



# Serial Troubleshooting Guide

## For Topaz Standard Signature Pads

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## Table of Contents

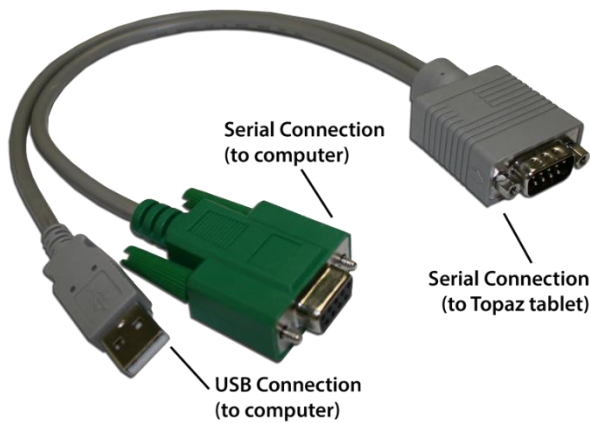
|   |   |
|---|---|
| Overview.....   | 3 |
| Using Hyperterminal to Test the Tablet Connection ..... | 3 |
| Unblocking an In-Use COM Port .....                     | 6 |

## Overview

This document is a troubleshooting guide to the setup process for a Topaz serial tablet.

If problems still persist after following the steps in this document, please contact the Topaz Technical Support Team at [support@topazsystems.com](mailto:support@topazsystems.com) or 805.520.8286.

### 1. Y-Cable

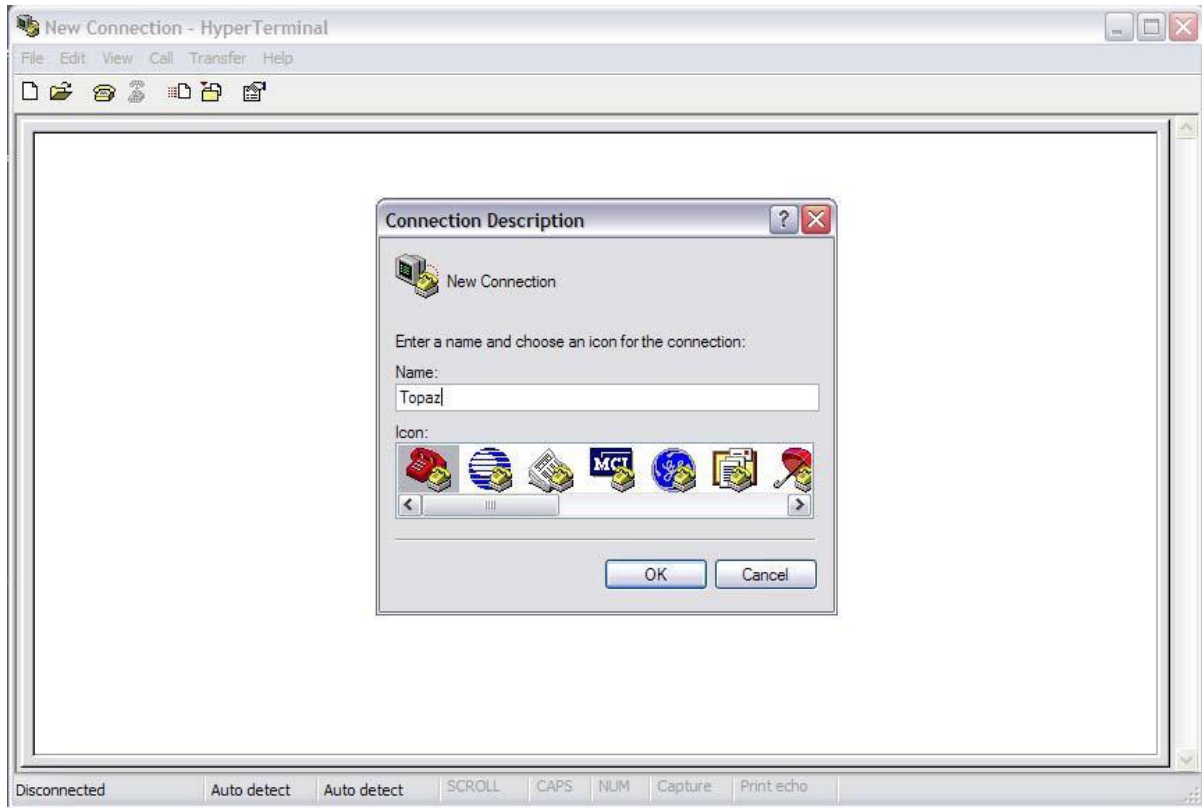


The y-cable connects the Topaz serial tablet to the computer's serial port for pad communication and to the computer's USB port for power.

