nSign FAQ₍ₛ₎

Licensing/Registration/Cloud

Q: I'm getting a licensing error when I try to install.

A: If you get a licensing error, first check to be sure the license key is correct. If it is correct and still not working, contact Ambir Support.

Q: Tablet not recognized/not synching over network.

A: If you do not see your tablet in nSign Connect, make sure PC and tablet are connected to same network. To check this, open the nSign application on your tablet and click on the Settings icon in the top right corner. In the System Configuration screen, look at the network name under the WiFi box.

If the correct network is displaying but still not connected, select Unregister Tablet → Reset → Ok and rescan the QR code located on the Tablet tab in nSign Connect.

Q: How do I find my license key?

A: Open nSign Connect → Settings → Admin tab. Your license key will be displayed in the License InSignation box and is the number to the right of Serial Number. See screenshot example below.
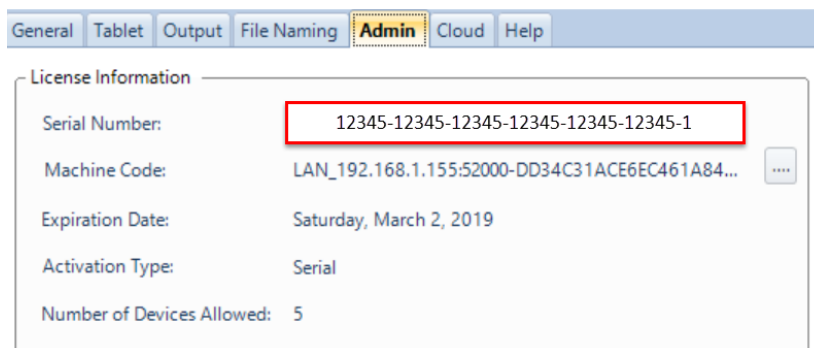
Q: What is the default password for nSign settings (on tablet)?

A: The default password is admin. Please note this is in all lowercase.

Q: What is the default password for the User setting?

A: The default password is user. Please note this is in all lowercase.

Q: I want to use nSign Connect via the Cloud. How do I connect?

A: Cloud services are offered through Amazon Web Services. You must have an Amazon Web Services S3 account set up to use with the cloud. For assistance with Amazon Web Services, please contact Ambir Support.

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Q: My cloud service isn't working.

A: Verify your bucket name is in the correct DNS format. Also, you **must** have the bucket Region set to **US West(Oregon).** See screenshot below:
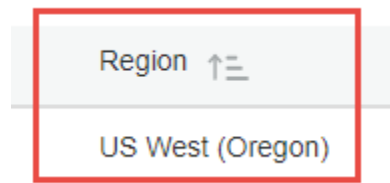
If you continue to have problems connecting to the cloud using Amazon Web Service, please contact Ambir Support.

Q: How much does Amazon Web Services Cost?

A: Amazon Web Services offers a free 12-month trial period for use of their services. There is a threshold for usage within their free tier. Based on our default settings and your usage, there may be an incurred cost between $1-3/month.

nSign FAQs

Tablet/General Form Questions

Q: My forms are not displaying on the tablet.

A: Make sure the tablet is registered on the same network (click here for details). If it is, contact Ambir Support.

Q: How do I turn the help tutorial off?

A: In nSign Connect, this may be turned off for use of all tablets by going to Settings → General tab. In the Help Screen box, uncheck the box next to Show.

Q: I can scroll through the form but am unable to sign/fill out form.

A: You may have 'Stylus Only' checked off within the nSign application on your tablet. To confirm or turn off, go to Settings on the nSign application and uncheck 'Use Stylus for Input' in the Input Medium box.

Q: How do I move the scroll bar to the right of the screen?

A: Open the nSign application on your tablet and click on the Settings icon. On the screen, check the 'Right Scroll Bar' option.

Q: I changed my password and now can't remember what it is.

A: Uninstall nSign Connect from your PC via Programs and Features. Reinstall the software and the passwords will default to their original settings.

Q: It's taking a few minutes to save my form after signing.

A: Most likely you are in Cloud mode. Please note Cloud service is set to auto save every minute. If you do not see your form after completion, check again in another minute. If it's still not there, contact Ambir Support.

Q: The LED light in nSign Connect is red.

A: This means your tablet is either in sleep mode or has been disconnected from the network. Try sending a document to wake the tablet up. If that doesn't work, check your network connectivity and be sure the tablet is on the correct network. If you still have problems, contact Ambir Support.

Q: Where are my completed forms saving?

A: The default save path inSignation is located on the Output tab of nSign Connect. The save location is C:\Users\Public\Documents\nSignOutput. However, this save path may be changed at any time to suit your needs.

To change the save path, click the four dots next to the path name and select your desired save location.

Q: I sent the wrong form to the tablet. How do I delete it?

A: You must complete the form and complete it to remove from the tablet. Once done, delete the session in nSign Connect.

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**Q: My fillable fields are only showing on one form.**

A: If you are sending form bundles to nSign, you **must** have 'Rename duplicate field IDs' selected in the Output

Q: Can I select forms to sign from the tablet only, without sending from my computer?

Yes, you can. To do so, you must make a configuration change in nSign Connect. Follow the steps below:

Step 1:

Open **nSign Connect** and go to **Settings → General tab** and check off the 'Send to Tablet' box. This will send all forms that are in your selected forms folder to the tablet.
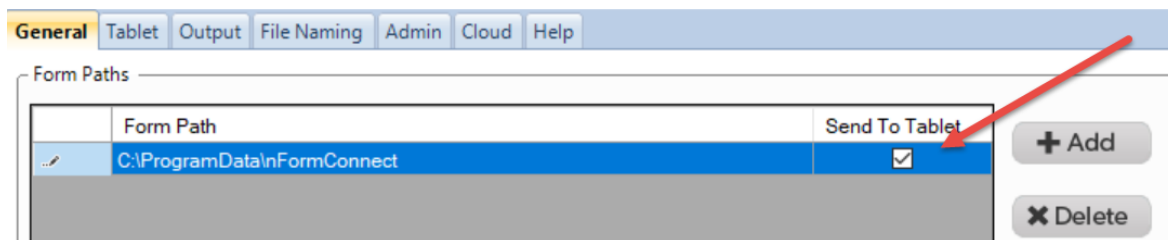
You will see a dialogue box advising you all forms within the folder will be sent to all CONNECTED wireless tablets. Click OK.

Step 2:

Open the nSign application on your tablet. In the top right corner of the nSign application on your tablet, you will see a **+** symbol next to the **Settings** options.

1. Tap the **+** symbol in the top right corner of the application, next to the Settings icon.
2. Enter the password: user
3. Tap either Blank Forms or Forms Bundle.
4. Tap the form or Bundle you wish to complete.
5. **Click Go**
6. Complete the form.
7. Submit the form.

Q: What is GPS tracking used for?

A: When enabled in nSign Connect, puts the GPS location on the bottom of the document.