



Troubleshooting Guide

For Topaz HSB (HID USB) Signature Pads

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Overview

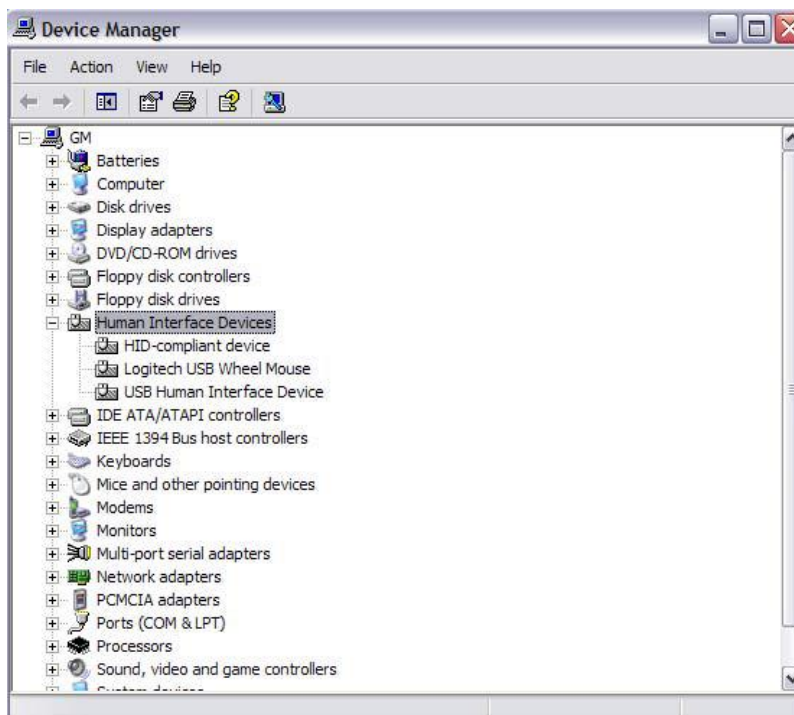
This document is a troubleshooting guide to the setup process for a Topaz HSB (HID USB) tablet. If the model number on the back of your signature pad does not end in “HSB-R”, then this troubleshooting guide does not apply to you. If problems still persist after following the steps in this document, please contact the Topaz Technical Support Team at 805.520.8286 or techsupport@topazsystems.com.

Checking the HSB Tablet’s Connection

1. Click on Start → Settings → Control Panel.
2. Open the “System” icon, click on the “Hardware” tab, and click on “Device Manager”.



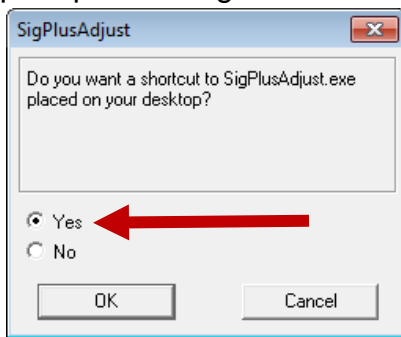
3. Once the Device Manager is open, the Topaz HSB tablet should be listed under the Human Interface Devices heading. When the Topaz tablet is connected properly, there will be two entries under Human Interface Devices: ‘HID-compliant device’ and ‘USB Human Interface Device’ (among other possible entries).



- If you don't see these entries, contact the Topaz Technical Support Team at techsupport@topazsystems.com or 805.520.8286.

Checking the SigPlus Settings

- If you are still having problems after SigPlus is installed and the Topaz tablet is connected and located successfully in the Device Manager, [download and install the Topaz SigPlus Adjust](#) tool to make sure your SigPlus.INI management file is set up correctly.
- After downloading SigPlus Adjust from the Topaz website, be sure to select "Yes" when prompted during installation to place a shortcut for SigPlus Adjust on your Desktop.



If you do not, the SigPlus Adjust application can be found under the "C" → "Windows" → "SigPlus" → "Tools" folder.

- Start by opening up SigPlus Adjust, and look on the back of your signature pad and locate the model number. Then, find the first part of your model number in the left column and compare with the SigPlus Adjust tablet names listed in the right column. If you do not find your model number in the left column, contact the Topaz Technical Support Team at techsupport@topazsystems.com or 805.520.8286.

Note: The SigPlus Adjust Tablet Names do not necessarily specify your exact tablet name. They simply specify what option you should select in the SigPlus Adjust application (Step 5).

Signature Pad Model Number Prefix	SigPlus Adjust Tablet Name
T-L460	SigLite1x5
T-LBK460	SigLite1x5
T-L462	SignatureGemLCD1x5
T-LBK462	SignatureGemLCD1x5
T-LBK750SE	LCD4x3SE
T-LBK750	SigLiteLCD4x3
T-LBK755SE	LCD4x3SE
T-LBK755	SignatureGemLCD4x3

T-LBK766SE	LCD4x5SE
T-LBK766	SignatureGemLCD4x5
T-LBK43LC	SigLiteColor43
T-LBK57GC	SigGemColor57
T-S460	SigLite1x5
T-S461	SigLite1x5
T-S261	SignatureGem1x5
T-S751	SignatureGem4x5
T-C912	ClipGem
T-C916	ClipGemLGL
TF-S463	SigLite1x5
TF-LBK463	SigLiteLCD1x5
TF-LBK464	SignatureGemLCD1x5
TM-LBK460	SigLiteLCD1x5
TM-LBK750	SigLiteLCD4x3
TM-LBK755SE	LCD4x3SE
TM-LBK755	SignatureGemLCD4x3
TM-LBK766SE	LCD4x5SE
TM-LBK57GC	SigGemColor57

- Once you have located your model number prefix in the left column above and noted the appropriate SigPlus Adjust tablet name from the right column above, please select the tablet name from the “Tablet” list in SigPlus Adjust.

Note: In our example, our model number is T-LBK460-HSB-R. Therefore our model number prefix is T-LBK460, and our SigPlus Adjust tablet name is SigLiteLCD1x5, as seen in the example.

- Then, select “HSB” from the “Connection” list, and click “Update”.
- Once these steps have successfully been completed, then the Topaz tablet should function properly.
- If after using SigPlus Adjust to update your SigPlus.INI file, the tablet is still not working, contact the Topaz Technical Support Team at techsupport@topazsystems.com or 805.520.8286.

