

Signature Pad Troubleshooting Guide

Simple steps to get your signature pad working again.



Work through the guide in order and stop as soon as the signature pad starts working.

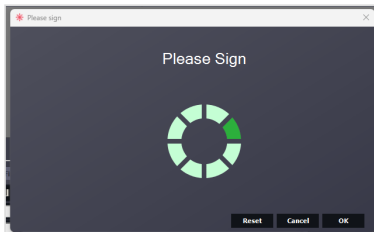
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What problem are you having?

Choose the option that best matches what happens when you try to sign. If you are unsure, start at [page 4](#) and work through the guide in order.



1. The signature pad does not respond when I press Sign

The light does not turn green and nothing happens on the pad.

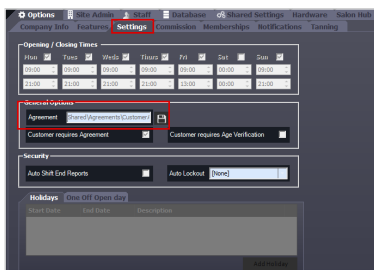
Go to [page 4](#)



2. The light turns green, but I cannot write on the pad

The pad activates, but using the pen does not produce a signature.

Go to [page 5](#)



3. There is no agreement to sign

The Sign option is missing, or no agreement is available when adding a customer.

Go to [page 6](#)

Check the signature pad connection

Start with the physical connection. This fixes many cases where the signature pad suddenly stops responding.

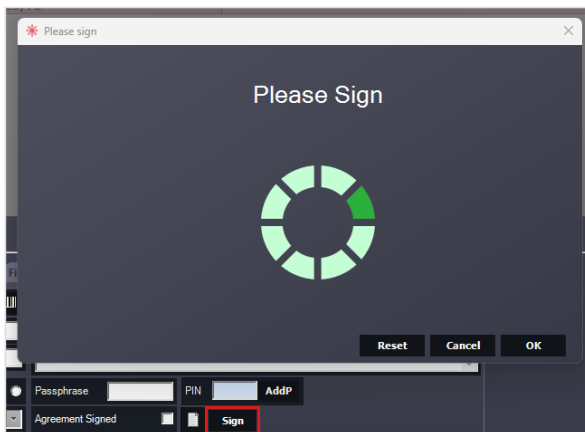
1. Reconnect the signature pad

1. Close Salon Tracker.
2. Make sure the signature pad is securely plugged into the PC.
3. If it is connected through a USB hub or extender, connect it directly to the PC instead. If you have to use a hub, make sure it is a **powered USB hub** with its own mains power adapter, such as this [recommended powered USB hub](#).
4. Unplug the signature pad, wait 5 seconds, then plug it back in. If possible, try a different USB port.
5. Open Salon Tracker again.

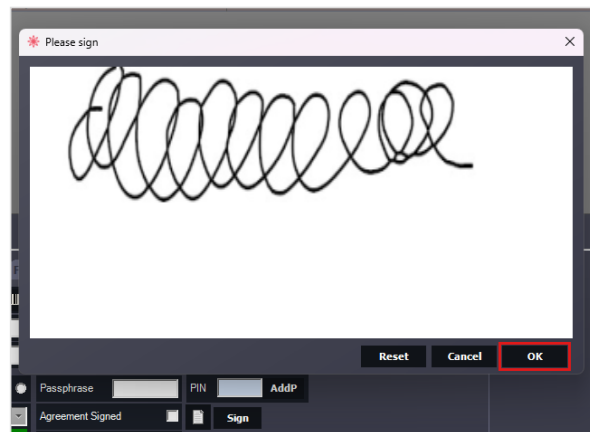


2. Test it again

1. Add a new customer and press the **Sign** button.
2. The **Please Sign** window opens and the light on the signature pad turns green. The pad is now ready.
3. Ask the customer to sign on the pad. Their signature appears in the window. Click **OK**.



1. After pressing Sign: ready to sign on the pad



2. The signature appears once signed

IF IT NOW WORKS

No further action is needed.

IF IT STILL DOES NOT WORK

Continue to [page 5](#) and test the signature pad using the StepOver tool.

Test the signature pad using the StepOver test application

This test checks whether the signature pad can communicate with the PC outside Salon Tracker.

