

## How to Install the Signature Pad Hardware

1. Go to: <http://www.topazsystems.com/Software/download/sigplusactivex.htm>  
(alternatively you can use the CD that came with your signature pad, if so skip to step 3)
2. The signature table needs to be unplugged during the installation process
3. Download and run the file [SigPlus Pro v3.89 ActiveX Signature Capture](#)
4. When prompted for your table model: select SignatureGem LCD 1x5 T-L462
5. When prompted for your connection type (as long as you have a USB tablet, which is the hardware we use by default): select HSB (USB type)
6. When the installation process is finished you can plug the signature pad to your computer.
7. No additional configuration is needed in the K9 Koordinator. However, make sure your electronic signature module has been activated. In the K9 Koordinator, go to 'Set Up,' 'Addons,' and 'Activate an Addon.' Select the option for the 'Electronic Signature System' and click 'Activate.' If the message that appears says 'The Electronic Signature System is already licensed,' you are ready to go. Otherwise, send us your authorization request code and we will send you an activation code.

Please contact K9 Bytes with any questions regarding your signature pad.

## How to Request Support

New to K9 Bytes? Please read our guide to request technical support, it will help expedite support requests, and ensure that your request gets handled in the most effective manner

<http://www.k9bytesoftware.com/documents/How-to-Request-Technical-Support.pdf>