

signotec Signature Pad Delta

User manual



signotec GmbH
Am Gierath 20 b
40885 Ratingen, Germany

+49 (0) 2102 53575 - 10
www.signotec.com
info@signotec.de

Version 1.1 as of December 20, 2016

CONTENTS

1	THANK YOU...	4
2	PRODUCT DESCRIPTION	4
3	CHECKING PRODUCT UPON RECEIPT	4
4	PRODUCT	5
4.1	SCOPE OF DELIVERY	5
4.2	FRONT VIEW	5
4.3	BACK VIEW	6
4.4	BOTTOM VIEW	6
5	CONNECTING THE USB CABLE	7
6	ACCESS TO THE SERVICE MENU	8
6.1	CONNECTION TYPES	9
6.1.1	USB connection	9
6.1.2	Ethernet	10
6.2	ADJUSTING THE BRIGHTNESS	10
7	SENSOR CALIBRATION	11
8	PEN AND PEN HOLDER	12
8.1	CHANGE CARTRIDGE	12
9	GENERAL SAFETY NOTES	12
10	MAINTENANCE AND CLEANING	12
11	SUPPORT – CONTACT	13

LEGAL NOTICE

All rights reserved. This document and the components it describes are products copyrighted by signotec GmbH based in Ratingen, Germany. Reproduction of this documentation, in part or in whole, is subject to prior written approval from signotec GmbH. All hardware and software names used are trade names and/or trademarks of their respective manufacturers/owners. Subject to change at any time without notice. We take no responsibility for any errors that may appear in this documentation.

Document History

Version	Date	Person responsible	Status/note
1.0	December 16, 2016	Peter Oellers	Document created
1.1	December 20, 2016	Arne Brandes / Peter Oellers	Added: Connecting the USB cable

1 Thank you...

... for having chosen one of signotec's products. You purchased a robust, durable and high-tech solution that is unrivaled in this market segment. The 10.1" signotec Signature Pad Delta serves as an input device for signatures and is used to capture writing characteristics (biometrics) accurately and in a high resolution as well as to display textual and graphical information on the LCD (= Liquid Chrystal Display). This LCD visualizes the signature on the pad in real time. Furthermore, the supplied software displays the signature on the computer monitor in real time.

Before you start using the device, take note of all information, warnings and precautions to ensure that your pad lasts for many years to come. Failure to comply with these precautions will result in the loss of your warranty and signotec will not accept any responsibility for the repair or replacement of the pad.

The signotec LCD Signature Pad Delta was designed for the use in an office- or at the counter environment and was tested in exactly these operating settings. The use of the device in other fields of application may damage it and is undertaken entirely at the user's own risk. Avoid extreme temperature fluctuations. The pad is neither waterproof nor explosion-proof. The signotec LCD Signature Pad Delta and the supplied pen were designed for joint use. Using these two components of the product separately will void your warranty.

2 Product description

The Delta Signature Pad is designed for applications where it is important to be able to read complete documents before signing them. A4-documents are displayed in their original width. You can comfortably scroll through the document by using the pen. You can start the downward (or upward) document sliding only by brushing the screen with the pen tip. It is the ideal solution for banks, government agencies as well as for companies where complex documents must be read before signing.

However, the technique used is unique. Unlike other 10-inch devices on the market, the Delta Signature Pad is a true signature pad and not a simple monitor extension. The Delta Signature Pad has the same SDK as all other signotec Signature Pads and is also integrated in all applications. What are the advantages of this? As an integrator and developer, you can fully interact with the pad: Upload PDF documents to the pad, create your own graphics, images and texts, create buttons and capture the signature in various formats.

3 Checking product upon receipt

Check immediately upon or after receiving the product whether all of its components have been delivered. If any component is missing, defective or visibly damaged, please contact signotec or the signotec dealer you bought the product from within one business day. If you do not report a missing, defective or visibly damaged component within one business day of receiving the product, the product will be deemed compliant and accepted. After this period of time it will be up to the discretion of the dealer whether missing, defective or visibly damaged components will still be supplied subsequently or replaced. It is your responsibility (as the customer) to demonstrate the non-conformity of the product upon receipt.

