
Signature Pad

Installation and User Guide

Planet DDS

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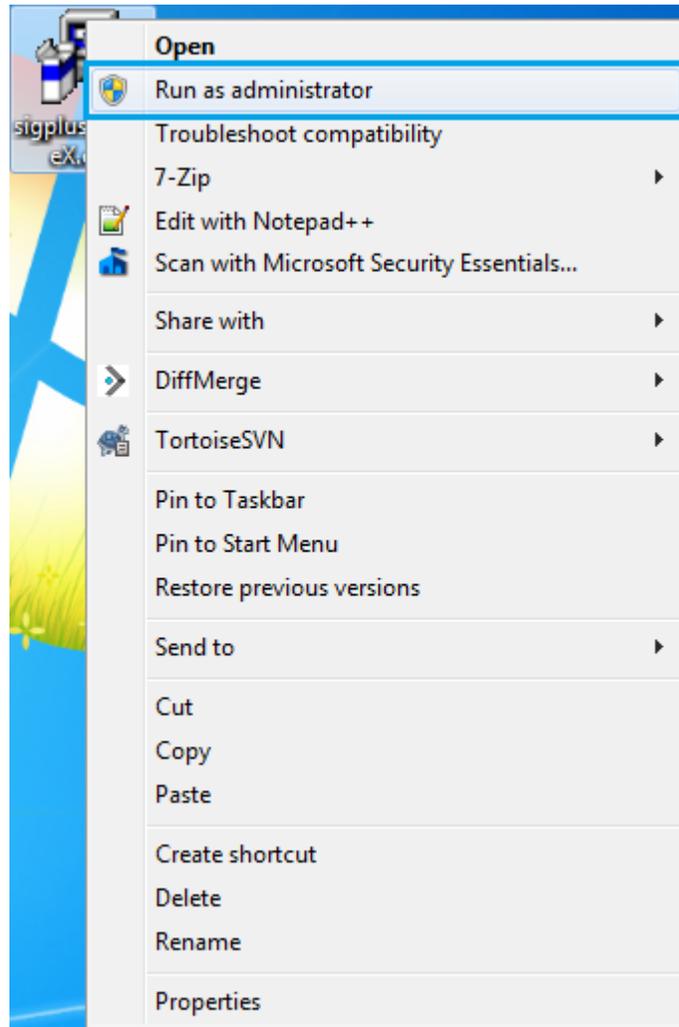
Compatibility

| Operating System | Supported Browsers |
|------------------|---------------------------------------|
| Windows XP | Internet Explorer 9 |
| Windows 7 | Internet Explorer 9+, Chrome, Firefox |
| Windows 8, 8.1 | Internet Explorer 9+, Chrome, Firefox |

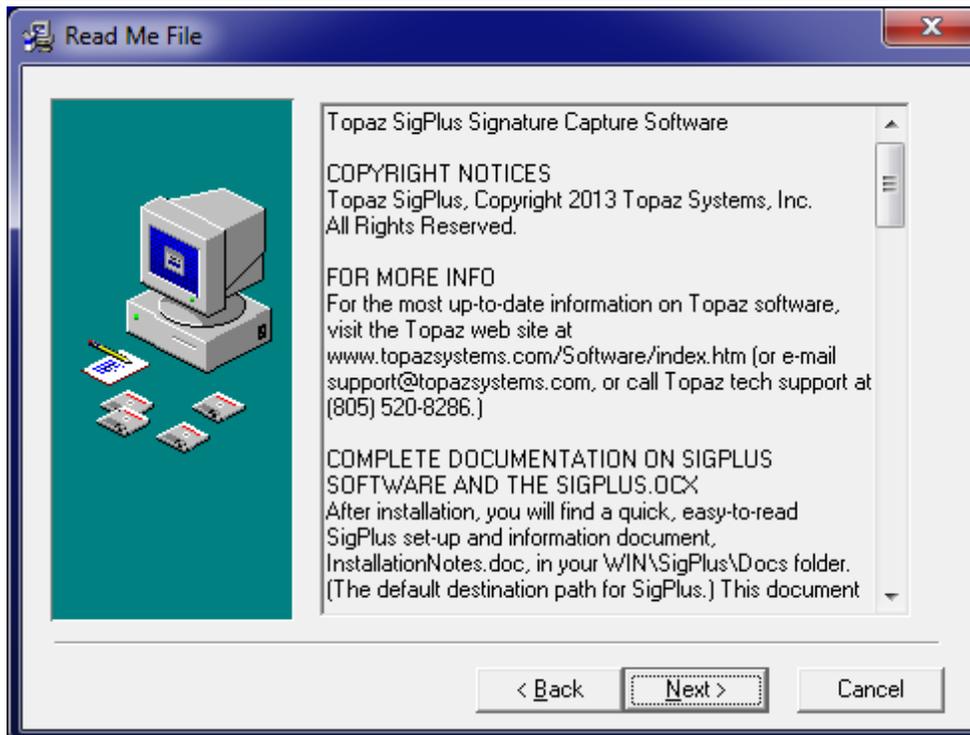
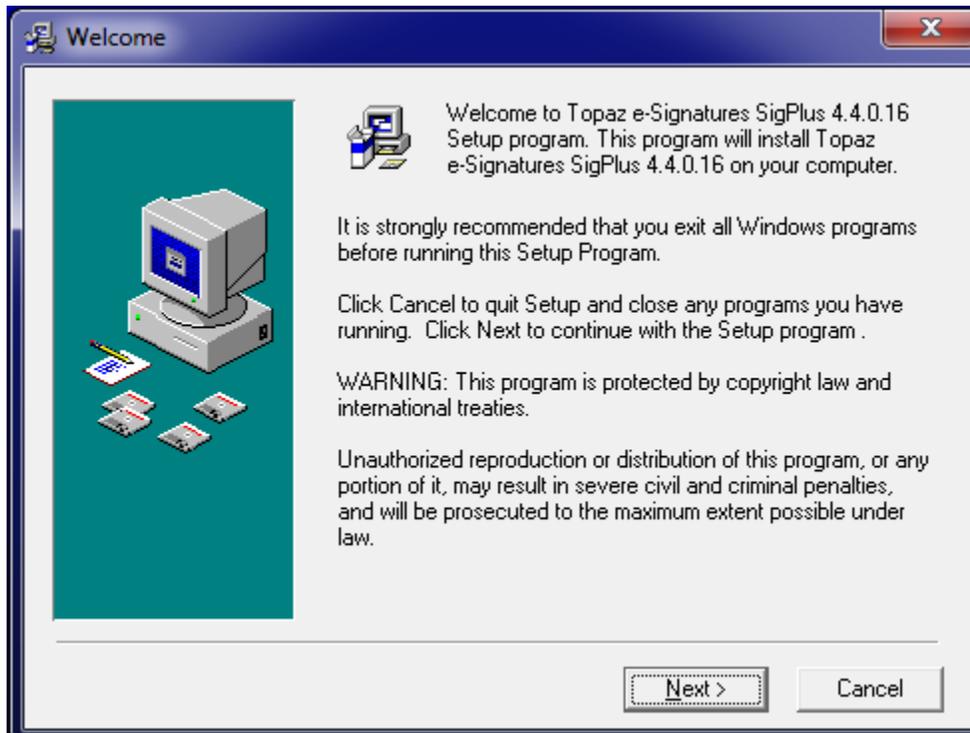
Signature Pad in Internet Explorer

