PenPartner®2



User's Manual ®

Wacom PenPartner® 2 User's Manual for Windows®

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About the manual

This interactive User's Manual provides quick access to information about PenPartner2. Just click on a navigation button or highlighted word to move through the document.

- In the contents you can go directly to a topic by clicking on it.
- Working with PenPartner2 is the learning chapter, and introduces you to the many capabilities of your tablet and pen. It includes a description of the features and functions of your PenPartner2 tablet and pen, and includes exercises for new users. If you are not familiar with a pen tablet, this chapter gives you the basics.
- Customizing describes how you can change the pen settings for the way you like to work.
- Want to test your tablet? Need troubleshooting guidelines? Troubleshooting is where you will find the answers to most common questions.
- The appendices include tips on caring for your tablet and pen, a how-to on uninstalling the tablet software, your license and warranty, and more.

Note: This manual does not contain information on installing your tablet. Please refer to your product Quick Start Guide and to the automated software installer (located on the Wacom Tablet CD) for details on installing your Wacom tablet.

If you are new to electronic documentation, be sure to read navigating the manual.

Here are some other points to keep in mind:

- SMALL CAPITAL LETTERS are used to identify the names of keyboard keys, dialog boxes, and control panel options.
- Remember that you can always use the Adobe Reader zoom-in tool to increase the size of the manual on your display screen.
- The following kinds of information are not included with this product: information about your specific computer hardware or operating system, or information about your application software. Your best source for this information is the set of manuals and disks that came with your hardware, operating system, or application.

Navigating the manual

Use the navigation controls to move through the manual:

	Go to front page.
CONTENTS	Go to table of contents.
INDEX	Go to index.
	Go back to previous view.
	Page back, or page forward.
HEADING TEXT	Go to beginning of section.
topic	Go to topic.
	Topic continued.

Adobe Reader provides you with additional tools for using and printing the manual. Refer to the Adobe Reader help for more information.

Getting started

Step 1 – Insert the PenPartner2 driver CD into your computer's CD-ROM drive. The software installer menu should automatically display. If the menu does not display, double-click on the INSTALL icon (located on the CD).

Step 2 – Click on the INSTALL TABLET button and follow the prompts to connect your tablet hardware and install the driver software.

Notes for Windows 98: You will occasionally be asked to insert the Windows 98 CD. If this happens, click on OK and enter the path for the Windows CAB files (for example d:\win98). If Windows 98 was already pre-installed when you bought your computer, load the Windows 98 CAB files from the hard disk or from the system recovery CD.

Notes for Windows 2000 / XP: The PenPartner2 driver is fully compatible to Windows 2000 and XP. Warning messages referring to this can be ignored.

Step 3 – Go through the basic training TUTORIAL to familiarise yourself with the features and use of the PenPartner2 pen tablet.

After installing the PenPartner2 pen tablet, you can refer to the online User's Manual for detailed information on using and customising the pen tablet. To open the control panel and view the manual:

Click on the Windows START button and select PROGRAMS (Windows XP: ALL PROGRAMS). Select the program group TABLET to open the Tablet control panel or User's Manual.

If you have trouble installing PenPartner2...
Refer to the Readme file or to the Troubleshooting section in the online User's Manual (located on the Wacom Pen Tablet CD). You can also visit our Web site at http://www.wacom-europe.com or contact Technical Support.

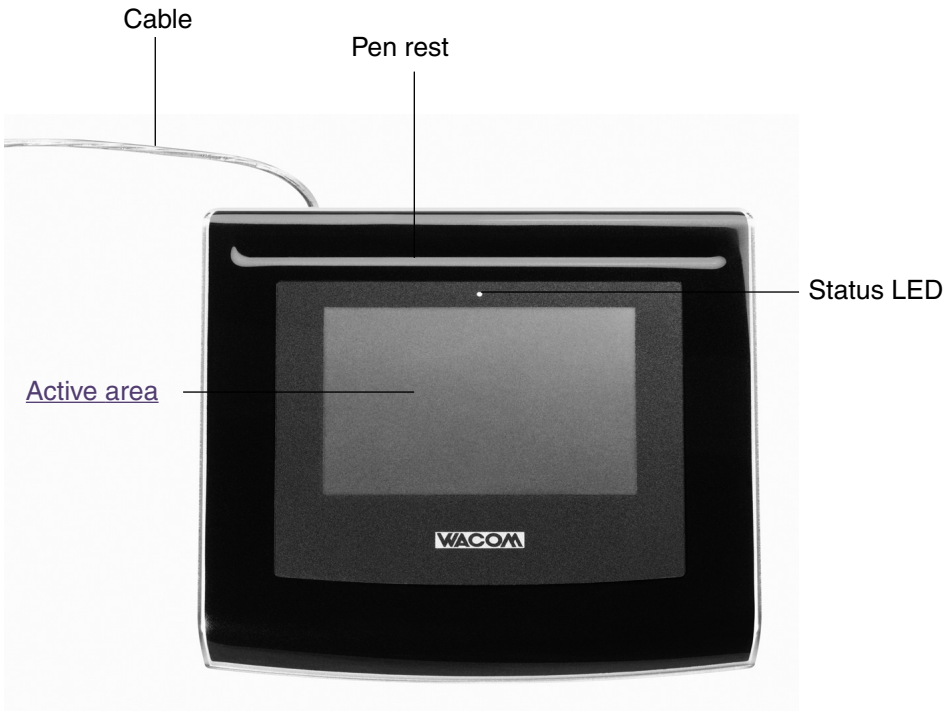
WORKING WITH PENPARTNER2

This section introduces you to the PenPartner2 tablet and pen. PenPartner2 consists of two basic elements: a tablet that serves as your work area, and the pen you use on the tablet.

The quickest way to learn about PenPartner2 is to become familiar with its appearance and features. If you are new to using a pen tablet and tablet input tools, read the following sections to learn about your PenPartner2 pen and how to use it with the tablet.

PenPartner2 tablet and pen features
Setting up your work area
Using the pen
Working with the tablet

PenPartner2 tablet and pen features





Pen. Your PenPartner2 pen is cordless, battery-free, and ergonomically designed. The pen is a pressure-sensitive freehand tool for image editing and creating natural-looking pen and brush strokes.

Note: To learn more about your tablet, see working with the tablet.

Setting up your work area

To minimize fatigue, organize your work area so you can work comfortably. Position your tablet, pen, and keyboard so they are easily accessible without unnecessary reaching. Your monitor should be positioned so you can view it comfortably with a minimum of eyestrain. For best results, orient the tablet so the screen cursor follows the same direction as your hand movements on the tablet.



Here are some other points to keep in mind:

- Take short breaks between tasks to stretch and relax your muscles.
- Use a gentle grip when working with your pen.
- Alternate tasks throughout the day.
- Maintain a good posture at all times. Minimize awkward postures and repetitive movements that cause discomfort.
- Change your position if you feel any discomfort due to your work position.

Note: Wacom makes no representation, promise or guarantee that Wacom products will cure or prevent, in whole or in part, mouse-induced repetitive stress symptoms, injuries or conditions. Individual results may vary. Always obtain competent medical advice to determine the most appropriate treatment for your specific situation.

See working with the tablet for more information.

Using the pen

Your PenPartner2 pen is cordless, battery-free, and pressure sensitive. There are four basic techniques for using the pen: pointing, clicking, double-clicking, and dragging. With a bit of practice, using the pen will become second nature to you. If you are unfamiliar with using a pen, try the exercises on the following pages.

