



ePad User Guide  
Product Family Reference

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

**ePad, ePad II, ePad-ink, and ePad-vision** are trademarks, and ePadLink is a registered trademark of ePadLink. All other trademarks are the property of their respective owners.

ePad Product Family User's Guide P/N 94-21488 Rev. C

Copyright © 2023 ePadLink All rights reserved.

## **Part 1 – ePad Signature Pads**

### **Introduction**

#### *About the ePad electronic signature product family*

ePadLink electronic signature pads (ePads) are pen input devices that capture hand-written signatures for use in PC applications. Designed to mimic the natural feel of signing on paper, the ePads can be used on the desktop, yet are small and light enough to take on the road. Forms requiring signature approvals can now be completed and stored electronically. For secure transactions, the details of a signature can be analyzed to confirm the identity of a signer. With the ePad product family, it's easy to add signatures to electronic documents, anytime, anywhere!

#### *The ePad*

The standard ePad is designed for basic electronic signature capture. It is light-weight and self-powered via a USB port. This is ePadLink's standard model and has been implemented in hundreds of applications and environments where electronic signature is necessary.

#### *The ePad II*

The second generation of electronic signature technology from ePadLink, ePad II provides increased security and performance for mission critical applications. Integrating ePadLink's semi-conductive technology with advanced features such as user definable report rates (up to 400 RPS), the ePad II provides higher signature definition and biometric repeatability.

#### *The ePad-ink*

The ePad-ink allows electronic signature capture with interactive visual feedback via LCD. It is based on an ITO resistive touchpad technology. The 3" x 2.2", 300 d.p.i. screen is stylish and allows for powerful integration flexibility in any environment with its bi-directional communications capability. The ePad-ink has a USB interface.

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

### *The ePad-vision*

This latest addition to ePadLink's ePad® Family not only captures secure, legally-binding esignatures, its large, full- color LCD screen enables you to display unique visual images and text that attract attention and help your customer-facing representatives cross-sell products and services. Dynamic functionality lets you display targeted marketing messages and colorful images, personalize your backgrounds, conduct customer surveys, have signers scroll through compliance text, and more. Selectable onscreen check boxes and response buttons enable you to obtain important customer information, and make it easy for customers to opt-in to special offers. The ePad-ink has a USB interface.

### *Further Information*

Further information about ePad signature pads may be found on our website [www.epadlink.com](http://www.epadlink.com).

## Installing your ePad

### *System requirements for all ePad products*

- PC running Windows, or a server running Windows Server
- USB port
- Optional:
  - Microsoft Terminal Services
  - Citrix

### *Installing your ePad signature pad*

- Plug your ePad signature pad into a USB port on the PC.
- Download the ePad signature pad driver software and other desired software onto your PC. See Part II of this manual.

## Troubleshooting

Having trouble? Visit our website [www.epadlink.com](http://www.epadlink.com) to view FAQs (Frequently Asked Questions).

## Care and Maintenance

ePadLink ePads are durable and will last for many years. Proper care and maintenance, however, will better guarantee the reliability and performance of your ePad over its lifetime.

The only periodic maintenance your ePad requires is to keep it clean. A dirty pad surface may interfere with moving your stylus smoothly across the surface.

# **ePadLink®**

## **ePad User Guide – Product Family Reference**

Maintain your signature pad properly by following these guidelines:

1. Never leave the pad exposed to the sun for long periods of time. If you keep the pad locked in a car on a hot day, leave a window cracked to help with ventilation and keep the pad in a carrying case or shaded area of the vehicle.
2. To clean the pad, follow these guidelines:
  - a. Use any mild liquid household cleaner or rubbing alcohol.
  - b. Apply a small amount of cleaner to a soft, non- abrasive cloth and wipe the pad or sensor.
  - c. Be sure to wipe all cleaner residue from the device.
  - d. Allow the alcohol to evaporate normally.

### **CAUTION:**

1. Do not pour cleaner or alcohol directly onto the device. Apply the cleaner to a soft cloth first.
2. Do not use De-Natured Alcohol. This will damage the plastic case.
3. Do not allow liquid to drip inside the unit.
4. Do not expose the device to extreme cold or heat.
5. Do not put objects pressing against the signature pad area when storing the device.
6. Do not use a ballpoint pen or other sharp objects. Use only the supplied stylus.

