

Signature Pad - Common Issues

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PHDoc and Other Applications

- This issue will result in not being able to get signatures or press buttons that are overlain on the signature pad.
- This issue is resolved by copying a correctly configured sigpad.ini file over the misconfigured one.

The Topaz System signature pads used with HuBERT reference the c:\windows\sigpad.ini file for configuration information. Some applications, such as PHDoc, are designed to use Topaz signature pads as well. As a consequence, they can replace the sigpad.ini file with one that is not correctly configured for WIC's purposes.

Recalibration

Sometimes it may be necessary to recalibrate the signature pad. If the pen is not writing where it is touching the screen or if the signature pad is not turning on correctly, it may need recalibrated. Recalibration can fix these and other issues; it should be attempted before calling the WIC help desk.

In order to recalibrate the signature pad:

1. Unplug the signature pad from the USB cable.
2. Place the pen tip in the top left corner of the screen. While the pen is placed there, plug in the signature pad.
3. This will place a diagonal line in the top left corner. Place the pen tip at the outside end of the line.
4. The signature pad will now place a line at the bottom right corner. Place the pen tip at the outside end of this line as well.
5. This will complete the recalibration.

If this does not resolve the issue, contact the WIC help desk for further assistance and, if necessary, signature pad replacement.

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Original recalibration documentation is located here and below:

LCD Field Calibration Guide

<http://www.topazsystems.com/Software/download/calibrationinstructions.pdf>

RECALIBRATION OF SIGNATURE PADS

To begin, place the pen in the upper left corner of the LCD screen and hold prior to plugging the Topaz signature tablet into the computer.



While holding pen tip in the upper left corner of the screen, plug in tablet to the USB port on your computer.

A small line of dots will appear in the upper left corner of the LCD screen. While holding the pen at a natural writing angle, lift pen tip from display, press pen tip back down on the upper left most dot and hold.



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The mark will disappear from the upper left corner, and reappear in the lower right corner. Press pen tip on lower right dot and hold.



A wave will cross the screen from top to bottom. Your tablet is now calibrated and will show any markings made with the pen. If performance is not acceptable, follow the instructions carefully to re-calibrate.

Minnesota Department of Health - WIC Program, 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 651-201-4444, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 651-201-4444.