Holding the pen
Pointing
Clicking
Dragging
Using the side switches
Eye-hand coordination exercise

Holding the pen

Hold the PenPartner2 pen like you would a pencil. Make sure the side switches are in a convenient location where you can press them with your thumb or index finger, but not accidently press them while drawing. You can tilt the pen in any way that feels most comfortable for writing.



Position for writing

Important: When the PenPartner2 pen is not in use, place it in the pen rest or lay it flat on your desk. To maintain the sensitivity of your pen tip, do not store the pen in a container where it will rest on its tip. Leaving the PenPartner2 pen on the tablet may interfere with screen cursor positioning when using other pointing devices.

Pointing

The PenPartner2 pen positions the pointer (or cursor) on your screen. You can position the screen cursor two different ways, like a pen (PEN MODE) or like a mouse (MOUSE MODE).

- In PEN MODE, the tablet's active area is a mapped representation of your computer screen where every point on the active area corresponds to exactly one point on the display screen; wherever you place the pen on the tablet, the screen cursor will jump to the corresponding point on the screen. This is the default setting for the pen.
- In MOUSE MODE, you move the cursor with a "pick up and slide" action similar to using a traditional mouse.

Try moving the screen cursor by lifting the pen and placing it in a new location on the tablet. The cursor instantly jumps to the new location.



Hints:

- If you are used to working with a mouse and find that using a pen is somewhat difficult, try the eye-hand coordination exercise.
- Pointing is easier when you orient the tablet so the screen cursor follows the same direction as your hand movements on the tablet.

When positioning the screen cursor and operating a side switch, the pen tip needs to be within 5 mm (0.20 inch) of the tablet surface. You do not need to touch the tablet with the pen tip in order to move the screen cursor or use a side switch.



Clicking

You typically click to highlight or select something on the screen, and double-click to open it.

Clicking. To click, tap the pen tip once on the tablet, or press the pen tip on the tablet with enough force to register a click. (If CLICK SOUND is selected in the Pen Tablet control panel and your computer speakers are on, then you will hear a "click" sound when the pen tip is pressed hard enough to generate a mouse click. Adjust your speaker volume as necessary.) Try clicking on a folder icon by moving the screen cursor over the icon and pressing down on the pen tip. The icon should highlight when you press.

Double Clicking. To double-click, quickly tap the tablet twice in the same place with the pen tip. This is like clicking twice with a mouse button. Try double-clicking on a folder icon to open it.

Hints:

- Press the upper side switch to double-click. This is easier than tapping twice with the pen tip, and is the preferred method of double-clicking with a pen.
- You can make navigating with the pen easier by configuring Windows to select when the pen is over an icon and to launch the icon with a single click. To turn on this feature:

  Windows XP, 2000, or Me: Open a folder, select the TOOLS pull-down menu, and FOLDER OPTIONS.... From the GENERAL tab select the option SINGLE-CLICK TO OPEN AN ITEM (POINT TO SELECT).

  Windows 98SE: Open a folder, select the VIEW pull-down menu, and FOLDER OPTIONS.... From the GENERAL tab select the WEB STYLE option.



Dragging

Dragging is used to select and move objects on the screen. To drag, first point to an object. Then press the pen tip to the tablet and slide it across the tablet surface. The selected object will move across the screen. To select text, move the screen cursor to the beginning of a text line, then drag the pen across the tablet until the text is highlighted.

First, try moving an icon on the screen. Then, within a document, select some text by pressing and dragging the pen tip across the text.



Using the side switches

The PenPartner2 pen is equipped with two programmable side switches. You can use either side switch whenever the pen tip is within 5 mm (0.20 inch) of the tablet's active area. You do not have to touch the pen tip to the tablet in order to use a side switch.

By default, the upper switch is set to DOUBLE CLICK.



The lower switch is set to RIGHT CLICK by default.

Hints:

- Use the upper side switch to DOUBLE CLICK automatically when pressed. This is easier than tapping twice with the pen tip.
- Use RIGHT CLICK to bring up application-specific or icon-specific menus.

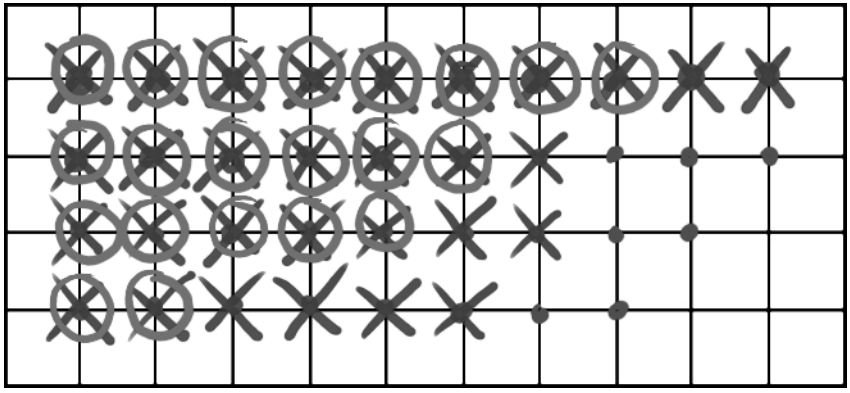
To assign a new switch function, refer to customizing the side switches.

Eye-hand coordination exercise

If you use a mouse, you may remember how long it took to get used to positioning the screen cursor. Your PenPartner2 pen, likewise, will take a bit of practice to master the technique of positioning the screen cursor in PEN MODE. This may seem difficult at first, but it is more natural and faster than in MOUSE MODE.

This exercise is designed to retrain your eye-hand coordination for using the pen:

1. Open any graphics application. Use the line tool to draw a rectangular grid with line spacings of about 20-25 mm (3/4 to 1 inch). You can use your traditional mouse to do this.
2. Choose a free-hand tool in your application and use the pen to draw a dot at each grid intersection.
3. Draw an X at each grid intersection.
4. Now draw a circle around each intersection. Your screen should look like this:



5. Clear your screen and make a simple drawing of your own. The more you use your pen, the easier drawing and navigation will become.

Working with the tablet

The middle area of the PenPartner2 tablet is the working, or active, area for the pen. Work with the pen on the active area of the tablet just as if you were using a ball point pen on a piece of paper. Think of the tablet's active area as a mapped representation of your computer screen. Wherever you place your pen on the tablet's active area, the screen cursor will jump to the corresponding point on the screen. For example, when you position your pen tip in the upper right corner of the tablet, the cursor appears in the upper right corner of your screen. This is called "absolute positioning".



Your tablet comes with an integrated pen rest.

When you are not using the pen, set it in the pen rest or lay it flat on your desk. Leaving the pen on the tablet may interfere with screen cursor positioning when using other pointing devices.

CUSTOMIZING

After you master the basics of using the tablet, you may want to customize the way your pen works. This chapter describes how to use the Pen Tablet control panel to adjust your tool settings.

