CU*ANSWERS Imaging Solutions

GemView Tablet

Install and Usage Guide

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What this installs. The GemView Install Suite installs and configures everything the tablet signing device needs. Running the single suite installer will walk you through several smaller installers one after another, and will:

- Install SigPlus (the Topaz signature driver).
- Install SigPlusExtLite.
- Install GemView (Tablet Display Manager).
- Install pDoc Signer Duo.
- Install the Topaz SigPlusExtLite browser extensions for Chrome and Edge.
- Prompt you to identify the tablet display.
- Turn off touch-screen gestures for the device.
- Set the rotating marketing images and add a program that launches at startup.

IMPORTANT — Do not restart until the very end

During this process the installer will offer to restart the computer **more than once**. Do **not** restart when prompted. Finish the entire suite first, then perform **one** restart at the end (Step 22).

When you see a restart prompt, always choose the "later" option:

- GemView Tablet Display Manager → click **Restart Later**
- pDoc Signer Duo (final screen) → select **"No, I will restart my computer later"**, then Finish

Before You Begin

Download the installer. On the workstation, download the GemView Install Suite from:

https://imagingsolutions.cuanswers.com/installers/gemview install Suite.exe

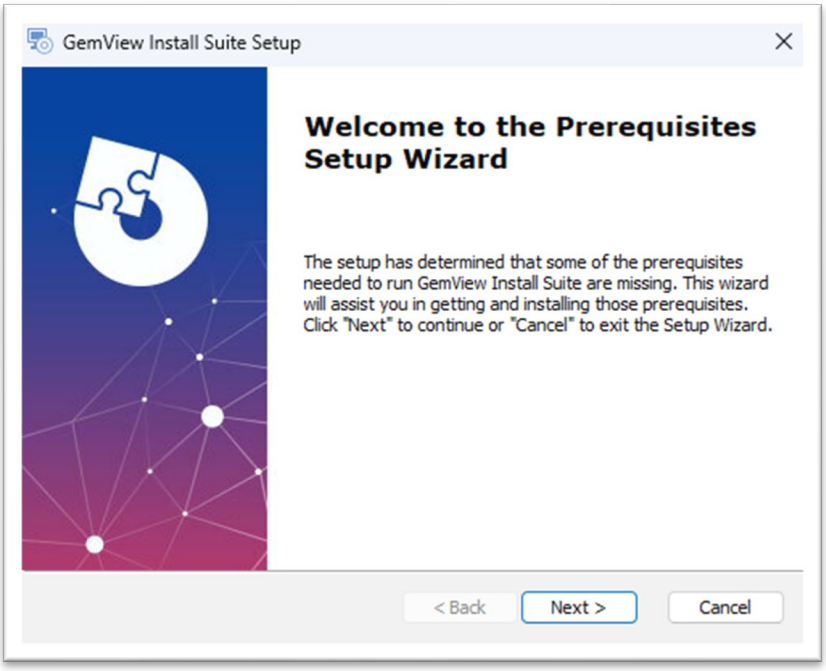
- Connect the GemView tablet to the workstation before you start so Windows can detect it as a display.
- Close other programs. You will run one restart at the very end.
- Right-click GemView Install Suite and choose Run as administrator, then work through the screens below in order.
- **If you currently have SigPlus installed, make sure to uninstall the current version before running the installer.**

Installation — Step by Step

GemView Install Suite — Prerequisites

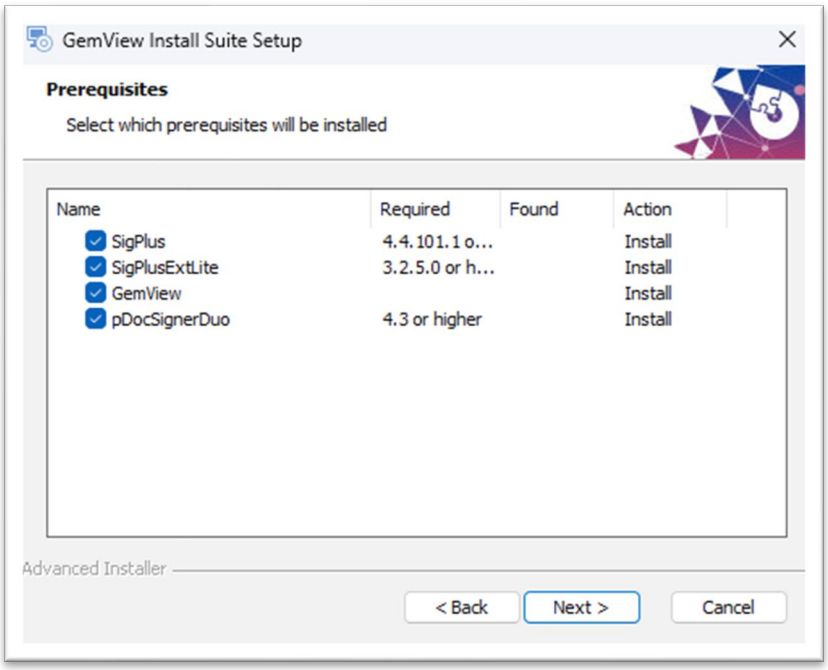
Step 1 — Prerequisites Setup Wizard — Welcome

The suite checks for missing prerequisites. Click Next to continue.



Step 2 — Select prerequisites to install

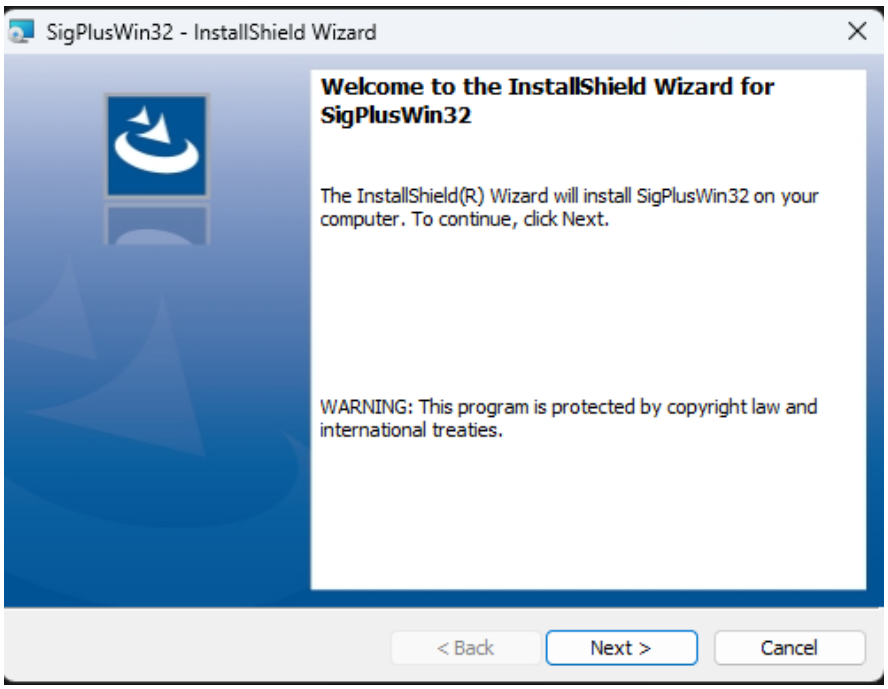
Leave all four items checked — SigPlus, SigPlusExtLite, GemView, and pDocSignerDuo (Action = Install). Click Next. Each one now installs in turn.



