

Application Development

Q1: How do I get a Software Development Kit (SDK)?

Answer: Please go to our Github to download: [GitHub - Hyan-hub/SDK](#), or contact our technical support via email signature.software@ugee.com to obtain.

Q2: What valid information should be provided before obtaining a Software Development Kit (SDK)?

Answer: A) The architecture of the business system (B/S or C/S).

B) Information of the computer operation system (Windows 7 / Windows 10 / Linux, etc.). If it is a Linux system, additional CPU architecture or model name is needed.

Q3: Which browsers does the SDK support?

Answer: It supports most common browsers. Google kernel browsers use Websocket communication, IE kernel use OCX plugin or HTTP communication.

PS: IE11 and above supports Websocket communication.

Q4: How to run the demo for testing?

Answer: The software development kit(SDK) is available in two forms:

A) Provided as .exe application suffix, in this situation you need to double-click the installation and pay attention to the installation directory. After the installation is complete, you can find the demo in the installation directory under the path of C: \...

B) Provided as compressed package, you can open the demo test after decompression.

*The B/S architecture development kit needs to run the signature service program in the directory first, then open the Web to run normally; the C/S architecture can directly run the project examples or Exe demonstration programs.

Both B/S and C/S architectures need to connect the signature pad/display before testing.

Q5: The pen grabs mouse cursor when opening demo test

Answer: You don't need to install any other drivers in SDK for secondary development. Please check whether your computer has installed [pentablet] driver. If so, please uninstall it.

Q6: Web_NSV occasionally returns a blank image after the callback function.

Answer: The reason is that the plug-

in service is initialized and connected multiple times. It is necessary to ensure that there is only one connection when signing. If there are multiple-

page signature requirements, please destroy the connection in time after callback is successful.

* This issue applies to all B/S architectures.

Q7: (Individual cases) Interface function requests Timeout under Web_NSV?

Answer: To ensure the normal and stable operation of the plug-

in service, at most two interface functions are called simultaneously in one event response request.

If more interfaces need to be called, a delayed response is required.

* This issue applies to all B/S architectures.

Q8: Web_NSV cannot connect to Websocket

Answer: You need to check whether the service plug-in is running normally and whether there is any running port conflict.

Q9: Handwriting area can not correspond to the demo signature box under Web_NSV or/and ActiveX

Answer: You need to set the mapping area according to the API document.

Example: `setDisplayMapMode(mode, callback);`

`DisplayMapMode();` etc.

Q10: The computer reminds “No device is connected” when opening demo with ActiveX.

Answer: The OCX control needs to be registered when it is installed for the first time. Open the compressed file path \Plugins, run RegOCX.bat as administrator, register and then reopen it.

Q11: ActiveX sample project does not run, and the following reminding appears

“Could not load the file or assembly or one of its dependencies. The system cannot find the specified file”.

Answer: Possible reasons:

A) OCX control is not registered;

B) SignViewerLib is not referenced in the project and needs to be referenced manually;

C) The SignViewer control is not added to the form.

Solution: Open the windows design interface - [Toolbox], right-

click [Select] - [COM Components], and check [SignViewer control]. If it still doesn't work, please reopen the project.

Installation and Use

Q1: In the screen mirror mode, the handwriting of the 10.1-inch signature display such as UG-1070 and UG-1020 occurs offset.

Answer: The resolution of the 10.1-inch screen is fixed at 1280*800. If the resolution of the computer display is higher than this resolution, it will be incompatible with the resolution of the signature display, resulting in deviation/offset. The 10.1-inch display is generally used for docking with business system development and is set to extended screen mode.

How to set the extended screen mode: Right-click [Resolution Settings] or [Display Settings] on the Windows 7 computer desktop, and select [Extend the display] in the drop-down box.

Express operation for setting extended screen mode: Press the WIN+P key combination, then select [Extended Mode] in the pop-up menu.

If you need to use the mirror mode, it is recommended to select a signature display with a higher resolution or reduce the computer screen resolution.

Q2: How to connect the 10.1-inch signature display such as UG-1070 and UG-1020 to the

computer?

Answer: The 10.1-inch signature displays are equipped with a dual USB-A to TypeC data cable. The Type C end is connected to the USB port on the upper left of the signature display, and the other end is connected to the USB port of the computer host. The shorter USB port of the dual-head cable is for auxiliary power supply, which can be connected to the computer USB port or power adapter for auxiliary power supply (If the signature display is displayed normally, it does not need to be connected).

Q3: The 10.1-inch signature display such as UG-1070 and UG-1020 cannot be lighted up.

Answer: Under the premise that the data cable is connected normally and the power supply is normal, a display driver needs to be installed separately. The display driver can be obtained from UGEE official website's Driver Download page, or you can download its latest driver from the DisplayLink official website under <https://www.synaptics.com/products/displaylink-graphics/downloads/windows>

Software Usage

Q1: How to use the signature plug-in in Word, Excel, and PPT?

Answer: Download the UGEE_Sign_MSOoffice_Plugin from UGEE official website (please close all documents before installation), then double-click the downloaded installation package, and open the Word document after the installation is complete. Now you can see the [UGEE Sign Plugin] function button in the menu bar, connect the signature pad/display and start using.

Q2: What is the difference between the names of Base and Ex for UGEE_Sign_MSOoffice_Plugin?

Answer: The base version supports the same bit number system as MS Office. For example, if a 64-bit Windows system has 64-bit MS Office installed, download the base version for installation. While Ex is when the bit number of the system and MS Office are inconsistent.

Q3: Does the UGEE_Sign_MSOoffice_Plugin have any version restrictions on Microsoft Office?

Answer: There is no restriction, all current Microsoft Office versions are supported.

Q4: How to use the dedicated PDF signature program?

Answer: Select the PDF file that needs to be signed, right - click the mouse - click [Open with] then select "Ugee Sign Pdf", click the [STU] button, and click the area to be signed to pop up the signature box.