



Documentation from Pen to Pixel

Scriptel® mSign

Version 3.0
User Manual



mSign®

Use your mobile device or tablet as a wireless signature pad!

Features

- Connects to Scriptel-integrated software as a physical Scriptel ScripTouch Compact LCD ST1550/ST1551 signature pad.
- Android, iOS, and Web browser support
- Standard and Enhanced modes
- Enhanced mode supports features beyond normal ScripTouch devices (color, different resolutions, sizes, and aspect ratios).
- End-to-end encryption
- Connects at USB level.

Requirements

- A Windows 7 – 10 PC with Java 1.7 or higher and 30 megabytes of hard disk space
- A mobile device (iOS 6.0+ with Mobile Safari 6+ or Android 4.1.0+) or standalone Windows or Mac PC with either a Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari browser

Find out more and download a 14-day trial today:
<https://scriptel.com/msign/>



Find out which products will work best for you:
Call 877-848-6824 or email: sales@scriptel.com

Scriptel mSign Software



Scriptel mSign is a signature capture application for Android and iOS mobile devices, and Web browsers. Signatures can be captured and used to sign in any Scriptel-integrated application, such as our plugins for Adobe PDFs, Microsoft Word and Excel, OpenOffice Writer and Calc, our add-ons for Google Docs and Sheets, and software from third parties.

mSign acquired signatures contain all the data normally captured from ScripTouch signature pads, along with an enhanced mode that supports color, different resolutions, sizes, and aspect ratios. More than one mSign Mobile device can be connected to an mSign Desktop with each device encrypted in a way that cannot be decoded by the server.

Signatures are encrypted and routed to any registered mSign Desktop through Scriptel's pairing server. Organizations that want to keep the signing process entirely under their own control can purchase a license for mSign Server.

Software Key Features

Scriptel mSign consists of three components:

mSign Mobile

- Connects to Scriptel-integrated software as a physical Scriptel ScripTouch Compact LCD ST1550/ST1551 signature pad.
- Android, iOS, and Web browser support
- Standard and Enhanced modes
- Enhanced mode supports features beyond normal ScripTouch devices (color, different resolutions, sizes, and aspect ratios).
- End-to-end encryption
- Connects at USB level.

mSign Desktop

- Pairs with mSign Mobile device through the server.
- Pairs using text input or QR code.
- Monitors connection status.

mSign Server

- Available to customers who want to self-host.
- Supports additional capacity by adding servers in potentially different geographic regions.

Installing Scriptel mSign Desktop

mSign Desktop must be installed on a Windows PC no matter what kind of capture device (mobile application or Web browser) is used.

You Will Need:

- ScripTouch Sign and Save installed. See our guide on installing Sign and Save if you require assistance (https://wiki.scriptel.com/w/ScripTouch_Sign_and_Save).

Installing the Software

1. Open a browser and navigate to:
<https://scriptel.com/support/downloads>.
2. Scroll down the page and click the **"Download Now"** button for **Scriptel mSign Desktop**.
3. When presented with the End User License Agreement, check the box for *"I agree to the license terms and conditions"* and click the **"Install"** button.
4. Then click **"Launch."** After the installer finishes downloading, run the installer.
5. In the notification area of the taskbar (near the clock on the right-hand side), a round button with an **"m"** will be displayed.
 - A *gray* color indicates mSign Desktop could not connect to an mSign pairing server.
 - A *green* color means mSign Desktop is communicating with an mSign pairing server.
6. If you have a device running mSign Mobile available, right-click on the mSign Desktop button and select **"Pair with Mobile Device"** in the context menu. You will be shown a QR code.
7. On the mobile device, choose **"Pair with Desktop"** from the menu. Scan the QR code to pair your device to the mSign Desktop. (If you are unable to scan the code, right-click on the mSign icon and select **"Settings."** Uncheck the box marked *Persistent Pairing Code* and repeat the previous step to get a 9-digit pairing key. Enter the key manually on the device to pair it.)

If you are strictly using mSign Desktop with mSign Mobile for iOS (installed from the App Store) or mSign Mobile for Android (installed from the Play Store), you are done.

If you intend to use mSign from a Web browser, or from the Android APK downloaded from Scriptel's website (<https://scriptel.com/support/downloads>), you will need to license mSign Desktop (see our guide, *Licensing mSign Desktop*, below).