Opening the control panel
Control panel overview
Customizing the pen
Tablet tracking

Opening the control panel

Using the PenPartner2 pen, you can open the Pen Tablet control panel the following way:

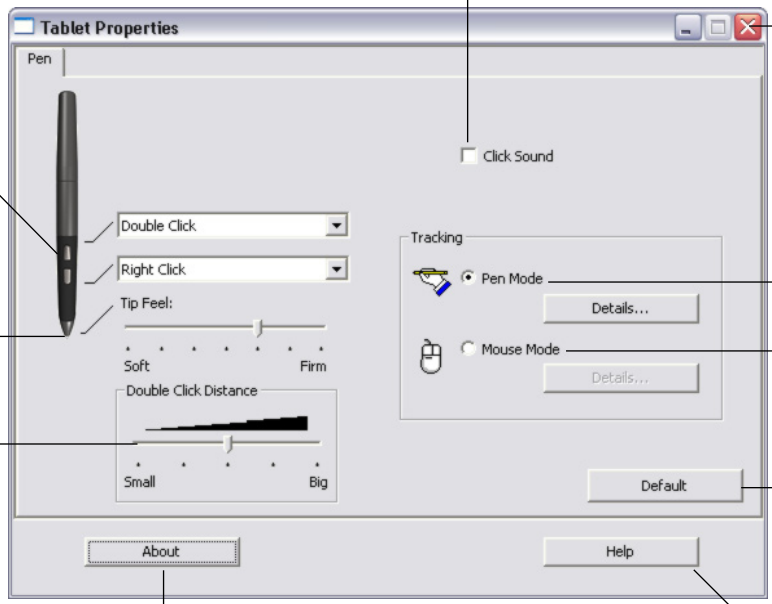
- Click on the Windows START button and choose ALL PROGRAMS. (For versions other than Windows XP, choose the PROGRAMS group.) Then select TABLET and choose the PEN TABLET PROPERTIES option.

Control panel overview

Use the Pen Tablet control panel to customize your tool settings – experiment with different settings to find what works best for you. When you change a setting, your changes take effect immediately. To return to the factory settings, just click DEFAULT. Tool Tips are available for most control panel items. Simply position the screen cursor over an item and let it rest there; in a few moments the Tool Tip will pop up.

Customizing the pen

When checked, an audible “click” sound will be heard whenever a pen click occurs and your computer speakers are turned on.



Closes the control panel.

Selects the side switch button functions.

TRACKING enables you to choose pen- or mouse-like movement.

Moves the screen cursor to correspond with the position of the pen on the tablet.

Customizes the amount of pressure needed to click or draw with the pen.

Moves the screen cursor like a mouse.

Adjusts the size of the double-click area.

Returns the PEN tab settings to their factory defaults.

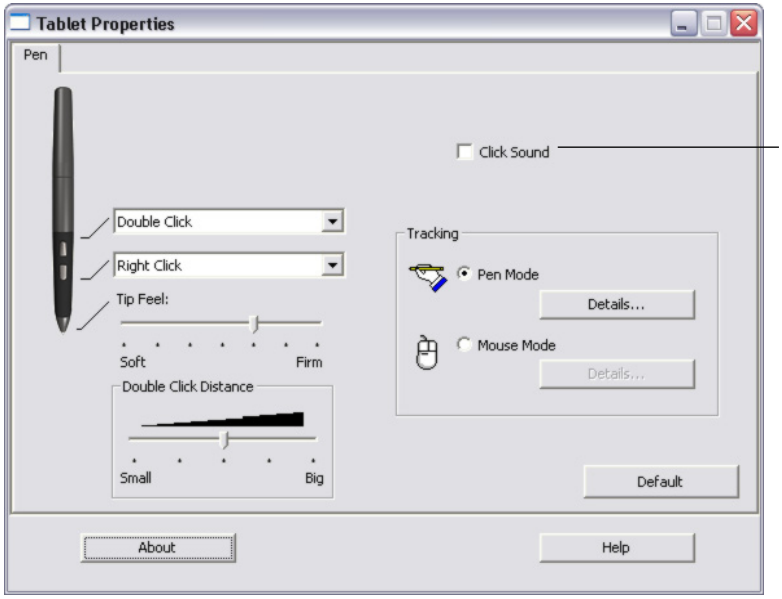
Displays information about the control panel and driver.

Displays this User’s Manual.

Adjusting tip feel

The TIP FEEL slider adjusts the sensitivity of the pen tip.

Customizes the amount of pressure needed to click with the pen. Drag the slider to a softer or firmer setting.

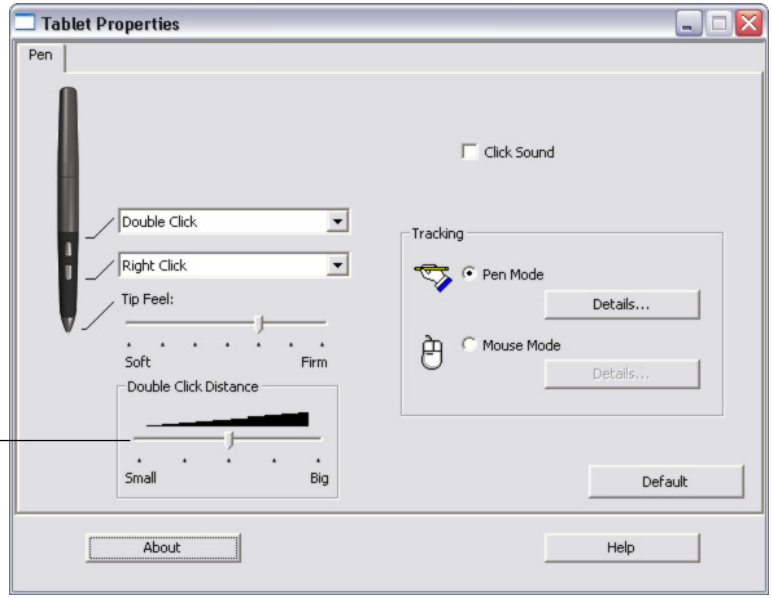


When checked, an audible “click” sound will be heard whenever a pen click occurs and your computer speakers are on.

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), or by setting the pen's side switch to automatically double-click when pressed.

Adjusts the size of the double-click area and the double-click speed. A larger setting makes double-clicking easier.



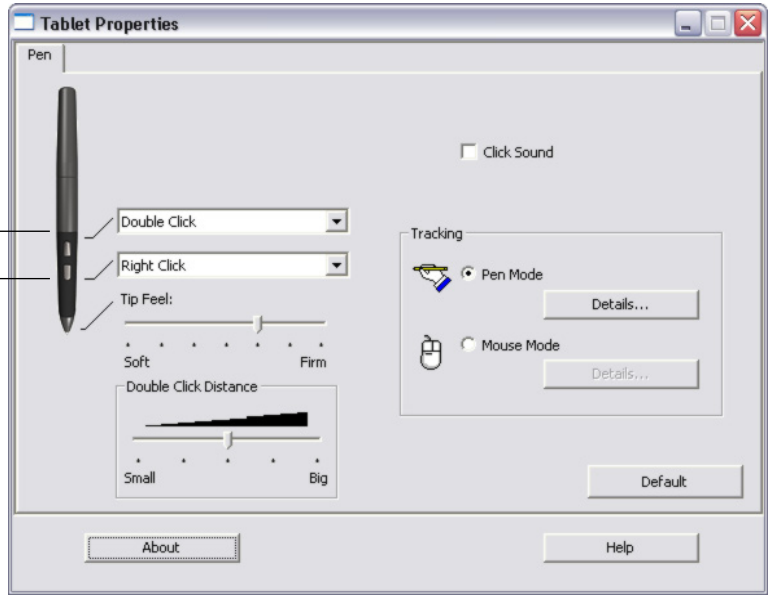
Customizing the side switches

You can set the side switches on the pen to simulate a variety of mouse functions. Just select an option from the pull-down menu. Your changes take effect immediately.

