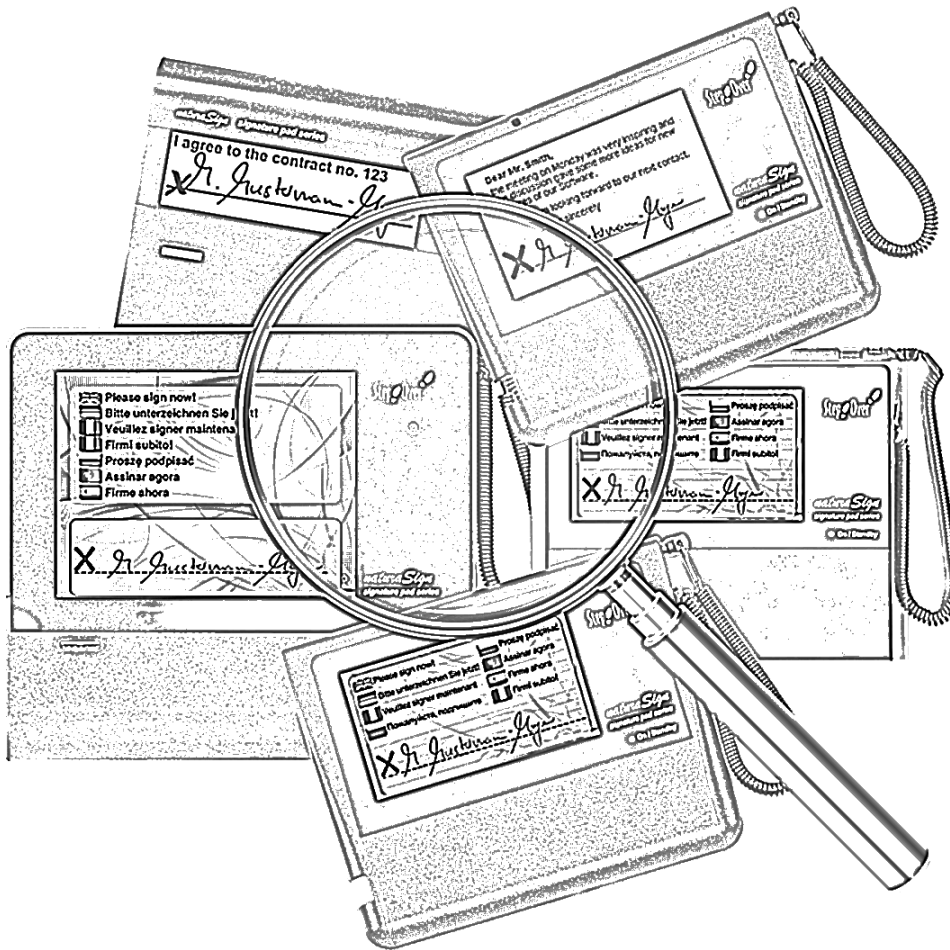


# StepOver Signature Pad

## OPERATING INSTRUCTIONS



EN



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# StepOver Signature Pad

## OPERATING INSTRUCTIONS



### Manufacturer

StepOver GmbH and/or StepOver International GmbH, Otto-Hirsch-Brücken 17, 70329 Stuttgart, Germany.

### Legal Notice / Foreword

The contents and structure of these Operating Instructions are protected by copyright. The reproduction of information or data – particularly the use of texts, sections or images – shall require the prior written agreement of StepOver GmbH. The illustrations used herein are subject to the copyrights of StepOver GmbH Deutschland.

All hardware and software names used are trade names subject to the property rights of the respective companies.

### Thank you...

... for choosing an electronic signature product made by StepOver!

Please take some time to read these clearly arranged and concise Operating Instructions. The further links to our website might also prove helpful. Failure to observe warnings may invalidate the warranty.

### Product Description

You can always find an up-to-date description of this product's functions on our website via the following link:

<https://www.stepover.com/signature-pads/>

You will also find the corresponding data sheet for your Signature Pad at the link above.

### Checking for Transport Damage and Product Completeness upon Delivery

Once you have received the delivery, you must immediately check whether the outer packaging has been damaged in transit. If you detect external damage, inspect the contents of the delivery very closely. If you find something, you must document all packaging and content damage by taking photographs and immediately sending them to StepOver via email. Following the inspection, please check the delivery contents listed on the delivery note. The amount and design of individual parts may differ from the delivery contents listed on our website (e.g. different cable lengths, different printed design, etc.). This may be fully intentional in certain cases, e.g. company-wide roll-outs. Therefore, please ask the responsible member of staff at your company before making a complaint. The delivery contents shall ultimately be determined by our delivery note and/or order confirmation.

### Initial Set-Up

To set up your Signature Pad, all you have to do is connect it to your PC with the USB cable provided. Please note that the correct functioning of the device is only guaranteed with the USB cable provided. Using longer USB cables may cause particular problems. The USB port on naturaSign Signature Pads is always located on the left-hand side. In the duraSign range, the USB port can be found on the underside of the Signature Pad in a hollow groove.