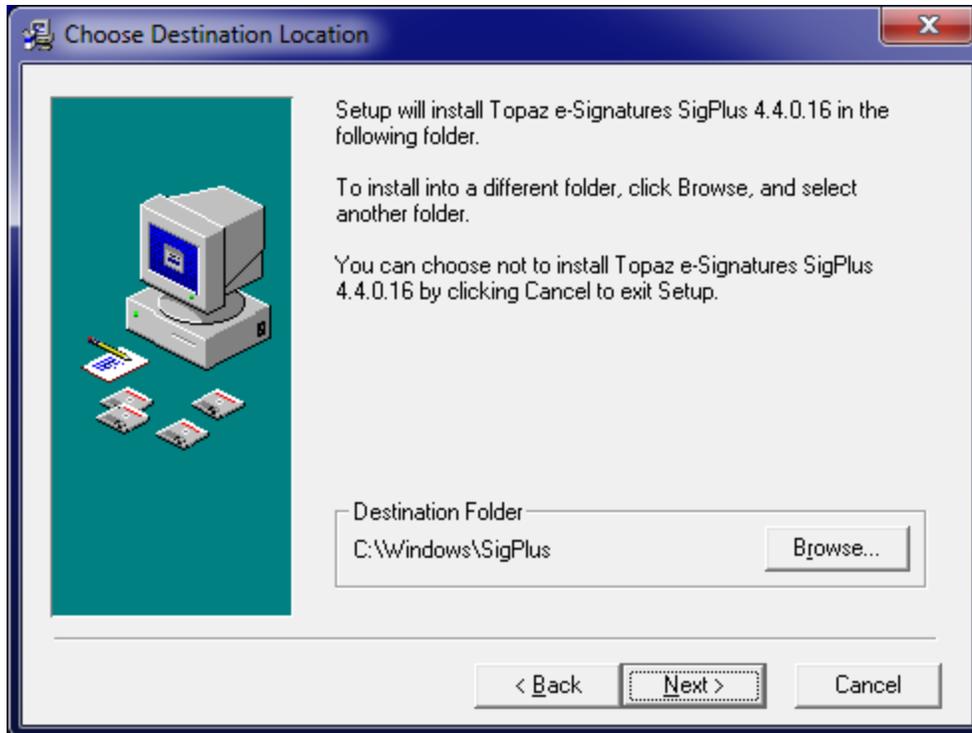
Installation

1. Download **Topaz SigPlus e-Signatures 4.4.0.16 ActiveX Control** driver from **Denticon** (Help > Help & Support).
2. Right click on the downloaded file and click **Run as Administrator**.



3. The installation will start. Click **Next**.

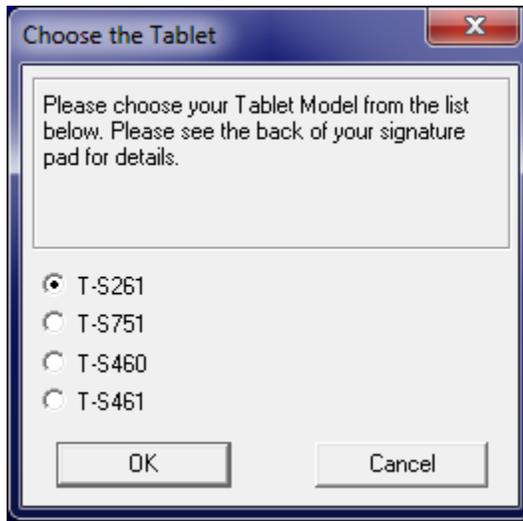




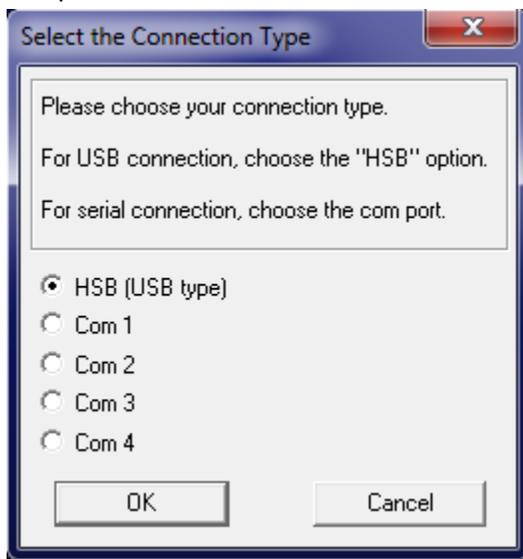
4. Select your Signature Pad Model (For example, if the model is **T-L462** then select **T-L**) and press **OK**.



