

signotec Delta (Touch) Pen Display

User Manual



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1. Thank you!

Thank you for having chosen one of signotec's products. You now have a robust, durable and high-tech solution that is unrivalled in this market segment. The signotec Delta Pen Display is a monitor extension featuring pen input and optionally available capacitive touch functionality. The device functions as a monitor and can be managed using the Windows settings (to duplicate or extend the main display). The supplied pen is used to capture writing characteristics (biometrics) accurately and in a high resolution.

2. Symbols

Special attention in this user manual is drawn to specific situations, important notes and general information using a system of symbols and colours.



Caution: Situations that can lead to injuries, errors or damage.



Note: Situations in which attention should be given to specific notes and information on compatibility.



Tip: Notes and tips for usage.

3. Warnings and precautions

This user manual contains detailed information about the installation and setup of the signotec signature pad. The following sections describe the device itself, as well as how to install, configure and properly maintain the device.



Please read this user manual carefully **before installing and using** the device to ensure that you handle it safely.

Before you start using the device, please read all information, warnings and safety instructions carefully to take full advantage of the product's long service life. Failure to comply with these precautions will result in the loss of your warranty. Furthermore, signotec will not accept any responsibility for the repair or replacement of the device.

- The signature pad was primarily designed for use in an office environment, over the counter or for mobile use and has been tested in this operating environment. The use of the device in other fields of application may damage it and is undertaken entirely at the user's own risk.
- The pad is neither waterproof nor explosion-proof. In addition, you should avoid extreme fluctuations in temperature. Never use the device in very dusty environments.
- Make sure to not scratch the display or place sharp or heavy objects on the device. Avoid violently shaking (from impacts or drops, for example) the device in order to prevent damage to the components.
- The screen's surface can become damaged by pen tips that are pointy or have sharp edges. Replace the pen tip or cartridge once it shows signs of use.
- Never expose the product to high-voltage electrostatic discharges or the build-up of electrostatic charge on the LCD screen. It could cause the LCD screen to temporarily become patchy. If patches do appear, leave the device's display turned on. The patchiness will disappear after a few hours.
- The signature pad and the supplied pen are designed to be used together. You will void the warranty if you use these two components of the product separately.
- In case of damage to the LCD screen, DO NOT touch the liquid that may leak out under ANY CIRCUMSTANCES. This liquid may cause skin irritation. Immediately rinse the affected area under running water for at least 15 minutes if the liquid comes in contact with your skin, eyes or mouth. If the liquid comes in contact with your eyes or mouth, consult a doctor as well.

4. Other resources

In addition to the user manual, signotec also provides further information such as product descriptions and technical data sheets online. For additional downloads and information, please contact your dealer or visit www.signotec.com.

5. Checking the device upon arrival

Immediately upon or after receiving the product, check that all associated components have been delivered. If a component is missing, defective or visibly damaged, please contact signotec or the authorised dealer from whom you purchased the product within one working day. If you do not complain about a missing, defective or visibly damaged component within the period of time from receipt of the product, the product is considered to have been properly accepted and it remains at the sole discretion of the dealer to deliver or replace missing, defective or damaged components after this period. It is up to you (as the customer) to prove the non-conformity of the delivery upon receipt of the product.

The scope of delivery for your signature pad includes:

- signotec Delta Pen Display
- Battery-free pen with replaceable cartridge (*attached to the pad by a cord*)
- USB Y-cable
- Replacement cartridge and tool
- Vertical pen holder



