signotec
Signature Pad Omega

User manual

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Version 1.1 as of December 16, 2016

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LEGAL NOTICE

Document History

Version	Date	Person responsible	Status/note
1.0	July 29, 2016	Peter Oellers	Document created
1.1	August 29, 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 LCD signature pad Omega 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 Crystal 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 Omega 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 Omega 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 Omega is a signature capture device "Made in Germany" fully developed and produced by signotec at an unbeatable price-/performance ratio. With outside dimensions of 180 x 191 x 15 mm it combines extreme compactness with an especially appealing design. This device enables you to set clear trends at your point- of- sale.

The powerful signature pad attracts with its flat surface without edges between sensor and housing for ultra-ergonomic signing. Pen and sensor convey a feeling similar to writing on paper. Plus, the rounded sides allow a smooth transition of the heel of the hand without any disruption of the signing process. The pen itself has the size and feel of an actual ballpoint pen and works without electronics and power supply entirely. Replacing the passive pen is inexpensive and the pad can be used even if the pen is lost.

Depending on the customer's request, the exterior of the Omega can be individually designed with regard to its color and/or application of a logo.

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.
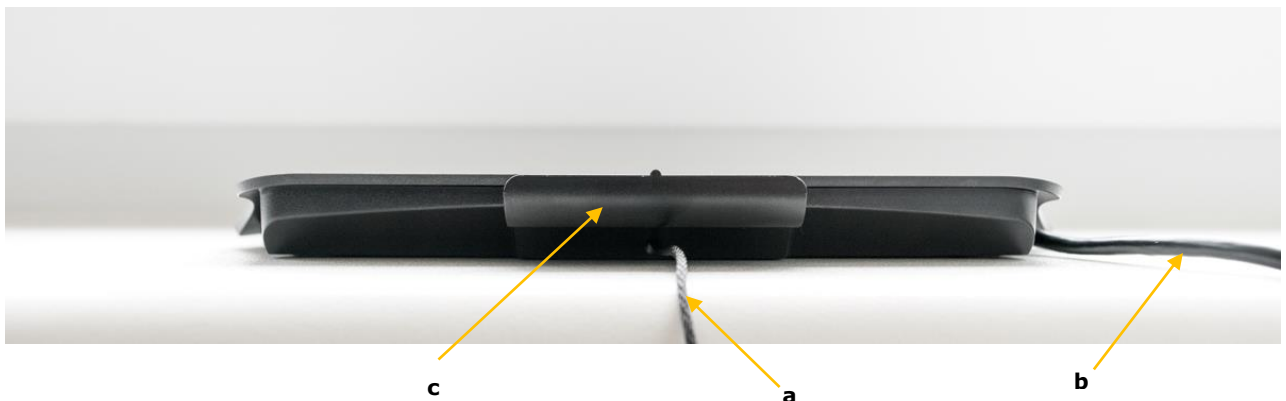
4   Product

4.1   Front view

a.   Ergonomic special pen with changeable cartridge and pen holder
b.   Status LED (= Light- Emitting Diode)/control lamp
c.   LCD (= Liquid Crystal Display)
d.   Cord
e.   USB-Cable (fixed installed)

4.2   Back view

a.   Cord
b.   USB Cable (fixed installed)
c.   Pen holder

4.3   Bottom view
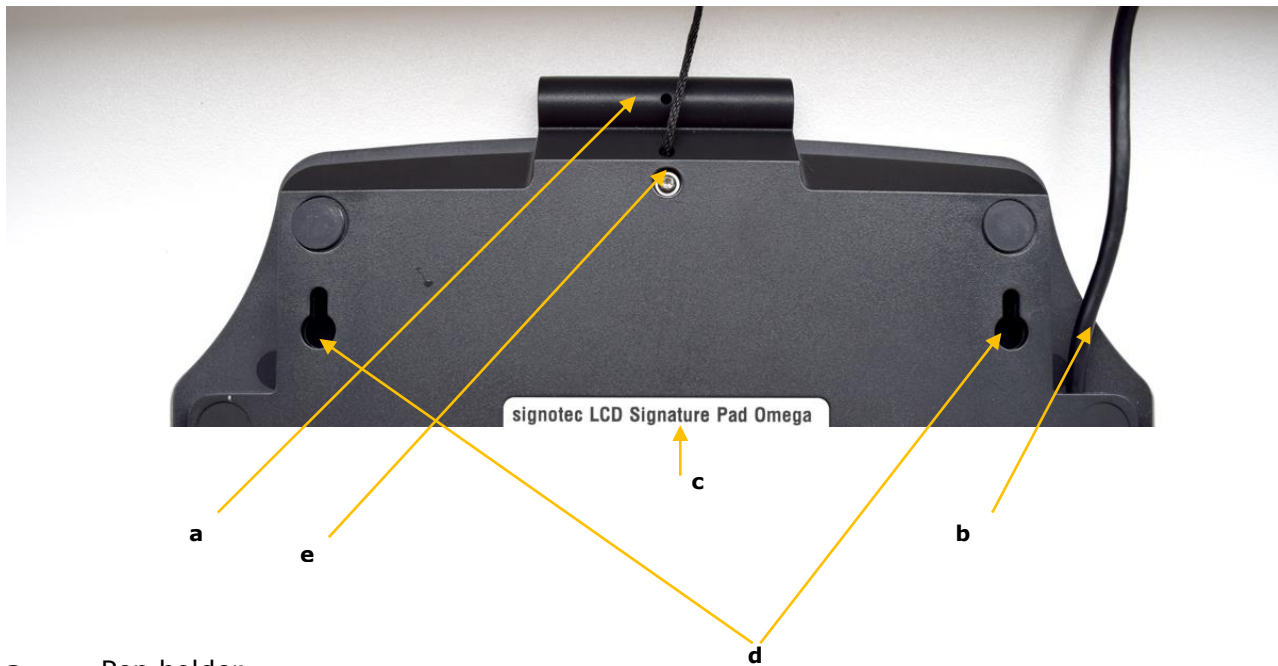
a.   Pen holder
b.   USB cable (fixed installed)
c.   Nameplate with device name and serial number
d.   Mounting holes
e.   Cord

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**. While holding the pen, reconnect the pad to the power supply. After booting 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 Omega is available in two different versions (HID/FTDI). Switching the mode is **not** possible.

5.1.1   Operation on terminal server or remote desktop (VCOM) (FTDI-version)

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

This feature is only available for pads with FTDI chip.
*Please check if your item number includes an "FT". (ST-GERT-3-U**FT**100)*
Otherwise you may have purchased a USB Pad.

Product versions:
USB-HID; Article No.: ST-CE1075-2-U100
USB-HID, FTDI(vCOM); Article No.: ST-CE1075-2-FT100

5.1.2 USB connection

For the use of our USB-HID pads we recommend our HID-driver for Windows 8.1 or newer.

Due to a change of the power saving function of windows, some stand-by devices turn off.

This driver deactivates this function for our signature pads, so that the device is always available.

You can find the driver in the download section on www.signotec.com

5.2 Adjusting the brightness

The configuration of the brightness of the device 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 pressing the green checkmark.

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.

As soon as two intersecting narrow lines on a white background appear at the top left- hand corner of the display, tap the center of the intersecting lines by using the pen.

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

Please 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 cartridge is included in the scope of delivery as well.

7.1   Change cartridge

In order to change the cartridge please open the pen by unscrewing it. Remove the existing cartridge, put in the new one and close the pen again.

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 at our FAQ section and benefit from many useful tips and tricks.