

[About This Help...](#)

[Navigating the Help](#)

Customizing

[Opening the Control Panel](#)

[Control Panel Features](#)

[Tabs](#)

[Control Panel Lists](#)

[Control Panel Buttons](#)

[Customizing Your Interactive Pen Display](#)

[Cintiq Pen Tabs](#)

[Calibrating the Interactive Pen Display](#)

[Adjusting Tip Feel](#)

[Adjusting Double-Click](#)

[Customizing Tool Buttons](#)

[Button Functions](#)

[Adjusting Eraser Feel](#)

[Working with Tool Settings](#)

[Changing Settings for a Specific Tool](#)

[Checking Your Serial Connection](#)

[Pull-Down Menus](#)

[File](#)

[Edit](#)

[Remove](#)

[Help](#)

Advanced Features

[Advanced Tip Pressure Settings](#)

[Click Force Adjustment](#)

[Pressure Curve Adjustment](#)

[Advanced Eraser Pressure Settings](#)

Having Trouble?

[Troubleshooting](#)

[Testing the Interactive Pen Display](#)

[Testing Your Cintiq Pen](#)

[Testing the Software](#)

[Tablet Does Not Respond](#)

[Wacom Tablet Control Panel Fails to Display](#)

[Troubleshooting Tables](#)

[Serial Connection Problems](#)

[General Problems](#)

[Contacting Technical Support](#)

[Linking to the Web Page](#)

[Pre-Contact Checklist](#)

[Who to Call](#)

[USA, Canada, Central and South America](#)

[Europe, Middle East and Africa](#)

[Japan](#)

[Asia Pacific \(English\)](#)

ABOUT THIS HELP...

This online Help for SGI and Sun provides quick access to information about your Interactive Pen Display. Just click on a navigation button or highlighted word to move through the document.

- Unless otherwise noted, the information in this document is common for SGI and Sun.
- The screen shot reference graphics were taken on a SGI system, unless otherwise indicated.

Important: Application-specific settings are not available on UNIX systems. Any option(s) displayed in the control panel or in a dialog box that relate to custom settings for applications are inactive, and the setting(s) will apply to all applications. Note also that the COPY SETTINGS TO... function does not apply to the Cintiq Interactive Pen Display.

- SMALL CAPITAL LETTERS are used to identify the names of keyboard keys, dialog boxes, and Wacom tablet control panel options.
- Command line entry text should be entered exactly as shown in this Help, and is shown enclosed within the following symbols: < >

[Contents](#)[Back](#)

<<

>>

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

Use the Cintiq Pen to open the Wacom tablet control panel.

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

For SGI:

1. Using your Cintiq Pen, bring up the ICON CATALOG.
2. Select the WACOMTABLET page.
3. Using your pen, double-click on the WACOMTABLET icon.

For Sun: At the command prompt, enter `</usr/sbin/wacomcpl&>`



CONTROL PANEL FEATURES

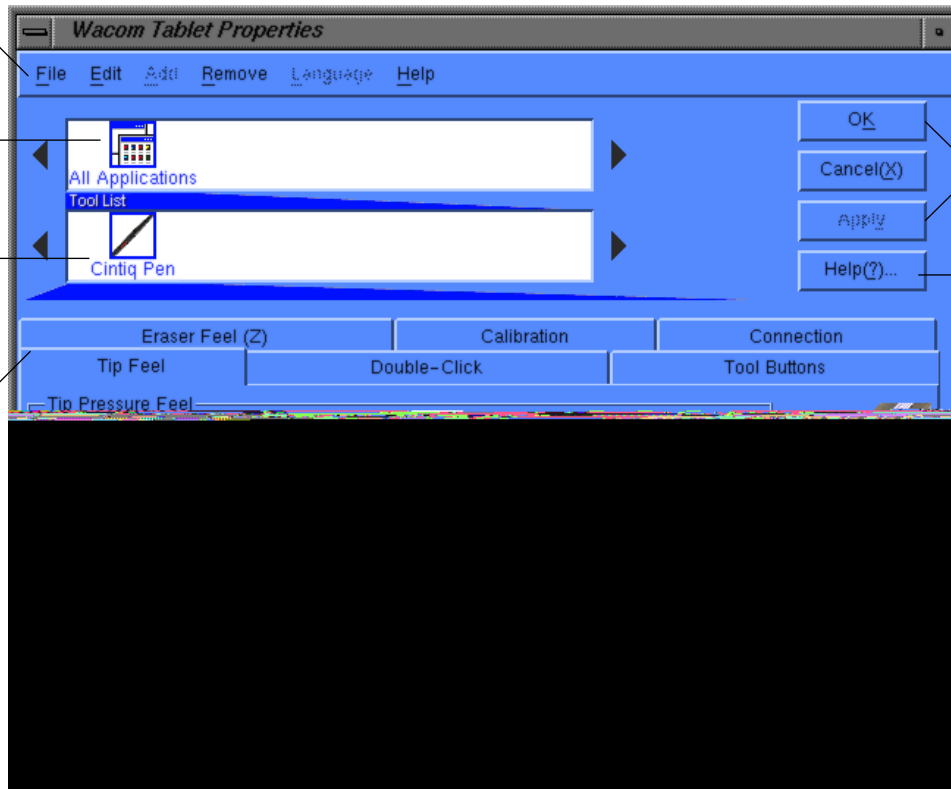
Use the Wacom tablet control panel to customize your Interactive Pen Display and Cintiq Pen.

[Pull-Down Menus](#) access many control panel features.

