

Ghostwriter[®] **MAX** Owner's Manual



Important Product Information

The serial number of your new Ghostwriter® signature machine is located on the back panel. For future convenience, please record the information here.

Model: *Ghostwriter* 

Serial Number: _____

Date Installed: _____

Service Rep: _____

Sales & Technical Support: 800.636.4450

Introduction

Thank you for purchasing the Ghostwriter® MAX, our smallest and most versatile automatic feed signing machine.

The flexibility of the Ghostwriter® MAX allows signature reproduction with any common writing instrument on almost any material that needs a personal signature.

This manual contains information to achieve the highest quality signature reproduction from your signature machine.

Ghostwriter® MAX

Description

The Ghostwriter® MAX is designed to be trouble free and user friendly. The Ghostwriter® MAX allows documents to be signed using a cut-sheet feeder. The machine reproduces a quality signature on virtually any type of document, photograph or other media that will fit under your writing instrument.

The signature card contains the desired signature and is interchangeable with other Ghostwriter® signature machines. Any number of signature cards may be ordered to best utilize your signature machine.

Part 1: Components

Basic Machine Components



Signature card reader

The Signature Card Reader is located on the top left side of the Ghostwriter®. The status light is located on the top of the machine. The Signature Card is inserted into the front of the reader. This status light will blink green when the reader is accessing the signature card.

Keypad

The buttons on the keypad vary in function depending on the menu options that appear on the screen. See the LCD panel for function key listing.

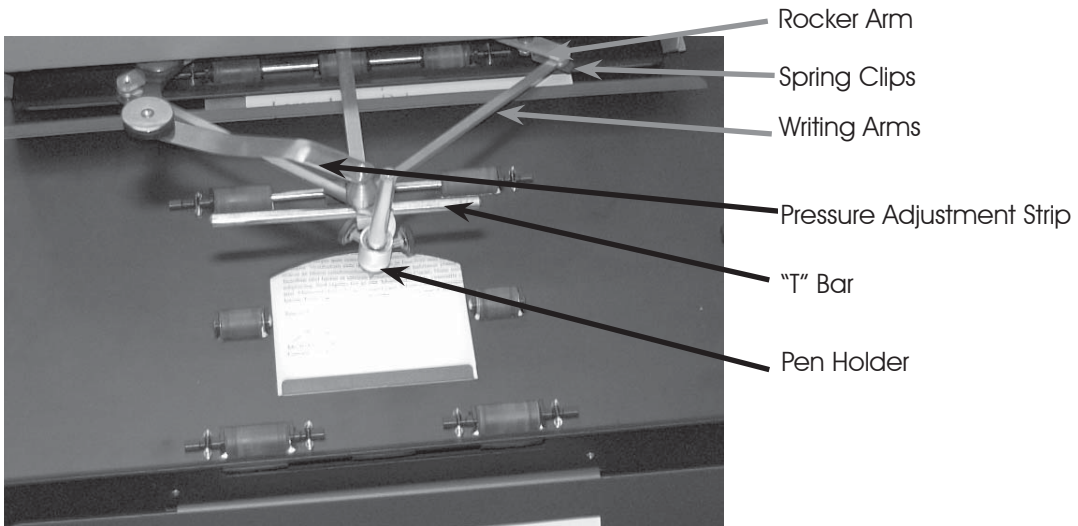
Electric lock [optional]

The electric lock is located on the right side of the machine. Once locked, it will prevent any operation of the machine.

On-Off switch

The on-off switch is located on the bottom right front of the machine.

Automated Signature Technology

**Writing Components***Rocker arms*

The rocker arms connect the writing arms to the machine.

Spring clips

Spring Clips are located at the under ends of the rocker arms and attach the writing arms to the rocker arms.

Writing arms

The writing arms are comprised of a right side (short side) and a left side (long side). The right side has a pivot bearing on the end near the pen holder and a ball bearing on the other. The top arm is inserted into the right spring clip and the bottom arm is inserted into the left clip.

Pen holder

The pen holder on the writing arms holds the writing instrument during signature reproduction. Two thumb screws on the sides of the pen holder tighten to secure the pen or other instrument in the pen holder. The height of the pen is adjusted by the "Set Pen Height" setting option.

