Note

There are some requirements before you are able to install/use the software
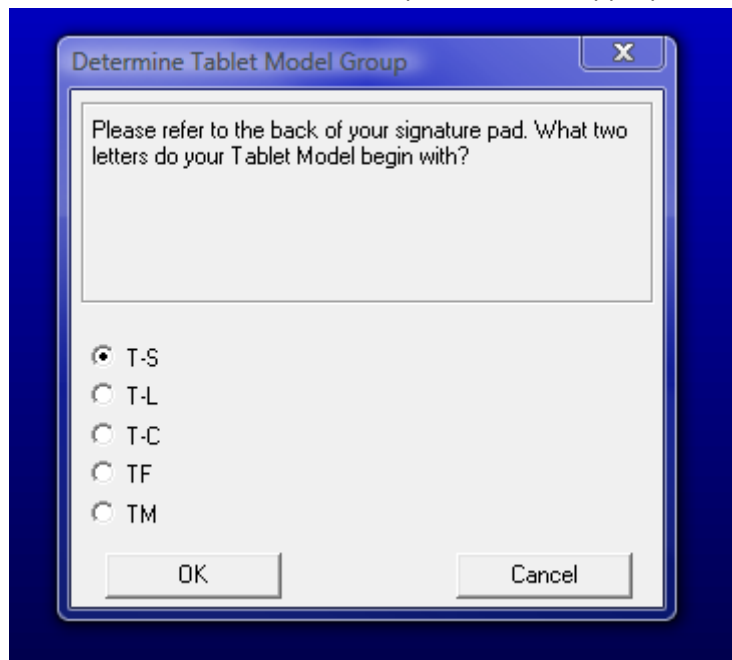
1) If using Internet Explorer:

- Make sure that Compatibility mode is not enabled when on TREAT website. If this feature is turned on, TREAT will give you an error
- In Internet Explorer 10 an above: During your first use you will receive a certificate use notification. You will need to accept this to be able to use the signature pad.

2) You will require Microsoft .NET Framework software. To enable/install this software, download and install the files according to your operating system (Windows 8 vs. Windows 8.1) and run the program.
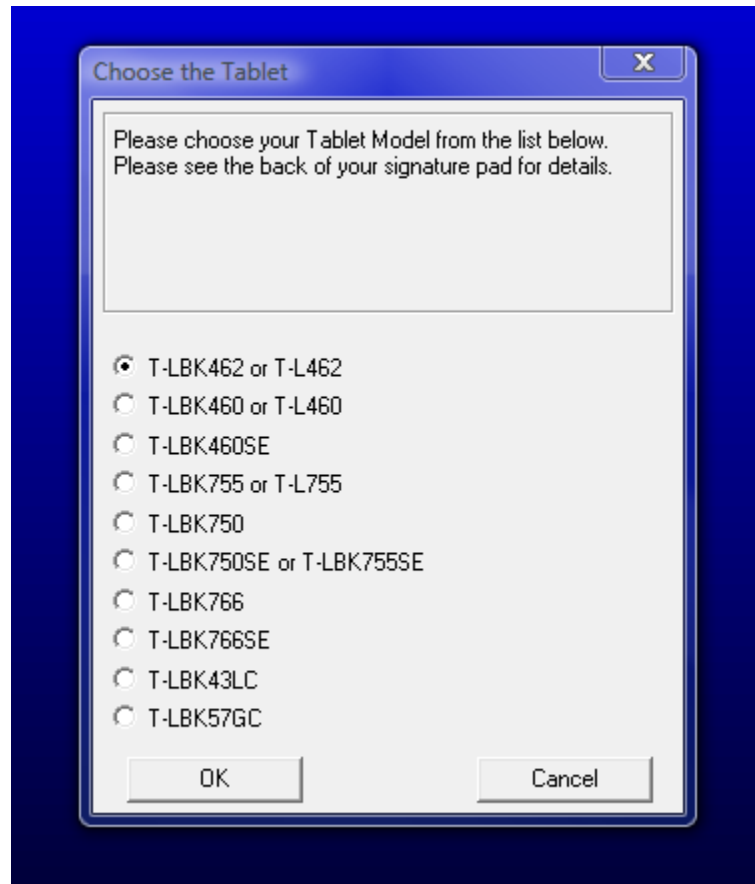
- You will know that this is an issue when you receive .net framework missing error when installing sigwebapi
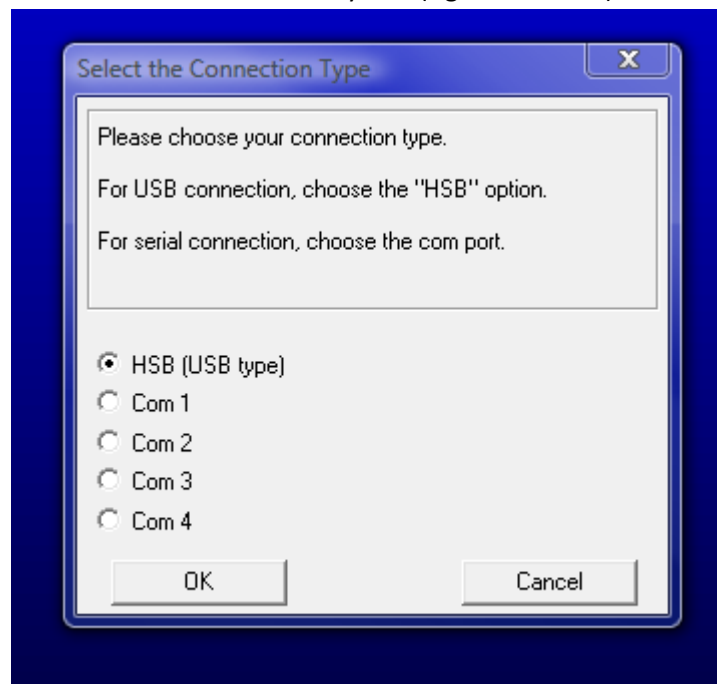
Installation Guide:

1) Download SigWebAPI installer listed in the Appendix Below
2) Click Next on the install screen
3) Refer to the model number on the back of the pad select the appropriate two letters.

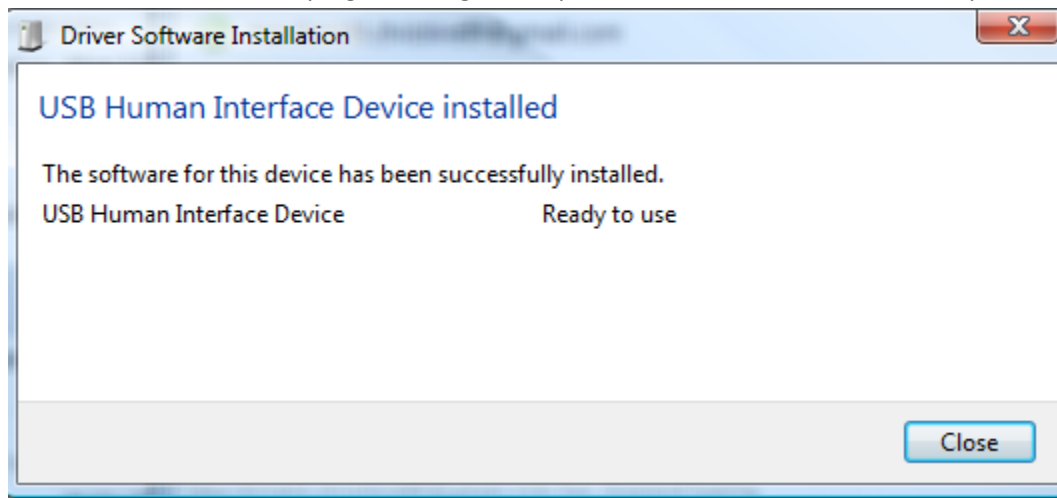4) Continue with selecting the next series of letters and numbers for the model number

5) Select HSB (if it's a USB model) or Com1-4 if it is not and it is any other form of cable. This can also be seen in the model number at the very end (right hand side).

6) Follow the rest of the installation steps normally

7) After installations finish, plug in the signature pad and wait for Windows to set up the device.

8) Your device is now ready for use

For additional help please contact HInext support @ support@hinext.com or Babak Maghsoudloo @ Babak.maghsoudloo@hinext.com

Appendix

SigWeb API installer: https://www.treattools.com/sigweb/sigweb.exe
Windows 8.1 3.5 .net framework: https://www.treattools.com/sigweb/dotNetFx35_W8.1_x86_x64.exe
Windows 8 3.5 .net framework: https://www.treattools.com/sigweb/dotnet_win8.zip