Select the button functions to perform when pressing a side switch.

When you bring the pen tip within 5 mm (0.20 inch) of the tablet surface without touching the tablet and press the side switch, the selected function will occur.

Hint: To make double-clicking easier, the upper side switch is set to DOUBLE CLICK automatically when pressed.



Button functions

The pen side switches have pull-down menus that allow you to choose the function that will be performed when a button is pressed. The following list describes all available functions.

- **Click.** Default setting for the pen tip. This option simulates a primary mouse button click.
- **Double Click.** Default setting for the upper side switch. Simulates a mouse button double-click. For easier double-clicking, use this function instead of tapping twice with your pen.
- **Middle-Click**. Simulates a middle mouse button click.
- **Right Click.** Default setting for the lower side switch. Simulates a right mouse button click, which displays a context menu.
- **Click Lock.** Simulates holding down the primary 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.
- **4th Click (Forward).** Simulates a 4th mouse button click, which typically issues the Forward command in browser applications.
- **5th Click (Back)**. Simulates a 5th mouse button click, which typically issues the Back command in browser applications.
- **Default.** Returns a button to its default setting.
- **Disabled.** Disables the button function.
- **Erase.** Sets the button so that, when pressed, the pen tip simulates an eraser in applications that support the Erase function. To erase, press in and hold the pen side switch as you use the pen tip to erase in a supporting graphics application. In supporting office applications, press in and hold the pen side switch as you select text; when you lift the pen tip from the tablet the text will be erased.

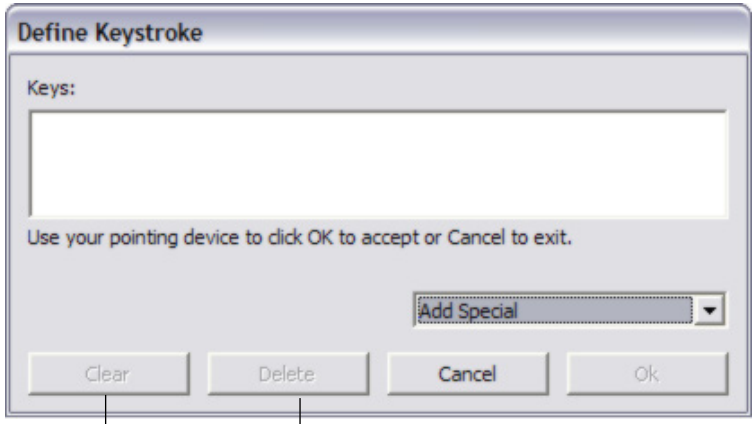
- **KEYSTROKES....** Enables you to simulate keystrokes. Selecting this options displays the DEFINE KEYSTROKE dialog box where you can enter a keystroke or keystroke sequence to play back.

You can manually enter a keystroke or keystroke combination in the KEYS entry box. Keystroke combinations can include letters, numbers, function keys (such as F3) and modifier keys (such as SHIFT, ALT, or CTRL).

You can also select special keystrokes or keystroke combinations from the ADD SPECIAL drop-down menu. When you make a selection it is added to the KEYS entry box.

After defining a keystroke or 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 PenPartner2 pen to click on the OK button.

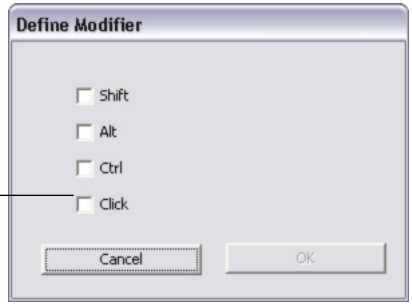


Clears the keystroke entry box.

Deletes only the last entry in the keystroke entry box.

- **MODIFIER....** 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. Selecting this option displays the DEFINE MODIFIER dialog box where you can assign one or more modifier key functions. After choosing the modifier function(s), click OK.

In addition to choosing one or more modifier key options, you can select the CLICK box if you want a mouse click to occur whenever you press the tool button.



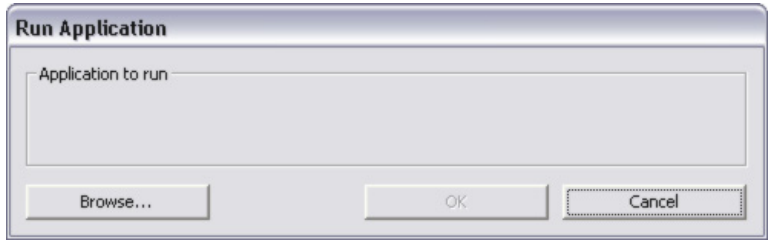
- **PRESSURE HOLD.** Locks the pressure at the current pressure level until the button is released. For example, you can paint with pressure-sensitivity until you reach the brush size that you like. You can then press the button and continue painting with the same size brush until the button is released.
- **MODE TOGGLE....** Toggles between PEN MODE and MOUSE MODE. When first setting a tool button to MODE TOGGLE..., the MOUSE MODE dialog box is displayed where you can adjust the acceleration and speed. See setting mouse speed for details.

- **OPEN/RUN....** Opens a dialog box where you can select a specific application, file, or script to launch.

  Click BROWSE... to locate an application, file, or script to launch. The selection you make appears in the APPLICATION TO RUN box.

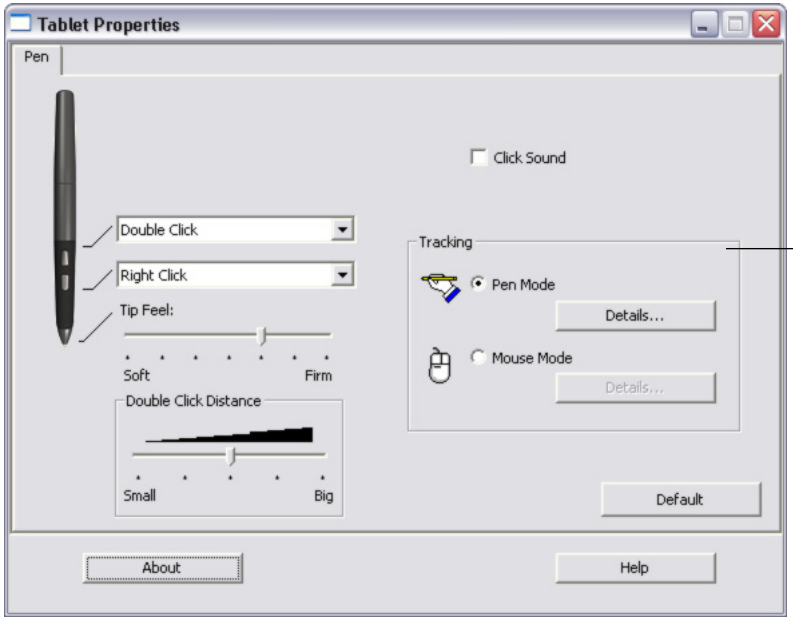
  Click OK to accept the selection. The dialog box will close and the Open/RUN... option you have selected will be assigned as your tool button option.

  The next time you press the tool button, the defined application, file, or script will launch.



Tablet tracking

The tablet TRACKING options enable you to determine the relationship between pen movement on the tablet surface and cursor movement on the monitor screen. By default the entire active area of the tablet maps to the entire monitor. If more than one monitor is in use the tablet will map to all monitors. See mapping to multiple monitors.



