



Serial Troubleshooting Guide

For Topaz LCD Signature Pads

Copyright © Topaz Systems Inc. All rights reserved.

For Topaz Systems, Inc. trademarks and patents, visit www.topazsystems.com/legal.

Table of Contents

Overview.....	3
Connection Instructions	4
Testing For Power	4
Using Hyperterminal to Test the Tablet Connection	5
Unblocking an In-Use COM Port	7

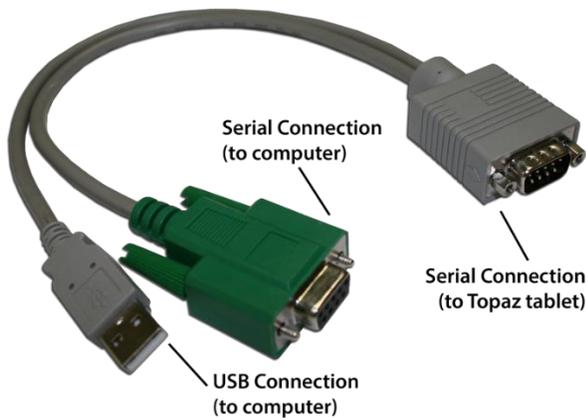
Overview

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

If problems still persist after following the steps listed below, please contact Topaz Systems Technical Support at support@topazsystems.com or at 805-520-8286.

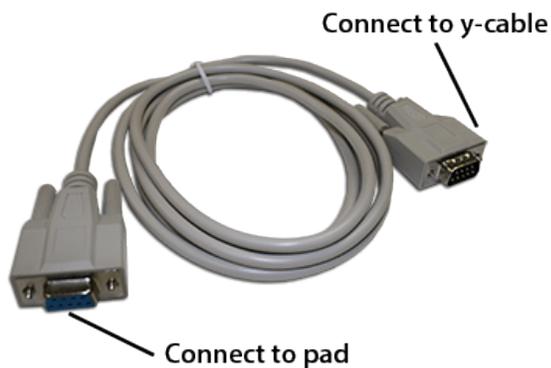
To successfully connect a Topaz LCD serial tablet, the user will need to purchase the [Topaz Serial Cable Kit](#) (part number A-CSA4-3), which is composed of two parts:

1. Y-Cable



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

2. Serial Extension Cable



The serial extension cable connects the y-cable to the signature pad.

Connection Instructions

The tablet needs power to function. With the serial cable kit, the USB connection on the y-cable provides this power. See the following image that displays how the LCD serial tablet should be connected.



1. Y-cable adapter (included in Topaz Serial Cable Kit) connected from the serial extension cable to the computer's serial port (for pad communication) and the computer's USB port (for power)
2. Serial extension cable, standard 9-PIN (included in Topaz Serial Cable Kit) connected from the y-cable to the Topaz LCD serial pad
3. Topaz LCD serial pad
4. Computer

Testing For Power

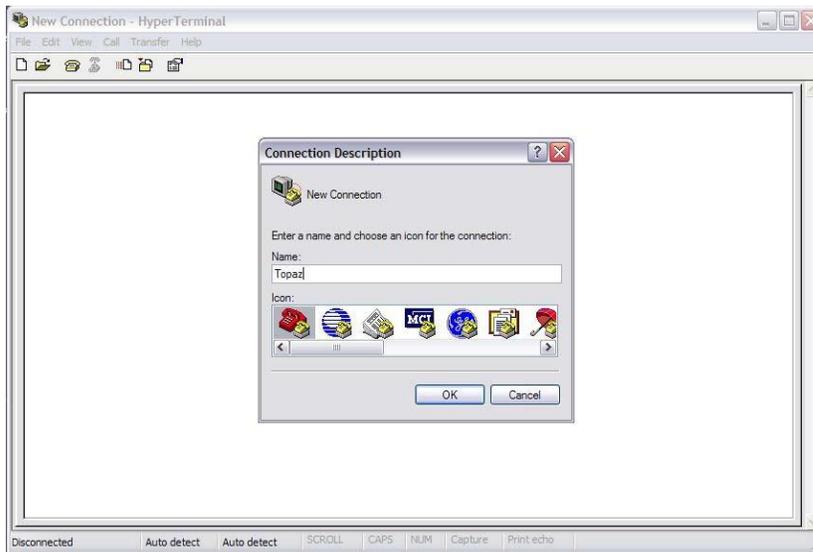
Once the Topaz LCD serial tablet has been successfully connected to the computer, it may be necessary to check that the tablet is receiving power.