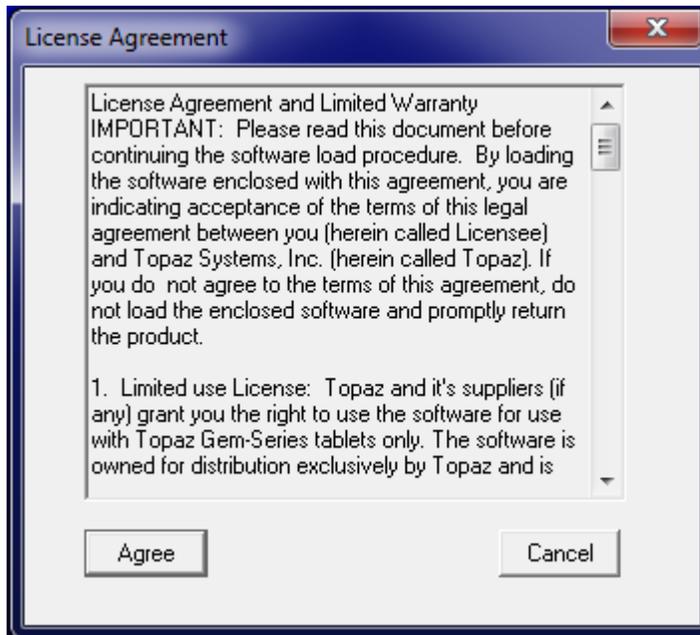
5. Now Select the Signature Pad Model and press **OK**.



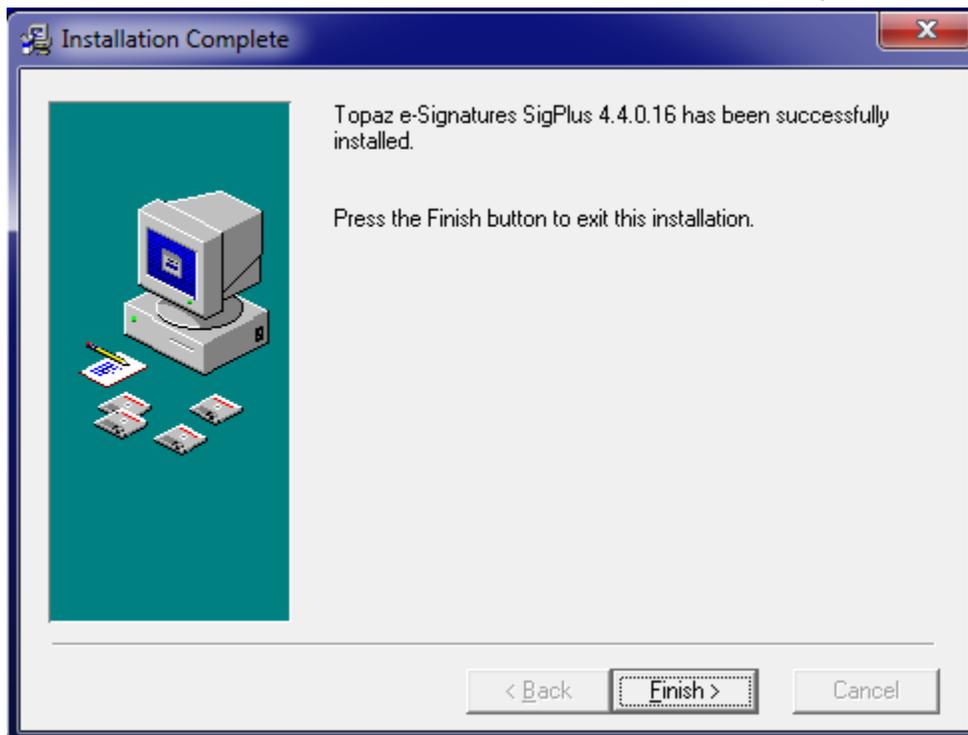
6. Select the connection type (If the Signature Pad is USB type then select **HSB (USB Type)** option) and press **OK**.



