
Using a Wireless Signature Pad with ProDOC

Using the LinkSign wireless canister
with ProDOC

INTRODUCTION

This document introduces the LinkSign wireless signature pad and its proper usage with ProDOC. The Appendices also illustrates the installation and troubleshooting of the pad itself.

For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
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Revision date: March 11, 2010

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WIRELESS SIGNATURE PAD REQUIREMENTS

BUILDING REQUIREMENTS

Environmental and building variables are a major factor that affect the performance of the pad. The maximum distance it will work is largely based on line of sight.

*CU*Answers and WESCO Net cannot warranty the distance that the pad will work, nor can it warranty compatibility with the VAT system in use at the drive through.*

Listed here are the specifications directly from the manufacturer.

- 500 ft. maximum transmission distance (with direct line of sight and no objects in between). 50 ft. approximate transmission distance with no line of sight.
- Compatible with the following VAT systems:
 - Diebold VAT systems (except VAT2)
 - Mosler Trans-Vista 2000R/3000/5000
 - AutoBanker RT
 - LeFebure Tel-Air 45
 - ComCo
 - Skilcraft
 - Security Systems
- Battery life: 35 hours (without activity), 160 minutes (continuous signing).

WORKSTATION REQUIREMENTS

The workstation must meet the minimum CU*BASE and ProDOC requirements listed here: http://cuanswers.com/client_pm_bp_network.php

The workstation must have at least one free serial port. The wireless signature pad is not supported using a USB-to-serial adapter.

Only one pad is supported per workstation. Even if the drive up has multiple tubes, if only workstation is present only one wireless pad can be utilized.

BASIC OPERATION

FIRST TIME USE

IMPORTANT NOTE: If you have just unboxed the pad, you must leave the unit plugged in and charging for at least 12 hours. Failure to do so could result in damage to the batteries and voiding the warranty.

For installation assistance, please refer to Appendix B.

SYNCING THE PAD

Every pad has a base station that it is linked with. Pads cannot switch base stations – they are linked permanently together. A pad can lose its connection to the base station for various reasons. If a pad is taken too far from the base station, exceeding the maximum transmission distance, the sync will be lost. The pad is also inactive while charging; after being taken off the charger it will need to sync again. The pad will also lose its sync after 30 minutes of inactivity.

You will know the pad is synced when the red light on the base station is on. If only a green light is present, the base unit and the pad are not synced.

To sync the pad, simply press the black button on the reverse side of the pad. The LCD screen should light up momentarily.

After 30 minutes of inactivity, the pad will disconnect from the base station to conserve battery life. This is normal and expected; just press the button on the reverse side of the pad to synchronize with the base again.

CHARGING THE PAD

The manufacturer's spec's for the LinkSign canister put the battery life at 36 hours with no usage, and 160 minutes with continuous usage. This may seem like you need to charge the unit every 2½ hours.

The 160 minutes estimate is, quite literally, if you were you write on the pad for 160 minutes straight. Most signatures only take a few seconds, and the time in between is considered “no usage.” In actuality, the pad should last for at least 12 hours without a charge and constant use at a drive through teller station. During periods of heavy use, it may be necessary to charge the pad for a short while. It takes approximately three hours for the pad to fully charge.

To charge the pad, simply connect the appropriate power cable (labeled “Remote Only”) to the jack on the reverse side of the pad. When the charger is attached, the pad will not sign and will disconnect from the base station. After the charging is complete you will need to resynchronize the unit.

For daily use, it is recommended that the pad be placed on the charger overnight. After removing the pad, sync the unit and it will be ready to go. At the end of every day, plug the unit back in to charge. It should not be necessary to charge the pad during the day unless there is very heavy use.

CAPTURING A SIGNATURE

Because it is a wireless pad, there is brief moment between when the pad first touches the screen to when the signature will actually be captured. This moment is used to begin the communication between the pad and the computer, and is indicated on the pad by the wave.

Every time you wish to capture a signature, first make sure that the appropriate signature box is selected on the image. (For more information on using ProDOC, please refer to the guide found here: http://cuanswers.com/pdf/cb_ref/ElectronicReceiptsUserGuide.pdf). Tap the screen of the pad and a wave will cycle by. After the wave is done, the screen will be illuminated and blank. It is ready to be signed.

During the signing of the pad, a yellow/amber light should flash on the base station. If this light is not flashing, the two units are synchronized. Try resetting the pad and trying the process again.

DAILY WORKFLOW

What transactions need to be signed for is up to your Credit Union's policies. If a particular transaction does require a signature, these are the recommended steps to take to ensure that the signature is captured and that no one accidentally drives away with the signature pad.

1. Process and the post the transaction within CU*BASE GOLD.
2. Make sure the signature box is highlighted in ProDOC.
3. Make sure the pad is synchronized with the base station.
4. Send the pad out to the member.
5. Have the member tap the screen, wait for the wave to pass, then sign.
6. Ensure the signature appears in the box. If it does not, have the member reset the pad then try again.
7. Have the member send the pad back.
8. Print the receipt.
9. Send the member their receipt and other items after receiving the pad back.

