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ABOUT THIS HELP...

This online Help provides quick access to information about your Cintiq or PL series Interactive Pen Display. Just click on a navigation button or highlighted word to move through the document.

- The information in this document is common to both Windows and Macintosh platforms, unless otherwise noted.

- Windows screen captures are shown, unless otherwise noted.

NAVIGATING THE HELP

Use the navigation controls to move through the Help:

| **Contents** | Go to table of contents. |

| **Back** | Go back to previous view. |

| **<<** | Page back. |

| **>>** | Page forward. |

Topic   Go to topic.

Topic continued.

The Acrobat Reader provides you with additional tools for using and printing the manual. Refer to the Acrobat *Reader Online Guide* for more information.

OPENING THE CONTROL PANEL

For Windows: If you are using Windows XP, with your Cintiq Pen click on the START button. Choose CONTROL PANEL and select OTHER CONTROL PANEL OPTIONS. Then click on the WACOM TABLET icon. (For other versions of Windows, click on the Windows START button. Then select SETTINGS and CONTROL PANEL. Double-click on the tablet icon.)

   Or...

For Macintosh: If you are using OS X, in the FINDER select the GO menu and choose APPLICATIONS. With your Cintiq Pen, open the WACOM folder and double-click on the tablet icon. (For earlier Macintosh operating systems, open the Apple menu and choose CONTROL PANELS. Double-click on the tablet icon.)

To open the Wacom tablet control panel, double-click here with the Cintiq Pen.

Windows control panel shown above.

CONTROL PANEL FEATURES

Use the Wacom tablet control panel to customize your Interactive Pen Display and Cintiq Pen.

Pull-Down Menus access many control panel features.

This button adds an application to the list at the left.

The Application List displays applications with customized settings.

The Tool List displays an icon for the Cintiq Pen.

Tabs display settings for the selected application.

Control Panel Buttons (Windows only) apply to the entire control panel.

The HELP... button displays online Help.

Tab buttons apply only to the selected tab.

Wacom Tablet Properties

File Edit Add Remove Language Help

Applications with Customized Tool Settings

All Applications

Tool List

Cintiq Pen

Add Application to List...

Add Tool to List...

OK

Cancel(X)

Apply

Help(?)...

Eraser Feel (Z)   Calibration   Pop-up Menu   Tablet Mode(O)

Tip Feel   Double-Click   Tool Buttons

Tip Pressure Feel

Soft   Firm

More Options

Test

Draw here

Click

Reset Tab to Defaults

Revert Tab

Copy Settings To...

TABS

The tabs allow you to customize your Interactive Pen Display and Cintiq Pen.

Displayed if you are working with a serial connection.

Displayed if you are using a USB connection that supports Recognition Data mode.

Connection

Eraser Feel (Z) Calibration Pop-up Menu Tablet Mode (Q)

Tip Feel Double-Click Tool Buttons
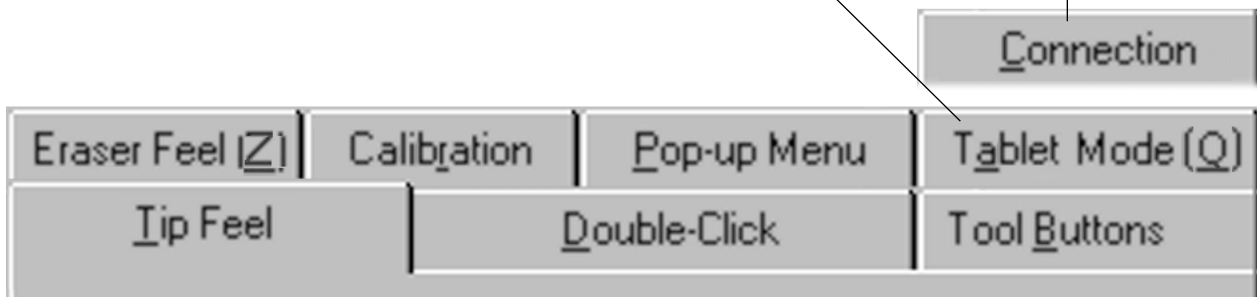
Note: The APPLICATION LIST is for advanced users who want to create application-specific settings; it is not necessary to select or add applications. To customize your tablet or pen, select the tab for the tool setting(s) that you want to modify.

For Windows: You can use keyboard shortcuts to select a tab. To select a tab in this manner, hold down the ALT key and press the key corresponding to the letter underlined on the tab.

Tab buttons apply only to the selected tab:

- To set the currently open tab to its factory default values, click **Reset Tab to Defaults**
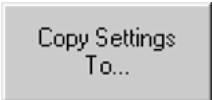
- *For Windows:* If you have changed settings on a tab and want to return the tab to its previously saved or last applied settings (whichever is most recent using the OK or APPLY buttons), click **Revert Tab**
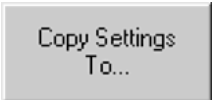
   For Macintosh: If you have changed settings on a tab and want to return the tab to the last state when the control panel was opened, click the REVERT TAB button.

- To copy settings from one application to another, click **Copy Settings To...** This will display the Copy Settings dialog box. (The button is inactive until a customized application has been added.)

As you explore the control panel tabs, experiment with different settings to find what works best for you. You can always click RESET TAB TO DEFAULTS to return to the factory settings. Or, click REVERT TAB to return a tab to its previously saved or last applied settings. Refer to Customizing Your Interactive Pen Display for detailed information on working with tabs.

CONTROL PANEL LISTS

Located in the upper portion of the control panel, the APPLICATION LIST allows you to create different tablet and tool settings for individual applications. For example, you might set your pen tip for a soft feel in Painter and a firm feel in all other applications.

The APPLICATION LIST displays applications that have custom pen settings associated with them.

Click to add an installed application to the APPLICATION LIST. You can customize pen settings for the selected application.
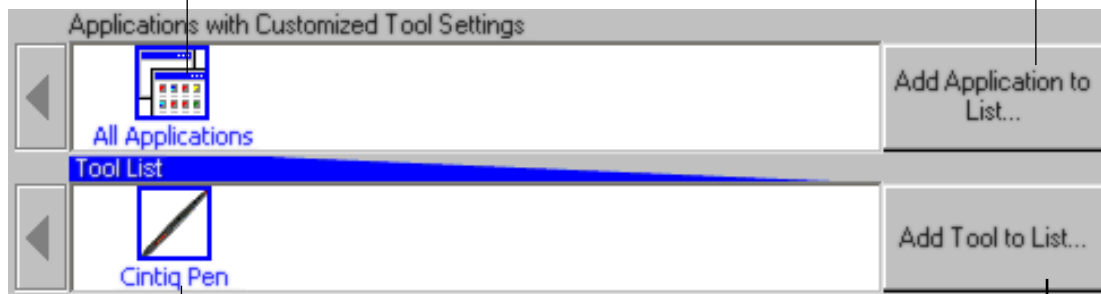
The TOOL LIST displays an icon for the Cintiq Pen.

This button is inactive for PL and Cintiq series tablets.
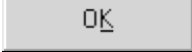
- When you first install your tablet, the APPLICATION LIST displays the ALL APPLICATIONS icon. This contains tablet and tool settings for all of your applications.

- The TOOL LIST displays an icon for the pen. (The TOOL LIST can display multiple tool icons when used with Wacom Intuos or Graphire tablets which support the use of multiple input tools.)

When you are ready to create custom settings for individual applications, see Working with Application-Specific Settings.

CONTROL PANEL BUTTONS

The control panel buttons apply to all items in the control panel, including tab settings, items in control panel lists, and menu options.

For Windows:

- To close the control panel and save changes, click [OK]

- To close the control panel without saving changes, click [Cancel(X)]

- To apply your changes and remain in the control panel, click [Apply] The changes you apply are saved.

- To display online Help for the control panel, click [Help(?)...] Or, you can choose HELP... from the HELP pull-down menu.

Balloon Help, which provides quick information and useful tips, is also available for most control panel items. To access balloons, pause the screen cursor over the item for which you would like information. Help for individual dialog boxes is available by clicking on the HELP... button in the specific dialog box.

For Macintosh:

The control panel buttons are common to the entire control panel.

- To exit the control panel, either click on the close box (located on the window title bar), or select QUIT or CLOSE from the FILE menu.

- To display online Help for the control panel, click   Or, you can choose HELP... from the HELP pull-down menu.

Balloon Help, which provides quick information and useful tips, is also available for most control panel items. (For Macintosh OS X, tool tips are displayed for most control panel items.) To access balloons, turn them on by selecting SHOW BALLOONS from the HELP menu. Help for individual dialog boxes is available by clicking on the button in the specific dialog box.

CUSTOMIZING YOUR INTERACTIVE PEN DISPLAY

To change your tablet, display, or pen settings, open the Wacom tablet control panel, select the desired tab, and modify the settings.

CINTIQ PEN TABS

When you open the Wacom tablet control panel, the following tabs are displayed:

Displayed if you are working with a serial connection.

Displayed if you are using a USB connection that supports Recognition Data mode.

Connection

| Eraser Feel (Z) | Calibration | Pop-up Menu | Tablet Mode (Q) |
| Tip Feel | Double-Click | Tool Buttons |
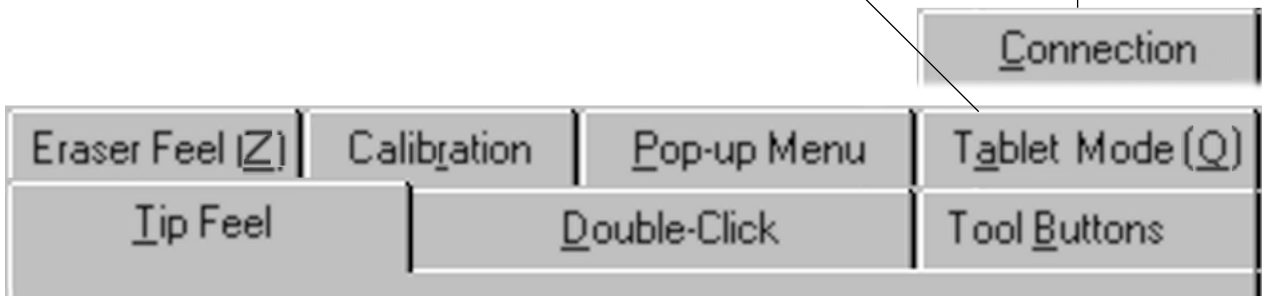
CALIBRATING THE INTERACTIVE PEN DISPLAY

You will need to calibrate the tablet in order to line up the screen cursor position with the position of the pen on the Interactive Pen Display. On a multiple monitor system you may also have to select the LCD display when calibrating the tablet.