7. Press **AGREE** in License Agreement window.



8. The installation will start and Click **Finish** after the installation is completed.

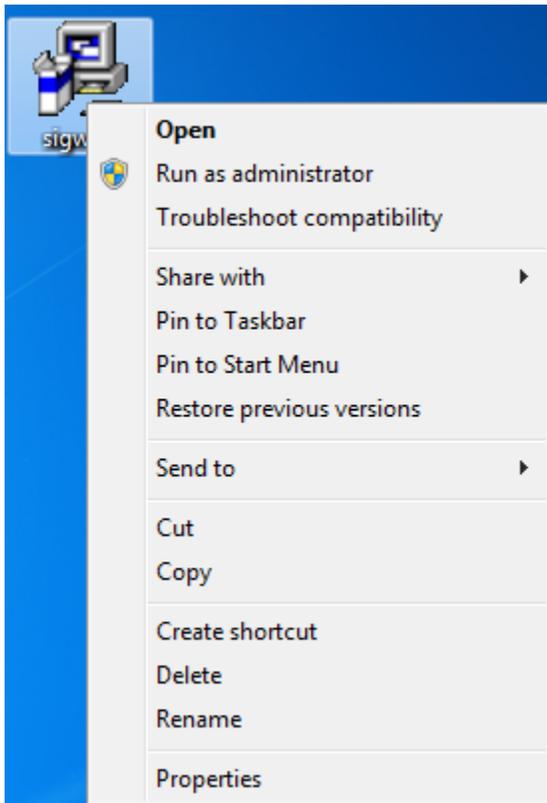


9. Now your machine is ready to use Signature Pad in **Internet Explorer**.

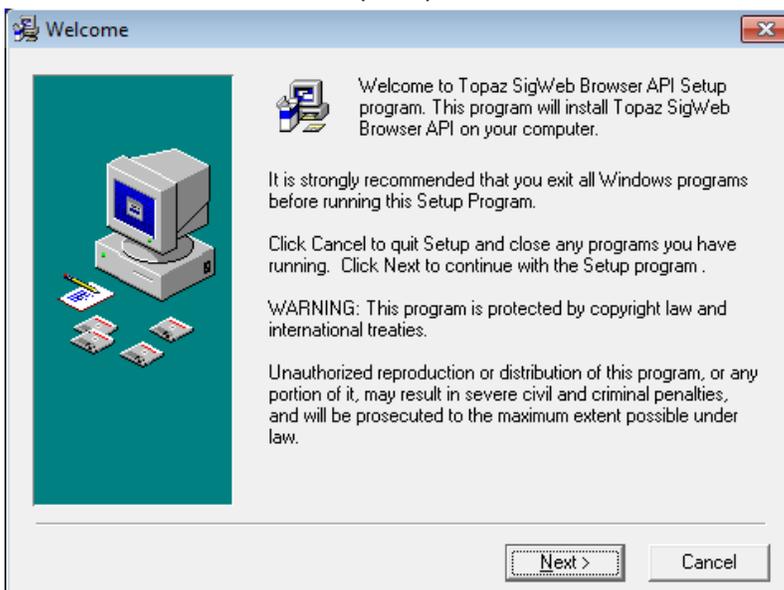
Signature Pad in Chrome/Firefox

Installation

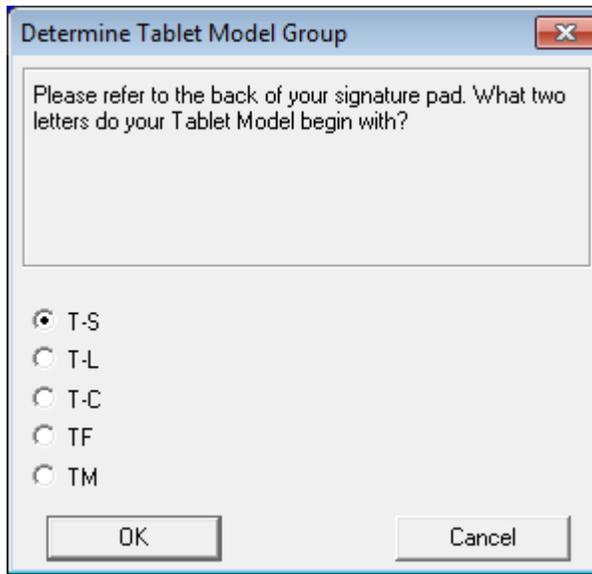
1. Download the **Topaz SigPlus e-Signatures 1.0.0.0 Browser API** driver from **Denticon** ([Help > Help & Support](#)).
2. Right click on **sigweb.exe** and click **Run as Administrator**.



3. The Welcome window will be prompted, click **Next**.



4. Select your Signature Pad Model and press **OK**.



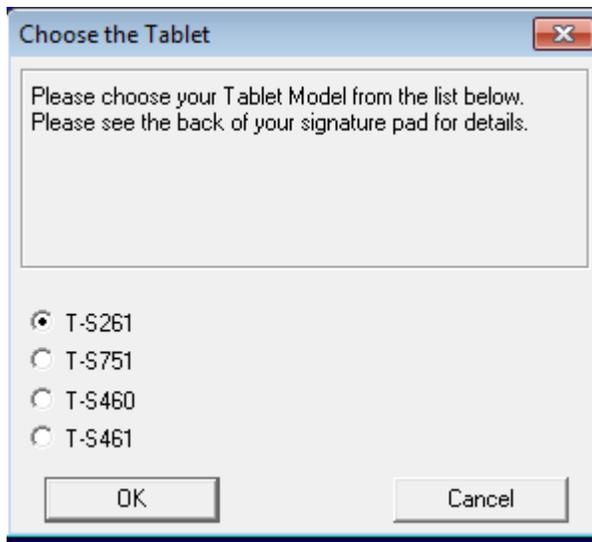
Determine Tablet Model Group

Please refer to the back of your signature pad. What two letters do your Tablet Model begin with?

T-S
 T-L
 T-C
 TF
 TM

OK Cancel

5. Now Select the Signature Pad Model and press **OK**.



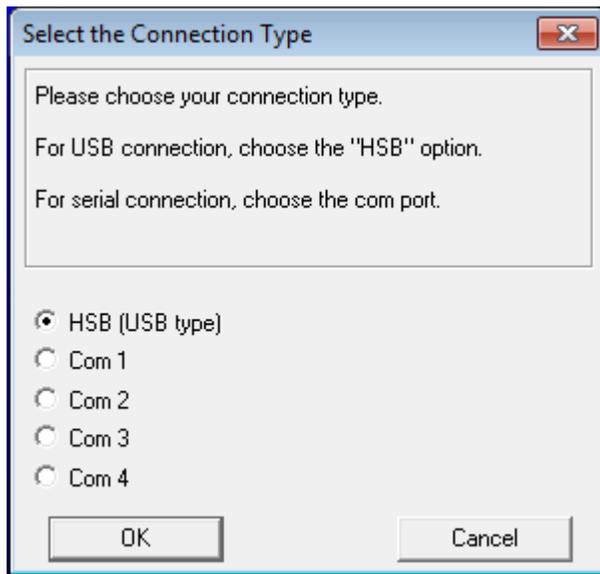
Choose the Tablet

Please choose your Tablet Model from the list below.
Please see the back of your signature pad for details.