Licensing mSign Desktop

The following instructions are only for users who want to sign in a Web browser and for enterprise users who do not want to use the App Store / Play Store subscription model.

mSign Mobile can be used to sign on a Windows, Mac, or Linux PC with a *Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari* web browser as long as certain conditions are met:

- mSign Desktop must be installed and running on a Windows PC for any installation of mSign.
- The PC that you wish to use for signing has a current version of a supported Web browser (either *Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari*).
- You can use mSign Desktop and mSign Mobile on the same computer as long as you are in *ProScript Compatible* or *ProScript Enhanced* mode.
- If you wish to use *EasyScript* mode, you must run mSign Desktop and Mobile on separate computers.

Find your MAC Address

You will need to know the MAC address for the computer running mSign Desktop.

The following instructions will show you how to find the MAC address of a Windows 10 computer. The command window is launched in slightly different ways in other versions of Windows, but the method of retrieving the MAC address is the same.

Note:

MAC addresses are listed as the Physical Address under each Ethernet adaptor. There may be more than one Ethernet adapter. Choose one; it does not matter which one you choose.

1. Search Windows for the *Command Prompt* by typing “**CMD**” into the *Windows Search Box*.
2. At the prompt, type “*ipconfig /all*” and press the “**ENTER**” key.
3. Find your adapter’s “Physical Address” which is your computer’s MAC address.

Purchasing and Installing an mSign Desktop License

1. If you do not already have an account on the Scriptel portal, go to <https://portal.scriptel.com> and create one.
2. Go to <https://scriptel.com/shop/scriptel-msign-license/> and purchase a license.

3. Scriptel will create a license and send you an email explaining how to download and install it.
4. To get the license:
 1. Log into the portal (<https://portal.scriptel.com>).
 2. Click on the “**Licenses**” tab.
 3. Click the red “**ADDRESS**” button and add the MAC address for your computer that you found earlier. Then click “**SET RESTRICTION.**”
 4. Click “**DOWNLOAD LICENSES.**”
5. Then, move the license file to one of these three places:
 - C:\Users\<USER NAME>\AppData\Roaming\Scriptel\Licenses
 - C:\Program Files\Scriptel Corporation\Licenses*
 - C:\Program Files (x86)\Scriptel Corporation\Licenses*

***Requires Administrator access.**

mSign Desktop is now ready to communicate with both licensed and unlicensed mSign Mobile clients.

Note:

Scriptel mSign does not work in a XenApp environment. It will work in other virtual desktop environments, such as XenDesktop and RDP, but only when it is installed on the the virtual desktop, not the endpoint.

Using a Device with Multiple Desktops

If your mSign mobile device has been paired with multiple desktops, you can choose which one to connect to without repeating the pairing process.

1. Select the small arrow in the center at the top of the display to bring up a list of available desktops, then select the desktop name you want to connect to.
2. Look for a colored dot in the upper-right of the Mobile signing screen.
 - A **green** dot means you're connected.
 - A **red** dot means you're connected.
 - The *number inside the dot* tells you how many desktops you are currently connected to.
3. By default, you can only connect the mobile device to one desktop at a time. To change this, click the “**Options**” button at the top of the display, choose the “**Current Mode**” option, and uncheck *Single Connection Mode*.

Installing Scriptel mSign Mobile on an iOS Device

You Will Need:

- An iOS device running iOS version 6.0 or later (with Mobile Safari 6+).
- ScripTouch Sign and Save installed. See our guide on *Installing Sign and Save* if you require assistance (https://wiki.scriptel.com/w/ScripTouch_Sign_and_Save).
- Scriptel mSign Desktop installed and running on a desktop (or laptop) computer. See our guide *Installing Scriptel mSign Desktop* if you require assistance (https://wiki.scriptel.com/w/Installing_Scriptel_mSign_Desktop_Application).

Subscriptions and Licenses

There are two choices for installing mSign Mobile on Apple mobile devices.

- The *User Version* is installed from the Apple App Store (<https://www.apple.com/ios/app-store/>). This has a two week trial period followed by a monthly subscription.
- The *Enterprise Version* is run in the Apple Safari browser, and can be made to look like its own app. This requires that mSign Desktop has a paid license installed.