In the [Application List](#), the ALL APPLICATIONS icon shows that tool settings apply to all applications.

The [Tool List](#) displays an icon for the Cintiq Pen.

[Tabs](#) display settings for the Cintiq Pen.



[Control Panel Buttons](#) apply to the entire control panel.

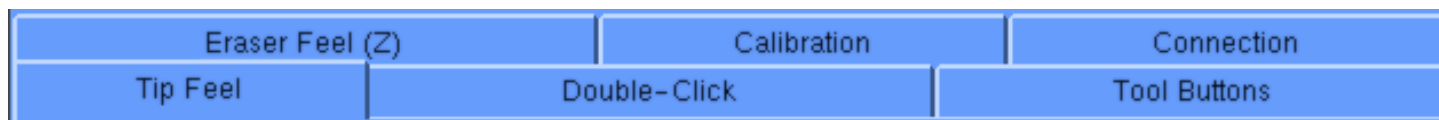
The HELP... button displays online Help.

[Tab buttons](#) apply only to the selected tab. Note that the COPY SETTINGS TO... function does not apply to the Cintiq Interactive Pen Display.

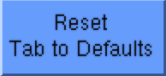

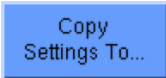
TABS

The tabs allow you to customize your Interactive Pen Display and Cintiq Pen. When you open the Wacom tablet control panel with the pen, it is automatically selected in the TOOL LIST and the appropriate tabs are displayed.

Note: To customize your tablet or pen, select the tab for the tool setting(s) that you want to modify.



Tab buttons apply only to the selected tab:

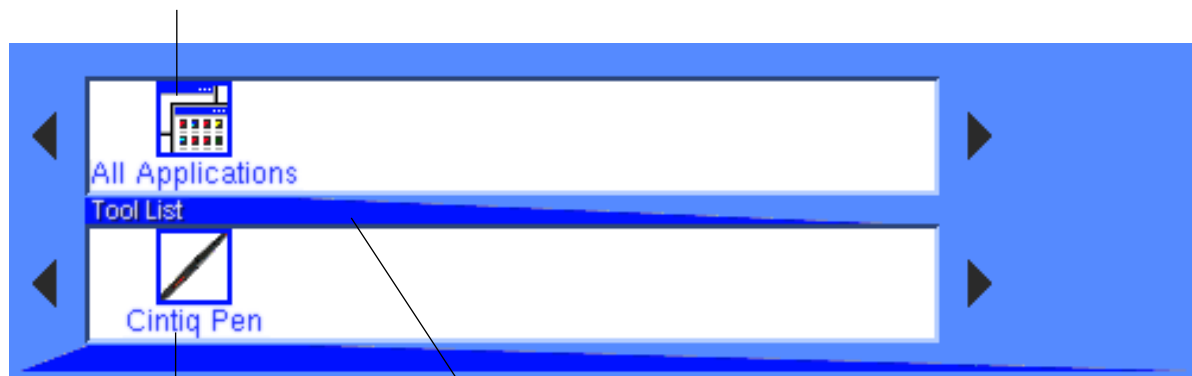
- To set the currently open tab to its factory default values, click 
- If you have changed settings on a tab and want to return the tab to its previously saved or last applied settings (whichever is most recent using the OK or APPLY buttons), click 
- To copy settings from one tool or application to another, click  This will display the Copy Settings dialog box. Note that the COPY SETTINGS TO... function does not apply to the Cintiq Interactive Pen Display.

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 Wacom tablet control panel, the TOOL LIST allows you to create custom tablet and tool settings for use with your Cintiq Pen.

The APPLICATION LIST displays the ALL APPLICATIONS icon to show you that tool settings apply to all applications.



The TOOL LIST displays an icon for the Cintiq Pen. (This list supports tool-specific settings for Wacom tablets with Tool ID.)

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

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

CONTROL PANEL BUTTONS

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

- To close the control panel and save changes, click

OK

- To close the control panel without saving changes, click



- 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.

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:

Eraser Feel (Z)	Calibration	Connection
Tip Feel	Double-Click	Tool Buttons

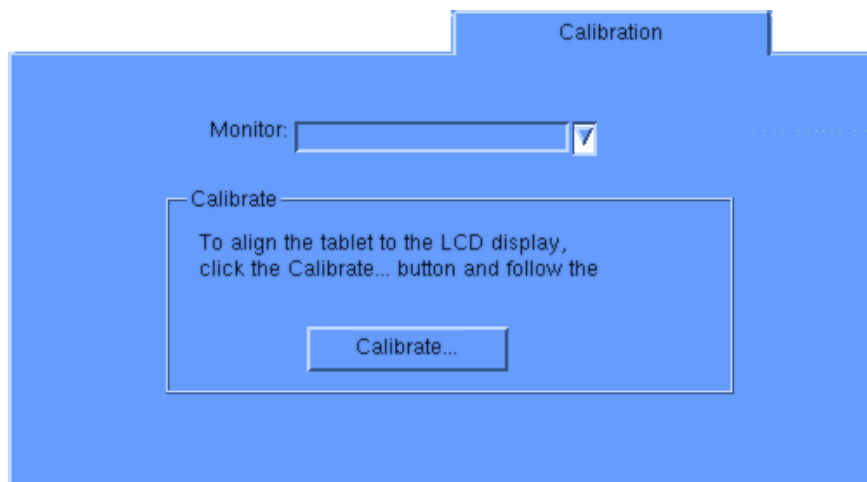
CALIBRATING THE INTERACTIVE PEN DISPLAY

You will need to calibrate the tablet in order to line up the screen cursor position with the position of the Cintiq 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.