There are two tests to perform to make sure power is distributed properly:

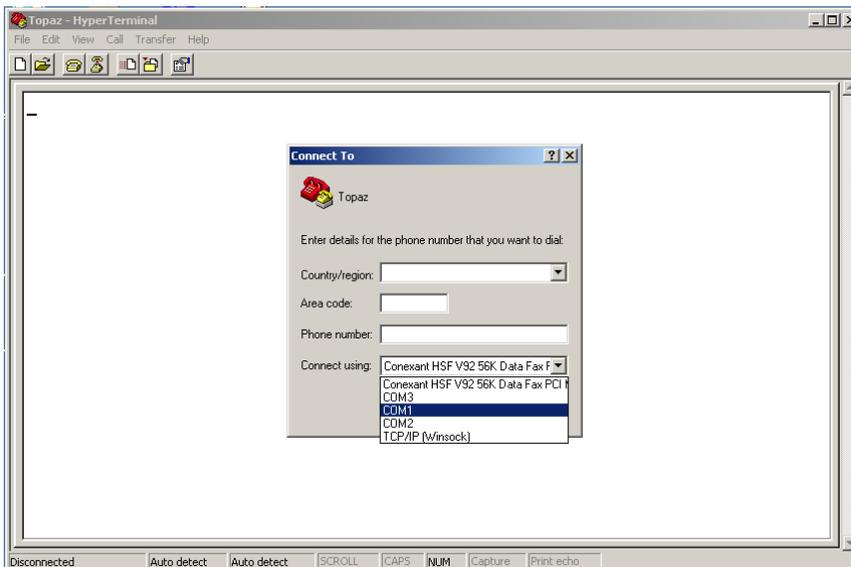
1. Follow the cable that extends from the back of the Topaz tablet to the connection it makes to the y-cable. Unplug the tablet here. Watching the LCD screen of the Topaz tablet, reconnect the tablet to the y-cable. If powered, a dark-colored "wave" will wash down the tablet's LCD screen from top to bottom. If no dark-colored "wave" is seen, then the tablet is not receiving power. Check the y-cable, replace if possible, and test again.
2. Once the previous test has been performed, and power is getting to the tablet, draw on the LCD using the Topaz pen. "Electronic ink" should appear under pen tip on the LCD as you draw, indicating the pen is functioning properly.

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, you can also search for it by clicking on “Start” → “Search” (or “Find”) and typing in "hyperterm.exe". Click "Search (Find) Now" to look for this file. Double-click to open once found.
2. When prompted to "Enter a Name and Choose an Icon", simply type in "Topaz" and click “OK”.



3. In the next window, locate "Connect Using", the fourth option. Using the arrow on the right, change this value to the COM port that the tablet is connected to (for example, COM1), and click “OK”. If you're not sure of the COM port number, try COM1 first.