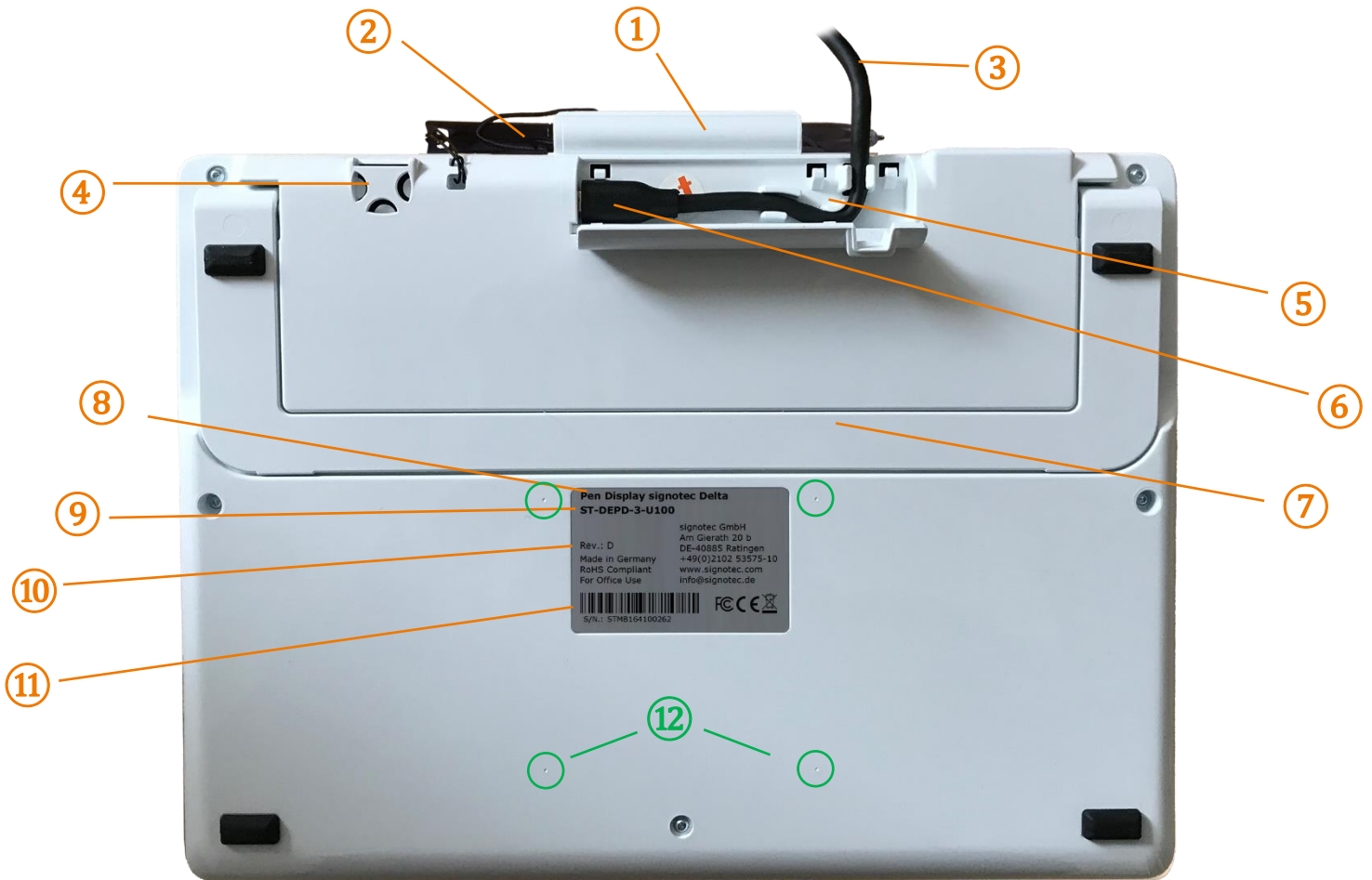
6. Product view

6.1. Front side



1	USB cable	4	Ergonomic pen with replaceable pen tip
2	Liquid Crystal Display (LCD) with a hardened glass surface	5	Cord (attached to the device and pen)
3	Status LED		

6.2. Back side



1	Pen holder (horizontal)	7	Foldout support
2	Pen with cord (attached to the device and pen)	8	Device designation
3	USB cable	9	Item number
4	Mounting fixture for a vertical pen holder	10	Hardware revision number
5	Tension relief for USB cable	11	Barcode with unique serial number
6	Micro-USB port	12	VESA mounting fixture (75 × 75 mm)