SigPlus

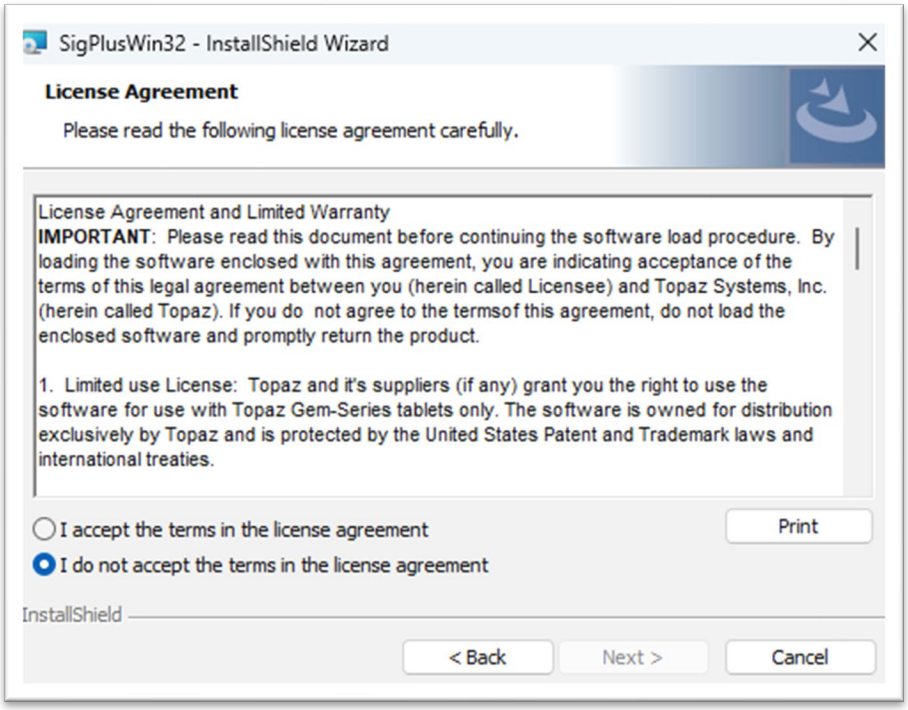
Step 3 — SigPlusWin32 — Welcome

Click Next to begin the SigPlus install.



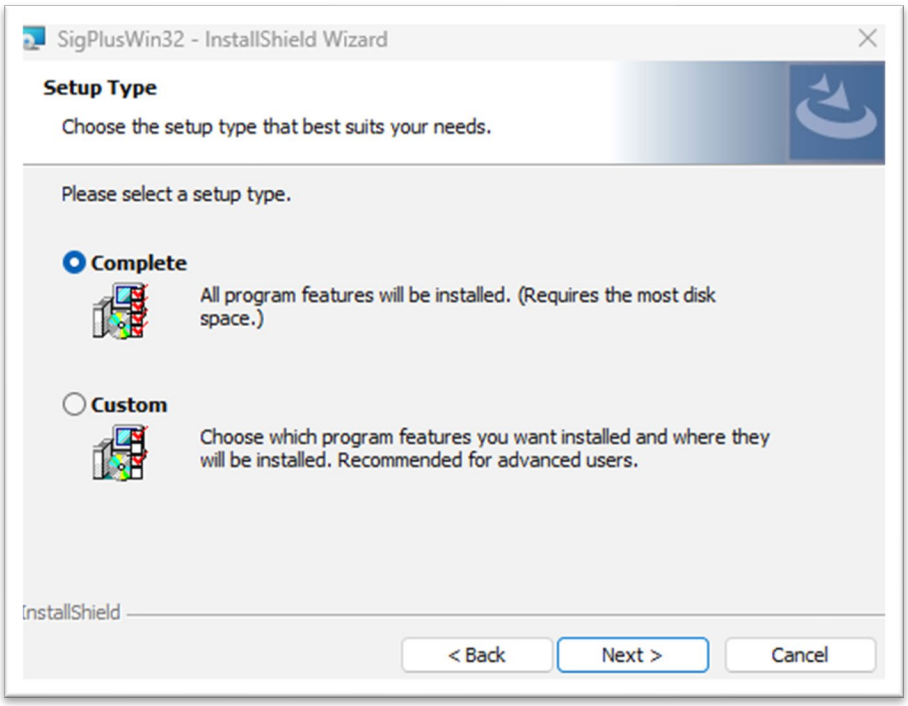
Step 4 — License Agreement

Select **"I accept the terms in the license agreement"** (it defaults to "do not accept"), then click Next.



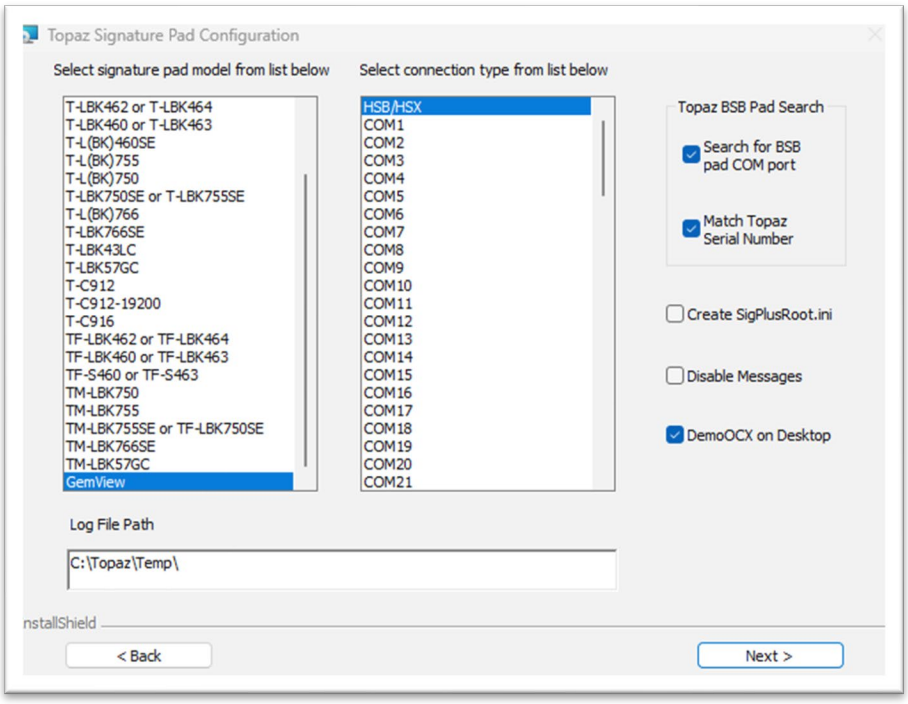
Step 5 — Setup Type

Leave **Complete** selected and click Next.



