

Hardware fault analysis

This page shall show you multiple possible hardware problems and their possible solutions.

The signature pad display stays black	<u>My pad's front LED...</u> <ul style="list-style-type: none">• ...stays permanently red• ...alternates between red and green light• ...flashes very fast in green• ...flashes slowly in red• ...is not showing any light at all
The signature device is not found by the used software	<ul style="list-style-type: none">• My computer is running Windows 7• I am using the signature device via TCP• I am using the signature device via Citrix• I am using the signature device in a virtual machine (VM)• I might not have the most recent software installed on my system• None of the other circumstances apply
I don't see my signature on the pad display when signing	<ul style="list-style-type: none">• I am using a natura Sign Pad Classic/Biometric/Standard 2.5