Pressure adjustment strip

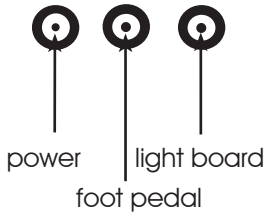
The pressure adjustment strip is the stainless steel strip that follows the pen during the signing motion applying pressure to the pen. This strip can be bent to change the pen pressure from light for a felt tip pen to heavy for a bold signature from a ball point pen.

"T" bar

The "T" Bar picks up the writing arms. The "T" bar is adjusted through the "Set Pen Height" setting.

Plug Panel (back of Ghostwriter® unit)
 For use when not attach to Paper Transport.

Plug Panel (back of paper transport)
 For use when attached to Paper Transport



Plug panel (above)

The plug panel is located on the back of the machine. listed below.

The ports are

Power plug

The power port is a 24 volts.

Foot pedal plug

The Foot Pedal Port is 12 volts.

Light board plug

The light table is 12 volts.

Signature card

The Signature Card is a smart card storage device for signatures, phrases and drawings. The Signature Card is inserted into the smart card reader.



USB Port

The USB port is located on the front of the machine. This port will read files stored on a formatted USB Memory Drive. A USB Memory Drive or "Thumb Drive may be used instead of a signature card for signature storage.

Foot Pedal

The Foot Pedal is used to manually sign documents. If you change the signature card while using the foot pedal, reload the signature card from the User Menu.

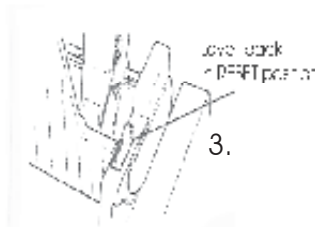
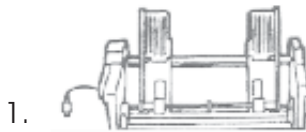
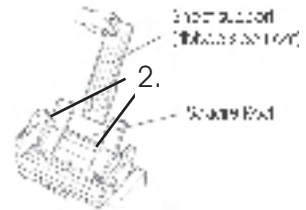
Other Machine Parts

Paper Control Tray. Controls paper during auto-feed of documents. Removable for manual operation.

Paper Catch Tray. Placed outward during auto-feed to catch documents.

Sheet Feeder

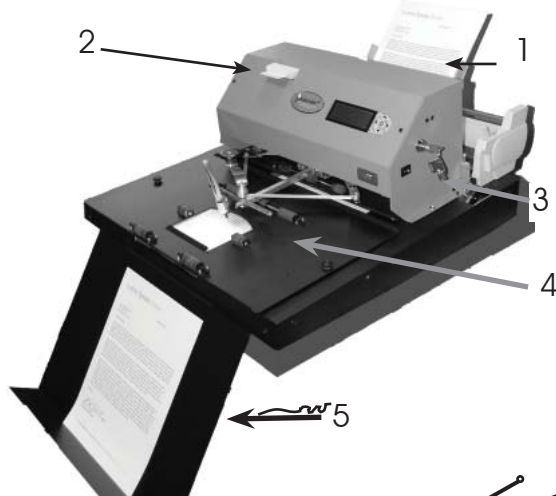
- 1. Sheet feeder interface plug
- 2. Right and left paper holder
- 3. Paper bail lever
- 4. Lock lever



Part 2: Machine Assembly

Standard Machine Components

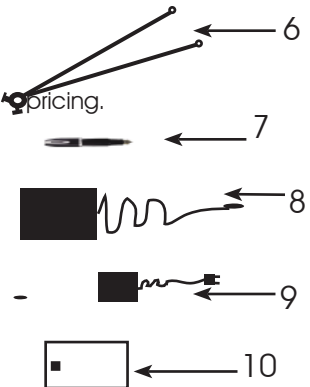
1. Paper Feeder
2. Ghostwriter® MAX writing unit
3. Illuminated Paper Transport Base
4. Paper Control Tray
5. Paper Catch Tray
6. Writing arms
7. Pen
8. Foot pedal
9. Power cord
10. Signature Card (purchased separately)
11. 2 paper bales (long & short)



Additional Options

The following options are available for purchase. Please call for pricing.