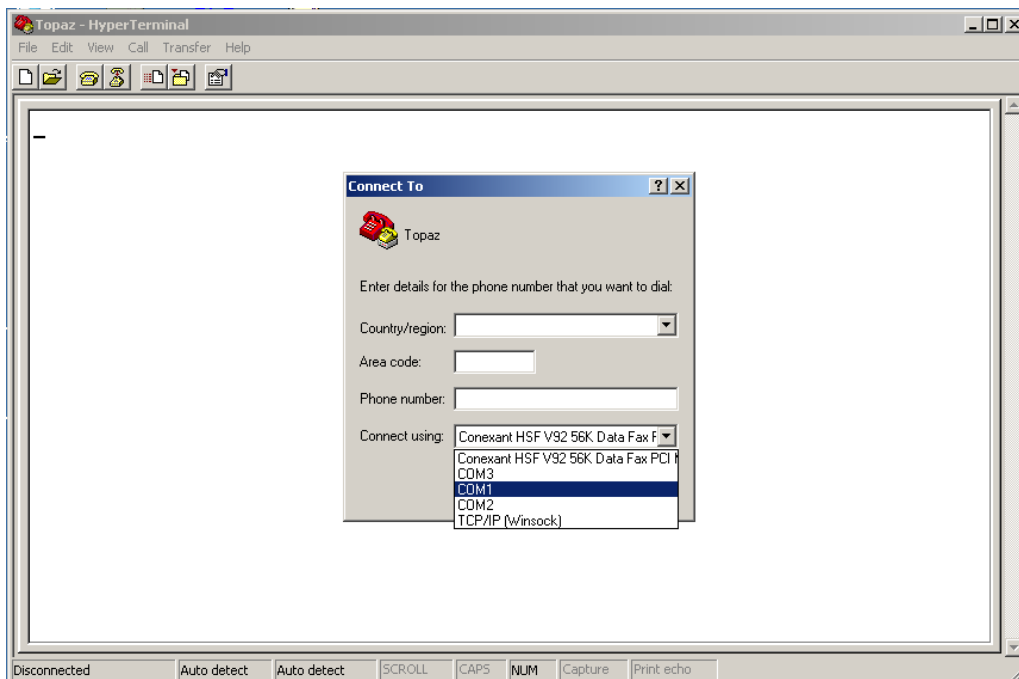
### Using Hyperterminal to Test the Tablet Connection

1. Click on "Start" → "Programs" → "Accessories" → "Communications" → "HyperTerminal" (the icon looks like a computer with a telephone). Open "HyperTerminal". If you cannot find "HyperTerminal" there, type "hypertrm.exe" into the search bar under "Start".

- When prompted to "Enter a Name and Choose an Icon", type "Topaz" and click "OK".



- In the next window, change the "Connect Using" value to the COM port that the tablet is connected to, and click "OK" (If you're not sure of the com port number, try COM1 first).



- In the next window, change the "Bits Per Second" to 19200, then change the Parity to "Odd". The values should be as follows:

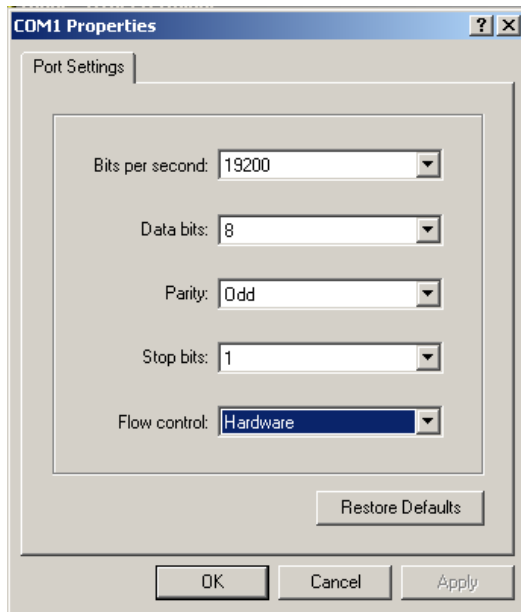
Bits per second: 19200

Data bits: 8

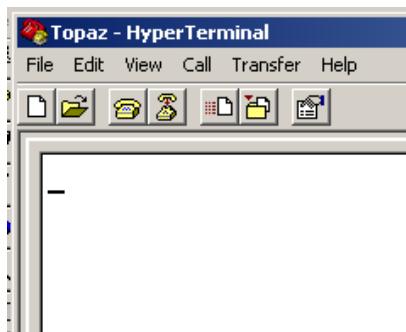
Parity: Odd

Stop bits: 1

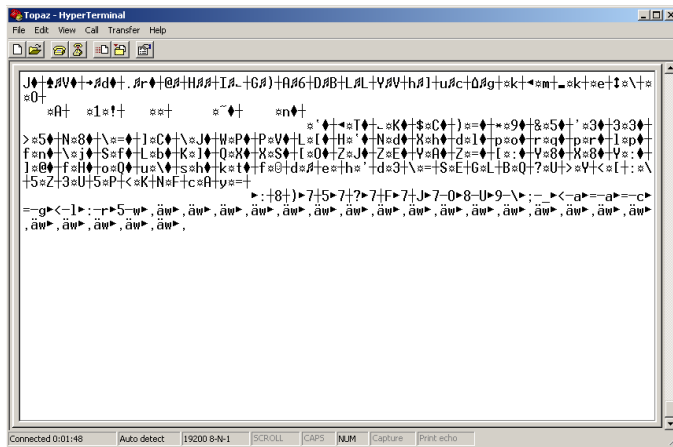
Flow control: Leave default value



- Click "OK". If it says "Unable to Open Com", then the COM port is already being used by another program. This will have to be resolved first.
- You should get a cursor blinking on a white background.



7. Draw on the tablet, and see if the raw data is displayed as you draw. It will look like a series of random characters moving up and down the screen. If so, the tablet is ok. Close “HyperTerminal”. If not, continue with Step 8



8. If there is no raw data being shown, or “HyperTerminal” could not open the port, then check your computer. If you have another 9-pin COM port on the back of the computer, try physically plugging the y-cable into this COM port instead; then, draw on the tablet again. Do you now see the series of characters displayed as you draw? If so, the tablet is ok. Close “HyperTerminal”. If not, see Step 9.
9. Close “HyperTerminal” using the “X” in the upper-right corner. Choose “Yes” to “Disconnect Now”, and “No” to “Save Session”.
10. Repeat steps 1 through 7. For step 3, choose a different COM port (ie, COM2) instead.

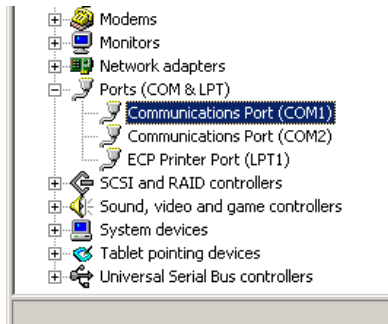
## Unblocking an In-Use COM Port

If the "Unable to open Com1" message appears, you can try to open the port with the following steps:

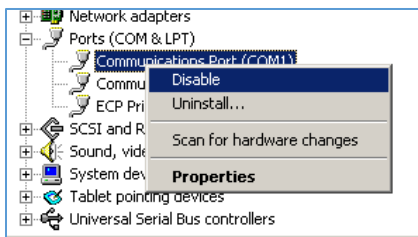
1. Click on “Start” → “Settings” → “Control Panel”.
2. Open the “System” icon, and click on the “Hardware” tab.
3. Click on the “Device Manager” button.



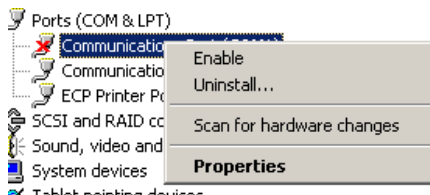
4. Locate the “+” sign in front of “Ports”, and click on it.
5. Right-click on the “COM1 icon.



6. Choose “Disable” from the list, and click “OK”. If computer does not automatically reboot, then manually reboot the computer.



7. After reboot is complete, repeat steps 1-6 above.
8. You should now see the “Enable” option. Please choose “Enable” from the list. The red “X” in front of the COM1 should disappear.



9. Try signing in your application again. Be sure that the application has been set up for the correct serial port.

As applicable, be sure that the serial port that functions within “HyperTerminal” (ie, COM1, COM2, etc.) has been properly assigned to the application. For example, if “HyperTerminal” functions with COM2 set, then change the COM port setting in the application to reflect COM2.

If you are still experiencing technical problems with your Topaz serial pad after completing all of the steps in this troubleshooting document, contact the Topaz Technical Support Team at [support@topazsystems.com](mailto:support@topazsystems.com) or 805.520.8286.