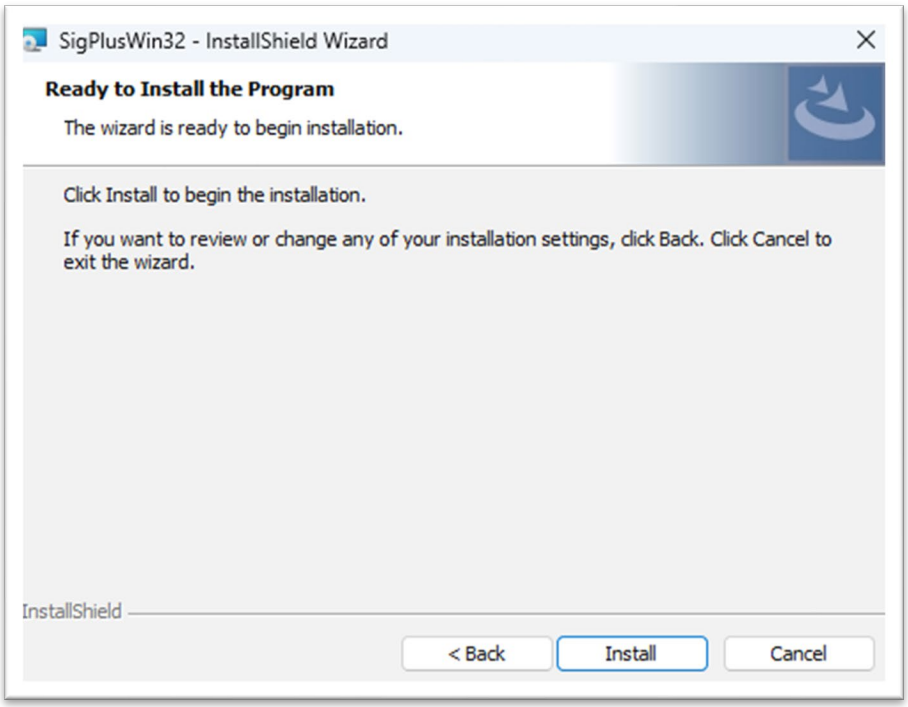
Step 6 — Topaz Signature Pad Configuration

In the left list, select **GemView** (at the bottom of the list). In the right list, leave **HSB/HSX** selected. Leave the remaining defaults as shown (Search for BSB pad COM port, Match Topaz Serial Number, and DemoOCX on Desktop checked). Click Next.



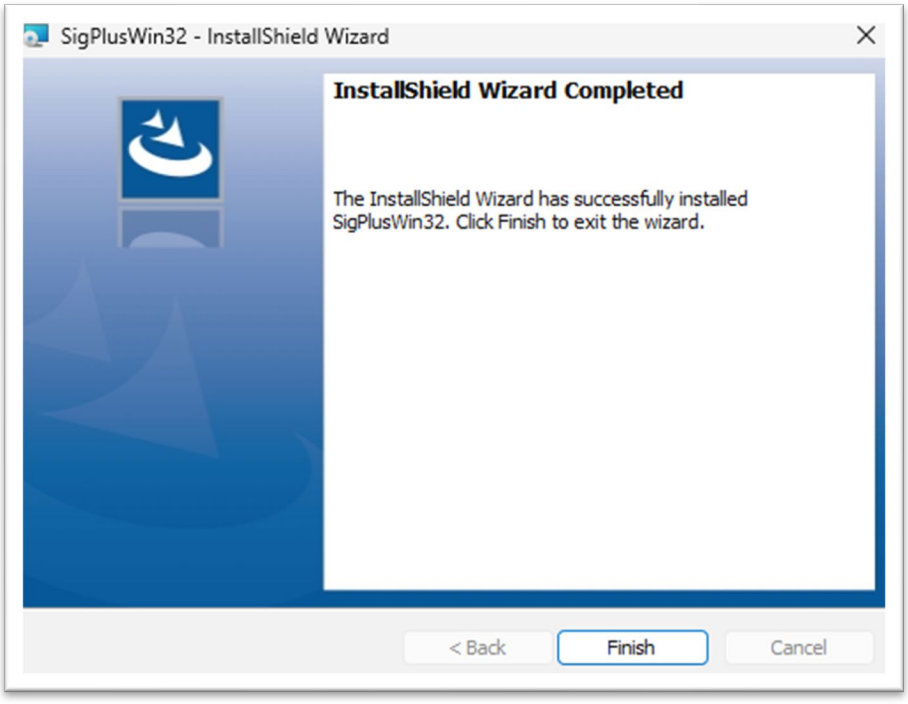
Step 7 — Ready to Install

Click Install to begin copying files.



Step 8 — SigPlus complete

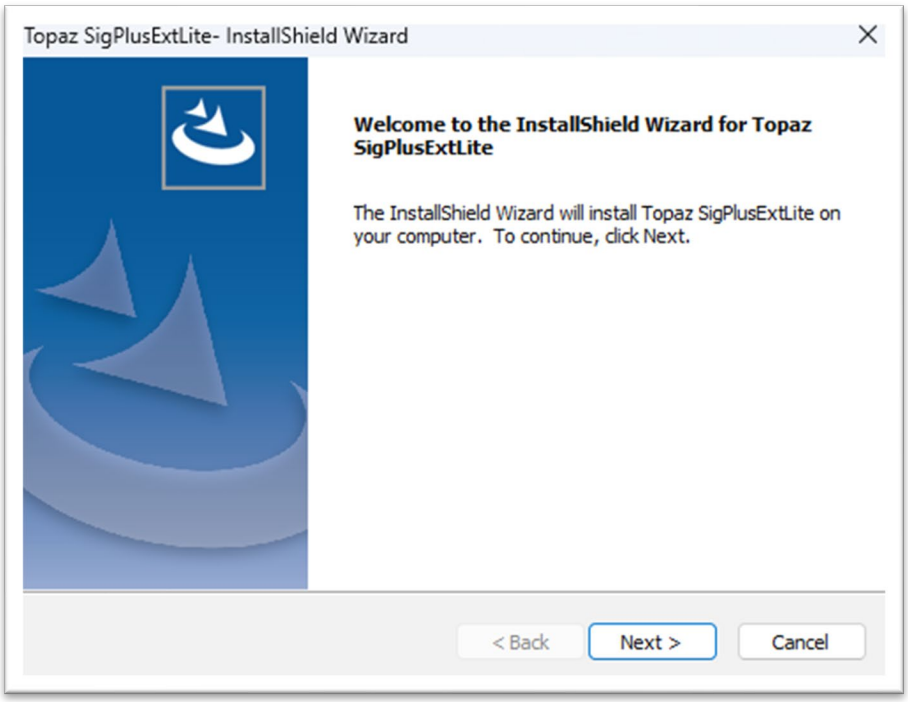
When it reports SigPlusWin32 was installed successfully, click Finish.