- » Electric lock
- » Dust cover
- » USB Flash Memory Drive (formatted)
- » Signature transfer kit
- » Writing arms for large pens



Assembly of the Machine

Before setting up the machine please contact our service department at 800-636-4450

1. Open the top of the box
2. Remove the machine with the packing form from the box and set on a table. It may require two (2) people to lift it from the box.
3. Remove the packing material.
4. Plug the foot pedal into the back of the Paper Transport Base.
5. Plug the small jack of the power cord into the back of the Paper Transport Base and the other end into the power supply. Then plug the cord from the power supply into the a power outlet.
7. Locate paper control tray. It screws into the brass inserts in the top of the Paper Transport Base. This tray is needed for auto-feed operation.
8. Locate the paper catch tray. It slides into the front of the machine. It catches the paper after it is signed.
9. Locate Signature Card and insert into the card reader.
8. See next section for machine operation.
9. Keep box and packing for return shipment to factory.

Part 3: Operation

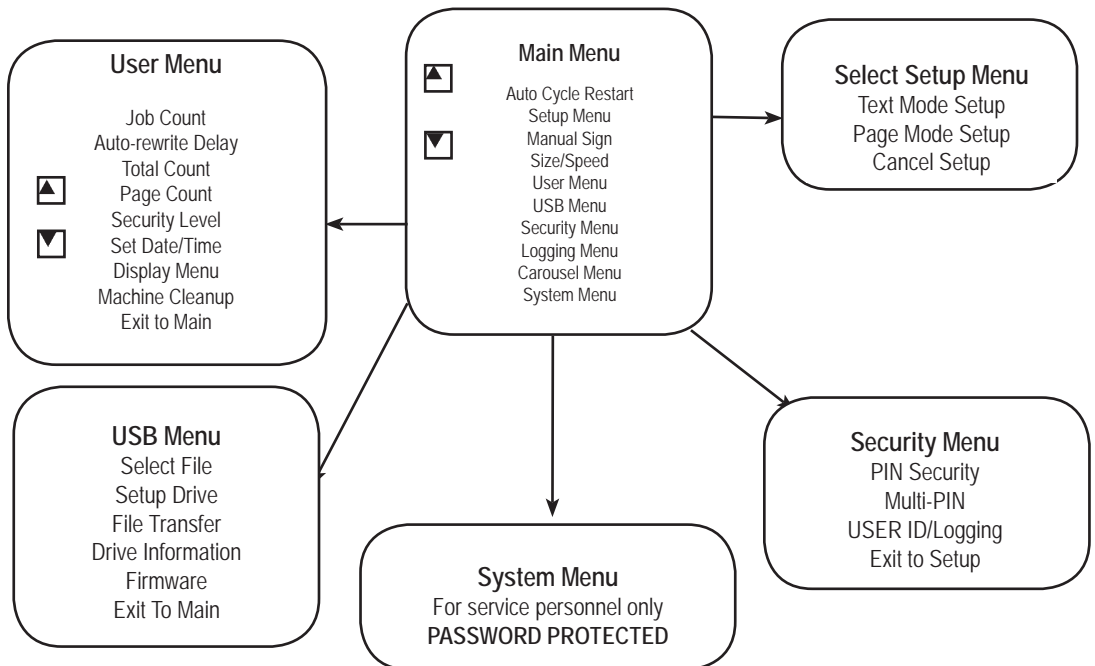
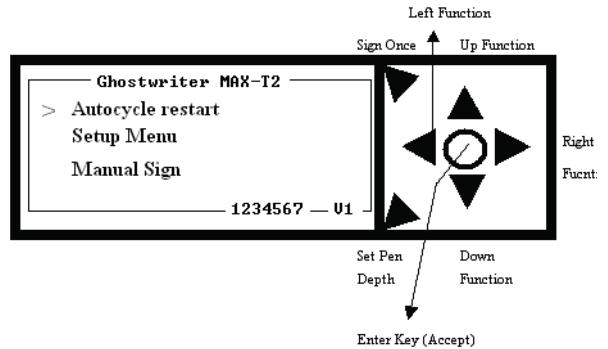
The Ghostwriter® is designed to be user-friendly. All of the instructions needed to operate the machine are located on the LCD screen. Below is a diagram of the different screens and locations of the options.

Menu Screens Ghostwriter® MAX

Please see screen for detailed machine operation instructions.