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]

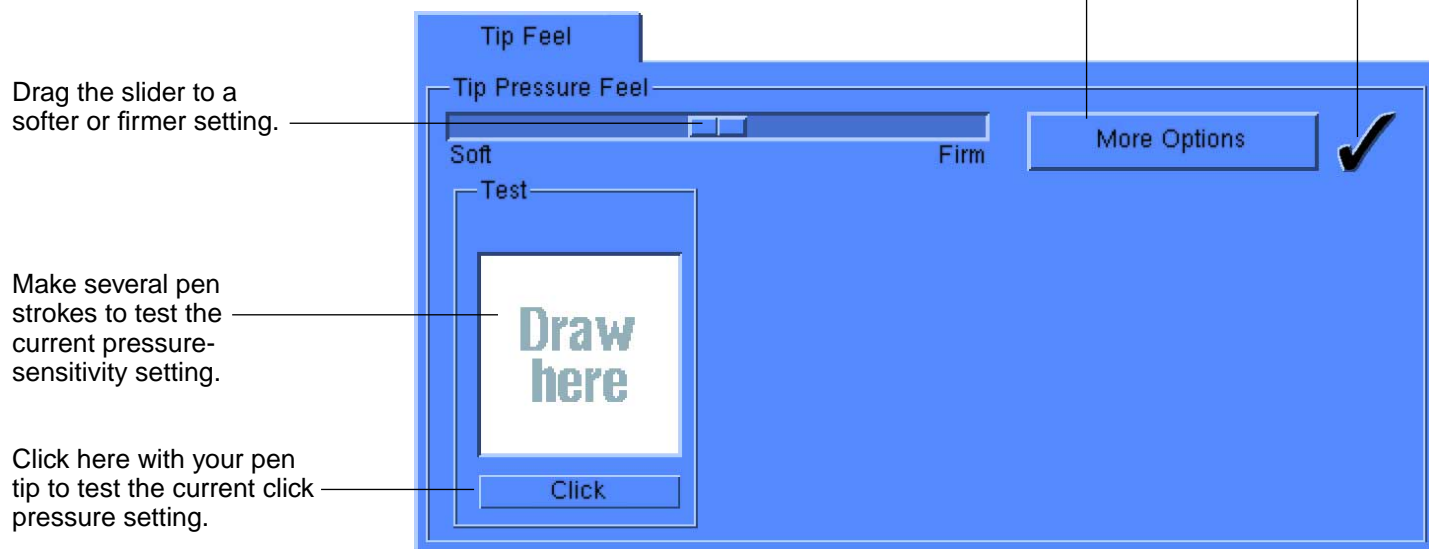
You will be clicking on the crosshairs in this dialog in order to allow the screen image to be lined up

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.



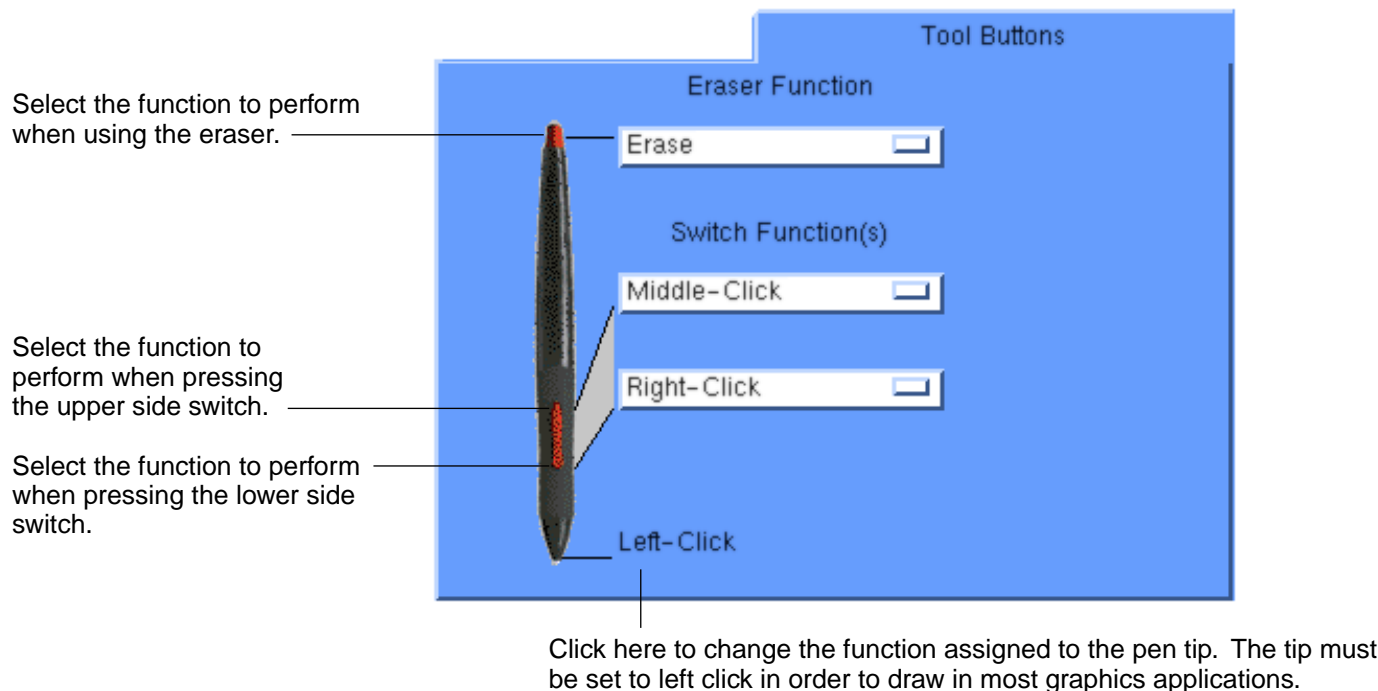
Note: For all screen shots of tabs, the [tab buttons](#) are omitted in order to save space.

