Zignature Pad

Contents

Zignature Pad Overview

Congratulations on your purchase of the 10ZiG Zignature Pad-1400 or 1410. 10ZiG combines leading edge technology with electronic signature and printing solutions for the business sector.

The 10ZiG Zignature Pad™-1400/1410 is a front-end, customer-facing paperless printer deployed at the employee's work station where customers are engaged, when the employee presents a paper contract and pen to the customer for signing. In the past, a document would be printed and then signed by a customer; now, it can be printed to the Zignature Pad as an electronic document that captures electronic signatures.

The device uses advanced security and encryption techniques to store all modifications to the document as PDFs or TIFFs, with time-stamps, in a tamper-evident environment.

Related Publications

Refer to the following documentation for more information about 10ZiG Zignature Pad-1400/1410.

- 10ZiG Setups (PDF document)
- Signature Wizard Designer User Guide
- LUA Scripting for 10ZiG Zignature Pad-1400/1410

Key Features

- Full size, high resolution LCD with 1366x768 pixels (Zignature Pad-1400) and 1280x800 pixels (Zignature Pad-1410)
- Electromagnetic digitizer collects 2048 pressure levels for biometric data analysis
- High speed USB 2.0 interface
- TCP/IP Ethernet interface
- Allows reviewing and signing even long documents
- Complies with PDF/A standards
- Implements RSA 2048-bit encryption
- Supports promotional advertising
- Functions as a local printer for fast integration
- Saves time
- Eco-friendly: saves electricity, paper, and ink

Requirements

PC hardware:

- Intel® Pentium® dual core, Atom™, or Core 2 Duo processors, Via and AMD processors, or better
- At least 1 (preferably 2) GB RAM
- At least 100MB free disk space for installation
- Onboard USB 2.0 high speed port or network connection

Single setup software:

- Windows 8, XP SP3, Vista with SP1 or Windows 7 32-bit or 64-bit operating system
- .NET Framework v.2.0 (pre-installed in Windows 7)
- Administrative privileges for installation

Citrix server software:

- Windows 2003 server or Windows 2008 server (32-bit or 64-bit) with Citrix presentation server v.4.0 or above or XenApp v.5.0 or above

Citrix client software:

- A PC or thin client with Windows XP 3 or Windows 7 32- or 64-bit running Citrix online plug-in or Citrix Receiver

Terminal Services:

- Other client-server software

NOTE: Please read the Safety Precautions.

Software Components

The single user software includes these components

- VPort, including Document Monitor, VPort Agent, VPortal client, VPort configuration
- Virtual printer driver, named 10ZiG Zignature Pad
- USB driver (optional when using network link)

VPortal software includes

- VPortal Server – Includes PCUPCFTOOL.EXE, which is an administrator tool for updating client software and configurations, including automatic distribution of Zignature Pad firmware.
- WebVPortal server

NOTE: For a thorough examination of the different installation options, refer to 10ZiG Setups (PDF document).

Box Contents
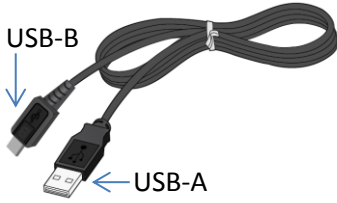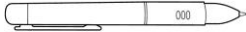
Power adapter	USB-B USB-A USB cable	Product CD (optional)
Digital pen	This guide	Zignature Pad-1400/1410

Figure 1: Items in box

Before setting up your Zignature Pad, carefully remove the items from the box:
- If any items are missing from your package, contact your reseller.
- Use only the included AC adapter or an adapter approved for this Zignature Pad.

Physical Attributes

Rear View

6 5 4 3 2 1
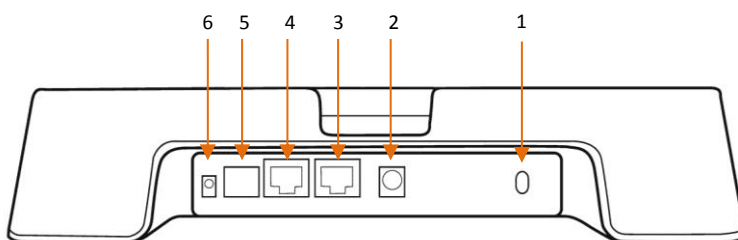
Figure 2: Rear view

1	Not in use	
2	⎓ DC In port	12VDC
3	RJ-45	Port 2
4	RJ-45	Port 1
5	⍦ USB B port	
6	Not in use	

Right View
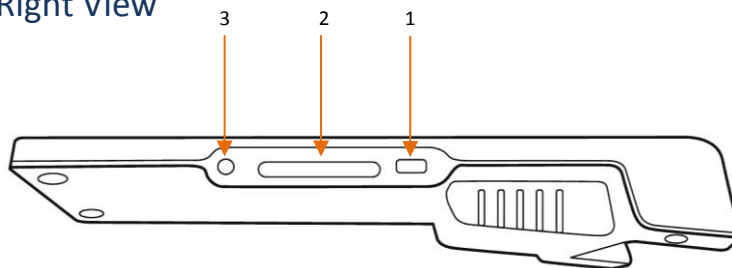
Figure 3: Right view

1	⍦ USB A port	Not in use
2	Smartcard reader	Not in use
3	On/Off button	

Top View
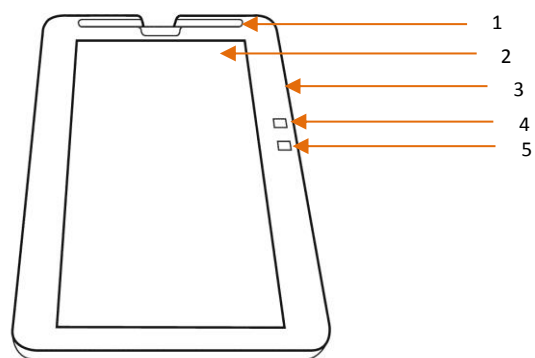
Figure 4: Top view

1	Pen holder	
2	LCD display	
3	Zignature Pad frame	
4	White LED activity indicator	Wireless pen

| 5 | Blue LED activity indicator | USB connection |

Document Monitor

The Document Monitor on your computer allows you to manipulate the document in a number of ways: saving, printing, changing the display, setting areas to sign, etc.

Below is a description of each of the buttons.

Action	Document Monitor Toolbar	Description	Effect on Zignature Pad
Archive document		Close the document and store it (see Closing the Document)	Closes the document
Print last un/signed document		Print the currently displayed unsigned document or the most recent signed document to the printer defined in the **Quick Print Document** tab	Displays a document
Set portrait/landscape mode		Change the page orientation	None
Previous/Next page		Move to previous or next page (Page Up and Page Down keys on your keyboard also work when the Document Manager is in focus)	Moves
[X] of 1		Jump to a particular page	Jumps
Zoom out Zoom in %	%	Change the zoom level out or in, or type an exact zoom percentage	None
Fit page/width		Adjust the display so the page fits exactly in the Document Monitor window, or so the width of the page fits the width of the Document Monitor window (without regard to the length of the page)	None
Signature wizard on-the-fly		Define the exact spot requiring a signature (active when a document is displayed on the Zignature Pad) and press Play (see Defining a Signature Area)	A red box appears when Play is pressed
Index of commercials/slide shows		Open lists of commercials and slide shows (active when no document is displayed on the Zignature Pad)	None
Custom Actions button		Can call an external application upon request to 10ZiG	None

Action	Document Monitor Toolbar	Description	Effect on Zignature Pad
Edit configuration	🔧	Edit the VPort configuration settings	None until changes are applied

If some of these buttons are not visible, they may be hidden. To show them, see Customizing the Document Monitor Toolbar.

Installation

For a thorough examination of the different installation options, refer to 10ZiG Setups (PDF document).

> These are the installation steps:
> 1. Installing software
> 2. Installing hardware
> 3. Opening the Document Monitor
> 4. Connecting to ERP (optional)

1. Installing the Software

The Zignature Pad software includes these installations:
- **VPort** installation:
  - o   Single user
  - o   Citrix server for different Citrix versions
  - o   Citrix client
  - o   Terminal Services (for the server)
- **WebVPortal** installation
- **VPortal** server installation (required for integration with Terminal Services)
- Firmware update utility (supplied separately)

NOTE: For a thorough examination of the different installation options, refer to 10ZiG Setups (PDF document).