Installing the Software

Installing the User Version from the Apple App Store

1. On your iOS device, find and install “**Scriptel mSign**” from the Apple App Store (<https://www.apple.com/ios/app-store/>).
2. The first time you launch mSign, you will be told that there is a 14-day free trial period before the subscription billing starts. Click the “**Start 14-day Free Trial**” button.
3. Enter your iTunes Store password.
4. Confirm the subscription and fee. **The app will not work without the subscription.**
5. At startup, you will be told how many days remain in the trial until it ends. (If you wish to cancel your subscription before the end of the trial, note that your request may take up to 48 hours to process.)
6. You will see a warning: “*Your mSign app is not yet paired with an mSign Desktop.*” Click the “**Pair with Desktop**” link.

Now follow the instructions below to *Pair mSign Mobile with mSign Desktop* and try it out.

Running in Enterprise Mode

1. Open Safari and navigate to <https://msign.scriptel.com/> (or in the eastern hemisphere to <https://msign.it>).
2. If you would like to make this a desktop icon, tap the **"Share"** button (it is a rectangle with an arrow pointing up out of it). Otherwise, you may skip to the next section.
3. Find the **"Add to Home Screen"** icon and touch it (it looks like a + sign on a dark background).
4. Then touch **"Add."**

You will need to buy a 3-year license from scriptel.com for mSign Desktop (<https://scriptel.com/shop/scriptel-msign-license/>). See the section entitled *"Purchasing and Installing an mSign Desktop License"* for instructions.

Pair mSign Mobile with mSign Desktop

1. Back on your desktop, right-click on the mSign icon in the notification area of your taskbar and select, **"Pair with Mobile Device."**
2. You will be shown a small window with a QR code. Scan the QR code to pair the device. (If you are unable to scan the code, right-click on the mSign icon and select **"Settings."** Uncheck the box marked *Persistent Pairing Code* and repeat the previous step to get a 9-digit pairing key. Enter the key manually on the device to pair it.)
3. Look for a colored dot in the upper-right of the mobile signing screen.
 - A *green* dot means you're connected.
 - A *red* dot means you are not.
4. Open ScripTouch Sign and Save. In the bottom-left of the window, you should see a green square which lets you know that the mSign Mobile device and the mSign Desktop have connected successfully.
5. If they haven't, choose **File > Connect** and select **"mSign Mobile."**

You may now sign on your iOS device and the signature will appear in the Sign and Save window.

Note:

The iOS version of mSign Mobile has a display that automatically rotates. If your phone is in portrait display mode, you will get a smaller width to sign with.

Installing Scriptel mSign Mobile on an Android Device

You Will Need:

- An Android device running version 4.10 (Jelly Bean) or later.
- ScripTouch Sign and Save installed. See our guide on *Installing Sign and Save* if you require assistance (https://wiki.scriptel.com/w/ScripTouch_Sign_and_Save).
- Scriptel mSign Desktop installed and running on a desktop or laptop. See our guide on installing Scriptel mSign Desktop if you require assistance (https://wiki.scriptel.com/w/Installing_Scriptel_mSign_Desktop_Application).

Subscriptions and Licenses

There are two choices for installing mSign Mobile on Android.

- The *User Version* is installed from the *Google Play Store* (<https://play.google.com/>). It has a two week trial period followed by a monthly subscription of \$4.99, or,
- The *Enterprise Version* may be installed from scriptel.com. It requires that a license file be installed on mSign Desktop.

Installing the Software

Installing the User Version of mSign Mobile from the Google Play Store

This is a monthly subscription-based model that licenses the mSign Mobile app. The alternative is to purchase a 3-year license for mSign Desktop (See our guide Licensing mSign Desktop elsewhere in this manual for instructions).

1. On your Android device, open the *Google Play Store* (<https://play.google.com/>), search for “**Scriptel mSign Mobile**,” and install it.
2. Open the app and agree to the recurring fee.
3. On the “**No Pairing Connection**” alert window, click the link “**Pair with a new computer.**”

Now follow the instructions below to *Pair mSign Mobile with mSign Desktop* and try it out.

Installing the Enterprise Version of mSign Mobile from scriptel.com

This is an alternative to installing mSign Mobile for Android from the Google Play Store and will require a license for mSign Desktop to work with our unlicensed mobile apps.