ADJUSTING DOUBLE-CLICK

Double-clicking with the pen tip can be made easier by expanding the tap area that accepts a double-click

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.



Button Functions

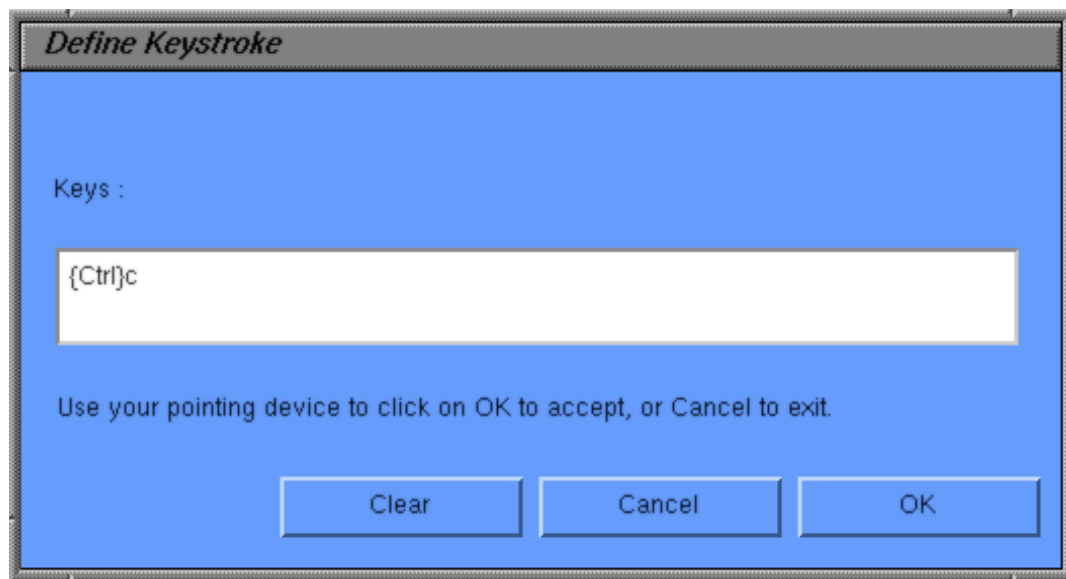
Each button has a pull-down menu that allows you to choose the function that will be performed when the button is pressed. The following list describes all available functions. However, some options are not available for all buttons.

- **LEFT-CLICK.** 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.
- **LEFT DOUBLE-CLICK.** Simulates a left mouse button double-click. For easier double-clicking, use this function instead of tapping twice with your pen tip.
- **RIGHT-CLICK.** Default setting for the lower position of the side switch. This simulates a right mouse button click.
- **MIDDLE-CLICK.** Default setting for the upper position of the side switch. Simulates a middle mouse button click.
- **LEFT CLICK-LOCK.** 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.

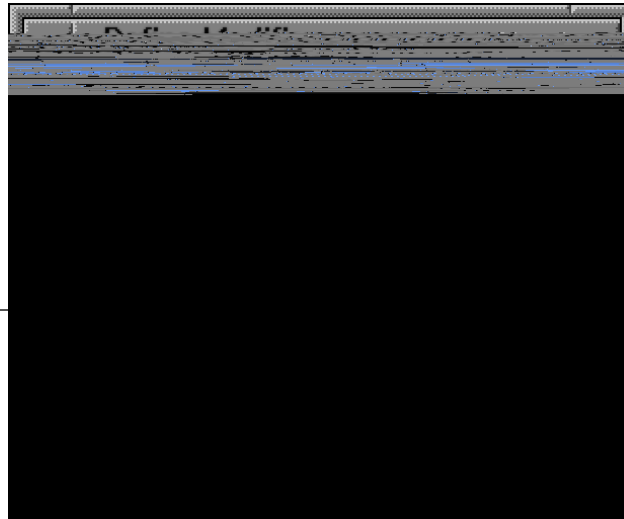


- **KEYSTROKE....** (SGI only) Enables you to simulate a series of keystrokes. When you select this option, the DEFINE KEYSTROKE dialog box appears. There, you can enter a keystroke or keystroke sequence to play back. Keystroke combinations can include letters, numbers, function keys (such as F3) and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

Important: Because the ENTER key 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.



- **MODIFIER....** (SGI only) Enables you to simulate modifier key(s) (such as SHIFT, ALT, 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.



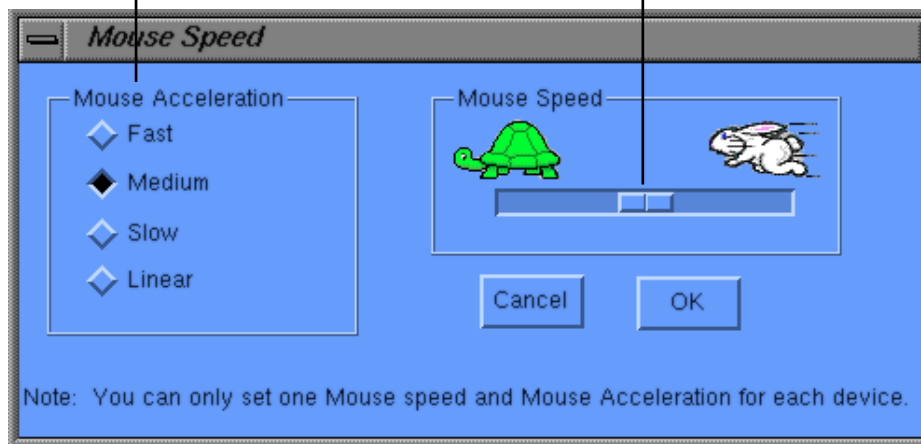
You can select the CLICK box plus one or more modifier key options to define the function you want your tool button to simulate.



