

# eSignPrinter Driver Installation Guide



**eSignPrinter Installation Guide, First Edition**

by GoPaperless, Inc.

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Support for this manual is available at [eSignSupport@gopaperless.com](mailto:eSignSupport@gopaperless.com)

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## 1.0 System Requirements:

The eSignPrinter™ installation is compatible with the following operating systems along with the following minimum requirements.

### 1.1 Windows XP

Service Pack 3

Trusted Root Certificates update <http://www.microsoft.com/en-us/download/details.aspx?id=29434>

.net Framework 3.5 <http://www.microsoft.com/en-us/download/details.aspx?id=21>

At least 50mb of free space

Any firewall or security software will need to allow eSignPrinter.exe in the c:\program files\eSignprinter folder

User must have administrative rights to install software

User must have administrative access to c:\windows\temp folder

### 1.2 Windows Vista

Windows Vista 32bit or 64 bit w/ SP2 <http://support.microsoft.com/kb/935791>

At least 50mb of free space

Any firewall or security software will need to allow eSignPrinter.exe in the c:\program files\eSignprinter folder

User must have administrative rights to install software

User must have administrative access to c:\windows\temp folder

### 1.3 Windows 7

Windows 7 32bit or 64 bit

At least 50mb of free space

Any firewall or security software will need to allow eSignPrinter.exe in the c:\program files\eSignPrinter folder

User must have administrative rights to install software

User must have administrative access to c:\windows\temp folder

### 1.4 MAC

Mac OS X 10.5 or higher

At least 50mb of free space

Any firewall or security software will need to allow eSignPrinter.exe

User must have administrative rights to install software

Safari 5 or higher

Firefox 12 or higher

Chrome 18 or higher

## 2.0 Installation Steps

Instructions and screen shots shown on a Microsoft PC with Internet Explorer version 9 browser. Different internet browsers and the MAC operating system may vary.

a. The latest eSignPrinter version can be downloaded from the following locations:

PC Install: [www.gopaperless.com/ESignPrinterWin.exe](http://www.gopaperless.com/ESignPrinterWin.exe)

MAC install: [www.gopaperless.com/ESignPrinterMac.zip](http://www.gopaperless.com/ESignPrinterMac.zip)

b. From the File Download box, click **Save** (see Figure below.)



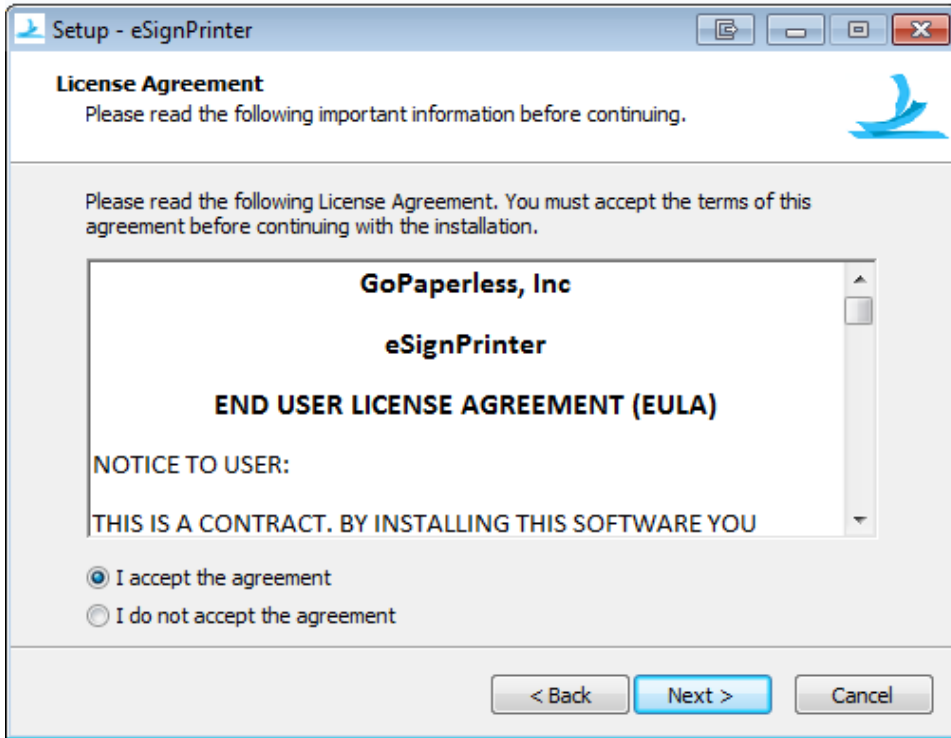
c. Once the file has downloaded, click **Run** to start the install process (see Figure below.)