If you are still not sure what software to install, contact your authorized Zignature Pad service representative.

To update your software, see Updating Software on page 32.

VPort Single User Setup

The VPort setup described here is applicable for single user installations.

1. Run the setup wizard:

   - If you have an installation CD, insert it into your computer's CD-ROM drive. (If the setup program does not start automatically, run it by double-clicking **setup.exe** from the CD.) Select the single user installation type from the list of options.

   - If you have an installation ZIP file, unzip it and run **setup.exe**. The wizard for VPort single user starts.

2. If the current user has no administrative privileges, the setup prompts for the administrator's user name and password.

3. Follow the steps in the wizard (reading and agreeing to the EULA agreement, defining the path, etc.).

4. **Define VPortal Server IP address** dialog prompts you to enter the IP address and port of your VPortal server (see VPortal installation). If you don't need or know the IP address at this stage, you can define it later (click the **Define later** button). The VPortal Server is not normally used for small installations.

5. The **Define data folders** dialog prompts you to define folders for documents:

   - input – for documents you bring in to the Zignature Pad

   - output – for signed documents

   - backup folders – for additional copies of the input and output documents

   - the Advertisement Box folder – for commercials

   A default location for these folders is suggested. The folders must have read/write file access enabled for all users.

6. When prompted, choose between the USB and network connections (see below).

7. Click **Save**. If you selected USB in the previous step, you will be prompted to connect the Zignature Pad to the computer (see 2. Installing the Hardware).

8. If **Start 10ZiG VPort** is selected, when you exit the installation, the Zignature Pad software tries to establish a connection with the Zignature Pad.

9. The **VPort Agent** icon in the Windows notification area shows the current connection status. Right click the **Zignature Pad Agent** icon ⬚ and select **Configure**. Click the **Quick Print Document** tab and select the printer installed in Windows where you want documents printed out (for example, via auto-print or last un/signed document).

If you are setting up Zignature Pad for a network:

1. Define an IP address for the Zignature Pad. It is highly recommended that this be a static address.

2. Connect the Zignature Pad via USB to any computer on the network, such as an administrator computer.

3. In the Windows notification area, right click the **VPort Agent** tab and select **Configure**. In the **Network Connection** tab, ensure that **Use Network connection to 10ZiG Zignature Pad** is not selected. If you made a change, click **Apply**.

4. In the Windows notification area, right click the **VPort Agent** tab and select **Network Discovery**. The **VPort Device Manager** opens. In the **Auto Discovery** tab, view the Zignature Pad settings. Click **Settings:**

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      a. Set **DHCP** to **False**.

      b. Configure **Device IP**, **Subnet Mask**, and **Gateway**.

      c. Click **OK** and **Refresh**, then view the updated settings.

5. In the Zignature Pad configuration, in the **Network Connection** tab, select **Use Network connection to 10ZiG Zignature Pad**. Type the IP address you used earlier. Click **Apply**.

6. Disconnect the USB cable. Turn the Zignature Pad off and on. Connect the Zignature Pad to the network using the port closer to the USB port (see Figure 2).

7. Install VPort for single user as described above. When prompted, select network connection.

8. In the Zignature Pad configuration, in the **Network Connection** tab, select **Use Network connection to 10ZiG Zignature Pad**. Type in the IP address you used earlier.

9. If there are many disturbances in the communication, causing the Zignature Pad to restart frequently:

     o In the Zignature Pad configuration, in the **Network Connection** tab, raise the Network tolerance index. (Maximum allowed: 20.)

     o To ensure that documents are not lost during processing, in the **VPort Agent** tab, select **Keep last document in case of failure**.

WebVPortal Installation

WebVPortal is a web service that you must install on the network. It allows you to track the number of documents and pages printed via Zignature Pad for the pay-as-you-use option.

To enable, in the VPort configuration under the **VPortal connection** tab, select **Report page counter** and type in the URL. You can change the URL at any stage via the **VPortal connection** tab in the configuration, by changing the details in the **VPortal Web Service URL** field.

VPortal Installation

VPortal collects published templates and scripts from the workstation where Signature Wizard Designer is installed and distributes the templates and scripts to all other workstations.

VPortal is required for Terminal Services and is optional for Citrix.

The installation is the same as for VPort, except for these differences:

- VPortal handles saved files, taking them from the OutBox and storing them on the server where VPortal is installed.
- VPortal sends printed files to the workstation InBox.
- VPortal includes VPortal Server.

VPortal will not work until you have defined the IP address. You can always configure the VPortal parameters later:

1. Right click the **VPort Agent** icon in the Windows notification area and select **Configure**.

2. In the **VPortal Server connection** tab, type the relevant data in the **VPortal IP address**.

3. If you want an alternative IP address, add it.

4. Click **Apply**.

2. Installing the Hardware

Warning   **Do not connect the USB adapter to the computer until the software prompts you to do so.**
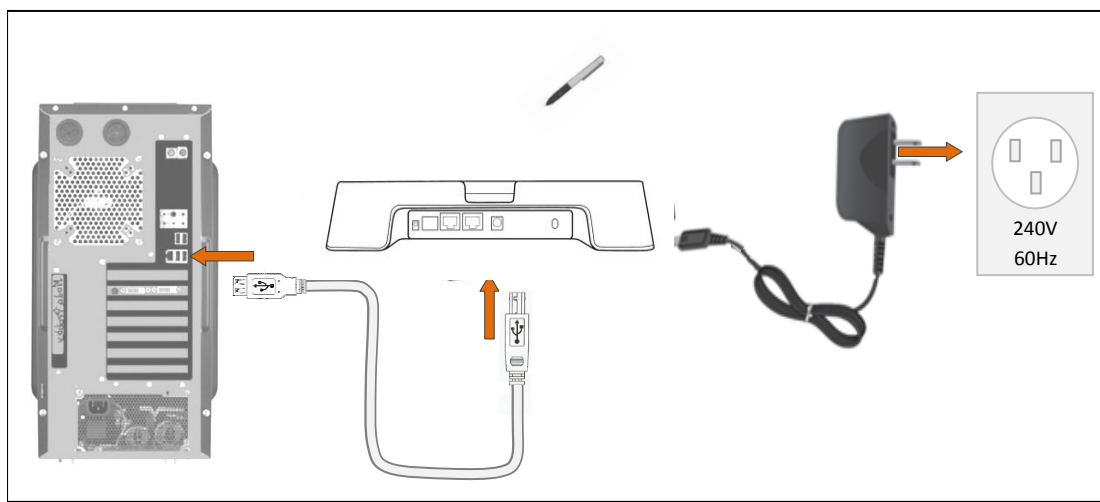
Figure 5 10ZiG Zignature Pad: USB option with wireless pen – for illustration purposes only

1. Place the Zignature Pad on a stable surface where there is adequate room to operate it.

2. Connections:

   o If you have a USB cable:
      ▪ Connect USB-B (shown in Figure 1) to the rear of the Zignature Pad.
      ▪ Connect USB-A to a USB port on the host computer (it is recommended to use a USB port that is close to the motherboard).

   o If you have a network cable:
      ▪ Connect one end to Port 1 on the rear of the Zignature Pad (shown inFigure 2: , close to the USB port) and the other end to the network outlet.
      ▪ (Optional) The Zignature Pad acts as a network switch. Connect one end to Port 2 on the Zignature Pad and the other end to your host computer.

3. Wireless pen:

   o If necessary, remove the battery compartment cover and install one AAA battery with the positive "+" facing up. Replace the battery compartment cover.

4. Plug the cable attached to the AC adapter in to the DC In port on the rear (shown in Figure 2Figure 2:). Plug the other end of the power adaptor in to an AC outlet.

The hardware is ready. Turn on the Zignature Pad by pressing the button on the right (shown in Figure 3). If you have a USB connection, you should now see a blue flashing light on the Zignature Pad. After a few seconds, you should see the default screen (the 10ZiG logo). If necessary, see the Troubleshooting section.

Warning	**Do not attempt to open the digital pen. This may cause the pen to malfunction and is not covered by the warranty.**

Safety Precautions

- Use the power cord supplied with your Zignature Pad.
- Plug the power cord directly into a properly grounded electrical outlet. If you do not know whether an outlet is grounded, ask an electrician to check the outlet.
- Do not use an extension cord.
- Do not place the Zignature Pad where people may step on the power line or USB cable.
- Do not place objects on the Zignature Pad or the power adaptor.

