

User Manual



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1. Thank you!

Thank you for having chosen one of signotec's products. You now have a robust, durable and high-tech solution that is unrivalled in this market segment. The signotec Sigma LCD signature pad serves as an input device for signatures and is used to capture writing characteristics (biometrics) accurately and in a high resolution and to display textual and monochrome graphical information on the LCD. The LCD visualises the signature on the pad in real time.

2. Symbols

Special attention in this user manual is drawn to specific situations, important notes and general information using a system of symbols and colours.



Caution: Situations that can lead to injuries, errors or damage.



Note: Situations in which attention should be given to specific notes and information on compatibility.



Tip: Notes and tips for usage.

3. Warnings and precautions

This user manual contains detailed information about the installation and setup of the signotec signature pad. The following sections describe the device itself, as well as how to install, configure and properly maintain the device.



Please read this user manual carefully **before installing and using** the device to ensure that you handle it safely.

Before you start using the device, please read all information, warnings and safety instructions carefully to take full advantage of the product's long service life. Failure to comply with these precautions will result in the loss of your warranty. Furthermore, signotec will not accept any responsibility for the repair or replacement of the device.

- The signature pad was primarily designed for use in an office environment, over the counter or for mobile use and has been tested in this operating environment. The use of the device in other fields of application may damage it and is undertaken entirely at the user's own risk.
- The pad is neither waterproof nor explosion-proof. In addition, you should avoid extreme fluctuations in temperature. Never use the device in very dusty environments.
- Make sure to not scratch the display or place sharp or heavy objects on the device. Avoid violently shaking (from impacts or drops, for example) the device in order to prevent damage to the components.
- The screen's surface can become damaged by pen tips that are pointy or have sharp edges. Replace the pen tip or cartridge once it shows signs of use.
- Never expose the product to high-voltage electrostatic discharges or the build-up of electrostatic charge on the LCD screen. It could cause the LCD screen to temporarily become patchy. If patches do appear, leave the device's display turned on. The patchiness will disappear after a few hours.
- The signature pad and the supplied pen are designed to be used together. You will void the warranty if you use these two components of the product separately.
- In case of damage to the LCD screen, DO NOT touch the liquid that may leak out under ANY CIRCUMSTANCES. This liquid may cause skin irritation. Immediately rinse the affected area under running water for at least 15 minutes if the liquid comes in contact with your skin, eyes or mouth. If the liquid comes in contact with your eyes or mouth, consult a doctor as well.

4. Other resources

In addition to the user manual, signotec also provides further information such as product descriptions and technical data sheets online. For additional downloads and information, please contact your dealer or visit www.signotec.com.

5. Checking the device upon arrival

Immediately upon or after receiving the product, check that all associated components have been delivered. If a component is missing, defective or visibly damaged, please contact signotec or the authorised dealer from whom you purchased the product within one working day. If you do not complain about a missing, defective or visibly damaged component within the period of time from receipt of the product, the product is considered to have been properly accepted and it remains at the sole discretion of the dealer to deliver or replace missing, defective or damaged components after this period. It is up to you (as the customer) to prove the non-conformity of the delivery upon receipt of the product.

The scope of delivery for your signature pad includes:

- signotec Sigma signature pad
- Pen with cartridge installed (*attached to the pad by a cord*)
- USB cable (*permanently attached to the pad*)
- Protective pouch



6. Product view

6.1. Front side



1	USB cable (permanently attached)	4	Ergonomic pen with replaceable cartridge
2	Liquid Crystal Display (LCD) with a special protective surface	5	Cord (attached to the device and pen)
3	Status LED		


6.2. Back side



1	Pen holder	5	Device designation
2	Cord (attached to the device and pen)	6	Item number
3	USB cable (permanently attached)	7	Hardware revision number
4	Mounting holes for holders	8	Barcode with unique serial number

7. Connection types

The signotec Sigma signature pad is available in a variety of connection types. You can choose between an HID-USB and a vCOM (FTDI) version for use in virtual serial mode. The HID-USB device (*item no. ends with U100*) is designed for local use on a computer. A device featuring an integrated USB-serial converter (FTDI) (*item no. ends with FT100*) will be detected as a serial device, meaning it can be addressed via a COM port. These devices are specially designed for terminal server environments in order to use the device as a local resource.

 **Note:** A device featuring FTDI always operates in serial (vCOM) mode, whereas a standard device always operates in HID-USB mode. It is not possible to switch modes on the signotec Sigma.