1. Open the sodc test application

Open **File Explorer** and go to:

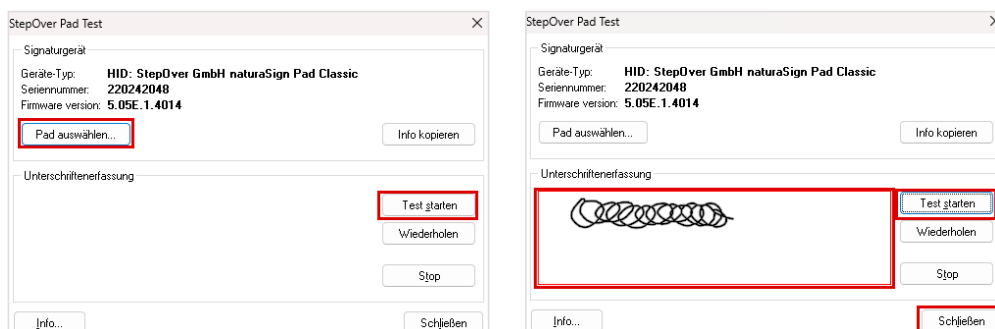
C:\Tools\signaturepad\SignaturePadTools\driver\sodc

Double-click the **sodc** application highlighted below.

nsUiCompiler.dll	24/07/2025 15:28	Application extension	4,819 KB
nsUiDriver.dll	24/07/2025 15:28	Application extension	4,903 KB
SOCapture.dll	24/07/2025 15:28	Application extension	76 KB
sodc	24/07/2025 15:28	Application	2,534 KB
sodc.exe.manifest	24/07/2025 15:28	MANIFEST File	1 KB
SOPad.dll	24/07/2025 15:28	Application extension	7,120 KB
SOPAD_log	24/07/2025 15:28	Configuration settings	1 KB

2. Start the test

1. Click **Pad auswählen...** (Select pad).
2. Click **Test starten** (Start test).
3. Draw a line on the signature pad.
4. Once the line appears, click **Schließen** (Close).



IF A LINE APPEARS

The signature pad is communicating with the PC. Continue to [page 6](#).

IF NOTHING APPEARS

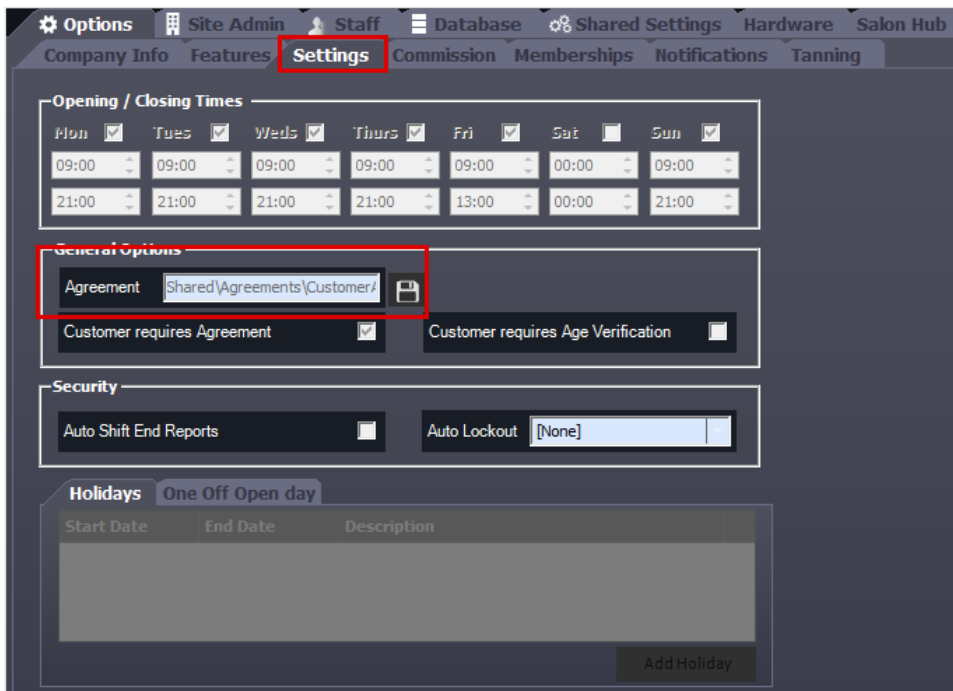
Try another USB port and test again. If it still does not respond, continue to [page 7](#) and check Windows updates.

Check the agreement in Salon Tracker

If the StepOver test works, check that Salon Tracker still has an agreement available to sign.