The TRACKING mode you select controls how the screen cursor moves:

- Select PEN MODE to set the cursor so that its movement corresponds with the position of your PenPartner2 pen on the tablet – wherever you place your pen on the tablet, the cursor will jump to a corresponding point on the screen. This is known as absolute positioning. Click DETAILS... to customize the tablet mapping.
- Select MOUSE MODE to move the screen cursor with a "pick up and slide" motion similar to using a traditional mouse. Click DETAILS... for setting mouse speed.

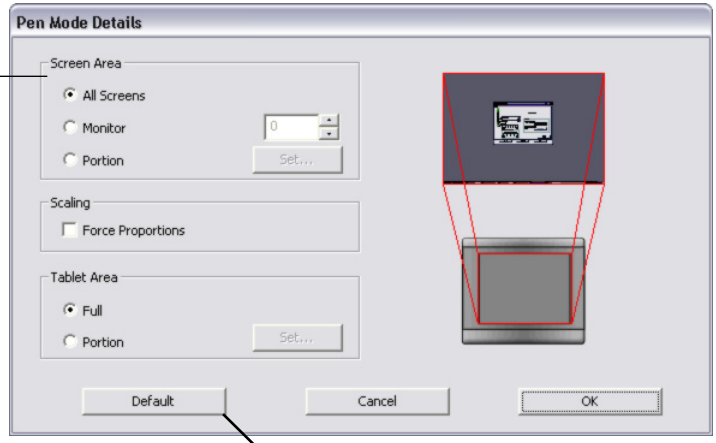
By default, the pen is set to PEN MODE for drawing.

Note: If you frequently switch between PEN MODE and MOUSE MODE, you can assign the MODE TOGGLE... function to one of your tool buttons.

When you click on the PEN MODE DETAILS... button, the PEN MODE DETAILS dialog box is displayed.

Use the SCREEN AREA options to select a screen area for tablet to screen mapping.

- ALL SCREENS. The entire monitor(s) area is mapped; this is the default setting. See mapping to multiple monitors for more information.
- MONITOR. The entire area of a single monitor that you choose is mapped.
- PORTION. A portion of the desktop area is mapped. Click SET... to open a dialog box where you can set the portion of screen area.



Returns settings to their factory defaults.

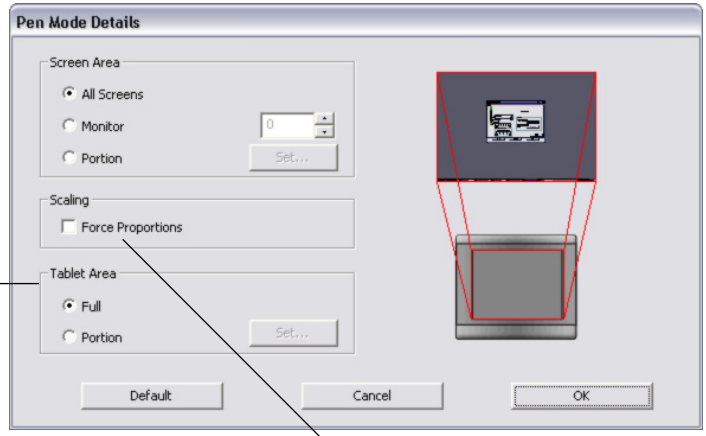
Mapping to multiple monitors

If your computer has more than one monitor, PenPartner2 will map to your monitors based upon how they are configured in the DISPLAY PROPERTIES control panel. If ALL SCREENS is selected and you are in extended monitor mode, the tablet will map to all monitors as if they were one large display. If the monitors are in mirror mode, the tablet will map to the entire space on each monitor and the screen cursor will be displayed on each monitor simultaneously.

Please refer to your hardware and operating system documentation for details on configuring your computer and operating system for use with multiple monitors.

Use the TABLET AREA options to select a tablet area for tablet to screen mapping.

- FULL. The entire active area of the tablet is mapped. This is the default setting.
- PORTION. A portion of the tablet area is mapped. Click SET... to open a dialog box where you can set the portion of tablet area.









FORCE PROPORTIONS. Check or uncheck the box to select a tablet to screen mapping relationship.

- When unchecked, the correct scale or proportions are not maintained. The selected tablet area is mapped to the selected display area. A traced image may appear stretched, and may be smaller or larger than the original image. This is the default setting.
- When checked, the correct vertical and horizontal proportions are maintained between the tablet and display. A traced image appears proportionally correct on your display, but may be smaller or larger than the original image. Depending on your settings, some portions of the tablet active area may no longer be usable when this option is selected.

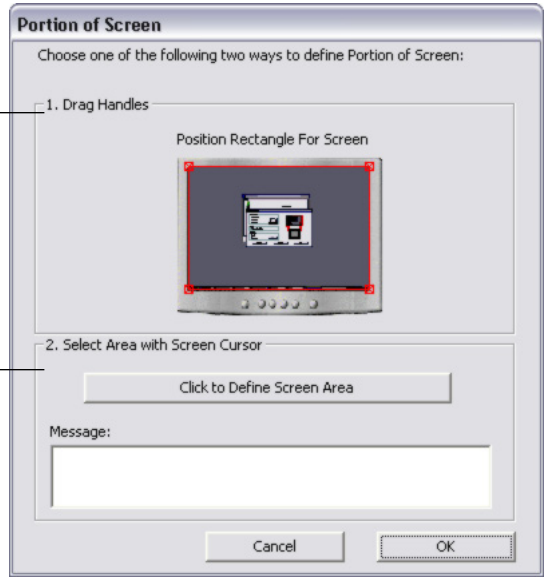
Portion of screen

The PORTION OF SCREEN dialog box enables you to define which portion of the display screen your tablet will map to. After defining a portion of the screen, you may need to use a different input device to access other portions of the screen area.

Drag corners of the foreground graphic to select the screen area. The background graphic represents the entire screen area.

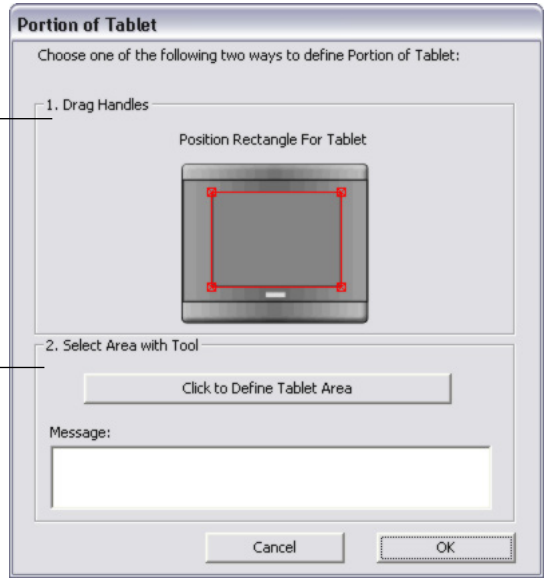
Move the screen cursor to select the screen area. Select the CLICK TO DEFINE SCREEN AREA button.

As you define PORTION OF SCREEN, follow any MESSAGE prompts to set the portion of your display screen that will be used for mapping.



Portion of tablet

The PORTION OF TABLET dialog box enables you to select a portion of the tablet's active area for tablet to display mapping.