SigPlusExtLite

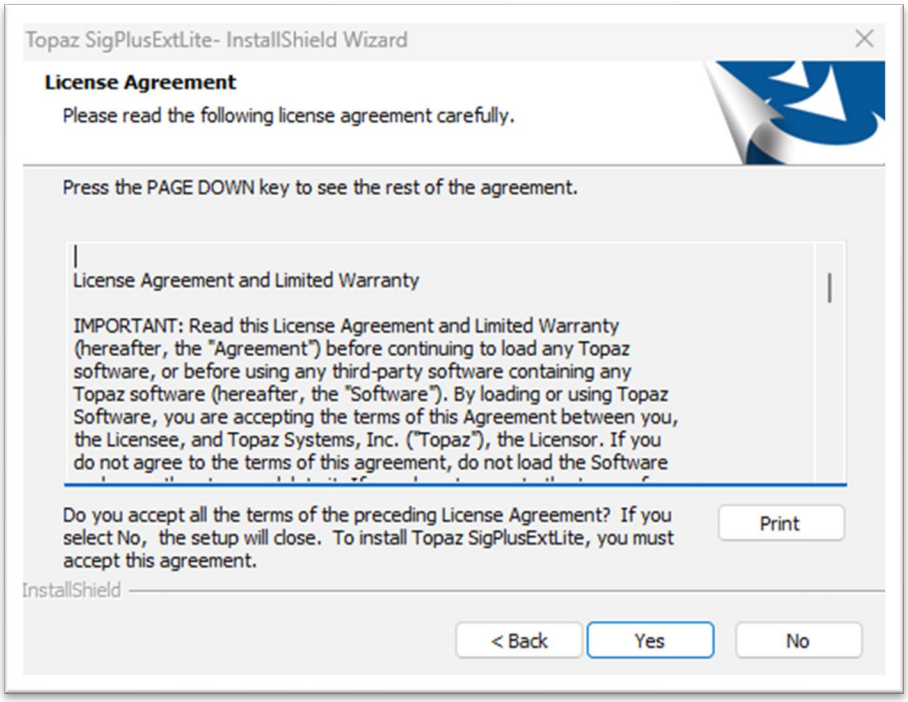
Step 9 — Topaz SigPlusExtLite — Welcome

Click Next.



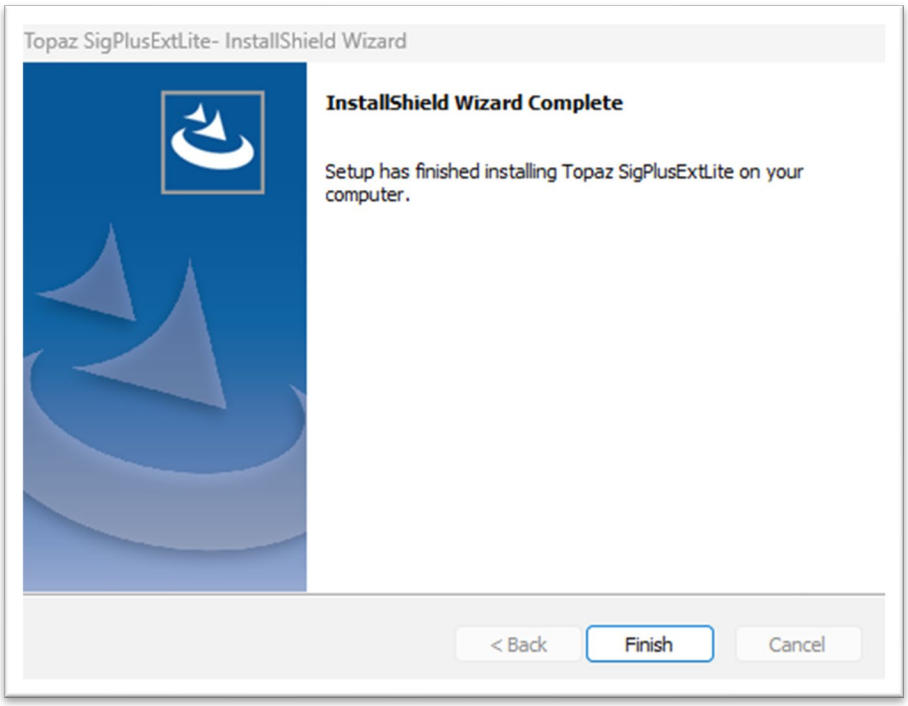
Step 10 — License Agreement

Click **Yes** to accept the agreement (choosing No closes setup).



Step 11 — SigPlusExtLite complete

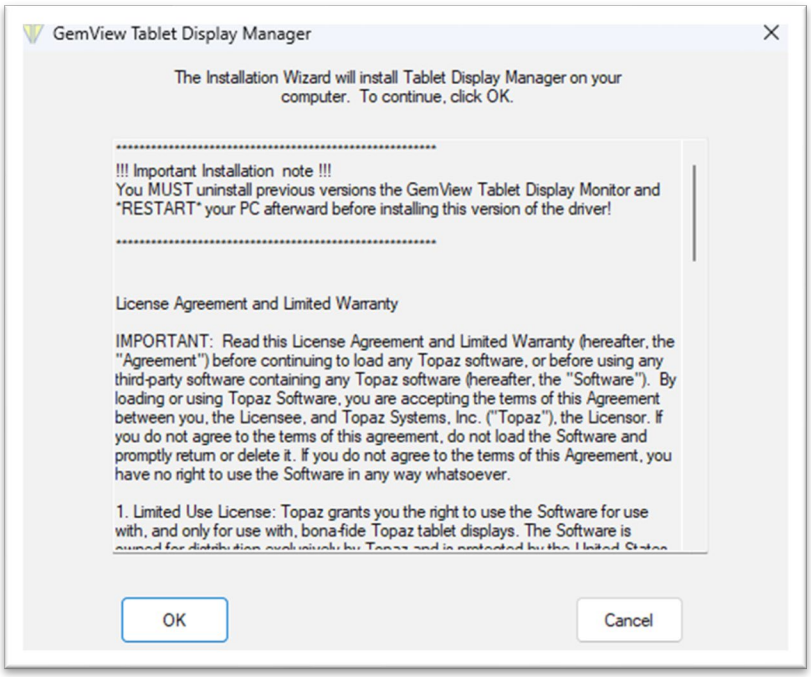
Click Finish.