APPENDIX A: TROUBLESHOOTING

When the pad is tapped, it does not light up and the wave doesn't go by.

This typically means that the pad is not charged and has no power. Charging the pad should resolve this issue. It takes approximately three hours for the pad to fully charge.

The signature appears on the pad but not on the screen.

The pad has most likely lost its synchronization with the base station. Try resetting the pad by pressing the small black button the reverse side and trying again. When the pad and base station are linked, a red light should be present on the base station. When signing, a yellow/amber light should flash.

If you do not see these lights, try unplugging the base station then plugging it back in. Reset the pad one more time to resynchronize everything then try signing again. If there is still no signature, please contact technical support.

My pad has failed and I need a replacement!

The wireless signature pads are warranted by the manufacturer, Topaz Systems, and not by CU*Answers or WESCO Net. For any RMA's, please contact Topaz support at (805) 520-8282.

If the pad is under warranty, there are two methods of replacement: standard or advance. Standard replacement involves shipping the unit to Topaz, they diagnose and repair the unit, then return it. Advance replacement is where they ship you a replacement unit with a return shipping label. You then return the failed device. If you fail to do so, you will be charged the full amount for the replacement.

Please note that this warranty replacement process may take up to two weeks depending on what is wrong with the unit and which replacement method is used. Even with an advance replacement, the pad will not arrive for several days because Topaz runs the replacement unit through a battery of tests to ensure it's a good, working unit. These tests may take up to 3 days.

APPENDIX B: INSTALLATION

HARDWARE SETUP

The hardware setup for the LinkSign wireless pad is very simple. Unbox all the items and put together as needed:

- Attach the antenna to the base station
- If not done already, place batteries in the pad and attach cover

Connect the power source labeled “Base Only” to the base station. Connect the serial cable from the back of the base station to the serial port on the workstation.

Connect the power source to the pad. Leave plugged in for at least 12 hours before use. Failure to leave the pad charging for at least 12 hours could result in damage to the batteries and voiding the warranty.

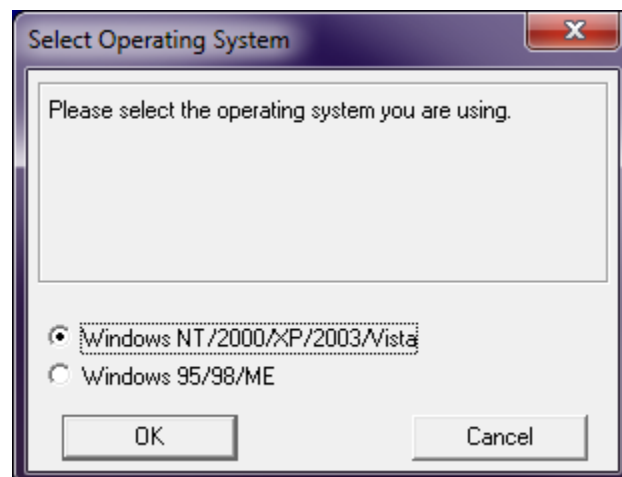
SOFTWARE CONFIGURATION

You must be logged into the PC with local administrative privileges to configure the pad.

To configure the pad on the workstation you will need to download the latest version of the SigPlus Basic software. This software is freely available from Topaz Systems website, <http://www.topazsystems.com/>.

From the Topaz website, select “Downloads” from the menu, then select “SigPlus Basic” in the first group. Click the link for “sigplusbasic.exe” and select “Run.”

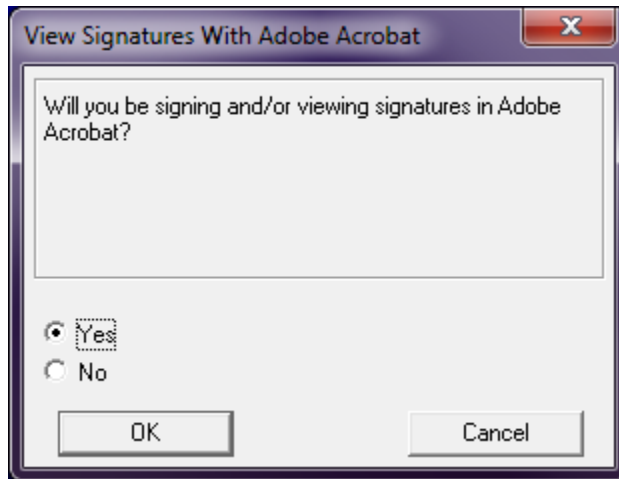
When the installer launches, click next and accept the license agreement. Select the appropriate operating system (“Windows NT/2000/XP/2003/Vista”) and click “OK.”



