

All About Signature Boxes in ProDOC

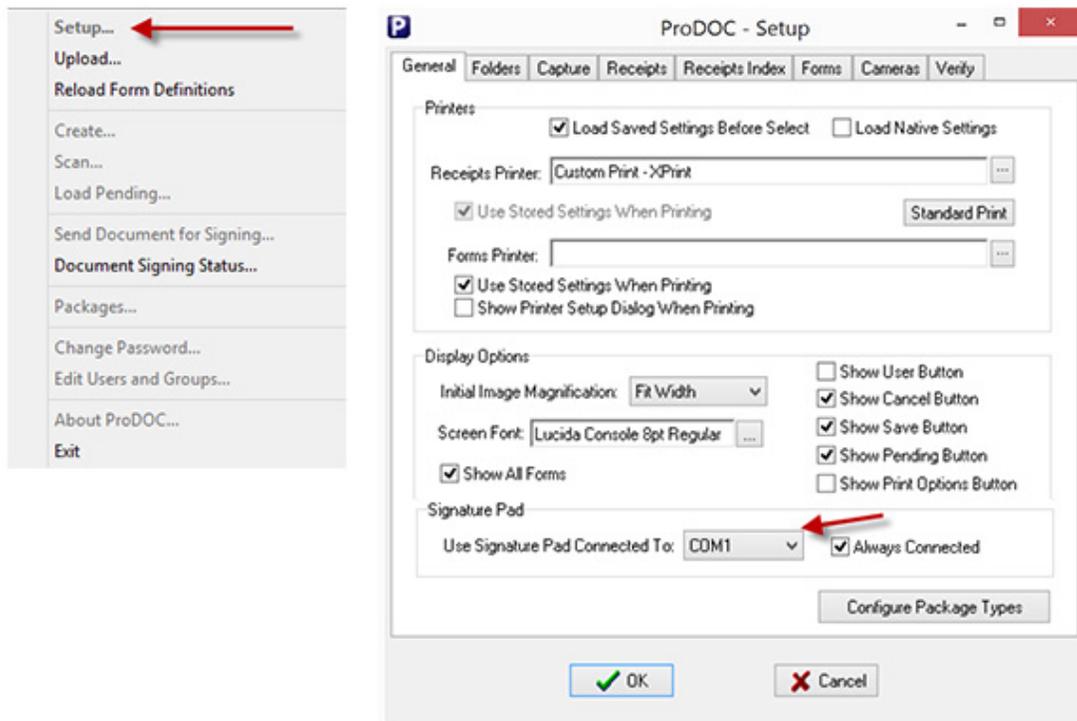
What do the different colored signature boxes mean?

- **Gray** - Your computer cannot find the signature pad.
- **White** - The signature pad has been found, but color has not been enabled.
Note: white signature boxes almost appear invisible if on a white background.
- **Yellow** - Color has been enabled but the signature box is not active.
- **Blue** - Color has been enabled and the signature box and pad are active. You're ready to capture a signature.

Why can't my computer find the signature pad?

Check to make sure the pad is connected. Loose cables will cause the pad to occasionally disconnect.

If the signature pad is not enabled, open the **Setup** screen in ProDOC. On the **General** tab change the dropdown in the **Signature Pad** section to **COM1**.



How Do I Enable Color?

Color is enabled in the SIGPLUS.INI File. An .INI file is a type of file that contains configuration information in a simple, predefined text format. If you do not have permission to make configuration changes, your administrator or IT staff can help you.

To enable color, **locate the Sigplus.ini in your C drive.**

C:\Windows\Sigplus.ini

Change the **EnableColor=** from **0** to **1**

EnableColor=0 (color not enabled)

EnableColor=1 (color enabled)

How Do I make a signature box active and ready to capture a signature?

Clicking on a signature box makes it active. Right clicking on a signature box clears its contents and resets it for the signer to re-sign.

For assistance installing a signature pad, please contact your network admin.

Did you find this tip helpful?

[Let us know here.](#)