GemView Tablet Display Manager

Step 12 — Tablet Display Manager — begin

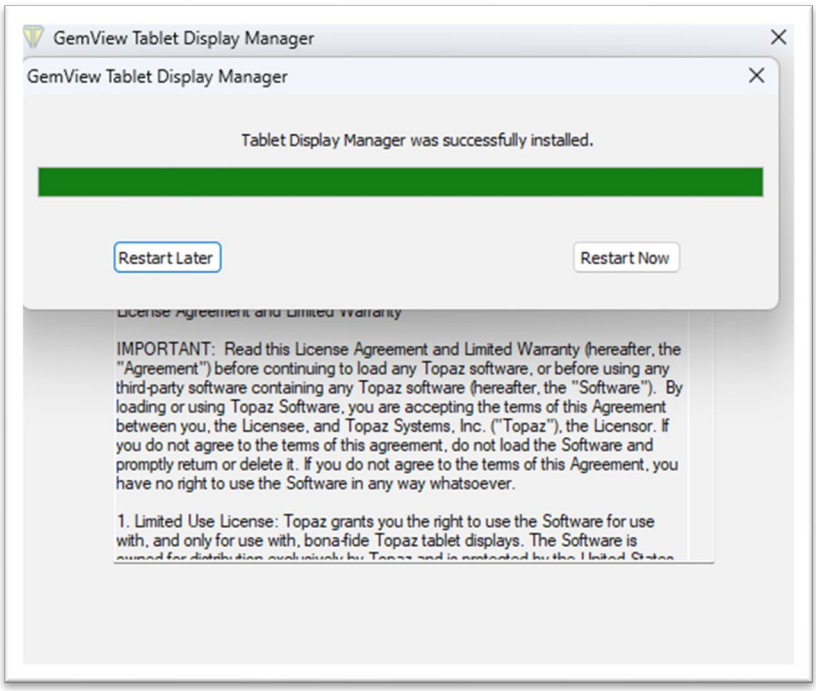
Read the note and click **OK** to install. (The note reminds you that any previous GemView Tablet Display Monitor must be uninstalled first — on a fresh workstation there is nothing to remove.)



Step 13 — Tablet Display Manager installed — DEFER THE RESTART

Do NOT restart here

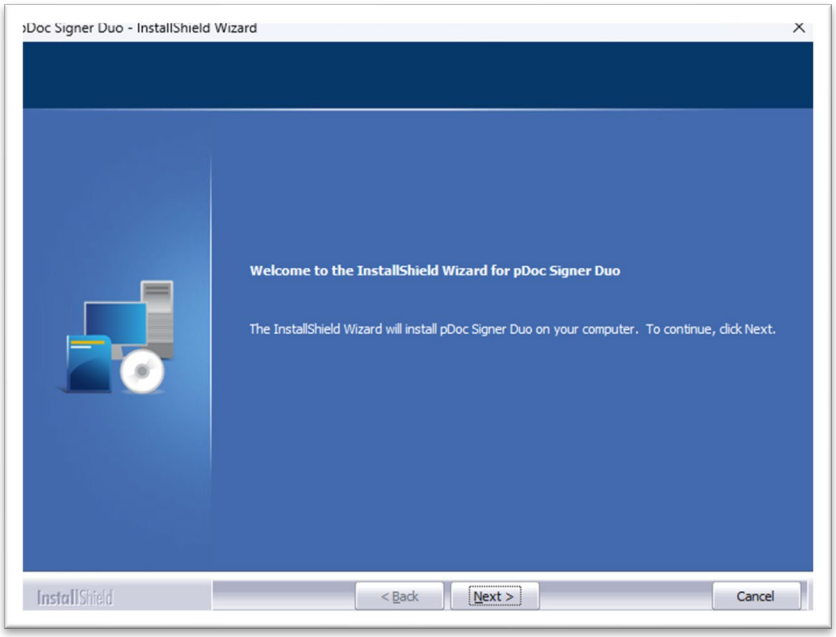
When "Tablet Display Manager was successfully installed" appears, click **Restart Later**. Do not click Restart Now — the rest of the suite still needs to install.



pDoc Signer Duo

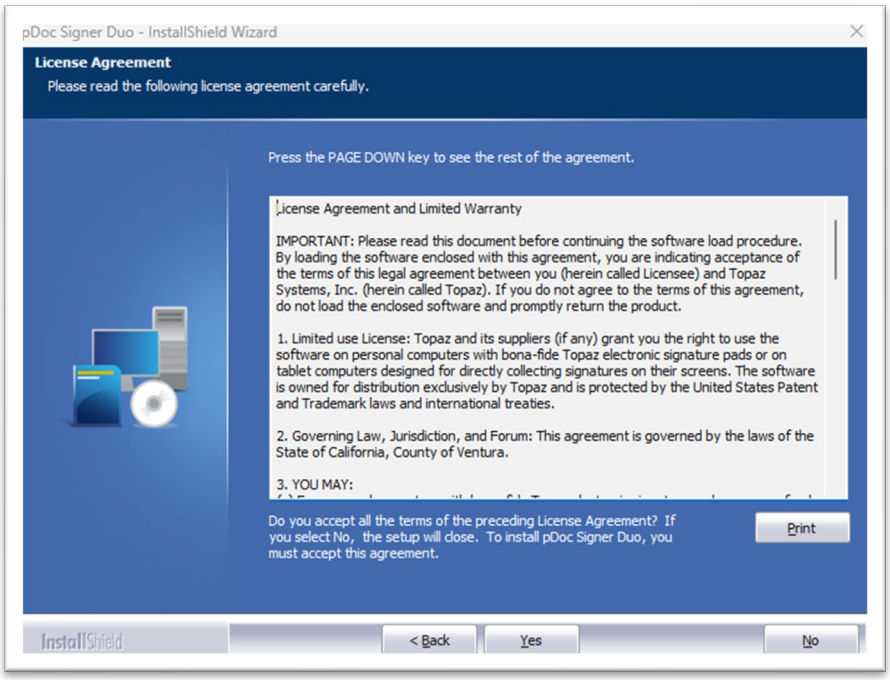
Step 14 — pDoc Signer Duo — Welcome

Click Next.



