set-up instructions, see the Topaz Wi-Fi Connection Guide at: www.topazsystems.com/wifiguide.



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 after SigPlus download.
- In the 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.

Signature Pens

The tethered pen included with your Topaz signature pad is either an active electromagnetic pen used with SignatureGem series pads, or a passive stylus used with SigLite series pads. To purchase replacement pens or pen tips, visit the Topaz webstore at: www.topazsystems.com/store.

Active Pens (SignatureGem)

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

Active Pen Types

- 1. 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.
- 2. Battery pens** have either a curly or steel tether and are 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 pen tip denotes a non-removable tip. A grey 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 disassembled. Any attempt to open a pen will void the warranty.



Removable Pen Tips

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

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

Pen Tip Installation and Replacement

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.

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.

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.

Using the Signature Pad

To sign, use the supplied pen directly on the designated signing surface. Signatures are not stored in the signature pad 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 signature pad is connected to the correct port, as specified in the “Software Installation” and “Signature Pad Connection” sections above.



SignatureGem Pads

Topaz SignatureGem signature pads feature either a rugged, long-lasting plastic surface or an interactive tempered-glass LCD surface, and they require a Topaz active electromagnetic digitizing pen to function properly. Topaz SignatureGem pads 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.*

SigLite Pads

Topaz SigLite signature pads use binary, digital, pressure-sensitive technology. To sign, use the attached **plastic stylus pen** to write directly on the surface of your signature pad. Sign as you normally would. 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.

GemView Tablet Displays

Topaz GemView Tablet Displays are half-page and full-page tablet displays for signing documents, displaying videos, ads, and more. To sign, use the attached **electronic pen** to write directly on the surface of the GemView Tablet Display. Sign as you normally would.

Signature Pad Overlays

Topaz Systems offers several signature pad overlays to protect select Topaz signature pad models. For compatibility or to purchase, visit the Topaz webstore at www.topazsystems.com/store.



Cleaning Topaz Products

To 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.

DOs

1. 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.

DO NOTs

1. **Do not** allow the liquid from the disinfectant wipe to sit or pool on the area being disinfected for a long period of time.
2. **Do not** use rough towels or cloths to dry the area.
3. **Do not** use excess force when disinfecting the signature pad or screen.

Listed below are some recommended, but not all, disinfectant wipes safe to use for cleaning your Topaz signature device:

- CaviWipes™
- CleanCide
- Clorox® Disinfecting (Topaz products - Clorox 3-Star Rated)
- Clorox Healthcare
- Dispatch®
- Opti-Cide³®
- PDI® Sani-Cloth®
- PDI Sani-Cloth Plus
- PDI Sani-Cloth Prime
- PDI Sani Professional
- PDI Super Sani-Cloth



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.
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 pads 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.
- 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:** For a complete list of Topaz patents, additional warranty information, and the Topaz Standard Terms and Conditions of Use, please visit www.topazsystems.com/legal.

For additional help with software plug-ins, MS Office, Adobe Acrobat, remote usage, or access to other troubleshooting documents, view Topaz eSignature Guides at: www.topazsystems.com/guides.html.

If you wish to order replacement parts such as pens or pen tips, visit the Topaz webstore at: www.topazsystems.com/store.

To repair a signature pad under warranty or renew a signature pad with renewable warranty, contact Topaz Tech Support at 805.520.8286 or email us at service@topazsystems.com. Our Technical Support Team is available Mon-Fri 8:00am-4:30pm Pacific Time.



Declaration of Conformity

DECLARATION OF CONFORMITY WITH FCC RULES FOR ELECTROMAGNETIC COMPATIBILITY

We, Topaz Systems, Inc. of 875 Patriot Drive Unit A, Moorpark, CA, USA, 93021 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)462-XXX-R

T-LBK43LC-XXXX-R

TF-S463-HSB-R

TF-LBK463-HSB-R

TF-LBK464-HSB-R

T(M)-L(BK)460-XXX-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.

Note regarding Bluetooth signature pad models: Contains FCCID T9JRN41-3.