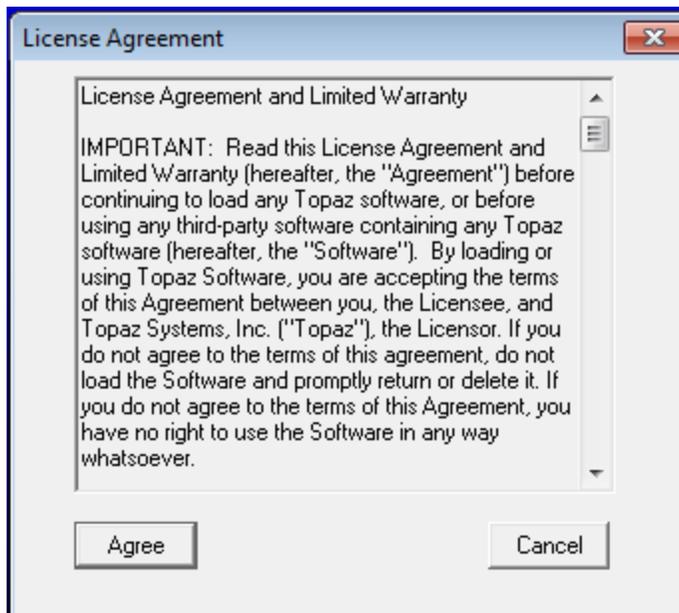
T-S261
 T-S751
 T-S460
 T-S461

OK Cancel

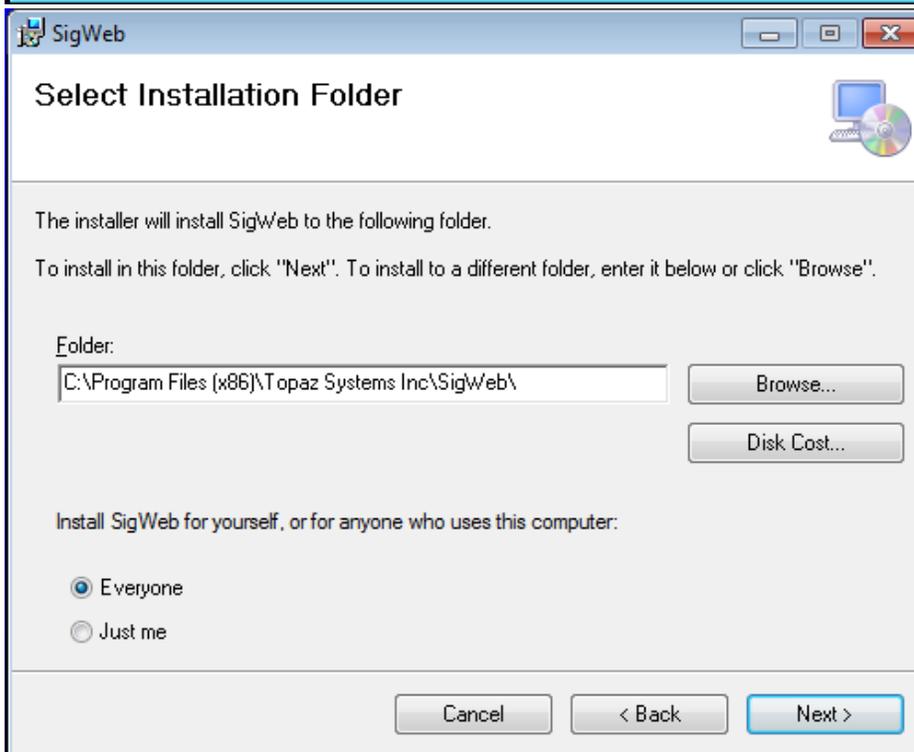
6. Select the connection type (If the Signature Pad is USB type then select **HSB (USB Type)** option) and press **OK**.