Looking after your Zignature Pad

- Do not place the Zignature Pad near a heat source or in direct sunlight.
- Do place the Zignature Pad on a level, solid surface with adequate strength for the weight of the device.
- Do not place any liquids on or near the Zignature Pad. For cleaning instructions, see Cleaning the Pen and Zignature Pad Frame.
- There are no user serviceable parts inside the Zignature Pad. Do not disassemble the device.

3. Opening the Document Monitor

The Document Monitor is software located on your computer that provides you with an interface to the documents. To open the Document Monitor, right click the **VPort Agent** icon in the Windows notification area and select **Run Document Monitor**.

At the moment, no document is displayed. All you can see is a toolbar at the top of the screen. We will explore the options available to you later, in Using the Document Monitor.

4. Connecting to Your ERP System

Usually the company's ERP system takes control of the created documents. If there is no ERP interface and VPortal is installed, VPortal handles the documents and stores them on the VPortal server.

At this stage, you must establish contact between VPort and your ERP system (refer to your system administrator).

Use of VPort and Zignature Pad

> These are the typical steps to perform, in brief:
> 1. Send your document from your computer to the VPad.
>   VPort opens the document simultaneously in the Document Monitor.
> 2. Help your customer review the entire document by manipulating the document in the Document Monitor to change the view on the VPad. Alternatively, the customer can press the Up and Down arrows ⬆️⬇️ in the VPad.
> 3. The customer signs the document using the VPad.
> 4. Close the document.
> 5. VPort saves and stores the document.

These steps are explained in more detail in the following sections.

1. Sending a Document to the Zignature Pad

To send a document to the Zignature Pad:
1. Open the document in a Windows application (e.g., a DOC file in Microsoft Word or PDF in Adobe Reader).
2. Select **Print** and choose the **10ZiG Zignature Pad** printer from the list of available printers.
3. (Optional) Click the **Properties** button and review the document properties. Note that the paper size is defined as **10ZiG VPort** and the resolution is **100x100** dots per inch.
4. Click **Print** (or **OK**, depending on your software).
   After a few seconds the document appears on the Zignature Pad.
   If you are using Citrix, VPort makes use of the Citrix virtual channel.

2. Controlling the View: Document Monitor

The Document Monitor on your computer allows you to change the view of your document on the host side, to send the document to a printer, to close it, and more. To open the Document Monitor, click the icon 🖹 on your taskbar. See a detailed description of the capabilities of the Document Monitor.

3. Signing a Document

Defining a Signature Area

To define an area where the customer must sign:

1. In the Document Monitor, click the **Signature Wizard On-The-Fly** button .

2. A red box appears on the Document Monitor:

   - Drag the red box to the desired location using your mouse.

   - Resize the red box by dragging a corner.

3. Click the **Play** button .

4. The red box is now visible to the customer, who must write inside the box using the wireless pen.

5. When the customer has finished, click the **Stop** button . The red box disappears from the Zignature Pad and the signature appears on the document.

6. If you want an additional signature, simply move the red box (repeating the above steps 2-4).

The customer can click any of these buttons on the Zignature Pad with the digital pen: Previous Page , Next Page , green check mark , and **Cancel** button (if enabled in the **VPort Agent** tab).

To delete the most recent signature, right click the Document Monitor and select **Undo signature**.

To cancel all work with the current document, right click the Document Monitor and select **Cancel document** (or click the **Cancel** button). The document closes and the Zignature Pad returns to displaying the logo or commercials.

There is also a signature method for experts.

Writing with the Digital Pen

Instructions for your customer:

- Hold the pen comfortably.
- Do not press the buttons on the pen.
- Apply sufficient pressure to activate the pen head.

4. Storing the Document

Closing the Document

When you have finished working with the document:

- Ask the customer to use the digital pen to press the green check mark at the bottom of the Zignature Pad, **OR**

- Close the document yourself by clicking the **Archive document** button in the Document Monitor.

VPort understands that you have finished working with the signed document and stores it automatically. For more information on how the documents are stored, see Storage Configuration Options.

Printing the Document

If you defined auto-print, the document prints. If auto-print is not defined, it is still possible for you to print the document: In the Document Monitor, click the **Print last unsigned document** button or the **Print last signed document** button .

If you get an error message, you can resolve it.

Viewing the Log

After Zignature Pad has successfully handled at least one document, you can see information about the number of pages and documents processed (since the Zignature Pad started to be used) by right clicking **About VPort Agent…** in the Windows notification area.

Exiting

(Optional) Exit the Document Monitor by clicking the **Exit program** button .

System Configuration

This section describes configuration options, grouped as follows:

- Storage and Backup
- Display
- Signature
- Printing

NOTE: You can change most of the configuration settings Storage and Backup Options

These are the storage and backup options:

- Save as TIFF instead of PDF
- Automatically show last document if network fails
- Change storage location
- Back up documents in additional location
- Change names of stored files
- See all stored documents

The dialog below is the source for many of the storage options you may configure. Access this dialog by right clicking the **VPort Agent** icon in the Windows notification area and selecting **Configure** and then the **VPort Agent** tab on the left.
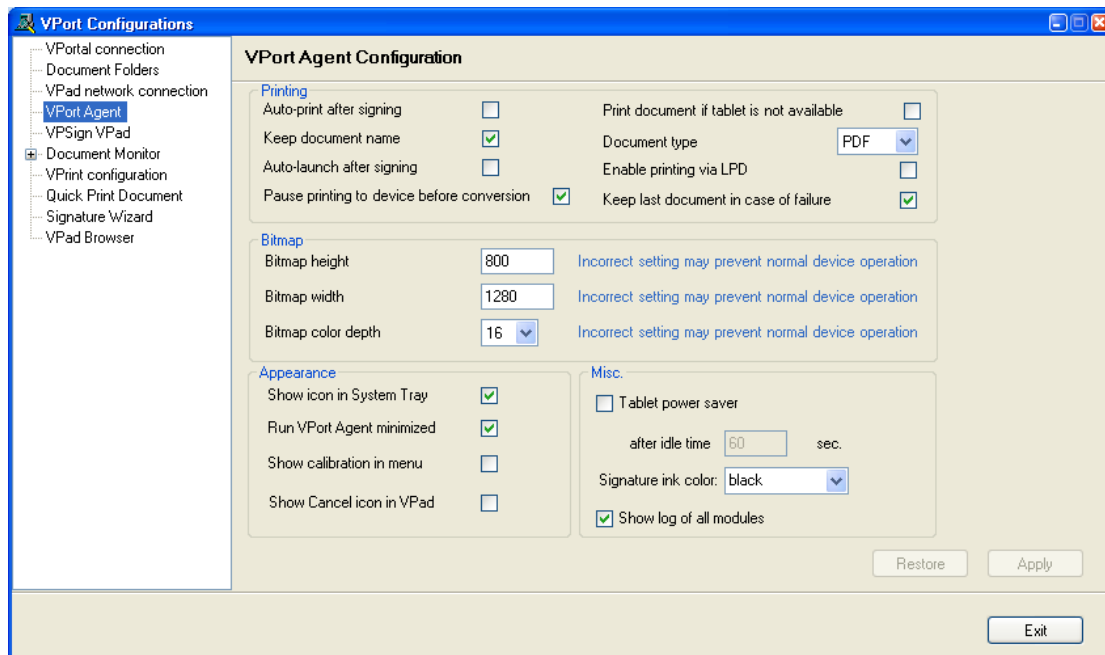
Changing the Output Format

VPort saves the file in the output format (default: PDF).

To change the default output format to TIFF:

1. In the **VPort Agent** tab, change the **Document type** to **TIFF**.
2. Click **Apply**.

Remembering the Last Document Accessed

To make sure you can always retrieve the most recent document in case of network glitches:

1. In the **VPort Agent** tab, select **Keep last document in case of failure** (selected by default).
2. Click **Apply**.

Once communication is re-established, the document will reappear on the Zignature Pad.

Changing the Storage Location

VPort automatically stores the documents in the OutBox location you specified during installation.

NOTE: If you have a VPortal connection, after a file is saved, VPortal takes the file, stores it on the server where VPortal is installed, and empties the OutBox. (If you do not have a VPortal connection, the file is retained in the OutBox folder.)