After setting the tablet in its working position, follow the procedure below to calibrate the tablet.

Important: If you are using a VGA connection with your Interactive Pen Display, make sure the LCD display is properly adjusted before calibrating the tablet.

1. From the control panel, select the CALIBRATION tab.
2. If you are working with multiple monitors, select the MONITOR that corresponds to the tablet's LCD display.
3. Click on the CALIBRATE... button to display the monitor calibration screen.

Cross-hairs ————
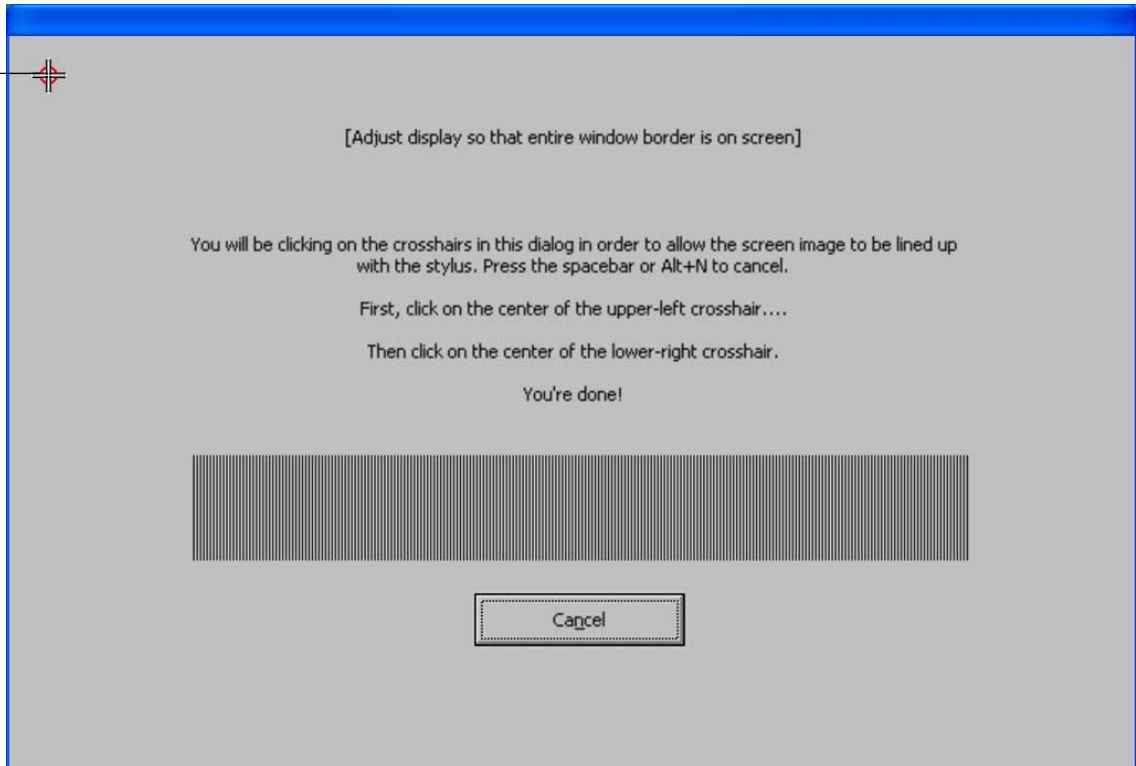
4. Hold the pen as you normally do, and use the pen tip to click on the cross-hairs in the upper-left corner.

5. Then click on the cross-hairs that are displayed in the lower-right corner.

Note: The calibration setting applies to all applications.

[Adjust display so that entire window border is on screen]

You will be clicking on the crosshairs in this dialog in order to allow the screen image to be lined up with the stylus. Press the spacebar or Alt+N to cancel.

First, click on the center of the upper-left crosshair....

Then click on the center of the lower-right crosshair.

You're done!

Cancel

Note: If you are using an analog video (VGA) connection, a series of single pixel lines will be displayed to allow better adjustment of the Interactive Pen Display. Refer to the Installation Guide and User's Manual for details on making this adjustment.

ADJUSTING TIP FEEL

To adjust the sensitivity of your pen tip, select the TIP FEEL tab. To create broad brush strokes or to click with a light touch, use a soft tip setting. For maximum control while drawing thin lines, use a firm tip setting.

A checkmark appears when advanced settings are in effect.

Toggles to the advanced options display.

Drag the slider to a softer or firmer setting.

Make several pen strokes to test the current pressure-sensitivity setting.

Click here with your pen tip to test the current click pressure setting.

Tip Feel

Tip Pressure Feel

Soft   Firm   More Options

Test

Draw here
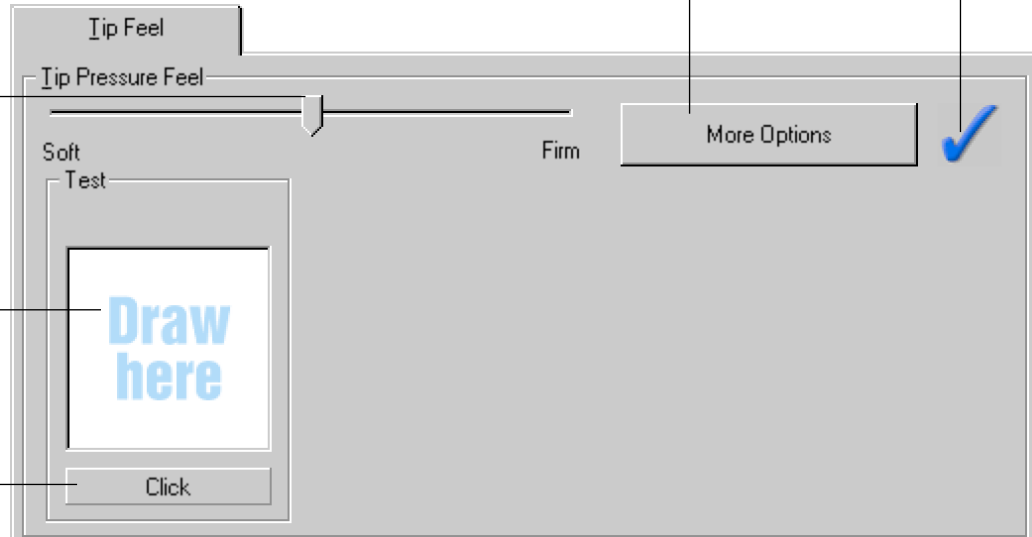
Click

Note: For all screen shots of tabs, the tab buttons are omitted in order to save space.

ADJUSTING DOUBLE-CLICK

Double-clicking with the pen tip can be made easier by expanding the tap area that accepts a double-click (the double-click distance) and reducing the speed required to perform a double-click. This can be set in the DOUBLE-CLICK tab. Because a large double-click distance may adversely affect your brushstrokes in some drawing applications, Wacom recommends setting a small double-click distance and using the upper side switch (Windows) or lower side switch (Macintosh) to double-click.

Use custom double-click settings when checked.

Note: DOUBLE-CLICK ASSIST can be enabled for some applications and disabled for others. See Working with Application-Specific Settings for more information.

Enter a number from 1 to 25 pixels or click the up and down arrows to increase or decrease double-click distance.

Double-Click

Double-Click for Tip and Eraser

Double-Click Assist

Set Double-Click Distance

2 Pixels

Set Double-Click Speed

Fast   Slow

Automatic

Tap twice to set double-click

Test

Tap twice to test double-click

NOTE: Large double-click distances may affect the beginning of strokes when drawing. Wacom recommends using the side button for double-clicking.

Drag the slider to change the double-click speed. A slower speed makes double-clicking easier.

Double-click on the target to test your settings before applying them.

For Windows: You might also consider turning on the Web style interface so that you can navigate using a single click of the pen.

Tap twice on this icon with your pen tip to automatically set double-click distance and speed based on the way you normally double-click.
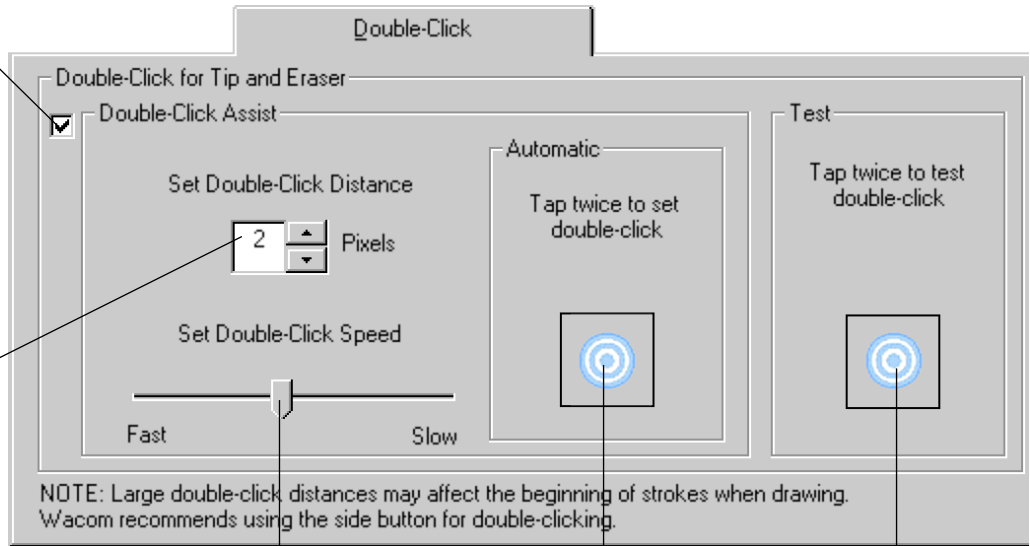
CUSTOMIZING TOOL BUTTONS