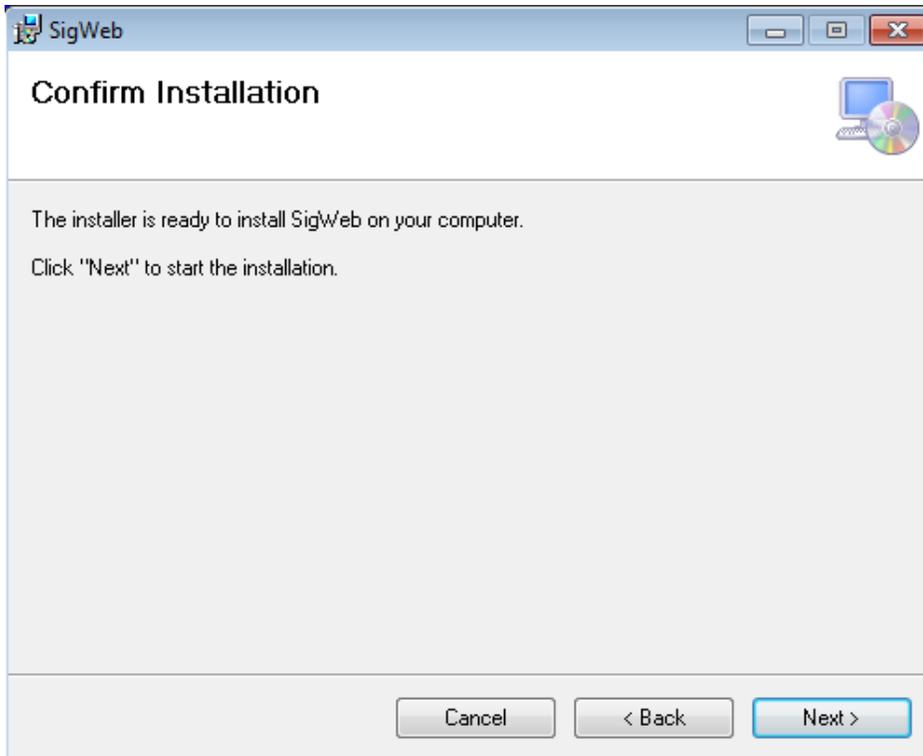


7. Click **Agree** in License Agreement Window.

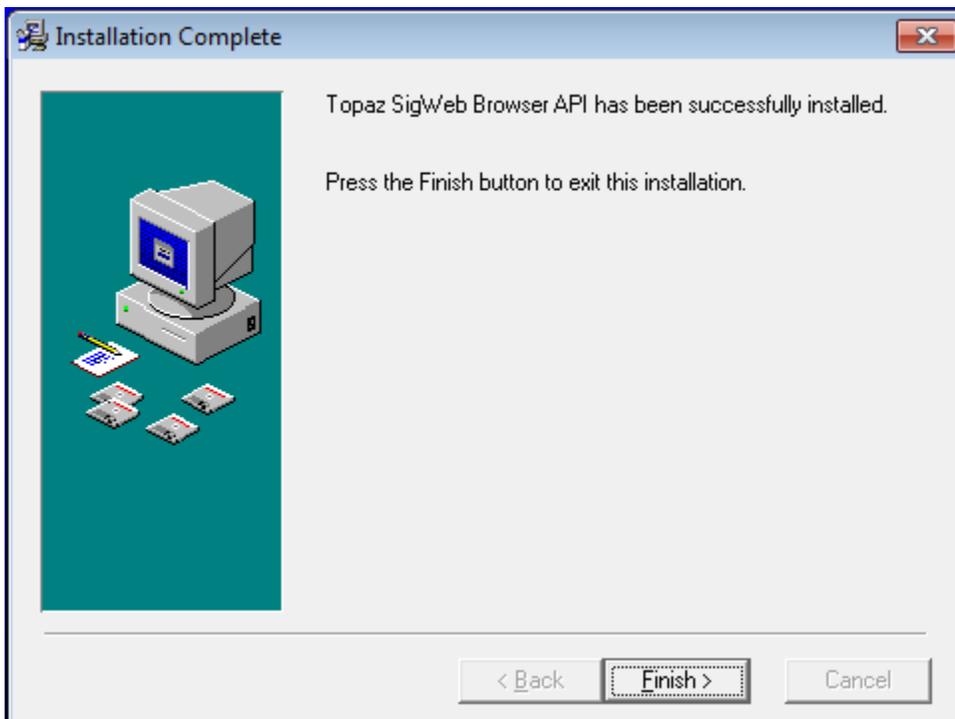


8. Another Setup Wizard will appear and Click **Next**.





9. Click **Finish**.



10. Now your machine is ready to use Signature Pad in **Chrome/Firefox**

Troubleshoot

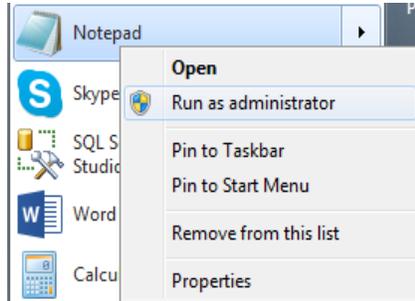
Check if driver installed properly

1. After installation check if the highlighted line is added in host file.

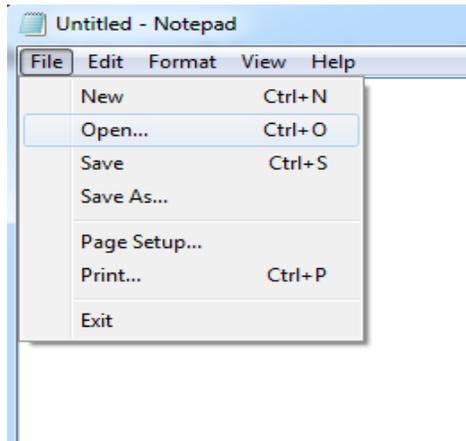
```
# localhost name resolution is handled within DNS itself.  
#       127.0.0.1       localhost  
#       ::1             localhost  
127.0.0.1       tablet.sigwebtablet.com
```

Steps to check:

- a. Open Notepad as administrator.

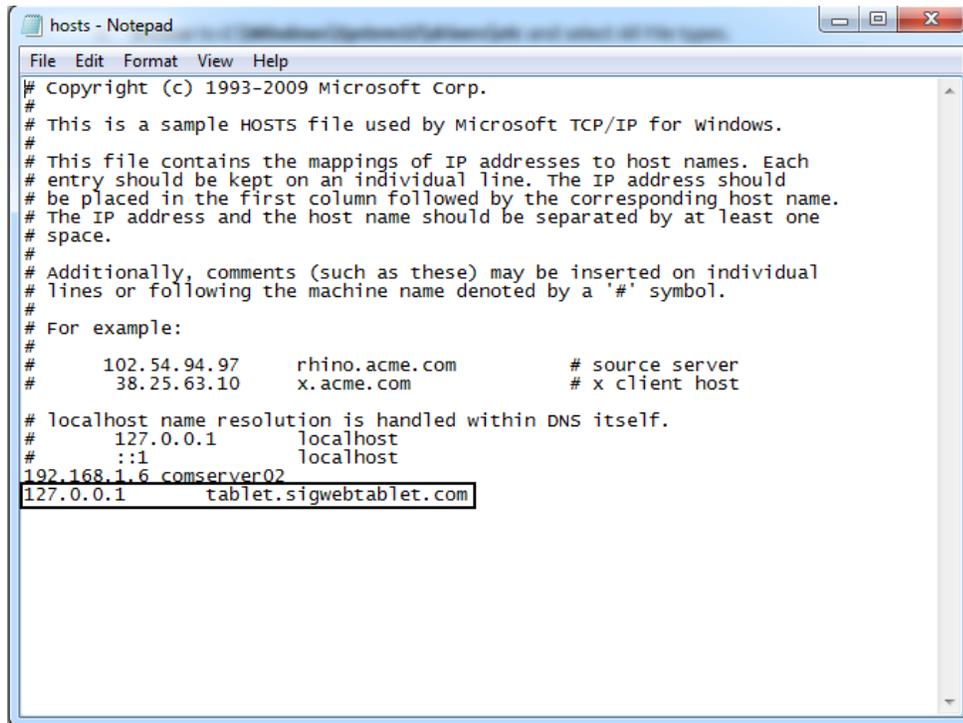


- b. Now press File> Open.



- c. Browse to **C:\Windows\System32\drivers\etc** and select All File types.

- d. Open the hosts file and check if this line exists:

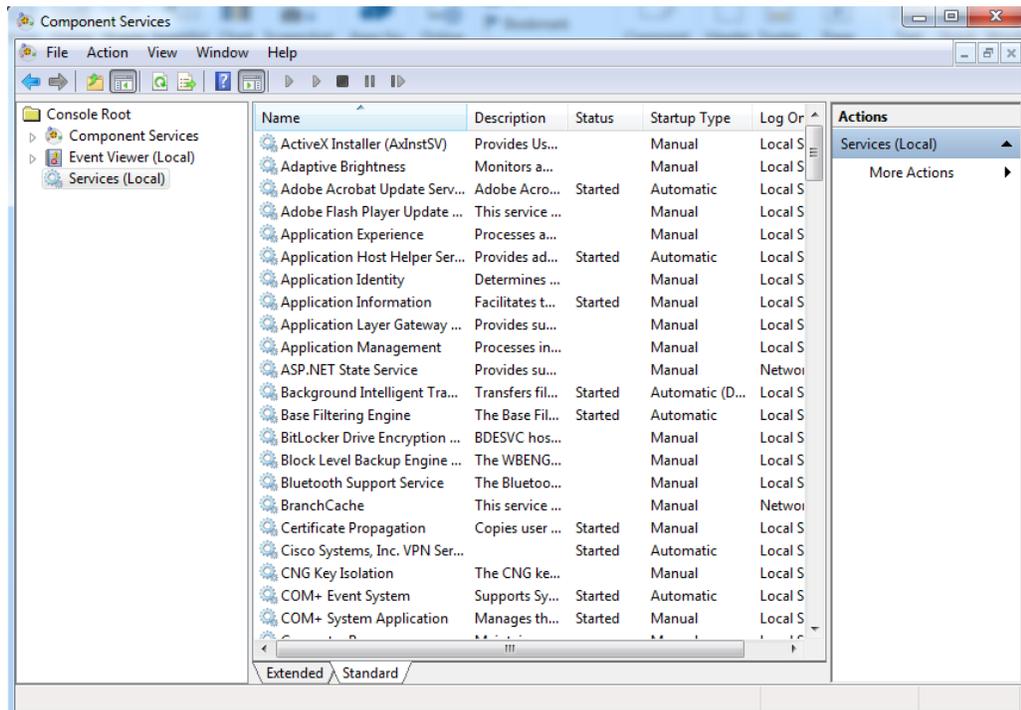


```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com           # source server
#       38.25.63.10      x.acme.com                # x client host
#
# localhost name resolution is handled within DNS itself.
#       127.0.0.1        localhost
#       ::1              localhost
192.168.1.6 comserver02
127.0.0.1 tablet.sigwebtablet.com
```

If not your driver is not installed properly. Install the driver again.