### **Contact Information**

#### *Technical Support*

If you have any difficulties installing or using your ePad, please refer to the section of this User's Guide that relates to your problem. If you are still unable to resolve the problem, please call our Product Support team for assistance.

The toll-free number for technical support is 800-520-3464.

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

Support FAQs are available at [www.epadlink.com](http://www.epadlink.com). Technical support is available Monday through Friday from 8 a.m. – 5 p.m. Pacific Time.

Support via email: [support@epadlink.com](mailto:support@epadlink.com)

When contacting support, please have the following information available:

- Date and place of purchase
- Brand and model of computer
- Software you use with this product

### *Mailing Address*

875 Patriot Drive, Unit A, Moorpark, CA 93021  
Phone: 800-520-3464  
Fax: 805-520-0867

### *Web*

[www.epadlink.com](http://www.epadlink.com)

### **ePadLink FCC Certification**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a CLASS B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there is no guarantee that this radio interference will not occur in a particular installation.

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio-TV technician for help.

Notice: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This product is equipped with shielded cable. Extension cables, if used, must be shielded in order to comply with the emission limits.

### *CE Conformity*

This product has been designed to meet requirements of CE radiated and conducted emissions, as well as all related susceptibility standards. Tests confirm this product meets these requirements.

### *CB Safety Certification*

This product has been tested to and meets the requirements of CB safety standard. \*

\* Only for the products listed as such under "Approvals and certifications" section.



## **STANDARD END-USER LICENSE AGREEMENT**

### **END USER SOFTWARE LICENSE**

This legal document is an agreement (the “Agreement”) between you, the end-user, and ePadLink (“ePadLink”).

1. **Grant of License.** The software on the accompanying diskette, CD-ROM or which you have downloaded has been developed by or licensed by ePadLink (the "Software"). The Software is licensed, not sold, to you for your use only on one (1) machine or on a computer file server at a single location within your internal network for the exclusive purpose of internal business use in accordance with the Documentation (as defined below). This license is non- exclusive and ePadLink reserves all rights not expressly granted to you in this Agreement. This license may be transferred only in connection with the accompanying ePadLink product.
2. **License Fee.** In consideration of the licenses granted herein, you must pay the license fee or other consideration for the Software and the documentation for the Software (“Documentation”) as set forth in Exhibit A attached hereto.
3. **Ownership of Software.** Although you may own the product in which the Software is originally recorded, ePadLink retains all right, title and interest in and to the (a) Software and the Documentation, including all future enhancements, upgrades, updates and new releases; and (b) any know-how or any intellectual property contained in or associated with the foregoing. You acknowledge that the Software is ePadLink’s property or is duly licensed by ePadLink from third party developers (“Third Party Developers”) and contains valuable confidential, unpublished information developed, acquired or licensed by ePadLink at great expense, including data processing algorithms, innovations and concepts. The Software is protected by copyright and other federal and state laws.

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

You agree to use your reasonable best efforts to protect the Software from unauthorized reproduction, distribution, disclosure, use, or publication.

4. **Copy Restrictions.** You may make one (1) back-up copy of the Software, provided that such back-up copy is not installed on or used on any computer. Unauthorized copying of the Software is expressly forbidden.
5. **Use Restrictions.** You may not directly or indirectly (i) reverse engineer, decompile, disassemble or otherwise attempt to derive the source code of the Software; (ii) encumber, time-share, rent or lease or assign the rights granted by this Agreement; or (iii) adapt, translate, localize, port or otherwise modify any Software or permit anyone to engage in similar conduct.
6. **Termination.** This License is effective until terminated. This License will terminate automatically without notice from ePadLink if you fail to comply with any provisions of the License. Upon termination of this Agreement, all rights granted to you under this Agreement shall immediately terminate and revert to ePadLink and you will cease the use of the Software.
7. **Warranty**
  - 7.1 **Ownership.** ePadLink represents and warrants that it has obtained all necessary rights in and to the Software necessary to grant the rights and licenses to you hereunder.
  - 7.2 **Performance.** ePadLink represents and warrants that for 90 days from the date of sale of product (the “Warranty Period”) to end-users consistent with the terms of this Agreement, the Software will perform in accordance with the specifications and documentation therefore, and that the specifications and documentation accurately reflect the operation and use of the most current version of the ePadLink products, including Updates (as hereinafter defined), provided to you hereunder.
  - 7.3 **Warranty Disclaimer.** EXCEPT FOR THE EXPRESS WARRANTY SET FORTH ABOVE, EPADLINK AND ANY THIRD PARTY DEVELOPERS MAKE NO OTHER WARRANTIES RELATING TO THE PRODUCTS, EXPRESS, STATUTORY OR IMPLIED, AND EXPRESSLY DISCLAIMS ANY WARRANTY, INCLUDING, WITHOUT LIMITATION, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE

OR MERCHANTABILITY EVEN IF EPADLINK HAS BEEN INFORMED OF SUCH PURPOSE.