Select the TOOL BUTTONS tab to change the functions assigned to the eraser, side switch, and tip of your pen. For each tool button, a pull-down menu enables you to choose the function that will be performed.
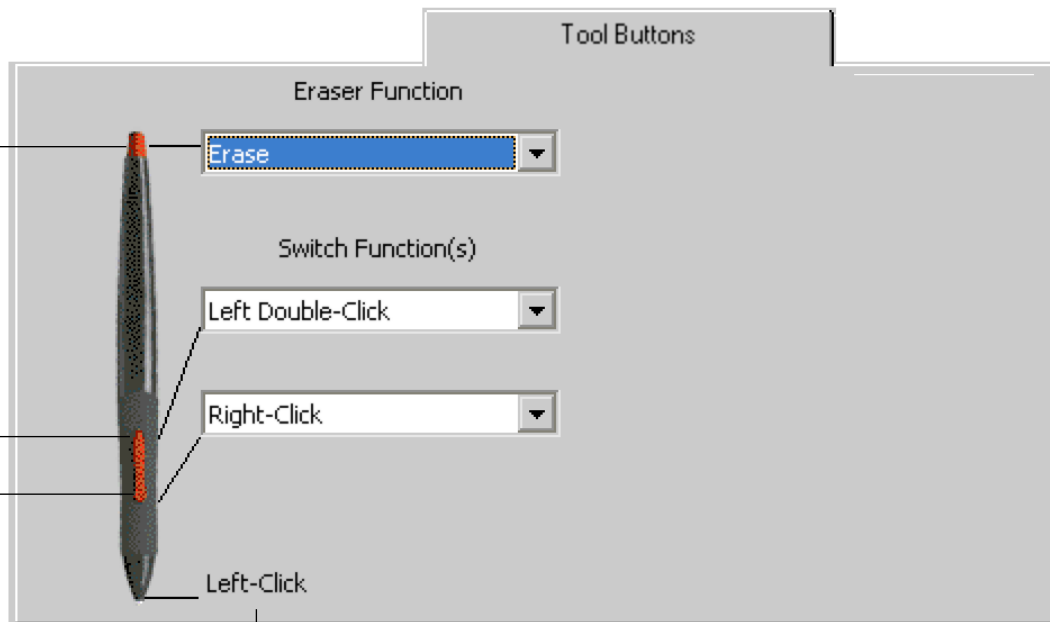
Select the function to perform when using the eraser.

Select the function to perform when pressing the upper side switch.

Select the function to perform when pressing the lower side switch.

Tool Buttons

Eraser Function

Erase

Switch Function(s)

Left Double-Click

Right-Click

Left-Click

Click here to change the function assigned to the pen tip. The tip must be set to left click in order to draw in most graphics applications.

Button Functions

Each button has a pull-down menu that allows you to choose the function that will be performed when the button is pressed. The following list describes all available functions. However, some options are not available for all buttons.

- **LEFT-CLICK.** (Windows and Macintosh OS X only.) Default setting for the pen tip. This option simulates a left mouse button click. Be sure at least one button performs this function so you can always navigate and click.

- **Click.** (Classic Macintosh only.) Default setting for the pen tip. This option simulates a mouse button click. Be sure at least one button performs this function so you can always navigate and click.

- **LEFT DOUBLE-CLICK.** (Windows only.) Default setting for the upper position of the side switch. When this option is selected, pressing the switch simulates a left mouse button double-click. For easier double-clicking, use this function instead of tapping twice with your pen tip.

- **Double-Click.** (Macintosh only.) Default setting for the lower position of the side switch. When this option is selected, pressing the switch simulates a mouse button double-click. For easier double-clicking, use this function instead of tapping twice with your pen.

- **RIGHT-CLICK.** (Not available on Classic Macintosh.) Default setting for the lower position of the side switch. This simulates a right mouse button click.

- **MIDDLE-CLICK.** (Not available on Classic Macintosh.) Simulates a middle mouse button click.

- **LEFT CLICK-LOCK.** (Windows only.) Simulates holding down the left mouse button. Press the tool button once to initiate click lock. Press the button again to release click lock. Click lock is useful for dragging objects or selecting blocks of text.

- **Click-Lock.** (Macintosh only.) Simulates holding down the mouse button. Press the tool button once to initiate click lock. Press the button again to release click lock. Click lock is useful for dragging objects or selecting blocks of text.

- **KEYSTROKE....** Enables you to simulate a series of keystrokes. When you select this option, the DEFINE KEYSTROKE dialog box appears. There, you can enter a keystroke or keystroke sequence to play back. Keystroke combinations can include letters, numbers, function keys (such as F3) and modifier keys (such as SHIFT or CTRL). After defining a keystroke sequence, click OK.

  Important: Because the ENTER key (Windows) or RETURN key (Macintosh) can be selected as a defined keystroke, it cannot be used to select OK. You must use your tool to click on the OK button.

Define Keystroke

Keys :

{Ctrl} C

Use your pointing device to click on OK to accept, or Cancel to exit.

| Clear | Cancel | OK |
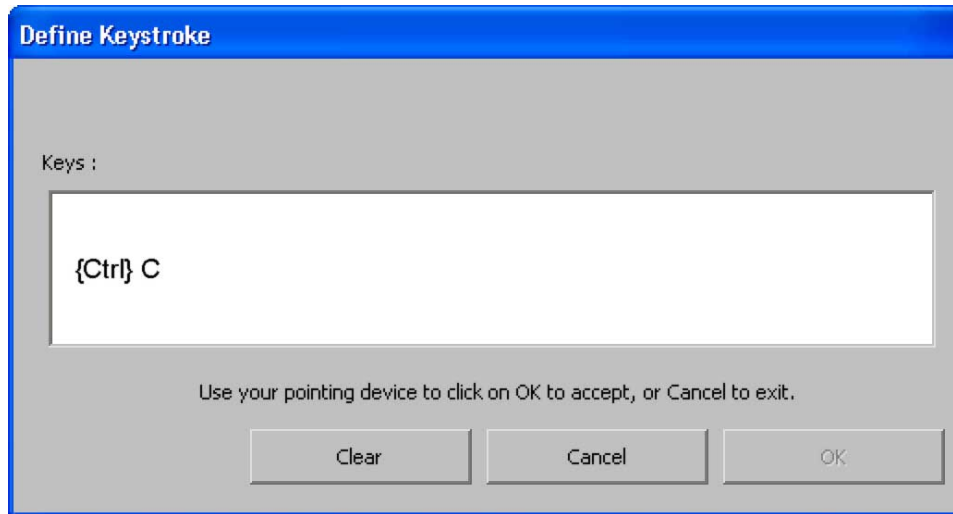
- **MODIFIER....** Enables you to simulate modifier key(s) (such as SHIFT or CTRL). Many applications use modifier keys to constrain the size or placement of objects. If you select this option, the DEFINE MODIFIER dialog box appears. There, you select the modifier key(s) to simulate.

Define Modifier

☐ Shift   ☐ Ctrl

☐ Alt

☐ Click

Cancel   OK

Windows dialog box shown above.

For Macintosh: The available options will be SHIFT, CONTROL, OPTION, COMMAND, and CLICK.
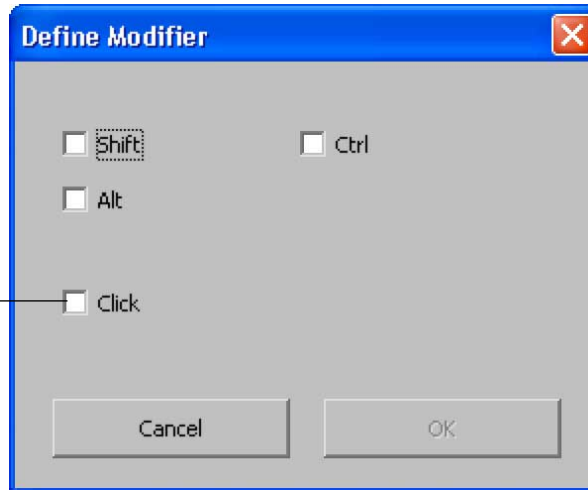
You can select the CLICK box plus one or more modifier key options to define the function you want your tool button to simulate.

- **Macro...** (Macintosh only.) Enables you to play a macro sequence. When you select this option, the SELECT MACRO dialog box appears. There, you can select a predefined macro to play back. After selecting a macro, click OK.

Choose the macro type. ————

Select the macro you wish to use. ————
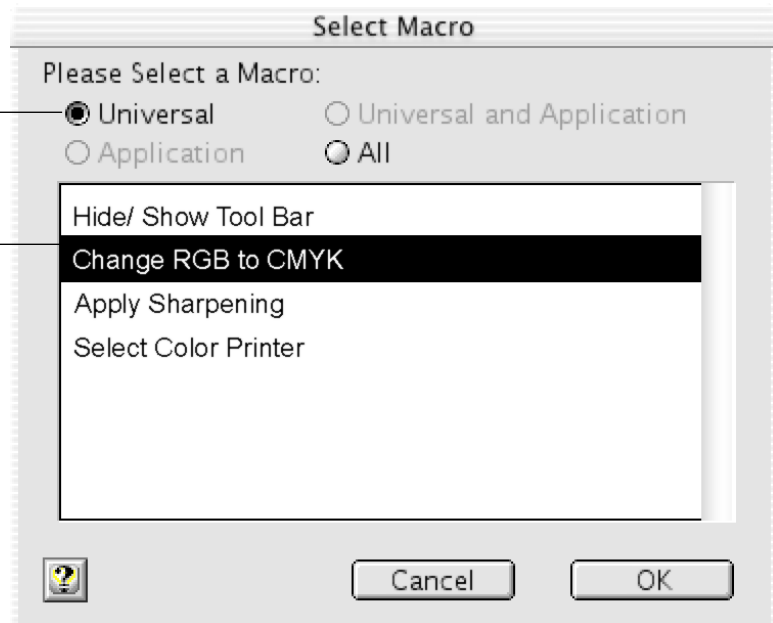
Note: Before you can add macros, you must first create them with a third-party macro application.