6.3. VESA mounting fixture

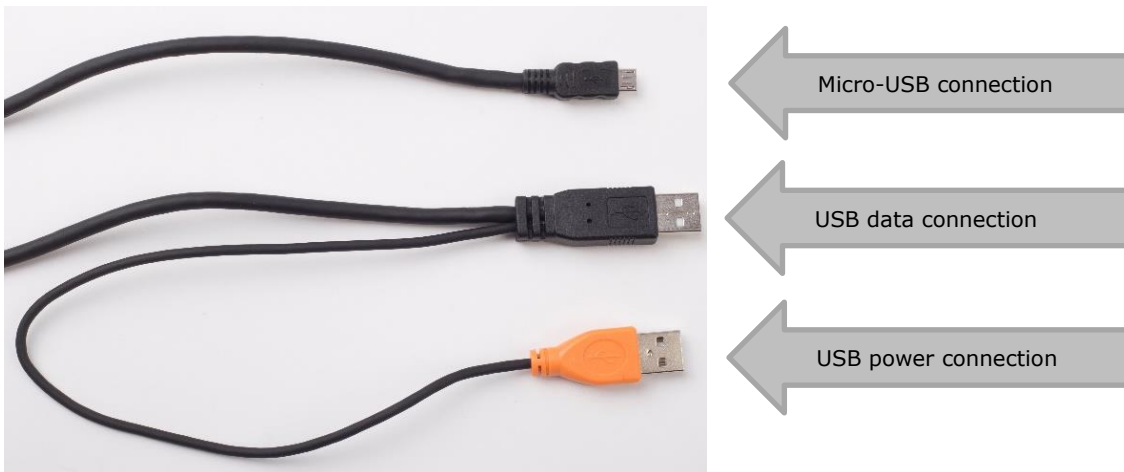
There are markings for a 75 × 75 mm VESA mounting fixture on the back of the signature pad. Thermo plastic screws (such as the Ejot or Schriever brand) with a diameter of 3 mm and a maximum penetration depth of 6.5 mm must be used for mounting.



If you use incorrect mounting accessories, it can result in damage to the housing and the electronics.

6.4. USB cable

The supplied USB Y-cable has three different plugs. The Micro-USB plug is connected to the device. The black plug provides power and data transfer and the orange plug provides an additional power supply. Please refer to the ['Inserting the USB cable'](#) section for more information.



7. Connection types

The signotec Delta Pen Display signature pad is connected to the computer via USB; there is not an alternative. If you want to connect a device to a network, then we recommend purchasing a 'true' Delta signature pad.

8. Installation



Please install all **required drivers** on your system **before** connecting the device. Remember to **reboot** your system, as well.

Make sure that you have installed the **signotec Pen Display Manager** and the **DisplayLink driver** before you use the device for the first time. You will need to reboot your computer after installing the drivers. You can then connect the device to your computer.

The device has a removeable USB Y-cable with two standard USB Type A plugs and one Micro-USB plug. The cable is generally used for data transfer and to power the device. Connect this plug to a free USB port of the computer. The device can also be operated without a USB connection if it has an integrated Ethernet connection.

The cable is routed through a small channel on the back of the signature pad to provide tension relief. Attaching the cable without tension relief may damage the cable as well as the device. Please refer to the [‘Inserting the USB cable’](#) section for more information.

Please connect the cable while taking all necessary safety precautions with regard to other devices and persons. The cable should be routed in such a way that under no circumstances is it constantly under tension. Do not place heavy objects on the cable, do not bend the cable repeatedly and do not exert strong pressure on the cable connections. Improper loading of the cable or the connector sockets may result in cable breakage or damage to the device’s components or your computer. Damage that can be attributed to these causes is not covered by warranty.

Note: Please use only the supplied cable or appropriate spare parts from signotec to ensure correct functionality. The USB standard provides for a maximum cable length of three metres. signotec cannot guarantee functionality for longer cables.

8.1. Assembling the pen holder

There is a small cutout on the back of the device to attach the supplied, vertical pen holder. The rounded, flat end of the pen holder needs to be pressed into this cutout, while applying a little pressure, in order to ensure that it stays in place.



8.2. Folding out/in the support

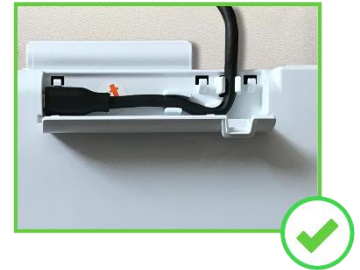
The signotec Delta Pen Display features a foldout support on the back of the device. It can be easily folded out to raise the device up at an angle. In this manner, the device can be conveniently adapted to the conditions wherever it is in use. The person signing the pad can read the contents easily and sign comfortably.



When folding out the support, pay attention that it is folded out completely to ensure a stabile support.

8.3. Inserting the USB cable

The USB cable is part of the scope of delivery and it is easily connected to the device. First you insert the Micro-USB plug into the port on the back of the device and route the cable through the tension relief. Then, you connect both USB Type A plugs to a computer.



Improper plugging in/out of the USB cable, or doing so too often, can cause damage to the cable and Micro-USB plug. The warranty does not cover this type of damage.