1. On your mobile device's browser, navigate to <https://scriptel.com/support/downloads/>

2. Select *Linux* as the Operating System. You can select either *Debian* or *Red Hat*, they both have the same Android package.
3. Scroll to **Scriptel mSign Mobile for Android, ARM** and click **"Download Now"**.
4. An .apk file will download. Click on that file to install it. Android will warn you about installing applications from an unknown source, prompting you to change the settings.
5. Click **"Settings."**
6. Find the setting **"Unknown sources,"** and enable it. This is a one-time setting for the current installation only. It will not stay enabled.
7. Click **"Install"** and **"Open."**
8. On your desktop computer, navigate to <https://scriptel.com/support/downloads/> and download **"mSign Desktop."**
9. Install the downloaded file.
10. Run it.
11. On the **"No Pairing Connection"** alert window, click the link **"Pair with a new computer."**

You will need to buy a 3-year license from scriptel.com for mSign Desktop (<https://scriptel.com/shop/scriptel-msign-license/>). See the section entitled *Licensing mSign Desktop* for instructions.

Pair mSign Mobile with mSign Desktop

1. Back on your desktop, right-click on the mSign icon in the notification area of your taskbar, and select **"Pair with Mobile Device."**
2. You will be shown a QR code version. Scan the QR code to pair the device. (If you are unable to scan the code, right-click on the mSign icon and select **"Settings."** Uncheck the box marked *Persistent Pairing Code* and repeat the previous step to get a 9-digit pairing key. Enter the key manually on the device to pair it.)
3. Look for a colored dot in the upper-right of the Mobile signing screen. A *green* dot means you're connected; a *red* dot means you are not.
4. Open ScripTouch Sign and Save. In the bottom-left of the window, you should see a green square which lets you know that the mSign Mobile device and the mSign Desktop have connected successfully.
5. If they haven't, choose **File > Connect** and select **"mSign Mobile."**

You may now sign on your Android device and the signature will appear in the Sign and Save window.

Using Scriptel mSign Mobile in a Web Browser

You Will Need:

- A current version of either *Google Chrome*, *Mozilla FireFox*, *Microsoft Edge*, or *Apple Safari*.
- A pointing device to sign with on your computer, such as a mouse, touch screen, or electronic pen.
- Scriptel mSign Desktop installed and running on a desktop or laptop. See our guide on installing Scriptel mSign Desktop if you require assistance (https://wiki.scriptel.com/w/Installing_Scriptel_mSign_Desktop_Application).
- A license file (<https://scriptel.com/shop/scriptel-msign-license/>). This is only necessary for the browser app and the enterprise versions of the mobile apps (not the mobile apps from the Apple App Store or Google Play Store). See the section entitled *Licensing mSign Desktop* elsewhere in this manual for instructions.

Using the Software

1. Open a browser and navigate to: <https://msign.scriptel.com/>. In the eastern hemisphere, use <https://msign.it>.
2. You will be alerted that your mSign app is not yet paired with an mSign Desktop. Click **"Pair with new computer"** in the alert box.
3. Back on your desktop, right-click on the mSign icon in the notification area of your taskbar, and select **"Pair with Mobile Device."**
4. You will be shown a window containing a QR code. Scan the QR code with your camera to pair the device. (If you are unable to scan the code, right-click on the mSign icon and select "Settings." Uncheck the box marked **"Persistent Pairing Code"** and repeat the previous step to get a 9 digit pairing key. Enter the key manually on the device to pair it.)
5. Look for a colored dot in the upper-right of the mobile signing screen. A *green* dot means you are connected, a *red* dot means you are not.
6. Open ScripTouch Sign and Save. In the bottom-left of the window, you should see a green square which lets you know that it connected automatically.
7. If it hasn't, choose **File > Connect** and select **"mSign Mobile."**

You may now sign in your browser with your pointing device.

Note:

All modes work, but to utilize EasyScript you must use the mSign browser app on a different computer than the mSign Desktop client that it is paired with. EasyScript requires the signature application to have focus, which it cannot have when signing on a browser on the same computer.

Setting the Proper mSign Mobile Mode

You need to set mSign to the proper mode for your application. Scriptel plugins work with any mode but we recommend using *ProScript Compatible* mode first. Third party plugins will vary.