You can see the OutBox path (and change it):

1. Select the **Document folders** tab.
2. See/change the path specified in **Folder for documents after signing (OutBox)**.
3. Click **Apply**.

Defining Additional Backup

In addition to the Outbox, you can save another copy of your documents:

1. In the **Document folders** tab, select **back up OutBox**.

2. Define a path and click **Apply**.

For added document security, you can use the StorageBox feature so that your files are copied to an additional location, such as on the company network:

3. In the **Document folders** tab, in **Optional storage folder (StorageBox)**, define a path.

4. Click **Apply**.

NOTE: You may wish to free space on the computer disk from time to time. See Maintaining the Storage Areas.

Determining the Output File Name

By default, the name of the output file is the document's original name.

To use a name composed of the name of the computer, the user name (taken from the Windows login) and the timestamp when the document was saved:

1. In the **VPort Agent** tab, deselect **Keep document name**.
   WARNING: If you save more than one copy of the same document, each new copy will overwrite the previous version as they have identical file names.

2. Click **Apply**.

Viewing All Stored Documents on the Computer

You can examine documents processed as input to the system, documents saved as output documents, and BMP files used for ad campaigns.

To view documents on your computer:

1. Select the **Document folders** tab.

2. Click **Explore InBox/OutBox/AdvBox**.
   The path to the relevant documents opens.

3. You can identify a particular document by its original name (or, if **Keep document name** is not selected, the name of the computer plus the Windows login user name plus the timestamp when the document was saved).

4. To examine a document, double-click it.
   If PDF, Adobe Reader opens. Click the **Signature Panel** button on the top right to open a list of signatures. Note that you cannot make any changes to this document.

NOTE: You may wish to free space on the computer disk from time to time. See Maintaining the Storage Areas.

To open a TIFF file from the inbox backup folder for further signing in the Zignature Pad:

1. In the VPort configuration, in the **Document Folders** tab, click **Explore InBox**, **Backup**.

2. Navigate to the relevant folder and highlight the document.

3. Right click and highlight **Open with**.

4. If this is the first time you are performing this action, you need to activate the required software:

    a. Navigate to **10ZiG\VPort\vpsendfile.exe**.

    b. Click **Open**.

    c. Ensure that **Always use the selected program to open this kind of file** is <u>not</u> selected.

5. In future, from the **Open with** menu, select **Send a TIF file to VPort Zignature Pad**.

Display Options

These are the display options:
- [Review document after it is saved](#)
- [Fit the document to the Document Monitor screen](#)
- [Customize the buttons on the Document Monitor toolbar](#)
- [Do not revert to advertisements](#)
- [Activate screen saver after time lapse](#)
- [Split large documents](#)
- [Change display size](#)
- [Remove VPort Agent icon from System Tray](#)
- [Display the VPort Agent GUI](#)

NOTE: You can change most of the display configuration settings by right clicking the **VPort Agent** icon in the Windows notification area and selecting **Configure**.

Viewing the Document After Saving

By default, VPort does not display the document after it is signed and sealed as PDF or TIFF. To change the default so you can automatically view documents upon saving:

1. In the **VPort Agent** tab, select **Auto-launch after signing**.

2. Click **Apply**.

Fitting the Document to the Screen

You determine how to display documents when they first open in the Document Monitor.
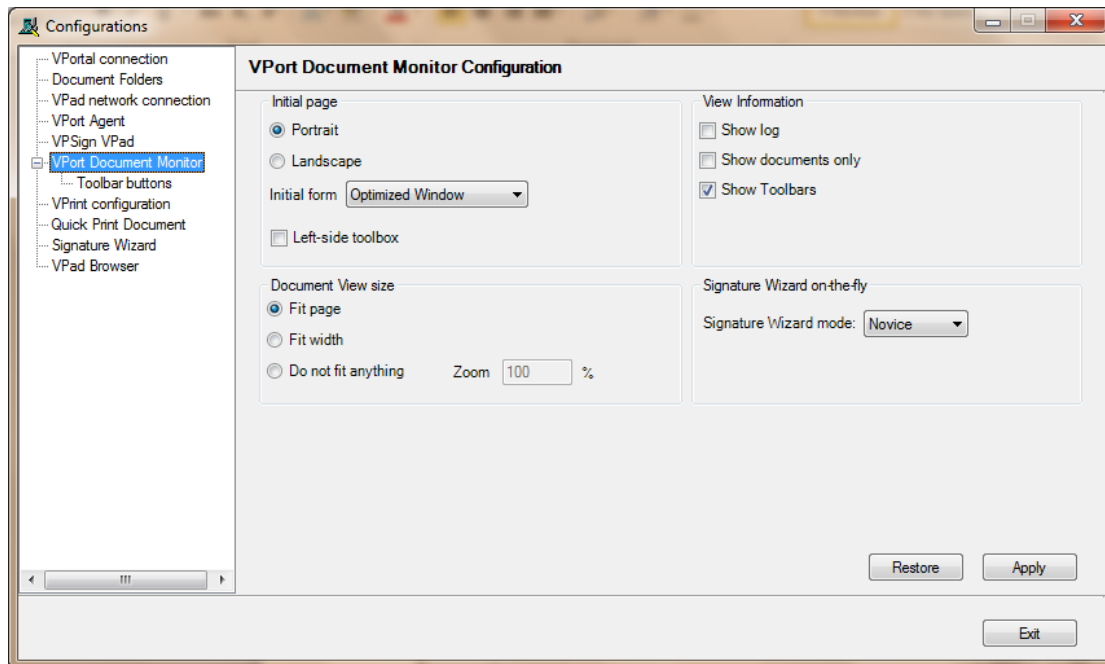
See these options in the **Document Monitor** tab:

- Display the first page of each new document in landscape mode rather than portrait.
- Display the page on the Document Monitor: **Initial form**:
  - **Optimized Window** (default) = width of the Document Monitor window is the same as the width of the toolbar (which widens when more toolbar buttons are enabled).
  - **Normal Window** = width of the Document Monitor window is the same as any other Windows application.
  - **Maximized** = the width of the Document Monitor window expands to fill the entire screen.
- Display the page on the Document Monitor:
  - Keep the width of the actual page (default). You may have to shift the page to the right and left to see all the content.
  - Fit the document to the width of the Zignature Pad.
  - Zoom the document to the defined width (percentage).

TIP: Use the mouse wheel to scroll inside the page.

Customizing the Document Monitor Toolbar

You can decide which toolbar buttons appear on the Document Monitor while you are viewing a document. For example, if you defined **Initial form: Optimized window**, you may wish to hide some of the buttons to reduce the Document Monitor window width defined by the width of the toolbar.

To change the displayed buttons:

1. Select the **Document Monitor** tab and then **Toolbar buttons**.

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2. Determine which toolbar buttons will be visible on the Zignature Pad and which will be hidden. By default, the **"Browse Commercials"** button is hidden.

3. Click **Apply**.

To display the toolbar buttons on the left of the Document Monitor screen rather than at the top:

1. In the **Document Monitor** tab, select **Left side toolbar**.

2. Click **Apply**.

To remove the toolbar altogether:

1. In the **Document Monitor** tab, disable **Show Toolbars**.

2. Click **Apply**.

NOTE: One of the buttons may not be active in the Document Monitor: ⬚. This is the **Custom Actions** button, and 10ZiG can program it according to your request.

Do Not Revert to Advertisements

By default, when you close a document, the 10ZiG logo is shown on the Document Monitor. To show advertisements on the Document Monitor:

1. In the **Document Monitor** tab, deselect **Show documents only**.

2. Click **Apply**.

(Advertisements are always shown on the Zignature Pad.)

Turning off Zignature Pad after Idle Time

You can save electricity and wear on the Zignature Pad. By default, the screen stays bright even when idle, but if the Zignature Pad is not displaying a document, you can set it to turn off after a defined number of seconds have elapsed:

1. In the **VPort Agent** tab, select **Tablet power saver**.

2. Set the number of seconds of idle time before turning off (default: 60 seconds).

3. Click **Apply**.

Splitting Large Documents

Large documents may cause the "Negative response..." message to appear or your document may be displayed incorrectly. To split large documents into two (or more) documents:

1. In the **VPrint configuration** tab, specify a number less than 50 in **Max pages per document**. (The default value of zero means that documents are not split.)

