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**.

Setup	ProDOC - Setup -
Upload Reload Form Definitions	General Folders Capture Receipts Receipts Index Forms Cameras Verify
Create Scan Load Pending	Printers
iend Document for Signing Document Signing Status	VUse Stored Settings When Printing Standard Print Forms Printer:
Packages	Use Stored Settings When Printing Show Printer Setup Dialog When Printing
hange Password dit Users and Groups	Display Options
About ProDOC Exit	Screen Font: Lucida Console 8pt Regular Show Cancel Button Streen Font: Lucida Console 8pt Regular Show All Forms Signature Pad Use Signature Pad Connected To: CDM1
	Configure Package Typ

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.