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PenPower L398S

PenPower L398S LCD Signature Pad Instruction Manual

Model: L398S (4710837758895)

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your PenPower L398S LCD Signature Pad. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize your experience.

PACKAGE CONTENTS

Verify that all items are present in your product packaging:

- PenPower L398S LCD Signature Pad
- Digital Pen
- USB Cable (integrated)

PRODUCT OVERVIEW

The PenPower L398S LCD Signature Pad is designed for secure and efficient electronic signature capture. It features a 3.6" x 2.5" active area and provides 1024 levels of pressure sensitivity for precise signature input. Each pad and pen has a unique ID for tracking and security.



Image: Front view of the PenPower L398S LCD Signature Pad, showing its active screen area displaying a sample signature.



Image: The PenPower L398S LCD Signature Pad with its digital pen, set against a background depicting digital signature concepts.

Key Features:

- **Unique ID:** Every pad and pen has a unique ID for recording and tracking signatures.
- **Active Area:** Generous 3.6" x 2.5" active area for comfortable signing.
- **Biometric Data Capture:** Captures X/Y/Z coordinates, pressures, time, and other biometric data.
- **SDK Integration:** Software Development Kit (SDK) available for integration with enterprise systems and web interfaces.
- **RSA 1024-bit Encryption:** Ensures the security of your signed files.
- **Pressure Sensitivity:** 1024 levels of pressure sensitivity for natural writing feel.
- **Adjustable Brush Sizes:** Supports brush sizes from 1 to 8 pixels.

SETUP

Follow these steps to set up your PenPower L398S LCD Signature Pad:

1. **Connect the Device:** Plug the USB cable from the signature pad into an available USB port on your

computer. The device is USB-powered and does not require an external power adapter.

2. Driver and Software Installation:

- Upon connecting, your operating system may automatically install basic drivers.
- For full functionality, including e-signature capabilities and SDK integration, you must install the PenPower eSignature software. Please visit the official PenPower website for the latest software and driver downloads.
- Follow the on-screen instructions during the software installation process.

3. **Verify Installation:** After installation, restart your computer if prompted. Open the PenPower eSignature software to confirm that the device is recognized and ready for use.

OPERATING INSTRUCTIONS

The PenPower L398S is primarily used for capturing electronic signatures on digital documents, such as PDFs. Here's a general guide:

1. **Launch Software:** Open the PenPower eSignature application on your computer.
2. **Open Document:** Within the eSignature software, open the PDF document you wish to sign.
3. **Navigate to Signature Area:** Scroll through the document to locate the area where the signature is required.
4. **Select Signature Field:** Use your mouse to select the specific area on the document where you want your signature to appear. This will typically open a signature capture window.
5. **Sign on the Pad:** Using the digital pen, sign your name on the active area of the PenPower L398S LCD Signature Pad. Your signature will appear in real-time on the pad's screen and within the software's signature capture window.
6. **Confirm Signature:** Once you are satisfied with your signature, press the "OK" or "Confirm" button within the software. You may be able to adjust the size and position of the captured signature on the document before finalizing.
7. **Save Document:** Save the signed PDF document. It is recommended to save it as a new file to preserve the original document.

Video Tutorial: How to Sign a PDF Document

Your browser does not support the video tag.

Video: A step-by-step guide demonstrating how to use the PenPower e-signature software and L398S pad to sign a PDF document. This video covers opening the software, selecting a PDF, signing on the pad, and saving the signed document.

MAINTENANCE

To ensure the longevity and optimal performance of your PenPower L398S LCD Signature Pad, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to gently wipe the screen and body of the pad. Avoid using abrasive cleaners, solvents, or aerosol sprays, as these can damage the surface.
- **Storage:** When not in use, store the pad in a clean, dry environment away from direct sunlight and extreme temperatures.
- **Digital Pen Care:** Keep the digital pen clean and avoid dropping it. Ensure the pen tip is not damaged, as this can affect pressure sensitivity and accuracy.
- **Cable Management:** Avoid sharp bends or kinks in the USB cable to prevent internal wire damage.

TROUBLESHOOTING

If you encounter issues with your PenPower L398S LCD Signature Pad, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
Device not recognized by computer.	Ensure the USB cable is securely connected to both the pad and the computer. Try connecting to a different USB port. Restart your computer. Verify that the necessary drivers are installed. Reinstall them from the official PenPower website if needed.
Signature software cannot be found or does not launch.	Ensure the PenPower eSignature software is correctly installed. Check your computer's program list for "PenPower eSignature". If the software was not found or is corrupted, download and reinstall it from the official PenPower website.
Signature not appearing on screen or is inaccurate.	Ensure the digital pen is functioning correctly and its tip is not worn or damaged. Make sure you are signing within the active area of the pad. Recalibrate the pad if the software provides such an option.

If these steps do not resolve your issue, please contact PenPower customer support for further assistance.

SPECIFICATIONS

Feature	Detail
Model Name	L398S (4710837758895)
Brand	PenPower
Product Dimensions	11.2 x 8.5 x 1.7 inches
Item Weight	14.4 ounces
Active Area	3.6" x 2.5"
Visible Screen Diagonal	4" / 11 cm
Connectivity Technology	USB
Pressure Sensitivity	1024 Levels
Encryption Algorithm	RSA 1024-bit
First Available Date	September 8, 2017

WARRANTY AND SUPPORT

PenPower products are manufactured to high quality standards. For information regarding your product's warranty, please refer to the warranty card included in your product packaging or visit the official PenPower website. For technical support, driver updates, or additional assistance, please visit the PenPower Store on Amazon or the official PenPower support website.