- **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 glide” 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.



[Contents](#)[Back](#)

<<

>>

- **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.

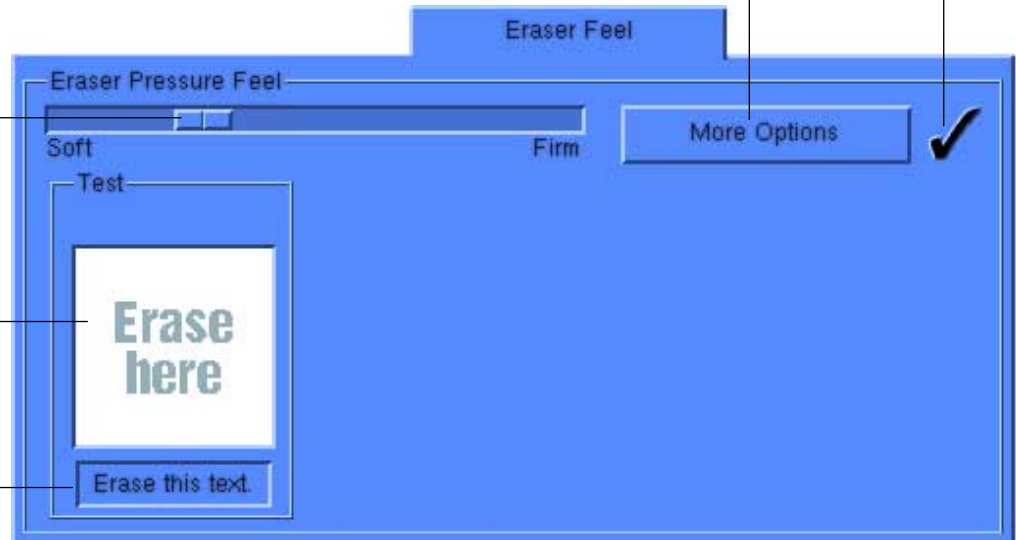
A checkmark appears when advanced settings are in effect.

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.

Check the eraser click pressure setting by using the eraser to select and delete this text.

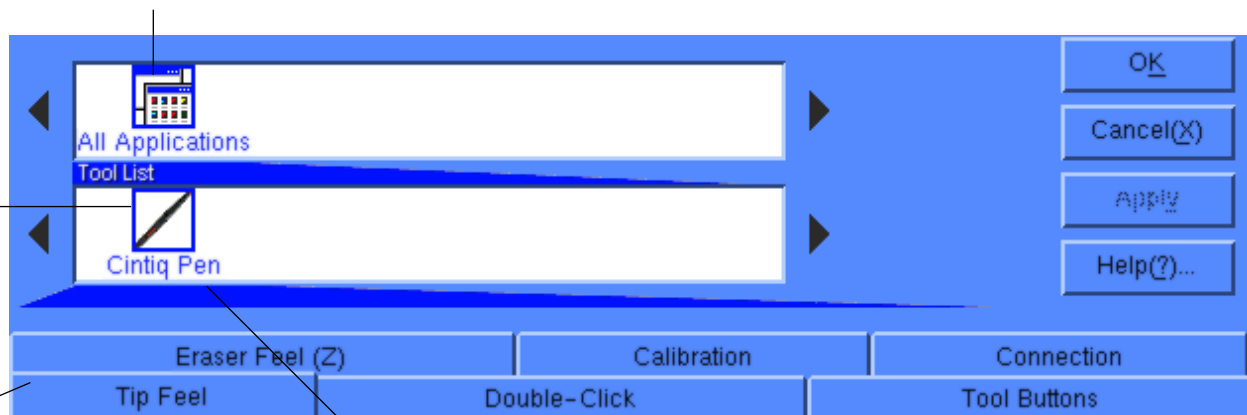


WORKING WITH TOOL SETTINGS

The Wacom tablet control panel is designed to help you customize and keep track of your Cintiq Pen settings. When you open the control panel, the Cintiq Pen icon is automatically selected and the appropriate tabs for that tool are displayed.

The APPLICATION LIST displays the ALL APPLICATIONS icon to show you that tool settings apply to all applications.

The TOOL LIST displays an icon for the Cintiq Pen.



Tab settings apply only to the selected tool.