8. Software Maintenance, Development and Support.
  - a. Maintenance. In the event of the discovery of any material failure of the Software to comply with the warranty of Section 7.2, above, ePadLink's sole liability and your sole remedy shall be, at ePadLink's Option, either: (i) return the License Fee; or (ii) repair or replacement of the Software; provided, however that ePadLink received written notice of such failure within the Warranty Period.
  - b. Upgrades, Bug Fixes and New Releases. ePadLink shall make available to you updates, upgrades, bugfixes and new versions of the ePadLink Software (collectively, "Updates") which ePadLink generally releases to its customers from time to time.
9. Indemnification.
  - a. Infringement Indemnification by ePadLink. ePadLink shall indemnify, defend and hold you harmless from any claims, demands, liabilities, losses, damages, judgments, and all costs and expenses related thereto (including reasonable attorneys' fees), to the extent resulting from any claim that the Software, or any portion thereof, or your use thereof, infringe or violate any copyright, patent, trade secret, license, or other proprietary right of a third party. In the event that the Software or any portion thereof is held to constitute an infringement and its use is enjoined, ePadLink shall have the obligation to, at its expense, (i) modify the infringing portion of the Software without impairing in any material respect the functionality or performance, so that it is non-infringing, (ii) procure for you at ePadLink's expense the right to continue to use the infringing Software or (iii) replace the Software or portions thereof with equally suitable, non-infringing software. ePadLink shall have no liability for any claim of infringement based on (i) use or combination of any portion of the Software with any products or software not supplied by ePadLink, if such infringement would not

# **ePadLink®**

## **ePad User Guide – Product Family Reference**

have occurred without such use or combination, (ii) use of the Software by you, after having received notice from ePadLink that the Software infringes the proprietary rights of a third party, and ePadLink has performed one of the options in the preceding paragraph, or (iii) use of other than the latest unmodified version of the Software provided to you by ePadLink, if the infringement would have been avoided by the use of such version.

- b. Indemnification Procedures. The indemnification obligation of ePadLink under Section 9a is conditioned upon the following: (i) you shall promptly notify ePadLink in writing of any claim of infringement by any third party; (ii) your giving ePadLink sole control over the defense and settlement of such third party claim; (iii) you, to the extent reasonable, cooperating with ePadLink in the defense or settlement of such third party claim. Your failure to promptly give notice shall affect ePadLink's obligation to indemnify you only to the extent ePadLink's rights are materially prejudiced by such failure.
- c. Indemnification of ePadLink. Except for the foregoing infringement claims, you shall indemnify and hold harmless ePadLink and any Third Party Developers, their directors, shareholders, officers, agents and employees harmless from and against any claims, demands or causes of action whatsoever, including without limitation those arising on account of your modification or enhancement of the Software or otherwise caused by, or arising out of, or resulting from, the exercise or practice of the license granted hereunder.

### **10. Limitation of Liability.**

- a. Consequential Damages Waiver. YOU ACKNOWLEDGE AND AGREE THAT THE CONSIDERATION WHICH EPADLINK IS CHARGING HEREUNDER DOES NOT INCLUDE ANY CONSIDERATION FOR ASSUMPTION BY EPADLINK OF THE RISK OF YOUR CONSEQUENTIAL OR INCIDENTAL DAMAGES WHICH MAY ARISE IN CONNECTION WITH YOUR USE OF THE SOFTWARE AND DOCUMENTATION.

