

# **ePadLink<sup>®</sup>**

## **ePad User Guide Product Family Reference**

**ePadLink**<sup>®</sup>  
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](http://www.epadlink.com).

## Installing your ePad

### *System requirements for all ePad products*

- PC running Windows 7 or later, or a server running Windows Server 2008 or later
- 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.

## Troubleshooting

Having trouble? Visit our website [www.epadlink.com](http://www.epadlink.com) to view FAQs (Frequently Asked Questions).

## 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](http://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](mailto: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](http://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](http://www.epadlink.com).

#### *Universal Installer*

This software installs the “drivers” that run on your PC or server to provide the communication between your application programs and your ePadLink electronic signature pad. It is called the Universal Installer because it can install drivers for all the different models of ePadLink electronic signature pads. Unless you have a specially configured installer, you must run the Universal installer on each computer that has an ePadLink signature pad connected to it.

#### *pDoc Signer*

pDoc Signer is a Windows desktop application program that provides the capability to capture high resolution digital signatures from an attached ePad electronic signature pad and securely embed the signatures, including associated biometric information, into digital signature fields in your PDF documents. In addition, pDoc Signer provides the capability to create new signature fields, size and shape them to the desired dimensions, and place them anywhere in a PDF document, without having to use expensive PDF document applications.

#### *IntegriSign Desktop*

IntegriSign Desktop provides the plug-ins that enable signature capture in popular desktop applications: Microsoft Word and Excel, and Adobe Acrobat and Reader. After installing IntegriSign Desktop on your computer, you will be able to place signature fields into Word, Excel, and PDF documents and sign them, all from within the application program.

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### *eSign Emcee*

eSign Emcee is a powerful server-based software system that allows software developers, systems integrators, and enterprise IT departments to easily incorporate electronic signatures into existing document-processing work flows. As a web-based browser solution, eSign Emcee facilitates electronic signing of document ceremonies (collections of documents) by different people at different times in different locations using a variety of signature collection methods: electronic signature pads, mobile devices (iPads and iPhones), and click-to-sign with a mouse.