2. Click **Apply**.

When you close the first document, VPort will automatically send the second one to the Zignature Pad and display it on the Document Monitor.

Changing Bitmap Display Size

The default settings for displaying documents:

- Size:
  - Zignature Pad-1400: height 768 pixels, width 1366 pixels
  - Zignature Pad-1410: height 800 pixels, width 1280 pixels
- Color depth (for both types of Zignature Pad): 16 bits per pixel

It is recommended to keep these settings. However, if you insist on changing them:

1. In the **VPort Agent** tab, change the **Bitmap** settings.
2. Click **Apply**.

Removing VPort Agent from Windows notification area

By default, the VPort Agent icon appears in the Windows notification area on the host computer. To remove it:

1. In the **VPort Agent** tab, disable **Show icon in Windows notification area**.
2. Click **Apply**.

Once you have removed the icon from the Windows notification area, to access configuration options you must click the **Configure** button 🔧 in the Document Monitor.

Viewing VPort Agent Activities

To continuously show the VPort Agent GUI:

1. In the **VPort Agent** tab, deselect **Run VPort Agent log minimized**.
2. Click **Apply**.

To take a quick look at the GUI (when **Run VPort Agent log minimized** is not selected):

1. In the Windows notification area, select the **VPort Agent** icon.
2. Right click and select **Show log**.

Signature Options

This section covers these signing options:
- Check if a document is secure
- Define areas to sign
- Change ink color
- Cancel a signature
- Cancel a document

Verifying Documentation Security

10ZiG Zignature Pad 1400/1410 complies with PDF/A standards and implements RSA 2048-bit encryption. This gives you the ability to see if someone has tampered with a signed document. Biometric information is recorded, with data regarding the tilt, time per sample, pen pressure on Zignature Pad, and position of the signature.

To check if a document has been modified since it was signed:

1. Open the PDF document from the OutBox as described in <u>Viewing All Stored Documents on the Computer</u>.
2. Adobe Reader (or equivalent) opens. Under **File > Properties**, see the document author (taken from the Windows login). Under the keywords, see how long was spent viewing each page and whether it was modified.
3. Click the Signature icon on the left of the screen and check for the message, "Document has not been modified".
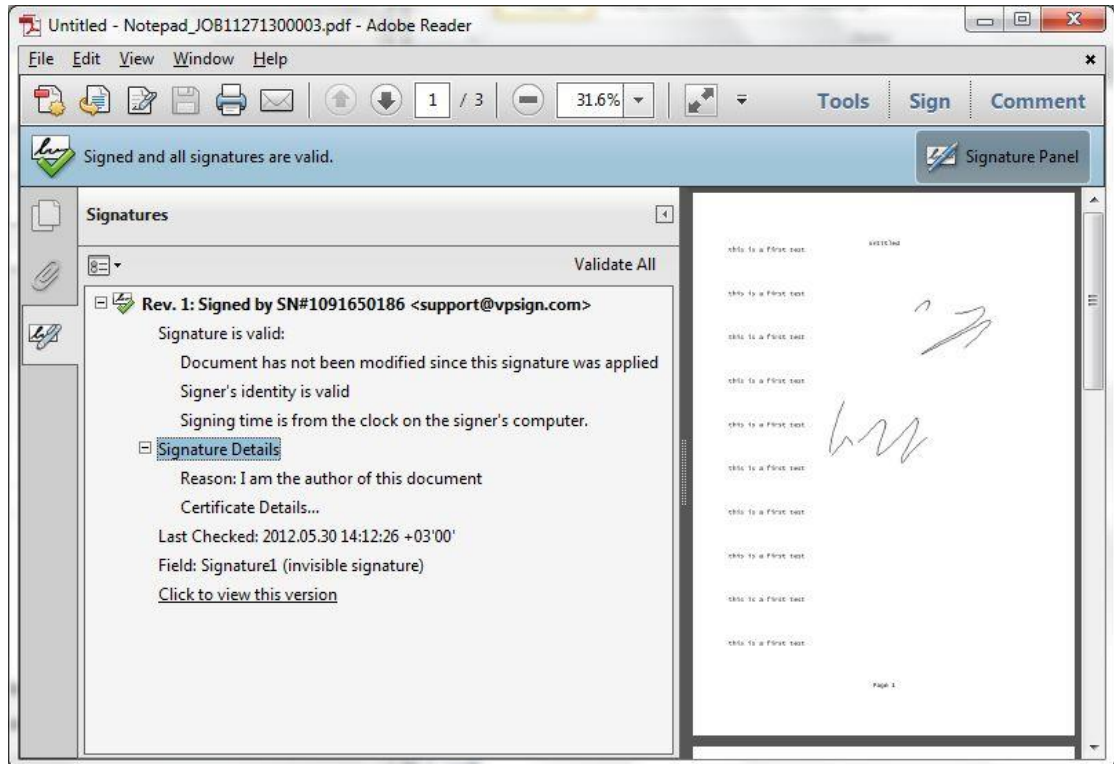
4. If you see the "At least one signature has a problem" message, this is because the certificate is unknown. To add to the list of trusted certificates, click **Certificate Details…**, the **Trust** tab, **Add to Trusted Identities**, and **OK**.

Defining Signature Areas for Expert Users

The default method for using the Signature Wizard on-the-fly is the <u>novice method</u>. Experts can try another approach. **WARNING**: Using the expert method, you cannot move or resize the red box:

1. In the **Document monitor** tab, select **Signature Wizard mode: Expert**.
2. Click **Apply**.
3. In the Document Monitor, place the mouse on the top left corner indicating where you want the signature box to appear, and drag it to the bottom right corner for the signature box. When you release the mouse button, a red box appears on the Document Monitor and the Zignature Pad. When the customer has signed, you can continue by marking another signature box.

TIP: There is an alternative to the Signature Wizard method of operation. One person in each organization can be designated as the Signature Wizard Designer. This person should refer to the Signature Wizard Designer User Guide.

Changing Ink Color

By default, the color of the ink used for signing and making comments is black. To change the color:

1. In the **VPort Agent** tab, in **Signature ink color**, select a color.
2. Click **Apply**.

Cancelling a Signature

To delete the most recent signature, right click the Document Monitor and select **Undo signature**.

Cancelling a Document

To cancel all work with the current document, right click the Document Monitor and select **Cancel document** or click the **Cancel** button on the Zignature Pad. The document closes and the Zignature Pad returns to displaying the logo or commercials.

Print Options

You can configure these print options:
- Use shared printers
- Send documents to print
- Print without a VPad
- Change print resolution and paper size
- Print on closing document
- Share VPad on network

NOTE: You can change most of the print configuration settings by right clicking the **VPort Agent** icon in the Windows notification area and selecting **Configure**.

Sharing Zignature Pads

You can share Zignature Pads within your organization:

1. One user defines the 10ZiG Zignature Pad printer as **Shared** on the network.
2. Additional users add the printer definition on their computers.

Configuring for Printing

To print out documents to a printer once you have finished signing them, you must follow these steps.

Set up the printer where you will print documents:

1. Select the **Quick Print Document** tab.

2. Select a printer driver from the list (not 10ZiG Zignature Pad) and a paper type.

3. Select a print resolution (default: 300x300 dpi). This is the recommended resolution.

4. Determine how many copies to print.

5. Click **Apply**.

Printing if No Zignature Pad Attached

If the Zignature Pad is temporarily unavailable, you can configure VPort to automatically print out your document:

1. Select the **VPort Agent** tab, and select **Print document if tablet is not available.**

2. Click **Apply**.

Changing the Print Resolution and Paper Size

The default print settings are

- Resolution: 100x100 dots per inch
- Paper width: 8 inches
- Paper height: 11.32 inches

A resolution of 100x100 dpi is the fastest for processing a document.

You can change these default settings in the **VPrint configuration** tab. For example, for high print quality, select 300x300 dots per inch.

NOTE: To improve the quality of printing signed PDF documents, in Adobe Reader, click **File > Print > Advanced**, select **Print As Image** and click **OK**. If the quality is still not good, change the print resolution to 300x300 dpi.

Printing Automatically

By default, VPort does not automatically print the documents on paper once they are processed. To change this:

1. In the **VPort Agent** tab, select **Auto-print after signing**.

2. Click **Apply**.

Now, when you have finished with the document on the Zignature Pad, once you click the green check mark ✔ at the bottom of the Zignature Pad, the document prints automatically.