Button Operations

- ▼ and ▲ scroll through menu selections. The highlight text is the selected option.
- ◀ and ▶ move the cursor left or right. □ accepts settings or menu options.
- ▼ Manual sign once
- ▣ Set pen height




Basic Operation

Main Menu

Auto Cycle Restart
Setup Menu
Manual Sign
Size/Speed
User Menu
USB Menu
Security Menu
Logging Menu
Carousel Menu
System Menu

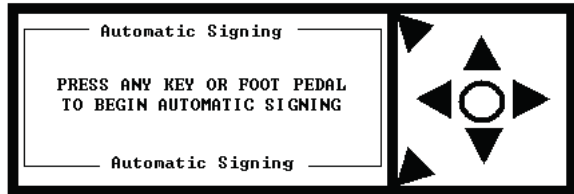
1. Insert desired signature card into the machine, chip side up and pointing toward the machine. Press the on-off switch to the ON position. The signing plate illuminates and the LCD displays log-in prompt or main menu. Enter login information and the main menu screen appears on the LCD if requested.

2. Once loaded, the machine is ready for operation, Figure 1. Press  to **Set Pen Depth**. The "T" Bar lowers. Loosen thumb screws and insert the pen of your choice into the pen holder, tighten the thumb screws and press any key to continue. The LCD returns to the main menu, Figure 1. Press enter to continue.

Insert pen into the holder until it touches the paper.
Press Any Key

3. The Ghostwriter® MAX main menu appears on the LCD screen. Using the down arrow, select Manual Sign and press the center button. The machine will access the card (green indicator light blinks) and the LCD screen changes to the Automatic Signing Screen as the Ghostwriter® MAX loads the signature and calibrates the machine to the proper start setting.

If using a file stored on a USB Drive, the Select File/Dir will appear. Locate the desired file and press the center button to accept.



4. Remove the Paper Control Tray from the signing area by unscrewing the thumb screws on the left and right side of the machine.

5. Tape a piece of paper or place a post-it note over the signing area. Do not put tape across or under the transport belts. Press the foot pedal to sign the paper or select Manual sign from the Main Menu. The machine starts signing the signature. The LCD displays the name of the signature being signed and the count signed.



Once the signature is signed, the machine returns to the rest position. The signed paper (template) is the location where the machine signs each and every time. Use this template for manual signing or to setup the signing position for auto-feed signing.

Congratulations! You have completed the the basic manual signing set-up and operation of the Ghostwriter®.

Auto-Feed Setup

Before you begin to setup the machine to auto-feed, the signing mode must first be determined. If the document is a static document from the signature area to the bottom of the page then PAGE MODE is the setting. If the document is not static and the signature location varies horizontally on the page then you will need TEXT MODE.

Note: All signatures must be in the same location vertically for either signing mode.

From the main menu, select **Setup Menu**. From this menu, you can setup the machine to sign using the text mode or page mode. Make sure the Paper Control Tray and Paper Catch Tray are installed.

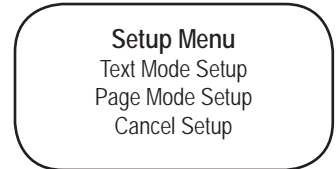


FIG. 6

Page Mode Setup This signing mode is used if the signing position on the document does not vary on the page.

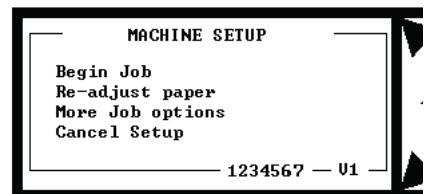
Place documents into the feeder. Select PAGE MODE to feed the first sheet, it will move the page edge to the edge of the signing area and stop. Use the DOWN arrow to move the documents' target signing area to the template area. If you overshoot, use the UP arrow move the target area up relative to the template on the signing area. Once the signature block is in the correct position, press to sign that document and press to save settings. to start automatically signing all documents in the sheet feeder at this setting, select "Begin Job" from the Machine setup menu. If this setting needs to be moved to a better position the signature, select Re-adjust paper. and use the arrows to move the target area and press to continue.

Text Mode Setup This signing mode is used if the signing position on the document varies from top to bottom. For example, signing form letters.