7.1. Use with a computer

We recommend using a signature pad in HID-USB or WinUSB mode for use on a computer with a local operating system. If you operate the device under Windows 8.1, we recommend installing the signotec HID driver. This driver disables the (Windows) power saving feature for the signotec signature pads, which can have a negative effect on the device and could turn off the device from time to time, for example. The driver is automatically installed with all current signotec software products. As an alternative, you can download it at www.signotec.com.


7.2. USB redirection on the terminal server

The following steps are required to use this feature on a Windows Terminal Server with RDP (Remote Desktop):

- a. The Windows Terminal Server must have Remote Desktop Session Host (RDSH) installed in the server roles in Remote Desktop Services (RDS).
- b. At the client, the following group policy must be enabled: *Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Connection Client > RemoteFX USB Device Redirection*, and enable the 'Allow RDP redirection of other supported RemoteFX USB devices from this computer' option.
- c. To apply the settings, an update of the machine's policies ('gpudate /force') and then a reboot must be performed.
- d. When establishing the remote connection, enable 'Other supported RemoteFX USB devices' in the RDP client's options under 'Local Resources' under 'More...'.
 e. An additional icon should be displayed in the connection line of the remote session after a successful connection to show the available and redirected devices.

b) Citrix

The local devices can be selected for redirection when using current Citrix versions, for example, via Citrix Receiver. These can also be accessed on the Citrix desktop via the 'Devices' area and can be enabled or disabled.

 **Note:** The connection via USB redirection is supported; however, it offers only an insufficient or very slow connection speed in some system environments. In this case, we recommend using virtual serial or Ethernet connections.

7.3. Virtual serial connection at the terminal server

Signature pads can be used via a serial interface in a Windows Terminal Server or Citrix environment.

- a) A device featuring an integrated USB-serial converter (FTDI) (*item no. ends with FT100*) can be addressed via a virtual COM port, which is used to simulate the serial port. It means that the device can be used as a local resource on a terminal server. To do so, the standardised FTDI driver must be installed on the client.
- b) The 'signotec virtual COM port driver', which must be purchased separately, is available for devices without an integrated USB-to-serial converter (FTDI). This driver is available for Windows and Linux operating systems and converts the connected USB device into a virtual COM port.

7.4. Special features of Citrix environments



There is an alternative connection method for signotec signature pads in Citrix environments. The Virtual Channel technology enables you to use signature pads without needing the COM port to map on the server. The technology is also not limited to the use of devices with a virtual COM port, but also supports native HID and WinUSB devices. In addition, the Virtual Channel connection offers significantly better performance and stability and is therefore the recommended connection type for compatible Citrix environments.



Note: The signotec Virtual Channel driver is required on the client. The driver is available ex-works for various systems (such as IGEL and Rangee clients). If this is not the case, the driver must be purchased.

7.5. Using a USB-to-Ethernet adapter



Signature pads used in HID or WinUSB mode can also be connected to the signotec USB-to-Ethernet adapter. In this way, the device can be integrated into the network via IP and is therefore available across several workstations, for example. The connection via IP can also improve the performance in terminal server environments. Please refer to the description of the network adapter for more information.



Note: The USB-to-Ethernet adapter is only compatible with devices in USB mode and therefore not with devices operating in virtual serial mode.

8. Installation



Please install all **required drivers** on your system **before** connecting the device. Most drivers are included when installing signotec APIs and other software products (such as signoSign/2). Otherwise, you can find them at www.signotec.com.

The device has a permanently installed cable with a standard USB Type A plug. The cable is used for data transfer and to power the device. This plug must be connected to a free USB port of the computer or a signotec USB-to-Ethernet adapter.

Please connect the cable while taking all necessary safety precautions with regard to other devices and persons. The cable should be routed in such a way that under no circumstances is it constantly under tension. Do not place heavy objects on the cable, do not bend the cable repeatedly and do not exert strong pressure on the cable connections. Improper loading of the cable or the connector sockets may result in cable breakage or damage to the device's components or your computer. Damage that can be attributed to these causes is not covered by warranty.



Note: Please use only the supplied cable or appropriate spare parts from signotec to ensure correct functionality. The USB standard provides for a maximum cable length of three metres. signotec cannot guarantee functionality for longer cables.

8.1. Status LED

There is a two-colour status LED on the front of the signature pad:

Orange light	The device is in standby or display mode.
Green light	The device is in capture mode and can capture a signature.



Note: These specifications correspond to the standard behaviour of the LED. You can use the API to individually control the LED, which means it may display a different behaviour. Please contact your software manufacturer in this case.

8.2. Software

The installation of drivers alone does not indicate that all device functions will be enabled. To use the signature pad, you also need software that provides communication with the device. You can use the signotec standard software products if you do not have software that supports the signotec signature pad. Please refer to www.signotec.com for an overview of signotec products.