ACCORDINGLY, EPADLINK AND ANY THIRD PARTY DEVELOPERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, OR ANY SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND (INCLUDING LOST PROFITS) REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY OR OTHERWISE, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

- b. Limitation of Liability. SUBJECT TO THE INFRINGEMENT INDEMNIFICATION PROVIDED FOR IN SECTION 9a OF THIS AGREEMENT, EPADLINK'S AND ANY THIRD PARTY DEVELOPER'S AGGREGATE LIABILITY TO YOU UNDER ANY CLAIMS ARISING OUT OF THIS AGREEMENT SHALL NOT EXCEED THE LICENSE FEES PAID TO EPADLINK PURSUANT TO THIS AGREEMENT.
11. Software License Agreement (Europe, Africa And Middle East)  
Important Notice To Customers. This product contains copyrighted computer programs, which are the inalienable intellectual property of ePadLink. This software is both integrated within the product and also contained on the accompanying data carrier. The purchase of this product from your dealer does not include ePadLink's Software or any associated rights of usage. ePadLink grants you, the user, the right to use the software solely in accordance with the conditions of this Agreement. By purchasing this product you agree to the terms of this license.
12. Third Party Beneficiaries. This Agreement is an agreement made expressly for the benefit of any Third Party Developers and any Third Party Developers shall be third party beneficiaries to this Agreement. It is the express intent of ePadLink and you, that each of you intends to benefit such Third Party Developers by this Agreement to enable such Third Party Developers to enforce the provisions of this Agreement. In their enforcement of the provisions of this Agreement, the Third Party Developers shall be entitled to all rights, protections and remedies of ePadLink under this Agreement.

13. Miscellaneous. This License is governed by the laws of the United States of America and the State of California. Your rights and obligations under this Agreement may not be assigned or assumed without the written consent of ePadLink. If any of the provisions of this Agreement are determined to be invalid, illegal, or unenforceable, such provisions shall be modified to the minimum extent necessary to make such provisions enforceable, and the validity, legality, and enforceability of the remaining provisions of this Agreement shall continue in full force and effect. This Agreement shall be binding on, and shall inure to the benefit of, the parties to it and their respective heirs, legal representatives, and successors. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing by all the parties. This Agreement and the other documents to be executed to implement its provisions together constitute the entire agreement between the parties pertaining to the subject matter contained in them. No supplement, modification, or amendment of this Agreement shall be binding unless executed in writing by all the parties. Should any litigation or arbitration be commenced between the parties concerning the rights or obligations of the parties under this Agreement, the party prevailing in such litigation or arbitration shall be entitled, in addition to such other relief as may be granted, to a reasonable sum as and for its attorneys' fees in such litigation or arbitration. This amount shall be determined by the court in such litigation or arbitration or in a separate action brought for that purpose.

## Part 2 – Software for ePads

### Introduction

There are several types of software used with our ePadLink electronic signature pads. Further details and download information may be found on our website [www.epadlink.com](http://www.epadlink.com).

#### *Universal Installer*

This software installs the “drivers” that run on your PC or server to provide the communication between your application programs and your ePadLink electronic signature pad. It is called the Universal Installer because it can install drivers for all the different models of ePadLink electronic signature pads. Unless you have a specially configured installer, you must run the Universal installer on each computer that has an ePadLink signature pad connected to it.

#### *pDoc Signer*

pDoc Signer is a Windows desktop application program that provides the capability to capture high resolution digital signatures from an attached ePad electronic signature pad and securely embed the signatures, including associated biometric information, into digital signature fields in your PDF documents. In addition, pDoc Signer provides the capability to create new signature fields, size and shape them to the desired dimensions, and place them anywhere in a PDF document, without having to use expensive PDF document applications.

#### *IntegriSign Desktop*

IntegriSign Desktop provides the plug-ins that enable signature capture in popular desktop applications: Microsoft Word and Excel, and Adobe Acrobat and Reader. After installing IntegriSign Desktop on your computer, you will be able to place signature fields into Word, Excel, and PDF documents and sign them, all from within the application program.

# **ePadLink<sup>®</sup>**

## **ePad User Guide – Product Family Reference**

### *eSign Emcee*

eSign Emcee is a powerful server-based software system that allows software developers, systems integrators, and enterprise IT departments to easily incorporate electronic signatures into existing document-processing work flows. As a web-based browser solution, eSign Emcee facilitates electronic signing of document ceremonies (collections of documents) by different people at different times in different locations using a variety of signature collection methods: electronic signature pads, mobile devices (iPads and iPhones), and click-to-sign with a mouse.