1. Find the agreement section

In Salon Tracker, go to **Admin > Options > Settings**. Check that a file path is shown next to **Agreement**. Do not change or tick any other settings.



2. Test the signature pad again

Add a new customer and press the **Sign** button. The **Please Sign** window should open, the light on the pad should turn green, and the signature should appear once the customer signs. See [page 4](#) for what this looks like.

IF THE AGREEMENT FIELD IS BLANK

Watch the [Add a Customer Agreement help video](#), which shows you how to set the agreement up. Then try the signature pad again.

IF THE AGREEMENT IS SHOWN BUT THE PAD STILL DOES NOT WORK

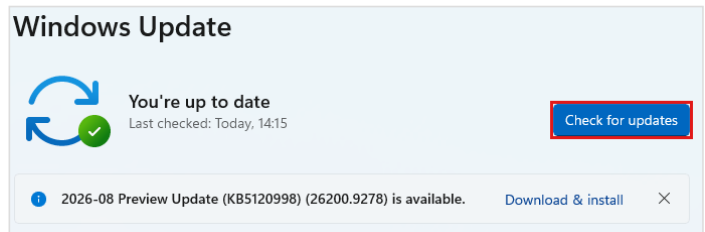
Continue to [page 8](#) and contact Salon Tracker Support.

Check Windows and driver updates

Windows Update can install or repair the driver the signature pad needs. Make sure all updates are done, including optional ones.

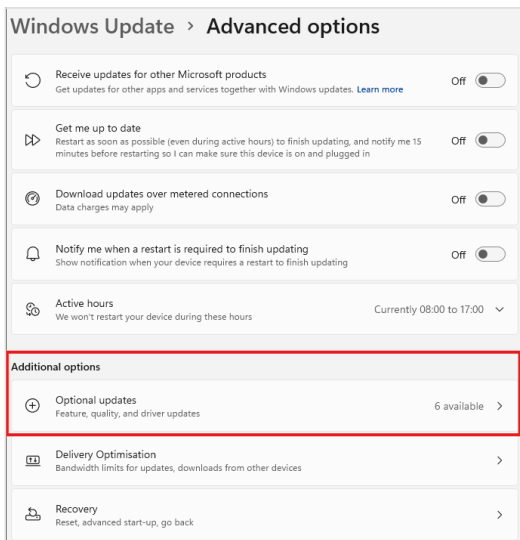
1. Check for Windows Updates

1. Open **Settings > Windows Update**.
2. Select **Check for updates** and install any available updates.
3. Restart the PC if Windows asks you to.

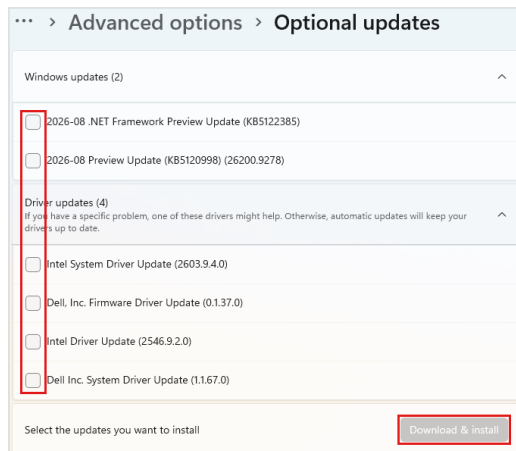


2. Check Optional Updates

1. Return to Windows Update and open **Advanced options**.
2. Under **Additional options**, select **Optional updates**.
3. Tick any pending updates. You may need to select the arrow for them to appear.
4. Select **Download & install**, then restart the PC if asked.



Advanced options



Optional updates

AFTER UPDATING

Restart the PC if Windows asks you to, then open Salon Tracker and try the signature pad again. Still not working? Continue to [page 8](#).

Still not working?

If you have completed the previous steps and the signature pad is still not working, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that can affect the signature pad, including:

- The signature pad connection to the PC
- Whether the StepOver test can communicate with the pad
- The agreement configuration within Salon Tracker



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Does the light on the pad turn green when you press Sign?
- Have Windows Updates and Optional Updates been completed?
- Did a line appear in the StepOver test?
- Is a file path shown next to Agreement in Admin > Options > Settings?
- Did you try a different USB port, or plug in directly rather than through a hub?

TIP

If possible, have Salon Tracker open and keep the signature pad connected to the PC. This means we can begin checking the issue straight away.