

Signature Pad – Trouble-shooting Common Issues

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Issues requiring replacement of SigPlus.ini file

The following issues indicate a problem with a local file on the C:\drive that can only be resolved by replacing the SigPlus.ini file.

NOTE! Replacing the signature pad will NOT resolve these issues.

- Captures staff signature and fails before participant signature.
- Cannot click “Next” on the signature pad.
- Capture signature starts to work but then stops.

PHDoc and other applications

Some applications, such as PHDoc, may replace the SigPlus.ini file with one that is not correctly configured for WIC’s purposes.

- Unable to collect signatures or press buttons on the signature pad.

SigPlus.ini file

Contact the MN Help Desk for assistance with replacing the SigPlus.ini file by calling 1-800-488-8799, press 2, 2 or emailing mnhelpdesk@gainwelltechnologies.com.

OR

Agency IT can assist with replacing the SigPlus.ini file available in FileZilla >> Agencygateway.

1. Open FileZilla.
2. Click the dropdown arrow next to the Open Site Manager icon.
3. Select Agencygateway.
4. On the right, under Filename, scroll down to the Signature Pad folder and open it.
5. Open the SigpadFiles folder.
6. On the left, under Local site, select C: (OS) to open the C drive folder.
7. Scroll down and click on the Windows folder to select it.
8. On the right again, double-click the SigPlus.ini file to download it to C:\Windows.

Trouble-shooting the USB HID error - cannot connect to signature pad

Error displays on the signature pad: “The USB HID Services is not responding. Verify that the USB HID service is connected, running and unblocked within your local environment.”

Trouble-shooting steps:

- 1. Is SWIPE window open?**
 - NO – Open window and try again.
 - YES – Window is open, proceed to next troubleshooting step.
- 2. Do other peripherals work (scanner or card reader)?**
 - NO – Close and restart SWIPE, make sure SWIPE is only open once.
 - YES - They work, proceed to next troubleshooting step.
- 3. Does the signature pad work on another laptop?**
 - NO – Issue is with the signature pad – needs replacement
 - YES – Problem is with the PC, proceed to next troubleshooting step.
- 4. Is the signature pad plugged directly into the PC (e.g. not the docking station)?**
 - NO – Plug directly into the laptop.
 - YES – Proceed to next troubleshooting step.
- 5. Double check that the cables are properly connected?**
 - NO – Tighten the cables.
 - YES – Problem is with the driver. Download and reinstall signature pad software/driver.

Contact the MN Help Desk for assistance with reinstalling the signature pad software/driver by calling 1-800-488-8799, press 2, 2 or emailing mnhelpdesk@gainwelltechnologies.com.

Issues requiring recalibration

- Pen is not writing where it is touching the screen; text is not aligned.
- Display is “bad”.
- Signature pad is not turning on correctly.

Recalibration will typically fix these and other similar issues. Try recalibration before contacting the Help Desk.

Recalibration steps (quick reference):

1. Unplug the signature pad from the USB cable.
2. Place the pen tip in the top left corner of the screen. While the pen is placed there, plug in the signature pad.
3. This will place a diagonal line in the top left corner. Place the pen tip at the outside end of the line.
4. The signature pad will now place a line at the bottom right corner. Place the pen tip at the outside end of this line as well.
5. This will complete the recalibration.

Recalibration – detailed steps:

1. To begin, place the pen in the upper left corner of the LCD screen and hold prior to plugging the Topaz signature pad into the computer.



2. While holding the pen tip in the upper left corner of the screen, plug in the signature pad to the USB port on your computer.
3. A small line of dots will appear in the upper left corner of the LCD screen. While holding the pen at a natural writing angle, lift the pen tip from the display, then press the pen tip back down on the upper left-most dot and hold.



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4. The mark will disappear from the upper left corner and reappear in the lower right corner. Press the pen tip on the lower right dot and hold.



5. A wave will cross the screen from top to bottom. The signature pad is now calibrated and will show any markings made with the pen. If performance is not acceptable, follow the instructions to recalibrate again.

LCD Field Calibration Guide (original recalibration documentation):

<http://www.topazsystems.com/Software/download/calibrationinstructions.pdf>

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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