



Installation Guide

Topaz GemView Tablet Display and Epic Willow Ambulatory

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Introduction

Topaz GemView® Tablet Displays provides full screen visibility for patient facing pharmacy transactions. Contact epic_support@topazsystems.com if you have any questions.

Prerequisites

Epic Prerequisites

Please contact Epic Systems for more information about eSignatures for Epic Willow in Epic Galaxy.

Client Workstation Prerequisites

GemView Tablet Display Manager requires a Windows PC with Windows 10 or newer operating system.

Installation and Configuration Instructions – Client PC

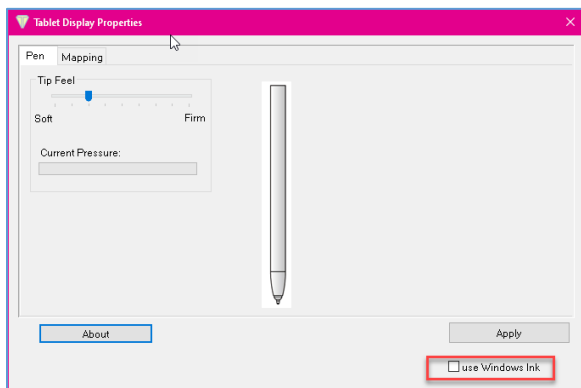
Install GemView Tablet Display Manager

1. Install the GemView Tablet Display Manager on the client computer from:
www.topazsystems.com/software/download/gemview.exe.
2. See the “Appendix” for silent install instructions for GemView Display Manager.



Configure Tablet Display Manager for Willow Pen Input

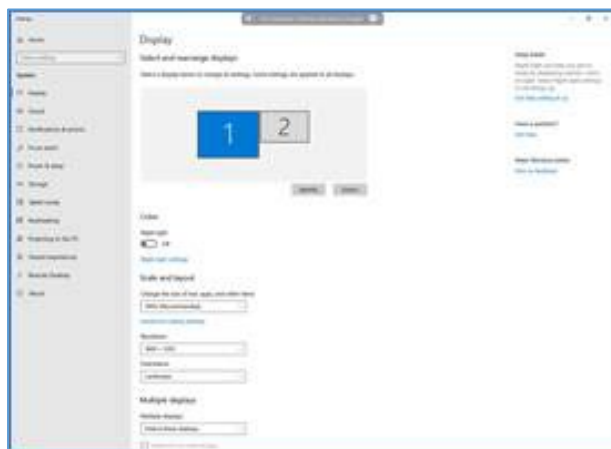
1. Open the GemView Display Manager and uncheck “use Windows Ink”.



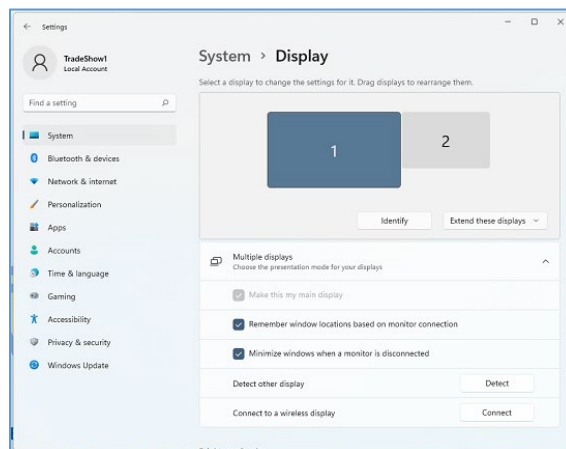
Configure Windows Display Settings

Use the Display program in the Control Panel to configure the GemView Tablet Display for your installation (see screenshot below). You may specify the following characteristics:

1. **Resolution:** Use the recommended resolution.
2. **Scaling:** Use the recommended setting (for best results, 100%).
3. **Orientation:** Landscape or portrait.
4. **Multiple displays:** Extend these displays.
5. **Alignment:** Make sure that the GemView Tablet Display is on the side of the main display you want to use when moving windows from the main display. If you need to identify the GemView, click the “Identify” button and note the number on the tablet display.



Windows 10



Windows 11



Install DisplayLink Software

Most Windows 10/11 Systems automatically load the DisplayLink driver when the GemView is identified. Some corporate networks do not use Windows Update and you may have to manually install DisplayLink software. If the GemView presents as a second monitor after plugging it in, you do not have to manually install the DisplayLink software.

If manual install of the DisplayLink driver is required, download and run the installer from:

www.synaptics.com/products/displaylink-graphics/downloads/corporate.