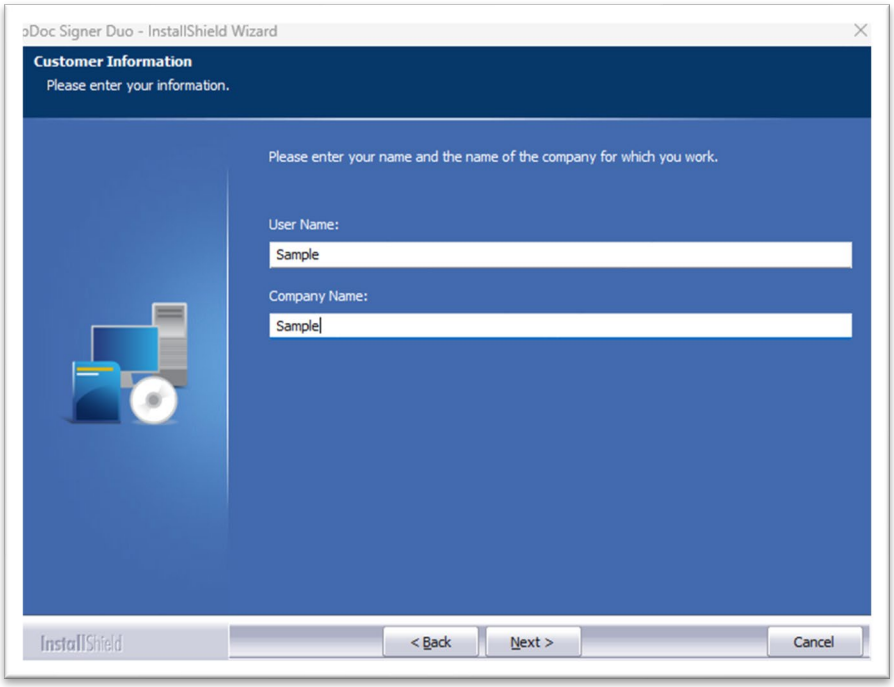
Step 15 — License Agreement

Click **Yes** to accept.



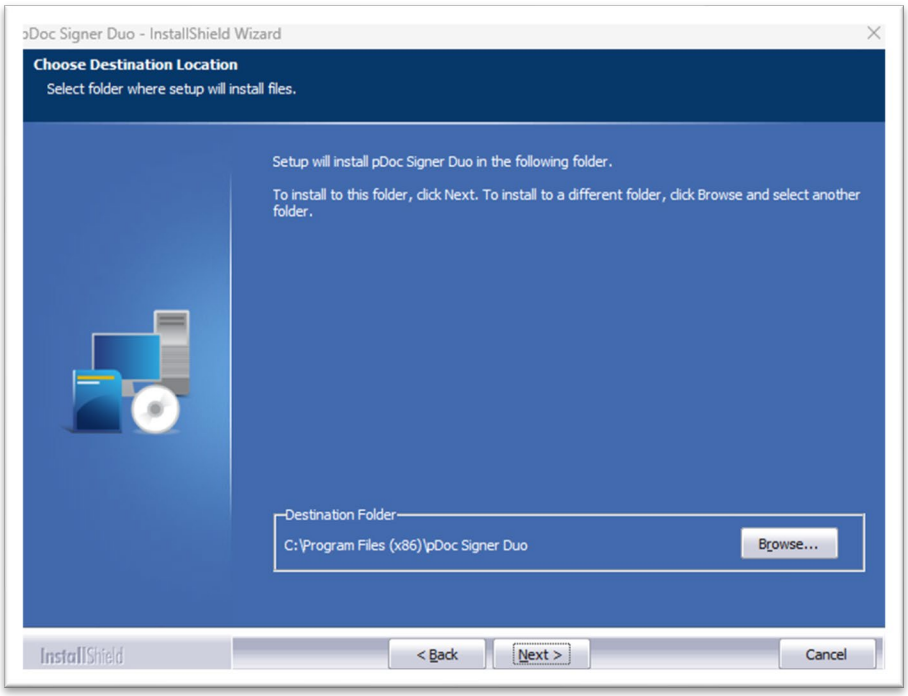
Step 16 — Customer Information

Enter a **User Name** and put your credit union name in **Company Name**, then click Next.



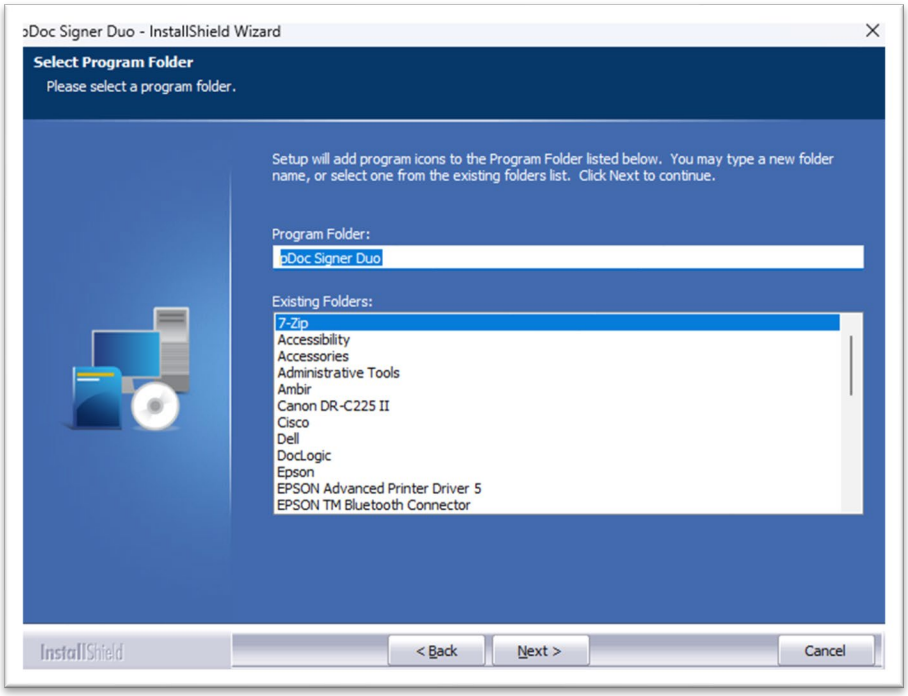
Step 17 — Choose Destination Location

Leave the default folder and click Next.