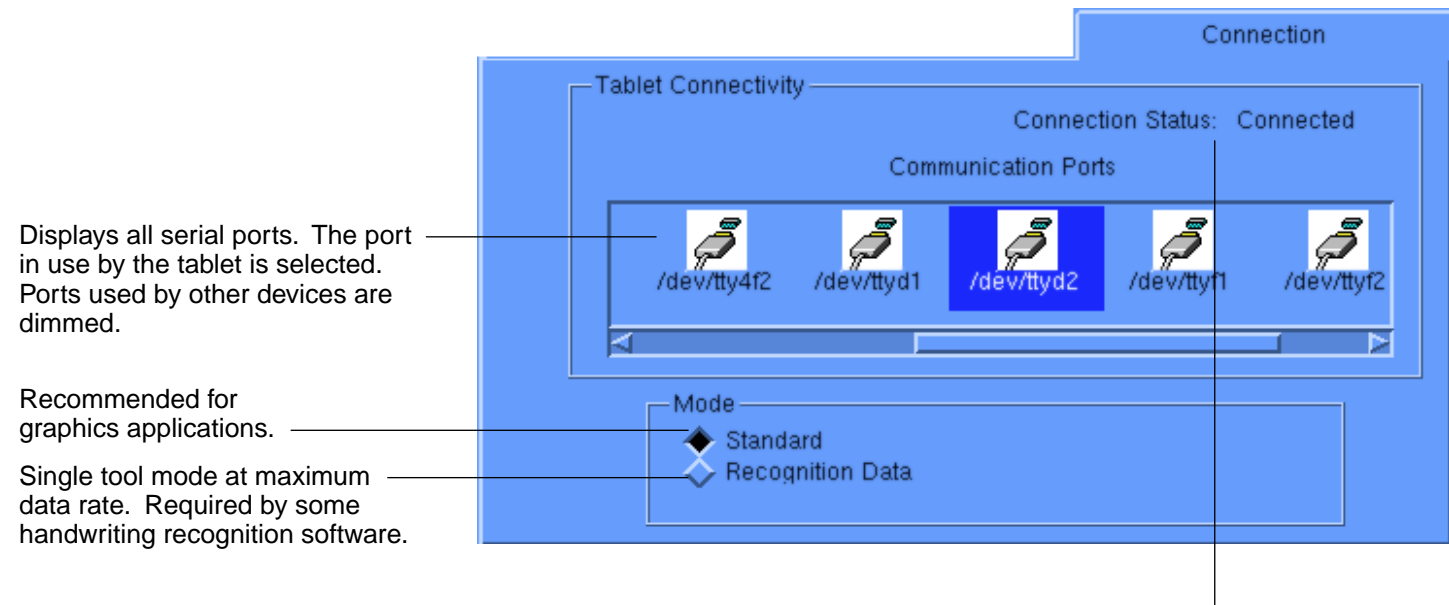
Your current selections are highlighted. Wedges emphasize the relationship between tab settings and the selected tool and application icon.

CHANGING SETTINGS FOR A SPECIFIC TOOL

From the TOOL LIST, choose the tool you want to customize. Change the tab settings for the selected tool.

CHECKING YOUR SERIAL CONNECTION

Select the CONNECTION tab to check the status of your tablet connection to the serial port.



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

Recommended for graphics applications.

Single tool mode at maximum data rate. Required by some handwriting recognition software.

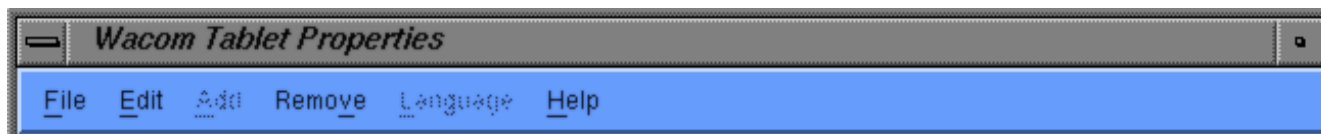
Displays messages about your selected serial port.

- **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.

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

PULL-DOWN MENUS

Use the pull-down menus to access additional custom settings options 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.



FILE

The FILE menu contains the following options:

- **SUMMARY....** Provides a summary of your current settings.
- **EXIT.** Exits the Wacom tablet control panel.

EDIT

The EDIT menu contains the following options:

- **COPY SETTINGS TO....** Opens a dialog box where you can copy your customized settings to another tool. You can also access this dialog box by clicking on the COPY SETTINGS TO... button. Note that the COPY SETTINGS TO... function does not apply to the Cintiq Interactive Pen Display.
- **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.

REMOVE

The REMOVE menu contains the following option:

- **CUSTOMIZED TOOL....** Opens a dialog box where you can remove customized tools.

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

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....** 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.

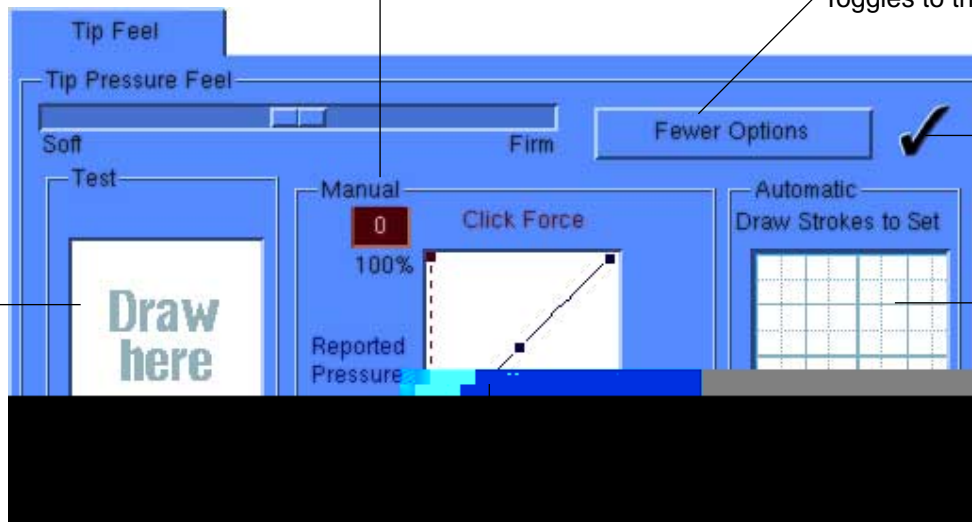
Use these controls to manually change the pressure curve shape.