Tip: We recommend using the signoSign/2 software for a legally compliant and legally admissible signature for PDF documents.

9. Accessing the service menu

Disconnect the pad from the power supply to access the service menu of the unit. Touch the **upper right corner** of the display with the pen. While holding the pen, reconnect the pad to the power supply. After rebooting, the LED lights up orange and the service menu is launched. You can navigate the menu using the supplied pen.



Tip: As an alternative, you can also access the service menu with API methods or the signoSign/2 application software.



9.1. Adjusting the brightness

The brightness of the display is adjusted via the service menu. Tap the desired setting with the pen. After you have adjusted the brightness you can accept the settings by tapping the checkmark. The pad will then reboot.

Note: The service menu and the option to adjust the display brightness are only available in signotec Sigma models with backlight displays (item no. starts with ST-BE105-).

9.2. Recalibrating the sensor

You can recalibrate the sensor if the signature is not situated exactly under the tip of the pen.

Tip: The devices are pre-calibrated by signotec ex-works. It is only necessary to recalibrate the sensor in extraordinary circumstances or in the event of an error.



Disconnect the pad from the power supply. Touch the **upper left corner** of the display with the pen. While holding the pen, reconnect the pad to the power supply.

As an alternative, you can also recalibrate the device with API methods or the signoSign/2 application software.



After rebooting, the LED lights up orange. Two intersecting lines (like a plus sign) will appear on a white background in the upper left corner of the display.

Use the pen to tap the midpoint of the two intersecting lines.



Afterward, the same symbol appears in the lower right corner. Tap the two intersecting lines again.

Recalibration is now successfully completed. The pad reboots.

10. Maintenance, care and cleaning

signotec signature pads are maintenance-free. No technical components need to be replaced regularly or depending on use. You should handle the device with care, maintain it regularly and replace accessories promptly if they show signs of use in order to increase the device's service life as much as possible.

10.1. Screen protectors

signotec offers special screen protectors as an accessory for the displays of the signotec Sigma and signotec Omega. These screen protectors are optionally available in packs of three and can also be applied to the sensor surface at a later date. You can conveniently exchange an older screen protector for a new one as soon as it shows signs of wear and tear. In this manner, the screen protector offers reliable and long-term protection against scratches and soiling of the sensor.



Tip: The screen protection can also be applied ex-works for an additional charge.

10.2. Pen and pen cartridge

The signotec pads are equipped with a robust and maintenance-free pen that does not require batteries. The pen's realistic size and spring-loaded cartridge makes the user feel like they are writing on paper. The pen can be attached to the pen holder. The pen is pre-attached to the device with a high-quality cord preventing it becoming lost.



10.3. Replacing the cartridge

To replace the cartridge, simply pull the pen apart and remove the old cartridge. Insert the new cartridge into the pen and then put it back together. When inserting the cartridge, please make sure that the lower end of the cartridge is correctly inserted into the recess at the bottom of the pen. Otherwise, the head of the pen cannot be fitted correctly, which could damage the cartridge or casing.

10.4. Replacing the pen

It takes only a few steps to replace the pen. The cord is attached to the eyelet of the pen with a loop. The loop is located at the top of the pen and is separated from the rest of the cord using a small piece of metal. Pull the loop with the piece of metal towards the device distancing it from the pen as far as possible. You can then pass the pen through the small loop so that the knot is released. The cord is now pulled through the eyelet on the pen. Proceed in reverse order to attach a new pen to the cord.



Caution: Improper replacement of parts and use of accessories from unauthorised sources may result in damage that is not covered by warranty.

10.5. Care and cleaning

Clean your device regularly. Dust and dirt particles can form residues on the sensor film or glass and pen, which can cause excessive wear to the surface. Regular cleaning of the surface and the pen will help to extend the device's service life. Normal wear and tear of the surface or the pen does not constitute a warranty claim.

To clean the device, only use very mild and diluted cleaning products; otherwise, the device may be damaged. Use a dry or damp soft cloth to clean the pen. Never use thinning agents, benzine, alcohol or other solvents for cleaning. Use an antistatic cloth or a dry or damp soft cloth to clean the glass of the device. Only apply gentle pressure to the surfaces of the device and make sure that no moisture forms on the surface or gets into any joints that may be present.

Any damage that is or has been caused, for example, by using the wrong cleaning agent and/or during cleaning, is not covered by warranty.