Select Macro

Please Select a Macro:

- ⦿ Universal   ○ Universal and Application
- ○ Application   ○ All

Hide/ Show Tool Bar
Change RGB to CMYK
Apply Sharpening
Select Color Printer

Cancel   OK

Interactive Pen Display

- **PRESSURE HOLD.** Sets a button so that, when pressed, the pressure is locked at the current pressure level until the button is released. For example, you can paint with pressure-sensitivity until you reach the brush size that you like. You can then press the button and continue painting with the same size brush until the button is released.

- **MODE TOGGLE....** Toggles between PEN MODE and MOUSE MODE. When first setting a tool button to MODE TOGGLE..., the MOUSE SPEED dialog box is displayed where you can adjust the mouse acceleration and speed.

Sets the screen cursor speed when in MOUSE MODE.

Sets the screen cursor acceleration when in MOUSE MODE.

With the Interactive Pen Display correctly calibrated in PEN MODE, the screen cursor should always follow the physical pen tip on the screen. PEN MODE is the default setting.

In MOUSE MODE, the screen cursor is not directly "linked" to the pen tip and is positioned like a mouse, requiring a "pick up and roll" action to move the cursor on the screen.

On multiple monitor systems, MOUSE MODE will allow you to access the other monitor(s) with your pen.

You can also switch between PEN MODE and MOUSE MODE by using the screen Pop-up Menu. See Customizing the Pop-up Menu for more information.

Mouse Speed

Mouse Acceleration
- Fast
- Medium
- Slow
- Linear

Mouse Speed

Slow   Fast

Cancel   OK

Note: You can only set one Mouse speed and Mouse Acceleration for each device.

- **POP-UP MENU.** Displays a Pop-up Menu on your screen. See Customizing the Pop-up Menu for more information.

- **ERASE.** Default setting for the eraser. When the screen cursor is over a text box or application window that is supported by the eraser, the eraser cursor is displayed and any selected text or objects are deleted.

- **IGNORED.** Disables the button function.

ADJUSTING ERASER FEEL

To adjust the sensitivity of your pen's eraser, select the ERASER FEEL tab. To erase with a broad stroke or to click with a light touch, use a soft eraser setting. For maximum control while erasing, use a firm eraser setting.

A checkmark appears when advanced settings are in effect.

Toggles to the advanced options display.

Drag the slider to a softer or firmer setting.

Using your eraser, test the current eraser pressure-sensitivity setting by erasing here.

Erase this text. Using your eraser, select text to test the current eraser click pressure setting.

Eraser Feel (Z)

Eraser Pressure Feel

Soft   Firm

More Options

Test

Erase here

Erase this text.
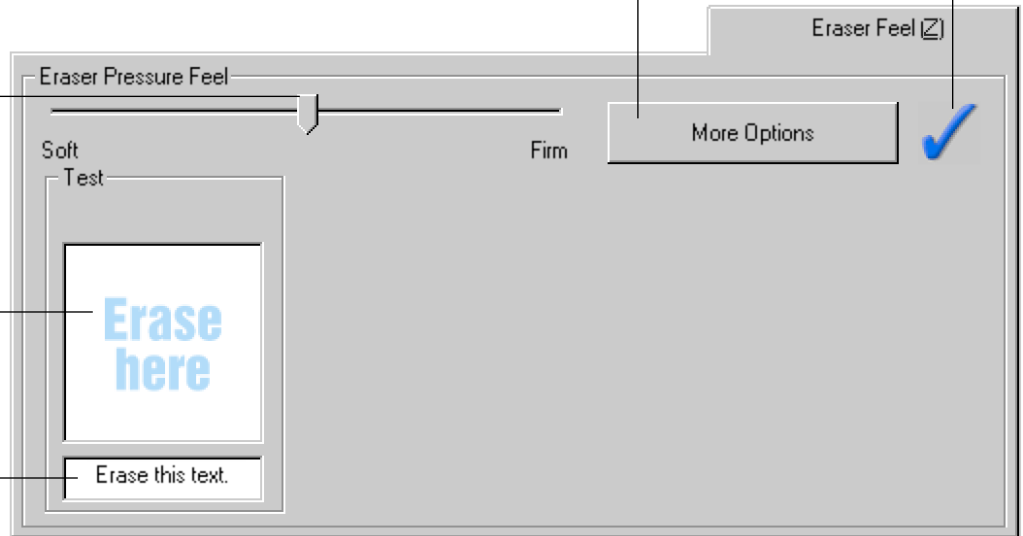
CUSTOMIZING THE POP-UP MENU

Select the POP-UP MENU tab to customize the available functions on the Pop-up Menu list. The Pop-up Menu list may include keystroke functions, mapping options, and predefined macros (Macintosh only).

To display the Pop-up Menu, set one of your tool buttons to the POP-UP MENU function. Whenever you push that button, the Pop-up Menu is displayed. Select items in the Pop-up Menu by clicking on them. To close the Pop-up Menu without making a selection, just click outside of the Pop-up Menu.

For Macintosh: An ADD MACRO... button will also be available. It can be used to add a predefined macro to the menu list. Before you can add macros, you must first create them with a third-party macro application.
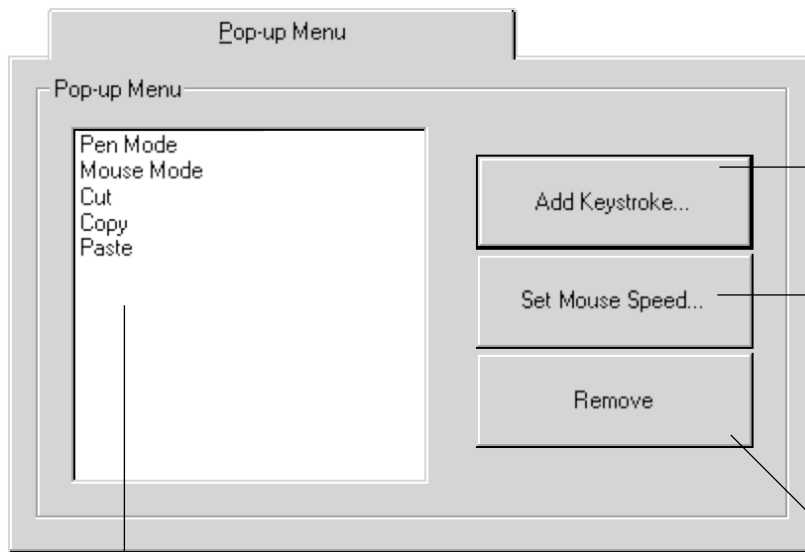
Adds a keystroke macro to the menu list.

Displays a Mouse Speed dialog box where you can set the screen cursor speed and acceleration while in MOUSE MODE. If you remove the PEN MODE and MOUSE MODE options from the menu list, this button is replaced with the ADD MAPPING OPTIONS button, which enables you to add PEN MODE and MOUSE MODE options back to the Pop-up menu list.

Removes the selected item(s) from the list.

Displays a list of functions that will appear in the Pop-up Menu.

Windows dialog box shown.

ADD MACROS (MACINTOSH ONLY)

To add a macro to the Pop-up Menu, click on the ADD MACRO... button. A dialog box will appear where you can select the name of a macro function to add. You can also set different macros for different applications. See Working with Application-Specific Settings for more information.

Note: Before you can add macros, you must first create them with a third-party macro application.

ADD KEYSTROKES

To add a keystroke definition to the Pop-up Menu, click on the ADD KEYSTROKE... button. A dialog box will appear where you can specify and name the keystroke function. You can also create different keystroke functions for different applications. See Working with Application-Specific Settings for more information.

SETTING MOUSE SPEED

To change the screen cursor acceleration and speed when in MOUSE MODE, click on the SET MOUSE SPEED... button (located on the POP-UP MENU tab) to display a dialog box where you can make your adjustments. If you removed the PEN MODE and MOUSE MODE options from the POP-UP MENU list, this button is replaced with the ADD MAPPING OPTIONS button, which enables you to add PEN MODE and MOUSE MODE options back to the menu list.

Sets the screen cursor speed when in MOUSE MODE.

Sets the screen cursor acceleration when in MOUSE MODE.
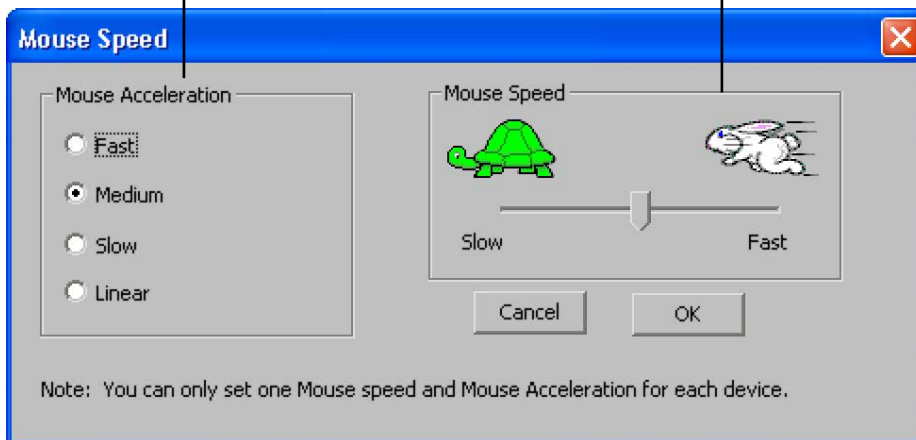
Note: The MOUSE SPEED dialog box will also appear when you first set a tool button to MODE TOGGLE... from the TOOL BUTTONS tab.

ADD MAPPING OPTIONS

Click on the ADD MAPPING OPTIONS button (when visible) to add the PEN MODE and MOUSE MODE mapping options to the Pop-up Menu list.

- With the Interactive Pen Display correctly calibrated in PEN MODE, the screen cursor should always follow the physical pen tip on the screen. PEN MODE is the default setting.

- In MOUSE MODE, the screen cursor is not directly "linked" to the pen tip and is positioned like a mouse, requiring a "pick up and roll" action to move the cursor on the screen. On multiple monitor systems, MOUSE MODE will allow you to access the other monitor(s) with your Cintiq Pen.