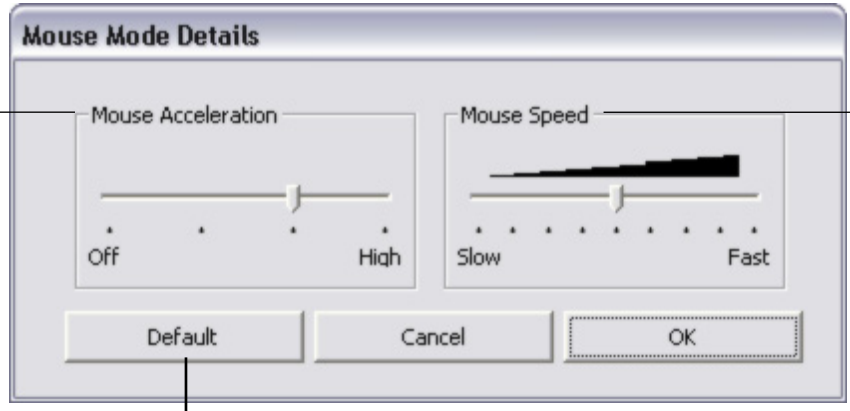
Drag corners of the foreground graphic to select the tablet area that will be mapped to your selected screen area. The background graphic represents the tablet.

Use your pen on the tablet to select the tablet area. Select the CLICK TO DEFINE TABLET AREA button.

As you define PORTION OF TABLET, follow any MESSAGE prompts to set the portion of your tablet that will be used for mapping.

Setting mouse speed

To change the screen cursor acceleration and speed when in MOUSE MODE, click on the MOUSE MODE DETAILS... button (located on the PEN tab) to display a dialog box where you can make your adjustments.



Sets the screen cursor acceleration when in MOUSE MODE.

Sets the screen cursor tracking speed when in MOUSE MODE.

Returns settings to their factory defaults.

Note: The dialog box will also appear when you first set a tool button to MODE TOGGLE....

TROUBLESHOOTING

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

1. 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, refer to the troubleshooting procedures in this chapter.
2. Look in the troubleshooting tables. Your problem may be described there and you can try the solution offered.
3. Open the Wacom tablet Read Me file for late-breaking information.
4. If you are having a compatibility conflict between PenPartner2 and a new hardware or software product, check if a newer Wacom tablet software driver is available. See obtaining driver downloads for information on downloading an updated software driver. Wacom periodically updates the software driver to maintain compatibility with new products.
5. Check the FAQs (Frequently Asked Questions) on the Wacom web site for your region.
6. If you have tried the suggestions in this manual and still cannot resolve the problem, then contact Wacom for Technical Support. See the Read Me file for information on where to obtain support for your region.

Testing your tablet
Troubleshooting tables
Technical support options
Obtaining driver downloads

Testing your tablet

Make sure your computer is turned on, the operating system has finished loading, and the tablet is properly connected to an active USB port. Then try the following tests:

1. **Check the tablet.** The tablet's orange status LED will light whenever the tablet is properly connected and your computer has registered it as a USB device. If the LED is on, continue with step 2.

   If the status LED does not glow then the computer is on and the system has fully loaded, then:

   - Make sure the tablet USB cable is securely connected to an active USB port on your computer.
   - If you are connecting the tablet to a USB hub (or hub device such as a keyboard with USB ports), be sure the USB hub is properly connected to your computer and is active.
   - Connect the tablet into a different USB port or try connecting to the USB port on another computer.

   If the tablet's status LED does not illuminate after your computer is on and has finished booting up, your USB port may be disabled. It may be necessary to check your system BIOS setting to verify that you have connected the tablet to an active USB port.

2. **Check the pen.**

   - Move your pen across the active area of the tablet; the screen cursor should move in the corresponding direction on your monitor or display screen.
   - Press the pen tip against the tablet surface. The status LED on the tablet should turn from orange to green.
   - Next, without applying pressure to the pen tip, hold the pen tip within 5 mm (0.20 inch) of the tablet surface and press the upper side switch. The status LED should again change from orange to green.
   - Then, without applying pressure to the pen tip and while holding the pen tip within 5 mm (0.20 inch) of the tablet surface, press the lower side switch. The status LED should change from orange to green.

If these tests fail, you may have a defective pen or tablet. See technical support options.

Troubleshooting tables

If you encounter problems with your PenPartner2 pen or tablet, refer to the following tables. Your problem may be described here, and you can try the solution offered. Be sure you refer to the Read Me file for the latest information updates.

For more information, visit Wacom's web site at http://www.wacom-europe.com and follow the links to the FAQs.

General problems
Windows-specific problems

General problems

The computer does not have an available USB port.	Check if there is an available USB port on a USB hub device. If none are available you will need to add a USB hub.
The tablet status LED is off.	Verify that your tablet's USB cable is properly connected to an active USB port. If you are connecting to a USB hub device, make sure the hub is connected to an active USB port and that the hub is active.
The pen works only in MOUSE MODE, and does not draw with pressure-sensitivity.	The tablet driver software was not installed or did not load properly. Make sure the tablet driver software is installed and functioning. Insert the Tablet CD into your computer and install the driver software for the tablet. Some applications, including Photoshop 7.0 and greater, require that you turn on the pressure capabilities before the pen will respond as a pressure-sensitive tool.
Clicking is difficult.	Set the TIP FEEL slider to a softer setting. Select the CLICK SOUND option (the check box should be checked) so that you can hear when the pen registers a mouse click. Note that your computer speakers must be turned on and the volume audible before you can hear CLICK SOUND.

Double-clicking is difficult.	Be sure you are quickly tapping the tablet twice in the same place on the tablet's active area. Using a side switch to double-click is recommended (review the techniques in clicking). See also customizing the side switches. Try increasing the DOUBLE-CLICK DISTANCE (see adjusting double-click). Try using a lighter TIP FEEL (see adjusting tip feel). Try setting your system to launch programs with a single click (see clicking).
The pen selects everything, will not stop drawing.	Open the Pen Tablet control panel. Move the TIP FEEL slider toward FIRM.
You notice a delay at the beginning of pen strokes.	In the Pen Tablet control panel, try decreasing the DOUBLE-CLICK DISTANCE (see adjusting double-click).
You have to press hard with the pen when clicking or drawing.	Open the Pen Tablet control panel. Move the TIP FEEL slider toward SOFT.
The pen tip does not function.	Make sure the status LED changes from orange to green when the tip is pressed to the tablet surface. If it does not, you may have defective hardware (see testing your tablet).
The side switch does not work.	Be sure you press the side switch when the pen tip is within 5 mm (0.20 inch) of the tablet's active area – do this without pressing down on the pen tip. From the Pen Tablet control panel, verify that the side switch in question is set to the function you are expecting to occur. Make sure the tablet status LED changes from orange to green when you press the side switch. If it does not, you may have defective hardware (see testing your tablet).

The screen cursor jumps back.	Do not place the pen on the tablet when it is not in use, or when you are using another pointing device. Leaving your tool on the tablet may interfere with screen cursor positioning when using other input devices.
Cannot move the cursor where you want to on the screen, or the line you are drawing does not line up with the location of the pointer in paint applications.	Open the Pen Tablet control panel. Verify that PEN MODE is selected. If this does not work, click on the DEFAULT button to reestablish the default tablet to screen mapping. If you are still having difficulty, delete the tablet preferences as follows: Do a Search or Find for the TABLET.DAT file and delete it. The file should be in your Windows\System 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.
The computer does not go to sleep.	When you are not using the pen, remove it from the tablet surface or the tablet will continue to send data, keeping the computer awake.
The pen tip is worn off and you can no longer draw with the pen.	You will need to purchase a new pen. To order a new pen, see technical support options for contact information.
When using the tablet the screen cursor is very erratic or jumps around.	On rare occasions the tablet may receive interfering radio frequencies from a computer monitor or nearby AM radio station. If you notice interference from a monitor, try moving the tablet at least 6 inches away from the monitor, or change the monitor refresh rate or monitor resolution.