Modes Explained

- ProScript Compatible mode sets the virtual pad to act just like a ScripTouch Compact LCD ST1550/ST1551 signature pad.
- ProScript Enhanced mode has a bigger signing area for larger devices, like an iPad. Additionally, it provides a higher resolution and the ability to push color images to the display. Unless these features are recommended by your software provider, you are better off using ProScript Compatible and not Enhanced.
- EasyScript Legacy provides EasyScript 1.0 protocol communication which is an uncompressed, batch mode. Note: No data is sent until "<OK>" is tapped on the pad. (This is a legacy mode. Unless this mode is recommended by your software provider, you are better off using EasyScript Streaming.)
- EasyScript Streaming uses the EasyScript 2.0 protocol, with Streaming mode. Data starts flowing as the signature is being written, allowing for real-time display in the application.

To Determine the Proper Mode

- Ask your software vendor.
- Contact Scriptel customer support.
- Use trial-and-error.
- If you are already using a third party application with a physical ScripTouch signature pad, you can determine whether it is EasyScript pad by finding the model number on its back.

To Determine the Proper Mode by Model Number

- If it does not end in **"STN,"** it is a ProScript pad and you should select *ProScript Compatible* mode.
- If it does end in **"STN,"** it is an EasyScript pad. Find the proper protocol with the *Scriptel EasyScript Workbench*:

Use the EasyScript Workbench to Determine the Proper Protocol

1. Browse to <https://ny.scriptel.com/easyscript/>.
2. Place the cursor in the **"Sign Here"** field.
3. Sign on the pad and touch **"OK."**
4. When the signature appears, look at **"Protocols"** under **"Signature Metadata."**

If it is B, select *EasyScript Legacy*.

If it is C, D, or E, select *EasyScript Streaming*.

To change the mode:

1. Click the "Options" button (≡) at the top of the mSign display on your mobile device.
2. Choose the "Current Mode" option, then
3. Select the mode: *ProScript Compatible*, *ProScript Enhanced*, *EasyScript Streaming*, or *EasyScript Legacy*.

Using a Private Server

At the top of the mSign Mobile display is the **"Options"** button (≡). Touch this to show the options for the app, and then select the *Settings* option. You will be able to change which server your mSign Mobile device communicates with and you may also change the label associated with the device.

How to Sign a Document

Once the mSign Mobile app is connected to the server and the virtual proper mode is chosen (*ProScript Compatible*, *ProScript Enhanced*, *EasyScript Streaming*, or *EasyScript Compatible*), the mobile device will act like a physical ScripTouch Compact LCD ST1550/ST1551 signature pad. Details for using different programs will be found on the Scriptel Wiki page for mSign (https://wiki.scriptel.com/w/Scriptel_mSign).

- **How to Sign an Adobe Acrobat/Reader Document**
https://wiki.scriptel.com/w/How_to_Sign_an_Adobe_Acrobat/Reader_Document
- **How to Sign a Google Docs/Sheets file**
https://wiki.scriptel.com/w/How_to_Sign_a_Google_Docs/Sheets_file
- **How to Sign a Microsoft Word/Excel Document**
https://wiki.scriptel.com/w/How_to_Sign_a_Microsoft_Word/Excel_Document



SlimShield LCD



Slimline LCD



Slimline 1x5



Compact LCD



Review LCD



mSign

About Us

SCRIPTEL CORPORATION leads the way by advancing rugged, reliable eSignature and signature capture technology. Our verified Citrix Ready, plug-and-play hardware and software solutions make easy work of document signing, electronic recordkeeping and practice management in Dental, Healthcare, Retail, Tax Preparation, and other dynamic environments.

Scriptel (est. 1982) has a history of leading through innovation, bringing the first peripheral to mimic superior pen input on an LCD screen to market. Today, we produce and provide unmatched support for a full suite of ScripTouch® signature pad and workflow products, including EasyScript™, ProScript™, and mSign®.

Scriptel is based in Columbus, Ohio, and has deployed more than 3 Million products worldwide. Which of our hardware and software solutions best suit your needs? Find out at <https://scriptel.com>.



Columbus, OH
Headquarters
(877) 848-6824
info@scriptel.com

Scriptel
CORPORATION
<https://scriptel.com>

Rochester, NY
Software Development Ctr
(844) 972-7478
support@my.scriptel.com