4 Product

4.1 Scope of delivery

The delivery contains:

- signotec LCD Signature **Pad** Delta
- **USB- cable** (Y-Port)
Orange plug = additional power supply
Black plug = data transmission
- **Special pen** for ERT-Sensor with cord
- Additional **cartridges** with tool

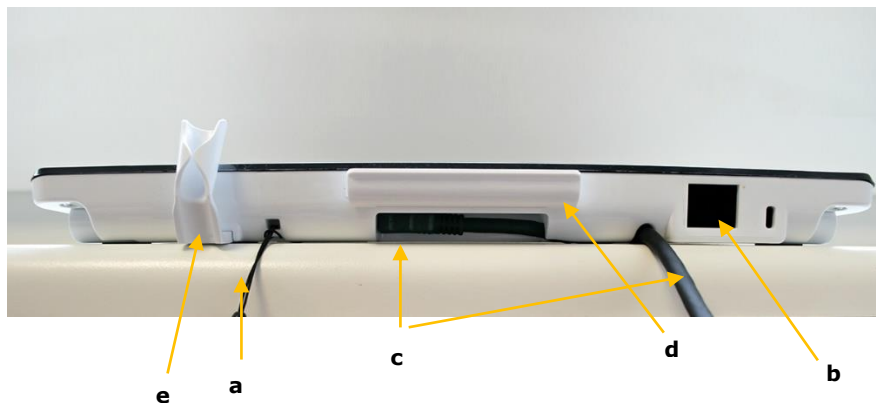


4.2 Front view



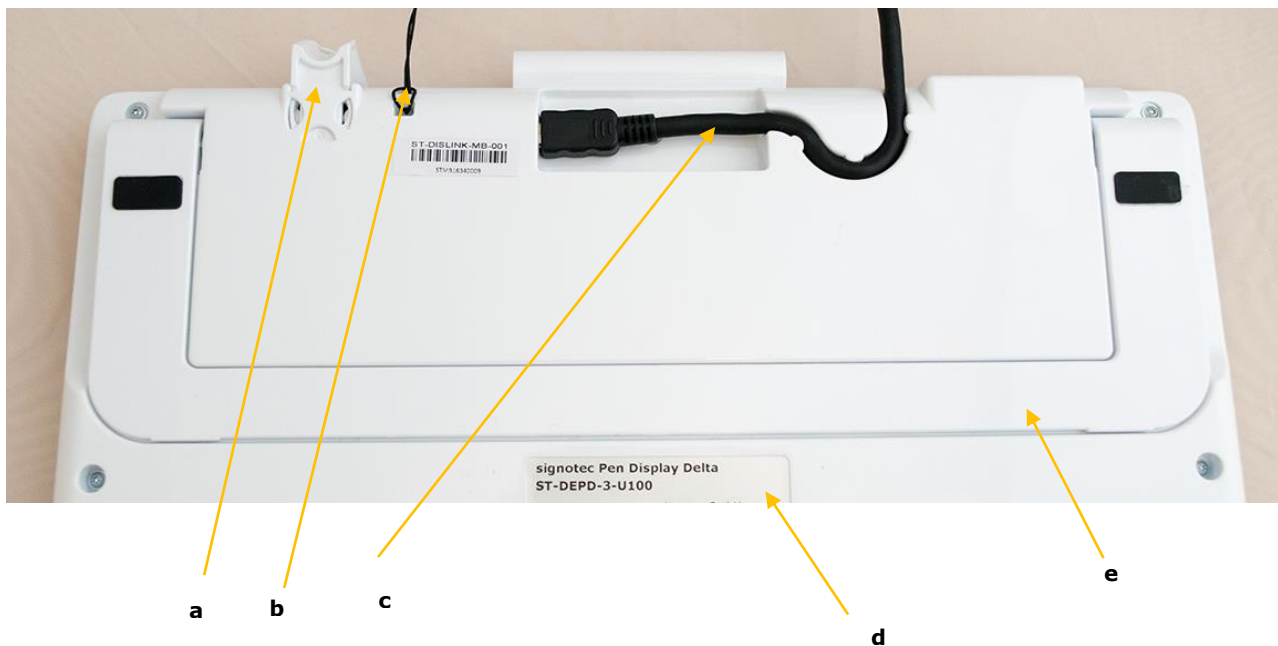
- a. Special Pen (ER-Technology)
- b. LED (= Light- Emitting Diode)/control lamp
- c. LCD (= Liquid Chrystal Display)

4.3 Back view



- a. Cord
- b. Ethernet (optional)
- c. USB cable
- d. pen holder (horizontal)
- e. pen holder (vertical - included)

4.4 Bottom view



- a. Pen holder (vertical - included)
- b. Cord
- c. USB cable
- d. Nameplate with device name and serial number
- e. foldout stand

5 Connecting the USB cable

The USB cable is a special version, so that the Delta pad is supplied with sufficient power.



Please ensure that both USB ports (data and power transfer) provide a current of 500 mA.

Some computers do not provide the required 500 mA for every USB port. This insufficient power supply means that the device does not start or will turn off sporadically. To ensure the reliable power supply, we offer an optional power supply. This power supply has been developed with regard to the performance of current and voltage. Please use exclusively original parts of signotec, otherwise there is no guarantee.