8.4. Power supply via USB

The signotec Delta signature pad features a USB Y-cable. The cable has two plugs in order to provide the device with sufficient power (1,000 mA max.). One USB 2.0 plug provides an output of 500 mA in accordance with USB specifications. One USB 3.0 plug provides an output of 900 mA.

Often it is sufficient to connect the device only using the black plug for systems with USB 3.0 ports. However, for systems with USB 2.0 ports, you need to use both plugs in order to provide sufficient power to the device.

If the device is not provided with sufficient power, it can mean that it will not turn on, that it may turn off sporadically or that it will not react to the pen input.

8.5. Using an external power supply unit

Some systems do not provide the necessary 500 mA (USB 2.0) or 900 mA (USB 3.0/3.1) on each port as per USB specification. If the device does not receive sufficient power, it will not turn on or it may sporadically turn off. You will need to use an optional power supply unit to provide a reliable source of power.



It is connected to a power outlet. The orange plug of the supplied USB-Y cable is inserted on the other side and connected to the device.

In addition, the black cable is connected to a free USB port on the computer.

8.6. Configuring the display settings

After you have installed the drivers and properly connected the device, the operating system detects the signature pad as an additional monitor. You can duplicate or extend the main display using the system settings for the monitor. In addition, you can also configure the position of the monitor, just like you would for a multi-monitor setup.

8.7. Configuring the pen input

Start the signotec Pen Display Manager via the Start menu or tray icon if you want to configure the pen input. A small window appears with two tabs: 'Pen' and 'Mapping'.

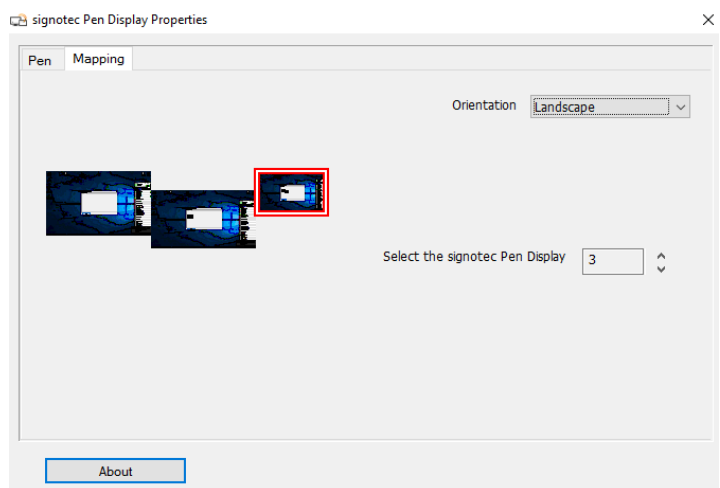
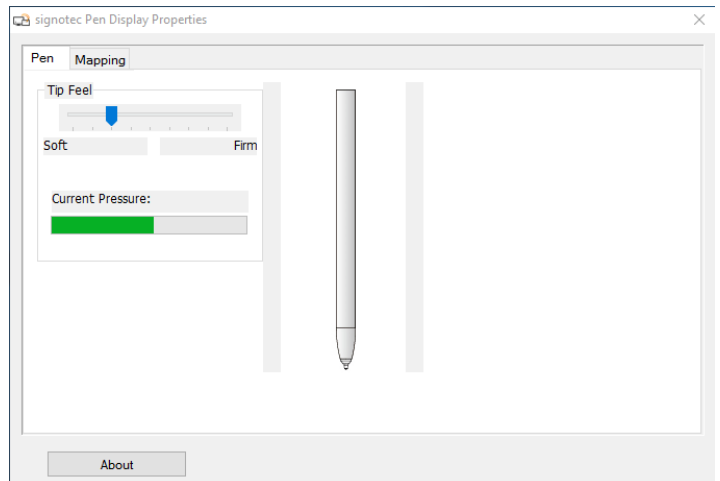
You can change the pressure sensitivity under 'Pen'. Move the slider for 'Tip Feel' to the desired position. 'Soft' means that the pen will transmit a high pressure if touched lightly; whereas 'Firm' means that the user will need to press harder with the pen.

Drag the window to the Pen Display and press a point in the window using the pen in order to test the current setting. You can visualise the captured amount of pressure using the 'Current Pressure' display.

Select the desired monitor in the 'Mapping' tab in order to link the pen input with the correct monitor.

