

signotec Signature Pad Gamma

User manual



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Document History

Version	Date	Person responsible	Status/note
1.0	March 4, 2016	Peter Oellers	Document created
1.1	July 29, 2016	Peter Oellers	Reduced Content (Breakdown to "General Safety Notes" and "User Manual")
1.2	August 25, 2016	Peter Oellers	Several corrections

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 signotec Signature Pad Gamma 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 Gamma 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 Gamma 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 signotec LCD Signature Pad Gamma is a fully signotec developed and produced signature capture device "Made in Germany" which combines 15 years of experience and expertise. With external dimensions of 145 x 167 x 10 mm it is very compact and sets new standards in design and functionality. This device enables you to set clear trends at your point- of- sale.

The ultra-flat signature pad attracts by its innovative sensor surface made of special toughened glass using the so- called ER-technology (Electro-Resonance Technology) as well as by its high-resolution full-colour display, which allows an excellent display of graphical and textual information. The ER-technology for on-screen hand writing is only sensitive to the ERT-stylus and is not influenced by hand touch nor erroneous input. The special pen together with the sensor provide a feeling similar to signing on paper and ensure superior quality when capturing the signature – with the particular feature that now also movements of the pen in the air are recorded. This special battery-less pen with its exchangeable tips is capturing 1024 pressure stages. Gamma's construction ensures an extremely long service life of 30 million signatures and an unbeatable durability with the highest security.

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.

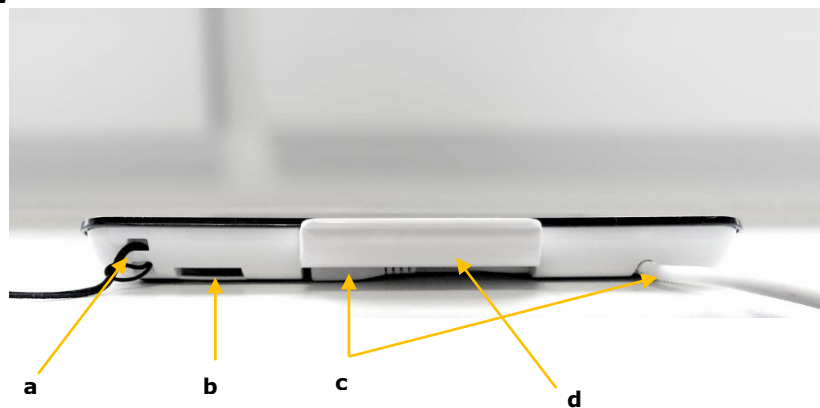
4 Product

4.1 Front view



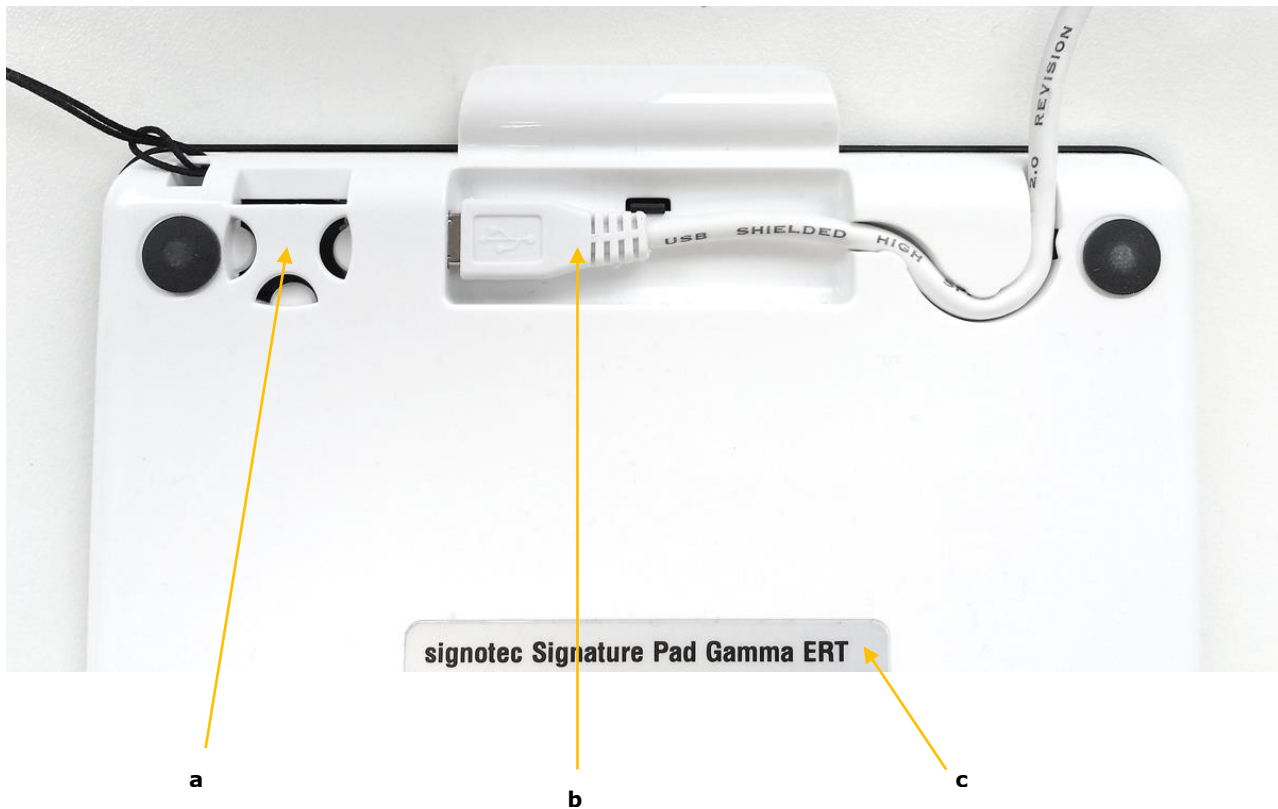
- a. Special Pen (ER-Technology)
- b. LED (= Light- Emitting Diode)/control lamp
- c. LCD (= Liquid Chrystal Display)
- d. Cord