Place documents into the feeder and select **TEST MODE** to feed the first sheet, it will move the first text found to the edge of the signing area. If the proper text wasn't found, the **Text Skip** may need to be adjusted.


If you document has an address or standard text printed in the bottom margin, the skip amount must be adjusted. The **Text Skip** Setting is located in the **More Job Options Menu**.

Skip amount is measured in tenths of an inch. A skip amount of .5 is 1/2" inch.



To adjust the **Text Skip**, press enter to accept the current position, select **More Job Options** from the menu. Select **Text Skip** and make the change. Return to the machine setup menu and select **Re-Adjust Paper**. This will take you back to the setup menu.

Use the down arrow to move the document target area to the template area. If you move past the target area, Use the up arrow to move the document up to proper position. Once the document is in the correct position, press to sign that document or press to sign that document and press to save settings. To start automatically signing all documents in the sheet feeder at this setting, select "Begin Job" from the Machine Setup menu. If this setting needs to be moved to a

better position the signature, select Re-adjust paper. and use the arrows to move the target area and press  to continue.

The Ghostwriter® MAX will continue to operate until the feeder is empty or a misfeed happens. PAPER ERROR will appear on the display. Remove the paper jam or load the feeder and press AUTO to continue.

From the Main Menu, you can use the last signing position by selecting AUTOCYCLE RESTART.

More Job Options Allows you to view counters, adjust skip amount, and view or change other signing options.

Page Count. Counts the number signed in the current job setting.

Text Skip. Used to skip over the static text printed in the bottom margin on letterhead.

Document Skip. Allows the machine to skip the desired amount of pages and sign the next. For example, signing a 3 page document on the last page.

Signature Size. Displays current setting. Used to enlarge or reduce the size signature the machine will sign.

Signing Speed. Current signing speed level.

Autocycle restart Uses the last Page or Text mode settings.

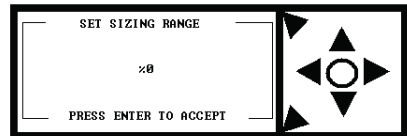
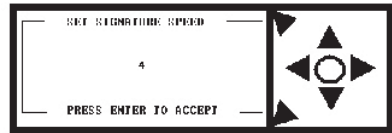
Size/Speed

The writing speed is adjustable on all Ghostwriter signature machines. Some signatures can be signed faster than other. The writing instrument can also make a difference in the correct writing speed. The adjust the speed, select Size/Speed from the Main Menu.

Depending on your machine configuration, the operator may also be able to reduce or enlarge the size of the signature. Signature files can be reduced 25% or enlarged 200%.

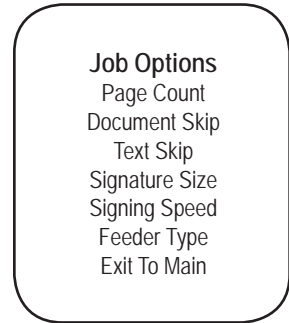
USER MENU

The User Menu contains features and functions that help manage the Ghostwriter® and offer security. Each of the selections in the User Menu is discussed in this section. The User Menu, is accessed from the main menu. Use the  to scroll down to the User Menu selection and press .



Job Count Counts the number of times of the machine signs since the last reset.

Auto-Rewrite Delay Adjusts the amount of time the machine pauses between signing when using auto-rewrite in manual mode. Delay can be set for no delay and 1-9 seconds.



Total Count Counts the total number of signatures the machine signed.

Page Count Determines how many pages the machine will sign.

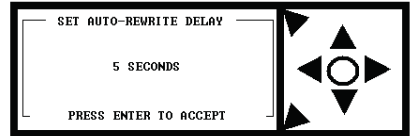
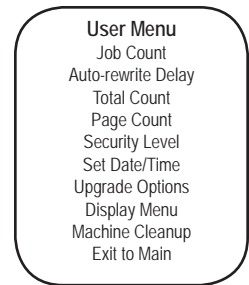
Security Level. Sets the appropriate security lever for Administration requirements.

Set Date/Time Sets the current date and time of the machine.

Upgrade Option Used to install new software.