Windows-specific problems

Windows 98 or Me. Your pen does not function inside a full screen DOS window.	You must use a traditional mouse when working in a full screen DOS window.
After pressing CTRL+ALT+DEL, the screen cursor cannot be controlled with your pen.	When the CLOSE PROGRAM dialog box (Windows 98 or Me) is active, the tablet will not work. Use your mouse or keyboard to continue. When this dialog box is closed, you can again use your PenPartner2 pen to control the screen cursor.
Windows 98 or Me. When working with multiple monitors, the screen cursor positioning is incorrect after moving into the unmapped area of the virtual desktop.	On a multiple monitor system, the tablet is mapped to the virtual desktop (a rectangular area covering all monitors). If your video display areas do not form a rectangle because they are different sizes or they are not evenly aligned, the screen cursor positioning will be incorrect after moving into the unmapped area of the virtual desktop. To reestablish the correct screen cursor position, lift your PenPartner2 pen away from the tablet surface and then return it to within 5 mm (0.20 inch) of the tablet surface over an area of the tablet that is mapped to a display area.
After changing right- and left-handed settings in the computer's mouse control panel, the pen tip no longer functions properly.	Restart Windows for your Wacom pen settings to be correctly recognized.
Windows XP. After installing the tablet on a system with multiple users, the tablet only works on the primary user desktop.	Reboot the system after installing the tablet on a system with multiple users.

Windows 98. The tablet does not install properly.

Save your work and close all open applications before installing your tablet.

Plug the USB tablet cable into a USB port. The tablet will automatically register as a USB device and the LED will light.

The ADD NEW HARDWARE WIZARD will display. Follow the prompts, selecting the default options. If prompted to install drivers for the USB Human Interface Device, insert the Windows 98 CD, click OK, and enter the location of the Windows CAB files (e.g., D:\WIN98).

Note: The files may be located on your hard disk in the C:\WINDOWS\OPTIONS\CABS folder.

After the ADD NEW HARDWARE WIZARD has finished, eject the Windows 98 CD, insert the Wacom Tablet CD, and select CONTINUE.

Technical support options

If you have a problem with your Wacom tablet, first check the tablet installation guide to be sure the unit is installed correctly. Then review the troubleshooting section within this manual; your problem may be described there and you can try the solution(s) offered.

If you cannot find the answer in this manual, you may find updated information about your problem in the Read Me file for your platform (located on the Wacom Tablet CD). You can also check the product FAQs (Frequently Asked Questions) on the Wacom web site for your region.

If you cannot solve the problem and you think your Wacom tablet is not working properly, contact the Wacom support staff for the area where your product was purchased. See the Wacom tablet Read Me file, located on the Wacom Tablet CD, for contact information. If you have a modem you can download the latest software drivers from the Wacom web site for your region. See obtaining driver downloads for your region.

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

- This manual.
- Tablet serial and model number. (Look on the bottom of the tablet.)
- Driver version number. (See the Wacom Tablet CD or the Pen Tablet control panel.)
- The make and model of your computer, and operating system version number.
- A list of peripheral devices attached to your computer.
- The software application and version you were using when the problem occurred.
- 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.

Obtaining driver downloads

Wacom periodically updates the tablet software driver to maintain compatibility with new products, and recommends that you regularly update the driver for best functionality. A new Wacom tablet software driver (when available) can be downloaded from the Internet.

Europe, Middle East and Africa

Worldwide Web:	http://www.wacom-europe.com	Software updates.
Anonymous FTP Site:	ftp://ftp.wacom-europe.com/pub/	Software updates.

APPENDICES

This section contains information and tips on caring for your tablet and pen, a how-to on uninstalling the tablet software, your license and warranty, and more.

Caring for your tablet and tool(s)
Uninstalling the software
Product specifications
Product information
Ordering parts and accessories
Radio and television interference
License and Warranty (Europe, Africa and Middle East)

Caring for your tablet and tool(s)

Keep your PenPartner2 tool(s) and tablet surface clean. Dust and dirt particles can stick to your tool(s) and cause wear to the tablet surface. Regular cleaning with a soft, damp cloth will help prolong the life of your tablet surface and tool(s); you can also dampen the cloth using a very mild soap diluted with water. Do *not* use volatile liquids, such as paint thinner or benzene, as they may damage the plastic case.

Keep your tablet and tool(s) in a clean, dry place and avoid extremes in temperature. Room temperature is best. Also, your PenPartner2 tool(s) and tablet are not made to come apart. Twisting the pen case can break the pen. Taking apart the product will void your warranty.

Uninstalling the software

Follow the appropriate procedure below to remove the Wacom tablet and tablet software from your system.

> ***Important:*** When you remove the Wacom tablet software from your system, your Wacom tablet will no longer operate with full tablet functionality but will continue to function as a mouse device.

Windows XP: Click START. In the start menu, select CONTROL PANEL. Then select ADD OR REMOVE PROGRAMS. In the ADD OR REMOVE PROGRAMS window, choose PEN TABLET DRIVER and click on the CHANGE OR REMOVE PROGRAMS button. Follow the prompts to remove the tablet driver. When the tablet driver has been removed, unplug the tablet from your computer.

Windows 98, Me, or 2000:

1. Click the Windows START button. Then choose SETTINGS and CONTROL PANEL.
2. In the CONTROL PANEL window, double-click on the ADD/REMOVE PROGRAMS icon. In the dialog box that appears, choose the PEN TABLET option.
3. Click on the ADD/REMOVE... button and follow the prompts to remove the tablet driver. When the tablet driver has been removed, unplug the tablet from your computer.

Product specifications

Tablet (model CTF-221/K)

Active area (W x D)	127.6 x 92.8 mm (5.0 x 3.7 in) (model CTF-221/K)
Physical size (W x D x H)	146.0 x 150.6 x 8.5 mm (5.7 x 5.9 x 0.5 in) (model CTF-221/K)
Cable length	0.6 m (1.97 ft) (model CTF-221/K)
Weight	185 g, approximately (model CTF-221/K)
Power consumption	0.2 watts (model CTF-221/K)
Coordinate resolution	40 lpmm (1016 lpi)
Maximum report rate	100 points per second, approximately
Communication interface	USB
Connector	USB A
Power requirements	DC 5V, 40 mA, from USB port (model CTF-221/K)
Operating temperature	5 to 40 degrees C (41 to 104 degrees F)
Storage temperature	-10 to +60 degrees C (14 to 140 degrees F)
Operating relative humidity	20% to 80% noncondensing
Storage relative humidity	20% to 90% noncondensing
Certification and compliance	CE

Pen (model FP-410-K0)

Physical size (L x D)	148.0 x 12.5 mm (5.87 x 0.49 in) (model FP-410-K0)
Pressure levels	512 levels
Pen tip travel	2 mm (0.08 in) or less (model FP-410-K0)
Weight	12 g (0.02 lb), approximately (model FP-410-K0)

Product information

To learn more about which software applications are currently tablet enhanced to support the pressure-sensitivity of your PenPartner2 tablet and pen, visit the Wacom web site for your region:

Europe, Middle East and Africa	http://www.wacom-europe.com

Ordering parts and accessories

To purchase parts and accessories, refer to the tablet Read Me file and see who to call for your region.