Toggles to the basic options display.

After you set advanced settings, a checkmark appears.

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

Test the results of your changes before you apply them.



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

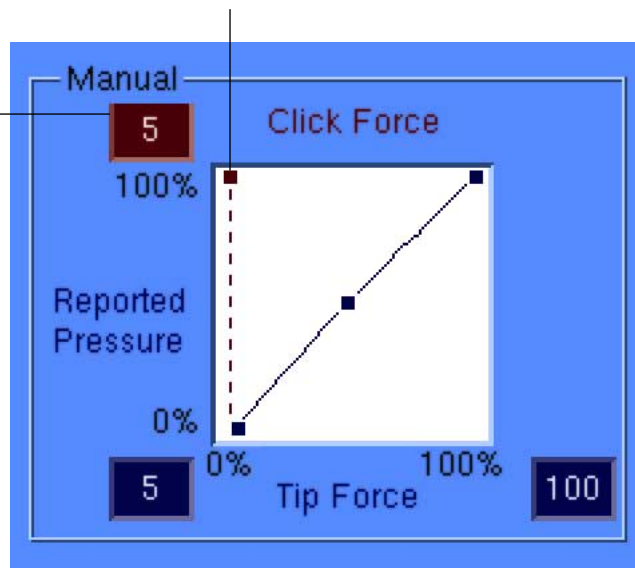
CLICK FORCE ADJUSTMENT

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.

Note: After making an entry, be sure to press the ENTER key so that the control panel will accept the new value.



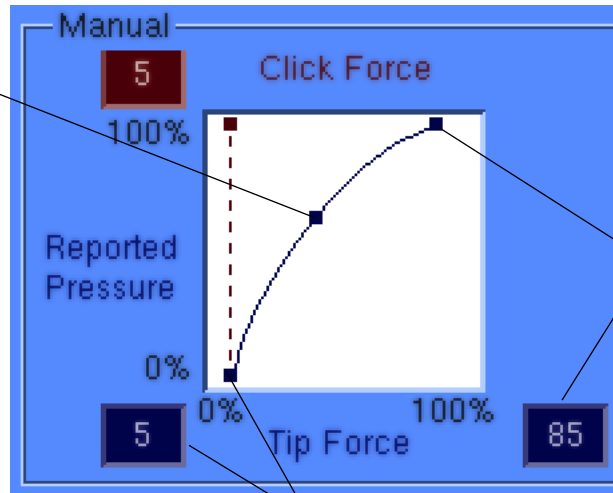
Note: For optimal performance in graphics applications, set the click force and minimum tip force to the same value.

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.



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.

Note: After making an entry, be sure to press the ENTER key so that the control panel will accept the new value.

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.

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](#)

[TESTING THE SOFTWARE](#)

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 status 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 status 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 series tablets other than Cintiq: 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 video card has been properly installed. If your video card has 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. **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.
 4. **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.

TESTING THE SOFTWARE

When you apply pressure to the pen tip on the tablet's active area, the status LED should light green, and the screen cursor should respond to the movement of your Cintiq Pen across the tablet surface. You should also be able to open the Wacom tablet control panel. If you have tested your tablet and suspect a software error, perform the following tests.

Tablet Does Not Respond

1. If the tablet's status LED does not light green when you apply pressure with the pen tip, reset the tablet by toggling the power switch off and back on or by removing the AC power cable and then reattaching it.
2. If the status LED does light green but the tablet does not otherwise respond, there may be a software problem.
3. Before diagnosing the problem:

For SGI: Check the system log file to see if there is any information that will help determine the source of the problem. This file is located at:

`/var/adm/SYSLOG`

It may contain entries telling you which component failed. Look for the word Wacom. If SYSLOG indicates that the temporary software license has expired, you will need to obtain and install your permanent Software Key.



For Sun: Check the system console to see if there is any information related to Wacom software. If the console indicates that the temporary software license has expired, you will need to obtain and install your permanent Software Key. Also, make sure the BIDIRECTIONAL button in the OPTIONS of the ADMINTOOL: MODIFY SERIAL PORT window is deselected.

To open the ADMINTOOL: MODIFY SERIAL PORT window, launch the ADMINTOOL by entering <admintool>. Click on the BROWSER pull-down menu and select SERIAL PORTS to open the ADMINTOOL: SERIAL PORTS window. Double-click on the serial port to which the tablet is attached; this will open the ADMINTOOL: MODIFY SERIAL PORT window. Click on the MORE button within this window to bring up the OPTIONS info display.

4. Check also the permissions and ownership of the /usr/sbin/wacomd file. It should be owned by root and the permissions should be:

r-sr-xr-x (4555)

5. If you are still having difficulties, the source of the problem could be:

- the driver (see [Checking the Driver](#))
- the streams module (see [SGI: Checking the Streams Module](#) or [Sun: Checking the Streams Module](#)), or
- the preference file (see [Checking the Preference File](#)).



Checking the Driver

To determine if the driver has been started:

1. Enter the following command at the command line prompt:

```
<ps -e | grep wacomd>
```

If the driver is running, the response from the command will contain an entry that shows the driver running as `/usr/sbin/wacomd`

2. If no entry appears, check to make sure that the `wacomd` file can be found in the `/usr/sbin` path.
3. If the file is present in the path:

For SGI: Check the `/etc/config/wacomd` file. It should contain the word “on” as its only entry. This allows the file to automatically start up at boot time. You can change the file if it is set to off, but you must be superuser to modify the file.

