

ePadLink[®]

ePad User Guide Product Family Reference

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ePad User Guide – Product Family Reference

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ePad Product Family User's Guide P/N 94-21488 Rev. C

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Part 1 – ePad Signature Pads

Introduction

About the ePad electronic signature product family

ePadLink electronic signature pads (ePads) are pen input devices that capture hand-written signatures for use in PC applications. Designed to mimic the natural feel of signing on paper, the ePads can be used on the desktop, yet are small and light enough to take on the road. Forms requiring signature approvals can now be completed and stored electronically. For secure transactions, the details of a signature can be analyzed to confirm the identity of a signer. With the ePad product family, it's easy to add signatures to electronic documents, anytime, anywhere!

The ePad

The standard ePad is designed for basic electronic signature capture. It is light-weight and self-powered via a USB port. This is ePadLink's standard model and has been implemented in hundreds of applications and environments where electronic signature is necessary.

The ePad II

The second generation of electronic signature technology from ePadLink, ePad II provides increased security and performance for mission critical applications. Integrating ePadLink's semi-conductive technology with advanced features such as user definable report rates (up to 400 RPS), the ePad II provides higher signature definition and biometric repeatability.

The ePad-ink

The ePad-ink allows electronic signature capture with interactive visual feedback via LCD. It is based on an ITO resistive touchpad technology. The 3" x 2.2", 300 d.p.i. screen is stylish and allows for powerful integration flexibility in any environment with its bi-directional communications capability. The ePad-ink has a USB interface.

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The ePad-vision

This latest addition to ePadLink's ePad® Family not only captures secure, legally-binding esignatures, its large, full- color LCD screen enables you to display unique visual images and text that attract attention and help your customer-facing representatives cross-sell products and services. Dynamic functionality lets you display targeted marketing messages and colorful images, personalize your backgrounds, conduct customer surveys, have signers scroll through compliance text, and more. Selectable onscreen check boxes and response buttons enable you to obtain important customer information, and make it easy for customers to opt-in to special offers. The ePad-ink has a USB interface.

Further Information

Further information about ePad signature pads may be found on our website www.epadlink.com.

Installing your ePad

System requirements for all ePad products

- PC running Windows, or a server running Windows Server
- USB port
- Optional:
 - Microsoft Terminal Services
 - Citrix

Installing your ePad signature pad

- Plug your ePad signature pad into a USB port on the PC.
- Download the ePad signature pad driver software and other desired software onto your PC. See Part II of this manual.

Care and Maintenance

ePadLink ePads are durable and will last for many years. Proper care and maintenance, however, will better guarantee the reliability and performance of your ePad over its lifetime.

The only periodic maintenance your ePad requires is to keep it clean. A dirty pad surface may interfere with moving your stylus smoothly across the surface.

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Maintain your signature pad properly by following these guidelines:

1. Never leave the pad exposed to the sun for long periods of time. If you keep the pad locked in a car on a hot day, leave a window cracked to help with ventilation and keep the pad in a carrying case or shaded area of the vehicle.
2. To clean the pad, follow these guidelines:
 - a. Use any mild liquid household cleaner or rubbing alcohol.
 - b. Apply a small amount of cleaner to a soft, non- abrasive cloth and wipe the pad or sensor.
 - c. Be sure to wipe all cleaner residue from the device.
 - d. Allow the alcohol to evaporate normally.

CAUTION:

1. Do not pour cleaner or alcohol directly onto the device. Apply the cleaner to a soft cloth first.
2. Do not use De-Natured Alcohol. This will damage the plastic case.
3. Do not allow liquid to drip inside the unit.
4. Do not expose the device to extreme cold or heat.
5. Do not put objects pressing against the signature pad area when storing the device.
6. Do not use a ballpoint pen or other sharp objects. Use only the supplied stylus.

Contact Information

Technical Support

If you have any difficulties installing or using your ePad, please refer to the section of this User's Guide that relates to your problem. If you are still unable to resolve the problem, please call our Product Support team for assistance.

The toll-free number for technical support is 800-520-3464.

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Support FAQs are available at www.epadlink.com. Technical support is available Monday through Friday from 8 a.m. – 5 p.m. Pacific Time.

Support via email: support@epadlink.com

When contacting support, please have the following information available:

- Date and place of purchase
- Brand and model of computer
- Software you use with this product

Mailing Address

875 Patriot Drive, Unit A, Moorpark, CA 93021
Phone: 800-520-3464
Fax: 805-520-0867

Web

www.epadlink.com

ePadinkFCCCertification

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a CLASS B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that this radio interference will not occur in a particular installation.

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If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio-TV technician for help.

Notice: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This product is equipped with shielded cable. Extension cables, if used, must be shielded in order to comply with the emission limits.

CE Conformity

This product has been designed to meet requirements of CE radiated and conducted emissions, as well as all related susceptibility standards. Tests confirm this product meets these requirements.

CB Safety Certification

This product has been tested to and meets the requirements of CB safety standard. *

* Only for the products listed as such under "Approvals and certifications" section.

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Part 2 – Software for ePads

Introduction

There are several types of software used with our ePadLink electronic signature pads. Further details and download information may be found on our website www.epadlink.com.