If you get an error message when trying to print a signed document, you can resolve it.

Sharing Zignature Pad as a Network Print Device

You can print a document from a remote computer and display it on the Zignature Pad and your workstation's Document Monitor for signing. Configure as follows:

On the host:

1. Install VPort Zignature Pad software on a Windows XP/7 machine.

2. Download and expand this file:
http://downloads.ghostscript.com/public/ghostpdl-8.71-win32.zip.

3. Copy **pcl6-871.exe** to the VPort folder.
Default locations:

- 32-bit Windows: **Program Files\10ZiG\VPort**

- 64-bit Windows: **Program Files (x86)\10ZiG\VPort**

4. Right click the **VPort Agent** in the Windows notification area and select **Configure**.

5. In the VPort Agent tab, select **Enable printing via LPD**.

6. Click **Apply** and restart all modules.

7. Once you configure a network printer (described below) and send it a printout in PCL5 or PCL6 format from your printing source, **pcl6-871.exe** will be activated.
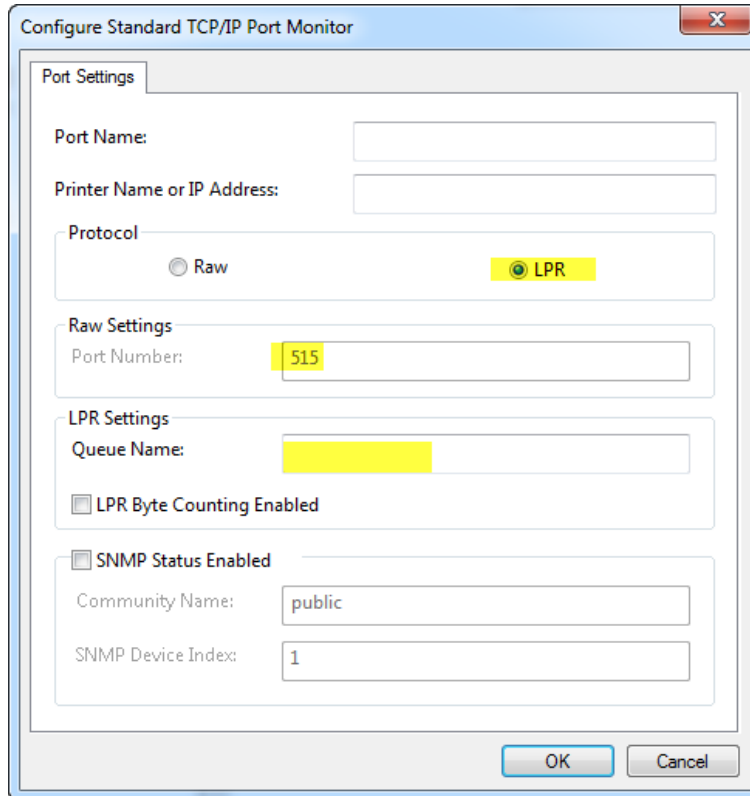
At your workstation:

1. Make a note of the IP address.

2. Allow port 515 through the firewall, in both directions.

At a remote location, add a network printer. The same method applies, regardless of the remote operating system (OS), whether Windows, RedHat, mainframe, AS/400, etc.

Example of configuration for Windows operating system:

1. Create as a network printer, not locally attached (as defined above).

2. Type the IP (or TCP) address of the workstation that you noted above.

3. Configure as a TCP/IP device.

4. Define the **Advanced Settings** for the TCP/IP device and type a name for the print queue.

Use any basic PCL5 or PCL6 print drivers that are part of the OS, or already installed on the OS if that OS allows it. Recommended drivers: HP LaserJet 4000 series and HP Color LaserJet 2700 series, which are installed with the Windows OS.

Advertising Campaign Creation

> The process of creating advertisements (a.k.a. commercials) can be divided into several steps:
> - Individual commercial screens
> - Commercial lists
> - Commercial slide shows

Preparing a New Commercial

NOTE: The Zignature Pad supports the BMP RGB 16-bit advertisement files.

For Zignature Pad-1400, create a BMP file with a resolution of 768x1366 pixels.

For Zignature Pad-1410, create a BMP file with a resolution of 800x1280 pixels.

For best display, keep the default picture sizes and do not zoom into them. Some BMP examples are included on the Zignature Pad CD.

If the BMP file has a color depth of 24 bits per pixel, you must adjust it to 16 bits per pixel, using the **VP24to16.exe** application supplied on the Zignature Pad installation CD:

1. Copy all the files from the **\Support\ConvertBmp24to16bit** folder on the CD to a folder on your hard disk.
2. Copy your **BMP** files into the same folder.
3. Edit the included **runme.bat** file so it contains one or more commands in this format:
   VP24to16 <your_bmp_file_name>
   Example: **VP24to16 File1.bmp**
   Add one line for each **BMP** file.
4. Run the **runme.bat** file.
   The file is converted in place.
5. Ensure the Zignature Pad configuration, **Document Folders** tab points to the folder containing the files. The Advertisement Box can be located either locally or on a separate server with a mapped drive.

Preparing a List of Commercials

In a text editor, edit the file **COMMERCIALS.XML** located in the **AdvBox** folder (to see the path to the folder, right click the **VPort Agent** icon in the Windows notification area, select **Configure**, and click the **Document Folders** tab).

A sample **COMMERCIALS.XML** file is located in the **AdvBox** folder on the CD. The structure of the file is a tree-view structure, similar to how it will be shown in the Document Monitor dialog.

To display a particular slide:

1. In the Document Manager, click the **Index of Commercials** ![icon] button.

2. Navigate to the desired slide and click Play .

To display a particular slide show:

1. In the Document Manager, click the Index of Slide shows button.

2. Navigate to the desired slide show and click Play .

Preparing a Slide Show

Create a new **INI** file similar to the structure of **DEFAULT.INI** located in the **AdvBox** folder on the CD:

1. The **General** section indicates the number of files in the slide show.

2. The **File** value in the **File#** section is the short file name.

3. **Timeout** value defines how long each file is displayed.

All **BMP** files will be either located in one **AdvBox** folder or *<folder_name>\<file_name>* structure can be used if some files are located in **AdvBox** sub-folders.

The **AdvBox** can be located in a network folder. It is not recommended to use an Internet connection to access a network folder. The size of each **BMP** file is about 2MB, so when files are copied over the Internet, their size can slow down both commercial showing and document printing processes.

To show (edit) the list of slide shows, you must edit the **SLIDESHOWS.XML** file in the **AdvBox** folder. A sample file is located in the **AdvBox** folder on the CD.

To display a particular slide, in the Document Manager, click the **Index of Slide shows** button, navigate to the desired slide, and click Play .

Zignature Pad Maintenance

Your Zignature Pad and the provided attachments have been designed and tested to meet strict safety requirements. See the Safety Precautions and Looking after your Zignature Pad, and note the following information to ensure the safe operation of your Zignature Pad.

> The maintenance section deals with these topics:
> - System errors and events
> - Instructions for cleaning
> - New pen batteries
> - Software updates
> - Firmware updates
> - Hardware updates
> - Storage space maintenance
> - Uninstalls

System Errors and Events

To see a list of events and errors that the VPort Agent has encountered, right click the **VPort Agent** icon in the Windows notification area and select **Show Log**

To save the events to disk, copy and paste them into an application such as Notepad.

There is a more detailed events log that your authorized Zignature Pad service representative may ask you to access:

- To view past events, navigate to these locations:
    o C:\Program Files (x86) \10ZiG\VPort logview.exe **OR**
    o C:\Program Files\10ZiG\VPort logview.exe
- To view the events in real time:
    o In the **VPort Agent** tab, select **Show log of all modules**

NOTE: For troubleshooting, see the last section of this guide.

To see a log of the Document Monitor activity at the bottom of the Document Monitor screen:

1. In the **Document Monitor** tab, select **Show Document Monitor log**.
2. Click **Apply**.

Cleaning Instructions

Glass Window
- Do not use abrasive or highly alkaline cleaners.