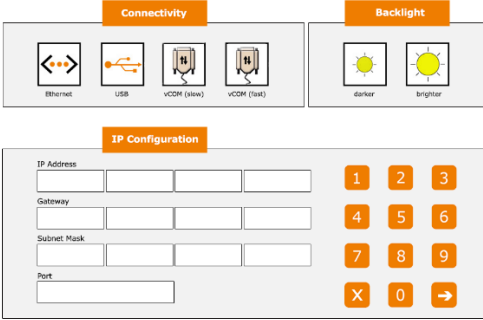
Optional power supply for Delta (ST-SPARE-DEL-019):



(Supplied with Adapters for EU, UK, NA/JP and AU)

6 Access to the service menu

To access the service menu, disconnect both USB connections (orange = power supply, black = data transmission). Touch the display with the pen at the **top right-hand corner** of the display. While holding the pen, reconnect both USB connections. After booting successfully, the LED lights up orange and the service menu launches. Navigate accordingly by using the pen supplied.



signotec e-signature solutions
 signotec GmbH
 Am Gierath 20 b
 46385 Ratingen
 Germany
 Fon: +49 (2102) 535 75 -10
 E-Mail: info@signotec.de
 URL: www.signotec.com



6.1 Connection types

The signotec LCD Signature Pad Delta can be operated in 3 different modes (depending on the purchased version*). The two modes are vCOM, USB and Ethernet. By default, the signotec LCD Signature Pad Delta comes pre-configured for the use in USB mode. Operation on terminal server or remote desktop (vCOM).



vCOM

Signature pads with a serial interface are required for operating within a Windows terminal server, remote desktop or Citrix environment. The signotec LCD Signature Pad Delta can be addressed via a virtual COM port, which is used to simulate the serial port.

For this purpose, select the setting "vCOM" in the service menu. After selecting "vCOM", press the green "Ready" check. The pad will restart with the new configuration.

Attention: Due to reduced speed of data transfer in vCOM mode, we recommend the "Virtual Channel" technology. This is an optional software interface for normal USB mode.

This feature is only available for pads with FTDI chip.

Please check if your item number includes a "FT". (ST-GERT-3-UFT100) Otherwise you may have purchased a USB Pad.

*Product versions:

HID-USB; Art. No.: ST-DERT-3-U100

HID-USB, Ethernet; Art. No.: ST-DERT-3-UE100

HID-USB, FTDI(vCOM); Art. No.: ST-GERT-3-UFT100 (on request only!)

HID-USB, FTDI(vCOM), Ethernet; Art. No.: ST-GERT-3-UFTE100 (on request only!)

6.1.1 USB connection



USB

By default, the signotec LCD Signature Pad Delta comes pre-configured for the use in WinUSB mode.

There are two different operating modes when connected via USB:

- WinUSB
- HID

You need to install a driver to use the signotec LCD Signature Pad Delta in a Windows 7* environment. Please install the WinUSB driver supplied in its latest version for your Windows operating system (32 or 64-bit) to ensure a fast data transmission (without WinUSB driver the device operates in the slower HID mode).

The driver is available directly in the download area of the signotec website.

Important: Install the driver before connecting the pad to the PC! If the driver is not installed, the pad will automatically switch to the slower HID mode.

After a successful installation process, you may check if the device is listed in your device manager. If the signotec LCD Signature Pad Delta does not appear in the device manager, you need to repeat the driver installation.

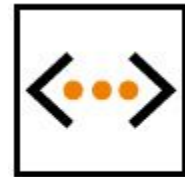
**This step is only necessary, if you use the Signature Pad in a Windows 7 environment. Windows 8, 8.1 and 10 already have the driver included via Windows-Update.*

6.1.2 Ethernet

If you have chosen the signotec LCD Signature Pad Delta model that comes with an additional Ethernet port, you can configure the operating mode of the device via the service menu.

7 Once you have called up the service menu (see chapter 5 "Connecting the USB cable

The **USB cable is a special version, so that the Delta pad is supplied with sufficient power.**



Ethernet

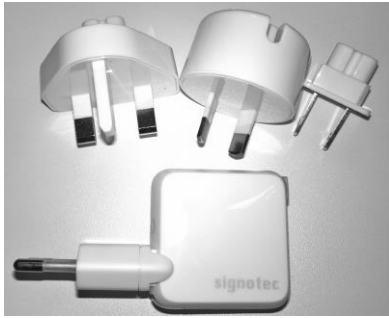
Icon for network mode



Please **ensure that both USB ports (data and power transfer) provide a current of 500 mA.**

Some computers do not provide the required **500 mA for every USB port. This insufficient power supply means that the device does not start or will turn off sporadically. To ensure the reliable power supply, we offer an optional power supply. This power supply has been developed with regard to the performance of current and voltage. Please use exclusively original parts of signotec, otherwise there is no guarantee.**

Optional power supply for Delta (ST-SPARE-DEL-019):



(Supplied with Adapters for EU, UK, NA/JP and AU)

Access **to the service menu**", select the icon 'Ethernet' by using the pen supplied.