2. Check if the driver is running. Steps:

- a. Go to **Start menu** and Search **Component services**. Select **Services (Local)** from Left Panel.



b. Look for **Topaz SigWeb Tablet Service** and check the status if it is started.

| Name | Description | Status | Startup Type | Log On As |
|------------------------------------|-----------------------------|---------|------------------------|-----------------------|
| Tablet PC Input Service | Enables Tablet PC pe... | | Manual | Local Syste... |
| Task Scheduler | Enables a user to conf... | Started | Automatic | Local Syste... |
| TCP/IP NetBIOS Helper | Provides support for t... | Started | Automatic | Local Service |
| Telephony | Provides Telephony A... | | Manual | Network S... |
| Themes | Provides user experie... | Started | Automatic | Local Syste... |
| Thread Ordering Server | Provides ordered exec... | | Manual | Local Service |
| Topaz SigWeb Tablet Service | Topaz SigWeb Service | | Automatic (D... | Local Syste... |
| TPM Base Services | Enables access to the ... | | Manual | Local Service |

If not right click on it and start the service.

| Name | Description | Status | Startup Type | Log On As |
|------------------------------------|----------------------|---------|------------------------|-----------------------|
| Topaz SigWeb Tablet Service | Topaz SigW... | | Automatic (D... | Local Syste... |
| TPM Base S | Enables acc... | | Manual | Local Service |
| UPnP Devi | Allows UPn... | | Manual | Local Service |
| User Profile | This service ... | Started | Automatic | Local Syste... |
| Virtual Disk | Provides m... | | Manual | Local Syste... |
| VirtualBox C | Manages V... | Started | Automatic | Local Syste... |
| Volume Sha | Manages an... | | Manual | Local Syste... |
| WebClient | Enables Win... | | Manual | Local Service |
| Windows A | Performs W... | | Manual | Local Syste... |
| Windows A | Manages au... | Started | Automatic | Local Service |
| Windows A | Manages au... | Started | Automatic | Local Syste... |
| Windows B | Provides Wi... | | Manual | Local Syste... |
| Windows B | The Windo... | | Manual | Local Syste... |

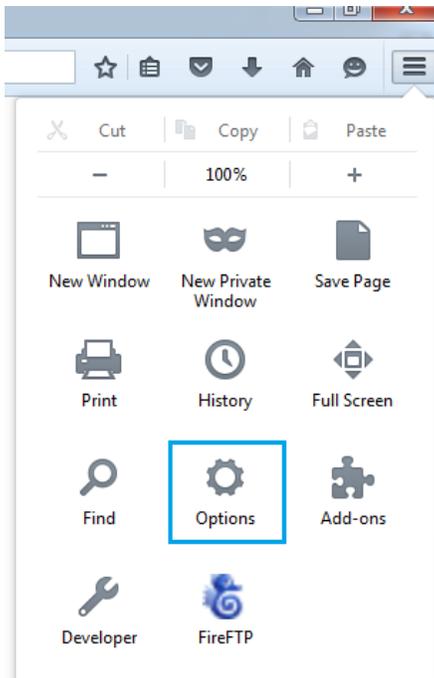
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| Thread Ordering Server | Provides ordered exec... | | Manual | Local Service |
| Topaz SigWeb Tablet Service | Topaz SigWeb Service | Started | Automatic (D... | Local Syste... |
| TPM Base Services | Enables access to the ... | | Manual | Local Service |

Now refresh the page and try signing again.

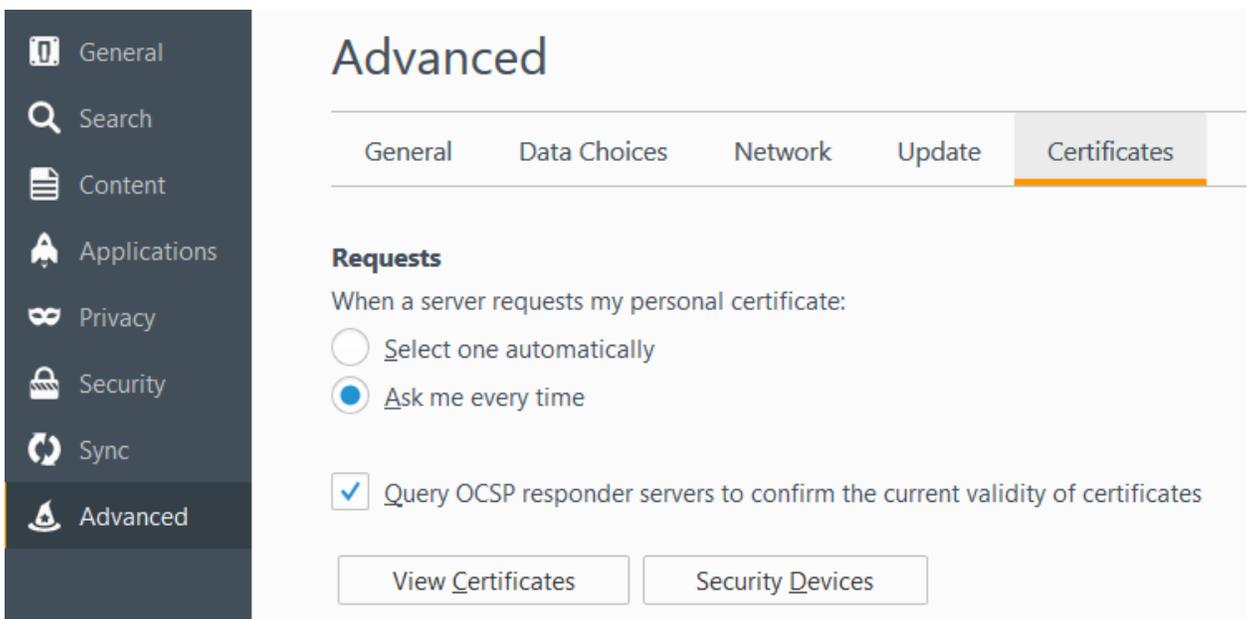
Problem with Firefox

If the Signature Pad is not working in Firefox. Do the following steps:

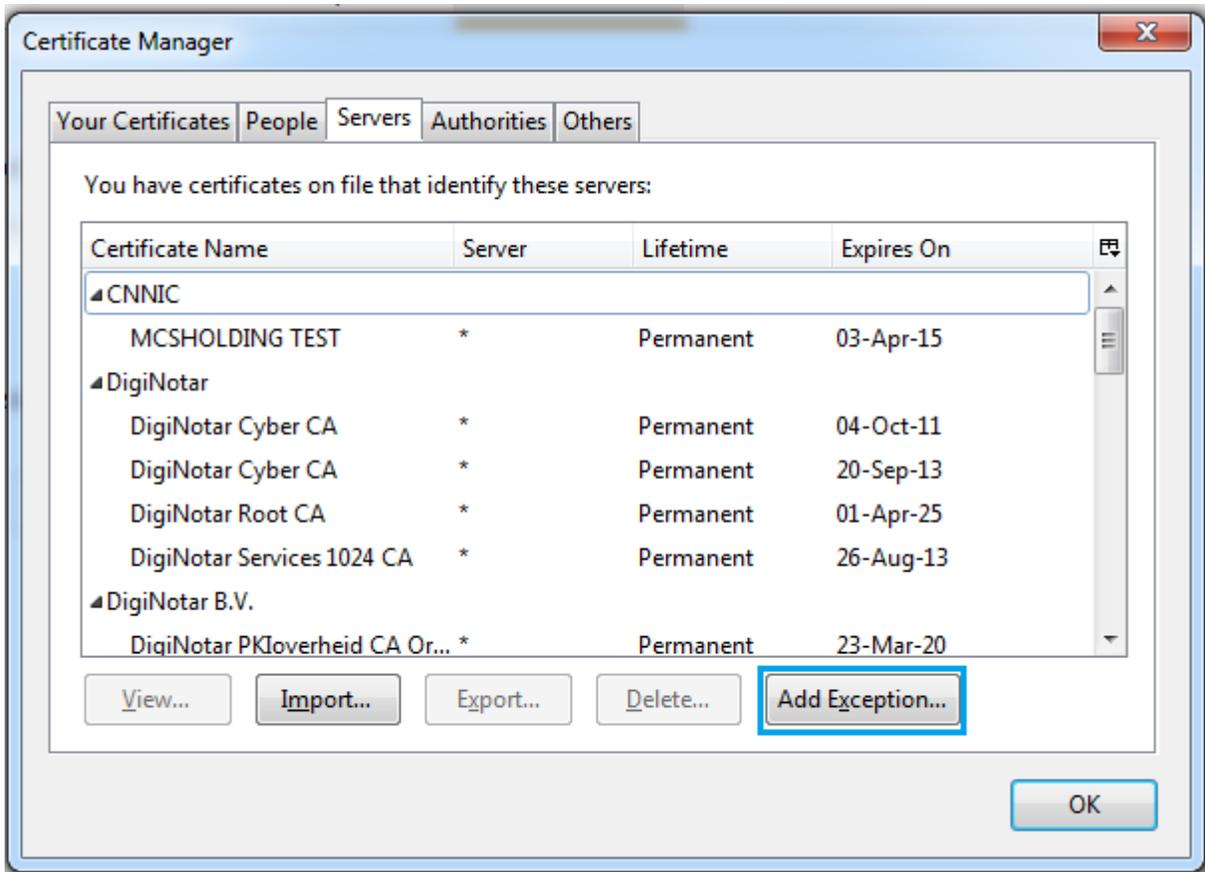
1. Go to **Options** of Firefox.



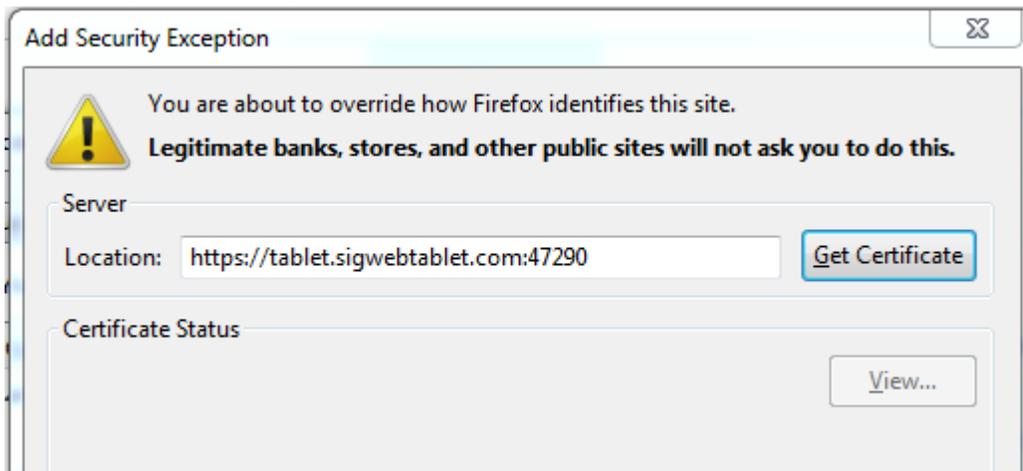
2. Go to **Advanced > Certificates** Tab.



3. Click on **View Certificates**.
4. Go to **Servers** tab and Click on **Add Exception**.



5. Write "https://tablet.sigwebtablet.com:47290" and click **Get Certificate**.



6. Click on **Confirm Security Exception**.

Known Issues with Signature Control

1. If signature control do not work, try following:
 - i. Unplug the device & Plug in again after a while.
 - ii. Avoid any USB Hub, plug the device directly in the back port of PC. (In some cases we've found that Signature device do not work while connected via the front ports of PC)
 - iii. Refresh the page.
2. If Signature control still does not work in Chrome/Firefox, try **SigWeb** demo link and inform support team if it works or not:

https://www.sigplusweb.com/sigwebtablet_demo_checkinstalledv2.htm