You can also do the following:

To purchase parts and accessories in Europe, call +49 (0)180 500 03 75 or send an email to parts@wacom-europe.com. If you have an Internet connection, visit www.wacom-europe.com/solutionstore. You can also contact your local dealer, distributor, or Technical Support using the appropriate number for your region.

Radio and television interference

The equipment described in this manual generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with applicable instructions—it may cause interference with radio and television reception.

FCC notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether the tablet is causing interference by disconnecting it from your computer. If the interference stops, it was probably caused by the tablet.

If your tablet does cause interference to radio or television reception, you may be able to correct the interference by using one or more of the following measures:

- Rotate the television or radio antenna until the interference stops.
- Move the tablet farther away from the television or radio.
- Plug the tablet and computer into an outlet that is on a different circuit from the television or radio.

If necessary, consult your Wacom dealer or an experienced radio/television technician for help.

Changes or modifications to this product not authorized by Wacom could void the FCC Certification and negate your authority to operate the product.

CE declaration

The PenPartner2 digitizing tablet, model CTF-221/K, has been tested and found to comply to the following harmonized European Norms:

- EN 55024 (electromagnetic immunity)
- EN 55022 Class B (electromagnetic emissions)

Based on the results of these tests, Wacom declares that the above mentioned devices conform to Article 10.1 of the European Council Directive 89/336/EEC, and their amendment Directive 93/68/EEC, and indicates this conformity by the CE-sign on each device.

The device must be installed and operated always in strict accordance to the instructions given in this handbook. Any changes or modifications to this product that were not specifically authorized will invalidate this declaration.

License and Warranty
(Europe, Africa and Middle East)

Software License Agreement

Important Notice to Customers

This product contains copyrighted computer programs (“software”) which are the inalienable intellectual property of Wacom Europe GmbH (“Wacom”). This software is both integrated within the product and also contained on the accompanying data carrier. The purchase of this product from your dealer does not include Wacom's software and the associated rights of usage. Wacom grants you, the user, the right to use the software solely in accordance with the conditions of this software license agreement. By purchasing this product you agree to the terms of this license.

Entitlement to Use the Software

Wacom grants the customer a personal, non-exclusive license to use the software solely in combination with this product and for the proper operation of this product. This license may be transferred only in connection with this product.

The use of this software includes solely the permanent or temporary, complete or partial copying of the software by means of loading, displaying, executing, transmitting or saving for the purpose of executing the commands and data it contains or of observing, examining or testing the functions of the software.

The customer may not license, lease or loan the software to a third party, nor allow a third party to access the software in any other way. The customer may not without prior written authorization from Wacom copy, modify, transmit or edit the software, apart from the actions of copying necessary to create a backup copy and for the purposes outlined in section 2 above.

The customer may not decompile the software; if the software contains interfaces to software which is not supplied by Wacom, Wacom shall make the necessary information available to the customer upon request, provided that the customer can prove his/her entitle-ment to use the software and that he/she agrees to pay the copying and postage costs.

Limited Warranty

Wacom warrants to you as the original end-user that the product hardware is free from defects in materials and workmanship under normal use and service for a period of TWO (2) YEARS after the date of purchase, provided that they are unused at the time of such purchase. Wacom further warrants to you the accompany-ing diskettes against defects in materials and workmanship for a period of SIX (6) MONTHS after the date of purchase.

The Software is licensed and distributed “AS IS”. Wacom makes no warranties, expressed or implied, with respect to its quality, performance, merchantability and fitness for a particular purpose (including related manuals and documentation). Wacom cannot guarantee you uninterrupted service or the correction of any errors.

Upon discovery of a defect in the product, except in the Software, within the applicable Warranty Period, you should return them in the original packaging to the place of your original purchase, together with your name, address, telephone number, a description of the problem and a copy of the original invoice. You are responsible for any loss or damage to the product resulting from such transportation. Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or the replacement of product or parts thereof that prove defective and that were returned within the applicable Warranty Period.

Wacom shall have no responsibility to repair or replace the product if (a), in the opinion of Wacom, the failure of the product has resulted from accident, abuse, misuse, negligence, misapplication, or unauthorized modification or repair, or (b) the product has been handled or stored other than in accordance with Wacom's storage instructions, or (c) the failure is due to normal wear and tear, or (d) you fail to fulfill your obligations as described above.

In case that any claim presented under warranty is found upon investigation to be either outside the duration or the scope of this warranty, or in case that the product is found to be not defective, then the cost of such investigation and repair shall be borne by you.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

Should any provision of this agreement be declared invalid, that provision shall be treated as separate from the agreement, and the agreement shall remain in force without limitation in all other respects.

If this product is found to be defective, the purchaser may be entitled to institute legal proceedings against the seller on grounds of liability for deficiency. The statutory rights indicated with regard to the seller are not limited in any way by this warranty. Rather, this warranty affords the purchaser rights in addition to those indicated in the present text.

This limited warranty shall apply if the seller's corporate domicile is in the European Union or in Iceland, Norway, Jersey, Switzerland, Russia, the Ukraine, Rumania, Bulgaria, Croatia, Serbia, Tunisia, Turkey, Syria, the Lebanon, Jordan, Israel, Egypt, the United Arab Emirates, Iran or South Africa.

This Limited Warranty and Liability is governed by the laws of the Federal Republic of Germany.

Should you have any questions about this Agreement, or if you desire to contact Wacom for any reason, please contact in writing:

Wacom Europe GmbH
Europark Fichtenhain A9
47807 Krefeld
GERMANY

GLOSSARY

Active area. The drawing area of the tablet where your PenPartner2 pen is detected.

Click force. The amount of force you must apply to your pen tip for a click to occur.

Double-click distance. The maximum distance (in screen pixels) that the cursor can move between clicks and still be accepted as a double-click. Increasing the double-click distance makes double-clicking easier.

Modifier. Modifier keys include SHIFT, ALT, and CTRL. You can customize your tool to simulate a modifier key.

Mouse Mode. A method for positioning the screen cursor. When you place the PenPartner2 pen on the tablet, you can move the screen cursor with a "pick up and slide" motion similar to using a traditional mouse. This is known as relative positioning. See also Pen Mode.

Pen Mode. A method of positioning the screen cursor. Wherever you place your PenPartner2 pen on the tablet, the screen cursor will jump to the same corresponding point on the screen. This is known as absolute positioning, and is the default setting for the pen. Absolute positioning (PEN MODE) allows you to position the screen cursor without having to first find it and then slide it across the desktop. See also Mouse Mode.

Pixel. The smallest unit of measure on your monitor screen.

Proximity. The height above the tablet's active area where the PenPartner2 pen is detected.

Screen cursor. The pointer on the display screen. Screen cursors come in different shapes (such as an I-beam, arrow, or box), depending on which application you are running.

USB. Universal Serial Bus. A hardware interface standard for connecting computer peripheral devices. USB ports support hot-plugging, which allows you to connect or disconnect a USB device without turning off your computer.

Wintab. An interface standard used by Windows applications for receiving tablet information. The tablet supports all Wintab-compatible applications under Windows.

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