

## **Signature Pad Troubleshooting**

First, check that JPEGger is working and that other pictures are being captured. If JPEGger is not working then the Signature Pad will not work.

The most common issue with the signature pad occurs because the USB plug comes loose from the back of the pad. The plug can be reinserted and the xlate380 service restarted. This will usually resolve the issue without rebooting the computer.

To prevent the USB plug from coming loose, we recommend that the USB cable be twisted and secured by the extra plastic plate on the back of the unit. Please see the attached pdf for self explanatory photos.