For Sun: Verify the existence of these files:

```
/kernel/drv/wacomio
```

```
/kernel/drv/wacmio.conf
```

```
/kernel/drv/sparc9/wacomio (Check this file only when you are running a 64-bit system.)
```

4. The driver must be restarted as a background process. Enter the following command at the command line prompt:

```
</usr/sbin/wacomd &>
```



SGI: Checking the Streams Module

To determine if the streams module is registered and loaded:

1. Check to see if the entry in /dev/input for wacomxl is a symbolic link to /dev/wacintfc
2. If the entry is not there, create the link as follows:
`<ln -s /dev/wacintfc /dev/input/wacomxl>`

You will need to be superuser and must reboot the system after establishing the link.

3. If the entry is there, check to see if wacomxl is loaded and registered by typing `<ml>` at the command prompt. If you do not see an entry for wacomxl.o in the Registered and Currently Loaded Modules section, investigate why it is not loaded.



Sun: Checking the Streams Module

To determine if the streams modules are registered and loaded:

1. Check to see if the entries in `/dev/wacomio` and `/dev/wacomioX` are symbolic links to `/devices/pseudo/wacomio@0:wacomio`
and
`/devices/pseudo/wacomio@0:wacomioX`
2. If the entries are not there, create the links as follows:

```
<ln -s /devices/pseudo/wacomio@0:wacomio /dev/wacomio>  
<ln -s /devices/pseudo/wacomio@0:wacomioX /dev/wacomioX>
```
3. If the entries are there, use the following commands to check if `wacomio` and `wacomxl` are loaded:

```
</usr/sbin/modinfo | grep wacom>
```

`wacomio` and `wacomxl` should be displayed if the Wacom streams modules are loaded.

```
<grep wacom /etc/name_to_major>
```

`wacomio` should be displayed if the Wacom streams module is loaded.



Checking the Preference File

To check the preference file:

1. When the driver starts up it looks for the existence of a preference file named as follows:
 /etc/wacom.prefs

This file contains user preferences generated when the control panel is utilized.

- If the file is not present, a minimal file will be created when the driver is started.
 - If the preference file contains an error, it may prevent the driver from starting. You can determine if the preference file contains an error by either renaming or removing the file and then restarting the Wacom tablet driver (this will create a new preferences file). If the control panel runs normally, the original preference file is damaged. If the original preference file is damaged, then delete it. (Note that your current tablet settings will be lost if you delete the file.)
2. You will need to be superuser and must restart the driver after changing the file. The driver should be started as a background process. Enter the following command at the command line prompt:
 </usr/sbin/wacomd &>

If the Tablet Still Does Not Respond...

If you have performed the above tests and still cannot get your Wacom tablet to respond, refer to the [Troubleshooting Tables](#) section. If you cannot find the solution there, then uninstall the Wacom software and reinstall it. (Refer to your Interactive Pen Display User's Manual for installation information.)



Wacom Tablet Control Panel Fails to Display

If the Wacom tablet control panel fails to display:

1. Check to see if the wacomcpl file is present in the /usr/sbin path.
2. Make sure the file owner is root
3. Make sure the file permissions are r-sr-xr-x (4555)

You must be superuser to change the owner or permissions of the file.

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.

[SERIAL CONNECTION PROBLEMS](#)

[GENERAL PROBLEMS](#)

SERIAL CONNECTION PROBLEMS

The computer does not have an available serial port.

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 tablet power light is off.

Check all connections, and make sure your computer and Interactive

GENERAL PROBLEMS

The Cintiq Pen selects everything or will not stop drawing.

Open the Wacom tablet control panel and go to the TIP FEEL tab. Move the TIP PRESSURE FEEL slider toward FIRM, or select the MORE OPTIONS button and increase the CLICK FORCE setting. If this does not help, refer to [Testing Your Cintiq Pen](#).

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](#)).

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. If this does not help, refer to [Testing Your Cintiq Pen](#).

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 changes to green when the tip is pressed. If it does not, you may have defective hardware (see [Testing Your Cintiq Pen](#)).

Check the control panel's TOOL BUTTONS tab and verify that the tip is assigned to a LEFT-CLICK 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. Verify also that the SIDE SWITCH EXPERT MODE preferences option is deselected. (The PREFERENCES dialog box is accessed from the EDIT menu option.)

Make sure the tablet status LED lights green when you press the side switch. If it does not, you may have defective hardware (see [Testing Your Cintiq Pen](#)).

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 control panel. If the driver did not load you will see an error message. If an error message appears, restart the Wacom tablet driver. 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.

If you have customized your pen to toggle between PEN and MOUSE MODE, make sure that your tablet is operating in PEN MODE. See [Mode Toggle...](#) for additional 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.

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](#).



The screen cursor jumps back.

When your Cintiq Pen is not in use, place it in a pen stand or some location near the tablet, but not on the tablet. Leaving your pen on the tablet may interfere with screen cursor positioning when using other input devices.

After switching to left-handed mouse settings (via the TOOLCHEST pulldown), the pen tip no longer works as a left click.

In the Wacom tablet control panel, first select the tool from the TOOL LIST. Then select the TOOL BUTTONS tab and choose tool button settings corresponding to those set in the TOOLCHEST. In the Wacom tablet control panel, click APPLY or OK to save your changes.

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 Wacom Tablet 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](ftp://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.