No driver is required for Windows operating systems, but you will have to purchase a separate piece of software to communicate with the Signature Pad, capture signatures, embed them in a PDF and secure the process against unauthorised access to your signature data. You can find more information at:

<https://www.stepover.com/solutions/sign-pdf/>

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### Status LED

An LED is located on the front of the Signature Pad, indicating the following statuses:

Orange light	The Signature Pad is in standby/waiting mode.
Green light	The Signature Pad is in detection mode and is ready to capture your signature.
Green-orange flashing light	The Signature Pad is waiting for a connection confirmation from your PC. If the device stays in this mode for over one minute, there is a problem with the connection. Please use a different USB port on your PC.

### Recommended Software

You can find recommended software for different uses at the following link:

<https://www.stepover.com/signature-software/>

### Rotation Button

When your Signature Pad is in detection mode (green LED) – and depending on your configuration – you will see the following symbol:



If you tap the symbol, the screen contents will rotate. If you then rotate the Signature Pad 180°, the wrist rest will be located at the top, giving left-handers a comfortable hand position for an authentic signature.

### Kensington Lock

When securing the naturaSign Pad Colour 2.0, naturaSign Pad POS, naturaSign Pad Biometric 5.6 and naturaSign Pad Biometric US 5.6 StepOver Signature Pads, you can only use the Kensington Security Slot with flat ClickSafe© Locks. All other StepOver Signature Pads with a Kensington Security Slot can be secured with any kind of Kensington Lock.

When using ClickSafe© Locks, please make sure the Allen screw is only tightened loosely to fasten the anchor; failure to observe this may cause damage to the Signature Pad case.

### Important: Maintenance – Care and Cleaning

Please make sure to clean the signing surface regularly, as a build-up of dirt can lead to increased wear (risk of scratches!). The pen and signing surface are subject to wear and therefore not covered under the warranty. However, you can considerably increase the durability of these parts by removing dirt as quickly as possible.

These parts should be cleaned with a mild detergent and a soft, lint-free cloth. Please note that aggressive (solvent-based) detergents may cause significant damage to the Signature Pad. Wet the cloth (not the Signature Pad – risk of water damage) and clean the Signature Pad without applying significant pressure.

You can find the warranty conditions here:

[www.StepOverInfo.net/GAR](http://www.StepOverInfo.net/GAR)

As a general rule, please handle your Signature Pad with the same amount of care as you would give any other piece of IT equipment.

# StepOver Signature Pad

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The warranty shall be invalidated in the following cases of improper use (amongst others):

- Use of pens that have not been approved by StepOver (e.g. ballpoint pens)
- Strong and targeted pressure on the display/sensor (especially in transit)
- Falls from heights above 30cm
- Broken USB cables caused by bending or pulling
- Significant build-up of moisture in the Signature Pad
- Intense heat and/or sunlight on the Signature Pad
- Use of aggressive (solvent-based) detergents



**Please keep the Signature Pad and all accessories out of the reach of children! Serious damage may create sharp and/or pointy edges that can cause injuries when touched. Damaged devices may also leak liquids that can cause irritation to the skin and eyes. Please contact a doctor immediately in such case.**

Useful maintenance links:

Changing the pen and cord

<https://www.stepover.com/fileadmin/stepover.de/media/Dokumente/duraPen1-EN.PDF>

Changing the protective film

<https://www.stepover.com/fileadmin/stepover.de/media/Dokumente/Montage-Schutzfolien.pdf>

### Support / Repairs / RMA

StepOver will be happy to provide you with after-sales advice and assistance, especially if you notice an unexpected problem.

If you require technical assistance, you will find a lot of support and contacts on our website:

<https://www.stepover.com/service/>

If your Signature Pad is faulty, please only use our RMA Assistant at:

<https://www.stepover.com/service/repair>

**Please do not send us any devices before they have been approved by the RMA Assistant. We cannot accept or process such devices, and we will return them to you at a cost.**

### CE / FCC

#### All hardware products manufactured by StepOver International GmbH and StepOver GmbH with FCC marking

Class A Declaration / Reference: This equipment has been tested and complies with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. The improper use of this equipment in a residential area is likely to cause harmful interference. Such disturbances must be corrected by the user at its own expense.



#### All hardware products manufactured by StepOver GmbH and StepOver International GmbH with CE marking

EC Declaration of Conformity [www.StepOverInfo.net/CE-Conformity](http://www.StepOverInfo.net/CE-Conformity)

Warning: This device is interference-suppressed according to Class A. It may cause harmful radio interference when used in domestic environments. In such cases, the operator may be required to remedy the problem by taking the appropriate measures.

[www.StepOverInfo.net/CE-Class-A-Warning](http://www.StepOverInfo.net/CE-Class-A-Warning)