REMOVING POP-UP MENU OPTIONS

To remove mapping option(s), keystroke function(s), or macro(s) from the Pop-up Menu list, select the function(s) you wish to remove and click the REMOVE button. Mapping options must be added or removed as a single item. Multiple items may be selected for removal by pressing the SHIFT key and clicking on them.

WORKING WITH APPLICATION-SPECIFIC SETTINGS

You may wish to have different tool settings for a particular application. The APPLICATION LIST lets you customize your tablet and pen settings for individual applications.

The APPLICATION LIST displays icons for applications with customized settings.

Applications with Customized Tool Settings

All Other Apps   Photoshp   PClassic

Tool List

Cintiq Pen

Add Application to List...

Add Tool to List...

OK

Cancel

Apply

Help...

Eraser Feel (Z)   Calibration   Pop-up Menu   Tablet Mode(Q)

Tip Feel   Double-Click   Tool Buttons
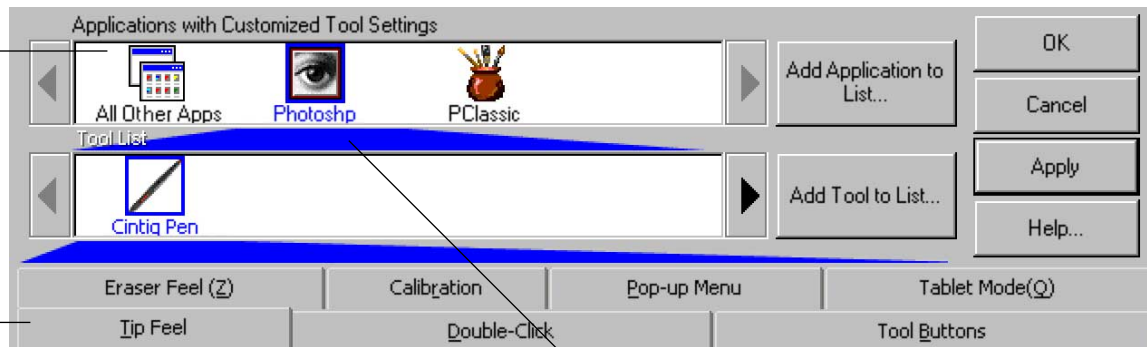
Tab settings apply only to the selected application.

Your current selections are highlighted. Wedges emphasize the relationship between tab settings and the selected tool and application.

If application-specific settings have not been created, a single icon labeled ALL APPLICATIONS is displayed in the APPLICATION LIST, and the pen settings displayed in the tabs are applied to all applications.

When a second application is added to the APPLICATION LIST, the ALL APPLICATIONS icon changes to ALL OTHER APPS, and a new icon is displayed for the new application settings.

If you select the ALL OTHER APPS icon and make changes to the tab settings, your changes will apply to all applications except the specific one(s) you have added to the list. If you select the icon for a specific application and make changes to the tab settings, your changes will apply to only that application.

CREATING AN APPLICATION-SPECIFIC SETTING

To create an application-specific setting, click on the ADD APPLICATION TO LIST... button or select APPLICATIONS FOR CUSTOM SETTINGS... from the ADD pull-down menu. The ADD APPLICATION FOR CUSTOM SETTINGS dialog box appears.

Select an application to add to the APPLICATION LIST.
Only applications that are currently running and that have not previously been added to the APPLICATION LIST are displayed.

If you have more than one tablet, select the tablet(s) for which to add application-specific settings.
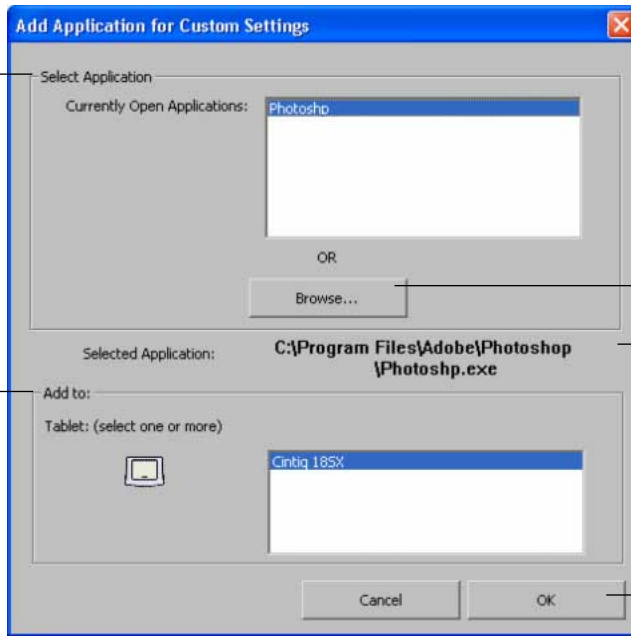
BROWSE to select the executable file of any application installed on your computer.

Note: If two programs have the same file name, they will share the same customized settings.

Displays the name of the selected application.

Click OK to continue.

Note: First customize settings for one application. When you feel comfortable with using application-specific settings, you can create more application-specific settings.

CHANGING SETTINGS FOR A SPECIFIC APPLICATION

To change settings for a specific application, from the APPLICATION LIST choose the application you want to change pen settings for. Change the tab settings for the selected application and tool combination.

REMOVING APPLICATION-SPECIFIC SETTINGS

To remove application-specific settings:

1. Open the REMOVE menu and select CUSTOM SETTINGS FOR APPLICATION....
2. In the REMOVE CUSTOM SETTINGS FOR APPLICATION dialog box, select the application(s) for which you want to remove the custom settings and click OK.

CHECKING YOUR USB CONNECTION MODE

If you are working with a USB connection, select the TABLET MODE tab to set the mode your tablet is operating in. STANDARD mode is the default setting, and is recommended for most applications. RECOGNITION DATA mode increases the number of data packets sent, and should only be used with handwriting recognition applications which require this setting. Other applications may run slower when using the RECOGNITION DATA setting.

Tablet Mode

Recommended for graphics applications.

Mode
⦿ Standard
◯ Recognition Data

Maximum data rate. Required by some handwriting recognition software.

Note: This tab is not available for the Cintiq 15X.

CHECKING YOUR SERIAL CONNECTION

Select the CONNECTION tab to check the status of your tablet serial connection to the serial computer input port.
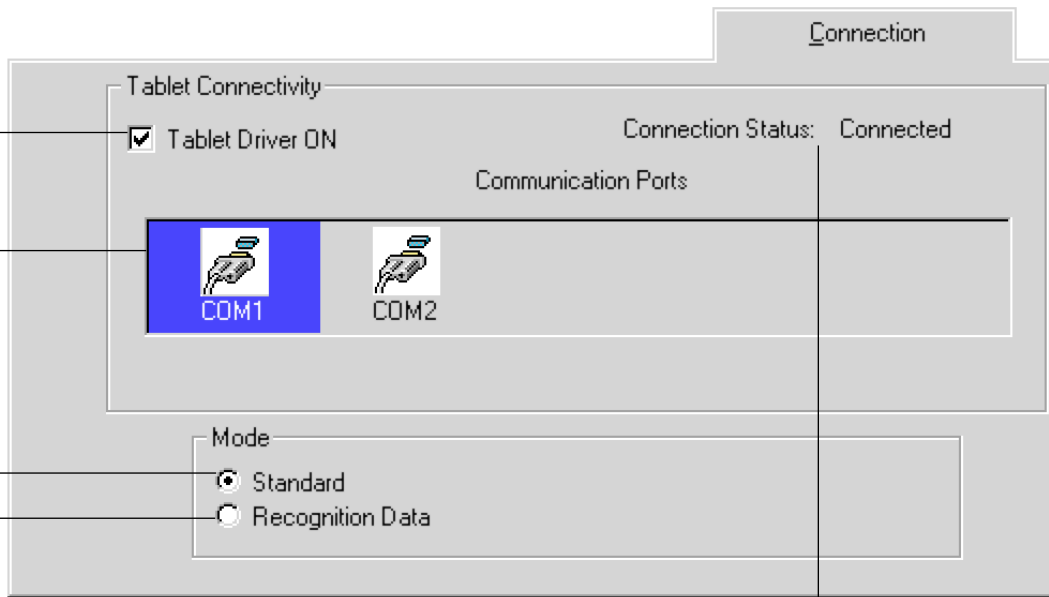
When checked, the tablet driver is on.

Displays all serial ports. The port in use by the tablet is selected. Ports used by other devices are dimmed.

Recommended for graphics applications.

Maximum data rate. Required by some handwriting recognition software.

Note: MODE options are not available for the Cintiq 15X.

Displays messages about your selected serial port.

- CONNECTED. The tablet is connected and responding correctly.
- NOT RESPONDING. There is no communication between the tablet and the computer.
- OVERRIDDEN. Another application has taken over control of the serial port.
- DRIVER OFF. The tablet driver is turned off.

PULL-DOWN MENUS

Use the pull-down menus to access additional custom settings options, a language selection menu, and online documentation. Help is available for most dialog boxes that appear when you make a menu selection—just click on the dialog box Help button for detailed information on settings and options.

For Windows: You can use keyboard shortcuts to select a menu. To select a menu in this manner, hold down the ALT key and press the key corresponding to the letter underlined in the menu option.

FILE

The FILE menu contains the following options:

- **SUMMARY....** Provides a summary of your current settings.
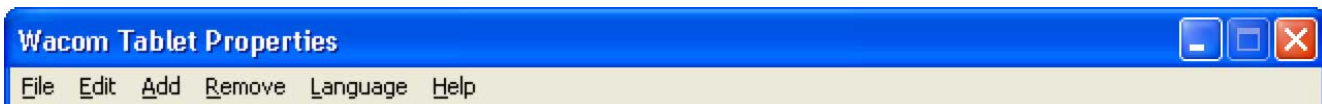- **EXIT.** (Windows only.) Exits the control panel.
- **Close** or **Quit.** (Macintosh only.) Closes the control panel and saves any changes.

EDIT

The EDIT menu contains the following options:

- **COPY SETTINGS TO....** Opens a dialog box where you can copy your customized settings to another application. You can also access this dialog box by clicking on the COPY SETTINGS TO... tab button.
- **RESET SETTINGS....** Opens a dialog box where you can reset your customized settings to their factory default values.
- **RENAME TOOL....** Opens a dialog box where you can assign a custom name to your Cintiq Pen.
- **PREFERENCES....** Opens a dialog box where you can change general tablet operating preferences.