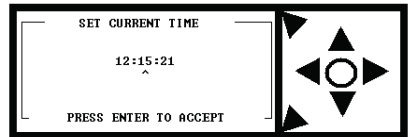
Display Menu Adjust the brightness and contract of the displays

Machine Cleanup Runs the paper transport unit to clean and documents in paper path.



USB MENU

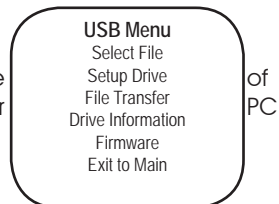
The USB Menu is used in conjunction with a USB Memory Drive . Any non-secure drive can be used in a Ghostwriter® signature machine.



The USB Drive must first be set up for use with the machine. Select **Setup Drive** and press enter. The machine will add the necessary directory structure to the drive.

To transfer a file from a signature card to the USB drive. Insert the USB drive into the USB port and insert the desired signature card into the smart card reader. Select **Card/Drive Xfer** in the USB Menu. The machine will transfer the file from the card to the drive.

A file can also be saved from your PC to the drive. (The file name the signature file must be 8 characters or less.) Insert the drive into your USB port and save the file in the AST/SIGS folder located on the drive.



View Files on the USB Menu allows you to select a file and sign once. You can use this to confirm the correct signature and file name.

To sign using a file located on a USB drive, select Start Signing and select a file from the menu. This file will be used until a new file is loaded.

If a signature card is not inserted in the smart card reader, the unit will request a card or drive to be loaded.

Security Menu

The Ghostwriter® MAX-T includes PIN security as a default and can be disabled if desired. This is a 4 digit code entered into the machine each time it is powered on. This code can be changed in the SECURITY MENU under Change PIN.

The Ghostwriter MAX-T2 includes several security options, PIN, Multi-PIN, Data Security, Data Log Security or no security.

PIN & Multi-PIN

PIN security consists of a 4 digit code entered into the Ghostwriter unit before it is operational. Under PIN security all users share one PIN code. If using, Multi-PIN, the administrator can add additional codes for each user.

DATA Security and DATA LOGGING Security

These options consists of a double entry security method, usercode and passcode. The administrator adds users and configures the USER TYPE from the **USER/ID Logging option** in the **Security Menu**.

USER TYPES are defined as:

ADMIN - All rights and privelages to the machine to include change security settings and logging.

FULL - All operational rights to the machine except security and logging changes.

LIMITED - Restricted rights to machine functions and/or limited signature files. (USB, CAROUSEL, SMART CARDS).

DISABLED - not allowed to use the machine.

LOGGING MENU

The Logging menu allows an administrator to view the signing log for each user of the machine. The administrator also has the option to reset this log, set time/date and change the current user. To print the log data, connect the machine to a PC using the serial to USB cable provided. Open the Ghostwriter® Logging Utility Software installed on a PC. From this utility the log data can be viewed, saved and printed.

SYSTEM MENU

The System Menu selection on the main menu is only for use by trained service personnel. This selection is password protected. Settings in this area should not be changed unless instructed by a technical representative.

Signing Special Items

The Ghostwriter® MAX can sign many items if removed from the auto-feed signing base. We offer standard signing boards as an option.

- | | | |
|---------------|-------------|------------------|
| » Books | » CD Cases | » Certificates |
| » Checks | » Diplomas | » Greeting Cards |
| » Lithographs | » Magazines | » Photographs |
| » Hats | » Posters | » T-Shirts |

Signing items that are opaque

When the signature template is not visible for placement through the item to be signed, it may require that lines or guides be put on the deck around the piece. This will allow for repetitious placement of the signature on the item.

Signing large documents or posters

Large documents may require the signature placement to be in the far left or right areas of the document. This position may require an inverted Signature Matrix from SigTech. An inverted Signature Card signs the signature upside down on the illuminated signing plate. This allows the operator to rotate the documents upside-down before signing and place the signature on the documents correctly. Please consult customer service if you have any questions, concerning the need for an inverted Signature Card.

Signing thick items

With a standard Ghostwriter® signature machine you may sign items up to ½ inch thick. This may range from a small book or magazine to a plastic CD case.

Pens and other writing instruments

You can use virtually any writing instrument you choose. We recommend that you test several types prior to beginning your project. The more you use the Ghostwriter®, the more familiar you will become with what pen works best for you. Using different writing instruments enables you to add variation to the signature. Consideration of paper texture and weight will also vary the signature reproduction.