Within the IP configuration you can set the following values:

IP Address

The IP Address is a numerical label assigned to each device. It has to be unique for each subnet.

Port

The port number expands the IP address. Make sure ports are not blocked by a firewall or other security software.

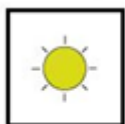
Subnet Mask

The subnet mask defines a specific area within an IP network.

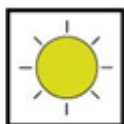
Gateway

With a Gateway it is possible to communicate with IP addresses outside the own address space.

7.1 Adjusting the brightness



darker



brighter

The configuration of the brightness is carried out via the service menu. Tap on the desired setting ('darker' or 'brighter') by using the pen supplied.

After setting the brightness you can exit the service menu by ticking the button "OK". The pad saves the settings and reboots instantly.

8 Sensor calibration

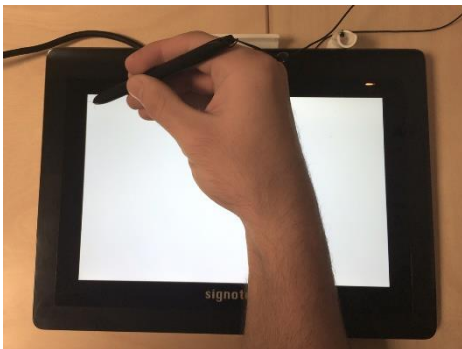
If the signature is not visible exactly under the tip of the pen, you can easily re-calibrate the pad yourself.



Disconnect the pad from the power supply (orange plug) and the data transmission (black plug).

Touch the display with the pen at the **top left-hand corner**. While holding the pen, reconnect both USB plugs.

After booting successfully, the LED switches from red to orange.



Now two intersecting narrow lines on a white background appear at the top left-hand corner of the screen.

Tap the center of these two intersecting lines with the pen supplied.



The same intersecting lines appear at the bottom right-hand corner.

Also, tap the center of these lines briefly which completes the calibration.

The pad restarts instantly.

Alternatively, the calibration can be carried out via the signoSign/2 application software.

9 Pen and pen holder

The signotec pads are equipped with a robust and maintenance-free pen that does not require batteries. With its realistic size, it gives the user an optimal writing experience. The pen can be attached to the horizontal or vertical pen holder.

Upon delivery, the pen is attached to the signature pad via a high-quality cord so that it cannot be lost. Three additional cartridges and a tool to change it are included in the scope of delivery as well.



9.1 Change cartridge

In order to change the cartridge, please use the delivered tool (small metal pliers). Just pull out the cartridge by using the pliers and replace it with a new one. Please make sure that the rounded tip is pointing upwards and the blunt side is inserted downwards.

10 General safety notes

Please read the general safety notes carefully.

You can find them in the download section of www.signotec.com.

11 Maintenance and cleaning

Clean your pad regularly. Dust and dirt particles may stick to the glass and pen and considerably wear down the glass surface. The normal wear and tear of the glass or the pen is not covered by the warranty. The regular cleaning of the surface of the device and pen will prolong the product life.

To clean the device, use very mild and diluted cleaning products only. Otherwise, the device may be damaged. Use a dry or damp soft cloth to clean the pen. Never use diluents, benzene, alcohol or other solvents to clean the glass surface or the pen. Use an anti-static cloth or a damp or dry soft cloth to clean the glass surface instead. Only apply gentle pressure on the glass of the device, and make sure that no moisture forms on the surface.

Damage caused by using the wrong cleaning agent and/or occurring during the cleaning process is not covered by the warranty.

12 Support – Contact

The products and solutions from signotec are designed to make our customers satisfied users. If you should encounter an unexpected problem, you can turn to our support pages for the necessary help and support.

If you need technical assistance, we are pleased to offer telephone support or check the problem through our [remote maintenance tool](#). This service is provided free of charge for customers with a valid software maintenance contract.

Please describe the error situation in as much detail as possible, including the description of the work process, the date of the first occurrence of the error, and any changes made to the affected workstation/server. To correct an error, it must be reproducible. Please describe how the error can be reproduced in detail.

In the case of a defective signature pad, use the appropriate [pad repair form](#), which you can find on our website.

Do you have any further problems with your products, please send your support requests to:

support@signotec.de

Also, take a look at our [FAQ](#) section and benefit from many useful tips and tricks.