- Never scrape the window with squeegees, razor blades or other sharp instruments.
- Do not clean while the window is exposed to the hot sun or elevated temperatures.
- Remove paints, marking pens, ink, lipstick, etc., with Butyl Cell solvent.
- Remove labels, stickers, etc., with kerosene, naphtha, or white spirit. Afterwards, wipe gently with a warm wet cloth and a tiny amount of soap.

Zignature Pad Frame

- Use neutral detergents. Cleaning with volatile liquids such as paint thinner or benzene will damage the outer surface of the Zignature Pad.
- Do not immerse in liquids.

Pen

- You can clean the pen with alcohol wipes.

Replacing Pen Batteries

To replace batteries:
1. Remove the battery compartment cover.
2. Install one AAA battery, with the positive "+" facing up.
3. Replace the battery compartment cover.

Warning **Do not attempt to open the digital pen. This may cause the pen to malfunction and is not covered by the warranty.**

Updating Software

To determine which 10ZiG VPort software version you are running:
- Open the Document Monitor and click the **About** button , **OR**
- Right click the **VPort Agent** icon in the Windows notification area and select **About VPort Agent**

To upgrade your software, simply install the 10ZiG solution suite software. The software preserves your configuration settings. You can leave the Zignature Pad attached during the update.

Upgrading Firmware

To upgrade the Zignature Pad firmware:
1. Close the document displayed on the Zignature Pad.

2. Copy the new firmware files to **C:\Program Files (x86)\10ZiG|Vport**.

3. Run **vpupdpad.exe**. When prompted, browse to the new BIN file.

4. When prompted, restart Zignature Pad.

Upgrading Hardware

If you have upgraded from Zignature Pad 1410 to Zignature Pad 1400, you may need to adjust the advertisement graphic sizes:

1. In the **Document Folders** tab, click **Explore AdvBox**.

2. Rename **AdvBox** to **AdvBox_old**.

3. Create a new **AdvBox** folder and exit.

For more information see Troubleshooting.

Maintaining the Storage Areas

To clean out the backup folders occasionally and make room on the computer:

1. In the Document Folders tab, click Explore InBox.

2. Click the Backup folder.

3. Highlight the folders corresponding to the dates you do not want to keep.

4. Delete them.

5. Do the same for Explore Outbox.

Uninstalling the Software Suite

To uninstall the drivers and all software components:

1. Disconnect the Zignature Pad from the computer.

2. Select **Start > Settings > Control Panel > Add or Remove Programs**.

3. Select the 10ZiG solution suite software and click **Remove**.

4. When prompted to completely remove the 10ZiG solution suite, click **Yes**.

5. When the **Uninstall Complete** window appears, click **OK**.

6. Restart your computer.

Troubleshooting

This section deals with common problems that may arise when you are using your 10ZiG Zignature Pad and accompanying software. If you do not find an answer here, please contact an authorized Zignature Pad service representative.

Hardware Damage

The following symptoms are hazardous to your safety:

- The power adaptor is damaged or frayed.
- Liquid is spilled onto the Zignature Pad.
- The Zignature Pad is exposed to water.
- Any part of the Zignature Pad is damaged.
- Any unusual product behavior such as odors.

Fix: Disconnect the power immediately, remove the power adaptor from the Zignature Pad, and call an authorized Zignature Pad service representative.

Setup Re-Run Error

Symptom   Upon re-running the setup, you may see this warning:
"AddMonitor() failed. Error #3006: The specified print monitor has already been installed."

Cause   The print spooler did not stop in time.

Fix   Continue the installation, uncheck "Run 10ZiG VPort" on the last screen, and re-run the setup.

After Installing, "Unable to Load LIBUSB.DLL" Error

Symptom   After installing the 10ZiG Software Suite with a USB connection, an error message appears: "Unable to load LIBUSB.DLL".

Cause   The **Start 10ZiG VPort** checkbox was selected during installation. This error message is shown by the VPort Agent when it tries to connect to the Zignature Pad via a USB connection.

Fix   During the initial installation, the Zignature Pad USB driver is installed. The USB driver setup process includes a warning of an unsigned driver, and prompts you to confirm the installation. You should confirm it. If you did confirm and the error message still appears, connect the Zignature Pad via the USB port to the computer. This completes the USB driver installation.

To connect via the network to the Zignature Pad, right click the **VPort Agent** icon in the Windows notification area, and select **Configure** and **Zignature Pad network connection.** Define the Zignature Pad IP address.

After installing for Single User, No Connection to Zignature Pad

Symptom You complete the installation for single user, but when user tries to send a document to the Zignature Pad, nothing happens.

Cause There can be a number of reasons for the problem and therefore several solutions. Try them in the order listed.

Fix 1	1. Open Notepad and type some text. 2. Select **File**, **Print**, select the **10ZiG Zignature Pad printer**, and click **Print**. Wait several seconds. 3. If your text prints, re-configure the default Windows printer as **10ZiG Zignature Pad printer** in the application from where you tried to print your document.
Fix 2	1. Right click the **VPort Agent** in the Windows notification area, select **Configure**, and click the **VPort Agent** tab. Select **Pause printing to Zignature Pad before conversion** and click **Apply**. Answer **No** to the restart prompt. 2. Try again to print from Notepad as in **Fix 1**. 3. You may get a message box indicating the path to an **INI** file. (This is where all files are temporarily located when the 10ZiG Zignature Pad printer creates and converts them to the Zignature Pad-compatible format.) If you get this message box, the 10ZiG Zignature Pad printer properties were possibly changed in such a way that prevents creating TIFF files compatible with Zignature Pad. Open **Printer Properties**, click the **Additional** tab, **Additional Properties**, **TIFF** tab. Ensure these values: • Save to TIFF: selected • TIFF options: Bits per Pixel: 24bits - true color • Grayscale: not checked • Multipage: not checked • Compression: Lempel-Ziv & Welch 4. Once these values are set, click **OK** and test the printing again. 5. When it works, return to the **VPort Agent** configuration and uncheck **Pause printing to Zignature Pad before conversion**.
Fix 3	1. Go to Windows Services configuration (for example, **run services.msc**). • For 10ZiG VPort version 2.08 and earlier, check that the **Agent** service is installed and running. • For 10ZiG VPort version later than 2.08, check that **VPDAgent** service is installed and running. 2. If not, try to run it from the **Services** application. If its status changes to **Started**, try again to print.
Fix 4	Uninstall and re-install the Zignature Pad software.
Fix 5	Contact 10ZiG technical support.

After Installing for Citrix Server, No Connection to Zignature Pad

Symptom You complete the installation for Citrix Server but there is no communication with the Zignature Pad connected via USB to a Citrix client.

Cause Configuration error.

Fix Right click the **VPort Agent** icon in the Windows notification area, select

Configure, and select the **Zignature Pad Network Connection** tab on the left. Ensure that **Use network connection to 10ZiG Zignature Pad** is not selected.

Zignature Pad Not Recognized

Symptom	**Symptom**: The VPort software does not recognize the Zignature Pad.
Cause	The Zignature Pad service or the USB connection may not be working. The device may not be defined on the computer.
Fix 1	Check that the Zignature Pad is turned on, or turn it off and on again. See Figure 3.
Fix 2	Move the USB connection to a different USB port on the computer.
Fix 3	Disconnect other USB devices from the computer.
Fix 4	In **Computer Management > Services and Applications > Services**, check that the status of **10ZiGVPortService** is automatic.
Fix 5	Right click the **VPort Agent** icon in the Windows notification area and select **Stop USB connection.** Wait a few seconds and repeat, this time clicking **Start USB connection**.
Fix 6	Install the USB driver on the VPort installation CD, browse to Support
Fix 7	Under **Start**, right click **Computer** and select **Manage**. Under **Computer Management**, select **Device Manager**. Under **10ZiG Zignature Pad devices**, click the right arrow. If you do not see **10ZiG Zignature Pad devices**, apply these fixes, trying to establish a connection after each one:

Document Not Shown on Pad

Symptom	When printing to the 10ZiG Zignature Pad virtual printer, no printout appears on the Zignature Pad.
Cause	Printer definitions.
Fix	One of the following

1. Run Task Manager. In the Processes tab, show the processes for all users. Check if VPDAgent.exe is running. If not, restart the VPDAgent service in Windows services.
2. In the VPort configuration, in the VPort Agent tab, select 'Pause printing to device before conversion'. Print the document again.
   - VPort versions prior to 2.12g show a message box with the full path to job INI file. Open that file, and in the Spool section, check if Type=EMF.
   - VPort versions 2.12g and higher show the dialog below for displaying the job INI file and exploring the folder where the INI file is located.