Step 18 — Select Program Folder

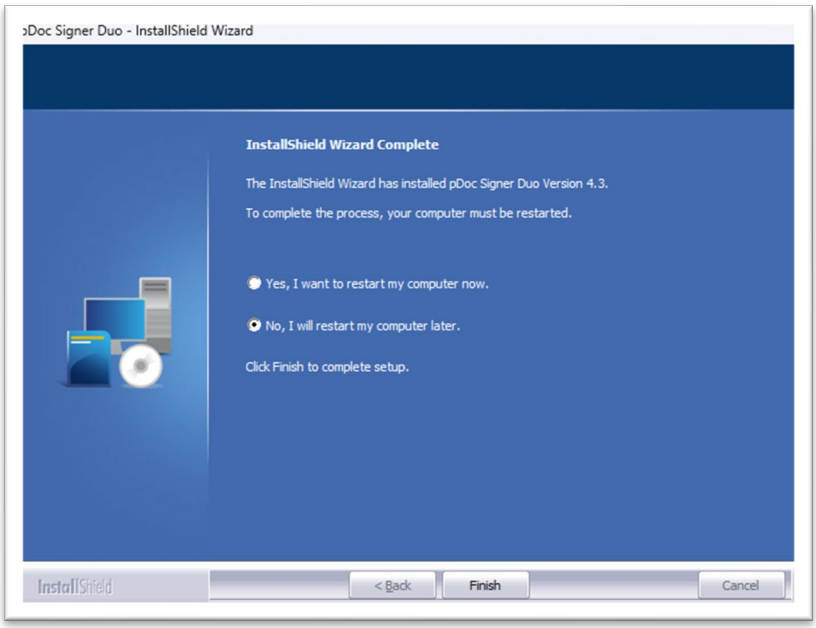
Leave the default program folder (pDoc Signer Duo) and click Next. Files now copy.



Step 19 — pDoc Signer Duo complete — DEFER THE RESTART

Do NOT restart here

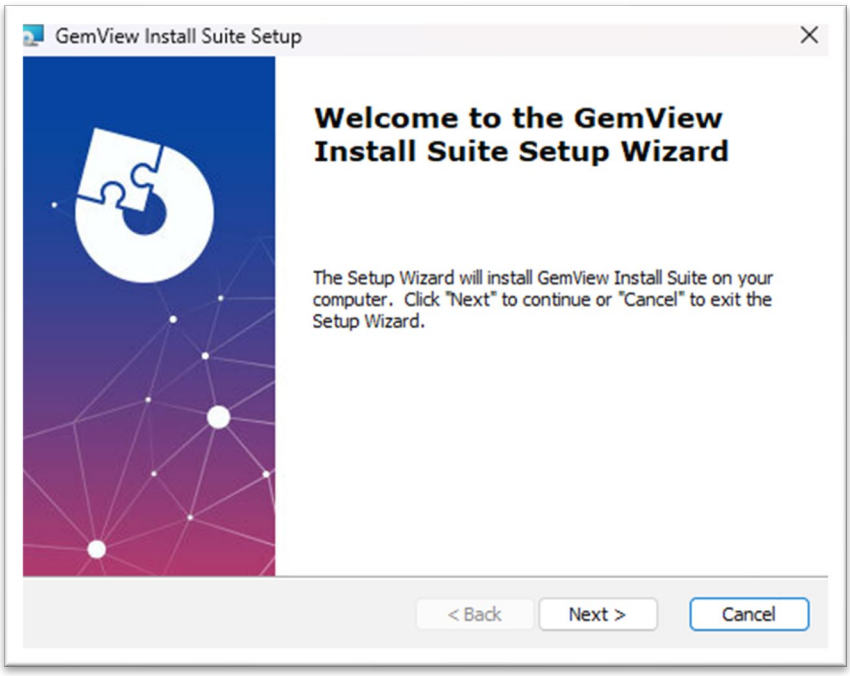
On the final screen, select **"No, I will restart my computer later"**, then click **Finish**. You will restart once at the end.



GemView Install Suite — Main Application

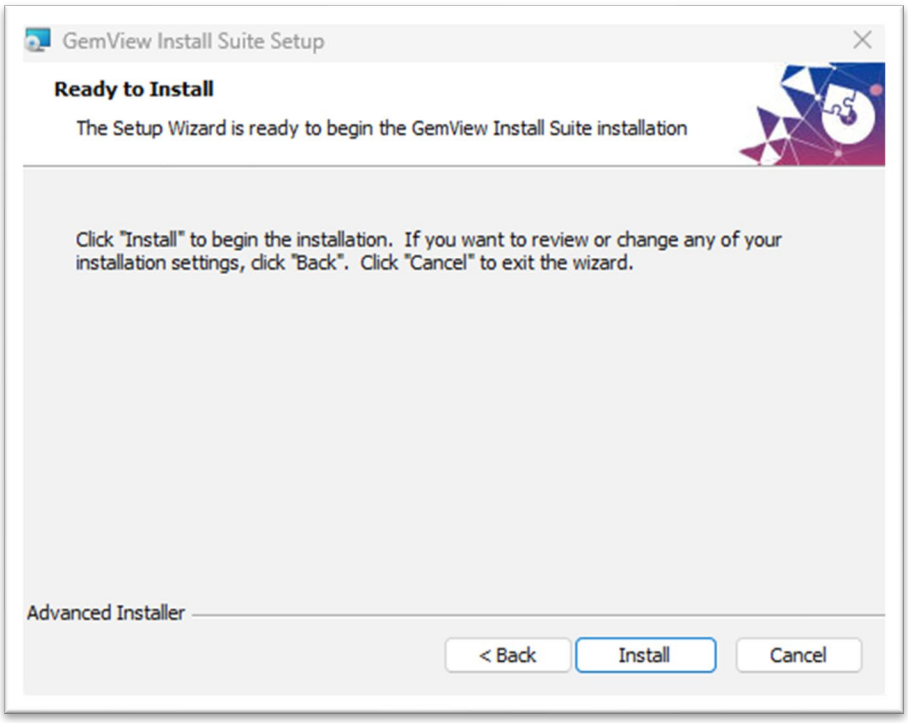
Step 20 — GemView Install Suite Setup — Welcome

With the prerequisites done, the main GemView Install Suite wizard appears. Click Next.



Step 21 — Ready to Install

Click Install. The suite finishes setup — it will identify the tablet display, disable touch-screen gestures for the device, and configure the rotating marketing images and the startup program automatically. Follow any on-screen prompt to identify the tablet if one appears.



Step 22 — Select the Tablet Screen

This step tells the software which screen is the tablet. Simply click enter until the text is on the tablet screen and tap the tablet screen with a single finger to identify it as the touchscreen. Then press ESC to exit this screen.



Step 23 — Restart the Workstation (Now Do It)

> **Restart now to finish**
>
> The whole suite has finished installing, so the restarts you deferred can now be done together. Save any open work and **restart the workstation one time**. After it comes back up, the tablet signing device is ready to configure in your applications.

Marketing Messages

The installation includes marketing messages that rotate on the idle tablet display every 15 seconds.