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

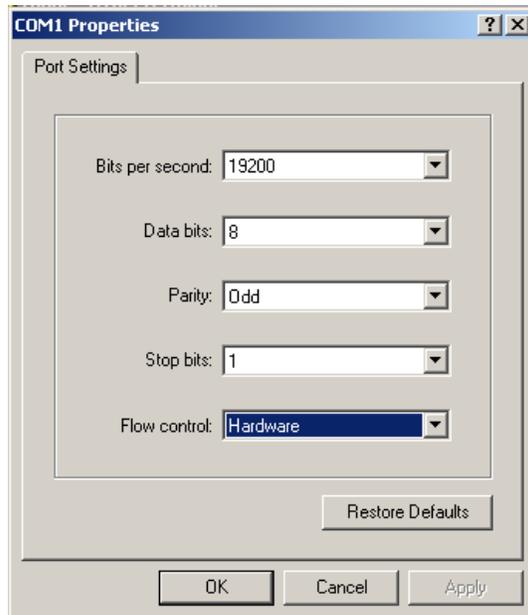
Bits per second: 19200

Data bits: 8

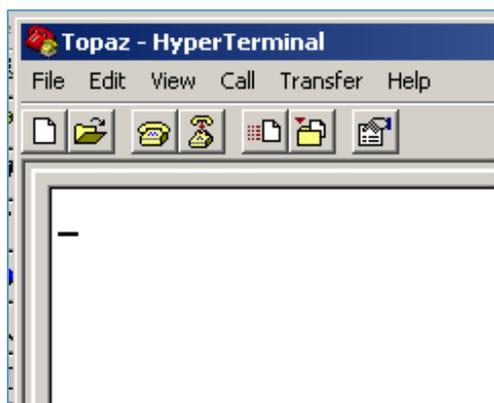
Parity: Odd

Stop bits: 1

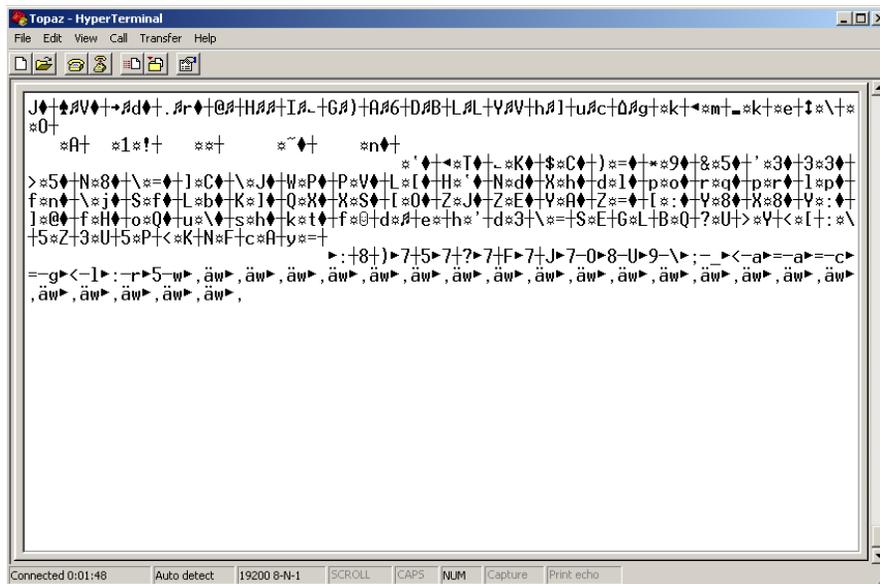
Flow control: Leave default value



5. Click "OK". If it says "Unable to Open Com", then COM port is already being used by another program. This will have to be resolved first.
6. 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, and you can close “HyperTerminal”. If not, move on to Step 8.



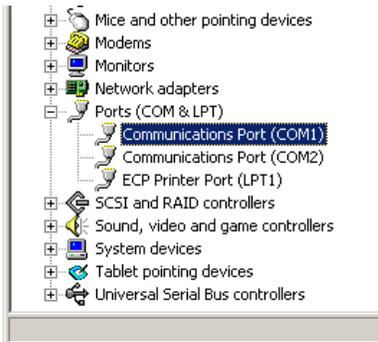
8. If there is no raw data being shown, or “HyperTerminal” could not open the port, then check your computer. If you have another 9-pin COM port on the back of the computer, try physically plugging the y-cable into this COM port instead. Then, draw on the tablet again. Do you now see the series of characters displayed as you draw? If so, the tablet is ok, and you can close “HyperTerminal”. If not, continue with 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

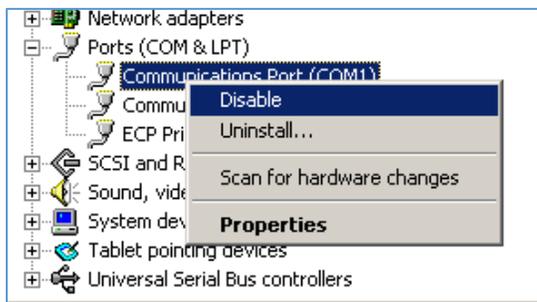
If the "Unable to open Com1" message appears, you can try to open the port with the following steps:

1. Click on “Start” → “Settings” → “Control Panel”.
2. Open the “System” icon.
3. Click on the “Hardware” tab, and then click on the “Device Manager” button.
4. Locate the “+” sign in front of “Ports”, and click on it.

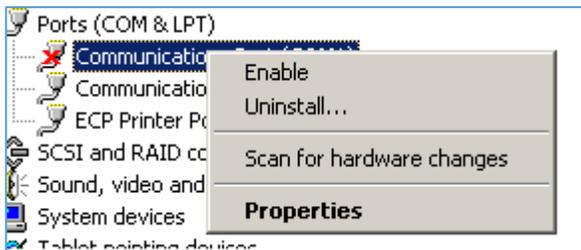
- Right-click on the “COM1” icon.



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



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



- 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.