ADD

The ADD menu contains the following options:

- **TABLET....** Opens a dialog box where you can add one or more tablets.
- **APPLICATION FOR CUSTOM SETTINGS....** Opens a dialog box where you can add an application to the APPLICATION LIST. This is also accessed by clicking on the ADD APPLICATION TO LIST... button. Refer to Working with Application-Specific Settings for more information.

REMOVE

The REMOVE menu contains the following options:

- **TABLET....** Opens a dialog box where you can remove one or more tablets from the control panel driver.
- **CUSTOM SETTINGS FOR APPLICATION....** Opens a dialog box where you can remove custom tool settings from an application.

Note: If only one item is available for a particular REMOVE menu option, the option will be dimmed.

LANGUAGE

The LANGUAGE menu allows you to switch between English and other installed languages. Typically, the language of the operating system is installed when you install the driver, but additional languages can be installed by performing a custom install over the initial installation.

HELP

The HELP menu contains the following options:

- **HELP....** Displays online Help.
- **USER'S MANUAL....** An online User's Manual is not available. Please refer to the printed Installation Guide and User's Manual and to the information within this Help file for instructions on using your Interactive Pen Display.
- **GETTING STARTED....** Displays an overview of the control panel.
- **DIAGNOSTICS....** Displays diagnostics information for your tablet and pen.
- **ABOUT....** (Windows only.) Displays information about the control panel and driver.

ADVANCED TIP PRESSURE SETTINGS

To customize advanced tip pressure settings, from the TIP FEEL tab select MORE OPTIONS. The advanced options enable you to change the click pressure and pressure curve settings independently. (In the basic options display, these settings are adjusted simultaneously with the TIP PRESSURE FEEL slider.)

Important: The TIP PRESSURE FEEL slider overrides the advanced pressure settings. If you customize advanced settings, then drag the TIP PRESSURE FEEL slider, your advanced settings will be removed.

Use these controls to manually change the pressure curve shape.

Toggles to the basic options display.

After you set advanced settings, a checkmark appears.

Test the results of your changes before you apply them.

Use this area to automatically set the maximum amount of force to use when drawing.

The pressure curve graphically displays the relationship between force applied to your tool and pressure reported to an application.

CLICK FORCE ADJUSTMENT

The click force setting adjusts the amount of force required to generate a button click.

The CLICK FORCE bar graphically displays the force level at which a click occurs.

Enter a value from 1 to 50% or drag the CLICK FORCE bar to set the force at which a click occurs.

Manual

5

Click Force

100%

Reported Pressure

0%

5

0%   100%   100
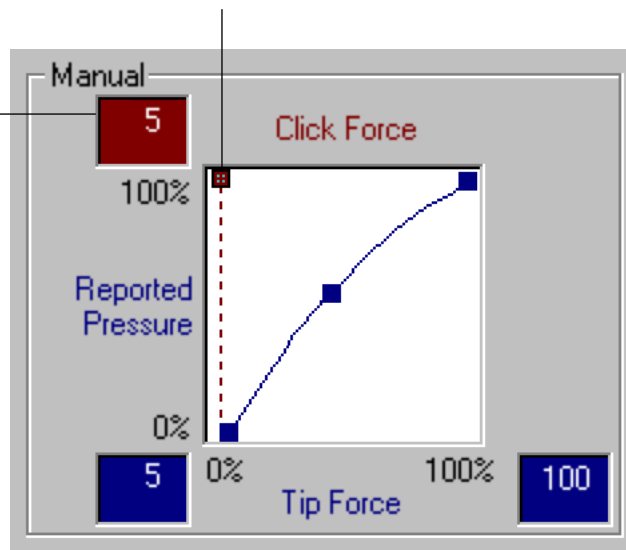
Tip Force

Note: For optimal performance in graphics applications, set the click force and minimum tip force to the same value.

PRESSURE CURVE ADJUSTMENT

Changing the shape of the pressure curve will change the feel of the pen tip. A pressure curve that increases quickly makes the tip feel more sensitive to changes in force.

The control points at each end of the pressure curve set the minimum and maximum amount of force your pen will respond to. If you have a soft touch and want to achieve full pressure without having to apply full force to your pen, decrease the maximum force level. You can apply less force to your pen and still have the effects of full pressure. The default for maximum force is 100%.

To change curve shape, drag the control point to a new position.

Manual

20   Click Force

100%

Reported Pressure

0%

5   0%   100%   100
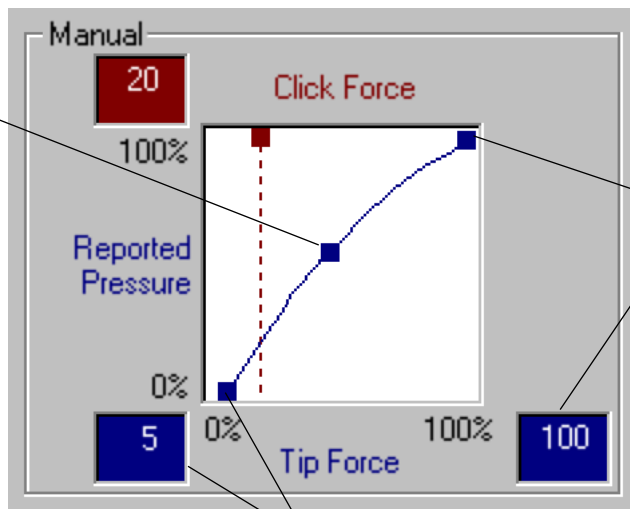
Tip Force

Enter a value from 20 to 100%, or drag the MAXIMUM TIP FORCE control to set the maximum force your pen tip will respond to.

Enter a value from 0 to 80%, or drag the MINIMUM TIP FORCE control to set the minimum force that will register pressure.

To automatically set the maximum force for the way you draw, click the START OVER button and draw several strokes in the drawing area. As you draw, the MAXIMUM TIP FORCE control moves, and the value in the edit box changes to reflect the peak pressure registered by your hand movements. To start over, click the START OVER button and begin a new drawing.
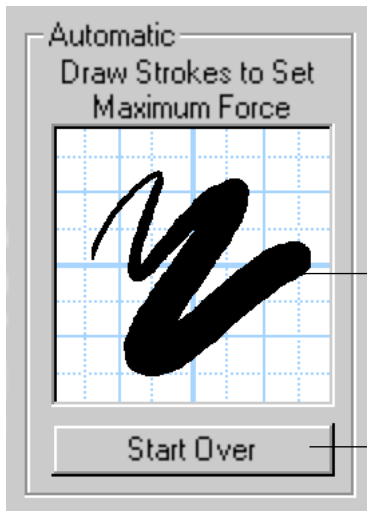
While applying normal pressure to the pen tip, draw several strokes here to automatically set the maximum force value.

Click here to reset maximum force value to the start value for this test.

ADVANCED ERASER PRESSURE SETTINGS

To customize advanced eraser pressure settings, select the ERASER FEEL tab and click on the MORE OPTIONS button. You work with the advanced eraser settings in the same manner as with the Advanced Tip Pressure Settings.

> *Important:* The ERASER PRESSURE FEEL slider overrides the advanced pressure settings. If you customize advanced settings, then drag the ERASER PRESSURE FEEL slider, your advanced settings will be removed.

COPYING SETTINGS

To copy settings from one application to another application, choose the COPY SETTINGS TO... option from the EDIT menu, or click on the COPY SETTINGS TO... button. A dialog box is displayed where you can copy settings between different applications. (Note that the COPY SETTINGS TO... option will not be active until an application-specific setting has been created. See Creating an Application-Specific Setting for more information.)

Choose from where settings will be copied.

Select where settings will be copied to.

Copy Settings

Copy From:
- Tablet: Cintiq 18SX
- Application: Photoshp
- Tool: Cintiq Pen
- Tab Setting(s): Tip Feel / Double-Click / Tool Buttons / Eraser Feel (Z)

Copy To:
- Tablet(s): Cintiq 18SX
- Application(s): All Other Apps / Photoshp
- Tool(s):

| Help... | Cancel | OK |
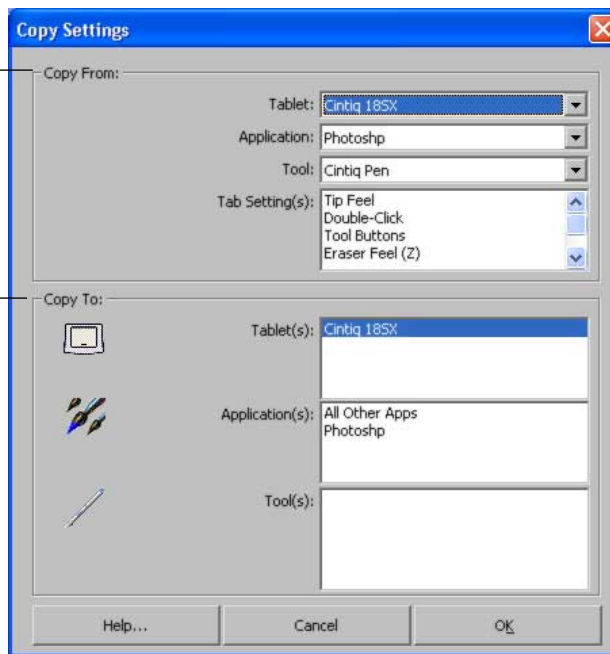
USING MULTIPLE TABLETS

If multiple Wacom tablets are installed on a single computer when the Wacom tablet control panel is opened, a TABLET LIST is displayed above the APPLICATION LIST. The TABLET LIST contains an icon for each installed tablet, and allows you to select the tablet for which your changes will apply.

Select a tablet icon for which to customize application and tool settings.