DisplayLink Silent Installation

Use the command “-silent”. For more information, view:

support.displaylink.com/knowledgebase/articles/544789-installation-switchesfor-installing-displaylink-s.

GemView Display Manager Silent Installation

Silent install: GemView.exe /s -sps

Please note that some deployment applications may vary on syntax. Example GemView.exe /s /sps or GemView.exe /s “-sps”

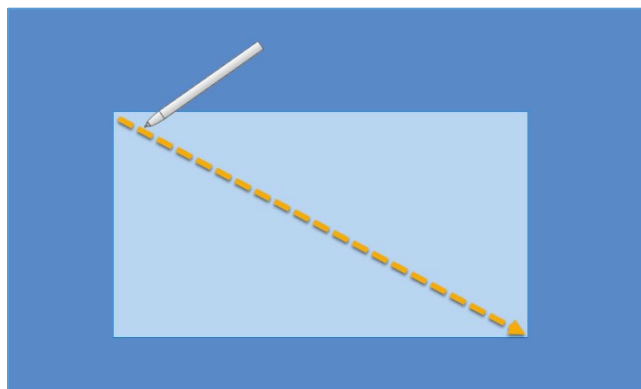
For silent uninstall, please run \Windows\rmtablet.exe KNLH

NOTE: Reboot the client system before reinstalling.



Test GemView Display Manager and DisplayLink Drivers

Use the GemView pen and draw a diagonal line on the GemView. This should create a rectangle if properly configured. If you see the rectangle, the GemView is properly mapped. If you do not see the rectangle, see “Appendix Advance Settings: Mapping”.



Recommended Windows Client Settings

Task Bar Settings

Multiple Displays - Set to disable “Show taskbar on all displays”.

This disables the display of the task bar on the GemView and provides full screen capability.

Display Settings

Scale and Layout – use recommended scaling.

Display Resolutions – All monitors, including GemView, should be set for optimal resolution.

Installation Instructions – Server

No Topaz software is required on Epic server for use with Epic Willow.



GemView Device VID/PID

Do not redirect GemView. The following is supplied for USB redirection Policies to DENY USB redirection for the following VID/PIDs:

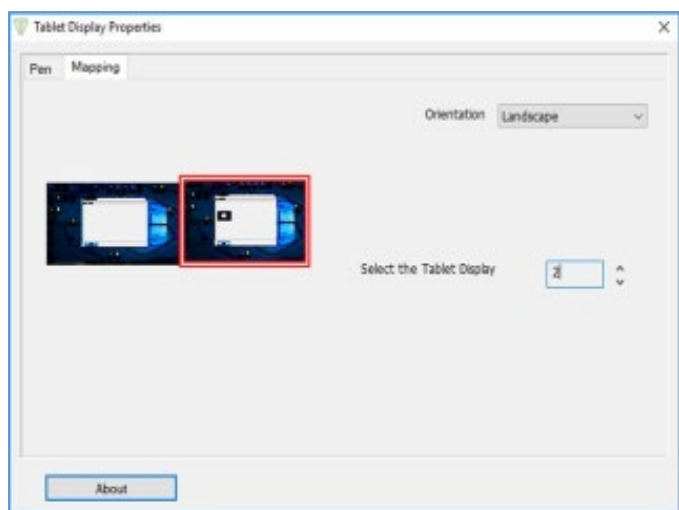
Topaz Model	Description	VID / PID
TD-LBK070-VA	GemView 7"	VID 0543 / PID E609
TD-LBK101-VA	GemView 10.1"	VID 0543 / PID E610
TD-LBK101-VT	GemView 10.1" Touch	VID 0543 / PID E641

Appendix: Advanced Settings

Mapping

If the cursor doesn't appear on the GemView display when you touch the pen to the GemView, open the GemView Tablet Display manager and click the "Mapping" tab to display the screen below. Select the number of the tablet display from the drop-down list. Select "Landscape" or "Portrait" for the orientation of the tablet display. It should be the same orientation selected in the Windows display screen.

NOTE: These settings are independent settings and not synced with the Windows Display Settings. Monitor order number may be different from what is displayed in Windows Display Settings. These settings may need to be updated when adding or removing monitors.





GemView Display Manager Version

Click the “About” button to see information about the versions of the software driver and the hardware.

Adjusting Pen Feel

Open GemView Display manager and select the “Pen” tab. Write on the GemView Tablet Display with the pen, and the current pressure will show as a green bar. Adjust the tip feel slider between soft and firm to select the pressure desired. The default setting is recommended for standard use.