Image location: C:\ProgramData\cuasterisk\GemView\Idle Display\Images\Standard Images\GV10L

- You may replace these with your own images.
- Image dimensions should be 1280 x 800.
- Your credit union must distribute these images to each workstation manually.

Troubleshooting Marketing Messages

If you need to restart the marketing messages program, you can restart your computer or double click on C:\Program Files (x86)\pDoc Signer Duo\pDocDuoTD.exe

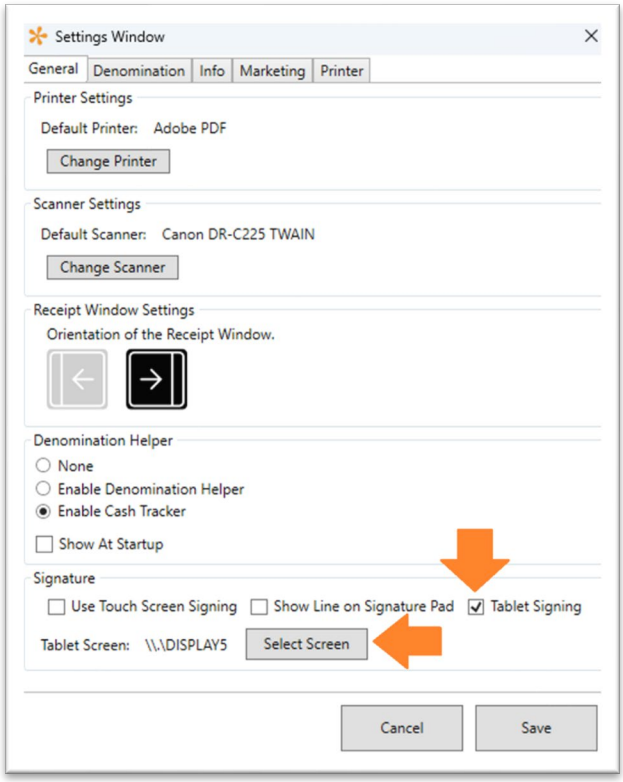
Using the Tablet with Native Receipts

After launching Native Receipts from CBX, click the Native Receipts icon in the Windows system tray and choose **Settings**.

System tray icon: 

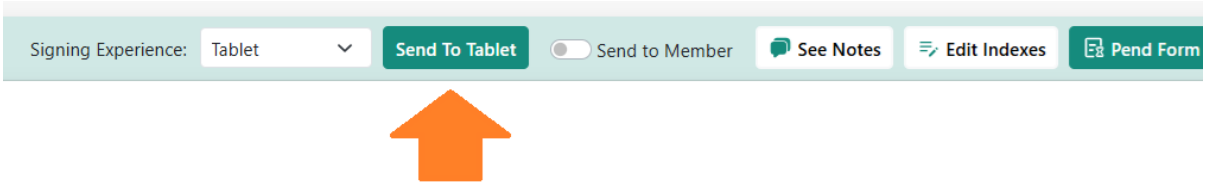
On the **General** tab, under Signature, check **Tablet Signing**, then click **Select Screen** and choose the tablet.

Hint: the tablet is the screen with the 1280 x 800 dimensions. Click **Save** when done.



Using the Tablet with CU*Forms

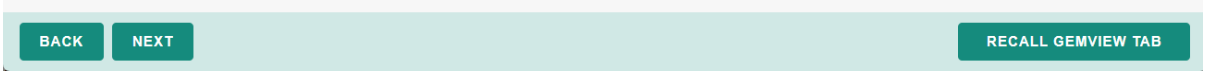
Launch CU*Forms to a form signing event. Set **Signing Experience** to **Tablet**, then click **Send To Tablet**. The forms are sent to the tablet for signing.



The form now is displayed on the tablet and on the user's screen at the same time.

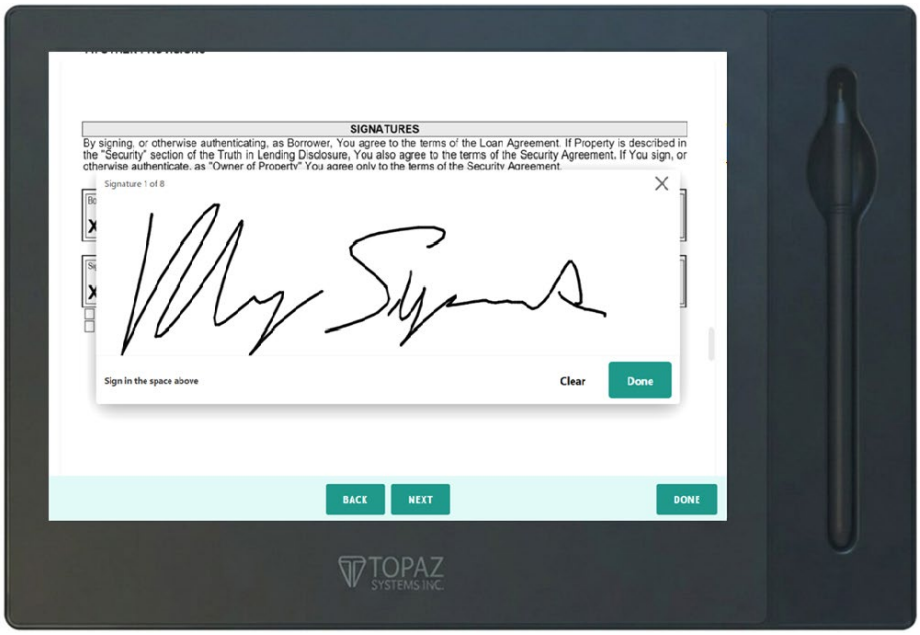
The CU*Forms View

Lets you click **Next / Back** through each signature and recall the form using **Recall GemView Tab**.



The Tablet View

Lets the member click **Next / Back** through each signature, scroll with touch, sign, and click **Done** to send the completed forms back to the signer.


SIGNATURES
By signing, or otherwise authenticating, as Borrower, You agree to the terms of the Loan Agreement. If Property is described in the "Security" section of the Truth in Lending Disclosure, You also agree to the terms of the Security Agreement. If You sign, or otherwise authenticate, as "Owner of Property" You agree only to the terms of the Security Agreement.
Signature 1 of 8
Sign in the space above
Clear
Done
BACK
NEXT
DONE
TOPAZ
SYSTEMS INC.

Getting Support

If you have questions or run into a problem installing or using the GemView tablet signing device, contact CU*Answers Network Support by phone or email.

CU*Answers Network Support

Phone: (800) 327-3478 and dial extension 266
Email: helpdesk@cuanswers.com

To help us assist you quickly, please have the following ready:

- Your credit union name.
- The workstation where the tablet is installed.
- A brief description of the problem, including a screenshot of any error message.