All detected monitors are listed on the left side. You can use the option 'Select the signotec Pen Display' on the right to determine which of the connected monitors is the Pen Display. The current selection has a red border.

The selection will determine the desired monitor for use and display of pen input.

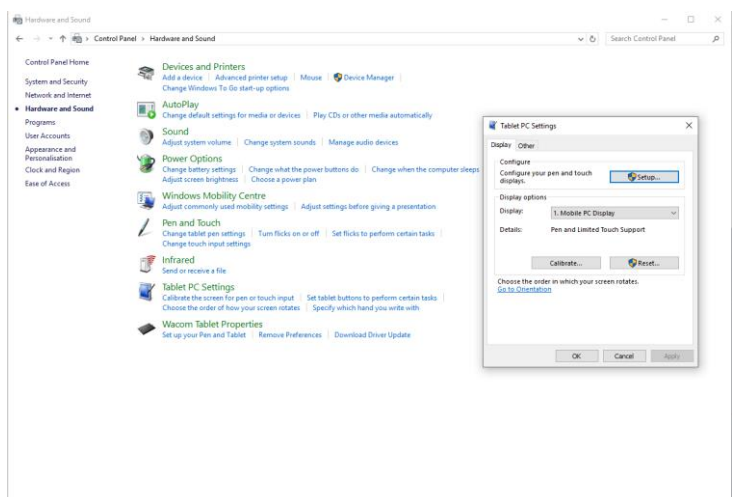


8.8. Configuring the capacitive touch

The signotec Delta Pen Display can also be equipped with a capacitive touchscreen as an option. In order to link the correct monitor with the touch input, you need to make a specific setting in Windows.

Navigate to the Control Panel on the Windows computer. Click 'Hardware and Sound' and go to 'Tablet PC Settings', where you will find the option 'Calibrate the screen for pen or touch input'.

Configure the touch input under 'Configure' using the 'Setup...' button. Follow the on-screen instructions afterwards.



9. Maintenance, care and cleaning

signotec signature pads are maintenance-free. No technical components need to be replaced regularly or depending on use. You should handle the device with care, maintain it regularly and replace accessories promptly if they show signs of use in order to increase the device's service life as much as possible.

9.1. Pen and pen cartridge

The signotec pads are equipped with a robust and maintenance-free pen that does not require batteries. The pen's realistic size and soft cartridge makes the user feel like they are writing on paper. The pen can be attached to the pen holder. The pen is pre-attached to the device with a high-quality cord preventing it becoming lost.



9.2. Replacing the cartridge

Use the supplied tool to remove the cartridge from the pen if it needs to be replaced. You can then conveniently insert a new cartridge. Pay attention that you insert the correct end of the cartridge.

9.3. Replacing the pen

It takes only a few steps to replace the pen. The cord is attached to the device and pen by means of a simple loop. First enlarge the loop on the device and then feed the pen through. The cord can then be pulled through the loop on the pen to release the pen from the cord. Proceed in reverse order to attach a new pen or cord.



Caution: Improper replacement of parts and use of accessories from unauthorised sources may result in damage that is not covered by warranty.

9.4. Care and cleaning

Clean your device regularly. Dust and dirt particles can form residues on the sensor film or glass and pen, which can cause excessive wear to the surface. Regular cleaning of the surface and the pen will help to extend the device's service life. Normal wear and tear of the surface or the pen does not constitute a warranty claim.

Disconnect the device from the power source, the computer, and any other connected devices. Use a damp or dry, soft cloth to clean the pen. Use an anti-static, slightly damp, lint-free cloth to further clean the display and casing. Only apply gentle pressure to the surfaces of the device and make sure that no moisture forms on the surface or gets into any joints that may exist. Do not use window or household cleaners, sprays, solvents, ammonia solutions, abrasive cleaners or cleaners containing hydrogen peroxide to clean the unit. Do not spray cleaning agents directly onto the device.

Any damage that is or has been caused, for example, by using the wrong cleaning agent and/or during cleaning, is not covered by warranty.

9.5. Disinfection

You can use a wipe with 70% isopropyl alcohol or 75% ethyl alcohol to gently wipe the surfaces and pens. Do not use products containing bleach or hydrogen peroxide. Avoid getting moisture into an opening and do not immerse your device in cleaning agents.