If you have more than one tablet attached to your system, make sure that the tablet you are calibrating is selected in the TABLET LIST.
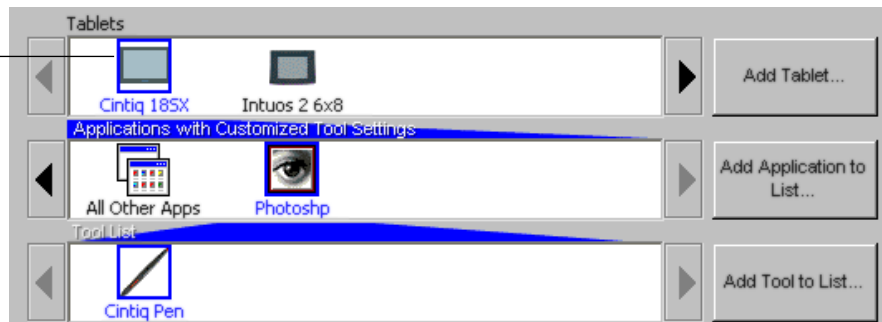
To add an additional tablet, follow the hardware installation instructions for connecting that tablet.

• For USB and serial connections on systems that support "plug and play", the system automatically searches the ports. If the new tablet is found, it is initialized and added to the TABLET LIST.

• Otherwise, from the Wacom tablet control panel's ADD menu, choose TABLET... and follow the prompts.

• If multiple tablets are installed, the tablet used to open the Wacom tablet control panel is selected as the default tablet.

TROUBLESHOOTING

Most of the time your tablet will work flawlessly. But if you are having trouble, Wacom recommends you do the following:

1. Refer to the troubleshooting procedures described in this section and in the printed Installation Guide and User's Manual.

2. Look in the troubleshooting tables. Your problem may be described there and you can try the solution offered.

3. Open the Readme file for late-breaking information.

4. If you are having a compatibility conflict between your tablet and a new hardware or software product, it may be helpful to download a new Wacom tablet software driver. Wacom periodically updates the software driver to maintain compatibility with new products. See Who to Call for your region.

5. Check the FAQ (Frequently Asked Question) sheet on the Wacom web site for your region.
See Who to Call.

6. If you have tried the suggestions in this Help and still cannot resolve the problem, then contact Wacom for Technical Support.

If the Wacom Tablet driver failed to load properly, first perform the recommended action in the error message on your screen. If that does not solve the problem, perform the troubleshooting tests for your tablet and pen.

TESTING THE INTERACTIVE PEN DISPLAY

TESTING YOUR CINTIQ PEN

RESOLVING SOFTWARE CONFLICTS FOR MACINTOSH OS 8 OR 9

TESTING THE INTERACTIVE PEN DISPLAY

If the Wacom Tablet driver failed to load properly, first perform the recommended action in any error message that may appear on your screen. If that does not solve the problem, perform the following tests.

Important: For LCD display setup problems, refer to the Installation Guide and User's Manual and to your video card user's manual, as necessary. Do not connect or disconnect the video or power cable while the Interactive Pen Display or your computer are turned on – this can damage the LCD display or computer video card.

1. **Check the tablet and display connections.** Refer to the Installation Guide and User's Manual, and to any other documentation that may have come with your product, for information on connecting the cables.

2. **Check power to the tablet.** You should see the tablet power LED whenever the cables are properly connected, the computer is turned on, and the power switch on the Interactive Pen Display is turned on. If the power LED is not on:

   • Check all connections (see above).

   • Make sure your computer is turned on.

   • Make sure your Interactive Pen Display is turned on.

   Important: Use only the AC adaptor that came with the tablet. Other adaptors may cause damage to your tablet.

- **For PL-400 and PL-500 series tablets:** The Interactive Pen Display will not power up or show a constantly lit LED until a video input signal is received from the computer. If your tablet power LED does not light constantly, the most likely reason is that there is no video signal.

  Verify that the video cable is properly connected. Remember to always turn off your computer before disconnecting or connecting the video cable.

  Turn on your computer and verify that the power switch on the Interactive Pen Display is in the on position (pressed inward). Make sure you are using the AC power adaptor that came with your tablet and that it is plugged into both the tablet and an active power outlet.

  If the Interactive Pen Display still does not power up, determine if the DVI or DFP video card has been properly installed. Most DVI or DFP video cards include an analog video port. You can attach a CRT monitor to the analog video port in order to verify that the card has been properly installed and is functioning.

3. **For USB connections,** make sure your computer is USB ready and that you are connected to an active USB port. If you are using a USB hub, be sure it is properly connected and active, or try plugging Cintiq directly into the USB port on your computer.

4. **For serial connections,** check the tablet connection. Open the Wacom tablet control panel to the CONNECTION tab. It should indicate that the tablet is responding. If not, make sure that all tablet cabling is properly connected.

5. **Check the pen.** Press the pen tip against the surface of the tablet. The status LED on the tablet should light green. Now, without applying pressure to the pen tip, press the side switch. The status LED should again light green. If not, make sure you are using the correct pen that came with your tablet. If you are still having problems, you may have a defective pen or tablet.

TESTING YOUR CINTIQ PEN

From the Wacom tablet control panel's HELP menu, select DIAGNOSTICS... to open the DIAGNOSTICS dialog box. The tablet driver version, tablet hardware and connection, and pointing device information is shown.

1. While observing the POINTING DEVICE INFO column, bring your Cintiq Pen within proximity of the tablet. A value for proximity, the device name, and device type should be displayed.
2. Move your tool along the tablet surface. The X and Y DATA values should change to reflect the tool position.
3. Test your pen buttons. The tablet's status LED should light green each time you click with the tool tip, press the side switch, or press the tool's eraser to the tablet.
    *   Press on the tablet surface with the pen tip—the SWITCHES state and PRESSURE value should change. (PRESSURE should change from 0% with no pressure applied to 100% with full pressure is applied.)
    *   Next, press the side switch without pressing the tip to the tablet—the SWITCHES state should change. (Do this for both positions of the DuoSwitch.)

        Tip = 1,   DuoSwitch (lower position) = 2,   DuoSwitch (upper position) = 3,   Eraser = 1
    *   Then press the pen's eraser to the tablet—the SWITCHES state and PRESSURE value will change. (PRESSURE should change from 0% with no pressure applied to 100% with full pressure is applied.)
4. When you are done, click on the CLOSE button to exit the dialog box.

RESOLVING SOFTWARE CONFLICTS FOR MACINTOSH OS 8 OR 9

If you are troubleshooting and completed the hardware troubleshooting but did not find a problem, you may have a software conflict. If the Wacom Tablet icon appears with a red X through it when starting your computer, follow the steps below to locate a possible software conflict. (A red X through the Wacom Tablet icon means the Wacom tablet driver failed to load properly.)

Using the Extensions Manager
You can use the Extensions Manager to resolve a software conflict:

1. Restart your computer with the SHIFT key held down. When the system has fully booted, release the SHIFT key. Then from the Apple menu choose CONTROL PANELS and EXTENSIONS MANAGER.
2. From the SELECTED SET drop-down menu, select the SYSTEM BASE extension set.
3. Place a checkmark next to the WACOM TABLET driver in the list of CONTROL PANELS. You will be prompted to create a duplicate set. Give the set a name, such as "test". Then again select the WACOM TABLET item and restart your computer.
4. If the system starts up successfully with the WACOM TABLET item active, open the Extensions Manager. Turn on three of the disabled items and restart. Repeat this process until all items are on or until the system crashes.
5. If the system crashes again, restart the computer with the spacebar held down (this will bring up the EXTENSIONS MANAGER). The conflicting item is most likely one of the most recently enabled items.
6. Now turn off one or two of the items that appear to be the problem.
7. Repeat this process as necessary until you find the offending INIT. If the conflicting item is not required, leave it disabled. Otherwise, check if an updated version is available or contact Wacom Technical Support.

TROUBLESHOOTING TABLES

If you encounter problems with your Cintiq Pen or Interactive Pen Display, refer to the following tables. Your problem may be described here, and you can try the solution offered. Be sure you refer to the Readme file for the latest troubleshooting information.

USB CONNECTION PROBLEMS

SERIAL CONNECTION PROBLEMS

GENERAL PROBLEMS

WINDOWS-SPECIFIC PROBLEMS

MACINTOSH-SPECIFIC PROBLEMS

USB CONNECTION PROBLEMS

The computer does not have an available USB port.	Check if there is an available USB port on a USB hub. If none are available you will need to add a USB hub or USB card.

SERIAL CONNECTION PROBLEMS

The computer does not have an available serial port.	Wacom recommends using a USB connection whenever possible.
	If you are using a serial connection and you experience this problem, then remove an existing peripheral serial device and any associated device drivers for that hardware, or add an additional serial port. Then install your tablet.
The Cintiq Pen buttons do not work and the screen cursor will not move.	Open the Wacom tablet control panel and go to the CONNECTION tab. Verify that the TABLET DRIVER ON is checked. If not, use your mouse to select it.
	For Windows: If you do not have a mouse attached to your computer, use the TAB key to select the checkbox and then press the spacebar to toggle the driver on.

GENERAL PROBLEMS

The tablet power light is off.

Check all connections, and make sure your computer and Interactive Pen Display are turned on. If you have a USB connection, make sure that you are connected to an active USB port. Always be sure to use only the AC adaptor that came with the Interactive Pen Display; other adaptors may cause damage to your product.

For PL-400 and PL-500 series tablets: The Interactive Pen Display will not power up until a video input signal is received from the computer. If your tablet does not power up, the most likely reason is that there is no video signal.

- Turn on your computer and verify that the power switch on the Interactive Pen Display is in the on position (pressed inward). Make sure you are using the AC power adaptor that came with your tablet and that it is plugged into both the tablet and an active power outlet.

- Verify that the video cable is properly connected. Remember to always turn off your computer before disconnecting or connecting the video cable.

If the Interactive Pen Display still does not power up, determine if the DVI or DFP video card has been properly installed. Most DVI or DFP video cards include an analog video port. You can attach a CRT monitor to the analog video port in order to verify that the card has been properly installed and is functioning.