11. Warranty

Within the warranty period, signotec GmbH will repair free of charge all defects of the product that are caused by processing errors or material defects. It is at the discretion of signotec to repair or replace individual parts or the entire product. The replacement can mean new or repaired parts or a new or repaired product. Repaired parts or products must correspond to a new product in terms of functionality. The repaired parts or products only receive the remaining term of the original warranty period. The replaced or defective parts become the property of signotec.

11.1. Duration and nature of the warranty

- a) You receive a two-year carry-in warranty from the date of purchase with the purchase of a signotec device. The date printed on the invoice is decisive in this regard. The warranty period applies to the first customer and is non-transferable (in the event of resale).
- b) It is a carry-in warranty. An advance replacement is not part of this warranty and must be agreed separately on request. The costs and related risks of transport are not assumed by signotec.
- c) When purchasing the product, it is possible to purchase an extension of the warranty period up to five years. This option is a one-off offer when ordering the product. It is not possible to subsequently extend the warranty.

11.2. Exclusion of warranty

Excluded from the warranty are (not an exhaustive list):

- a) Regular maintenance and repair or replacement of wear parts such as pen, cartridge or sensor surface;
- b) Compatibility issues resulting from hardware, software or configurations of the technical system environment;
- c) Damage or defects resulting from changes, adjustments or other modifications to the original product that were not authorised by signotec;

d) Improper use, including but not limited to:

- Damage or defects caused by failure to observe the care instructions, such as use of the wrong cleaning agent;
- Damage or defects caused by use, operation or handling of the product that does not correspond to the intended purpose or location for application;
- Damage or defects caused by incorrect or improper installation of the product;
- Use of accessories, additional devices or other products that are not approved by signotec;
- Repairs and repair attempts by persons not authorised by signotec.

12. Support and repairs

The products and solutions from signotec were designed to make our customers satisfied users. If, contrary to expectations, problems occur, you can find the necessary help and support on our FAQ and support pages.

12.1. Technical support

Please always describe the error with as much detail as possible (including a description of the work process, date of the first occurrence of the error, any changes made to the affected workstation, etc.) when contacting our support team. We must be able to reproduce the error in order to correct it. Therefore, please also describe exactly how the error can be reproduced. Please use the [ticket form](#) on our website in order to initiate a support request.

12.2. Repairs

In case of a defective signature pad or missing/defective parts, please use the appropriate [RMA form](#) on our website to send the device in for repair. In addition, our technology team is available at rma@signotec.de to answer all questions regarding repairs and spare parts.



Tip: A repair is often possible outside the warranty claim and offers a cheap and ecological alternative to a new purchase.

12.3. Overview of accessories and spare parts

The following table provides you with an overview of the available and supported accessories and spare parts.

Accessories and spare parts	
Pen (old model)	ST-SPARE-SIGOM-003
Pen, including cartridge (new model)	ST-SPARE-SIGOM-011
Replacement cartridge	ST-SPARE-SIGOM-012
Replacement cord	ST-SPARE-CORD-002
Pen holder (vertical)	ST-SPARE-SIGOM-005
Protective pouch	ST-SPARE-SIG-008
Screen protectors (pack of three)	ST-SCR-3PROTEC-SIGMA
USB-to-Ethernet adapter	ST-TCPIP-USB-CONV-3
USB cable (approx. two metres)	ST-SPARE-SIGOM-001
USB cable (approx. five metres)	ST-SPARE-SIGOM-002
Multigrip™ plate	STS001-02
SpacePole® post	DTP101-02

13. Disposal of device

The proper disposal of old electrical and electronic equipment ('waste equipment') is important to us.

All consumers and proprietors are legally obliged to dispose of old electrical and electronic equipment separately from household waste, as it contains harmful substances as well as valuable resources. Electrical appliances are marked with the adjacent symbol, which means that they must not be disposed of with normal household waste.



Old electrical equipment can be turned in at an approved collection or return point. For example, this can be a local recycling centre. Old electrical equipment is usually accepted there free of charge and recycled in an environmentally friendly and resource-saving manner.

Pursuant to the German Electrical and Electronic Equipment Act (*ElektroG*), our WEEE registration number is: DE 41995888.

14. Declarations of conformity

The signotec pads comply with the current RoHS Directive of the European Union.

The signotec pads were tested to be compliant with the following standards:

- EN 60950-1/11.2006 (Information technology equipment – Electrical safety)
- EN 61000-6-1 (Electromagnetic compatibility (EMC) – Immunity)
- EN 61000-6-3 (Electromagnetic compatibility (EMC) – Emission standard)
- EN 55022 (Electromagnetic compatibility – Emissions)
- EN 55024 (Electromagnetic compatibility – Immunity)
- CE marking
- Federal Communications Commission (FCC)



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