10. Warranty

Within the warranty period, signotec GmbH will repair free of charge all defects of the product that are caused by processing errors or material defects. It is at the discretion of signotec to repair or replace individual parts or the entire product. The replacement can mean new or repaired parts or a new or repaired product. Repaired parts or products must correspond to a new product in terms of functionality. The repaired parts or products only receive the remaining term of the original warranty period. The replaced or defective parts become the property of signotec.

10.1. Duration and nature of the warranty

- a) You receive a two-year carry-in warranty from the date of purchase with the purchase of a signotec device. The date printed on the invoice is decisive in this regard. The warranty period applies to the first customer and is non-transferable (in the event of resale).
- b) It is a carry-in warranty. An advance replacement is not part of this warranty and must be agreed separately on request. The costs and related risks of transport are not assumed by signotec.
- c) When purchasing the product, it is possible to purchase an extension of the warranty period up to five years. This option is a one-off offer when ordering the product. It is not possible to subsequently extend the warranty.

10.2. Exclusion of warranty

Excluded from the warranty are (not an exhaustive list):

- a) Regular maintenance and repair or replacement of wear parts such as pen, cartridge or sensor surface;
- b) Compatibility issues resulting from hardware, software or configurations of the technical system environment;
- c) Damage or defects resulting from changes, adjustments or other modifications to the original product that were not authorised by signotec;
- d) Improper use, including but not limited to:
 - Damage or defects caused by failure to observe the care instructions, such as use of the wrong cleaning agent;
 - Damage or defects caused by use, operation or handling of the product that does not correspond to the intended purpose or location for application;
 - Damage or defects caused by incorrect or improper installation of the product;
 - Use of accessories, additional devices or other products that are not approved by signotec;
 - Repairs and repair attempts by persons not authorised by signotec.

11. Support and repairs

The products and solutions from signotec were designed to make our customers satisfied users. If, contrary to expectations, problems occur, you can find the necessary help and support on our FAQ and support pages.

11.1. Technical support

Please always describe the error with as much detail as possible (including a description of the work process, date of the first occurrence of the error, any changes made to the affected workstation, etc.) when contacting our support team. We must be able to reproduce the error in order to correct it. Therefore, please also describe exactly how the error can be reproduced. Please use the [ticket form](#) on our website in order to initiate a support request.

11.2. Repairs

In case of a defective signature pad or missing/defective parts, please use the appropriate [RMA form](#) on our website to send the device in for repair. In addition, our technology team is available at rma@signotec.de to answer all questions regarding repairs and spare parts.



Tip: A repair is often possible outside the warranty claim and offers a cheap and ecological alternative to a new purchase.

11.3. Overview of accessories and spare parts

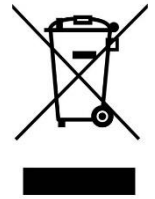
The following table provides you with an overview of the available and supported accessories and spare parts.

Accessories and spare parts	
Pen without cord	ST-SPARE-PENERT-001
Replacement cartridges (3 pc., including tool)	ST-SPARE-PENTIP-CLMP
Replacement cord	ST-SPARE-CORD-003
Pen holder (vertical)	ST-SPARE-GAMDE-001
USB Y-cable (approx. 2.7 metres)	ST-SPARE-DEL-002
USB power supply unit	ST-SPARE-DEL-019

12. Disposal of device

The proper disposal of old electrical and electronic equipment ('waste equipment') is important to us.

All consumers and proprietors are legally obliged to dispose of old electrical and electronic equipment separately from household waste, as it contains harmful substances as well as valuable resources. Electrical appliances are marked with the adjacent symbol, which means that they must not be disposed of with normal household waste.



Old electrical equipment can be turned in at an approved collection or return point. For example, this can be a local recycling centre. Old electrical equipment is usually accepted there free of charge and recycled in an environmentally friendly and resource-saving manner.

Pursuant to the German Electrical and Electronic Equipment Act (*ElektroG*), our WEEE registration number is: DE 41995888.

13. Declarations of conformity

The signotec pads comply with the current RoHS Directive of the European Union.

The signotec pads were tested to be compliant with the following standards:

- EN 60950-1/11.2006 (Information technology equipment – Electrical safety)
- EN 61000-6-1 (Electromagnetic compatibility (EMC) – Immunity)
- EN 61000-6-3 (Electromagnetic compatibility (EMC) – Emission standard)
- EN 55022 (Electromagnetic compatibility – Emissions)
- EN 55024 (Electromagnetic compatibility – Immunity)
- CE marking
- Federal Communications Commission (FCC)



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