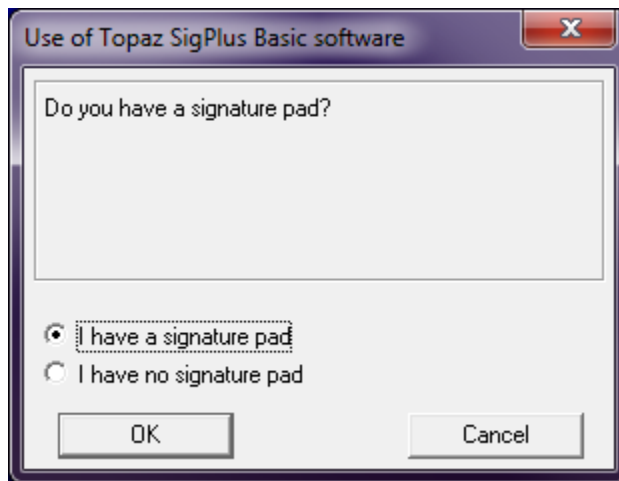
Select “No” for signatures in Microsoft Word or Excel documents and click “OK.”



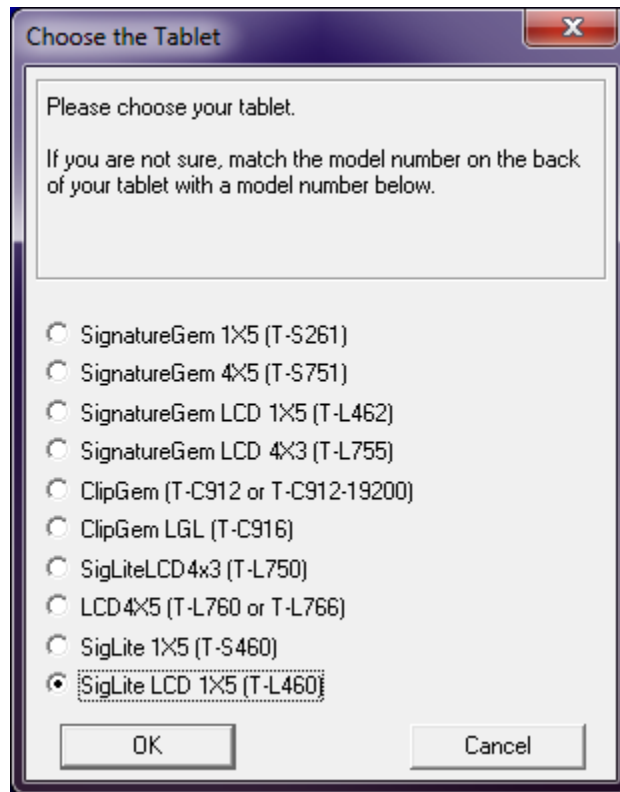
Select "No" for signatures in Adobe Acrobat and click "OK."



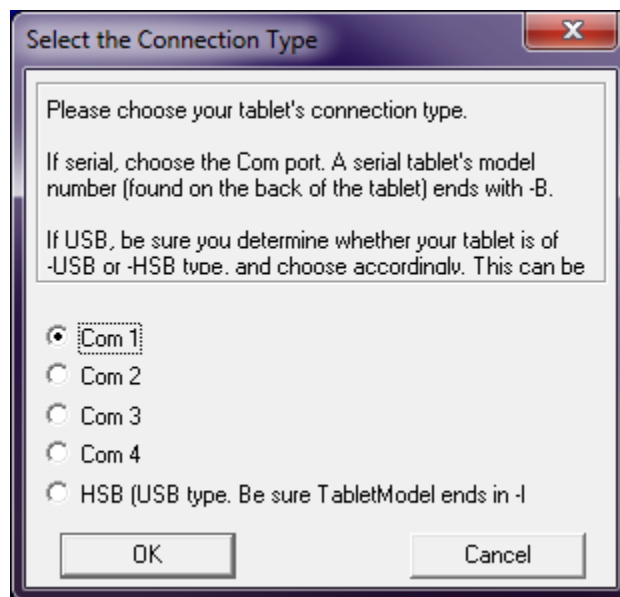
Select "I have a signature pad" and click "OK."



Select the "SigLite LCD 1X5 (T-L460)" model and click "OK."



Select the appropriate COM port that the signature pad is plugged into, then click “OK.”



The software will then install. Click “Finish” when the setup is complete.

The next step is to test the signature pad to ensure that it is fully working. Make sure the pad is synchronized with the base station, then launch the DemoOCX application. It can be found here:
C:\WINDOWS\SigPlus\tools\DemoOCX.exe

Click “Start” and attempt to sign on the pad. It should work and you should see the signature appear. If it does not, please refer to Appendix A for troubleshooting.

After ensuring that the signature pad is working, you will need to configure the pad within ProDOC. Log in to ProDOC, then right-click on the ProDOC icon in the System Tray (near the time.) Select “Setup.”

At the bottom of the screen are the options for the signature pad. Make sure the drop-down box has the correct COM port selected. Ensure the box for “Always connected” is checked, then click “OK.”

If you do not see the signature pad settings in the “Setup” dialog box, you do not have sufficient privileges within ProDOC. Please have an ProDOC administrator log in to adjust these settings.

The pad is now fully configured!