If the type is set to RAW, open the 10ZiG Zignature Pad printer properties. In the Advanced tab, ensure that Enable advanced printing features is checked.
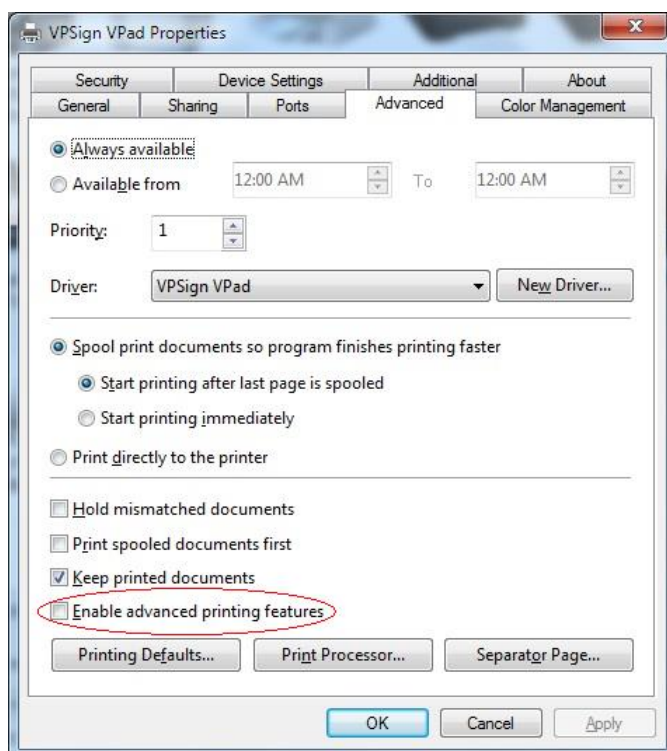
3. If neither the message box nor the dialog is shown, the problem is in the virtual printer installation. Repeat the VPort software installation.

Symptom: Cannot print any document to the Zignature Pad from any application.

Solution: One or the other or steps

1. In the Task Manager, check if **VPDAgent.exe** with user SYSTEM is running.

- If not, check if the **VPDAgent** service in the list of Windows services is started. If not, start it.

- If yes, re-run the 10ZiG Zignature Pad setup. If the VPDAgent.exe is running, proceed with option 2.

2. Open the 10ZiG Zignature Pad printer properties, click the Advanced tab and ensure **Keep printed documents** is checked.

Printing Signed Document (PDF) Gives Error

Symptom   You get the error "PDFXCView.exe not found" when using auto-print or printing a signed PDF document.

Cause   You have not installed the PDF-XChange Viewer file from the installation CD.

Fix   Run **setup.exe** from the Support\PdfView folder on the installation CD.

No 10ZiG Zignature Pad Printer in Windows

Symptom   You open a document and want to send it to the Zignature Pad, but can't see any printer in Windows.

Cause   The **Print Spooler** might not be running.

Fix   Go to **Windows Services** configuration (for example, **run services.msc**). Turn on the **Print Spooler** service.

Signature Not Aligned

Symptom   Signatures are in the wrong position.

Cause   Your Zignature Pad is not correctly calibrated.

Fix   1. Right click the **VPort Agent** icon in the Windows notification area and select **Configure**.

2. Select the **VPort Agent** tab and select **Show calibration in menu**.

3. Restart the VPort Agent from the Windows notification area and select **Calibrate** from the right-click menu.

4. Fix the calibration.

5. If this doesn't help, contact an authorized Zignature Pad service representative.

Documents Loading Slowly on Zignature Pad

Symptom   Documents are arriving very slowly on the Zignature Pad.

Cause   It may take time to run commercials from a distant server, or running the commercials may require too much computer processing.

Fix 1   Move the commercials to a local server.

Fix 2   Disable locally run commercials on the workstation: In the **AdvBox** folder, rename the Adv.ini file.

Network Causes Many Communication Disturbances

Symptom   The Zignature Pad is connected via the network and you notice that the communication causes many restarts.

Cause   The TCP/IP communication is not consistent.

Fix   • In the Zignature Pad configuration, in the **Network Connection** tab, raise the **Network tolerance index**. (Maximum allowed: 20.)

• To ensure that documents are not lost during processing, in the **VPort**

Agent tab, select **Keep last document in case of failure**.

Print Resolution Not Clear (Single User)

Symptom   Signed documents are not clear when printed.

Cause 1   The print resolution is too low.

Fix 1   Change the default print resolution settings in the **VPrint configuration** tab. For example, for high print quality, select 300x300 dots per inch.

   NOTE: To improve the quality of printed, signed PDF documents, in Adobe Reader, click **File > Print > Advanced**, select **Print as Image** and click **OK**. If the quality is still not good, change the print resolution to 300x300 dpi.

Cause 2   The print resolution or paper size are not properly configured.

Fix 2   • For software version 2.11b or higher plus firmware build 1627 or higher, change the paper type to A4 in **VPort Configuration**, **VPrint configuration** tab. Click **Apply**, click **Yes** on seeing the restart prompt, and try to print again.

   • For earlier versions, upgrade to the more recent software and firmware versions, or define **300 DPI** in the **VPrint configuration** tab.

Digital Pen Malfunctioning

Symptom   The pen stops responding or responds strangely.

Cause 1   The batteries may be dead.

Fix 1   Replace the batteries.

Cause 2   You may have been pressing the buttons on the pen.

Fix 2   Avoid pressing the buttons.

Cannot Find Files in OutBox

Symptom   You cannot see the saved and signed files in the OutBox folder.

Cause   You are working with a VPortal server. VPortal has taken the files from the OutBox and stored them elsewhere.

Fix   None; this is normal behaviour. Instead, you can view the documents in the OutBox Backup Folder or the StorageBox (if they are defined).

Service is Active

Symptom   You wish to temporarily disable the Zignature Pad and stop **10ZiGVPortService** from running automatically.

Fix   There is no real reason to stop the service, but if you insist, right click the **Task**

Bar and select **Start Task Manager**. In the **Services** tab, change the status of the **10ZiGVPortService** to **Manual** and stop the service.

Documents Not Printing

Symptom   In the Document Monitor, you click the **Print last un/signed document** buttons and , but the printer does not print your document.

Cause   You have not defined a printer.

Fix   See Configuring for Printing.

Large Output Files

Symptom   The size of the output files (PDF format) is considerably larger than the original input files, in the region of a 40% increase.

Cause   Every page of the resulting PDF contains a picture in TIFF format with LZW compression (not text format) to make the PDF file PDF/A format compatible. In addition, the PDF file includes signing history (visible in the Adobe Reader properties) and signature biometric data.

Fix   None; this is normal behavior.

Output is Displayed Incorrectly or "Negative response..." Message

Symptom   Large documents may cause the "Negative response..." message to appear or VPort may display your document incorrectly.

Cause   Your document is particularly long or heavy.

Fix   Break the document into two. See Split Large Documents.

In Adobe Reader, "At least one signature has a problem"

Symptom   When viewing a signed document in Adobe Reader, you see the "At least one signature has a problem" message.

Cause   The user has not been added to the list of trusted identities.

Fix   In Adobe Reader, click **Certificate Details…**, the **Trust** tab, **Add to Trusted Identities**, and **OK**.

User Cannot Connect to Same Zignature Pad from Different Computer

Symptom   When using a Citrix server or Terminal server, a user logged in to the network wants to work with Zignature Pad on more than one computer but cannot connect to the Zignature Pad.

Cause   Zignature Pad is logically connected to only one remote computer.

Fix You can create a file called **COMPZIGNATURE PADIP.INI** on the server that lists the computer name and Zignature Pad IP address under the **[Zignature PadIp]** section:

COMPUTER_NAME=ZIGNATURE PAD_IP_ADDRESS

Missing Buttons on Document Monitor

Symptom Specific toolbar buttons are not visible on the Document Monitor.

Cause They are disabled.

Fix See Configuring the Toolbar.

No Cancel Button on the Zignature Pad

Symptom The user cannot see a Cancel button on the Zignature Pad.

Cause The button is not enabled for the Zignature Pad.

Fix Enable the button in the **VPort Agent** tab.