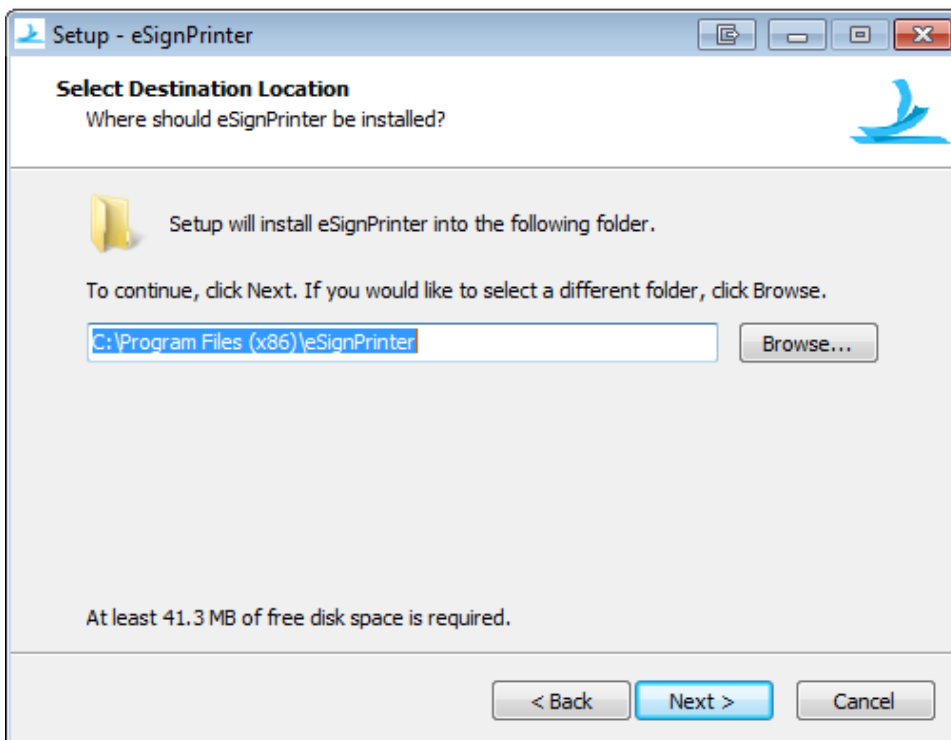
d. From the Setup wizard, click **Next** (see Figure below.) **NOTE:** Depending on your Computer software, you may receive a security warning or an option that asks you to allow the installation. Click yes, allow, etc.



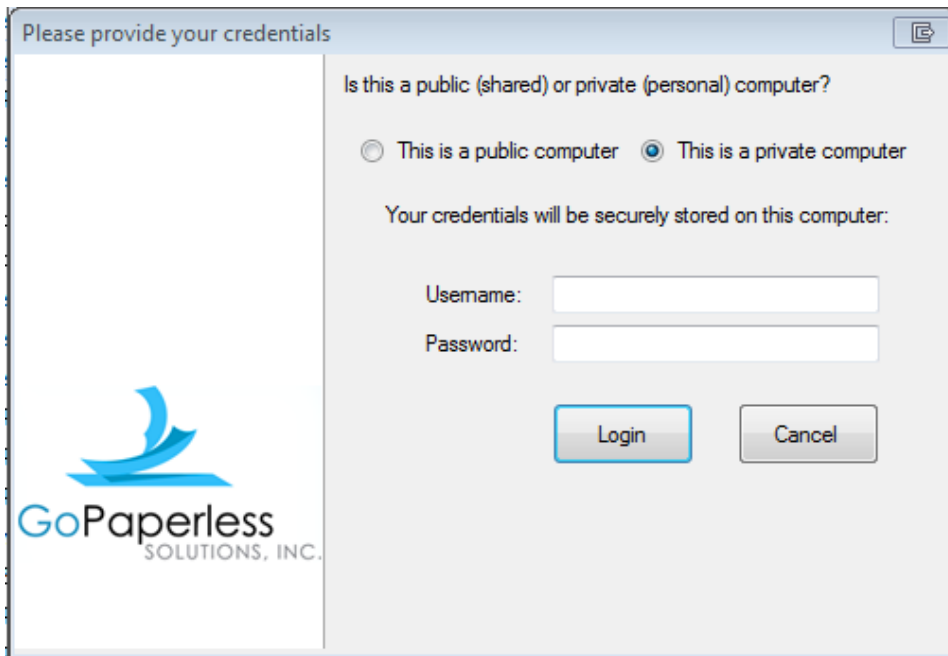
e. Select the **I Accept the agreement** radio button, and click **Next** (see Figure below.)



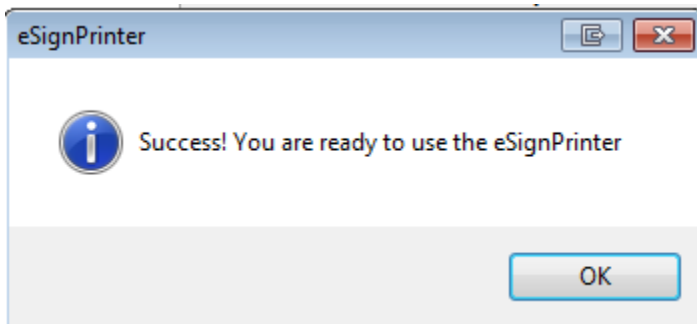
f. From the Select Destination screen, use the default location and click **Next** (see Figure below.)



g. From the Credentials screen, select Public (computer used by more than one person) or Private computer (your personal computer), enter your Username (**your email address**) and your Password and click **Login** (see Figure below.)



h. Once you have entered your credentials, you will receive a confirmation window after successful authentication; click **OK** (see Figure below.)



i. Click **Finish** (see Figure below.)



### 3.0 Support

Technical Support for the eSignPrinter is available as follows:

Phone support at 858-429-7999 or toll free 833-913-0628. Hours: 8am-6pm PST

Live chat support at [www.gopaperless.com](http://www.gopaperless.com). Hours: 8am-6pm PST

Email support at [eSignSupport@gopaperless.com](mailto:eSignSupport@gopaperless.com). Response within 12 hours.

Our mailing address is:

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2434 Auto Park Way #201  
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E-mail: [info@GoPaperless.com](mailto:info@GoPaperless.com)

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