Special pens Some pens will not fit in the standard pen holder on the writing arms. If you have a pen or marker that doesn't fit, contact Automated Signature Technology for the solution. We offer custom pen holders to fit specialty pens.

Part 4: Security Information

Security

All organizations are concerned about security. There are several basic options available for your machine. An electric lock prevents access to your signature machine by anyone who does not have a key. You may also remove the writing arms so that they may be placed in a secure cabinet or drawer. The signature card may also be removed from the machine and placed in a safe place.

In addition to a lock the following options are available for advanced logging and security.

Simple Security

This is included in all Ghostwriter® model. It includes one username and password for the machine.

Data Log Security

All operators will need to enter a unique, four digit employee ID number. The system will allow the Administrator to keep track of the date, time, signature and number of signatures that were cycled.

The data log is accessible only by the Administrator's unique password.

Advanced Data Log Security Option With Printing Capabilities

In addition to the Data Log Security, the Administrator attaches a standard printer to the Ghostwriter®. This feature will allow the administrator to print the reports and store them in printed form for reference.

Warranty Information

SigTech signature machines are shipped to your office by SigTech factory personnel. They are guaranteed against defects of materials and workmanship for a period of 90 days. This contract may be extended. If you have any problems, call our service department. Please contact your SigTech Representative regarding annual maintenance contracts.

Gold Service Plan (available in most metropolitan areas)

Factory repair with on-site preventive maintenance and unlimited telephone and e mail support

Covers all parts, labor and shipping costs. Machines will be repaired in our factory within two business days or a replacement machine will be shipped to you in its place. Annual, scheduled preventive maintenance will be performed in your office by one of our technicians. During the servicing of the signature equipment, we will clean, lubricate, make all necessary adjustments, and replace any parts needed for the proper operation of the machine, and repair or replace any worn components.

Silver Service Plan

Factory repair and unlimited telephone and e mail support

Covers all parts, labor and shipping costs. Machines will be repaired in our factory within five business days or a replacement machine will be shipped to you in its place.

Part 5: Troubleshooting

LCD displays "Sensor out of range" error

Turn the machine off and back on. Machine should recalibrate and return to normal. If problem is not resolved. Contact technical support.

The writing arms stick to the "T" bar

The bottom of the arm can become worn and may need to be smoothed and lubricated. Any common light oil helps.

The writing arms pop out of the clips on the rocker arms

Remove the ball from the clip and squeeze the clip together with the rocker arm. This will tighten the clip and hold the arm in the holder.

The pen makes scratchy noises while signing

Check the pen for any damage to the tip. Rolling ball, fountain and felt tip pens can become damaged and it will effect the quality of reproduction. You can also decrease the pressure on the pen by removing the pressure strip or bending it up.

Signing area is not illuminated

Check to make sure that the machine has power and is on.

No power

Check to make sure that the power cord is plugged securely into the module on the back of the machine and into a live wall outlet. If the machine has power to the LCD and foot pedal, contact technical support.

Foot pedal does not start the machine

Check to make sure that the machine is turned on and the foot pedal is plugged into the appropriate plug in the back of the machine.

Signature does not load into the machine

Check the signature card to ensure that the chip is facing up and that the card is pushed into the reader. If problem persists, contact technical support

Technical Support

If problem is not resolved, please call technical support toll free **800-636-4450** and a representative will help assess the problem. Please have your model and serial number available.

Intentionally left blank.

Please complete each section of this form. Providing the necessary information prevents delays in your order. Orders may be faxed and please follow up with originals in the mail.

1. Contact & Ordering Information

Company Name: _____

Contact Person: _____ Phone: _____

Fax: _____ Email: _____

Shipping Address: _____

City, State, Zip: _____

Billing Address: _____

Credit Card #: _____ Exp. Date: _____ Cardholder _____

2. Signature Sample & Authorization

Inverted

(machine signs upside down)

Please print the name or phrase as signed :

Sign in the box below. Will reproduce at the size supplied.

Automated Signature Technology
112 Oak Grove Road, Suite 107
Sterling, VA 20166
US/CDA Toll Free: 800.636.4450 Phone: 703.397.0910
Fax: 703.397.0914
www.signaturemachine.com