4.2 Back view



- a. Cord
- b. Attachment for second pen holder (included)
- c. USB cable
- d. pen holder

4.3 Bottom view



- a. Attachment for second pen holder (included)
- b. USB cable
- c. Nameplate with device name and serial number

5 ACCESS to the service menu

To access the service menu, disconnect the pad from the power supply. Touch the display with the pen at the **top right-hand corner** of the display. While holding the pen reconnect the pad to the power supply. After booting successfully, the LED lights up orange and the service menu launches. Navigate accordingly by using the pen supplied.



5.1 Connection types

The signotec LCD Signature Pad Gamma can be operated in two different modes (depending on the purchased version* with/without the FTDI Chip). The two modes are vCOM and USB. By default, the signotec LCD Signature Pad Gamma comes pre-configured for the use in serial mode (vCOM).

5.1.1 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 Gamma 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.

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.*

After selecting "vCOM" the pad I restarts in vCOM-mode.

*Product versions:

USB-HID; Article No.: ST-GERT-3-U100

USB-HID, FTDI(vCOM); Article No.: ST-GERT-3-UFT100

5.1.2 USB connection



USB

By default, the signotec LCD Signature Pad Gamma comes pre-configured for the use in serial mode (vCOM). You can change to USB mode by selecting the USB icon.

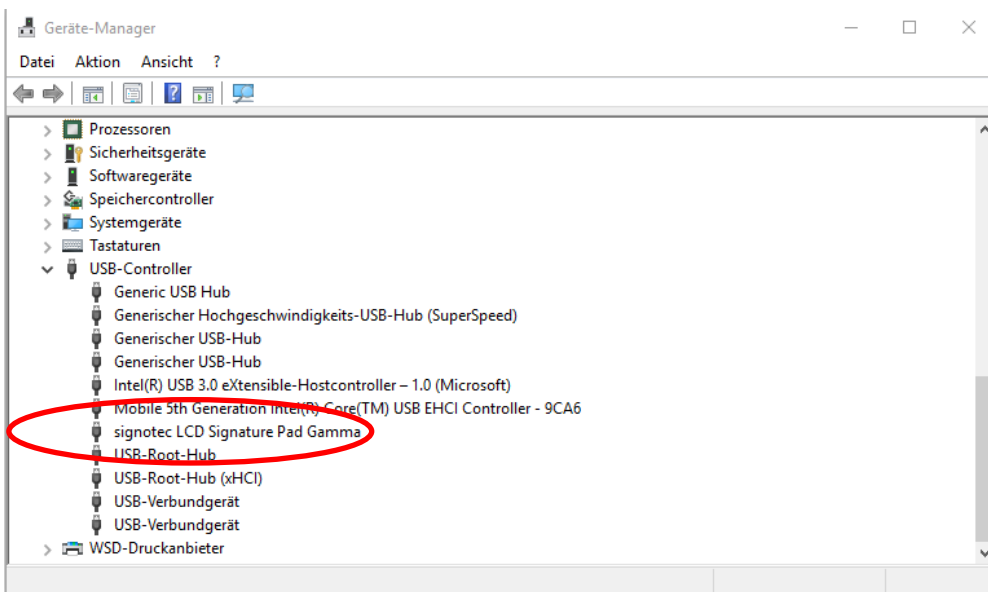
There are two different operating modes when connected via USB:
- WinUSB
- HID

You need to install a driver to use the signotec LCD Signature Pad Gamma 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.

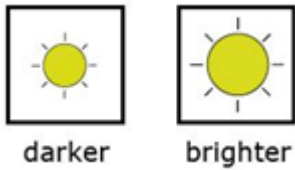
Important: Install the driver before connecting the pad to the PC! If the driver is not installed, the pad will automatically switch to the slower HID mode.

After a successful installation process, you may check if the device is listed in your device manager. If the signotec LCD Signature Pad Gamma 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 Windows 7 environment. Windows 8, 8.1 and 10 have the driver included via Windows-Update.

5.2 Adjusting the brightness



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.

6 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.



Touch the display with the pen at the **top left-hand corner**. While holding the pen, reconnect the pad to the power supply. 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.

7 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 pen holder.

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

7.1 Change cartridge

In order to change the cartridge, please use the delivered tool (small metal pliers). Just pull the cartridge out 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.



8 General safety notes

Please read the general safety notes carefully.

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

9 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.

10 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 look at our [FAQ](#) section and benefit from many useful tips and tricks.