The Cintiq Pen selects everything or will not stop drawing.	Open the Wacom tablet control panel and go to the tool's TIP FEEL tab. Move the TIP PRESSURE FEEL slider toward FIRM, or select the MORE OPTIONS button and increase the CLICK FORCE setting.
Double-clicking is difficult.	Be sure you are quickly tapping the tablet twice in the same place on the tablet's active area. Wacom recommends using the side switch to double-click.
	Try increasing the DOUBLE-CLICK DISTANCE or reducing the double-click speed (see Adjusting Double-Click).
	Try using a lighter TIP PRESSURE FEEL (see Adjusting Tip Feel).
	For Windows: You might also consider turning on the Web style interface so that you can navigate using a single click of the pen.
The eraser selects everything or will not stop erasing.	Open the Wacom tablet control panel and go to the ERASER FEEL tab. Move the ERASER PRESSURE FEEL slider toward FIRM, or select the MORE OPTIONS button and increase the CLICK FORCE setting.

There is a delay at the beginning of pen strokes when using the Cintiq Pen for drawing or selecting.	Try decreasing the DOUBLE-CLICK DISTANCE or increasing the double-click speed (see Adjusting Double-Click). If that does not work, try unchecking the DOUBLE-CLICK ASSIST checkbox.
You have to press hard with the Cintiq Pen when clicking or drawing.	Open the Wacom tablet control panel and go to the tool's TIP FEEL tab. Move the TIP PRESSURE FEEL slider toward SOFT, or select the MORE OPTIONS button and decrease the CLICK FORCE setting.
The Cintiq Pen tip does not function.	Make sure the status LED lights green when the tip is pressed. If it does not, you may have defective hardware (see Troubleshooting).
	Check the control panel's TOOL BUTTONS tab and verify that the tip is assigned to a LEFT-CLICK (Windows) or CLICK (Macintosh) function.
The side switch does not work.	Be sure you press the side switch when the pen tip is in proximity—do this without pressing down on the pen tip.
	From the Wacom tablet control panel, verify that the side switch is set to the proper function for the application and tool that you are using.
	Make sure the tablet status LED lights green when you press the side switch. If it does not, you may have defective hardware (see Troubleshooting).

Changing the function settings for the Cintiq Pen has no effect.	Make sure that you change the settings for the application you are using. See Working with Application-Specific Settings.
The Cintiq Pen tip and screen cursor do not properly line up.	Open the Wacom tablet control panel and select the CALIBRATION tab. Continue with Calibrating the Interactive Pen Display.
The screen cursor does not jump to the pen tip location when the pen is placed on the Cintiq display, and it does not follow the pen tip when the pen is moved across the display.	Make sure the Wacom tablet driver has loaded properly by opening the Wacom Tablet control panel. If the driver did not load you will see an error message. If an error message appears, reboot your computer. If the problem persists, refer to the appropriate instructions for your platform in the Installation Guide and User's Manual and reinstall the Wacom tablet software. (For Macintosh OS X, you must reboot your computer after installing the Wacom tablet driver for proper tablet operation.)

If you have customized the button on your pen or the Pop-up Menu to switch between PEN and MOUSE MODE, make sure that your tablet is operating in PEN MODE. See Mode Toggle... and Customizing the Pop-up Menu for more information. |

The line you are drawing does not line up with the location of the screen cursor in paint applications.

To function properly, some applications require that the Cintiq Pen is set to PEN MODE. Make sure the pen has not been set to MOUSE MODE.

If the Cintiq Pen is set to PEN MODE and the problem still exists, then you may have a corrupted preferences file. Follow the instructions in the text tip to create a new preferences file.

If you have tried the previous solutions and the screen cursor and pen tip still do not line up, the preferences file may be corrupted. Follow the procedure for your platform to delete the preferences file.

For Windows: Do a Search or Find for the TABLET.DAT file and delete it. The file should be located in your Windows or Windows\System32 folder. Then restart your computer. When the tablet driver loads, it will create a new preferences file with the factory default settings. Recalibrate the tablet.

For Macintosh OS X: From the USERS folder, open the SHARED and TABLET folders. From the TABLET folder, drag the TABLET PREFERENCES to the trash. Log out, and then log back in. When the tablet driver loads it will create a new preferences file with factory default settings. Open the Wacom Tablet Control Panel and recalibrate the tablet.

For Macintosh OS 8 or 9: From the SYSTEM FOLDER, open the PREFERENCES and TABLET folders. From the TABLET folder, drag the TABLET PREFERENCES file into the trash. Then restart your computer. When the tablet driver loads it will create a new preferences file with the factory default settings. Recalibrate the tablet.

When using the Interactive Pen Display on a multiple monitor system, you cannot use the Cintiq Pen to control the other monitor(s).

You can use your pen to control the other monitors in MOUSE MODE. To use MOUSE MODE, first set the pen's DuoSwitch button to MODE TOGGLE.... Then use the switch to toggle between PEN and MOUSE MODE. See Customizing Tool Buttons and Button Functions.

You can also set the DuoSwitch button to display the Pop-up Menu. By adding the PEN and MOUSE MODE mapping options to the Pop-up Menu, you can then use the pen to select the proper option from the Pop-up Menu. See Button Functions and Customizing the Pop-up Menu.

WINDOWS-SPECIFIC PROBLEMS

In Windows 95, 98, or Me, your Cintiq Pen does not function inside a full screen DOS window.	You must use a mouse when working in a full screen DOS window.
After pressing CTRL+ALT+DEL, the screen cursor cannot be controlled with your Cintiq Pen.	When the CLOSE PROGRAM dialog box (Windows 95, 98, or Me) is active the Wacom tablet will not work. Use your mouse or keyboard to continue. When this dialog box is closed, you can again use your pen to control the screen cursor.
Windows NT. Application-specific settings do not work correctly or blue screen crash occurs.	You must update the operating system with Service Pack 3 (SP3) or later in order for application-specific settings to work correctly. Running your tablet software on a Windows NT 4.0 system that is not updated to SP3 may cause you to experience a blue screen crash.

MACINTOSH-SPECIFIC PROBLEMS

At startup, a dialog box appears telling you that either the driver failed to load or the tablet preferences have not yet been created.	The tablet was not detected at startup. Make sure the USB or serial interface cable is securely connected and that the power LED on the tablet is on. If this does not correct the problem, see Troubleshooting.

CONTACTING TECHNICAL SUPPORT

If you have a problem with your Wacom Interactive Pen Display, first verify the tablet is correctly installed, and then check Troubleshooting. If you cannot find the answer in this Help, you may find updated information about your problem in the Readme file located on the Interactive Pen Display CD.
For information on accessing Wacom's 24-hour automated online support and for a directory of Wacom Technical Support numbers, see Who to Call for your region.

LINKING TO THE WEB PAGE

Answers to frequently asked questions and troubleshooting tips can be found on the appropriate web site for your area in Who to Call.

PRE-CONTACT CHECKLIST

When you call, you should be at your computer with the following information available:

☐ The Installation Guide and User's Manual for your product.

☐ Serial and model number. (Look on the back of the Interactive Pen Display.)

☐ Driver version number. (See the Wacom Tablet CD or the Wacom Tablet Control Panel Diagnostics dialog box.)

☐ The make and model of your computer, and operating system version.

☐ A list of peripheral devices attached to your computer.

☐ The exact wording of any error message that appeared on your screen.

☐ What happened and what you were doing when the problem occurred.

☐ How you tried to solve the problem.

WHO TO CALL

If you think your Interactive Pen Display is not working properly, contact the Wacom support staff for the area where your product was purchased. If you have a modem, you can download the latest software drivers from the Internet.

USA, CANADA, CENTRAL AND SOUTH AMERICA

EUROPE, MIDDLE EAST AND AFRICA

JAPAN

ASIA PACIFIC (ENGLISH)

USA, Canada, Central and South America

Contact your local distributor, or:

Worldwide Web:	http://www.wacom.com/productsupport	24-hour Technical Support information:
		FAQs—Frequently Asked Questions and answers. (English)
		Software updates. (English)
		Email support. (English)
Anonymous FTP Site:	ftp.wacom.com/pub/drivers	Software updates.
Phone:	++1-360-896-9833	Technical Support. (English)
		(7:30 am to 5:00 pm Monday - Thursday, 8:30 am to 5:00 pm Friday, Pacific Time)
FAX:	++1-360-896-9724	Technical Support. (English)

To purchase parts and accessories, call toll-free: 1-888-884-1870 (USA and Canada only) or visit Wacom's web site at http://www.wacom.com/wacomdirect/ (USA only). Outside of the USA and Canada, please contact your local dealer or distributor.

Europe, Middle East and Africa
Contact your local distributor, or:

Worldwide Web:	http://www.wacom-europe.com	Software updates. Online support database.
Anonymous FTP Site:	ftp://ftp.wacom-europe.com/pub/	Software updates.
Phone (Austria):	++43-(0)1-790 825 550	Technical Support.
Phone (Belgium):	++32-(0)2-275 0691	Technical Support.
Phone (France):	++33-(0)1-7020 0070	Technical Support.
Phone (Germany):	++49-(0)69-6630 8200	Technical Support.
Phone (Italy):	++39-(0)2-4528 7050	Technical Support.
Phone (Netherlands):	++31-(0)20-517 4705	Technical Support.
Phone (Switzerland):	++41-(0)1-212 2818	Technical Support.
Phone (United Kingdom):	++44-(0)207-744 0831	Technical Support.
Phone (other countries):	++49-(0)180-500 4397	Technical Support.
FAX:	++49-(0)180-500 4398	Technical Support.
Internet Email:	support@wacom-europe.com	Technical Support.

To purchase parts and accessories, please contact your local dealer or distributor. You can also contact Technical Support using the appropriate number for your region.

Japan

Contact your local distributor, or:

Worldwide Web:	http://tablet.wacom.co.jp	Software updates and information. (Japanese)
Phone:	++81-(0)47-380-8877	Technical Support. (Japanese)
FAX:	++81-(0)47-380-8711	Technical Support. (Japanese)
Internet Email:	tablet@wacom.co.jp	Technical Support and sales. (Japanese)

To purchase parts and accessories, please contact your local dealer or distributor.

Asia Pacific (English)

Contact your local distributor, or:

Worldwide Web:	http://ap.wacom.co.jp	Software updates and information. (English)
Phone:	++81-(0)3-3371-1595	Technical Support. (English)
FAX:	++81-(0)3-3371-1468	Technical Support. (English)
Inquiry Form:	http://ap.wacom.co.jp/faq/tablet/inquiry_form.html	Technical Support. (English)

To purchase parts and accessories, please contact your local dealer or distributor.